

To: Board of Management

From: Senior Director, Corporate Projects and Human Resources

Subject: **2019 SIX MONTH – HEALTH & SAFETY STATUS REPORT**

Date: 2019-07-01

SUMMARY:

This report informs the Board on the employee accidents and related Occupational Health & Safety Programs and safety initiatives for the first six months of 2019.

RECOMMENDATIONS:

It is recommended that this report be received for information.

COMMENTS:

The Health & Safety Status Report for the period January to June 2019 is attached. During this period, the Toronto Zoo reported 56 employee accidents and 11 of which were required to be reported to the Workplace Safety & Insurance Board (WSIB). Of the 11 claims submitted all were accepted by the WSIB. Six of the 11 claims resulted in 17 days of lost time. Comparatively, in the same period in 2018, a total of 53 employee accidents and four WSIB lost time claims resulted in six days of lost time.

Safety & Security continues to provide Occupational Health & Safety Training on several topics.

In the first six months of 2019, a total of 558 participants attended in-house training programs administered or conducted by the Safety & Security Branch.

Lance Alexander
Senior Director, Corporate Projects and Human Resources

ATTACHMENTS:

2019 Six Month – Health & Safety Status Report



2019 SIX MONTH HEALTH & SAFETY STATUS REPORT 2019-01-01 TO 2019-06-30

ACCIDENT HISTORY

During the first six months of 2019 there were a total of 56 employee accidents. This is an increase of 3 when compared to the same period in 2018.

A) Six Month Accident Summary:

Branch	2019 YTD	% of Total	2018 YTD	% of Total
Wildlife Care	21	37.5	20	37.8
Guest Operations	8	14.3	11	20.8
Facilities & Services	8	14.3	4	7.6
Guest Relations	8	14.3	2	2.63.8
Horticulture	7	12.4	7	13.2
Education	1	1.8	2	3.8
Wildlife Health	1	1.8	1	1.8
Wildlife Nutrition	1	1.8		
Safety & Security	1	1.8	0	0.0
Marketing	0	0.0	5	9.4
Financial Services	0	0.0	1	1.8
Totals	56	100	53	100

- 1) The Wildlife Care Branch had a total of twenty one employee accidents during the first six months of 2019. This is an increase of one accident from the same period in 2018. Of these 21 accidents, six were slip/falls, five were animal related, four were contact related, four strain related, and two from exposure.
- 2) Guest Operations reported eight employee accidents in the first six months of 2019. Seven were contact related and one was strain related. This is a decrease of three when compared with the previous year.
- 3) Facilities & Services reported eight employee accidents in the first six months of 2019. Five were slip/falls, two were strain related and one was exposure. This is an increase of four when compared to last year.
- 4) Guest Relations had eight employee accidents during the first six months of 2019. Five of these were contact related, two were strain related and one was a slip/fall incident. This is an increase of six from the same period in 2018.
- 5) The Horticulture Branch reported seven employee accidents in the first six months of 2019. Three were strain related, two were slip/fall, one was contact, and one was animal action. This number remains consistent with the previous year.

- 6) The Education Branch had one employee accident during the first six months of 2019. This is a decrease of one from the same period in 2018. This accident was contact related.
- 7) Wildlife Health had one slip/fall accident during the first six months of 2019. This remains consistent when compared to the previous year.
- 8) The Wildlife Nutrition Branch had one employee accident during the first six month of 2019. There were no employee accidents in 2018 to compare. This one was slip/fall related.
- 9) Safety & Security had one accident during this first six months which was strain related. Compared with the previous year this is an increase of one.

B) 2019 Accidents by Type (Six Months):

<u>Type</u>	<u>2019</u>	<u>Percent</u>	<u>2018</u>	<u>Percent</u>
Contact	18	33	20	38
Slip/Fall	16	29	9	17
Strain	13	23	13	25
Animal Action	6	10	4	7
Exposure	3	5	7	13
Totals	56	100	53	100

Contact related injuries decreased by two when compared with the previous year. Incidents are primarily minor in nature and involve staff making contact with objects during the course of their duties and at times while on approved breaks. When examining these injuries, no common elements that would indicate a need for further training or implementation of personal protective equipment were found.

Slip/fall accidents have increased by seven when compared with 2018. Proactive reporting will continue to identify trouble areas and repairs continue to be made proactively and retroactively.

Strain injuries remained consistent over the same time period in 2018. Our Back Care & Repetitive Strain training continues to be delivered to staff through our mandatory orientation and training sessions.

Animal Action incidents increased by two when compared to 2018. Injuries in this category are generally a result of staff handling/restraining the animal for a medical procedures or animal shows and in this reporting period, minor in nature.

Exposure related injuries decreased by four when compared to the previous year. Incidents did not have any common elements that would indicate a need for further training.

