**Introduction**

The Oklahoma City Zoological Park, by the nature of its mission, is exposed daily to a wide range of risks which can impact its financial stability. This risk includes property destruction, theft, natural disasters, key employee disabilities, animal escapes, and public accidents. In order to manage these risks, the staff has developed policies, procedures, and safety guidelines that protect employees, visitors, facilities, and equipment.

The Risk Management Plan at the Oklahoma City Zoological Park requires constant revision, training, and ideas from its employees. The plan insures financial stability of the Zoological Park, the Oklahoma City Zoological Trust, and the City of Oklahoma City.

This manual covers the key elements of the Zoo's Risk Management Program and provides guidance in interpreting policies and procedures. The following statements summarize the essential elements contained in the Risk Management Manual.

**Formal Health and Safety Procedures**

There is an in-house Safety Committee which inspects various areas of the zoo on a monthly basis. Its function is primarily to identify safety infractions and bring them to the attention of appropriate managers. The Committee also serves employees in an advisory capacity regarding
safety-related topics. Accident reports are routinely reviewed and acted upon as needed. The Veterinary Department monitors employee health by providing yearly TB tine tests for all full time employees. Safety-related training sessions addressing such topics as fire extinguisher use, hazardous materials, blood-borne pathogens, CPR, animal escape protocols, snake-bite procedures, and severe weather protocols are held on a routine basis.

Training in Toxic Substances

Most training guidelines and a major portion of such training is provided the zoo by the City’s Risk Management Department. All hazardous materials utilized within the zoo are noted and catalogued by the Security Department, where copies of all MSDS are maintained in a central file. Each respective department which utilizes hazardous materials maintains an MSDS file, as well as openly posts MSDS where toxic ingredients are stored. Training of all new employees in the use of toxic materials is provided within the department no later than 15 days after employment. All new animal-related cleaning products, as well as pesticides, are also reviewed by the zoo’s veterinarians.

Inspections

The institution is inspected by several Federal, State, and local agencies. The USDA inspects all animal-related functions annually. The County and State Health Departments inspect the zoo’s food and beverage-related functions on a quarterly basis. The City Fire Department inspects all public areas biannually. The City's Engineering and Risk Management Departments also conduct periodic inspections of all public and non-public areas. Finally, annual inspections are conducted on the zoo’s rides (tram and skyride) by both State and Federal inspectors.
Fire Detection and Suppression Equipment

The institution employs overhead sprinkler systems, including three dialer/recorder systems in its three major buildings. Five automatic extinguisher systems are installed where food is prepared. There are 237 smoke detectors located in offices, restrooms, storage spaces, and exhibits. There are 141 hand-held extinguishers distributed throughout the zoo's facilities. Weekly inspections of the extinguishers are conducted by Security personnel. The Oklahoma City Fire Department conducts two annual inspections, and two additional service and readiness inspections are conducted twice annually by certified fire extinguisher companies.

Security Measures

The zoo is enclosed by a perimeter fence in order to protect the integrity of the collection and insure its compliance with USDA guidelines. The zoo's Security Department patrols the grounds and associated facilities on a 24-hour basis. Key personnel are trained in handling animal escapes and emergencies. Yearly qualification in the handling of firearms is required for those individuals.

Security Improvements

The zoo has recently increased the number of employees in its Security Department in order to improve its ability to provide more thorough coverage during periods of high visitation. Access control systems of the facilities for all employees will be reviewed and enhanced over the next five years, the result being improved accountability for entrance and egress for appropriate personnel. A video monitoring system will also be considered in high impact areas.

Emergency Procedure Training

New employees in the Security Department are advised of the Department's responsibilities for the Tornado, Animal Escape, Snake Bite, and Skyride Evacuation protocols during their initial orientation. The training is tested on an unscheduled basis and occurs two to six times a year. Employees are not notified in advance of the tests.

The General Curator trains all animal employees during orientation on the Department's responsibilities for the Tornado, Animal Escape, and the Snake Bite Protocols. The training is tested on an unscheduled basis and occurs two to six times a year. Employees are not notified in advance of the tests.

The manager of the skyride trains all employees during orientation on how and when to evacuate the skyride. The training is tested on an unscheduled basis and occurs two times a year. Employees are not notified in advance of the tests. A log of the training is maintained at the skyride.

In every department of the zoo, all employees are advised of their responsibilities for the protocols and evacuation procedures.

The staff welcomes your views and comments. If you have any questions, please contact the Oklahoma City Zoological Park's Manager of Security and Risk Management at 405-425-0278.
The risk management functions at the Oklahoma City Zoological Park have been distributed throughout the zoo's various departments and operating divisions. The insurance programs were administered by the Purchasing Department; Worker's Compensation by the Human Resources Department safety and loss control by the Security Department; animal safety procedure; by the Animal Management division, and major hazardous spills by the Directors of Administration and Maintenance and Grounds. In February of 1997, many of these risk management programs had been assigned to the newly created position of Manager/Security and Risk Management. The Animal Management safety programs, along with other risk functions, remain the responsibility of the various departments and operating divisions. Hopefully, this consolidation of risk services will serve as a resource for both zoo personnel and its various publics. More importantly, this will reduce the possibility of financial loss to the Oklahoma City Zoological Trust. The following organizational chart and job description illustrates the role of the office of Security/Risk Management.

**Job Description Manager/Security and Risk Management**

Definition: Under general supervision, plans, organizes, assigns, and reviews the work of subordinate staff responsible for the safety and security of Zoo employees/visitors and Zoo facilities, including exhibits and animals.

Essential Functions: (Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills, and other characteristics. The list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class.)

Tasks:

Prepares work schedules for subordinate staff to ensure security coverage for the Oklahoma City Zoological Park twenty-four hours a day, seven days a week; trains subordinate staff in general security practices and procedures and in safety/security practices/procedures designed for the special needs/problems of a zoo; reviews/evaluates staff performance on a periodic basis.

Periodically visits all areas of the Zoo grounds to observe the activities/movements of subordinate staff and interact with visitors; answers general questions regarding the location of exhibits/facilities, administers the Community Service Work program, including assigning workers, and verifying records/reports for criminal justice system/law enforcement officials.

Periodically inspects/checks buildings and exhibit areas to ensure compliance with fire safety and hazardous materials standards/regulations and to ensure that heating/cooling systems are functioning property, and lighting and plumbing systems are operating properly, determines security needs and procedures for special events; meets with subordinate staff and Zoo management to discuss security/safety issues; maintains departmental Material Safety Data Sheets.

Identifies safety and technical training needs; develops, directs and conducts training, loss prevention and safety programs; determines impact of risk management programs and proposals and prepares risk reports for Zoo management; insures efficient and effective
Examples of Safety / Risk Management Planning

Implementation of Zoo insurance programs, excluding employee group insurance and maintains all records, certificates and contracts related to those programs; maintains internal records for Zoo employees' workers' compensation, as well as all visitor accident reports and litigation information.

Knowledge, Skills, and Other Characteristics:

Knowledge of standard security and risk management practices and procedures for ensuring the safety of employees and visitors.
Knowledge of standard practices and procedures for ensuring that buildings and facilities are secure and that plumbing, electrical, and heating/cooling systems are operating properly.
Knowledge of standard security patrol practices and procedures.
Knowledge of the location of Oklahoma City Zoological Park buildings, exhibits, and facilities.
Knowledge of fire safety regulations, practices, and procedures.
Knowledge of hazardous materials storage, handling, and disposal regulations, practices, and procedures.
Knowledge of the principles and practices of employee supervision and training. Skill in planning, organizing, assigning, and reviewing the work of subordinate staff.
Skill in training subordinate staff in safety/security procedures and practices.
Skill in establishing and maintaining effective working relationships with Zoo employees, at Skill in identifying unsafe activities, behaviors, and facility defects, including fire safety and hazardous materials problems.
Skill in identifying problems with the plumbing, electrical, and/or heating/cooling systems of the Zoo's buildings, exhibits, and facilities.
Skill in maintaining a daily activities log.

Qualifications: Experience equivalent to four year full time sworn law enforcement or general security work, at least one year of which involved supervisory responsibilities. Must possess a valid Oklahoma motor vehicle operator's license.

**General Risk Management for Zoos and Aquariums**

**Goals of Risk Management**

**Topic Description:**
An introduction to the fundamentals of risk management and an examination of elements associated with risk management programs.

**Topic Objectives:**
1. To define risk
2. To provide an understanding of the types of risk
3. To identify the basic goals and components of risk management
4. To provide an understanding of risk financing

**Topic Outline:**
Section I
- Introduction
- Definition
- Objectives

Section II.
Safety and health-related issues have become topics of major concern in today’s society primarily because the American public has become more knowledgeable and sensitive to their existence. This interest and awareness has resulted in legislation and associated penalties that support and recognize the necessity for safe conditions, both in and out of the workplace. Zoological parks and aquariums as public attractions with varying work forces are vulnerable to both visitor and employee-related risks. As a result, every accredited zoo and aquarium must have a risk management program. Although these programs may vary to some degree, they all have a common purpose and objective which is to improve safety, minimize risk, and in turn reduce the potential for financial impact.

Risk Management/Insurance

Risk is classified into two categories: pure and speculative. Pure risk is the primary concern of most risk management programs as it can produce a financial loss. Speculative risk is basically a gamble which can either create a loss or a gain. Speculative risk is of concern only to the extent that it influences pure risk management decisions.

The basic objective of risk management is to reduce the potentials for serious personal injury and the loss of physical assets. Although individual safety is of utmost concern, the consequences associated with injury are measured in terms of financial loss. As soon as an accident occurs, the institution begins to lose money and efficiency. This is usually reflected by an employee's time off the job and/or direct cash outlays to cover medical expenses. In the case of visitors, this may translate to medical expenses as well as legal fees. When physical assets are lost, it results in replacement costs at the current going rate.

It should be understood that there is always the presence of risk. However, it is important that risk takers not risk more than they can afford to lose. They must consider the odds and not risk a lot for a little. More simply put, the size of a potential loss must have a reasonable relationship to the financial resources of the organization that will bear cost. In addition, the benefits derived from assuming the risk must be greater than the potential loss.

Risks are divided into three basic categories: life and health, property, and liability.

Life and health-related risks are those that present the potential of bodily harm to an employee, a visitor, or even both. Their physical health and welfare are at stake, which often impacts not
only the institution but also the family unit. This category is the most prominent among the three in terms of financial allocation. Significant amounts are spent regularly on the identification, prevention, and coverage of potential injury-related losses.

Property risks are those that relate to an institution’s physical assets such as equipment and structures. Losses may occur as a result of fire, wind, hail, flood, vandalism, theft, and even acts of God. Depending upon their value, most assets are insured in an attempt to minimize serious financial consequences.

Liability risks are usually those that result from negligent actions or conditions. They may affect both employees and visitors and have the potential of being the most costly. Tort claims and other forms of liability settlements are often expensive to insure against.

The key to good risk management is identifying risks and then developing ways to eliminate or minimize them. There are numerous techniques for accomplishing this task, the most common of which are accident reports, site observations and evaluations, employee suggestions, and the use of trend and data analysis.

A. Risk Identification

Accident reports are required by Workmen’s Compensation Law. They are the basis upon which accident investigations are conducted and resulting claims are justified. These reports immediately identify hazards that physically exist in the work site or are part of the work process. By tracking and analyzing the accidents identified through these reports, it is possible to detect problems and associated trends. Besides personal injury reports, there are also reports that cover vehicle accidents, property damage, and supervisory investigations of accidents.

When investigating any accident and completing the appropriate report, supervisors must first determine what happened and how it could have been prevented. This activity should take place shortly following the incident (within 24 hours) while everyone’s memory and recollection of the events are fresh. The basic task is to gather all the facts and not create an inquisition that threatens the affected employee or their co-workers. The same applies to incidents involving members of the public. Sensitivity to the situation will result in better cooperation and resolution of the problem. If there are conflicts in information, then a further, more direct, investigation may be required.

Site observations and evaluations are usually accomplished through a Safety Committee. This Committee should be composed of both management and non-management employees and is an invaluable tool in the detection of risk and the communication of safety protocols. It is usually the committee that will first be alerted to unsafe conditions by employees. It becomes the Committee’s task to regularly inspect both work and public areas for the purpose of identifying potential risks and reporting them to top management. This essentially involves the inspection and review of tools and equipment, work materials, work sites, work processes, and employee work habits.

Trend and data analysis is based on information collected from personal injury, vehicle accident, and property damage reports. When properly formulated and examined, these analyses, which are usually in the form of graphic or statistical illustrations, will expose repeated safety infractions and incidents. In addition, they provide an estimation of the probability of risk and associated loss. Once detected, a concentrated effort can be organized to address problems so
they may be effectively reduced or eliminated. Certainly another important function served by trend and data analysis is that it represents a method for measuring the true success or failure of an institution's risk management program.

