

To: Board of Management

From: Manager, Safety & Security

Subject: **2020 HEALTH & SAFETY YEAR-END REPORT**

Date: 2021-02-07

SUMMARY:

This report informs the Board on the employee accidents and related Occupational Health & Safety Programs carried out in 2020.

RECOMMENDATION:

It is recommended that this report be received for information.

COMMENTS:

The 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-end Report for the period January to December 2020, is attached for your reference. This report summarizes our employee accidents for the 2020 year and outlines the Safety & Security Branches training, programs and initiatives that support the Toronto Zoo's principle that workplace health and safety is paramount.

In 2020, with the evolving COVID-19 global pandemic, the Safety & Security Branch has implemented many processes, policies and strategies which follow Public Health's measures and Government Regulations for staff safety related to risk of exposure and spread of COVID-19. The need to re-focus our efforts on COVID-19 did not detract from our Branch's ability to address mandatory responsibilities for overall health and safety concerns.

In 2020 there were 94 employee accidents recorded, compared to 128 accidents in 2019. The number of Workplace Safety & Insurance Board (WSIB) claims decreased by 8 in 2020 with 18 claims filed versus the 26 claims filed in 2019. The number of lost days associated with WSIB claims decreased from 31 days in 2020 vs 36.5 days in 2019. This has resulted in a decrease to the accident frequency and severity rate. Early and safe return to work initiatives have been successful in assisting with reduction in the duration of claims costs.

Safety & Security continues to provide resources, support, and training on a variety of Occupational Health & Safety programs. Our efforts in 2021 will continue to focus on

reducing workplace accidents and making improvements to our health & safety programs through hazard recognition and prevention.

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ATTACHMENTS:

Attachment I – 2020 Year-end Health & Safety Status Report – January 1, 2020 –
December 31, 2020

**TORONTO ZOO
2020 HEALTH & SAFETY REPORT**

JOINT HEALTH & SAFETY COMMITTEE

A) Committee Activities:

In 2020 the Toronto Zoo's Joint Health & Safety Committee (JHSC) held six meetings. A total of 27 new agenda items were raised through inspection or reporting systems. Twenty-five items were discussed, and actions were taken to resolve issues by management staff.

Some key issues dealt with by the Committee included, review of implemented COVID-19 safety measures, implementation of Manager/Supervisor monthly area inspections, design of new Workplace Incident Report to replace the Supervisors Incident Report. Division Heads are briefed on current issues discussed at the JHSC on a regular basis.

B) Inspections, Orders & Charges:

In 2020 the 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

C) 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.

<u>Course</u>	<u>Staff Trained</u>
Seasonal Refresher Exams	237
Back Care & Repetitive Strain Injury	154
Seasonal Orientation	154
Fire Prevention	80
Medical Emergencies	42
Firearms Safety Training & Qualification	24
Safe Driving Program (New drivers)	21
Zoomobile Driver Training	21
Respirator Fit Testing	15
Standard First Aid/ AED/CPR C/HCP	13
Take Your Kid to Work Day	10
Bear Spray Training	6
Contractor/Intern Health & Safety	3
	780

SAFE DRIVING PROGRAM

D) Safe Driving Program – Evaluations:

The Safe Driving Program (SDP) has been in place since 1996. In 2020, led by our current Safety & Security, Ministry Licenced, Professional Driving Improvement Instructor and in collaboration with City of Toronto, Fleet Safety, revisions, and improvements have been made to this program. The SDP has been customized to fit the needs of our unique work environment. All Zoo staff and Food Service, Compass staff who drive our fleet vehicles are required to participate in the program and obtain a Zoo Vehicle Operating Permit (VOP). The SDP demonstrates our due diligence that our staff have been provided on instruction on the need to operate equipment and vehicles in the safest manner possible to prevent collisions or injury to staff, guest or members of the community.

This program is an example of how providing job specific instruction, training and when required, remediation can reduce injury/incident rates. This program has demonstrably mitigated health and safety hazards that are inherent with driving of vehicles and the operation of heavy machinery and equipment. The refreshed SDP will continue to be a part of creating a safe work environment.

