

TORONTO ZOO 2025 OCCUPATIONAL HEALTH & SAFETY STATUS REPORT 2025-01-01 to 2025-12-31

SUMMARY: PROGRAM INITIATIVES

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

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 and Wellness Related Training.

An important part of our service offerings is done through the work of our Nursing Supervisor 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.

Our Wellness Coordinator continues to work collaboratively and cross-divisionally to develop a and implement unique, holistic, workplace staff well-being program which supports our team; this work is also supported by the Wellness Committee.

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.

Having a robust and ever evolving Occupational 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. We recognize the importance of supporting all our team members to make a commitment to health, safety, and wellness. Our Internal Responsibility System (IRS) ensures that everyone, regardless of their role or assigned tasks, knows their part in creating and maintaining a healthy and safe workplace.

In 2025, the implementation of the 1TZ (One Toronto Zoo) Standards Team, was established to strengthen our commitment to maintain excellence, alignment, communication and metrics. The

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1TZ standards team brings together staff responsible for OHS legislation/regulations, accreditation standards set by the Association of Zoo's and Aquarium (AZA) and Canadian Council on Animal Care (CCAC) and the regulations by the Ontario Ministry of Agriculture, Food and Agribusiness (OMAFRA). By bringing these efforts together, we can effectively monitor progress and update policies to ensure our team is safe and our organization is in compliance.

At a high level, the 1TZ Standards Team works to address the following to ensure compliance with both legislative and applicable accreditation standards and guidelines:

- Standardize operational documentation and terminology to align with our current organizational structure.
- Monitor and communicate applicable legislation/regulations, and accreditation requirements.
- Support 1TZ to interpret and apply applicable legislation/regulations, and accreditation requirements.
- Provide guidance/tools to support 1TZ to identify/resolve gaps related to applicable legislation/regulations, and accreditation requirements.
- Promote awareness, education, and a culture of continuous improvement regarding applicable legislation/regulations, and accreditation requirements.

The Health and Safety Services team works with all teams, to systemically address safety hazards and risks including those found in non-routine operations and unforeseeable incidents through proactive inspections, risk management and control, and emergency preparedness and response procedures. This ensures a robust health and safety management system.

INCIDENT HISTORY, STATISTICS & SUMMARY

2025 WORKPLACE INCIDENT STATISTICS:

In 2025, there were a total of 133 employee incidents causing injury. This is an increase of 27 when compared to the 106 reported employee incidents in 2024. This increase can be attributed to targeted efforts starting in 2024 and during 2025 to encourage staff to report all incidents, including incidents that resulted in very minor injury.

Staff incidents resulting in injuries, have been classified into 6 different categories and defined as follows:

- **Contact:** type injuries relate to how staff interact with their work environment (e.g. bumping into an object, tool or equipment).
- **Slip/Fall:** condition of environment was a contributing factor that resulted in a reported incident (e.g. wet floor, snow/ice)
- **Strain:** soft tissue injuries involving ergonomic conditions or exertion
- **Animal action:** injury due to an animal bite or scratch
- **Exposure:** injury due to an unexpected environmental condition or substance (e.g. dust in eye, contact with a poison ivy plant, chemical splash)

The table below, Figure 1, further breaks down the number of 2025 staff injuries by type and compares them to 2024 results, with percentages:

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Figure 1, Illustrates the number of 2025 reported staff injuries by type in comparison to 2024 results:

Type	2025	Percent %	2024	Percent %
Contact	54	40.6 %	46	43.3 %
Slip/Fall	35	26.3 %	17	16.0 %
Strain	14	10.5 %	23	21.6 %
Animal Action	15	11.3 %	13	12.2 %
Exposure	15	11.3 %	7	6.9 %
Totals	133	100.0	106	100.0

In 2025, Contact type injuries increased by eight, when compared to the previous year. In review of these injuries, there was no one factor that could explain the increase. Most were minor in nature and involved staff contacting objects in their surrounding work areas that would normally be found there, and inspections had not identified as a safety concern.

