

To: Board of Management

From: Chief Operating Officer

Subject: **GUEST SAFETY YEAR END REPORT**

Date: 2019-01-28

SUMMARY:

This report is intended to brief the Board on the guest accidents and related public safety initiatives for the year 2018.

RECOMMENDATION:

It is recommended that this report be received for information.

COMMENTS:

The Guest Accident Summary for the period January to December, 2018 is attached for your review. During this time period there were a total of 164 guest accidents, which compares to 107 during the same time period in 2017.

The accident to attendance ratio for 2018 was 1:6,803 guests. This statistic represents an increase over the previous year average of 1:9,894.

The Zoo's guest 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 guest accident are submitted to Facilities & Services and/or Horticulture for action.

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

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ATTACHMENTS:

2018 Guest Safety Year End Report

TORONTO ZOO 2018 GUEST SAFETY REPORT

ACCIDENT HISTORY

In 2018, 164 accidents resulted in injuries to Zoo guests as compared to 107 in 2017. These accidents have been classified into six different categories: Slip/Fall-Other, General Mishap, Contact, Slip/Fall-Public, Exposure and Animal-Related.

These guest accidents do not include the 16 guests stung and treated by staff for minor wasp or bee stings in 2018. Comparatively, 122 guests were treated for wasp or bee stings in 2017. Spring of 2018 was unseasonably very cold which had an effect on the bee population at the zoo.

In addition, the Safety & Security Branch provided emergency response to 59 guest illness/incident calls. These calls were related to medical conditions of the guest and were not related to the Zoo and represents an increase from the previous year of 49.

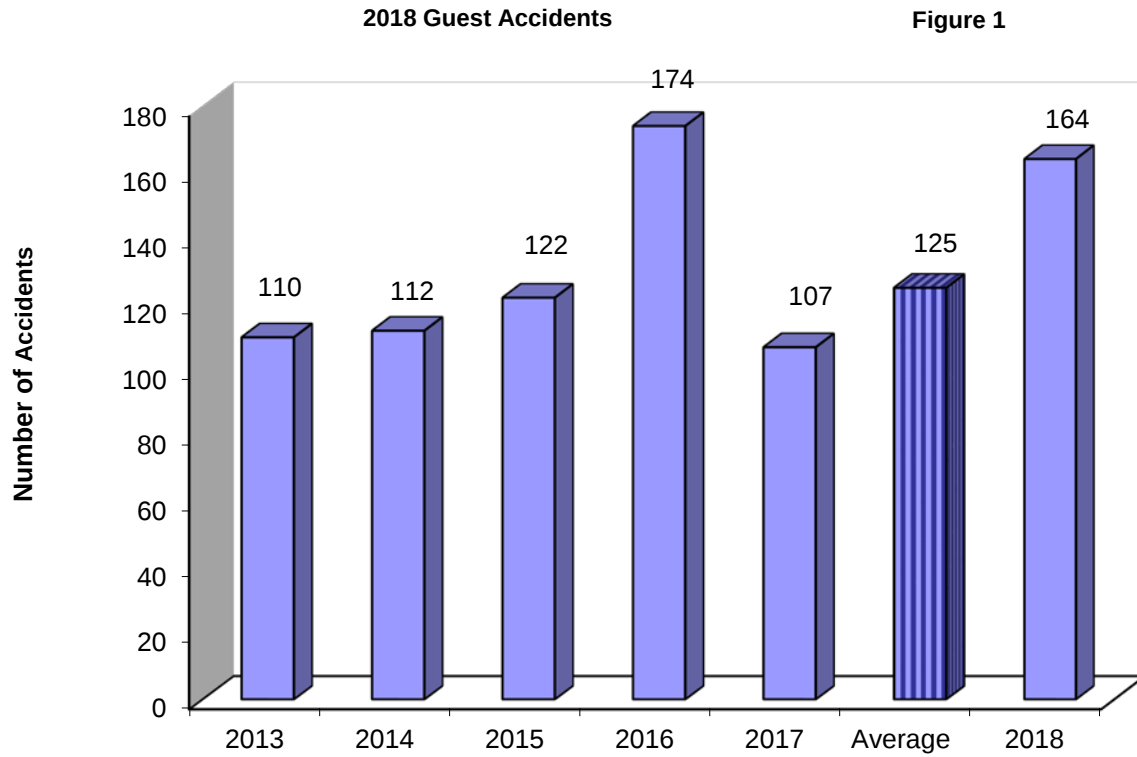
When comparing 2018 to the previous year, it is necessary to take into account the missed time period of May 11 to June 12 of 2017 when the Zoo was closed for the duration of a labour disruption. This period included the first major long weekend of the year as well as visiting school groups. The Zoo being closed during that time in 2017 would not only affect the attendance but naturally result in fewer guest injuries. In 2018, 25% of reported accidents occurred during this same time period. If we were to assume the same accident frequency for this period in 2017, we see a slightly increased trend in overall accidents for 2018.

