

## TORONTO ZOO 2023 HEALTH & SAFETY STATUS REPORT

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### Summary – 2023 Health & Safety Program Initiatives

Our Zoo is committed to be vigilant in the ongoing proactive and responsive measures we take for the health, safety and wellbeing of our animals, team, and community.

Our approach to health, safety, and well-being is rooted in our mission - “Our Toronto Zoo - Connecting people, animals and conservation science to fight extinction”- and our vision of “A world where wildlife and wild spaces thrive.”

Having a robust and ever evolving Health & Safety program ensures we are creating a safe and healthy workplace where staff feel connected to our organization and work together towards achieving our mission and vision. Rooted in our internal branding, One Toronto Zoo (1TZ) is our four cares-we care about; our animals, team, guest, and community, which is the lens through which we approach our Health & Safety Programs.

Integration of Health & Safety programs across all our divisions is achieved through the work of the Health & Safety Services Team – Security Representatives and the Health & Wellness team who deliver many of the services and programs that ensure a comprehensive and integrated program including but not limited to:

- Providing proactive and responsive security
- Emergency Preparedness and Response
- Hazard Identification and Control
- Proactive Workplace Inspections
- Health & Safety Related Training

An integral part of our service offerings includes our Health & Wellness Centre which delivers our Occupational Health Programs which includes:

- Supporting our teams with disability claims management and RTW
- Registered Nurses delivering back care/ Musculoskeletal Disorders (MSD) training,
- Medical Surveillance and Immunization programs including Rabies Titre and vaccination administration, TB surveillance and other Zoonotic disease infectious/contagious disease protocols-Macaca species protocol.
- Venomous bite procedure, (reptiles, fish invertebrates)
- Our nurses along with our security team, attend all medical or first aid related incidents for guests and our team, to provide care-this has demonstrated to be very helpful in mitigating liability and risk concerns and support us in our Workplace Safety and Insurance Board (WSIB) claims management.
- Provide health promotion and illness prevention programs, supporting lifestyle and wellness strategies for our teams.

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In addition, our Joint Health & Safety Committee (JHSC) supports all Occupational Health & Safety related programs and initiatives at our Zoo. The JHSC duties, roles and responsibilities are well defined in our H&S policies as set out under Ontario's OHSA.

- Our JHSC, are a dedicated team. The members are staff who are elected by their unionized peers to represent and participate in our processes. The management team is comprised of Managers and Directors who can make decisions and take corrective actions on hazards and risks identified. We work together to further our Zoo's H&S program in compliance with the Act.
- All members have JHSC level 1 and 2 certifications, this is an additional level of training and certification for our JHSC and is a best practice which ensures our committee functions with a solid foundation of understanding the roles and responsibilities of the committee.
- We strive to foster the culture that health, safety, and well-being is everyone's responsibility.

Our Zoo recognizes the importance of engaging all our teams with respect to making a commitment to health, safety, and wellness. Our Internal Responsibility System (IRS) is such that everyone, regardless of their role or assigned tasks, plays a vital part in creating and maintaining a healthy and safe workplace. This is evidence by specific updates that were made in 2023 to all exempt job descriptions and exempt performance review process. We are committed to providing a fulsome education and training to increase our team's knowledge and awareness relating to health and safety prevention, promotion, and improvement strategies.

In 2024, we will continue to provide 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.

As we move into 2024, 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. 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.

In recognition that many staff are struggling due to a variety of reasons including work/life balance, stress management, grief/loss and our unique stressors associated with our Zoo work environment, we established a Toronto Zoo Wellness Committee. The goal of this committee is to establish a systemic approach to achieving psychological health and safety in the workplace which actively works to prevent harm and promotes psychological well-being.

In support of our staff, we have arranged for in-person, onsite individual, and group counselling services on a bi-weekly basis through Homewood Health's Employee and Family Assistance Program (EFAP). We are also working on the implementation of initiatives through the framework of the Mental Health Commission of Canada to address the 13 known psychological health and safety risk factors that contribute to either the promotion or detriment of psychological health and safety in 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.

Additionally, a primary focus will be to provide foundational training on Trauma Awareness and a Trauma Informed approach along with coaching and a formalized critical incident debriefing process. This will help our teams understand their wellness needs and take proactive steps to seek support and build their resiliency.

### **JOINT HEALTH & SAFETY COMMITTEE**

#### **A) Committee Activities:**

In 2023, the Toronto Zoo's Joint Health & Safety Committee (JHSC) held a total of 9 meetings. There was a total of 24 new agenda items that were raised at the Committee level through inspection or hazard reporting systems. The Committee acted and made recommendations for corrective action resulting in 21 items being resolved by management staff within 2023 calendar year. We will continue to prioritize resolving the remaining items within reasonable time limits and will continue to take required steps address new agenda items when they are brought forward.

