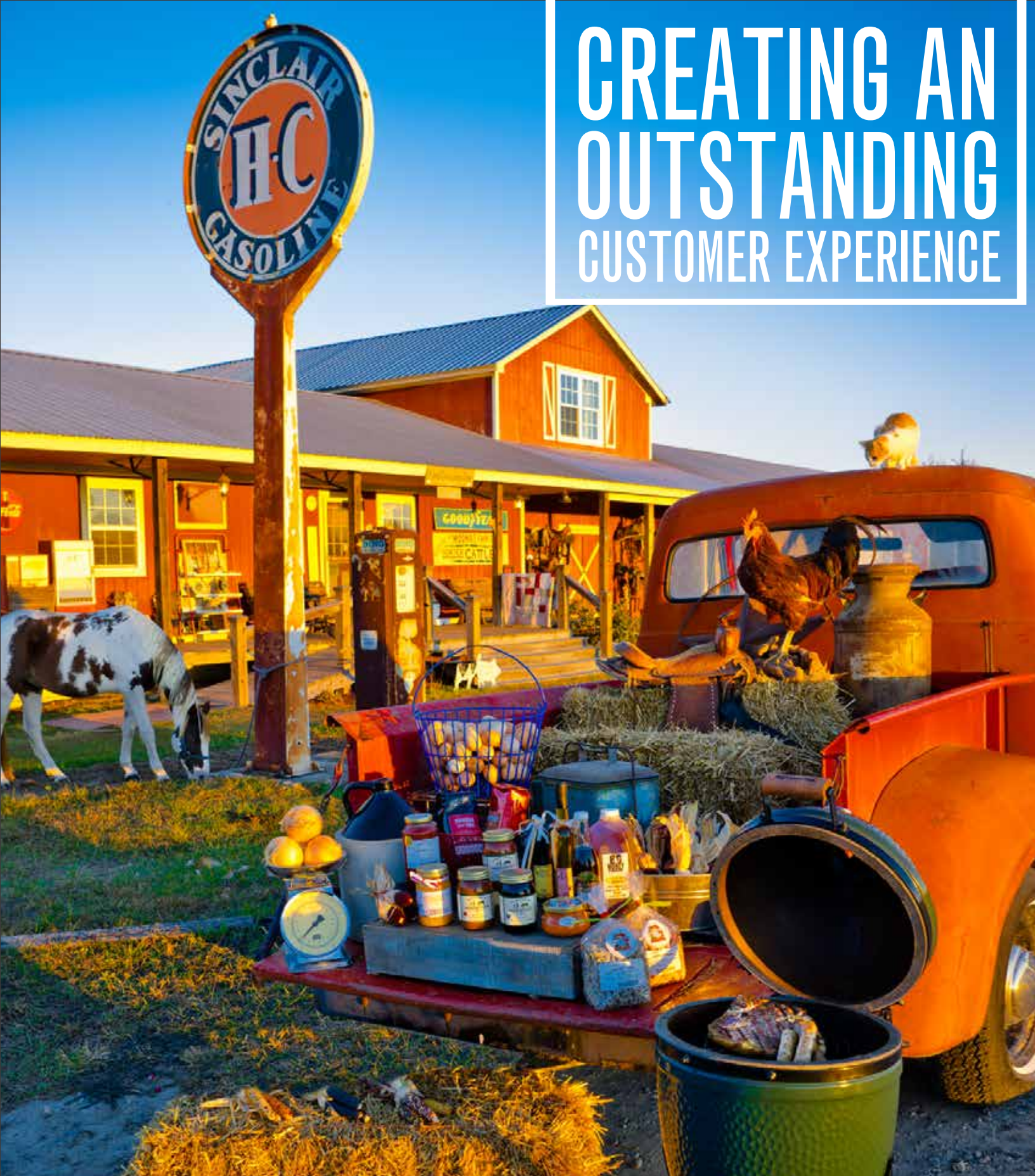


CREATING AN OUTSTANDING CUSTOMER EXPERIENCE



For more information about
agritourism in Georgia,
please contact

Cheryl Smith
Georgia Agritourism Manager
cheryl.smith@agr.georgia.gov
678-640-4355

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Hospitality and Customer Service

While agriculture is a food production business, tourism is a people business. Therefore as an agritourism business owner, it is your job not only to entice visitors to become customers of your farm products but to also create a destination that will engage, entertain, and educate them about agriculture – Georgia’s oldest and largest industry.

Customers are the lifeblood of your agritourism business and customer retention is critical to your bottom line. A research article by Nick Wreden, *How to Recover Lost Customers* at <http://www.smartbiz.com/article/view/112> shows that it costs three to five times more to replace a customer than to keep one. Your customer service – good or bad will not only determine whether or not a customer becomes a repeat customer but will also impact your greatest marketing tool - word of mouth!

Develop a Customer Service Plan

While it may seem tedious to have to develop a written customer service plan, it will be well worth the time and energy that you put into it!



Here are three things to include in your plan:

1. Identify your customers’ needs, wants and expectations

- Survey them - preferably before they leave your facility
- Place a suggestion/comment box in a highly visible location and then review customer comments and complaints
- Give employees opportunities (suggestion boxes, focus groups, ask them during their performance evaluation, staff meetings, Bright *Ideas* campaign) to share their observations and suggestions – and don’t forget to thank them for sharing this important information with you
- Evaluate sales and inventory data for returns or special orders
- Evaluate wait times – at cash registers, ticket booths, and entrances to exhibits and other activities
- Assess what your competitors are doing to determine if you offer some of the same services
- General customer expectations to consider including in your plan:
 - Clean and plentiful restrooms – with water to wash hands
 - Food and/or drink concessions
 - Credit card acceptance or ATMs
 - Visitor areas that are accessible to the handicapped, children and the elderly
 - Comfortable places to enjoy sitting and relaxing – they will especially enjoy a seat where there is something beautiful or interesting to watch
 - Safe activities

- Great customer service from every employee they encounter
- Facilities that are clean, safe and well maintained
- Easy parking
- Clear signage and directions to your facility

2. Establish customer service goals and objectives regarding

- Employee attitude
- Number and type of amenities such as restrooms, concessions, tables
- Cleanliness
- Products and services offered
- Acceptable wait times
- Availability and engagement of employees with the customer

3. Develop specific policies to ensure that everyone on your staff knows your expectations on how to meet your customer goals and objectives

Cater to Your Visitor’s Interests

Customers visit your farm for a variety of reasons. While you are developing your customer service plan, it would be helpful to look around your farm to see what things of interest that you already have to offer or that could be easily developed.



Do you grow corn? Then a corn maze would be a natural customer offering. Do you have educational opportunities? How about catering to school tours. Do you have friendly farm animals or young farm animals? You might consider a petting zoo. How about horses or ponies...and either a fenced in area or trails through the woods nearby? If so, pony rides or trails rides could be a niche business for you.

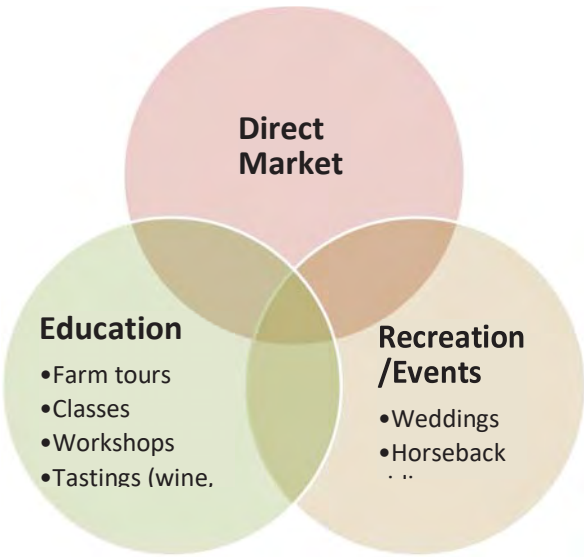
What crafts or skills do you or your staff have? Could you offer demonstrations on weaving, cooking, wine making, or making apple butter in the fall? In fact, you might consider inviting local craftsmen to set up craft demonstrations at your farm and offer their wares for sale during your peak season.

Other reasons visitors come to your farm might include an opportunity to spend time with family and friends, a time to just relax, to participate in a fun activity that makes them feel adventurous, to learn something new, to celebrate a special occasion such as a birthday or anniversary, or to just reminisce about *“the good old days!”*

And don't forget to give them an opportunity to remember their exciting visit with photo opportunities. Strategically placed backdrops such as farm equipment, animals, characters, and attractive signs will encourage visitors to take a snapshot of themselves and/or their children. And this will not only remind them later of the great time they had while visiting your farm, but it will also help promote it to new potential customers as they show their photos to friends, family and neighbors...and post them on Facebook, Instagram and Pinterest!

Looking for opportunities like these to cater to the desires and interests of your visitors will help you build up a huge repeat business.

Some Popular Agritourism Activities



View Your Farm Through the Customer's Eyes

It is important that you view your farm not through your own perspective, but through the perspective of the customers that you are trying to attract. Think about why tourists might want to stop at your farm...what makes you unique, fun or educational?

It is not enough to just be functional; you must also create an environment that is beautiful, interesting and emotionally engaging. It is just as important that you look at the little things that can detract from the environment that you are trying to create as it is to focus on the big things on your list.

- Do you have good lighting?
- Have you picked up all trash and clutter from the parking lot and elsewhere?
- Are there undesirable smells?
- Are you overcrowded?
- How do your employees treat customers?

People love a good story – so share your own personal story with your visitors. Your unique story can be what sets you apart from your competitors. Share fun, interesting, or significant stories about the history of your farm. Focus on what your farm is about and who you are. Visitors enjoy hearing about farming, history, crops, livestock, and production practices.



Remember that not everyone is a good story teller though so choose someone who is knowledgeable about your history and who is good at telling others about it.

Most importantly, remember that visitors are there to have fun. Encourage them to laugh and have fun with you. Create opportunities for families and friends to have special moments together. The employees that you choose to interface with your visitors should be the ones who are able to laugh with them and to have a fun experience with them. Chances are that when your customers talk about their experience at your farm for years to come, it will be the people they interacted with more than the things they saw or did that they will remember.

Make a Great First and Last Impression

Customer service begins before the customer ever arrives at your farm and lasts long past the time of departure. It may start with a visit to your website or a call to your operation. And it continues through email, newsletter, social media sites or web updates promoting upcoming events, new products or services that you may be offering. The following suggestions were taken from the *Agritourism Series Hospitality and Customer Service* written by Sheila Brandt and Stacey McCollough of the University of Arkansas:

- Ensure that visitors will not arrive at your farm frustrated due to having had difficulty in finding you! Post good maps and easy-to-follow directions on your website and/or on brochures. And make sure that you have good road signage. More about that in the next section.
- Post a “welcome” sign at the entrance and a “thank you” sign at the exit.
- Someone with good people skills should be at the forefront to welcome

customers and ensure that they feel like valued guests upon arrival.

- It is critical that employees be trained about the importance of excellent customer service and how to provide a welcoming experience for every visitor. This will be discussed in greater depth in the employee training section.
- Listen to customers and use their names whenever possible.
- Bus tours are an excellent opportunity to visit with the entire group either before they unload from the bus or in the parking lot to share with them what to expect and to warmly welcome them.
- Presentations given during tours should be enthusiastic and fun as well as educational. Your visitors are not interested in learning about the agritourism business but they are probably very interested in learning more about your product, how it is grown, and how it is used. They will probably also be very interested in the history of your farm. Whenever possible, use interactive, hands-on experience to greatly enhance their visit.

Here is a checklist developed by Jim Ochtorski and Monika Roth at Cornell Cooperative Extension that you may find helpful:

Checklist	
	Farm visitor areas and entrances are clearly marked
	Junk and salvage equipment is out-of-sight
	Visitor comfort facilities are cleaned regularly and stocked
	Promotional material projects an accurate image of the farm
	Visitors can easily determine restricted areas of the farm
	Hours, days, or season of operation is indicated at the entrance
	Farm accepts credit cards or makes cash/check commerce easy
	Parking areas are clearly marked and safe for visitors
	Barriers for people with disabilities are minimized

Create Effective Road Signage

Roadside signs are an excellent way to promote your farm. A 2003 survey of 210 agritourism operations found that 75% of respondents used an average of 4.5 signs.

Here are some tips on how to ensure that your signs are effective:

- They should contain your farm/facility's name and an indication of location such as directional arrow, exit number, distance ahead, or some instruction

such as “next right”.

- The visual should be consistent with your branding and draw the attention of those passing by it.
- They should be easy to read. Contrasting the color of text and the background will improve visibility. Black and white have the highest contrast ratio. When choosing other colors, use a light text on a dark background or a dark text on a light background. Yellow is the most difficult color to read and should be used only to underline a word or sentence.
- Letter height and width should be based on the typical speed of traffic for that location.

Recommended Text Size for Greater Visibility						
Distance (feet)	Letter Width (inches)	Letter Height (inches)	Number of Words at Speed			
			30 mph	40 mph	50 mph	60 mph
50	$\frac{3}{8}$	$1\frac{3}{4}$	4	2	1	0
100	$\frac{3}{4}$	$3\frac{1}{2}$	8	5	4	3
200	$1\frac{3}{8}$	7	15	11	8	6
300	$2\frac{3}{16}$	11	22	16	13	10
400	$2\frac{7}{8}$	14	30	22	17	14
500	$3\frac{1}{2}$	$17\frac{1}{2}$	38	28	22	18

Signs should be placed so customers can read and react to them in a safe manner. The following chart from the University of Tennessee will help you calculate the distance a driver will need to safely slow down to turn or pull off the road at your location.

Distance Needed to Safely Turn or Pull Off	
Speed	Distance Needed
30 mph	$\frac{2}{10}$ mile
40 mph	$\frac{1}{4}$ mile
50 mph	$\frac{3}{10}$ mile

Make Parking Safe and Easy

- To improve safety and reduce confusion, have separate entrances and exits, if at all possible.
- Make your parking area as level as possible and remove any trip or fall hazards. More on this in the safety section.
- Help guests know where to go. This may entail using staff to direct them but could also easily be done using hay bales, traffic cones and signs.
- If you cater to buses or other large vehicles like RVs, make sure that you allow plenty of room for maneuvering and turning around. If possible,

schedule bus tours on slower days when there will be fewer cars in the parking lot to contend with.

- Provide for safe handicapped parking. Follow all state and federal guidelines where required. Handicapped spaces should be clearly marked and close to the entrance.
- If you have extremely busy parking, consider using staff to direct and assist guests. Vests will make them easier to recognize.
 - The first person that guests see when entering your parking area needs to be someone who is able to keep them moving in a courteous manner to avoid traffic congestion coming in from the highway.
 - The second person should be located on the main traffic route and should be highly visible to drivers. He or she will be stationed at the end of the row or aisle that he wants the driver to use. They should purposely block the road so that the vehicle is forced to slow down and move into the aisle that they want them to park in. They should use their hands to clearly direct traffic.
 - On extremely busy days, a third person can be very helpful. This person will function as a runner. He/she will navigate throughout the parking lot and communicate back to the others the number of available open spots and can direct traffic within aisles.

Communicate Effectively With Customers

1. Make sure that your employees know how they should address customers and the importance of body language, tone of voice and the words they choose.
2. Greet every customer with a smile. Welcome them to the farm using the farm's name; say something like, "Welcome to *Farm Name*, we're glad to have you.
3. Name tags or special apparel make it clear to customers who employees are and will make it easier for them to approach someone when they have questions or need help.
4. Every employee should let customers know that they will be happy to answer their questions about the farm, your products or any activities that they have come to participate in.
5. Stick to the start and end times posted. Visitors appreciate regular business hours because they are easy to remember.
6. Some of your customers will not know much about farming. What they do know may have been learned through TV, books or distant memories from childhood. Therefore, they may ask questions that seem obvious to you or your staff. It is important to show respect and empathy no matter how naïve they seem. Restate their question and then give a brief answer in a way that does not embarrass them. For example, a customer on your U-Pick tour may tell you that they just want to pick green apples because they've heard that they make the best apple pie. You can explain to them that while many people like a good tart apple to

make pies with, you can recommend a Granny Smith apple which stays green even when it is ripe. Then tell them that you have a brochure that you can give them which tells them other apples that are good pie making apples as well as some that are good for making apple butter or cider.

7. The majority of visitors to your farm will be interested in learning about what you do and will be polite and receptive. Some though will be challenging – especially about animal welfare and/or pesticides and chemicals used on crops. Arguing with them will not change their viewpoint and can become quite emotionally charged. The best way to deal with these people is to be conciliatory. Talk in a calm tone of voice and explain to them why you follow the practices that you do to ensure that animals are treated humanely and food products are protected. Here are some questions that you may be asked:
 - a. Does your farm have any animal welfare certifications?
 - b. Are your animals raised indoors or outdoors?
 - c. Do you dock tails or trim beaks?
 - d. Do you use antibiotics?
 - e. Do you use pesticides?
 - f. Do you use GMO products?
 - g. Are you organic?
 - h. Are you gluten free?
8. Dealing with rule breakers such as someone breaking in line – role play with employees during orientation how to deal with customers who break the rules. Tell them exactly what to say and how to say it. Provide a way for them to get backup if needed.
9. Sometimes you need to bend the rules to provide good customer service. For instance, if you have a policy that says no one but employees can enter the office area, but you have an elderly customer who is overheated – it makes sense that you should allow that customer to sit in your air conditioned office.
10. Resolve customer complaints by listening to them and asking questions to clarify the situation. Again, arguing with them will not resolve anything and oftentimes will escalate the situation. Instead look for ways to resolve the issue to everyone's satisfaction. If it was a mistake caused by you or one of your employees, you can recover their good will by sincerely apologizing and offering them something that says, *"I'm sorry and I care about your business."* It doesn't have to be something big; even a free drink or ice cream cone will be appreciated.

More Tips to Handle Customer Complaints Like a Pro

Taken from the Tennessee Department of Tourist Development, "One Visitor/Customer at a Time Hospitality Training Program" April, 2002.

- Show respect and never argue with a customer.
- Remain calm, do not take it personally.

- Listen without interruption.
- Be patient.
- Do not make excuses or quote policies or rules.
- Use phrases such as “I understand”, “I will address that”, and “I’m sorry that this happened to you.” You don’t have to agree with what the customer is saying. You can say something like, “I will look into this immediately” or “I’m sorry that you have had a bad experience, we care about our customer’s experiences here.”
- Thank customers for bringing problems to your attention.
- Ask customers to help you find a satisfactory solution to the problem.
- Write down the solution that you and the customer agree upon and act on it immediately. Follow up with a written communication to the customer to confirm that you have done what you said you would do and share any positive results with them that you can.

Keep Your Lines Short

If there is one thing that can wreck the perfect customer experience, it is having to stand in a long line to get on an activity or to check out at the end of the day! Here are some tips to help you keep your lines moving:

1. Place easy-to-read signs at check in areas, cash registers, and at locations where visitors will join activities such as where they embark on a tractor tour. These should be located in several places that can be easily seen from lines so customers can be prepared when their turn comes.
2. Provide but limit options. Too many options may cause confusion and slow the line down when the customer up front has lots of questions. Studies have shown that limiting options to 3 or less is ideal.
3. Providing an information board that is staffed and updated will greatly facilitate moving the lines forward. Things to include on the information board might be pricing, activities, rules, and peak times.
4. Reduce the need for customers to stand in line to buy tickets by offering online ticket purchases.
5. Be sure to use the right staff in these locations. They should be friendly, able to multi-task, be accurate and be efficient.
6. Keep supplies handy – things like extra pens, rolls of coins, \$1 bills to make change, extra cash register tape, wrist bands, tickets, bags, etc.



Survey Your Customers

Surveys that are completed prior to the customer leaving the grounds will be the most accurate. Don't overwhelm customers with surveys that are too long and cumbersome to complete. The shorter it is, the more likely customers are to complete it for you!



Allow for, but do not require text input from customers. Ask them to rate items on the questionnaire in an even number such as 1-10. Giving them an odd number of rating choices such as 1-5, encourages them to simply choose the middle number (3).

Be sure to leave a space for optional comments. You can also leave a place for them to put their name and contact information if they would like for you to respond to them personally. This should, of course be optional.

Here are some sample questions that you might want to ask:

Please rate the following on a scale of 1-5, with 5 being excellent:

- *Customer service including friendliness and responsiveness of staff.*
- *Cleanliness of our facility.*
- *Check-in process when you arrived.*
- *Parking.*
- *Safety.*
- *Concession options.*
- *Activities offered.*
- *Wait times.*
- *Checkout.*

Putting your customer's needs and expectations first is not always easy, but it is what will make the difference in your Agritourism success!

Hire the Right Staff the First Time

Not everyone has the right personality to deal with customers. It is easier to weed out someone with a sour disposition during the hiring process than it is to try to change their behavior once they are onboard. You can train your employees on customer service techniques but you cannot change someone's innate lack of concern for the



customer's wellbeing.

Ask open ended questions that typically start with the words (Do, How, What, When, Where, Who) or use questioning statements such as (Tell me about... or Describe...) during the hiring interview to explore how potential employees have behaved on the job in the past. Listen carefully to how they handled these situations because past behavior is the best predictor of future behavior. Here are some examples of behavioral questions:

- Tell me about a time that you came up with a new way to do something at work?
- Describe a time when you felt it was important to bend the rules to please a customer. How did you go about doing this? What was the outcome?
- Describe a time when you had to plan ahead to stay on top of things? What did you do?
- Tell me about a time when you went out of your way to insure that a customer's service inquiry was handled correctly.
- Describe one of the more challenging customer requests you have handled. What did you do?
- Share with me about a time that you had to work with a person or group that you did not like. What happened?
- Tell me about a time when someone came to you because they were overwhelmed with work. What did you do?

Observe their demeanor and body language as they answer your questions as well as listening to the words they say. This will be a good indicator of how they will appear to your customers. Sometimes candidates will only partially answer a question. Have follow-up questions prepared to help you obtain all the information that you need to fully understand how they handled the situation previously.

- *Tell me more about that?*
- *What was your role?*
- *How did you go about...?*
- *Describe the situation that led up to your actions?*
- *What was the outcome?*
- *What specifically did you do?*

No matter how careful we are during the hiring process, there will still be a few people who will manage to fool us! When this happens, either transfer that person to a job that does not require them to interact with your customers or terminate them after their probationary period. Don't hesitate or wait to make this change – your reputation and the success of your agritourism business is on the line

Orient New Staff and Retrain Veteran Staff

Orientation and retraining of staff is critical to outstanding customer service. They need training in three basic areas:



1. **Product training** – It is important that your staff know your products and be able to answer customer questions about them. For example, they should be able to answer such questions as, “*Are you organic?*” - “*Is your meat grass fed?*” - “*Are your peaches GMO?*” They should also know enough about your products to help a customer make a selection. Part of product training is letting your staff know that if they don’t know how to answer a customer’s question that they should not just wing it or say, “*I don’t know.*” Instead they should be taught who to go to in your facility to get the information or to bring over to talk to the customer and answer their questions.
2. **Operational training** – employees should also be trained on details about your operation such as when tours leave, how long they take, prices, where the bathrooms are located, hours of operation, where products are located in the facility and other questions that are frequently asked by your customers.
3. **Procedural training** – this is training on your policies and how to handle specific customer service and safety situations. For example: what to do if a child is missing, how to handle an emergency, how to handle a customer complaint, and how to deal with a difficult customer in a tactful manner. Examples of this can be found further in this manual.
4. **Customer Service training** – here are some common points that should be addressed with staff during customer service training:
 - a. Always display a positive attitude to both internal and external customers
 - b. Be clean, neat and well-groomed. If you have a name badge, vest, apron or other apparel that you expect staff to wear, reinforce this during training.
 - c. It is everyone’s responsibility to make sure that all facilities are clean and attractive.
 - d. Immediately welcome customers with a smile and greeting. If you have a script, be sure that employees know not only the words to say but the voice tone, facial expression and body language that should be exhibited during the welcome.
 - e. Be courteous to all visitors and co-workers.
 - f. Treat every customer as a VIP.
 - g. Listen to customers without interruption.
 - h. Maintain eye contact with the customer rather than focusing on a

task whenever conversing with them.

- i. Use the name of the customer – address them by Mr., Mrs., or Ms., not by their first name.
- j. Be knowledgeable about your products. If you do not know the answer to a customer's question or cannot make a recommendation, find another employee who can help them.
- k. Do not over promise. It is better to under promise and give the customer more than they were expecting than it is to over promise and then disappoint them.
- l. Thank customers for their visit and invite them to come again.

Safety in Agritourism

Certainly, a safe experience is one of the expectations that every visitor to your farm brings with them. This section of the manual will look at a variety of hazards that can occur in this industry, what you can do to reduce your risks, what your staff need to know about safety and risk management, and how to respond to an emergency. I will also be sharing with you some tools that you can put into practice at your facility.

Safety Planning

Let's start with how to develop a safety plan. Just like you need a customer service plan, you also need a safety plan – and every employee needs to be trained on that plan and know exactly where to find it in an emergency!



The scope of your plan will depend on the size and nature of your business, but here are some components to consider when planning.

First, I would recommend that you have a cover page which includes the name and contact information for you and other key people of your facility. Certainly, you as the owner should be listed but others who are responsible officers for fire, food, haz-mat, emergency and overall safety should be included. It is important that employees know how to easily get in touch with these people quickly if needed.

Being able to get in touch with the right people quickly can literally mean the difference between life and death so external emergency contacts need to be prominently displayed in your safety plan. I recommend that it be on the first page – the last thing you want is for a staff member to be searching through your plan looking for the phone number of an emergency contact. Include the name, telephone number and type of emergency handled by each office or agency that you include on this list.

In Georgia, 911 will be the first call for any life-threatening emergency. Some contacts to include in your list for non-life-threatening emergencies could include such agencies as your veterinarian, poison control, local non-emergency police contact number, County Emergency Response office, chemical and equipment suppliers, insurance provider, and utility companies.

During an emergency situation, not everyone will remain clear-headed. Therefore, it will be helpful if you also include your address and directions for how to get to your facility

on this page so that anyone who is asked these questions by an emergency responder will be able to quickly and accurately answer them. Again, in an emergency, time is of the essence and the last thing you want is for someone to give the wrong address or directions to an emergency responder.

Part of planning includes the identification of any potential hazards or emergency situations that might occur at your facility. For example, do you have a pond or lake? Even if it is marked with a sign that says “Do Not Enter” or “No Swimming”, realize that children or even some adults may ignore your sign and therefore drowning is a potential hazard. So you need to develop an emergency plan to respond to that situation. What about animals? Someone could get bitten – you need to have a first aid kit and a plan to deal with that potential emergency. Do you serve food? If so, you need a food safety plan that addresses employee hygiene, food safety, and a response plan to anyone becoming sick, displaying allergic reactions or choking. Walk around your farm. Look for potential hazards, think about the activities that visitors will do while on your property – how might someone get injured or have an accident. Then plan a response for each of these situations. And don’t forget to look behind closed doors at areas that visitors are not supposed to enter; because unless there is a stout lock on that door, chances are that someone could enter and get hurt.

Your plan should also include written protocols on how you and employees will maintain safety standards set by the state or county. These may include such things as maintaining Material Safety Data Sheets (MSDS) on hazardous chemicals, proper use and disposal of hazardous materials such as pesticides and industrial cleaning products, food safety procedures, and cleaning procedures. These protocols should include how employees will be trained, frequency of training, and maintenance of employee and training records, incident records, inspections and corrective actions. Pay particular attention to any OSHA or public health requirements. These can be accessed online or at County and State offices free of charge. By the way...you are required to post certain employee safety posters at your facility. You will probably receive mailings from companies trying to sell you these posters. They will tell you that you must post these even if you are the only employee at your facility! These vendors are misleading as you can get everything you need to post free of charge from OSHA.

Finally, your safety plan should include your procedures to address any of the hazards that you identified during your safety inspection. Here are some to consider:

Access

- Ensure that entrances and exits are visible to ongoing traffic from either direction of the road leading into and out of your farm. It is recommended that drivers be able to see your driveway or entrance at least 500 feet in either direction.

- Keep your driveway entrance and exit free of brush or other obstructions.
- Your driveway must be wide enough to allow the longest vehicle entering or exiting it to have sufficient room to turn in or out without having to swing over into oncoming highway traffic or having to back up to navigate the turn.
- Cut back limbs and brush from along your driveway that could scratch or otherwise damage the vehicles of your customers.
- When possible provide separate entrances and exits to keep traffic flowing in one direction through your parking area. Most accidents in parking lots occur when vehicles are backing out or trying to turn around.
- If you must use only one access point onto and off of your property, make sure that the driveway is sufficiently wide enough to allow vehicles to safely pass one another.
- If visitors will be driving across bridges on your property, these must be inspected by professional engineers and signs must be posted informing drivers of weight limits.
- If visitors will be driving through a creek on your property, you must have a plan to prevent vehicles from attempting to cross during flash floods. Realize that even just one foot of water pushing against a vehicle can lift it up and carry it down stream.
- If you are planning a major event where you will have an unusually large crowd attending, you might consider hiring off-duty police officers to assist with ingress and egress.

Parking

- Post signs to prevent visitors from parking on public roads. It is hazardous for your customers getting out of their vehicles beside moving traffic. It is also hazardous if they have to cross a road to get from their vehicle to your facility.
- Provide adequate parking space. Traffic lanes in the parking areas should be at least 20 feet wide so vehicles can safely enter and exit parking spaces.
- Take the time to walk all over your parking and walking areas to ensure that there are no slip or trip hazards. Fill in any holes and remove any loose rocks or other trip hazards.
- If you must use an area that becomes muddy, consider installing drainage and gravel.
- Follow all regulations regarding people with disabilities. Provide handicapped parking spaces as close to the facility as possible. Make sure that these spaces are wide enough to allow wheelchair access. If possible, provide pick up and drop off locations near the door for people who may not need handicapped



parking but who might find it difficult to walk all the way from the parking lot – for instance, the elderly or mothers carrying babies.

- Walkways from handicapped parking must be at least 36 inches wide to allow wheelchairs and scooters to safely use them.
- If visitors will be utilizing your parking area after dark, adequate lighting should be available.
- Make it safe for pedestrians to traverse your parking area. Designate separate pedestrian areas to help visitors get to and from the parking lot if at all possible. Mark pedestrian areas with traffic cones, barrels, signage, chalk or painted lines. And even safer walkway – especially if you have older or handicapped visitors would be to provide a paved or wooden walkway with hand rails.
- Walkways must be firm, smooth and free of trip hazards. Loose sand and gravel can be unsafe for elderly visitors who are more likely to turn an ankle.
- Avoid stairs if possible as these are another trip hazard. If you must use stairs, provide handrails and ensure that there is adequate light to prevent trips and falls.
- Offer adequate room for large vehicles such as buses or RVs to safely turn around.

Buildings

- Be aware of any State, County or City codes that apply to public buildings utilized by your facility. This includes building codes, fire codes, electrical codes, crowd control codes, etc.
- A special section will be provided at the end of this manual on ADA requirements.
- Ensure that all staff know where fire extinguishers are located and know how to use them properly.
- Test smoke alarms at least once a year – twice is better. Fire departments suggest that you test them on the days of the year when you change to or from daylight saving's time – this makes it easier for you to remember to do so.
- Clearly mark emergency exits. Train employees on where these are located and how to assist visitors to evacuate calmly during an emergency.
- Maintain Safety Data Sheets on hazardous chemicals and make sure that employees know where these are located and how to use them.
- Post "In Case of Emergency" signs that are easy to read and follow in highly visible areas.



