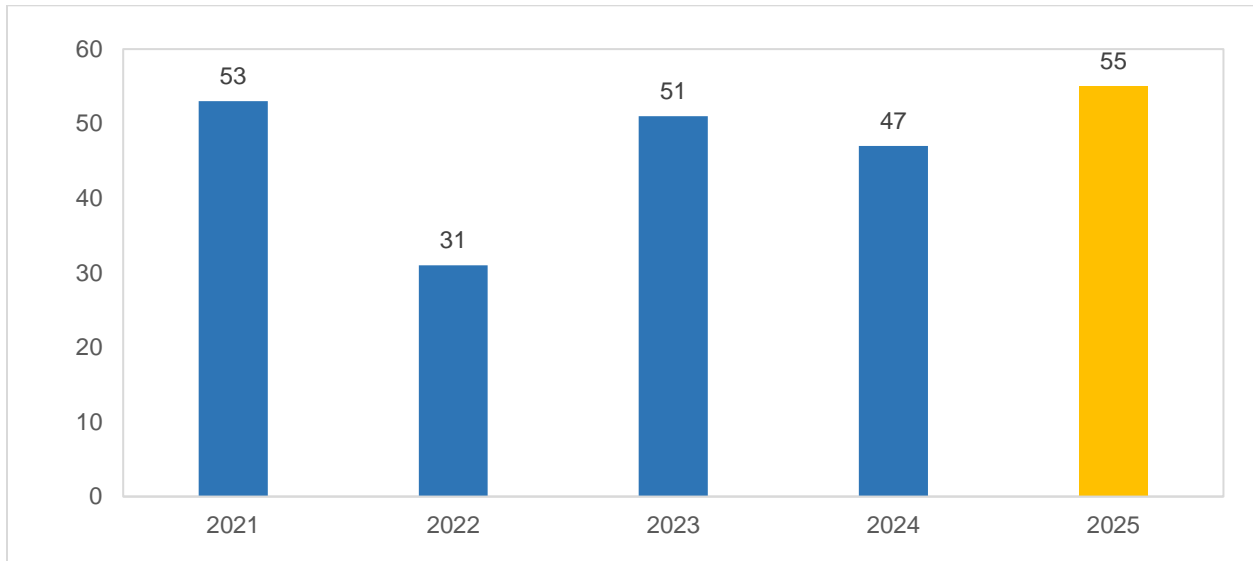


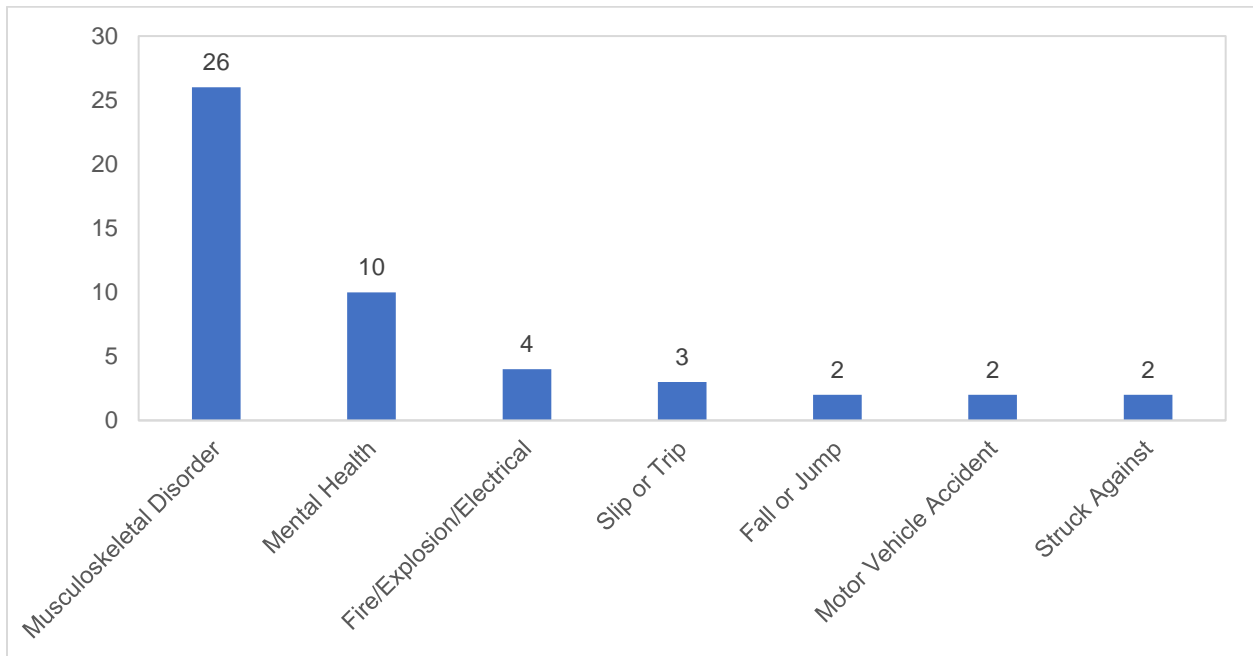
Injury trend analysis from 2021 to 2025 for operational areas of focus

