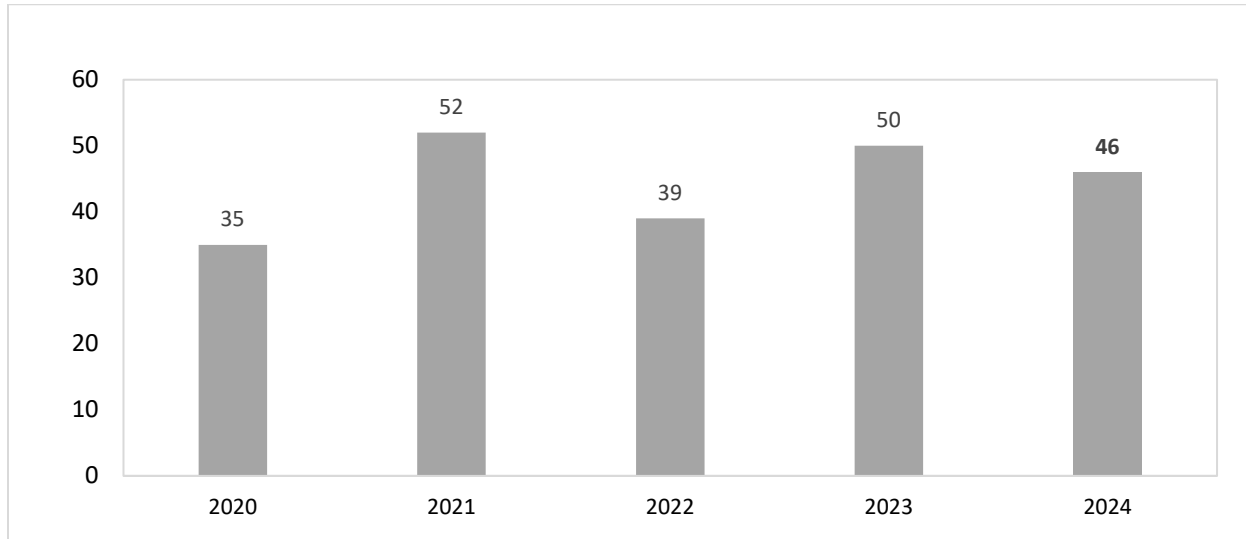


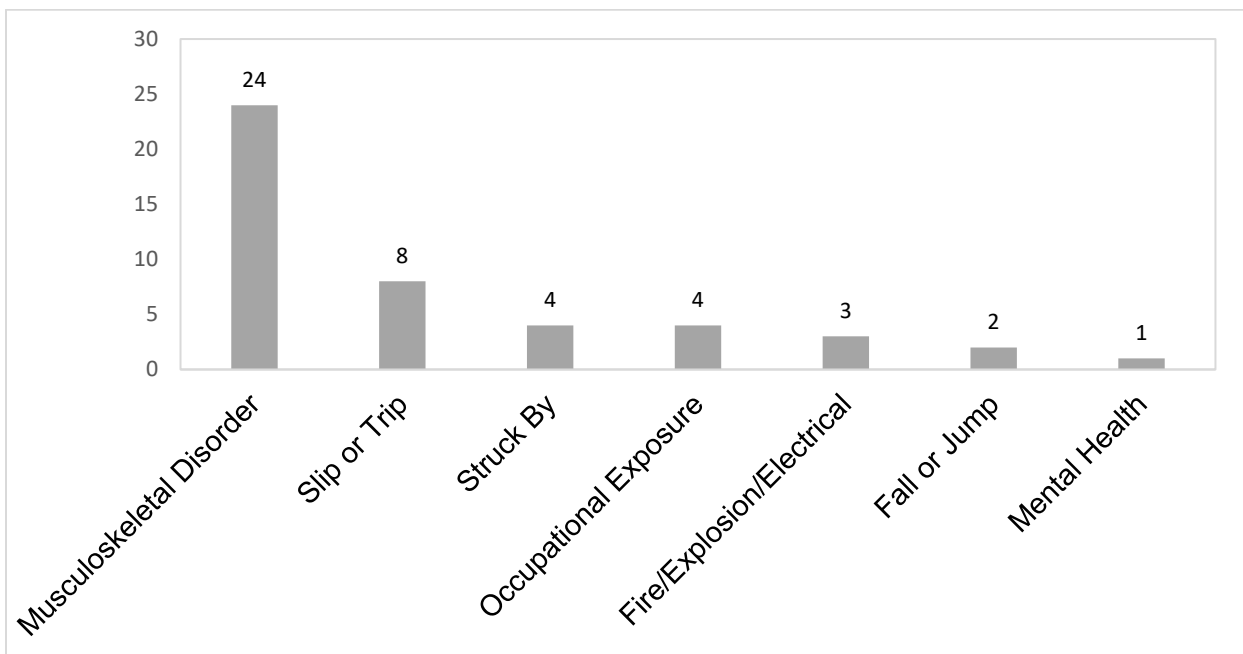
## Injury trend analysis from 2020 to 2024 for operational areas of focus