Restrooms

- Ensure that bathrooms are checked frequently and are clean and well stocked.
- Provide trashcans for sanitizing wipes and/or paper towels to be disposed of.
- Post a cleaning checklist. Set up a schedule to review that checklist regularly to ensure that cleaning is being done routinely.
- Provide properly functioning handwashing stations.
- Post handwashing signs prominently. Instruct employees that they must wash their hands after using the restroom and before returning to work.
- If Port-O-Potties are used, place them in a cool dry area and check them regularly. If you do not have running water for handwashing, provide sanitizing hand gels or hand wipes. It would be more sanitary and cost efficient to purchase hand gel dispensers that can be mounted. These can be refilled with pouches of gel or foam and locked to prevent your hand sanitizer from “walking away”. NOTE: In food preparation and serving areas, hand gels or hand wipes do not meet FDA guidelines. In those areas, the FDA requires potable water for sanitary handwashing.



Security

- Monitor all public areas to insure that customers feel safe and secure.
- Use lighting from dusk to dawn.
- Train your staff to recognize security threats and how to properly respond.
- Develop a communication process so staff can quickly notify the appropriate person when they perceive a security threat.
- Check areas that are posted as off limits routinely to ensure that visitors are not trespassing in these areas where they could be injured. If visitors are found in these areas, staff should be trained offer to help the visitor back to the proper area. If the employee feels unsafe, they should leave immediately and notify someone in authority of what they have seen. If necessary, contact law enforcement to assist in the removal of someone who refuses to leave the area.
- If a visitor is discovered doing something illegal such as using drugs, they should not be approached by a staff person. Instead, law enforcement should be notified immediately by management.



Visitor Safety When Interacting With Your Farm Animals

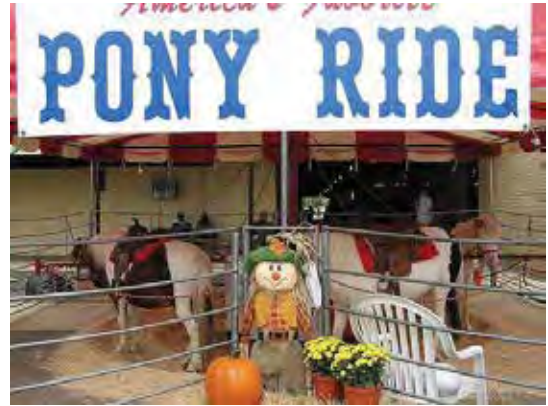
- Keep animals properly secured. Even your pet dog should not be allowed to roam freely. Also visitor's pets should not be allowed in livestock areas.
- To protect both your visitors and your animals, keep all livestock secure in their pens, kennels, and stables. These should clearly be marked as off limits to visitors.
- If you offer a petting zoo - use appropriate animals for such a venue, make sure they are healthy and up to date on all vaccinations, and use adults with proper training and knowledge to supervise the animals and their visitors. Also, provide handwashing facilities or sanitizing gels for everyone to clean their hands when leaving the petting zoo area.
- Remove manure and provide clean bedding for animals daily.
- If using horses to pull a wagon, hitch them up before people get into the wagon.
- If visitors have open wounds or compromised immune systems, do not permit them to have contact with animals.
- If visitors are touring a series of farms, you might be concerned that they could transmit disease from another farm to your farm animals. If so, ask them to wash their hands and provide shoe covers for them to wear. Also provide a trash can for them to dispose of wipes and shoe covers when they are ready to leave your facility.
- Make it easy for visitors to report any animal bites or scratches to you. Treat if necessary. Have them fill out an incident report whether they seem hurt or not – you may even want to photograph the injury. This is a good risk management process in the litigious society that we live in today.
- Educate visitors about the animals on your farm and about animal behavior. Education is the best way to prevent someone from doing something that puts them or your animals at risk.
- Provide alcohol gel or handwashing stations where they can clean their hands after contact with animals.
- Do not allow food or drinks in animal areas.
- Pest control is very important to the safety of your animals and your customers.
 - Reduce sources of food, shelter and water for pests.
 - Follow pest control guidelines carefully.
 - Keep records of pesticide applications. Contact your county Extension office for information on the EPA Worker Protection Standard.



Pony Ride Safety

Pony rides are a popular agritourism activity – but there are some things that you need to plan to ensure that your riders have a safe and enjoyable ride.

First, choosing the right ponies for your event is crucial. It is important that any pony that you use be well-broken, not easily upset by loud noises – and of course be kid-friendly!



Just as important as choosing the right ponies, it is imperative that you choose the right staff to run the pony ride. Staff should be mature, confident, knowledgeable about ponies (including recognizing the signs that they are getting a bad attitude such as laying back of ears or tail twitching) and how to handle those situations calmly and professionally, and of course, they must enjoy working with children.

Your staff must be able to put properly-fitted equestrian safety helmets on children, help them safely mount and adjust their stirrups correctly, hold the reins, and dismount properly. In addition, they need to be aware of their surrounding and able to anticipate anything that might spook the ponies.

Finally, it is recommended that you contain the pony ride to a small, confined area – preferably with a fence around it. Even placid ponies can run off if they get spooked. And it goes without saying that your fence should not be made with barbed wire! If you do not have a fenced area for your pony ride, at least put up some type of barrier to keep parents and spectators from getting too close to the ponies – and you will need additional staff to maintain a safe ride zone.

If parents or grandparents want to take pictures, encourage them to do so but ask that they do not use flash as this can distract or frighten a pony.

Fire Prevention

- Inspect and maintain smoke detectors and fire extinguishers regularly.
- Properly store flammable and combustible materials – you can find information on how to do this on the Safety Data Sheets (MSDS).
- Purchase Class ABC, multipurpose fire extinguishers; as these are safe for almost any type of fire.



- These should be located in all farm vehicles, barns, cooking areas, your office, and fuel storage areas.
- Train all employees on how to properly use fire extinguishers, evacuation routes, and how to assist visitors during a fire evacuation.
- Enforce a strict “No-Smoking” policy or provide a designated smoking area in a safe location.
- Remove trash, brush, and other combustible materials from inside and around buildings.
- Properly dry hay before storing it.

Severe Weather

The most likely types of severe weather that you may have to deal with here in Georgia are severe thunderstorms and tornados, flash flooding, and severe heat.



Severe thunderstorms can be highly threatening in that they can cause injury in many ways. Lightning strikes in open ground, under tall trees, and on horseback is a real threat. Hail and high winds during thunderstorms are also a risk. In addition, heavy rains can lead to flash flooding.

Your plan for dealing with severe weather should include the following:

- A weather radio or Code Red warning system should be located where it can be monitored for incoming or unexpected weather.
- Designate shelter locations for employees and visitors to safely weather storms. Shelters should be structurally sound and able to provide protection from wind, hail, blowing debris, and lightning.
- Keep people away from doors and windows during the storm.
- Wired telephones or electrical appliances should not be used during thunderstorms. Cordless or wireless phones are safe to use.
- Do not allow anyone to seek shelter near tall trees as these can act as lightning rods in a storm.
- A *Tornado Watch* means that conditions in the area are right for a tornado to form. A *Tornado Warning* means that a tornado has been spotted in the area and you must seek shelter immediately. Some of your visitors may wish to get in their cars and try to outrun the tornado. Discourage them from doing this as they cannot outrun a tornado (they may even run right into it) and being in a car can be one of the most dangerous places to be in a tornado. Instead, get everyone into the lowest shelter possible.
- Provide access to shaded or air conditioned areas during hot weather. Even on days when the temperature is not extremely high, employees or visitors can become overheated due to humidity, health issues or certain medications.

- Provide access to safe drinking water. If you provide water coolers, these must be sanitized daily.
- Train employees to recognize the signs of heat stress and heat stroke and how to quickly treat these potentially life-threatening conditions.
- Do you have a rain or storm cancellation policy? Rain delay/ticket refund plan? If not, create one. An example is included in the “Tool Section” of this manual.

Equipment and Machinery

- Ensure that all staff operating equipment and machinery have been properly trained and do so following safety guidelines.
- Only allow licensed staff to operate equipment that requires a licensed operator.
- When equipment is not in use, it should be completely shut down with the keys removed to prevent curious children (or adults) from getting hurt.
- Store equipment in an area away from visitors to discourage them from climbing on or otherwise accessing it.
- All hydraulics must be down or have pressure relieved.
- Tractors should have rollover protective guards.
- All blades should be lowered to the ground and covered.
- Visitors should never be allowed to ride on tractors or all-terrain vehicles.
- Ladders should be stored safely away from public access.



Attractive Nuisances

An attractive nuisance is defined as any inherently hazardous object or property condition that can be expected to attract someone – especially children – to investigate or play. Property owners are required to safeguard visitors (even trespassers) from these. Here are some examples of attractive nuisances:

- Ponds or swimming pools
- Old appliances
- Barns
- Tractors
- Grain silos
- ATVs
- Bee hives



Owners are required to either remove attractive nuisances or to secure them with adequate fencing and locked gates, locked doors, or other security measures. Simply posting a sign that says “Keep Out” or “No Trespassing” is not sufficient as these signs will neither protect young children...nor you in a court of law!

Medical Emergencies

The most important thing to remember about medical emergencies is that time is critical. OSHA Standard 29CFR 1910.151 requires that employers provide personnel trained to administer first aid and that first aid supplies be available unless there is a hospital, clinic, or infirmary in “close proximity” for treating all injuries. The purpose of this standard is to provide first aid until licensed emergency medical responders can arrive.



While OSHA does not define what they mean by “close proximity”, previous interpretations of this standard have suggested that it would be a response time of less than 3-4 minutes.

Even in incidents that are not immediately life threatening such as severe bleeding, heat stroke, suffocating, choking, or heart attack; care that is provided during the first hour immediately after a severe injury can make a difference in the persons survival and recovery.

Several employees should be trained in First Aid and CPR for adults, children and infants. The Red Cross, American Heart Association and some local colleges offer these courses a little costs. Someone on duty at all times should be certified in these courses. Also, staff should have their certification cards on site at all times. Since they will probably carry these in their purses, wallets, or handbags, they can be stored in their locker. Personal protective equipment such as gloves and CPR masks should be provided to all staff who are expected to perform CPR or first aid.

While not required, an AED machine is reasonably priced and ensures heart attack victims the greatest likelihood of survival.

A well-stocked first aid kit should be stored in an area where employees will have easy access to it when needed. It cannot be stored in your locked office. Inspect the kit often and replace any missing or outdated items.

Other General Guidelines

- Have staff walk or ride through public areas frequently enough to ensure that any potential safety or security threats are taken care of.
- Ensure that you have sufficient staff to monitor and protect the number of visitors on your property at any given time.
- Provide options for staff to be able to report accidents or incidents quickly.
- Ensure that staff are well trained.
- Provide your staff with name badges, vests, or other apparel so visitors can easily identify who to report a problem to.
- Establish a policy that children must be accompanied by an adult at all times. If you have school or church tours, establish a policy for the number of adult chaperones required for the number of children visiting.
- Develop a policy for missing children. A sample checklist is given later in this manual.
- Designate areas that are off-limits to visitors with highly visible posted warning signs.
- If you allow visitors to participate in recreational activities on your property, make sure they are wearing appropriate dress and protective gear. For instance, visitors riding horses should be required to wear an approved equestrian helmet, pants, and boots or shoes with proper heels to keep their feet from getting stuck in the saddle stirrups.





Americans with Disabilities Act

ADA Update: A Primer for Small Business



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ADA INFORMATION RESOURCES	

The Department of Justice has revised its regulations implementing the Americans with Disabilities Act (ADA). This rule takes effect on March 15, 2011, clarifies issues that have arisen over the past 20 years, and contains new requirements, including the 2010 Standards for Accessible Design (2010 Standards). This document provides guidance to assist small business owners in understanding how this new regulation applies to them.

New Customers

More than 50 million Americans—18% of our population—have disabilities, and each is a potential customer. People with disabilities are living more independently and participating more actively in their communities. They and their families want to patronize businesses that welcome customers with disabilities. In addition, approximately 71.5 million baby boomers will be over age 65 by the year 2030 and will be demanding products, services, and environments that meet their age-related physical needs. Studies show that once people with disabilities find a business where they can shop or get services in an accessible manner, they become repeat customers.

People with disabilities have too often been excluded from everyday activities: shopping at a corner store, going to a neighborhood restaurant or movie with family and friends, or using the swimming pool at a hotel on the family vacation. The ADA is a Federal civil rights law that prohibits discrimination against people with disabilities and opens doors for full participation in all aspects of everyday life. This publication provides general guidance to help business owners understand how to comply with the Department's revised ADA regulations and the 2010 Standards, its design standards for accessible buildings. The ADA applies to both the built environment and to policies and procedures that affect how a business provides goods and services to its customers. Using this guidance, a small business owner or manager can ensure that it will not unintentionally exclude people with disabilities and will know when it needs to remove barriers in its existing facilities. If you are planning to build a new facility or alter an existing one, please see page 17 for specific guidance on these types of projects. Businesses should consult the revised ADA regulations (www.ada.gov/regs2010/ADAreqs2010.htm) and the 2010 Standards (www.ada.gov/2010ADASTandards_index.htm) for more comprehensive information about specific requirements.

Who is Covered by the ADA?

Businesses that provide goods or services to the public are called “public accommodations” in the ADA. The ADA establishes requirements for 12 categories of public accommodations, which include stores, restaurants, bars, service establishments, theaters, hotels, recreational facilities, private museums and schools, doctors' and dentists' offices, shopping malls, and other businesses. Nearly all types of businesses that serve the public are included in the 12 categories, regardless of the size of the business or the age of their buildings. Businesses covered by the ADA are required to modify their business policies and procedures when necessary to serve customers with disabilities and take steps to communicate effectively with customers with disabilities. The ADA also requires businesses to remove architectural barriers in existing buildings and make sure that newly built or altered facilities are constructed to be accessible to individuals with disabilities. “Grandfather provisions” often found in local building codes do not exempt businesses from their obligations under the ADA.

Commercial facilities, such as office buildings, factories, warehouses, or other facilities that do not provide goods or services directly to the public are only subject to the ADA's requirements for new construction and alterations.

Compliance Dates

Businesses need to know two important deadlines for compliance. Starting March 15, 2011, businesses must comply with the ADA's general nondiscrimination requirements, including provisions related to policies and procedures and effective communication. The deadline for complying with the 2010 Standards, which detail the technical rules for building accessibility, is March 15, 2012. This delay in implementation was provided to allow businesses sufficient time to plan for implementing the new requirements for facilities. In addition, hotels, motels, and inns have until March 15, 2012, to update their reservation policies and systems to make them fully accessible to people with disabilities.

Compliance Dates	
March 15, 2011	General Non-Discrimination Requirements
March 15, 2012	Hotel Reservation Policies
March 15, 2012	2010 Standards

For additional details, see *ADA 2010 Revised Requirements: Effective Date/ Compliance Date* at www.ada.gov/revised_effective_dates-2010.htm.

GENERAL NONDISCRIMINATION REQUIREMENTS

Policies and Procedures

Your business, like all others, has formal and informal policies, practices, and procedures that keep it running smoothly. However, sometimes your policies or procedures can inadvertently make it difficult or impossible for a customer with a disability to access your goods and services. That is why the ADA requires businesses to make “reasonable modifications” to their usual ways of doing things when serving people with disabilities. Most modifications involve only minor adjustments in policies. For example, a day care center that has two scheduled snack times must modify this policy to allow a child with diabetes to bring food for an extra snack if necessary. A clothing store must modify a policy of permitting only one person at a time in a dressing room for a person with a disability who is shopping with a companion and needs the companion’s assistance to try on clothes. Anything that would result in a “fundamental alteration” —a change in the essential nature of your business—is not required. For example, a clothing store is not required to provide dressing assistance for a customer with a disability if this is not a service provided to other customers.



Allowing a second person in a dressing room is one way to modify policies.

Customers with disabilities may need different types of assistance to access your goods and services. For example, a grocery store clerk is expected to assist a customer using a mobility device by retrieving merchandise from high shelves. A person who is blind may need assistance maneuvering through a store’s aisles. A customer with an intellectual disability may need assistance in reading product labels and instructions. Usually the customer will tell you up front if he or she needs assistance, although some customers may wait to be asked “may I help you?” When only one staff person is on duty, it may or may not be possible for him or her to assist a customer with a disability. The business owner or manager should advise the staff person to assess whether he or she can provide the assistance that is needed without jeopardizing the safe operation of the business.



Retrieving out of reach items and describing items for sale are ways to provide assistance to customers with disabilities.

Service Animals

Often businesses such as stores, restaurants, hotels, or theaters have policies that can exclude people with disabilities. For example, a “no pets” policy may result in staff excluding people with disabilities who use dogs as service animals. A clear policy permitting service animals can help ensure that staff are aware of their obligation to allow access to customers using service animals. Under the ADA’s revised regulations, the definition of “service animal” is limited to a dog that is individually trained to do work or perform tasks for an individual with a disability. The task(s) performed by the dog must be directly related to the person’s disability. For example, many people who are blind or have low vision use dogs to guide and assist them with orientation. Many individuals who are deaf use dogs to alert them to sounds. People with mobility disabilities often use dogs to pull their wheelchairs or retrieve items. People with epilepsy may use a dog to warn them of an imminent seizure, and individuals with psychiatric disabilities may use a dog to remind them to take medication. Service members returning from war with new disabilities are increasingly using service animals to assist them with activities of daily living as they reenter civilian life. Under the ADA, “comfort,” “therapy,” or “emotional support” animals do not meet the definition of a service animal.



Service animals provide many types of assistance for people with disabilities.

Under the ADA, service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents him from using these devices. Individuals who cannot use such devices must maintain control of the animal through voice, signal, or other effective controls. Businesses may exclude service animals only if 1) the dog is out of control and the handler cannot or does not regain control; or 2) the dog is not housebroken. If a service animal is excluded, the individual must be allowed to enter the business without the service animal.

In situations where it is not apparent that the dog is a service animal, a business may ask only two questions: 1) is the animal required because of a disability and 2) what work or task has the animal been trained to perform? No other inquiries about an individual's disability or the dog are permitted. Businesses cannot require proof of certification or medical documentation as a condition for entry

Wheelchairs and Other Power-Driven Mobility Devices

People with mobility, circulatory, or respiratory disabilities use a variety of devices for mobility. Some use walkers, canes, crutches, or braces while others use manually-operated or power wheelchairs, all of which are primarily designed for use by people with disabilities. Businesses must allow people with disabilities to use these devices in all areas where customers are allowed to go.



Devices categorized as wheelchairs must be permitted.

Advances in technology have given rise to new power-driven devices that are not necessarily designed for people with disabilities, but are being used by some people with disabilities for mobility. The term "other power-driven mobility devices" is used in the revised ADA regulations to refer to any mobility device powered by batteries, fuel, or other engines, whether or not they are designed primarily for use by individuals with mobility disabilities for the purpose of locomotion. Such devices include Segways®, golf cars, and other devices designed to operate in non-pedestrian areas. Public accommodations must allow individuals who use these devices to enter their premises unless the business can demonstrate that the particular type of device cannot be accommodated because of legitimate safety requirements. Such safety requirements must be based on actual risks, not on speculation or stereotypes about a particular class of devices or how they will be operated by individuals using them.

Businesses must consider these factors in determining whether reasonable modifications can be made to admit other power-driven mobility devices to their premises:

- The type, size, weight, dimensions, and speed of the device;
- The business's volume of pedestrian traffic (which may vary at different times of the day, week, month, or year);
- The business's design and operational characteristics, such as its square footage, whether it is indoors or outdoors, its placement of stationary equipment or devices or furniture, and whether it has storage space for the device if requested by the customer;
- Whether legitimate safety standards can be established to permit the safe operation of the device; and
- Whether the use of the device creates a substantial risk of serious harm to the environment or natural or cultural resources or poses a conflict with Federal land management laws and regulations.

Using these assessment factors, a business may decide that it can allow devices like Segways® in its facilities, but cannot allow the use of golf cars in the same facility. It is likely that many businesses will allow the use of Segways® generally, although some may decide to exclude them during their busiest hours or on particular shopping days when pedestrian traffic is particularly dense. Businesses are encouraged to develop written policies specifying when other power-driven mobility devices will be permitted on their premises and to communicate those policies to the public.

Businesses may ask individuals using an other power-driven mobility device for a credible assurance that the device is required because of a disability. An assurance may include, but does not require, a valid State disability parking placard or other Federal or State-issued proof of disability. A verbal assurance from the individual with a disability that is not contradicted by your observation is also considered a credible assurance. It is not permissible to ask individuals about their disabilities.

Communicating with Customers

Communicating successfully with customers is an essential part of doing business. When dealing with customers who are blind or have low vision, those who are deaf or hard of hearing, or those who have speech disabilities, many business owners and employees are not sure what to do. The ADA requires businesses to take steps necessary to communicate effectively with customers with vision, hearing, and speech disabilities.

Because the nature of communications differs from business to business, the rules allow for flexibility in determining effective communication solutions. What is required to communicate effectively when discussing a mortgage application at a bank or buying an automobile at a car dealership will likely be very different from what is required to communicate effectively in a convenience store. The goal is to find practical solutions for communicating effectively with your customers. For example, if a person who is deaf is looking for a particular book at a bookstore, exchanging written notes with a sales clerk may be effective. Similarly, if that person is going to his or her doctor's office for a flu shot, exchanging written notes would most likely be effective. However, if the visit's purpose is to discuss cancer treatment options, effective communication

would likely require a sign language or oral interpreter because of the nature, length, and complexity of the conversation. Providing an interpreter guarantees that both parties will understand what is being said. The revised regulations permit the use of new technologies including video remote interpreting (VRI), a service that allows businesses that have video conference equipment to access an interpreter at another location.



Exchange of written notes may be appropriate for casual interactions.

It is a business's responsibility to provide a sign language, oral interpreter, or VRI service unless doing so in a particular situation would result in an undue burden, which means significant difficulty or expense. A business's overall resources determine (rather than a comparison to the fees paid by the customer needing the interpreter) what constitutes an undue burden. If a specific communications method would be an undue burden, a business must provide an effective alternative if there is one.



Complex transactions will likely require more formal means of communication, such as a sign language interpreter.

Many individuals who are deaf or have other hearing or speech disabilities use either a text telephone (TTY) or text messaging instead of a standard telephone. The ADA established a free telephone relay network to enable these individuals to communicate with businesses and

vice versa. When a person who uses such a device calls the relay service by dialing 7-1-1, a communications assistant calls the business and voices the caller's typed message and then types the business's response to the caller. Staff who answer the telephone must accept and treat relay calls just like other calls. The communications assistant will explain how the system works if necessary.



Businesses must answer calls placed through the telephone relay service.

The rules are also flexible for communicating effectively with customers who are blind or have low vision. For example, a restaurant can put its menu on an audio cassette or a waiter can read it to a patron. A sales clerk can find items and read their labels. In more complex transactions where a significant amount of printed information is involved, providing alternate formats will be necessary, unless doing so is an undue burden. For example, when a client who is blind visits his real estate agent to negotiate the sale of a house, all relevant documents should be provided in a format he can use, such as on a computer disk or audio cassette. It may be effective to e-mail an electronic version of the documents so the client can use his or her screen-reading technology to read them before making a decision or signing a contract. In this situation, since complex financial information is involved, simply reading the documents to the client will most likely not be effective. Usually a customer will tell you which format he or she needs. If not, it is appropriate to ask.



Reading a menu to a customer who is blind is one way to provide effective communication.

MAKING THE BUILT ENVIRONMENT ACCESSIBLE

People with disabilities continue to face architectural barriers that limit or make it impossible to access the goods or services offered by businesses. Examples include a parking space with no access aisle to allow deployment of a van's wheelchair lift, steps at a facility's entrance or within its serving or selling space, aisles too narrow to accommodate mobility devices, counters that are too high, or restrooms that are simply too small to use with a mobility device.

The ADA strikes a careful balance between increasing access for people with disabilities and recognizing the financial constraints many small businesses face. Its flexible requirements allow businesses confronted with limited financial resources to improve accessibility without excessive expense.

The ADA's regulations and the ADA Standards for Accessible Design, originally published in 1991, set the standard for what makes a facility accessible. While the updated 2010 Standards retain many of the original provisions in the 1991 Standards, they do contain some significant differences. These standards are the key for determining if a small business's facilities are accessible under the ADA. However, they are used differently depending on whether a small business is altering an existing building, building a brand new facility, or removing architectural barriers that have existed for years.

Existing Facilities

Element-by-Element Safe Harbor

If your business facility was built or altered in the past 20 years in compliance with the 1991 Standards, or you removed barriers to specific elements in compliance with those Standards, you do not have to make further modifications to those elements—even if the new standards have different requirements for them—to comply with the 2010 Standards. This provision is applied on an element-by-element basis and is referred to as the “safe harbor.” The following examples illustrate how the safe harbor applies:

The 2010 Standards lower the mounting height for light switches and thermostats from 54 inches to 48 inches. If your light switches are already installed at 54 inches in compliance with the 1991 Standards, you are not required to lower them to 48 inches.

The 1991 Standards require one van accessible space for every eight accessible spaces. The 2010 Standards require one van accessible space for every six accessible spaces. If you have complied with the 1991 Standards, you are not required to add additional van accessible spaces to meet the 2010 Standards.

The 2010 Standards contain new requirements for the input, numeric, and function keys (e.g. “enter,” “clear,” and “correct”) on automatic teller machine (ATM) keypads. If an existing ATM complies with the 1991 Standards, no further modifications are required to the keypad.

If a business chooses to alter elements that were in compliance with the 1991 Standards, the safe harbor no longer applies to those elements. For example, if you restripe your parking lot, which is considered an alteration, you will now have to meet the ratio of van accessible spaces

in the 2010 Standards. Similarly, if you relocate a fixed ATM, which is considered an alteration, you will now have to meet the keypad requirements in the 2010 Standards. The ADA's definition of an alteration is discussed later in this publication.

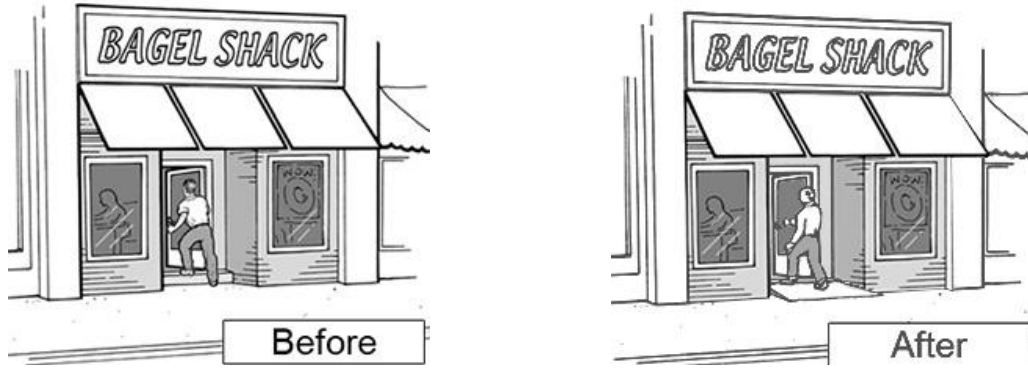
The revised ADA rules and the 2010 Standards contain new requirements for elements in existing facilities that were not addressed in the original 1991 Standards. These include recreation facilities such as swimming pools, play areas, exercise machines, miniature golf facilities, and bowling alleys. Because these elements were not included in the 1991 Standards, they are not subject to the safe harbor. Therefore, on or after March 15, 2012, public accommodations must remove architectural barriers to elements subject to the new requirements in the 2010 Standards when it is readily achievable to do so. For example, a hotel must determine whether it is readily achievable to make its swimming pool accessible to people with mobility disabilities by installing a lift or a ramp as specified in the 2010 Standards.

New Requirements in the 2010 Standards Not Subject to the Safe Harbor	
<ul style="list-style-type: none"> • Amusement rides • Recreational boating facilities • Exercise machines and equipment • Fishing piers and platforms • Golf facilities • Miniature golf facilities • Play areas • Saunas and steam rooms 	<ul style="list-style-type: none"> • Swimming pools, wading pools, and spas • Shooting facilities with firing positions • Residential facilities and dwelling units • Miscellaneous <ul style="list-style-type: none"> – Team or player seating – Accessible route to bowling lanes – Accessible route in court sports facilities

Readily Achievable Barrier Removal

The ADA requires that small businesses remove architectural barriers in existing facilities when it is “readily achievable” to do so. Readily achievable means “easily accomplishable without much difficulty or expense.” This requirement is based on the size and resources of a business. So, businesses with more resources are expected to remove more barriers than businesses with fewer resources.

Readily achievable barrier removal may include providing an accessible route from a parking lot to the business's entrance, installing an entrance ramp, widening a doorway, installing accessible door hardware, repositioning shelves, or moving tables, chairs, display racks, vending machines, or other furniture. When removing barriers, businesses are required to comply with the Standards to the extent possible. For example, where there is not enough space to install a ramp with a slope that complies with the Standards, a business may install a ramp with a slightly steeper slope. However, any deviation from the Standards must not pose a significant safety risk.



Removing barriers, such as a step to an entrance, is required when readily achievable.

Determining what is readily achievable will vary from business to business and sometimes from one year to the next. Changing economic conditions can be taken into consideration in determining what is readily achievable. Economic downturns may force many public accommodations to postpone removing some barriers. The barrier removal obligation is a continuing one and it is expected that a business will move forward with its barrier removal efforts when it rebounds from such downturns. For example, if a restaurant identified barriers under the 1991 Standards but did not remove them because it could not afford the cost, the restaurant has a continuing obligation to remove these barriers when it has the financial resources to do so.

Barrier Removal Before March 15, 2012

Businesses removing barriers before March 15, 2012, have the choice of using either the 1991 Standards or the 2010 Standards. You must use only one standard for removing barriers in an entire facility. For example, you cannot choose the 1991 Standards for accessible routes and the 2010 Standards for restrooms. (See, *ADA 2010 Revised Requirements: Effective Date/ Compliance Date* at www.ada.gov/revised_effective_dates-2010.htm). Remember that if an element complies with the 1991 Standards, a business is not required to make any changes to that element until such time as the business decides to alter that element.

Compliance Dates and Applicable Standards for Readily Achievable Barrier Removal, New Construction, and Alterations	
Compliance Date	Applicable Standard
Until March 15, 2012	1991 Standards or 2010 Standards
On or After March 15, 2012	2010 Standards

Priorities for Barrier Removal

Understanding how customers arrive at and move through your business will go a long way in identifying existing barriers and setting priorities for their removal. Do people arrive on foot, by car, or by public transportation? Do you provide parking? How do customers enter and move about your business? The ADA regulations recommend the following priorities for barrier removal:

- Providing access to your business from public sidewalks, parking areas, and public transportation;
- Providing access to the goods and services your business offers;
- Providing access to public restrooms; and
- Removing barriers to other amenities offered to the public, such as drinking fountains.

Businesses should not wait until March 15, 2012 to identify existing barriers, but should begin now to evaluate their facilities and develop priorities for removing barriers. Businesses are also encouraged to consult with people with disabilities in their communities to identify barriers and establish priorities for removing them. A thorough evaluation and barrier removal plan, developed in consultation with the disability community, can save time and resources.

In some instances, especially in older buildings, it may not be readily achievable to remove some architectural barriers. For example, a restaurant with several steps leading to its entrance may determine that it cannot afford to install a ramp or a lift. In this situation, the restaurant must provide its services in another way if that is readily achievable, such as providing takeout service. Businesses should train staff on these alternatives and publicize them so customers with disabilities will know of their availability and how to access them.



When barrier removal is not possible, alternatives such as curbside service should be provided.

Parking

If your business provides parking for the public, but there are no accessible spaces, you will lose potential customers. You must provide accessible parking spaces for cars and vans if it is readily achievable to do so. The chart below indicates the number of accessible spaces required by the 2010 Standards. One of every six spaces must be van accessible.