In 2023, the Committee addressed health, safety, and wellbeing concerns including ongoing evaluation of the effectiveness of the May 2023 implementation of Animal Lock Out Tag Out (LOTO) and two lock two key (2L2K) policy and procedure site wide, the development of an integrated Air Quality Monitoring and Control Program in consideration of not only potential human health impacts but also animal, improvements to content and delivery of our Contractor Health & Safety Training and also the JHSC made recommendations for the Radio Equipment upgrades for the Facilities team and the need to address communication challenges with are aging existing phone system. This led to the implementation of an IP/(internet connected base intercom with video for emergency communications in dangerous and venomous animal areas.

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) Ministry of Labour Inspections, Orders & Charges:**

In 2023 the Zoo had one inspection from the Ministry of Labour (MOL) related to a staff safety incident which resulted in an MOL Order to install a guarding device or a rail on a work platform surrounding a fish tank. Our Zoo promptly responded and in collaboration with Wildlife Care and Facilities team produced an appropriate solution to resolve this incident and the MOL were satisfied with our solutions. We took further action to identify and correct similar deficiencies in three additional work Areas. We 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 2023, the Health & Safety Services Branch conducted training classes or supervise training for employees. The course type and total number of participants trained in each course are identified below for your information.

| <b><u>Course</u></b>                                 | <b><u>Staff Trained</u></b> |
|------------------------------------------------------|-----------------------------|
| Health & Safety Orientation Sessions                 | 254                         |
| Back/RSI                                             | 74                          |
| Safe Driving Program (New Drivers)                   | 66                          |
| Lock Out Tag Out                                     | 207                         |
| Commercial Vehicle Operators Registration (CVOR)     | 17                          |
| Firearms Safety Training & Qualification             | 20                          |
| Use of Force Training                                | 22                          |
| Standard First Aid/ AED/CPR/Basic Life Support (BLS) | 30                          |
| Bear Spray Training                                  | 38                          |
| Mental Health Awareness Training                     | 35                          |
| Professional Driver Improvement                      | 21                          |
| Contractor/Intern Health & Safety Briefing           | 27                          |
| Zoomobile Driver Training                            | 19                          |
| Active/Emergency Threat Training                     | 101                         |
| Respirator Fit Testing                               | 56                          |
| Robbery Prevention                                   | 57                          |
| Ladder Safety                                        | 26                          |
| Take Your Kid to Work Day                            | 14                          |
|                                                      | <b>1084</b>                 |

### **SAFE DRIVING PROGRAM**

#### **D) Safe Driving Program – Evaluations:**

The Safe Driving Program (SDP) is an established Zoo program. It is led by an in house, Ministry Licensed, and Professional Driving Improvement Instructor and is in accordance with City of Toronto, Fleet Safety and 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 Levy 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 instructions 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 the 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 2023 a total of 66 new drivers, which includes 19 Zoomobile drivers, were processed 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 Health & Safety Driving Improvement Instructor. We also provided training and information surrounding the safe operations of our Winter Zoomobile

During 2023, 4 courses were held for 19 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 and are scheduled into the next available session.

During 2023, 4 courses were held with a total of 21 staff attending.

### **G) Motor Vehicle Collisions:**

In 2023, there were 39 motor vehicle collisions which is an increase of 18 when compared with the previous year. Of the 39 collisions, 35 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. Additional emphasis continues to be placed on driver training to focus on the task at hand and be more aware of their surroundings.

The 35 preventable collisions occurred in the following units: *Horticulture/Materials Collection (15), Guest Operations (7), Wildlife Care (2), Facilities & Infrastructure (2), Nutrition Science (2), Health & Safety (5) and Exhibit Design (2).*

## **OCCUPATIONAL HEALTH & SAFETY PROGRAMS**

### **H) Policy & Program and Testing Initiatives:**

In 2023, 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 ensuring a comprehensive and system wide approach to deliver legislative health & safety training through a Learning Management System (LMS). Our LMS will 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 embedding meaningful and impactful health, safety, and well-being programs.

In 2023, we conducted an extensive review and updated and refreshed all Health & Safety Services training programs to be ready to be uploaded to the LMS. We continually review and update training so that it meets best practice guidelines and is in accordance with all legislative regulations.

Our Zoo is continuing to build and strengthen our community relations with our partners such as Toronto Police Services, Toronto Fire and Paramedic services to support our emergency preparedness and response. Our partnerships include training, partnerships, and collaborative information sharing are ongoing and will continue.

## **ACCIDENT HISTORY**

In 2023, there were a total of 102 employee incidents causing injury. This is a decrease of 26 when compared to the 127 employee accidents in 2022. The charts and graphs in

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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.

