To: Board of Management

From: Robin Hale
Chief Operating Officer

Subject: 2015 SIX-MONTH VISITOR SAFETY REPORT

Date: 2015-07-07

Summary:

This report is intended to brief the Board on the visitor accidents and related public safety initiatives for the year 2015.

Recommendation:

It is recommended that this report be received for information.

Comments/Discussion:

The Visitor Safety Summary for the period 2015-01-01 to 2015-06-31 is attached hereto. During this period there were a total of 44 visitor accidents, which compares to 33 during the same time period in 2014.

The accident to attendance ratio for the first six months of 2015 was 1:10,230. This statistic represents an increase over the 2014 ratio which was 1:14,904.

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 visitors.

R. D. Hale
Chief Operating Officer

List of Attachments:
2015 Six-Month Visitor Safety Summary
ACCIDENT HISTORY

In the first six months of 2015 there were 44 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, General Mishap, Contact, Slip/Fall-Public Pathway and Animal-Related. As of this date there has not been any Exposure related injuries. These totals do not include wasp or bee stings of which there have been two reported in the first six months of 2015 compared to four reported in the first six months of 2014.

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

A) 2015 VISITOR ACCIDENT SUMMARY

<table>
<thead>
<tr>
<th>Type</th>
<th>2015 (YTD)</th>
<th>2015%</th>
<th>2014 (YTD)</th>
<th>2014%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Slip/Fall-Other</td>
<td>29</td>
<td>65.9</td>
<td>16</td>
<td>48.5</td>
</tr>
<tr>
<td>General Mishap</td>
<td>8</td>
<td>18.2</td>
<td>6</td>
<td>18.2</td>
</tr>
<tr>
<td>Contact</td>
<td>4</td>
<td>9.1</td>
<td>6</td>
<td>18.2</td>
</tr>
<tr>
<td>Slip/Fall-Public Pathway</td>
<td>2</td>
<td>4.6</td>
<td>4</td>
<td>12.1</td>
</tr>
<tr>
<td>Animal Related</td>
<td>1</td>
<td>2.2</td>
<td>1</td>
<td>3.00</td>
</tr>
<tr>
<td>Totals</td>
<td><strong>44</strong></td>
<td><strong>100</strong></td>
<td><strong>33</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>

When compared to the first six months of 2014, there has been an increase in the number of accidents reported.

B) VISITOR ACCIDENT RATIOS COMPARISON

A means of comparing our accident performance is the visitor to accident ratio. The 2015 year to date Visitor Accident Ratio is 1 accident for every 10,230 visitors. The increase in the visitor to accident ratio is largely a result of the increase in Slip Fall/Other and General Mishap related incidents.

<table>
<thead>
<tr>
<th>Year</th>
<th>Visitor Attendance –YTD</th>
<th>Accident: Attendance Ratio YTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010</td>
<td>565,185</td>
<td>1:13,143</td>
</tr>
<tr>
<td>2011</td>
<td>493,024</td>
<td>1:10,956</td>
</tr>
<tr>
<td>2012</td>
<td>525,062</td>
<td>1:10,716</td>
</tr>
<tr>
<td>2013</td>
<td>597,365</td>
<td>1:12,710</td>
</tr>
<tr>
<td>2014</td>
<td>491,839</td>
<td>1:14,904</td>
</tr>
<tr>
<td>Average</td>
<td><strong>534,495</strong></td>
<td><strong>1:12,486</strong></td>
</tr>
<tr>
<td>2015</td>
<td>450,107</td>
<td>1:10,230</td>
</tr>
</tbody>
</table>
EXPLANATION OF ACCIDENTS

During the first six months of 2015, there were 44 visitor accidents, all of which were relatively minor in nature. Twenty nine resulted from Slip/Fall-Other and eight General Mishap incidents consisting mostly of children roughhousing and playing. There were four Contact related incidents that involved visitors who bumped or came into contact with various objects/items. Two Slip/Fall Public Pathway accidents involved visitors that fell due to site conditions and one was Animal Related.

A decrease in accidents in the Slip/Fall Other and General Mishap categories in 2014 was believed to be attributed to increased staff awareness and their willingness to advise guests to remain on pathways. While this approach continues to be emphasised with all staff, this year’s increase brings Slip/Fall-Other and General Mishap numbers back in line with accidents that occurred in these categories from previous years and therefore is not significant over the long term.

Slip/Fall-Other and General Mishap accidents represent 84% of reportable accidents on site and are not attributable to actions taken or not taken by the Zoo. This percentage involved visitors tripping on their own feet and falling from objects. In contrast to 2014, where decreases in these categories were realized, a substantial increase was realized in the first six months of 2015. With 34% of these accidents involving children 6-12 and 30% involving children five and under and under the direct supervision of a guardian, these types of accidents will continue to be difficult to eliminate. Maintaining an adequate child to teacher ratio is important, especially with young children. Keeping young children in arms reach of their parents will be slightly more challenging.

Slip/Fall-Public Pathway injuries decreased when compared to the first six months of 2014. Facilities & Services and Safety & Security staff continue to work together in identifying and correcting deficiencies in a proactive manner. Hazard recognition and correction of identified deficiencies will continue to be a priority. Concentrated efforts on correcting these issues on site, that have the potential to create liability, will continue to be a focus.

In all cases 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. Safety & Security staff also will continue to take a proactive approach through general patrol in curbing activities that could lead to visitor injuries.

D) SITE INSPECTIONS

The Safety & Security Branch has conducted four site safety inspections of various locations at the Toronto Zoo since January 2015 and has identified 112 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) 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. Facilities & Services continue to undertake their annual asphalt repair program and correct identified areas of concern.

3. 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