

2024 SIX MONTH HEALTH & SAFETY STATUS REPORT 2024-01-01 TO 2024-06-30

SUMMARY: 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 important part of our service offerings is done through the work of our Nursing Coordinator and the Health & Wellness Centre team which delivers our Occupational Health Programs:

- Supporting our teams with disability claims management, workplace accommodations and early and safe return to work
- Back care/Ergonomic/MSD training,
- Medical Surveillance and Immunization programs including Rabies Program, TB surveillance and other Zoonotic disease infectious/contagious disease protocols.
- 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 WSIB claims management.

We have recently introduced a new fulltime role to the Health & Wellness Team, a staff Wellness Coordinator. This role will be responsible for maintaining existing and developing new staff wellness initiatives. At our Zoo this means working collaboratively and cross-divisionally to develop a unique, holistic, workplace staff well-being program which supports our team; integrates human and animal well-being approaches and traditional knowledge. It is understood that animal well-being and human well-being are intrinsically linked to the organization's well-being. This will be supported by the work of the Wellness Committee.

A primary focus of the Wellness Committee in the second half of 2024, will be to facilitate the delivery of foundational training and coaching on Trauma Awareness and Trauma Informed approach in the workplace. This training and coaching will be delivered by our Zoo's Wellness Consultant, Angie Arora AMSW, specializing in veterinary social work.

In addition, our Joint Health & Safety Committee (JHSC) support 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 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. We strive to foster a culture that health, safety, and well-being is everyone's responsibility and support empowering individuals with making safe work decisions.

In the first part of 2024 we established training initiatives and programs with a focus on hazard identification and risk control measures (JHA's) with respect to how the work environment impacts health, safety, and well-being of staff.

As we move into the second half of 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. 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.

INCIDENT HISTORY

During the first six months of 2024, there were a total of 37 employee incidents. This is a decrease of 11 when compared to the same period where we had a total of 48 incidents in 2023. The following is a summary of reported incidents by Branch and by type.

A) Six Month Accident Summary:

Branch	2024 YTD	% Of Total	2023 YTD	% Of Total
Wildlife Care	16	43.3	22	45.8
Horticulture/Custodial	7	18.9	2	4.2
Retail	1	2.7	5	10.4
Membership	4	10		
Guest Relations	2	5.4	2	4.2
Facilities & Infrastructure	2	5.4	2	4.2
Human Resources	1	2.7	0	0.0
Wildlife Health	1	2.7	1	2.1
Health & Safety	1	2.7	1	2.1

Partnerships & Events	1	2.7	3	6.2
Welfare Science	1	2.7	0	0.0
Nutrition Science	0	0.0	2	4.2
Guest Operations	0	0.0	8	16.6
Learning & Engagement	0	0.0	0	0.0
Graphics	0	0.0	0	0.0
Species Recovery	0	0.0	0	0.0
Strategic Communications	0	0.0	0	0.0
Totals	37	100	48	100

- 1) Wildlife Care had a total of 16 employee incidents during the first six months of 2024. This is a decrease of six incidents from the same period in 2023. Of these 16 incidents, six were contact related, four from animal action, three were slip/falls, two strain related and one exposure.
- 2) Horticulture/Custodial reported seven employee incidents in the first six months of 2024. Four were reported from contact related, and one from exposure, and two strain related. This is an increase of five when compared to last year.
- 3) Retail & Membership experienced five employee incidents during the first six months of 2024. Three were reported slip/fall and two were reported contact related. This remains consistent with the previous year.
- 4) Guest Relations reported two employee incidents in the first six months of 2024. One each from contact related and slip/fall related. This remains consistent when compared to last year.
- 5) Facilities & Infrastructure had two strain related incidents in 2024. This remains the same when compared with the same reporting period in 2023.
- 6) Human Resources had one accident which was slip/fall related. This increased by one over the same period in 2023.
- 7) Wildlife Health had one strain related incident. This remains consistent when compared with 2023.
- 8) Health & Safety had one slip/fall related incident. This remains consistent when compared with 2023.
- 9) Partnership & Events had one strain related incident. This is a decrease of two compared to 2023.
- 10) Welfare Science had one strain related incident. This is an increase of one over the same reporting period in 2023.

B) 2024 Accidents by Type (Six Months):

<u>Type</u>	<u>2024</u>	<u>Percent</u>	<u>2023</u>	<u>Percent</u>
Contact	13	39.4	18	37.5
Slip/Fall	9	27.3	12	25.0
Strain	9	15.1	7	14.6
Animal Action	4	12.1	4	8.3
Exposure	2	6.1	7	14.6
Totals	37	100	48	100

Contact related injuries decreased by five when compared with the previous year. These 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 incidents have decreased by three when compared with 2023. 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 to pathways.

