

**TORONTO ZOO
2022 HEALTH & SAFETY STATUS REPORT**

JOINT HEALTH & SAFETY COMMITTEE

A) Committee Activities:

Our Toronto Zoo's Joint Health & Safety Committee (JHSC) held a total of seven meetings in 2022. There were 26 new agenda items that were raised at the Committee level through inspection or hazard reporting systems. Of the 26 new agenda items, the Committee took action and made recommendation for corrective action resulting in 15 of the 26 new items being resolved by management staff within the 2022 calendar year. We will continue to prioritize to resolve remaining items that came forward in 2023 and prioritize as new agenda items are brought forward to resolve concerns.

In 2022, key issues dealt with by the Committee included ongoing review of implemented COVID-19 health & safety measures, implementation of revised training for Animal Lock Out Tag Out (LOTO), reviewed and made recommendations on improved measures for areas with restricted access, for example locking and securing our behind-the-scenes spaces for both staff and animal related safety concerns. As reported in the six-month report, 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 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 issues are a factor and recommendations will be made.

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.

B) Inspections, Orders & Charges:

In 2022 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:

The Health & Safety Services Branch conducted training classes or supervised training for employees throughout the year. The course type and total number of participants trained in each course are identified below for your information.

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<u>Course</u>	<u>Staff Trained</u>
Orientation	251
Backcare/RSI	251
Respirator Fit Testing	116
Lockout/Tagout	107
Returning Seasonals Exams	105
Active/Emergency Threat Training	101
Safe Driving Program (New drivers)	66
Robbery Prevention	57
Bear Spray Training	38
Standard First Aid/ AED/CPR C/HCP	28
Zoomobile Driver Training	27
Ladder Safety	26
Firearms Safety Training & Qualification	20
CVOR	17
Professional Driver Improvement	16
Contractor/Intern Health & Safety	13
Take Your Kid to Work Day	8
	1247

SAFE DRIVING PROGRAM

D) Safe Driving Program – Evaluations:

The Safe Driving Program (SDP) has been in place since 1996. In 2022, led by our current Health & Safety Services, Ministry Licenced, and 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 and Compass Food Service 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 with instruction on the need to operate equipment and vehicles in the safest manner possible to prevent collisions or injury to staff, guests 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 part of creating a safe work environment.

During 2022 a total of 67 new drivers which includes 27 Zoomobile drivers were approved by the Health & Safety Services 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 H&S Driving Improvement Instructor. We also provided training and information surrounding the safe operations of our Winter Zoomobile

During 2022, three courses were held for 27 returning and new employees participating in this program.

F) Professional Driver Improvement Course:

The Professional Driver Improvement Course (PDIC) 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 PDIC 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.

During 2022, two courses were held with a total of 16 permanent and non-permanent staff attending.

G) Motor Vehicle Collisions:

There were 21 motor vehicle collisions last year which is an increase of two when compared with the previous year. Of the 21 collisions, 20 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, 11 of the 21 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 20 preventable collisions occurred in the following units: Horticulture/Materials Collection (11), Guest Operations (4), Wildlife Care (2), Facilities & Infrastructure (2), Nutrition Science (1), and Strategic Communications. (1).

OCCUPATIONAL HEALTH & SAFETY PROGRAMS

H) Policy & Program and Testing Initiatives

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 Health & Safety Services Branch has continued to offer training programs whenever possible and is working closely with our Human Resources team with initiatives for

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ensuring a comprehensive and system wide approach to deliver legislative health & safety training through a Learning Management System (LMS). In 2023 this will be a primary focus of the H&S Services Branch to ensure all job and/or area specific training, quality improvement processes and potentially professional development initiatives, are focused on health, safety, and wellbeing.

The Supervisors and Managers Monthly Inspection is in addition to the monthly inspections completed by the Joint Health & Safety Committee and brings the potential for any hazards brought to the immediate attention of the area and rectified in a timely fashion. This program approach has been implemented in a greater effort to support both Managers and Supervisors in their legislative requirement to be aware of hazards and their direct responsibility to identify safety concerns, and to take corrective action in a timely fashion for a safe work environment. In 2022, we focused on providing Managers and Supervisors within the Wildlife Care Divisions with external training to receive their Level 1 JHSC Certification to increase knowledge surrounding hazard identification and corrective action. In 2023, we will continue to provide this training to all Managers and Supervisors across the Zoo.