During 2020 a total of 21 new drivers were processed by the Safety & Security Branch. The majority of these were non-permanent, Seasonal employees.

E) Zoomobile Training:

Our in-house Zoomobile Training Program includes classroom training combined with field experience and driver evaluations conducted by the S&S Driving Improvement Instructor

During 2020, two courses were held for 21 returning and new employees participating in this program, unfortunately due to COVID-19 public health measures, the Zoomobiles were unable to operate in 2020.

F) Defensive Driving Training:

The Defensive Driving Training is available to all Toronto Zoo drivers and includes theoretical and practical classroom discussions concerning driving habits. Staff who have had a preventable motor vehicle collision, are required to attend this training for remedial purposes. The intention of the Defensive Driving Program is to make drivers aware of issues that will aid in improving their personal driving skills. Drivers that have had a motor vehicle incident are directed to attend these training sessions.

Due to COVID-19, no formal classroom Defensive Driving Training were held. Instead, S&S Driving Improvement Instructor met with employees who had individually following incidents for remedial training and instruction. This proved to be an effective way to provide support and direction to staff to improve driving habits and will be incorporated into our overall SDP.

G) Motor Vehicle Collisions:

In 2020, there were 25 motor vehicle collisions which is a decrease of 10 when compared with the previous year. Of the 25 collisions, 21 were deemed preventable. Most collisions reported were single vehicle incidents where only minor damage was reported as drivers made slight contact with rocks, gates, fences, garbage cans, etc. This year twenty-two of the 26 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 to focus on the task at hand and be more aware of their surroundings.

The 21 preventable collisions occurred in the following units: Facilities & Infrastructure (10), Wildlife Care (4), Safety & Security (3), Nutrition Science (2), Projects & Exhibitory (1), and Guest Relations (1).

The decrease in the number of preventable accidents in 2020 can be directly attributed the revisions and updates to our SDP policy, training, and processes.

OCCUPATIONAL HEALTH & SAFETY PROGRAMS

H) Policy & Program and Testing Initiatives

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 has continued to offer training programs whenever possible and is in the process of creating online training for staff.

In 2020 a new process was put in place to have the Supervisors and Managers complete a monthly safety inspection of their applicable areas. These inspections combined with the monthly inspections completed by the Joint Health & Safety Committee will bring the potential for any hazards brought to the immediate attention of the area and rectified in a timely fashion.

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

I) New & Pending OH&S Developments:

The Toronto Zoo recognizes the value in providing staff access to Wellness Programs as a health promotion strategy. We currently offer our staff many health and wellness benefits through the First Aid & Family Centre, our robust health benefits package and through our Employee & Family Assistance Program. Our employee driven Wellness Program model includes staff lead Yoga, jogging and walking fitness programs. We look forward to expanding this program in 2021 with other staff lead Wellness initiatives and programs for both physical and mental health.

ACCIDENT HISTORY

In 2020, there were a total of 94 employee accidents. This is a decrease of thirty-four when compared to the employee accidents in 2019. The charts and graphs in this report will provide a means of comparing accident frequencies, injury types, as well as lost time, and claims management.

J) Year-end Individual Branch Accident Summary:

The Branch Accident Frequency Rate (BAF) is determined by dividing the number of accidents a Branch has by the budgeted number of full-time equivalent employees (FTE's including permanent and non-permanent staff). The BAF can be useful in identifying accident trends while excluding the effect of staffing levels and, is therefore, a relevant manner of comparing reported accidents by Branch.