### Hamilton Fire Department

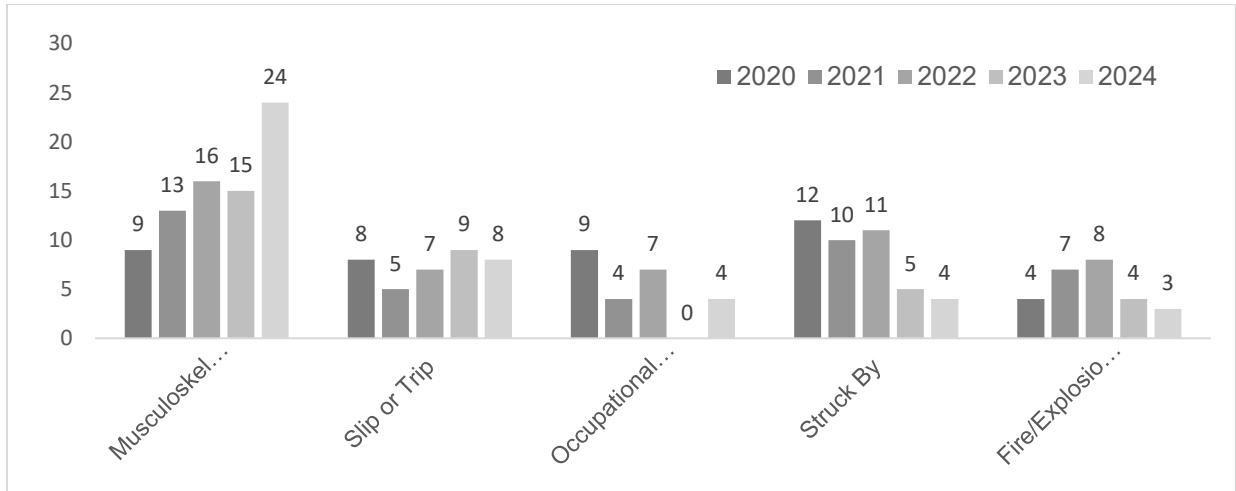
Graph 1: Hamilton Fire Department Lost Time Injuries from 2020 to 2024



Graph 2: Hamilton Fire Department Lost Time Injury Types in 2024



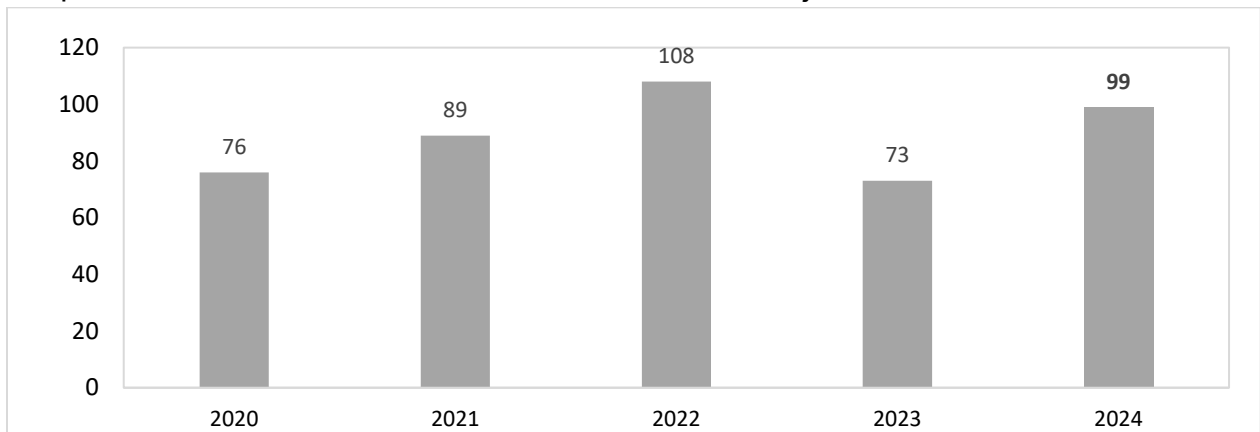
Graph 3: Hamilton Fire Department Top Five Injury Types