| <b><u>Branch</u></b>        | <b><u>2023</u></b><br><b><u>YTD</u></b> | <b><u>BAF (% of</u></b><br><b><u>Total)</u></b> | <b><u>2022</u></b><br><b><u>YTD</u></b> | <b><u>BAF (% of</u></b><br><b><u>Total)</u></b> |
|-----------------------------|-----------------------------------------|-------------------------------------------------|-----------------------------------------|-------------------------------------------------|
| Wildlife Care               | 37                                      | 0.36                                            | 49                                      | 0.52                                            |
| Guest Relations             | 5                                       | 0.24                                            | 7                                       | 0.32                                            |
| Facilities & Infrastructure | 13                                      | 0.31                                            | 6                                       | 0.09                                            |
| Guest Operations            | 11                                      | 0.35                                            | 9                                       | 0.33                                            |
| Retail & Membership         | 10                                      | 0.36                                            | 12                                      | 0.51                                            |
| Health & Safety Services    | 2                                       | 0.07                                            | 4                                       | 0.15                                            |
| Learning & Engagement       | 0                                       | 0.00                                            | 5                                       | 0.24                                            |
| Wildlife Health             | 4                                       | 0.24                                            | 3                                       | 0.13                                            |
| Nutrition Science           | 2                                       | 0.21                                            | 3                                       | 0.28                                            |
| Human Resources             | 1                                       | 0.07                                            | 1                                       | 0.09                                            |
| Horticulture                | 9                                       | 0.25                                            | 10                                      | 0.33                                            |
| Species Recovery            | 3                                       | 0.27                                            | 4                                       | 0.27                                            |
| Strategic Communications    | 1                                       | 0.08                                            | 9                                       | 0.30                                            |
| Partnership & Events        | 4                                       | 0.61                                            | 3                                       | 0.76                                            |
| Graphics                    | 0                                       | 0.00                                            | 1                                       | 0.40                                            |
| Wildlife Conservancy        | 0                                       | 0.00                                            | 1                                       | 0.71                                            |
| <b>Totals</b>               | <b>102</b>                              |                                                 | <b>127</b>                              |                                                 |

Decreases in the frequency of accidents in 2024 versus 2023 were reported by Wildlife Care (37 vs 49), Facilities & Infrastructure (5 vs 7), Retail & Membership (10 vs 12), Health & Safety Services (2 vs 4), Learning & Engagement (0 vs 5), Nutrition Science (1 vs 3), Horticulture (9 vs 10), Species Recovery (3 vs 4), Strategic Communications (1 vs 9), Graphics (0 vs 1) and Wildlife Conservancy (0 vs 1).

Increases in the frequency of accidents in 2024 versus 2023 were reported by Facilities & Infrastructure (13 vs 6), Guest Operations (11 vs 9), Wildlife Health (4 vs 3), and Partnership and Events (4 vs 3).

The area that remained consistent when compared to the previous year is Human Resources (1 vs 1).

Wildlife Care had a total of 37 reported employee accidents in 2023. This is a decrease from the 49 accidents that occurred for the same period in 2022. Of these 37 accidents,

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10 were contact related, seven were slip/falls, 11 from animal action, six exposures, and three strain related incidents.

Facilities and Infrastructure reported 13 total employee accidents for 2023. This is an increase of 7 in comparison to 2022. There were three contact related incidents, three exposure-related incidents, six strain-related incidents and one slip/fall.

Guest operations reported 11 employee accidents for 2023. Three each from slip/fall and contact related, two exposures related, three strain-related incidents. This is an increase of two accidents compared to the previous year.

Retail and membership experienced 10 employee accidents in 2023. Two were slip/fall related, five were contact, two were strain related, and one was animal action related incidents.

Horticulture reported nine employee accidents in 2023. Two were slip/fall related, and two were exposure related incidents. They also reported two animal action incidents, one contact and two strain related accidents.

Guest relations reported five employee accidents in 2023. Three accidents were contact related, and one each was reported for slip/falls and strains. This is a decrease by two compared to 2022.

Nutrition Science reported two contact related incidents in 2023. This is a decrease by one when compared to 2022.

Wildlife Health had four employee accidents reported for 2023. Two were exposure related events and two were animal action related. This is an increase by one compared with the previous year.

Health and Safety experienced two employee accidents in 2023, which is a decrease of 2 compared to the previous year. One incident was a slip/fall, and the other was exposure related.

Partnership and Events reported four employee accidents. Two were contact related accidents, and two were strain related incidents. This is an increase by one when compared with 2022.

