

Appendix A - WSIB Claims Data, by Division (2005-2009)

Division	Lost Time Injuries*					Recurrences*					Medical Aid Injuries*				
	2005	2006	2007	2008	2009	2005	2006	2007	2008	2009	2005	2006	2007	2008	2009
CITY COUNCIL	0	1	0	0	2	0	0	0	0	0	0	0	0	1	0
Auditor General's Office	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
City Clerk's	3	9	8	5	3	2	3	2	0	0	7	8	5	4	1
Legal Services	3	1	3	3	0	1	2	3	1	0	0	0	0	1	1
CITY MANAGER'S OFFICE															
Strategic Communications	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Strategic & Corporate Policy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Human Resources	0	2	3	2	8	2	2	0	4	1	10	3	7	5	7
	0	3	3	2	8	2	2	0	4	1	10	3	7	5	8
CITIZEN FOCUSED SERVICES A															
DCM A Office	0	1	0	0	0	0	0	1	0	0	0	1	0	0	0
311 Call Centre	0	0	0	0	3	0	0	0	0	0	0	0	0	0	2
Children's Services	173	187	174	131	109	15	29	21	11	11	50	49	58	61	32
Court Services	1	5	7	2	4	1	3	1	2	1	1	5	3	3	4
Economic Development and Culture and Tourism	3	2	1	3	3	0	0	0	2	0	4	4	6	2	2
Emergency Medical Services	415	410	485	399	341	55	57	52	57	43	252	285	250	260	199
Long Term Care Homes and Services	229	323	261	232	233	37	24	54	35	50	207	86	100	89	95
Parks, Forestry and Recreation	79	77	97	100	105	33	31	25	17	21	317	292	272	314	195
Public Health	34	38	35	32	36	9	12	20	14	7	41	41	48	34	33
Shelter, Support and Housing Administration	42	49	66	35	45	14	2	3	2	14	36	33	28	27	19
Social Development, Finance and Administration	2	1	0	2	1	0	0	0	0	0	0	0	0	1	1
Employment & Social Services	52	51	54	57	58	25	39	42	45	32	76	66	62	48	57
	1030	1144	1180	993	938	189	197	219	185	179	984	862	827	839	639
CITIZEN FOCUSED SERVICES B															
DCM B Office	0	1	0	0	0	0	0	0	0	0	0	1	0	1	0
Toronto Building	6	2	5	5	4	0	2	1	2	0	6	1	8	4	5
City Planning	5	2	2	3	2	0	0	0	0	1	3	4	0	5	1
Fire	261	155	190	157	133	76	65	59	44	34	141	151	125	124	117
Municipal Licensing and Standards	21	21	14	16	20	7	5	8	2	2	13	15	19	16	23
Policy, Planning, Finance and Administration	14	9	3	3	5	4	17	6	2	2	15	5	7	8	2
Solid Waste Management	150	121	116	101	110	56	28	33	39	26	143	157	152	151	117
Technical Services	3	3	6	11	9	3	0	3	3	3	5	5	11	10	12
Toronto Water	96	93	98	93	81	26	11	11	16	21	117	70	93	53	78
Transportation Services	75	47	54	58	50	29	13	18	11	7	73	54	56	54	50
	631	454	488	447	414	201	141	139	119	96	516	463	471	426	405
INTERNAL FOCUSED SERVICES															
Accounting Services	0	0	2	0	0	0	0	0	0	0	1	0	1	0	0
Facilities Management	48	36	37	30	33	9	8	6	18	6	28	19	21	27	19
Real Estate	2	1	0	0	0	0	0	0	0	0	0	1	1	0	1
Public Info and Creative Services	1	1	1	0	0	1	0	0	0	0	0	0	2	0	0
Fleet Services	16	18	19	13	13	4	2	7	3	5	21	13	15	9	15
Information and Technology	3	0	1	2	0	1	2	1	0	0	4	1	0	1	2
Pension, Payroll and Employee Benefits	0	0	1	0	0	0	0	0	0	0	1	0	0	0	3
Purchasing and Materials Management	3	1	3	0	3	0	0	1	0	0	3	3	2	3	2
Revenue Services	11	13	12	15	11	1	1	2	2	5	7	1	6	3	2
	84	70	76	60	60	16	13	17	23	16	65	38	48	43	44
TOTAL	1751	1682	1758	1510	1425	411	358	380	332	292	1582	1374	1358	1319	1098

* All claims reported to the WSIB except those denied by the WSIB or withdrawn/abandoned by employees