Also in 2022, we worked directly with Toronto Police Services (TPS) in providing Active Threat Training to all staff and volunteers. Additionally, we facilitated TPS, 42 and 43 Division to conduct Active Threat Drills to their own support training and emergency response on the Zoo site. The TPS's ability to train and familiarize themselves with our site is a tremendous advantage and assists all with their response in the event of such an occurrence. Our team also benefited from being able to participate and learn from such drills to better serve our staff and volunteers and facilitate our internal training, drills, and programs.

Our Zoo is continuing to build and strengthen our community relations with our partners such as TPS, Toronto Fire and Paramedic services to support our emergency preparedness and response. Drills, training, partnerships, and collaborative information sharing will continue each year.

I) New & Pending Occupational Health and Safety Developments:

Our 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 Health and Wellness Centre, our robust health benefits package through Greenshields Canada and through our Employee & Family Assistance Program offered through Homewood Health.

In the fall of 2022, our Human Resources team arranged through Homewood Health to offer in-person, onsite individual, and group counselling services for all staff. This was arranged in recognition that many staff are struggling due to a variety of reasons including pandemic related stressors, work/life balance and our unique Zoo work environment. The impact on staff of working and caring for animals that are aging or are nearing end-of life is a concern that we are addressing.

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In 2023 we will be implementing many new processes, supports and programs in a greater effort to establish a systemic approach to achieve psychological health and safety in the workplace. Our commitment to supporting staff health, safety and wellbeing is a priority and is aligned with our strategic priorities.

ACCIDENT HISTORY

There were a total of 126 employee accidents last year. This is an increase of 38 when compared to the employee accidents in 2021. 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 manner of comparing reported accidents by Branch.

<u>Branch</u>	<u>2022 YTD</u>	<u>BAF (% of Total)</u>	<u>2021 YTD</u>	<u>BAF (% of Total)</u>
Wildlife Care	49	54	32	35
Facilities & Infrastructure	16	20	9	20
Retail & Membership	12	47	7	25
Guest Operations	9	53	8	33
Strategic Communications	9	33	0	0
Guest Relations	7	4	15	42
Learning & Engagement	5	20	5	24
Health & Safety Services	4	15	5	18
Species Recovery	4	59	0	0
Partnership & Events	3	42	0	0
Nutrition Science	3	33	1	11
Wildlife Health	3	14	5	28
Graphics	1	45	0	0
Human Resources	1	11	1	11
Totals	126		88	

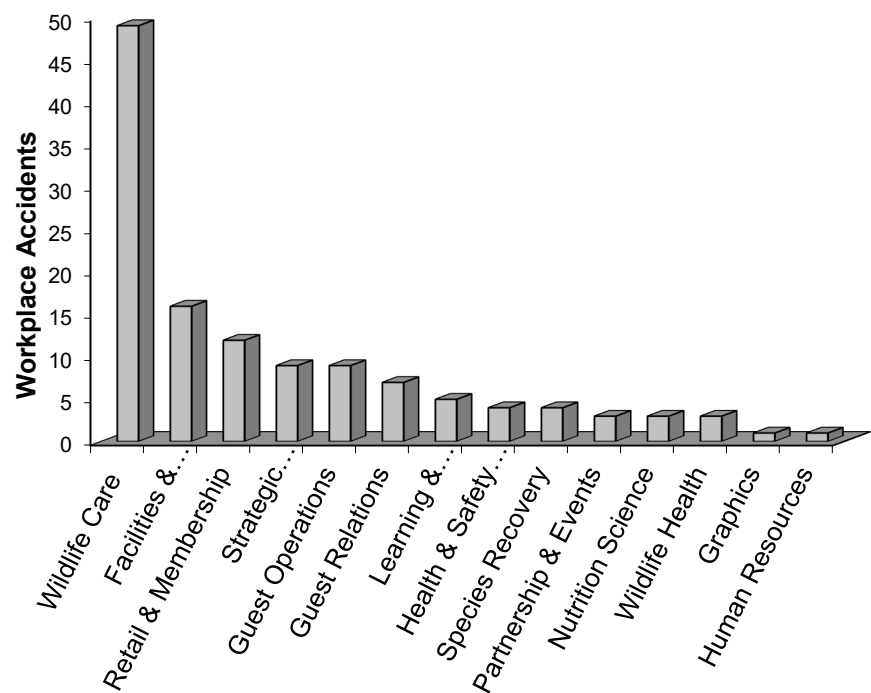
Decreases in the frequency of accidents in 2022 versus 2021 were reported by Guest Relations (7 vs 15), Health & Safety (4 vs 5), Wildlife Health (3 vs 5).

