



Great Lakes Fruit, Vegetable & Farm Market EXPO Michigan Greenhouse Growers EXPO

December 4-6, 2018

DeVos Place Convention Center, Grand Rapids, MI



16 Farm Marketing Workshop B: Training My Employees: What They Need to Know and Do to Keep Visitors (and themselves) Safe

Where: Grand Gallery Overlook Room D

Moderator: Ron Goldy, Michigan State University

9:00 AM

We all host agritourism operations so our visitors can have fun and learn about agriculture. But once we add these activities to our farm, we have to add staff – and that can be a challenge. In many areas, employers are finding it hard to find employees – and are resorting to younger, inexperienced workers, or older workers (often retired) who have never been on a farm or worked with customers. This lack of experience and knowledge can increase risk of injury, both to your visitors and to your employees. Ensuring customer and employee safety is a top priority for all market operators, and it has to start with employee training. Having a formal employee-training program and documents helps employees be proactive when it comes to safety and helps them react quickly when they need to. Join us in this interactive session as we discuss strategies you can use to train your employees on safety. We will provide you with free information, templates, signs and other “tools” you can use to begin building a training plan for your operation.

- Marsha Salzwedel, National Children's Center for Rural and Agricultural Health and Safety

11:00 AM Session Ends

Petting Zoo Checklist

Review Date: _____

Reviewed By: _____

No.	Worksite Inspection Item	Present	Needs Correction	Date Corrected
1	All pets, such as dogs and cats, are tied up or kenneled when guests are present.			
2	There is a transition area between the non-animal area and the animal area with appropriate signs and trash receptacles.			
3	Signs are posted in the transition area to inform visitors of the following: <ul style="list-style-type: none"> • Animals are present • Items, such as food, drink, bottles and pacifiers are not allowed • No smoking or tobacco products allowed • Nothing should be placed in the mouth • List of rules for feeding the animals 			
4	Employees tell visitors there is no eating, drinking, smoking or tobacco use in animal areas. Employees also explain which items are not to be taken into animal areas.			
5	There are storage or holding areas for strollers and other items that are not permitted in the animal area.			
6	Animals are kept out of non-animal areas (with the exception of service animals).			
7	Animal areas are kept clean and free of trash and debris. Animal feces and soiled bedding is immediately removed.			
8	Children are supervised at all times while in animal areas.			
9	The traffic flow through the animal area is one way.			
10	Double fencing (or some other method) is in place to prevent contact with animals, except those designated for petting.			
11	The animals available for petting are appropriately sized for young children.			
12	Petting of animals is only allowed over/through barriers (fences); visitors are not allowed in pens.			
13	For children under 5, no pre-weaned calves, reptiles, amphibians or live poultry are used for petting. Other ruminants such as sheep and goats are also of concern for this age group.			
14	Animals that have a tendency to bite are in a separate area from those available for petting, with signs posted to warn visitors that these animals have a tendency to bite, and a double barrier or other method used to prevent visitor access.			
15	Dangerous animals (non-human primates, carnivores, bats, venomous reptiles) are not used in petting zoos.			

