

To: Board of Management

From: Manager, Safety & Security

Subject: **2020 SIX-MONTH HEALTH & SAFETY STATUS REPORT**

Date: 2020-07-01

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 2020.

RECOMMENDATIONS:

It is recommended that this report be received for information.

FINANCIAL IMPACT:

There is no financial impact resulting from the adoption of the recommendations in this report.

COMMENTS:

Our Toronto Zoo, is committed to providing a safe environment for all staff. Our Occupational Health & Safety Programs, policies and safety initiatives are designed to prevent workplace injuries and illness and promote safe work practices.

The Health & Safety Year six-month report for the period January to June 2020, is attached for your reference. This report summarizes our employee accidents from January until June 2020 and outlines the Safety & Security Branch's training, programs and initiatives that support our Toronto Zoo's principle that workplace health and safety is paramount.

The Health & Safety Status Report for the period January to June 2020 is attached. During this period, our Toronto Zoo reported 48 employee accidents and five of which were required to be reported to the Workplace Safety & Insurance Board (WSIB). Of the five claims submitted all were accepted by the WSIB. Three of the claims resulted in a total of four days of lost time. Comparatively, in the same period in 2019, a total of 56 employee accidents and 11 WSIB lost time claims resulted in 17 days of lost time.

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

In the first six months of 2020, a total of 311 participants attended in-house training programs administered or conducted by the Safety & Security Branch.

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ATTACHMENTS:

Attachment I - 2020 Six Month Health & Safety Status Report – January 1, 2020 to June 30, 2020

2020 SIX MONTH HEALTH & SAFETY STATUS REPORT 2020-01-01 TO 2020-06-30

ACCIDENT HISTORY

During the first six months of 2020 there were a total of 48 employee accidents. This is a decrease of nine when compared to the same period in 2019.

A) Six Month Accident Summary:

Branch	2020 YTD	% of Total	2019 YTD	% of Total
Wildlife Care	27	56.2	21	37.5
Facilities & Infrastructure	12	25.0	8	14.3
Retail & Membership	4	8.3	8	14.3
Partnerships & Events	2	4.2	0	0.0
Learning & Engagement	1	2.1	1	1.8
Project Management	1	2.1		
Purchasing & Supply	1	2.1	0	0.0
Guest Relations	0	0	8	14.3
Horticulture	0	0	7	12.4
Wildlife Health	0	0.0	1	1.8
Wildlife Nutrition	0	0.0	1	1.8
Safety & Security	0	0.0	1	1.8
Totals	48	100	56	100

- 1) Wildlife Care had a total of 27 employee accidents during the first six months of 2020. This is an increase of six accidents from the same period in 2019. Of these 27 accidents, eight were contact related, seven strain related, five were animal action, four from exposure and three were slip/falls.
- 2) Facilities & Infrastructure reported 12 employee accidents in the first six months of 2020. Four were contact related, three were strains, three were slip/fall and two were exposure related. This is a decrease of four when compare to last year.
- 3) Retail & Membership reported four employee accidents in the first six months of 2020. Three were contact related and one was animal action. This is a decrease of four when compared with the previous year.
- 4) Partnerships & Events had two accidents during the first six months of 2020. One each from strain and slip fall. Which is an increase of two from the previous year.
- 5) Learning & Engagement had one contact related employee accident during the first six months of 2020 which is consistent with the previous year.
- 6) Project Management had one slip fall related injury. This is an increase of one from the previous year.

- 7) Purchasing & Supply had one contact related injury which is an increase of one when compared to the previous year.

B) 2020 Accidents by Type (Six Months):

<u>Type</u>	<u>2020</u>	<u>Percent</u>	<u>2019</u>	<u>Percent</u>
Contact	16	33	18	33
Strain	12	25	13	23
Slip/Fall	8	16	16	29
Animal Action	6	13	6	10
Exposure	6	13	3	5
Totals	48	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.

Strain injuries decreased by one over the same period in 2019. Our Back Care & Repetitive Strain training continues to be delivered to staff through our mandatory orientation and training sessions.

Slip/fall accidents have decreased by eight when compared with 2019. Proactive reporting will continue to identify trouble areas and repairs continue to be made proactively and retroactively.

Animal Action incidents remained consistent with the previous year. 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 increased by three 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 2020 there were a total of five claims submitted to the WSIB with all claims being approved. Of the five accepted claims, three claims resulted in four days of lost time.

When we compare the first six months of 2020 to the first six months of 2019 we find that WSIB lost time days have decreased by thirteen.