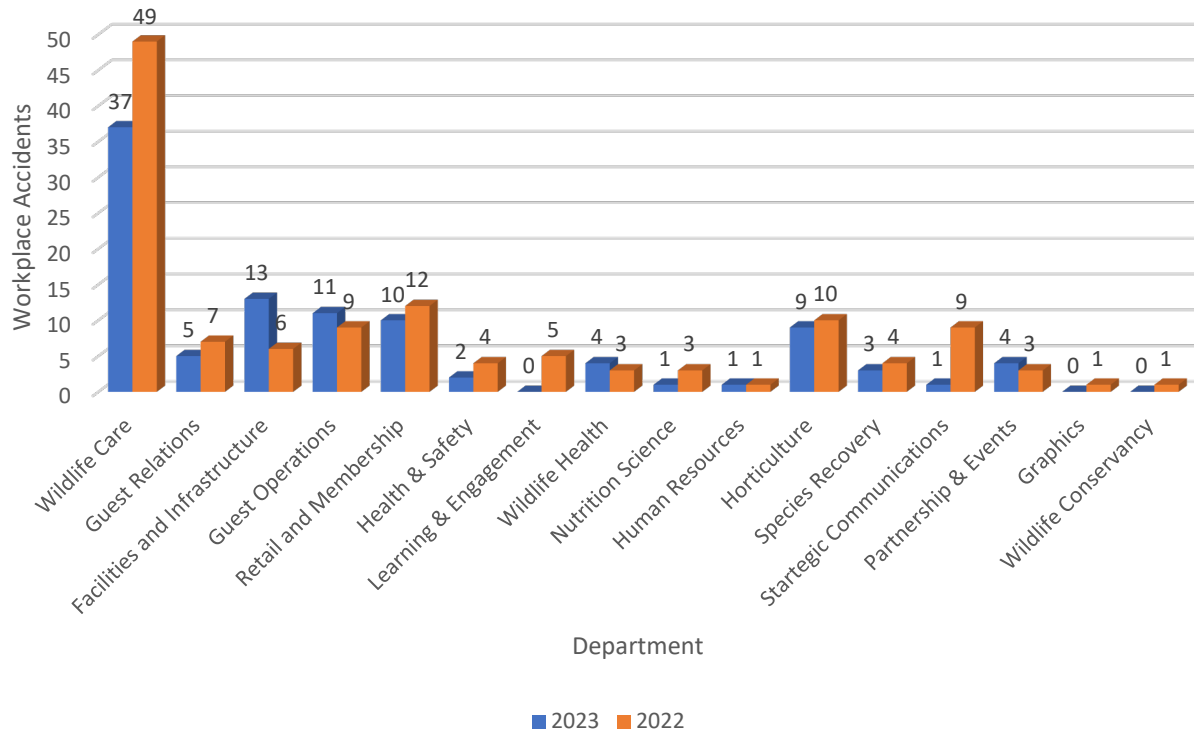
Strategic Communications reported one employee accident which was a decrease by eight when compared to 2022. This was a slip/fall related incident.

Species Recovery experienced three employee accidents in 2023. One incident was contact related, while the other two incidents were exposure related.

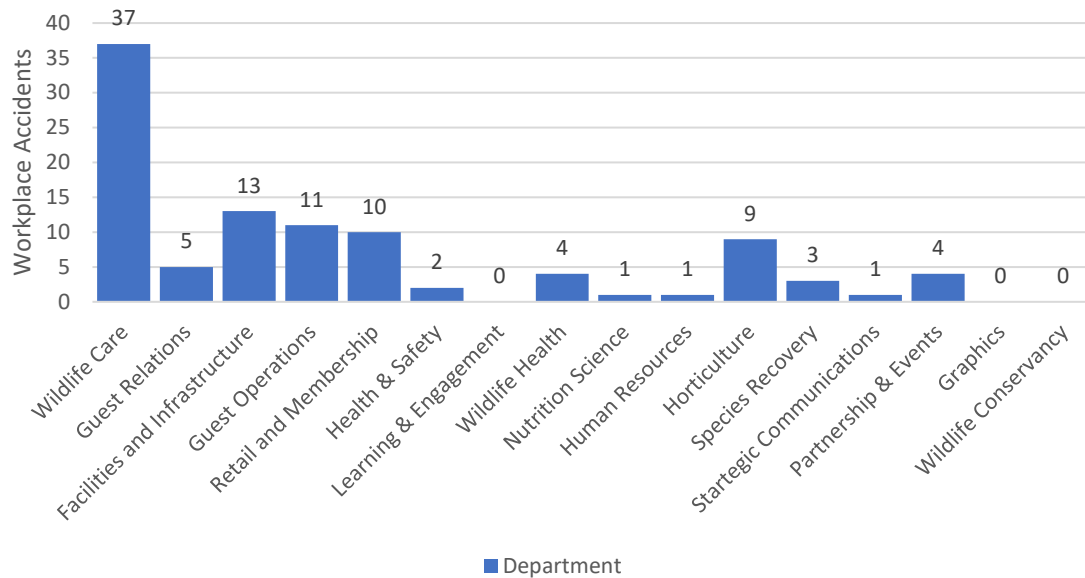
Human Resources experienced one employee accident in 2023 which was a strain related incident.



