



EMPLOYEE ANNUAL ATTENDANCE REPORT 2018

March 21, 2019

DEFINITIONS

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)

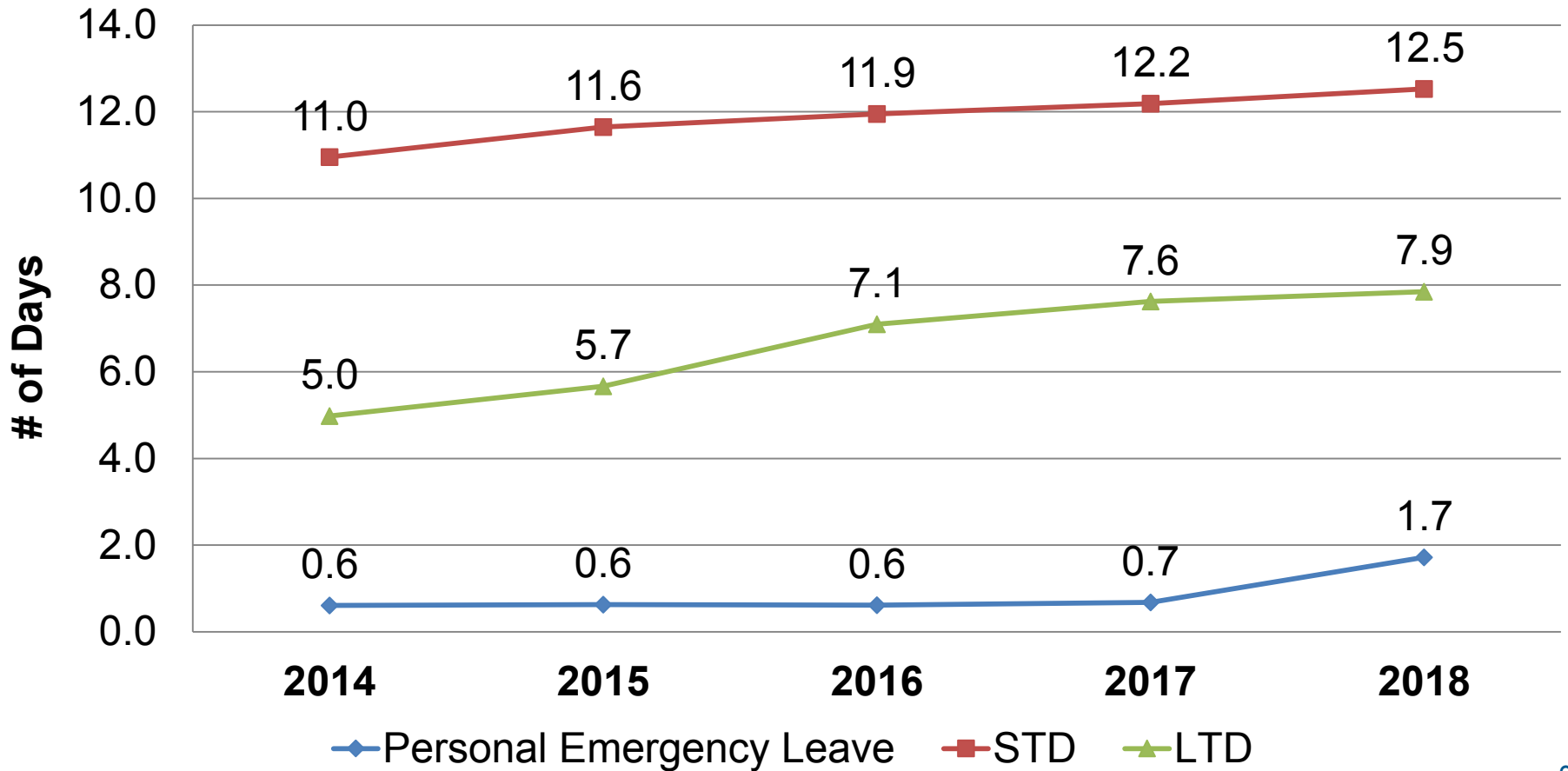
- Sick absences that extend beyond 130 days and are managed by a third party

Personal Emergency Leave (PEL)

