



STAFF REPORT

To: Board of Management

From: Robin D. Hale
Chief Operating Officer

Subject: **2010 SIX MONTH – HEALTH & SAFETY STATUS REPORT**

Date: 2010-07-01

Summary:

A status report is presented to the Board every six months regarding the Toronto Zoo's Occupational Health & Safety Programs.

Recommendations:

It is recommended that this report be received for information.

Comments/Discussion:

The Health & Safety Status Report for the period January to June 2010 is attached hereto. During this period, the Toronto Zoo reported 71 employee accidents and 10 Workplace Safety & Insurance Board (WSIB) claims. Four of the 10 claims resulted in 31 days of lost time. Comparatively, in the same period in 2009, a total of 47 employee accidents and 15 WSIB lost time claims resulted in 125 days of lost time. This represents an increase of 22 employee accidents, but a decrease of 94 days of lost time.

The Joint Health & Safety Committee continues to have a positive influence in the workplace with five meetings held and 30 items resolved in the first six months of 2010.

Safety & Security continues to provide Occupational Health & Safety Training on several topics. In the first six months of 2010, a total of 559 participants attended in-house training programs administered or conducted by the Safety & Security Branch.

R. D. Hale
Chief Operating Officer

List of Attachments:

2010 Six Month – Health & Safety Status Report

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**2010 SIX MONTH HEALTH & SAFETY STATUS REPORT
2010-01-01 TO 2010-06-30**

ACCIDENT HISTORY

During the first six months of 2010 there were a total of 71 employee accidents. This compares with 47 in the same period of 2009. The increase in accidents is largely related to contact accidents, which increased from 13 in 2009 to 30 in 2010.

A) Six Month Accident Summary:

Branch	2010 YTD	% of Total	2009 YTD	% of Total
Animal Care	20	28.2	12	25.6
Facilities & Services	10	14.1	12	25.6
Horticulture	10	14.1	10	21.3
Retail & Rides	9	12.7	2	4.2
Animal Health	5	7.1	4	8.5
Safety & Security	4	5.6	4	8.5
Member & Guest Services	4	5.6	1	2.1
Education	3	4.2	1	2.1
Conservation/Research	3	4.2	0	0.0
Animal Nutrition	1	1.4	1	2.1
Interpretation, Culture & Design	1	1.4	0	0.0
Human Resources	1	1.4	0	0.0
Totals	71	100.0	47	100.0

- 1) The Animal Care Branch had a total of 20 employee accidents during the first six months of 2010. This is an increase of 8 accidents from the same period in 2009. Of these 20 accidents, 8 were contact related, 7 were strain accidents and 5 were animal action related.
- 2) Facilities & Services reported 10 employee accidents of which 5 were contact related, 3 were strain related, and 2 were slip/fall related. This is a decrease of 2 workplace accidents over the same period in 2009.
- 3) The Horticulture Branch reported 10 employee accidents in the first six months of 2010. Of these, 4 were contact related, 3 were strain accidents, 2 were slip/fall accidents, and 1 was animal action related. This remains consistent with 2009.
- 4) Retail & Rides reported 9 employee accidents, 5 were animal action related and 4 were contact related. This is an increase of 7 over the same period in 2009.
- 5) Animal Health reported 5 employee accidents in the first six months of 2010. Three were strain related, 1 was contact related and 1 was related to an animal action. This is an increase of 1 compared to last year.

- 6) Safety & Security reported 4 employee accidents; 3 were slip/fall and 1 was contact related. This is consistent when compared to 2009.
- 7) Member & Guest Services reported 4 employee accidents of which 3 were contact related and 1 was exposure related. This is an increase of 3 when compared with 2009.
- 8) Conservation, Education & Research reported 6 employee accidents. This breaks down to Curatorial & Records with 3 accidents and Education with 3 accidents. Three were contact related, 2 were strain related and 1 was an animal action.
- 9) Animal Nutrition, Human Resources, and Interpretation, Culture & Design each reported 1 accident. Of these accidents, 1 was a strain, 1 was a contact and 1 was exposure related.

B) 2010 Accidents by Type (Six Months):

<u>Type</u>	<u>2010</u>	<u>Percent</u>	<u>2009</u>	<u>Percent</u>
Contact	30	42.2	13	27.6
Strain	19	26.8	15	32.0
Animal Action	13	18.3	4	8.5
Slip/Fall	7	9.9	11	23.4
Exposure	2	2.8	4	8.5
Totals	71	100.0	47	100.0

Slip/Fall and Exposure accident types remain relatively consistent with the previous year for the same time period.