Increases in the frequency of accidents in 2022 versus 2021 were reported by Wildlife Care (49 vs 32), Facilities & Infrastructure (16 vs 9), Guest Operations (9 vs 8), Retail & Membership (12 vs 7), Nutrition Science (3 vs 1), Species Recovery (4 vs 0), Strategic Communications (9 vs 0), Partnership & Events (3 vs 0), Graphics (1 vs 0).

Area that remained consistent when compared to the previous year is Learning & Engagement (1 vs 1) and Human Resources (1 vs 1).

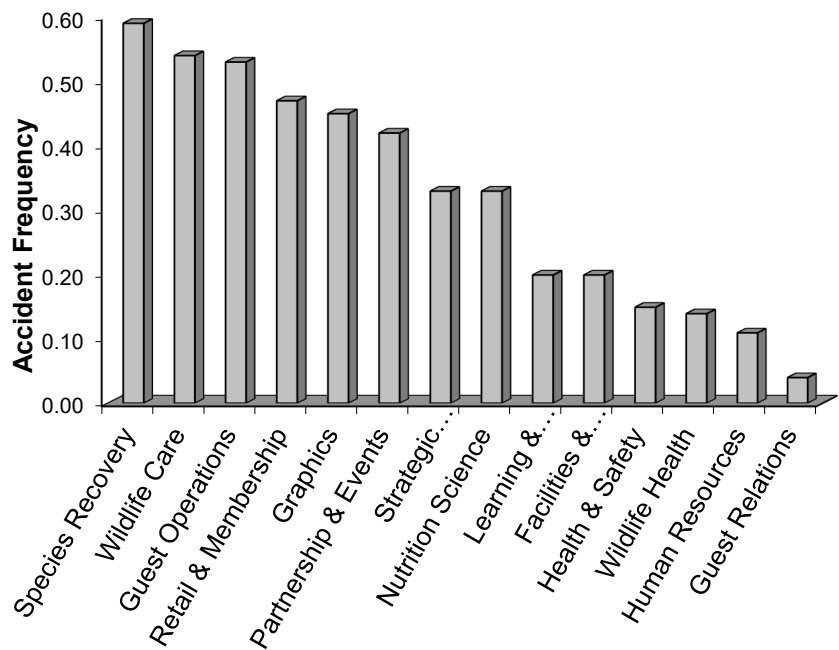
2022 Branch Accident Summary

Figure 1



2022 Branch Accident Frequency

Figure 2

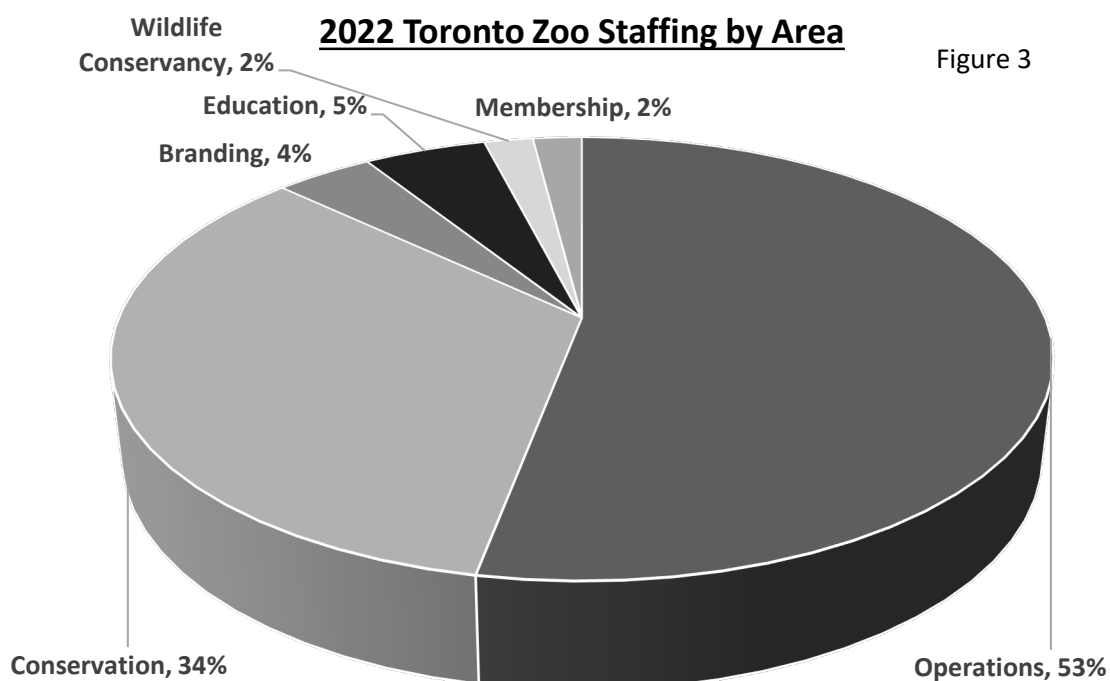


K) 2022 Accidents by Type:

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<u>Type</u>	<u>2022</u>	<u>Percent</u>	<u>2021</u>	<u>Percent</u>
Contact	56	44.4	31	35.2
Slip/Fall	30	23.8	13	14.8
Strain	21	16.7	12	13.6
Animal Action	10	7.9	22	25.0
Exposure	9	7.2	10	11.4
Totals	126	100	88	100

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



Contact-related injuries increased 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 interact with their work environment.

Slip/fall accidents have increased by 17 in 2022. Two of these accidents were the result of staff slipping on ice. The remainder of the slip/fall accidents occurred when staff tripped over items, slipping on wet floors, tripping on stairs or while walking off the pathways.

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Strain injuries increased by nine with those reported in 2022, 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. A refreshed Back Care and MSD training will be provided to all staff in 2023, with targeted information and education on safe lifting and ergonomic principles to staff working in areas where strain injuries are prevalent.