B. Risk Elimination/Reduction

Risk elimination or reduction is the process of examining those methods available for resolving risk problems and implementing the best ones. Trend and data analysis will aid in the establishment of a "hazard priority" list so that the most serious issues can be addressed first. Priority should be based on frequency (How often does it happen?), consequences (What is the impact?), causes (Why did it happen?); and controls (How can it be prevented?). Answers to these questions must be identified before problems can be corrected. This will usually involve the combined knowledge and talents of those individuals familiar with each situation.

Employee training is perhaps the most successful method that can be utilized in risk management. When an individual is knowledgeable and sensitive regarding safety in both the workplace and public areas, the fewer incidents there will be. Training may be conducted through organized sessions, flyers and handouts, video tapes and films, on-the-job instruction, and the utilization of professional services. Good hiring practices will also assist in the procurement of qualified, safety conscious employees. Management should always insist that employees practice safe working habits and in turn, the employee should be assured that management will provide a safe working environment. Just as importantly, the visiting public must be assured that both management and non-management employees will provide them an experience that is safe and pleasurable.

C. Program Implementation/Evaluation

Every institution should have a risk management policy and procedures manual which provides guidelines and criteria for implementing the institution's risk management program. In addition, this document should be accompanied by a safety manual which contains detailed descriptions of the institution's various safety practices and procedures. These materials will provide a strong foundation upon which to implement and monitor risk management efforts. In time, this will result in safer working conditions and practices.

D. Risk Financing

The financial coverage of a risk-related loss may be addressed in a variety of ways. For instance, an institution may choose to be self-insured, which entails setting aside a financial reserve that would cover any loss. Self-insurance does not require cash payment to others and as a result may be favorable to some institutions. The difficulty with this approach is that it is impossible to guarantee sufficient funds will always be available in the reserve to cover a loss or claim of substantial size.

The most popular and effective method of risk financing is to transfer the cost of loss to professional insurance companies. The use of insurance provides a method for institutions to endure the financial impacts that may result from risk-related accidents. Insurance companies agree to provide this coverage for a specified sum of money known as "the premium," which is paid by the institution, referred to as "the insured." Premium amounts are proportionately based on the amount of risk or potential loss that is being covered or has historically been experienced. In other words, the higher the risk, the greater the premium. Although a premium rate may be established for a given period of time, if more loss is encountered than was
originally anticipated, the premium will most definitely go up. On the other hand, if risk-related accidents are fewer than anticipated, premium rates are reduced. The elimination of risk associated loss, therefore, is the most prudent method of controlling premium costs.

Insurance carriers are usually selected through a request for proposal (RFP) process rather than competitive bids. This requires that a set of specifications first be developed that identify the desired coverage being requested. Without this, a company has no basis on which to formulate its proposal for services or fees. These specifications are often accompanied by an additional list of criteria or minimum standards which describe how qualified insurers or their representatives will be judged. In any event, the most important factors to determine are the types of coverage the company generally provides, its national financial rating, its history for satisfying claims, and its basic premium or fee structure.

The ultimate goal is to select an insurance carrier that can provide coverage and services compatible with the institution's needs at the lowest possible price. The use of a high deductible is also recommended since it will reduce the total amount required for premiums. This practice permits the institution to essentially be self-insured for the minor losses and allows the carrier to underwrite the remaining. Finally, an institution's insurance programs should be reviewed on a regular basis to insure that coverage is adequate and premium costs are appropriate.

Risk management is everyone's job. Regardless of whether an employee is part-time, full-time, management, or non-management, everyone has a stake in safety. When implemented properly, an organized and well-defined risk management program will provide an environment free of potential hazards and resulting financial loss. Remember to think safety as employees and visitors are an institution's most valuable assets.

**Employee Benefits**

The Manager/Security and Risk Manager is responsible for coordinating workers' compensation insurance at the Oklahoma Zoo. The primary responsibility for administering and coordinating employee benefits is the Human Resources Department. The Oklahoma City Zoological Trust pays for part of all of the monthly premiums for group medical, life, dental, and long-term disability insurance. Effective cancer insurance coverage is also available to full-time employees.

**Workers Compensation**
(On-the-Job Injury Procedure)

If any employee suffers an on-the-job injury (OJI) while performing his job functions, he is required to report that injury to his manager immediately, regardless of how minor the injury may appear to be.

Once an injury is reported to a manager, that manager becomes responsible for instructing the employee in the procedure to follow and ascertaining that the employee does, indeed, follow the procedure.

Regardless of the nature of the injury, the manager shall require the employee to complete an OFFICIAL ON-THE-JOB INJURY REPORT (OJI Report), and the manager shall complete a SUPERVISOR'S ACCIDENT INVESTIGATION REPORT. If there was a witness to the accident, the manager shall secure the WITNESS'S WRITTEN STATEMENT. All of these forms must be returned to the Human Resources Supervisor before the end of the day on which the injury occurred.
If the incident is minor, and no apparent injury is sustained, or the employee refuses treatment, the manager shall indicate "Injury - Records Only" in the space provided on the OJI Report. The manager may require the employee to seek medical attention if he feels the situation warrants such action to assure the safety of the employee.

If the incident results in an injury that needs treatment, in the opinion of either the employee or the manager, the manager shall require the employee to obtain a MEDICAL SERVICE ORDER (MSO). The MSO and all other OJI forms may be obtained from the Administrative Secretary/Receptionist from 8:00 to 5:00 PM Monday through Friday. On weekends and holidays, they may be obtained from Guest Relations.

The MSO will accompany the employee to the medical service provider. Unless the injury is of such a serious nature that transportation to the nearest hospital is necessitated, the injured employee must be seen by the City's medical service provider, which is the St. Anthony Hospital Emergency Room. The employee may choose his own doctor, if he so desires, but only after initial treatment at the St. Anthony Hospital ER and only after contacting the City of Oklahoma City Risk Management Department (297-2407) for authorization to change doctors.

The manager will instruct the injured employee that after medical treatment has been provided, the treating physician will enter data on the MSO and will return it to the injured employee, who is to immediately return it to his manager. The manager must immediately return the MSO to the Manager/Security and Risk Management. (On weekends or holidays, it may be left in the mailbox in the Administrative Offices of the Zoo.)

Failure by the employee to report an on-the-job injury to his manager within 24 hours WILL result in an investigative follow-up by the City of Oklahoma City's Risk Management Department. Depending on findings from the investigation, it may result in the employee's claim being denied by Risk Management. Claims reported sixty (60) days after the alleged injury may result in that claim being permanently barred from compensation, according to Oklahoma State Workers' Compensation Law. Any employee whose claim is denied will be notified in writing by the City of Oklahoma City's Risk Manager.

**Environmental/ Hazardous Materials**

**Hazardous Materials/Chemicals Disposal Procedure**

A large inventory of hazardous materials and chemicals are stored on zoo grounds. Each department is responsible for storing these items and supplying materials safety data sheets to the Manager/Security and Risk Management. Disposal of outdated inventories is handled by the Manager/Security and Risk Management or his designee.

**Non-Hazardous Materials/Chemicals**

Twice a year, the City of Oklahoma City sponsors a collection point at the State Fairgrounds for the disposal of non-hazardous materials/chemicals. Security/Risk Management will collect these items and handle disposal with the City.

**Hazardous Materials/Chemicals**

The zoo has designated an independent company for disposal of any hazardous materials or
chemicals. The disposal company is:

Small Quantity Generators Services, Inc.
912 NW 57
Oklahoma City, OK 73118
Phone: 405-879-0144

Transportation is provided through:

Esses Waste Management Services
1483 SW 58 Highway
Kingsville, Missouri 64061

Major hazardous materials/chemicals disasters are coordinated with the Risk Management Division and the Public Works Department of the City of Oklahoma City. If such a disaster occurs, the following offices are contacted immediately:

Contacts:
Harold Skidmore, Manager of Contract Administration
Public Works Department
City of Oklahoma City
405-297-2030

Betty Reaties
Municipal Environmental Protection Specialist
City of Oklahoma City
405-297-2192

Underground Storage Tanks Leak Detection Program

Background

The Environmental Protection Agency's (EPA's) regulations for underground storage tanks require owners and operators to check for leaks on a routine basis using one of a number of detection methods (40CFR Part 280, Subpart D). To ensure the effectiveness of these methods, EPA set minimum performance standards for equipment used to comply with these regulations. All tank tightness test methods must be capable of detecting a 0.10 gallon per hour leak rate with a probability of detection of at least 0.95 and a probability of false alarm of no more than 0.05. Similarly, all monthly monitoring procedures must be capable of detecting a 0.20 gallon per hour leak rate with a probability of detection of 0.95 and a probability of false alarm of 0.05. In addition, the criteria stipulate that the procedure must be capable of detecting a leak from any portion of the tank system. It is the responsibility of the zoo to select a method of leak detection that has been shown to meet the relevant performance standards.

One mechanism for demonstrating that these performance goals have been reached is to conduct a performance evaluation using EPA's standard test procedures for leak detection equipment. The procedures for methods which involve a statistical analysis of daily inventory records taken by the tank owner/operator are described in the test protocol "Standard Test Procedures for Evaluating Leak Detection Methods: Statistical Inventory Reconciliation Methods (EPA Document Number EPA/530/UST - 90/007 Dated June 1990)."
The Oklahoma City Zoological Park has selected and contracted with the Mitchell's SIR Program, Inc. (Version 2.6) Statistical Inventory Reconciliation System, to provide this service.

Mitchell's SIR Program is a means of detecting product losses from underground storage tanks by a detailed evaluation of daily inventory measurements maintained by the UST owner/operator. The purpose of Mitchell's SIR Program is to provide either periodic or monthly monitoring of UST's to identify existing or emergency losses of product, should they occur, from these systems.

The basic approach involves a systematic evaluation of the inventory observations obtained by the UST owner/operator who either gauges the tank manually or records data from an automatic tank gauging system. The observations consist of the amount of product dispensed daily, deliveries of product to the tank system, and gauge readings in either inches (centimeters) or gallons (liters), or both.

In order to identify loss trends in an inventory record, Mitchell's SIR Program evaluates the cumulative differences between calculated book inventory of product and actual volumes of product in the tank over time, as determined by daily gauging. The statistical analyses consists of identifying the influences of various sources of error which have been introduced in the inventory data and eliminating the effects that they cause in the inventory record. In addition to detecting a consistent loss of product over time, other sources of error are identified. Among the various sources of error that Mitchell's SIR Program identifies are:

Dispensing meter errors  
Calibration errors  
Conversion chart miscalibration  
Delivery errors  
Unexplained periodic additions or removals of product  
Dipstick errors

Once identified, recommendations are made to the tank owner/operator to aid in eliminating these sources of error.

Although these sources of error are identified by Mitchell's SIR Program, the test protocol did not stipulate that these features of the analytical procedures be evaluated.

Questions concerning underground storage tank leak detection procedures should be directed to the Director/Maintenance and Grounds or his designee.

Address of Contractor:  
Jim Flynn S.I.R. International, Inc. PO Box 700 Locust Grove, OK 74352  
918-479-5800 (phone), 918-479-5700 (fax).

Grease Disposal Policy

The Visitor Services Division of the Oklahoma City Zoological Park generates large quantities of used cooking grease. Grease is accumulated from the various concession stands and stored in containers located behind the Main Concession Warehouse. An annual contract is negotiated for the monthly removal of used grease, and the contract specifies a written report certifying removal.

The current contract is with Capital Grease Company of Oklahoma City. Questions concerning grease removal should be directed to the Director of Visitor Services or her designee.
Address:

Capital Grease Company
920 S. Santa Fe Ave.
Okla. City, OK 73109

Phone: 405-677-4262 or 405-391-3562

Pesticide Polices and Procedures

The Horticulture Department of the Maintenance and Grounds Division monitors and dispenses all pesticides used at the Oklahoma City Zoological Park. The pesticide policy is carefully supervised because of the potential harm to employees, visitors, animals, and the environment. Questions concerning pesticides should be directed to the Horticultural Curator.

Pesticide policies and procedures are as follows:

All pesticides used on zoo grounds shall be monitored by the certified pesticide applicator.

Pesticide chemicals shall be dispensed through:

A. Horticulture Department
   1. Pesticides used for ornamental and turf applications
   2. Non-restricted pesticides used for rodent and other pest controls

B. By a licensed pesticide applicator (presently by Edmond Pest Control)
   1. Pesticides used for control in buildings monitored by the licensed pest control applicator
   2. Restricted pesticides not covered under the ornamental and turf category

MSDS information will be obtained for each chemical used. This information will also be given to the Security Department. The MSDS information will be placed in a visible binder and stored next to the pesticide room.

