

TORONTO ZOO 2022 GUEST SAFETY REPORT

ACCIDENT HISTORY

In 2022, 104 accidents resulted in injuries to Zoo guests as compared to 85 in 2021. These accidents have been classified into six different categories: Slip/Fall-Other, General Mishap, Contact, Slip/Fall-Public, Exposure and Animal-Related.

These guest accidents do not include the 12 guests stung and treated by staff for minor wasp or bee stings in 2022. Comparatively, 23 guests were treated for wasp or bee stings in 2021.

The Health & Safety Services Branch also deals with Trespassing calls. Eight Incidents were noted for 2022 where Toronto Police Services were called or a warning was given.

In addition, the Health & Safety Services Branch provided emergency response to 48 guest illness/incident calls. These calls were related to medical conditions of the guest and were not related to the Zoo and represents an increase from the previous year of 31.

A) Guest Accidents by Year Comparison:

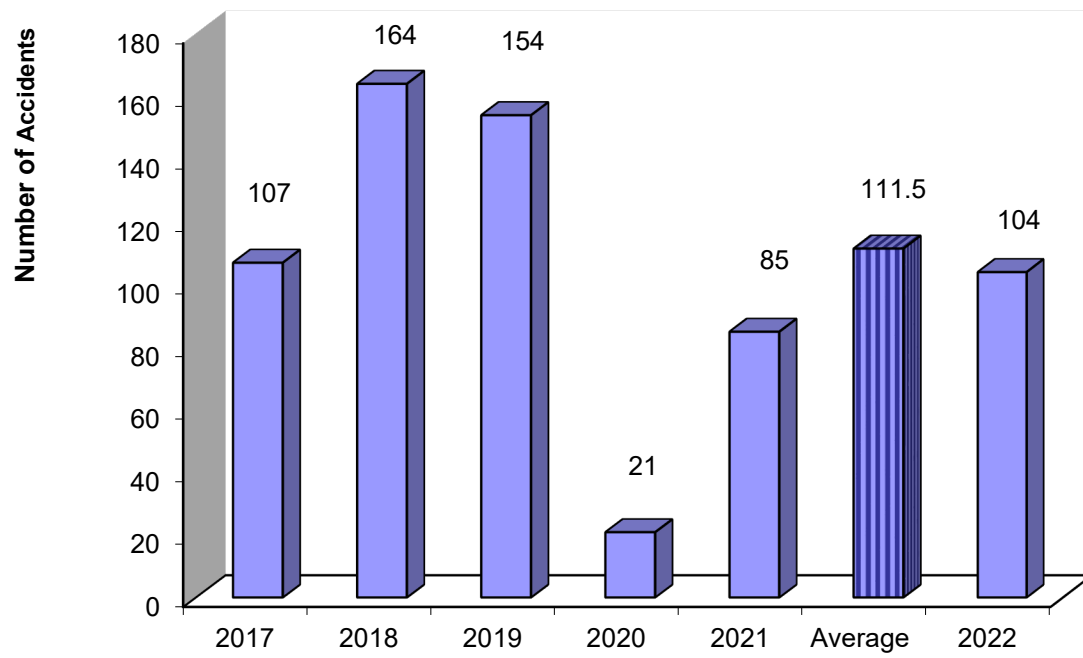
The accident to attendance ratio is a means of comparing year to year trends in the frequency of accidents. An increase of 19 guest accidents were observed in 2022 when compared to 2021. In 2022, there was 1 guest accident for every 11,642 guests which is a decrease over the 2021 ratio of 1 guest accident for every 8,787.

Figure 1 illustrates the Guest Accidents for the period 2017 to 2022 and the average over the 5 prior years.

<u>Year</u>	<u>Guest Accidents</u>	<u>Attendance</u>	<u>Accident: Attendance Ratio</u>
2017	107	1,058,622	1:9,894
2018	164	1,115,819	1:6,803
2019	154	1,210,224	1:7,858
2020	21	431,517	1:20,548
2021	85	746,897	1:8,787
AVERAGE	531	912,615	1:10,778
2022	104	1,210,817	1:11,642

2022 Guest Accidents

Figure 1



B) 2022 Guest Accident Summary by Type:

<u>Type</u>	<u>2022</u>	<u>Percent</u>	<u>2021</u>	<u>Percent</u>
General Mishap	34	32.7	37	43.5
Slip/Fall-Other	24	23.0	14	16.5
Slip/Fall-Public	22	21.1	14	16.5
Contact	21	20.1	18	21.2
Animal Related	1	1.2	0	0
Exposure	2	1.9	2	2.3
Totals	104	100	85	100

The Accident Summary provides an indication as to the nature of guest accidents. It is largely subjective from year to year, as it does not factor in the cause or personal contributing factors.

General Mishap related accidents decreased by 3, Slip/Fall–Other accidents increased by 10 accidents, Slip/Fall-Public Pathway accidents increased by 8. Contact accidents increased by 3. Exposure related incidents remained consistent with 2 and Animal Related had 1 incident.

