

**Appendix A - WSIB Claims Data, by Division (January - December)**

Division	Lost Time Injuries*					Recurrences*					Medical Aid Injuries**				
	2009	2010	2011	2012	2013	2009	2010	2011	2012	2013	2009	2010	2011	2012	2013
<b>CITY COUNCIL</b>	2	0	1	2	0	0	0	0	0	0	0	2	2	1	1
Auditor General's Office	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
City Clerk's	3	6	6	5	2	0	0	1	2	0	1	2	2	5	6
Legal Services	0	1	1	2	3	0	2	0	0	0	1	0	0	0	0
<b>CITY MANAGER'S OFFICE</b>															
Strategic & Corp. Policy	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0
Strategic Communications	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Human Resources	9	1	3	0	2	1	1	0	0	1	7	1	2	4	2
	<b>9</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>8</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>2</b>
<b>CITIZEN FOCUSED SERVICES A</b>															
DCM A Office	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
Children's Services	104	98	60	77	77	10	12	2	3	3	35	42	41	36	39
Court Services	4	5	3	2	4	1	0	0	2	1	3	3	4	4	8
Affordable Housing Office	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0
Toronto Office of Partnerships	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0
Economic Development and Culture	3	3	6	1	3	0	0	0	0	0	2	3	5	5	4
Emergency Medical Services	312	257	238	235	166	37	35	11	15	18	217	214	225	222	219
Long Term Care Homes and Services	206	210	100	111	121	36	14	10	12	12	107	90	47	77	91
Parks, Forestry and Recreation	101	100	101	126	109	15	22	16	15	11	198	263	252	275	250
Public Health	33	22	28	20	17	6	5	4	7	0	31	18	16	21	29
Shelter, Support and Housing Administration	39	70	49	34	47	11	5	8	5	3	23	12	23	22	20
Social Development, Finance and Administration	1	0	0	0	3	0	0	0	0	0	1	1	0	0	0
Employment & Social Services	44	35	27	33	30	28	10	15	17	8	62	47	48	49	44
	<b>847</b>	<b>802</b>	<b>612</b>	<b>639</b>	<b>577</b>	<b>144</b>	<b>103</b>	<b>66</b>	<b>76</b>	<b>56</b>	<b>679</b>	<b>695</b>	<b>661</b>	<b>711</b>	<b>704</b>
<b>CITIZEN FOCUSED SERVICES B</b>															
DCM B Office	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0
Toronto Building	4	2	3	1	2	0	1	0	0	0	5	4	3	5	7
City Planning	2	0	1	2	1	1	0	0	0	0	1	0	0	1	0
Fire	133	126	126	100	100	35	43	31	35	20	122	104	102	102	119
Municipal Licensing and Standards	18	12	24	14	13	2	5	6	9	3	25	21	18	13	16
Policy, Planning, Finance and Administration	2	3	1	3	1	1	0	0	1	0	1	4	3	3	0
Solid Waste Management	94	94	86	75	44	31	31	12	29	8	132	122	113	102	109
Engineering & Construction Services	7	3	2	2	2	3	3	1	1	2	12	6	1	10	8
Toronto Water	77	90	62	59	49	22	13	10	7	13	83	69	79	65	84
Transportation Services	45	29	11	17	18	7	4	2	5	2	56	28	45	35	19
	<b>382</b>	<b>359</b>	<b>317</b>	<b>273</b>	<b>230</b>	<b>102</b>	<b>100</b>	<b>62</b>	<b>87</b>	<b>48</b>	<b>437</b>	<b>358</b>	<b>365</b>	<b>336</b>	<b>362</b>
<b>INTERNAL FOCUSED SERVICES</b>															
Accounting Services	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0
Office of the Chief Corporate Office	28	26	20	13	19	7	6	4	2	6	23	24	24	28	22
Real Estate	0	0	0	1	4	0	0	0	0	0	1	1	0	2	1
311 Call Centre	1	3	10	4	2	0	1	1	1	1	2	3	3	2	1
Fleet Services	13	12	20	10	9	5	3	4	1	0	15	15	19	14	16
Financial Planning	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0
Information and Technology	0	1	1	1	1	0	1	0	0	0	2	2	0	1	2
Pension, Payroll and Employee Benefits	0	1	0	1	0	0	1	1	0	0	2	2	0	0	0
Corporate Finance	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Purchasing and Materials Management	3	0	0	1	1	0	0	1	0	0	2	2	3	0	1
Revenue Services	11	7	6	7	5	5	2	1	1	0	3	7	4	5	0
	<b>56</b>	<b>50</b>	<b>57</b>	<b>38</b>	<b>41</b>	<b>17</b>	<b>14</b>	<b>12</b>	<b>5</b>	<b>7</b>	<b>50</b>	<b>57</b>	<b>55</b>	<b>52</b>	<b>44</b>
<b>TOTAL</b>	<b>1299</b>	<b>1220</b>	<b>997</b>	<b>959</b>	<b>855</b>	<b>264</b>	<b>220</b>	<b>141</b>	<b>170</b>	<b>112</b>	<b>1176</b>	<b>1115</b>	<b>1087</b>	<b>1109</b>	<b>1119</b>

\* All claims reported to the WSIB except those denied/approved for health care only by the WSIB or withdrawn/abandoned by employees

\*\*All claims reported to the WSIB (including those initially submitted as lost time but approved for health care only) except those denied by the WSIB or withdrawn/abandoned by employees

