

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

Division	Lost Time Injuries*					Recurrences*					Medical Aid Injuries**				
	2008	2009	2010	2011	2012	2008	2009	2010	2011	2012	2008	2009	2010	2011	2012
CITY COUNCIL	0	2	0	1	2	0	0	0	0	0	1	0	2	2	1
Auditor General's Office	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0
City Clerk's	4	3	6	6	5	0	0	0	1	2	5	1	2	2	5
Legal Services	3	0	1	1	2	1	0	2	0	0	1	1	0	0	0
CITY MANAGER'S OFFICE															
Strategic & Corp. Policy	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0
Strategic Communications	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Human Resources	2	9	1	3	0	4	1	1	0	0	5	7	1	2	4
	2	9	1	3	0	4	1	1	0	0	5	8	1	2	4
CITIZEN FOCUSED SERVICES A															
DCM A Office	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0
311 Call Centre	0	1	3	11	7	0	0	1	1	1	0	2	3	3	4
Children's Services	120	104	97	60	77	11	10	11	2	3	70	35	43	41	36
Court Services	2	4	5	3	3	1	1	0	0	2	3	3	3	4	4
Affordable Housing Office	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0
Toronto Office of Partnerships	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0
Economic Development and Culture	3	3	3	6	1	2	0	0	0	0	2	2	3	5	4
Emergency Medical Services	382	312	257	238	240	55	37	35	11	16	274	217	214	225	230
Long Term Care Homes and Services	222	206	209	100	110	34	36	13	10	13	100	107	90	47	80
Parks, Forestry and Recreation	95	101	100	101	127	15	15	22	17	18	320	198	263	253	272
Public Health	30	32	22	29	22	14	6	5	4	7	37	31	18	16	27
Shelter, Support and Housing Administration	34	39	69	50	36	3	11	5	8	6	29	23	12	23	22
Social Development, Finance and Administration	2	1	0	0	0	0	0	0	0	0	1	1	1	0	0
Employment & Social Services	55	44	35	27	31	45	29	11	15	20	52	62	47	48	51
	945	847	802	625	654	180	145	103	68	86	888	681	699	665	730
CITIZEN FOCUSED SERVICES B															
DCM B Office	0	0	1	1	0	0	0	0	0	0	0	0	0	1	0
Toronto Building	4	4	2	3	1	2	0	1	0	0	5	5	4	3	4
City Planning	2	2	0	1	2	0	1	0	0	0	6	1	0	0	1
Fire	155	133	126	124	98	45	35	43	29	34	130	120	104	102	112
Municipal Licensing and Standards	14	18	12	23	15	3	2	5	6	9	19	25	21	18	14
Policy, Planning, Finance and Administration	1	2	3	1	3	0	1	0	0	1	6	1	4	3	3
Solid Waste Management	91	94	93	87	78	38	27	31	12	32	161	132	123	113	104
Technical Services	10	7	3	2	2	3	3	3	1	1	11	12	6	1	10
Toronto Water	92	77	90	62	61	19	22	13	10	7	53	83	69	78	66
Transportation Services	58	45	29	11	17	9	7	4	2	5	59	56	28	45	35
	427	382	359	315	277	119	98	100	60	89	450	435	359	364	349
INTERNAL FOCUSED SERVICES															
Accounting Services	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0
Facilities Management	26	28	25	20	13	16	7	6	4	4	30	23	24	24	30
Real Estate	0	0	0	0	1	0	0	0	0	0	0	1	1	0	2
Fleet Services	12	13	12	19	10	3	5	3	4	1	10	15	14	20	15
Financial Planning	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
Information and Technology	2	0	1	1	1	0	0	1	0	0	2	2	2	0	1
Pension, Payroll and Employee Benefits	0	0	1	0	1	0	0	1	1	0	0	2	2	0	0
Purchasing and Materials Management	0	3	0	0	1	0	0	0	1	0	3	2	2	3	0
Finance & Administration	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Revenue Services	16	11	7	6	7	2	5	2	1	1	3	3	7	4	5
	56	55	46	46	34	21	17	13	11	6	48	48	53	53	53
TOTAL	1437	1298	1216	997	974	325	261	219	140	183	1398	1174	1116	1088	1142

* 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

