

2021 Six-Month Guest Safety Report

Date: July 7, 2021
To: Board of Management of the Toronto Zoo
From: Manager, Safety & Security
Wards: All

SUMMARY

This report is intended to update the Board of Management on the guest accidents and related public safety initiatives for the first six months of 2021 - the current calendar year.

RECOMMENDATIONS

The Manager, Safety & Security recommends that:

1. Board of Management of the Toronto Zoo receive this report 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.

Due to Government Regulations, for the first 5 1/2 months of 2021 we were required to remain closed to the public. On June 12, 2021, we were able to open once again and able to operate under Step 2 of the Government's Re-Open Ontario Plan. Under step 2, we opened with reduced capacity and the requirement to keep our indoor Pavilions, restaurants and other spaces closed.

The Guest Safety Summary, January to June, 2021 is attached. During this period there were a total of eight guest accidents, which compares to three during the same time period in 2020. 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 2021 was 1:21,318. This statistic represents an increase over the 2020 six-month ratio which was 1:29,897.

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.

CONTACT

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SIGNATURE

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Manager, Safety & Security

ATTACHMENTS

Attachment 1 - 2021 Six-Month Guest Safety Summary – January 1, 2021 to June 30, 2021

**TORONTO ZOO
2021 SIX MONTH GUEST SAFETY REPORT
2021-01-01 TO 2021-06-30**

ACCIDENT HISTORY

In the first six months of 2021 there were eight 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.

In the same time period Safety & Security and the First Aid Centre staff responded to 3 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) 2021 GUEST ACCIDENT SUMMARY

<u>Type</u>	<u>2021 (YTD)</u>	<u>2021%</u>	<u>2020 (YTD)</u>	<u>2020%</u>
Slip/Fall-Other	1	12.5	2	66.7
Slip/Fall-Public Pathway	1	12.5	0	0
Contact	3	37.5	0	0
General Mishap	3	37.5	1	33.3
Animal Related	0	.0	0	.0
Exposure	0	.0	0	.0
Totals	8	100	3	100

When compared to the first six months of 2020, there has been an increase 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 2021 year to date Guest Accident Ratio is one accident for every 21,318 guests.

<u>Year</u>	<u>Guest Attendance -YTD</u>	<u>Accident: Attendance- YTD</u>
2016	564,670	1:8,823
2017	277,679	1:11,107
2018	475,016	1:8,051
2019	496,949	1:9,556
2020	89,690	1:29,897
Average	329,025	1:10,623
2021	70,144	1:21,318

EXPLANATION OF ACCIDENTS

During this period, there were eight guest accidents, all of which were relatively minor in nature. One resulted from Slip/Fall-Other, three resulted from Contact and one Slip/Fall – Public Pathway and three 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 of both new and existing public spaces and verifies work completed, and establishes priorities for improved safety, corrective action and repairs. An example is new exhibits such as Goat World or new programs such as behind the scene Wild Encounters or even our virtually programming to ensure such programs are safe and fun. The Safety & Security team also conducts monthly public safety inspections. Ongoing maintenance and repair of our facilities and public spaces continues to be our priority.

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 ongoing global pandemic we are continually reviewing public health guidance and legislative requirements and adapting our health and safety plans as needed. At our Zoo, we implemented a mandatory mask policy for both staff and our guests in order to reduce COVID-19 spread and protect our staff, guests and our COVID-19 susceptible animals. Other risk mitigating strategies also continue such as physical distancing, contactless ticket purchase and admissions, using Plexiglas barriers where interaction is required, 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.

Other health and safety initiatives in the first six months of 2021, included the updating of a total of xxx, emergency, safety and security related policies to reflect changes in legislation and also to better align with our current operational model. Most notably, we have made significant revisions to what is now referred to as our Emergency Action Plan. This policy update provides greater clarity on emergency response, action and business recovery processes. We have made efforts to provide better safety signage and posting of emergency contact numbers throughout site.

We have included our local Toronto Police Services, 42 Division and Emergency Task Force on our Animal Escape drills and have hosted the TPS who conducted an active threat drill at our Toronto Zoo. There are future plans for our team to be more directly involved in such drills. We are continuing to foster our relationships with local police, fire and paramedic services routinely conducting site inspections and exchanging of training, policies and processes. We will continually work pro-actively to identify safety issues and take corrective action as needed.

F) OBSERVATIONS/ACTIONS

1. Safety & Security will continue to work closely with our teams surrounding COVID-19 Health and Safety Processes and provide advice, support and consultation on safe practices and ensure we follow all current public health measures and government legislation.
2. Installation of Capacity Counters in 4 of our Pavilions. This is to assist in meeting legislative requirements to post and ensure COVID-19 capacity limits are maintained in our Pavilions.
3. 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 process.
4. The Public Safety Committee and Safety & Security staff shall continue to pro-actively identify and initiate work orders as necessary to correct identified hazards.

5. Facilities & Infrastructure Division shall continue to undertake their annual asphalt repair program and correct identified areas of concern.
6. Ongoing collaboration with the Strategic Communications Division to ensure timely and relevant communications for public health & safety concerns.