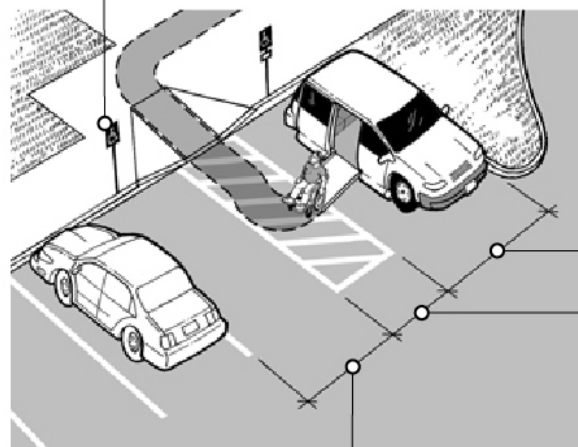
Total Number of Parking Spaces Provided in Parking Facility	Minimum Number of Required Accessible Parking Spaces
1 to 25	1
26 to 50	2
51 to 75	3
76 to 100	4
101 to 150	5
151 to 200	6
201 to 300	7
301 to 400	8
401 to 500	9
501 to 1000	2 percent of total
1001 and over	20, plus 1 for each 100, or fraction thereof, over 1000

Small businesses with very limited parking (four or fewer spaces) must have one accessible parking space. However, no signage is required.

An accessible parking space must have an access aisle, which allows a person using a wheelchair or other mobility device to get in and out of the car or van.

Signage: international symbol of accessibility placed in front of the parking space mounted at least 60 inches above the ground, measured to the bottom of the sign. Van accessible spaces include the designation "van accessible."

Van Accessible Spaces: 2010 Standards—one for every six accessible spaces (1991 Standards required one for every eight)



Width of space for car: 8 feet minimum

Width of space for van: 11 feet minimum (although it may be 8 feet wide if its access aisle is 8 feet wide)

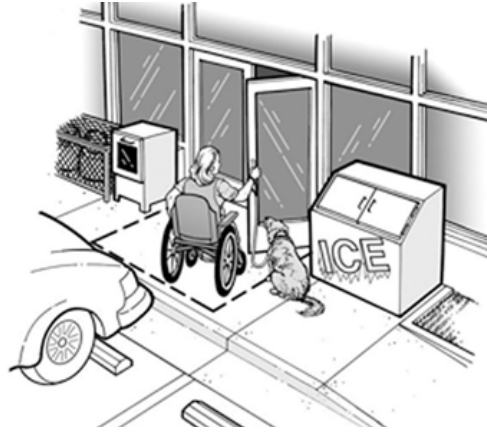
Access aisle: Width: 5 feet minimum (if aisle serves car and van spaces)

Length: full length of parking space

An overview of accessible parking requirements.

Accessible Entrances

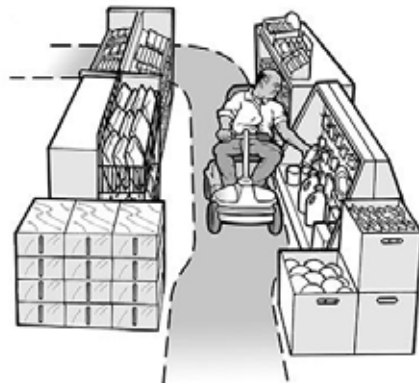
One small step at an entrance can make it impossible for individuals using wheelchairs, walkers, canes, or other mobility devices to do business with you. Removing this barrier may be accomplished in a number of ways, such as installing a ramp or a lift or regrading the walkway to provide an accessible route. If the main entrance cannot be made accessible, an alternate accessible entrance can be used. If you have several entrances and only one is accessible, a sign should be posted at the inaccessible entrances directing individuals to the accessible entrance. This entrance must be open whenever other public entrances are open.



Ensuring that items do not block the accessible route allows independent access.

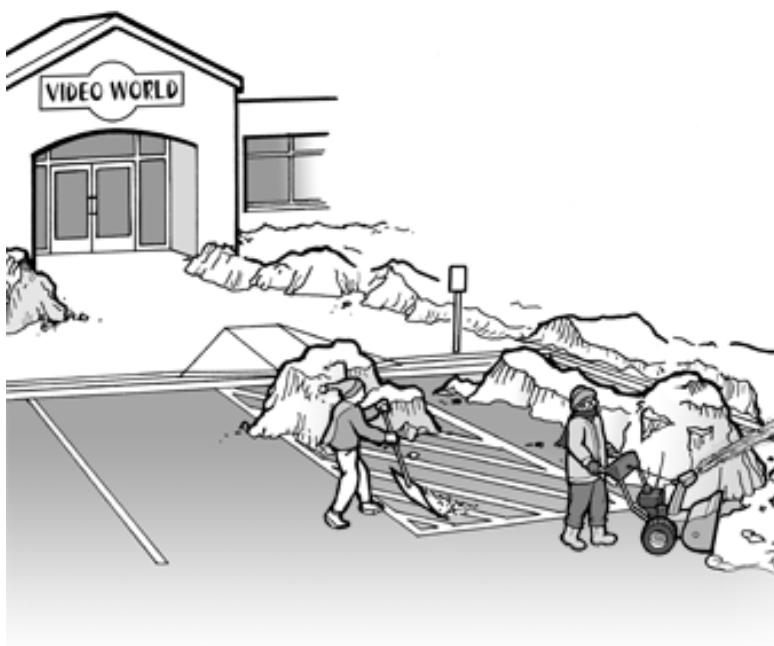
Accessible Route to Goods and Services

The path a person with a disability takes to enter and move through your business is called an “accessible route.” This route, which must be at least three feet wide, must remain accessible and not be blocked by items such as vending or ice machines, newspaper dispensers, furniture, filing cabinets, display racks, or potted plants. Similarly, accessible toilet stalls, dressing rooms, or counters at a cash register must not be cluttered with merchandise or supplies.



An accessible route allows customers using mobility devices to access items for sale.

Temporary access interruptions for maintenance, repair, or operational activities are permitted, but must be remedied as soon as possible and may not extend beyond a reasonable period of time. Businesses must be prepared to retrieve merchandise for customers during these interruptions. For example, if an aisle is temporarily blocked because shelves are being restocked, staff must be available to assist a customer with a disability who is unable to maneuver through that aisle. In addition, if an accessible feature such as an elevator breaks down, businesses must ensure that repairs are made promptly and that improper or inadequate maintenance does not cause repeated failures. Businesses must also ensure that no new barriers are created that impede access by customers with disabilities. For example, routinely storing a garbage bin or piling snow in accessible parking spaces makes them unusable and inaccessible to customers with mobility disabilities.



Snow or other debris in accessible parking spaces and access aisles must be removed as soon as possible.

Shelves, Sales and Service Counters, and Check-Out Aisles

The obligation to remove barriers also applies to merchandise shelves, sales and service counters, and check-out aisles. Shelves and counters must be on an accessible route with enough space to allow customers using mobility devices to access merchandise. However, shelves may be of any height since they are not subject to the ADA's reach range requirements. Where barriers prevent access to these areas, they must be removed if readily achievable. However, businesses are not required to take any steps that would result in a significant loss of selling space. At least one check-out aisle must be usable by people with mobility disabilities, though more are required in larger stores. When it is not readily achievable to make a sales or service counter accessible, businesses should provide a folding shelf or a nearby accessible counter. If these changes are not readily achievable, businesses may provide a clip board or lap board until more permanent changes can be made.



A lowered counter and clear floor space are critical components of an accessible service counter.

Food and Restaurant Services

People with disabilities need to access tables, food service lines, and condiment and beverage bars in restaurants, bars, or other establishments where food or drinks are sold. There must be an accessible route to all dining areas, including raised or sunken dining areas and outdoor dining areas, as well as to food service lines, service counters, and public restrooms. In a dining area, remember to arrange tables far enough apart so a person using a wheelchair can maneuver between the tables when patrons are sitting at them. Some accessible tables must be provided and must be dispersed throughout the dining area rather than clustered in a single location.



Restaurants must provide access to self-service items.

Where barriers prevent access to a raised, sunken, or outdoor dining area, they must be removed if readily achievable. If it is not readily achievable to construct an accessible route to these areas and distinct services (e.g., special menu items or different prices) are available in these areas, the restaurant must make these services available at the same price in the dining areas that are on an accessible route. In restaurants or bars with only standing tables, some accessible dining tables must be provided.

New Construction and Alterations

The ADA requires that all new facilities built by public accommodations, including small businesses, must be accessible to and usable by people with disabilities. The 2010 Standards lay out accessibility design requirements for newly constructed and altered public accommodations and commercial facilities. Certain dates in the construction process determine which ADA standards—the 1991 Standards or the 2010 Standards—must be used.

If the last or final building permit application for a new construction or alterations project is certified before March 15, 2012, businesses may comply with either the 1991 or the 2010 Standards. In jurisdictions where certification of permit applications is not required, businesses can also choose between the 1991 or 2010 Standards if their jurisdiction receives their permit application by March 15, 2012. Businesses should refer to their local permitting process. Where no permits are required, businesses may comply with either the 1991 or 2010 Standards if physical construction starts before March 15, 2012. Start of physical construction or alterations does not mean the date of ceremonial groundbreaking or the day demolition of an existing structure commences. In this situation, if physical construction starts after March 15, 2012, the small business must use the 2010 Standards.

Alterations

When a small business undertakes an alteration to any of its facilities, it must, to the maximum extent feasible, make the alteration accessible. An alteration is defined as remodeling, renovating, rehabilitating, reconstructing, changing or rearranging structural parts or elements, changing or rearranging plan configuration of walls and full-height partitions, or making other changes that affect (or could affect) the usability of the facility.

Examples include restriping a parking lot, moving walls, moving a fixed ATM to another location, installing a new sales counter or display shelves, changing a doorway entrance, replacing fixtures, flooring or carpeting. Normal maintenance, such as reroofing, painting, or wallpapering, is not an alteration.

2010 ADA Standards Basics

Chapter 1: Application and Administration

Contains important introductory and interpretive information, including definitions for key terms used in the 2010 Standards.

Chapter 2: Scoping

Sets forth what elements and how many of them must be accessible. Scoping covers newly constructed facilities and altered portions of existing facilities.

Note: The 2010 Standards do not address barrier removal. The revised regulations, however, require that barrier removal must comply with the 2010 Standards to the extent it is readily achievable.

Chapters 3 – 10: Design and Technical Requirements

Provides design and technical specifications for elements, spaces, buildings, and facilities.

Common Provisions for Small Business

Accessible Route

Section 206 and Chapter 4

Parking Spaces

Sections 208 and 502 specifically address parking spaces. The provisions regarding accessible route (section 206 and chapter 4), signs (section 216), and, where applicable, valet parking (section 209) also apply.

Passenger Loading Zones

Sections 209 and 503

Sales and Service

Sections 227 and 904 specifically cover sales and service areas, such as check-out aisles and sales and service counters. Section 226.1, exempts sales and service counters from the technical requirements of 902 (dining surfaces and work surfaces).

Dining Surfaces

Sections 226 and 902 specifically address fixed dining surfaces. The provisions regarding accessible routes in section 206.2.5 (Restaurants and Cafeterias) and 226.2 (Dispersion) also apply to dining surfaces.

Dressing, Fitting, and Locker Rooms

Sections 222 and 803 cover dressing, fitting, and locker rooms. The provisions on doors in sections 206.5 and 404 usually apply.

STEPS FOR SUCCESS

Being proactive is the best way to ensure ADA compliance. Evaluate access at your facility, train your staff on the ADA's requirements, think about the ADA when planning an alteration or construction of a new facility, and, most importantly, use the free information resources available whenever you have a question.

Assessing Your Facility

The revised ADA regulations give businesses 18 months (until March 15, 2012) before they must comply with the 2010 Standards. The purpose of this phase-in period is to provide businesses sufficient time to plan and comply. Businesses are strongly encouraged to assess their facilities now to determine what architectural barriers exist. Until March 15, 2012, you have the choice of using the 1991 Standards or the 2010 Standards to remove architectural barriers, alter, or construct a new facility. Businesses that use the 1991 Standards during this phase-in period can take advantage of the safe harbor provision. Beginning March 15, 2012, only the 2010 Standards can be used.

Staff Training

A critical and often overlooked component of ensuring success is comprehensive and ongoing staff training. You may have established good policies, but if front line staff are not aware of them or do not know how to implement them, problems can arise. Businesses of all sizes should educate staff about the ADA's requirements. Staff need to understand the requirements on modifying policies and practices, communicating with and assisting customers, and accepting calls placed through the relay system. Many local disability organizations, including Centers for Independent Living, conduct ADA trainings in their communities. The Department of Justice or the ADA National Network can provide local contact information for these organizations.

Tax Credit and Deduction

To assist small businesses to comply with the ADA, the Internal Revenue Service (IRS) Code includes a Disabled Access Credit (Section 44) for businesses with 30 or fewer full-time employees or with total revenues of \$1 million or less in the previous tax year. Eligible expenses may include the cost of undertaking barrier removal and alterations to improve accessibility, providing sign-language interpreters, or making material available in accessible formats such as Braille, audiotape, or large print.

Section 190 of the IRS Code provides a tax deduction for businesses of all sizes for costs incurred in removing architectural barriers in existing facilities or alterations. The maximum deduction is \$15,000 per year.

ADA INFORMATION RESOURCES

U.S. Department of Justice

For more information about the revised ADA regulations and the 2010 Standards, please visit the Department of Justice's website or call our toll-free number.

ADA Website

www.ADA.gov

ADA Information Line

800-514-0301 (Voice)

800-514-0383 (TTY)

24 hours a day to order publications by mail.

M-W, F 9:30 a.m. – 5:30 p.m., Th 12:30 p.m. – 5:30 p.m. (Eastern Time) to speak to an ADA Specialist. All calls are confidential.

“Reaching Out to Customers with Disabilities” explains the ADA's requirements for businesses in a short 10-lesson online course (www.ada.gov/reachingout/intro1.htm).

ADA National Network (DBTAC)

Ten regional centers are funded by the U.S. Department of Education to provide ADA technical assistance to businesses, States and localities, and persons with disabilities. One toll-free number connects you to the center in your region:

800-949-4232 (Voice and TTY)

www.adata.org

Access Board

For technical assistance on the ADA/ABA Guidelines:

800-872-2253 (Voice)

800-993-2822 (TTY)

Internal Revenue Service

For information on the Disabled Access Tax Credit (Form 8826) and the Section 190 tax deduction (Publication 535 “Business Expenses”):

800-829-3676 (Voice) or 800-829-4059 (TTY)

www.irs.gov

This publication is available in alternate formats for persons with disabilities.

This document has been developed for small businesses in accordance with the Small Business Regulatory Enforcement Flexibility Act of 1996.

Duplication of this document is encouraged.

March 2011

Barriers and Fencing Checklist

Review Date: _____

Reviewed By: _____

No.	Inspection Item	Present	Needs Correction	Date Corrected
1	Are there fences to separate visitors from large animals and/or other farm hazards?	<input type="checkbox"/>	<input type="checkbox"/>	
2	Are all fences inspected regularly and repaired as needed?	<input type="checkbox"/>	<input type="checkbox"/>	
3	Are fences separating visitors from hazards designed so children cannot crawl under, over or through the fence?	<input type="checkbox"/>	<input type="checkbox"/>	
4	Are fences that visitors may come in contact with made up of material that will not harm them (not barbed wire or electric)?	<input type="checkbox"/>	<input type="checkbox"/>	
5	If animals are present with a tendency to bite, is double fencing used to separate the animals from visitors and a warning sign posted?	<input type="checkbox"/>	<input type="checkbox"/>	
6	Are gates and latches constructed to withstand weather and abuse from visitors?	<input type="checkbox"/>	<input type="checkbox"/>	
7	Are gates checked regularly to ensure they close and latch properly?	<input type="checkbox"/>	<input type="checkbox"/>	
8	Are signs posted in appropriate places to indicate areas that are off limits to guests?	<input type="checkbox"/>	<input type="checkbox"/>	
9	If guests have easy access to areas that are off limits, are barriers such as fencing in place?	<input type="checkbox"/>	<input type="checkbox"/>	
10	Are gates locked if they lead to areas that are off limits to guests?	<input type="checkbox"/>	<input type="checkbox"/>	

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.



Oink, Baa, MOO, Neigh

Come to Calhoun's FOR YOUR BIRTHDAY!

CALL US OR GO ONLINE FOR
MORE INFORMATION.

**Calhoun Produce,
Inc.**

5075 Haw Pond Road
Ashburn, Georgia 31714
www.calhounproduce.com

229-273-1887

BIRTHDAY PARTY accommodations
Starting at \$80 includes:

- PERSONAL guide FOR the day
- Wagon Ride to see the animals.
- 8 ACRE CORN MAZE
- MAZE TRIVIA
- WALKING TOUR OF farm animals.
- DUCK RACE
- GALLON OF Lemonade.
- SMALL ICE CREAM
- GUEST book



CLOSING CHECK LIST 2017

MARK COMPLETE AS YOU CHECK OFF ITEMS

SIGN NAME BY STATION CLOSED

Closing begins at 7/6pm and should not take longer than 1 hour

FROZEN ICE CREAMS - _____

Prepare Frozen Ice Creams According to Frozen Ice Cream Guidelines

ICE CREAM ROOM - _____

Wash, Rinse and Sanitize ice cream machine and all respective parts

Cover the sleeves of cones with a cup so they don't get soggy

Close all windows and doors to ice cream room so insects can not get in

Close trash bags so the night watch can take them to the dump

Wash out all peach sample trays with hot water and soap

Make sure sink is EMPTY of all equipment

Sweet out ice cream room

PRODUCE _____

Check to make sure there is no rotten produce that needs to be thrown away

Put all produce back in the refrigerator

Make sure there is no produce left behind the counter

Tomatoes, Vidalia onions and red potatoes can stay out

RETAIL FLOOR _____

Re-stock any items where necessary

Clean up any samples where necessary

Take all breads, fritters, pies, baked good displays into the office where the A/C is on

Take all candy into the office where the A/C is on

Empty and drain the pea cooler

COUNTER

Clean and organize behind the counter (bags, napkins, supplies, etc..)

Throw away any trash left in cubbies and behind the counter

Wipe down counter with Clorox wipe or wood wipe

REGISTER/CLOSING OUT THE CASH DRAWER

THE REGISTER/CLOSING SHOULD BE DONE LAST

MUST BE DONE IN THE OFFICE

GET NIGHT DRAWER AND BRING IT OUTSIDE FIRST. (\$100.00) Directions on drawer

Print sales reports off Clover

Remove both drawers **and bring into the office** with printed report

Take all the money above the starting money out of the drawer

Place appropriate amount of cash into the drawers **(\$100.00)**

Count the cash and compare to report

Give cash to Closing Manager (Lee, Stacy, Cynde or Robert) – Note any differences from report/counts

Communicating with Guests Checklist

Review Date: _____

Reviewed By: _____

No.	Inspection Item	Present	Needs Correction	Date Corrected
1	Are all forms and information sheets that will be posted on the website, used as a handout, or sent to guests, reviewed to ensure the information is current and complete?	<input type="checkbox"/>	<input type="checkbox"/>	
2	If a group is coming, have they been contacted to find out how many people will be coming (including how many adults and children), if they have any special needs, and/or if they are looking for any special information or events?	<input type="checkbox"/>	<input type="checkbox"/>	
3	If you are aware that a group is coming, have you sent them this information? <ul style="list-style-type: none"> • Information about "What to expect from the visit" • List of rules • Apparel/Clothing recommendations • Appropriate child-to-adult ratios for adequate supervision • List of items to bring • List of items not to bring • Medical/Informed Consent forms • A request to be notified of visitors with special needs • A copy of the farm's Emergency Response Plan 	<input type="checkbox"/>	<input type="checkbox"/>	
4	Do you have information available for guests (when contact prior to the visit is not possible) in one or more of the following formats? Internet: Include information about your operation that is printable as a handout or form. This should include all information listed in question 3. Handouts: The same information is available in handouts at the operation site and/or on signs that are posted around the operation, for guests who do not have internet access or in the event the operation does not have a website.	<input type="checkbox"/>	<input type="checkbox"/>	
5	Are signs posted near specific hazards to remind visitors of the hazard?	<input type="checkbox"/>	<input type="checkbox"/>	
6	Do you do a site walk-through before guests arrive to ensure that all signs are appropriately placed, in good condition and clearly readable?	<input type="checkbox"/>	<input type="checkbox"/>	
7	If possible, do employees take a few minutes when guests arrive to communicate health and safety information, perform a visitor orientation, and explain the location of restrooms and hand washing stations?	<input type="checkbox"/>	<input type="checkbox"/>	
8	Are all employees trained in health and safety information and reminded on a regular basis that they need to model safe behavior?	<input type="checkbox"/>	<input type="checkbox"/>	
9	As guests leave, are they asked about specific safety concerns they may have or for other feedback?	<input type="checkbox"/>	<input type="checkbox"/>	
10	Once guests leave, is a tour done to ensure signs remain in good repair, there are no new hazards and all debris is picked up?	<input type="checkbox"/>	<input type="checkbox"/>	

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.

Corn Maze Safety Checklist

Review Date: _____

Reviewed By: _____

No.	Inspection Item	Present	Needs Correction	Date Corrected
1	Are signs posted at the entrance to the maze so visitors know where to enter the maze?	<input type="checkbox"/>	<input type="checkbox"/>	
2	Are signs posted around the outside of the maze pointing visitors to the entrance and/or exit of the maze?	<input type="checkbox"/>	<input type="checkbox"/>	
3	Are parking lots and roads at least 75 feet away from the maze?	<input type="checkbox"/>	<input type="checkbox"/>	
4	Do paths in the corn maze have smooth, even walking surfaces?	<input type="checkbox"/>	<input type="checkbox"/>	
5	Are all paths in the corn maze and the areas around the corn maze inspected regularly and kept free of garbage and debris?	<input type="checkbox"/>	<input type="checkbox"/>	
6	Is a sign posted at the entrance to the maze listing the "maze rules"?	<input type="checkbox"/>	<input type="checkbox"/>	
7	Are there signs and/or information sheets for visitors informing them of "No Smoking" rules?	<input type="checkbox"/>	<input type="checkbox"/>	
8	Are fire extinguishers available to employees monitoring the maze?	<input type="checkbox"/>	<input type="checkbox"/>	
9	Does the local fire department have a copy of your Fire Safety Plan and know the size and exact location of the maze?	<input type="checkbox"/>	<input type="checkbox"/>	
10	Do employees ensure all children under 12 are accompanied by an adult if the maze isn't designed specifically for young children?	<input type="checkbox"/>	<input type="checkbox"/>	
11	Do employees know not to operate motorized vehicles and other machinery when guests are present?	<input type="checkbox"/>	<input type="checkbox"/>	
12	Do guests have a method to communicate with those monitoring the maze (e.g. flags or cell phones)?	<input type="checkbox"/>	<input type="checkbox"/>	
13	Is a public address system, such as a bull horn or a loud speaker, available to those monitoring the maze?	<input type="checkbox"/>	<input type="checkbox"/>	
14	Is there an elevated platform or area where at least two employees are stationed to monitor the maze?	<input type="checkbox"/>	<input type="checkbox"/>	
15	Do employees ensure visitors know how to exit the maze by following the nearest row of corn to the perimeter?	<input type="checkbox"/>	<input type="checkbox"/>	

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.

Farmview Market Cafè

How did we do? Your feedback is important to us.

Why did you visit?

Breakfast Lunch

Date: ___/___/___

Time: _____

What is your overall satisfaction with Farmview Market Cafè?

(very unsatisfied)

(very satisfied)

1 2 3 4 5

Our service?

1 2 3 4 5

The food?

1 2 3 4 5

How likely are you to recommend Farmview Market Cafè to a friend?

(not at all likely)

(very likely)

1 2 3 4 5

Based on your experience would you visit us again?

Yes No

If you would like to provide additional feedback, please do so here.

How did you find out about us?

Event Facebook
 Newspaper Search engine
 Magazine ad (Google, Yahoo, Bing, etc.)
 Billboard Word of mouth
 Blog Other (please specify)

Please include your email for info on upcoming events and offers.

Please include your best contact information and someone from our market team will follow up with you about your feedback.

Thank you from all of us at Farmview Market!

2610 Eatonton Hwy
Madison, GA 30650



★ farmviewmarket.com
★ 844-210-7030

Farmview Market

How did we do? Your feedback is important to us.

Date: ___/___/___

Time: _____

What is your overall satisfaction with Farmview Market?

(very unsatisfied) 1 2 3 4 5 (very satisfied)

Please rate the selection of products in the grocery section.

1 2 3 4 5

Please rate the selection of products in the butcher section.

1 2 3 4 5

How would you rate the level of service of your shopping experience?

1 2 3 4 5

Please rate the value for money of Farmview products.

1 2 3 4 5

How likely are you to recommend Farmview to a friend?

(not at all likely) 1 2 3 4 5 (very likely)

How often do you visit Farmview?

What can we do to improve your shopping experience?

What other products would you want to find at Farmview?

If you would like to provide additional feedback, please do so here.

Please include your best contact information and someone from our team will follow up about your feedback.

Thank you from all of us at Farmview Market!

2610 Eatonton Hwy
Madison, GA 30650



★ farmviewmarket.com
★ 844-210-7030

How Can We Serve

You Better?

Please Explain:

- Item inaccurately delivered to customer
 - Item Left Out
 - Wrong Product
- Product not up to snuff
- Not happy with service
- Not happy with price
- Delivery or shipping mishap
- Product Request
- Other

Customer Name: _____

Today's Date: _____

Customer address: _____

Phone Number: _____

Email: _____

Is there an employee involved in your experience?

How Can We Serve

You Better?

Please Explain:

- Item inaccurately delivered to customer
 - Item Left Out
 - Wrong Product
- Product not up to snuff
- Not happy with service
- Not happy with price
- Delivery or shipping mishap
- Product Request
- Other

Customer Name: _____

Today's Date: _____

Customer address: _____

Phone Number: _____

Email: _____

Is there an employee involved in your experience?

What Made

You Happy?

Briefly describe situation:

- Loved the service
- Loved the products
- Loved look of store
- Loved the cleanliness
- Loved entire experience
- Loved the prices
- Other (Please Explain)
- Give us you ideas..

Customer Name: _____

Today's Date: _____

Email address: _____

Is there an employee you want to
compliment? _____

What Made

You Happy?

Briefly describe situation:

- Loved the service
- Loved the products
- Loved look of store
- Loved the cleanliness
- Loved entire experience
- Loved the prices
- Other (Please Explain)
- Give us you ideas..

Customer Name: _____

Today's Date: _____

Email address: _____

Is there an employee you want to
compliment? _____

EMERGENCY FIRST AID CHART

This First Aid Chart is not intended to take the place of qualified help in the event of an emergency. In any emergency, always seek medical advice and assistance when you think it is needed. It is also recommended that you take a certified CPR and first aid course.

ANIMAL BITE

Flush the wound area with water and then wash with soap and water for at least five minutes. Cover with a clean dressing or cloth. Immediately seek care at a hospital or physician.

BLACK EYE

As soon as possible following the injury, dip a cloth in ice water and hold next to the area for at least 10 minutes. A "black eye" is essentially a bruise around the eye that will cause pain and swelling and gradually fade in time. If the bruise does not fade or if there is a change in vision, consult a physician.

CUTS

Minor - Wash wound area with soap and water, not alcohol; cover with a sterile gauze bandage.

Major - If blood appears to be gushing or spurting, follow these instructions and call for help. Take a clean cloth or towel and press hard on the cut for 10 minutes. Do not remove pressure to see if it's working. If possible, raise the cut above the level of the chest. After 10 minutes, if the bleeding has stopped, cover the cut with a bandage. If the bleeding hasn't stopped, try pressing harder for five more minutes and seek medical help.

BURNS

Minor - Immediately cool the burn area by putting it under cool running water or in a sink filled with cool water for at least five minutes or until the pain subsides. Never apply butter, grease or ointment. Don't open blisters or remove dead skin. Cover with gauze. If blisters break, apply a clean dressing. If the burn is on the face, covers an area bigger than your hand or if it blisters, call the doctor or emergency number.

Severe - Have victim lie down and cover him or her. Never remove clothing or clean the burns. Call for emergency help.

Chemical - Quickly flush area with water for five minutes, cover with gauze and call for emergency help.

CHOKING

If the person is choking and unable to talk or breathe, get behind the person and wrap your arms around the waist. Make a fist, grasp fist with other hand. Place fist against the stomach just above the navel but well below the lower tip of the breastbone. Pull fist upward into the stomach with a quick upward thrust. Repeat up to four times. If choking continues, seek medical help. If the victim becomes unconscious, lay him or her down, roll to side, pull the tongue and jaw forward and with your index finger, dislodge any visible matter. Perform mouth-to-mouth resuscitation and/or CPR.

CONVULSION/SEIZURE

Gently prevent person from hurting him or herself on nearby objects. Loosen clothing after jerking subsides. Have person lie down. Help keep the airway open. Turn head to the side in case of vomiting to prevent choking on inhaled vomitus. If breathing stops, administer mouth-to-mouth resuscitation or CPR. After seizure, allow patient to rest. Seek medical attention.

ELECTRIC SHOCK

Turn off electricity if possible. If not possible, pull victim from the electrical contact with a dry rope, wooden pole or cloth. Do not touch victim until contact with electric current is broken. Administer CPR. Call for emergency help.

EYE INJURIES

Chemicals - Have person turn head so injured side is down. Flood eye with water for at least 15 minutes. Cover eye with clean cloth and seek professional help.

Foreign particle - Do not rub the eye, that may cause deeper injury. Try to locate the object; if it is in the pupil, or seems embedded in the white of the eye, go immediately to the emergency room. If the object is floating in the liquid surface, you can try to remove it. Hold the lower lid open, look up, and using the edge of a clean cloth, brush the matter quickly off the eye's surface. If you can't see an

object, pull the upper lid down and over the lower lid and let it slide back up. This may dislodge the particle. If pain and tearing persist, seek medical help.

FAINING

Lay patient on his or her back and raise both legs above the heart. Check airway to be certain it is clear. Loosen tight clothing and apply cold cloths to the face. If fainting lasts more than a minute or two, keep patient covered and seek medical help.

FALLS

Stop any bleeding and cover wounds with clean dressings. Keep victim comfortably warm to prevent shock. If you suspect broken bones, do not move person unless absolutely necessary (such as in case of fire). Call for emergency help.

FISHHOOKS

Fishhook injuries carry a high risk of infection, so if you can reach a physician, do so. If you are far from medical help, push the hook farther through the tissue until it goes through the skin. Don't pull it out; the barb will cause further injury. Using wire cutters, cut off the barb, and then pull the hook back through the skin. Clean and bandage the wound and seek medical attention as soon as possible.

FRACTURES/BREAKS

Stop any bleeding and cover wound with clean dressing. If it is a simple fracture, set it in a splint (wood, corrugated cardboard, rolled-up blanket, pillow, etc.) supported with cloth or rope ties. Do not move patient if back or neck injury is suspected. Keep person warm and treat for shock (see next column). Call for emergency help.

FROSTBITE

Signs and symptoms: The skin of hands, feet, face or other areas first becomes red, then turns gray or white. Never rub frostbitten area with snow; that will only continue the chilling of the tissue and cause further damage. A gradual warming, by immersing the area in water that is slightly warmer than body, is

safe for slight frostbite. Elevate the affected area, cover with dry and warm garments and consider pain relievers if there is slight pain. Keep frostbitten toes or fingers separate with clean, dry cloths. Hospitalization is necessary for children whose body temperatures drop below 93°F and for adults who have severe frostbite. Don't sit in front of an oven or fire to warm the frostbitten area; unequal exposure to the heat could burn the tissue. Don't massage the damaged area or rub with snow. Do not break blisters or give alcoholic drinks. Contact your physician or emergency room immediately.

HEAD INJURY/CONCUSSION

Usual symptoms of simple concussion include headache, slight dizziness, queasy stomach or vomiting. These usually require an ice pack to the head and rest. Observe for any severe symptoms such as unusual drowsiness, unequal pupils, persistent vomiting, confusion and lack of coordination. If one or more of these conditions are present, immediately seek medical care.

