

# EMPLOYEE ANNUAL ATTENDANCE REPORT 2018

March 21, 2019

## **Short-term Disabilities (STD) – less than 1 day up to 130 days**

- Incidental – less than 6 days
- Significant – 6 days up to 130 days
- Modified – employees involved in graduated return to work programs
- Chronic Sick Absence – either a chronic condition of long duration, or a long-term condition with health fluctuations

## **Long-term Disabilities (LTD)**

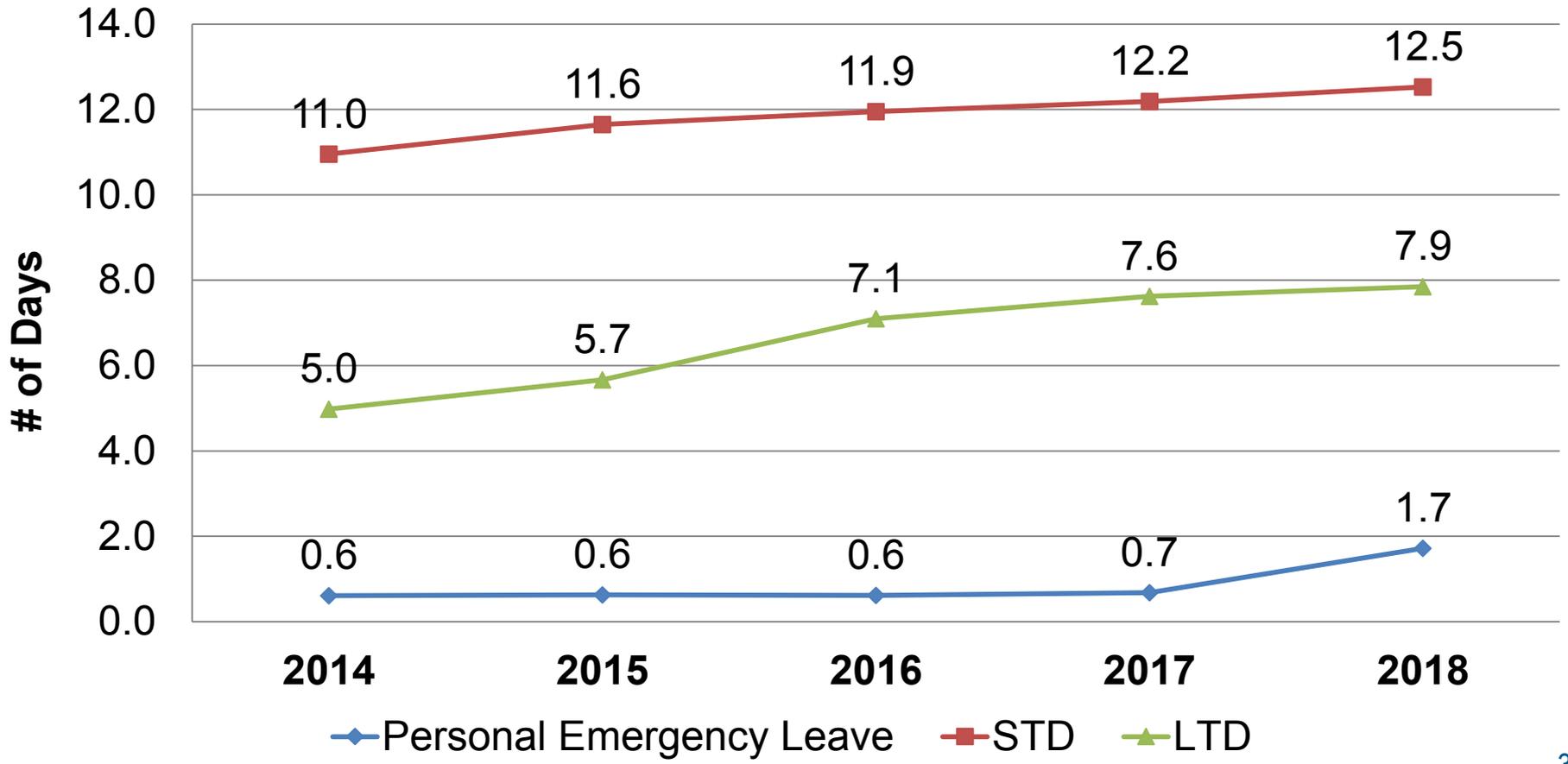
- Sick absences that extend beyond 130 days and are managed by a third party

## **Personal Emergency Leave (PEL)**

- Can be used by an employee for personal illness, family illness or family emergency.

