



STAFF REPORT

To: Board of Management

From: Robin D. Hale
Chief Operating Officer

Subject: 2009 VISITOR SAFETY REPORT

Date: 2010-01-04

Summary:

This report is intended to brief the Board on the visitor accidents and related public safety initiatives for the year 2009.

Recommendation:

It is recommended that this report be received for information.

Comments/Discussion:

The Visitor Accident Summary for the period 2009-01-01 to 2009-12-31 is attached hereto. During this time period there were a total of 110 visitor accidents, which compares to 89 during the same time period in 2008.

The accident to attendance ratio for 2009 was 1:13,269. This statistic represents an increase over 2008 which was 1:14,783. The 2009 average compares favourably to the five year average which was one accident for every 13,081 visitors. A higher accident total for 2009 can partially be attributed to a higher annual attendance which increased by 10% over 2008.

In May of this year, six designated smoking areas were introduced to the Zoo. Initial reports indicate the areas have been well received by our guests.

The Safety & Security Branch provides in house training for its staff in First Aid & CPR and Automated External Defibrillation (AED). AED training was previously provided by the City of Toronto, Emergency Medical Services, however in 2009 efforts were made to successfully train an in-house Zoo instructor. This training enables staff to respond effectively to assist public and staff. It is offered to all Zoo staff with special emphasis on front line employees including Safety & Security, Guest Services, Retail & Rides and Zoo Camp counsellors.

The Zoo's visitor accident prevention program includes inspections of all public areas by the Safety & Security Branch to identify actual or potential hazards to the public. Work orders to repair these hazards, as well as, for any hazard identified as the result of an investigation into a visitor accident, are submitted to Facilities & Services or Horticulture for action.

2009 Visitor Safety

2010-01-04

Page 2 of 2

Staff shall continue to monitor site conditions and make changes where required to ensure the safety of Toronto Zoo visitors.

R. D. Hale
Chief Operating Officer

List of Attachments:
2009 Visitor Safety Report

TORONTO ZOO
2009 VISITOR SAFETY REPORT

ACCIDENT HISTORY

In 2009, 110 accidents resulted in injuries to Zoo visitors as compared to 89 in 2008. These accidents have been classified into six different categories: Slip/Fall-Public Pathways, Slip/Fall-Other, Contact, General Mishap, Animal-Related, and Exposure.

These visitor accidents do not include the 19 visitors bitten and treated by staff for minor wasp or bee stings in 2009. Comparatively, 41 visitors were treated for wasp or bee stings in 2008.

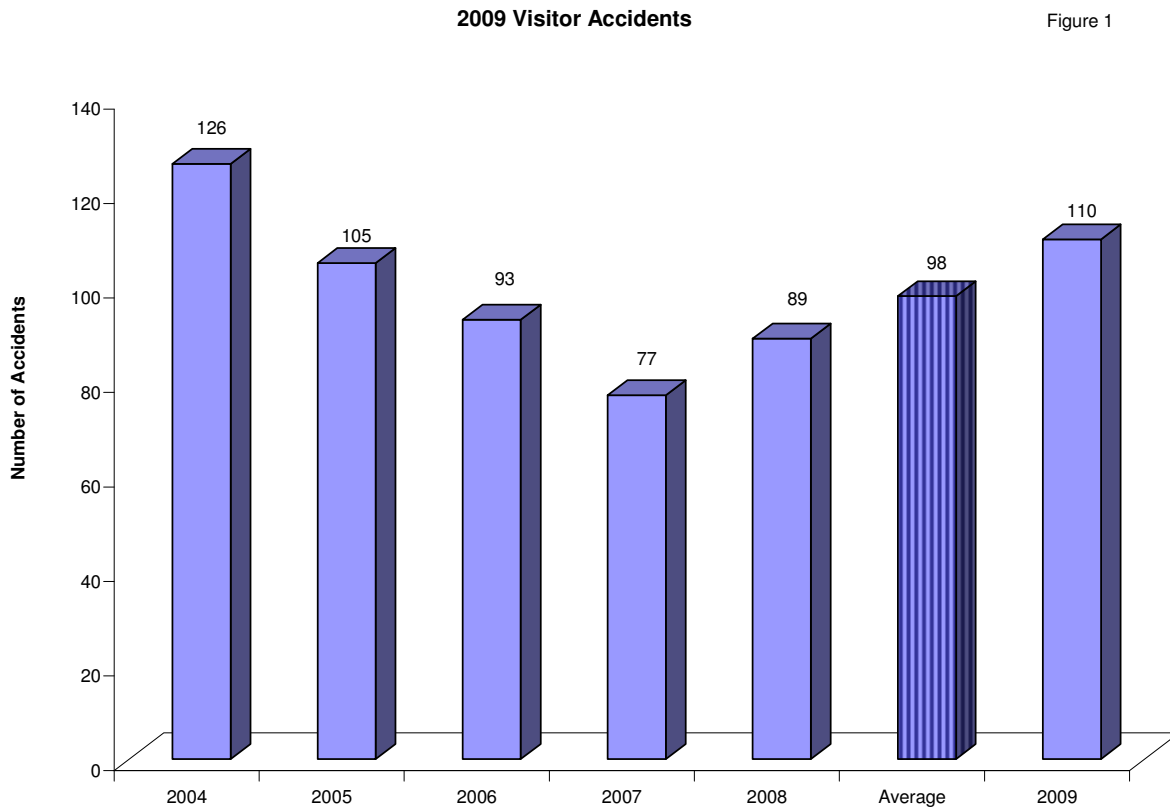
In addition, the Safety & Security Branch provided emergency response to 41 visitor illness/incident calls. These calls were related to medical conditions of the visitor and were not related to the Zoo.