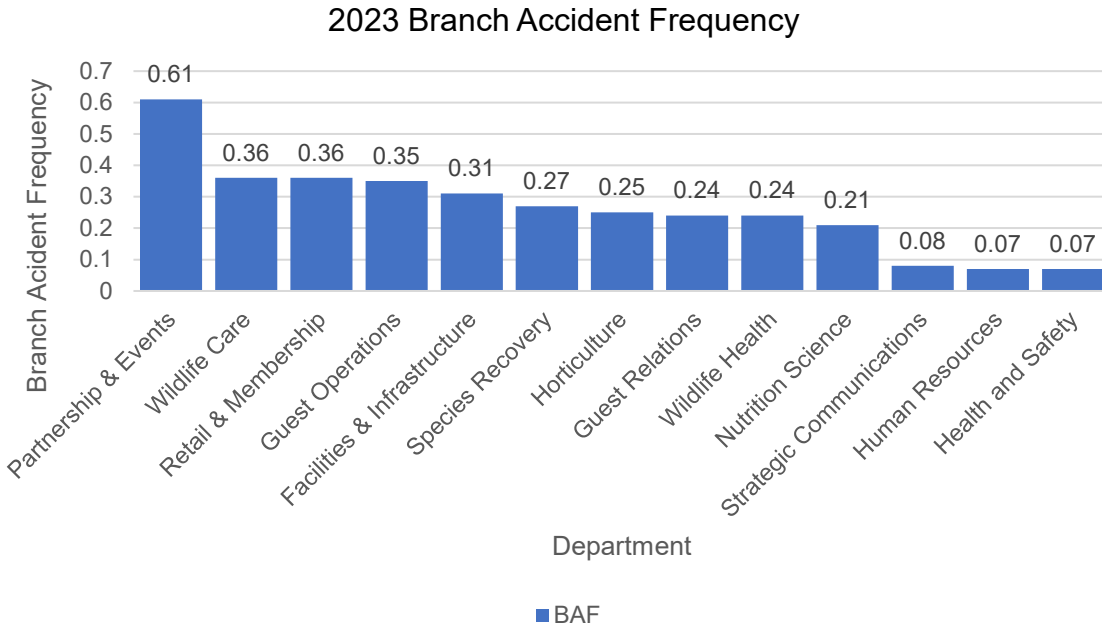
## 2022-2023 Accident Summary Comparison



## 2023 Accident Summary



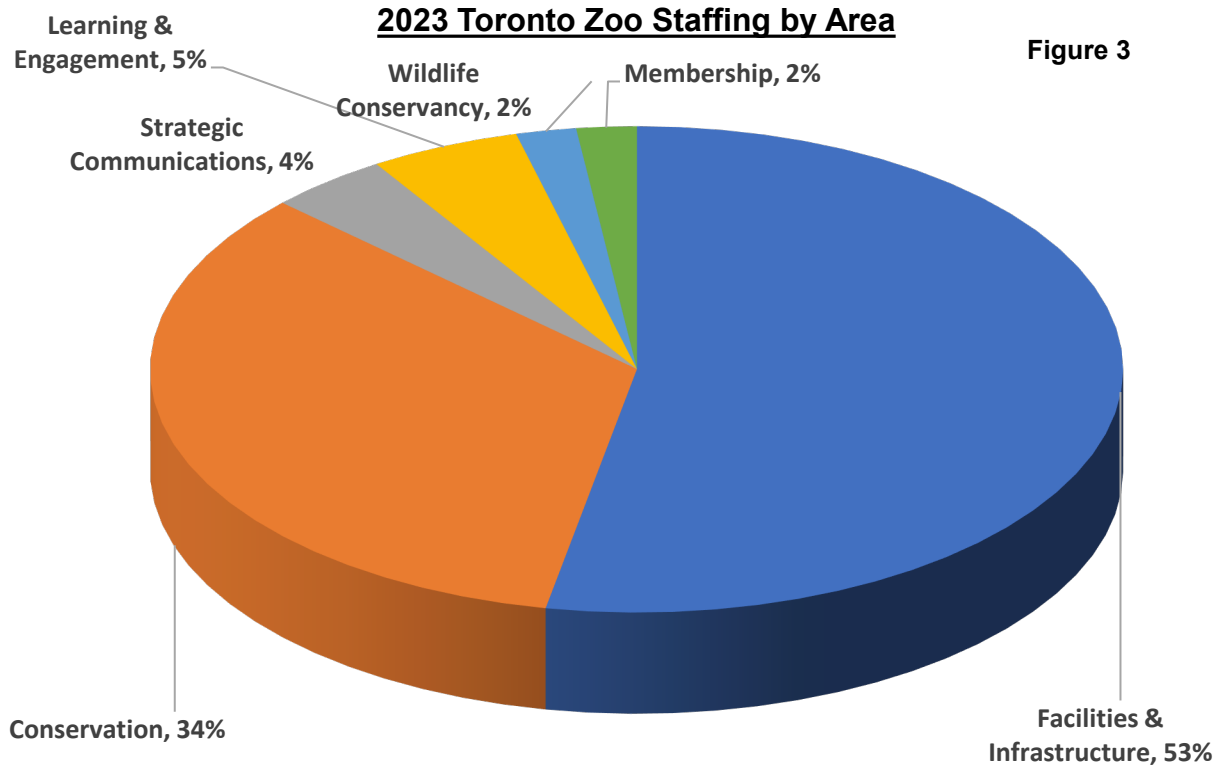
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### K) 2023 Accidents by Type (Annual):

| <u>Type</u>   | <u>2023</u> | <u>Percent</u> | <u>2022</u> | <u>Percent</u> |
|---------------|-------------|----------------|-------------|----------------|
| Contact       | 31          | 30.4           | 57          | 44.9           |
| Slip/Fall     | 21          | 20.6           | 30          | 23.6           |
| Strain        | 20          | 19.6           | 21          | 16.5           |
| Animal Action | 14          | 13.7           | 10          | 7.9            |
| Exposure      | 16          | 15.7           | 9           | 7.1            |
| <b>Totals</b> | <b>102</b>  | <b>100</b>     | <b>127</b>  | <b>100</b>     |