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

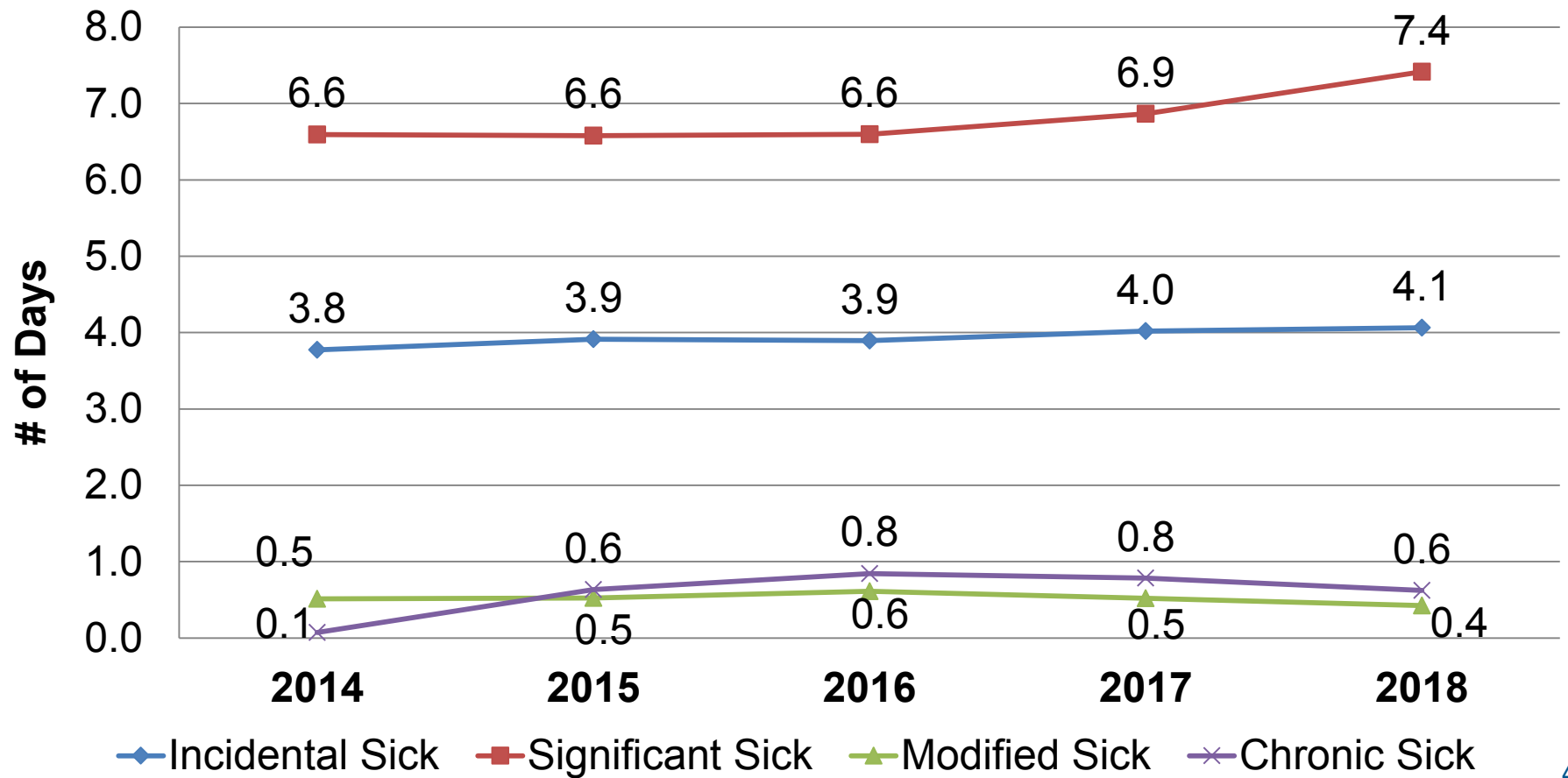
DAYS LOST PER ELIGIBLE EMPLOYEE

By absence type for COH less Fire Department



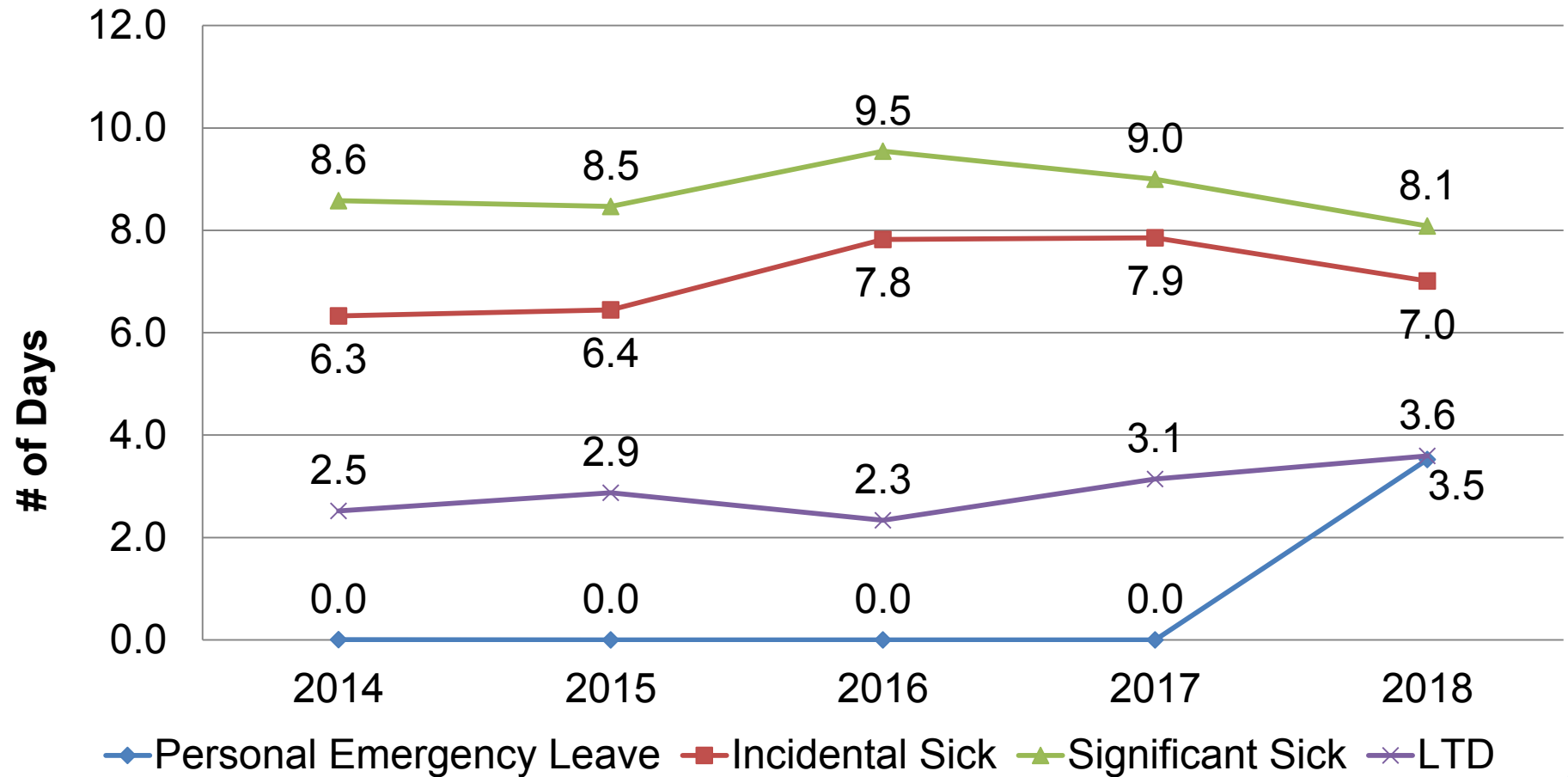
DAYS LOST PER ELIGIBLE EMPLOYEE

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



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



7,849	7,960	8,133	8,194	8,302
5.83	4.84	4.10	5.46	6.35
344	290	249	330	388
\$5,608,974	\$5,731,270	\$6,476,831	\$6,236,790	\$8,731,432
2014	2015	2016	2017	2018

TOP INJURY TYPES

 Musculoskeletal

 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
Staff
IMPROVEMENTS
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

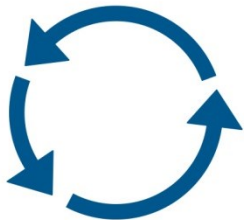
ORGANIZATIONAL HEALTH & RELATED PROGRAMMING



