



STAFF REPORT ACTION REQUIRED

Occupational Health and Safety Report: 4th Quarter and End of Year 2013

Date:	March 18, 2014
To:	Employee and Labour Relations Committee
From:	City Manager Executive Director of Human Resources
Wards:	All
Reference Number:	

SUMMARY

This report provides information on the status of the City's health and safety system, specifically on activities, priorities and performance during the fourth quarter of 2013 and health and safety performance throughout the year.

There was a 10.8% decrease in the total number of lost time injuries and a 34.1% decrease in the number of recurrences in 2013 relative to 2012. There was an increase of 0.9% in medical aid injuries. WSIB invoiced costs for 2013 were approximately \$577,000 lower than in 2012. The City's continuous improvement efforts have resulted in its annual costs for WSIB to be \$6.6 million lower in 2013 than 2009. This improvement reflects reduced injury severity and the effectiveness of return-to-work efforts. In 2013, the WSIB cost decrease was achieved despite a countervailing increase in the WSIB's administration rate from 27.6 % in 2012 to 35.8% in 2013.

RECOMMENDATIONS

The City Manager and the Executive Director of Human Resources recommend that:

1. City Council receives the 4th Quarter and End of Year 2013 Occupational Health and Safety Report for information.

Financial Impact

There are no financial impacts to this report.

DECISION HISTORY

At its meeting of February 1, 2 and 3, 2005, City Council approved the recommendation of the Employee and Labour Relations Committee that staff report to Council quarterly on the functioning of the City's health and safety system. This report is for the 4th Quarter and End of Year 2013.

ISSUE BACKGROUND

Continuously improving health and safety performance and building a strong health and safety culture continue to be key priorities for the City. This report on the City's health and safety performance is intended to enable the Mayor and Councillors to monitor the City's performance.

COMMENTS

Injury and Accident Statistics

Number of Lost Time Injuries

There was an overall 10.8% decrease in the total number of Lost Time Injuries (LTI) in 2013 relative to 2012.

The primary LTI factors are listed in chart 1 below with musculoskeletal disorders (MSDs) being the most significant weighted factor that contributed to the overall decrease in LTIs.

Chart 1: Lost Time Injuries 2013 vs. 2012

musculoskeletal disorders (MSDs)	32.4% Decrease (from 407 to 275)
assaults and violent acts	56.7% Increase (from 30 to 47)
exposure to hazardous substances (most typically infectious diseases)	21.5% Increase (from 135 to 164)
vehicle/transportation incidents	40% Increase (from 20 to 28)

The City divisions that experienced the most significant reductions in LTIs were:

- Emergency Medical Services, which experienced an overall LTI reduction of 29.4%, including a 41% reduction in the number of MSDs
- Toronto Water, which experienced an overall LTI reduction of 16.9%, including a 27.3% reduction in the number of MSDs

Recurrences

There was an overall 34.1% decrease in recurrences in 2013 relative to 2012. The primary factors that contributed to the change in 2013's recurrences were:

Chart 2: Recurrences 2013 vs. 2012

musculoskeletal disorders (MSDs)	39.2% Decrease (from 74 to 45)
slips, trips, missteps and falls	34.6% Decrease (from 52 to 34)
exposure to hazardous substances (most typically infectious diseases)	33.3% Decrease (from 15 to 10)

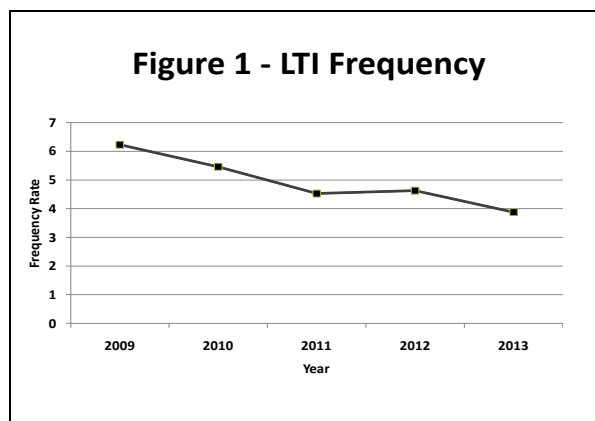
Appendix A provides information regarding reported 2013 WSIB Claims data (work-related injury/illnesses) on a by City division basis and claims data for comparison to recent previous years (2009 thru to 2013). The information in Appendix A includes:

- Number of lost time injuries: injuries/illnesses in which lost time was approved by the WSIB or is awaiting WSIB adjudication, as the employee has lost time from work as a result of a reported workplace injury;
- Number of recurrences: injuries/illnesses that were approved by the WSIB or are awaiting WSIB adjudication, as the employee has lost time as a result of a previously reported workplace injury/illness. No new incident has taken place; and
- Number of medical aids: injuries/illnesses in which health care only was approved by the WSIB or is awaiting WSIB adjudication, as the employee has either sought medical aid but not lost time from work as a result of a reported workplace injury or lost time has not been approved by the WSIB.

Lost Time Injury (LTI) Frequency

The City's 2013 LTI Frequency decreased by 16.2% to 3.88 compared to 4.63 in 2012.

LTI frequency (see Figure 1) represents the number of LTI events (lost time approved by the WSIB or pending WSIB adjudication decision) per 200,000 hours worked (100 employee-years).

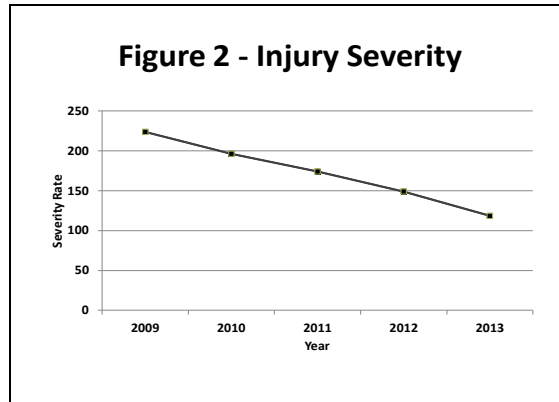


Frequency rates for divisions are reported in Appendix B (it should be noted that in a small City division a single LTI can result in a high frequency rate).

Injury Severity Rate

The City's 2013 Injury Severity Rate decreased by 20.1% to 118.3 compared to 148.9 in 2012.

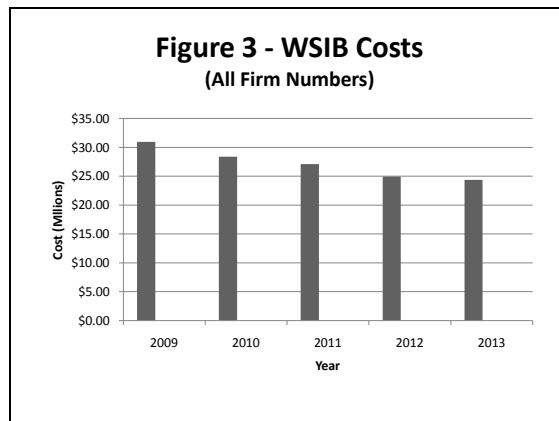
The Injury Severity Rate is a standardized statistic that enables comparison, year-over-year, of the number of days lost relative to hours worked. Figure 2 below shows the City's severity rate each year for the period from 2009 to 2013. The severity number represents the number of days lost per 100 employees in the year. The continuous downward improvement in the rate is a reflection of reduced injury severity and effectiveness of return-to-work efforts.