Slip/Fall incidents increased by 18 compared to previous year. Of the total 35 slip/fall incidents reported in 2025, 17 were due to snow and ice conditions during inclement weather events. Greater effort in 2026 to ensure safe site conditions during snow and ice events will be targeted. The remaining 18 reported slip/fall incidents were attributed to various reasons including miss step when climbing a ladder, slipping on wet surface, tripping on carpet, and slipping while in an animal space. Hazard identification through proactive risk assessments and staff awareness of slip/fall risks have been implemented. Since July 2025, when Slip/Fall Training was offered to all staff, we have seen a decreased trend in reported incidents related. Ongoing training will continue to strengthen hazard awareness and prevent future incidents.

Strain type injuries decreased by nine in 2025. Most of these injuries were a result of performing work duties in an awkward posture, overexertion or from repetitive actions over time. Back care and musculoskeletal disorder injury prevention program was launched on our LMS in Fall 2025.

Animal Action related incidents increased by two in 2025. The Zoo has a no contact or protected contact policy with respect to duties surrounding the care and husbandry of animals classified as dangerous. Based on animal husbandry requirements, some level of animal contact may be required, and safe work practices are applied for this. The types of Animal Action injuries reported above primarily involved Wildlife Health and Wildlife Care staff providing routine care to non-dangerous animals.

Exposure related incidents increased by eight when compared with 2024 reported incidents. Of the eight reported incidents, four were contact dermatitis which was reported by staff working in one location. This was investigated and no common source or workplace attributing factor could be determined. Zoonotic disease was ruled out by our Veterinary team. The reported symptoms were resolved and there have been no additional reports of similar symptoms from staff. The remaining four exposure related incidents were a minor chemical splash to the skin, a biological substance in the eye and tick bites.

2025 INCIDENT STATISTICS BY BRANCH:

Overall injury reporting increased in 2025, with incidents remaining concentrated in higher-risk, operational environments. The trend indicates a need for continued targeted prevention, early intervention, and Branch-specific risk controls, while reinforcing the effectiveness of existing safety practices in lower-risk and administrative functions.

BRANCH INCIDENT FREQUENCY RATE:

The Branch Incident Frequency (BIF) rate measures the number of reported staff incidents per Branch relative to the budgeted number of full-time equivalent employees (FTEs), including both permanent and non-permanent staff.

Figure 2, Illustrates the number of reported staff injuries by Branch in 2025, with BIF % in comparison to 2024

Branch	2025	BIF % Total	2024	BIF% Total
Wildlife Care	61	14 %	42	9.4 %
Wildlife Health	8	1.8 %	3	0.7 %
Nutrition Science	1	0.2 %	5	1.1 %
General Maintenance	3	0.7 %	2	0.4 %
Utilities	1	0.2 %	1	0.2 %
Plumbing & Electrical	1	0.2 %	2	0.4 %
Guest Operations	7	1.6 %	4	0.9 %
Guest Relations	9	2.0 %	5	1.1 %
Retail	0	0.0 %	5	1.1 %
Membership	0	0.0%	0	0.0 %
Health & Safety Services	1	0.2 %	3	0.7 %
Learning & Engagement	7	1.6 %	3	0.7 %
Strategic Communications	1	0.2 %	0	0.0 %
Materials/Horticulture	17	3.8 %	10	2.2 %
Custodial	14	3.1 %	18	4.0 %
Human Resources	0	0.0 %	1	0.2 %

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Species Recovery	1		0.2 %		1		0.2 %
Transit	0		0.0 %		1		0.2 %
Partnership & Events	1		0.2 %		0		0.0 %
TOTALS	133		100.0		106		100.0

Wildlife Care reported the highest number of incidents in 2025, increasing from 42 incidents (9.4% of total BIF) in 2024 to 61 incidents (14%). Materials/Horticulture also experienced an increase, rising from 10 incidents (2.2%) to 17 incidents (3.8%). Wildlife Health increased from 3 (0.7%) to 8 (1.8%).

