



## STAFF REPORT ACTION REQUIRED

### Occupational Health and Safety Report: Quarterly and End of Year 2014

<b>Date:</b>	September 23, 2015
<b>To:</b>	Employee and Labour Relations Committee
<b>From:</b>	City Manager and Acting Executive Director of Human Resources
<b>Wards:</b>	All
<b>Reference Number:</b>	

#### SUMMARY

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This report provides information on the status of the City's health and safety system, specifically on activities, priorities and performance during the second, third and fourth quarters of 2014 and health and safety performance throughout the year.

There was a 1.2% increase in the number of lost time injuries and a 1.8% decrease in the number of recurrences in 2014 relative to 2013. There was a decrease of 10.0% in medical aid injuries. WSIB invoiced costs for 2014 were \$125,678 lower than in 2013. The City's continuous improvement efforts have resulted in an annual reduction in WSIB costs of \$4.2 million over the period from 2010 to 2014. This improvement reflects a significant decrease in injuries, reduced injury severity and the effectiveness of return-to-work efforts.

#### RECOMMENDATIONS

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

1. City Council receive the Quarterly and End of Year 2014 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. The direction was in response to changes in the Criminal Code with respect to health and safety. This report provides details for the 3<sup>rd</sup> and 4<sup>th</sup> Quarters and End of Year 2014.

<http://www.toronto.ca/legdocs/2005/agendas/council/cc050201/pof2rpt/cl005.pdf>

## **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 1.2% increase in the total number of Lost Time Injuries (LTI) in 2014 relative to 2013. The primary contributing factor to the increase in 2014 was injuries sustained during and following the ice storm in late December 2013. The severe winter conditions resulted in an increase in falls due to icy conditions as well as an increase in musculoskeletal injuries primarily in operating divisions whose activities were most impacted by the effects of the storm and the continued freezing temperatures. Although the number of injuries decreased in the last three quarters of the year relative to 2013, it was not enough to offset the significant increase in the first quarter.

Some City divisions were able to achieve further reductions in the number of LTIs. The most significant were:

- Children's Services experienced an overall LTI reduction of 45.5% across all injury categories; including a 29% reduction in slips, trips and falls, a 31% reduction in the number of musculoskeletal disorders (MSDs) and a 71% reduction in illnesses resulting from outbreaks.
- Fire Services experienced an overall LTI reduction of 12.0% including a 16% reduction in the number of slips, trips and falls and a 6% reduction in MSDs.
- Long Term Care Homes and Services experienced an overall LTI reduction of 11.6% including a 26% reduction in the number of illnesses resulting from outbreaks and a 50% reduction in the number physical assaults by residents.

## Recurrences

There was an overall 1.8% decrease in recurrences in 2014 relative to 2013.

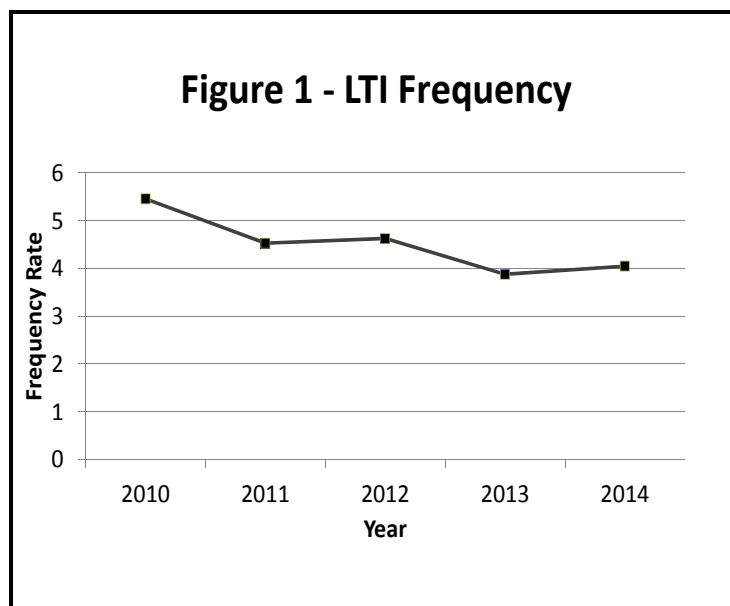
Appendix A provides information regarding reported 2014 WSIB Incidents (work-related injury/illnesses) by division with comparison to previous years (2010 to 2013) including;