<u>Branch</u>	<u>2020 YTD</u>	<u>BAF (% of Total)</u>	<u>2019 YTD</u>	<u>BAF (% of Total)</u>
Wildlife Care	51	55	40	45
Guest Relations	13	35	9	50
Facilities & Infrastructure	12	15	14	23
Retail & Membership	5	18	17	60
Guest Operations	5	26	13	71
Learning & Engagement	2	.08	4	16
Partnerships & Events	2	27	5	75
Wildlife Health	1	.06	4	25
Nutrition Science	1	11	1	15
Projects & Exhibit Design	1	11	1	14
Financial Services	1	.08	1	8
Wildlife & Science	0	0	1	5
Totals	94		126	

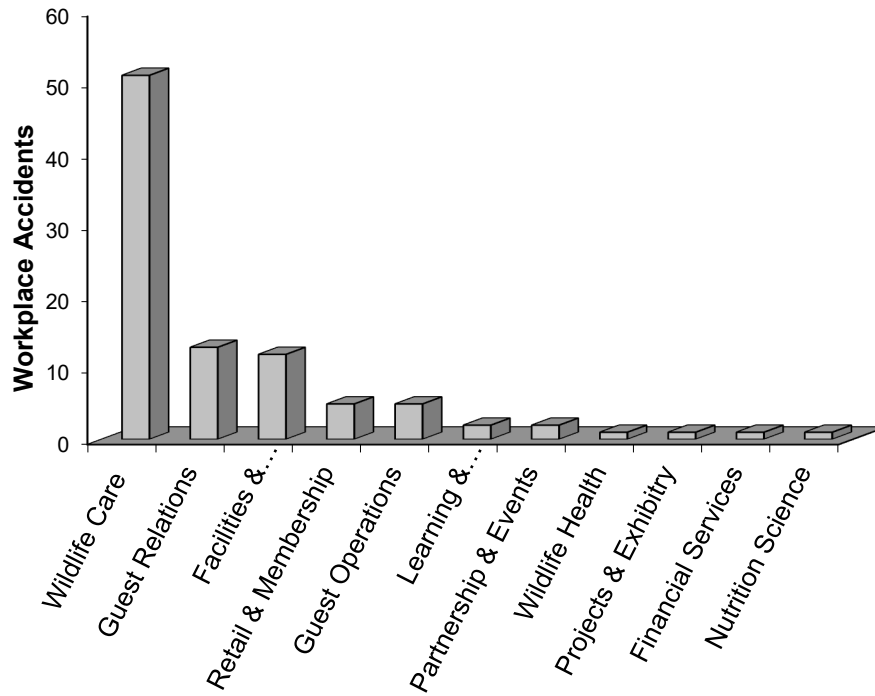
Decreases in the frequency of accidents in 2020 versus 2019 were reported by Guest Operations (5 vs 13), Facilities & Infrastructure (12 vs 14), Retail & Membership Sales (5 vs 17), Wildlife Health (1 vs 4), Learning & Engagement (2 vs 4), Partnership & Events (2 vs 5),

Increases in the frequency of accidents in 2020 versus 2019 were reported by Wildlife Care (40 vs 51), Guest Relations (13 vs 9).

Areas that remained consistent when compared to the previous year are; Projects & Exhibit Design (1 vs 1), Nutrition Science (1 vs 1), and Financial Services (1 vs 1).