INSECT BITES AND STINGS

Bee or wasp sting - Try to remove stinger by gently scraping with a clean knife blade. Cleanse with soap and water and apply an ice compress to reduce swelling. If person has an allergic reaction (will happen within 30 minutes), hives, itching all over, wheezing, vomiting or a history of allergic reaction, follow directions on bee sting kit, if available. Call for emergency help.

Tick bite - Cover the insect's body with a heavy oil or lighter fluid and allow to remain for about 20 minutes. Carefully remove with tweezers, being sure to remove all parts of the insect. Scrub area with soap and water.

Itchy bites - Use hydrocortisone cream, calamine lotion or rubbing alcohol.

NOSEBLEED

Have person sit down and lean forward. Pinch nose and have person breathe through the mouth. Or pack bleeding nostril(s) with gauze and pinch. If bleeding persists, call a doctor.

POISONING

Don't force to vomit immediately. Call poison control. Tell them what substance and how much was swallowed. Take the bottle or package to the phone when you call. Directions on the container may not be up to date. Always follow the instructions given by the poison control center. Do not give the patient fluids or cause to vomit if unconscious or in convulsions. Call for emergency help.

SHOCK

Have person lie down, loosen clothing and cover to prevent loss of body heat. Be cautious not to overheat. Check pulse rate and seek professional help.

SPLINTERS

Tweezers remove most splinters easily, but a physician should remove deeply embedded splinters. If the length of the splinter is visible under the skin, use a sterilized needle to slit the skin over the splinter and pull out the splinter with the tweezers. Clean the wound.

SPRAINS & STRAINS

Elevate the injured joint to a comfortable position. Apply an ice bag or a cold compress over the sprain to reduce pain and swelling. Ability to move does not rule out fracture. Person should not bear weight on a sprain. Sprains that continue to swell should be examined by a physician.

UNCONSCIOUSNESS

When person cannot be aroused, lay in a flat position and make sure the victim's airway is clear. Check pulse rate. If no pulse is felt, begin administering CPR. Keep the person comfortable and warm. Never give an unconscious person food or liquid. If vomiting occurs, turn head to the side to prevent choking on inhaled vomitus. Call for medical help.

ABCs OF LIFE SUPPORT

This emergency first aid procedure consists of recognizing stoppage of breathing and heartbeat — then applying cardiopulmonary resuscitation (CPR). This involves: (A) opening and maintaining person's airway; (B) rescue breathing; (C) providing artificial circulation by external cardiac compression (heart massage).

A Airway open. Turn person on back and quickly remove any foreign matter from mouth. Place your hand under person's neck and lift, tilting head back as far as possible with other hand. This opens an airway.

B Breathing restored. If person is not breathing, place your mouth tightly over his or hers, pinch nostrils and blow into mouth until you see the chest rise. Remove your mouth. Give two breaths and check for neck pulse (see C below). If pulse is present, continue rescue breathing at a rate of 12 times per minute.

C Circulation maintained. Quickly feel for neck pulse: Keeping person's head tilted with one hand, use middle and index fingers of other hand to feel for carotid pulse in neck artery under side angle of lower jaw. If no pulse, start rescue breathing and external cardiac compressions.

Person's back should be on firm surface. Place heel of your hand on lower breastbone (about 1 1/2 inches up from the tip), with fingers off chest and other hand on top. Gently rock forward, exerting pressure down, to force blood out of the heart. Release pressure. Alternate (B) breathing with (C) circulation.

Two rescuers: Give 60 chest compressions per minute — one breath after each five compressions. One rescuer: Perform both artificial circulation and rescue breathing, giving 80 chest compressions per minute — two full breaths after each 15 compressions.

For small children and infants: Cover nose and mouth with your mouth, blow gently, 20 times per minute. For compressions, use only heel of one hand for children, only the tips of index and middle fingers for infants. Give 80 to 100 compressions per minute, with one breath after each five compressions.

Iowa Methodist Medical Center
Emergency Department
1200 Pleasant Street
Des Moines, Iowa 50309
(515) 241-6423



METHODIST
& LUTHERAN
TOWA HEALTH SYSTEM

Iowa Lutheran Hospital
Emergency Department
700 E. University
Des Moines, Iowa 50316
(515) 263-5120

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.).	<input type="checkbox"/>	<input type="checkbox"/>	
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.	<input type="checkbox"/>	<input type="checkbox"/>	
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.	<input type="checkbox"/>	<input type="checkbox"/>	
4	The operation has an Emergency Response Plan, that is reviewed by owners and employees on a regular basis.	<input type="checkbox"/>	<input type="checkbox"/>	
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.	<input type="checkbox"/>	<input type="checkbox"/>	
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.	<input type="checkbox"/>	<input type="checkbox"/>	
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.	<input type="checkbox"/>	<input type="checkbox"/>	
8	Employees have a method to contact other employees in other areas of the operation in case of emergency.	<input type="checkbox"/>	<input type="checkbox"/>	
9	Fire extinguishers are clearly marked and located in several areas throughout the operation.	<input type="checkbox"/>	<input type="checkbox"/>	
10	There is a fire evacuation plan and fire safety plan in place and all employees are trained on these plans.	<input type="checkbox"/>	<input type="checkbox"/>	
11	All exits are clearly marked and free of obstructions in areas where guests will be present. Guest areas have working smoke detectors.	<input type="checkbox"/>	<input type="checkbox"/>	
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.	<input type="checkbox"/>	<input type="checkbox"/>	
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?	<input type="checkbox"/>	<input type="checkbox"/>	

(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.	<input type="checkbox"/>	<input type="checkbox"/>	
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.).	<input type="checkbox"/>	<input type="checkbox"/>	
16	There is a sturdy shelter available, with a capacity greater than the number of guests, for protection from weather hazards.	<input type="checkbox"/>	<input type="checkbox"/>	
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.	<input type="checkbox"/>	<input type="checkbox"/>	
18	There is an operational weather radio monitored during the times that guests are present on the operation.	<input type="checkbox"/>	<input type="checkbox"/>	
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.).	<input type="checkbox"/>	<input type="checkbox"/>	
20	Employees are trained to check guests for appropriate clothing and other items they may need.	<input type="checkbox"/>	<input type="checkbox"/>	
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.	<input type="checkbox"/>	<input type="checkbox"/>	
22	Guests are offered drinking water and encouraged to drink frequently.	<input type="checkbox"/>	<input type="checkbox"/>	
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.	<input type="checkbox"/>	<input type="checkbox"/>	

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. Tornadoes
 - 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 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.

Emergency Response Poster

Agency	Number	Alternate Number (if applicable)
EMS		
FIRE		
Law Enforcement		
Poison Control		
Physician		
Veterinarian		
Animal Control		

FARM INFORMATION

Address:

Phone:

Alternate Phone:

Directions to Farm:

Emergency Lead Person:

Responsibilities of key people:

FIRE EXTINGUISHER LOCATIONS

FIRST AID KIT LOCATIONS

Source: www.safeagritourism.com/Resources. Adapted from resources provided by the North Carolina Agromedicine Institute, with funding provided by the National Institute for Occupational Safety and Health (NIOSH) Award 5U540H009568-04 through a grant from the National Children's Center for Rural and Agricultural Health and Safety (NCCRAHS)



GROWING • HEALTHY • FAMILIES

www.therockranch.com

706-647-6374

Ranch Hand Handbook

"To be faithful stewards of all that is entrusted to us"

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Welcome to The Rock Ranch!

You have just joined a highly selective team with great expectation. The family in which you are now a part is one that will give you the opportunity to influence thousands of lives. We are honored that you have chosen to help us provide safe, quality family entertainment.

Through entertainment and service, through the examples we set with our attitudes, our smiles and our acts of kindness, we will together create life memories for the families that visit and hopefully for you as well.

We expect that you are a person of honor and character and trust you to personally grow while impacting our guests and your team mates at The Rock Ranch.

As an employee at The Rock Ranch, you should now consider yourself a “ranch hand.” From entering the gates of The Rock Ranch until the time you leave, whether you are in sight of our guests or not, you are “on stage.” Mold your thoughts and actions accordingly.

Congratulations and welcome!



About the Owner

S. Truett Cathy once said “Nearly every moment of every day we have the opportunity to give something to someone else - our time, our love, our resources. I have always found more joy in giving when I did not expect anything in return.”

Born March 14, 1921 in Eatonton, GA., S. Truett Cathy began the legacy that has grown to include over 1500 Chick-fil-A restaurants in 38 states and California. Chick-fil-A, Inc. has reported 43 consecutive years of annual sales increases and reached 3.5 billion in total sales in 2010. Truett Cathy began his entrepreneurial success in 1946 when he and his brother Ben opened The Dwarf Grill in Hapeville.

His business milestones are only a portion of the Truett Cathy legacy. Baseball great and war hero Jackie Robinson once said, “A lifetime isn’t significant except for its influence on other lives.” If measured by this philosophy, Truett Cathy’s life, thus far, has been quite significant. He has been a father, friend, philanthropist, teacher and role model to a multitude of beneficiaries. Mr. Cathy has taught Sunday school for over 50 years at First Baptist Church of Jonesboro. He has given to numerous charities, awarded 26 million dollars in \$1,000 scholarships to Chick-fil-A employees and he gives 20 to 30 \$32,000 scholarships annually for selected Chick-fil-A employees to attend Berry College. Also at Berry College are the Winshape Marriage Retreat and Winshape Camps which hosts 1800 campers each summer. Perhaps his most notable contribution is the establishment of 11 foster homes that have provided long-term foster care for Mr. Cathy’s dozens of “foster grandchildren.” The legacy of Truett Cathy certainly is one of service, generosity and stewardship.

About The Property

The Rock Ranch is a 1550 acre working cattle ranch. The ranch was first owned by Ben Butts from the early 1940's until the late 1950's. Butts, had most of the barn structures built that remain today. In the late 50's, Harry Cleveland, founder of Cleveland Electric Company in Atlanta purchased the property and sold it to Reed Blackwell in 1964.

Reed Blackwell, owner of Gordon Foods, enjoyed entertaining guests. He had a 12 foot full moon built and placed on a 75 foot pole across the pond from a building called the lodge, so his guests could always enjoy a full moon at their gatherings. The moon reflected on the pond and used 18 fluorescent light bulbs to illuminate. Blackwell entertained guests from grocery store chain owners to movie stars. One guest who enjoyed this property was Susan Hayward who started her acting career in the late 1930's in Busby Berkley films and went on to star in many movies including the movie Rawhide. Reed Blackwell had the pool installed in 1970 along with most of the other housing and storage structures on the property. The largest polled Hereford herd in the state found its home here. At that time the property was called The Rock Hereford Farms.

Reed Blackwell's daughter Angela Kennedy lived in the home on the property known as "Rock Hill." Angela raised her 3 children there that all remain active figures in local and national news media. Kimberly Kennedy is a former Channel 11 news anchor and an author of books on entertaining. She hosts a late night TV magazine called "Hot Topics." Kathleen Kennedy is a news anchor for CNN Headline News, and Arch Kennedy is a weather man for Channel 9 News in Orlando, Fla.

Truett Cathy purchased the property in 1989 from the Reed Blackwell estate. The name of the ranch was change to The Rock Ranch, and we switched from Hereford to Brangus cattle.

Extensive renovation has taken place on all of the original structures.

Our agritourism venture began in 1994 with a small petting zoo behind the office and grew to include company picnics, field trips, special events like Celebrate America and Fall Family Fun Days.

About The Rock, GA

“Put my mail in the hole in that rock.”

These were the words of Dr. James Anderson to the stagecoach driver in 1816. The rock he was referring to was a piece of blue granite located across the “old federal road” from his house. On the stagecoach route, the location became a convenient place to drop off the mail for area families and save them a trip to town. People started using the rock as a reference point, making comments such as, “I live 2 miles from the rock” or “I have to make a trip to the rock today.” In 1854, the actual rock was dynamited to make room for State Road 36 which replaced the stage coach route and the muddy wagon trail. Without the rock to deposit mail in, the first post office for the town of The Rock, GA was built. A monument was erected in the location of the original rock by the Daughters of the American Revolution to commemorate the site.



Our Mission and Purpose

Our mission is to use all the resources entrusted us by God to cultivate positive life memories for families in a safe agricultural environment that fosters fun, education and growth.

Our purpose is “Uniting families with the land and each other.”

Through a blend of education, entertainment and agriculture known as “**Agritourism,**” and with core values based on Christian principles, we strive to serve as a quality venue for wholesome family fun and enrichment.

Our Responsibilities

It is **our responsibility** to glorify God by being faithful stewards of all that is entrusted to us and to have a positive influence on all who come in contact with The Rock Ranch.

It is **our responsibility** to ensure safety for our guests and fellow ranch hands.

It is **our responsibility** to exceed our guests’ expectations.

It is **our responsibility** to look for opportunities to create life memories.

It is **our responsibility** to support fellow ranch hands in working as a team.

It is **our responsibility** to preserve the cleanliness and beauty of The Rock Ranch.

Our Core Values

Second Mile Service - Go the extra mile, the customers are our business and our mission, never let a customer get a “that’s not my job” attitude from any ranch hand. It is our responsibility to always exceed our guests’ needs. Truett Cathy once said, “I built my business with people other places ran off.” We must be better than average to make a difference.

Working Together - You are likely to get frustrated at someone or something over the next several weeks. Go ahead and get over it. If it is a serious issue, tell a supervisor and we will approach the issue seriously. But, if it is a he said / she said nany-nany boo boo thing we’ll call the waaaambulance for you and chant a little ditty. You are mature enough to get along in a job that is made to be fun. It is our expectation that you will always conduct yourselves maturely.

Continuous Improvement - Today’s successes are the beginning of tomorrow’s good ideas. We must constantly share ideas to grow and improve. Dream big and share your ideas with us!

Personal Excellence - Do your very best whether you are leading a group or picking up trash. Be an example for others by doing what is right, not what is popular.

Stewardship - We are trusting you with our resources. Use your time, energy and everything at your disposal responsibly. If any piece of property (vehicle, equipment, etc) is damaged and you are aware of it or involved in the accident that damaged it, you must immediately notify a supervisor or manager.

More Important than grass and cows

Smile - Greet each and every guest. Smile and say, “Hi, Welcome to The Rock Ranch.”

Always make eye contact *with each guest* that you interact with, turn your body toward that guest and greet them with a smile.

Treat every guest as an individual. Though you may speak to hundreds or thousands in a day, each guest is equally as important as the next. Be personable and answer any question the guest might have.

“My Pleasure” is always the preferable response when being given a compliment or being told thank you. Yeah, ugh, no problem, sure thing and even “thank you” is not adequate. Everyone should know that it is “my pleasure” to serve.

Encourage – Compliment everyone all day long about everything. Thank everyone for something whenever you can. Get to know someone new every day. Find different ways to be creatively kind. Truett Cathy often asks folks “How do you know when someone needs encouragement?” Answer: “When they are breathing!”

Seek out guest contact. You are the show. Remember it is our ranch hands and second mile service that sets us apart.

Thank each and every guest. Every chance you get, thank the guests for their feedback, compliments, purchases, and for coming to The Rock Ranch. Always show your appreciation!

Provide immediate service recovery. We are in the business of providing an experience—a lasting memory, and we want that memory to be a positive one. If there is a factor that interferes with the experience of a guest and creates a negative emotion, it is our responsibility to take that opportunity and turn it in to a positive one. For example - if a child drops an ice cream, you should cheerfully go and calm the child and speak to the parents. Then console them and take them to the ice cream stand and replace the ice cream. By improving the negative situation, you not only created a positive emotion but you also showed that you care about that person. This is how we create life memories for the guests of The Rock Ranch.

Display appropriate body language. Remember, you are on stage and there is always someone watching you. Your posture should reflect that you are enjoying what you are doing, and your facial expression should reflect joy.

Be knowledgeable. Know your surroundings. Know where things are located, information regarding the history of The Rock Ranch and details about attractions and animals. You are the Farmhands and our guests will look to you for answers, directions and, of course, service.

Cleanliness. Regardless of your role you are required to help preserve The Rock Ranch environment. If God didn't put it there, no member of this cast should step over it. Picking up trash that we notice is part of guest service. A clean environment is a selling point for The Rock Ranch.

Respect fellow ranch hands- Always remember to criticize in private and compliment in public. We all are on the same team striving to reach the same goal. Lift one another up with compliments when a fellow ranch hand is doing a good job. If there is an issue that needs to be addressed, have the respect to discuss it in private behind closed doors. Remember this is a family environment and we are all on stage. Never let a guest see a negative display of emotion.

Never say “I don’t know” - At The Rock Ranch we will be asked many questions by our guests, and we will not know the answer to all of them. However, we never say “I don’t know.” Always answer “Please let me find out for you” and then find out promptly and follow through with the needed information.

Respect children and don’t talk down to them. Always talk to a child as a significant person. Respect his comments and answer questions with careful thought. Do not push him away with your tone or body language. Bend your knees and get down on eye level when talking to a small child.

Help police the premises - Be observant of anything that might detract from a guests’ experience. We are a non-smoking and alcohol free environment. No profanity will be tolerated. If you see a guest who is breaking a policy of The Rock Ranch do not approach him yourself. Contact a member of the management team.

Have responsible fun and take pride in being the best. Truett Cathy once said, “An average employee is a poor position to be in. Average means you are at the bottom of the best and at the top of the worst.”

Ranch Hand Policies

Cellphones

Cell phones use is not permitted while you are working at The Rock Ranch. This includes texting. Cell phones should be kept out of site when you are on duty. You may make calls if you have time during a break. Some roles will require the use of radios, which are only to be used for work related communication. Radios should never be used when you are engaged in conversation with a guest. Pagers, PDA's, Ipods and other electronic devices are prohibited.

Stealing

Stealing is anything other than good stewardship of all resources entrusted to us. Misuse of any resource or taking anything you did not purchase is stealing. Taking food from the warmer (even just one French fry), borrowing a tool to take home, taking money, removing items from the gift shop (ex. t-shirts, Tylenol), or just not being productive while you are on the clock—these are some examples of stealing.

Smoking

Ranch hands are not permitted to smoke or use smokeless tobacco at any time while working at The Rock Ranch. Smoking does not fit the example we wish to provide.



Gratuity

The Rock Ranch ranch hands are not allowed to accept tips from guests. It is our business to exceed expectations. If a guest offers you a tip, thank him for the compliment and advise him that you must respectfully decline the gratuity. If he insists, respectfully decline once again and explain that it is a pleasure to provide him with service. If he again insists, you may accept the tip so you are not viewed as providing poor quality service or insulting the guest through your refusal. For example, if a parking ranch hand carries a stroller to the tram loading area for a mother whose hands are full he should not accept a tip if one is offered, unless he has refused the tip twice previously.

Garbage

A significant component of show quality is general cleanliness. While each ranch hand is assigned to a particular team, we are all members of The Rock Ranch Litter Getter Patrol (LGP). It is our responsibility, duty and job to keep The Rock Ranch beautiful. No one should walk past a piece of trash and not pick it up. If a garbage can is overflowing or nearly full and a ranch hand can successfully remedy the problem without neglecting guests, the trash bag should be tied up and changed. Furthermore, if any guest appears to be finished eating and has trash at the table, any ranch hand available should offer to clear the table for the guest.



General Information

Pets

Service animals are always welcome. Pets are not permitted at The Rock Ranch unless we are holding a special event that includes pets.

Smoking

The Rock Ranch is a smoke free environment. Guests are expected to smoke only at the designated smoking areas.

There is absolutely no smoking in or around the maze. Ranch hands should politely advise guests that smoking is a safety hazard and ask them to extinguish the cigarette immediately.

Guests seen smoking anywhere on The Rock Ranch property other than designated smoking areas should be asked to extinguish their cigarette or move promptly to the smoking area if it is near.

Ranch Hand Dress Code and Appearance

Uniform

You will receive a uniform shirt from The Rock Ranch that is to be worn when working. This shirt is to be laundered and wrinkle free. Your shirt is to be tucked in at all times with neat shorts, pants, or blue jeans and a belt. Shorts should not be more than 6 inches above the knee.

Always wear your name tag. It is a part of your uniform.

Shoes

Wear shoes that protect your feet. Remember this is a farm with potential hazards. No flip-flops.

Undergarments

Appropriate undergarments should be worn at all times and should not be visible at any time.

The Waist Line

Pants and shorts are to be worn at the waist line. Low riding or low cut pants or shorts are not acceptable. No pants or shorts should be worn in a manner that allows any part of ones undergarments to be visible.

Tattoos

Please discretely cover visible tattoos. The use of bandages to conceal tattoos is not permitted.

Sunglasses

You may have sensitive eyes and need to wear sunglasses or prescription glasses that are tinted. Dark glasses prevent eye contact with our guests. If you must wear them, take them off when speaking to or interacting with our visitors.

Hats

If you feel it necessary to wear a hat, it should be tasteful and properly worn.

Jewelry

Rings, earrings, and conservative style wrist watches are permitted in moderation. No visible body piercing i.e. tongue rings, nose rings or lip rings are acceptable.

Gum

Just as sunglasses can create a barrier between ranch hands and guests, so too can smacking chewing gum. Chewing gum is permissible; however, ranch hands must be discrete in their chewing habits.

Personal Hygiene

Due to constant close contact with guests and fellow ranch hands in an outdoor environment and often in warm temperatures, the use of antiperspirant or deodorant is necessary. Conversely, the use of heavily scented fragrances is discouraged. If you choose to wear a fragrance product such as perfume or scented lotion, please be courteous and choose a light scent. Some guests and co-workers may be sensitive to fragrances.

Fingernails

Fingernails should be kept clean and trimmed. Fingernail polish should be natural in color.

Hair Coloring

Any hair coloring must be natural in color. No extreme dyeing of jet black or unnatural colors please.

Hair Style (Men)

Hair must be neatly cut and may not cover any part of your face. Hair products may be used to create a natural looking style. Sideburns should be neatly trimmed. Chops or flared sideburns are discouraged unless you are Elvis.

Facial Hair

Having a beard or mustache is discouraged. However, if a ranch hand has facial hair, it should be neatly groomed and well kept. It should be even and symmetrical. Those who are clean shaven should take care to avoid too much of a rough or stubble look.

Hair Style (Women)

Hair should be kept neatly combed and an easy to maintain hair style. Longer hair should be kept pulled back so it may never block your face. Conservatively braided hairstyles are fine. Hair products may be used to create a natural style.

Hair Accessories

Hair barrettes, scrunchies and clips are acceptable and may be used for the sole purpose of holding ones hair back. These items should be neutral in color and not worn in large quantities. Hair containment is required when working with food products.

Using Good Judgment

Keep in mind that you are part of a show. Anything that could be potentially distracting or offensive to any guest should be voided. If clarification is needed, ask a member of the management team for help.



Appearance Discipline Policy

1st deviation - We'll ask you verbally to straighten up what is wrong either at that moment or certainly before your next shift.

2nd deviation - We'll ask you again and just to be sure you "herd" us, we'll write it down in your employee file, ask you to sign it, and ask that you fix the problem ASAP. We might even send you home off the clock to fix it.

3rd deviation - We'll ask you to go home so you can look for a job where nobody cares.

Employment Policies

In stewardship of our reputation, the reputation of the Cathy family, and in consideration of sensitivity, safety, and care of our two Winshape foster families, as well as inviting the public to farm experiences, it is **NOT** our practice to employ known convicted felons.

Employment Process and Necessary Forms

Once your application has been reviewed and you have been notified that you are employed, you must fill out all forms in the new hire packet.

You will need a checking account in your name for direct deposit and you must provide a voided check to set up payment into your account.

A valid driver's license and a social security card or valid passport are required.

Wages and Salary

Equal Opportunity

The Rock Ranch, LLC is an equal opportunity employer and does not discriminate on the basis of race, color, religion, sex, national origin, age, disability, military status, or any other factor prohibited by applicable law.

Individual Pay

Your pay is influenced by 4 factors:

1. Minimum wage
2. The nature and scope of your role.
3. The rate other employers pay for a comparable job.
4. Individual qualifications and performance.

There is always a possibility for an *increase* in responsibility and compensation based on performance. Seasonal or part-time employees' performance will affect their rehire status with The Rock Ranch and influence your rehire rate.

Pay period and hours

Paychecks are directly deposited bi-weekly into the checking or savings account that you specify. For example: The pay period begins on Mon, Sept. 12 and ends on Sun, Sept. 25. The direct deposit goes into your account Fri, Sept 29.

Overtime

Overtime pay does not apply in agricultural settings.

Performance and Conduct Evaluations

Performance evaluations will be conducted randomly and without notice as you are expected to adhere to The Rock Ranch business standards at all times. Performance evaluations will be completed during the everyday working environment. You will be evaluated on all items in this manual and will be evaluated regularly on guest service.

Seasonal Employment

Employment at The Rock Ranch is seasonal. Each employee will be required to sign a Seasonal Employment Acknowledgement Form yearly.

At Will Employment

All employment and compensation at The Rock Ranch is “at will” which means that your employment can be terminated with or without cause and with or without notice. This is the option of The Rock Ranch, LLC unless otherwise provided by law.

Terminating Your Position

In addition to those policies set forth thus far in this manual, other offenses that could result in termination include but are not limited to insulting, arguing, use of profane language, possession of alcohol or illegal substances, discourtesy to guests, damaging company equipment, causing bodily injury to another person or conviction or plea of a felony or misdemeanor.

A two (2) week notice is requested and expected in the event that you intend to discontinue your employment at The Rock Ranch.

Scheduling

Scheduling will be handled through www.whentowork.com. It is the ranch hand’s responsibility to check his or her email and the When To Work website for his work schedule and any messages. Time off requests should be made 2 weeks in advance through When To Work.

Seasonal Ranch Hands, please remember we are asking you to commit to the season with us and avoid absences whenever possible.

Absences and Tardiness

If you are going to be absent from work PLEASE call and notify a member of The Rock Ranch management team prior to the day you are scheduled to work (if possible.)

A NO CALL/NO SHOW WILL LIKELY RESULT IN TERMINATION.

It is expected that if you will be late for your shift, call and make a management team member aware.

Multiple instances of tardiness or absence could result in termination.

Absence from work on 2 consecutive days without notification is considered job abandonment.

Time Cards

By law we are required to keep accurate records of the time worked by employees. This is done electronically.

Your time card must be swiped by you at the beginning and end of each shift. No one else is allowed to touch or swipe another ranch hand's time card.

When you swipe your time card, make sure the clock says "accepted." If it does not, try again.

If you forget to swipe the card, you must notify the office manager immediately. Multiple instances of failure to swipe ones card can result in a loss of hours.

Tampering with or swiping another ranch hand's time card is not permissible.

Ranch hands may not clock in more than **15 minutes** prior to the scheduled work time.

Harassment

The Rock Ranch, LLC intends to provide a work environment that is pleasant, healthy, comfortable and free from hostility, intimidation and other offenses which might interfere with work performance. Harassment of any kind - verbal, physical, sexual or visual - will not be tolerated. Any one believing he or she has been harassed should immediately report the incident to a member of the management team. Offenders are subject to legal charges and termination.

Drug Testing

The Rock Ranch reserves the right to request from each employee the participation of a drug test at no charge to the employee. These tests may be conducted randomly and at an approved medical facility.

Use of Characters and Company Material

It is the policy of The Rock Ranch that trademark names, characters, symbols, stationary bearing symbols, policies, programs or any other intellectual properties may only be used with written authorization in connection with official company business and may not be used to imply that the company endorses or sponsors any other business, program, product, service or organization.



Sexual Harassment Policy

The Rock Ranch believes that you should be afforded the opportunity to work in an environment free of sexual harassment. Sexual harassment is a form of misconduct that undermines the employment relationship. No employee, either male or female, should be subjected verbally or physically to unsolicited and unwelcomed sexual overtures or conduct.

Sexual harassment refers to behavior that is not welcome, that is personally offensive, and that debilitates morale and, therefore, interferes with work effectiveness.

Behavior that amounts to sexual harassment may result in disciplinary action, up to and including dismissal.

Definition

The Rock Ranch has adopted, and its policy is based on, the definition of sexual harassment set forth by the Equal Employment Opportunity Commission (EEOC). The EEOC defines sexual harassment as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

- submission to such conduct is made either explicitly or implicitly a term or condition of your employment
- submission to or rejection of such conduct by you is used as the basis for employment decisions affecting you
- such conduct has the purpose or effect of unreasonably interfering with your work performance or creating an intimidating, hostile or offensive working environment.

Employer's Responsibility

The Rock Ranch wants you to have a work environment free of sexual harassment by management personnel, by your coworkers and by others with whom you must interact in the course of your work as a Rock Ranch employee. Sexual harassment is specifically prohibited as unlawful and as a violation of The Rock Ranch's policy. The Rock Ranch is responsible for preventing sexual harassment in the workplace, for taking immediate corrective action to stop sexual harassment in the workplace and for promptly investigating any allegation of work-related sexual harassment.

Complaint Procedure

If you experience or witness sexual harassment in the workplace, report it immediately to Jeff Manley or the HR Director. You may also report harassment to any other member of The Rock Ranch's management or ownership. All allegations of sexual harassment will be quickly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of that investigation.

Retaliation Prohibited

The Rock Ranch will permit no employment-based retaliation against anyone who brings a complaint of sexual harassment or who speaks as a witness in the investigation of a complaint of sexual harassment.

Written Policy

You will receive a copy of The Rock Ranch's sexual harassment policy when you begin working for The Rock Ranch. If at any time you would like another copy of that policy, please contact Jeff Manley or the HR Director. If The Rock Ranch should amend or modify its sexual harassment policy, you will receive an individual copy of the amended or modified policy.

Penalties

Sexual harassment will not be tolerated at The Rock Ranch. If an investigation of any allegation of sexual harassment shows that harassing behavior has taken place, the harasser will be subject to disciplinary action, up to and including termination.



Responsibility to Parent and Partner Companies

The same policy regarding intellectual properties extends to our parent, partner and sponsor companies. All material and possibly sensitive information regarding these companies and their intellectual property should be closely guarded and not verbally disseminated to anyone.

Child Care

It is not permissible to bring children to work. If a ranch hand's child attends an event at The Rock Ranch the child must be accompanied by an adult that is not currently working and the child may not interfere with any ranch hand's responsibilities.

Internet Use

The internet is intended to be used as a job tool. Personal use or the viewing of inappropriate material is not permitted.

Employee Pricing

Ranch hands will receive a 25% off discount for concessions. This discount is only valid for food purchased for the employee, not friends or family members. Ranch Hands may either purchase food for lunch and dinner or bring their own.



Safety

Guest Safety

Our primary goal for providing a quality experience for families is to ensure safety.

It is our responsibility as ranch hands to create a safe environment for guests and fellow ranch hands.

We should always immediately report any potential safety hazard to a member of the management team and should never allow guests to enter into a potentially unsafe situation.

We should properly maintain company property and equipment.

We should comply with all food safety measures.

Be aware and patrol your area. Look for potential threats and correct or report them to the proper authority.

Encourage co-workers to work safely.

Personal Safety

Always be aware of your surroundings.

Use caution in wet or slippery areas.

Be cautious on steps, inclines or working in high places.

Keep your shoes tied.

Turn on lights when entering a dark place, hold handrails and clean up spills immediately.

Avoid hot surfaces and electrical sources.

Do not run or horseplay.

Avoid carrying oversized items alone.

Do not stand on chairs or other unstable objects.

Always watch for potential hazards.

Use good judgment when choosing a course of action.

Water Elements

All lifeguards must have current lifeguard certification and be trained in CPR. The lifeguard on duty has the responsibility to create a safe environment with which he/she is comfortable. Management should be notified immediately if the lifeguard does not feel that he/she can properly complete his duties on a particular day.

There is to be no running by guests or ranch hand around wet or slippery surfaces and no diving in the pool.