Hamilton Fire Department

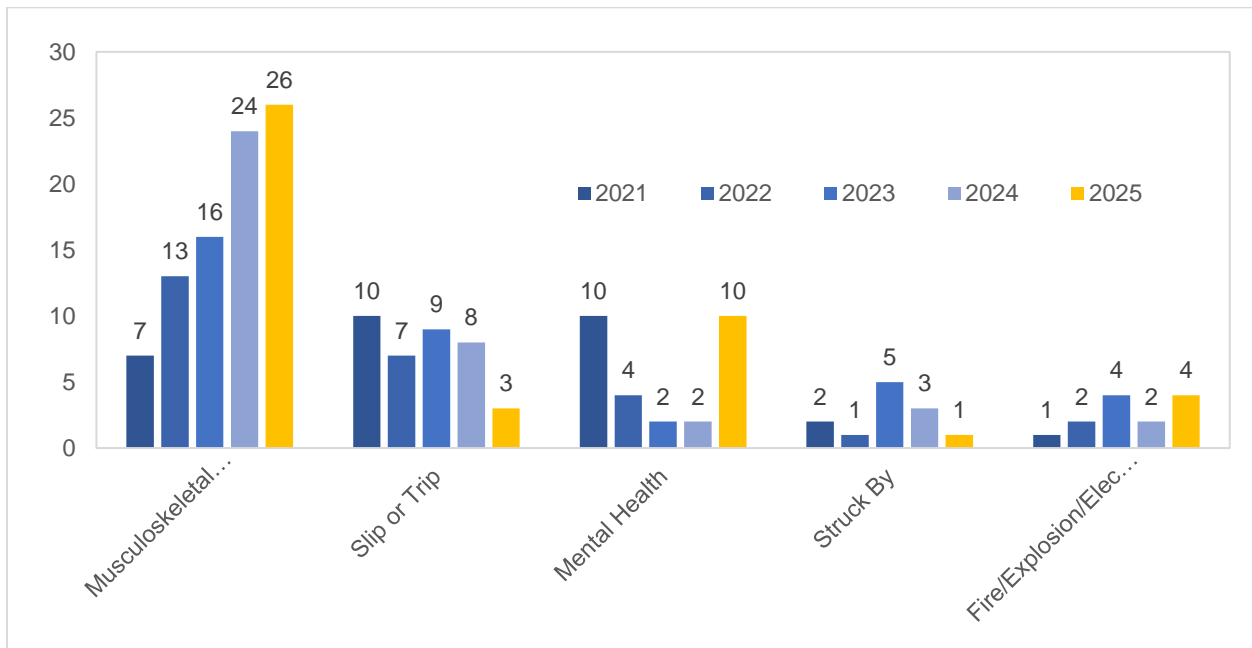
Graph 1: Hamilton Fire Department Lost Time Injuries from 2021 to 2025



Graph 2: Hamilton Fire Department Lost Time Injury Types in 2025



Graph 3: Hamilton Fire Department Top Five Injury Types



In 2025, Hamilton Fire Department saw a 17% increase in the number of Lost Time Injuries, from 47 in 2024 to 55 in 2025. There was a significant increase in Mental Health injuries, 10 in 2025 when compared to two in 2024. Slight increases were noted in Musculoskeletal injuries and injuries from Fire/Explosion/Electrical hazards. There was a decrease in Slip or Trip and Struck By injuries.

