

**TORONTO ZOO
2022 SIX-MONTH GUEST SAFETY REPORT
2022-01-01 TO 2022-06-30**

ACCIDENT HISTORY

In the first six months of 2022, there were 40 guest accidents resulting in injuries to Zoo guests that were investigated by Health & Safety. 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 period, Health & Safety and the Health & Wellness Centre staff responded to 15 calls involving guest illness. It is important to note that none of the reported illnesses were related to Zoo activity.

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.

Our Zoo's guest accident prevention program includes inspections of all public areas by the Health & Safety 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.

A) 2022 GUEST ACCIDENT SUMMARY

<u>Type</u>	<u>2022 (YTD)</u>	<u>2022%</u>	<u>2021 (YTD)</u>	<u>2021%</u>
General Mishap	15	37.5	3	37.5
Slip/Fall-Other	10	25.0	1	12.5
Slip/Fall-Public Pathway	7	17.5	1	12.5
Contact	5	12.5	3	37.5
Exposure	2	5.0	0	.0
Animal Related	1	2.5	0	.0
Totals	40	100	8	100

When compared to the first six months of 2021, 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 2022 year to date Guest Accident Ratio is one accident for every 11,667 guests.

<u>Year</u>	<u>Guest Attendance -YTD</u>	<u>Accident: Attendance- YTD</u>
2017	277,679	1:11,107
2018	475,016	1:8,051
2019	496,949	1:9,556
2020	89,690	1:29,897
2021	70,144	1:21,318
Average	281,895	1:15,985
2022	466,700	1:11,667

EXPLANATION OF ACCIDENTS

During this period, there were 40 guest accidents, all of which were relatively minor in nature. Fifteen General Mishap which is mostly from children roughhousing and playing, 10 resulted from Slip/Fall-Other, seven Slip/Fall – Public Pathway, five resulted from Contact and two from Exposure and one from Animal Related.

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 Health & Safety and first aid was rendered as required. Recommendations were made for corrective action and forwarded to the appropriate units for action. Health & Safety 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 of where such inspections occur is our new public washrooms, a new exhibit opening, and new programs such as behind-the-scenes Wild Encounters or even our virtual programming to ensure such programs are safe and fun. The Health & Safety Services team also conducts proactive monthly public safety inspections to find deficiencies and submit workprders for corrective action. 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 in an effort 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 2022, included the updating of our emergency, safety and security related policies and training programs to reflect changes in legislation and also to better align with our current operational model. Most notably, we have made revisions to our Animal Escape Policy and Site Wide Instructions. This policy is aligned with our Emergency Action Plan and the updates provide greater clarity on emergency response and responsibilities and actions of our team.

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. In the first six months of 2022, we have continued to seek resources and supports from not only our local police services but also AZA accredited North American Zoo's to improve our physical security measures for both

F) OBSERVATIONS/ACTIONS

1. Health & Safety 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. Upgrading of our CCTV systems, access control improvements, restricted access and guest alert and communication systems are our major focus in 2022.
3. Health & Safety 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 Health & Safety 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.