Strain injuries increased by two over the same period in 2023. Our Back Care & Repetitive Strain training continues to be delivered to staff through our mandatory orientation and training sessions.

Animal Action incidents that resulted in a staff injury, remained consistent 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.

Exposure related injuries decreased by five 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 2024 there were a total of 11 claims submitted to the WSIB with all claims being approved. Of the 11 accepted claims, 5 claims resulted in a total of 101 days of lost time.

When we compare the first six months of 2024 to the first six months of 2023, we find that WSIB lost time days have increased by 68.7 days. This increase in lost time days can be attributed to one claim, that was deemed critical in nature. The employee was required to be off work until sufficiently recovered to participate in modified work.

The following summarizes the total amount of lost time incurred by branch in 2024 as compared to 2023 during this reporting period:

C) Lost Time Accidents by Branch:

<u>Branch</u>	<u>2024</u>	<u>Lost Days</u>	<u>2023</u>	<u>Lost Days</u>
Wildlife Care	3	26	2	15.3
Horticulture/Custodial	1	10	2	1
Facilities & Infrastructure	0	0	1	15
Guest Operations	0	0	1	1
Health & Safety	1	65	0	0
Totals	5	101	5	32.3

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 2024, of the 11 WSIB claims, four 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 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. The Zoo's premium rate for 2024

HEALTH & SAFETY COMMITTEE

F) Joint Health & Safety Committee:

In the first six months of 2024, our Toronto Zoo's Joint Health & Safety Committee (JHSC) held five meetings. A total of 16 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 have been taken or are in process to resolve them by management.

Safety issues that have been discussed include, staff training on identifying hazards and risk control measures, conducting risk assessments to ensure areas and work spaces are free from hazards, risk assessments of utilities and electrical rooms, mould control and water damage mitigation strategies.

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 2024, our Zoo had two inspections from the Ministry of Labour.

The first inspection followed an incident where a staff person had a trip fall over a garden bed, which resulted in a fracture. As this type of injury is considered a critical incident, the Ministry of Labour (MOL) was called to report the incident. The MOL attended, investigated and found that no orders or recommendations were required to be issued for corrective action.

The second inspection occurred following an incident by a staff person who at the time of injury, it was thought a fracture to the arm was sustained, subsequently it was learned that there was no fracture. This injury was because of a sudden closure of the lid of a hayfeeder onto the arm due to a gust of wind. As a fracture of the arm would be considered a critical injury, the MOL was called to complete an investigation. The MOL inspector issued no orders, but a recommendation was given to review the hayfeeder to determine if corrective actions were needed. The MOL inspector upon his return visit, was satisfied with the actions that had been taken to install hydraulic arms to reduce risk of sudden lid closure.

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 2024, 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
Health & Safety Orientation Sessions	115
Safe Driving Program (New Drivers)	60
Commercial Vehicle Operators Registration (CVOR)	20
Tactical Firearms	24
Standard First Aid//CPR/Basic Life Support (BLS)	6
Mental Health First Aid	20
Contractor/Co-op/Intern Health & Safety	7
Zoomobile operators-returning drivers	6
Total Participants Trained	258

SAFE DRIVING PROGRAM

I) Safe Driving Program (SDP) – Evaluations:

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. During the first six months of 2024, the Health & Safety Branch processed a total of 60 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 Zoomobiles. During the first six months of 2024, one session was held to provide training for 10 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 2024 there were 10 motor vehicle collisions, compared with 21 during the same period in 2023. Of the 10 collisions, nine were deemed preventable. Five resulted from failure to be aware of surroundings, two from failing to maintain control of equipment/vehicle, and two from failing to judge surroundings. 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, four of the 10 reported collisions involved full time staff who have been trained and driving under this program for a period of time. In review of the number of reported collisions in 2024 compared to the same reporting period in 2023 and that a large majority involved were 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 nine preventable collisions occurred in the following units: Horticulture/Materials (4) Guest Operations (2), Facilities & Infrastructure (2), and one in Wildlife Care.

M) 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.
- Provide training on Job Hazard Analysis (Risk Assessments) and support management with conducting risk assessments with their staff.
- Continue to grow and develop staff Wellness Programs
- Continue to develop Emergency Response team skills.
- 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.