- 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

As detailed in Figure 1 below, the City's 2014 LTI Frequency increased to 4.05 from 3.88 in 2013, reflecting the increase in injury experience in the first quarter of 2014.

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).

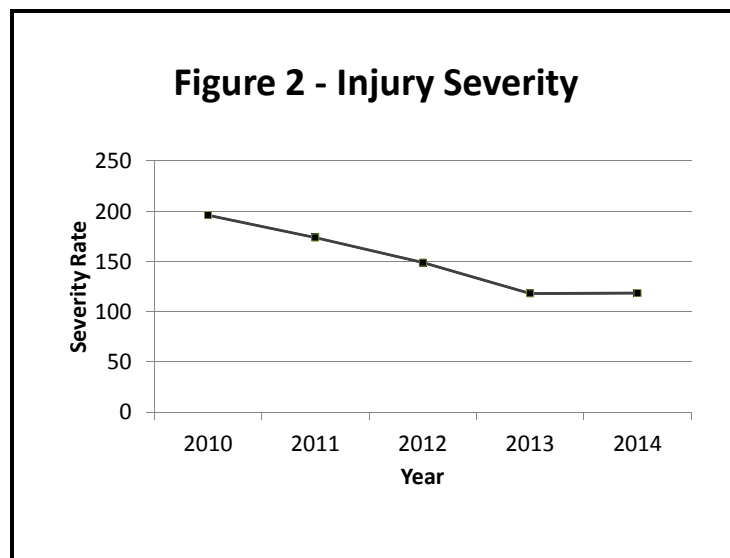


Frequency rates for divisions are reported in Appendix B (it should be noted that in a small City division a single LTI can result in a high frequency rate).

### Injury Severity Rate

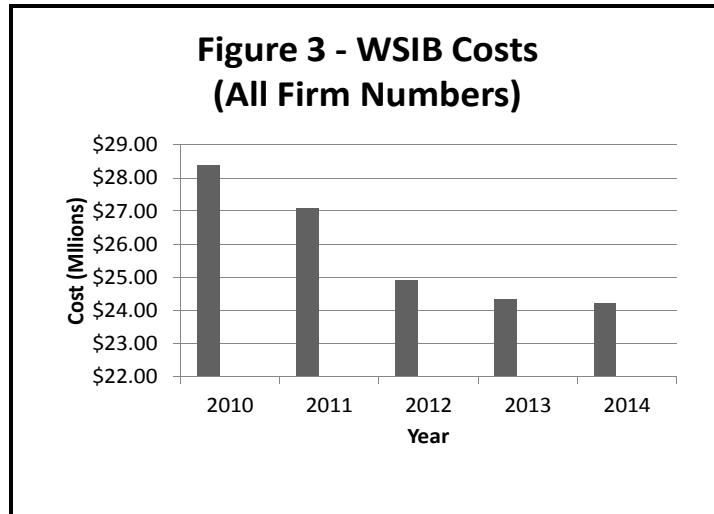
As detailed in Figure 2 below, the City's 2014 Injury Severity Rate of 118.6 was relatively unchanged relative to 118.3 in 2013.

The Injury Severity Rate is a standardized statistic that enables comparison, year-over-year, of the number of days lost relative to hours worked. 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.