No electrical sources should be allowed in proximity of a water element.

Lifejackets are required to be worn at all times by persons using the peddle boats.



Parking

When working around automobiles it is necessary to always be alert. Make sure guests walk in front of the parked rows of vehicles rather than in the flow of incoming traffic. Make sure all vehicles follow directional signs and parking instructions as much as possible.

Burns

It is imperative that all food measures are followed with unyielding consistency. We must prevent any deviation from the highest quality of food service possible. We must remain aware of our surroundings and be diligent in exercising caution against potential burns. When dealing with the popcorn cart, funnel cake machine, and grill, one must be extremely careful to keep from sustaining a burn. If a ranch hand experiences a burn, first aid personnel and management should be notified immediately.

Food

It is imperative that all food measures are followed with unyielding consistency. We must prevent any deviation from the highest quality of food service possible. We must remain aware of our surroundings and be diligent in exercising caution against potential burns. When dealing with the popcorn cart, funnel cake machine, and grill, one must be extremely careful to keep from sustaining a burn. If a ranch hand experiences a burn, management should be notified immediately.

Heat Stress

Excessive heat from activity or hot weather can place abnormal stress on your body. It is important to remain hydrated. You must frequently replenish lost bodily fluids by drinking plenty of water. Seek medical attention if you experience muscle cramps, dizziness, nausea, weakness or if perspiration stops. It is fine to have a water bottle at your work station but please be discrete while working with guests.

Weapons

Guns should never be brought to The Rock Ranch by ranch hands. However, as this is a working farm environment, the use of guns may occasionally be required by full-time employees who are authorized by a member of the management team. Small pocket knives and all purpose tools are acceptable.

Animals

In a working farm environment, it is necessary to respect the animals on the property. Remember that domestic animals are unpredictable and you should never turn your back on any farm animal. Avoid standing or allowing guests to stand near the rear legs of an animal as they could kick. Always wash your hands and make sure guests wash their hands after petting or feeding any farm animal to prevent any potential illness.



Equipment Operation

All equipment at The Rock Ranch is required to be inspected prior to each use and logged in an inspection log. Any member of The Rock Ranch staff that notices a potential hazard on any vehicle, trailer or piece of equipment must immediately notify a member of the management team and make sure that equipment is not used until the hazard has been remedied.

Always wear your seatbelt.

Drive safe speeds and use caution, especially around other people or uneven terrain. If you are kicking up dust, you are going too fast!

Sit properly in an approved seat.

Keep hands, feet and head inside the vehicle at all times and make sure guests do the same.

Always yield to pedestrians.

Use directional signals either on the vehicle or hand signals.

Familiarize yourself with a vehicle or piece of equipment before using it. Do not use a piece of equipment unless you have been trained and checked out by a member of the management team.

Avoid steep slopes, racing, or horse playing.

Do not leave an unattended vehicle running.

Always use caution when in proximity of vehicles or heavy equipment.

Power Tools

Only operate power tools if you have been trained and checked out by a member of the management team on a particular piece of equipment.

Inspect tools before use.

Wear appropriate protective equipment.

Do not use equipment when wearing loose clothing or with wet hands.

Blood borne Pathogens Plan & Exposure Procedure

Both HIV and Hepatitis B can be spread through blood and other body fluids, thus, it is necessary to refrain from being exposed to these substances.

Any employee administering first aid to another individual shall use personal protective equipment prior to providing first aid. In addition, the employee shall clean hands before and after with a germicide liquid or wipe.

Personal protective equipment may include the following: medical gloves, mask, foot covering, aprons, or complete encapsulated medical suits.

All dressings, bandages, cloths, medical gloves, etc that may contain blood or any body fluids shall be placed in a RED Bio-Hazard bag immediately. This bag shall then be given to the safety director.

The safety director shall be responsible for removing and transporting the biohazard waste bag to the Mid Georgia Ambulance station for disposal at a medical facility.

Any employee who is exposed to a bio-hazard/blood borne pathogen shall immediately notify the safety director and/or his/her supervisor. Such employee shall be decontaminated with approved germicide liquid or for major contamination which would include the eyes, lips, mouth, or soaked clothing, EMS shall be notified and the patient transported to the local emergency facility for decontamination.

Contaminated clothing shall be removed immediately and placed in a bio-hazard bag and tagged "clothing." This bag shall be transported with the patient to the medical facility. Upon employee removing contaminated clothing, employee will be provided a blanket to wrap in while awaiting arrival of an ambulance.

Job Types

Custodial

Everyone employed at The Rock Ranch is expected to fulfill this responsibility simultaneously with any other duty. Those filling this position must be familiar with the ranch, be friendly and able to answer guests' questions, be self motivated and dedicated to preserving the beauty of the property. Tasks include wiping down tables, collecting garbage, and general maintenance of the grounds.

Food Service

Those in these positions must provide quality interpersonal service to guests while working smoothly in a team setting to promptly fill concession orders by preparing a superior food product. Cooking, cash handling, food safety, cleanliness, team orientation and an attention to detail are all necessary abilities when serving in this role.

Attractions Attendant

Many positions fit this category and the skills needed to be successful in these roles are a friendly disposition, an ability to speak to groups of people and give directions, ensure safety at a particular station and be energetic. Smiles and eye contact are quite helpful in sparking the connection that is so important to making each of these attractions enjoyable.

Corn Maze

These ranch hands should not be claustrophobic and will need to learn the corn maze and be able to navigate it quickly. Again, interpersonal skills and a fun energetic approach to addressing guests are important. These positions require an ability for brief public speaking, giving and enforcing directions and monitoring behavior to preserve safety.

Equipment Operator

These individuals will need prior experience operating equipment and must be safety conscious and responsible. These positions would involve driving a tractor, train or cow train or operating the carousel. Attention to detail, safety and an ability to follow directions are very important for this type of work.

Cash Handling

Responsible, trustworthy individuals who have previously worked handling cash or using a cash register may be used in one of our concessions areas. You will be required to balance your cash drawer at the end of your shift and fill out a financial sheet reporting the monies from your cash drawer.



This handbook is merely a guide to the philosophy, history, employment practices and safety procedures of The Rock Ranch LLC. No guide can answer every question, nor would we want to restrict the normal question and answer interchange among us. We ask that you read this manual carefully, refer to it when questions arise and seek answers from management if this guide does not satisfy a particular need. The Rock Ranch policies in this manual may be changed periodically as needed. If this manual is amended, you will receive updated pages.

Above all else, use good judgment and careful consideration as you interact with guests and provide a quality experience as a ranch hand of The Rock Ranch.

Exercise safety practices in all that you do as if your life and those around you depend on it.

Again, Welcome!

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.

Farm Emergency Plan

Address _____

Phone _____

Alternate Phone _____

DIRECTIONS TO FACILITY FROM FIRE/EMS LOCATION

OWNER/EMERGENCY CONTACT

NAME

PHONE

<u>TYPE OF EMERGENCY</u>	<u>CODE NAME</u>	<u>MEETING LOCATION</u>
Fire	Code _____	_____
Severe Weather	Code _____	_____
Tornado	Code _____	_____
Missing Child-no threat	Code _____	_____
Child Abduction	Amber Alert	_____
Lockdown-terror/weapon	Code _____	_____

FIRE EXTINGUISHER LOCATIONS

FIRST AID KIT LOCATIONS

Source: www.safeagritourism.com/Resources. Adapted from resources provided by the North Carolina Agromedicine Institute, with funding provided by the National Institute for Occupational Safety and Health (NIOSH) Award 5U540H009568-04 through a grant from the National Children's Center for Rural and Agricultural Health and Safety (NCCRAHS)

Farm Market / Pick Your Own

Review Date: _____

Reviewed By: _____

No.	Worksite Inspection Item	Present	Needs Correction	Date Corrected
1	Raw manure: <ul style="list-style-type: none"> • Is not used to top dress fruit and vegetable crops. • Is incorporated into the soil if used before planting. • Interval before harvesting is 90 days if edible portion of crop is not in contact with soil . • Interval before harvesting is 120 days if edible portion of crop contacts soil. 	<input type="checkbox"/>	<input type="checkbox"/>	
2	Pets and other domestic animals are kept out of crop areas.	<input type="checkbox"/>	<input type="checkbox"/>	
3	Strategies are in place to discourage trespassing by wild animals (e.g. fencing, netting, motion detectors connected to sprinklers or lights)	<input type="checkbox"/>	<input type="checkbox"/>	
4	Manure is composted to the appropriate temperature and the correct length of time.	<input type="checkbox"/>	<input type="checkbox"/>	
5	Handwashing and bathroom facilities are easily accessible to farm workers near the fields, in the processing area and in the market area.	<input type="checkbox"/>	<input type="checkbox"/>	
6	Handwashing signs are posted to remind employees to wash hands.	<input type="checkbox"/>	<input type="checkbox"/>	
7	Crates used to transport produce from the field are cleaned and sanitized before being used to transport produce to market, or new containers are used.	<input type="checkbox"/>	<input type="checkbox"/>	
8	Surfaces and equipment in processing area are cleaned and sanitized before produce is brought in and on a regular schedule (at least at the beginning and end of each day).	<input type="checkbox"/>	<input type="checkbox"/>	
9	Clean and dirty containers are stored separately and dirty containers are never placed on clean/sanitized surfaces.	<input type="checkbox"/>	<input type="checkbox"/>	
10	Clean water suitable for drinking is used to rinse produce.	<input type="checkbox"/>	<input type="checkbox"/>	
11	Vehicles used to carry animals, manure or chemicals are not used to transport produce (or are thoroughly cleaned, rinsed and sanitized).	<input type="checkbox"/>	<input type="checkbox"/>	
12	Produce is packed in covered containers, packed carefully and kept cool during transport.	<input type="checkbox"/>	<input type="checkbox"/>	
13	If used for cooling: <ul style="list-style-type: none"> • Ice is made of water suitable for drinking. • Freezer gel packs are cleaned and sanitized after each use. 	<input type="checkbox"/>	<input type="checkbox"/>	
14	Farm stands/markets are located away from the road to provide protection from distracted drivers and traffic.	<input type="checkbox"/>	<input type="checkbox"/>	
15	The front of the food stand or market entrance is clearly marked with signage.	<input type="checkbox"/>	<input type="checkbox"/>	
16	Parts of the food stand that may present trip hazards (ropes, wires, stakes, etc.) are marked with bright colors, ties, or otherwise made obvious.	<input type="checkbox"/>	<input type="checkbox"/>	

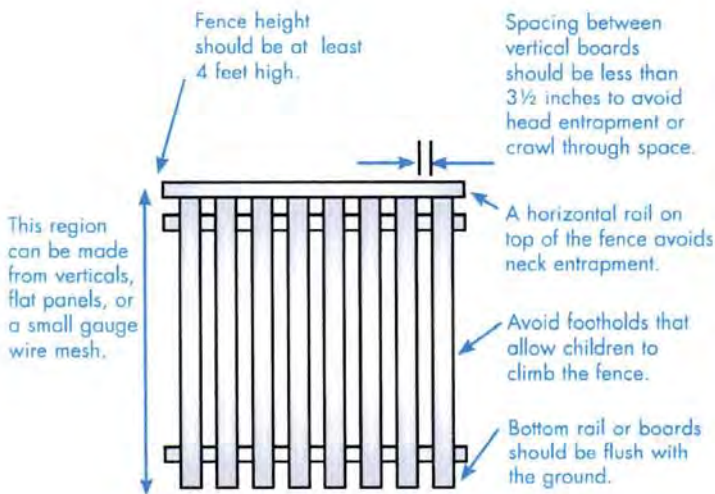
No.	Worksite Inspection Item	Present	Needs Correction	Date Corrected
17	Paths and walkways for guests are well maintained and set up to avoid congestion and keep visitors away from traffic and farm hazards.	<input type="checkbox"/>	<input type="checkbox"/>	
18	Signs are posted in guest areas indicating rules, instructions and areas that are off limits to guests.	<input type="checkbox"/>	<input type="checkbox"/>	
19	Guests are informed not to consume unwashed produce.	<input type="checkbox"/>	<input type="checkbox"/>	
20	Food samples are kept at the appropriate temperature and tongs or toothpicks are provided.	<input type="checkbox"/>	<input type="checkbox"/>	
21	Employees are trained to ensure children are supervised when present.	<input type="checkbox"/>	<input type="checkbox"/>	
22	Pets and other animals are kept out of farm markets, and signs are posted indicating that animals are not allowed.	<input type="checkbox"/>	<input type="checkbox"/>	
23	Adequate numbers of parking spaces must be available for visitors, and the parking area is located at least 75 feet away from the farm stands.	<input type="checkbox"/>	<input type="checkbox"/>	
No.	Policy/Procedure Inspection Item (policies/procedures are in place for each of the following items)	Present	Needs Correction	Date Corrected
1	A handwashing policy is in place, and employees are trained on proper handwashing techniques.	<input type="checkbox"/>	<input type="checkbox"/>	
2	A policy is in place for safe food handling and includes the following items: • Eating, drinking or tobacco use are prohibited when handling produce. • Employees who are ill or show symptoms of illness do not work with produce/food until they are free of symptoms for 24 hours.	<input type="checkbox"/>	<input type="checkbox"/>	
3	A procedure is in place for washing and transporting produce safely, and all employees are trained on this procedure.	<input type="checkbox"/>	<input type="checkbox"/>	
4	A food safety plan is in place, and all employees are trained on the plan and how to sample food safely.	<input type="checkbox"/>	<input type="checkbox"/>	

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.

Fencing Guidelines and Recommendations

Recommended Fencing	
Type of Fencing	Attributes/Concerns
Mesh	<ul style="list-style-type: none"> • Can be fitted to existing fence • Attach mesh to railing to prevent sagging • Mesh can unravel leading to ineffectiveness (reinforced vinyl borders on all 4 sides is recommended)
Panel	<ul style="list-style-type: none"> • Challenging to climb • Some models do not allow for visual supervision from outside
Privacy	<ul style="list-style-type: none"> • Challenging to climb • Difficult to visually supervise from the outside
Wrought Iron	<ul style="list-style-type: none"> • Challenging to climb • Space between vertical members must be less than 3½ inches • Avoid models with spikes – can cause puncture wounds
Chain Link	<ul style="list-style-type: none"> • Fence offers long-lasting stability • Easy to climb (can add weaving to minimize climbing) • Cover exposed points - could cause puncture wounds

Cautionary Fencing	
Type of Fencing	Concerns/Attributes
Hedge	<ul style="list-style-type: none"> • Must be thick enough to achieve boundaries • Sharp twigs – can cause puncture wounds • Requires weekly inspection for sharp twigs and holes in safe play area barrier
Galvanized Net	<ul style="list-style-type: none"> • Larger grades easily climbed - can cause head injury • Sharp points – can cause puncture/ scrapes
Chicken Wire	<ul style="list-style-type: none"> • Wire uncomfortable for fingers and toes • Sharp ends – can cause puncture wounds • Requires monthly inspection for sharp edges
Plastic Snow Fence	<ul style="list-style-type: none"> • Bendable – can cause entanglement • Fence can be easily knocked down • Children can easily crawl beneath fence • Deteriorates – need for yearly replacement



Not Recommended	
Type of Fencing	Concerns/Attributes
Split-Rail	<ul style="list-style-type: none"> • Easily climbed – can cause head injury • Easily crawled through • Spacing of horizontal members – could cause head entrapment
Welded Wire	<ul style="list-style-type: none"> • Easily climbed – can cause head injury • Bendable – can cause entanglement
Picket	<ul style="list-style-type: none"> • Easily climbed – can cause head/neck injury and puncture wounds
Garden	<ul style="list-style-type: none"> • Easily climbed – can cause head injury • Bendable - can cause entrapment

The following charts can be downloaded and printed from: <http://www.marshfieldclinic.org/safeplay/keystocreate/>



Calhoun Produce

Visit us this fall for a fun filled educational adventure!

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Monday - Friday

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Fun & Educational Field Trips

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Ashburn, GA 31714

229-273-1887

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\$6 per student includes:

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- Educational
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- Wagon tour of the farm
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encounter with farm animals
- Pig Race
- Tour of Animal Barn
- Giant Playground
- Tricycle Track
- Much much more!





5340 Cornelia Highway, Alto GA 30510
Contact: caroline@jaemorfarms.com

Fall and Spring Field Trip Information

Typical Jaemor Field Trip Schedule

- Group arrives 15 minutes early
- Unload students & other visitors, as well as lunches
- Field trip participants are broken into groups via class (no more than 45 per group)
- Groups navigate station-to-station around the farm with one Jaemor Farm's employee with them at all times
- Tour includes hayride through the farm, produce picking, observation beehive, worm composting, plus a market & cooler walk-through (1 hour)
- Groups then return to the Shed for apple cider tasting, lunch, getting lost in the mini corn maze (fall), playing farm games, & enjoying the animals at the petting zoo
- 9:30 a.m. groups eat lunch at 11:00 a.m. & leave at 11:30 a.m.
- 11:00 a.m. groups eat lunch at 12:30 p.m. & leave at 1:00 p.m. (ask about our early lunch option)

How to Book YOUR Field Trip:

Visit:

www.jaemorfarms.com/field-trip-form
OR contact Caroline at
caroline@jaemorfarms.com
[c]: 706.248.3402

*List of standards covered during field trip can be found on the back of this page

What happens if there is bad weather?

*It is the school's responsibility to decide whether or not a trip is canceled in advance due to inclement weather. Jaemor Farms cannot guarantee the availability of dates to reschedule. Should farm conditions be too muddy or there be a storm at the farm, Jaemor Farms will notify the school by 7:30 a.m. the morning of the trip to cancel/reschedule. Contact Caroline for any further questions.

IMPORTANT INFORMATION

Payment:

- \$8.00 per student/parent + tax due upon arrival
- Two teachers per 20 students are FREE
- Please bring a tax exemption certificate or email it ahead of time, or sales tax will be applied to each person; thus, the total/person will be \$8.56
- Please make additional guests (parents) aware that they should pay upon arrival
- Jaemor will accept cash, school checks & major credit/debit cards
- Children 2 and under are FREE with paid adult

Check-In Upon Arrival:

- Please arrive ahead of the scheduled start time. Jaemor Farms has the day planned and wants no one to miss any activities due to arriving late.
- All vehicles should park in the lower parking lot, on the gravel and grass area near the Shed, the first building on the right when pulling in our drive.
- Unload vehicles/buses and line up classes behind buckets in front of the Shed.
- Lunches can be unloaded as well and brought into the Shed.
- Please be aware that there could be multiple schools on any given day.

Attire:

- Outdoor attire that is comfortable and weather appropriate
- Please remember that this is a working farm, so shoes may get dirty!

Meals:

- Schools/groups are welcome to bring their own sack lunches and enjoy our picnic area under the Shed
- Total time for field trip activities and lunch is 2 - 2.5 hours
- Ask to see our Sandwich Shack menu for teacher lunches

Allergy Information:

- Jaemor Farms field trips are conducted outdoors on an actual working farm. Be aware that guests may come in contact with animals, bees, etc. Please take proper precautions.

Georgia State Standards by Grade Level

On the day of the field trip, the following standards will be covered at Jaemor Farms:

STANDARD DESCRIPTION

Kindergarten:

SKCS1.a	Raise questions about the world around them and be willing to seek answers to some of the questions by making observations and measurements and trying to figure things out.
SKE1.c	Recognize that the Sun applies heat and light to earth.
SKL1	Students will sort living organisms and non-living organisms in groups by observable physical attributes.
SSKE1	The student will describe the work that people do.
SSKE2	The student will explain that people earn incomes by exchanging their human resources for wages or salaries.
SSKE3	The student will explain how money is used to purchase goods and services.

First Grade:

S1CS1.a	Raise questions about the world around them and be willing to seek answers to some of the questions by making observations and measurements and trying to figure things out.
S1L1	Students will investigate the characteristics and basic needs of plants and animals.
S1L1.a	Identify the basic needs of a plant: air, water, light, and nutrients.
S1L1.c	Identify the parts of a plant: root, stem, leaf, and flower.
SS1E1:	The student will identify goods that people make and services that people provide for each other.
SS1E3:	The student will describe how people are both producers and consumers.

Second Grade:

S2CS1.a	Raise questions about the world around them and be willing to seek answers to some of the questions by making careful observations and measurements and trying to figure things out.
S2E3.a	Recognize effects that occur in a specific area caused by weather, plants, animals, and/or people.
S2L1	Students will investigate the life cycles of different living organisms.
S2L1.b	Relate seasonal changes to observations of how a tree changes throughout a school year.
S2L1.c	Investigate the life cycle of a plant by growing a plant from a seed and by recording changes over a period of time.
S2P2	Students will identify sources of energy and how the energy is used.
SS2E3	The student will explain that people usually use money to obtain the goods and services they want and explain how money makes trade easier than barter.

Third Grade:

S3L1	Students will investigate the habitats of different organisms and the dependence of organisms on their habitat.
S3L1.b	Identify features of green plants that allow them to live and thrive in different regions of Georgia.
SS3E1	The student will describe the four types of productive resources: <ol style="list-style-type: none"> a. Natural (land) b. Human (labor) c. Capital (capital goods) d. Entrepreneurship (used to create goods and services)

Fourth Grade:

S4L1	Students will describe the roles of organisms and the flow of energy within an ecosystem.
S4L1.a	Identify the roles of producers, consumers, and decomposers in a community.
S4L1.b	Demonstrate the flow of energy through a web/food chain beginning with sunlight and including producers, consumers, and decomposers.
SS4E1	The student will use the basic economic concepts of trade, opportunity cost, specialization, voluntary exchange, productivity, and price incentives to illustrate historical events.
SS4E1.b	Explain how price incentives affect people's behavior and choices (such as colonial decisions about what crops to grow and products to produce).
SS4E1.f	Give examples of technological advancements and their impact on business productivity during the development of the United States.
MCC4.MD.1	Know relative sizes of measurement units within one system of units including km, m, cm; kg, g; lb, oz; l, ml; hr, min, sec. within a single system of measurement, express measurements in a larger unit in terms of a smaller unit. Record measurement equivalents in a two-column table. [Most of Jaemor's fresh produce items are sold in quarts, gallons, pecks, and half bushels. All of these add up!]

Fifth Grade:

S5CS4	Students will use ideas of system, model, change, and scale in exploring scientific and technological matters.
S5CS6	Students will question scientific claims and arguments effectively.
SS5E1.b	Identify and find examples of surface features caused by destructive processes: erosion (water, rivers, oceans, wind).
SS5E1.e	Describe how trade promotes economic activity.
SS5E2.a	Describe the household function in providing resources and consuming goods and services.
SS5E2.b	Describe the private business function in producing goods and services.
SS5E3	Describe how consumers and businesses interact in the U.S. economy.
SS5E3.a	Describe how competition, markets, and prices influence people's behavior.

Fire Extinguishers

Fire extinguishers must be readily available and accessible to staff members at all times.

Locations

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____

- **Monthly inspection** should be performed and documented on the tag attached to the extinguisher.
 - Turn canister upside down, shake, and tap the bottom with a rubber mallet. This is to loosen the powder inside to prevent caking
 - Check for damage, corrosion, leakage
 - Discharge outlet is clear of obstruction, except for cotton ball to deter dirt daubers
 - Tamper seal is intact
 - No dents or damage to the extinguisher body and discharge valve assembly
 - Clean extinguisher so that instructions on name plate are clearly visible
 - Needle indicator on pressure gauge should be in the green area, pointing straight up
 - Changes in temperature may cause the pressure gauge indicator to vary within the green area on stored extinguishers. The green area is the charged zone. When the temperature is cold, the indicator may read on the low side of the charged zone and if the temperature is hot, it may read on the high side of the charged zone.
 - The true pressure reading may be verified by placing the extinguisher at room temperature (70 F) for 24 hours.
 - If any problems are found, contact Company listed below.
 - **Annual Maintenance** should be done by a trained professional.
 - Name of Fire Extinguisher Company _____
 - Address _____
 - Phone _____
- **Six Year maintenance** –the extinguisher shall be emptied and undergo a thorough exam by the company listed above.
- **Recharge** of the unit should be done immediately after use. Contact [Name of Fire Extinguisher Company] Fire Extinguisher Company in [Town], [Phone]

Proper Use of Fire Extinguisher

- Hold the extinguisher upright
- Stand back from the fire the minimum distance indicated on the nameplate
- Pull the ring pin
- Aim at the base of the fire
- Squeeze the handles together to discharge the extinguishing agent
- Sweep the unit from side to side while moving closer to the fire

Types and Classes of Fires

The label on the fire extinguisher shows the class of fire the extinguisher is listed for.

- A** Trash, Wood, Paper, cloth, and other ordinary combustibles
- B** Gasoline, oil, paints, and other flammable liquids
- C** Live electrical equipment
- K** Restaurant kitchen fires

Source: www.safeagritourism.com/Resources. Adapted from resources provided by the North Carolina Agromedicine Institute, with funding provided by the National Institute for Occupational Safety and Health (NIOSH) Award 5U540H009568-04 through a grant from the National Children's Center for Rural and Agricultural Health and Safety (NCCRAHS)

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.

FIRST AID GUIDE

BLEEDING

Before providing care, put on protective gloves or use a barrier between you and the victim, to reduce the chance of disease transmission while assisting the injured person. Cleanse your hands thoroughly with soap and water when finished.

Basic first aid treatment:

- CALL 911 for medical assistance.
- Keep victim lying down.
- Apply direct pressure using a clean cloth or sterile dressing directly on the wound.
- DO NOT take out any object that is lodged in a wound; see a doctor for help in removal.
- If there are no signs of a fracture in the injured area, carefully elevate the wound above the victim's heart.
- Once bleeding is controlled, keep victim warm by covering with a blanket, continuing to monitor for shock.

CLEANING & BANDAGING WOUNDS

- Wash your hands and cleanse the injured area with clean soap and water, then blot dry.
- Apply antibiotic ointment to minor wound and cover with a sterile gauze dressing or bandage that is slightly larger than the actual wound.

EYE INJURIES

- If an object is impaled in the eye, CALL 911 and DO NOT remove the object.
- Cover both eyes with sterile dressings or eye cups to immobilize.
- Covering both eyes will minimize the movement of the injured eye.
- DO NOT rub or apply pressure, ice, or raw meat to the injured eye.
- If the injury is a black eye, you may apply ice to cheek and area around eye, but not directly on the eyeball itself.

How to flush the eyes: If chemical is in only one eye, flush by positioning the victim's head with the contaminated eye down, to prevent flushing the chemical from one eye to another. Flush with cool or room temperature water for 15 minutes or more. Remove contact lenses after flushing.

BURNS

First Degree Burn: Skin will appear red and may be swollen or painful. Generally does not require medical attention.

Second Degree Burn: Skin will appear red, blistered and swollen. May require medical attention.

Third Degree Burn: Skin will be visibly charred and may be white. Usually very painful. **REQUIRES MEDICAL ATTENTION.**

Basic first aid treatment for 1st degree & some 2nd degree burns:

Submerge burn area immediately in cool water until pain stops. If affected area is large, cover with cool wet cloths. Do not break blisters if they are present. If pain persists but no medical assistance is needed, apply medicated first aid cream or gel and cover with sterile dressing. If medical attention is needed, do not apply any cream. Just cover with a dry, sterile dressing and seek medical help immediately. **Basic first aid treatment for 3rd degree & some 2nd degree burns: CALL 911!! Third degree burns MUST RECEIVE MEDICAL ATTENTION IMMEDIATELY! DO NOT try to remove any clothing stuck to the burned area. Cover with sterile dressing or clean sheet. DO NOT apply any creams or gels.**

CHEMICAL BURNS

- Flush the affected area with cool running water for at least 15 minutes.
- Remove all clothing and jewelry that has been contaminated.
- Monitor victim for shock and seek medical assistance.
- If chemical burn is in the eyes, flush continuously with water and seek medical attention immediately.

SUNBURN

- Avoid any further exposure to direct sunlight.
- Drink plenty of water to prevent dehydration.
- Do not apply cold water or ice to a severe burn.
- Use over-the-counter remedies to remove discomfort.
- If burn is severe and blisters develop, seek medical attention.

UNCONSCIOUSNESS

- Do not leave an unconscious victim alone except to call 911 for medical help.
- Assess victim's state of awareness by asking if they are OK.
- Check the victim's Airway, Breathing, and Circulation (ABC's).
- If the victim's ABC's are not present, perform CPR. **IMPORTANT:** only a trained & qualified person should administer CPR.
- If ABC's are present and spinal injury is not suspected, place victim on their side with their chin toward the ground to allow for secretion drainage.
- Cover the victim with blanket to keep warm and prevent shock. If victim communicates feeling warm, remove blanket.

CHOKING

- Ask the victim, "Are you OK?"
- Do not interfere or give first aid if the victim can speak, breathe, or cough.
- If the victim cannot speak, breathe, or cough, ask for someone to call 911 and then perform the Heimlich maneuver (abdominal thrust).

How to perform the Heimlich maneuver: Position yourself behind the victim with your arms around victim's stomach. Place the thumb-side of your fist above the victim's navel and below the lower end of the breastbone. Take hold of your fist with your free hand and pull fist upward and in, quickly and firmly. Continue with thrusts until the object is dislodged or airway is clear.

POISON

- Call your local Poison Control Center or 911 for immediate medical attention.
- Antidotes on labels may be wrong!! Do not follow them unless instructed by a physician.
- Never give anything by mouth (milk, water, Ipecac, etc.) until you have consulted with a medical professional.
- Keep a one ounce bottle of Ipecac on hand at all times in case of an emergency, and give only when instructed by a physician.
- If the poison is on the skin, flush skin with water for 15 minutes, then wash and rinse with soap and water.
- If poison is in the eye, flush with lukewarm water for 15 minutes. Adults can stand under the shower with eyes open. Always consult medical professionals after any eye injury has occurred.

ANIMAL BITES

- Control any bleeding by applying direct pressure or with elevation. To avoid risk of infection, do not close wound.
- Rinse the bite thoroughly, holding it under running water. Cleanse with soap and water and hold under water again for five minutes.
- Do not put ointments or medicines on wound. Cover with dry sterile bandage or gauze.
- Seek medical assistance immediately.
- Note: report animal and human bites to local police and/or health authorities.

BEE STING

- If possible, remove stinger by scraping it off with a blunt edge (e.g. credit card).
- Clean wound and apply cold compress to reduce swelling.
- Remove tight clothing and jewelry from areas near the bite in case swelling occurs.
- Watch for signs of shock or allergic reaction. Signs include swelling or itching at the wound site, dizziness, nausea or difficulty breathing. Seek medical attention immediately if any of these signs occur.
- Continue monitoring victim for shock until medical help arrives.
- Check victim's Airway, Breathing, and Circulation (ABC's). If ABC's are impaired then call 911 and begin CPR. **IMPORTANT:** only a trained & qualified person should administer CPR.