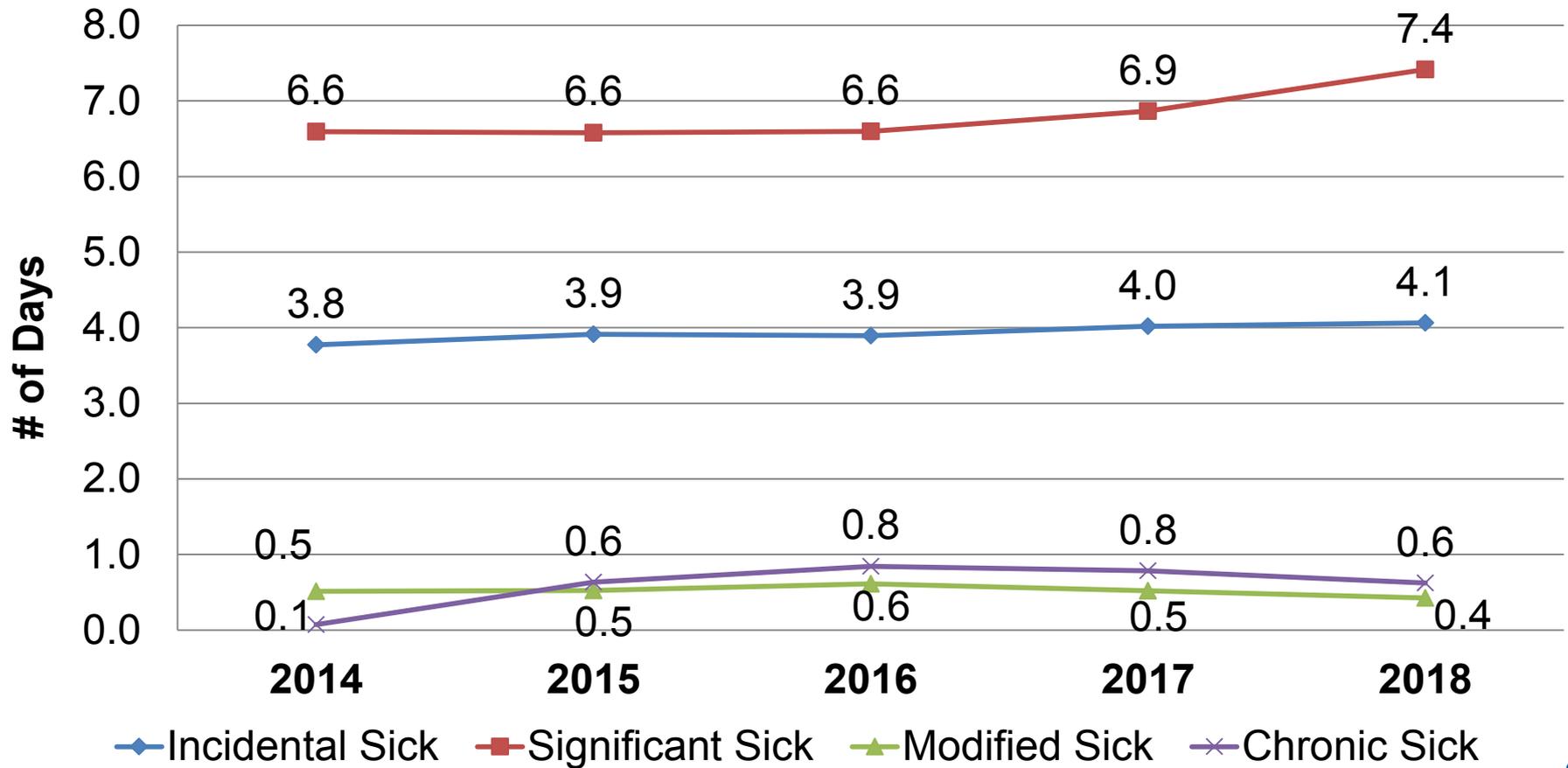
# DAYS LOST PER ELIGIBLE EMPLOYEE

## By absence type for COH less Fire Department



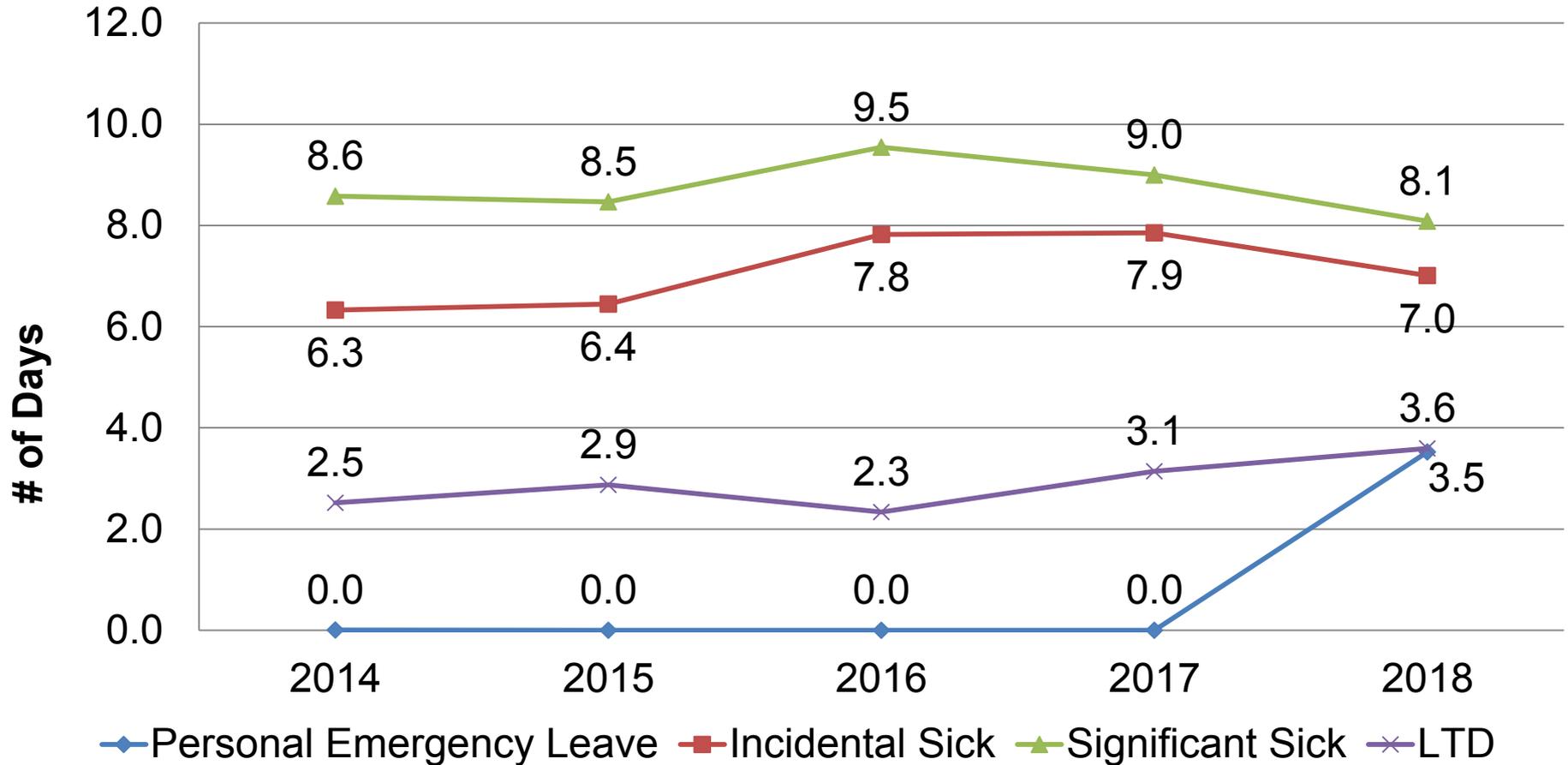
# DAYS LOST PER ELIGIBLE EMPLOYEE

## By STD type for COH less Fire Department



# DAYS LOST PER ELIGIBLE EMPLOYEE

By absence type for **Fire Department**



# COST ASSOCIATED TO TIME LOST DUE TO SICKNESS (less Fire Dept.)



# LTD Claims 2014 TO 2018

-  LTD New claims
-  LTD Active Cases at End of Year
-  Incident Rate for New Claims per 1000 employees
-  LTD Costs  
(benefit payments, ASO fees, legal fees, vacation payouts and severances)

