

OVERVIEW

Definitions

- Rehabilitation Facility : A facility equipped for the temporary holding of a injured/sick specimen for the purpose of providing treatment and care of such specimen or a young orphan specimen for rearing purposes, with the overall intent to release such specimen, but excludes a veterinarian's practice or a veterinary academic hospital. (NEMBA)
- Each animal is admitted for a restricted amount of time. Animals that are not releasable, e.g. due to a permanent disability, should be sent to another animal facility, such as a sanctuary or a zoo.
- Animals destined for rehabilitation should not be used for human-animal contact. (SANS 10379:2005)

Standard Operating Procedure List

- REHAB-SOP-1 : Animal Enclosures
- REHAB-SOP-2 : Medical Room / Medical Facilities
- REHAB-SOP-3 : Quarantine Room
- REHAB-SOP-4 : Hand-rearing Facilities
- REHAB-SOP-5 : Staff Training
- REHAB-SOP-6 : Waste Management Area / Biohazard Bins
- REHAB-SOP-7 : Animal Kitchen

References

- SANS 10379:2005 - Zoo and Aquarium practice
- NEMBA Draft Norms and Standards Relating to the Management of Seabirds in Captivity, Gazette No.42775 2019
- Government Gazette Vol. 658, 29 April 2020, No. 43257
- Government Gazette Vol. 659, 28 May 2020, No. 43364
- COVID-19 Walk-through Risk Assessment by the Department of Health and the Department of Employment and Labor of the Republic of South Africa, Version 1, 1 May 2020
- Workplace Preparedness: COVID-19 (SARS-CoV-19 virus) by the Department of Employment and Labour of the Republic of South Africa, May 2020
- IAAPA COVID-19 Reopening Guidance, Considerations for the Global Attractions Industry, First Edition 1 May 2020
- Getting your workplace ready for COVID-19, World Health Organization, 3 March 2020

Resources

- Outbreak Software (Version 2.14) - <https://scti.tools/downloads/#SoftwareAndManuals>
- One Health Keeper Cards (PAAZA Mobile app / PAAZA web)

ANIMAL ENCLOSURE

Major actions

- Place signage for workers on pathogens protective measures and information
- Place footbath at the entrance/exit of animal enclosures
- Place hand sanitizer dispensers at the entrance/exit of animal enclosures
- Encourage staff members to frequently clean their hands throughout the day
- Train staff members on the usage of personal protective equipment
- Ensure all staff members wear the correct protective equipment at all times (e.g. masks, gloves, face shields, closed shoes)
- Regularly screen your staff members for disease symptoms of known pathogens carried/harmful to the species housed
- Do not unnecessarily touch/interact with the animals under your care to limit human exposure
- Regularly disinfect tools and small items such as keys, locks, door handles and radios
- Do not share tools in between enclosures / sections

PURPOSE

To protect employees and animals from contamination from pathogens and adhere to government rules and regulations.

SCOPE

Any animal enclosure, park, location where an animal is kept.

PRE-REQUISITES

Supplies

- Protective equipment :
 - Masks
 - Disposable gloves (for keepers working with primates, felids and marine mammals)
 - Goggles, face shields or visors
 - Boots (or other easily disinfected closed shoes)
- Tools / Other equipment :
 - Hand sanitizer dispensers
 - Signage (e.g. Staff only signs)
 - Single use items bin
 - Footbaths
 - Disinfectant (for footbath and general cleaning)
 - Soap
 - Normal cleaning equipment

Resources

- Outbreak Software (Version 2.14) - <https://scti.tools/downloads/##SoftwareAndManuals>
- One Health Keeper Cards (PAAZAB Mobile app / PAAZAB web)



ANIMAL ENCLOSURE

RESPONSIBILITIES

Employee :

- Cleaning the enclosures according to this protocol
- Using the personal protective equipment as prescribed

Manager :

- Providing personal protective equipment in good working order to the employees
- Providing training to the employees on how to use personal protective equipment

PROCEDURE

1 - Preparations on site

1.1 - Set up the cleaning equipment

- 1.1.1 - Install a footbath and a hand sanitizer dispenser at the entrance/exit of the keeper access for the enclosure.
- 1.1.2 - Display signs reminding keepers to wash their hands and use the footbath where needed.
- 1.1.3 - If the enclosure houses primates, felids or marine mammals, make sure the tools for this specific enclosure are stored away from other enclosure's tools. They should not be mixed.