Adapted from: www.firstaidproduct.com

Food Safety Checklist

Review Date: _____

Reviewed By: _____

No.	Inspection Item	Present	Needs Correction	Date Corrected
1	Do employees follow food handling guidelines when serving guests? These include: <ul style="list-style-type: none"> • wear plastic gloves • have long hair tied back • a hat or hairnet covers hair • a shirt covers armpits 	<input type="checkbox"/>	<input type="checkbox"/>	
2	Are hand washing facilities available in the kitchen area for staff, including soap, paper towels and running water?	<input type="checkbox"/>	<input type="checkbox"/>	
3	Is there a hand washing policy in place, and are employees trained in proper hand washing procedures?	<input type="checkbox"/>	<input type="checkbox"/>	
4	Are hand washing signs posted to remind employees and guests to wash their hands?	<input type="checkbox"/>	<input type="checkbox"/>	
5	Are hand washing facilities available for guests, including soap, paper towels and running water?	<input type="checkbox"/>	<input type="checkbox"/>	
6	Are there thermometers in all refrigerators and freezers, and are the temperatures monitored and recorded daily?	<input type="checkbox"/>	<input type="checkbox"/>	
7	Are all refrigerators and freezers checked/cleaned daily, and is a log is kept documenting these activities?	<input type="checkbox"/>	<input type="checkbox"/>	
8	Are there refrigerator/freezer temperature monitoring and cleaning policies in place, and are employees are trained on these policies?	<input type="checkbox"/>	<input type="checkbox"/>	
9	Are thermometers available to check the temperature of food before serving?	<input type="checkbox"/>	<input type="checkbox"/>	
10	Are only pasteurized products available for guest consumption?	<input type="checkbox"/>	<input type="checkbox"/>	

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

Handwashing & Restrooms Checklist

Review Date: _____

Reviewed By: _____

No.	Inspection Item	Present	Needs Correction	Date Corrected
1	Are there facilities in the guest area where visitors can wash their hands with warm running water, soap and paper towels?	<input type="checkbox"/>	<input type="checkbox"/>	
2	In areas where there is no running water available, is there some method for visitors to "clean hands" such as hand sanitizer?	<input type="checkbox"/>	<input type="checkbox"/>	
3	Are there hand washing facilities and/or sanitizer placed near the exit of all animal areas for visitor use?	<input type="checkbox"/>	<input type="checkbox"/>	
4	Is there a hand washing policy in place? Are all employees familiar with this policy and hand washing procedures?	<input type="checkbox"/>	<input type="checkbox"/>	
5	Do employees communicate the importance of hand washing and correct hand washing procedures to all guests?	<input type="checkbox"/>	<input type="checkbox"/>	
6	Are restroom facilities available that include a toilet/urinal and a sink with soap and water? If portable restrooms are used, do they contain hand sanitizer?	<input type="checkbox"/>	<input type="checkbox"/>	
7	Are there handrails present in restrooms to accommodate handicapped guests?	<input type="checkbox"/>	<input type="checkbox"/>	
8	Are restroom facilities low enough to accommodate usage by children? If applicable, do the restrooms contain a diaper changing area?	<input type="checkbox"/>	<input type="checkbox"/>	
9	Are the restroom facilities adequate to accommodate the expected number of guests?	<input type="checkbox"/>	<input type="checkbox"/>	
10	Are all hand washing facilities and restrooms, including portable ones, inspected and cleaned on a regular basis? Are the inspections and cleaning documented on a cleaning record or log?	<input type="checkbox"/>	<input type="checkbox"/>	

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.

Hand Washing Policy

Hand washing is an effective method for prevention and control of infection. Hand washing facilities should be accessible to visitors and staff and their use encouraged. The facilities shall be sanitary, operable and in good repair, adequately stocked with soap and disposable towels. A trash receptacle shall be easily accessible. Hand washing posters shall be posted and visible at the facility.

When hands are visibly soiled, they should be washed with soap and water. Alcohol based hand sanitizers and baby wipes may be used when hands are not visibly dirty and soap and water are not available. Sanitizer and wipes shall be accessible to visitors and staff at all times for a "quick" cleanup. Wipes may be used to remove soil and debris however, this is NOT a substitute for washing hands.

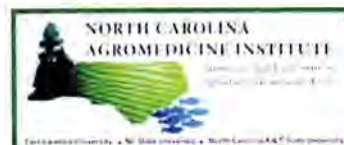
Hands should be washed upon arrival at work, before and after eating, after visiting animals, before and after administering first aid, after bathroom use, whenever hands are visibly dirty, any time you want and OFTEN.

Staff shall follow hand washing guidelines and advise visitors to follow the guidelines.

Hand Sanitizing Procedure


When hands are visibly soiled, they should be washed with soap and water. Alcohol based hand sanitizers and baby wipes may be used when hands are not visibly dirty and soap and water are not available. Sanitizer and wipes shall be accessible to visitors and staff at all times for a "quick" cleanup. Wipes may be used to remove soil and debris, however, this is NOT a substitute for washing hands.

- Use wipe to remove soil and debris. Discard wipe in trash receptacle provided.
- Apply alcohol based sanitizer to palm of hand (1 – 2 pumps)
- Rubs hands together, covering the entire surface of hands, between fingers and under nails, until dry.








Wash Hands When Leaving Animal Exhibits

WHO

 Everyone, especially young children, older individuals, and people with weakened immune systems







WHEN

Always Wash Hands:

-  After touching animals or their living area
-  After leaving the animal area
-  After taking off dirty clothes or shoes
-  After going to the bathroom
-  Before preparing foods, eating, or drinking



HOW


-  Wet your hands with clean, running water
-  Apply soap
-  Rub hands together to make a lather and scrub well, including backs of hands, between fingers, and under fingernails
-  Rub hands at least 20 seconds. Need a timer? Hum the "Happy Birthday" song from beginning to end twice
-  Rinse hands
-  Dry hands using a clean paper towel or air dry them. Do not dry hands on clothing



For more information, visit CDC's Healthy Pets, Healthy People website (www.cdc.gov/healthypets) and CDC's Handwashing website (www.cdc.gov/handwashing).






Lávese las manos después de visitar las exhibiciones de animales

QUIÉNES

 Todos, en especial niños, ancianos y personas que tienen sistemas inmunitarios debilitados.







CUÁNDO

Lávese las manos siempre:

-  Después de tocar animales o el área en que habitan.
-  Después de salir del área de los animales.
-  Después de quitarse ropa o zapatos sucios.
-  Después de ir al baño.
-  Antes de preparar alimentos, comer o beber.



¿Cómo?

-  Mójese las manos con agua limpia de la llave.
-  Póngase jabón.
-  Frótese las manos hasta formar espuma y restriéguelas bien, incluso en el dorso, entre los dedos y debajo de las uñas.
-  Frótese las manos por lo menos 20 segundos. ¿Necesita medirlos? Tararee la canción del "Feliz cumpleaños" dos veces.
-  Enjuáguese las manos.
-  Séquese con una toalla de papel o con el secador. No se seque las manos en la ropa.



Hand washing Procedures

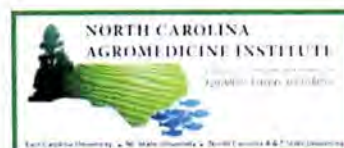
Rubbing hands together under running water is the most important part of washing away infectious germs. Pre-moistened towelettes, hand sanitizer or wipes are NOT a substitute for washing hands and should only be used when not within reach of running water.

When to wash hands

- upon arrival at work
- before and after eating
- after visiting animals
- before and after administering first aid
- after bathroom use
- whenever hands are visibly dirty
- anytime you want
- OFTEN!

Procedure for hand washing

- Always use warm running water. Hot water temperature should not be more than 120°
- Wet both hands and wrists before applying soap
- Apply liquid (a dime to quarter size) to palms. Do not use bar soap – it can carry germs.
- Lather well and spread lather to the back of the hands and wrists
- Scrub for at least 15 seconds, paying careful attention to fingernails, between fingers and around tops and palms of hands. Sing 'Old MacDonald had a farm and on that farm he washed his hands.'
- Rinse hands and wrists well under running water to remove all soap. Leave water running while drying hands.
- Dry completely, using a paper towel.
- Use the towel to turn off the faucet (if applicable). This avoids contamination of clean hands.
- Throw the paper towel away in the trash can.
- When helping a child wash their hands, assist the child to wash their hands and then wash your own hands.
- Infants should be held so hands hang freely under running water.



Hayride Safety Checklist

Review Date: _____

Reviewed By: _____

No.	Inspection Item	Present	Needs Correction	Date Corrected
1	Are all hayride routes regularly reviewed to ensure that none cross public roads or highways?	<input type="checkbox"/>	<input type="checkbox"/>	
2	Do the hayride routes avoid steep grades or other hazards?	<input type="checkbox"/>	<input type="checkbox"/>	
3	Does the wagon used for hayrides have sturdy steps and railings?	<input type="checkbox"/>	<input type="checkbox"/>	
4	Is the wagon inspected before each hayride to check for loose boards, sharp edges, and exposed screws or nails?	<input type="checkbox"/>	<input type="checkbox"/>	
5	Is the wagon (and tractor if pulled by a tractor) inspected for safe and efficient operation before each use?	<input type="checkbox"/>	<input type="checkbox"/>	
6	Are harnesses, hitches and safety chains inspected prior to each use?	<input type="checkbox"/>	<input type="checkbox"/>	
7	If a tractor is used for a hayride, does the tractor weigh more than the gross weight of the wagon?	<input type="checkbox"/>	<input type="checkbox"/>	
8	Is only one wagon pulled at a time?	<input type="checkbox"/>	<input type="checkbox"/>	
9	Are guests loaded onto the wagon only after the wagon is hitched to the horses or tractor?	<input type="checkbox"/>	<input type="checkbox"/>	
10	Does the driver prohibit children from riding up front with him?	<input type="checkbox"/>	<input type="checkbox"/>	
11	Is the driver a responsible adult, experienced in pulling wagons?	<input type="checkbox"/>	<input type="checkbox"/>	
12	Does the driver proceed slowly and carefully, prepared to stop at the request of the visitors at any time?	<input type="checkbox"/>	<input type="checkbox"/>	
13	Do employees ensure that children are accompanied by adults?	<input type="checkbox"/>	<input type="checkbox"/>	
14	Are the safety rules communicated to the guests once they are seated and ready for the ride?	<input type="checkbox"/>	<input type="checkbox"/>	
15	Do employees ensure visitors know to remain seated while the wagon is in motion?	<input type="checkbox"/>	<input type="checkbox"/>	

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.

OSHA[®] QUICK CARD[™]

Protecting Workers from Heat Stress

Heat Illness

Exposure to heat can cause illness and death. The most serious heat illness is heat stroke. Other heat illnesses, such as heat exhaustion, heat cramps and heat rash, should also be avoided.

There are precautions your employer should take any time temperatures are high and the job involves physical work.

Risk Factors for Heat Illness

- High temperature and humidity, direct sun exposure, no breeze or wind
- Low liquid intake
- Heavy physical labor
- Waterproof clothing
- No recent exposure to hot workplaces

Symptoms of Heat Exhaustion

- Headache, dizziness, or fainting
- Weakness and wet skin
- Irritability or confusion
- Thirst, nausea, or vomiting

Symptoms of Heat Stroke

- May be confused, unable to think clearly, pass out, collapse, or have seizures (fits)
- May stop sweating

To Prevent Heat Illness, Your Employer Should

- Provide training about the hazards leading to heat stress and how to prevent them.
- Provide a lot of cool water to workers close to the work area. At least one pint of water per hour is needed.



For more information:

OSHA[®] Occupational
Safety and Health
Administration
U.S. Department of Labor

www.osha.gov (800) 321-OSHA (6742)

OSHA 3154-09-11R

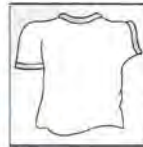
OSHA[®] QUICK CARD[™]

- Schedule frequent rest periods with water breaks in shaded or air-conditioned areas.
- Routinely check workers who are at risk of heat stress due to protective clothing and high temperature.
- Consider protective clothing that provides cooling.



How You Can Protect Yourself and Others

- Know signs/symptoms of heat illnesses; monitor yourself; use a buddy system.
- Block out direct sun and other heat sources.
- Drink plenty of fluids. Drink often and BEFORE you are thirsty. Drink water every 15 minutes.
- Avoid beverages containing alcohol or caffeine.
- Wear lightweight, light colored, loose-fitting clothes.



What to Do When a Worker is Ill from the Heat

- Call a supervisor for help. If the supervisor is not available, call 911.
- Have someone stay with the worker until help arrives.
- Move the worker to a cooler/shaded area.
- Remove outer clothing.
- Fan and mist the worker with water; apply ice (ice bags or ice towels).
- Provide cool drinking water, if able to drink.

IF THE WORKER IS NOT ALERT or seems confused, this may be a heat stroke. CALL 911 IMMEDIATELY and apply ice as soon as possible.

If you have any questions or concerns, call OSHA at 1-800-321-OSHA (6742).

For more information:

OSHA[®] Occupational
Safety and Health
Administration
U.S. Department of Labor
www.osha.gov (800) 321-OSHA (6742)

FROSTBITE

What happens to the body:

Freezing in deep layers of skin and tissue; pale, waxy-white skin color; skin becomes hard and numb; usually affects fingers, hands, toes, feet, ears, and nose.

What to do: (land temperatures)

- Move the person to a warm, dry area. Don't leave the person alone.
- Remove wet or tight clothing that may cut off blood flow to the affected area.
- **Do not** rub the affected area because rubbing damages the skin and tissue.
- Gently place the affected area in a warm water bath (105°) and monitor the water temperature to **slowly** warm the tissue. Don't pour warm water directly on the affected area because it will warm the tissue too fast, causing tissue damage. Warming takes 25-40 minutes.
- After the affected area has been warmed, it may become puffy and blister. The affected area may have a burning feeling or numbness. When normal feeling, movement, and skin color have returned, the affected area should be dried and wrapped to keep it warm.
- **Note:** If there is a chance the affected area may get cold again, do not warm the skin. If the skin is warmed and then becomes cold again, it will cause severe tissue damage.
- Seek medical attention as soon as possible.

HYPOTHERMIA - (Medical Emergency)

What happens to the body:

Normal body temperature (98.6°F/37°C) drops to or below 95°F/35°C; fatigue or drowsiness; uncontrolled shivering; cool, bluish skin; slurred speech; clumsy movements; irritable, irrational, or confused behavior.

What to do: (land temperatures)

- Call for emergency help (ambulance or 911).
- Move the person to a warm, dry area. Don't leave the person alone.
- Remove wet clothing and replace with warm; dry clothing or wrap the person in blankets.
- Have the person drink warm, sweet drinks (sugar water or sports-type drinks) if he is alert. **Avoid drinks with caffeine** (coffee, tea, or hot chocolate) **or alcohol**.
- Have the person move his arms and legs to create muscle heat. If he is unable to do this, place warm bottles or hot packs in the armpits, groin, neck, and head areas. **Do not** rub the person's body or place him in a warm water bath. This may stop his heart.

What to do: (water temperatures)

- Call for emergency help (ambulance or 911). Body heat is lost up to 25 times faster in water.
- **Do not** remove any clothing. Button, buckle, zip, and tighten any collars, cuffs, shoes, and hoods because the layer of trapped water closest to the body provides a layer of insulation that slows the loss of heat. Keep the head out of the water and put on a hat or hood.
- Get out of the water as quickly as possible or climb on anything floating. **Do not** attempt to swim unless a floating object or another person can be reached because swimming or other physical activity uses body heat and reduces survival time by about 50 percent.
- If getting out of the water is not possible, wait quietly and conserve body heat by folding arms across the chest, keeping thighs together, bending knees, and crossing ankles. If another person is in the water, huddle together with chests held close.

WINDCHILL TABLE

If you're unprepared for the cold, temperature and wind can put you at risk for hypothermia and frostbite. The table below shows the risk of frostbite on unprotected skin.

		Temperature (°F)																	
		40	35	30	25	20	15	10	5	0	-5	-10	-15	-20	-25	-30	-35	-40	-45
Wind (mph)	5	36	31	25	18	13	7	1	-5	-11	-16								
	10	34	27	21	15	9	3	-4	-10	-16									
	15	32	25	19	13	6	0	-7	-13										
	20	30	24	17	11	4	-2	-9	-15										
	25	29	23	16	9	3	-4	-11	-17										
	30	28	22	15	8	1	-5	-12											
35	28	21	14	7	0	-7	-14												
40	27	20	13	6	-1	-8	-15												
45	26	19	12	5	-2	-9	-16												
50	26	19	12	4	-3	-10	-17												
55	25	18	11	4	-3	-11													
60	25	17	10	3	-4	-11													

Frostbite: 30 minutes

10 minutes

5 minutes



CONGELACION PARCIAL

Que le sucede al cuerpo:

La piel y los tejidos se congelan en capas profundas; piel pálida del color de cera blanca; la piel se vuelve dura y entumecida. Por lo general, afecta los dedos, las manos, los dedos de los pies, los pies, las orejas, y la nariz.

Que se debe hacer: (temperaturas en tierra)

- Mueva la persona a un lugar caliente y seco. No deje a la persona sola.
- Remueva cualquier ropa mojada o apretada que pueda cortar la circulación de sangre al área afectada.
- **NO frote** el área afectada porque causa daño a la piel y a los tejidos.
- Suavemente ponga el área en agua tibia (105 °F) y observe la temperatura del agua para calentar los tejidos **gradualmente**. NO vacíe agua tibia directamente sobre el área afectada porque esto calentará los tejidos demasiado rápido causando daño a los tejidos. El calentamiento toma de 25 a 40 minutos.
- Después de ser calentada, el área afectada se puede hinchar y ampollar. En el área afectada se puede sentir una sensación de quemazón o entumecimiento. Cuando regrese la sensación normal, movimiento, y el color de la piel, se debe secar el área afectada y envolverla para mantenerla cálida.
- **Nota:** Si hay posibilidad de que el área afectada se enfrie otra vez, no caliente la piel. Si la piel se calienta y se enfría otra vez, puede causar daño más severo a los tejidos.
- Busque atención médica lo antes posible.

HIPOTERMIA - (Emergencia Médica)

Que le sucede al cuerpo:

La temperatura normal del cuerpo (98.7 °F/37°C) baja a menos de 95 °F/35°C; fatiga o somnolencia; se tiembla incontroladamente; piel fría y azulada; arrastra las palabras cuando habla; movimientos torpes; comportamiento irritable, irracional, o confuso.

Que se debe hacer: (temperaturas en tierra)

- Llame por ayuda inmediatamente (ambulancia o al 911).
- Mueva la persona a un lugar caliente y seco. No deje a la persona sola.
- Remueva cualquier ropa mojada y reponga con ropa cálida y seca o envuelva la persona en mantas.
- Haga que la persona tome bebidas calientes y dulces (agua dulce o bebidas para deportes) si la persona está alerta. **Evite bebidas que contienen cafeína** (café, té, o chocolate caliente) o alcohol.
- Haga que la persona mueva sus brazos y pies para crear calentamiento de los músculos. Si la persona no se puede mover, ponga botellas o paquetes calientes en las axilas, la ingle, el cuello, y la cabeza. **No frote** el cuerpo de la persona o ponga la persona en un baño de agua caliente. Esto puede pararle el corazón.
- **Que se debe hacer: (temperaturas en agua)**
- Llame por ayuda inmediatamente (ambulancia o 911). El calor del cuerpo se pierde 25 veces más rápido en el agua.
- **No remueva la ropa.** Abotone, hebille, cierre, y ajuste cuellos, puños, zapallos y capuchas porque la capa de agua atrapada cerca del cuerpo provee una capa de aislamiento que retarda la pérdida de calor. Mantenga la cabeza fuera del agua y pongase un sombrero o una capucha.
- Salga del agua lo antes posible o súbase a cualquier objeto flotante. **No intente nadar**, a menos que un objeto flotante u otra persona esté próxima porque nadar u otra actividad física usa el calor del cuerpo y reduce el tiempo de sobrevivencia un cincuenta por ciento (50%).
- Si salir del agua no es posible, espere quietamente y conserve el calor del cuerpo cruzando los brazos, manteniendo los muslos juntos, doblando las rodillas, y cruzando los tobillos. Si hay otra persona en el agua, agrúpese pecho a pecho.

TABLA DE INDICE DE VIENTO FRIO

Si no está preparado para el frío, la temperatura y el viento pueden ponerlo a riesgo de la hipotermia y congelación parcial. La tabla que sigue indica el peligro de congelación parcial de la piel que está al descubierto.

Calm- auto	Temperatura (°F)																		
	-40	-35	-30	-25	-20	-15	-10	-5	0	5	10	15	20	25	30	35	40	45	
5	36	31	25	19	13	7	1	-5	-11	-16	-21	-27	-33	-39	-46	-53	-61	-69	
10	34	27	21	15	9	3	-4	-10	-16	-22	-29	-36	-43	-51	-59	-68	-77	-87	
15	32	25	19	13	6	0	-7	-13	-20	-27	-35	-43	-52	-61	-71	-81	-91	-101	
20	30	24	17	11	4	-2	-9	-15	-22	-30	-39	-48	-58	-68	-79	-90	-101	-112	
25	29	23	16	9	3	-4	-11	-17	-25	-33	-42	-52	-63	-74	-85	-97	-108	-120	
30	28	22	15	8	1	-5	-12	-19	-27	-36	-46	-57	-68	-80	-92	-105	-118	-131	
35	28	21	14	7	0	-7	-14	-21	-30	-40	-51	-62	-74	-87	-100	-114	-129	-144	
40	27	20	13	6	-1	-8	-15	-23	-32	-42	-53	-65	-77	-90	-104	-119	-135	-151	
45	26	19	12	5	-2	-9	-16	-25	-34	-44	-55	-67	-80	-94	-109	-125	-142	-159	
50	26	19	12	4	-3	-10	-17	-26	-35	-45	-56	-68	-81	-95	-111	-128	-146	-164	
55	25	18	11	4	-3	-11	-18	-27	-36	-46	-57	-69	-82	-97	-113	-131	-150	-169	
60	25	17	10	3	-4	-11	-19	-28	-37	-47	-58	-70	-83	-98	-115	-134	-153	-173	

Congelación Parcial: 30 min.

10 min.

5 min.



Incident Policy

The Incident Report must be completed anytime an incident occurs. Incidents may involve an injury to an employee or visitor, damage to equipment or facilities, or a serious expression of dissatisfaction from a visitor or employee. When an incident occurs, all needs of visitors and employees should be attended to and an Incident Report form completed. If available/appropriate, send a copy of the Incident Report with the victim to the hospital. Give a copy to the Parent/Teacher.

Universal precautions should be practiced with all injuries. Wear non-porous gloves, wash hands before and after care, use CPR shield and safety glasses when indicated. Body fluid spills must be cleaned and disinfected immediately. Any tools and equipment used must be cleaned and disinfected immediately. Contaminated materials must be disposed of in a plastic bag with a secure tie.

911 Medical

The immediate concern is to aid the sick or injured person. Proceed to the following plan:

- Call 911. EMS will assume lead upon arrival.
- Do not move the victim, unless they are in a life threatening or dangerous environment. No one should place themselves at risk in the rescue of an injured person.
- If possible, notify a trained first aid person to assist the victim.
- First aid should be administered only to the extent of training or on the advice of 911.
 - **Impaired breathing**—Place victim on his back, remove airway obstructions and apply mouth-to-mouth resuscitation. Once victim is breathing, treat for shock.
 - **Heart or circulatory**—If possible, get help to work as a team. Apply cardiopulmonary resuscitation (CPR). If successful, treat for shock.
 - **Severe bleeding**—Apply direct pressure on the wound with your hands using a clean cloth if available. If there are no fractures, elevate wound. If bleeding is of a spurting or pumping nature, apply pressure to the appropriate arterial pressure point.
 - **Shock**—If there is no head or chest injury, keep head lower than the rest of the body. Loosen clothing and cover with blankets. Encourage fluids if victim is conscious and there is no abdominal injury or nausea.
- Locate Parent/Teacher and Emergency Medical release form.
- Designate person to accompany victim to hospital with EMS—Parent/Teacher or staff.
- Fill out Incident Report
- If incident stems from safety issue that needs correction, document on Safety Follow-up Log.

Non 911

The immediate concern is to aid the sick or injured person. Proceed to the following plan:

- Offer first aid kit to Parent/Teacher to administer as needed.
- If no Parent/Teacher is available, locate the Emergency Medical Release form and call parent.
- Notify a trained first aid person to assist the victim if needed.
- Administer first aid using first aid guide only to the extent of training.
- Fill out Incident Report
- If incident stems from safety issue that needs correction, document on Safety Follow-up Log.

Source: www.safeagritourism.com/Resources. Adapted from resources provided by the North Carolina Agromedicine Institute, with funding provided by the National Institute for Occupational Safety and Health (NIOSH) Award 5U540H009568-04 through a grant from the National Children's Center for Rural and Agricultural Health and Safety (NCCRAHS)

Incident-Emergency Report

Name of Injured or Person(s) involved _____

Address _____ City _____ State _____ Zip _____

Phone(_____) _____ DOB _____ Sex ____M ____F

Date of Injury _____ Time of Injury _____

Staff Person Responding to Incident _____ Time notified _____

Location of Incident: _____

Nature of Incident: (Circle) Sprain Bruise Abrasion Cut Nosebleed Sting
Animal Bite* Puncture Other(specify) _____

Body Part Injured or Illness _____

Description of Incident _____

Witness _____

First Aid /Emergency Measures Taken _____

First Aid Administered by _____

Was EMS Called? ____ Yes ____ No

Copy of Report Given to (print name) _____

Signature of above _____ Date _____

Relationship to injured ____ Parent ____ Teacher ____ Other _____

Name of person filling out report _____

Signature of person filling out report _____ Date _____

Farm Owner _____ Date _____

Witness Signature _____ Date _____

*Animal bites need to be reported to the appropriate authority.

Source: www.safeagritourism.com/Resources. Adapted from resources provided by the North Carolina Agromedicine Institute, with funding provided by the National Institute for Occupational Safety and Health (NIOSH) Award 5U540H009568-04 through a grant from the National Children's Center for Rural and Agricultural Health and Safety (NCCRAHS)

Cow Train Inspection Sheet

Checked for: OK? Comments

Engine			
	Gas		
	Tires		
	Brakes		
Cars			
	Hitch pins		
	Tires		
	Seats		
	Sharp Edges		
	Waps		
	Date:		
	Ranch Hand signature		

Pedal Boat Inspection Sheet

Checked for: OK? Comments

	Leaks/water in boat		
	Pedal Assembly		
	Rudder Assembly		
	Tie of Rope		
	Seat Adjustment		
	Wasps/critters		
	Date:		
	Ranch Hand signature		

Pony Inspection Sheet

Checked for: OK? Comments

Ponies			
	Soundness - feet & legs		
	Soreness - back		
Equipment			
	Halters		
	Lead Ropes		
	Saddle Buckles		
	Saddle Straps		
Carousel			
	Anchors in ground		
	Snap Hooks		
	Chains		
	Barrier rope in place		
	Date:		
	Ranch Hand signature		

Train Inspection Sheet

Checked for: OK? Comments

Engine:			
	Gas		
	Oil		
	Trans		
	Water		
	Trucks		
	Air Pressure		
Cars:			
	Couplers		
	Chains		
	Air Lines		
	Trucks		
	Sharp edges		
	Wasps		
Track:			
	Gauge		
	Skewed Ties		
	Loose Joints		
	Date:		
	Driver signature		

Carousel Inspection Sheet

Inspect	OK	Comments
Inspect all ride horses, etc for loose or missing fasteners, safety straps & stirrups		
Check all mounting bolts on horse, spinners and gondolas		
Check all deck screws		
Check all gate latches		
Turn key to on position and check the warning bell button		
press start button (bell should sound)		
Press Emergency stop to check brake (ride should stop in approx. 1 - 1/2 turns)		
Check all lighting, replace as needed		
Check fencing		
Operate through one complete cycle to observe for any unusual conditions		
Lockout/Tagout is located on premises & available		
Disposable gloves, disinfectant, kitty litter and working flashlight available		

Employee signature

Date

Daily Pedal Cart Inspections

1. Please check the following before and after each event.
2. Put comments and sign your name and date.
3. Turn in sheet to office after each inspection.

Check for:	OK?	Comments
Tires and wheels		
Steering		
Seat Adjustment		
Wasps/Critters		
Pedals and chains		

Driver signature:

Date:

Daily Hayride Inspections

1. Please check the following before and after each use.
2. Put comments and sign your name and date.
3. Turn in sheet to office after each day.

Check for:	OK?	Comments
Loose Boards		
Slack Tires		
Loose Screws		
Loose Bolts		
Loose Steps		
Safety Chains		
Hitch Pins		
Large Splinters		
Wasps		
P.A. system		

Driver Signature

Date

Insurance Discussion Sheet

The following information and questions are designed to provide basic guidance for meeting with your insurance agent. These items can be used to start the discussion, but there may be more items to discuss that are specific to your operation.

Choosing an insurance company

- Choose a company whose representatives understand your operation and the risk associated with it. This includes agents, claims adjusters, underwriters, auditors and loss control staff.
- Find out what kind of financial strength the insurance company has. This is an indication of their ability to pay claims. Ask what their A.M. Best Rating is: "A++" is the best.
- Find out what kind of experience they have with operations like yours. How many others do they insure?
- Ask leading questions about your operation and hypothetical (or real) examples of losses. Ensure they can answer your questions. This will help you determine if they can provide the coverages you need.

Meet with your insurance agent regularly to discuss your operation.

- At minimum you should do this prior to opening for the season.
- If open all year, meet at least annually.
- Meet whenever you make a change to your operation, and consider consulting your agent before implementing changes.

Questions for your insurance agent:

- Are there any property or liability exclusions or limitations that will affect my coverages?
- Will I be able to replace my damaged property with the coverages I have purchased?
- Are there any additional coverages I haven't purchased that may help protect my assets if an accident were to occur?
- When will you have someone such as an Underwriter or a Loss Control Inspector come and review my operation? Is there anything I can do to prepare?
- Do I need current certificates of insurance from my vendors? Do they need to list us as additional insureds on their policy? Do the vendors need to have limits equal to or higher than my limits?
- Is there anything specific I will be asked to report to the insurance company, such as gross receipts or number of visitors?
- Do I need to review workers compensation insurance with you?

Questions about documentation for your insurance agent

- Do I need to provide proof to you that my fire extinguishers have been serviced, or just keep records on file at the farm?
- Do you need a copy of my emergency plan and/or documentation that my employees and family have been trained on the plan?
- Do I need to document that the local emergency responders such as the fire department and police visited my farm? Do you need a copy for your files?
- Do you need copies of the all local permits (like a health department permit), or do I just need to keep them on file?

- Do you need copies of completed checklists, photographs or other documentation that demonstrates that safety practices are in place and regularly reviewed for the following items?
 - Hand washing stations and restrooms
 - Signs (appropriate signs posted, legible, in good condition, etc.)
 - Inspections performed (e.g. for slip, trip and fall hazards, equipment in good condition, buildings well maintained, etc.)
 - Log sheets for cleaning, disinfections, refrigerator temperatures, etc.
 - Animals: regular wellness checks from a veterinarian and vaccination records
 - Designated parking and walking areas to help control the flow of traffic
 - Emergency contact numbers posted in a visible place
- Is there anything other documentation or policies that you need copies of or that we need to keep on file?

Keep in mind

- Keeping documentation of all safety strategies, including policies and inspections, demonstrates that you have these elements in place. This is important in the event of an injury on your operation. Sharing this documentation with your insurance company may help them understand your operation better.
- Don't be afraid to ask questions, ask for clarification, or even challenge your agent when something doesn't seem right. It is important that you and your insurance agent work together to ensure you have the coverage you need. The best time to do this is before a claim occurs.