No.	Worksite Inspection Item	Present	Needs Correction	Date Corrected
16	Visitor traffic is monitored and controlled to prevent overcrowding.			
17	Employees inform visitors to immediately report animal bites, scratches or scrapes and are trained to administer first aid.			
18	Animals in petting zoos are kept clean, healthy and up to date on all vaccinations. They are monitored daily for signs of illness and receive appropriate veterinary care.			
19	Sick or injured animals are immediately removed. Animals known or suspected to be infected with a disease or from herds with a recent history of abortion, diarrhea or respiratory disease are not used.			
20	All surfaces are cleaned and disinfected daily or whenever visibly soiled.			
21	There are signs posted at the exit area advising all visitors to wash or sanitize their hands when leaving the animal area.			
22	There are hand-washing facilities present in the exit area or nearby that include soap, running water and paper towels, and they are accessible to children and handicapped visitors. Hand sanitizer may be used as a supplement to hand washing, but not replace it.			
23	Employees remind visitors to wash hands when exiting the animal area and explain/demonstrate proper hand-washing technique.			
24	All hand-washing stations and restrooms are checked regularly, cleaned and restocked with supplies as needed. A written cleaning log is kept, documenting all cleaning efforts.			
No.	Policy/Procedure Inspection Item (policies/procedures are in place for each of the following items)	Present	Needs Correction	Date Corrected
1	Employees are trained on the risk of disease and injury associated with animals and how diseases can be transmitted from animals to humans. Employees are trained to share this information with visitors and educate visitors about the animals.			
2	Workers are informed of emerging animal diseases and new outbreaks of old diseases.			
3	Schedules are set for inspecting signs, walkways, and all visitor areas for condition and cleanliness. All issues identified are addressed. All inspections and cleaning efforts are documented.			
4	All animals are kept clean and up to date on vaccinations. Records are kept documenting animal care, including veterinary visits and vaccination records.			
5	All workers are trained on policies and procedures relating to guest injuries, including local/state requirements for reporting animal injuries, the use of incident reports and emergency procedures.			
6	Employees remind visitors to wash hands when exiting animal area and are trained to demonstrate proper hand-washing procedure.			

Resources that can be used to address these checklist items are available at www.safefagritourism.org/Resources. These resources include signs, policies, forms, logs, and other items.

Keeping Visitors Safe at Your Agritourism Business

Are farm tours safe?

Farm tours give people of all ages an exciting opportunity to interact with animals face-to-face. This allows people to learn more about animals and agriculture, but it can also put people at risk for becoming ill from farm animals.

What are zoonotic diseases?

Zoonotic diseases are infectious diseases that can be spread between animals and people. Some examples include:

- *Campylobacter*
- *Salmonella*
- *E. coli O157:H7*
- *Yersinia enterocolitica*
- *Cryptosporidium*

The symptoms include can diarrhea, abdominal pain, fever, vomiting, cramps, and bloody diarrhea. People with mild symptoms usually recover without treatment. However, these illnesses can lead to hospitalization.

Is it common to find these types of germs on a farm?

Yes, some germs occur naturally in the intestines of healthy livestock and poultry and are passed in the animals' feces. Even if an animal appears healthy, it could still pass these germs to people.

How do people get sick from these germs?

People get sick from these germs by swallowing them. They may end up on your hands after contact with typical farm and petting zoo animals and their environments. Once the

germs are on your hands, you can accidentally transfer them to your mouth while eating, drinking, or during other hand-to-mouth activities such as smoking or thumb sucking.

Young animals are especially likely to have these germs because they have not had a chance to become immune to them.

How can I reduce my visitors' risk of getting sick?

- Position fully stocked handwashing stations with running water and soap where guests will use them after visiting animals. Stations should be accessible to children and persons with disabilities.
- Hand sanitizer should supplement, not replace, soap and water, because it does not kill parasites like *Cryptosporidium*.
- Do not allow visitors into pens. Only allow petting of animals over/through barriers.
- Manure/soiled bedding should not be transported through public areas.
- Remove from exhibit animals showing signs of illness such as diarrhea, skin lesions, or coughing.
- Have transition areas between non-animal and animal areas. Signage should be at the entrances (i.e., no food or drink allowed in animal areas). Exit areas should have handwashing stations so that visitors cannot miss them.
- Keep food, drinks, baby bottles, pacifiers, toys, and strollers out of animal areas.
- Supervise children younger than 5 years old while with the animals and during handwashing. Young children are more likely to get sick because they are more likely to put their hands in their mouth.

What animals carry which germs?