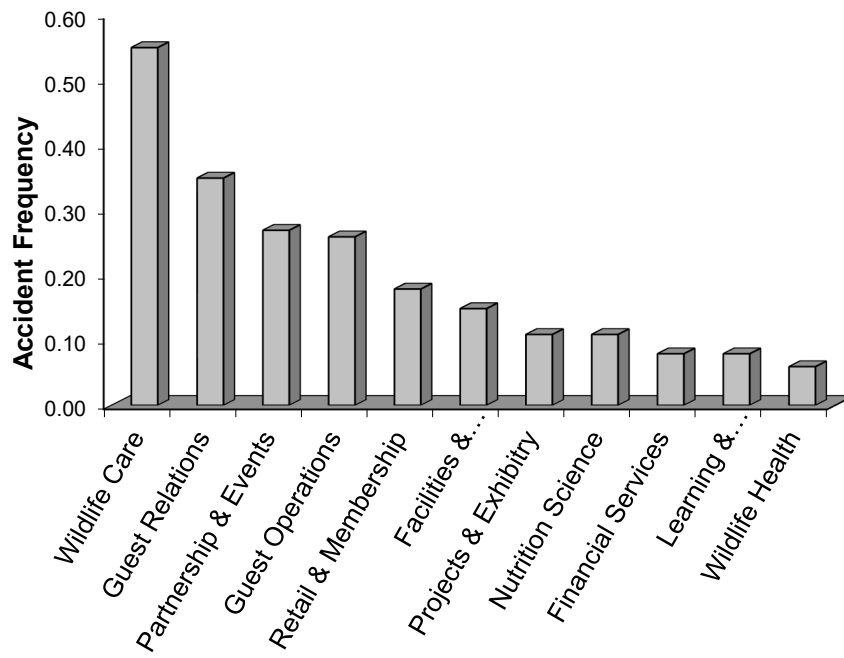
2020 Branch Accident Summary

Figure 1



2020 Branch Accident Frequency

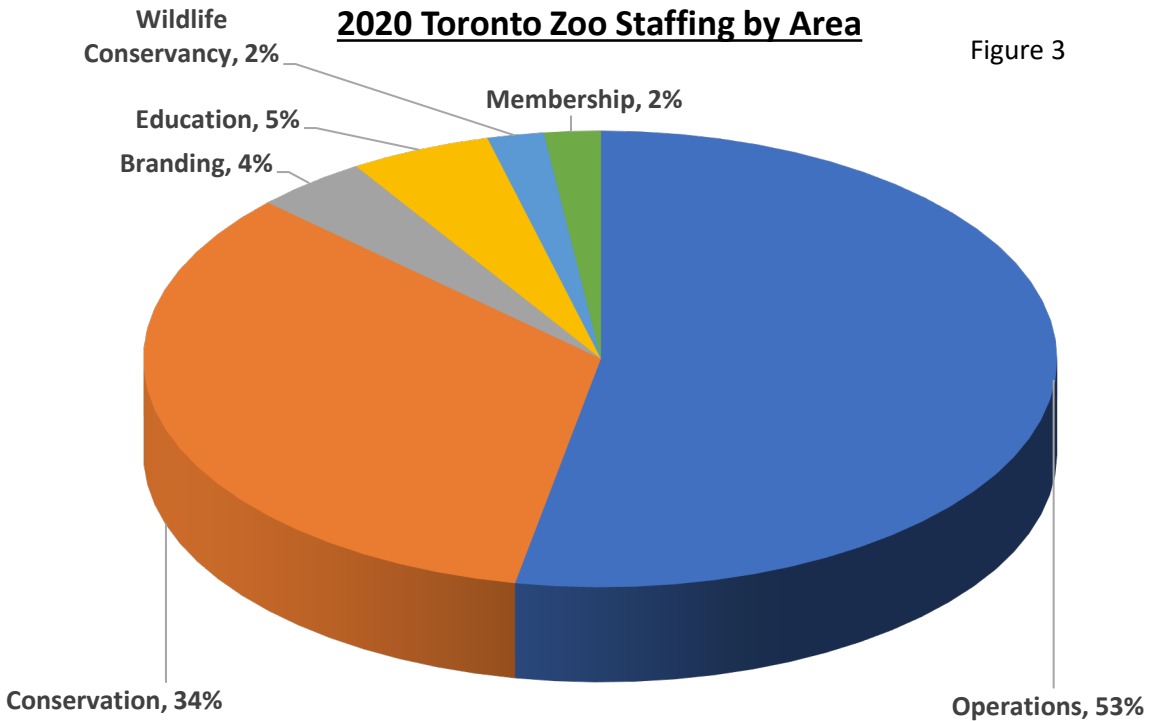
Figure 2



K) 2020 Accidents by Type:

<u>Type</u>	<u>2020</u>	<u>Percent</u>	<u>2019</u>	<u>Percent</u>
Contact	31	33.0	43	33.6
Strain	21	22.3	27	21.1
Animal Action	17	18.1	23	17.9
Slip/Fall	15	16.0	27	21.1
Exposure	10	10.6	8	6.3
Totals	94	100	128	100

For context purposes refer to Figure 3 which demonstrates the staffing allocation in each area of the Toronto Zoo.



All categories with the exception of Exposure related accidents realized a decrease in 2020.