Animal Action related injuries decreased by 12 in 2022. Generally, the Zoo has a no contact or protected contact policy with respect to duties surrounding the care and wellbeing of animals. The types of Animal Action injuries reported here, primarily involved Wildlife Health and Wildlife Care staff who were providing care to non-dangerous animals, where based on animal husbandry requirements, some level of animal contact is required and safe to perform. Some of these types of injuries are inevitable given the close contact requirement when caring for this animal group. As well during the warmer season we experienced three separate incidents of a bee/wasp sting to our staff, these stings happened primarily in staff who are required to work in outdoor the environment and potentially are near recycling receptacles. In 2023, we will refocus our efforts to work with Materials team to pay greater attention to cleaning receptacles to discourage wasps/bees from congregating.

Exposure related incidents decreased by one when compared with the previous year. These types of injuries generally include debris in eyes, allergic reactions, electrical shock and blood/chemical splash back.

Efforts will continue into 2023 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

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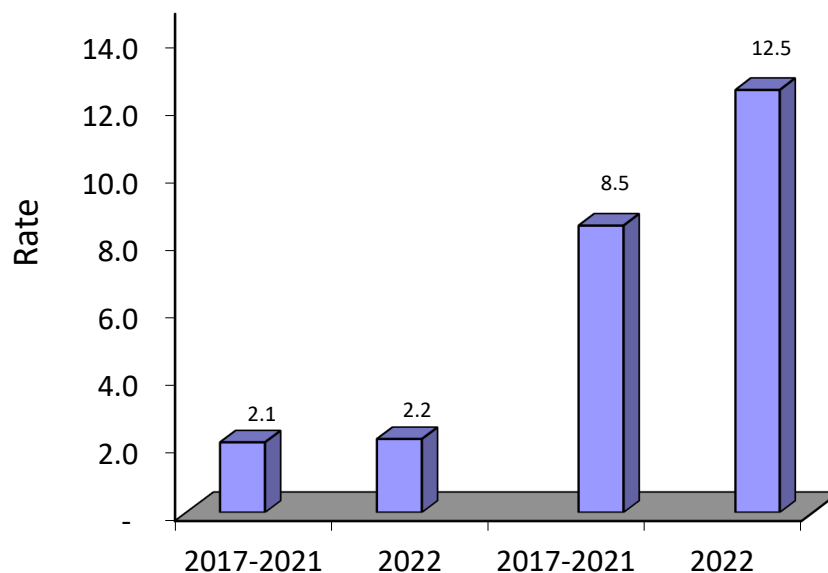
divided by the number of total budgeted hours. Severity relates the amount of the lost time to the number of accidents for comparison purposes.