63	77	72	73	77
123	148	169	181	196
14.31	17.10	15.11	15.96	13.93
\$3,881,123	\$4,163,605	\$5,489,513	\$6,453,839	\$6,561,209
2014	2015	2016	2017	2018

# INITIATIVES TO ASSIST EMPLOYEES TO IMPROVE ATTENDANCE

- Human Resource Policies and Procedures that support employee work/life balance
- People Survey (OPS) Action Plans
- Return to Work Services (RTWS)
  - began collecting and tracking data to better understand reasons for absences
  - partnership with the departments and LR/ HR Business Partners to analyze and interpret absence data to identify trends and opportunities
  - will reallocate resources to increase focus on the management of employee attendance and identify opportunities to promote a best-practice
- In 2018, Human Resources launched a new Attendance Management Program (AMP) that is currently being piloted in the Transit and Lodges divisions.
- Workplace Mental Health and Wellbeing Strategy
- Commitment to deliver the workplace mental health programs to front-line staff.

# OCCUPATIONAL INJURY AND ILLNESS CLAIMS

# LOST TIME INJURIES & COSTS

## 2014 TO 2018

 Average Eligible Employee Headcount

 Lost Time Injury Rate

 New Lost Time Injuries

 Total WSIB Costs

Average Eligible Employee Headcount	7,849	7,960	8,133	8,194	8,302
Lost Time Injury Rate	5.83	4.84	4.10	5.46	6.35
New Lost Time Injuries	344	290	249	330	388
Total WSIB Costs	\$5,608,974	\$5,731,270	\$6,476,831	\$6,236,790	\$8,731,432
	2014	2015	2016	2017	2018

# TOP INJURY TYPES

 Muskoeskeletal

 Slip or Trip

 Mental Health

 Struck By

 Occupational Disease

158	121	99	120	159
54	49	55	59	58
8	7	11	16	27
20	24	17	25	22
1	1	2	4	21
2014	2015	2016	2017	2018

# FACTORS LEADING TO INJURY AND ILLNESS

- Working in outdoor environments in different weather conditions
- Exposed to unpredictable behavior
- There's been a rise in mental health claims due to changes in legislations and efforts to reduce stigma
- Physical nature of much of the work
- 24/7 operations

# INITIATIVES TO IMPROVE

## Workplace Mental Health

**The Working Mind**  
mental health training program

**2018** 56 + 197  
Leaders Frontline Staff

**to date** 199 + 559  
Leaders Frontline Staff

**Mental Health@Work**  
Certificate Training for Leaders

 2018 = 107  
Leaders Trained

to date = 241  
People Leaders Certified

## Other Initiatives

**Workplace Hazardous Materials Information System WHMIS**

 2018 = 1,398  
Employees Trained

online mandatory manager  
**Health and Safety Awareness Training** 

368 + 1,311  
Leaders Trained Frontline Staff

**Non-Violent Crisis Intervention Techniques**

7   
Training Sessions  
Held Across Organization

**Ergonomic Assessments**

**100** IMPROVEMENTS  
Staff made to the design of their workstations and the equipment they use to complete their tasks.



