

# EMERGENCY PROCEDURES

1. In case of an emergency (injury, accident, or bite, to yourself or the public), contact a staff member immediately. If you are close to a concession stand, you should report it there. A staff person at the Guest Services office in Entry Village or retail office (Wildlife Connections Gift Shop at the Entry Village) will place the call for an ambulance and direct it to the site of the illness/injury. You should not call 911 yourself.
2. Use common sense. Remain calm. Do not offer your opinion on the injury or treatment or cause of the injury. Be sure to ascertain the seriousness of the injury before leaving the victim so you can accurately report the nature of the illness/injury.

Listed in order of seriousness:

- ☐ Choking or serious difficulty in breathing
- ☐ Unconscious or semi-conscious
- ☐ Bleeding profusely
- ☐ Possible back or neck injury
- ☐ Seizure (check for medic-alert bracelet or necklace)
- ☐ Allergic reaction to insect sting/bite, medication (hyperventilation, trouble breathing, shock)

3. If the illness or injury is not an emergency, bring the person(s) to a food or merchandise stand or Guest Services in Entry Village. First aid kits are available there for their use. You should not administer first aid, but you may offer the first aid kit for them to pick out what they need. A staff member must fill out an accident report.
4. **Should the public need to call a taxi or family, a public phones is located near the Lurie Education Center (Goldman Courtyard).**
5. **LOST CHILDREN:** Conduct a general walk-around of the immediate area. In most cases, the parent/guardian and the child are in the same general vicinity and have just lost visual contact.
  - A. **If the parent/guardian are not in the immediate area:**
    - ☐ Notify security guards via radio, or phone **415/850-0570**, and give them information (child's name, age, sex, general description {color of hair, clothing}), and location where found.
    - ☐ Lost children are taken to Guest Services (at the Entry Village off the Great Highway parking lot).
    - ☐ There should be a security guard in the vicinity; turn the child over to them.
    - ☐ Security guards will conduct a search of Zoo grounds.
  - B. **Parent/Guardian Reporting a Lost Child:**
    - ☐ Be concerned and caring – the parent/guardian will be upset.
    - ☐ Obtain the child's description and where the child was last seen.
    - ☐ Notify the Security Guards via radio, phone **415/850-0570**, and give them a description and location information.
    - ☐ Take the parent/guardian to the Guest Services in Entry Village to wait.

## **Safety – Quick Tips (located on your animal list)**

### **Lost Child**

- If you have FOUND a lost child, notify security, via radio and give them your location and the description of the child (name, age) and, if possible, the name of the adult the child has become separated from. Await instructions from Security before you move from your location.
- If you find a parent/guardian who has lost a child, contact security via radio and give them your location, last place child was seen, and a description of the child (name, age, gender, physical description). Also share how long the child has been missing. Await instructions from Security before changing locations and stay with the parent/guardian.

### **First Aid**

- If someone is requesting minor first aid (band-aid, ice pack, etc), contact Security via radio and give them your location and the request. Security has a mobile first aid kit that they will bring to the individual's location. Do not offer any opinions.

### **Major Medical Emergency**

- If someone is experiencing a major medical emergency, contact Security via radio and give them your location and specify the type of emergency (whether the guest is conscious or not, whether or not the guest is requesting an ambulance, etc. Stay near your radio for follow up information and instructions from Security.

### **Earthquake**

- Duck/Cover/Hold and, if safe, go to the Playfield Lawn where Education or other staff will meet you with further instructions. If ANY Zoo staff directs you otherwise, follow their instructions.

### **Code Red**

- Listen to the announcement or instructions from ANY Zoo staff and seek an indoor location to shelter in place. While the first priority is your safety, if you can safely direct guests to the nearest indoor location, please do so. Listen carefully to your radio and any further announcements. Shelter in place until the "All Clear" is called.