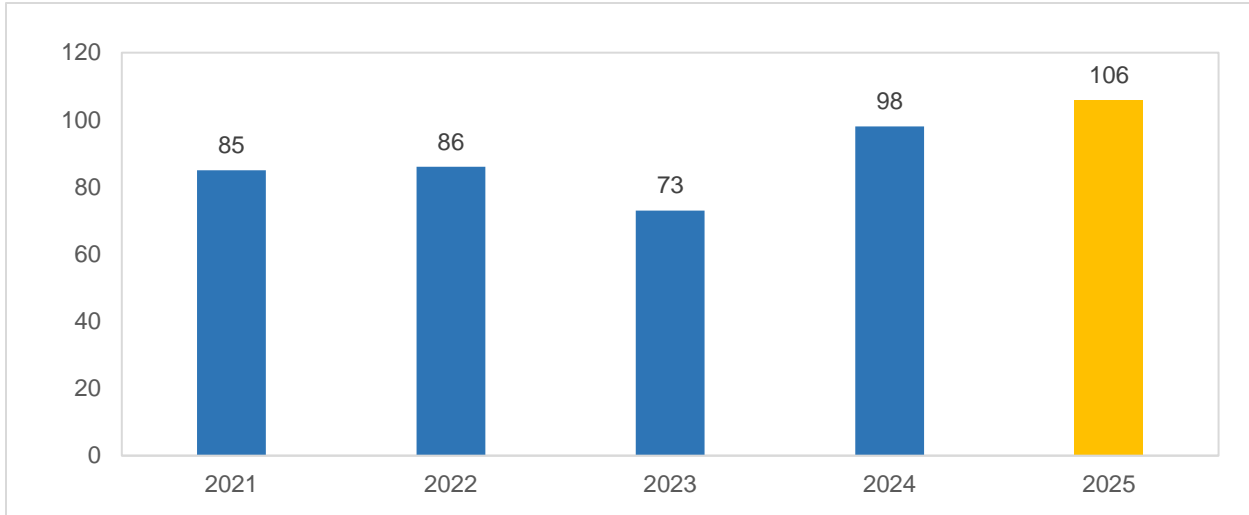
The sustained trend of increased emergency incident responses year over year saw the Hamilton Fire Department respond to 43,973 incidents in 2025, compared to 40,529 in 2024 – an increase of 8.5%. In addition, firefighters continue to deal with the ongoing increase in structure fires, increased involvement and exposures to traumatic incidents and increased levels of skills and competency training. All these factors have led to the overall increase in LTIs, specifically Mental Health exposures and Musculoskeletal injuries. Hamilton Fire Department’s Leadership Team, in collaboration with Health, Safety and Wellness Services in Human Resources, continues to focus on providing injury prevention training and prevention reviews to staff.

Additionally, employees have been receiving mental health awareness training through the deployment of the Road to Mental Readiness Program (R2MR) and mental health supports from the Department’s Peer Support Team when employees are involved or

