

**TORONTO ZOO
2024 YEAR-END GUEST SAFETY REPORT
2024-01-01 TO 2024-12-31**

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 & community and climate.

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

We care about our guests and want to ensure a safe, enjoyable and welcoming experience for everyone. Our guests' safety is of the utmost concern, and it is recognized that all staff have a vital role in creating a safe environment.

We have many programs and policies that ensure the health, safety and protection of our guests while visiting our Zoo. 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 management and investigation, as well as emergency preparedness and response.

The Health & Safety Services team are security professionals, that have additional training and experience with both human and animal health and safety standards as well as legislative requirements for our Zoo environment. They conduct routine audits of our emergency equipment and formal inspections of the site monthly. These inspections focus on public pathways, fences, gates, access to restricted areas, fire and life safety requirements, public seating, and ride areas. Staff document safety related items and initiate work orders to have deficiencies corrected.

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. Public Safety specific work orders are submitted primarily by the Health & Safety Services team to correct deficiencies and improve existing systems. A numbering system is utilized to prioritize work orders that are submitted.

Our Health & Safety Services team are all First Aid/CPR/AED certified and attend all guest-related incidents to provide assistance as needed and complete 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, operate our Health & Wellness Centre (HWC) that provides a quiet location for nursing infants, provides complimentary over the counter medications, and a private place for our guests to perform personal health treatments. Our nurses attend all medical calls related to either illness or injury. Our Registered Nurses are authorized to provide advanced medical care, through Medical Directives. This program is authorized under the direction of our Zoo's Emergency Medical Consultant. The ability to provide life saving treatment while emergency services are on route, is a vital part of our emergency medical response in service to our guests and community. 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.

The Health & Safety Services Branch supports our team to create a safe environment by providing training such as:

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

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

Our Toronto Zoo's Guest Safety Committee (GSC). The GSC, is chaired by the Manager, Health & Safety Services and consists of six Sr. Management members, representing a cross section of the Zoo's organizational structure which provides a broad and distinct perspectives in consideration of our Zoo's GSC activities and programs. Representation includes, Wildlife Care, Health & Safety Services, Project Management, Facilities & Infrastructure, Guest Operations, Guest Relations, Health & Wellness Services

Our mandate ensures the highest possible standards and legal requirements with respect to guest and public safety.

- Ensuring that our Emergency Preparedness and Response Plans are in place and tested on a regular basis.
- Conducts a review of all existing preventative maintenance programs and monitors these programs to ensure due diligence and responsibilities are met in consideration of safety and accessibility standards.
- Review summary of guest related incidents and insurance claims to identify trends and to make organizational-wide recommendations on actions and strategies to correct any identified deficiencies and gaps in current program.
- Conduct site inspections and audits of Zoo operations that impact guests, to ensure due diligence and responsibilities are met in consideration of safety and accessibility standards.
- including inspections prior to the opening of new animal habitats, buildings and review of special events planning.

A) 2024 GUEST INCIDENT RATES

Guest Incidents, for which Health and Safety Services responds to and provides assistance for injuries, have been classified into 6 different categories and defined as follows:

- **Slip/Fall:** condition of site environment was a contributing factor that resulted in a reported incident (e.g. depression in pavement, snow/ice)
- **Slip/Fall-Other:** condition of site environment was not a contributing factor that resulted in a reported incident (e.g. falling from personal stroller/wagon, falling from rocks)
- **General Mishap:** involving guest rough housing or at play, resulting in a reported incident
- **Contact:** guests who bumped into or came into contact with various objects/items that resulted in a reported incident (e.g. tripping on a rock, scratch from a tree branch, a splinter from a railing)
- **Wildlife Related:** guests that may encounter non-resident wildlife resulting in a reported incident (e.g. geese)
- **Exposure:** guests that may encounter an unexpected environmental condition or substance resulting in a reported incident (e.g. dust in eye, contact with a poison ivy plant)

2024 GUEST INCIDENT RATE COMPARED TO 2023:

In review of 2024, there were a total of 137 reported incidents as defined above, where Health & Safety Services responded and rendered assistance to our guests who sustained, mostly minor injuries, because of the incident. This represents an increase of 13, from 2023 calendar year, where a total of 124 incidents across the same type were reported.

The table below, Figure 1, further breaks down the number of 2024 incidents by type and compares to 2023 results, with percentages:

Figure 1, Illustrates the number of reported 2024 Incident by category in comparison to 2023 results:

<u>Category</u>	<u>2024</u>	<u>Percent %</u>	<u>2023</u>	<u>Percent %</u>
Slip/Fall	42	30.6	28	22.6
Slip/Fall -other	32	23.4	45	36.2
General Mishap	35	25.5	23	18.5
Contact	24	17.5	23	18.5
Wildlife Related	1	0.7	1	0.8
Exposure	3	2.2	4	3.2
Totals	137	100	124	100

In 2024, the 8% increase over last year, in Slip/Fall type incidents was further reviewed. In review of the incident reports for this type, it was determined that depressions along paths of travel and paved edges as well as slippery conditions, due to inclement weather events, were contributing factors to this increase. The 13% decrease in Slip/Fall-Other type injuries could be attributed to our targeted efforts through signage to mitigate risk of guests climbing on rocks or perching on railings. In review of the 7% increase in General Mishap type incident, no single factor can be assigned. Although, it has been observed that consistent with other years, we continue to see falls or general mishap incidents involving children, primarily under the age of 11. Many of whom, were under the direct supervision of a parent or guardian at the time of the incident. For school

groups, continuing to ensure that adequate child to teacher ratio is maintained throughout the visit is important, especially with younger age groups.

