

**2023 SIX MONTH HEALTH & SAFETY STATUS REPORT
2023-01-01 TO 2023-06-30**

ACCIDENT HISTORY

During the first six months of 2023, there were a total of 48 employee accidents. This is a decrease of 11 when compared to the same period in 2022.

A) Six Month Accident Summary:

Branch	2023 YTD	% Of Total	2022 YTD	% Of Total
Wildlife Care	22	45.8	29	49.1
Guest Operations	8	16.6	1	1.7
Retail & Membership	5	10.4	8	13.5
Partnerships & Events	3	6.2	1	1.7
Facilities & Infrastructure	2	4.2	1	1.7
Guest Relations	2	4.2	6	10.2
Horticulture	2	4.2	5	8.5
Nutrition Science	2	4.2	1	1.7
Health & Safety	1	2.1	2	3.4
Wildlife Health	1	2.1	0	0.0
Learning & Engagement	0	0.0	3	5.1
Graphics	0	0.0	1	1.7
Species Recovery	0	0.0	1	1.7
Totals	48	100	59	100

- 1) Wildlife Care had a total of 22 employee accidents during the first six months of 2023. This is a decrease of seven accidents from the same period in 2022. Of these 22 accidents, eight were contact related, five were slip/falls, four from animal action, three exposure and two strain related.
- 2) Guest Operations reported eight employee accidents in the first six months of 2023. Three each from slip/fall and contact related, and one each from exposure and strain related. This has increased by seven when compared with the previous year.
- 3) Retail & Membership experienced five employee accidents during the first six months of 2023. Two were reported slip/fall, two were reported contact, and one was strain related. This is a decrease of three accidents over the same period in 2022.
- 4) Partnerships & Events had three accidents during the first six months of 2023. Two were strain related incidents and one was a contact injury. Which is an increase of two from the previous year.
- 5) Facilities & Infrastructure had one each from contact and strain related incidents in 2023. This increased by one compared with the same reporting period in 2022.

- 6) Guest Relations reported two employee accidents in the first six months of 2023. Both were contact related. This decreased by four when compared to last year.
- 7) Horticulture reported two employee accidents in the first six months of 2023. One each were reported from slip/fall and exposure related. This is a decrease of three when compared to last year.
- 8) Nutrition Science experienced two contact related incidents in 2023. This is an increase of one when compared to 2022.
- 9) Health & Safety had one accident which was slip/fall related. This decreased by one over the same period in 2022.
- 10) Wildlife Health had one exposure related incident. This increased by one over the same period in 2022.

B) 2023 Accidents by Type (Six Months):

<u>Type</u>	<u>2023</u>	<u>Percent</u>	<u>2022</u>	<u>Percent</u>
Contact	18	37.5	24	41
Slip/Fall	12	25	19	32
Strain	7	14.6	8	13.5
Exposure	7	14.6	5	8.5
Animal Action	4	8.3	3	5.0
Totals	48	100	59	100

Contact related injuries decreased by six 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 decreased by seven when compared with 2022. This is largely due to the availability of cleats for staff to use in inclement weather conditions. Proactive reporting will continue to identify trouble areas and repairs continue to be made proactively and retroactively.

Strain injuries decreased by one over the same period in 2022. Our Back Care & Repetitive Strain training continues to be delivered to staff through our mandatory orientation and training sessions.

Exposure related injuries increased by two 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, increased by one when 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 2023 there were a total of 10 claims submitted to the WSIB with all claims being approved. Of the 10 accepted claims, six claims resulted in a total of 32.3 days of lost time.

When we compare the first six months of 2023 to the first six months of 2022, we find that WSIB lost time days have decreased by 56.7 days.

The following summarizes the total amount of lost time incurred by branch in 2023 as compared to 2022 during this reporting period:

C) Lost Time Accidents by Branch:

<u>Branch</u>	<u>2023</u>	<u>Lost Days</u>	<u>2022</u>	<u>Lost Days</u>
Wildlife Care	2	15.3	2	60
Horticulture	2	1	1	16
Facilities & Infrastructure	1	15	0	0
Guest Operations	1	1	0	0
Guest Relations	0	0	1	2
Health & Safety	0	0	1	11
Totals	6	32.3	5	89

D) Modified Work Summary

Modified Work is an important part of the claims management process as it promotes an early and safe return to work. Employees can return to work with restrictions which promote healing and improve 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 2023, of the 10 WSIB claims, seven employees were required to be on modified work because of the injury. In providing modified work to these employees, lost time days were reduced.

E) WSIB Cost Summary:

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. The Zoo's premium rate for 2023: 1.18

HEALTH & SAFETY COMMITTEE

F) Joint Health & Safety Committee:

In the first six months of 2023, our Toronto Zoo's Joint Health & Safety Committee (JHSC) held four meetings. A total of 19 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. Items that were resolved included but are not limited to actions taken to address increase in reported slip fall risks due to snow and ice, use and training for guarding on machinery and personal protective equipment, motor vehicle and driving related safety risks and an increase in reported knife use related injuries. In addition, items that required interim safety measures while longer term risk mitigating solutions or controls were implemented have also been resolved. These key issues that were resolved in the first six months include: full implementation and training of our animal lock-out, tagout policy, implementation of our two-lock two keys system in dangerous animal areas, hazardous substance handling, including safe storage and implementation of software-based safety data sheet (SDS) management system.

