

ACHIEVING WORKPLACE HEALTH & SAFETY

ITZ CARES APPROACH



toronto
ZOO

GUARDIANS
OF WILD

ACCREDITED BY THE
ASSOCIATION
OF ZOOS &
AQUARIUMS



OUR WHY

A world where people, wildlife, and wild spaces thrive



Legislative
Resonsibilities

Global Cultural
Shift

Unique Work
Environment
Proactive support
our team

**GUARDIANS
OF WILD**

Internal Data (2019-2023)



**Rising
Absenteeism**



**Mental Health
Accommodations &
Claims**



**Employee
Engagement**



**Increased
EFAP
Utilization**



**Mental Health
Benefit Costs**



WORKPLACE WELL-BEING PROGRAM FOR ALL

Holistic & Sustainable
Approach

Employee Well-being
& Engagement

Human & Animal
Well-being



GETTING FOCUSED: ADOPTING THE CANADIAN NATIONAL STANDARDS

Foundation for Workplace Well-Being

- **Identifying & Managing Risks**
- **Promoting a Culture of Safety**
- **Sustainability & Continuous Improvement**

**GUARDIANS
OF WILD**



13 PSYCHOLOGICAL RISK FACTORS

FOR WORKPLACE MENTAL HEALTH

Our Focus ↓

- Recognition and reward
- Growth and development
- Clear leadership and expectations
- Involvement and influence
- Engagement
- Psychological and social support

- Psychological competencies
- Psychological protection
- Protection of physical safety
- Workload Management
- Civility and respect
- Organizational culture
- Work-life balance



ENGAGING EXTERNAL CONSULTANTS

Focused on Risk Mitigation Strategies

Improving Access to Support Resources

Aligning with National Standard and ITZ's -4 Cares

Integrating Human and Animal Wellbeing

Recommendations: Team and Organization+

GUARDIANS
OF WILD



ITZCARES: STAFF WELLNESS COMMITTEE

Comprised of staff across various departments, embodies a shared vision of promoting health, safety, and well-being at the Toronto Zoo. The Committee, under leadership stewardships mandates are:



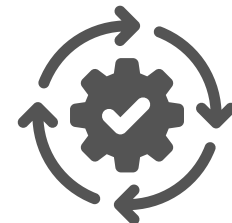
ADVOCACY



ENGAGEMENT



STRATEGY



EVALUATION



**toronto
ZOO**

ITZCARES: PROGRAM & RESOURCES

- Trauma Awareness and Grief & Loss Training
- Coaching & Crisis Support (on-site and virtual)
- Strengthened Awareness and Access to Employee & Family Assistance Program (EFAP)
- Manager, L&D- Provides Developmental Coaching
- Wellness Coordinator, dedicated to TZCares delivery
- Strengthened our Workplace Accommodation Process
- Mental Health First Aid Training (in-house certified instructor)
- Strengthened Awareness of Medical Benefits and Adjuvant Therapies
- ITZCares Wellness Page–Information, resources, links to training
- Implemented “Zoodos” – Custom TZ on-line Rewards and Recognition Program
- Implemented WorkTango – Employee Engagement Surveys with new “Pulse” survey to quickly measure program success and adapt where needed
- Celebration of Life
- Mental health training for all senior leaders



Impact of ITZ Cares: By The Numbers

71%

**ITZ Employee Engagement Pulse Survey –
Spring 2024:**

Overall engagement at our Zoo has increased by
35 points since our last survey

10.51%

EFAP – Homewood Health 2024:

utilization rate in 2024. Benchmark for all
Homewood Health customers is 8.90%

53%

Employee Wellness Survey (September 2024):

of respondents were satisfied with their
experience participating in our Zoo's wellness
programs

151

**Arora Wellness Services June 2024 –
December 2024:**

Total of 151 employees accessed these services
between June 2024 – December 2024

48%

Employee Wellness Survey (September 2024):

of respondents felt that employee health and well-
being is strongly supported at our Toronto Zoo.

156

Developmental Coaching 2024:

individual Psychometric Assessments
Completed:
(Between March 2023-November 2024)

QUESTIONS?

OUR TORONTO ZOO VISION

A world where people, wildlife,
and wild spaces thrive.



toronto
ZOO

GUARDIANS
OF WILD

