

**TORONTO ZOO
2023 GUEST SAFETY REPORT**

SUMMARY-GUEST SAFETY INITIATIVES & RELATED PROGRAMS

Our Zoo is committed to being vigilant in the ongoing proactive and responsive measures we take for the health, safety and wellbeing of our animals, team, guests and community.

Our approach to health, safety, and well-being is rooted in our mission - "Our Toronto Zoo - Connecting people, animals and conservation science to fight extinction"- and our vision of "A world where wildlife and wild spaces thrive."

We care about our guests and want to ensure a safe and enjoyable experience so they can share our message.

We have many programs and policies that ensure the health, safety and protection of our guests while visiting our Zoo. Our guests' safety is of the utmost concern, and it is recognized that all staff have a vital role in creating a safe environment.

The Health & Safety Services Branch takes an initiative-taking and responsive lead with many of these programs with a focus on incident prevention strategies, incident investigation and management as well as emergency preparedness and response.

The Health & Safety Services Branch conducts routine audits of our emergency equipment, formal inspections of the site on a monthly basis. These inspections focus on public pathways, barriers, fences, gates, public seating, and ride areas. Staff document safety related items and initiate work orders to have deficiencies corrected.

The Toronto Zoo employs a full-time Registered Nurse and part-time nurses who assist with the care of both guests and staff. The Zoo nurse maintains a Consent for Treatment log and submits a Guest Incident Report for all guest incidents that involve potential life-threatening injuries or illness, fractures, sprains, accidents resulting from suspicious or unusual circumstances, accidents where the Zoo may be liable and all other serious injuries.

In addition, our H&S Services team attends to all guest-related incidents, provides assistance as needed and prepares an Incident Report. The investigation involves interviews with witnesses, photographing the area, making recommendations for corrective action, and submitting work orders to initiate the corrections.

An internal computerized work order system is maintained by our Facilities & Infrastructure Branch. The system tracks work orders that have been submitted from all areas throughout the site. Work orders are submitted to correct deficiencies and improve

existing systems. A numbering system is utilized to prioritize work orders that are submitted.

The H&S Services Branch support our teams to create a safe environment by providing training such as:

- First Aid/CPR/AED
- Mental Health Awareness Training
- Active Threat Training
- Emergency Response and Preparedness Training
- Fire and Life Safety Prevention Training
- Robbery Prevention Training

These training programs not only benefit the Zoo staff, but they ultimately support guest safety.

2023 GUEST INCIDENT HISTORY

In 2023, 124 incidents which resulted in injuries to Zoo guests as compared to 104 in 2022. These incidents have been classified into six different categories: Slip/Fall-Other, General Mishap, Contact, Slip/Fall-Public, Exposure and Animal-Related.

The 124 guest incidents do not include the 13 guests stung and treated by staff for minor wasp or bee stings in 2023. Comparatively, 12 guests were treated for wasp or bee stings in 2022.

The Health & Safety Services Branch also responds to incidents where guests or members of the public are in contravention of our Zoo's by-laws, being disruptive to other guests or animals. In 2023, Health & Safety Services responded to a total of nine such calls.

In addition, the Health & Safety Services Branch provided emergency medical response to 59 guests due to medical conditions of the guest, not related to Zoo environment. This represents an increase from the previous year of 48.

A) Guest Accidents by Year Comparison:

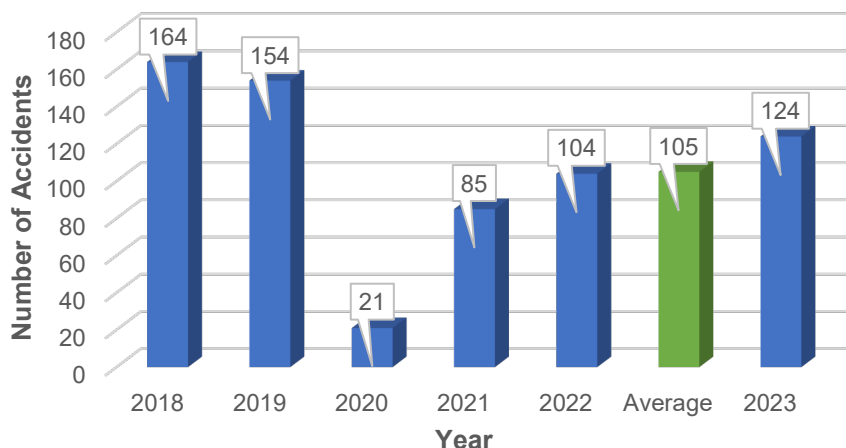
The accident to attendance ratio is a means of comparing year to year trends in the frequency of accidents. An increase of 20 guest accidents were observed in 2023 when compared to 2022. In 2023, there was 1 guest accident for every 10,729 guests which is an increase over the 2022 ratio of 1 guest accident for every 11,642.

