



STAFF REPORT

To: Board of Management

From: Robin D. Hale
Chief Operating Officer

Subject: 2012 VISITOR SAFETY REPORT

Date: 2013-01-14

Summary:

This report is intended to brief the Board on the visitor accidents and related public safety initiatives for the year 2012.

Recommendation:

It is recommended that this report be received for information.

Comments/Discussion:

The Visitor Accident Summary for the period 2012-01-01 to 2012-12-31 is attached hereto. During this time period there were a total of 118 visitor accidents, which compares to 107 during the same time period in 2011.

The accident to attendance ratio for 2012 was 1:10:904. This statistic represents a slight increase over 2011 which was 1:11,604.

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

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.

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 guests.

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 Visitor Safety Report

**TORONTO ZOO
2012 VISITOR SAFETY REPORT**

ACCIDENT HISTORY

In 2012, 118 accidents resulted in injuries to Zoo visitors as compared to 107 in 2011. 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 41 visitors bitten and treated by staff for minor wasp or bee stings in 2012. Comparatively, 40 visitors were treated for wasp or bee stings in 2011.

In addition, the Safety & Security Branch provided emergency response to 46 visitor illness/incident calls. These calls were related to medical conditions of the visitor and were not related to the Zoo.

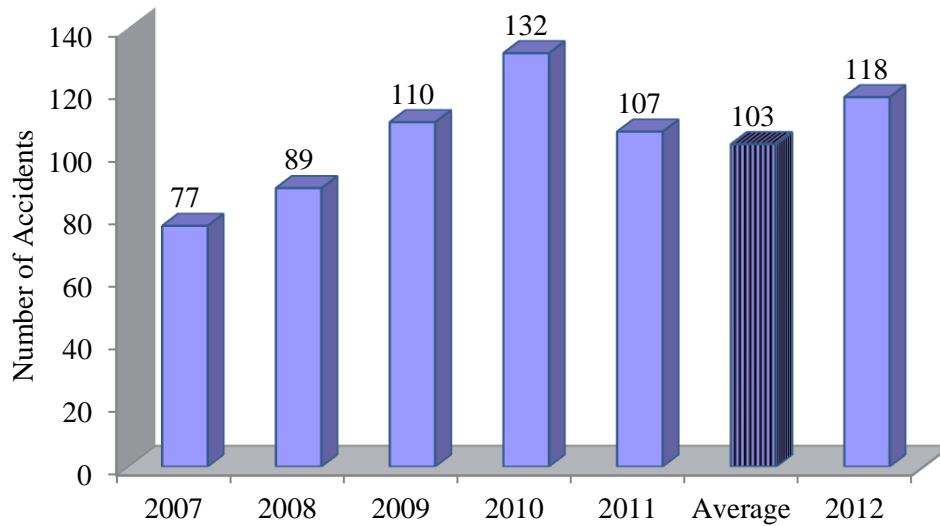
A) Visitor Accidents by Year Comparison:

<u>Year</u>	<u>Visitor Accidents</u>	<u>Attendance</u>	<u>Accident: Attendance Ratio</u>
2007	77	1,432,656	1:18,606
2008	89	1,315,653	1:14,783
2009	110	1,459,580	1:13,269
2010	132	1,309,126	1:9,918
2011	107	1,241,655	1:11,604
AVERAGE	103	1,351,734	1:13,124
2012	118	1,286,673	1:10,904

An increase of 11 visitor accidents occurred in 2012 as compared to 2011. The accident to attendance ratio is a means of comparing year to year performance. In 2012, there was 1 visitor accident for every 10:904 visitors and is an increase over 2011 which was 11,604. Figure 1 illustrates the Visitor Accidents for the period 2007 to 2012.

2012 Visitor Accidents

Figure 1



B) 2011 Visitor Accident Summary by Type:

Type	2012	Percent	2011	Percent
Slip/Fall-Other	65	55	46	43.0
Contact	25	21	23	21.0
Slip/Fall-Public	15	13	19	18.0
General Mishap	9	8	15	14.0
Animal Related	4	3	4	4.0
Exposure	0	0	0	0
Totals:	118	100	107	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.