Large Animal Safety 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.	<input type="checkbox"/>	<input type="checkbox"/>	
2	All fences, gates, and barn doors are appropriate for the livestock and activities, and are in good condition.	<input type="checkbox"/>	<input type="checkbox"/>	
3	Animals are kept out of non-animal areas (with the exception of service animals).	<input type="checkbox"/>	<input type="checkbox"/>	
4	There is a transition area between the non-animal area and the animal area with appropriate signs and trash receptacles.	<input type="checkbox"/>	<input type="checkbox"/>	
5	<p>There are signs posted in the transition area to inform guests of the following:</p> <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 	<input type="checkbox"/>	<input type="checkbox"/>	
6	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.	<input type="checkbox"/>	<input type="checkbox"/>	
7	There are storage or holding areas for strollers and other items that are not permitted in the animal area.	<input type="checkbox"/>	<input type="checkbox"/>	
8	Animal areas are clean and free of trash and debris.	<input type="checkbox"/>	<input type="checkbox"/>	
9	Children are supervised at all times in animal areas.	<input type="checkbox"/>	<input type="checkbox"/>	
10	The animals are clean, healthy and up to date on all vaccinations.	<input type="checkbox"/>	<input type="checkbox"/>	
11	Animals that have poor temperament are kept in a separate area from those available for guest activities. Signs are posted to warn visitors about these animals, and entrances/access to the pens of these animals are locked/blocked	<input type="checkbox"/>	<input type="checkbox"/>	
12	Employees are aware of the different temperaments of the animals, and of any issues that may affect the temperament of animals used around guests.	<input type="checkbox"/>	<input type="checkbox"/>	
13	Large animals meant only for viewing are separated from visitors with a fence, or in the case of animals that tend to bite, with a double fence. Employees know to never bring these animals out of the fenced or stall area.	<input type="checkbox"/>	<input type="checkbox"/>	
14	Employees inform guests about appropriate personal protective equipment (PPE), including ASTM/SEI certified equestrian helmets that are worn when horseback riding, and any pertinent regulations regarding it's use (e.g. children under 14 required to wear helmets in some states). Employees educate visitors on the potential consequences of not using PPE, including helmets.	<input type="checkbox"/>	<input type="checkbox"/>	

No.	Worksite Inspection Item	Present	Needs Correction	Date Corrected
15	Information about appropriate riding apparel, liability waivers and other pertinent information is communicated to guests prior to arrival.	<input type="checkbox"/>	<input type="checkbox"/>	
16	There are signs posted at the exit area advising all visitors to wash or sanitize their hands when leaving the animal area.	<input type="checkbox"/>	<input type="checkbox"/>	
17	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.	<input type="checkbox"/>	<input type="checkbox"/>	
18	The riding ability of each visitor is assessed prior to mounting a horse. Visitors are only allowed to mount or dismount horses when employees are present.	<input type="checkbox"/>	<input type="checkbox"/>	
19	Restroom facilities are located in non-animal areas and are adequate to accommodate the number of guests present.	<input type="checkbox"/>	<input type="checkbox"/>	
20	There is a written cleaning log for hand washing facilities and restrooms present and all cleaning is documented.	<input type="checkbox"/>	<input type="checkbox"/>	
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.	<input type="checkbox"/>	<input type="checkbox"/>	
2	Workers are informed of emerging animal diseases and new outbreaks of old diseases.	<input type="checkbox"/>	<input type="checkbox"/>	
3	Schedules are set up for inspecting signs, walkways, petting areas and all visitor areas for condition and cleanliness. All issues identified are addressed. All inspections and cleaning efforts are documented.	<input type="checkbox"/>	<input type="checkbox"/>	
4	All animals are kept clean and up to date on vaccinations. Records are kept documenting animal care, including veterinary visits and vaccination records.	<input type="checkbox"/>	<input type="checkbox"/>	
5	All workers are trained on policies and procedures for dealing with guest injuries, including local and state requirements for reporting animal injuries, the use of incident reports and emergency procedures.	<input type="checkbox"/>	<input type="checkbox"/>	
6	Employees remind visitors to wash hands when exiting the animal area, and are trained to demonstrate proper hand-washing procedure.	<input type="checkbox"/>	<input type="checkbox"/>	

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.

Machine Safety Checklist

Review Date: _____

Reviewed By: _____

No.	Inspection Item	Present	Needs Correction	Date Corrected
1	Are employees aware that they should not operate farm machinery when guests are present, unless the machinery is being demonstrated or is part of an activity?	<input type="checkbox"/>	<input type="checkbox"/>	
2	Are all front end loaders, three point hitch attachments and implements lowered to the ground when not in use?	<input type="checkbox"/>	<input type="checkbox"/>	
3	In visitor areas, is machinery parked on level surfaces and secured with parking brakes and wheel blocks when not in use?	<input type="checkbox"/>	<input type="checkbox"/>	
4	Is equipment lacking proper safety features (such as ROPS) not used for demonstration purposes?	<input type="checkbox"/>	<input type="checkbox"/>	
5	Is unsafe equipment stored out of visitor sight in locked storage areas?	<input type="checkbox"/>	<input type="checkbox"/>	
6	Are visitors informed that they are not allowed to climb or play on machinery, and do employees enforce this rule?	<input type="checkbox"/>	<input type="checkbox"/>	
7	Have all keys been removed from machinery when not in use?	<input type="checkbox"/>	<input type="checkbox"/>	
8	Are barriers installed around operating and non-operating equipment to keep visitors away? Are signs posted indicating that visitors must remain behind the barriers?	<input type="checkbox"/>	<input type="checkbox"/>	
9	Is equipment being demonstrated kept at least 20 feet away from visitors?	<input type="checkbox"/>	<input type="checkbox"/>	
10	Do employees supervise all visitors present when machinery is in operation?	<input type="checkbox"/>	<input type="checkbox"/>	
11	Are rules in place and enforced prohibiting children and visitors from operating machinery?	<input type="checkbox"/>	<input type="checkbox"/>	
12	Is equipment operated by a licensed adult employee?	<input type="checkbox"/>	<input type="checkbox"/>	
13	Are rules in place and enforced prohibiting extra passengers on tractors and equipment?	<input type="checkbox"/>	<input type="checkbox"/>	
14	Is equipment that ejects or throws objects operated only when visitors are not present?	<input type="checkbox"/>	<input type="checkbox"/>	
15	Is the towing capacity of all vehicles checked, and the vehicle used according to capacity?	<input type="checkbox"/>	<input type="checkbox"/>	
16	Are vehicles driven slowly and tow only one piece of equipment when used in an agritourism site?	<input type="checkbox"/>	<input type="checkbox"/>	
17	Is the tractor hitched to the wagon prior to guest loading when used for hayrides?	<input type="checkbox"/>	<input type="checkbox"/>	

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.

OPENING CHECK LIST 2017

MARK COMPLETE AS YOU CHECK OFF ITEMS

SIGN NAME BY STATION OPENED

Set-up begins at 7:45 AM and should be complete by 9:00 AM

ICE CREAM/ICE CREAM ROOM - _____

Set up ice cream machine (check group tour calendar to see if we need one or two machines. Weekends ALWAYS set up two machines).

Re-stock the following:

Spoons

Cups (all sizes)

Napkins

Straws

Sample Cups

Napkin Holders

Gloves

Hair-nets

Cake Cones

Waffle Cones

Stock milk/mix when necessary

SLUSHY MACHINE _____

Get slushy machine going/clean where necessary

Re-stock the following:

slushy cups (small and medium)

slushy lids

slushy napkins

CASH REGISTER/COUNTER _____

Wipe off counters AND front shelves with either orange wood spray or Clorox wipes

Count money drawer before putting drawer in cash register

If more than \$100 in drawer, ring up extra as peaches sold.

If less than \$100, ask for the difference to make drawer complete.

Get pies going if we are low

Refresh any pies from the previous day with new parchment paper

Re-stock the following items:

½ peck bags

peck bags

pie bags

gloves

thank you bags

tissue paper

newsletter sign-up sheet

counterfeit pens

PRODUCE _____

Get out produce from refrigerator

Remove any old produce as necessary and check for damage and/or expiration

Replace produce basket with fresh liner and clean baskets

To add more produce: take oldest produce and remove from basket. Place new produce underneath and place old produce back on top of the new produce

Wipe moisture and condensation off produce and continue this through the day to avoid rot

PEACHES _____

Re-stock

½ peck bags

Peck baskets

Let someone know if we need more boxes on the stand

MARKETING MATERIALS _____

Re-stock the following:

Fans

Rack Cards/Trail 41/Farm Market Cards

Newsletter sign up sheet

CANDY _____

Get candy from inside the office and restock all items

PEACH SAMPLES _____

Put out peach samples

SALES FLOOR/ALL OTHER ITEMS: _____

Restock all..

Peach Bread

Fritters

Pies

All other baked goods

Jar products

Cookies, etc..

DRINK REFRIDGERATOR _____

Sodas

Water

Cider

REFRIDERATED GOODS _____

Pimento Cheese

Pecans

Ice Cream

ETC...

Orientation Setup

1. Print out Mercier Training Log (and complete information at the top), Emergency Action Plans, and Emergency Action Plan Acknowledgement forms (all are located in the Orientation folder shared on the drive)
2. Get donuts or fried pies from day old rack, napkins, plates, etc. and place in conference room
3. Log in to gmail account and access google drive on computer in conference room
4. Locate the Orientation and Drug Free Workplace Powerpoint in the Orientation folder I shared with you, and open them
5. Open the Tennessee Co-op video that is linked in a word document that I shared in the Orientation folder
6. Follow these links to the videos that we show for Hazard Communication/GHS and Industrial Ergonomics:
 - a. Safety Source Production Login Info
 - i. Username: Agritrust
 - ii. Password: Safety
 - b. Hazard Communication/GHS -
<http://www.safetysourceproduction.com/hazcom-ghs-1515-14-min/>
 - i. Also Show them how our SDS database works
 1. Go to <https://www.msdsrsc.net/> and log in
 2. Username - Mercier Password - mercorch201505
 - c. Industrial Ergonomics -
<http://www.safetysourceproduction.com/back-safety-proper-lifting-procedures-1015d-16-min/>
 - i. Discuss importance of notifying supervisor when employee is injured for completion of an accident report

Tour

1. Take them from conference room to open room at top of stairs, showing where everyone's offices are located; show them the kiosk for accessing SDS database and ADP
2. Go back through to new break room then go downstairs to old breakroom - discuss workers comp info on wall, time clock, employee rights, etc.
3. Go out of old breakroom to pie kitchen - discuss importance of being aware and observant when walking around back, high traffic area, don't be looking at phone and walking
4. Show new hires pie kitchen/freezer - have to have hair nets/beard nets
5. Leave pie kitchen and go to apple cooler - discuss importance of orange strips hanging on each side when you open cooler door; forklift goes between orange strips, pedestrians go on outside

6. Go to Cider House - start at hopper/press, then walk through the building to the pasteurization area/bottling area (hairnets and beard nets are required if bottling is happening)
7. Go to packing line - discuss importance of not walking next to bin shoot when packing line is running and turn the buzzer on so they can hear it
8. Go to the apple slicing room
9. Go to sample counter, shipping, cider tasting room, customer service, deli, candy kitchen, front bakery, honey area
10. Point out exits during the tour and show them the evacuation maps that are throughout the store - go over one of the evacuation maps with them so they understand how to read it; point out the two areas we would gather during a tornado: Adele's Kitchen and Front Bakery

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.	<input type="checkbox"/>	<input type="checkbox"/>	
2	There is a transition area between the non-animal area and the animal area with appropriate signs and trash receptacles.	<input type="checkbox"/>	<input type="checkbox"/>	
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 	<input type="checkbox"/>	<input type="checkbox"/>	
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.	<input type="checkbox"/>	<input type="checkbox"/>	
5	There are storage or holding areas for strollers and other items that are not permitted in the animal area.	<input type="checkbox"/>	<input type="checkbox"/>	
6	Animals are kept out of non-animal areas (with the exception of service animals).	<input type="checkbox"/>	<input type="checkbox"/>	
7	Animal areas are kept clean and free of trash and debris. Animal feces and soiled bedding is immediately removed.	<input type="checkbox"/>	<input type="checkbox"/>	
8	Children are supervised at all times while in animal areas.	<input type="checkbox"/>	<input type="checkbox"/>	
9	The traffic flow through the animal area is one way.	<input type="checkbox"/>	<input type="checkbox"/>	
10	Double fencing (or some other method) is in place to prevent contact with animals, except those designated for petting.	<input type="checkbox"/>	<input type="checkbox"/>	
11	The animals available for petting are appropriately sized for young children.	<input type="checkbox"/>	<input type="checkbox"/>	
12	Petting of animals is only allowed over/through barriers (fences); visitors are not allowed in pens.	<input type="checkbox"/>	<input type="checkbox"/>	
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.	<input type="checkbox"/>	<input type="checkbox"/>	
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.	<input type="checkbox"/>	<input type="checkbox"/>	
15	Dangerous animals (non-human primates, carnivores, bats, venomous reptiles) are not used in petting zoos.	<input type="checkbox"/>	<input type="checkbox"/>	

No.	Worksite Inspection Item	Present	Needs Correction	Date Corrected
16	Visitor traffic is monitored and controlled to prevent overcrowding.	<input type="checkbox"/>	<input type="checkbox"/>	
17	Employees inform visitors to immediately report animal bites, scratches or scrapes and are trained to administer first aid.	<input type="checkbox"/>	<input type="checkbox"/>	
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.	<input type="checkbox"/>	<input type="checkbox"/>	
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.	<input type="checkbox"/>	<input type="checkbox"/>	
20	All surfaces are cleaned and disinfected daily or whenever visibly soiled.	<input type="checkbox"/>	<input type="checkbox"/>	
21	There are signs posted at the exit area advising all visitors to wash or sanitize their hands when leaving the animal area.	<input type="checkbox"/>	<input type="checkbox"/>	
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.	<input type="checkbox"/>	<input type="checkbox"/>	
23	Employees remind visitors to wash hands when exiting the animal area and explain/demonstrate proper hand-washing technique.	<input type="checkbox"/>	<input type="checkbox"/>	
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.	<input type="checkbox"/>	<input type="checkbox"/>	
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.	<input type="checkbox"/>	<input type="checkbox"/>	
2	Workers are informed of emerging animal diseases and new outbreaks of old diseases.	<input type="checkbox"/>	<input type="checkbox"/>	
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.	<input type="checkbox"/>	<input type="checkbox"/>	
4	All animals are kept clean and up to date on vaccinations. Records are kept documenting animal care, including veterinary visits and vaccination records.	<input type="checkbox"/>	<input type="checkbox"/>	
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.	<input type="checkbox"/>	<input type="checkbox"/>	
6	Employees remind visitors to wash hands when exiting animal area and are trained to demonstrate proper hand-washing procedure.	<input type="checkbox"/>	<input type="checkbox"/>	

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.

Play Area Checklist

Review Date: _____

Reviewed By: _____

No.	Worksite Inspection Items	Present	Needs Correction	Date Corrected
1	Sign with playground rules is posted at the entrance to play area, is easy to read, and inspected regularly to ensure good condition.	<input type="checkbox"/>	<input type="checkbox"/>	
2	Signs are posted at play activities that indicate age/size of children using the equipment and rules applicable to the activity. Signs are easy to read/understand and inspected regularly to ensure good condition.	<input type="checkbox"/>	<input type="checkbox"/>	
3	A sign with emergency contact information is posted in a visible area and inspected regularly to ensure good condition/readability.	<input type="checkbox"/>	<input type="checkbox"/>	
4	Inspections are done at least daily to clean up debris, garbage and any hazardous items that are left behind by guests and staff.	<input type="checkbox"/>	<input type="checkbox"/>	
5	Garbage cans are provided for disposal of trash and other debris and are emptied promptly when full.	<input type="checkbox"/>	<input type="checkbox"/>	
6	Handwashing and restroom facilities are located in/near play area, able to accommodate expected number of guests and kept clean.	<input type="checkbox"/>	<input type="checkbox"/>	
7	The play area is free of unstable items (e.g. tires or gates leaning against a building), and inspected regularly for unstable items.	<input type="checkbox"/>	<input type="checkbox"/>	
8	The play area is kept free of toxic plants (e.g. poison ivy, poison oak) and is inspected regularly for new plant growth.	<input type="checkbox"/>	<input type="checkbox"/>	
9	The play area is kept free of items that are sharp, rusty or hazardous to children (e.g. old saw blades used for decoration, tools or chemicals from construction work, etc.).	<input type="checkbox"/>	<input type="checkbox"/>	
10	Play equipment is inspected frequently for loose bolts, screws or nails, cracks, holes, splinters, peeling paint and broken or missing parts. All hazards are immediately addressed.	<input type="checkbox"/>	<input type="checkbox"/>	
11	Sand and water is regularly replaced to avoid contamination by animal waste, pathogens or insects.	<input type="checkbox"/>	<input type="checkbox"/>	
12	Play area is checked regularly for pests, nests, beehives, etc.	<input type="checkbox"/>	<input type="checkbox"/>	
13	There is an appropriate amount and type of cushioning ground surface materials placed under play equipment, which is regularly inspected and replaced/added to/repairs as needed. (Note: Grass is NOT an appropriate surface material for under play equipment)	<input type="checkbox"/>	<input type="checkbox"/>	
14	If play area contains swimming, tubing, rafting or activities that present a drowning hazard, rescue equipment is available, regularly inspected/maintained, and staff are trained to use it.	<input type="checkbox"/>	<input type="checkbox"/>	
15	All play equipment and activities are spaced far enough apart to prevent injury (appropriate use zones), and no activities, including spontaneous ones, compromise these use zones.	<input type="checkbox"/>	<input type="checkbox"/>	
16	Guard rails or protective barriers are present to prevent children from jumping off equipment, are inspected regularly and kept in good repair.	<input type="checkbox"/>	<input type="checkbox"/>	
17	All play equipment is securely anchored and anchors are inspected regularly to prevent equipment overturn.	<input type="checkbox"/>	<input type="checkbox"/>	
18	First aid supplies are easily accessible from the play area and their location is clearly marked. The supplies are regularly inspected and replaced/refilled as needed.	<input type="checkbox"/>	<input type="checkbox"/>	

Play Area Checklist *continued*

No.	Worksite Inspection Items	Present	Needs Correction	Date Corrected
19	Employees are trained to communicate supervision expectations to guests and taught how to address inappropriate or inadequate supervision (e.g. adult texting - not watching children).	<input type="checkbox"/>	<input type="checkbox"/>	
20	Employees inform guests of supervision expectations, both at the time of group registration and upon arrival. If guests arrive individually, a sign may be used to communicate expectations.	<input type="checkbox"/>	<input type="checkbox"/>	
21	Employees communicate rules for play area to children and supervising adults. A sign is posted at play area entrance to remind visitors of rules and accommodate those arriving individually.	<input type="checkbox"/>	<input type="checkbox"/>	
22	Employees ensure that children are never in play areas without adult supervision.	<input type="checkbox"/>	<input type="checkbox"/>	
23	Play areas are continuously monitored to ensure children play on equipment appropriately and adults enforce the rules.	<input type="checkbox"/>	<input type="checkbox"/>	
24	Employees/supervising adults stop dangerous horseplay, bullying, fights and other behavior that negatively impacts play and safety.	<input type="checkbox"/>	<input type="checkbox"/>	
25	Once inappropriate behavior is stopped, employees deal with the offenders according to company policy.	<input type="checkbox"/>	<input type="checkbox"/>	
No.	Policies and Procedures Inspection Items	Present	Needs Correction	Date Corrected
1	A policy is in place for play area maintenance and inspections, detailing regular maintenance, how often inspections are done, what is to be inspected (signs, equipment, etc.), and who is responsible for the inspections.	<input type="checkbox"/>	<input type="checkbox"/>	
2	Inspection and maintenance logs are used to document maintenance and inspections, the results of all inspections, and when/how any hazards that are found are addressed.	<input type="checkbox"/>	<input type="checkbox"/>	
3	Policy(s) are in place that address the cleanliness of the play area, including garbage pickup and disposal, restroom and handwashing stations and play equipment cleanliness.	<input type="checkbox"/>	<input type="checkbox"/>	
4	A policy is in place for inspecting and refilling/replacing first aid supplies, and inspections/results are documented.	<input type="checkbox"/>	<input type="checkbox"/>	
5	A policy is in place that details how employees supervise visitors in the play area and ensures play areas are continuously monitored.	<input type="checkbox"/>	<input type="checkbox"/>	
6	A policy/procedure is in place for communicating supervision expectations to visitors (number of chaperones, behavior, etc.).	<input type="checkbox"/>	<input type="checkbox"/>	
7	A policy is in place detailing how to deal with guests who are unwilling to follow the rules and/or that behave inappropriately.	<input type="checkbox"/>	<input type="checkbox"/>	
8	A procedure for training employees on the policies and procedures is in place and includes documenting that the training was done.	<input type="checkbox"/>	<input type="checkbox"/>	

Resources that can be used to address these checklist items are available at www.safeagrifairtourism.org/Resources.
 Checklist items based on CPSC Public Playground Safety Handbook (<http://www.cpsc.gov/PageFiles/122149/325.pdf>)

Play Area Location/Design Review		Review Date: _____ Reviewed By: _____		
No.	Worksite Inspection Items	Present	Needs Correction	Date Corrected
1	The play area is located in an area free from dust and wind hazards.	<input type="checkbox"/>	<input type="checkbox"/>	
2	The play area is located away from sources of loud noises, such as operating farm machinery and generators.	<input type="checkbox"/>	<input type="checkbox"/>	
3	The play area is at least 75 feet from parking areas and other traffic areas. It is designated by boundaries or physical barriers, such as fences, gates or shrubs.	<input type="checkbox"/>	<input type="checkbox"/>	
4	The play area is located at least 30 feet away from electrical sources and air conditioning units.	<input type="checkbox"/>	<input type="checkbox"/>	
5	The play area contains areas of shade from the sun and/or buildings where visitors can go for relief from the weather.	<input type="checkbox"/>	<input type="checkbox"/>	
6	The play equipment is appropriate for public playgrounds and complies with Consumer Product Safety Commission standards.	<input type="checkbox"/>	<input type="checkbox"/>	
7	All play equipment is assembled/installed according to manufacturer's instructions or by professionals trained to install the equipment.	<input type="checkbox"/>	<input type="checkbox"/>	
8	Play equipment is constructed of materials appropriate for the area (e.g. no metal slides in hot areas).	<input type="checkbox"/>	<input type="checkbox"/>	
9	No materials/equipment is used that could result in children inhaling, ingesting or absorbing hazardous materials (lead-based paint, creosote, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	
10	All play equipment is free of entrapment hazards (spaces >3.5" & less than 9").	<input type="checkbox"/>	<input type="checkbox"/>	
11	If farm ponds, manure pits or other drowning hazards are present on the farm, the play area is located away from them and rescue equipment is available, with staff trained in its use.	<input type="checkbox"/>	<input type="checkbox"/>	
12	Enclosed spaces (crawl tubes, boxed areas, etc.) have small openings or clear plastic areas to enable viewing child.	<input type="checkbox"/>	<input type="checkbox"/>	
13	Activity paths (bikes, pedal carts, miniature trains, etc.) don't route through areas where children are playing and can be hit.	<input type="checkbox"/>	<input type="checkbox"/>	
14	If the play equipment/activity presents a hazard to visitors who enter the area (paint ball galleries, horseshoe pits, etc.), the equipment/activity is properly fenced or barricaded to prevent guests from entering the area.	<input type="checkbox"/>	<input type="checkbox"/>	
15	Playground platforms are large enough to allow children to change directions for getting off the equipment.	<input type="checkbox"/>	<input type="checkbox"/>	
16	Moving equipment, such as swings and merry-go-rounds, should be located in a corner, side or at the edge of a play area.	<input type="checkbox"/>	<input type="checkbox"/>	
17	Heavily used equipment should be located in separate areas to prevent crowding.	<input type="checkbox"/>	<input type="checkbox"/>	
18	Equipment that could present a visual barrier to supervision should be located at the outer portion of the play area.	<input type="checkbox"/>	<input type="checkbox"/>	
19	If loose fill ground cover is used, it is not installed over a hard surface, has a method of containment, good drainage underneath and the depth is appropriate for the fall height.	<input type="checkbox"/>	<input type="checkbox"/>	

Resources that can be used to address these checklist items are available at www.safeagritourism.org/Resources.
Checklist items based on CPSC Public Playground Safety Handbook (<http://www.cpsc.gov/PageFiles/122149/325.pdf>)

National Children's Center for Rural & Agricultural Health & Safety: www.marshfieldclinic.org/nccrahs
Funding provided by the National Institute for Occupational Safety and Health (NIOSH award no. 5U540H009568-04)

Play Areas Checklist

Swings & Slides

Review Date: _____

Reviewed By: _____

No.	Worksite Inspection Item	Present	Needs Correction	Date Corrected
Swings				
1	Swing structures are located away from other equipment.	<input type="checkbox"/>	<input type="checkbox"/>	
2	Swings are not attached to a composite structure.	<input type="checkbox"/>	<input type="checkbox"/>	
3	A-frame support structures don't have horizontal bars.	<input type="checkbox"/>	<input type="checkbox"/>	
4	Swing seats are made of soft materials (no wood, metal or hard plastic).	<input type="checkbox"/>	<input type="checkbox"/>	
5	Maximum of two swings per bay (single axis), one swing per bay (multi-axis) and bucket seats are hung in separate bays.	<input type="checkbox"/>	<input type="checkbox"/>	
6	All S-hooks are pinched closed; no gap or space greater than 0.04 inches (about the thickness of a dime) remains.	<input type="checkbox"/>	<input type="checkbox"/>	
7	Swing chains are in good condition, free of rust and wear, and all nuts and bolts are tight.	<input type="checkbox"/>	<input type="checkbox"/>	
8	Appropriate type/amount of ground cover is present in use zones.	<input type="checkbox"/>	<input type="checkbox"/>	
9	The use zones for swings don't overlap with other equipment.	<input type="checkbox"/>	<input type="checkbox"/>	
10	The use zone for a single axis (typical belt) swing extends six feet on the sides. In the front and rear of the swings, the use zone is equal to twice the distance from the pivot point to the ground.	<input type="checkbox"/>	<input type="checkbox"/>	
11	There is at least 12 inches between the bottom of the seat and the protective surface (ground cover) for a single axis swing.	<input type="checkbox"/>	<input type="checkbox"/>	
12	The use zone for a bucket swing extends six feet on the sides. In the front and rear of the swings, the use zone is equal to twice the distance from the pivot point to the seating surface.	<input type="checkbox"/>	<input type="checkbox"/>	
13	Bucket seat pivot points are 47-96 inches above the protective surfacing.	<input type="checkbox"/>	<input type="checkbox"/>	
14	The use zone for a multi-axis swing (e.g. tire swing) extends six feet plus the length of the suspending members (e.g. suspension chains) in all directions.	<input type="checkbox"/>	<input type="checkbox"/>	
15	Multi-axis swings are suspended in a horizontal orientation using three suspension chains or cables connected to a single swivel mechanism that permits both rotation and swinging.	<input type="checkbox"/>	<input type="checkbox"/>	
16	Drainage holes must be present on the underside of the tire for drainage.	<input type="checkbox"/>	<input type="checkbox"/>	
17	The minimum clearance between the seat of a tire swing and the uprights of the supporting structure is 30 inches.	<input type="checkbox"/>	<input type="checkbox"/>	
18	The minimum clearance between the bottom of the tire seat and the protective surface (ground cover) is 12 inches.	<input type="checkbox"/>	<input type="checkbox"/>	
Slides				
1	Slides are composed of materials that are appropriate for the climate (e.g. metal slides not used in hot, sunny climates).	<input type="checkbox"/>	<input type="checkbox"/>	

No.	Worksite Inspection Item	Present	Needs Correction	Date Corrected
2	Handholds present to facilitate the transition from standing to sitting are at the top of the slide.	<input type="checkbox"/>	<input type="checkbox"/>	
3	Slide platforms: <ul style="list-style-type: none"> • Large enough to allow child to change direction to get off slide. • Sufficient length to facilitate transition from standing to sitting. • Are horizontal and at least as wide as the chute. • Surrounded by guardrails or barriers to prevent falls. 	<input type="checkbox"/>	<input type="checkbox"/>	
4	No spaces or gaps are present between the platform and the start of slide.	<input type="checkbox"/>	<input type="checkbox"/>	
5	The sides of the slide chute are at least four inches high extending along both sides for the entire length.	<input type="checkbox"/>	<input type="checkbox"/>	
6	Toddler slides: <ul style="list-style-type: none"> • Average incline of slide chute is < 24 degrees, no section >30 degrees. • Slide chutes are 8-12 inches wide. • Chute exit region is 7-10 inches long if any portion of the chute exceeds 24 degrees, and no more than 6 inches above the surface. • Use zone is at least 6 feet around the slide. For composite structures, the minimum use zone between access structures and the side of slide is 3 feet. 	<input type="checkbox"/>	<input type="checkbox"/>	
7	Preschool/School age children <ul style="list-style-type: none"> • Average incline of slides is <30 degrees, with no section of the slide with a slope > 50 degrees. • Chute exit region is at least 11 inches long, < 11 inches above protective surfacing if slide is 4 feet high or less, and 7-15 inches above the surface if slide is over 4 feet high. • Use zone around a slide is 6 feet, except for exit area. Use zone for the slide exit area (slides < 6 feet high) is 6 feet. For slides > 6 feet high, the use zone in front of the exit is equal to the height of the slide, up to a maximum of 8 feet. 	<input type="checkbox"/>	<input type="checkbox"/>	
8	Tube slides: minimum internal diameter is 23 inches, and they must meet all the applicable recommendations for other slides.	<input type="checkbox"/>	<input type="checkbox"/>	
9	Appropriate type/amount of ground cover present in use zones.			
No.	Policy/Procedure Inspection Item (policies/procedures are in place for each of the following items)	Present	Needs Correction	Date Corrected
1	Swings and slides are regularly inspected. Inspections include: <ul style="list-style-type: none"> • All S-hooks remain closed, all nuts and bolts are tight. • Swivel mechanism for multi-axis swings are in good condition. • All swing chains are in good condition. • Tire swings do not have any exposed wires or steel belts. • Hanging mechanisms do not have exposed crush points. • All equipment remains in good condition, with no cracks, protrusions or other hazards present. 	<input type="checkbox"/>	<input type="checkbox"/>	
2	All issues identified during maintenance inspections are addressed and both the inspections and actions taken are documented.	<input type="checkbox"/>	<input type="checkbox"/>	
3	Supervision policy ensures adequate adult supervision is provided, and supervisors ensure all play equipment is used as intended.	<input type="checkbox"/>	<input type="checkbox"/>	

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

Checklist items based on CPSC Public Playground Safety Handbook (<http://www.cpsc.gov/PageFiles/122149/325.pdf>)

Play Areas Checklist

Climbing-Overhead

Review Date: _____

Reviewed By: _____

No.	Worksite Inspection Item	Present	Needs Correction	Date Corrected
All Climbing-Overhead Equipment				
1	Climbing equipment does not have climbing bars or other rigid parts in the interior.	<input type="checkbox"/>	<input type="checkbox"/>	
2	All rungs on climbing equipment are round and secured to prevent them from turning.	<input type="checkbox"/>	<input type="checkbox"/>	
3	Maximum rung diameter for toddlers is 1.20 inches (preferred 0.90); for preschool/school age max diameter is 1.55 inches (preferred 1.25).	<input type="checkbox"/>	<input type="checkbox"/>	
4	Use zone extends a minimum of 6 feet from the perimeter of a stand-alone climber.	<input type="checkbox"/>	<input type="checkbox"/>	
5	Use zone of a climber may overlap other equipment if other equipment allows for overlapping use zones and there is at least 6 feet between the two pieces of equipment (9 feet when adjacent play surfaces are more than 30 inches high).	<input type="checkbox"/>	<input type="checkbox"/>	
6	Appropriate type/amount of ground cover present in use zones.	<input type="checkbox"/>	<input type="checkbox"/>	
Arch Climbers				
1	Arch climbers used for access to equipment for preschoolers has slope 75 -90 degrees with rungs spaced <12 inches.	<input type="checkbox"/>	<input type="checkbox"/>	
2	The rung spacing on arch climbers for school age children should be <16 inches.	<input type="checkbox"/>	<input type="checkbox"/>	
3	The vertical rise is 12 inches or less for all arch climbers.	<input type="checkbox"/>	<input type="checkbox"/>	
Flexible Climbers				
1	Flexible climber is not sole means of access to equipment intended for toddlers and preschool children.	<input type="checkbox"/>	<input type="checkbox"/>	
2	Flexible climbers that provide access to platforms are securely anchored at both ends.	<input type="checkbox"/>	<input type="checkbox"/>	
3	All anchors connecting flexible climbers to the ground are installed beneath ground level and protective surfacing.	<input type="checkbox"/>	<input type="checkbox"/>	
4	Connections between ropes, cables, chains or tires are securely fixed and regularly inspected/maintained.	<input type="checkbox"/>	<input type="checkbox"/>	
5	Spacing between horizontal and vertical components of a climbing grid do not form entrapment hazards.	<input type="checkbox"/>	<input type="checkbox"/>	
Horizontal Ladders				
1	First handhold on either end is not placed directly above the platform or climbing rung used to mount/dismount.	<input type="checkbox"/>	<input type="checkbox"/>	
2	Horizontal distance to first handhold is < 10 inches but not directly above platform or 8-10 inches from climbing rungs.	<input type="checkbox"/>	<input type="checkbox"/>	
3	4-5 year olds <ul style="list-style-type: none"> • Space between adjacent rungs for 4-5 year olds is 9-12 inches, evenly spaced and parallel. • Maximum platform height for 4-5 year olds is 18 inches • Maximum height of ladder structure is 60 inches 	<input type="checkbox"/>	<input type="checkbox"/>	