A) Visitor Accidents by Year Comparison:

<u>Year</u>	<u>Visitor Accidents</u>	<u>Attendance</u>	<u>Accident: Attendance Ratio</u>
2004	126	1,222,884	1: 9,705
2005	105	1,198,582	1:11,415
2006	93	1,240,025	1:13,334
2007	77	1,432,656	1:18,606
2008	89	1,315,653	1:14,783
AVERAGE	98	1,281,960	1:13,081
2009	110	1,459,580	1:13,269

An increase of 21 visitor accidents occurred in 2009 as compared to 2008. The accident to attendance ratio is a means of comparing year to year performance. In 2009, there was one visitor accident for every 13,269 visitors and is an increase over 2008 which was 1:14,783. This total is only slightly lower than the previous five year average of one accident for every 13,269 visitors.

Figure 1 illustrates the Visitor Accidents for the period 2004 to 2009



B) 2009 Visitor Accident Summary by Type:

<u>Type</u>	<u>2009</u>	<u>Percent</u>	<u>2008</u>	<u>Percent</u>
Slip/Fall-Other	43	39.1	25	28.0
Slip/Fall-Public Pathway	29	26.4	23	26.0
Contact	21	19.1	20	22.5
General Mishap	10	9.1	19	21.3
Animal Related	6	5.4	2	2.2
Exposure	1	0.9	0	0
Totals:	110	100	89	100

The Accident Summary provides an indication as to the nature of visitor accidents. It is largely subjective from year to year, as it does not factor in the cause or personal contributing factors.

Slip/fall-Other increased by 18 accidents, and Slip/Fall-Public Pathway accidents increased by six accidents. Contact and Exposure related accidents both increased by one each. Animal Related accidents increased by four with General Mishap decreasing by nine.

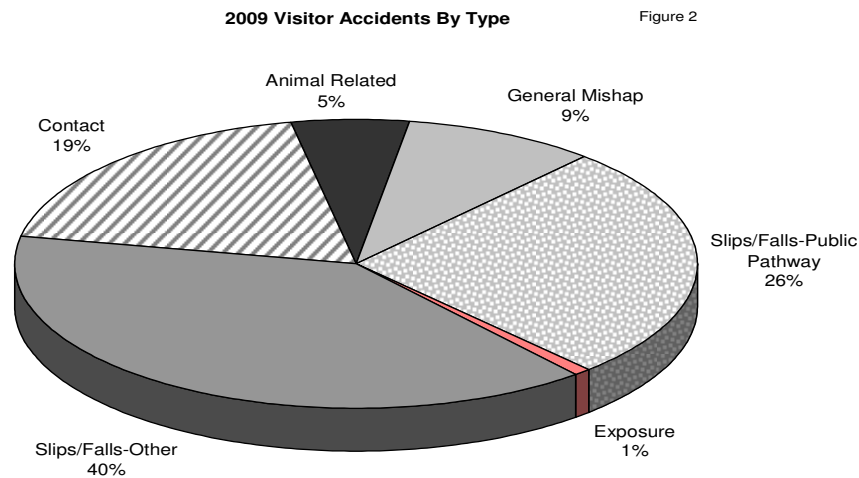
No one explanation exists for increased in injuries in 2009. It is believed that a 10% increase in annual attendance is a contributing factor to the increase. Increases in the Slip/fall-other category can be attributed to an increasing number of children who continue to climb various structures on site and fall, injuring themselves.

Accident figures involving children place a continuing obligation on the Toronto Zoo to provide reasonable warning to parents and guardians that activities including climbing on rocks, exhibits and statues pose a risk to unsupervised children. The Safety & Security Branch will continue to conduct inspections of public areas and work closely with the Public Safety Committee to ensure identified hazards are corrected.