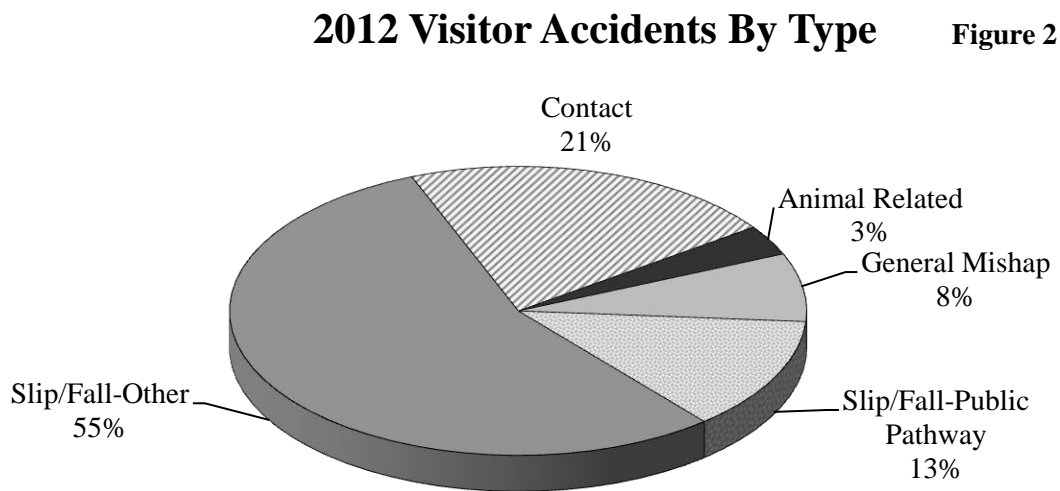
Slip/Fall-Other accidents increased by 19 accidents, Contact accidents increased by two, Slip/Fall-Public Pathway accidents decreased by four. General Mishap related accidents decreased by six. Animal related and Exposure related accidents remained unchanged.

Slip/Fall-Pathway injuries decreased when compared to 2011. 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. Slip/Fall accidents on the Splash Island Pad also decreased from 13 in 2011 to four in 2012. Additional training was provided to attendants to be alert them to situations such as running and boisterous play, where children could injure themselves. This effort will continue in 2013.

Slip/Fall-Other accidents and General Mishap represent 63% of reportable accidents on site. 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. While General Mishap accidents have declined when compared to 2011, this category involves young visitors who are injured often by roughhousing or misadventure. Curbing these types of activity, especially involving children who are under the care of a guardian continues to be a challenge.

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 2012 Visitor Accidents by Type.



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 65 Slip/Fall-Other incidents, 26 involved children falling off benches, rocks, statues and wagons.
- Thirty visitors lost their footing or tripped over their own feet. In separate incidents two children fell while walking off the main path.

- Three children slipped and fell however pathway conditions were not of concern nor could a reason be determined for the fall. Four children fell while running at Splash Island. Pad conditions were not a contributing factor in the falls.

Contact

- Of the 25 Contact Related incidents for the year, sixteen children were injured after walking into fixed objects such as benches, signs, logs, rocks or doors. Three children made contact with statues or slides in the Splash Island.
- Two adults stepped on broken glass in the Discovery Zone after an evening event during a storm.
- In separate incidents, two visitors injured their hands. The first cut himself while preparing their lunch and the other got a thorn stuck in his hand.
- Another child was injured as they sat down on their family stroller not knowing it had tipped over.
- The remaining incident involved an adult who was hit by an umbrella that had dislodged due to high winds. It was discovered that the bolt holding the umbrella in place had come loose. Since that incident all site umbrellas have been serviced to ensure the incident is not repeated.

Slip/Fall-Public Pathway

- Of the 15 Slip/Fall-Public Pathway incidents that occurred in 2012, six involved visitors who fell as a result of uneven pavement, while six are attributed to visitors who rolled their ankles stepping off the public pathway.
- Two accidents involved adults who misjudged steps and fell down the stairs and another involved an adult who slipped while chasing after a child.

General Mishap

- Of the nine General Mishap incidents, two involved children who fell out of their personal strollers, one child fell from a chair and an adult fell out of a personal wheelchair.
- Three children were roughhousing with other children and collided with each other causing them to fall down.
- The remaining two incidents were single in nature. A child was injured after having a car door shut on their hand, and another was injured after being hit by a wheelchair that was being pushed by a family member.

Animal Related

There were four Animal Related incidents of note during 2012. All four of the injuries occurred at Stingray Bay. One involved a child who was nipped by a Stingray and two adults and one child who while feeding the Stingrays were bitten by a nurse shark.

Of the 118 visitor accidents in 2012, 21 (18%) of the victims were under 4 years of age, 65 (55%) were between 4 to 11 years of age, 3 (2%) were between 12 and 16 years of age and 29 (25 %) were adults. 89 (75%) involved persons under the age of 17.

D) Site Inspections

The Safety & Security Branch conducted 16 public safety inspections in 2012 and identified 64 Public Safety hazards for which work orders were submitted. In addition, 173 hazards were identified through regular work duties. The Public Safety Committee continues to establish priorities for repairs and verifying completed work.

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 IndoMalaya 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 through training and lunch and learns regarding locations and use.

F) Summary/Action

1. Automated External Defibrillator's are now available throughout the Zoo in major pavilions, buildings and Safety & Security patrol vehicles. By placing an AED unit in high traffic areas, it is believed that access time can be reduced should a unit be required.
2. Safety & Security will continue to report deficiencies found during patrols and as a part of the Public Safety Inspection process. Facilities & Services are continuing annual asphalt repairs. Horticulture staff will continue to address erosion problems on the edges of public pathways.
3. The Public Safety Committee will continue its effort towards site safety.
4. Safety & Security will continue to provide in house training for staff in CPR, First Aid and AED to provide emergency assistance as required.

S. Alexander
Manager, Safety & Security