

**2022 SIX MONTH HEALTH & SAFETY STATUS REPORT
2022-01-01 TO 2022-06-30**

ACCIDENT HISTORY

During the first six months of 2022, there were a total of fifty-nine employee accidents. This is an increase of eighteen when compared to the same period in 2021.

A) Six Month Accident Summary:

Branch	2022 YTD	% Of Total	2021 YTD	% Of Total
Wildlife Care	29	49.1	20	50.0
Retail & Membership	8	13.5	0	0.0
Guest Relations	6	10.2	6	15.0
Horticulture	5	8.5	3	7.5
Learning & Engagement	3	5.1	0	0.0
Health & Safety	2	3.4	2	5.0
Facilities & Infrastructure	1	1.7	1	2.5
Graphics	1	1.7	0	0.0
Guest Operations	1	1.7	1	2.5
Nutrition Science	1	1.7	0	0.0
Partnerships & Events	1	1.7	1	2.5
Species Recovery	1	1.7	0	0.0
Wildlife Health	0	0.0	4	10.0
Human Resources	0	0.0	1	2.5
Strat. Comm.	0	0.0	1	2.5
Totals	59	100	40	100

- 1) Wildlife Care had a total of twenty-nine employee accidents during the first six months of 2022. This is an increase of nine accidents from the same period in 2021. Of these twenty-nine accidents, twelve were slip/falls, six were contact related, five strain related, and three each were animal action and exposure.
- 2) Retail & Membership experienced eight employee contact related accidents during the first six months of 2022. This is an increase of eight over the same period in 2021.
- 3) Guest Relations reported six employee accidents in the first six months of 2022. Five were slip/fall and one was contact related. This remains consistent when compared to last year.
- 4) Horticulture reported five employee accidents in the first six months of 2022. Two each were reported from contact and exposure, and one was strain related. This is an increase of two when compared to last year.

- 5) Learning & Education had a total of three employee contact related accidents during the first six months of 2022. This is an increase of three over the same period in 2021.
- 6) Health & Safety had two accidents, one each from contact and slip/fall related. This remains consistent with the previous year.
- 7) Facilities & Infrastructure had one contact related incident in 2022. This remains consistent with the same reporting period in 2021.
- 8) Graphics experienced one contact related incident in 2022. This is an increase of one when compared to 2021.
- 9) Guest Operations reported one employee accident in the first six months of 2022. This was slip/fall related. This remains consistent when compared with the previous year.
- 10) Nutrition Science experienced one strain related incident in 2022. This is an increase of one when compared to 2021.
- 11) Partnerships & Events had one accident during the first six months of 2022. It was a contact related incident. Which is an increase of one from the previous year.
- 12) Species Recovery had one accident had one contact related incident in 2022. This is an increase of one when compared to 2021.

B) 2022 Accidents by Type (Six Months):

<u>Type</u>	<u>2022</u>	<u>Percent</u>	<u>2021</u>	<u>Percent</u>
Contact	24	41	14	35
Slip/Fall	19	32	7	17.5
Strain	8	13.5	7	17.5
Exposure	5	8.5	4	10
Animal Action	3	5.0	8	20
Totals	59	100	40	100

Contact related injuries increased by ten when compared with the previous year. Incidents are primarily minor in nature and involve staff contacting objects during 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 twelve when compared with 2021. This is largely due to the winter season being especially harsh. Proactive reporting will

continue to identify trouble areas and repairs continue to be made proactively and retroactively.

Strain injuries increased by one over the same period in 2021. Our Back Care & Repetitive Strain training continues to be delivered to staff through our mandatory orientation and training sessions.

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

Animal Action incidents that resulted in a staff injury, decreased by five compared to the previous year. Injuries in this category are generally a result of staff handling/restraining the animal for a medical procedure and in this reporting period, minor in nature.

WORKPLACE SAFETY AND INSURANCE BOARD (WSIB) SUMMARY

In the first six months of 2022 there were a total of 11 claims submitted to the WSIB with all claims being approved. Of the 11 accepted claims, three claims resulted in 13.6 days of lost time.

When we compare the first six months of 2022 to the first six months of 2021, we find that WSIB lost time days have decreased by 75 days and four hours.