Workplace Health Indicators



Current Systems and Programs








Opportunities for Improvement



WORKPLACE HEALTH INDICATORS

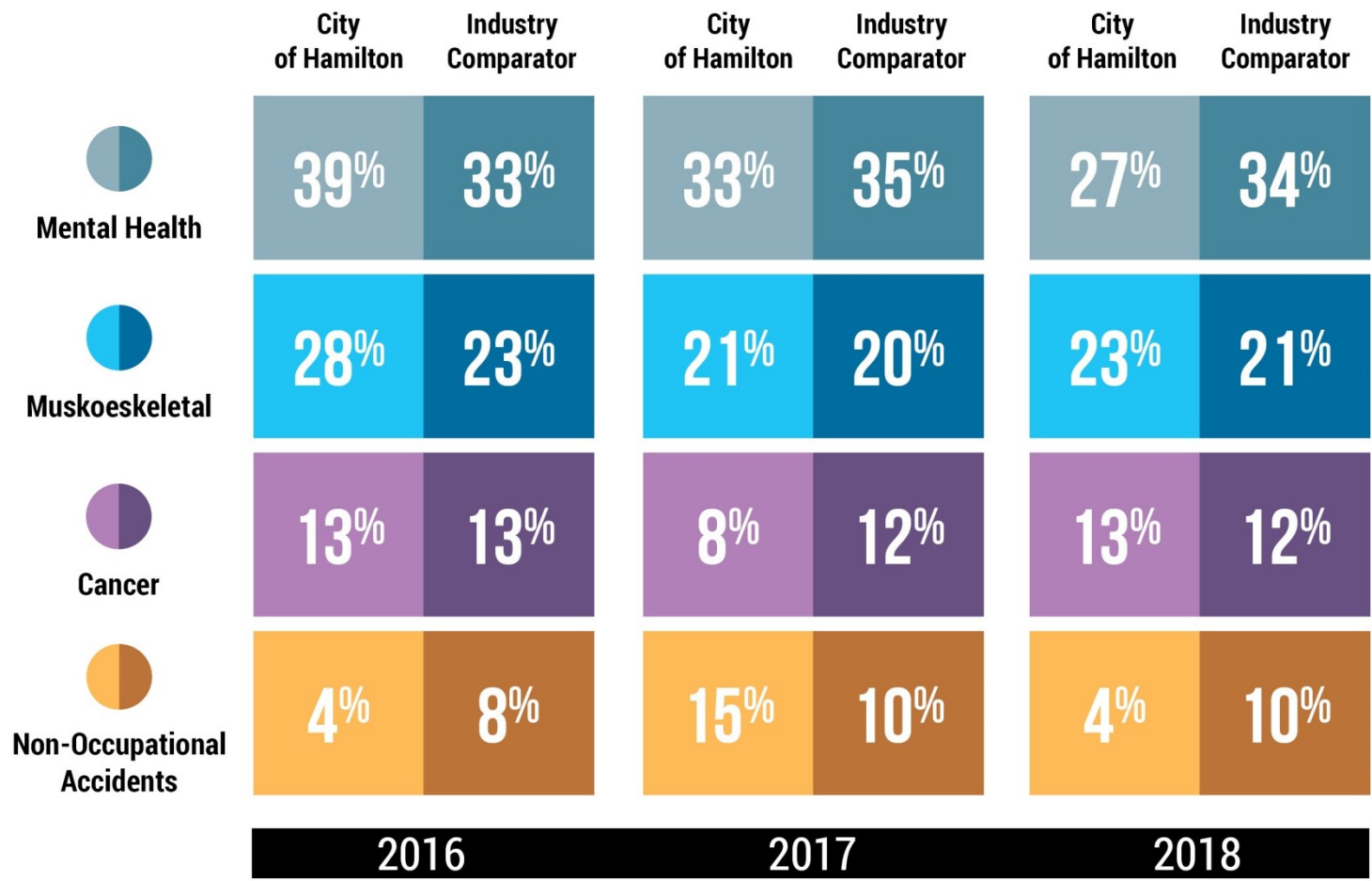
Top 5 Most Common Indicators less Fire Department