Injury and Accident Costs:

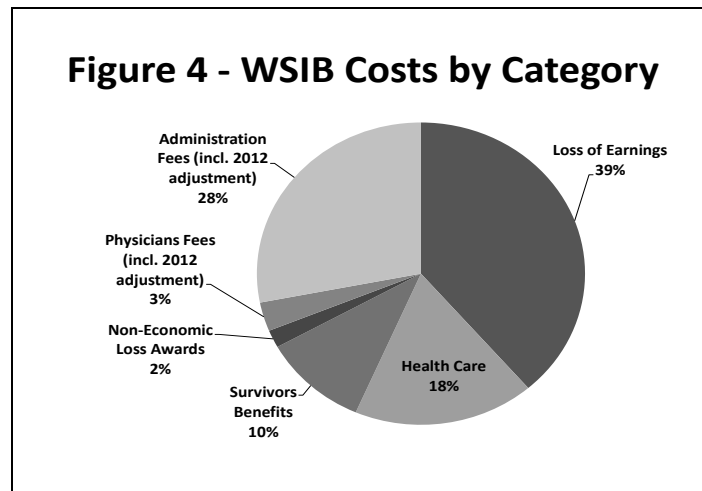
Overall Costs (All Firm) and Invoiced (Current Firm) Costs by Division

Total WSIB costs for 2013 were \$24,345,464, a decrease of approximately \$577,000 from 2012 (see Figure 3 below and Appendix C). The WSIB cost decrease was achieved in 2013 despite the WSIB's administration rate increase from 27.6 % in 2012 to 35.8% in 2013.



The overall City costs incurred under All Firm numbers during 2013 are reported in Appendix C. The All Firm costs include WSIB costs that continue for employees whose injuries were sustained in the pre-amalgamation municipalities. Information is also provided for the time period 2009 to 2012.

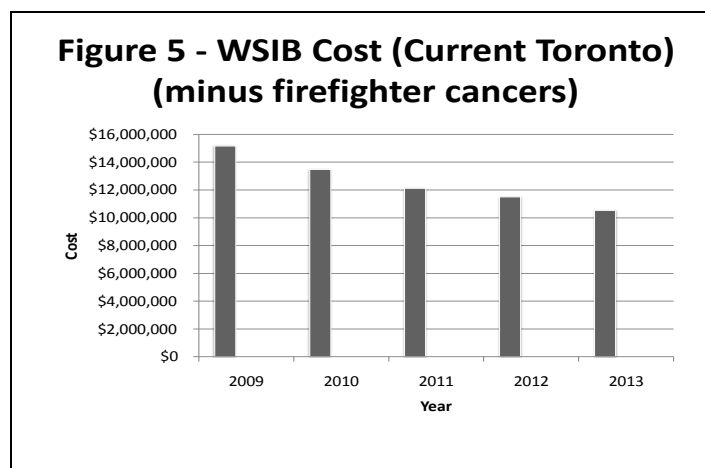
Figure 4 below provides the City's WSIB Current Firm costs (i.e. post-amalgamation) by cost category.



Appendix D(i) and D(ii) provides the current City of Toronto's "WSIB Invoiced Costs" for-2013 with:

- Appendix D(i) providing the information for City divisions whose costs were less than \$50,000; and
- Appendix D(ii) providing the information for City divisions whose costs were greater than \$50,000.

Figure 5 shows the City's WSIB costs for Current Firm number exclusive of firefighter cancers.



Critical Injuries

The Occupational Health and Safety Coordinating continues to evaluate and further develop health and safety programs to support the goal of a zero-injuries workplace. Of particular importance is the elimination of critical injuries. A critical injury is an injury of a serious nature that:

- (a) places life in jeopardy,
- (b) produces unconsciousness,
- (c) results in substantial loss of blood,
- (d) involves the fracture of a leg or arm but not a finger or toe,
- (e) involves the amputation of a leg, arm, hand or foot but not a finger or toe,
- (f) consists of burns to a major portion of the body, or
- (g) causes the loss of sight in an eye.