Chemicals must be stored at the Horticulture Department in the pesticide room and in designated cabinets.

Chemical applicators must follow the instructions for protective clothing, use, and disposal of the pesticides for all applications.

All chemicals used by the Horticulture Department must be recorded on the Horticulture Department chemical record sheet. Information regarding use must be filled out accurately and initialed by the user. Only full time employees with a service technician license may use pesticides for ornamental and turf on grounds.

Disposal of chemicals shall follow disposal instructions as posted on the specific chemical's label. Bulk chemicals, old and unused, shall be used if possible or disposed through Oklahoma City's hazardous waste disposal program.
All pesticides requested by other departments must be submitted through an intra-zoo transfer which will be kept on file in the Horticulture Department.

**Insurance**

Amphitheater/Special Event Liability Insurance Coverage  
Commercial Automobile Liability Insurance  
Vehicle Accident Report  
Supervisor’s Investigation Report  

Crime and Directors and Officer’s Insurance

The Oklahoma City Zoological Trust requires that the Oklahoma City Zoological Park carry a Crime and Directors/Officers insurance policy. In order to minimize financial risk to the Trust, the carrier must be licensed in the State of Oklahoma and file a financial statement with the Trust. Additional specifications include a deductible of $5,000 for employee dishonesty and forgery, a $25,000 deductible for Directors/Officers, and cover a one-year period coinciding with the zoo’s fiscal year beginning July 1 and ending June 30.

Currently the Crime and Directors/Officers Insurance is the Chubb Insurance Group of Tulsa, Oklahoma, and the Agent of Record is Cole, Paine and Carlin Insurance Agency of Oklahoma city.

Claims Procedure:

- Notify police if a crime has been committed.
- Notify Agent of Record of claim.
- Send all demands to Agent of Record
- Send all pertinent information, reports, etc., to Agent of Record

Claims Contacts:

Insurance Carrier:  
Chubb insurance Group  
Two Warren Place  
6120 S. Yale  
Tulsa, OK 74136  
Phone: 1-800-876-0748  
Fax: 1-918-493-5697

Agent of Record:  
Cole, Paine and Carlin  
1140 NW 50  
Okla. City, OK 73118  
Phone: 405-843-5678  
Fax: 405-843-5782
American Zoo and Aquarium Association Resource Center
Examples of Safety / Risk Management Planning

General Liability Insurance

The Oklahoma City Zoological Trust requires that the Oklahoma City Zoological Park carry a $1,000,000 general liability policy, and a $5,000,000 umbrella policy. In order to minimize financial risk to the Trust, the carrier must be licensed in the State of Oklahoma and be rated A+ by Best. Additional specifications include a combined single limit per occurrence clause (no annual aggregate), a flat fee premium, covers a three-year period coinciding with the beginning of the zoo's fiscal year, July 1 through June 30, and a $1,000 deductible. Currently the liability carrier is St. Paul Surplus Lines Insurance Company of St. Paul, Minnesota, and Mendel S. Kaliff Company of San Antonio, Texas serves as the agent of record.

Claims Procedure:

- Notify police if a crime has been committed.
- Notify insurance carrier and agent of record of a possible claim.
- Send all demands to insurance carrier and agent of record.
- Send all pertinent information, reports, etc., to insurance carrier and agent of record.

Claims Contacts:

Insurance Carrier
Sylvia Randolph, Claims Adjuster
Claims Office
St. Paul Surplus Lines Insurance Company
PO Box 60170
Oklahoma City, OK 73146
Phone Number: 405-528-7041
Fax Number: 405-528-6490

Agent of Record:
Mitchell Kaliff, President
Mendel Kaliff Company
PO Box 171225
San Antonio, TX 78217-1225
Phone Number: 210-829-7634
Fax Number: 210-829-7636

Copy of incident report and claims release below.

Midway Incident Report

Promptly Report An Incident To:
Mendel S. Kaliff Company
P.O. Box 171225, San Antonio, Tx 78217
Tel:210/829-7634 Fax:210/829-7636
Fax Incident Report Whenever Possible

Name of Insured: Oklahoma City Zoological Trust
Ride Operator's Name
Where to contact and how long at location
Incident Location
Incident Date
Approximate Time
Name of Ride
Description of Accident
Supervisor's Name
Injured Party
Injured Party's name
Age
Address
for minor, Guardian's name
Describe Injury (Part of Body and Extent of Injury):
Injured Party treated by (Check One): First Aid at Carnival  Doctor's Name & Number
Name & Number of Hospital
Witnesses
Did Supervisor inspect scene of accident?
Telephone Number
Name
Address
Telephone

Claim Status  Important (Please Check One)
   □ I have settled this claim. Below is Release and explanation
   □ Incident Only: Contact me before contacting injured party.
   □ I am attempting to settle. I will keep you advised.
   □ Need immediate Adjuster activity.

This report was completed by:
Insured's Signature
Date Telephone No. (Next 7 Days)

AFTER HOURS CALL 800-621-5410 AND ADVISE YOUR CLAIM INVOLVES THE ST. PAUL COMPANIES

Release Of All Claims

KNOW ALL MEN BY THESE PRESENTS the Undersigned, being of lawful age, for sole consideration of  Dollars ($) to be paid to do/does hereby and for my/our/its heirs, executors, administrators, successors and assigns release, acquit and forever discharge and his, her, their, or its agents, servants, successors, heirs, executors, administrators and all other persons, firms, corporations, associations or partnerships of and from any and all claims, actions, causes of action, demands, rights, damages, costs, loss of service, expenses and compensation whatsoever, which the undersigned now has/have or which may hereafter accrue on account of or in any way growing out of any and all known, foreseen and unforeseen bodily and personal injuries and property damage and the consequences thereof resulting or to result from the accident, casualty or event which occurred on or about the  day of  19 at or near ______ understood and agreed that this settlement is the compromise of a doubtful and disputed claim, and that the payment made is not to be construed as an admission of liability on the part of the party or parties hereby released, and that said releasees deny liability therefor and intend merely to avoid litigation and buy their peace. The undersigned hereby declare(s) and
represent(s) that the injuries sustained are or may be permanent and progressive and that recovery therefrom is uncertain and indefinite and in making this Release it is understood and agreed, that the undersigned rely(ies) wholly upon the undersigned's judgment, belief and knowledge of the nature, extent, effect and duration of said injuries and liability therefor and is made without reliance upon any statement or representation of the party or parties hereby released or their representatives or by any physician or surgeon by them employed. the undersigned further declare(s) that no promise, inducement or agreement not herein expressed has been made to the undersigned, and that this Release contains the entire agreement between the parties hereto, and that the terms of this Release are contractual and not a mere recital.

THE UNDERSIGNED HAS READ THE FOREGOING RELEASE AND FULLY UNDERSTANDS IT.

Signed, sealed and delivered this day of 19__

CAUTION: READ BEFORE SIGNING BELOW
Witness
Witness

Visitor Accident Report

The Oklahoma City Zoological Park requires that a Visitor Accident Report be filled out immediately following any and all accidents sustained by any zoo visitor. The Report is to be filled out completely, and any witness reports should be attached to the Accident Report. The completed Accident Report should then be forwarded to the Manager/Risk Management.

Procedure
1. When injury occurs to visitor, Security will be immediately contacted.
2. Security will conduct accident investigation and complete paper work.
3. Copies of the accident report will be filed in the Security office, administration, and with the insurance company.
4. Copy of the accident report will be given to accident victim upon request.
Property Insurance

The Oklahoma City Zoological Park property insurance is covered and administered by the Risk Management Division of the City of Oklahoma City. Specifications include deductibles that vary from $5,000 to $50,000 per each claim or loss, and covers a three-year period coinciding with the City’s fiscal year beginning July 1 and ending June 30. Currently, the property carrier is Travelers Indemnity Company of Illinois, and Bryce Insurance of Tulsa, Oklahoma is the Agent of Record.

Risk Management's Procedure:
- Notify the police if a law may have been broken.
- Give Travelers prompt notice of loss or damage. Include a description of the property involved.
- As soon as possible, give Travelers a description of how, when, and where the loss or damage occurred.
- Take all reasonable steps to protect the Covered Property from further damage by a Covered Cause of Loss. If feasible, set the damaged property aside and in the best possible order for examination. Also, the insured shall keep a record of expenses for emergency and temporary repairs for consideration in the settlement of the claim. This shall not increase the Limit of Insurance.
- At Travelers' request, submit complete inventories of the damaged and undamaged property. Includes quantities, costs, values, and amount of loss claimed.
- As often as may be reasonably required, permit Travelers to inspect the property proving the loss or damage and examine the insured's books and records. Also permit Travelers to take samples of damaged and undamaged property for inspection, testing, and analysis, and allow them to make copies from the insured's books and records.
- Send Travelers a signed, sworn proof of loss containing the information required to investigate the claim. The insured must do this within 60 days after Travelers' request. Travelers shall supply the insured with the necessary forms.
- Cooperate with Travelers in the investigation and settlement of the claim.

Claims Contact:

John Thomas
Safety and Training Officer
Risk Management Division
City of Oklahoma City
200 N. Walker
Okla. City, OK 73102
Phone: 405-297-2193
Fax: 405-297-2332

A special fund is maintained by the Risk Management Division to cover damage under the deductible. The zoo deals directly with Risk Management regarding claims.

Safety and Loss Control

Safety Committee
The Oklahoma City Zoological Park has established a Safety Committee to inspect all areas of the zoo for safety hazards. The Committee is made up of selected employees from various departments within the zoo. The Committee inspects different areas of the zoo on a monthly basis and reports areas of concern to the Zoo Director. The areas inspected during the fiscal year are as follows:

<table>
<thead>
<tr>
<th>Administration</th>
<th>Dog Row</th>
<th>Main Concessions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amphitheater</td>
<td>Education</td>
<td>Maintenance</td>
</tr>
<tr>
<td>Animal Management</td>
<td>Giraffe</td>
<td>Over Wintering</td>
</tr>
<tr>
<td>Antelope</td>
<td>Graphics</td>
<td>Pachyderm</td>
</tr>
<tr>
<td>Bears</td>
<td>Guest Relations</td>
<td>Parking Lot</td>
</tr>
<tr>
<td>Cats</td>
<td>Herpetarium</td>
<td>S.A. Aviary</td>
</tr>
<tr>
<td>Childrens Zoo</td>
<td>Horticulture</td>
<td>Security</td>
</tr>
<tr>
<td>Dan Moran Aviary</td>
<td>Island Life</td>
<td>Sweet Shop</td>
</tr>
<tr>
<td>Dog House</td>
<td>Isolation</td>
<td>Tram Station</td>
</tr>
</tbody>
</table>

Work orders for corrections are issued to the Director/Maintenance and Grounds for action.

Safety Training

Nine (9) safety training classes offered to all zoo employees at two to three sessions per month.


Spring 1997 Safety Training Schedule

The following is a tentative schedule for the first six months of 1997 for monthly safety training. Due to the increased attendance from schools during March, April, May and June, and the expected influx of visitors from the opening of the Cat Forest, many of the scheduled training sessions may be moved or rescheduled.

January - Adult CPR
20, 8:00 AM - 12:00 Noon
21, 8:00 AM - 12:00 Noon, 1:00 PM - 5:00 PM

February - Adult CPR
18, 8:00 AM - 12:00 Noon
20, 8:00 AM - 12:00 Noon, 1:00 PM - 5:00 PM

March - Public Relations
17, 8:15 AM - 8:45 AM
18, 8:15 AM - 8:45 AM, 2:00 PM - 2:30 PM

April - Adult CPR
21, 8:00 AM - 12:00 Noon
22, 8:00 AM - 12:00 Noon

May - Slips, Trips and Falls
5, 8:15 AM - 8:45 AM
6, 8:15 AM - 8:45 AM, 2:00 PM - 2:30 PM
Vehicle Safety

All vehicle drivers should remember that safety of zoo staff and visitors is a number one priority. Please follow good safety and courtesy procedures when driving any type of vehicle on zoo property. Please keep in mind the following:

1. Only zoo employees are authorized to operate zoo vehicles.
2. There is a 5 mph speed limit inside the park.
3. The visiting public always has the right of way.
4. If possible, reduce vehicle traffic on grounds between 9:00 a.m. and 6:00 p.m.
5. No private vehicles are allowed on zoo grounds without an official escort to and from their destination.
6. When approaching a group of children or other organized group, stop and let the group pass. Do not expect them to get out of your way. They always have the right of way.
7. If possible, avoid congested paths and areas such as food stands, gift shops, Great Escape, and Aquaticus, before and after a performance, etc.
8. The Safari Train has the right of way over other vehicles. Stop and pull as far over to the side of the path as possible. You should remain there until the tram has safely passed your vehicle.
9. The road that passes in front of the outdoor tapir exhibit is one way (down-hill).
10. Do not overload the carts when hauling people or equipment.
11. When making deliveries or parking, please park at the edge of a drive so that the vehicle is not blocking other vehicles or pedestrian traffic.
12. All carts are to be operated by the designated driver only. No double driving is allowed.
13. Do not attempt to drive up steep hills or inclines. Know your vehicle’s capabilities.
14. The vehicles are provided for staff convenience.
15. Standing in the back of any moving vehicle is prohibited.