A) Guest Accidents by Year Comparison:

The accident to attendance ratio is a means of comparing year to year trends in the frequency of accidents. An increase of 57 guest accidents were observed in 2018 when compared to 2017. In 2018, there was one guest accident for every 6,803 guests which is an increase over the 2017 ratio of one guest accident for every 9,894.

Figure 1 illustrates the Guest Accidents for the period 2013 to 2018 and the average over the 5 prior years.

<u>Year</u>	<u>Guest Accidents</u>	<u>Attendance</u>	<u>Accident: Attendance Ratio</u>
2013	110	1,462,910	1:13,299
2014	112	1,186,019	1:10,589
2015	122	1,141,162	1:9,354
2016	174	1,309,542	1:7,526
2017	107	1,058,622	1:9,894
AVERAGE	125	1,231,651	1:9,853
2018	164	1,115,819	1:6,803



B) 2018 Guest Accident Summary by Type:

<u>Type</u>	<u>2018</u>	<u>Percent</u>	<u>2017</u>	<u>Percent</u>
Slip/Fall-Other	74	45.0	55	51.0
General Mishap	38	23.0	17	16.0
Contact	34	21.0	24	22.0
Slip/Fall-Public	12	7.0	8	8.0
Animal Related	4	3.0	2	2.0
Exposure	2	1.0	1	1.0
Totals	164	100	107	100

The Accident Summary provides an indication as to the nature of guest 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, General Mishap related accidents increased by 21. Contact accidents increased by 10. Slip/Fall-Public Pathway accidents increased by 4. Animal related increased by two and Exposure related increased by one.

In 2018, there were 164 guest accidents and all were relatively minor in nature. Seventy Four resulted from slip and falls on or off public pathways where the condition of the pathway was not an issue and 38 General Mishap injuries were reported that involved children

roughhousing and playing. There were 34 Contact related accidents involving guests who bumped or came into contact with various objects/items. Twelve Slip/Fall Public Pathway accidents involved guests that fell due to site conditions. There were four Animal Related and two Exposure.

Slip/Fall-Other and General Mishap accidents continue to represent a large percentage of reportable accidents. These types of accidents, which involved guests tripping on their own feet/falling from objects and children injured while roughhousing are not attributable to actions taken or not taken by the Zoo and accounted for 68% of reported accidents. Children playing running games at Zoo Camp resulted in 10 of these General Mishap injuries in 2018.

Contact related injuries realized a substantial increase over 2018. Analysis of these types of accidents revealed the majority of the contacts were random in nature and not attributable to any design or travel flow concerns. There were however an increase in injuries related to splinters from railings and fixtures. Emphasis will be placed on ensuring all of these type's injuries are reduced moving forward especially during the peak season.

