

2021 Six-Month Health & Safety Status Report

Date: 2021-07-13
To: Board of Management of the Toronto Zoo
From: Manager, Safety & Security
Wards: All

SUMMARY

This report is intended to update the Board of Management on the employee accidents and related safety initiatives for the first six months of 2021 - the current calendar year.

RECOMMENDATIONS

The Manager, Safety & Security recommends that:

1. Board of Management of the Toronto Zoo receive this report 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, illness and promote safe work practices.

With ongoing COVID-19 concerns, the Safety & Security Branch continued to evaluate and evolve our health and safety processes, policies and strategies following the most up to date Public Health measures and Government Regulations. Staff safety related to risk of exposure and spread of COVID-19 continues to be a major focus. However, 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.

The Health & Safety Status report, January to June, 2021 is attached. During this period there were a total of 40 employee accidents, which compares to 48 during the same time period in 2020.

CONTACT

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ATTACHMENTS

Attachment 1 - 2021 Six Month Health & Safety Status Report – January 1, 2021 to June 30, 2021

2021 SIX MONTH HEALTH & SAFETY STATUS REPORT
2021-01-01 TO 2021-06-30

ACCIDENT HISTORY

During the first six months of 2021 there were a total of 40 employee accidents. This is a decrease of eight when compared to the same period in 2020.

A) Six Month Accident Summary:

Branch	2021 YTD	% of Total	2020 YTD	% of Total
Wildlife Care	20	50.0	27	56.2
Guest Relations	6	15.0	0	0.0
Wildlife Health	4	10.0	0	0.0
Horticulture	3	7.5	0	0.0
Safety & Security	2	5.0	0	0.0
Human Resources	1	2.5	0	0.0
Strat. Comm.	1	2.5	0	0.0
Facilities & Infrastructure	1	2.5	12	25.0
Guest Operations	1	2.5	4	8.3
Partnerships & Events	1	2.5	2	4.2
Learning & Engagement	0	0.0	1	2.1
Project Management	0	0.0	1	2.1
Purchasing & Supply	0	0.0	1	2.1
Totals	40	100	48	100

- 1) Wildlife Care had a total of 20 employee accidents during the first six months of 2021. This is a decrease of seven accidents from the same period in 2020. Of these 20 accidents, seven were contact related, five were animal action, three strain-related, and three were slip/falls and two from exposure.
- 2) Guest Relations reported 6 employee accidents in the first six months of 2021. Two were contact related, two were slip/fall, one was a strain, and one was animal action related. This is an increase of six when compared to last year.
- 3) Wildlife Health experienced four employee accidents during the first six months of 2021. Two were animal action related, and one each from contact and exposure related incidents. This is an increase of four over the same period in 2020.
- 4) Horticulture reported three employee accidents in the first six months of 2021. One each were reported from contact, exposure and strain related. This is an increase of three when compared to last year.

- 5) Safety & Security had two accidents, one each from contact and slip/fall related. This is an increase of two over the same reporting period in 2020.
- 6) Human Resources had one slip/fall incident for 2021. This is an increase of one when compared to last year.
- 7) Strategic Communications had one strain-related incident in 2021. This is an increase of one over the same period in 2020.
- 8) Facilities & Infrastructure had one contact related incident in 2021. This is a decrease of 11 over the same reporting period in 2020.
- 9) Guest Operations reported one employee accident in the first six months of 2021. This was contact related. This is a decrease of three when compared with the previous year.
- 10) Partnerships & Events had one accident during the first six months of 2021. It was an exposure related incident. Which is a decrease of one from the previous year.

B) 2021 Accidents by Type (Six Months):

<u>Type</u>	<u>2021</u>	<u>Percent</u>	<u>2020</u>	<u>Percent</u>
Contact	14	35	16	33
Animal Action	8	20	6	13
Strain	7	17.5	12	25
Slip/Fall	7	17.5	8	16
Exposure	4	10	6	13
Totals	40	100	48	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.

Animal Action incidents increased by two compared to 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.

Strain injuries decreased by five over the same period in 2020. 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 one when compared with 2020. Proactive reporting will continue to identify trouble areas and repairs continue to be made proactively and retroactively.