Contact related injuries decreased by 12 when compared with the previous year. In review of these injuries, all were primarily minor in nature and involved staff contacting objects in their surrounding work areas that would normally be found there and pose no obvious safety concerns. These types of injuries relate to how staff interacts with their work environment.

Strain injuries decreased by six with those reported in 2020, the majority of these injuries were a result of performing work duties in an awkward posture, overexertion or from repetitive use over time. Such injuries are referred to as Repetitive Strain injuries (RSI) or Muscular Skeletal Disorders (MSD), which is the preferred term. These soft tissue injuries

are caused not just by repetition, but also can be caused by force, rapid movement, overuse, static loading, excessive strain, uncomfortable positioning of limbs or holding one's posture in an unnatural, constrained, or constricted position for prolonged periods. Ergonomic Assessments and Job Hazard Analysis(JHA's) of work areas and duties will assist in identifying tasks and duties which result in strain injuries and thus prevention controls can be implemented.

Slip/fall accidents have decreased by 12 in 2020. Three of these accidents were the result of staff slipping on ice. The remainder of the slip/fall accidents occurred when staff tripped over items or while walking off the pathways. Efforts including increasing staff awareness and use of ice/snow cleat during snow and ice weather events may have assisted in reducing such incidents over previous years.

Animal Action related injuries decreased by six in 2020. These types of injuries primarily involved Wildlife Health and Wildlife Care staff who were providing care for smaller animals, outreach animals and working around them in exhibit. Some of these types of injuries are inevitable given the close contact requirement when caring for this animal group. As well this season we experienced five incidents from bee/wasp stings.

Exposure related incidents increased by 2 when compared with the previous year. These types of injuries generally include debris in eyes, allergic reactions, electrical shock from wall socket and chemical splash back.

Efforts will continue into 2021 with increased emphasis on reducing all workplace related injuries through training and awareness.

L) Toronto Zoo Lost Time Accidents Rates:

Accident Frequency and Accident Severity are used to monitor increases or decreases of accidents in the workplace.

Accident Frequency Rate (AFR) is calculated based on the number of new lost time injuries multiplied by 200,000 hours, representing the average total hours worked for 100 workers. This is divided by the number of total budgeted hours. This represents the number of disabling injuries per 100 workers, which can be used for comparison purposes.

Accident Severity Rate (ASR) is calculated by the total number of lost days multiplied by 200,000 hours representing the average total hours worked for 100 workers. This is divided by the number of total budgeted hours. Severity relates the amount of the lost time to the number of accidents for comparison purposes.

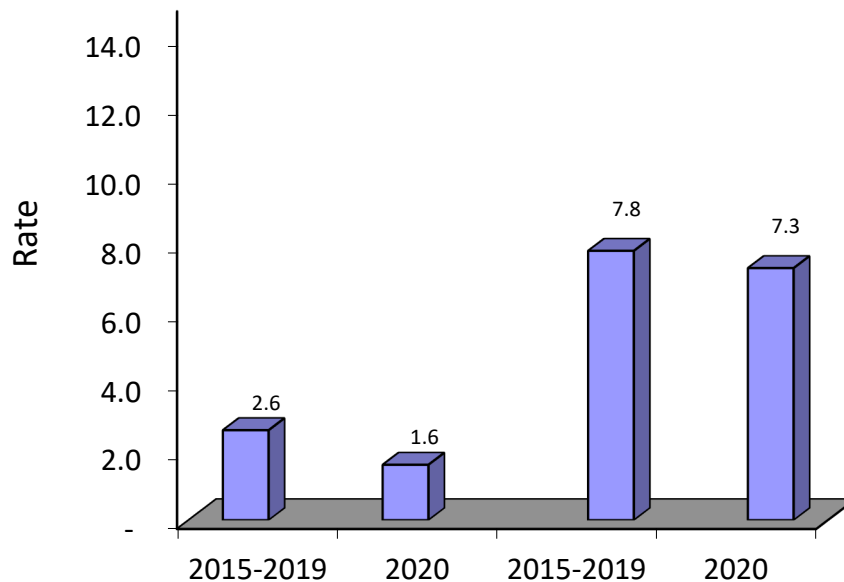
<u>Year</u>	<u>Accident Frequency Rate</u>	<u>Accident Severity Rate</u>
2015	2.6	5.2
2016	3.2	9.4
2017	1.5	11.9
2018	2.2	3.5
2019	3.3	8.8

