



STAFF REPORT

To: Board of Management

From: Robin Hale
Chief Operating Officer

Subject: **2012 SIX-MONTH VISITOR SAFETY REPORT**

Date: 2012-08-20

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 2012-01-01 to 2012-06-30 is attached hereto. During this period there were a total of 49 visitor accidents, which compares to 45 during the same time period in 2011.

The accident to attendance ratio for the first six months of 2012 was 1:10,716. This statistic represents a slight increase over the 2011 ratio which was 1:10,956.

Safety & Security continues to provide in house training for its staff in First Aid/CPR and Automatic External Defibrillation (AED).

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.

R. D. Hale
Chief Operating Officer

List of Attachments:

2012 Six-Month Visitor Safety Summary

**TORONTO ZOO
2012 SIX MONTH VISITOR SAFETY SUMMARY
2012-01-01 TO 2012-06-30**

ACCIDENT HISTORY

In the first six months of 2012 there were 49 visitor accidents resulting in injuries to Zoo visitors that were investigated by Safety & Security. 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 sting of which there have been 10 reported in the first six months.

In the same time period Safety & Security staff responded to 32 calls involving visitor illness.

A) 2012 VISITOR ACCIDENT SUMMARY

<u>Type</u>	<u>2012 (YTD)</u>	<u>2012 %</u>	<u>2011 (YTD)</u>	<u>2011 %</u>
Slip/Fall-Other	25	51.0	16	35.6
Contact	13	26.5	10	22.2
Slip/Fall-Public Pathway	6	12.3	12	26.7
General Mishap	3	6.1	7	15.5
Animal-Related	2	4.1	0	0
Totals	49	100	45	100.0

When compared to the first six months of 2011, there has been a slight increase in the number of accidents reported. Slip/Fall-Other increased from 16 to 25. Contact increased from 10 to 13 accidents. Slip/Fall-Public Pathway decreased from 12 to 6. General Mishap decreased from 7 to 3, and Animal Related increased from 0 to 2.

B) VISITOR ACCIDENT RATIOS COMPARISON

A means of comparing our accident performance is the visitor to accident ratio. The 2012 year to date Visitor Accident Ratio decreased to 1 accident for every 10,500 visitors).

<u>Year</u>	<u>Visitor Attendance –YTD</u>	<u>Accident: Attendance Ratio YTD</u>
2006	580,345	1:27,635
2008	505,739	1:16,314
2009	573,864	1:17,389
2010	565,185	1:13,143
2011	493,024	1:10,956
AVERAGE	543,631	1:17,087
2012	525,062	1:10,716

C) EXPLANATION OF ACCIDENTS

Slip/Fall-Other accidents represent 51% of reportable accidents on site. While there was a substantial increase in Slip/Fall-Other, these types of accidents which involved visitors tripping on their own feet and falling from objects are not attributable to actions taken or not taken by the Zoo. Curbing this type of activity especially involving children who are under the care of a guardian continues to be a challenge.

A minor increase in Animal Action was experienced in the first six months of 2012. Both of the incidents were minor in nature and occurred at Stingray Bay. The first involved a visitor who was nibbled by a stingray and the remaining injury was related to a guest who despite warnings from staff and signage posted to the contrary, proceeded to feed a Nurse Shark at Stingray Bay.

Slip/Fall-Pathway injuries decreased in comparison to the same time period last year. As this category involves injuries sustained as a result of pavement and conditions on site, it is important that we continue a downward trend with respect to this type of injury. It is believed that proactive identification and repair of site pathways by Facilities & Services and Safety & Security staff have contributed to this favorable trend.

Safety & Security staff continues to provide proactive patrolling of the site and speak with visitors whom they observe engaged in activities that could lead to harm, and front line supervisory staff have been reminded of their responsibility in assisting the Safety & Security Branch in this endeavour.

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 25 Slip/Fall-Other incidents. Ten of the accidents consisted of children falling off benches, rocks, statues. Ten people lost their footing or tripped over their own feet. Three children fell out of strollers or wagons. One child tripped over a tree root and the final injury involved a child who fell while playing off of the main pathway.

Contact

- There were 13 Contact related accidents. Eight children were injured after walking into signs, logs, rocks or glass doors. Two adults stepped on broken glass in Discovery Zone. One adult was hit by an umbrella that had come loose due to high winds. The remaining two injuries involved a child who got a thorn stuck in their hand and a child who was injured getting on the Carousel ride.

Slip/Fall-Public Pathway

- There were six Slip/Fall-Public Pathway accidents. Three of the incidents were adults who rolled their ankles stepping off the public pathway, while another fell from uneven pavement. The remaining two accidents involved an adult who misjudged a step and fell down the stairs and another involved an adult who slipped while chasing after a child.

General Mishap

- There were three General Mishaps. Three children were roughhousing with other children and collided with each other causing them to fall down.

Animal Related

- There were two Animal Related incidents. Both injuries occurred at Stingray Bay. The first involved a child who was nipped while feeding a Stingray and the second involved an adult who was bitten by a Nurse Shark.

D) SITE INSPECTIONS

The Safety & Security Branch has conducted four site safety inspections of various locations at the Toronto Zoo since January 2012 and has identified 137 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

Our Automated External Defibrillator (AED) program was expanded again this year with two additional AEDs being installed. An AED unit has been installed in public locations in the Indo Malaya Pavilion and Americas Pavilion. AED units continue to be accessible in the Australasia Pavilion, African Rainforest Pavilion, First Aid Centre, Operations Complex, and one in each Safety & Security patrol vehicle. Signage alerting visitors to their location has been posted, information placed in our guidebooks, and information has been relayed to staff regarding locations and use.

F) OBSERVATIONS/ACTION

1. Automated External Defibrillator's are now available throughout the Zoo in major pavilions, buildings and Safety & Security patrol vehicles. It is believed that our program expansion is now complete. By placing an AED unit in high traffic areas, it is believed that access time can be reduced should a unit be required
2. The Public Safety Committee and Safety & Security staff will continue to identify and initiate work orders as necessary to correct identified hazards.

2012 Six Month Visitor Safety Summary

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3. Safety & Security will continue to report deficiencies found during routine patrols and as a part of the Public Safety Inspection process.

4. Facilities & Services continue to undertake their annual asphalt repair program and correct identified areas of concern.

S. Alexander
Manager, Safety & Security