Emergency Traffic Procedures

Oklahoma gate Zoological Park Gate Numbers

Gate # 1 Main Parking Lot. Guest Relations, Main Ticket Gate, Main Plaza Area, First Aid, Security.
Gate # 2 Northwest Gate Between Gate #1 and Kirkpatrick Center where 50th and 52nd Meet.
Gate # 3 Electric Gate, 50th Street Behind Kirkpatrick Center.
Gate # 4 East Meyers Drive at Emergency Operations Center 4700A, Left, Southwest Gate.
Gate # 5 Animal Management.
Gate # 6 Maintenance Support Facility, East Meyers Drive at Emergency Operations Center 4700 B right
Gate # 7 Electric Gate South Side of Great Escape.
Gate # 8 NE Zoo Lake Gate - Remington Place.
Gate # 9 North side Aquaticus Center Remington Place
Gate # 10 North Gate Between Rex Kennedy Rosser Education Center and Main Gate, Small 4x4 Truck Only.
Police Department
Staff should notify base if and when police assistance is needed. Base will notify 911 and Security will meet the police at the designated gate and act as an escort. If base is closed, Security or Guest Relations will notify the police.
Note 1: Security will also inform the Zoo Directors office and Division Heads.
Note 2: Police assistance is sought in situations related to theft, armed robbery, disorderly conduct violent behavior of a zoo patron, or trespassing.

Fire Department
Staff will notify 911 through the switchboard that a fire is occurring. If the switchboard is closed, Guest Relations will assist. After hours, Security will notify the Fire Department. The Fire Department will be directed to the appropriate gate. ( #’s 1, 3, 4, 5, 6 or 7). Security will dispatch two people to the designated gate. One person will act as an escort, and the other will await the arrival of additional emergency vehicles.

Ambulance
Security or management personnel will notify base or Guest Relations that an ambulance is needed. Security or base will notify 911 (at the request of injured party) that an ambulance is needed and direct them to the appropriate gate nearest the injured party. Security will escort the ambulance to the designated area. Only the Security Supervisor, Security Shift supervisor, or management staff will notify 911 of the need for an ambulance without the victims request.

Safety Procedures For Backing Vehicles
The following procedures apply to vehicle backing. All employees must read, understand, and follow these procedures:
1. Do not back a vehicle unless it is necessary. When possible, park where backing will not be required.
2. In cars and light trucks where there are adequate windows providing view for clearance, use mirrors and turn head around in both directions to double check clearance prior to moving in reverse.
3. In heavy trucks, dumps, etc. either a) get out of the vehicle and look behind you, or b) have passenger on outside and looking (guiding) for clearance.
4. When unloading and/or backing with a dump truck, always have a second party at the rear of the vehicle where the action is and in communication with the driver.
5. Do not back blindly in service areas because fence damage is costly and can be avoided following # 3 above.

Vehicle Unlock Release Form
The Oklahoma City Zoological Park's Security Department requires that prior to any attempt by an officer to unlock a visitor's vehicle, a release form must be signed by the owner of said vehicle. This form releases the officer and the Oklahoma City Zoological Park of any and all damages sustained in an attempt to unlock a zoo visitors vehicle.

Copy of Release Form below.

Date:
Time:
Name
American Zoo and Aquarium Association Resource Center  
Examples of Safety / Risk Management Planning

Address:  
Vehicle Year:  
Vehicle Make:  
Vehicle Mode:  
License Tag:  

I __________ hereby authorize Officer ______________ to attempt to unlock my vehicle described above. I agree to release this officer and the Oklahoma City Zoological Park of any and all damages sustained by my vehicle during the attempt to unlock said vehicle.

Weather

Tornado Protocol

During Work Hours - 8:00 a.m. to 5:00 p.m.:

1. The communication center for coverage and monitoring tornados will be the Administrative Building Receptionist. In the absence of the receptionist the Guest Relations Supervisor will assume responsibility.
2. When conditions exist that might produce a tornado or high straight winds exceeding 60 miles per hour are announced by the National Weather Service, the receptionist will announce on the radio: "All units, a tornado watch (or high winds) is in effect."
   - tornado watch: indicates that conditions could produce tornado activity. * tram & skyride will be immediately closed.
   - tornado warning: indicates that tornado activity exists and that immediate steps should be implemented.
3. When a tornado warning for the Oklahoma City area is broadcast the receptionist will announce on the P.A. system: "Tornado warning. Zoo visitors, please go to the nearest building, zoo personnel will assist you." The receptionist will then announce by radio: "All Z-units, tornado warning." (Pause) "All Z-units, tornado warning." Division heads with radios should acknowledge, then department heads and others. All on-duty units of security must acknowledge. The receptionist will also notify all contractors currently working on zoo grounds.
4. Department Heads will call and instruct their staffs on priorities and necessary measures if phones are operable.
5. Security will have the inside patrolling officer run the south area, alerting visitors to the conditions. The perimeter security officers will alert and advise visitors coming in and leaving to monitor their car radios.

After Work Hours - 5:00 p.m. to 8:00 p.m.:

If a tornado should touch down in the zoo after hours, security will call the director, the division heads, animal curators, and maintenance supervisors. These persons should then call required personnel to the zoo. However, communication could be interrupted. The chief of security will assist in calling the above personnel back to the zoo. Because of close monitoring during severe weather, the report of a tornado in or near the zoo would likely come from zoo radios, TV, and radio in addition to a call from EOC.

The following personnel should respond to a reported tornado at the zoo by reporting for duty:
   • Security
American Zoo and Aquarium Association Resource Center
Examples of Safety / Risk Management Planning

- Director
- Division Heads
- Animal Area Personnel
- Maintenance Personnel
- Grounds Personnel

Employees should bring flashlights and wear zoo ID in the event that the area has been secured by the Oklahoma City police or the National Guard.

After a tornado, day or night:

All personnel will follow the Animal Escape Protocol.
All maintenance personnel should make every effort to close all gas valves at the meters and electric power at mains and breakers as needed.

NOTE: Do not rely on electrical gates to be operable.

Tornado Drill:

A drill can be called at any time during the months that tornados are most likely to occur. It would be initiated by the receptionist by calling: "Code wind conditions. This is a drill only. Repeat, this is a drill only." over the z-radios and P.A. system. At this time, animals should be locked up and personnel not involved with serving the public should go to a shelter area. When an area is secure, a call to the receptionist would be made to report the area secure.

Horticulture Department Severe Storm Protocol

Weather in Oklahoma is constantly changing and is unpredictable. Snow, ice, and wind damage is a fact, and these conditions produce high risk situations for animals, visitors, and employees.

The following protocol is implemented by the Horticulture Department of the Maintenance and Grounds Division immediately upon the event of severe weather:

All employees of the Horticulture/Grounds Maintenance Department are expected to be at work as scheduled during periods of snow, ice, and severe storms.

Where there is a probability of severe storms, all employees of the horticulture/grounds maintenance department are responsible for monitoring the situation through any way possible, such as TV weather bulletins, for potential emergency situations at the zoo. All employees of the horticulture/grounds maintenance department are expected to check the horticulture department's voice mail at 425-0247 for information regarding the possibility of emergency situations on zoo grounds. This could occur at any time during the day or night. If, due to weather problems, you cannot get information through the voice mail number for this department, you must call the Zoo's night and emergency number which is 424-2001.

A SNOW EMERGENCY exists when snow accumulates to a depth of 3 inches by 5:00 AM on workdays and on days scheduled off. All employees need to arrive at the zoo by 6:00 AM during periods of heavy snow fall. Even though it may not have reached 3 inches in depth by 5:00 AM, during periods of heavy snow fall, all employees should anticipate the need to be at work by 6:00 AM.
American Zoo and Aquarium Association Resource Center
Examples of Safety / Risk Management Planning

AN ICE EMERGENCY exists when ice accumulates heavily enough on the roadways or trees to cause dangerous conditions on work days and on scheduled days off. All employees should anticipate the need to be at work by 6:00 AM. During periods of sleet and ice after 5:00 AM, all employees should anticipate the need to be at work by 6:00 AM.

A SEVERE STORM EMERGENCY exists when high winds, rain, or tornado activity has occurred in the vicinity of the zoo. Under these conditions, employees may need to come to work at the zoo at any time during the day or night depending on the severity of the situation. At times other than regular scheduled work hours, you are expected to check the horticulture department's voice mail at 425-0247. If you cannot reach the horticulture department, you are required to call the zoo's night and emergency number which is 424-2001.

Severe Storm Action Plan
- Check all trees for damage.
- Check all drains for blockage which may cause flooding.
- Call or radio all information regarding damage and flooding to the Horticulture Department Curator (Z-12)
- Determine high priority areas, through the Division and Department Heads, to set schedule of operation.
- Only designated personnel will be responsible for utilization of chain saws, tractors, etc.
- Other personnel will be responsible for removal and disposal of damaged trees, etc.

Emergency Procedures For Sky Safari Evacuation

In the event of a situation where the main motor has failed and the backup motor (gas engine) cannot be used, emergency evacuation of the sky safari is deemed necessary.

The following conditions will be reasons for emergency evacuation of the sky safari:
NOTE: During all of these failures, the gas engine cannot be operated.
1. Rupture of hydraulic hose. This means that hydraulic fluid cannot be recovered. NOTE: Hydro Power Services should be called before evacuation and told the exact problem (phone 677-0626) weekends and holidays.
2. Hydraulic motor lock up (see hydraulic motor failure procedure no. 4 listed below).
3. Hydraulic pump failure (see hydraulic motor failure procedure no. 4 listed below, and the note about Hydro Power Services listed above in no. 1).
4. Gas engine and hydraulic motor failure (see hydraulic motor failure procedure no. listed below, and the note about Hydro Power Services listed above in no. 1).

Hydro Power Services should always be notified in case of any emergency and given any and all information pertaining to the emergency.

- In the event of a hydraulic motor failure, proceed as follows:
- Contact the turn-around terminal that the system is down and that we are going to emergency procedures.
- The Fire Department will be called by the Public Service Manager and relay whatever message is given from the Rides Maintenance Supervisor, such as: The zoo has a problem with the sky safari and their help may be needed.
- The Public Service Manager will send as many personnel needed to evacuate the ride.
- To free the bull wheel from the hydraulic motor. Make sure the bull wheel is tied down at
both ends and both directions (east and west). Make sure no one is standing in between
the bull wheel spokes. The bull wheel may now be separated from the hydraulic motor. The
bull wheel is separated by removing the coupling retainer spring. This is done with a screw
driver and gloves. The retainer spring must be worked out of the coupling. Once removed,
the coupling is then tapped lightly out of the way with a small hammer. The ride is now free
and may be evacuated.
• The ride must now be evacuated manually. Untie the bull wheel, one end at a time, making
sure all personnel stay clear of the ride in case of movement. The ride may be unloaded
from each end by pulling the cars. This may require four people at each end.
• If the rope has derailed, the Fire Department will be called by the Public Service Manager or
Rides Maintenance Supervisor.
• If the rope is still in the sheaves, the Maintenance Supervisor will bypass the error circuit
long enough for the ride to be unloaded.

NOTE: In the past, the Fire Department has not been able to go further than tower number 2.
We should keep this in mind when notifying the Fire Department.

Utility Shut-Off Locations and Building Diagrams

The Oklahoma City Zoological Park's staff is responsible for maintaining and protecting the
single largest inventory of buildings in the City of Oklahoma City's asset records. A fire, gas
leak, electrical short, water loss, or human error could result in a major building loss. A utility
shut-off manual was developed by the Administrative and Maintenance/Grounds Divisions to
insure that utilities could be shut off by staff in an emergency situations. Manuals are located in
each of the six Division Directors offices, as well as the Security Office and the Administrative
Building reception area, and zoo personnel receive constant training as to the proper use of the
manual.

Contents of the manual include every building currently on zoo property, photos of the facilities,
and diagrams showing exact locations of shut-off valves. The following pages illustrate contents
of the manual. An example of its use has been included. For instance, if a fire occurred at
building 820A, (see Building Descriptions) zoo personnel would consult Diagram 820-A in the
manual and proceed to shut off the appropriate valves. (See diagram.)