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



- Contact-related injuries decreased by 26 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.
- Strain injuries decreased by one with those reported in 2022. Most of these injuries were a result of performing work duties in an awkward posture, overexertion or from repetitive use over time. 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 nine in 2023. This is due to the availability of cleats for staff to use in inclement weather conditions. Three of these accidents were the result of uneven ground. 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 proactive reporting will continue to identify trouble areas. Repairs continue to be made proactively and retroactively to reduce the risk of future slips and falls by staff.
- Animal Action related injuries increased by four in 2023. The Zoo has a no contact or protected contact policy with respect to duties surrounding the care and husbandry of animals. The types of Animal Action injuries reported here, primarily

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involved Wildlife Health and Wildlife Care staff who were providing routine 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. This season we experienced three incidents from bee/wasp stings to our staff, these stings happened primarily in staff who are required to out in the environment and potentially are near recycling receptacles.

- Exposure related incidents increased by seven this year, when compared with 2022. These types of injuries include chemical splash back, electrical shock from wall socket and contact dermatitis.

Efforts will continue into 2024 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.

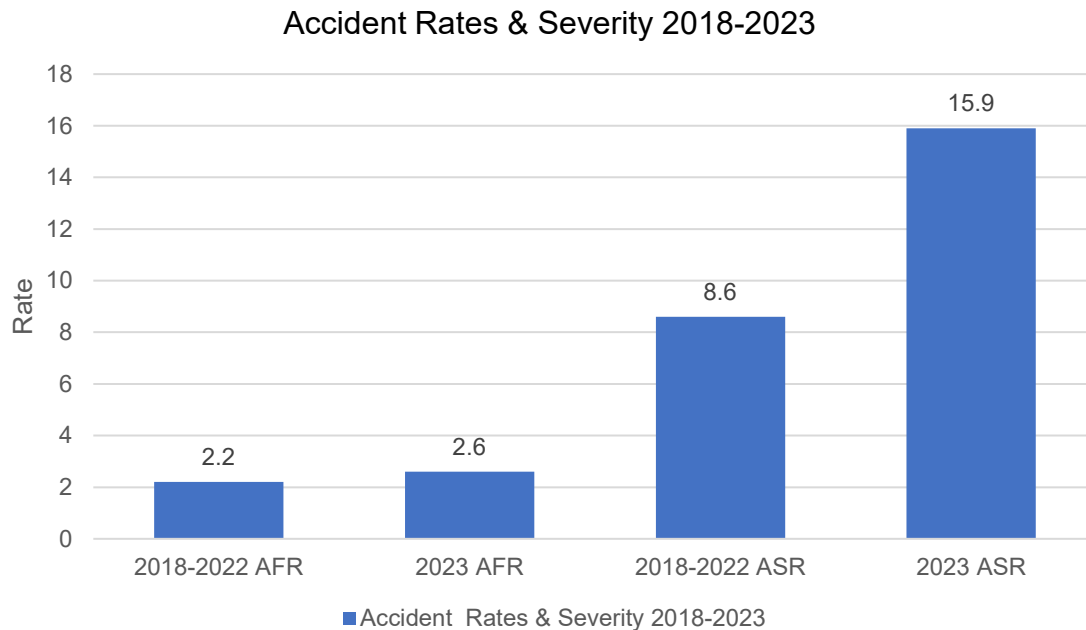
Accident Severity Rate (ASR) is calculated by the total number of lost days multiplied by 200,000 hours representing the average total hours worked for 100 workers. This is divided by the number of total budgeted hours. Severity relates the amount of the lost time to the number of accidents for comparison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

| <u>Year</u>    | <u>Accident Frequency Rate</u> | <u>Accident Severity Rate</u> |
|----------------|--------------------------------|-------------------------------|
| 2018           | 2.2                            | 3.5                           |
| 2019           | 3.3                            | 8.8                           |
| 2020           | 1.6                            | 7.3                           |
| 2021           | 1.7                            | 11.1                          |
| 2022           | 2.2                            | 12.5                          |
| <b>AVERAGE</b> | <b>2.2</b>                     | <b>8.6</b>                    |
| 2023           | 2.6                            | 15.9                          |

Accident Frequency Rate of 2.6 for 2023 has slightly increased from 2.2 in 2022 and is above the five-year average of 2.2. The Accident Severity Rate of 15.9 for 2023 has increased from 2022 and is above the five-year average of 8.6.

