



STAFF REPORT

To: Board of Management

From: Robin D. Hale
Chief Operating Officer

Subject: **2012 SIX MONTH – HEALTH & SAFETY STATUS REPORT**

Date: 2012-08-10

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 2012 is attached hereto. During this period, the Toronto Zoo reported 43 employee accidents and 11 Workplace Safety & Insurance Board (WSIB) claims. Seven of the 11 claims resulted in 16 days of lost time. Comparatively, in the same period in 2011, a total of 54 employee accidents and five WSIB lost time claims resulted in 28 days of lost time. This represents a decrease of 11 employee accidents and 12 days of lost time.

The Joint Health & Safety Committee continues to have a positive influence in the workplace with six meetings held and 16 items resolved in the first six months of 2012.

Safety & Security continues to provide Occupational Health & Safety Training on several topics. In the first six months of 2012, a total of 461 participants attended in-house training programs administered or conducted by the Safety & Security Branch.

R. D. Hale
Chief Operating Officer

List of Attachments:

2012 Six Month – Health & Safety Status Report



2012 SIX MONTH HEALTH & SAFETY STATUS REPORT
2012-01-01 TO 2012-06-30

ACCIDENT HISTORY

During the first six months of 2012 there were a total of 43 employee accidents. This compares with 54 in the same period of 2011, which is a decrease of 11.

A) Six Month Accident Summary:

Branch	<u>2012 YTD</u>	<u>% of Total</u>	<u>2011 YTD</u>	<u>% of Total</u>
Wildlife Care	15	34.9	17	31.5
Horticulture	11	25.6	5	9.3
Facilities & Services	6	14.0	4	7.4
Safety & Security	4	9.3	4	7.4
Education	3	7.0	3	5.6
Retail & Rides	2	4.6	3	5.6
Wildlife Nutrition	1	2.3	5	9.2
Wildlife Health	1	2.3	9	16.7
Financial Services	0	0	2	3.7
Computer & Telecom	0	0	1	1.8
Curatorial & Records	0	0	1	1.8
Member & Guest Services	0	0	0	0
Project Management	0	0	0	0
Human Resources	0	0	0	0
Totals	43	100.0	54	100.0

- 1) The Wildlife Care Branch had a total of 15 employee accidents during the first six months of 2012. This is a decrease of two accidents from the same period in 2011. Of these 15 accidents, four were contact-related, four were the result of animal action, four were strain accidents, two were exposure related and one was slip/fall related.
- 2) The Horticulture Branch reported 11 employee accidents in the first six months of 2012. Of these, six were strain related, three were slip/fall and two were contact-related. This is an increase of six over the same period in 2011.
- 3) Facilities & Services reported six employee accidents in the first six months of 2012. Four were strain-related and two contact-related. This is an increase of two when compared to last year.
- 4) The Safety & Security Branch reported four employee accidents in the first six months of 2012. Of these, two were slip/falls and two contact related. This remains consistent with the previous year.
- 5) The Education Branch had a total of three employee accidents during the first six months of 2012. This remains consistent with the previous year. Of these three injuries, there were one from each, contact-related, strain-related and animal action.

- 6) The Retail & Rides Branch reported two employee accidents in the first six months of 2012. Both were contact-related injuries. This is a decrease of one over the same period in 2011.
- 7) Wildlife Health reported one employee accident in the first six months of 2012. This was contact-related. This is a decrease of eight when compared to last year.
- 8) The Wildlife Nutrition Branch had a single employee accident during the first six months of 2012. This is a decrease of four accidents from the same period in 2011. This was a slip/fall related accident.

B) 2012 Accidents by Type (Six Months):

<u>Type</u>	<u>2012</u>	<u>Percent</u>	<u>2011</u>	<u>Percent</u>
Contact	14	32	19	35
Strain	14	32	18	33
Slip/Fall	8	19	9	17
Animal Action	5	12	5	9
Exposure	2	5	3	6
Totals	43	100.0	54	100.0

With the exception of Animal Action accidents which remained consistent with 2011, all other types of accidents experienced a decrease from the previous year for the same time period. Since 2010, we have seen a steady decrease in the number of strain and contact related injuries in the workplace. Our Back Care & Reducing Repetitive Strains training, which is mandatory for all Zoo staff, continues to have a positive effect on trending strain related injuries downward. It is believed that the decreases in contact related injuries can be partly attributed to our Hazard Identification process which resulted in increased safety awareness amongst all staff.

WSIB SUMMARY

In the first six months of 2012 there were a total of 11 claims submitted to the Workplace Safety & Insurance Board of which seven claims resulted in a total of 16 days of lost time. This compares with 14 claims, five of which were lost time claims for a total of 28 days of lost time in 2011.