The 137 guest incidents do not include the 13 guests stung and treated by staff for minor wasp or bee stings in 2024. This remains consistent with wasp or bee stings in 2023.

In addition, the Health & Safety Services Branch provided emergency medical response to 58 guests due to medical conditions of the guest, and not related to Zoo environment. This represents a decrease from the previous year of 59.

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 2024, Health & Safety Services responded to a total of 38 such calls. This is considerably down from the 51 reported incidents in 2023.

The decrease in by-law Infraction type incidents may be due to a successful awareness campaign initiated in 2023 and carried out in 2024. The campaign aimed to increase awareness and educate our guests on the impacts that negative behaviours and activities can have on the health, safety and wellbeing of the animals in our care, team and other guests.

As applicable, for each of the above 2024 incidents, corrective actions were taken to mitigate future occurrences of a similar nature. Actions taken may have included work order submissions for improvements to the physical site, posting of signage and/ or improvements to procedures and processes. In addition, our Health & Safety Services team, continue to take a proactive approach through routine patrols to identify concerns and our a presence on site to curb activities that could lead to guest injuries or guest behaviours, that are contrary to our Zoo's by-laws.

GUEST INCIDENT FREQUENCY RATE, YEAR OVER YEAR:

The incident to attendance ratio is a means of comparing year to year trends in the frequency of incident. An increase of 13 guest incidents were observed in 2024 when compared to 2023, however the incident to guest ration declined. In 2024, there was 1 guest incident for every 9,959 guests which is decrease over the 2023 ratio of 1 guest incident for every 10,729.

Figure 2 illustrates the Guest Accidents for the period 2019 to 2024 and the average over the 5 prior years.

<u>Year</u>	<u>2024</u>	<u>Attendance</u>	<u>Accident: Attendance Ratio</u>
2019	154	1,210,224	1:7,858
2020	21	431,517	1:20,548
2021	85	746,987	1:8,787
2022	104	1,210,817	1:11,642
2023	124	1,330,391	1:10,729
AVERAGE	98	985,969	1:11,912
2024	137	1,364,476	1: 9,959

B) Health & Safety Guest and Public Site Inspections

Health & Safety Services Branch conducted 8 guest and public safety inspections in 2024 and identified 42 safety hazards for which work orders were submitted and are either resolved or in priority sequence to be resolved. Perimeter fence inspections are conducted on a semi-annual basis, with once monthly spot checks of . There are is The Guest Safety Committee continues to establish priorities for repairs and verifies completed work.

C) 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 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. The Health & Safety Services Branch and Wildlife Care routinely conduct table top drills and discussions on our emergency procedures surrounding animal incidents. We successfully completed site-wide drills including a major medical emergency, venomous bite, natural disaster, active threat and dangerous animal escape. Learnings identified from these drills have been incorporated into our processes and procedures.

In 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 guest/public safety initiatives.

In December 2024, we collaborated with Scarborough Ontario Health Teams (SOHT) to host a community, influenza and Covid-19 pop-up vaccination clinic, in response to a surge in cases of influenza like illness in our community. This clinic and its campaign, aimed to increase awareness of the importance and efficacy of vaccination as our best defence to reduce risk of illness from these viruses. The pop-up clinic held on December 17, 2024, provided over 50 Covid-19 vaccines and over 60 influenza vaccines to members of our community. We will continue this collaboration in 2025, hosting a series of vaccination clinics through the 2025 influenza season in the fall. This is an example of how Our Toronto Zoo, continues to support the health and safety of our community.

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.

In 2025, Health & Safety Services Branch's 2025 is committed to protecting the animals in our care and the physical security of our grounds, while enhancing the health, safety and wellness of all team members, guests, and community partners through comprehensive initiatives that enable everyone to feel safe and welcome at your Toronto Zoo.

2025 OPPORTUNITIES FOR IMPROVEMENT AND PLANNED INITIATIVES

1. Health & Safety Services Branch will continue to work collaboratively with all teams on achieving and exceeding compliance with legislation and applicable standards, including Association of Zoo's and Aquariums (AZA) and best practice through training, consultation and support to ensure health and safe environment for our guests
2. Continue to implement improvements to our security related systems including the ongoing expansion of our CCTV surveillance and monitoring capabilities, upgrades to our access control and intrusion detection systems and monitoring.
3. Continue to improve on Emergency Response Program, including increased targeted and integrated training for high-risk teams.
4. Fuller integration of team's use of our Emergency Notification System through education and awareness, for timely notification in the event of an emergency.
5. Health & Safety Services team shall continue to identify, report and initiate work orders to correct deficiencies found during routine patrols and as a part of the Guest/Public Safety Inspection (PSI) process.
6. The Guest Safety Committee will continue to review trends and make recommendations to address any identified concerns through an organizational lens.
7. General Maintenance Branch shall continue to undertake their annual asphalt repair program and Horticulture and Grounds Branch shall continue to proactively address identified areas of concern along path edges.
8. Health & Safety Services shall ensure that our Guest/Public Safety Program is aligned with our Toronto Zoo's Guardians of Wild strategic priorities.