Exposure related injuries decreased by two 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 2021 there were a total of eight claims submitted to the WSIB with all claims being approved. Of the eight accepted claims, five claims resulted in eight-nine days of lost time.

When we compare the first six months of 2021 to the first six months of 2020 we find that WSIB lost time days have increased by eighty five days.

The following summarizes the total amount of lost time incurred by branch in 2021 as compared to 2020 during this reporting period:

C) Lost Time Accidents by Branch:

<u>Branch</u>	<u>2021</u>	<u>Lost Days</u>	<u>2020</u>	<u>Lost Days</u>
Wildlife Care	2	60	2	2
Horticulture	1	16	0	0
Guest Relations	1	2	0	0
Safety & Security	1	11	0	0
Facilities & Infrastructure	0	0	1	2
Totals	5	89	3	4

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 2021, of the eight WSIB claims, six 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 2021, our Toronto Zoo's Joint Health & Safety Committee (JHSC) held four meetings. A total of five 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 and our need to take strong action over and above public health measures for the safety of our staff and the ability to continue to care for our animals. We instituted mandatory site wide mask policy with the requirement for our staff to wear 3 ply medical grade surgical masks and face shields as applicable. Such policies were instituted in an effort to reduce risk of COVID-19 transmission at the Zoo among workers and to keep our work force intact in the event of reported COVID-19 case. Since the onset of the pandemic, our Zoo has not had one single case of work related COVID-19 spread.

Our Zoo has always strived to ensure the highest safety standards required for the workplace. 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 2021, 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 2021, 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
Bear spray training	57
Seasonal Health & Safety Orientation Sessions	51
Driving Equipment Courses	34
Respiratory Fit Testing	28
Safe Driving Program (New Drivers)	22
Firearms	21
Fuel Handling	9
SFA/CPR/BLS	4
Contractor Health & Safety	4
Total Participants Trained	230

SAFE DRIVING PROGRAM

I) Safe Driving Program (SDP) – Evaluations:

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. During the first six months of 2021, the Safety & Security Branch processed a total of 22 new drivers through the Safe Driving Program.

J) Zoomobile Training:

As part of our SDP, additional job specific training and instruction is provided to our staff who operate our Zoomobile. During the first six months of 2021, one session was held training 11 of our returning and new staff. The Zoomobile Training Program includes classroom training combined with field experience and driver evaluations conducted by the Safe Driving Mentor.

K) Motor Vehicle Collisions:

In the first six months of 2021 there were eight motor vehicle collisions, compared with 13 during the same period in 2020. Of the eight collisions, all were deemed preventable. Seven resulted from failure to correctly judge surroundings, and one from unsafe backing. 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 seven of the eight 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 eight preventable collisions occurred in the following units: Horticulture (4), Facilities & Infrastructure (3), and Nutrition Science (1).

L) Policy & Program and Testing Initiatives in 2021

In 2021 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 concluded our inspection and review part of our formal site wide Job Hazard Analysis of all work duties throughout all Branches of our Toronto Zoo. 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. The completion of the review and identification part of the JHA process means that S&S focus will now shift to assisting individual Branch's with the development of safe procedures to clarify how a jobs should safely have completed and to create awareness of potential hazards. Collaboration between teams is required to ensure instructions are created, staff are trained and are competent to perform work duties in a safe manner. The JHA process is a continuous cycle of review, implementation and evaluation. A systemic review should occur at least every two years or as new jobs or processes occur.

Overall, in the first six months, we have re-focused our efforts to promote and establish best practices with respect to health and safety. A total of 19 emergency, health and safety, as well as security related policies have been revised in an effort to clarify health and safety requirements and define our processes. These new or updated policies have been communicated with staff and additional training/r awareness programs have been provided as applicable.

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) 2021 – 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.

- Install capacity counters in 4 pavilions to ensure staff safety by reducing and maintain legislative capacity limits in our Pavilions.
- Ongoing review and implementation of the most current public health guidelines and government regulations to ensure staff safety.
- Monitor proposed changes to the Occupational Health & Safety Act and implement changes as required.

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