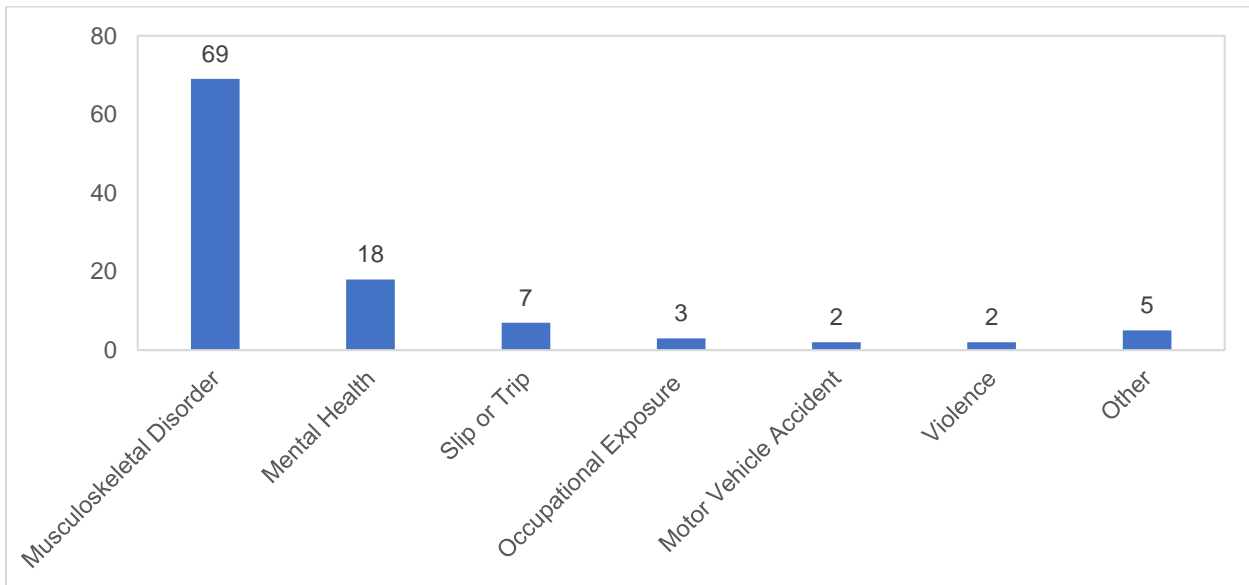
exposed to critical incidents. Employees also have access to support programs from both Homewood Health and Wounded Warriors Canada.

Hamilton Paramedic Services (HPS)

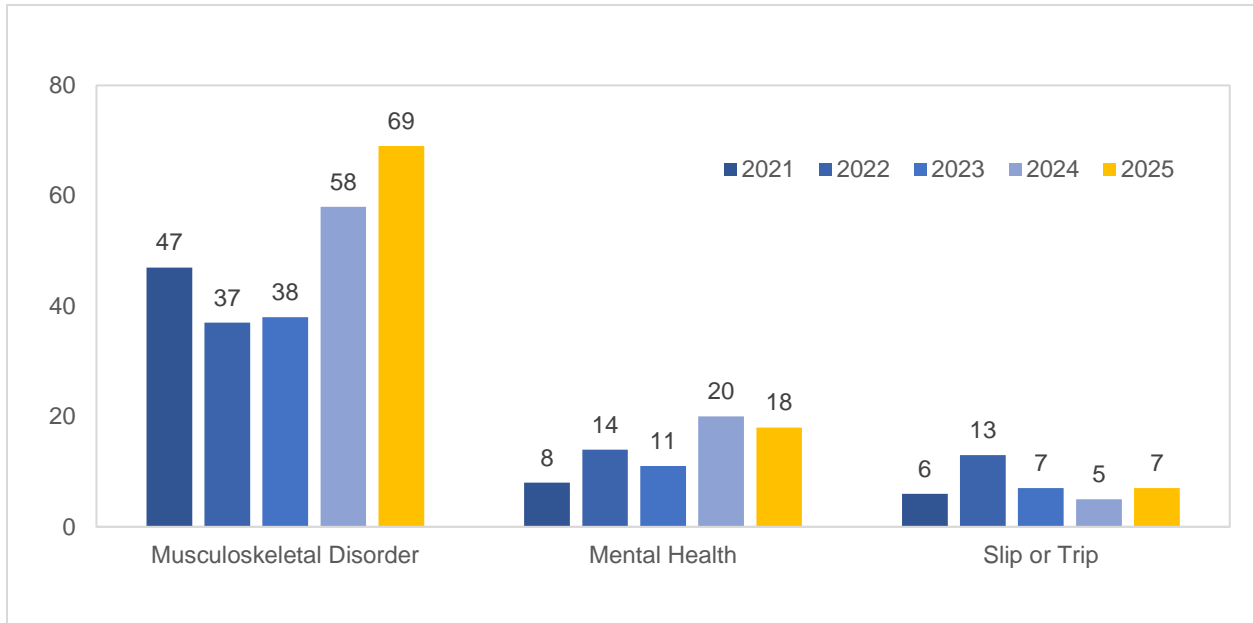
Graph 4: Hamilton Paramedic Services Lost Time Injuries from 2021 to 2025



