



STAFF REPORT

To: Board of Management

From: Robin Hale
Chief Operating Officer

Subject: **2010 SIX-MONTH VISITOR SAFETY REPORT**

Date: 2010-07-01

Summary:

A status report is presented to the Board every six months regarding the Toronto Zoo's Visitor Safety occurrences and programs.

Recommendations:

It is recommended that this report be received for information.

Comments/Discussion:

The Visitor Safety Summary for the period 2010-01-01 to 2010-06-30 is attached hereto. During this period there were a total of 43 visitor accidents, which compares to 33 during the same time period in 2009.

The accident to attendance ratio for the first six months of 2010 was 1:13,143. This statistic represents an increase over 2009 which was 1:17,389. Increases in accidents related to children falling from objects and roughhousing during play continue to rise and attribute to the increase in visitor accidents.

The six designated public smoking areas that were introduced in 2009 are still a new concept for our visitors. As a result, Safety & Security staff are continuing to monitor the areas for effectiveness and will report any problems or concerns that may arise.

The Public Safety Committee continues to review on-going issues. Capital improvements and operating projects continue to be a benefit in improving site conditions for our visitors.

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

Robin Hale
Chief Operating Officer

List of Attachments:

2010 Six-Month Visitor Safety Summary

**TORONTO ZOO
2010 SIX MONTH VISITOR SAFETY SUMMARY
2010-01-01 TO 2010-06-30**

ACCIDENT HISTORY

In the first six months of 2010 there were 43 visitor accidents investigated by Safety & Security Officers that resulted in injuries to Zoo visitors. The accidents are classified in six different categories: Slip/Fall-Other, Contact, Slip/Fall-Public Pathway, General Mishap, Exposure, and Animal-Related. These totals do not include wasp or bee stings; there have been 20 reports in the first six months.

In the same time period Safety & Security staff responded to 9 calls involving visitor illness.

A) 2010 VISITOR ACCIDENT SUMMARY

<u>Type</u>	<u>2010 (YTD)</u>	<u>2010 %</u>	<u>2009 (YTD)</u>	<u>2009 %</u>
Slip/Fall -Other	16	37.2	12	36.4
General Mishap	9	20.9	3	9.1
Slip/Fall-Public Pathway	7	16.3	7	21.2
Contact	6	14.0	9	27.3
Animal-Related	4	9.3	1	3.0
Exposure	1	2.3	1	3.0
Totals	43	100.0	33	100.0

When compared to the first six months of 2009, there has been a slight increase in the number of accidents reported. General Mishap increased from 3 to 9, as well as Animal Related increased from 1 to 4 accidents. Contact related injuries decreased from 9 to 6 in the first six months. Slip/Fall-Other injuries remain the highest category at 16 or 37.2 % of the total.

B) VISITOR ACCIDENT RATIOS COMPARISON

A means of comparing our accident performance is the visitor to accident ratio. The 2010 year to date Visitor Accident Ratio increased to 1 accident for every 13,143 visitors.

<u>Year</u>	<u>Visitor Attendance –YTD</u>	<u>Accident: Attendance Ratio YTD</u>
2005	467,435	1:15,078
2006	503,933	1:14,398
2007	580,345	1:27,635
2008	505,739	1:16,314
2009	573,864	1:17,389
AVERAGE	526,263	1:18,163
2010	565,185	1:13,143

C) EXPLANATION OF ACCIDENTS

Significant increases were experienced in Slip/Fall-Other and General Mishap Related accidents. Both of these categories represent 58% of reportable accidents and are not attributable to actions taken or not taken by the Zoo and include visitors tripping on their own feet, injuring themselves during play and roughhousing. Curbing this type of activity especially involving children who are under the care of their guardians will prove challenging. All front line staff can play a vital role in advising parents when they observe visitors engaged in activities that could cause them harm.

Staff awareness, obtained through orientation and training sessions has also contributed to a greater understanding of the definition of a reportable visitor injury/incident. Without this awareness, injuries that could be perceived to be the visitors "fault" may not have been reported in the past.

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 action and forwarded to the appropriate Units for action.

Slip/Fall-Other

- There were 16 Slip/Fall-Other incidents. Nine involved children falling from various objects on site including strollers, exhibits, rocks and chairs. Three involved children tripping and falling over their own feet. The remaining 4 incidents involved adults who tripped over their own feet or over an object.

General Mishap

- Of the 9 General Mishap incidents, all involved children who were engaged in play by themselves or other visitors.

Slip/Fall-Public Pathway

- Of the 7 Slip/Fall-Public Pathway accidents, 5 involved visitors who fell as a result of uneven pavement. The remaining 2 involved children running down roadways and falling.

Contact

- There were 6 Contact related incidents. Four occurred as a result of contact with various fixed objects on site including benches, trees, and signage. Of the remaining 2, 1 involved a child who received a splinter, and the other was the result of an alleged burn from a hand dryer on site.

Animal Related

- There were 4 Animal Related incidents. Three children were nipped by pigs in the Kids Zoo; the remaining child was pecked by a peafowl outside the African Rainforest Pavilion.

Exposure

- There was 1 Exposure related incident. An adult accidentally put sunscreen in their eye.

D) SITE INSPECTIONS

The Safety & Security Branch has conducted three site safety inspections of different areas of the Toronto Zoo since January 2010 and has identified 32 potential hazards where work is, or may be, required to correct. The Public Safety Committee conducts its own site reviews and verifies work completed, and establishes priorities for repairs.

E) INITIATIVES

Safety & Security has been working closely with Toronto Emergency Services (EMS) to build on our existing positive relationship. As a result, our Automated External Defibrillator (AED) program was expanded earlier this year. An additional AED unit has been installed in a public location at the Front Entrance, making it accessible to visitors to the Toronto Zoo. By placing an AED unit in a high traffic area, it is believed that access time can be reduced should a unit be required. AED Units continue to be accessible in the First Aid Centre, Operations Complex and each Safety & Security Officers patrol vehicles. Signage alerting visitors to its location has been posted, information placed in our guidebooks, and information relayed to staff regarding its location and use.

On 2010-06-14 the first annual EMS day was held at the Zoo. By all accounts the event was a success and gave visitors an opportunity to enter and examine an ambulance bus and speak to EMS professionals. Some visitors were also treated to a quick CPR lesson.

F) OBSERVATIONS/ACTION

1. Safety & Security will continue to report deficiencies found during routine patrols and as a part of the Public Safety Inspection process.
2. Safety & Security staff will continue to monitor the designated smoking areas for effectiveness and report on any problems or concerns raised or discovered.
3. Facilities & Services continue to undertake their annual asphalt repair program and correct identified areas of concern.
4. The Public Safety Committee and Safety & Security staff will continue to identify and initiate work orders as necessary to correct identified hazards

S. Alexander
Manager, Safety & Security