

RA018 — Visit by deaf and hard of hearing groups

Naylor's Ark Soul Sanctuary · Risk assessment

Sanctuary CPH: 46/327/7111
Veterinary practice: 608 Equine & Farm Veterinary Surgeons · 01926 640 385
Partner / group: Coventry & Warwickshire Association for the Deaf

Assessment date: 2026-08-10
Review date: 2027-08-10
Assessor: Liberty Naylor (Sanctuary Manager)

Activity assessed

Guided sanctuary visit and supervised animal-care session for deaf and hard of hearing visitors.

Hazard	Who may be harmed	Control measures in place	Residual risk
Missed verbal safety instruction or emergency alarm	Deaf and hard of hearing visitors	Written safety brief issued in advance and on arrival. BSL interpreter or communication supporter present, arranged with the group. Visual signals (hand signals, flashing torch, waving) agreed for 'stop' and 'evacuate'. Buddy system pairs each visitor with a hearing companion or staff member.	Low
Startled animal reaction when a visitor cannot hear a warning	Visitors, animals	Handlers stay within the visitor's line of sight and use agreed visual cues. Approach animals from the front. Group size limited so every visitor can see the handler.	Low
Hearing aid or cochlear implant damage or loss	Visitors	Advise against close contact with animals that mouth or nudge. No overhead reaching into pens. Lost-item search protocol before the group leaves each area.	Low
Animal-related injury (bite, kick, knock, trample)	Visitors, volunteers, staff	Only pre-selected, temperament-assessed animals used for contact. Supervised at all times, minimum 1 trained handler per 8 participants. No entry to enclosures without a handler. Animals unsuitable for contact segregated and signed.	Low
Zoonotic infection (E. coli O157, cryptosporidium, salmonella)	All participants, especially under-5s, pregnant and immunosuppressed people	Hand-wash stations with hot water, soap and paper towels at every animal area. Supervised hand washing after contact and before eating. No eating, drinking or hand-to-mouth in animal areas. Signage per PHE/HSE AIS23.	Low
Slips, trips and falls on uneven, wet or muddy ground	All participants	Route walked and checked before arrival. Sturdy footwear required. Wet or churned areas closed off. Spillages and hazards cleared before the group moves through.	Low
Vehicles and machinery on site	All participants	No tractor or machinery movement while groups are on site unless banksman-controlled. Pedestrian routes marked; parking segregated from animal areas.	Low
Fire or emergency evacuation	All participants	Fire evacuation procedure FEP-01 briefed on arrival. Assembly point identified. Head-count register kept by group leader. Emergency vet and 999 contact details displayed.	Low
Adverse weather (heat, cold, wind, storms)	All participants	Weather checked morning of visit. Shaded and sheltered areas available; drinking water provided. Visit postponed for high wind, storms or extreme heat.	Low

Additional arrangements

- Emergency arrangements: first aider on site during all visits; first aid kit at the yard office; nearest A&E University Hospital Coventry & Warwickshire; site address and what3words displayed at the assembly point.
- Group leaders retain duty of care for their own members and must supply ratios, medical and consent information before the visit.
- All visitors complete the visitor waiver and assumption of risk before activities. Volunteers must have completed induction, the safety quiz and SSOW-01.
- This assessment is read alongside HSP-01 Health and Safety Policy, FEP-01 Fire Evacuation Procedure, RA015 General visit and feeding, and MAP-01 Site map.
- Review: annually, after any incident or near miss, or when the activity, animals, group or site changes.

Signed (assessor): _____

Date: _____

Group leader briefed (signature): _____