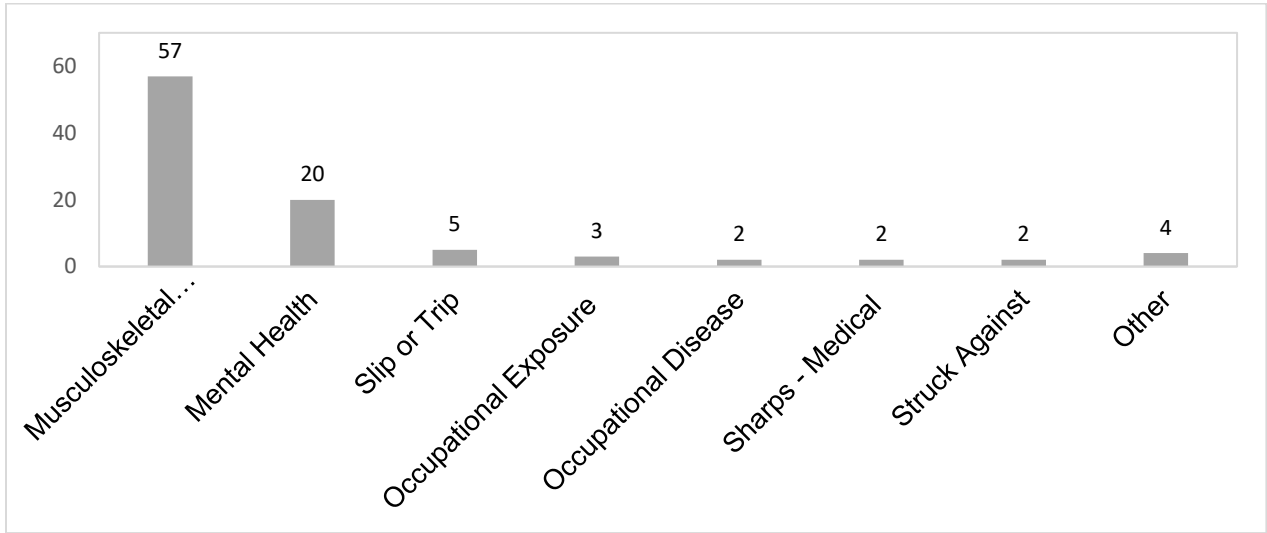
In 2024, the Fire Department saw an 8% decrease in the overall number of lost time injuries, from 50 LTIs in 2023 to 46 LTIs in 2024. Despite a significant increase in Musculoskeletal Injuries and injuries from Occupational Exposure in 2024, there was a decrease in all other injury types, such as Slip or Trip, Occupational Exposure, Struck By, Mental Health, Fall or Jump, Struck Against, Fall or Jump and Animal/Insect. The sustained trend of increasing overall incident responses year over year combined with the ongoing high number of structure fires has contributed to Musculoskeletal Injuries. To continue reducing the number of lost time injuries, the Fire Department’s Leadership Team, in concert with Health, Safety and Wellness Services team in Human Resources, continue to focus on providing training and prevention reviews to staff. In addition, the respiratory protection program and infection control policies were reviewed and updated.

### Hamilton Paramedic Services

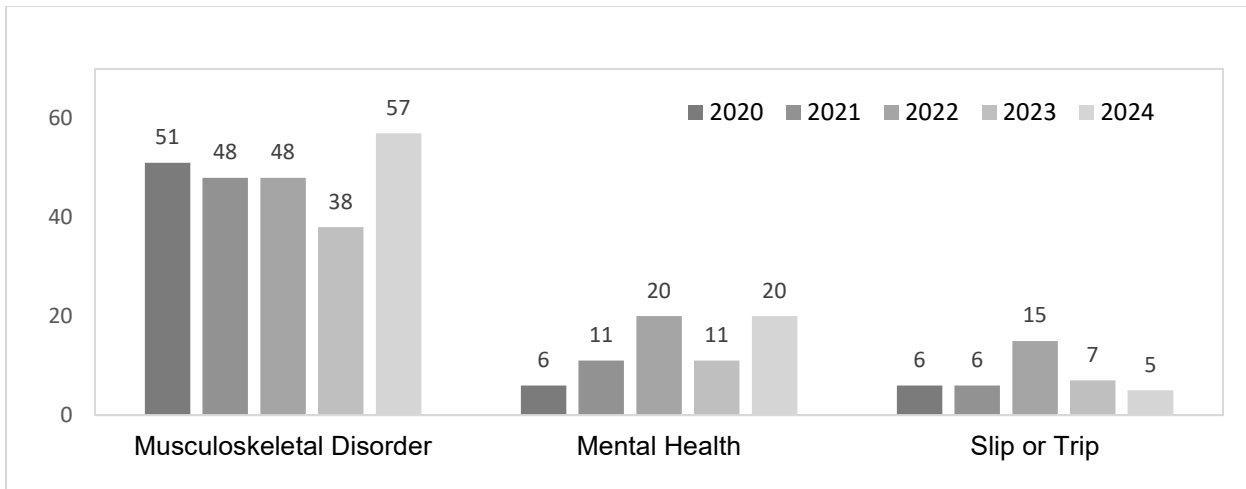
Graph 4: Hamilton Paramedic Services Lost Time Injuries from 2020 to 2024



Graph 5: Hamilton Paramedic Service Lost Time Injury Types in 2024



Graph 6: Hamilton Paramedic Service Top Three Injury Types



Hamilton Paramedic Service continues to demonstrate their commitment to supporting employee wellness and safety through several initiatives launched in 2024 aimed at enhancing mental health, physical well-being, and overall job satisfaction. Activities were designed to act on the results of a wellness survey and improve the work environment for all team members.

Results of the wellness survey were shared with staff and Committee (HSC25001). The survey feedback provided invaluable insights into the wellbeing of employees and guided the development of wellness initiatives. Key areas of focus included improving the Return-to-Work (RTW) process, providing wellness check-ins, and enhancing staff support through various activities.