Master Locking System

The Oklahoma City Zoological Park is a $17,000,000/year annual operation, and zoo staff is
responsible for protecting a wide variety of items and equipment. Valuable art works are
included, along with cash, medical equipment and supplies, uniforms, food, animal control
deVICES, etc. To reduce the risk related to theft, a master key locking system has been
developed. The Maintenance and Grounds Division is responsible for the system and
distribution of keys to authorized zoo staff. Questions should be directed to the
Director/Maintenance and Grounds or his designee.

Animal Escape Protocol

The following are area responsibilities in the event of an animal escape:

ANIMAL MANAGEMENT: Each curator will be familiar with where the capture equipment is kept
in the zoo (nets, catch pole, gloves, etc.). They are to be checked monthly and an inventory
card kept at the storage area.

ANIMAL AREA RESPONSIBILITY: The curator whose animal has escaped, in his absence the curator-in-charge, is responsible for directing recapture. All other curators will make themselves and their staff available as needed. The curator, or curator-in-charge, should notify the director and switchboard as soon as possible.

The veterinarian will maintain capture equipment as above, and also drugs and immobilization equipment (syringes, prod pole, dart guns, etc.). The veterinarian will maintain a current emergency knockdown protocol suitable to be used by the curator in the absence of the veterinarian. The equipment and protocol will be kept in the Animal Management Conference Room. An inventory card and protocol will be checked and initialed by the veterinarian monthly.

PERIMETER GATES: Personnel from any department who are on the grounds will secure all entry gates. One person will remain at each gate during the emergency.

SECURITY: Ensure that all perimeter gates are closed. After this, security will assist where instructed by the curatorial staff (crowd control, etc.). Keep visitors in a safe area away from animal.

The decision to evacuate the grounds will be made by the zoo director or curator-in-charge. Evacuation will be the responsibility of the zoo security, assisted by all available staff.

SWITCHBOARD:* (Notify construction contractors) When notified that an animal has escaped, switchboard will broadcast one of the following codes:

"Code Y" followed by animal's name and location: denotes a non-hazardous animal escape only.
"Code X" followed by animal's name and location: denotes a hazardous animal escape.

Announce over Public Address System for all zoo personnel to contact their supervisor. During working hours when the switchboard is closed (winter weekends and holidays), Guest Relations will carry out all responsibilities of the switchboard (go to main office to use PA system). During closed hours, the zoo security officer-in-charge will carry out this responsibility (notify curators immediately).

ALL OTHER AREAS: Staff to provide assistance where instructed by curatorial staff.

Curator whose area the animal escaped from is responsible for organizing the capture operation. All curators and their staff will be available to assist. Curator and/or switchboard is to notify the director as soon as possible.

<table>
<thead>
<tr>
<th>Action</th>
<th>Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact curator in charge</td>
<td>Whomever discovers escape</td>
</tr>
<tr>
<td>Announce escape to the Animal Management and Animal Health Departments</td>
<td>Whomever discovers escape and switchboard</td>
</tr>
<tr>
<td>(all Z-units)</td>
<td></td>
</tr>
<tr>
<td>Contact director and remaining zoo staff not having a 2-way radio</td>
<td>Switchboard</td>
</tr>
<tr>
<td>Ensure staff has closed perimeter gates</td>
<td>Security and personnel</td>
</tr>
<tr>
<td>Announce over public announcement system for all personnel to</td>
<td>Switchboard</td>
</tr>
</tbody>
</table>
American Zoo and Aquarium Association Resource Center
Examples of Safety / Risk Management Planning

<table>
<thead>
<tr>
<th>Contact their supervisors</th>
<th>Curator-in-charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>All zoo staff to provide assistance where instructed by curator-in-charge</td>
<td>Curator-in-charge</td>
</tr>
<tr>
<td>Visitor safety, crowd control</td>
<td>Security and personnel</td>
</tr>
<tr>
<td>Notify construction site(s)</td>
<td>Switchboard</td>
</tr>
<tr>
<td>If determined necessary by the director (in director's absence, curator-in-charge), evacuate zoo, including nonessential zoo personnel</td>
<td>Security</td>
</tr>
<tr>
<td>If determined necessary by the director (in director's absence, curator-in-charge), inform police of dangerous animal escape</td>
<td>Security</td>
</tr>
<tr>
<td>Notify all areas once animal has been secured</td>
<td>Curator-in-charge and switchboard</td>
</tr>
<tr>
<td>Complete an animal escape report</td>
<td>Curator-in-charge</td>
</tr>
</tbody>
</table>

Animal Escape Protocol

<table>
<thead>
<tr>
<th>Action</th>
<th>Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact curator-in-charge</td>
<td>Whomever discovers escape</td>
</tr>
<tr>
<td>Contact switchboard (if not already notified)</td>
<td>Whomever discovers escape</td>
</tr>
<tr>
<td>Notify Animal Management and Animal Health Departments of escape (all Z-units)</td>
<td>Whomever discovers escape and switchboard</td>
</tr>
<tr>
<td>Contact director and remaining zoo staff not having 2-way radio</td>
<td>Switchboard</td>
</tr>
<tr>
<td>Instruct zoo staff on what to do to capture animal</td>
<td>Curator-in-charge</td>
</tr>
<tr>
<td>Visitor safety and crowd control</td>
<td>Security and all zoo personnel</td>
</tr>
<tr>
<td>Ensure staff has closed gates</td>
<td>Security and personnel in areas</td>
</tr>
<tr>
<td>All zoo staff to provide assistance where instructed by curator-in-charge</td>
<td>Curator-in-charge</td>
</tr>
<tr>
<td>If determined necessary by the director (in director's absence, curator-in-charge), evacuate zoo, including nonessential zoo personnel</td>
<td>Security</td>
</tr>
<tr>
<td>If determined necessary by the director (in director's absence, curator-in-charge), inform police of dangerous animal escape</td>
<td>Security</td>
</tr>
</tbody>
</table>
| Prior to destruction of the animal, the curator will consult with animal staff and animal health personnel as available, unless there is reasonable concern to save human life. | Director
General Curator
Veternarian |
| Notify all areas once animal has been secured. | Curator-in-charge and switchboard |
| Complete an animal escape report. | Curator-in-charge |

In the event of an animal escape:
1. If an animal escapes within a building, clear visitors from building as quickly as possible.
2. If an animal escapes outdoors, clear visitors from area.
3. Follow animal, but don't crowd it.
4. Have co-worker advise curators and switchboard that an animal has escaped and where. If no co-worker is around, continue to follow animal or go to a telephone if no public is in danger.
5. Leave the cage door open if there are no other animals in the cage.
6. Stay between animal and the public, or between the animal and its escape route, if possible.
7. Use a broom, fire extinguisher, hose, or other suitable instrument to keep animal back, but do not crowd it.
American Zoo and Aquarium Association Resource Center
Examples of Safety / Risk Management Planning

8. General curator is responsible for the gun cabinet and its security.

Gun Cabinet:
2. Maintain a checklist of guns and other equipment and keep posted in cabinet.
3. Prepare a list of qualified marksmen (attached).

Security:
1. Provide assistance where instructed by the curator-in-charge (capture, evacuation, etc.).
2. Contact police, if requested by director (in director's absence, curator-in-charge), to inform them of the problem, not a request for assistance. If deemed necessary by director (in director's absence, curator-in-charge), we would request assistance at a later time.

Each curator is to maintain a set of capture equipment in the listed areas. Equipment includes nets, gloves, and catch pole.

Animal Health Department
1. Maintain any drugs and equipment at the zoo that would be needed to immobilize an escaped animal.
3. Emergency immobilization equipment and protocol is in the Animal Management Conference Room in a locked cabinet.

Location Of Capture
Antelope Area
Herpetarium
Security Office
Island Life
Aquaticus
Over Wintering
Giraffe Area
Children's Zoo/Bird Office
Animal Management
Pachyderm
Great Escape
Cat Forest/Lion Overlook

QUALIFIED MARKSMEN

Wes Allen
Ralph Harris
Fran Lyon
Mike Barrie
Bill Savage
David Grow
Jack Grisham
Gary Howard
Mike Ahrnsbrak
Jim Fish
Steve Wylie
Procedures For Snakebite Emergency

SNAKEBITE EMERGENCIES TAKE IMMEDIATE PRIORITY OVER ALL OTHER BUSINESS.

Mobilize necessary personnel immediately after you are informed of the emergency. Keep the phone line open to the herpetarium. State if it is a drill.

If radios are operational:
- Announce: "Attention Zoo Security and Curators, this is a snakebite emergency." (If only a drill, announce drill instead of emergency.)
- Wait for two affirmative responses.

If radios are not operational:
- Call Security (291).
- Call Animal Management (283, 251, 252, 249, 265, 209).
- Call Commissary (244).

Return To The Caller And Carefully Record The Following Information:
- Name of victim
- Condition of victim
- Species of snake/lizard involved
- Part of body bitten
- Elapsed time since bite
- Time report received
- Is antivenin stocked at OKC Zoo?
- Where located
- Person making notification
- Is person reporting alone?
- Description of vehicle
- Driver’s name
- Information taken by
- Date

Notify Oklahoma Memorial Hospital Emergency Room (271-4363, 271-5656) in the event of an actual snakebite only.

State: "This is the OKC Zoo. We have a snakebite emergency. I must speak to a nurse. Advise nurse of the following information:
- A venomous snakebite has occurred at the Oklahoma City Zoo.
- Victim’s name and condition.
- Estimated time of arrival (ETA) at hospital.

Call Police (911) in case of actual snakebite only and advise nature of emergency, route (see map), and description of vehicle.

Time Notified

Call in order (in case of actual snakebite only), Snakebite Consulting Physician Panel, until one has been reached. All of the physicians listed are faculty and staff of the University of Oklahoma Health Science Center.
American Zoo and Aquarium Association Resource Center
Examples of Safety / Risk Management Planning

Snakebite Emergency Consulting Physician Panel

James H. Schmidt, M.D.  Office: 271-5625
Assistant Professor of Medicine  Home: 691-1479
Page: 523-8306
Alex M. Jacocks, M.D.  Office: 271-8096
Department of Surgery  Home: 341-7451
Page: 271-5656
Steven Walker, M.D.  Office: 271-5135
Home: 271-5656

Inform physician's nurse that we are in the process of a snakebite emergency. Ask if the doctor could meet the victim at the hospital.

Inform the physician of the following information:
• A snakebite has occurred at the Oklahoma City Zoo.
• Name and condition of victim.
• Part of body bitten.
• Species inflicting wound.
• Elapsed time since bite and estimated time of arrival at hospital.
• Whether antivenin for this species is stocked at the zoo.
• That the Oklahoma Memorial Hospital Emergency Room has been contacted.
• Call the Oklahoma Memorial Hospital Emergency Room (271-4363, 271-5656) and inform the nurse of the doctor who will be involved with the victim's care.

If not already aware of the situation, call:

David Grow  Office: 283
Home: 359-0401
Jack Grisham  Office: 251
Home: 348-8256
Pager: 961-3829
Steve Wylie  Office: 230/231
Home: 359-0534
John Stout  Office: 237
Home: 330-2302
Dr. Michael Barrie  Office: 249
Home: 771-3139
Pager: 961-3834

Snakebite Responders Outside The Herpetarium

Security And Curators
• Notify receptionist that you are responding. Give "Z" number and estimated time of arrival (ETA) and description of vehicle, e.g., cart, truck or car. Note: If it is a nonscheduled drill, no further action is required. No more than four scheduled drills will occur during the year. You will be notified, in advance, of a period of time in which the drill may occur. Scheduled drills will require a full response.
• Meet person aiding victim at front door of Herpetarium.
• If you are driving a road-worthy vehicle, e.g., truck, car or van, drive to the front doors of the Herpetarium.
• Assist in transferring victim to transport vehicle.
• Drive rapidly but carefully to Oklahoma Memorial Hospital at 800 N.E. 13th St. (see map). Exit southwest gate.
• If stopped, explain nature of emergency and request escort.
• Maintain radio contact with zoo.
• Security will organize responding radio units to ensure that the southwest gate is open and that the transport vehicle is rapidly and safely escorted from the Herpetarium.

Victim
• Sound snakebite alarm and blow whistle.
• Secure snake involved, if little effort is required.
• Place cage I.D. card on your person.
• Sit or lay down. Keep calm and move as little as possible.
• Remove rings, bracelets, dentures, etc., immediately.
• If alone, follow instructions for person aiding victim.