In 2022, there were 104 guest accidents, and all were relatively minor in nature. Thirty-four General Mishap injuries were reported that involved children roughhousing and playing. Twenty-four were Slip and falls/others where the condition of the pathway was not an issue, twenty-two Slip/Fall Public Pathway accidents involved guests that fell due to site conditions. Twenty-one were Contact related accidents involving guests who bumped or came into contact with various objects/items. Two were exposure related incidents and one was animal related.

Slip/Fall Public Pathway injuries had a significant increase when compared to 2021. As this category involves injuries sustained as a result of pavement and conditions on site, it is important that we proactively identify and work with our Zoo's Facilities & Infrastructure team to repair and maintain site pathways to reduce this trend.

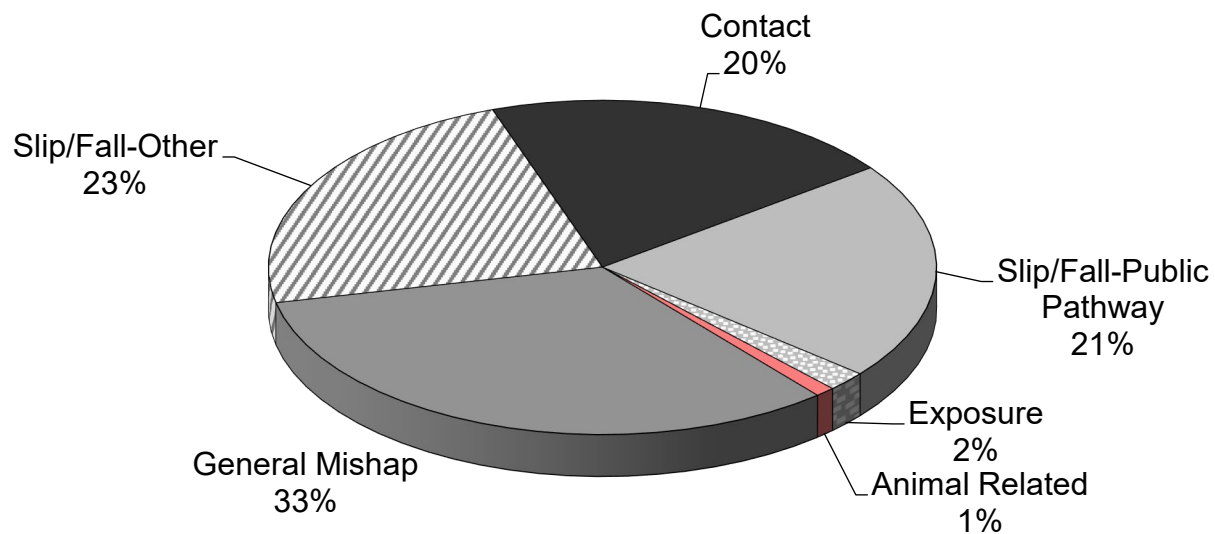
Slip/Fall Other injuries also had a significant increase when compared to 2021. This category involves injuries where guests fall out of wagons and/or strollers and climbing on structures.

Consistent with other years, we continue to see accidents related to children falling from objects, roughhousing during play and general mishap incidents. With 62.5% of all accidents on site involving persons under the age of 11, these types of accidents will continue to be difficult to eliminate. Many of those involved were under the direct supervision of a parent or guardian but keeping young children in arms reach of their parents is a slightly more challenging task. For school groups, maintaining an adequate child to teacher ratio is important, especially with young children.

In all cases, incidents are investigated by the Health & Safety Services Branch and first aid was rendered as required. Recommendations were made for corrective action and forwarded to the appropriate Zoo areas for action. Health & Safety staff also continue to take a proactive approach through general patrol in curbing activities that could lead to guest injuries. Enforcement of adequate adult to child supervision, and the ongoing commitment of the Public Safety Committee to ensure interactive activities remain safe to all must continue diligently.

Of the 104 guest accidents in 2022, 19 (18.3%) of the guests were under four years of age, 46 (44.2%) were between four to 11 years of age, 3 (2.8%) were between 12 and 16 years of age and 36 (34.6%) were adults, 68 (65.3%) involved persons under the age of 17.

2022 Guest Accidents By Type Figure 2



C) Site Inspections

Health & Safety Services conducted 16 public safety inspections in 2022 and identified 49 safety hazards for which work orders were submitted. The Public Safety Committee continues to establish priorities for repairs and verifies completed work.

D) Summary/Action

1. Health & Safety Services will continue to provide in-house training for staff in CPR, First Aid and AED to provide medical assistance and work with our teams on emergency response and preparedness.
2. Facilities & Infrastructure are continuing with annual pathway repairs and paving. Horticulture staff will continue to address erosion problems on the edges of public pathways.
3. Health & Safety Services will continue to report deficiencies found during patrols and as a part of the Public Safety Inspection process and make recommendations for correction.