1.2 - Staff training and preparation

- 1.2.1 - Each employee working on an enclosure or needing access to animal enclosures has to go through a training session explaining what to do and what not to do according to this protocol.
- 1.2.2 - Employees working on an enclosure or needing access to animal enclosures are given personal protective equipment in relation with possible pathogen transmission between animals and between humans and animals.
- 1.2.3 - The personal protective equipment cannot be shared between workers. Each worker must store it away from others' protective equipment.
- 1.2.4 - If the protective equipment appears to be damaged or lost, it must be replaced.
- 1.2.5 - Employees must wear closed shoes.
- 1.2.6 - Employees working must make use of footbath and hand sanitizer before entering and before leaving an enclosure.

2 - Daily Procedure

- 2.1 - Employees need to wear their personal protective equipment on site at all times.
- 2.2 - Each employee working in an enclosure must disinfect his/her tools at least once a week.
- 2.3 - Small items such as keys, radios, door handles and locks have to be regularly disinfected.
- 2.4 - The use of personal electronic devices such as cellphones, if not essential to the facility's operations, should only be used sparingly, on the condition that it is regularly disinfected and that the employees clean their hands before and after use.
- 2.5 - Employees have to spend as little time as possible with rehab animals in order to prevent habituation. Contact should only happen when necessary, e.g. veterinary care or feeding.
- 2.6 - Footbaths have to be changed once a day. They must contain an adequate disinfecting solution.
- 2.7 - Hand sanitizer dispensers must be refilled as soon as they are empty.
- 2.8 - The animals' feeding stations and bowls must be cleaned once a day with soap.

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ANIMAL ENCLOSURE

- 2.9 - The feeding bowls are not to be mixed between enclosures.
- 2.10 - Employees assigned to a specific set of enclosures should not help with other keepers' enclosures nor come in contact with the animals they contain.
- 2.11 - Cloth masks, face shields and boots have to be cleaned and disinfected once a day, preferably before leaving the workplace. The re-usable personal protection equipment is to remain on site, stored separately for each worker. It can't be shared.
- 2.12 - Used gloves are discarded in a specific bin and considered biohazard.

REFERENCES

- SANS 10379:2005 - Zoo and Aquarium practice
- NEMBA Draft Norms and Standards Relating to the Management of Seabirds in Captivity, Gazette No.42775 2019
- Government Gazette Vol. 658, 29 April 2020, No. 43257
- Government Gazette Vol. 659, 28 May 2020, No. 43364
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- IAAPA COVID-19 Reopening Guidance, Considerations for the Global Attractions Industry, First Edition 1 May 2020
- Getting your workplace ready for COVID-19, World Health Organization, 3 March 2020

DEFINITIONS

Biohazard	A risk to human health or the environment arising from biological work, especially with microorganisms.
Pathogen	A bacterium, virus, or other microorganism that can cause disease.
Disinfectant	An agent that destroys, neutralizes, or inhibits the growth of disease-carrying microorganisms. For surfaces in contact with animals, consider using veterinary disinfectant or safe to use products.
Hand sanitizer	An anti-microbial agent that kills or renders inactive 99.9% of all known bacteria, viruses, and fungi that are present on surfaces. (Hand sanitizers should contain at least 60% alcohol.)
PPE	Personal Protective Equipment (face masks, gloves, boots, face shields, aprons etc.)

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MEDICAL ROOM / MEDICAL FACILITIES

Major actions

- Place signage for workers on pathogens protective measures and information
- Place footbath at the entrance/exit of the medical room or medical ward
- Place hand sanitizer dispensers at the entrance/exit
- Encourage staff members to frequently clean their hands throughout the day
- Train staff members on the usage of personal protective equipment
- Ensure all staff members wear the correct protective equipment at all times (e.g. masks, gloves, face shields, closed shoes)
- Regularly screen your staff members for disease symptoms related to the species housed
- Encourage physical distancing between staff members and animals where possible
- Do not let employees that are not part of the medical staff enter the medical room
- Do not unnecessarily touch the animals under your care
- Regularly disinfect tools and small items such as keys, locks, door handles and radios
- Do not share tools or objects with other sections
- Restrict the use of cellphones and other electronic devices to rest periods only (lunch / tea time) and don't allow employees to carry them around during the day unless absolutely necessary
- Do not bring cellphones into the medical room

PURPOSE

To protect employees and animals from contamination from pathogens and adhere to government rules and regulations.

SCOPE

Any medical room, medical ward or medical facilities with restricted access. Also applies to medical cabinets.