	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

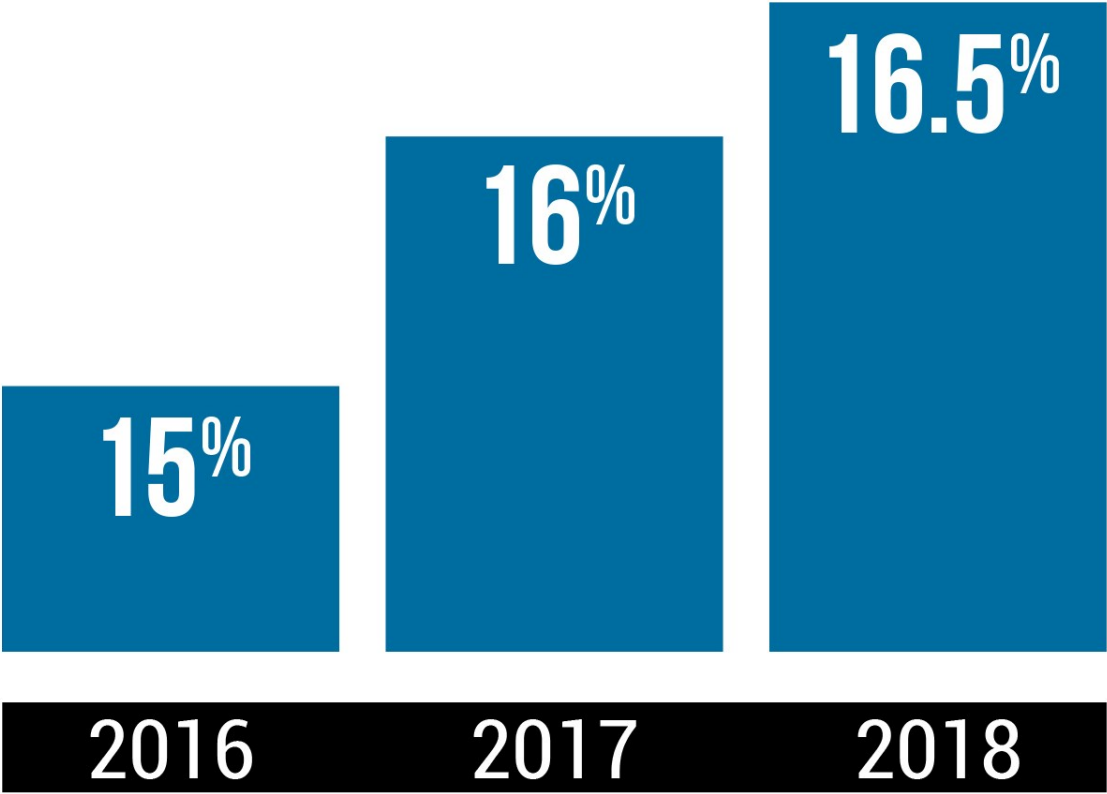
Top Claim Type 2016 to 2018 - LTD by diagnosis