Guest-facing and engagement areas showed notable increases year over year. Guest Operations increased from 4 incidents (0.9%) to 7 (1.6%), Guest Relations from 5 (1.1%) to 9 (2.0%), Learning & Engagement from 3 (0.7%) to 7 (1.6%) and Strategic Communications from 0 (0.0%) to 1 (0.2%).

Several Branches demonstrated stable or reduced incidents. Custodial incidents decreased from 18 (4.0%) to 14 (3.1%). Nutrition Science reduced incidents from 5 (1.1%) to 1 (0.2%), while Retail, Human Resources, and Transit reported no incidents in 2025. Membership reported zero incidents in both years.

WORKPLACE SAFETY AND INSURANCE BOARD (WSIB) CLAIMS SUMMARY

In 2025, a total of 19 claims were submitted to the Workplace Safety and Insurance Board (WSIB), representing a reduction of seven claims compared to 26 claims in 2024.

Of the 19 claims submitted in 2025, ten resulted in lost time totaling 185 days, compared to 12 lost-time claims and 124 lost-time days in 2024. The year-over-year increase of 61 lost-time days is primarily attributable to two claims, which collectively accounted for 138 of the 185 total lost-time days, with individual durations of 47, and 91 days.

WSIB LOST TIME CLAIMS BY INCIDENT TYPE:

Figure 4, Illustrates the number of lost time incidents by type in 2025 in comparison to 2024 results:

Type	2025		Percent		2024		Percent %
Contact	2		20 %		5		42 %
Strains	2		20 %		5		42 %
Slips/Falls	6		60 %		2		16 %
Exposure	0		0 %		0		0 %
Animal Action	0		0 %		0		0 %
Totals:	10		100.0		12		100.0

WSIB CLAIMS MODIFIED WORK SUMMARY:

Modified Work is an important part of the claims management process as it promotes an early and safe return to work, allowing employees to continue to actively recover in the workplace with accommodations, which promotes 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.

Of the total 19 WSIB claims, nine claims required modified work upon their return and accommodation was provided with suitable work in their own work areas. The remaining 10 claims did not require modified duties. Eight of the nine claims have returned to full and regular duties after a period of accommodated duties. One claim is continuing to be supported through the WSIB and our occupational health resources.

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. In 2025 our premium rate was set at \$1.27 per insurable employee. In 2025, we received a rebate of \$225,377.50 showing continued solid efforts around incident control measures and claims management processes within our rate group.

2025 JOINT HEALTH & SAFETY COMMITTEE ACTIVITIES

In 2025, the Toronto Zoo's Joint Health & Safety Committee (JHSC) held a total of seven meetings. There was a total of 26 newly reported items that were raised by committee members or through hazard reporting systems. These health and safety items were discussed, recommendations made and corrective action has been taken or is in process to be resolved by management. The JHSC will continue to prioritize resolving items that are brought forward to the JHSC within reasonable time limits.

Ministry of Labour, Immigration, Training and Skills Development (MLITSD):

In 2025, our Zoo had three inspections from the Ministry of Labour, two resulting in orders to take corrective action and one, no orders were given.

The first inspection followed an incident where a staff person had a trip and fall over a water feature in an animal habitat resulting in a fractured ankle. As this type of injury is defined by the MOL as a critical incident, the Ministry of Labour (MOL) informed as required. The MOL attended, investigated and found that a railing should be installed in the location to assist staff with safely traversing the water feature. The MOL also recommended the staff and team for the location where the incident occurred be provided with remedial "Slip, Trip, Fall Training". The Zoo has complied with these orders and the MOL is satisfied with the corrective actions taken.