PRE-REQUISITES

Supplies

- Protective equipment :
 - Masks
 - Disposable gloves
 - Goggles, face shields or visors
 - Boots
- Tools / Other equipment :
 - Hand sanitizer dispensers
 - Signage (e.g. One Health Resources - Signage and Notices)
 - Single use items bin
 - Footbaths
 - Disinfectant (for footbath and general cleaning)
 - Soap
 - Normal cleaning equipment

Resources

- Outbreak Software (Version 2.14) - <https://scti.tools/downloads/##SoftwareAndManuals>
- One Health Keeper Cards (PAAZA Mobile app / PAAZA web)



MEDICAL ROOM / MEDICAL FACILITIES

RESPONSIBILITIES

Employee :

- Cleaning the medical room according to this protocol
- Using the personal protective equipment as prescribed

Manager :

- Providing personal protective equipment in good working order to the employees
- Providing training to the employees on how to use the personal protective equipment

PROCEDURE

I - Preparations on site

I.1 - Set up the room

- I.1.1 - Install a footbath and a hand sanitizer dispenser at the entrance/exit.
- I.1.2 - Display signs reminding employees to wash their hands and use the footbath.
- I.1.3 - The medical room cleaning tools are stored away from other sections' tools. They should not be mixed.

I.2 - Staff training and preparation

- I.2.1 - Each employee working in the medical room or needing access to the medical room has to go through a training session explaining what to do and what not to do according to this protocol.
- I.2.2 - Employees working in the medical room or needing access to the medical room are given each PPE (e.g. cloth masks, disposable gloves and eye protection)
- I.2.3 - Employees working in the medical room or needing access to the medical room have to wear closed shoes.
- I.2.4 - The personal protective equipment cannot be shared between employees. Each employee must store it away from others' protective equipment. The equipment can be labelled to prevent involuntary exchanges.
- I.2.5 - If the protective equipment appears to be damaged or lost, it must be replaced.
- I.2.6 - Employees working in the medical room or needing access to the medical room must make use of footbath and hand sanitizer before entering and before leaving the medical room.

I.3 - Medical cabinet and first aid box

- I.3.1 - If a medical cabinet is present on site, but is not in a room dedicated to medical, it needs to be under restricted access (i.e. lock and key, behind a locked door).
- I.3.2 - Only certain employees have access to the medical cabinet and first aid boxes. A list of authorized personnel must be available inside the first aid box and the medical cabinet.
- I.3.3 - Before opening a first aid box or a medical cabinet, the employee puts on a new pair of disposable gloves.
- I.3.4 - Once the emergency has passed and the first aid box has been stored away, the employee removes his/her gloves and puts them in the closest bin for disposable protective items. Same applies to the medical cabinet.
- I.3.5 - After having removed the gloves, the employee either wash his/her hands with soap or uses hand sanitizer.

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MEDICAL ROOM / MEDICAL FACILITIES

2 - Daily Procedure

- 2.1 - Employees need to wear their personal protective equipment on site at all times.
- 2.2 - All tools and items used in the medical room have to be disinfected daily.
- 2.3 - Small items such as keys, radios, and door handles have to be regularly disinfected.
- 2.4 - The use of personal electronic devices such as cellphones, if not essential to the facility's operations, should only be permitted during rest periods (lunch and tea times), on the condition that it is regularly disinfected and that the employees clean their hands before and after use. They should not carry them into the medical room.
- 2.5 - Footbaths have to be changed once a day. They must contain an adequate disinfecting solution.
- 2.6 - Hand sanitizer dispensers must be refilled as soon as they are empty.
- 2.8 - Employees assigned to the medical room or building should try to restrict contact with other employees and animals that are not treated in the medical facilities. If an animal outside of the medical facilities needs medical attention, the medical employees must change gloves before and after treating the animal and clean their hands before returning to their activities in the medical room.
- 2.9 - Cloth masks, face shields and boots have to be cleaned and disinfected once a day, preferably before leaving the workplace. The re-usable personal protection equipment is to remain on site, stored separately for each worker. It can't be shared.
- 2.10 - Used gloves are discarded in a specific bin and considered biohazard.
- 2.11 - The medical facilities have to be cleaned and disinfected once a day with an appropriate disinfectant.

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MEDICAL ROOM / MEDICAL FACILITIES

REFERENCES

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- Getting your workplace ready for COVID-19, World Health Organization, 3 March 2020

DEFINITIONS

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Pathogen	A bacterium, virus, or other microorganism that can cause disease.
Disinfectant	An agent that destroys, neutralizes, or inhibits the growth of disease-carrying microorganisms. For surfaces in contact with animals, consider using veterinary disinfectant or safe to use products.
Hand sanitizer	An anti-microbial agent that kills or renders inactive 99.9% of all known bacteria, viruses, and fungi that are present on surfaces. (Hand sanitizers should contain at least 60% alcohol.)
PPE	Personal Protective Equipment (face masks, gloves, boots, face shields, aprons etc.)