Table 1. Types of germs commonly found in farm animals

Species	Bacteria	Parasite	Fungus	Virus
Cattle	<i>Campylobacter</i> <i>Salmonella</i> <i>Escherichia coli</i> O157:H7 <i>Leptospira</i> <i>Coxiella burnetii</i> (Q fever)	<i>Cryptosporidium</i>	Dermatophytosis (Ringworm)	
Sheep	<i>Campylobacter</i> <i>Salmonella</i> <i>Escherichia coli</i> O157:H7 <i>Coxiella burnetii</i> (Q Fever)			
Goats	<i>Campylobacter</i> <i>Salmonella</i> <i>Escherichia coli</i> O157:H7 <i>Coxiella burnetii</i> (Q Fever)			
Llamas	<i>Campylobacter</i> <i>Salmonella</i> <i>Escherichia coli</i> O157:H7			
Pigs	<i>Campylobacter</i> <i>Salmonella</i> <i>Leptospira</i> <i>Yersinia enterocolitica</i>		Dermatophytosis (Ringworm)	Influenza
Chickens, ducks, turkeys	<i>Campylobacter</i> <i>Salmonella</i>		Dermatophytosis (Ringworm)	Influenza
Rabbits			Dermatophytosis (Ringworm)	

Table 2. Common symptoms in animals and humans

Germ	Symptom in Animals	Primary Symptoms in Humans
<i>Campylobacter</i>	Diarrhea (cattle, sheep, and goats may have abortions)	Diarrhea, fever
<i>Salmonella</i>	Cattle may have fever, diarrhea, and abortion	Diarrhea, fever
<i>E. coli</i> O157:H7	None	Bloody diarrhea, cramps
<i>Cryptosporidium</i>	Calves may have diarrhea and scours	Watery diarrhea, fever, nausea, vomiting

3/2018

To obtain this information in a different format, call: 651-201-5414

Staying healthy when the farm comes to you!



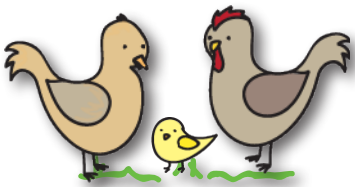
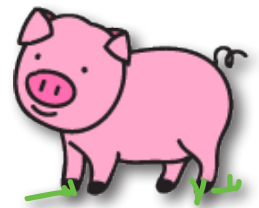
Even healthy, well cared for animals can carry germs that can make people sick

If the farm's coming to you, follow these simple tips to stay healthy. Children under 5 years of age do not have fully formed immune systems and therefore should not have direct contact with higher risk animals such as calves, goats, chicks, ducklings, reptiles, or amphibians.



Keep food and drinks away from visiting animals

This includes water bottles, sippy cups, and pacifiers. You don't want to get germs on them.



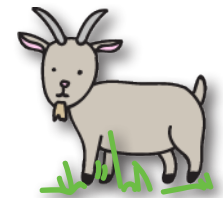
Don't touch your mouth

That's how germs get in your body and make you sick.



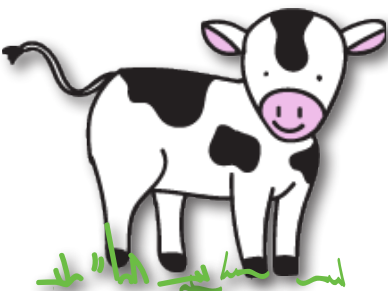
Wash your hands

Wash hands with soap and water after visiting the animals and before eating. Don't rely on hand sanitizer. It doesn't work against all germs.



Wear the right gear

Wear closed-toe shoes and clothes you can get dirty. When you get home remove your shoes. Change your clothes and wash them.