Graph 5: Hamilton Paramedic Service Lost Time Injury Types in 2025



Graph 6: Hamilton Paramedic Service Top Three Injury Types



In 2025, Hamilton Paramedic Service saw an 8.2% increase in the overall number of Lost Time Injuries, from 58 in 2024 to 69 in 2025. Of the Lost Time Injuries, 65% were attributed to Musculoskeletal injuries and represented an 19% increase in 2025. There were slight decreases noted in Mental Health injuries and slight increases noted in Slip or Trip injuries.

Hamilton Paramedic Service continues to prioritize employee wellness through initiatives such as Mental Health Week activities, the Rusty Jade Ranch Recharge program, yoga, BBQ Night, Sound Therapy, and therapy dog visits. Wellness education also remains central to student and observer orientation, emphasizing resilience and connections to Peer Support.

Pre-orientation Family Nights help new staff and their families understand available wellness supports, including the Employee and Family Assistance Program, which has improved access and supported retention.

The External Incident Report system completed its first full year of data collection, providing insight into violence against paramedics. Although underreporting persists, reported incidents—including some resulting in assault charges—receive wellness follow-up. The External Violence Against Paramedics (EVAP) program will continue to strengthen training in situational awareness and de-escalation.

Hamilton Paramedic Service also enhanced support for staff recovering from mental health–related injuries through improved return-to-work and reintegration processes, offering a voluntary, clinically guided pathway for a safe and gradual return to duty.

Equipment Enhancements

ACETech vehicle monitoring improves paramedic safety by providing real-time data on driving behaviour and vehicle status. Tracking speed, G-force, and sudden maneuvers helps identify unsafe patterns, while fuel and readiness monitoring ensures ambulances remain operational. Driver identification supports targeted coaching and accountability. These features collectively reduce preventable incidents and enhance overall emergency vehicle safety.

Collaborative High Reliability

In 2025, Hamilton Paramedic Service advanced its Collaborative High Reliability (CHR) work by delivering organization-wide training on driving safety and intersection risk, with supervisors receiving additional instruction on applying the Risk Reduction Guide and managing “Green” events. Hamilton Paramedic Service also became the first healthcare and paramedic service in Canada to earn Collaborative Just Culture certification. The Service continues to pursue full CHR accreditation, reinforcing its leadership in safety and high-reliability practice.

Paramedic Driver Enhancement Program

The Hamilton Paramedic Driver Enhancement Program improves safety and compliance through in-house training tailored to emergency vehicle operation. It addresses local needs, performance gaps, and Hamilton-specific challenges while setting clear expectations for safe driving and consistent responses to collisions or vehicle damage. The Paramedic Driving Enhancement Program (PDEP) combines classroom learning with hands-on training customized to the city’s environment, creating a scalable curriculum—developed with instructor trainers and neighbouring services—that strengthens driver performance and overall readiness.

Medical Priority Dispatch System (MPDS) Launch – November 2025

The MPDS enhances paramedic safety by providing consistent, clinically informed information about hazards, patient condition, and potential risks before crews arrive on scene. Its structured protocols also reduce unnecessary lights-and-sirens responses, lowering collision risk. By improving triage and situational awareness, MPDS helps paramedics approach calls more safely and reduces preventable injuries.