The second inspection was as a result of the MOL, conducting a routine inspection within the warehouse space and noting a potential guardrail issue with a mezzanine storage space. The inspector recommended a review of this space by an external engineer. The Zoo complied and additional reinforcements were made to the mesh based on the engineers' recommendations. The MOL was satisfied with the corrective action taken.

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The third inspection, resulting in no MOL orders occurred as a result of a potential asbestos exposure from renovations completed by an external contractor. The incident was reported to the MOL, they reviewed the matter and were satisfied with the proactive steps taken by the Zoo, following the reported concern.

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

In 2025, the Health & Safety Services Branch conducted or facilitated in person training for the following programs. The course type and total number of participants trained in each course are identified below in the following tables:

Figure 5, Illustrates the number staff who attended each course in total:

Course (in-person)	Staff Trained
Health & Safety Orientation Sessions	137
Safe Driving Program (New Drivers)	100
Commercial Vehicle Operators Registration (CVOR)	10
Zoomobile (in-class)	13
Zoomobile Operators (returning drivers)	11
Zoomobile Operators (new drivers)	9
Zoological Tactical Firearms (ZERT) (in-class, range, on-site tactical)	82
Standard First Aid//CPR/Basic Life Support (BLS)	27
Mental Health Awareness Training	12
Slip/Trip/Fall (in person)	8
Trauma Awareness Training (Arora Wellness)	128
Critical Incident Debrief Process (Management)	48
Workplace Accommodation Process	67
Total Participants Trained	652

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Learning Management System- 1TZ Learns Health, Safety and Wellness Training:

Course (on-line 1TZ Learns)	Staff Trained
Emergency Response Training	587
Slip/Trip/Fall	7
WHMIS	711
Workplace Accommodation Process	19
Grief & Loss Training (Arora Wellness)	11
Total Participants Trained	1,335

SAFE DRIVING PROGRAM

The Safe Driving Program (SDP) is an established Zoo program. It is led by in-house, Ministry Licensed, and Professional Driving Improvement Instructors and is in accordance with City of Toronto, Fleet Safety. 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 or Zoomobile, are required to participate in the program and obtain a Zoo Vehicle Operating Permit (VOP). The SDP demonstrates our due diligence in that our staff have been provided with instructions on the need to operate equipment and vehicles in the safest manner possible to prevent collisions or injuries to staff, guests or members of the community.

During 2025, a total of 100 new drivers were processed by the Health & Safety Services Branch. The majority of these were non-permanent, seasonal employees.

1TZ CARES – 2025 WELLNESS PROGRAM SUMMARY:

In 2025, the 1TZ Cares Wellness Program continued to strengthen psychological, social, and physical well-being across the organization by providing coordinated access to mental health resources, therapeutic coaching, nursing support, and wellness education. Over 400 staff engaged with trauma-informed supports through Arora Wellness, highlighting strong trust in the program and a growing culture of psychological safety. EFAP utilization remained steady and meaningful, demonstrating ongoing reliance on confidential counselling and early intervention pathways.

A major accomplishment was the full renovation and modernization of the 1TZ Fitness Centre, resulting in a 200% increase in staff participation following its reopening. Additional on-site services such as yoga, Pilates, and newly introduced Registered Massage Therapy further expanded access to physical health supports. A primary focus of the Wellness Committee that occurred in 2025, was the development and implementation of a Post Critical Incident Debrief process that supports individual, team and organizational psychological safety while we manage associated risks.

Collectively, these initiatives reflect a holistic, integrated approach to employee well-being and underscore our commitment to fostering a resilient, supported, and healthy workforce.

2025 TARGETED EFFORTS- OCCUPATIONAL HEALTH, SAFETY & WELLNESS PROGRAM

Emergency Preparedness

Emergency preparedness includes readiness for animal escape or unplanned animal/human or animal/animal interactions or incident. While established controls such as lock-out/tag-out and two-lock, two-key protocols mitigate risk, proactive training and drills remain a priority.

