



**Maps are for location guidance only and may not print to scale**



## **FIRST AID AND EMERGENCY SERVICES**

Group Leaders should administer First Aid for children and vulnerable adults using the group's own First Aid Kit. First Aid assistance and emergency telephone access are available through any member of Centre staff. Statutory First Aid Kits are located in each shop and in the Maze enclosure.

For Fire, Police, Ambulance or River, Cave and Cliff Rescue dial 999 and follow the instructions given by the operator.

Minor Injuries Unit: Ross Community Hospital, 01989 562100 (6.3 miles and 18 minutes drive). Casualty and Maternity Units: Hereford County Hospital, 01432 355444 (17.4 miles away and 38 minutes drive).

Injuries needing treatment beyond on-site First Aid must be recorded in the Accident Book and Centre staff informed of casualty evacuation.

## **INFORMATION FOR STATUTORY RISK ASSESSMENT**

The Wye Valley Visitor Centre is designed to be safe, but there are potential hazards. Be prepared for minor grazes and stings, dress to prevent sunburn.

Take care to prevent:

- Traffic accidents in the car park and crossing the lane outside the maze
- Fall from the Viewing Platform in the maze
- Poisoning from eating plants and insects in the Butterfly Zoo
- Clubbing on the minigolf course
- Drowning in the stream.

Predisposition and negligent or wilful behaviour are contributory factors in most injuries requiring first aid. Carers of vulnerable individuals should read our Disability Access Statement for special information on managing additional risks. Group Activities and the rules of play significantly reduce risk.

Groups Leaders are advised to plan for incapacity of key personnel. Group Leaders have been overcome by acute illness and by injury inflicted by group members, so our allowance for Attendants admitted free of charge exceeds RoSPA guidelines for the number of supervisors for school trips.

The table below specifies critical hazards and precautions which visitors should take to avoid injury. The action on failure of precautions is intervention by any member of Centre staff, Group Leader or other Attendant who becomes aware of the situation. Group Leaders are asked to report all dangerous incidents to site staff for reassessment of risk.

<b>HAZARD</b>	<b>LOCATION</b>	<b>POTENTIAL RISK</b>	<b>PRECAUTIONS TO AVOID INJURY</b>
<b>Road Traffic Accident</b>	<b>Car Park, Pedestrian Crossing to Maze, Lane to Church</b>	<b>Critical injury</b>	<b>Observe road markings, drive with care, use designated parking, footways and assembly points, supervise group movements</b>
<b>Slip or trip</b>	<b>Paths, kerbs, steps, stairs, footbridge</b>	<b>Minor injury</b>	<b>Look ahead, take care if wet or icy, wear suitable footwear</b>
<b>Fall from height</b>	<b>Picnic areas, Maze viewing platform, footbridge</b>	<b>Critical injury</b>	<b>Do not climb furniture, trees or fences, lean on fences or cross barriers</b>
<b>Immersion in water</b>	<b>Stream near picnic area, Maze fountain</b>	<b>Drowning or hypothermia</b>	<b>Supervise children near water</b>
<b>Pedestrian collision</b>	<b>Paths in Maze</b>	<b>Head injury</b>	<b>Do not rush blindly around corners</b>
<b>Impact by putter</b>	<b>Mini Golf Course</b>	<b>Head injury</b>	<b>Use putter for putting strokes only, observe all rules, keep distance</b>
<b>Allergic reaction</b>	<b>All areas</b>	<b>Asthma, hay fever, rashes</b>	<b>Bring inhaler if vulnerable</b>
<b>Bites or stings</b>	<b>Open areas</b>	<b>Minor injury, hyperallergenic reaction</b>	<b>Dispose of waste in bins, avoid scaring wasps and dogs, bring adrenalin if vulnerable</b>
<b>Poisoning</b>	<b>Butterfly Zoo, gardens, lane</b>	<b>Critical injury</b>	<b>No eating or drinking in Zoo, wash hands before eating</b>
<b>Foreign object in eye or ear</b>	<b>Museum of Mazes sand tray</b>	<b>Eye injury and ear or eye infection</b>	<b>Supervise children, do not throw sand</b>
<b>Climate</b>	<b>All outdoor areas</b>	<b>Sunburn, hypothermia, hyperthermia</b>	<b>Wear suitable clothing and sun-block, use shade and shelter, eat and drink</b>

## Tips for Group Leaders

- **Checklist for group members**

Sun-hats, water, long sleeves, rain-proofs, inhalers, stout footwear, money.

- **Checklist for Group Leader**

First-aid kit, medicines, group manifest, our written confirmation, payment.

- **Arrival time and delay**

Please do your best to arrive at the time arranged with us to avoid conflicts with other groups. Things happen, so if you are delayed then do telephone us on **01600 890360** so that we can rearrange things to avoid difficulties.

- **Check-in**

Our coach-parking bays are on the left as you drive in. Lead the party to use the toilets while you check in at one of our Reception points - *All Group Activities begin at an assembly area outside the attraction which we designate when you arrive.*

- **Time for activities**

We may adjust the running-order and start of activities during the day in the interests of smoother running. Let us know your departure time on arrival.

- **Food**

Please take picnics at the picnic tables we provide or on the grass. An area may be designated to you if there is more than one group using the site. The Picnic Refuge gives a break from inclement weather and has a vending station selling high energy snacks and hot and cold drinks.

Groups can buy drinks, ice cream and food at the Tearoom. Please respect the independence of The Tearoom: Don't use their tables to picnic.

- **Shopping**

Booked groups get a 10% discount in the shops which help to fund our facilities. We give great value and it's an opportunity for children to practice using money. Ten in a shop will avoid crowding our other customers.

## **Actions on Emergency for Visitors**

### **On discovering a fire**

Raise the alarm:

Shout FIRE FIRE FIRE or ring the alarm bell

Evacuate the premises, following any staff instructions

Go to the assembly point

### **On hearing the alarm**

Evacuate the premises, following any staff instructions

Go to the assembly point

### **Assembly points**

#### **IN THE MAZE ENCLOSURE:**

by the entrance to avoid traffic hazard

Check all party present, report any missing to our Manager, then leave enclosure as a group and go to the The Coach Park assembly point to join any of the party outside the enclosure

#### **ELSEWHERE AT THE CENTRE:**

The Coach park

Check all party present, report any missing to the Centre Manager

REPORT MISSING PERSONS FOUND TO THE CENTRE MANAGER