Several programs and events were introduced or continued to promote staff wellness, including:

- RTW activities and meetings focused on supporting staff returning to work after injury or illness, offering personalized wellness check-ins to ensure a smooth transition back to the workplace.
- Educational cooking sessions providing staff with practical skills to improve their nutrition wellbeing and overall health.
- Family night for new recruits is a special orientation event for new recruits, co-op students, college students, and observers, providing a space to meet their families, network, and build connections that strengthen employee engagement.
- Co-op and college student and observer wellness sessions were held to ensure students and physicians felt supported before beginning practical training or observer ship.

In response to ongoing concerns about violence against paramedics, the External Violence Against Paramedics (EVAP) Survey was developed and launched. This confidential survey aimed to gather data on why incidents of violence were often unreported and paramedics understanding of their rights and responsibilities pertaining workplace violence. The results from this survey will provide valuable insights to inform the EVAP program.

To improve awareness and adherence to safety protocols, the Shift Summary Reports for supervisors were updated. These reports were designed to provide detailed updates on staff status, incidents, and any issues encountered during shifts. Supervisors are now required to review these summaries to ensure they are aware of ongoing concerns and to address any issues, including violent incidents, before the start of the next shift. Additionally, supervisors were educated on the new process for reporting violent incidents. This training included detailed guidance on how to use the External Violence Incident Report and emphasized the importance of timely and accurate reporting. Supervisors were also trained on how to support staff through these incidents and ensure proper documentation on Alleged Assault Report form is completed.

A new External Violence Incident Report was implemented to encourage staff to report incidents of violence, which is a mandatory requirement from the Ministry of Health (MOH). This new reporting tool ensures that these incidents are accurately captured and monitored, leading to more effective responses to violence-related issues.

Additionally, HPS evaluated new restraint systems designed to improve the safety of paramedics when interacting with violent patients, and is working closely with the Hamilton Police Service to develop joint education programs. These initiatives aim to

address knowledge gaps in how both paramedics and police respond to incidents involving violence against paramedics.

The wellness initiatives and safety programs introduced in 2024 reflect the organization's commitment to the well-being of staff. By continuing to act on the feedback from the wellness survey and addressing critical areas of concern, such as violence against paramedics, employees are able to benefit from a safer, healthier, and more supportive environment.

### Equipment Enhancements

HPS introduced two new oral suction catheters that have improved paramedic safety by more effectively clearing airway secretions, vomit and blood, reducing the likelihood of paramedics suffering splash/biohazard exposure while improving patient care.

### Collaborative High Reliability

HPS completed training for all staff in Collaborative High Reliability (CHR). In 2025 HPS will seek accreditation as a Collaborative High Reliability Organization.

Collaborative High Reliability is a framework or approach often used in high-stakes, complex environments to achieve consistently high levels of performance, safety, and reliability. It combines the principles of high reliability organizations (HROs) with a strong emphasis on collaboration among teams, departments, and stakeholders.

Through this process, and with feedback from staff, a risk was identified with the equipment paramedics are using to perform needle chest decompressions on patients with suspected pneumothorax. HPS added scalpels to the paramedics' equipment after collaborating with the regional base hospital and completion of training.

### Ongoing Work

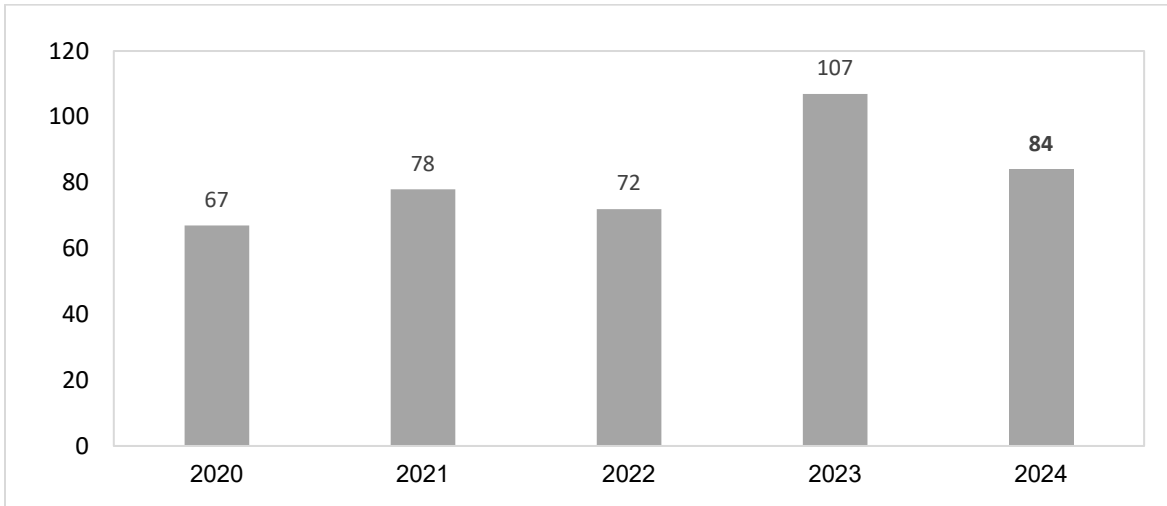
The Joint Occupational Health and Safety Committee continues to work collaboratively with Ministry of Labour, Immigration, Training and Skills Development and Long-term Care to ensure proper processes are in place for those with a 'no lift policy'. This has led to a continued reduction in "lift assist" calls from Long Term Care, reducing risk to paramedics suffering musculoskeletal injuries.