Person Aiding Victim
• Move to victim quickly. Obtain nearest Snakebite Procedure and Antivenin Index.
• First person to find victim takes charge of situation until transport occurs.
• Ensure that snake is safely confined.
• Keep victim calm and quiet, reassure him.
• Ensure that cage I.D. card is with victim and jewelry and dentures have been removed.
• Dial 222. If no answer, dial '10" (Reception Desk), 291 (Security), 262 (Main Gate).
• Tell person answering that a snakebite has occurred. If drill, state, "This is a snakebite drill."

Wait for person at call center to mobilize necessary personnel, then provide the following information:
- Name of victim and his condition.
- Species of snake/lizard involved.
- Part of body bitten.
- Elapsed time since bite.
- Whether or not antivenin for this species is stocked here.
- Location of victim.

If Snake Is A Viperid:
• Apply constriction band above bite (tight enough to easily admit one finger beneath it).
• Swab fang marks with antiseptic.
• Use safety razor to remove excess body hair from the bite site.
• Select suitable size suction cup for extractor. Pull plunger out to its fullest extent and place cup over bite. Push the plunger all the way in until you feel suction.

If Snake Is An Elapid (Cobras, Kraits, Mambas):
• Swab fang marks with antiseptic.
• Apply crepe bandage (VETRAP) on the affected limb covering the wound(s) and extending up the entire limb.
• Splint the affected limb to decrease mobility.
• Get Antivenin - Entire box(es) from refrigerator with number corresponding to species involved.
Examples of Safety / Risk Management Planning

- Get employee health card for victim and antivenin index.
- Place victim on blanket or litter and meet vehicle at Herpetarium front door.
- Before Leaving Herpetarium, Be Sure To Have:
  - Species I.D. card
  - Antivenin index
  - Antivenin
  - Employee health card for victim

Proceed with victim and driver to Oklahoma Memorial Hospital Emergency Room. (See attached map.) Inform base time of departure via radio and description of vehicle being used.

I have read and discussed these procedures with the Senior Animal Tech. I understand these procedures and will follow them.

Signature                                Date
Senior Animal Tech                       Date
Curator                                  Date

Emergency Immobilization

This list gives drug doses in cc's of ketamine, xylazine, or a combination of both for the animals considered potentially dangerous in the zoo. All doses are to be given intramuscularly with a capture dart or pole syringe. More drug may be needed in some situations. If the animal is tranquilized but still too dangerous to move, extra doses can be given by hand or pole syringe. The extra amounts are listed for the primates and the carnivores, and should only be given if needed to move the animal into confinement. More than one dart may be needed to get a full dose into the animal. Have all darts necessary for a full dose ready before shooting. Do not aim the loaded gun at people or try to shoot an animal when people are standing in the background.

Always be careful when handling needles and drugs. Accidentally sticking your hand should not present a problem unless a measurable amount of drug is injected. If a person is accidentally hit with a loaded dart, they should be taken to the hospital immediately. Take the drugs involved in the accident with you so the emergency physician knows what drugs they are dealing with.

Dart Loading Instructions - see diagram.
- Select size barrel according to amount of cc's required. If amount exceeds largest dart size, use largest
dart plus second dart big enough to hold the remaining volume of drug.
- Place small amount of lubricant on the plunger, slide it through the barrel a few times to lubricate it.
- Place capchur charge in back of plunger, smooth side toward the front. (Direction of the charge is very important.) Position charge so it is between the plunger and the tail piece (see diagram).
- Fill barrel of syringe with appropriate amount of drug(s). Refer to list.
- Screw on needle. Note: use long needles for bears.
- Screw the tail piece to the plunger end.
- Use either the CO2 pistol or the capchur rifle. Check charge on the pistol by discharging it while unloaded. A sharp crack should be heard if the CO2 charge is okay.
American Zoo and Aquarium Association Resource Center
Examples of Safety / Risk Management Planning

To change the CO2 canister.
- Cock and discharge the pistol repeatedly to exhaust the residual gas.
- Unscrew and remove knurled tube cap (beneath barrel of pistol). Always hold away from face.
- Remove CO2 canister and replace. The neck of the canister goes in first.
- Replace and tightly screw cap. (Hand tighten only).
- Fire pistol a few times to build up pressure.
- The Pistol has two settings. Pull back two clicks for all but small darts at less than 10 feet range.

Accuracy depends on distance and size of dart. Aim a little high if you expect drop due to dart size or distance from animal.

The rifle has four different size charges, depending on distance. Usually no more than a medium charge is needed. (If too high a charge is used, the dart may bounce out.) See diagram.

Schedule Of Dosages For Immobilization

<table>
<thead>
<tr>
<th>Animal</th>
<th>Gender / Age</th>
<th>Body Wt. Pounds</th>
<th>cc Ketamine (100 mg/cc)</th>
<th>cc Xylazine (100 mg/ce)</th>
<th>Comments (Give extra doses only if needed!)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gorilla</td>
<td>male</td>
<td>380</td>
<td>12</td>
<td></td>
<td>Give extra dose 3 cc at a time</td>
</tr>
<tr>
<td></td>
<td>female</td>
<td>250</td>
<td>9</td>
<td></td>
<td>Give extra dose 2 cc at a time</td>
</tr>
<tr>
<td></td>
<td>juvenile</td>
<td>120</td>
<td>5</td>
<td></td>
<td>Give extra dose 1 cc at a time</td>
</tr>
<tr>
<td>Chimpanzee</td>
<td></td>
<td>100</td>
<td>4</td>
<td>0.25</td>
<td>Give extra dose 2 cc at a time</td>
</tr>
<tr>
<td>Orangutan</td>
<td>male</td>
<td>245</td>
<td>7</td>
<td></td>
<td>Give extra dose 2 cc at a time</td>
</tr>
<tr>
<td></td>
<td>female</td>
<td>78</td>
<td>3</td>
<td></td>
<td>Give extra dose 1 cc at a time</td>
</tr>
<tr>
<td></td>
<td>juvenile</td>
<td>50</td>
<td>2</td>
<td></td>
<td>Give extra dose 1 cc at a time</td>
</tr>
<tr>
<td>Tiger</td>
<td></td>
<td>9</td>
<td>2</td>
<td></td>
<td>Give extra dose 2 cc ketamine only, no extra xylazine</td>
</tr>
<tr>
<td>Snow Leopard</td>
<td></td>
<td>4</td>
<td>1</td>
<td></td>
<td>Give extra dose 2 cc ketamine only, no extra xylazine</td>
</tr>
<tr>
<td>Black Leopard</td>
<td></td>
<td>3-5</td>
<td>1</td>
<td></td>
<td>Give extra dose 2 cc ketamine only, no extra xylazine</td>
</tr>
<tr>
<td>Sloth Bear</td>
<td></td>
<td>9</td>
<td>2</td>
<td></td>
<td>Use longest needle</td>
</tr>
<tr>
<td>Spectacled Bear</td>
<td></td>
<td>9</td>
<td>2</td>
<td></td>
<td>Use longest needle</td>
</tr>
<tr>
<td>Grizzly Bear</td>
<td></td>
<td>11</td>
<td>3</td>
<td></td>
<td>Use longest needle</td>
</tr>
<tr>
<td>Cheetah</td>
<td></td>
<td>3</td>
<td>0.25</td>
<td></td>
<td>Extra ketamine 1 cc at a time</td>
</tr>
<tr>
<td>Hyena</td>
<td></td>
<td>3</td>
<td>0.5</td>
<td></td>
<td>Extra ketamine 1 cc at a time</td>
</tr>
<tr>
<td>Dholes</td>
<td></td>
<td>2</td>
<td>0.2</td>
<td></td>
<td>Extra ketamine 1 cc at a time</td>
</tr>
<tr>
<td>African Wild</td>
<td></td>
<td>3</td>
<td>0.2</td>
<td></td>
<td>Extra ketamine 1 cc at a time</td>
</tr>
<tr>
<td>Dog</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maned Wolf</td>
<td></td>
<td>3</td>
<td></td>
<td></td>
<td>Extra ketamine 1 cc at a time</td>
</tr>
</tbody>
</table>
**Examples of Safety / Risk Management Planning**

<table>
<thead>
<tr>
<th>Animal</th>
<th>Weight</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rhinoceros*</td>
<td>5-9</td>
<td></td>
</tr>
<tr>
<td>Elephant*</td>
<td>12-15</td>
<td>May not work if excited</td>
</tr>
<tr>
<td>Zebra*</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>Giraffe*</td>
<td>1.5</td>
<td></td>
</tr>
<tr>
<td>Roan Antelope</td>
<td>15</td>
<td>4</td>
</tr>
<tr>
<td>Sable</td>
<td>Male</td>
<td>15</td>
</tr>
<tr>
<td></td>
<td>Female</td>
<td>12</td>
</tr>
<tr>
<td>Grant's Gazelle</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>Pere David's Deer</td>
<td>Male</td>
<td>15</td>
</tr>
<tr>
<td></td>
<td>Female</td>
<td>12</td>
</tr>
<tr>
<td>Waterbuck</td>
<td>12</td>
<td>4</td>
</tr>
<tr>
<td>Nyala</td>
<td>8</td>
<td>2</td>
</tr>
<tr>
<td>Gaur</td>
<td></td>
<td>2</td>
</tr>
<tr>
<td>Gnu</td>
<td>8</td>
<td>2</td>
</tr>
<tr>
<td>Arabian oryx</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>Mhorr Gazelle</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>Bongo</td>
<td>12</td>
<td>1</td>
</tr>
<tr>
<td>Bontebok</td>
<td>6</td>
<td>1</td>
</tr>
<tr>
<td>Kudu</td>
<td>12</td>
<td>2</td>
</tr>
<tr>
<td>Ostrich</td>
<td>12</td>
<td>1</td>
</tr>
</tbody>
</table>

* Tranquilize only, will not necessarily go all the way down.

**Revision date: 7/14/95**

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**Emergency Protocol For Human Exposure To M99/Carfentanil**

- The veterinarian or zoo hospital staff member shall be in charge and will designate people to:
- Radio base there is "an Emergency Narcotic Exposure at (location). Call 911, needs immediate medical attention." Tell base (or on duty curator, security,) to call Memorial Hospital at 271-4363 and notify attending physician of the emergency.
- Get emergency kit from vet truck.
- Get water.
- Arrange to transport to hospital as quickly as possible (map attached).
- If possible administer antidote (see #8) and give first aid while in route to hospital.
- Lay victim flat on ground. Give nothing by mouth. If victim is unresponsive (unable to speak), lay victim on side to prevent aspiration.
- Wash injection site with copious amounts of water.
- Place a tourniquet above injection site if injection was into limb. Loosen tourniquet after 10 to 15 minutes.
- Designate a person to clear and maintain airway.
- Tilt head back and pull jaw forward; avoid hyperextension of neck.
- If the victim cannot breath, cannot speak and cannot cough (foreign body obstruction), remove any visualized foreign body material from throat. Otherwise, perform Heimlich maneuver to remove foreign bodies from the airway. Ideally suction should be used when it
Examples of Safety / Risk Management Planning

is available.

• If victim is not breathing adequately, begin mouth-to-mouth resuscitation or assisted
ventilations, use Ambu bag; trained personnel may intubate if required.
• Give one breath every five seconds or one breath after every fifth cardiac compression.
• Oxygen should be administered if it becomes available to use.
• Designate someone to monitor pulse and respirations. Begin cardiac massage if no carotid
pulse can be palpated.
• Give antidote Naloxone. It is in ampules in the back compartment of the plastic "control
drug" box (the one that contains M99 and Carfentanil).
• Give five (5) ampules of Naloxone IV (or into the tongue if unable to enter a vein).
• Repeat five (5) ampules every 2-4 minutes.
• Get to the hospital as rapidly as possible. There is only a small amount of Naloxone
available.
• If unable to get to the hospital quickly and Naloxone runs out, give 1 ml Naltrexone IV (in
white label bottle in same plastic "control drug" box, next to the Carfentanil).
• Transfer to Memorial Hospital Emergency room as soon as possible (map attached).

**Emergency Procedure For Zoo Operator or Security for Human M99/ Carfentanil (Narcotic) Exposure**

• When notified that there is an M99/Carfentanil (narcotic) exposure do the following:
• Call 911 immediately.
• Inform them that "a person has had a M99/Carfentanil exposure - a very potent narcotic"
and needs immediate medical attention.
• Call University Hospital Emergency room (271-4363). Inform them there is an M99 exposure
emergency."
• Communicate with security and the General Curator, or Curator on duty and the Director, of
the ongoing status of the emergency response.

**Safety Related Equipment and Policies**

Reading and Understanding a Material Safety Data Sheet (MSDS)

Material Safety Data Sheet (MSDS) is the manufacturer's authoritative description of a products
hazards and precautionary actions. The purpose of an MSDS is to describe the hazards of a
chemical and provide information on how it can be safely handled, used, and stored.