WORKPLACE SAFETY AND INSURANCE BOARD (WSIB) SUMMARY

In the first six months of 2019 there were a total of 11 claims submitted to the WSIB with all claims being approved. Of the 11 accepted claims, five claims resulted in no lost time. The remaining six claims resulted in a total of 17 days of lost time. One claim had six days of lost time. Two of the claims resulted in three days each of lost time, one claim had two days, and the remaining two claims had one and a half days each.

When we compare the first six months of 2019 to the first six months of 2018 we find that WSIB lost time days have increased by nine and a half days. In the first six months of 2019, five of 11 claims resulted in lost time totalling 17 days compared with four of 12 claims which resulted in six days of lost time during the same reporting period in 2018.

The following summarizes the total amount of lost time incurred by branch in 2019 as compared to 2018 during this reporting period:

C) Lost Time Accidents by Branch:

<u>Branch</u>	<u>2019</u>	<u>Lost Days</u>	<u>2018</u>	<u>Lost Days</u>
Wildlife Care	2	9	0	0
Horticulture	2	5	2	4
Guest Operations	1	1.5	0	0
Safety & Security	1	1.5		
Facilities & Services	0	0	1	0
Education	0	0	1	2
Totals	6	17	4	6

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 as early as possible. This promotes healing and improves recovery times. Additionally, a modified work program significantly reduces lost time incurred for all claims. Returning an employee to suitable and meaningful work ultimately decreases the costs associated with claims such as healthcare and loss of earnings.

In the first six months of 2019, of the 11 WSIB claims, 4 employees were required to be on modified work as a result of the injury. In providing modified work to these employees, lost time days were reduced.

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 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.

HEALTH & SAFETY COMMITTEE

F) Joint Health & Safety Committee:

In the first six months of 2019, the Toronto Zoo's Joint Health & Safety Committee (JHSC) held five 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 reflective clothing for staff and recommendation to Managers ensured that staff had high visibility clothing available and in use. The item of Animal Lockout/Tag out was resolved. The Committee was satisfied that the policy and procedures are implemented in all areas and being completed. Division Heads continue to be briefed on current issues before the JHSC on a regular basis.

MINISTRY OF LABOUR

G) Inspections, Orders, Charges & Visits:

To date in 2019 there have not been any issues or safety concerns that have required the involvement of the Ministry of Labour, therefore no orders or charges.

OCCUPATIONAL HEALTH & SAFETY TRAINING PROGRAMS

H) General Safety Training Programs:

In the first six months of 2019, the Safety & Security Branch conducted training classes or supervised training for 558 participants. The course type and total number of participants trained are identified below for your information.

Course	Staff Trained
Back Care & Reducing Repetitive Strains	121
Seasonal Health & Safety Orientation Sessions	120
Robbery Prevention Training	83
Safe Driving Program (New Drivers)	56
WHMIS	30

Contractor/Co-op Health & Safety	29
CVOR	21
AED Lunch & Learn	21
Zoomobile	20
Bearspray	13
Permanent Health & Safety Orientation	12
Defensive Driving	12
Bearspray	8
Ladder Training	8
Respiratory Fit Testing	4
Total Participants Trained	558

SAFE DRIVING PROGRAM

I) Safe Driving Program – Evaluations:

During the first six months of 2019, the Safety & Security Branch processed a total of 56 new drivers through the Safe Driving Program.

J) Zoomobile Training:

During the first six months of 2019, four sessions were held for a total of 20 new and returning 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 2019 there were 18 motor vehicle collisions, compared with 19 during the same period in 2018. Of the 18 collisions, 17 were deemed preventable. Nine resulted from failure to correctly judge surroundings, seven from failing to be aware of surroundings, and one from failing to drive to weather conditions. Most collisions reported were single vehicle incidents where only minor damage was reported as drivers made slight contact with rocks, signs, garbage cans etc. This year 10 of the 18 reported collisions occurred to full time staff who have been driving Zoo vehicles for a period of time. Additional emphasis continues to be placed on Driver Training for the driver to pay more attention to the task at hand (driving).

The 17 preventable collisions occurred in the following units: Horticulture (8), Guest Operations (4), Facilities & Services (2), Safety & Security (1), and Wildlife Nutrition (1) and Wildlife Health Centre (1).

L) Policy & Program and Testing Initiatives in 2019

The Safety & Security Branch has initiated a review of all work duties throughout all Branches of the Toronto Zoo to determine hazards associated with those duties. A Job Hazard Analysis (JHA) is an important accident prevention procedure that works by finding hazards and eliminating or minimizing them before the job is performed, and before they have a chance to become accidents. A JHA can be used to help clarify how a job should be done, and to create awareness of potential hazards. They can be useful to help with the training of new employees, to prepare for inspections, or to help remind you of how to perform jobs that may happen infrequently. They are also used as accident investigation tools.

M) 2019 – 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:

- Continue to conduct safety training programs for all staff and introduce new programs as required.
- Implement Visitor/Contractor Management System.
- Monitor proposed changes to the Occupational Health & Safety Act and implement changes as required.
- Implement upgraded WHMIS training package to all staff.
- Continue year round education on Black Legged ticks.

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