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 2023, our Zoo had one inspection from the Ministry of Labour. This inspection occurred following incident by a staff person who rolled their ankle on uneven pavement which resulted in a fractured ankle. A reported fracture in the workplace of an arm or a leg is defined as a critical injury and as such, we are required to report this to the Ministry of Labour (MOL) for investigation. The MOL inspector was satisfied with the actions that had already been taken immediately post incident to alleviate any future incidents including placing a salt bin at the location to inhibit pedestrian traffic and the subsequent corrective action by our Horticulture team to level the uneven pathway with gravel. 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) and to reduce risk of such incidents.

OCCUPATIONAL HEALTH & SAFETY TRAINING PROGRAMS

H) General Safety Training Programs:

In 2023, the Health & Safety Branch conducted training classes or supervise training for employees. The course type and total number of participants trained in each session are identified below for your information.

Course	Staff Trained
Health & Safety Orientation Sessions	155
Back/RSI	74
Safe Driving Program (New Drivers)	56
Lock Out Tag Out	52
CVOR	17
Firearms	17
Use of Force Training	16
SFA/CPR/BLS	14
Bear spray training	13
Sensory Inclusive Training	11
Mental Health First Aid	20
Truck/trailer training	7
Professional Driver Improvement	6
Contractor/Co-op/Intern Health & Safety	4
Zoomo operators-returning drivers	9
Total Participants Trained	471

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 2023, the Health & Safety Branch processed a total of 56 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 2023, one session was held to

provide training for 9 of our returning 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 2023 there were 21 motor vehicle collisions, compared with nine during the same period in 2022. Of the 21 collisions, 18 were deemed preventable. Twelve resulted from failure to correctly judge surroundings, three from failing to be aware of surroundings and three from failing to maintain control of equipment/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 15 of the 21 reported collisions involved full time staff who have been trained and driving under this program for a period. In review of the number of reported collisions in 2023 compared to the same reporting period in 2022 and that also that a large majority involved longer term employees, our Safe Driving Program will re-focus our efforts and place a greater emphasis on remedial training and re-enforcement of safe driving expectations and development of skills.

The 18 preventable collisions occurred in the following units: Horticulture (6), Guest Operations (3), Health & Safety Services (3), Facilities & Infrastructure (2), and the following branches had one each; Wildlife Care, Nutrition Science, Projects & Exhibit Design, and Custodial.

L) Policy & Program Initiatives in 2023

In 2023 we will continue to provide our above established training initiatives and programs with a focus on hazard identification and risk control measures with respect to how the work environment impacts health, safety, and well-being. As listed above, to date our training programs have been successfully provided and attended.

Health and Safety Services will continue to proactively collaborate with all teams to identify potential hazards and support individual Branches 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. Continued focus will be that a systemic approach is applied throughout the Zoo for addressing risks and hazards.

In 2023 we will continue to focus our efforts to proactively work with our teams to systemically address all hazards and risks including those found in non-routine operations and unforeseeable emergencies such as hazardous material spills, unplanned equipment shutdowns, infrequent maintenance activities, and disease outbreaks like pandemic influenza through health and safety management systems.

Another focus will be on our continued efforts to build on our emergency preparedness and response for emergencies including animal escape, natural and inclement weather disasters, workplace violence or criminal attacks.

In the next half of 2023 we plan to work closely with our Human Resources Talent Development team to create new and improved content for all our health and safety training programs. By using our Learning Management System (LMS) we will improve on, streamline, and provide various modalities (on-line, in-person, hybrid) for effective and efficient delivery of our various health and safety training initiatives and programs. This is necessary to support our staff with their on the job learning and development and imbedding meaningful and impactful health, safety, and well-being programs.

Another major focus during the first six months of 2023 has been establishing our Zoo's Psychological Health & Safety Steering Committee that will support our Zoo's efforts to create a work environment that actively works to prevent harm and promotes psychological well-being. Like our established programs which address workplace physical safety, the implementation of the National Standard of Canada and its framework, will address 13 known psychological health and safety risk factors that contribute to either the promotion or detriment of psychological health and safety in the workplace. These psychological factors are basic human needs which are organizational or systemic in nature and so therefore can be influenced by the workplace. It is understood that by addressing these factors effectively, it can positively affect employee's psychological health, psychological safety, and participation in the workplace. During the next six months of 2023, we will continue to build on this initiative, facilitate training and information and develop and implement strategies to address the psychological risk factors.

M) 2023– 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. Our specific objectives include;

- As outlined above, continue to assess, plan, implement and evaluate our existing programs and introduce new innovative programs in collaboration with applicable stakeholders to support health, safety, and well-being.
- Continue to engage technology to improve our CCTV systems, alert notification, intrusion detection and emergency communication and response needs.

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