MSDSs are mandated under the OSHA Hazard Communication Standard for all hazardous
materials. In the past, the MSDS was written for health and safety professionals and for trained
workers employed by chemical companies and their customers.

The expansion of federal and state right-to-know regulations has broadened this audience to
include firefighters, emergency responders, state and local emergency planning groups, and
members of the community.

Because of this broadened audience, the information in an MSDS is now presented in a more
consistent and understandable form. An MSDS standard was developed by a technical work
group of the Chemical Manufacturers Association and approved by the American National
Standards Institute (ANSI).
There are two parts to the standard: format and guidance. The format includes the section headings and the order in which they appear in the MSDS. The sections are organized around four questions:

1. What the material is and what I need to know immediately in an emergency.
2. What should I do if a hazardous situation occurs.
3. How can I prevent hazardous situations from occurring, and
4. Is there any other useful information about this material.

**MSDS Sections**

The section order and headings of the 16 sections are as follows:

The Chemical Product and Company Identification; Composition, Information on Ingredients; Hazards Identification; First Aid Measures; Accidental Release Measures; Handling and Storage; Exposure Controls, Personal Protection; Physical and Chemical Hazards; Stability and Reactivity; Toxicological Information; Regulatory Information, and Other Information.

The second part of the standard provides guidance about the MSDS itself and the layout and the data fields. It also includes recommendations about the data to consider for inclusion in each of the 16 sections.

The MSDS gives employers and workers detailed information about the hazards of specific materials and how to control them. MSDSs are available to workers in the area where each hazardous material is used. Each MSDS should tell you the following:

**General:**
- The common name and the chemical name of the material, unless this information is a trade secret.
- The name, address, and phone number of the manufacturer.
- Emergency numbers you can use to get immediate information on specific hazards.
- The date the form was written or last revised.
- Any hazardous ingredients in the chemical.
- Information about the chemical's hazards, if the material is a trade secret.
- Physical information that will help you identify the chemical and how it behaves.

**Fire and explosion information:**
- The material's flash point, auto-ignition temperature, and upper and lower flammability limits.
- Materials to use to put out fires involving this chemical.
- Special fire-fighting techniques and equipment.
- Any unusual fire or explosion hazards.

**Dangers from chemical reactions with this material:**
- Whether the chemical itself is stable or unstable.
- Conditions and other materials which can cause reactions with this chemical.
- Any dangerous substances that can be produced when it reacts.

**Measures to control the chemical's hazards:**
- Engineering controls.
- Personal protective equipment.
Examples of Safety / Risk Management Planning

- Safe storage of the chemical
- Safe handling practices

Information about the chemical's health hazards.
- Safe exposure limits, such as the Permissible Exposure Limit (PEL) and the Threshold Limit Value (TLV).
- Acute and chronic symptoms of exposure.
- The chemical's main routes of entry into the body.
- Medical conditions that can be made worse by exposure.
- Whether the chemical can cause cancer.

How to deal with spills and leaks:
- Clean-up techniques
- Personal protective equipment to be used during clean-up.
- How to dispose of waste materials.

The information on the MSDS can help you make your workplace safe:
- Know where the MSDS for every hazardous chemical in your work area is kept.
- Be familiar with the most important points for each hazardous material you use.
- Check the MSDS whenever you need more information.
- Be ready to find emergency response information on your company's MSDS form quickly.
- Follow the safety practices the MSDS gives you.

Product Labels - What They Tell You
Product labels are designed to warn and alert you that a material is dangerous. The label must identify all the hazards of a material. However, they might not tell you everything you need to know about controlling those dangers or protecting yourself. With few exceptions, labels are required on all containers of hazardous materials in the workplace and all containers of hazardous material being shipped from one workplace to another.

Information on warning labels must include the name of the material and all of its physical and health hazards. Labels on containers being shipped from one location to another must also give the name, address and telephone number of a responsible source of information about the material. This information can be given in words, symbols or pictures, and it must be easily seen and easily read.

To use this information effectively:
- Read the label on the container of every chemical you use.
- Check the MSDS whenever you need more information about how to control the chemical's hazards.
- Follow the instructions the label gives you.

M.S.D.S. Book Locations

<table>
<thead>
<tr>
<th>Department</th>
<th>Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administration</td>
<td>Reception Desk</td>
</tr>
<tr>
<td>Aquaticus</td>
<td>Lab Room</td>
</tr>
<tr>
<td>Antelope</td>
<td>Main Room</td>
</tr>
<tr>
<td>Birds/Overwintering</td>
<td>Brooder Room</td>
</tr>
</tbody>
</table>
Examples of Safety / Risk Management Planning

<table>
<thead>
<tr>
<th>Area</th>
<th>Location</th>
<th>Area</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administration</td>
<td>12</td>
<td>Education</td>
<td>11</td>
</tr>
<tr>
<td></td>
<td>Kitchen</td>
<td></td>
<td>Front Room</td>
</tr>
<tr>
<td></td>
<td>Telephone Room</td>
<td></td>
<td>Education Office</td>
</tr>
<tr>
<td></td>
<td>Men's Room</td>
<td></td>
<td>Hallway by Classroom</td>
</tr>
<tr>
<td></td>
<td>Ladies' Room</td>
<td></td>
<td>Discovery Theater</td>
</tr>
<tr>
<td></td>
<td>Accounting Office</td>
<td></td>
<td>Educabon Office</td>
</tr>
<tr>
<td></td>
<td>West Hallway</td>
<td></td>
<td>Animal Room</td>
</tr>
<tr>
<td></td>
<td>Accounting Office</td>
<td></td>
<td>Library</td>
</tr>
<tr>
<td></td>
<td>Security and Risk Mgmt. Office</td>
<td></td>
<td>Projection Room</td>
</tr>
<tr>
<td></td>
<td>Personnel Office</td>
<td></td>
<td>Storage Closet</td>
</tr>
<tr>
<td></td>
<td>Public Relations Technician</td>
<td></td>
<td>Office Supply Closet</td>
</tr>
<tr>
<td></td>
<td>Office</td>
<td></td>
<td>Classroom West Wall</td>
</tr>
<tr>
<td></td>
<td>Hallway by Conference Room</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Security Store Room</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Animal Management</td>
<td>17</td>
<td>Herp</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>Conference Room</td>
<td></td>
<td>Kitchen</td>
</tr>
<tr>
<td></td>
<td>Curator's Office</td>
<td></td>
<td>Basement</td>
</tr>
<tr>
<td></td>
<td>Curator's Office</td>
<td></td>
<td>South Room</td>
</tr>
<tr>
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<td>Records</td>
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<td>South Island</td>
</tr>
<tr>
<td></td>
<td>Custodial</td>
<td></td>
<td>Center Island</td>
</tr>
<tr>
<td></td>
<td>Ladies' Room</td>
<td></td>
<td>North Island</td>
</tr>
<tr>
<td></td>
<td>Men's Room</td>
<td></td>
<td>Quarantine</td>
</tr>
<tr>
<td></td>
<td>Hospital</td>
<td></td>
<td>Office</td>
</tr>
<tr>
<td></td>
<td>Veterinarian Office</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Exam Room</td>
<td></td>
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</table>
# Examples of Safety / Risk Management Planning

<table>
<thead>
<tr>
<th>Facility</th>
<th>Area</th>
<th>Type</th>
<th>Wt</th>
<th>Location</th>
<th>5/6 Yr.</th>
<th>Hydro</th>
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<tbody>
<tr>
<td>Drug Room</td>
<td>1 Drug Room</td>
<td>ABC</td>
<td>10 lb</td>
<td>Outer Drug Room</td>
<td></td>
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</tr>
<tr>
<td></td>
<td>Lab</td>
<td></td>
<td></td>
<td>Holding Room</td>
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<tr>
<td></td>
<td>Holding Room</td>
<td></td>
<td></td>
<td>Brooder Room</td>
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<tr>
<td></td>
<td>Incubator Room</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Aquaticus</td>
<td>Island Life</td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td></td>
<td>3 Over Boa Exhibit</td>
<td>10 lb</td>
<td></td>
<td>In Swamp Exhibit</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>In Northeast Room</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Children's Zoo</td>
<td>Main Concession</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Office</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Break Room</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Back Room</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dog House</td>
<td>Maintenance</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1 Carpenter Shop</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Guest Relations</td>
<td>Pachyderm</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>3 Kitchen Area</td>
<td></td>
<td></td>
<td>Storage Closet</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Feed Room</td>
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<td>Public Service</td>
<td>Security</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td></td>
<td>3 Center of Ceiling</td>
<td></td>
<td></td>
<td>South Side of Ceiling</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Downstairs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sweet Shop</td>
<td>Top Sky Rental</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1 Office</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tram Concession</td>
<td>Ceiling</td>
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## Oklahoma City Zoo Fire Extinguisher Report

<table>
<thead>
<tr>
<th>Area</th>
<th>Z#</th>
<th>Type</th>
<th>Wt</th>
<th>Location</th>
<th>5/6 Yr.</th>
<th>Hydro</th>
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<tbody>
<tr>
<td>A Guest Relations</td>
<td>ZGR1</td>
<td>ABC</td>
<td>10 lb</td>
<td>Southeast Exit Door</td>
<td>2001</td>
<td>2007</td>
</tr>
<tr>
<td>AA Stroller Shed</td>
<td>ZSS1</td>
<td>ABC</td>
<td>10 lb</td>
<td>By Light Switch</td>
<td>2002</td>
<td>2010</td>
</tr>
<tr>
<td>AB Tram and Sky Ride</td>
<td>ZSR1</td>
<td>ABC</td>
<td>10 lb</td>
<td>West, Top Sky</td>
<td>2002</td>
<td>2002</td>
</tr>
<tr>
<td></td>
<td>ZSR2</td>
<td>ABC</td>
<td>10 lb</td>
<td>East, Bottom Sky</td>
<td>2002</td>
<td>2002</td>
</tr>
<tr>
<td>AC Plaza Snack Shop</td>
<td>ZPS3</td>
<td>ABC</td>
<td>10 lb</td>
<td>East Wall</td>
<td>1997</td>
<td>2003</td>
</tr>
<tr>
<td>AC Tram 1</td>
<td>ZTR1</td>
<td>ABC</td>
<td>10 lb</td>
<td>Italian</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>AC Tram 2</td>
<td>ZTR2</td>
<td>ABC</td>
<td>10 lb</td>
<td>Italian</td>
<td>N/A</td>
<td>N/A</td>
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<tr>
<td>AC Tram Ticket Office</td>
<td>ZTR3</td>
<td>ABC</td>
<td>10 lb</td>
<td>South Wall</td>
<td>1997</td>
<td>2003</td>
</tr>
<tr>
<td>B Main Concession</td>
<td>ZPS2</td>
<td>ABC</td>
<td>10 lb</td>
<td>Kitchen North Doorway</td>
<td>2002</td>
<td>2008</td>
</tr>
<tr>
<td></td>
<td>ZPS3</td>
<td>ABC</td>
<td>10 lb</td>
<td>Hall Near Restrooms</td>
<td>1998</td>
<td>2001</td>
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</table>
### Examples of Safety / Risk Management Planning