No.	Worksite Inspection Item	Present	Needs Correction	Date Corrected
4	School age <ul style="list-style-type: none"> • Space between adjacent rungs for school age is 9-15 inches. • Maximum platform height for school age is 36 inches. • Maximum structure height is 84 inches. 	<input type="checkbox"/>	<input type="checkbox"/>	

Overhead Rings

1	If rings are suspended, the maximum length of chains is 7 inches.	<input type="checkbox"/>	<input type="checkbox"/>	
2	If overhead rings are stationary, then spacing recommendations for horizontal ladders apply.	<input type="checkbox"/>	<input type="checkbox"/>	
3	If overhead rings are suspended and will swing, spacing recommendations for horizontal ladders do not apply.	<input type="checkbox"/>	<input type="checkbox"/>	
4	The remainder of guidelines for horizontal ladders apply to overhead rings.	<input type="checkbox"/>	<input type="checkbox"/>	

Sliding Poles

1	Poles do not change directions along the sliding portion.	<input type="checkbox"/>	<input type="checkbox"/>	
2	Horizontal distance from pole to access structure is 18-20 inches.	<input type="checkbox"/>	<input type="checkbox"/>	
3	The pole extends at least 60 inches above access platform/structure.	<input type="checkbox"/>	<input type="checkbox"/>	
4	The diameter of sliding poles is no greater than 1.9 inches.	<input type="checkbox"/>	<input type="checkbox"/>	
5	Upper access to pole is from one level only.	<input type="checkbox"/>	<input type="checkbox"/>	
6	Poles are continuous with no protruding welds or seams along sliding surface.	<input type="checkbox"/>	<input type="checkbox"/>	

Track Rides

1	There are no obstacles along the path of the ride, including the take-off and landing areas.	<input type="checkbox"/>	<input type="checkbox"/>	
2	Two track rides next to each other must be at least 4 feet apart.	<input type="checkbox"/>	<input type="checkbox"/>	
3	Ride handles are 64-78 inches above the surface.	<input type="checkbox"/>	<input type="checkbox"/>	
4	Rolling parts are enclosed to prevent crush hazards.	<input type="checkbox"/>	<input type="checkbox"/>	
5	Nothing is ever tied to any moving part of a track ride.	<input type="checkbox"/>	<input type="checkbox"/>	
6	If zip lines are present, they must be professionally installed, inspected and regularly maintained (check local/state regulations).	<input type="checkbox"/>	<input type="checkbox"/>	

No.	Policy/Procedure Inspection Item (policies/procedures are in place for each of the following items)	Present	Needs Correction	Date Corrected
1	All equipment is regularly inspected. Inspections include: <ul style="list-style-type: none"> • All nuts and bolts are tight. • Wood surfaces are free of cracks and splinters. • No peeling paint, rust or other signs of deterioration are present. • No protrusions or other hazards present on equipment. • Signs are in good condition indicating the ages/rules for equipment. 	<input type="checkbox"/>	<input type="checkbox"/>	
2	All issues identified during maintenance inspections are addressed and both the inspections and actions taken are documented.	<input type="checkbox"/>	<input type="checkbox"/>	
3	Supervision policy ensures adequate adult supervision is provided, and supervisors ensure all play equipment is used as intended.	<input type="checkbox"/>	<input type="checkbox"/>	

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

Checklist items based on CPSC Public Playground Safety Handbook (<http://www.cpsc.gov//PageFiles/122149/325.pdf>)

Play Areas Checklist

Other Equipment

Review Date: _____

Reviewed By: _____

No.	Worksite Inspection Item	Present	Needs Correction	Date Corrected
Balance Beam				
1	Signs are posted indicating the age of child the balance beam is intended for: <ul style="list-style-type: none"> • Balance beams are not recommended for toddlers • Preschool children: < 12 inches above the protective surface • School age children: < 16 inches above the protective surface 	<input type="checkbox"/>	<input type="checkbox"/>	
2	Design of balance beam allows easy access to the beam and does not present a tripping hazard when mounting or dismounting.	<input type="checkbox"/>	<input type="checkbox"/>	
3	Beams are in good condition: no splinters, cracks or uneven surfaces.	<input type="checkbox"/>	<input type="checkbox"/>	
Sandbox				
1	Sandbox is located away from other play equipment and does not overlap the use zone of other play equipment.	<input type="checkbox"/>	<input type="checkbox"/>	
2	Sandbox is constructed to permit drainage.	<input type="checkbox"/>	<input type="checkbox"/>	
3	Sandbox is covered with a lid or other type of covering when not in use.	<input type="checkbox"/>	<input type="checkbox"/>	
4	Sand is replaced as necessary to prevent the transmission of disease and keep it free of foreign materials.	<input type="checkbox"/>	<input type="checkbox"/>	
Merry-go-round				
1	Merry-go-rounds are not used on playgrounds intended for toddlers.	<input type="checkbox"/>	<input type="checkbox"/>	
2	The merry-go-round is in good condition, with no splinters or rust.	<input type="checkbox"/>	<input type="checkbox"/>	
3	The rotating platform is continuous, approximately circular, and has no sharp edges or corners.	<input type="checkbox"/>	<input type="checkbox"/>	
4	There are no openings between the axis and the periphery of the merry-go-round platform with a diameter of 5/16 inch or larger.	<input type="checkbox"/>	<input type="checkbox"/>	
5	The surface of the platform has maximum height of 14 inches for preschoolers and 18 inches for school age children.	<input type="checkbox"/>	<input type="checkbox"/>	
6	The underside of the bottom of the platform is no less than 9 inches above the protective surfacing.	<input type="checkbox"/>	<input type="checkbox"/>	
7	Merry-go-round platforms do not have any up and down (oscillatory) motion.	<input type="checkbox"/>	<input type="checkbox"/>	
8	No components of the merry-go-round extend beyond the perimeter of the platform, and no shearing or crush mechanisms are accessible.	<input type="checkbox"/>	<input type="checkbox"/>	
9	There is a secure means for children to hold on.	<input type="checkbox"/>	<input type="checkbox"/>	
10	Mechanism in place limits peripheral speed of rotation to 13 ft./sec.	<input type="checkbox"/>	<input type="checkbox"/>	
Spring Rockers				
1	Sign is present indicating spring rockers are designed for toddlers and preschool children, and not for use by school age children.	<input type="checkbox"/>	<input type="checkbox"/>	
2	For toddlers, the seat is 12-16 inches high, and spring rockers with opposing seats have at least 37 inches between seats.	<input type="checkbox"/>	<input type="checkbox"/>	

No.	Worksite Inspection Item	Present	Needs Correction	Date Corrected
3	For preschoolers, the seat is 14-28 inches high.	<input type="checkbox"/>	<input type="checkbox"/>	
4	Use zones extend a minimum of 6 feet in all directions.	<input type="checkbox"/>	<input type="checkbox"/>	
5	Seat design does not allow the rocker to be used by more than the intended number of users.	<input type="checkbox"/>	<input type="checkbox"/>	
6	Each seating position is equipped with handgrips and footrests.	<input type="checkbox"/>	<input type="checkbox"/>	
7	The springs minimize the possibility of children crushing their hands or feet between coils or between the spring and the rocker.	<input type="checkbox"/>	<input type="checkbox"/>	

Seesaws

1	Use zone extends a minimum of 6 feet in all directions from the edge/end of the seesaw.	<input type="checkbox"/>	<input type="checkbox"/>	
2	Seesaws are in good condition; have protective ground cover in place.	<input type="checkbox"/>	<input type="checkbox"/>	
3	For fulcrum type seesaws, signs are posted indicating they are for school age children, and not for use by toddlers/preschoolers. Spring centered seesaws can be used by younger children, and appropriate signage is in place if present.	<input type="checkbox"/>	<input type="checkbox"/>	
4	In a fulcrum seesaw, the fulcrum does not present a crush hazard.	<input type="checkbox"/>	<input type="checkbox"/>	
5	Fulcrum seesaws: partial car tires or shock absorbing materials are embedded in the ground under the seat or secured to the underside of the seat to minimize impact with the ground.	<input type="checkbox"/>	<input type="checkbox"/>	
6	Fulcrum seesaws do not have footrests.	<input type="checkbox"/>	<input type="checkbox"/>	
7	Spring centered seesaws follow the requirements for spring rockers, including footrests.	<input type="checkbox"/>	<input type="checkbox"/>	
8	Handholds are provided on all seesaws at each sitting position, and they do not turn or protrude beyond the sides of the seat.	<input type="checkbox"/>	<input type="checkbox"/>	

Play Panels and Steering Wheels

1	Steering wheels on play panels are completely enclosed and the center of the wheel does not create a protrusion.	<input type="checkbox"/>	<input type="checkbox"/>	
2	Play panel components are free of pinch, crush and shear points.	<input type="checkbox"/>	<input type="checkbox"/>	
3	All fasteners, connectors and covering devices on play panels do not loosen and are not removable without tools.	<input type="checkbox"/>	<input type="checkbox"/>	
4	Play panels are free of head and neck entrapments (no openings between 3.5 and 9 inches).	<input type="checkbox"/>	<input type="checkbox"/>	

No.	Policy/Procedure Inspection Item (policies/procedures are in place for each of the following items)	Present	Needs Correction	Date Corrected
1	All equipment is regularly inspected. Inspections include: <ul style="list-style-type: none"> • All nuts and bolts are tight. • Wood surfaces are free of cracks and splinters. • No peeling paint, rust or other signs of deterioration are present. • Signs posted, in good condition with age/rules for activities. 	<input type="checkbox"/>	<input type="checkbox"/>	
2	All issues identified during maintenance inspections are addressed and both the inspections and actions taken are documented.	<input type="checkbox"/>	<input type="checkbox"/>	
3	Supervision policy ensures adequate adult supervision is provided, and supervisors ensure all play equipment is used as intended.	<input type="checkbox"/>	<input type="checkbox"/>	

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.

Checklist items based on: CPSC Public Playground Safety Handbook (<http://www.cpsc.gov/PageFiles/122149/325.pdf>), Creating Safe Play Areas on Farms (www.marshfieldclinic.org/safeplay); National Program for Playground Safety (www.playgroundsafety.org)



8660 Blue Ridge Drive
Blue Ridge, Ga. 30513 - 706-632-3411

Mercier Orchards, nestled in the North Georgia Mountains, is a family owned and operated apple orchard now in its 4th generation with some 300 acres and over 100,000 fruit trees.

Started back in 1943 by Bill & Adele, Mercier's is truly a family affair. Tim Mercier, the current President and CEO of the company, attributes the success and longevity of the business to the hard work and creative ideas of his parents' advice and experiences. His Mother, Adele, was a walking, talking encyclopedia. If you wanted to know which apples made the best pies or jellies or apple sauce, she knew. Mrs. Adele could tell you the difference between a Braeburn and Arkansas Black.

The founder, Adele Mercier, made her first Fried Apple Pie in an Iron Skillet in 1965 in the small 4 wall apple house with the red roof you see in the attached photo. We still use her same recipe and crust today in our World Famous Fried Pies selling over 1.4 million in 2015. We also have our deli which offers kid's baking classes, large market store, and now the newest venture, our winery. Along with wines from all over Georgia, we make our very own hard cider and wine that is grown, pressed, fermented and bottled on site.

Mercier Orchards offers its visitors a fun filled experience for the whole family! From our seasonal U-PICKS of strawberries, blueberries, blackberries, peaches and apples, to our informational tractor ride complete with a guide on board to share our rich history.

Tim Mercier believes the company's willingness to learn, adapt and change are Mercier's most important assets. Although he believes their apples are very special, he modestly admits, this part of the country has an excellent environment for growing fruit. "Apples are a temperature-zone crop which grows best in areas with warm, sunny days and cool nights."

Stop in for a visit and experience all the history Mercier Orchards has to offer! Mercier's is located on Highway 5, two miles north of Blue Ridge, Georgia at 8660 Blue Ridge Drive or call, 800.361.7731 or check out our website: www.mercierorchards.com

Rita Suiter
Marketing/Training Coordinator

AGCO - myFarmLife.com. Sponsored by AGCO Corporation, myFarmLife.com is the web extension of *FarmLife*™ magazine. By Richard Banks | Photos by Jamie Cole - Fall 2011

<https://www.myfarmlife.com/features/the-big0-apple/>

The Big Apple

The Merciers began with 27 acres. Now, their orchard and related businesses are one of Georgia's best-known agricultural enterprises.



Adele Mercier

“Ahhh,” Adele Mercier says in somewhat mock disdain. *“I don’t like U-pick. Never have. People just leave too much on the ground, and I don’t like to see any of these good apples go to waste.”*

Her son, Tim, quietly chuckles, maybe a little nervously. After all, Ms. Adele, as many folks call the 94-year-old matriarch of the Mercier family, is speaking to a writer doing a story on the family business ... part of which happens to be a U-pick operation.

“Yeah,” Tim says with a slight smile on his face, “we might lose as much as a third of the crop in our U-pick. But to give the public that experience is very important to us. No, I wouldn’t call it a waste—more of a cost of doing business.”

Ms. Adele looks at her son and makes a sort of brushing motion with her hand, as if to say, “Go away.” She, however, is smiling, too. If she’s not fond of U-pick, there are plenty more operations within the family business to like.



Mercier Orchards' U-pick is a great outing for families.

Mercier Orchards, the business Ms. Adele and her husband, Bill, started in 1943, is now one of Georgia's largest apple operations. Largely overseen by Tim, several members of the family work on the orchard, including his daughter Melissa Lillard, her husband Dave, and Joe Foster, another son-in-law.

The operation they run is now the last apple wholesaler in the state and has a bakery that serves more than 1 million fried fruit pies each year to customers at its booming farm market, as well as restaurants throughout the South. The Merciers pasteurize some 3,000 gallons of apple cider each day during peak season, both for neighboring orchards and under their own label, much of which is sold at Whole Foods and Walmart stores. Then, there's that U-pick operation, which, in addition to apples, now offers strawberries, peaches, blueberries, pumpkins and other crops, and has grown to be one of the largest in the southeastern U.S.

Mercier Orchards, just outside of Blue Ridge, Ga., is easy to find, especially in September or October. Just follow all the cars and tour buses. When word gets out the apples are ready to pick, folks from across the country, even foreign lands, flock to the 200-acre orchard. It's not unusual for 10,000 people or more to visit on a single weekend day this time of year.



The orchard has welcomed as many as 16,000 visitors in one weekend day.

“That’s great for business,” says Tim, but not just for the obvious reason that his customers are buying his crop. U-pick also introduces them to the farm. “It gives [us] a lot of credibility,” he says, “when you actually put the people out there and they see what goes on. That credibility then translates to our other products.”

It’s a matter of taste, says Tim. “If we get people to buy with their taste buds and not just their eyes, they’ll really discover how good our products are right off the farm. And when they visit us, they’re coming hungry.”

But they’re hungry as much for the experience, says Joe. “People want to get back on the farm, and it’s not just kids who haven’t been, but adults, too. They didn’t experience what it’s like to be on a farm, but they’re going to make sure their kids do.”

It appears the Mercier approach is working, despite the fruit on the ground. In 2010 the operation set records for visitors and revenue, and says Joe, “this year we’re even running 20% more than we did last year.”



The Merciers grow more than 60 varieties of apples.

Success has created its own quandaries, however. Perhaps the biggest is a problem shared among lots of seasonal businesses—how do they replicate their success year-round and keep their employees on the payroll? “We ramp up to about 160 people during our fall harvest,” Joes says, “and then at the end of the year we go down to about 80. We have to let about half our staff go.

“So, we asked ourselves, what could we do the other 10 months out of the year? We started doing other crops. We’ve got fresh fruit year-round now that brings people back [at different times of the year]. But one of the challenges is we’re still getting tens of thousands of people to the farm in October, but only thousands in the off-season.”

The solution? “Instead of trying to get 10,000 people to come to us,” explains Joe, “we go to where there are tens of thousands of people.”



The Merciers annually prepare more than 1 million fruit pies.

That was the thinking behind the family’s newest venture—serving their cider, fried pies and other products out of trailers at various festivals and other events, including the Kentucky Derby and NASCAR races at Charlotte Motor Speedway. Yes, it brings in

revenue and keeps staff employed, but like the U-pick operation, the trailers themselves help to promote the rest of the family business.

“On our trailers,” says Joe, “we have a little [TV monitor] that shows video footage of everything we do at the farm. We get a chance to talk to all these people and invite them to come see our farm. It’s a great way to promote what we do.”

It’s the same spirit of innovation that has fueled the Mercier family’s drive for the past 68 years. Beginning with just 27 acres, Mercier Orchards continues to grow into new directions. Now, as a fourth generation of the family begins working in the business, there are even plans for a larger restaurant and complex on the property that will host weddings, small concerts and other events.

“For us, diversification is the key to a successful farm operation,” says Tim. When one operation has a tough year, the others can typically help soften the blow. Even after a devastating late freeze in 2007 that nearly wiped out the Merciers’ crops, the business managed to get by with the help of the market, bakery and other units.

But what fuels the family drive, says Tim, is passion. “Look at the long-term successful farms—I don’t care what they’re growing—they have enthusiasm for what they’re doing. If you’ve got that passion, you’ve got a shot at success.”

It was that zeal and energy, adds Tim, that got his mother and father into farming to begin with, and what motivates Ms. Adele to protect her apples.

“I love every one of them,” she says, still smiling. “And this farm is wonderful.”

Safety Checklist

	Signage on highway and entrance into facility
	Warm welcoming with hospitality and southern charm
	Inspect grounds for holes, trenches, washouts
	Remove all debris and limbs from roads and grounds
	Provide fencing around propane tanks and electricity stations
	Provide safety signage for any lakes, ponds, or rivers
	Sign written release of responsibilities for any boating, golf cart, ATVs, or recreational activities
	Provide cottages for any alcohol related activities
	Provide a free transportation for any intoxicated person leaving your facility
	Have a security guard on site for any event with liquor present
	Have a licensed bartender for any event with alcohol
	Provide efficient lighting for any accessible places to walk or drive at night
	Provide efficient lighting for steps and walkways leading to any facility
	Sign a waiver of release of responsibilities for any fireworks or sparklers used on the grounds.
	Obtain liability insurance in case of a law suit
	Check all rails and fencing leading to cottages and cabins

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.

Source: www.safeagritourism.com/Resources. Adapted from resources provided by the North Carolina Agromedicine Institute, with funding provided by the National Institute for Occupational Safety and Health (NIOSH) Award 5U540H009568-04 through a grant from the National Children's Center for Rural and Agricultural Health and Safety (NCCRAHS)

Supervision Guidelines

Proper supervision of children is imperative on a farm or ranch. It is not as simple as “keeping an eye” on them, as that may not allow the adult the opportunity to intervene before something happens.

In order to provide “proper supervision” the following guidelines should be followed:

- All children under age 16 are accompanied by a “supervising adult”.
- All groups comply with the recommended adult to child ratios for visiting farms.

Age	Number of Children	Number of Adults
Under 5	2	1
5-8	3	1
9-12	5	1
13-17	10	1

Adapted from: National Park Service.

- When supervising children, all parents/chaperones need to:
 - Know which children they are responsible for.
 - Make sure that children understand and follow the rules.
 - Understand the importance of enforcing health and safety guidelines.
 - Be within eyesight **and** arm’s reach of young children at all times.
 - Know what to do in the event of an incident/emergency.

Source: www.safeagritourism.com/Resources. Funding provided by the National Institute for Occupational Safety and Health (NIOSH) Award 5U540H009568-04 through a grant from the National Children’s Center for Rural and Agricultural Health and Safety (NCCRAHS).

Topics Checklist		Enter date when completed		
All farms do these:		Walkthrough	Checklist	Resources
1	Emergency Prep and Plan			
2	Traffic and Parking			
3	Handwashing and Restrooms			
4	Barriers and Fences			
5	Walkways, Surfaces and Structures			
All farms do these:		Information Pages	Checklist	Resources
6	Communicating with Guests			
7	Insurance Information (Discussion sheet replaces checklist)			
Do these if you have this activity:		Walkthrough	Checklist	Resources
8	Farmers' Market			
9	Hayride			
10	Corn Maze			
11	Play Areas			
12	Petting Zoos			
13	Large Animal Safety			
14	Inflatable Rides			
15	Food Safety			
16	Water and Attractive Nuisances			
17	Machine Safety			
Notes:				

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.

Tornado Safety Procedure

Alarm: Code _____

Safe Area: _____

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

Source: www.safeagritourism.com/Resources. Adapted from resources provided by the North Carolina Agromedicine Institute, with funding provided by the National Institute for Occupational Safety and Health (NIOSH) Award 5U540H009568-04 through a grant from the National Children's Center for Rural and Agricultural Health and Safety (NCCRAHS)

Traffic & Parking Safety Checklist

Review Date: _____

Reviewed By: _____

No.	Inspection Item	Present	Needs Correction	Date Corrected
1	There is a sign located approximately 1/2 mile from the turn off to the agritourism operation with the name and distance to the operation on it.	<input type="checkbox"/>	<input type="checkbox"/>	
2	The entrance to the agritourism operation is clearly marked/identified and wide enough to accommodate school buses and other large vehicles.	<input type="checkbox"/>	<input type="checkbox"/>	
3	The entrance to the operation and parking areas are sufficiently lit to provide good visibility, allowing visitors to identify the name of the operation, traffic patterns and parking spots.	<input type="checkbox"/>	<input type="checkbox"/>	
4	The road/driveway to the operation is smooth, even and free of holes and dips.	<input type="checkbox"/>	<input type="checkbox"/>	
5	The parking areas where visitors are supposed to park are clearly marked, with adequate space for the number of expected vehicles.	<input type="checkbox"/>	<input type="checkbox"/>	
6	The parking area is far enough away from children's attractions and gathering areas to minimize danger to children.	<input type="checkbox"/>	<input type="checkbox"/>	
7	All parking areas are free of brush, long grass, litter and other trip hazards.	<input type="checkbox"/>	<input type="checkbox"/>	
8	Parking areas for the handicapped are clearly marked.	<input type="checkbox"/>	<input type="checkbox"/>	
9	If the parking area is far from attractions, there are drop off and pick up locations available and clearly marked.	<input type="checkbox"/>	<input type="checkbox"/>	
10	If large numbers of guests are expected, workers (wearing bright/reflective clothing) are directing traffic.	<input type="checkbox"/>	<input type="checkbox"/>	

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.

Walkways, Surfaces and Structures Checklist

Review Date: _____

Reviewed By: _____

No.	Inspection Item	Present	Needs Correction	Date Corrected
1	Are all depressions, holes or other ground areas where water may pool filled in or drained?	<input type="checkbox"/>	<input type="checkbox"/>	
2	If water is present that cannot be drained, has it been treated with a larvicide, or other steps taken to decrease insect reproduction?	<input type="checkbox"/>	<input type="checkbox"/>	
3	Are all paths and surfaces smooth, level and free of steep grades if visitors will be using them?	<input type="checkbox"/>	<input type="checkbox"/>	
4	Are paths and surfaces inspected regularly and kept free of debris, brush, and vegetation?	<input type="checkbox"/>	<input type="checkbox"/>	
5	Are trails, walkways and paths clearly marked so visitors know where they lead?	<input type="checkbox"/>	<input type="checkbox"/>	
6	Are all signs in good condition, legible and language appropriate?	<input type="checkbox"/>	<input type="checkbox"/>	
7	Are walkways smooth and wide enough to accommodate wheelchairs and scooters?	<input type="checkbox"/>	<input type="checkbox"/>	
8	Has the use of stairs and steps been minimized in the operation?	<input type="checkbox"/>	<input type="checkbox"/>	
9	If stairs have to be used, do they have a sturdy handrail in place?	<input type="checkbox"/>	<input type="checkbox"/>	
10	Does the operation comply with the Americans with Disabilities Act (ADA)?	<input type="checkbox"/>	<input type="checkbox"/>	
11	Is the groundcover under and around play items (e.g. slides, swings) sufficient to protect against injury?	<input type="checkbox"/>	<input type="checkbox"/>	
12	Are all entrances to guest areas inspected for tripping hazards, clutter and debris, with signs posted to indicate the type of attraction?	<input type="checkbox"/>	<input type="checkbox"/>	
13	Are storage areas such as barns, sheds and grain bins locked when visitors are present?	<input type="checkbox"/>	<input type="checkbox"/>	
14	Are chemicals, fuels and pharmaceuticals kept in locked storage areas that are cool and dry and have proper ventilation?	<input type="checkbox"/>	<input type="checkbox"/>	
15	Are hand tools and power tools stored in a locked area?	<input type="checkbox"/>	<input type="checkbox"/>	
16	Are signs present indicating which storage areas are off limits to guests?	<input type="checkbox"/>	<input type="checkbox"/>	
17	Are storage areas with guest access kept free of hazardous materials at all times and supervised by adults when guests are present?	<input type="checkbox"/>	<input type="checkbox"/>	
18	Are all building exits marked with exit signs (lighted if building is in use after dark)?	<input type="checkbox"/>	<input type="checkbox"/>	
19	Are all building exits kept clear of obstacles, clutter and debris?	<input type="checkbox"/>	<input type="checkbox"/>	

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.

Water & Attractive Nuisances Checklist

Review Date: _____

Reviewed By: _____

No.	Inspection Item	Present	Needs Correction	Date Corrected
1	Is there a sign posted to warn visitors about open water or other potential drowning hazards?	<input type="checkbox"/>	<input type="checkbox"/>	
2	Are visitors informed of ponds, lakes or other water that is off limits (not for their use)?	<input type="checkbox"/>	<input type="checkbox"/>	
3	Are water hazards fenced off with a fence that is at least 4 feet high and in good repair? Does the fence contain a self-latching gate that is kept locked when visitors are present?	<input type="checkbox"/>	<input type="checkbox"/>	
4	Is water rescue equipment available by water areas?	<input type="checkbox"/>	<input type="checkbox"/>	
5	Are employees familiar with water safety, basic water rescue techniques, first-aid and CPR?	<input type="checkbox"/>	<input type="checkbox"/>	
6	Do employees inform visitors that all children need to be supervised in water areas and ensure that there are adequate numbers of adults to supervise?	<input type="checkbox"/>	<input type="checkbox"/>	
7	Do all bridges have even walking surfaces and side rails to prevent visitors from falling into the water?	<input type="checkbox"/>	<input type="checkbox"/>	
8	Have you inspected your operation for attractive nuisances: things that are hazardous to children, but which they find attractive (e.g. hay piles, culverts with flowing water)?	<input type="checkbox"/>	<input type="checkbox"/>	
9	Have you eliminated access to all attractive nuisances (with fences, locked doors, etc.)? If this is not possible, are children closely supervised while in these areas?	<input type="checkbox"/>	<input type="checkbox"/>	
10	Are there signs to indicate which areas are off limits to guests?	<input type="checkbox"/>	<input type="checkbox"/>	
11	Do the employees explain which amenities are available to guests and the proper usage of these amenities?	<input type="checkbox"/>	<input type="checkbox"/>	

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

Directional Signs



Safety Signs



Education & Information Signs

EVENTS
WATERMELON CREEK VINEYARD
 WWW.WATERMELONCREEKVINEYARD.COM

Saturday, September 16 12-2:30pm
 "TEA WITH THELMA" Luncheon and
 Tea Tasting/ Tea 101
 \$30 Before Sept 1 \$35 after

Monday, September 25 6-9pm
 "WINE AND ART PAIRING"
 \$45 Details TBA

Friday, October 6 6-9pm
 "NIGHTMARE ON WATERMELON
 CREEK" Dinner Theater
 \$55 Before Sept 24 \$65 after

Thursday, November 20 6-9pm
 "HOORAY FOR THE HOLIDAYS!"
 Christmas Cabaret Dinner Theater
 \$55 early \$65 after Detail TBA



PEACH VARIETY	PRICE	PEACH VARIETY	PRICE
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Welcoming Signs



Acknowledgements

The “Creating an Outstanding Customer Experience” manual was created by the Georgia Agritourism Association Board of Directors to be an industry tool used to enhance customer service on agritourism operations across the state of Georgia. Funded through an USDA Specialty Crop Block Grant, this manual and toolkit are designed to help create training and development for agritourism operators as well as for employees of agritourism operations. This is a compliment to a series of customer service training webinars located at www.georgia-agritourism.org. Please contact the Georgia Agritourism Association for use of any portion of or duplication of this manual, toolkit, or webinar series.

The following individuals, organizations, and websites kindly shared information used to produce this manual and toolkit.

Agritourism Ideas

www.agritourismideas.com

Calhoun Produce

www.calhounproduce.com

Sheila Rice

Cornell Cooperative Extension

Getting Started in Agritourism

www.cceontario.org > cce-site-documents

Jim Ochterski and Monia Roth

Dickey Farms

www.gapeaches.com

Cynde Dickey

Farmview Market

www.Farmviewmarket.com

Laura Rotroff

Gin Creek Plantation

www.gincreek.com

Doug Dermott

Horse Creek Winery

www.horsecreekwinery.com

Ed Perry

Hunter Cattle Company

www.huntercattle.com

Debra Ferguson

Jaemor Farms

www.jaemorfarms.com

Caroline Lewellen

Lane Southern Orchards

www.lanesouthernorchards.com

Wendy Barton

Mercier Orchards

www.mercier-orchards.com

Rita Suiter

National Children's Center for Rural and Agricultural Health and Safety (2015) Checklist Guide:
Supplement to Agritourism Health & Safety Guidelines for Children Marshfield, WI, Marshfield Clinics

www.safeagritourism.org

North Carolina Agromedicine Institute

www.safeagritourism.com/resources

Northern Kingdom Travel and Tourism Association

Agritourism On-Site Farm Safety Guide

www.uvm.edu/vtagritourism

Raisin' Cane

www.raisincanevaldosta.com

Jessica Bolesta

Safe Agritourism

www.safeagritourism.org/resources

Southern Belle Farm

www.southernbellefarm.com

Jake Carter

Tennessee Department of Tourist Development

One Visitor/Customer at a Time Hospitality Training Program (April, 2002)

<https://extension.tennessee.edu/PB1754>

Ramay Winchester and Lee Curtis

The Rock Ranch

www.therockranch.com

Jeff Manley

University of Arkansas - Division of Agriculture

www.uaexx.edu/farm-ranch/special-programs/agritourism.aspx

Sheila Brandt and Stacey McCullough

University of Tennessee

Considering an Agritainment Enterprise in Tennessee

www.tennesseeagritourism.org/megan-bruch

Megan Bruch and Rob Holland

University of Vermont

Agritourism Best Practices

Safety & Risk Management

www.uvm.edu/vtagritourism

Virginia Tech

Agritourism Ideas and Resources/VCE Publications

www.pubs.ext.vt.edu/310/310-003.html

Watermelon Creek Vineyard

www.watermeloncreekvineyard.com

Deborah Tillman

Wreden, Nick

How to Recover Lost Customers

www.smartbiz.com/article/articleview/112/1/7/14_july2004

