

# Management of Visitors Policy

## 1. Introduction

By the nature of our business, there are numerous members of the **General Public** who visit the sanctuary either by appointment or otherwise. The Charity facilities many visits by members of the **General Public**, some of these are very low risk such as delivering donations, we also facilitate visits whereby access to animals is required, and the **General Public** could be exposed to a risk to their health and safety. This policy sets out the minimum requirements to for their health and safety.

This policy is mandatory for all personnel and covers for our day to day business, special events such as open days are not in the scope of this policy.

## 1. Definitions

Term	Definition
<b>General Public</b>	A member of the general population.
<b>Personal Supervision</b>	A level of supervision whereby the nominated personnel is continuously observing and in the presence of the individual(s) with the ability to directly intervene. This level of supervision shall ensure individual(s) are not exposed to a risk to health or their safety.
<b>Sanctuary</b>	The land and premises in control of the Charity, thereby 69 NG16 5AX and the land leased by the Charity off Brinsley Hill.
<b>Volunteer</b>	Person who has completed a formal induction with the charity in accordance with the Management of Volunteers Policy.

## 2. General Public Visits

Trustees will put measures in place to discourage the uninvited arrive of the **General Public** through its communications, however its accepted that by the nature of our business, preventing all uninvited visits is not practical. Trustees will therefore ensure measures are in place and maintained, to ensure that

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uninvited access to animal areas are restricted by practical measures. For example, boundary fencing, gates and signage are in place, so that its clear to the **General Public** the limits of access.

### **3. Supervised General Public Visits**

The Charity facilities many visits by members of the **General Public** where access to animals is required and the **General Public** could be exposed to a risk to their health and safety. All such visits will be agreed with a **Trustee** who will nominate a **Volunteer** to provide appropriate supervision for the entirety of the visit. The **Volunteer** nominated by a Trustee will provide **Personal Supervision** throughout the visit until the members of the **General Public** leave the **Sanctuary**.