WORKPLACE HEALTH INDICATORS

Employee Usage Family Assistance Program Utilization Rates

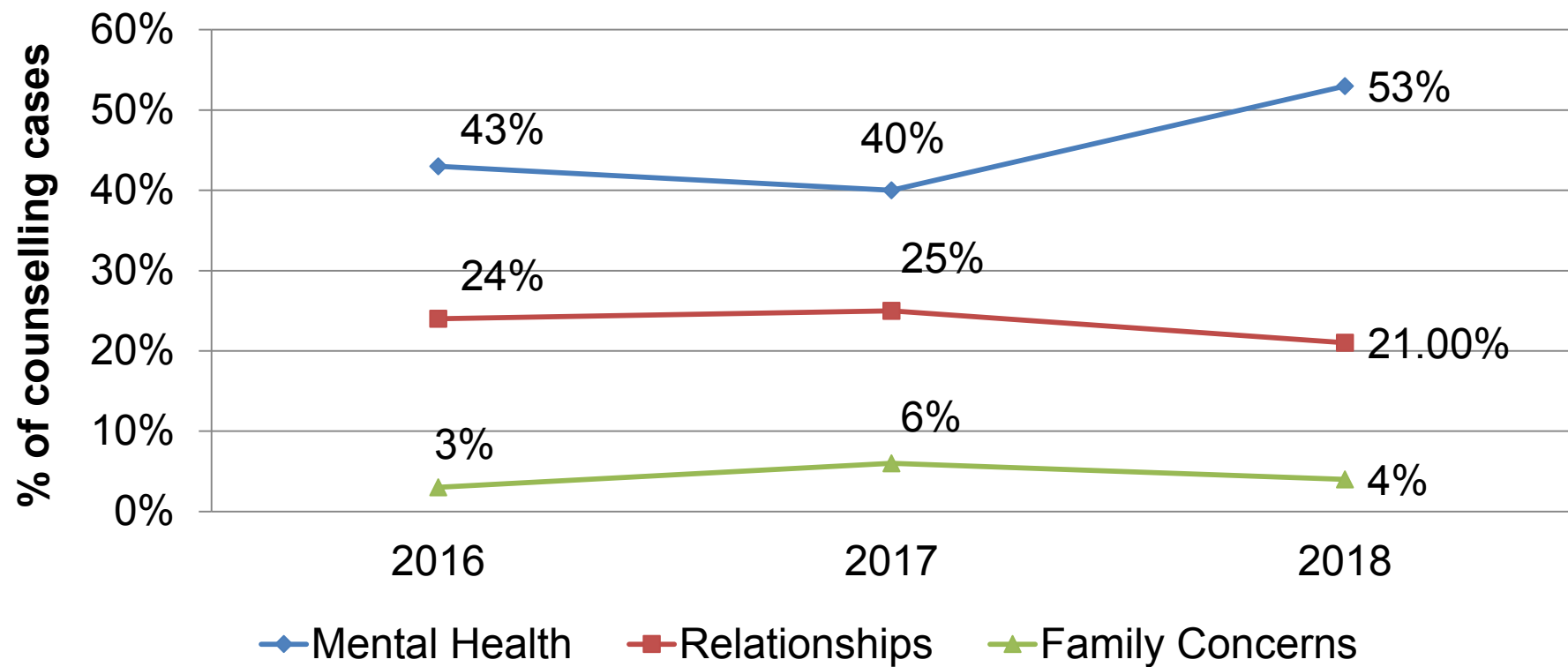




WORKPLACE HEALTH INDICATORS

Employee Usage Family Assistance Program

Issues for Counselling Cases

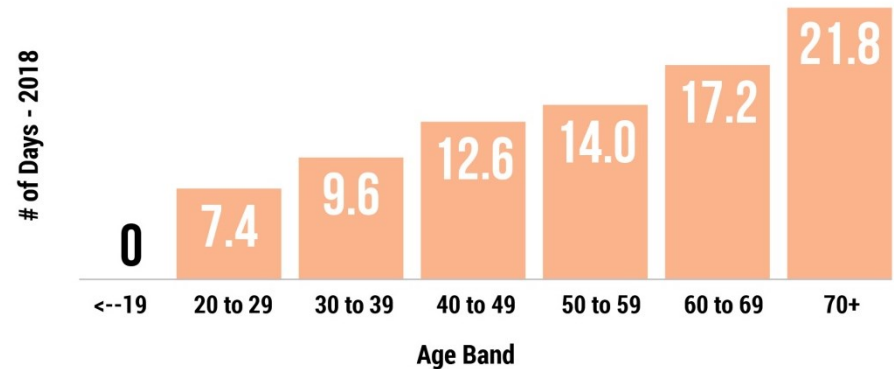




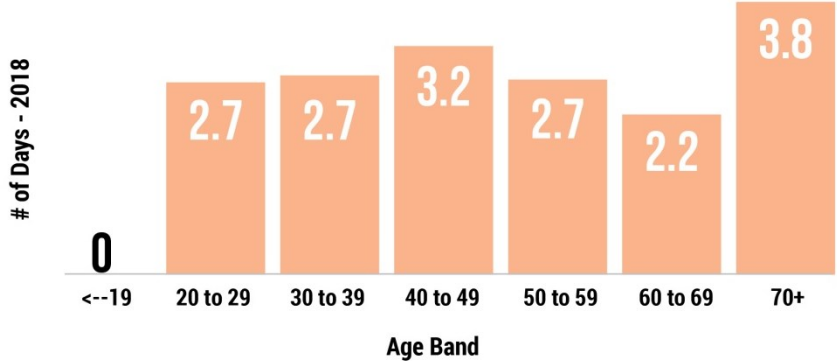
WORKPLACE HEALTH INDICATORS

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

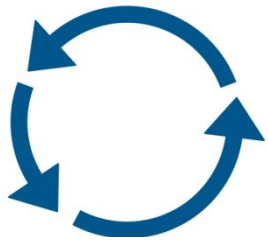


Respect
Rethink
Reconnect
Renew
Resources

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 Accommodation 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