Occupational health and safety legislation stipulates requirements for reporting fatalities and critical injuries to the Ministry of Labour (MOL). Seven work-related critical injuries were reported to the MOL in the fourth quarter of 2013:

- An Urban Forestry employee slipped while roping a tree limb and was struck by the fallen limb. He sustained a fractured left leg.
- A Toronto Water employee stepped on an uneven section of asphalt road when getting out of a dump truck, sustaining a fractured left ankle.
- A Fire Services employee tripped on a step-over in a doorway during training while dragging a 60 lb dummy. He sustained a fractured right wrist.
- An Employment and Social Services employee, during a fire drill, lost her footing and fell to the pavement. She sustained a fractured right elbow.
- A Fire Services employee was raising a ladder to a second floor when a backdraft blew out a window and knocked the employee across a lawn, resulting in him being knocked unconscious.
- A Parks, Forestry and Recreation employee stepped on the metal door grating in the lobby of an arena while wearing skates. He slipped and fell, hitting his head, and lost consciousness. He was wearing his helmet at the time.
- A Long-Term Care Homes and Services employee fell in the parking lot, sustaining a fracture of her left ankle.

Additionally, an incident in which an employee became dizzy and lost consciousness due to illness was reported to the MOL as a critical injury. Another incident in which a firefighter could not be wakened in a fire hall, with suspected loss of consciousness, was similarly reported.

A fatality resulting from the shooting of a male patron of a community centre was reported to the MOL who determined no MOL investigation was necessary as there was a criminal investigation.

Ministry of Labour Visits: With Orders/Without Orders

The MOL issued 26 orders to the City during the fourth quarter of 2013 for:

- Administration of a construction contract
- Failure to enforce wearing of protective headwear on a construction site
- Insufficient shoring/support system in excavations
- In-running nip hazards
- Insufficient warning signs in haulage bays
- No evidence of annual review of policies and procedures
- Lack of guards to prevent access to moving parts and pinch points
- Improper storage of pipe
- No safe work procedures for tasks being performed

MOL visits that do not result in orders are also tracked. Reports on the issues addressed during these visits and any recommendations or comments received are reviewed by the Occupational Health and Safety Coordinating Committee (OHSCC). It is intended that this information will inform the OHSCC regarding the MOL's priorities and expected employer responses to these priority issues.

There were 24 MOL visits to City facilities in the fourth quarter of 2013 that did not result in orders. Sixteen of these visits occurred in the context of injury or significant incident investigations. Three visits were in response to complaints. Two visits were routine inspection visits; two were part of the MOL's targeted blitz of recycling and waste management facilities. One visit was conducted to follow up on previous orders.

MOL and WSIB Initiatives

MOL's Targeted Safety Blitzes

Between October and December 2013, the MOL's targeted safety blitzes focussed on fall hazards in construction and hazards associated with recycling and waste management.

In January 2014, MOL inspectors inspected provincial workplaces that were undergoing major renovations, repairs or additions. The inspectors focused on making sure:

- Workers were protected from airborne substances, hazardous materials and extreme noise levels
- Workers were protected when equipment and hazardous materials are stored and moved
- Personal protective equipment was available and that workers were trained on its use
- Emergency contingency plans were in place and communicated to workers and others at the workplace.

Inspectors are targeting warehouse hazards during a province-wide blitz in February and March 2014.

Mandatory Health and Safety Awareness Training for Workers and Supervisors

On November 15, 2013, the Ministry of Labour announced a new requirement for occupational health and safety awareness training for all supervisors and workers in the province. The effective date for this requirement is July 1, 2014. The training is intended to help prevent workplace incidents and injuries by making workers and supervisors aware of their roles, rights and responsibilities in the workplace. One way to complete the new health and safety awareness training is for workers and supervisors to take part in a tutorial individually or in groups, using free online e-learning tools or hard copy workbooks. The supervisory training is called *Supervisor Health and Safety Awareness in 5 Steps*. The worker training is called *Worker Health and Safety Awareness in 4 Steps*. Tutorials can be completed within one hour.

This new mandatory requirement has been communicated to City divisions and City supervisors and employees are in the process of completing this required awareness training.

New Safety Training Standard for Working at Heights

The province is also implementing a new workplace training standard to prevent falls and improve safety for workers who work at heights.