Figure 1 illustrates the Guest Accidents for the period 2018 to 2023 and the average over the 5 prior years.

<u>Year</u>	<u>Guest Accidents</u>	<u>Attendance</u>	<u>Accident: Attendance Ratio</u>
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
2022	104	1,210,817	1:11,642
AVERAGE	105	943,054	1:8,981
2023	124	1,330,391	1:10,729

2023 Guest Accidents

Figure 1



B) 2023 Guest Accident Summary by Type:

<u>Type</u>	<u>2023</u>	<u>Percent</u>	<u>2022</u>	<u>Percent</u>
Slip/Fall-Other	45	36.3	24	23.0
Slip/Fall-Public	28	22.6	22	21.1
General Mishap	23	18.5	34	32.7
Contact	23	18.5	21	20.1
Exposure	4	3.2	2	1.9
Animal Related	1	0.9	1	1.2
Totals	124	100	104	100

Guest Accidents Summary Continued:

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.

Slip/Fall–Other accidents increased by 21 accidents, Slip/Fall-Public Pathway accidents increased by six, General Mishap related accidents decreased by 11, Contact accidents increased by two. Exposure related incidents increased by two and Animal Related had one incident.

In 2023, there were 124 guest accidents, and all were relatively minor in nature. 45 were Slip/Fall-Other where the condition of the pathway was not an issue, 28 Slip/Fall Public Pathway accidents involved guests that fell due to site conditions. 23 General Mishap injuries were reported that involved children roughhousing and playing. 23 were Contact related accidents involving guests who bumped or came into contact with various objects/items. Four were exposure related incidents and one was animal related.

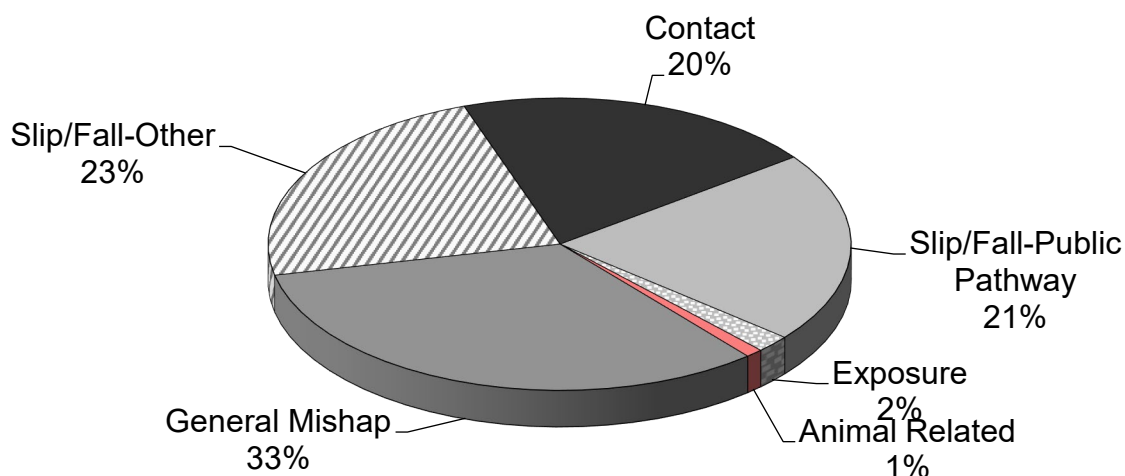
Slip/Fall-Other injuries had a significant increase when compared to 2022. This category involves injuries where guests fall out of wagons and/or strollers and climbing on structures.

Consistent with other years, we continue to see accidents related to children falling from objects, roughhousing during play and general mishap incidents. With 63.7% 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 at the time of the incident. 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 124 guest accidents in 2023, 15 (12.1%) of the guests were under four years of age, 58 (46.8%) were between four to 11 years of age, six (4.8%) were between 12 and 16 years of age and 45 (36.3%) were adults, 79 (63.7%) 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 2023 and identified 60 safety hazards for which work orders were submitted and are either resolved or in priority sequence to be resolved. The Public Safety Committee continues to establish priorities for repairs and verifies completed work.

D) Summary, Planned 2024 Targeted Efforts

1. Health & Safety Services will continue to provide in-house training for staff in CPR, First Aid and AED. We have also arranged for our Health & Safety Services team to be able to provide advanced basic life support through Medical Directives from our contracted Medical Provider. This will ensure we can provide timely and effective to provide medical assistance as we await external emergency services.
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 identify and to report deficiencies found during patrols and as a part of the Public Safety Inspection process and make recommendations for correction.