The Professional Development team annually quantitatively fit tests all staff with various mask products to ensure proper fit which reduces risk of infectious disease transmission.

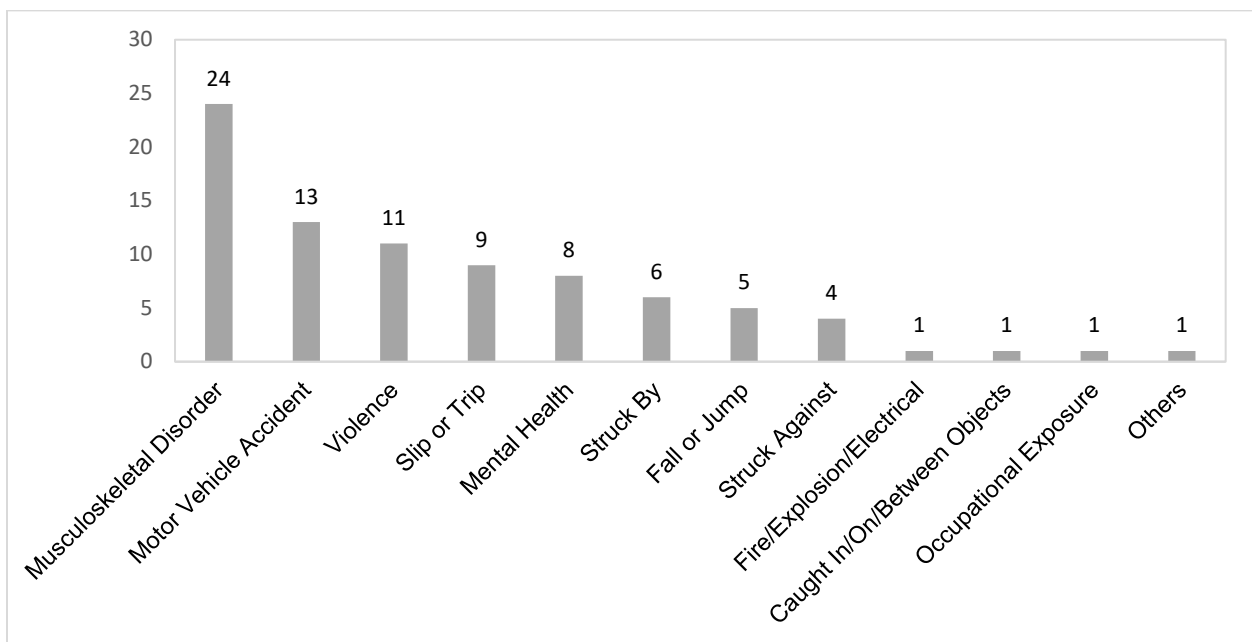
The Powered Air Purifying Respirator (PAPR) were purchased, and four more staff were accommodated bringing the total number of staff utilizing PAPR's to 17. It safeguards employees against contaminated air for those that cannot get a proper seal with an N95.

### Hamilton Street Railway

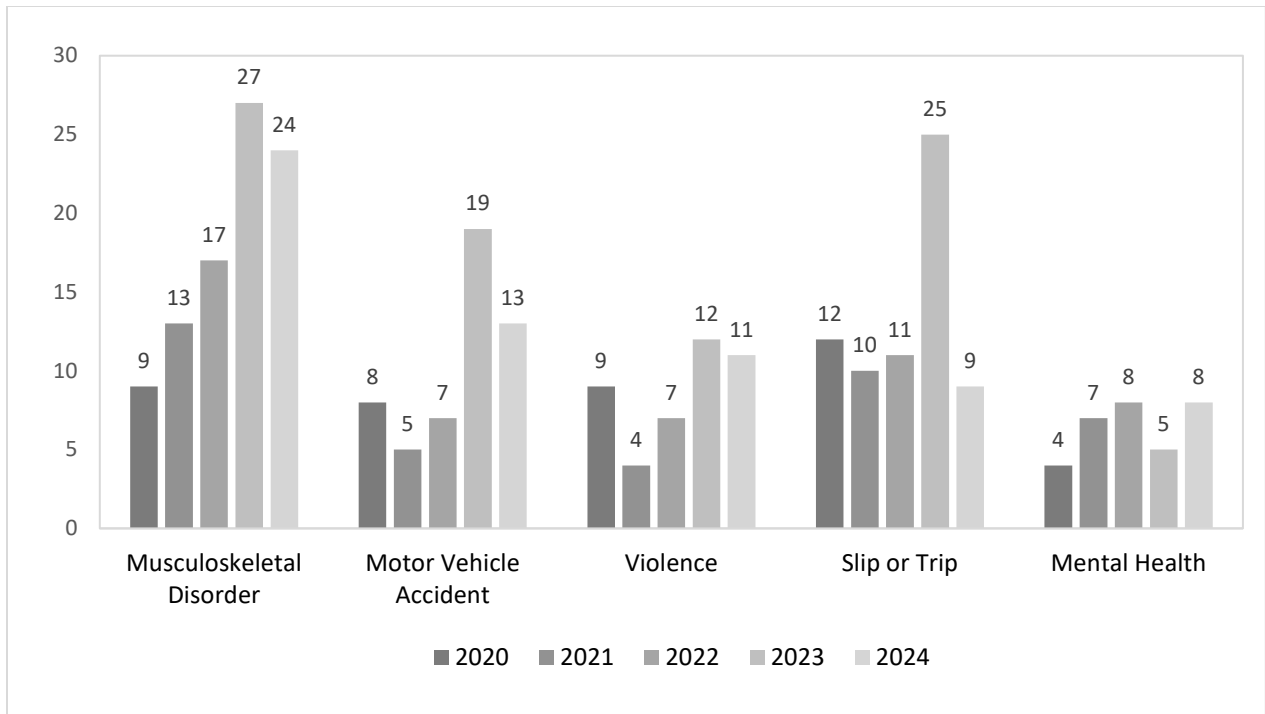
Graph 7: Hamilton Street Railway Lost Time Injuries from 2020 to 2024