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QUARANTINE ROOM

Major actions

- Place signage for employees on pathogens protective measures and restricted access locations
- Place footbath at the entrance/exit of the quarantine room
- Place hand sanitizer dispensers at the entrance/exit
- Encourage staff members to frequently clean their hands throughout the day
- Train staff members on the usage of personal protective equipment
- Ensure all staff members wear the correct protective equipment at all times (e.g. masks, gloves, face shields, closed shoes)
- Do not let employees that are not part of the medical staff enter the quarantine room
- Do not unnecessarily touch the animals under your care
- Regularly disinfect tools and small items such as keys, door handles and radios
- Do not share tools or objects with other sections. All quarantine items stay in the quarantine, even for cleaning
- Do not bring cellphones into the quarantine room

PURPOSE

To protect employees and animals from contamination from pathogens and adhere to government rules and regulations.

SCOPE

Any animal enclosure, park, location where an animal is kept.

PRE-REQUISITES

Supplies

- Protective equipment :
 - Masks
 - Disposable gloves
 - Goggles, face shields or visors
 - Boots
- Tools / Other equipment :
 - Hand sanitizer dispensers
 - Signage (e.g. Staff only signs)
 - Single use items bin
 - Footbaths
 - Disinfectant (for footbath and general cleaning)
 - Soap
 - Normal cleaning equipment

Resources

- Outbreak Software (Version 2.14) - <https://scti.tools/downloads/SoftwareAndManuals>
- One Health Keeper Cards (PAAZAB Mobile app / PAAZAB web)



QUARANTINE ROOM

RESPONSIBILITIES

Employee :

- Cleaning the quarantine room according to this protocol
- Using the personal protective equipment as prescribed

Manager :

- Providing personal protective equipment in good working order to the employees
- Providing training to the employees on how to use the personal protective equipment

PROCEDURE

1 - Preparations on site

1.1 - Set up the room

- 1.1.1 - Install a footbath and a hand sanitizer dispenser at the entrance/exit.
- 1.1.2 - Display signs reminding employees to wash their hands and use the footbath.
- 1.1.3 - Display signs at the entrance clearly stating that this zone is a quarantine zone with restricted access.
- 1.1.4 - The quarantine room cleaning tools are stored in the quarantine room. They cannot be used in other section, even after thorough cleaning and disinfection.
- 1.1.5 - Set up a bin in the quarantine room. All discarded items in the quarantine room and cleaning residues are considered biohazard.

1.2 - Staff training and preparation

- 1.2.1 - Each employee working in the quarantine room has to go through a training session explaining what to do and what not to do according to this protocol.
- 1.2.2 - No employee can enter the quarantine room if he/she is not assigned to the quarantine.
- 1.2.3 - Employees working in the quarantine room are given each their own PPE (e.g. cloth masks, laboratory gowns, disposable gloves, eye protection, closed shoes)
- 1.2.4 - Employees working in the quarantine room have to wear laboratory gowns or another type of protective body clothing that will be taken off before leaving the quarantine.
- 1.2.5 - Employees working in the quarantine room have to wear closed shoes.
- 1.2.6 - The personal protective equipment cannot be shared between employees. Each employee must store it away from others' protective equipment. The equipment can be labelled to prevent involuntary exchanges.
- 1.2.7 - If the protective equipment appears to be damaged or lost, it must be replaced.
- 1.2.8 - Employees working in the quarantine room must make use of footbath and hand sanitizer before entering and before leaving the quarantine.

2 - Daily Procedure

- 2.1 - Employees need to wear their personal protective equipment on site at all times.
- 2.2 - All tools and items used in the quarantine room have to be disinfected daily.
- 2.3 - Small items such as keys, radios, and door handles have to be regularly disinfected.
- 2.4 - The use of personal electronic devices such as cellphones, if not essential to the facility's operations, should only be permitted outside of the quarantine, on the condition that it is regularly

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QUARANTINE ROOM

- disinfected and that the employees clean their hands before and after use. They should not carry them into the quarantine room.
- 2.5 - Footbaths have to be changed once a day. They must contain an adequate disinfecting solution.
 - 2.6 - Hand sanitizer dispensers must be refilled as soon as they are empty.
 - 2.7 - Employees assigned to the quarantine room or building should try to restrict contact with other employees and animals that are not treated in the quarantine facilities. If an animal outside of the quarantine facilities needs medical attention, the quarantine employees must change into new protective equipment (gloves, masks, boots, laboratory gown) before and after treating the animal and clean their hands before returning to their activities in the quarantine room.
 - 2.9 - Cloth masks, face shields and boots have to be cleaned and disinfected once a day, preferably before leaving the quarantine. The re-usable personal protection equipment is to remain on site, stored separately in the quarantine for each employee. It can't be shared.
 - 2.10 - Used gloves and other single use protective equipment are discarded in a specific bin and considered biohazard.
 - 2.11 - The quarantine facilities have to be cleaned and disinfected once a day with an appropriate disinfectant.