Contact related injuries have increased from 13 in 2009 to 30 in the first half of 2010. These types of injuries relate to how our staff interacts with their work environment. Traditionally, fitting the worker to the work space was standard practice, however modern ergonomic thinking recommends making the workplace more environmentally friendly to the worker. This can be achieved through ergonomic assessments of areas similar to that which is done for workers required to work at a desk in an office environment. This task will prove to be a challenge, however it is hoped that with the assistance of the Hazard Assessment Process, areas of concern can be addressed and recommendations made for corrective action.

In 2009, Strain related accidents increased by 4 to 19. Strain specific to back injuries has remained consistent with increases seen in strains to other body parts including shoulders, necks, arms etc. While an aging work force and an increased awareness of strain related injuries amongst workers are definite factors in the increase, we will continue to update our Backcare/Repetitive Strain Injury courses to target all types of strains.

Animal Action injuries increased from 4 in 2009 to 13 for the same period in 2010. Six of these injuries were the result of direct contact sustained by Animal Care staff required to handle animals in their care. This number is consistent with reporting in previous years. In all cases, supervisory accident investigations were completed with a goal of improving existing procedures

and personal protective equipment. The remaining incidents all involved minor bee/wasp stings sustained by Retail & Rides staff and represents a significant increase in this category. Nests continue to be reported to our Horticulture Branch and methods are undertaken to remove the problem areas.

WSIB SUMMARY

In the first six months of 2010 there were a total of 10 claims submitted to the Workplace Safety & Insurance Board of which 4 claims resulted in a total of 31 days of lost time. This compares favourably with 15 claims, 10 of which were lost time claims for a total of 125 days of lost time in 2009.

C) Lost Time Accidents by Branch:

<u>Branch</u>	<u>2009</u>	<u>Lost Days</u>	<u>2010</u>	<u>Lost Days</u>
Horticulture/Materials Collection	4	37	1	6
Animal Care	4	8	3	25
Facilities & Services	2	80	0	0
Totals	10	125	4	31

When we compare the first six months of 2010 with that of 2009, we find that WSIB lost time claims has decreased along with the total number of lost time days. Of the 10 total claims submitted to WSIB in 2010, only 4 claims resulted in lost time days as follows: 1 claim had lost time for duration of one day and 1 claim had lost time for duration of two days. A third claim had lost time for duration of 6 days and the final claim incurred lost time for duration of 22 days.

With respect to the claim with 6 lost time days, the worker returned to modified work and regular hours after a relatively low amount of lost time and should not incur any more lost time days. In regard to the other claim, the worker has accrued 22 days in lost time and remains medically unable to return to work. Although this claim will continue to accrue lost time into the next six months, we are significantly below the total number of lost time days for the same time period reported in 2009.

D) Modified Work Summary

Modified Work is an important part of the claims management process as it promotes active recovery for the injured worker by returning the employee to meaningful work and ultimately decreases the cost associated with lost time claims.

The 10 claims submitted to the WSIB resulted in 6 workers returning to work on a modified work program. All modified duties were fully accommodated in the workers own work areas. In all of the claims except 1, the workers have returned to full duties and 1 remains on modified duties. As reported above, 1 worker remains off work and is unable to participate in any modified work program until cleared medically to participate.

E) WSIB Cost Summary:

Under the WSIB, New Experimental Experience Rating Plan (NEER) employers receive rebates or surcharges based on their accident frequency and length of the claims. The NEER statement is calculated at the end of September and uses historical data for the past three years compared with trends with the rate group. In all WSIB claims, the goal is to actively pursue early and safe return to work in an effort to minimize the costs associated with the claims. It is evident that early and safe return efforts have assisted in keeping our total lost time relatively low.

There was a decrease in total WSIB claims from 15 to 10 when comparing the first six months of 2009 and 2010 respectively. There was also a significant decrease to the total amount of lost time days. Of the ten 2010 claims, 4 claims resulted in a total of 31 lost time days. This is compared to 2009 statistics where 10 of the 15 total claims resulted in 125 days of total lost time. This decrease in the total amount of lost time claims and in particular, the significantly lower total accrual of lost time days is a direct result of successful early and safe return to work interventions.