Graph 8: Hamilton Street Railway Lost Time Injury Types 2024



Graph 9: Hamilton Street Railway Top Five Injury Types



In 2024, HSR saw a 21.5% decrease in the overall number of Lost Time Injuries, from 107 in 2023 to 84 in 2024. Of the Lost Time Injuries, 28.5% were attributed to musculoskeletal injuries, which remained the top cause for injury despite a slight decline in 2024. HSR continued to focus on ergonomics during new operator training, Driving Safety Evaluations and Return to Work training, such as reminding operators to stretch and take rest breaks throughout their shifts, educating operators on proper seating postures and performing seat adjustments.

HSR achieved significant improvement in slip and trip injury prevention, as indicated by a 64% decrease in Lost Time Injuries attributable to this cause. Improvements could be attributed to diligent employees reporting and quickly resolving slip and trip hazards. Injuries from motor vehicle accidents also experienced a significant decline by 31.6%. Operator refresher training was introduced in 2023, reinforcing operator skills and knowledge in safe vehicle operation and defensive driving techniques. However, this was paused in 2024 because of the cybersecurity incident and prioritization of new operator training. Operating refresher training will resume in 2025 with a target of 250 operators trained by the end of the year.

Mental health and employee wellbeing is a key priority for HSR. Through the Customer Experience and Innovation Team, HSR continued to engage employees through the HSR Way Program, designed to improve employee satisfaction and inclusion. Through

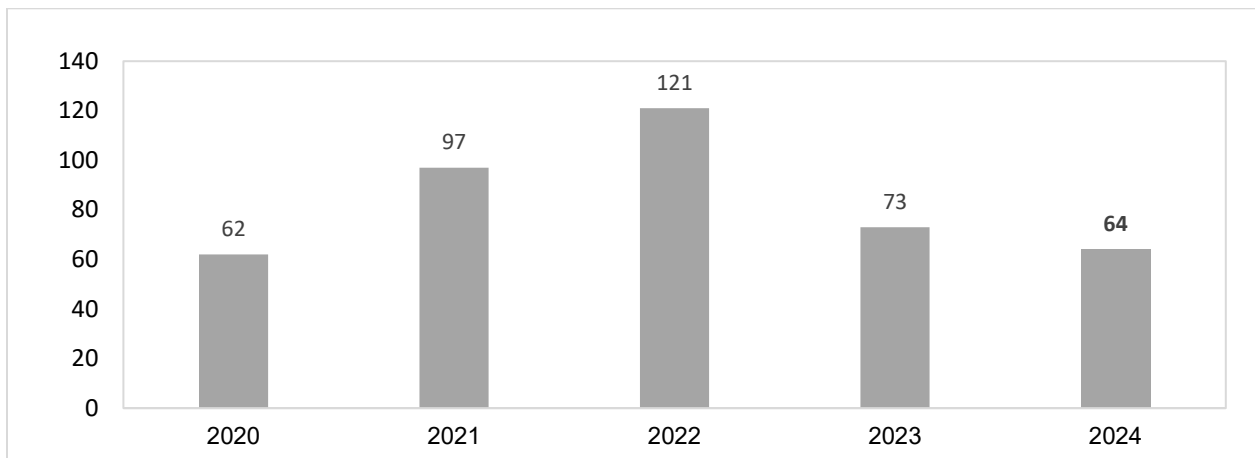
the survey, employees have shared examples of what they have learned on the job made that them more resilient to the demands of a public-facing role including examples such as dealing with aggressive customers by emphasizing de-escalation and calmness. The Accessible Transportation Supervisor is certified to deliver Non-violent Crisis Intervention training and provides effective tools for dealing with escalating incidents.

Furthermore, in collaboration with Human Resources, HSR launched a Critical Incident Peer Support Team that includes 16 members. Volunteer members are from various levels in HSR ranging from Bus Operators to Superintendents. They provide valuable support to employees following critical incidents. Peer support offered through the lens of shared experiences can have a significant positive impact on the recovery and emotional wellbeing of employees. Communication was rolled out across HSR and is on-going to promote the benefits and encourage employee utilization of this program.