REFERENCES

- SANS 10379:2005 - Zoo and Aquarium practice
- NEMBA Draft Norms and Standards Relating to the Management of Seabirds in Captivity, Gazette No.42775 2019
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Hand sanitizer	An anti-microbial agent that kills or renders inactive 99.9% of all known bacteria, viruses, and fungi that are present on surfaces. (Hand sanitizers should contain at least 60% alcohol.)
PPE	Personal Protective Equipment (face masks, gloves, boots, face shields, aprons etc.)

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HAND-REARING FACILITIES

Major actions

- Place signage for employees on most common pathogens protective measures and information
- Place hand sanitizer dispensers and footbaths at the entrance / exit of the hand-rearing facilities
- Only authorized employees can access the hand-rearing facilities
- Employees hand-rearing animals have to wear PPE (face masks, disposable gloves and closed shoes)
- Employees need to know the symptoms of most usual pathogens for the species in question to be able to recognize them if their animals start displaying them
- Daily clean and disinfect all surfaces in the hand-rearing facilities, as well as tools, bowls, toys etc.
- Food preparation for hand-reared animals is done within the hand-rearing facilities
- No sharing of tools or other items between sections, tools used in the hand-rearing facilities do not get used elsewhere

PURPOSE

To protect employees and animals from contamination from pathogens and adhere to government rules and regulations.

SCOPE

Any location where young animals are hand-reared and housed (i.e. baby room).

PRE-REQUISITES

Supplies

- Protective equipment :
 - Masks
 - Disposable gloves
 - Face shield
- Cleaning and disinfecting supplies :
 - Hand sanitizer
 - Footbath
- Other supplies :
 - Signage (e.g. Staff only signs)
 - Single-use items bin

RESPONSIBILITIES

Employee :

- Enforcing safety rules according to this protocol
- Using the personal protective equipment as prescribed
- Checking his/her animals daily for pathogens symptoms

Resources

- Outbreak Software (Version 2.14) - <https://scti.tools/downloads/SoftwareAndManuals>
- One Health Keeper Cards (PAAZAB Mobile app / PAAZAB web)



HAND-REARING FACILITIES

PROCEDURE

1 - Preparing the hand-rearing facilities

- 1.1 - If not already in place, install a hand sanitizer dispenser at the entrance of the hand-rearing facilities.
- 1.2 - If not already in place, install a footbath at the entrance of the hand-rearing facilities.
- 1.3 - Hang on the wall major pathogens safety procedures.
- 1.4 - Put up a 'restricted access' sign.
- 1.5 - Ensure that all tools and items used in the hand-rearing facilities are not shared with other sections.
- 1.6 - Ensure that all staff members needing access to the hand-rearing facilities have face masks, disposable gloves and closed shoes.
- 1.7 - Install a single-use items bin where employees can discard disposable gloves and other single-use protective items. These items are considered biohazard and should be disposed as such.
- 1.8 - Engage in staff training for the employees that have access to the hand-rearing facilities.

2 - Daily operations

- 2.1 - Only employees working in the hand-rearing facilities have access to the building/room.
- 2.2 - Before entering and before leaving the hand-rearing facilities, each employee must use the footbath provided as well as the hand sanitizer. Hand sanitizer can be replaced by soap and water on the condition that the hand-washing basin is close to the entrance and that the employees are instructed on the proper hand-washing protocol.
- 2.3 - Employees have to wear their protective equipment at all times.
- 2.4 - Mobile devices are not to be used inside the hand-rearing facilities, unless specified by management. If they are used they must be disinfected straight after use.
- 2.5 - Employees working with young animals must be aware of the possible symptoms of most common pathogens in their animals in order to advise management if one of them starts displaying those symptoms.
- 2.6 - All surfaces are cleaned and disinfected daily with the appropriate disinfecting solution.
- 2.7 - Small items (tools, toys, bowls etc.) are also cleaned daily and disinfected.
- 2.8 - Food preparation for hand-reared animals takes place within the hand-rearing facilities, not in the common kitchen.

