

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

Division	Lost Time Injuries*					Recurrences*					Medical Aid Injuries**				
	2009	2010	2011	2012	2013	2009	2010	2011	2012	2013	2009	2010	2011	2012	2013
CITY COUNCIL	2	0	1	2	0	0	0	0	0	0	0	2	2	1	0
Auditor General's Office	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
City Clerk's	3	6	4	4	2	0	0	0	0	0	1	1	1	4	4
Legal Services	0	1	1	2	2	0	0	0	0	0	1	0	0	0	0
CITY MANAGER'S OFFICE															
Strategic & Corp. Policy	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0
Human Resources	8	0	3	0	1	0	1	0	0	2	7	0	2	4	2
	8	0	3	0	1	0	1	0	0	2	8	0	2	4	2
CITIZEN FOCUSED SERVICES A															
DCM A Office	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
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
Children's Services	80	77	37	57	47	7	9	1	2	0	29	35	37	25	30
Court Services	3	4	2	0	5	0	0	0	2	2	2	3	2	3	6
Economic Development and Culture	2	2	5	0	2	0	0	0	0	0	2	3	4	4	4
Emergency Medical Services	235	192	171	180	133	26	29	6	14	16	166	161	168	163	176
Long Term Care Homes and Services	152	187	84	93	90	33	9	5	12	4	83	70	36	60	61
Parks, Forestry and Recreation	75	80	83	104	91	12	17	13	11	10	155	215	218	226	207
Public Health	27	16	19	15	14	6	5	3	7	2	14	13	14	13	24
Shelter, Support and Housing Administration	28	62	39	29	26	9	5	8	6	1	17	10	17	17	15
Social Development, Finance and Administration	0	0	0	0	2	0	0	0	0	0	0	1	0	0	0
Employment & Social Services	35	24	22	25	26	26	9	12	15	7	51	37	39	44	31
	637	645	462	503	436	119	83	48	69	42	519	550	535	555	554
CITIZEN FOCUSED SERVICES B															
DCM B Office	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0
Toronto Building	4	2	2	1	0	0	1	0	0	0	3	3	2	3	6
City Planning	2	0	1	2	1	1	0	0	0	0	1	0	0	1	0
Fire	100	94	102	75	78	28	35	24	29	20	102	80	76	87	90
Municipal Licensing and Standards	16	7	19	10	9	0	5	4	8	3	17	19	13	11	11
Policy, Planning, Finance and Administration	1	2	1	2	1	1	0	0	1	0	1	4	2	3	0
Solid Waste Management	65	71	68	59	30	24	26	10	26	7	108	99	83	73	78
Engineering & Construction Services	7	2	1	1	2	3	3	0	0	1	11	6	1	8	6
Toronto Water	63	71	45	51	33	18	10	5	4	8	57	57	59	46	66
Transportation Services	32	20	8	13	14	7	4	1	2	1	45	20	37	25	14
	290	269	248	214	168	82	84	44	70	40	345	288	274	257	271
INTERNAL FOCUSED SERVICES															
Accounting Services	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0
Office of the Chief Corporate Officer	17	22	15	11	10	7	3	4	2	3	21	19	19	22	22
Real Estate	0	0	0	1	5	0	0	0	0	0	1	1	0	2	1
Fleet Services	11	6	18	8	8	4	1	4	1	0	11	11	13	13	14
Financial Planning	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0
Information and Technology	0	0	1	1	1	0	1	0	0	0	2	2	0	1	1
Pension, Payroll and Employee Benefits	0	0	0	1	0	0	1	1	0	0	2	1	0	0	0
Purchasing and Materials Management	2	0	0	1	1	0	0	0	0	0	2	2	3	0	1
311 Call Centre	1	3	9	5	1	0	1	1	1	1	0	1	2	2	0
Corporate Finance	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Revenue Services	10	6	5	6	1	4	1	1	1	0	2	6	3	4	0
	41	37	48	34	27	15	8	11	5	4	41	44	42	44	40
TOTAL	981	959	767	759	636	216	176	103	144	88	915	885	856	865	871

-35.2%

-59.3%

-4.8%

* 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