

To: Board of Management

From: Senior Director, Corporate Projects & Human Resources

Subject: **GUEST SAFETY YEAR END REPORT**

Date: 2020-01-10

SUMMARY:

This report is intended to brief the Board on the guest accidents and related public safety initiatives for the year 2019.

RECOMMENDATION:

The Senior Director, Corporate Projects and Human Resources recommends that:

- 1. The Toronto Zoo Board of Management receive this report for information.**

COMMENTS:

The Toronto Zoo cares about our guests, partners and the community. We are committed to the safety and protection of our most valued assets; our guests, staff, animals, our properties and the surrounding community. Through the implementation of our safety policies and programs, we endeavor to provide a safe and secure environment for our guests to enjoy the Zoo.

The Guest Accident Summary, for the period January to December 2019, attached for your review, summarizes our guest accidents for 2019. It also outlines the related public safety initiatives and prevention programs of the Safety & Security Branch.

During this time period there were a total of 154 guest accidents, which compares to 164 during the same time period in 2018.

The accident to attendance ratio for 2019 was 1:7,858 guests. This statistic represents a decrease over the previous year average of 1:6,803.

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 & Infrastructure 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.

CONTACT:

Joanne Eaton, Acting Manager
Safety & Security
jeaton@torontozoo.ca
(416) 392-5903

Lance Alexander
Senior Director, Corporate Projects & Human Resources

ATTACHMENTS:

Toronto Zoo 2019 Guest Safety Year End Report

ATTACHMENT 1 – TORONTO ZOO 2019 GUEST SAFETY YEAR END REPORT

ACCIDENT HISTORY

In 2019, 154 accidents resulted in injuries to Zoo guests as compared to 164 in 2018. 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 three guests stung and treated by staff for minor wasp or bee stings in 2019. Comparatively, 16 guests were treated for wasp or bee stings in 2018.

In addition, the Safety & Security Branch provided emergency response to 54 guest illness/incident calls. These calls were related to medical conditions of the guest and were not related to the Zoo and represents a decrease from the previous year of 59.

A) Guest Accidents by Year Comparison:

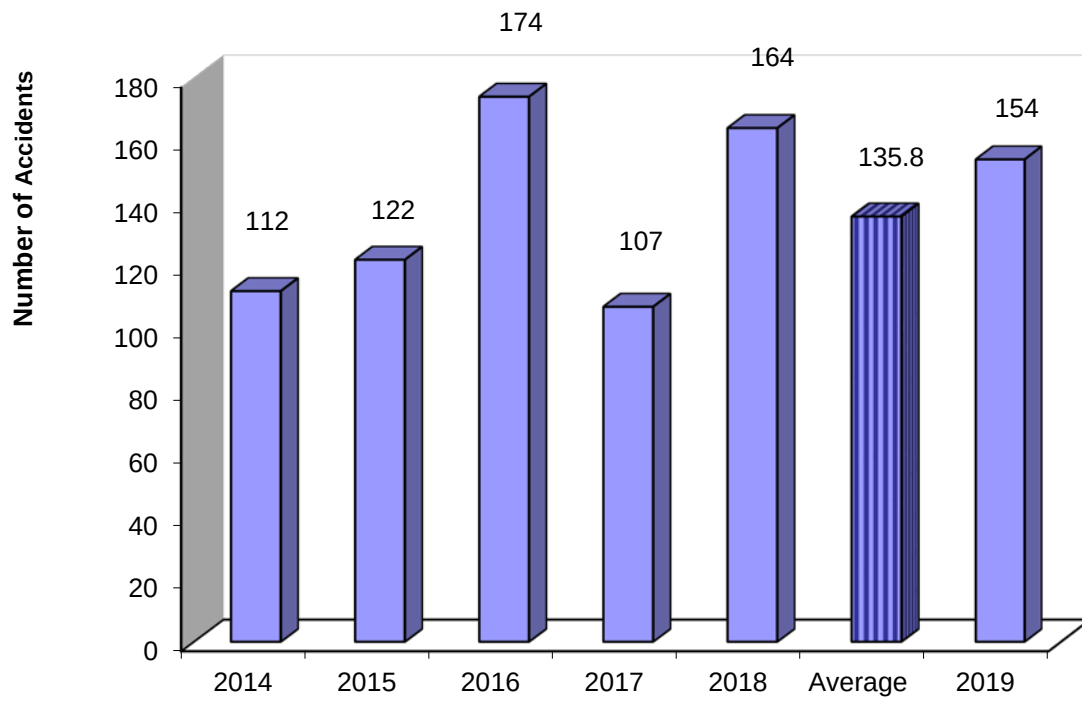
The accident to attendance ratio is a means of comparing year to year trends in the frequency of accidents. A decrease of 10 guest accidents were observed in 2019 when compared to 2018. In 2019, there was 1 guest accident for every 7,858 guests which is a decrease over the 2018 ratio of 1 guest accident for every 6,803.