McGrath Video Laryngoscope

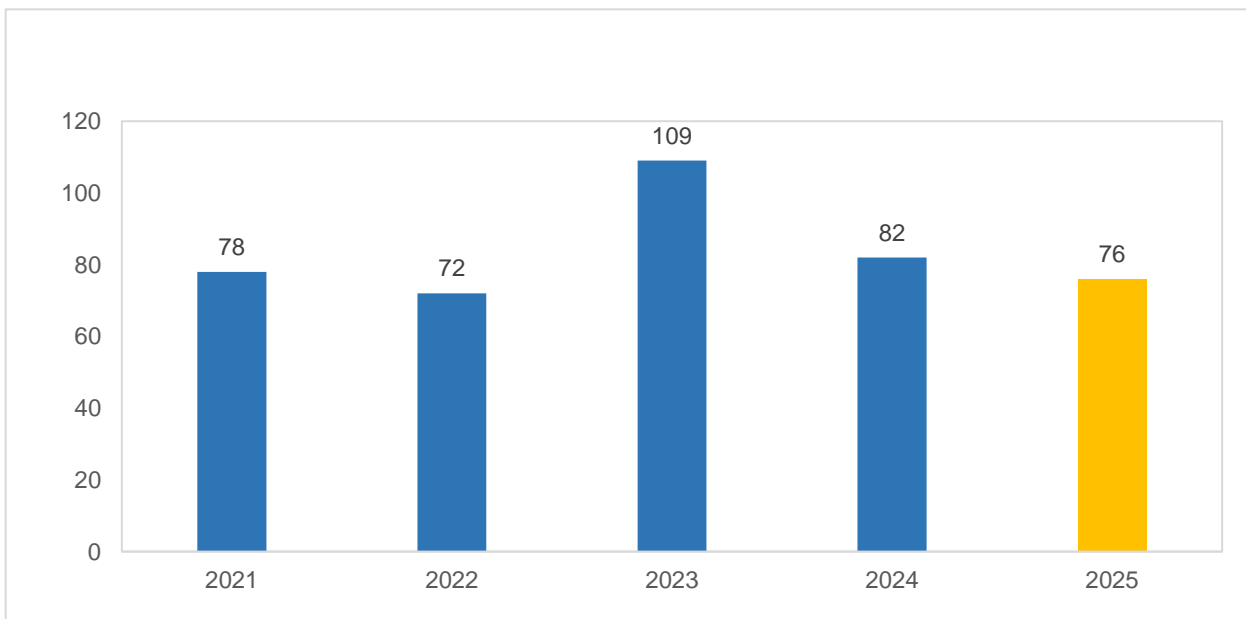
The McGrath video laryngoscope enhances paramedic safety by improving first-attempt success and providing clearer airway visualization, reducing the need for awkward or risky positioning. Its video display allows a safer working distance, lowering exposure to respiratory droplets and other biohazards. By minimizing repeated attempts and streamlining the procedure, it makes airway management more controlled, efficient, and safe.