Updated Emergency Response Training was delivered to 587 staff. In parallel, the Zoological Emergency Response Team (ZERT) continued regular drills with Wildlife Health, Welfare, and Care teams, practicing animal escape response and recall procedures. Ongoing improvements to the Zoological Tactical Firearms Training continued throughout 2025, with all ZERT members meeting participation and qualification requirements, including:

- Annual in-class tactical training
- On-site scenario drills
- Group training with the veterinary team on chemical restraint
- Mandatory quarterly range qualifications
- Scenario-based range training

Contractor/Business Visitor/ Student Health & Safety

Improvements to the Contractor Health and Safety Briefing and associated documentation were implemented in 2025 to strengthen due diligence and ensure contractor compliance with applicable Occupational Health and Safety Act (OHSA) requirements, Toronto Zoo policies, and 1TZ Standards. These enhancements support the health and safety of contractors while protecting the well-being of animals, staff, guests, the community, and the environment.

In addition, Zoo-specific health and safety information and mandatory acknowledgment were integrated into the Visitor Management System (Envoy). This enhancement improves communication, oversight, and tracking of all individuals entering the Zoo for business or non-paid work purposes.

Air Quality Program

We continue to conduct annual Air Quality testing of a cross section of buildings and locations on a rotational basis across site. In addition, in 2025, testing was conducted in specific areas in response to concerns raised through inspection and reporting. Some of the locations tested, included both staff and animal spaces. Results from testing conducted indicated safe and normal limits for human exposure. We continue to work with our Wildlife Care, Wildlife Welfare and Utilities teams to ensure that we address air quality concerns as they arise, while also ensuring that we are maintaining the required animal environments. These environments, which often have high dust, high heat and high humidity conditions, can put a strain on our heating and air systems designed for humans. We will continue to work with these teams and through risk analysis and assessment, find solutions to ensure we are meeting all regulatory requirements and applicable standards with respect to both human and animal health.

Community Partnerships and Collaboration

Your Toronto Zoo continues to strengthen community partnerships with organizations such as Scarborough Health Network, Parks Canada, Toronto Police Service, and Toronto Fire and Paramedic Services to support emergency preparedness, response, and community engagement. These partnerships include year-round training, exercises, and collaborative information sharing to enhance emergency response and security readiness across the organization.

In August, in collaboration with Toronto Public Health, the Zoo secured and delivered Avian Influenza A (H5N1) vaccinations to eligible staff. While human transmission is rare, providing access to vaccination added an important layer of protection for staff who may come into contact with wildlife bird populations, demonstrating our commitment to staff health and safety through strong community collaboration.

In September 2025, your Zoo partnered with Scarborough Ontario Health Teams to host a community influenza and COVID-19 pop-up vaccination clinic in response to increased influenza-like illness in the community. Zoo staff were also able to access vaccinations through this clinic.

In October 2025, your Zoo hosted *Growing a Stronger Community Together*, a social networking event in collaboration with Genwell. The event brought together civic leaders from across the Greater Toronto Area (GTA) including health, emergency services, business, and community organizations, to foster connection, collaboration, and dialogue on the role of human connection in building individual, community, and organizational resilience.

2026 OPPORTUNITIES FOR IMPROVEMENT AND PLANNED INITIATIVES:

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;

- Continue to assess, plan, implement and evaluate our existing OHS 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.
- Have the 1TZ Standards team align and integrate all OHS initiatives with Animal Welfare standards including AZA, OMAFRA and ACRC.
- 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.
- Continue diligence with both occupational and non-occupational workplace accommodations, stay at work and return to work programs.
- On-going implementation and development of 1TZ Cares with expansion to integrate into guest and community well-being programming needs.
- Continue to engage technology to improve our CCTV systems, access control, alert notification, intrusion detection and emergency communication and response needs.

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The above efforts will ensure we maintain, meet or exceed all requirements set out in the Occupational Health & Safety Act and comply with applicable Municipal, Provincial and Federal legislation at your Toronto Zoo.