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Councillor Raymond Cho

**Chief Executive Officer**  
Calvin J. White

**Chief Operating Officer**  
Robin D. Hale

2009-06-12

To: Audit Committee

From: Calvin J. White  
Chief Executive Officer

**Re: Achievement of Access, Equity, and Human Rights Goals**

This report is the Toronto Zoo's response to your request for information about the Zoo's achievement of Access, Equity and Human Rights goals. Information on the Zoo's policy and the number and types of complaints received by the Ontario Human Rights Tribunal is as follows:

1. The Toronto Zoo has a Human Rights and Harassment in the Workplace Policy, which defines discrimination and harassment and the procedure to follow if a staff member is a victim of harassment or discrimination. This policy covers harassment as defined under the Ontario Human Rights Code as well as personal harassment.

All permanent staff receive training on the Zoo's policy, as part of a full-day orientation training. All seasonal staff attend a two-day orientation session, with a section on the Zoo's policy.

2. There was one complaint in the last year (2008-05-31 to 2009-06-01) to the Ontario Human Rights Tribunal. The complaint cited race and disability as the grounds. This complaint is currently outstanding.

If you require further information or clarification about this information, please contact Sue Gunton, Director of Planning & Analysis at 416-392-5911 or by e-mail at [sgunton@torontozoo.ca](mailto:sgunton@torontozoo.ca).

Sincerely,

Calvin J. White  
Chief Executive Officer