REFERENCES

- SANS 10379:2005 - Zoo and Aquarium practice
- NEMBA Draft Norms and Standards Relating to the Management of Seabirds in Captivity, Gazette No.42775 2019
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HAND-REARING FACILITIES

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Hand sanitizer	An anti-microbial agent that kills or renders inactive 99.9% of all known bacteria, viruses, and fungi that are present on surfaces. (Hand sanitizers should contain at least 60% alcohol.)
PPE	Personal Protective Equipment (face masks, gloves, boots, face shields, aprons etc.)

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STAFF TRAINING

Major actions

- Place signage for employees on most common pathogens protective measures and information around the facility
- Offer staff training sessions to all employees regarding hygiene and safety protocols against pathogens, at home and at work
- Offer specialised staff training sessions depending on the role of each employee at the facility
- Encourage employees to read explanatory documents (i.e. protocols, One Health Keeper Cards)
- Remind employees of the correct hygiene practices throughout the day
- If contractors are hired, make sure they are aware of the pathogens procedures at your facility
- Make sure employees are aware of the proper procedure if a person is suspected of carrying pathogens on the facility
- Encourage dialogue between employees and management to report possible staff issues (health, fatigue, etc.)
- Ensure that the workload of each employee does not increase dramatically, even if staff numbers are reduced. Accidents happen when employees are overworked
- If needed, create emergency codes for different pathogens cases

PURPOSE

To protect employees and animals from contamination from pathogens and adhere to government rules and regulations.

SCOPE

To train and inform all employees and staff members about known pathogens procedures at the facility. These procedures must be in accordance with government rules and regulations.

PRE-REQUISITES

Supplies

- Protective equipment :
 - Masks
 - Disposable gloves
 - Face shield
- Other supplies :
 - Signage (e.g. pathogens explanation signs)

RESPONSIBILITIES

Employee :

- Following staff training and adhering to the facility protocols

Manager :

- Providing personal protective equipment in good working order to the employees
- Providing training to the employees on the new protocols in relation to pathogens measures and how to use the personal protective equipment

Resources

- Outbreak Software (Version 2.14) - <https://scti.tools/downloads/##SoftwareAndManuals>
- One Health Keeper Cards (PAAZAB Mobile app / PAAZAB web)



STAFF TRAINING

PROCEDURE

1 - Staff Training

- 1.1 - All employees and staff members must participate in staff training.
- 1.2 - Depending on the number of employees at your facility, consider specialised training sessions for different protocols and different sectors of your facility.
- 1.3 - Staff training must include donning and doffing of personal protective equipment.
- 1.4 - Encourage employees to read explanatory documents (i.e. One Health Keeper cards). These cards are available on the PAAZA Mobile app, but they can also be download and printed from the PAAZA website.
- 1.5 - Hang on the walls signage about hand washing and pathogens safety measures in place.
- 1.6 - Encourage self-checks between employees regarding PPE.
- 1.7 - If contractors are present on site, training must include them.

2 - Staff Management

- 2.1 - Make sure each employee's workload does not increase exponentially, even in the event of reduced staff numbers. If possible, re-organize teams to cover for missing employees.
- 2.2 - Employee should not be overworked. This will cause fatigue and will probably end up in disaster, especially if the facility houses dangerous species.
- 2.3 - Regularly monitor workers' health and state of mind. Employees should have access to psychological support services if needed.
- 2.4 - Communication is key. Encourage employees to report any trouble they might have.

3 - Pathogen suspicion procedure

3.1 - Staff member

- 3.1.1 - If the employee displays specific pathogen symptoms (e.g. avian influenza, COVID-19), isolate him/her immediately.
- 3.1.2 - Report the finding to management.
- 3.1.3 - The employee is sent to get himself/herself tested for possible contamination at the closest medical facility. (e.g. COVID-19 Hotline : 0800 02 9999)
- 3.1.4 - Every object, tool, device or protective equipment that the employee has come in contact with in the last 48h is thoroughly disinfected. In this instance, use 70% alcohol hand sanitizer instead of lower dilutions.
- 3.1.5 - All employees that have come in contact with the suspected case must be extremely careful and keep their distances with other employees until the suspected case is either confirmed or denied.
- 3.1.6 - If the contamination is confirmed, the sick employee must remain home for a period determined by management, depending on the pathogen.
- 3.1.7 - Other workers that have come in contact with the confirmed case are closely monitored for symptoms.
- 3.1.8 - If a worker has been diagnosed with a notifiable disease, the employer must inform the Department of Health and the Department of Employment and Labour.