<u>Year</u>	<u>Accident Frequency Rate</u>	<u>Accident Severity Rate</u>
2017	1.5	11.9
2018	2.2	3.5
2019	3.3	8.8
2020	1.6	7.3
2021	1.7	11.1
AVERAGE	2.1	8.5
2022	2.2	12.5

Accident Frequency Rate of 2.2 for 2022 has slightly increased from 1.7 in 2021 and is above the five-year average of 2.1. The Accident Severity Rate of 12.5 for 2022 has increased from 2021 and is above the five-year average of 8.5.

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 2017 -2022 Figure 4

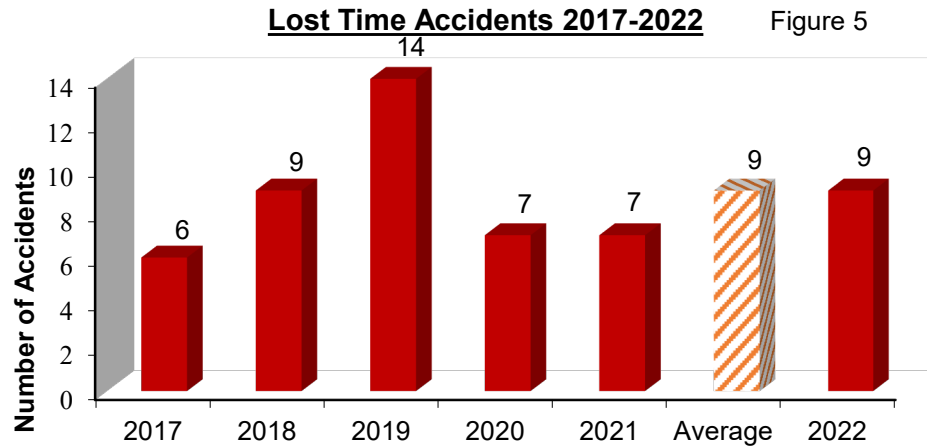


WORKPLACE SAFETY AND INSURANCE BOARD (WSIB) SUMMARY

In 2022 there were a total of 28 claims submitted to the Workplace Safety & Insurance Board (WSIB), of which nine resulted in 52 days of lost time. In comparison to 2021, we find that the total number of lost time days has increased from 46 days in 2021 to 52 days in 2022. Of the nine claims, seven resulted in lost time incurred of 5 days or less in duration.