On-going preventive maintenance, inspection programs, and capital site improvements are contributing factors in reducing visitor accidents over recent years. We are hopeful that with the continuance of these programs, we will experience positive results.

Enforcement of adequate adult to child supervision, and the ongoing commitment of the Public Safety Committee to ensure interactive activities remain safe to all must continue diligently.

Figure 2 illustrates the 2009 Visitor Accidents by Type



Of the 110 visitor accidents in 2009, 27 (24.5%) of the victims were under 4 years of age, 43 (39.1%) were between 4 to 11 years of age, 8 (7%) were between 12 and 16 years of age and 32 (29%) were adults. Seventy six or (70%) involved persons under the age of 17.

C) Explanation of Accidents:

In all cases, the following incidents were investigated by the Safety & Security Branch and first aid was rendered as required. Recommendations were made for corrective measures and forwarded to the appropriate Units for action.

Slip/Fall-Other

- Of the 43 Slip/Fall-Other incidents, four involved children falling from strollers, 15 from exhibits, and 10 from statues/rocks throughout the site. Ten of these incidents occurred at Splash Island.
- Eight involved children tripping over their own feet or for no apparent reason.
- Four visitors fell down steps or over the running board/platform of the Zoomobile.
- The remaining two incidents are single in nature and involved a visitor tripping over a personal stroller, and a visitor who tripped while walking backwards down a slide.

Slip/Fall-Public Pathway

- Of the 29 Slip/Fall-Public Pathway incidents that occurred in 2009, eight involved adults who fell or lost their footing as a result of uneven/cracked pavement.
- Five involved visitors who while using their wheelchairs sustained minor injuries by falling out of them as a result of uneven/cracked pavement.
- Two involved runners who tripped over pine cones during the annual Zoo Run.
- Three single incidents occurred when a child fell over a raised stone, one tripped and fell on an interlocking floor and one tripped over a bolted down pylon.
- The remaining eleven accidents can be attributed to visitors who fell while running towards or after someone.

Contact

- Of the 21 Contact Related incidents for the year, twelve occurred due to contact with various fixed objects on site. Three of which involved children who injured themselves on Splash Island slides.
- In separate incidents, three guests received cuts from a personal knife/scissors, and two received slivers in their feet.
- In other contact related incidents, two involved visitors being struck by restaurant umbrellas during wind storms, one involved a guest who had a door closed on their finger, and the last involved a guest who had a Popsicle stuck to their tongue.

General Mishap

- There were 10 General Mishap incidents in 2009 that are not attributed to conditions on site. Seven involved children who were injured during activities involving roughhousing, or playing.
- Three involved accidents that occurred as a result of visitors being accidentally pushed.

Animal Related

- There were six Animal Related incidents of note during 2009. Two visitors had their feet stepped on by ponies, one occurred when a child scratched and aggravated several bug bites on their head, one visitor received an injury when a free flight bird “flicked” them in the eye, one injury occurred when a visitor had their foot wedged between the camel and the ride platform and the last involved a child whose finger was “nibbled” when they were feeding the stingrays. In this case the child was more startled than injured.

Exposure

- There was one Exposure related incident. A child was sprayed with water in the Group Event Tent aggravating a previous injury.

D) Site Inspections

The Safety & Security Branch conducted 12 public safety inspections in 2009 and identified 65 hazards for which work orders were submitted. In addition, 155 hazards were identified through regular work duties. The Public Safety Committee continues to establish priorities for repairs and verifying completed work.

E) Initiatives

With increasing public awareness surrounding the adverse health effects of smoking and smoking around children, the Toronto Zoo has created six designated public smoking areas at various locations throughout the site.

The designated areas rolled out on 2009-05-16 and initial reports and feedback received from the public is that this was a positive undertaking.

Twelve comments were received from guests specific to the designated smoking areas.

- Three recommended the Zoo adopt a complete “smoke-free” policy.
- Five were in reference to location and signage.
- Single comments were received for enforcement, appreciation for the effort, questioning why outdoor facilities would need to be smoke free, and recommending the installation of picnic tables at each location.

F) Summary/Action

1. Safety & Security will continue to report deficiencies found during patrols and as a part of the Public Safety Inspection process.
2. Facilities & Services are continuing annual asphalt repairs. Horticulture staff will continue to address erosion problems on the edges of public pathways.
3. Safety & Security will continue to provide in house training for staff in CPR & First Aid and AED to provide emergency assistance as required.
4. The Public Safety Committee will continue its effort towards site safety with special interest and attention to Contact related injuries sustained by visitors interacting with exhibits.

S. Alexander
Manager, Safety & Security