<table>
<thead>
<tr>
<th>Location</th>
<th>Kit Type</th>
<th>Kit Code</th>
<th>Kit Size</th>
<th>Department</th>
<th>Description</th>
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<th>Updated</th>
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<tbody>
<tr>
<td>ZPS4 ABC 10 lb</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Kitchen Exit Door</td>
<td>1998</td>
<td>2004</td>
</tr>
<tr>
<td>ZGS1 ABC 10 lb</td>
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<td></td>
<td></td>
<td></td>
<td>Panel Door</td>
<td>2002</td>
<td>2008</td>
</tr>
<tr>
<td>ZGS2 ABC 10 lb</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Stockroom</td>
<td>2002</td>
<td>2008</td>
</tr>
<tr>
<td>ZSW1 ABC 10 lb</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>North Wall</td>
<td>1998</td>
<td>2004</td>
</tr>
<tr>
<td>ZCU1 ABC 10 lb</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Custodial Break room</td>
<td>2000</td>
<td>2006</td>
</tr>
<tr>
<td>ZCZ2 ABC 10 lb</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Cheetah Bid. Service Room</td>
<td>2001</td>
<td>2007</td>
</tr>
<tr>
<td>ZCZ3 ABC 10 lb</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Tapir Office</td>
<td>2004</td>
<td>2010</td>
</tr>
<tr>
<td>ZCZ4 ABC 10 lb</td>
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<td></td>
<td>Hoofstock Nursery Service Room</td>
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<td>2007</td>
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<tr>
<td>ZCZ5 ABC 10 lb</td>
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<td></td>
<td></td>
<td></td>
<td>Nursery Office</td>
<td>2002</td>
<td>2007</td>
</tr>
<tr>
<td>ZCZ6 ABC 10 lb</td>
<td></td>
<td></td>
<td></td>
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<td>Babarasa Hallway</td>
<td>1999</td>
<td>2005</td>
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<tr>
<td>ZEB1 ABC 5 lb</td>
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<td></td>
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<td>Service Room</td>
<td>1999</td>
<td>1999</td>
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<tr>
<td>ZE1 ABC 10 lb</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Docent Office</td>
<td>2002</td>
<td>2002</td>
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<tr>
<td>ZE2 ABC 10 lb</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Library Entrance</td>
<td>2001</td>
<td>2007</td>
</tr>
<tr>
<td>ZE3 ABC 10 lb</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Projection Room</td>
<td>2001</td>
<td>2007</td>
</tr>
<tr>
<td>ZE4 ABC 10 lb</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>West Wall Auditorium</td>
<td>2001</td>
<td>2007</td>
</tr>
<tr>
<td>ZE5 ABC 10 lb</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Classroom East Wall</td>
<td>1999</td>
<td>2005</td>
</tr>
<tr>
<td>ZE6 ABC 10 lb</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Mobile Zoo Room</td>
<td>2001</td>
<td>2007</td>
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<tr>
<td>ZP1-A C02 10 lb</td>
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<td></td>
<td></td>
<td></td>
<td>West Entrance</td>
<td>1999</td>
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</tr>
<tr>
<td>ZP2 C02 10 lb</td>
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<td></td>
<td></td>
<td></td>
<td>East Entrance</td>
<td>1998</td>
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</tbody>
</table>

### First Aid Kit Locations

<table>
<thead>
<tr>
<th>Department</th>
<th>Area</th>
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<tbody>
<tr>
<td>Large First Aid Kits, 4 - 15x22</td>
<td>Managers Office</td>
</tr>
<tr>
<td>Catering Kitchen</td>
<td>South Room</td>
</tr>
<tr>
<td>Dog House Concession</td>
<td>Kitchen</td>
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<tr>
<td>Main Concession</td>
<td>Office</td>
</tr>
<tr>
<td>Security</td>
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</tr>
<tr>
<td>Medium First Aid Kits, 2 - 10x14</td>
<td>Reception Desk</td>
</tr>
<tr>
<td>Administration</td>
<td>Sky Ride Booth</td>
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<tr>
<td>Strollers/Sky Ride</td>
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<tr>
<td>Small First Aid Kits, 14 - 8x11</td>
<td>Main Room</td>
</tr>
<tr>
<td>Antelope</td>
<td>Lab Room</td>
</tr>
<tr>
<td>Aquaticus</td>
<td>Break Room</td>
</tr>
<tr>
<td>Children's Zoo</td>
<td>Office</td>
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<tr>
<td>Commissary</td>
<td>Animal Room</td>
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<tr>
<td>Education</td>
<td>Office</td>
</tr>
<tr>
<td>Giraffes</td>
<td></td>
</tr>
<tr>
<td>Guest Relations</td>
<td>Front Desk</td>
</tr>
<tr>
<td>Herpetarium</td>
<td>Central Room</td>
</tr>
<tr>
<td>Island Life</td>
<td>Kitchen</td>
</tr>
<tr>
<td>Isolation</td>
<td>Bird Quarantine</td>
</tr>
</tbody>
</table>
Emergency Public Address System

The Oklahoma City Zoological Park maintains an emergency public address system throughout the zoo. This system is designed to notify visitors and employees of a pending emergency situation (i.e., tornado, fire, storm), or an individual may be notified to contact a certain department to receive information. The following is a list of the locations throughout the zoo where speakers are located.

Guest Relations
Amplifier under stairs.
Faces S. from ticket booth
Faces E. from E. end of ticket booth
Faces S.W. from W. end of Gift Shop
On S. end of Main Concessions
On S. end of Main Concessions
On pole N. end of warehouse, faces N.W.
On pole N. end of warehouse, faces N.E.

Education
Amplifier in animal room (garage)
On pole by N. exit gate, E. of DMA
On pole W. of Education Building, faces N.
On pole W. of Education Building, faces S.
Inside Education Building, N. ext to restrooms

Children's Zoo
Amplifier in Babirusa building
On top of Francois building (restrooms), faces N.
On top of Francois building (restrooms), faces S.
On top of Francois building (restrooms), faces E.
On top of Francois building (restrooms), faces W.

Old Primate Building
Amplifier in Herpetarium quarantine room, NW corner of building
On top of Primate building
On top of Primate building
On top of Primate building
On top of Primate building
N.W. corner of Primate building
S.W. corner of Primate building
S.E. corner of Primate building
N.E. corner of Primate building
Zoo Contractor Insurance and Bond Requirements

Contractor's Insurance

Required insurance shall be carried and maintained throughout the term of the contract, and certificates of insurance shall contain an understanding by the insurer(s) to the effect that the policy(s) may not be canceled, fail to be renewed, nor the limits decreased without thirty (30) days prior written notice to the City and/or any participating public trust.

During the term of the contract, the contractor shall provide, pay for, and maintain with companies satisfactory to the City, the types of insurance described herein. All insurance shall be from responsible insurance companies eligible to do business in the State of Oklahoma. All liability policies shall provide that the City and/or any participating public trust are named additional insureds as to the operations of the contractor under the contract and shall also provide the following Severability of Interest Provision:

With respect to claims involving any insured hereunder, each such interest shall be deemed separate for any and all other interest herein, and coverage shall apply as though each such interest was separately insured.

Promptly after notice of award of the contract, the insurance coverage and limits required must be evidenced by properly executed Certificates of Insurance on the forms furnished by the City. The Certificate must be signed by the Authorized Representative of the insurance company(s) shown in the Certificate with proof that he/she is an authorized representative thereof. In addition, certified, true and exact copies of all insurance policies required shall be provided to the City, on a timely basis, if requested by the City. The required policies of insurance shall be performable in Oklahoma City, Oklahoma, and shall be construed in accordance with the laws of Oklahoma.

No less than thirty (30) days prior written notice by registered or certified mail shall be given to the City of any cancellation, intent not to renew, or reduction in the policies' coverage except in the application of the aggregate limits provisions. In the event of a reduction in any aggregate limit, the contractor shall take immediate steps to have the full amount of the limits appearing on the certificate reinstated. If at any time the City requests a written statement from the insurance company(s) as to any impairments to the aggregate limit, the contractor hereby agrees to promptly authorize and have delivered to the City such statement. The contractor shall make up any impairment when known to it. The contractor authorizes the City to confirm all information so furnished, as to contractors compliance with its bonds and insurance requirements, with the contractors insurance agents, brokers, surety and insurance carriers. All insurance coverage of the contractor shall be primary to any insurance or self-insurance program carried by the City.

No work or occupancy of the premises shall commence at the site unless and until the required Certificates of Insurance are in effect and the written Notice to Proceed is issued to the contractor by the City.

The insurance coverage and limits required of the contractor under the Contract are designed to meet the minimum requirements of the City. Such coverage and limits are not designed as a recommended insurance program for the contractor. The contractor alone shall be responsible for the sufficiency of its own insurance program. Should the contractor have any question
concerning its exposures to loss under the contract or the possible insurance coverage needed therefor, contractor should seek professional assistance.

Any deductibles of self-insured retentions or any scheme other than a fully insured program of general liability, automobile liability and/or employer's liability must be declared by the contractor and be approved in advance by the City. At the option of the City, either the contractor shall require the insurer to reduce or eliminate such deductibles or self-insured retentions with respect to the City and/or any participating public trust; or the Contractor shall procure a bond guaranteeing payment of the losses and related investigations, claim administration and defense expenses not otherwise covered by contractors insurance because of deductibles or self-insurance retentions.

Worker's Compensation and Death Liability: The contractor shall maintain, during the term of the Contract, Workers Compensation Insurance as prescribed by the laws of the State of Oklahoma and Employers Liability Insurance in an amount not less than One Hundred Thousand Dollars ($100,000.00) each for all its employees employed at the site of the project, and in case any work is subcontracted, the contractor shall require the subcontractor similarly to provide Worker's Compensation and Employer's Liability Insurance for all the subcontractors employees, unless such employees are covered by the protection afforded by the contractor. In the event any class of employees engaged in work performed under the Contract or at the site of the project is not protected under such insurance heretofore mentioned, the contractor shall provide and shall cause each subcontractor to provide adequate insurance for the protection of the employees not otherwise protected.

Commercial General Liability Insurance:

The contractor shall maintain during the term of the Contract sufficient Commercial General Liability Insurance to protect the contractor and any additional insured(s) from claims for bodily injury, including death, as well as from claims from property damages or loss, which may arise from activities, omissions and operations under the Contract, whether such activities, omissions and operations be by the contractor or by any subcontractor or by anyone directly or indirectly employed by or acting on behalf of or to the benefit of them. The amounts of such insurance shall be not less than the City's maximum liability under the Governmental Tort claims Act, 25 O.S. 151 et seq., as amended from time to time and are:

Property Damage Liability in an amount not less than Twenty-Five Thousand Dollars ($25,000.00) per claimant for loss, damage to or destruction of property, including but not limited to consequential damages, arising out of a single accident or occurrence.

All Other Liability in an amount not less than One Hundred Thousand Dollars ($100,000.00) per claimant for claims including death, personal injury, and all other claims arising out of a single accident or occurrence.

Single Occurrence or Accident Liability in an amount not less than One Million dollars ($1,000,000-00) for any number of claims arising out of a single accident or occurrence.

Note: The contractor's General Liability Insurance Coverage Policy must be endorsed to reflect the fact that the City and/or any participating public trust and their tenants shall continue to operate business activities at the premises during the activities of the contractor and that no property used in connection with their activities shall be considered by the contractors insurance company as being in the care, custody, or control of the contractor. (THIS SENTENCE WILL BE
APPROPRIATE ON CONTRACTS FOR THE MYRIAD, CIVIC CENTER AND FAIR, BUT NOT ON NEW CONSTRUCTION AT NON-OCCUPIED SITES.) Additionally, if the contractors Commercial General Liability coverage is written in a "claims-made" form, contractor shall also provide tail coverage that extends a minimum of one year from the expiration of the Contract.

Automobile Liability Insurance shall be maintained by the contractor as to the ownership, maintenance, and use of allowed, non-owned, leased or hired vehicles, with limits of not less than:

Bodily Injury Liability
$100,000.00 Limit each person
$1,000,000.00 Limit each accident

Property Damage Liability
$25,000.00 Limit each accident

Or

Bodily Injury and Property Damage Liability
$1,000,000.00 Combined single limit each accident

Builder's Risk Insurance:

Extended Coverage - The contractor shall procure and shall maintain, during the term of the contract, Builder's Risk Insurance (broad form coverage, including theft, fire coverage on building construction and/or renovation) on a one hundred (100%) percent completed value basis on the insurable portion of the project at the construction site which is hereby made a part of this project. Such insurance shall remain in effect until 12:00 noon on the day following the date of final acceptance of the entire project, whether or not the building or some part thereof is occupied in any manner prior to final acceptance of the project by formal action of the City Council. The City, any participating public trust, and the contractor (as their interests may appear) shall be named as insureds.

Scope of Insurance - The insurance required above shall provide protection for the contractor, the City and any participating public trust, respectively, against damage claims which may arise from activities, omissions or operations under the Contract, whether such activities, omissions or operations are caused by an insured or by anyone directly or indirectly employed by an insured and, also, against any of the special hazards which may be encountered in the performance of the Contract. Neither the contractor nor any of its subcontractors, employees, or agents shall commit any act, operation or omission which would vitiate or impair the insurance coverage hereunder.

Materials, supplies and equipment stored off-site. Contractor shall provide insurance on all stored materials, supplies and equipment when stored off-site.

Bonds

As required by and in accordance with the Bidding Document, the successful bidder shall furnish bonds. The bonds must be submitted on the forms, or photocopies thereof, provided in the Bidding Documents. All bonds must be provided by a Surety authorized to do business in
the State of Oklahoma. The bonds are Performance Bond, Statutory Bond, Maintenance Bond, and, whenever applicable, Defect Bond, and are particularly described in the instructions to Bidders.

Maintenance Bond: A properly executed Maintenance Bond on the form provided in the Bidding documents must be submitted with the contract. The Maintenance Bond shall be in favor of The City of Oklahoma City and shall be for a period of two years for the streets and storm sewer portion of the project and five (5) for the portion(s) of the project under any street and all related paving work. The bond for the first year will be in an amount equal to one hundred percent (100%) of the contract amount and each additional years coverage shall be an amount equal to fifteen percent (15%) of the contract amount.