**Emergency Response Plans**  
were developed for THREATS OF VIOLENCE in many of our offices

**Legalization of Cannabis**  
COMMUNICATED to staff

**Critical Incident Peer Support Team (CIPS)**



**11** Team Activations for Group Support

**17** Team Activations for peer-to-peer Support

**North American Occupational Safety and Health Week**

**125** joint health and safety members attended

# ORGANIZATIONAL HEALTH EVALUATION

# ORGANIZATIONAL HEALTH & RELATED PROGRAMMING



**Workplace Health Indicators**



**Current Systems and Programs**



**Opportunities for Improvement**



# WORKPLACE HEALTH INDICATORS

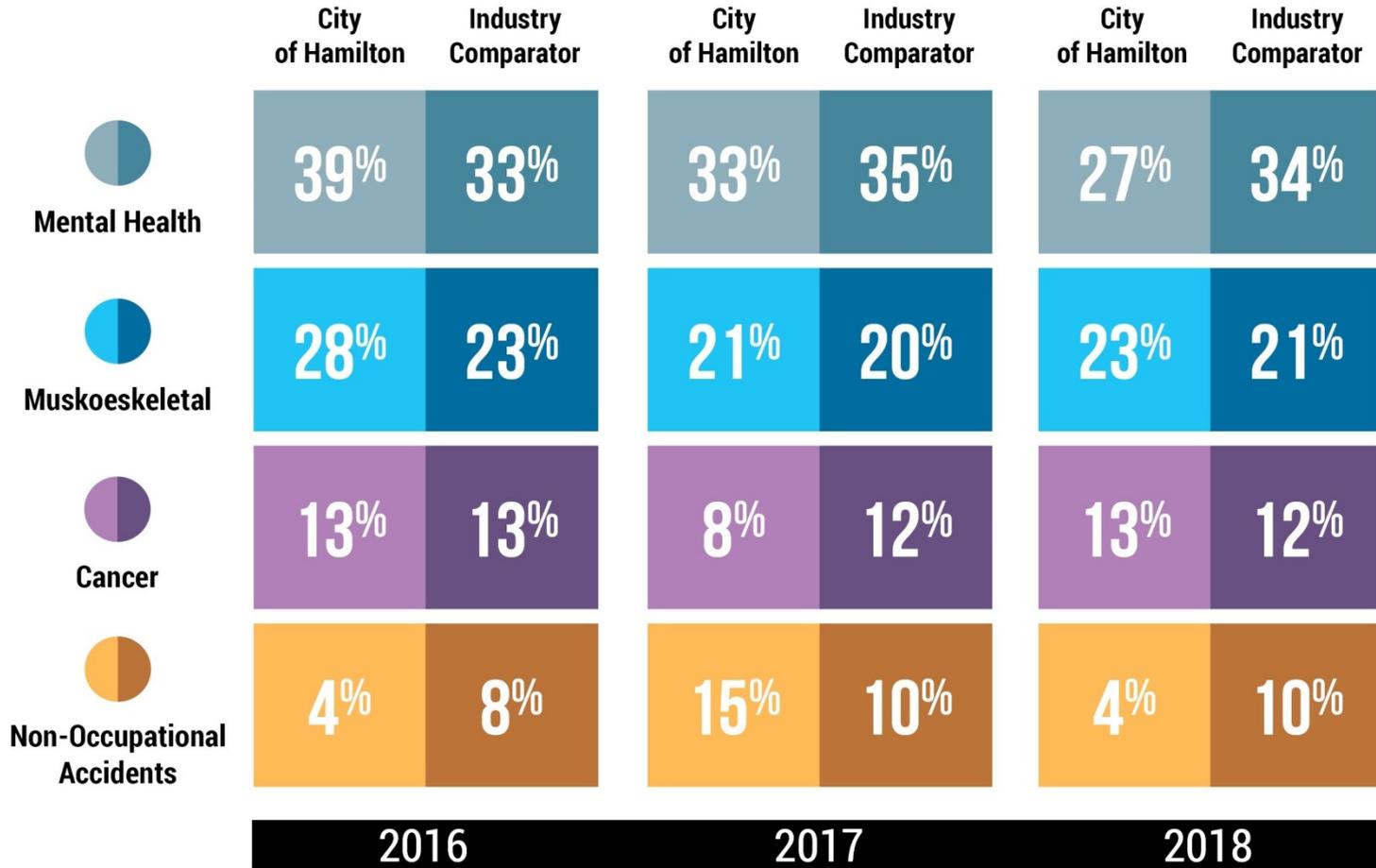
## Top 5 Most Common Indicators less Fire Department

	CLAIMANTS	OCCURRENCES
 High Blood Pressure	1,686	12,391
 Depression	1,658	11,440
 Pain, Narcotic Analgesics	1,132	8,030
 High Cholesterol	1,151	6,392
 Diabetes	535	6,359