The following summarizes the total amount of lost time incurred by branch in 2022 as compared to 2021 during this reporting period:

C) Lost Time Accidents by Branch:

<u>Branch</u>	<u>2022</u>	<u>Lost Days</u>	<u>2021</u>	<u>Lost Days</u>
Wildlife Care	2	10.6	2	60
Horticulture	1	3.0	1	16
Guest Relations	0	0	1	2
Health & Safety	0	0	1	11
Totals	3	13.6	5	89

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 can return to work with restrictions which promotes healing and improves recovery times. Returning an employee to suitable and

meaningful work decreases the costs associated with claims such as healthcare and loss of earnings.

In the first six months of 2022, of the 11 WSIB claims, seven 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:

In 2021 the WSIB, transitioned away from New Experimental Experience Rating Plan (NEER) where employers received rebates or surcharges based on their accident frequency and length of the accident claims.

The WSIB has now moved to Premium Rate System, where your premium rate is based on your claims performance over the year. A premium represents how much an employer will pay after taking into consideration: risk band limitations, previous year(s) premium rates, as well as the collective costs of their class over a 6-year period. Premium rate for 2022: 1.26

HEALTH & SAFETY COMMITTEE

F) Joint Health & Safety Committee:

In the first six months of 2022, our Toronto Zoo's Joint Health & Safety Committee (JHSC) held four meetings. A total of fourteen 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 including our ongoing response to the COVID-19 global pandemic and strategies to reduce slips and falls during inclement conditions. Starting in January 2022, a new focus for our committee was to begin to review Animal Incident Reports (AIR) which are generated by our Wildlife Care Branch primarily to identify and track animal welfare related issues or concerns. As our staff and animal health and welfare may be inextricably linked, AIR's will now be reviewed by our JHSC to determine if any staff health and safety issue are a factor.

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 2022, 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 2022, the Health & Safety 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
Respiratory Fit Testing	113
Robbery Prevention	57
Seasonal Health & Safety Orientation Sessions	55
Bear spray training	32
Safe Driving Program (New Drivers)	28
Ladder Safety	26
Active Threat/Attacker	22
Lock Out Tag Out	19
Emergency Threat	17
Firearms	12
Zoomo returning drivers	10
SFA/CPR/BLS	10
CVOR	6
Contractor/Co-op/Intern Health & Safety	4
Total Participants Trained	411

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 2022, the Health & Safety Branch processed a total of twenty-eight 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 2022, two sessions were held training seventeen 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 2022 there were nine motor vehicle collisions, compared with eight during the same period in 2021. Of the nine collisions, all were deemed preventable. Three resulted from failure to correctly judge surroundings, three from failing to maintain control of equipment/vehicle, two from failing to be aware of surroundings and one 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 six of the nine reported collisions occurred to full time staff who have been driving Zoo vehicles for a period. Additional emphasis continues to be placed on Driver Training for the driver to pay more attention to the task at hand (driving).

The nine preventable collisions occurred in the following units: Horticulture (6), Guest Operations (1), Facilities & Infrastructure (1), and Strat. Comm. (1).

L) Policy & Program and Testing Initiatives in 2022

In 2022 we will continue 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, to date our training programs have been successfully provided and attended. We will continue to provide Lock Out/Tag Out (LOTO) training to all staff with a focus on applying the principals of LOTO in animal areas. Animals can be seen as an energy with a potential to cause injury. For our animals that are classified as requiring protective contact, staff will utilize a LOTO to service animal spaces. In addition, we are also in the process of implementing a modified LOTO system in all areas where animals can be potentially dangerous. The two lock two key system (2L2K) is a fairly new process used in many Zoos across the States, which combines both administrative and engineering controls to that our safety measures shift from “the protocol does not allow” to “I physically cannot” unintentionally share space with an animal. A 2L2K system includes three basic components:

1. 2 locks with two different keys for all important doors
2. A key management system/process to ensure that no person is ever in possession of both keys
3. A conversation between the two key holders to confirm that a space is safe for entry before removing locks from important doors.

Health and Safety Services will continue to proactively collaborate with all teams to identify potential hazards and support individual Branch's with the development of safe procedures to reduce or control risks. Collaboration between teams is required to ensure instructions are created, staff are trained and are competent to perform work duties in a safe manner. In 2022, we will focus our hazard identification and control program to review non routine operations and unforeseeable emergencies such as hazardous material spills; unplanned equipment shutdowns; infrequent maintenance activities; natural and weather disasters; workplace violence; terrorist or criminal attacks and disease outbreaks like pandemic influenza.

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

M) 2022 – Targeted Efforts

The Health & Safety 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 innovative programs as required
- CCTV Systems upgrade
- 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.