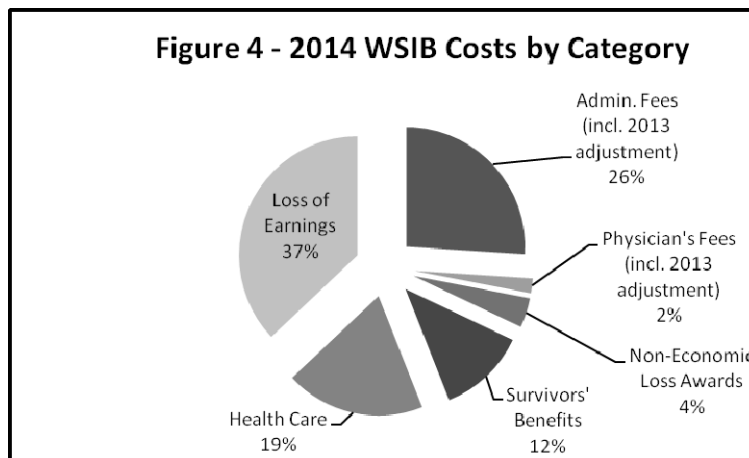
### Injury and Accident Costs

As detailed in Figure 3 below, total WSIB costs for 2014 were \$24,219,786, a decrease of \$125,678 from 2013. This was a result of a decrease in ongoing WSIB costs from former Municipalities. The increase in the WSIB's administration rate from 35.8% in 2013 to 36.4% was a contributor to increased costs associated with current injuries. A further cost breakdown is shown in Appendix C



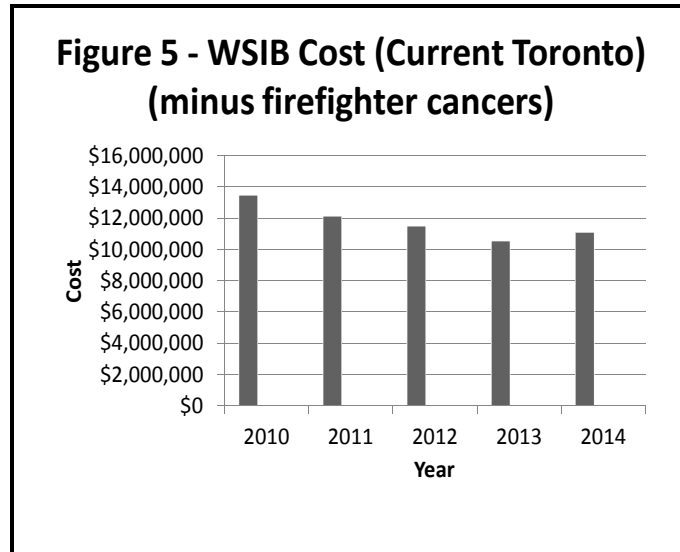
The overall City costs incurred under all firm numbers during 2014 are reported in Appendix C. The all firm costs include WSIB costs that continue for employees whose injuries were sustained in the pre-amalgamation municipalities. Information is also provided for the time period 2010 to 2013.

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



Appendix D(i) and D(ii) provide the current Toronto's "WSIB Invoiced Costs" for 2014 for City divisions whose costs were less than \$50,000; and for City divisions whose costs were greater than \$50,000.

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



### Critical Injuries

The Occupational Health and Safety Coordinating Committee 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).

Three work-related critical injuries were reported to the MOL during the second quarter of 2014, as follows:

- A Facilities Operations employee sustained a left arm fracture after missing a step and falling 5-6 steps when carrying a bag of garbage down a set of stairs.
- A Transportation Services employee sustained a fracture of a bone leading to his left knee while exiting a street mechanical sweeper.
- A Children's Services employee sustained a left foot fracture after losing her balance when assisting a child who had fallen.

Three additional critical injuries were reported to the MOL: a Fire Services employee fell unconscious at a fire call, a Transportation Services employee had a seizure and lost consciousness and a Toronto Paramedic Services employee experienced a seizure and lost control of the ambulance he was driving.