# WORKPLACE HEALTH INDICATORS

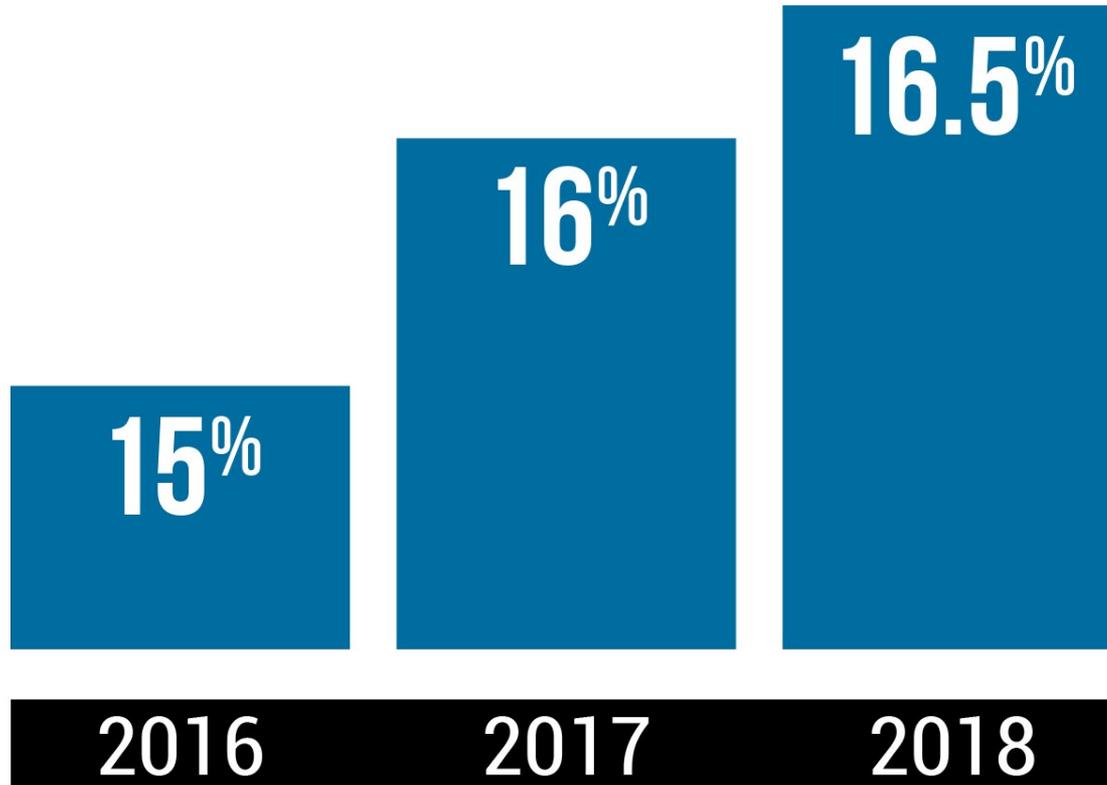
## Top Claim Type 2016 to 2018 - LTD by diagnosis