The 2024 Wellness Fair at Mountain Transit Centre was a great success. HSR hosted guests from Hamilton Public Health, Smoke Cessation, Lifespeak, Health, Safety and Wellness Services and Workplace Safety & Prevention Services to provide a wide variety of wellness information and resources to employees. This event brought to the forefront HSR's commitment in promoting employee wellbeing and encouraging a healthy workplace. The 2025 Wellness Fair will include nutrition and continue to focus on mental health and wellness.

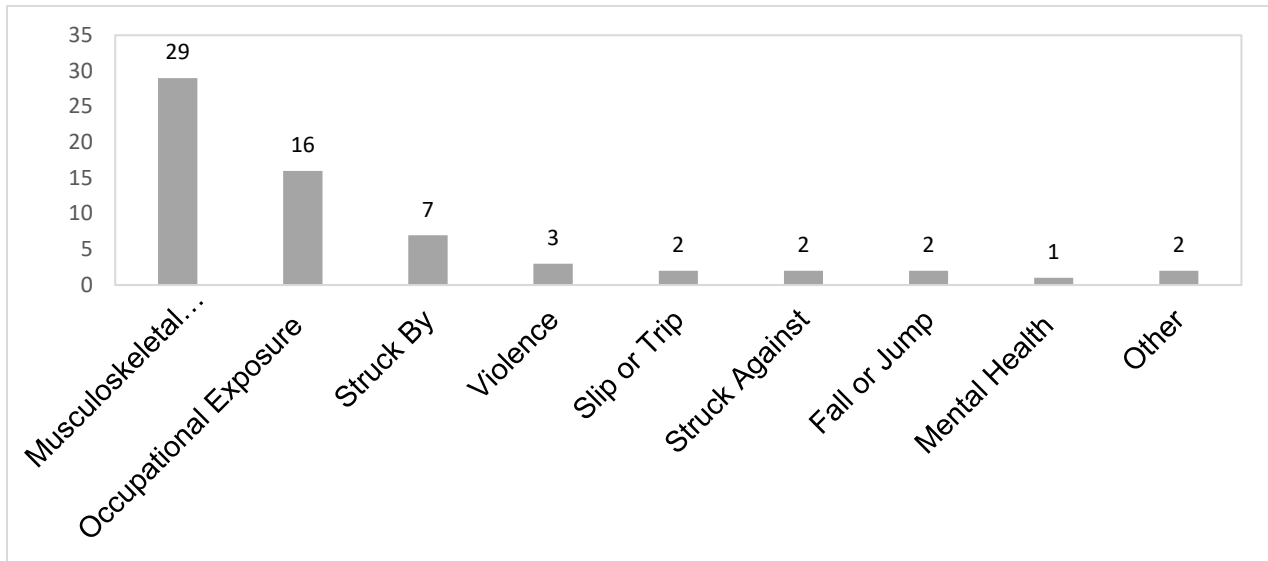
### Long-Term Care (LTC)