AVERAGE	2.6	7.8
2020	1.6	7.3

Accident Frequency Rate of 1.6 for 2020 has decreased from 3.3 in 2019 and is below the five-year average of 2.6. The Accident Severity Rate of 7.3 for 2020 has decreased from 2019 and is below the five-year average of 7.8. The reason for the decrease in our AFR in 2020 can be attributed to the fact that we saw a decrease in the number of claims that resulted in lost time. Further, of the total claims resulting in lost time, 6 of these claims had less than 5 days in duration contributing to our improvement in both the AFR and ASR.

Pursuing early and safe return to work of injured workers for all claims, regardless of injury, helps us manage the program and assists with AFR and ASR. In addition, a review of all staff injuries on a continual basis will identify if there are hazards that can be corrected to reduce the severity of the incident to decrease loss of time.

Accident Rates & Severity 2015 -2020 Figure 4



WORKPLACE SAFETY AND INSURANCE BOARD (WSIB) SUMMARY

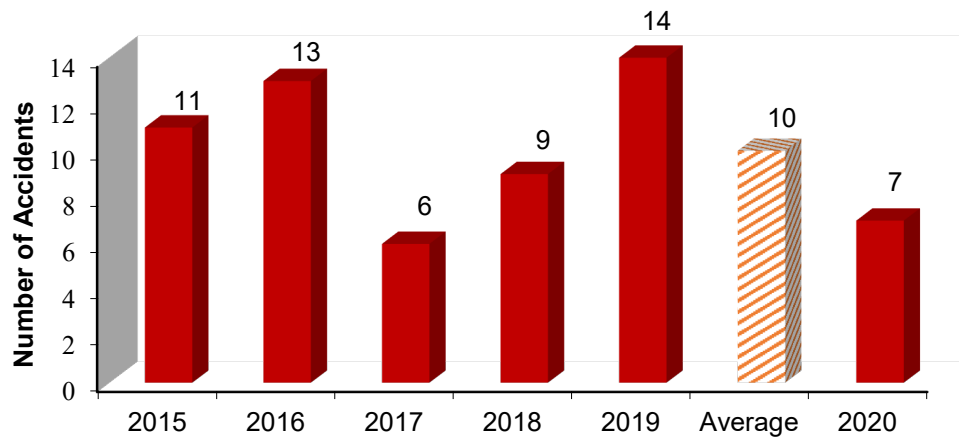
In 2020 there were a total of 19 claims submitted to the Workplace Safety & Insurance Board (WSIB), of which seven WSIB claims resulted in 31 days of lost time. In comparison to 2019, we find that the total number of lost time days has decreased from 36.5 days in 2019 to 31 days in 2020. Of the seven claims, six resulted in lost time incurred of 5 days or less in duration.

M) WSIB-Lost Time Claims- Accidents by Branch:

<u>Branch</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
Wildlife Care	4	3	2	3	2	3
Facilities & Services	4	4	2	2	2	3
Membership & Retail	0	0	0	0	0	1
Horticulture	0	2	1	3	5	0
Learning & Engagement	1	0	0	1	1	0
Safety & Security	0	1	0	0	0	0
Strategic Communications	0	0	0	0	0	0
Nutrition Science	0	0	0	0	0	0
Guest Operations	0	2	0	0	4	0
Wildlife & Science	0	0	1	0	0	0
Financial Services	1	0	0	0	0	0
Graphics	0	1	0	0	0	0
Totals	11	13	6	9	14	7