# WORKPLACE HEALTH INDICATORS

## Employee Usage Family Assistance Program Utilization Rates

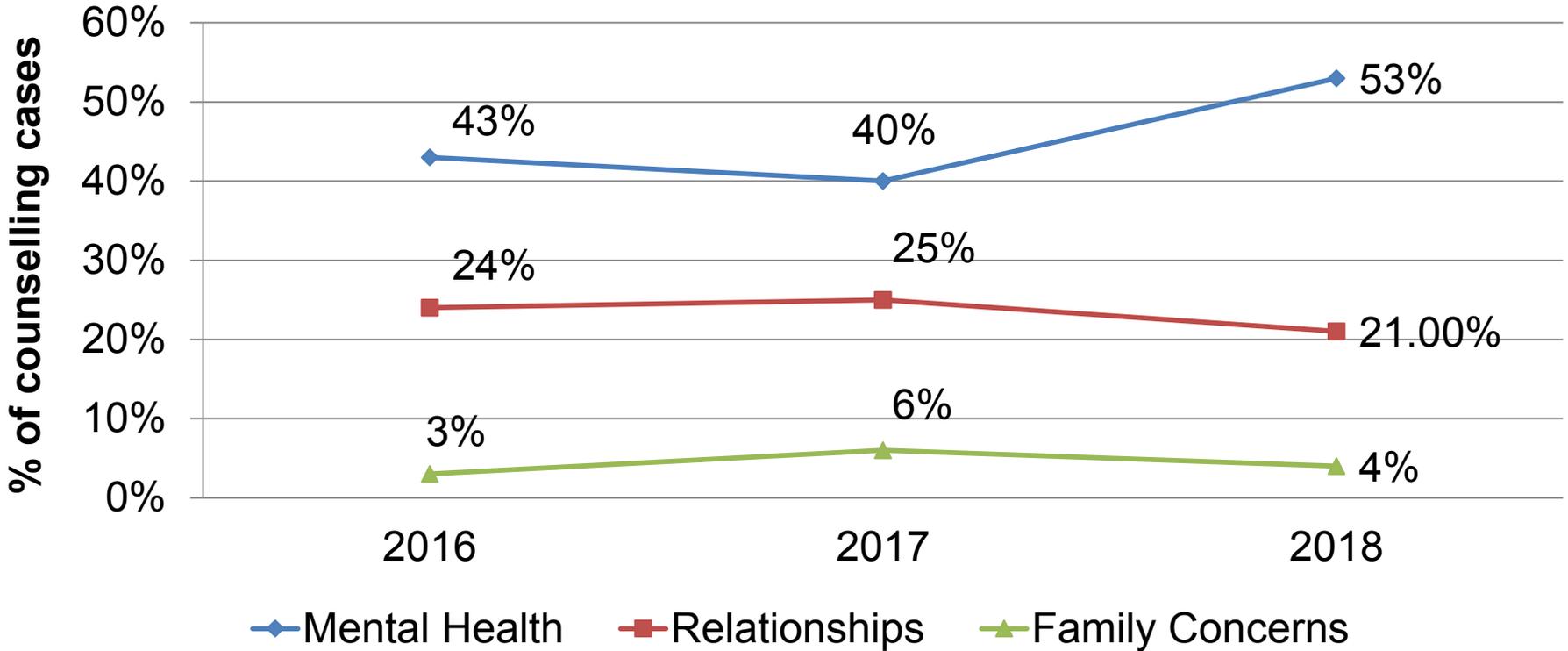




# WORKPLACE HEALTH INDICATORS

## Employee Usage Family Assistance Program

### Issues for Counselling Cases

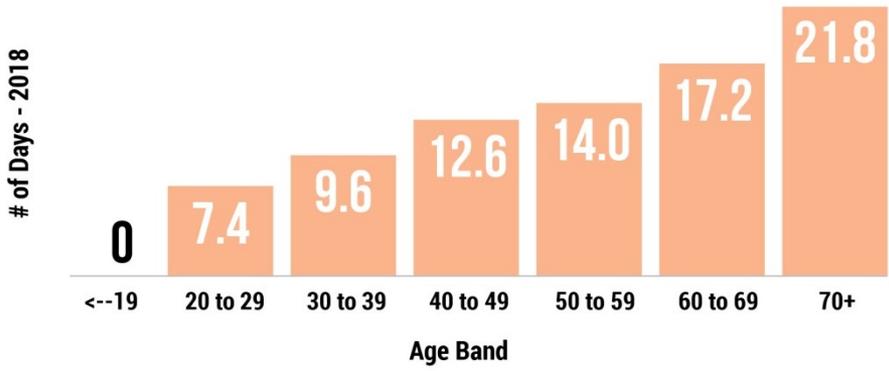




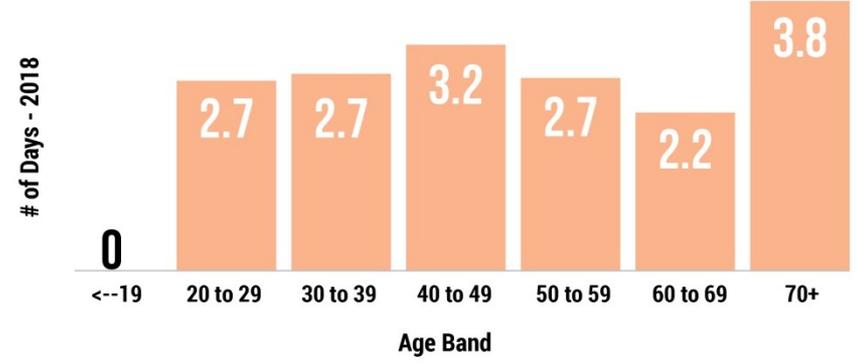
# WORKPLACE HEALTH INDICATORS

## Absence Summary of Days Lost by Age due to STD

### Lost Days Per Eligible Employee Due to STD



### Avg. Occurrences Per Eligible Employee Due to STD





# CURRENT SYSTEMS AND PROGRAMS Highlights

## Employee and Family Assistance Program Homewood Health Provider



**24/7**  
Confidential  
Service

- Short-term counselling
- Health and wellness services

**23** Workshops

## Chronic Pain Self-Management Workshops for Employees



**SESSIONS = 6**

Provide skills to improve quality of life on and off the job.