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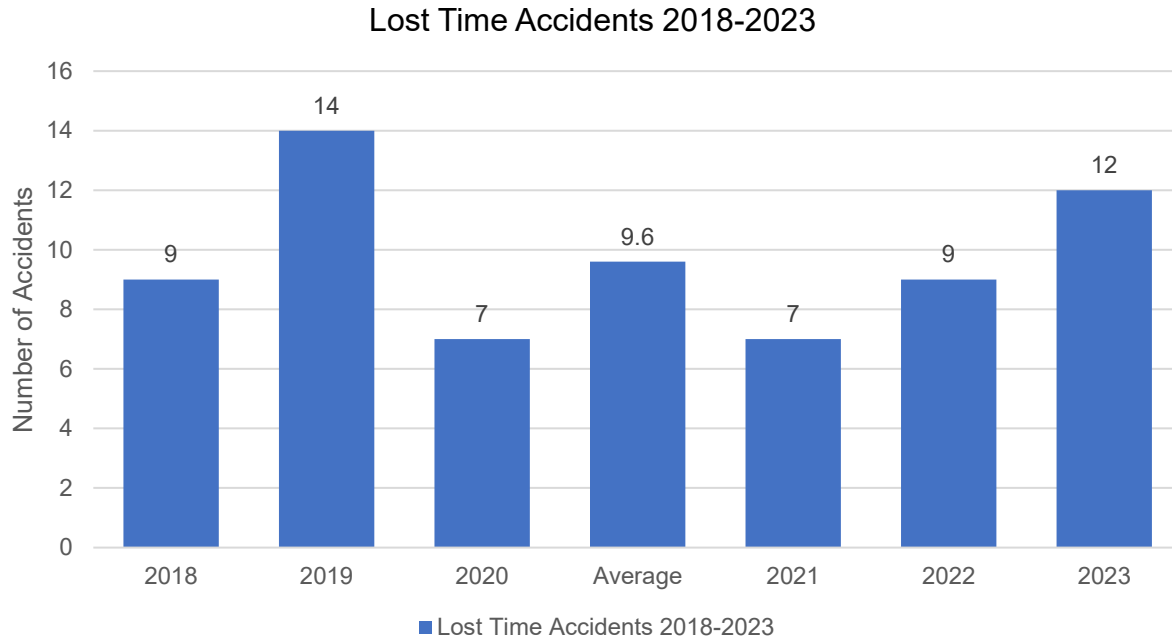
Pursuing early and safe return to work of injured workers for all claims, regardless of injury, helps us manage the program and assists with AFR and ASR. In addition, a review of all staff injuries on a continual basis will identify if there are hazards that can be corrected to reduce the severity of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



### **WORKPLACE SAFETY AND INSURANCE BOARD (WSIB) SUMMARY**

In 2023, there were a total of 30 claims submitted to the Workplace Safety & Insurance Board (WSIB), of which 12 WSIB claims resulted in 72.3 days of lost time. When compared to the 89 total lost time claims in 2022, we find that the total number of lost time days has decreased by 16.7 days. In 2021, there were a total number of 46 lost time days.

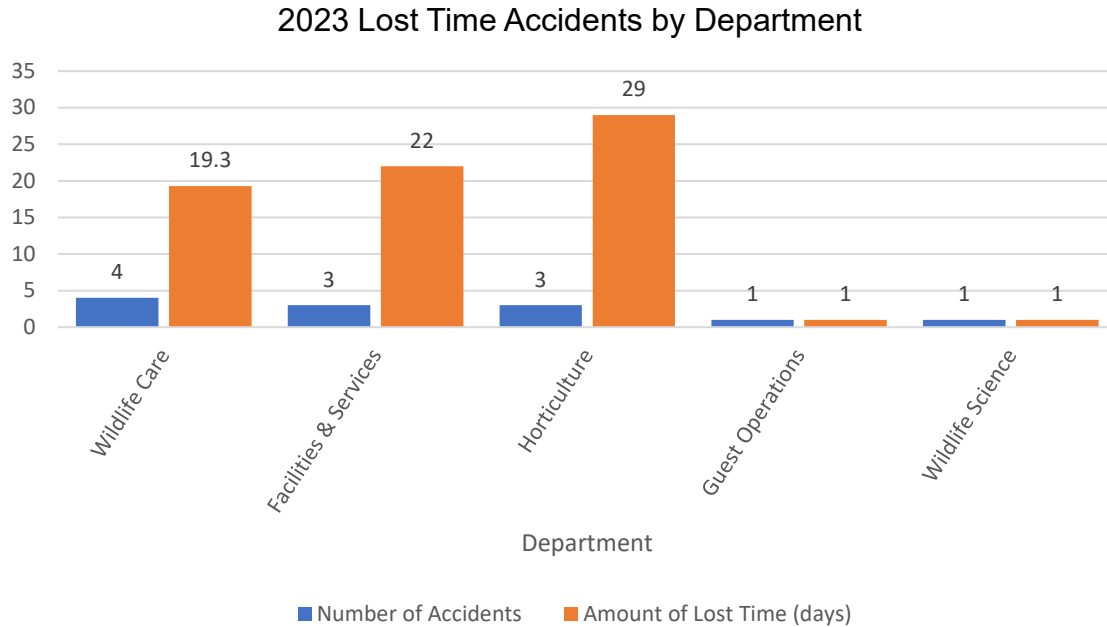
The following summarizes the number of lost time claims incurred by each branch from 2016 to present.