Emergency Preparation and Planning Checklist

Review Date: _____

Reviewed By: _____

No.	Inspection Item	Present	Needs Correction	Date Corrected
1	There is an established procedure to warn visitors of hazards that may be found in various areas of the operation (workers explain verbally when guests arrive, signs are posted, etc.).			
2	The operation has been evaluated for hazards for people with disabilities, such as steps and stairs. Accommodations are made (signage, parking stalls, smooth and wide walkways) for these guests. The operation complies with the Americans with Disabilities Act.			
3	There is emergency information posted by phones for easy access during an emergency. Maps are available with routes to the nearest clinic or hospital.			
4	The operation has an Emergency Response Plan, that is reviewed by owners and employees on a regular basis.			
5	A first aid kit with adequate supplies to respond to an emergency is easily accessible to all employees. The first aid kit is inspected regularly, resupplied, and the inspection documented.			
6	There are employees trained in basic first aid and CPR. All employees know where the first aid kits are located and how to respond in the event of an emergency.			
7	Employees are trained to inform guests to immediately report any illness or injuries. Employees are trained on the use of the Incident Policy and Incident Report forms.			
8	Employees have a method to contact other employees in other areas of the operation in case of emergency.			
9	Fire extinguishers are clearly marked and located in several areas throughout the operation.			
10	There is a fire evacuation plan and fire safety plan in place and all employees are trained on these plans.			
11	All exits are clearly marked and free of obstructions in areas where guests will be present. Guest areas have working smoke detectors.			
12	Employees verify that supervising adults are aware of which children they are responsible for and will be able to ensure that all children are accounted for in an emergency.			
13	All areas are monitored to ensure they are kept free of dust and other combustible materials that can cause fires. Fuels and flammable chemicals are appropriately marked and stored?			

(Over)

No.	Inspection Item	Present	Needs Correction	Date Corrected
14	Grass or field burning are only done when visitors are not present. Appropriate precautions, including fire safety equipment, are in place.			
15	All non-smoking areas are clearly marked and employees are trained to inform guests of smoking policies and areas, as well as policies on open flames (e.g. candles, grills, campfires, etc.).			
16	There is a sturdy shelter available, with a capacity greater than the number of guests, for protection from weather hazards.			
17	Employees are trained to know when to have guests take shelter and which areas to avoid during bad weather. The operation has a Weather Safety Plan, which all employees are familiar with.			
18	There is an operational weather radio monitored during the times that guests are present on the operation.			
19	Guests are informed prior to arrival on appropriate clothing and other environmentally appropriate items such as sunscreen and bug spray (tour group handouts, website, etc.).			
20	Employees are trained to check guests for appropriate clothing and other items they may need.			
21	There is a shelter available for guests to warm up or cool down in case of weather exposures. Employees are trained to monitor guests for heat/cold related illnesses.			
22	Guests are offered drinking water and encouraged to drink frequently.			
23	There is a safety log available for documenting all safety issues discovered on the operation that need to be addressed. This log is monitored and all documented items are addressed.			

Resources that can be used to address these checklist items are available at www.safeagritourism.org/Resources. These resources include signs, policies, forms, logs, and other items.

Emergency Response Plan Prep Sheet

1. Start Emergency Response Plan with farm information: Name, Address, Phone and Alternate phone. If activities are remotely located, provide additional directions on form.
2. Determine who is primarily responsible for the development, implementation, training of staff and updating of the “Emergency Response Plan”.
3. Ensure you have employees trained in first aid and CPR, as appropriate.
4. Determine what types of emergencies you need to be prepared for. Consider what types of emergencies would be most likely to occur in your area. Examples to consider:
 - a. **Injury Incidents** - what types of activities are on your operation and what types of injuries may result? Here are some examples:
 - i. Play areas – consider fall from play equipment, collision between children, etc.
 - ii. Jumping pads – consider collisions between children, someone jumping on someone else, jump off side of pad, etc.
 - iii. Hay rides – consider fall from wagon, wagon turnover, etc.
 - b. **Weather Related Incidents** – what do you need to consider for your area?
 - i. Tornados
 - ii. Severe Storm: Lightening/Thunderstorms &/or High Winds
 - iii. Hurricanes
 - iv. Blizzards
 - v. Other
 - c. **Fire**
 - i. Buildings
 - ii. Corn Mazes
 - iii. Activity and/or Farm Equipment
 - d. **Missing Child**
 - e. **Child Abduction**
 - f. **Terror/Weapon Threat**
5. Develop a “code name” for each type of potential emergency, so you can inform your staff of what is happening without panicking your guests. Examples:
 - a. Code Hot Tamale – Fire
 - b. Code Shazam – Severe Weather
 - c. Code Amber Alert – Child Abduction
6. Include the location of fire extinguishers and first aid kits in the emergency response plan. They are also included in the “sub-plans” that are developed for each type of emergency as appropriate.
7. Who will be “the lead person” for each of these types of emergency? Note the lead person (and/or back-up) will monitor for developing incidents (e.g. monitor weather alerts) and also be ready and willing to take charge in the event of an emergency.
 - a. One person for all types of emergencies? Or will each have a separate person?
 - b. Who will be the “back-up” if the lead person is not available?
 - c. Who will ensure the staff is informed and trained on how to respond appropriately?
8. For each type of emergency, have the person in charge develop a sub plan or “Safety Procedure” in the event that it happens and document the procedure including:
 - a. The person who is lead and who is back-up if this situation occurs.
 - b. What is the “Code name” for this incident?
 - c. What are the next steps? All steps that need to be carried out should be listed. Example for fire:
 - i. Remove everyone from immediate danger (away from fire)
 - ii. Sound the alarm and announce code: e.g. Code Hot Tamale

