

**TORONTO ZOO
2024 SIX-MONTH GUEST SAFETY REPORT
2024-01-01 TO 2024-06-30**

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 for everyone.

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 and formal inspections of the site monthly. 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.

Our Health & Safety Services team attends to all guest-related incidents, provides assistance as needed and completes an Incident Report. The investigation involves interviews with witnesses, photographing the area, making recommendations for corrective action, and submitting work orders to initiate corrections.

In addition, our full-time Nursing Coordinator and part-time nurses attend all medical calls related to either illness or injury. The Zoo's nurse maintains a Consent for Treatment log and submits a Guest Incident Report for all guest incidents that they attend. The nurse routinely follows-up with all guest incidents which is an essential part of our connecting with our guests, demonstrating our duty of care and providing an exceptional experience following an incident.

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 Health & Safety Services Branch support our team 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.

INCIDENT HISTORY

In the first six months of 2024, there were 28 incidents resulting in injuries to Zoo guests that were investigated by the Health & Safety Services Branch. The incidents are classified into six distinct categories: Slip/Fall-Other, General Mishap, Contact, Slip/Fall-Public Pathway, Exposure and Animal-Related.

In the same period, Health & Safety Services and the Health & Wellness Centre staff responded to thirteen calls involving guest illness. It is important to note that none of the reported illnesses were related to Zoo activity and as a result are not captured in this report because no action on the Zoo's part was required.

A) 2024 GUEST ACCIDENT SUMMARY

<u>Type</u>	<u>2024 (YTD)</u>	<u>2024%</u>	<u>2023 (YTD)</u>	<u>2023%</u>
Slip/Fall-Other	7	25.0	22	46.0
Slip/Fall-Public Pathway	9	32.2	11	23.0
Contact	5	17.8	8	16.5
General Mishap	7	25.0	6	12.5
Exposure	0	0	1	2.0
Animal Related	0	0	0	0
Totals	28	100	48	100

When compared to the first six months of 2023, there has been a decrease 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 2024 year to date Guest Accident Ratio is one accident for every 21,100 guests.

<u>Year</u>	<u>Guest Attendance -YTD</u>	<u>Accident: Attendance- YTD</u>
2019	496,949	1:9,556
2020	89,690	1:29,897
2021	70,144	1:21,318
2022	466,700	1:11,667
2023	529,599	1:11,033
Average	330,616	1:16,694
2024	590,080	1:21,100

EXPLANATION OF ACCIDENTS

During this period, there were 28 guest accidents, all of which were minor in nature. Seven resulted from Slip/Fall-Other, nine Slip/Fall-Public Pathway, five resulted from Contact, and seven from General Mishap which is mostly from children roughhousing and playing.

Slip/Fall-public pathway type incidents can be attributed to pathway conditions that may have led or contributed to the incident such as wintery conditions or uneven surfaces. In each of this situations, immediate actions were taken to correct the issue.

Contact type incidents involve situations where an individual may inadvertently walk into an object, stub their toe, or catch their hand in a doorway.

Slip/Fall-Other and General Mishap types of accidents, which involved guests tripping on their own feet, falling from landscape rocks they have climbed up on 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. As deemed necessary, 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 regular site patrols to curb activities that could lead to guest injuries.

D) SITE INSPECTIONS

Our 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 also conducts site reviews of both new and existing public spaces and verifies that work is completed and safe for guests, establishes priorities for improved safety, recommends preventative programs and corrective action to mitigate guests' safety risks. An example of where such inspections occur is our new public washrooms, when new exhibits or public spaces are opening, and latest 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 work orders for corrective action. Ongoing maintenance and repair of our facilities and public spaces continues to be a priority.

E) 2024 INITIATIVES

Our Toronto Zoo has always been pro-active with recognizing the need to provide a positive guest experience while ensuring public safety.

Health and safety initiatives undertaken during the first six months of 2024 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. One major focus was on the review of our Emergency Action Plan policy and in particular, updates to provide greater clarity for our teams emergency response and responsibilities during emergencies such as inclement weather events, potential for dangerous animal escape and utilities outages. To date, we have conducted 3 site-wide drills including a major medical emergency, venomous bite, and natural disaster. We also routinely conduct table top drills and discussions on our emergency procedures.

In the first six months of 2024, we have continued to seek resources and supports from a variety of sources including our Medical Consultant(s), City of Toronto, Office of Emergency Management, Association of Zoos and Aquariums (AZA), and other accredited North American Zoo's and local emergency services to improve our physical security measures and public safety initiatives.

We are continuing to foster our relationships with local police, fire and paramedic services and the Scarborough Health Network who we routinely provide with site inspections and tours and share training information and emergency policies and processes with.

F) OBSERVATIONS/ACTIONS

1. Health & Safety will continue to work closely with our Zoo staff surrounding health and safety processes and provide advice, support, and consultation on safe practices and to ensure we meet or exceed all current standards, best practice and comply with legislation.
2. Continue to work on the upgrading of our CCTV systems, access control improvements, intrusion detection systems and processes.
3. Continue to improve on Emergency Response Program, including timely notification through our Everbridge Emergency Notification System for timely response
4. 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.
5. The Public Safety Committee and Health & Safety Services staff shall continue to pro-actively identify, make recommendations, and take action to address and correct identified hazards.
6. Facilities & Infrastructure Division shall continue to undertake their annual asphalt repair program and correct identified areas of concern.
7. Ongoing collaboration with the Strategic Communications and Guest Experience Division to ensure timely and relevant communications for public health & safety concerns.