Six work-related critical injuries were reported to the MOL during the third quarter of 2014, as follows:

- A Solid Waste Management employee sustained a fractured lower left leg when stepping off the back step of a garbage truck and twisting his ankle.
- A Parks, Forestry and Recreation employee, while trimming a fence line, fell into an unseen animal hole and twisted his left ankle, sustaining a fractured left leg.
- An Engineering and Construction Services employee sustained a deep cut to the head, significant loss of blood and loss of consciousness during an attack by a member of the public.
- An Employment and Social Services employee sustained a broken left wrist after a misstep while walking downstairs to see a client.
- A Parks, Forestry and Recreation employee tripped and fell on a concrete step on her way to a parked vehicle after attending a meeting. She sustained loss of consciousness, mild concussion and multiple abrasions.
- A Parks, Forestry and Recreation employee stepped off the edge of a pathway and sustained a fractured left ankle.

Three additional critical injuries were reported to the MOL: a 3-1-1 Call Centre employee lost consciousness in a washroom, an Engineering and Construction Services employee lost consciousness in his vehicle, and a participant in a camp program sustained a fractured arm.

Three work-related critical injuries were reported to the MOL during the fourth quarter of 2014, as follows:

- A Solid Waste Management employee sustained a fractured right leg when he climbed on the back of a truck, kicked a box into the packer and fell into the packer, where the packer blade crushed his leg.
- A Fleet Services employee sustained a large laceration below his knee cap when he lost his footing while standing between the bucket and hood of a tractor.
- An Employment and Social Services employee sustained the fracture of the talus bone in her right foot after twisting her foot when exiting her building at the end of the work day.

Two additional critical injuries were reported to the MOL: a Fire Services employee lost consciousness in a washroom and a 3-1-1 Call Centre employee lost consciousness at her workstation.

## **MOL Orders/Visits without Orders**

The MOL issued 10 orders to the City during the second quarter of 2014. These orders related to:

- Workplace violence
- Insufficient emergency procedures
- Updating of procedures for backing up vehicles
- Provision of information and instruction to workers
- Protection from the hazard of falling
- Equipment poorly maintained

The MOL issued 27 orders to the City during the third quarter of 2014. These orders related to:

- Outdated material safety data sheets
- No product labels
- Electrical extension cords
- Uninspected lifting device
- Pinch point protection
- Hazard of falling
- Workplace violence risk assessments
- Provision of information and instruction to workers
- Public way protection
- Critical injury notification
- Outdated JHSC minutes
- No workplace inspection
- Shoring of excavation
- Contract management

The MOL issued 35 orders to the City during the fourth quarter of 2014. These orders related to:

- Carbon monoxide detector maintenance
- Grinding wheel clearance
- Procedure for transferring Ebola Virus patients
- Sharps waste removal
- Examination and operation of lifting device
- Locking out control mechanisms
- Equipment maintenance
- Electrical safety (panel obstruction, use of electricity near water)
- Blocking of fire exits
- Eyewash stations availability and maintenance
- Outdated material safety data sheets
- Storage of compressed gas cylinders
- Provision of information and instruction to workers
- Animal care (dangerous animal assessment, securing animals, maintenance of fence)



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 28 MOL visits to City facilities in the second quarter of 2014 that did not result in orders. Nine visits were in response to complaints. Five were routine inspections. Four were follow-up visits, usually as a result of previously-issued orders. Three resulted from reported injuries, two from work refusals, one from an asbestos report, one from a reported reprisal, one from an infectious disease outbreak report and one to review personal protective equipment. One was a proactive blitz visit.

There were 28 MOL visits to City facilities in the third quarter of 2014 that did not result in orders. Fourteen visits were in response to complaints. Nine visits resulted from reported injuries. Three visits resulted from the reported reprisal referenced in the second quarter. One visit was a routine inspection and one visit was to follow up on previously-issued orders.

There were 27 MOL visits to City facilities in the fourth quarter of 2014 that did not result in orders. Nine visits were in response to complaints. Seven visits resulted from reported injuries. Six visits were routine inspections. Four visits were conducted to follow up on previously-issued orders and one to respond to a work refusal.