The standard will initially be voluntary and will apply to workplaces in the construction sector, as well as to construction activity in other workplaces. The standard is expected to become mandatory by the summer of 2014 and will later be expanded to all sectors.

The City's working at heights training is being reviewed in the context of this standard.

WSIB Review of Benefits Policies

A number of policies related to the issue of compensating for work-related impairment are currently being reviewed. Revised draft policies on Recurrences, Work Disruptions, Aggravation Basis (the effect that a work-related injury/illness has on a pre-accident impairment requiring health care and/or leading to a loss of earning capacity) and Permanent Impairments have been drafted and are posted for stakeholder comment. Feedback will be reviewed and considered in 2014, after which the revised and new policies will be finalized. The City is participating in the review of these policies through the Schedule 2 Employers' Group.

Key City Health & Safety Initiatives

Some key health and safety initiatives in the fourth quarter of 2013 included:

- Establishment of a Mental Health OHSCC working group and development of the first draft of a Psychological Health in the Workplace Policy
- Rollout of a Respiratory Protection Policy
- Preparation for a City/Local 79 Health and Safety Summit held in January 2014.

Continuous Improvement: Progress Towards Target Zero

There has been a 50% decrease in Lost Time Injuries resulting in 25,186 fewer days lost due to workplace incidents from 2007 to 2013 since the implementation of the continuous improvement initiative: Target Zero.

The decrease in the number and severity of injuries in 2013 is a continued pattern of year-over-year improvement in health and safety performance at the City of Toronto and clearly demonstrates the success of the continuous improvement joint efforts of employees, union representatives, supervisors and managers.

Chart 3 below provides a summary of key performance indicators comparing 2007 to 2013.

Chart 3: Target Zero Continuous Improvement Progress

Performance Indicator	2007	2013	% Change
Lost Time Injuries (LTIs)	1703	857	50% decrease
Medical Aids	1410	1119	21% decrease
Recurrences	370	112	70% decrease
Frequency	7.9	3.9	51% decrease
Severity	242.6	118.3	51% decrease
Days Lost	52,336	25,186	52% decrease
WSIB Costs	\$30.9M	\$24.3M	21% decrease

These results are achieved through a strong continuous improvement culture where the objective is to incorporate health and safety in all that we do. It is a commitment to the target of pursuing zero injuries in the workplace. To achieve this, the City continues to adopt comprehensive health and safety principles that go beyond compliance-based requirements.

Key actions of the initiative include:

- An enhanced labour-management process, in particular the value of Joint Health and Safety Committees and their members.
- Increased openness, empowerment, mutual respect and pride of accomplishment.
- Creation of a self-sustaining continuous improvement initiative in all divisions.
- A strengthened Occupational Health and Safety Program in the organization.
- Improved health and safety communication between supervisors and workers.
- Improved supervisory investigation of incidents and injuries ensuring that corrective actions are identified and taken.
- Incorporation of health and safety into work plans and performance reviews.
- Support for injury prevention recommendations from the Occupational Health and Safety Co-ordinating Committee, including:
 - Musculoskeletal Disorder Prevention Policy
 - Supervisory Competence Training Standard
 - Hazard Reporting Procedures
 - Workplace Violence Policy
 - Slips, Trips and Falls Prevention Policy

CONTACTS

Alison Anderson
Director, Occupational Health and Safety
Human Resources Division
(416) 392-5028

Cindy O'Brien
Manager, Occupational Health,
Safety and Workers' Compensation
Human Resources Division
(416) 392-5021

SIGNATURE

Bruce L. Anderson
Executive Director of Human Resources

Joseph P. Pennachetti
City Manager

ATTACHMENTS

Appendix A – WSIB Claims Data, by Division (January – December)
Appendix B – LTI Frequency
Appendix C – WSIB Costs for all Firm Numbers (2009-2013)
Appendix D(i) – WSIB Invoiced Costs <\$50,000 (2009-2013)
Appendix D(ii) - WSIB Invoiced Costs >\$50,000 (2009-2013)