## Return to Work Services Activities

2018 = **589**



Employees returned to work on temporary accommodated basis

HR has a well-developed permanent accommodation process

## Critical Incident Peer Support Team (CIPS)



- On-Site assistance in the form of critical incident stress defusing.
- In 2018 the CIPS team responded to:

**11** Team Activations for Group Support

**17** Team Activations for peer-to-peer Support

## LifeSpeak On Demand



2018 = **1,606**

Training Programs on the web

It is an expert-led online streaming video resource.

TOPICS:  
Health, family, eldercare, work-life balance

## Non-violence Crisis Intervention Training

Classroom training focuses on prevention of violence in the workplace. Offers proven strategies for safely defusing anxious, hostile, or violent behaviour at the earliest possible stage.





# CURRENT SYSTEMS AND PROGRAMS Highlights

## Mental Health@Work Certificate Training for Leaders



2018 = **107**  
Leaders Trained

to date = **241**  
People Leaders  
Certified

## The Working Mind

Help Understand Mental Illness

Program helps employees better understand mental illness, poor mental health, the stigma surrounding it and its effect on individuals and the workplace.

## Anti-Stigma Campaign Shifting Minds

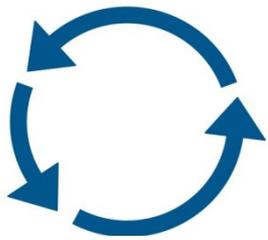


Respect  
Rethink  
Reconnect  
Renew  
Resources

## Sprout Physical Activity and Mental Health Tracker

Sprout is a wellness portal for physical, mental and social well-being.





# OPPORTUNITIES FOR IMPROVEMENT

## Workplace Mental Health and Well Being Strategy

Mental Health Action Committee has completed its evaluation of our workplace programs and practices using the Canadian standards for workplace mental health.

### Continued Work

#### HR Policies and Procedures

To support employee work/life balance; flexible work arrangements Policy; Inclement weather Policy; telecommuting Policy; Work Accomodation Procedure; Guide to Leaves.

### Employee Health Benefits

Human Resources' Benefits section is preparing recommendations to potentially amend the current non-union benefit plan.

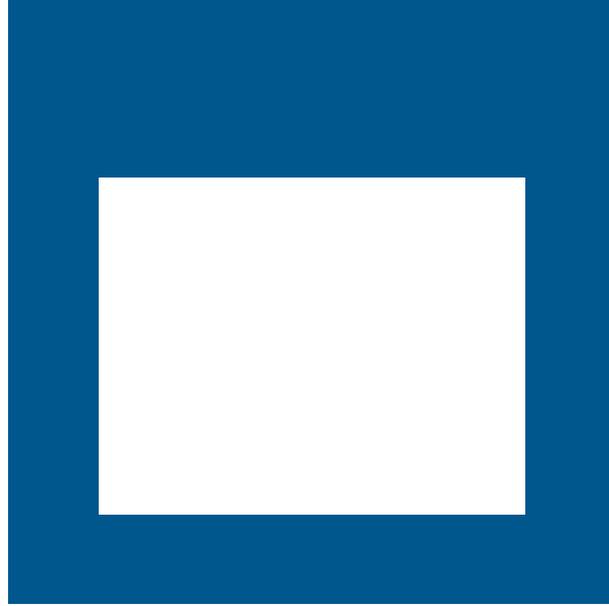
### Return to Work Services

In 2019, Return to Work Services will reallocate resources to better manage attendance, occupational and non-occupational workplace absences.

### Our People Survey (OPS)

Action Plans have launched a number of initiatives within the various sections and divisions, resulting in more support and enhancement of employee health and wellness.





THANK YOU