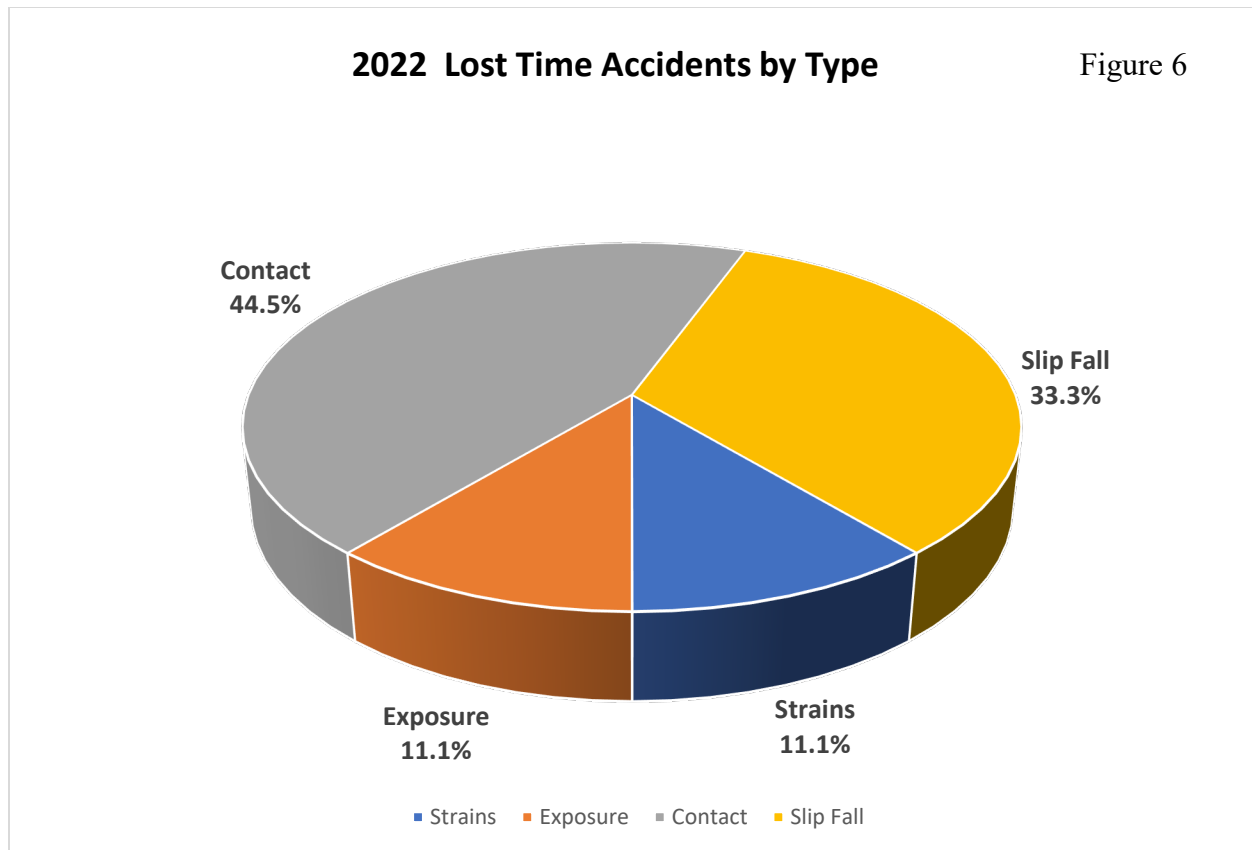
M) WSIB-Lost Time Claims- Accidents by Branch:

<u>Branch</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>
Wildlife Care	2	3	2	3	2	4
Facilities & Services	2	2	2	3	1	2
Membership & Retail	0	0	0	1	0	0
Learning & Engagement	0	1	1	0	0	1
Health & Safety Services	0	0	0	0	1	0
Guest Operations	0	0	4	0	0	0
Species Recovery	1	0	0	0	0	2
Graphics	0	0	0	0	0	0
Guest Relations	0	0	0	0	1	0
Horticulture	1	3	5	0	1	0
Wildlife Health Centre	0	0	0	0	0	0
Totals	6	9	14	7	7	9



N) Lost Time Accidents by Type:

<u>Type</u>	<u>2022</u>	<u>Percent</u>	<u>2021</u>	<u>Percent</u>
Contact	4	44.5	4	57.1
Slips/Falls	3	33.3	1	14.3
Strains	1	11.1	1	14.3
Exposure	1	11.1	1	14.3
Animal Action	0	0	0	0
Totals:	9	100.0	7	100.0



O) Modified Work Summary

Of the 28 WSIB claims, 17 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 an early and safe return to work. Employees are able to return to work with restrictions which promote healing and improve recovery times. Returning an employee to suitable and meaningful work ultimately decreases the costs associated with claims such as healthcare and loss of earnings.

P) WSIB Cost Summary:

The WSIB now has a 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

Q) 2023 – Targeted Efforts

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In 2023, the Health & Safety Services 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 Wildlife Health, Strategic Communications and Wildlife Care to ensure Zoo staff and animal safety and protection.
- Establish policies and programs and promote psychological safety in the workplace and implement programs and initiatives that support staff's wellbeing
- Maintain and enhance existing relationships with external emergency response agencies 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 Memorandum of Understandings (MOU) 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.
- Health and Safety 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 our Toronto Zoo.