Ongoing Work

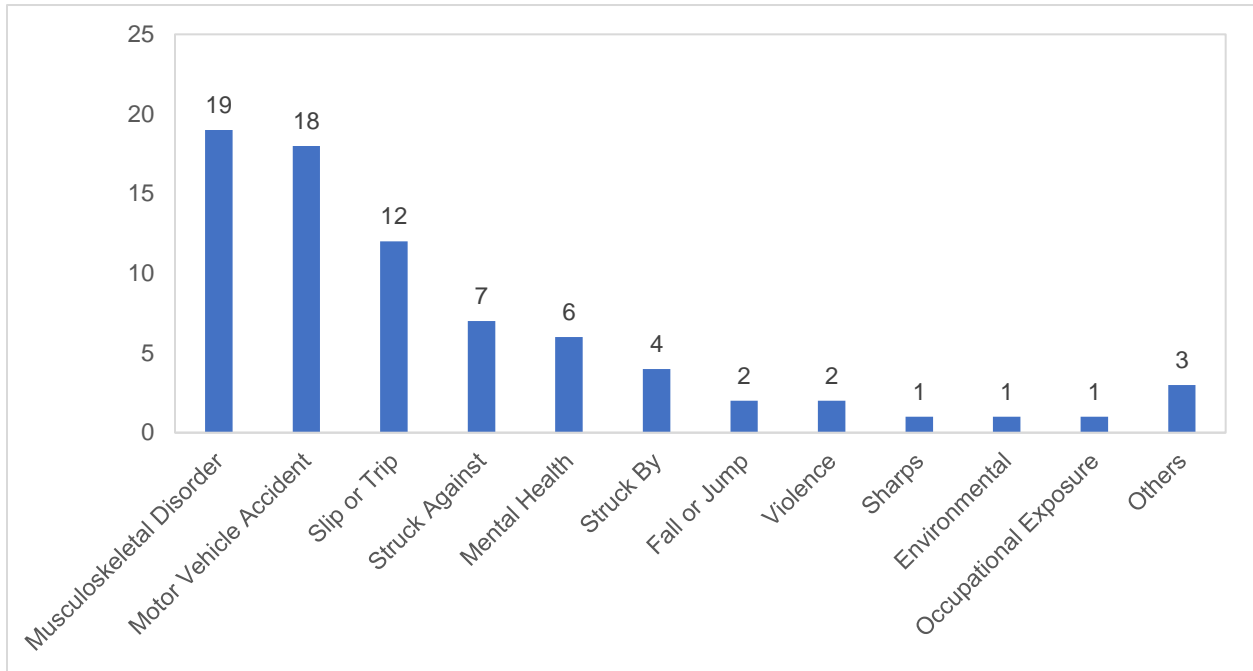
The Joint Occupational Health and Safety Committee continues to work with the Ministry of Labour, Immigration and Skills Development and the Ministry of Long Term Care to maintain proper processes for residents with a “no-lift policy,” contributing to fewer lift-assist calls from long-term care homes and reducing paramedic musculoskeletal injury risk. The Professional Development team also conducts annual quantitative mask fit testing to limit infectious disease exposure. Additionally, Personal Air Purifying Respirators (PAPRs) are provided for staff with medical or religious exemptions, with strengthened oversight this year through supervisor spot checks to ensure proper Personal Protective Equipment use and beard management, along with enhanced training during fit testing to support correct PAPR donning, doffing, and operation.

Hamilton Street Railway (HSR)

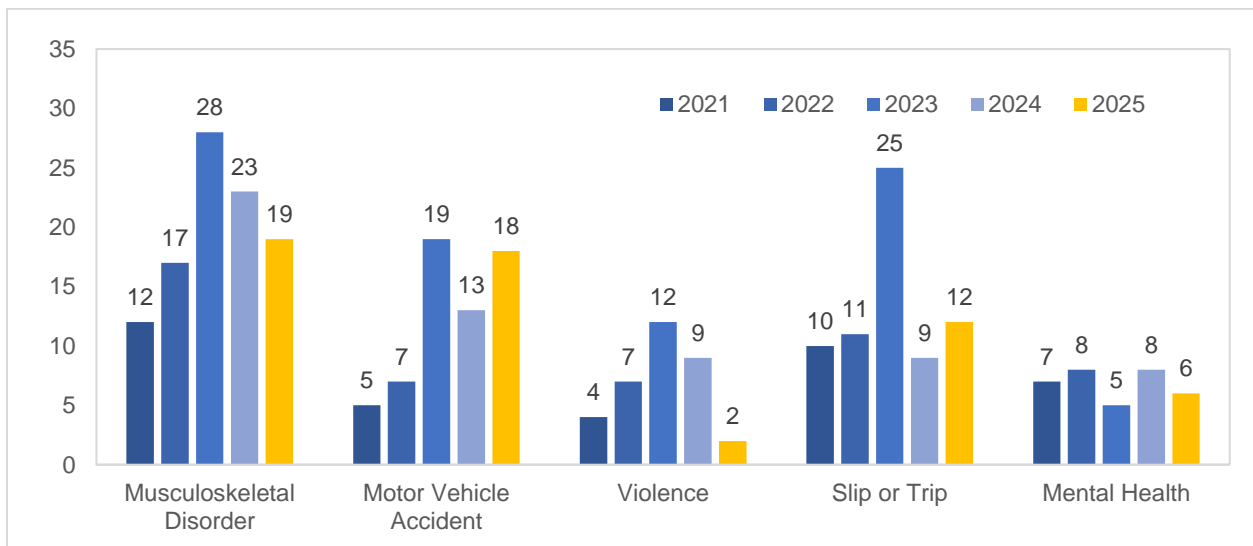
Graph 7: Hamilton Street Railway Lost Time Injuries from 2021 to 2025