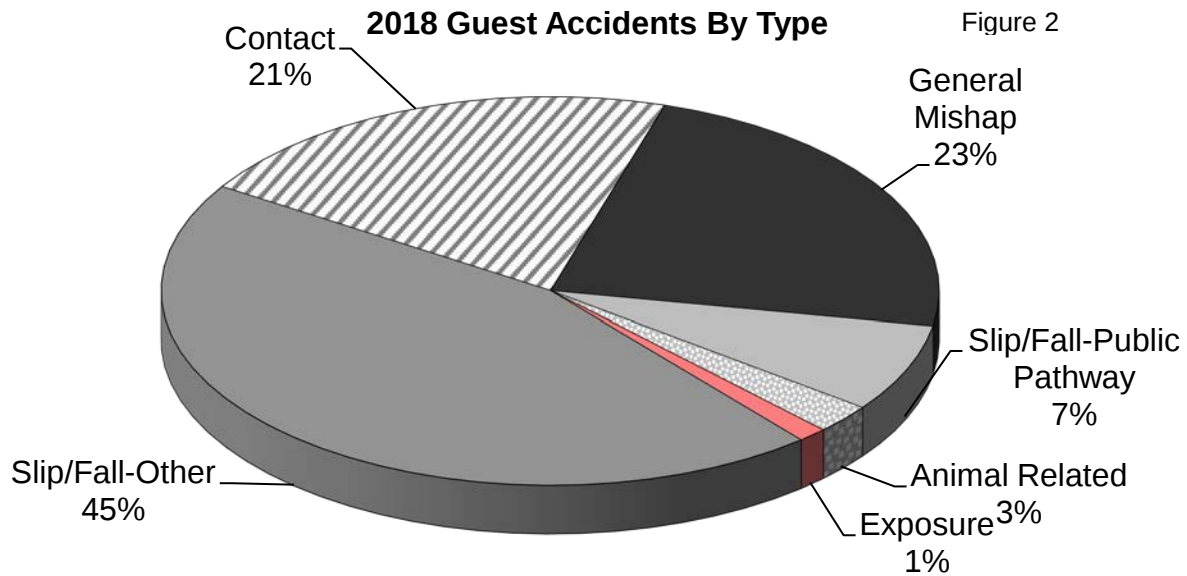
Slip/Fall Public Pathway injuries remained consistent when compared to 2017. As this category involves injuries sustained as a result of pavement and conditions on site, it is important that we continue a downward trend with respect to this type of injury. Proactive annual repair of site pathways by Facilities & Services contributes to keeping these types of accidents to a minimum and minor in nature.

Consistent with other years, we continue to see accidents related to children falling from objects, roughhousing during play and general mishap incidents. With 74% of all accidents on site involving persons under the age of 11, these types of accidents will continue to be difficult to eliminate. Many of those involved were under the direct supervision of a parent or guardian, but keeping young children in arms reach of their parents is a slightly more challenging task. For school groups, maintaining an adequate child to teacher ratio is important, especially with young children.

There was an increase in Animal Related incidents, from a single incident in 2017 to two incidents in 2018. These were related to guests interacting with wildlife on site and not with the Zoo collection.

In all cases, incidents are 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 continues to take a proactive approach through general patrol in curbing activities that could lead to guest injuries. 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.

Of the 164 guest accidents in 2018, 46 (28%) of the guests were under four years of age, 73 (45%) were between four to 11 years of age, nine (5%) were between 12 and 16 years of age and 36 (22%) were adults, 128 (78%) involved persons under the age of 17.



C) Site Inspections

Safety & Security conducted 16 public safety inspections in 2018 and identified 26 safety hazards for which work orders were submitted. In addition, 40 hazards were identified by the Safety & Security Branch through regular work duties. The Public Safety Committee continues to establish priorities for repairs and verifies completed work.

D) Summary/Action

1. Safety & Security will continue to provide in-house training for staff in CPR, First Aid and AED to provide emergency assistance as required.
2. Facilities & Services are continuing annual pathway repairs. Horticulture staff will continue to address erosion problems on the edges of public pathways.
3. Safety & Security will continue to report deficiencies found during patrols and as a part of the Public Safety Inspection process.