Figure 1 illustrates the Guest Accidents for the period 2014 to 2019 and the average over the 5 prior years.

<u>Year</u>	<u>Guest Accidents</u>	<u>Attendance</u>	<u>Accident: Attendance Ratio</u>
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
2018	164	1,115,819	1:6,803
AVERAGE	125	1,231,651	1:9,853
2019	154	1,210,224	1:7,858

2019 Guest Accidents

Figure 1



B) 2019 Guest Accident Summary by Type:

<u>Type</u>	<u>2019</u>	<u>Percent</u>	<u>2018</u>	<u>Percent</u>
Slip/Fall-Other	54	35.1	74	45.0
Contact	37	24.0	34	21.0
General Mishap	32	20.8	38	23.0
Slip/Fall-Public	28	18.2	12	7.0
Animal Related	2	1.2	4	3.0
Exposure	1	0.7	2	1.0
Totals	154	100	164	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 decreased by 20 accidents, Contact accidents increased by 3. General Mishap related accidents decreased by 6. Slip/Fall-Public Pathway accidents increased by 16. Animal related decreased by 2 and Exposure related incidents decreased by 1.

In 2019, there were 154 guest accidents and all were relatively minor in nature. Fifty four resulted from slip and falls others where the condition of the pathway was not an issue and 32 General Mishap injuries were reported that involved children roughhousing and playing. There were 37 Contact related accidents involving guests who bumped or came into contact with various objects/items. Twenty eight Slip/Fall Public Pathway accidents involved guests that fell due to site conditions. There were 2 Animal Related and 1 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 56% of reported accidents.

Contact related injuries had a slight 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 through repair and preventative maintenance programs.

Slip/Fall Public Pathway injuries had a significant increase when compared to 2018. As this category involves injuries sustained as a result of pavement and conditions on site, it is important that we proactively identify and work with Facilities & Infrastructure to repair and maintain site pathways to reduce this trend.

Consistent with other years, we continue to see accidents related to children falling from objects, roughhousing during play and general mishap incidents. With 65% 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

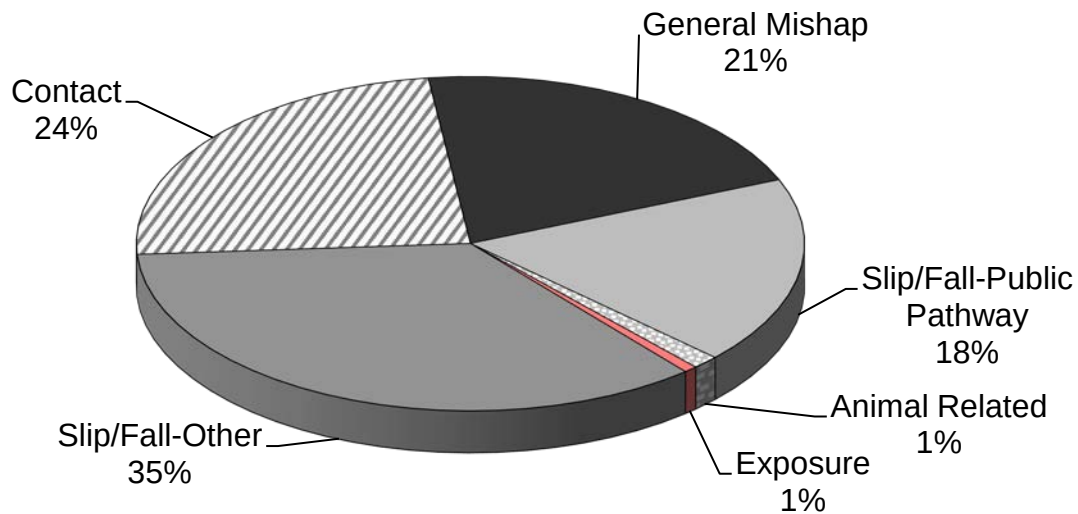
guardian, but keeping young children in arms reach of their parents is a slightly more challenging task. For school groups, maintaining an adequate child to teacher ratio is important, especially with young children.

There was a decrease in Animal Related incidents, from 4 incidents in 2018 to 2 incidents in 2019. These were related to guests interacting with wildlife on site and not with the Zoo collection. As well Exposure related incidents decreased from 2 in 2018 to 1 in 2019.

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 154 guest accidents in 2019, 23 (15%) of the guests were under four years of age, 77 (50%) were between four to 11 years of age, 10 (7%) were between 12 and 16 years of age and 44 (29%) were adults, 110 (72%) involved persons under the age of 17.

2019 Guest Accidents By Type Figure 2



C) Site Inspections

Safety & Security conducted 16 public safety inspections in 2019 and identified 57 safety hazards for which work orders were submitted. In addition, 45 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 & Infrastructure 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.