- iii. Call 911 (or fire department if 911 does not work in your area)
 - iv. Keep everyone calm and direct them to a safe area or “gathering point”
 - v. Do a head count – ensure everyone is accounted for or have visitors indicate if anyone is missing from their group/family
 - vi. Determine the appropriateness of allowing guests to leave or keeping them in the safe area until the threat passes.
 - vii. Do not allow guests back into fire damaged areas until repairs are completed.
 - d. Note that these steps may vary, depending upon your location and/or the activity
9. Develop and use an “Incident Policy” and an “Incident Report” for use in the event of an injury or other appropriate incident. Ensure the report is filled out completely by staff and guests as appropriate (e.g. witnesses to the incident).
10. Post an “Emergency Response Poster” by all phones with numbers for emergency personnel (especially important if 911 isn’t available in your area) and key information about the farm, including directions to the farm/activity location, emergency lead person and key people, and fire extinguisher and first aid kit locations. Create a mini-version for employees to carry in a lanyard or pocket, in the event they need to contact emergency personnel from a remote area.
11. Develop a method of communication for staff to communicate with each other and with guests. Ensure communication tools are charged and working appropriately before work. Examples:
 - a. Communication between staff:
 - i. Cell phones (if good signal on your farm)
 - ii. Two way radios
 - b. Communicating with visitors:
 - i. PA system
 - ii. Bullhorn
12. Ensure proper signage is posted if needed. Check regularly to ensure signs are still posted and remain in good condition. Examples:
 - a. Exit Signs
 - b. Tornado Shelter
 - c. Gathering Point
 - d. First Aid Kits
13. All employees/staff must be trained on the Emergency Response Plan and all associated Safety Procedures. Document the training.
14. Review Emergency Response Plan regularly and update as needed. Retrain/refresh personnel on emergency procedures regularly, and run practice drills as appropriate. Document all updates, training and drills.

Additional Recommendations:

1. Your township/city/county may have a person responsible for “local” emergency planning. They may be able to provide you with a template or plan that you can easily modify. At the very least, ask this person to review your plan and make recommendations.
2. Connect with your local Fire Department/EMS and ask them to do a “walk thru” of your farm and map it, so if they do get called out, they know the location of activities, animals, emergency gas and electrical shut-offs, fuel tanks/storage, etc.
3. Also invite your insurance agent for a visit. They will be able to let you know if you have appropriate coverage for all the activities you are hosting. And if something does happen, they will already be familiar with your farm and be better able to facilitate a claim.

Farm Emergency Plan

Address _____

Phone _____

Alternate Phone _____

DIRECTIONS TO FACILITY OR ACTIVITIES FROM FIRE/EMS LOCATION

OWNER/EMERGENCY CONTACT

Name _____ Phone _____

Back-up _____ Phone _____

FIRST AID/CPR TRAINED

Name _____ Phone _____

Training: First Aid _____ CPR _____ Other _____

Name _____ Phone _____

Training: First Aid _____ CPR _____ Other _____

Name _____ Phone _____

Training: First Aid _____ CPR _____ Other _____

EMERGENCIES

Type	Code Name	Procedure*	Lead Person	Phone
Injury				
Fire				
Severe Storm				
Tornado				
Missing Person				
Child Abduction				
Terror/Weapon				