JOINT HEALTH & SAFETY COMMITTEE

F) Joint Health & Safety Committee:

In the first six months of 2010, the Toronto Zoo's Joint Health & Safety Committee (JHSC) held five meetings. A total of 22 new safety items were raised at the Committee level by worker representatives or through the workplace hazard reporting system. Thirty safety issues were discussed and actions were taken to resolve them by management staff. Some key issues discussed before the Committee included: finalizing the ground guide training for Zoo drivers and passengers, continuation of hazard assessments, and safety policy reviews. The Committee also reviewed 10 safety related draft Zoo Policies

In an effort to improve the effectiveness of our Health & Safety Program, the JHSC undertook an initiative to bring health and safety into individual work areas. The creation of local health & safety bulletin boards was implemented in February of this year.

Division Heads continue to be briefed on current issues before the JHSC on a regular basis.

MINISTRY OF LABOUR

G) Inspections, Orders, Charges & Visits:

There have been no Ministry of Labour visits, inspections, orders, or charges during the first six months of 2010.

OCCUPATIONAL HEALTH & SAFETY TRAINING PROGRAMS

H) General Safety Training Programs:

In the first six months of 2010, the Safety & Security Branch conducted training classes or supervised training for 559 participants. The course type and total number of participants trained

are identified below for your information. In 2009, 786 participants were trained over the same time period.

Course	Staff Trained
Back Care & Reducing Repetitive Strains	111
Seasonal Health & Safety Orientation Sessions	111
Emergency/Standard First Aid & CPR	45
Robbery Prevention Training	61
Safe Driving Program (New Drivers)	61
Defensive Driving	12
Radio Training	30
Zoo Camp First Aid Orientation	24
Zoomobile	21
Firearms Course	8
Workplace Hazardous Materials Information Systems (WHMIS)	27
Duty Director Training	11
Duty Manager Training	22
Permanent Orientation	15
Total Participants Trained	559

Participation in mandatory Occupational Health & Safety programs continues to be a challenge to ensure a reasonable level of due diligence is maintained in all areas of the Toronto Zoo.

SAFE DRIVING PROGRAM

I) Safe Driving Program – Evaluations:

During the first six months of 2010, the Safety & Security Branch processed a total of 61 new drivers through the Safe Driving Program.

J) Zoomobile Training:

During the first six months of 2010, two sessions were held for a total of 21 employees trained. The Zoomobile Training Program includes classroom training combined with field experience and driver evaluations conducted by Safety & Security.

K) Motor Vehicle Collisions:

In the first six months of 2010 there were 13 motor vehicle collisions, compared with 14 during the same period in 2009. Of the 13 collisions, 10 were deemed preventable. Six resulted from failing to correctly judge surroundings, 2 from failure to be aware of surroundings, and 2 from failing to maintain sufficient care of vehicle.

The 10 collisions occurred in the following units: Horticulture (4), Facilities & Services (2), Food Services (2), Retail & Rides (1) and Animal Care (1).

OCCUPATIONAL HEALTH & SAFETY PROGRAMS

L) Policy & Program and Testing Initiatives in 2010

The Zoo participated in a WSIB Risk Management Assessment in July of this year. Once finalized, a plan will be developed with the assistance of the WSIB with a goal of improving the Zoo's safety program.

One aspect assessed by the WSIB during the process was the hazard recognition process. As recognizing hazards in the workplace are looked upon as the first step in eliminating them, great efforts were undertaken this year to complete our Hazard Assessments. All areas of the Zoo were given an opportunity to provide input in recognizing hazards associated with tasks performed in their areas on a daily basis.

Enhancements to our Back Care & Repetitive Strain Injury Prevention training program are ongoing. The course content is updated on a regular basis with a goal of decreasing ergonomic workplace hazards.

The Joint Occupational Health & Safety Committee is currently reviewing a basic ladder safety training program that can be used to educate all Zoo staff required to utilize different types of ladders during the course of their duties.

The Safety & Security Branch continues to strive towards increasing safety awareness among staff as well as visitors. Programs with respect to public and staff site inspections, defensive driving, and general safety awareness continue to be delivered and developed.

M) 2010– Targeted Efforts

In 2010, the Safety & Security Branch will continue to focus efforts on training, awareness and assisting various areas/branches of the Toronto Zoo in designing programs, specific objectives include:

- Examine workplace Hazard Assessments to identify program weaknesses
- Work with WSIB Risk Management Plan to improve safety program
- Continue to conduct present safety training programs for all staff and introduce new programs as required
- Implement ladder safety training package for all Zoo staff

It is hoped that these efforts will maintain legislative compliance and continue to improve the overall workplace safety conditions at the Toronto Zoo.

S. Alexander
Manager, Safety & Security