### **MOL and WSIB Initiatives**

#### MOL Consultation on legislative amendments to address the Globally Harmonized System, Protection from Noise and Construction Worker Protection

In November 2014, the MOL released consultation papers regarding proposed amendments to occupational health and safety legislation to reflect introduction of the Globally Harmonized System (GHS) for classification of hazardous products, inclusion of noise protection requirements in additional legislation and enhanced measures to protect construction workers from noise and chemical exposures. The GHS-related amendments will have a significant impact on City operations. The other two amendments should not have a significant impact, as the proposed noise and chemical protection measures have already been broadly applied across all types of work operations in the City (industrial, construction and health care).

#### 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 was July 1, 2014. Training records in the City's learning management system indicate that approximately 4000 employees completed Health and Safety Awareness for Supervisors and more than 19,000 employees completed Health and Safety Awareness for Workers in 2014.

## Improving Workplace Safety with New Working at Heights Standards - Ontario Government Committed to Preventing Construction Injuries

In December 2014, the Ministry of Labour announced that Ontario is improving safety for construction workers by making new training for those who work at heights mandatory as of April 1, 2015. The new Working at Heights Training Program Standard will ensure everyone using fall protection systems is consistently trained and better protected on the job. This standard applies to all construction projects in Ontario regulated by the Regulations for Construction Projects.

The training standard includes:

- Rights and responsibilities related to working at heights
- Hazard identification
- Ladder safety
- Proper usage of personal protective equipment

A Working at Heights Training Provider Standard has also been developed to set out requirements for prospective training providers. The City is currently analyzing how these requirements will be met.

## Schedule 2 Provisional Administration Rates

The WSIB's 2015 provisional administration rate for provincially regulated employers, including the City, has been set at 34.3%. The 2014 administration rate, applied to the City's 2014 claims, was initially set at 36.4%, but is now expected to be adjusted to 33.9%. The City will be credited the difference later in 2015.

## **Key City Health & Safety Initiatives**

Some key health and safety initiatives in 2014 included:

- Rollout of a Slips, Trips and Falls Prevention E-learning module
- Approval of the City's Psychological Health in the Workplace Policy and development of a Mental Health intranet/internet site for employees (to be rolled out in 2015)
- Review and revision of a number of health and safety policies and guidelines including Designated Substances, Health and Safety Aspects of Renovations, Supervisory Occupational Health and Safety Competence and Workplace Violence
- Successful rollout of MOL Awareness Training for Workers and Supervisors
- A successful Joint Health and Safety Committee Recognition Event in May
- A successful joint Health and Safety Summit with CUPE Local 79 in January

## Continuous Improvement: Progress towards Target Zero

There has been a decrease in lost time injuries resulting in fewer days lost due to workplace incidents from 2007 to 2014 since the implementation of the continuous improvement initiative: Target Zero. This demonstrates the success of the continuous improvement joint efforts of employees, union representatives, supervisors and managers. Figure 6 below provides a summary of key performance indicators comparing 2007 to 2014.

**Figure 6: Target Zero Continuous Improvement Progress**

Performance Indicator	2007	2014	% Change
Lost Time Injuries (LTIs)	1703	865	49%
Medical Aids	1410	1007	29%
Recurrences	370	110	70%
Frequency	7.9	4.1	48%
Severity	242.6	118.6	51%
Days Lost	52,336	26,377	50%
WSIB Costs	\$30.9M	\$24.2	22%

Although the annual pattern of decreased injuries was interrupted by the severe winter of 2014, there was a decrease in the number of lost time injuries in the remaining three quarters of 2014.

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## SIGNATURE

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Peter Wallace  
City Manager

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Barbara Shulman  
Acting Executive Director of Human Resources

## ATTACHMENTS

Appendix A – WSIB Incidents by Division  
Appendix B – LTI Frequency by Division  
Appendix C – WSIB Costs for all Firm Numbers  
Appendix D(i) – WSIB Invoiced Costs to Year End (<\$50,000)  
Appendix D(ii) - WSIB Invoiced Costs to Year End (>\$50,000)