Graph 10: Long-Term Care Lost Time Injuries from 2020 to 2024

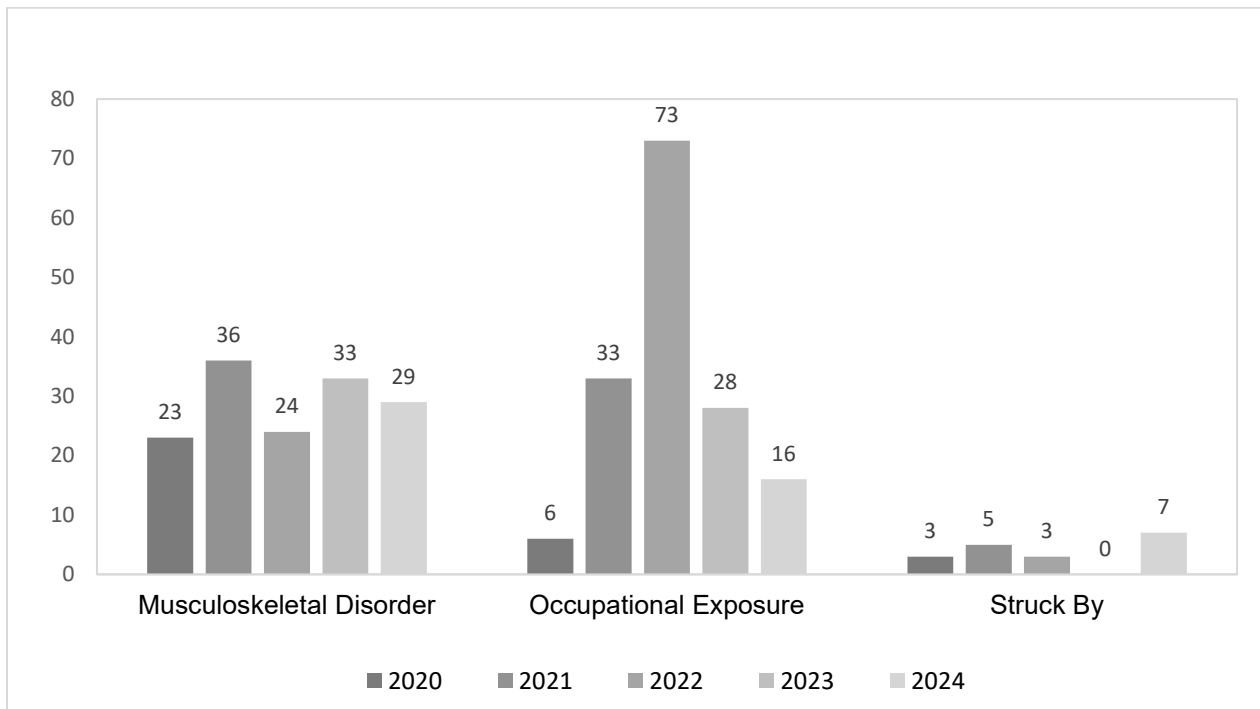




Graph 11: Long-Term Care Lost Time Injury Types in 2024



Graph 12: Long-Term Care Top 3 Injury Types



As part of Long-Term Care’s ongoing commitment to enhance workplace safety and reduce workplace injuries and illnesses, numerous measures and initiatives were implemented throughout 2024 contributing to an overall decrease in lost time injuries in 2024 when compared to 2023.

LTC occupational exposure illnesses continued to decline over the last three years irrespective of outbreaks common in a health care setting. Occupational exposure illnesses peaked in 2022 at 71, declined to 28 in 2023 and further fell to 16 in 2024. Regular infection prevention and control audits are critical to highlighting the good work that staff are doing, identifying any gaps and swiftly address issues through education, policies and procedures, purchasing new equipment or replacing existing equipment. LTC teams work in conjunction with Hamilton Public Health, IPAC Hub and other key stakeholders to ensure that new and prevailing practices are incorporated to address infectious diseases and mitigate risk to our residents and staff. Annual on-site COVID-19 and flu shot clinics are provided for staff in conjunction with Health, Safety and Wellness Services.

Numerous initiatives have been implemented as part of our ongoing efforts to prevent musculoskeletal and other injuries, including:

- the dietary department purchased new bun racks that are lighter and require less force to push and transfer from different prep areas in the kitchen
- the nursing department completed in person enhanced lift and transfer education and a practical demonstration for over 94% of staff (previous years was a written sign off) which emphasizes proper techniques and ergonomics
- the nursing department enhanced available equipment to support increased number of resident transfers required by mechanical lifts
- the nursing department updated medication carts with enhanced ergonomic features such as adjustable arms for laptops to support varied heights of staff
- the nursing department continues with preventative maintenance improvements on all the medication and treatment carts to ensure they move freely thereby reducing the force to move them throughout the workplace
- the laundry department purchased new laundry carts that are lighter and require less force to push and pull
- the laundry department also replaced or installed all back savers for the linen transfer carts. These are spring loaded inserts that prevent the need to bend over into the cart as linen is removed by staff
- a feasibility study for Macassa Lodge laundry service area has been completed due to the number of musculoskeletal injuries and ergonomic concerns raised
- safety talks are completed at monthly communication or team meetings and include topics such as Musculoskeletal Disorders; What Workers Can Do to Keep Themselves Safe and Healthy; Preventing Slips, Trips and Falls; Responsive Behaviours

Responsive or violent behaviours and related incidents continue to be a high priority for our Nurse Leaders. The team remains steadfast in thoroughly reviewing applications of those with high-risk responsive or violent behaviours or mental health diagnosis and those with dual diagnosis to determine if LTC have the nursing and medical expertise and resources to be safely manage these mental health or behavioural health needs. Our Medical Directors, Administrators and Directors of Nursing work closely on these high-risk potential admissions and when in-house residents care needs change

regarding high-risk behaviours. Employees are provided with mandatory training on dementia and responsive behaviours to create safer interactions with residents at new employee orientation as well during annual mandatory training. LTC continues to work closely with Behavioural Support Ontario resources to support new or existing residents through focused assessments to identify triggers used to create, modify or enhance resident care plans and support staff on recommended individual interventions. In addition, LTC works closely with Geriatric Psychiatry with St. Joseph's Hospital and St. Peter's Hospital to support changing mental health needs of our residents.

The collaborative work actioned with the Return-to-Work Specialist and LTC leadership team has been critical in decreasing lost time and having team members return to the work place as soon as possible, often with no lost time or minimal lost time, through a modified workplan.

The Wellness Committees continue to support our Homes with monthly updates to the Wellness Board, as well as other activities to engage employees and support their mental health and well-being. As well, R-Zone training was completed for approximately 55% of staff in 2024. Due to extenuating circumstances that affected business continuity, training was not completed as planned. There is a comprehensive plan for the remaining 45% of staff to receive this education during our 2025 annual mandatory education. For 2025, all new hires receive this education during new employee orientation.

These initiatives implemented in 2024 have had a positive impact on the health, safety and wellbeing of staff. By investing in education, ergonomic solutions, and ongoing training, the goal is to continue to reduce occupational injuries and illnesses moving forward.