Lost Time Accidents 2015-2020

Figure 5

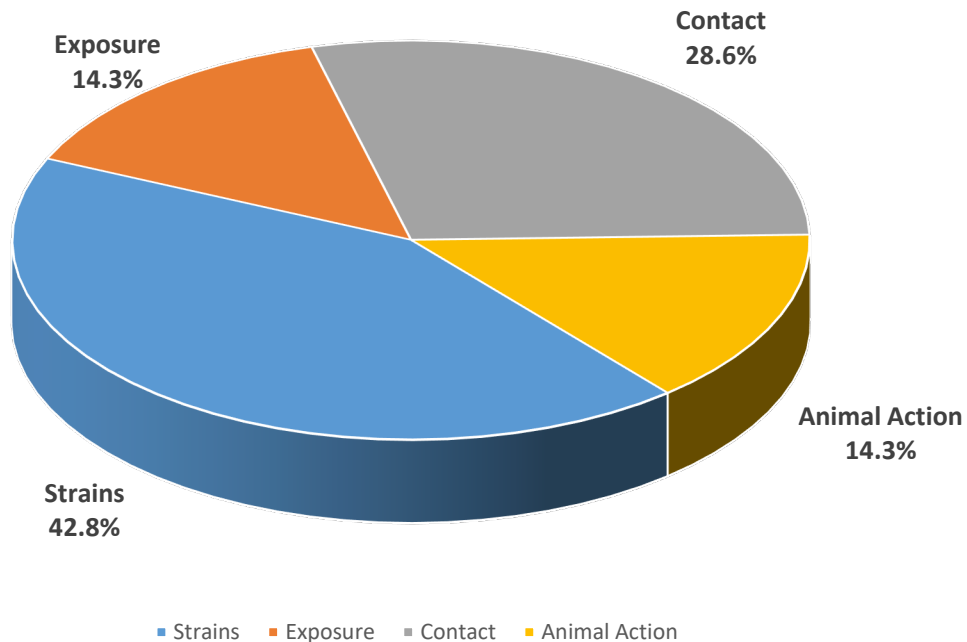


N) Lost Time Accidents by Type:

<u>Type</u>	<u>2020</u>	<u>Percent</u>	<u>2019</u>	<u>Percent</u>
Strains	3	42.8	5	35.7
Slips/Falls	0	0	4	28.6
Contact	2	28.6	4	28.6
Animal Action	1	14.3	1	7.1
Exposure	1	14.3	0	0
Totals:	7	100.0	14	100.0

2020 Lost Time Accidents by Type

Figure 6



O) Modified Work Summary

Of the 19 WSIB claims, 6 claims required modified work upon their return and accommodations were provided with suitable work in their own work areas. All employees returning on modified work plans have now returned to full and regular duties. 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.

P) 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 accident claims. Calculated at the end of September, and using historical data for the past 5 years, the current results are compared to current trends within the rate group.

The NEER firm summary statement for September 2020, shows a surcharge of \$103,915.0. This surcharge was related to our performance within our rate group for the years 2015, 2016, 2017, 2018, and 2019. Despite a relatively good performance in both 2019 and 2020, accident costs already attributed to claims occurring in both 2017 and 2018 were high. In addition to this, 2018 accident costs were adjusted in 2020 as a result of a continuation 2 separate unresolved claims. Additional lost time for these claims, incurred in 2019 and into 2020 respectively, resulted in additional costs that were attributed to 2018 which impacted our overall NEER performance.

Every year, the WSIB sets a premium rate for each rate group based on the collective work-related injury experience of its members. This rate covers the costs of new injuries and overhead expenses, and the cost of paying off the unfunded liability. The rate for 2020 was set at \$1.52 per 100 employees.

Q) 2021 – Targeted Efforts

In 2021, 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:

- Working collaboratively with all Divisions to promote and support Health and Safety.
- Ongoing collaboration with WH&SC/WC to ensure Zoo staff and animal safety and protection
- Maintain and enhance existing relationships with external emergency response agencies in order to plan for and ensure optimal site response in emergency situations, this includes a continuation of coordinated site inspections and increased inclusion of external agencies in our drills and H&S program planning
- Develop business ventures through existing MOU's to support workplace mental and physical health.
- Ongoing review and updates of our Occupational Health & Safety Policies and Hazard recognition and Control programs
- Continue diligence with both occupational and non-occupational workplace accommodations, stay at work and return to work programs

- S&S is committed to the introduction of innovative technologies aimed at enhancing security patrols and risk management outcomes

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