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STAFF TRAINING

3.2 - Public member

- 3.2.1 - If a public member shows symptoms of recognised pathogens during the screening process at the entrance of the facility, he/she is not permitted to enter the premises.
- 3.2.2 - If a public member displays or reports symptoms when already inside the facility grounds, he/she is referred to the closest first aider on site.
- 3.2.3 - The first aider screens the person for symptoms.
- 3.2.4 - If there is any possibility that the symptoms are those of known pathogens harmful to animals or humans, the person is referred to the closest test site in town.
- 3.2.5 - All employees that have been in contact with the possibly contaminated person must report any symptom they might experience in the next week.
- 3.2.6 - If this person was in proximity to other visitors (i.e. attraction ride, guided tour), inform these visitors and encourage them to consult if they start displaying symptoms.
- 3.2.7 - All equipment and items that have been in contact with the contaminated person must be thoroughly disinfected.
- 3.2.8 - To prevent visitors from panicking when overhearing that a possibly contaminated person was on site, it is preferable to give this emergency its specific code name.

REFERENCES

- SANS 10379:2005 - Zoo and Aquarium practice
- NEMBA Draft Norms and Standards Relating to the Management of Seabirds in Captivity, Gazette No.42775 2019
- Government Gazette Vol. 658, 29 April 2020, No. 43257
- Government Gazette Vol. 659, 28 May 2020, No. 43364
- COVID-19 Walk-through Risk Assessment by the Department of Health and the Department of Employment and Labor of the Republic of South Africa, Version 1, 1 May 2020
- Workplace Preparedness: COVID-19 (SARS-CoV-19 virus) by the Department of Employment and Labour of the Republic of South Africa, May 2020
- IAAPA COVID-19 Reopening Guidance, Considerations for the Global Attractions Industry, First Edition 1 May 2020
- Getting your workplace ready for COVID-19, World Health Organization, 3 March 2020

DEFINITIONS

Biohazard	A risk to human health or the environment arising from biological work, especially with microorganisms.
Pathogen	A bacterium, virus, or other microorganism that can cause disease.
Disinfectant	An agent that destroys, neutralizes, or inhibits the growth of disease-carrying microorganisms. For surfaces in contact with animals, consider using veterinary disinfectant or safe to use products.
Hand sanitizer	An anti-microbial agent that kills or renders inactive 99.9% of all known bacteria, viruses, and fungi that are present on surfaces. (Hand sanitizers should contain at least 60% alcohol.)
PPE	Personal Protective Equipment (face masks, gloves, boots, face shields, aprons etc.)

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WASTE MANAGEMENT AREA / BIOHAZARD BINS

Major actions

- The waste management area is enclosed and not reachable by visitors
- Biohazard waste materials are stored separately from other waste products
- There is a contract with a waste removal company to take care of biohazard waste
- Records of waste removal and / or destruction are available
- Personal protective equipment is considered biohazard and disposed of appropriately
- All employees having access to the waste management area have face masks, gloves and closed shoes
- Employees dealing with biohazard waste must clean their hands regularly during the day and after touching biohazard waste
- All biohazard bins must be marked as such and separated from the regular bins

PURPOSE

To protect employees and animals from contamination from pathogens and adhere to government rules and regulations.

SCOPE

To dispose of biohazard waste in accordance with government rules and regulations, while protecting employees.

PRE-REQUISITES

Supplies

- Protective equipment :
 - Masks
 - Disposable gloves
 - Closed shoes
- Other supplies :
 - Signage (e.g. Biohazard bins)
 - Bins

RESPONSIBILITIES

Employee :

- Adhering to the facility protocols
- Using Personal Protective Equipment where needed

Manager :

- Providing personal protective equipment in good working order to the employees

Resources

- Outbreak Software (Version 2.14) - <https://scti.tools/downloads/##SoftwareAndManuals>
- One Health Keeper Cards (PAAZAB Mobile app / PAAZAB web)



WASTE MANAGEMENT AREA / BIOHAZARD BINS

PROCEDURE

1 - Waste management area

- 1.1 - Each employee / staff member who enters the waste management area must wear closed shoes, face mask and gloves.
- 1.2 - The waste management area is not open to visitors.
- 1.3 - Personal protective equipment (disposable gloves, disposable face masks, disposable aprons etc.) is considered biohazard.
- 1.4 - Biohazard refuse is stored separately from other waste and the bins are labelled to avoid confusion.
- 1.5 - Each employee handling waste must disinfect his/her hands afterwards.
- 1.6 - Hang on the walls signage about hand washing and pathogens safety measures in place.

2 - Waste removal

- 2.1 - Biohazard waste is removed by a waste removal company capable of handling dangerous waste. This is proven by a written contract between the facility and the waste removal company.
- 2.2 - Waste removal and/or destruction is recorded and the records are available for inspection.