**Details for emergency response for each type of incident are included in these procedures*

FIRE EXTINGUISHER LOCATIONS

FIRST AID KIT LOCATION(S)

FOR ALL INCIDENTS:

1. Immediately contact _____
2. Communicate pertinent information to guests using _____
3. Follow procedure for incident type
4. Complete an incident report (follow incident policy)

EMPLOYEE TRAINING

1. Employees are trained in Emergency Plan at start of employment
2. Policies and procedures are reviewed with staff every _____
3. Employee training is documented with the Employee Safety Orientation Checklist

Severe Storm Safety Procedure

Alarm: Code _____

Safe Area: _____

1. In the event of severe weather, visitors and staff may need to be evacuated to an onsite location or leave the premises.
2. Staff will monitor weather radio.
3. Staff will sound alarm to alert possible severe weather: CODE _____
4. Staff will direct visitors to safe area: _____
5. Visitors should remain in groups.
6. Noise level should be kept to a minimum.
7. Staff and visitor coordinators will determine appropriateness of leaving premises or staying in the safe area until severe weather threat passes.
8. Staff will call 911 if needed.

Fire Safety Procedure

Alarm: Code _____

Safe Areas: _____

1. In the event of fire, visitors and staff may need to be evacuated to an onsite safe location or leave the premises.
2. Staff will sound the alarm to alert fire—CODE _____
3. Call 911
4. Staff will direct visitors to one of safe areas—whichever is further from fire.
5. Visitors should remain in groups and noise level should be kept to a minimum.
6. Confirm head count.
7. Staff and visitor coordinators will determine appropriateness of leaving premises or staying in the safe area until threat passes.

EMPLOYEE SAFETY ORIENTATION CHECKLIST

Instructions: Each employee will receive a safety orientation before beginning work. It is also recommended to review these elements on a periodic basis or when procedures and work tasks change. Please check each item that was covered in the orientation. Employees will sign this form once all items have been covered and all questions have been answered satisfactorily.

The employee (name) _____ has been:

- Informed about elements of the written safety program that outline the company's safety efforts.
- Informed about [*insert frequency, e.g. monthly, weekly, bi-weekly*] crew safety meetings.
- Told to report all hazards to her/his supervisor and shown how to do this.
- Informed about all machinery hazards and if < 18 years of age, instructed about prohibited duties
- Informed of and trained on what do if a chemical hazard exists, such as pesticides. Includes training requirements such as how to read a label and precautions to take when using chemicals.
- Informed about all other hazards and ways to protect themselves (e.g. use of ladders, machines).
- Educated on the company's Emergency Response Plan, informed about their role(s) in an emergency situation and told who to contact in an emergency.
- Educated about the risk of disease transmission from animals and how to reduce the risk (e.g. handwashing, use of personal protective equipment).
- Told to report all injuries and shown how to do this according to the company's Incident Policy and using the Incident Report form.
- Shown where the first-aid supplies are located and who to call for first-aid assistance.
- Shown where all fire extinguishers are located and instructed in the correct operation of them.
- Trained on the safe methods to perform the specific job(s) the employee was assigned, including training about any hazards associated with that job.
- Informed on who to contact with questions, when they have doubts or concerns about a situation/hazard, or when they need additional information or instructions.

✓ Initial job assignment: _____

✓ Initial formal training given: _____

The signatures below document that the above orientation was completed on the date listed. Both parties accept responsibility for maintaining a safe and healthful work environment.

Date: _____ Supervisor: _____

Date: _____ Employee: _____

Source: www.safeagritourism.org. Checklist adapted from materials developed by Mary E. Miller, Washington State Dept. of Labor and Industries with support from the National Children's Center for Rural and Agricultural Health and Safety (1-800-662-6900, www.marshfieldclinic.org/nccrahs), funded by the National Institute for Occupational Safety and Health, Grant No. U540H009568.