C) Lost Time Accidents by Branch:

<u>Branch</u>	<u>2012</u>	<u>Lost Days</u>	<u>2011</u>	<u>Lost Days</u>
Horticulture	3	8	1	3
Wildlife Care	2	3	2	9
Education	1	4	1	7
Facilities & Services	1	1	0	0
Computer & Telecom	0	0	1	9
Totals	7	16	5	28

When we compare the first six months of 2012 with that of 2011, we find that WSIB lost time claims has increased however the total number of lost time days has decreased. Of the 11 total claims submitted to WSIB in 2012, only seven claims resulted in lost time days as follows: Two claims had lost time of four days each. One claim resulted in three days lost time. Two claims had lost time of two days each and the final claim incurred lost time of one day.

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 11 claims submitted to the WSIB resulted in seven workers returning to work on a modified work program. The remaining four claims were able to return to work with no need for modified duties. All seven claims that required modified duties were fully accommodated in the workers own work areas and all workers have returned to full duties.

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 slight increase in total number of lost time WSIB claims from five to seven when comparing the first six months of 2011 to 2012 respectively. Although there was an increase in lost time claims, there was a decrease in the total amount of lost time days. In the first six months of 2012, the seven lost time claims resulted in only 16 days of lost time from work. During the same time period in 2011, the five lost time claims resulted in 28 lost time days. This decrease in the total accrual of lost time days is a direct result of successful early and safe return to work interventions.

JOINT HEALTH & SAFETY COMMITTEE (JHSC)

F) Joint Health & Safety Committee:

In the first six months of 2012, the Toronto Zoo's Joint Health & Safety Committee (JHSC) held six meetings. A total of 17 new safety items were raised at the Committee level by worker representatives or through the workplace hazard reporting system. Sixteen safety issues were discussed and actions were taken to resolve them by management staff. Some key issues discussed before the Committee included: Bi-annual air quality testing in the African Rainforest, Americas, Australasia and IndoMalaya Pavilions, Heat Stress Policy, undertaking a review of all eyewash stations on site, and completion of annual noise testing of all equipment.

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

MINISTRY OF LABOUR

G) Inspections, Orders, Charges & Visits:

In May of this year, the Ministry of Labour (MOL) was contacted and attended site as a result of an injury to an employee in the Facilities & Services Branch. The employee became pinned under a vehicle after he slid under it to ascertain what work was required. The attending MOL inspector investigated the incident and issued the Toronto Zoo with a Forthwith Order to inhibit movement of vehicles while parked. An investigation by the Co-Chairs of the JHSC was conducted and recommendations were made to update the Facilities & Services Branch Instruction to inhibit movement of all vehicles while being serviced in the garage or on site. Recommendations have been adopted and the employee has returned to full duties. No further orders or charges were issued.

OCCUPATIONAL HEALTH & SAFETY TRAINING PROGRAMS

H) General Safety Training Programs:

In the first six months of 2012, the Safety & Security Branch conducted training classes or supervised training for 461 participants. The course type and total number of participants trained are identified below for your information

Course	<u>Staff Trained</u>
Seasonal Health & Safety Orientation Sessions	101
AED Lunch & Learn	92
Back Care & Reducing Repetitive Strains	72
Robbery Prevention Training	71
Safe Driving Program (New Drivers)	47
Emergency/Standard First Aid & CPR/AED	44
Zoomobile	19
Permanent Health & Safety Orientation	12
Firearms Course	3
Total Participants Trained	461

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 2012, the Safety & Security Branch processed a total of 47 new drivers through the Safe Driving Program.

J) Zoomobile Training:

During the first six months of 2012, three sessions were held for a total of 19 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 2012 there were 13 motor vehicle collisions, compared with 24 during the same period in 2011. Of the 13 collisions all were deemed preventable. Nine resulted from failing to be aware of surroundings and four from failure to correctly judge surroundings.

In the later part of 2011 our defensive driving instructor concentrated on providing a Professional Driver Improvement Course to permanent drivers. Since that time we have seen a reduction in the number of collisions on site. We will continue with this approach in an effort to continue this trend.

The 13 collisions occurred in the following units: Horticulture (6), Facilities & Services (3), and Wildlife Care, Retail & Rides, Safety & Security and Projects & Exhibits each with (1).

L) Policy & Program and Testing Initiatives in 2012

The Zoo is currently participating in a Workplace Safety & Insurance Board (WSIB) Risk Management Plan. The plan identifies ways in which we can improve various aspects of our Health & Safety Program. Using the recommendations provided by the WSIB, an action plan was developed which identifies the required action and a timeline for completion. Considerable effort has been undertaken to address targets identified including assessing the training needs of all staff and contractor safety. Outstanding items targeted for completion this fall are reviewing lock out procedures and formalizing a site-wide inspection program.

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) 2012– Targeted Efforts

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:

- Review workplace Hazard Assessments to identify areas where our Health & Safety Program can be improved.
- Develop and implement a Heat Stress Policy to provide staff with guidance when working in extreme temperatures.
- Work with WSIB Risk Management Plan to improve safety program.
- Continue to conduct safety training programs for all staff and introduce new programs as required.
- Monitor proposed changes to the Occupational Health & Safety Act and implement changes as required.

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