

2021 Year-End Guest Safety Report

Date: January 24, 2022

To: Board of Management

From: Senior Director, Strategic Communications & Guest Experience

Wards: All

SUMMARY

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

RECOMMENDATIONS

The Senior Director, Strategic Communications & Guest Experience recommends that:

1. The Board of Management of the Toronto Zoo receives this report for information.

FINANCIAL IMPACT

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

DECISION HISTORY

A Health & Safety Report outlining the status of the Zoo's Occupational Health & Safety Programs is prepared and submitted to Zoo Management and the Board on a biannual basis. The report outlines prevention efforts, training programs and initiatives undertaken in the reporting period. Staff accidents, injuries and lost time are classified by type and analysed for frequency and severity with the goal of reducing workplace accidents and injuries.

COMMENTS

Your 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.

During 2021, we implemented all COVID-19 legislative requirements and public health measures to ensure our guests safety including a mandatory Vaccination Policy and Mask Policy.

The Guest Safety Summary, January to December, 2021 is attached. During this period there were a total of 85 guest accidents, which compares to 21 during the same time period in 2020. It also outlines the related public safety initiatives and prevention programs of the Health & Safety Services Branch.

The accident to attendance ratio for 2021 was 1:8,787.

This statistic represents an increase over the 2020 year ratio which was 1:20,548.

Your Zoo's guest accident prevention program includes inspections of all public areas by the Health & Safety Services 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 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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ATTACHMENTS

Attachment 1 - 2021 Guest Safety Report