The following summarizes the total amount of lost time incurred by branch in 2020 as compared to 2019 during this reporting period:

C) Lost Time Accidents by Branch:

<u>Branch</u>	<u>2020</u>	<u>Lost Days</u>	<u>2019</u>	<u>Lost Days</u>
Wildlife Care	2	2	2	9
Facilities & Infrastructure	1	2	0	0
Horticulture	0	0	2	5
Guest Operations	0	0	1	1.5
Safety & Security	0	0	1	1.5
Learning & Engagement	0	0	1	2
Totals	3	4	6	17

D) Modified Work Summary

Modified Work is an important part of the claims management process as it promotes early and safe return to work. Employees are able to return to work with restrictions which promotes healing and improves recovery times. 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 2020, of the five WSIB claims, two 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. This will be reported on the subsequent end of year health and safety report.

HEALTH & SAFETY COMMITTEE

F) Joint Health & Safety Committee:

In the first six months of 2020, our Toronto Zoo's Joint Health & Safety Committee (JHSC) held three meetings. A total of 14 new safety items were raised at the Committee level by worker representatives or through the workplace hazard reporting system. These safety issues were discussed and actions were taken to resolve them by management. Some of the safety issues discussed were in regard to the COVID-19 global pandemic.

Our Zoo has always strived to ensure the highest safety standards required for the workplace. During the emerging global pandemic, our Zoo again met or exceeded all COVID-19 Public Health measures and recommendations so that we could continue to care for our animals and provide essential services. Additional measures included separating working teams onto isolated schedules, increasing the frequency of handwashing, wearing of facial coverings, physical distancing measures, increased sanitization practices.

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

MINISTRY OF LABOUR

G) Inspections, Orders, Charges & Visits:

For the first six months of 2020, our Zoo had no inspections from, nor did we receive any orders or charges from the Ministry of Labour. We will continue to proactively identify, communicate and implement controls to reduce workplace hazards and remain in compliance with the Occupational Health & Safety Act (OHSA).

OCCUPATIONAL HEALTH & SAFETY TRAINING PROGRAMS

H) General Safety Training Programs:

In 2020, the Safety & Security Branch conducted training classes or supervised training for employees. The course type and total number of participants trained in each session are identified below for your information.

Course	Staff Trained
Back Care & Reducing Repetitive Strains	154
Fire Prevention	80
Medical Emergencies	42
Seasonal Health & Safety Orientation Sessions	26
SFA/CPR/BLS	13
Respiratory Fit Testing	4
Safe Driving Program (New Drivers)	2
Total Participants Trained	321

For each of the above-mentioned training sessions; 321 staff members attended overall.

SAFE DRIVING PROGRAM

I) Safe Driving Program – Evaluations:

During the first six months of 2020, the Safety & Security Branch processed a total of two new drivers through the Safe Driving Program. This low number is reflected on the seasonal staff not working due to COVID-19.

J) Zoomobile Training:

During the first six months of 2020, no sessions were held due to the seasonal staff not working due to COVID-19. 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 2020 there were 13 motor vehicle collisions, compared with 18 during the same period in 2019. Of the 13 collisions, 10 were deemed preventable. Seven resulted from failure to correctly judge surroundings, two from failing to be aware of surroundings, and one from failing to maintain sufficient care of vehicle. 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 13 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 10 preventable collisions occurred in the following units: Horticulture (4), Facilities & Infrastructure (2), Safety & Security (2), Project Management (1) and Wildlife Nutrition (1).

L) Policy & Program and Testing Initiatives in 2020

In 2020 we continued to provide training, education and policy review regarding hazard identification and control with respect to how the work environment impacts health and safety. As listed above our training programs were successfully provided and attended.

The Safety & Security Branch is currently in the process of a review of all work duties throughout all Branches of our 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.

Also in 2020, we concentrated our efforts in providing all staff with information and any applicable training regarding COVID-19 health and safety measures. Our health and safety orientation and staff safety quiz were updated to include information on COVID-19 and were successfully reformatted to make it possible to be sent out electronically so that our returning staff would be informed and equipped to return to work in a safe manner.

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

M) 2020 – Targeted Efforts

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

- Continue to conduct safety training programs for all staff and introduce new programs as required with the focus on being able to provide training in a safe manner.
- Implement a touchless Visitor/Contractor Management System.
- Monitor proposed changes to the Occupational Health & Safety Act and implement changes as required.
- Continue JHAs

The above efforts will ensure we maintain legislative compliance and continue to improve the overall workplace safety conditions at our Toronto Zoo.