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

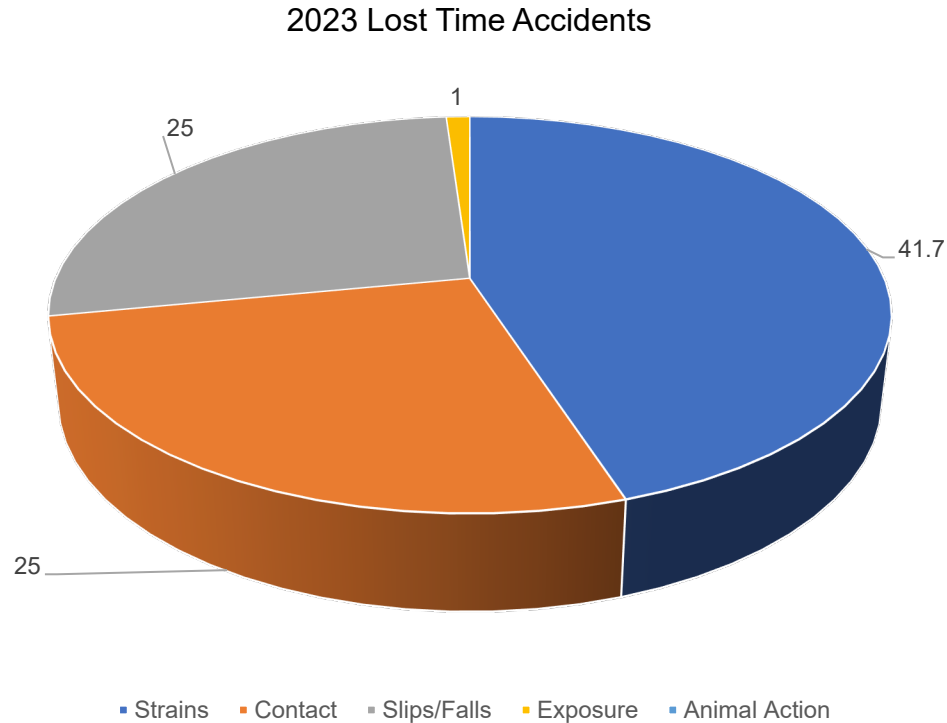
| <b><u>Branch</u></b>     | <b><u>2018</u></b> | <b><u>2019</u></b> | <b><u>2020</u></b> | <b><u>2021</u></b> | <b><u>2022</u></b> | <b><u>2023</u></b> |
|--------------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|
| Wildlife Care            | 3                  | 2                  | 3                  | 2                  | 4                  | 4                  |
| Facilities & Services    | 2                  | 2                  | 3                  | 1                  | 2                  | 3                  |
| Membership               | 0                  | 0                  | 1                  | 0                  | 0                  | 0                  |
| Horticulture             | 3                  | 5                  | 0                  | 1                  | 0                  | 3                  |
| Learning & Engagement    | 1                  | 1                  | 0                  | 0                  | 1                  | 0                  |
| Health & Safety Services | 0                  | 0                  | 0                  | 1                  | 0                  | 0                  |
| Guest Operations         | 0                  | 4                  | 0                  | 0                  | 0                  | 1                  |
| Wildlife & Science       | 0                  | 0                  | 0                  | 0                  | 2                  | 1                  |
| Graphics                 | 0                  | 0                  | 0                  | 0                  | 0                  | 0                  |
| Guest Relations          | 0                  | 0                  | 0                  | 1                  | 0                  | 0                  |
| Wildlife Health Centre   | 0                  | 0                  | 0                  | 1                  | 0                  | 0                  |
| <b>Totals</b>            | <b>9</b>           | <b>14</b>          | <b>7</b>           | <b>7</b>           | <b>9</b>           | <b>12</b>          |

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### N) Lost Time Accidents by Type:

| <u>Type</u>    | <u>2023</u> | <u>Percent</u> | <u>2022</u> | <u>Percent</u> |
|----------------|-------------|----------------|-------------|----------------|
| Contact        | 3           | 25.0           | 4           | 44.5           |
| Strains        | 5           | 41.7           | 1           | 11.1           |
| Slips/Falls    | 3           | 25.0           | 3           | 33.3           |
| Exposure       | 1           | 8.3            | 1           | 11.1           |
| Animal Action  | 0           | 0              | 0           | 0              |
| <b>Totals:</b> | <b>12</b>   | <b>100.0</b>   | <b>9</b>    | <b>100.0</b>   |



### **O) Modified Work Summary**

Of the 12 WSIB claims, 10 claims required modified work upon their return and accommodations were provided with suitable work in their own work areas. 10 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 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.

### **P) WSIB Cost Summary:**

The WSIB 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, Premium rate for 2023: 1.34.



### **Q) Summary, Planned 2024 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.
- Working collaboratively with all Divisions to promote a positive culture that supports health, safety and well-being.
- 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 opportunities 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.
- 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, meet or exceed all requirements set out in the Occupational Health & Safety Act, comply with applicable Municipal, Provincial and Federal legislation and achieve Association of Zoos and Aquariums (AZA) Standards at our Toronto Zoo.