

**TORONTO ZOO
2025 SIX-MONTH GUEST SAFETY REPORT
2025-01-01 TO 2025-06-30**

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 & 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 team 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.

The Health & Safety Services team also 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 Incident Reports as required. 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 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 Department. 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.

The Health & Safety Services department supports our team in maintaining a safe and secure environment for both staff and guests by providing specialized training, including:

- 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

INCIDENT HISTORY AND STATISTICS

In the first six months of 2025, there were 36 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 team responded 46 incidents 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.

The following table summarizes the Guest Incident per type, for the first six months of 2025, compared to the same period in 2024.

A) 2024 GUEST INCIDENT SUMMARY

<u>Type</u>	<u>2025 (YTD)</u>	<u>2025%</u>	<u>2024 (YTD)</u>	<u>2024%</u>
Slip/Fall-Other	5	13.9	7	25.0
Slip/Fall-Public Pathway	7	19.4	9	32.2
Contact	4	11.1	5	17.8
General Mishap	13	36.1	7	25.0
Exposure	2	5.6	0	0
Animal Related	5	13.9	0	0
Totals	36	100	28	100

In review of incident by type, there was a decrease in slip/fall-other, slip/fall -public pathway and contact type injuries. This decrease can be attributed to our initiatives surrounding care taken during inclement weather to ensure snow and ice is cleared, preventative asphalt repairs and preventive maintenance surrounding pathway edges. The increase in animal type incidents, can be attributed to wild geese encounters and three separate interactions between one of our more curious birds with young guests, through the aviary mesh. Posting of signage both about giving distance to nesting wild geese and keeping fingers away from the aviary mesh has been

successful in mitigating these types of encounters. General mishap type incidents also had a slight increase. These types of incidents generally involve children at play or falling from personal wagons and strollers.

B) Guest Incident Ratio

A means of comparing our incident performance is the guest-to-incident ratio. The 2025 year to date Guest Incident Ratio is one incident for every 1:14,199. This is a decrease from 2024's Guest Incident Ratio of 1:21,100.

<u>Year</u>	<u>Guest Attendance - YTD</u>	<u>Incident : Attendance – YTD (ratio)</u>
2022	466,700	1:11,667
2023	529,599	1:11,033
2024	590,080	1:21,100
2025	511,181	1:14,199

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 incident prevention program includes inspections of all public areas by the Health & Safety Services 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 incident, are submitted to Facilities 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) 2025 INITIATIVES

Health and safety initiatives undertaken during the first six months of 2025 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. To date, we have conducted three

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 2025, 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. – Related to guest safety?
2. Health & Safety will continue to work on the upgrading of our CCTV systems, access control improvements, intrusion detection systems and processes.
3. 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.
4. 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.
5. Facilities Division shall continue to undertake their annual asphalt repair program and correct identified areas of concern.
6. Health & Safety will continue ongoing collaboration with the Strategic Communications and Guest Experience Division to ensure timely and relevant communications for public health & safety concerns.