



STAFF REPORT

To: Board of Management

From: Manager Safety & Security

Subject: **2020 SIX-MONTH GUEST SAFETY REPORT**

Date: 2020-07-01

SUMMARY:

This report informs the Board on the guest accidents and related public safety initiatives for the first six months of 2020 - the current calendar year.

RECOMMENDATION:

It is recommended that this report be received for information.

FINANCIAL IMPACT:

There is no financial impact resulting from the adoption of the recommendations in this report.

COMMENTS:

Our Toronto Zoo cares about our guests, partners and our 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 our Zoo.

The onset of the Novel Coronavirus Global Pandemic (COVID-19), required us to close our doors to our guests on March 14, 2020. Therefore, we experienced a significant decline in the number of guest-related safety issues.

The Guest Safety Summary, January to June, 2020 is attached. During this period there were a total of three guest accidents, which compares to 52 during the same time period in 2019. It also outlines the related public safety initiatives and prevention programs of the Safety & Security Branch.

The accident to attendance ratio for the first six months of 2020 was 1:29,897. This statistic represents a decrease over the 2019 six-month ratio which was 1: 9,556.

Our 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 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.

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ATTACHMENTS:

Attachment I - 2020 Six-Month Guest Safety Summary – January 1, 2020 to June 30, 2020

**TORONTO ZOO
2020 SIX MONTH GUEST SAFETY REPORT
2020-01-01 TO 2020-06-30**

ACCIDENT HISTORY

In the first six months of 2020 there were three guest accidents resulting in injuries to Zoo guests that were investigated by Safety & Security. The accidents are classified in six different categories: Slip/Fall-Other, General Mishap, Contact, Slip/Fall-Public Pathway Exposure and Animal-Related. These totals do not include wasp or bee stings of which there have been four reported in the first six months of 2020 and none reported in the first six months of 2019.

In the same time period Safety & Security staff responded to two calls involving guest illness. It is important to note that none of the reported illnesses were related to Zoo activity.

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A) 2020 GUEST ACCIDENT SUMMARY

<u>Type</u>	<u>2020 (YTD)</u>	<u>2020%</u>	<u>2019 (YTD)</u>	<u>2019%</u>
Slip/Fall-Other	2	66.7	18	34.6
Contact	0	0	13	25.0
Slip/Fall-Public Pathway	0	0	11	21.2
General Mishap	1	33.3	9	17.3
Animal Related	0	0	1	1.9
Exposure	0	0	0	.0
Totals	3	100	52	100

When compared to the first six months of 2019, there has been a decrease in the number of accidents reported.

B) GUEST ACCIDENT RATIOS COMPARISON

A means of comparing our accident performance is the guest to accident ratio. The 2020 year to date Guest Accident Ratio is one accident for every 29,897 guests.

<u>Year</u>	<u>Guest Attendance -YTD</u>	<u>Accident: Attendance- YTD</u>
2015	450,107	1:10,230
2016	564,670	1:8,823
2017	277,679	1:11,107
2018	475,016	1:8,051
2019	496,949	1:9,556
Average	356,954	1:10,623
2020	89,690	1:29,897

EXPLANATION OF ACCIDENTS

During this period, there were three guest accidents, all of which were relatively minor in nature. Two resulted from Slip/Fall-Other, one resulted from General Mishap which is mostly from children roughhousing and playing.

Slip/Fall-Other and General Mishap types of accidents, which involved guests tripping on their own feet/falling from objects and children injured while rough housing, are not attributable to actions taken or not taken by our Zoo.

In all cases incidents were investigated by Safety & Security 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 guest injuries.

D) SITE INSPECTIONS

The Public Safety Committee conducts its own site reviews and verifies work completed, and establishes priorities for repairs.

E) INITIATIVES

Our Toronto Zoo has always been pro-active with recognizing the need to provide a positive guest experience while ensuring public safety. With the onset of the emerging pandemic and the closure of our Zoo to the public, we almost immediately started to plan for our re-opening. Our Toronto Zoo welcomed back our guests in two phases.

Phase 1 (Scenic Safari Tour):

Phase 1 of our Toronto Zoo's reopening plan had guests provided with a unique and innovative Scenic Safari Tour experience commencing on May 23, 2020. This drive-thru experience allowed us to welcome back guests and adhere to provincial and city

emergency procedures with respect to COVID-19. Guests were required to buy tickets on-line in advance to preclude lineups and extended close contact with our staff.

Phase 2 (Scenic Safari Tour with pedestrian guest access):

Phase 2 of our Toronto Zoo's reopening plan had guests provided with the Scenic Safari Tour experience as well as the opportunity to enjoy a one-way, 3.2km walking trail on the Toronto Zoo site commencing on June 27, 2020. Guests were required to buy tickets on-line in advance to preclude lineups and extended close contact with our staff. Markings were put in place on site and inside buildings to provide guidelines to our guests for physical distancing. Interactive and high-contact exhibits are closed. Ushers are currently stationed along the pedestrian walking trails, cleaning and observing guests to remind of physical distancing. Washrooms will be limited to small family groups and cleaned constantly. Gift shops and food outlets will open subject to related guidelines and current restrictions. Although guest interaction is minimal and physical distancing measures can be maintained, safety measures and consideration for protecting our staff and volunteers working along the walking trails includes:

- Achieve and maintain a physical distance of at least two meters from guests
- Wear safety certified personal protective equipment (PPE) as required and described above depending on task and function (see ALL STAFF-wearing PPE)
- Wear cloth facial coverings when in public areas
- Wear gloves - use of disposable gloves to help limit contact with surfaces, products etc.
- Wear face shields as a barrier in addition to cloth masks when in situations where a physical distance cannot be achieved or maintained. For example, in retail areas
- Adherence to strict hand hygiene practices

In determining risk, we reviewed our normal operations to identify how guests and staff interact within our Zoo. As most of our guest experiences are forward-facing and require interaction between guest and staff, we considered all contacts high risk situations as both our contact intensity and the number of contacts in a day would also be considered high. Our risk mitigating strategies or controls include but are not limited to elimination of the exposure through physical distancing, engineering controls including, contactless ticket purchase and admissions, using Plexiglas barriers where interaction is required, administrative controls such as timed ticket entry, limiting capacity. Our staff have also been trained on all COVID-19 risk reducing measures and on the appropriate use and wear of required PPE.

As outlined in our Health & Safety Measure document, our Toronto Zoo has already implemented processes to reduce the risk of transmission of COVID-19 in the workplace and to keep all staff as safe as possible during the ongoing global pandemic. The Public Health Agency of Canada has provided guidance on how to reduce the risk of spread.

F) OBSERVATIONS/ACTIONS

1. Safety & Security will continue to work closely with our Toronto Zoo's Re-Opening Task Force to support re-opening initiatives and will provide advice, support and consultation on safe practices and ensure we follow all public health measures.
2. Safety & Security shall continue to report and initiate work orders to correct deficiencies found during routine patrols and as a part of the Public Safety Inspection processed.
3. The Public Safety Committee and Safety & Security staff shall continue to pro-actively identify and initiate work orders as necessary to correct identified hazards.
4. Facilities & Infrastructure Division shall continue to undertake their annual asphalt repair program and correct identified areas of concern.
5. Ongoing collaboration with the Strategic Communications Division to ensure timely and relevant communications for public health & safety concerns.