REPORT FOR ACTION

2022 Year-End Guest Safety Report

Date: January 24, 2023
To: Board of Management of the Toronto Zoo
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 2022.

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

Our Toronto 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. This report is submitted to the Board semi-annually to provide information on our initiatives and programs which support and maintain a healthy and safe environment for our guests to enjoy. Health & Safety Services work in collaboration with all Divisions to ensure guest safety. In particular, we work closely with our Facilities and Infrastructure team to correct physical hazards identified as the result of our proactive inspections and also provide recommendations following our investigation for incidents that may have occurred as a result of our physical site conditions. The Public Safety

Committee continues to review on-going issues and meets quarterly. Capital improvements and operating projects continue to be a benefit for improving site conditions for our guests.

COMMENTS

Your Toronto Zoo cares about our guests, our staff, our animals and our 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 2022, we continued to implement any COVID-19 legislative requirements and public health measures to ensure our guests' safety including continuing with a mandatory Vaccination Policy and Mask Policy for the first half of the year

The Guest Safety Summary for 2022 is attached. During this period there were a total of 104 guest accidents, which compares to 85 during the same time period in 2021. It also outlines the related public safety initiatives and prevention programs of the Health & Safety Services Branch.

The accident to attendance ratio for 2022 was 1:11,642.
This statistic represents a decrease over the 2021-year ratio which was 1:8,787.

CONTACT

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SIGNATURE

Jennifer Tracey
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ATTACHMENTS

Attachment 1 - 2022 Guest Safety Report