REFERENCES

- SANS 10379:2005 - Zoo and Aquarium practice
- NEMBA Draft Norms and Standards Relating to the Management of Seabirds in Captivity, Gazette No.42775 2019
- Government Gazette Vol. 658, 29 April 2020, No. 43257
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Hand sanitizer	An anti-microbial agent that kills or renders inactive 99.9% of all known bacteria, viruses, and fungi that are present on surfaces. (Hand sanitizers should contain at least 60% alcohol.)
PPE	Personal Protective Equipment (face masks, gloves, boots, face shields, aprons etc.)

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ANIMAL KITCHEN

Major actions

- Place signage for employees on pathogens protective measures and information
- Only employees working in the animal kitchen can prepare animal food
- Employees working in the animal kitchen must wear face masks, aprons, gloves and closed shoes
- There is hand sanitizer available for employees at the entrance / exit of the animal kitchen
- If possible, restraint the use of electronic devices (e.g. cellphones) to the outside of the kitchen
- Fridges, ovens, counters and other devices have to be regularly cleaned and disinfected
- Leave the doors open when possible
- When collecting food for their animals, keepers do not touch other food items or tools in the kitchen
- If plates of food are returned to the kitchen when emptied, they are washed and then disinfected thoroughly before being used again

PURPOSE

To protect employees and animals from contamination from pathogens and adhere to government rules and regulations.

SCOPE

Any food preparation area within the facility.

PRE-REQUISITES

Supplies

- Protective equipment :
 - Masks
 - Disposable gloves
 - Face shield
 - Disposable aprons
- Cleaning and disinfecting supplies :
 - Hand sanitizer
 - Usual cleaning tools
 - Surface disinfectant
 - Disinfecting wipes
 - Single use items bin
- Other supplies :
 - Signage (e.g. cleaning/disinfecting protocol)

RESPONSIBILITIES

Employee :

- Cleaning the animal kitchen according to this protocol
- Using the personal protective equipment as prescribed

Resources

- Outbreak Software (Version 2.14) - <https://scti.tools/downloads/##SoftwareAndManuals>
- One Health Keeper Cards (PAAZAB Mobile app / PAAZAB web)



ANIMAL KITCHEN

PROCEDURE

1 - Kitchen set up

1.1 - Animal Kitchen preparation

- 1.1.1 - Give each employee working in the animal kitchen two (2) cloth masks, disposable gloves, closed shoes and disposable aprons.
- 1.1.2 - Set up a bin for disposable items. This bin is labelled biohazard.
- 1.1.3 - Place hand sanitizer dispensers at the entrance / exit of the kitchen.
- 1.1.4 - Place signage on the wall on protective measures against known pathogens.
- 1.1.5 - Leave doors open where possible.

1.2 - Animal Kitchen daily cleaning

- 1.2.1 - The animal kitchen is fully cleaned and disinfected at least once a day.
- 1.2.2 - All tools, utensils, cookware, scales and cutlery are disinfected once a day.
- 1.2.3 - Animal bowls are cleaned and disinfected once a day.
- 1.2.4 - If cellphones or other electronic devices are used in the kitchen, they are disinfected afterwards and the employee washed his/her hands before returning to his/her previous task.

2 - Food collection and return

2.1 - Collecting food from the animal kitchen

- 2.1.1 - Employees entering the kitchen clean their hands using hand sanitizer.
- 2.1.2 - The food bowls and containers are made available to keepers so that they don't have to enter the food preparation area to collect them.
- 2.1.3 - Limit contact between keepers and kitchen employees as much as possible.
- 2.1.4 - Keepers are not allowed to touch bowls for animals other than their own.

2.2 - Returning bowls to the animal kitchen

- 2.2.1 - The empty food bowls and the newly prepared food bowls do not share the same location. They are well separated.
- 2.2.2 - The empty food bowls are cleaned and disinfected before being re-used, even if for the same enclosure.

REFERENCES

- SANS 10379:2005 - Zoo and Aquarium practice
- NEMBA Draft Norms and Standards Relating to the Management of Seabirds in Captivity, Gazette No.42775 2019
- Government Gazette Vol. 658, 29 April 2020, No. 43257
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ANIMAL KITCHEN

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Hand sanitizer	An anti-microbial agent that kills or renders inactive 99.9% of all known bacteria, viruses, and fungi that are present on surfaces. (Hand sanitizers should contain at least 60% alcohol.)
PPE	Personal Protective Equipment (face masks, gloves, boots, face shields, aprons etc.)

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