

Appendix A - 1st Quarter WSIB Incidents Data, by Division

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															
Ward 31 Beaches East York	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0
Ward 26 Don Valley West	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0
Ward 42 Scarborough Rouge River	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0
Ward 38 Scarborough Centre	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1	0	1	0	0	0	0	0	0	0	0	2	0	0	0
City Clerk's	2	3	1	0	0	0	0	0	0	0	1	0	1	0	1
Legal Services	0	0	0	0	2	0	0	0	0	0	1	0	0	0	0
CITY MANAGER'S OFFICE															
Human Resources	2	0	1	0	1	0	1	0	0	1	3	0	0	1	0
Strategic Communications	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0
	2	0	1	0	2	0	1	0	0	1	3	0	0	1	0
CITIZEN FOCUSED SERVICES A															
311 Call Centre	0	0	6	0	3	0	0	1	1	0	0	0	0	1	0
Children's Services	49	39	19	35	13	4	5	0	1	0	8	11	12	6	11
Court Services	2	1	1	0	2	0	0	0	1	0	1	1	0	2	2
Economic Development and Culture	0	1	3	0	0	0	0	0	0	0	0	0	1	2	0
Office of Partnerships	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0
Emergency Medical Services	76	75	61	60	53	13	16	1	4	5	44	56	62	53	58
Long Term Care Homes & Services	67	125	28	29	33	5	3	1	4	2	26	27	10	19	17
Parks, Forestry and Recreation	29	22	28	26	26	6	7	3	0	4	45	42	41	45	47
Public Health	11	5	9	5	3	1	3	1	2	0	6	5	5	4	6
Shelter, Support and Housing Administration	13	42	24	2	5	5	4	3	1	1	7	3	7	5	3
Social Development, Finance and Administration	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0
Employment & Social Services	18	4	6	10	11	11	7	5	6	1	22	15	17	13	11
	265	314	185	167	150	45	45	15	20	13	159	161	155	150	155
CITIZEN FOCUSED SERVICES B															
Deputy City Manager B Office	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0
Toronto Building	1	0	1	1	0	0	1	0	0	0	1	1	0	1	3
City Planning	2	0	1	0	0	1	0	0	0	0	1	0	0	0	0
Fire Services	32	31	31	27	22	7	12	8	10	3	48	25	28	21	32
Municipal Licensing and Standards	5	3	8	2	1	0	3	0	7	1	2	5	2	6	3
Policy, Planning, Finance and Administration	1	1	0	1	0	1	0	0	0	0	1	1	2	1	0
Solid Waste Management	26	17	18	20	9	10	17	1	14	2	30	34	30	29	17
Engineering & Construction Services	1	0	0	0	0	3	2	0	0	0	5	2	0	4	3
Toronto Water	34	20	19	25	11	6	6	3	3	4	20	17	23	18	19
Transportation Services	17	9	2	4	6	3	0	0	1	0	15	9	11	10	3
	119	81	81	80	49	31	41	12	35	10	123	94	96	90	80
INTERNAL FOCUSED SERVICES															
Office of the Chief Corporate Officer	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
Financial Planning	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0
Real Estate	0	0	0	1	0	0	0	0	0	0	1	0	0	1	1
Facilities Management	8	8	6	4	2	2	1	3	0	1	8	4	7	7	5
Fleet Services	4	4	11	5	3	0	1	0	0	0	3	4	6	7	3
Information and Technology	0	0	1	1	0	0	1	0	0	0	2	0	0	0	1
Pension, Payroll and Employee Benefits	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0
Purchasing and Materials Management	1	0	0	1	1	0	0	0	0	0	0	1	0	0	0
Revenue Services	5	2	3	3	1	2	0	0	0	0	1	3	1	1	0
	18	14	21	15	8	4	3	3	0	1	16	13	15	16	11
TOTAL	407	412	290	262	211	80	90	30	55	25	303	270	267	257	247

-48.2%

-68.8%

-18.5%

* 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