Graph 8: Hamilton Street Railway Lost Time Injury Types 2025



Graph 9: Hamilton Street Railway Top Five Injury Types



HSR saw a 7.3% decrease in the overall number of Lost Time Injuries, from 82 in 2024 to 76 in 2025. Of the Lost Time Injuries, 25% were attributed to Musculoskeletal injuries, which remained the top cause for injury despite a slight decline in 2024 and 2025. Motor Vehicle Accident injuries increased 38.5%, from 13 in 2024 to 18 in 2025.

HSR continued to emphasize ergonomics during new operator training, Driving Safety Evaluations, and Return-to-Work training, including reminders on stretching, rest breaks, seating posture, and proper seat adjustment.

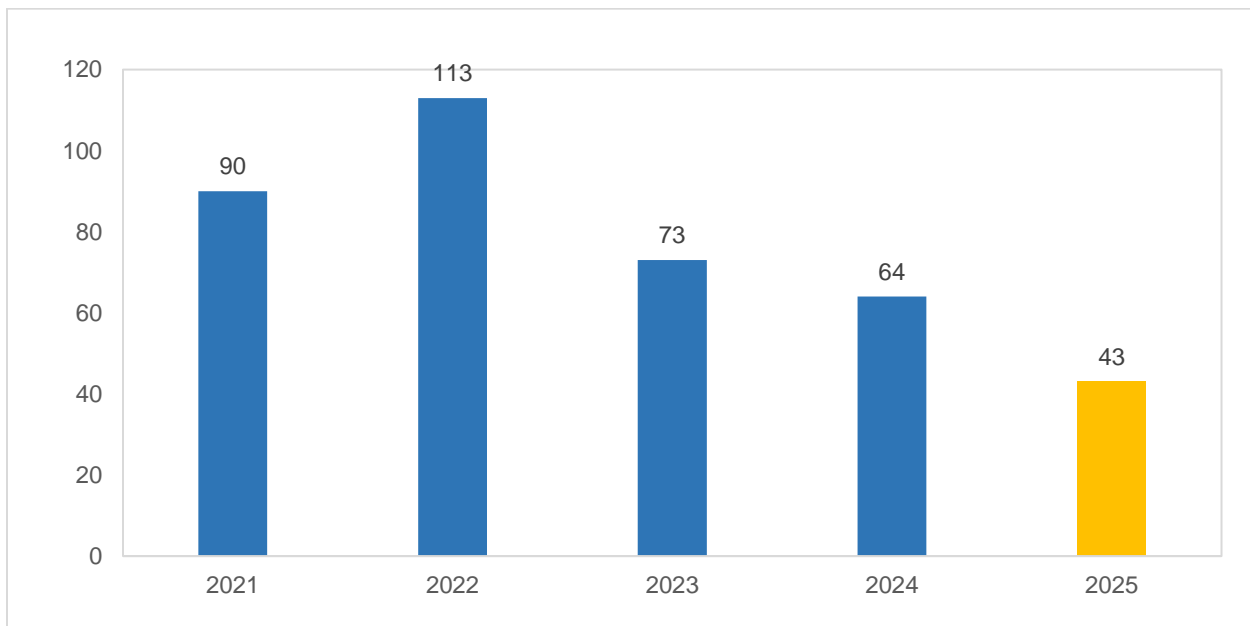
Noise assessments on selected Mountain Transit Centre routes found all operator exposures remained below the 85 decibels occupational limit. Operator refresher training, reinforcing operator skills and knowledge in safe vehicle operation and defensive driving techniques – paused in 2024 due to the cybersecurity incident – resumed in 2025, with a target of 250 operators trained by year-end.

Mental Health and employee wellbeing remains a key priority. Through the HSR Way Program, employees shared strategies for building resilience in public-facing roles. Training instructors certified in Non-violent Crisis Intervention delivered training to new operators, during refresher training and for post-incident training.

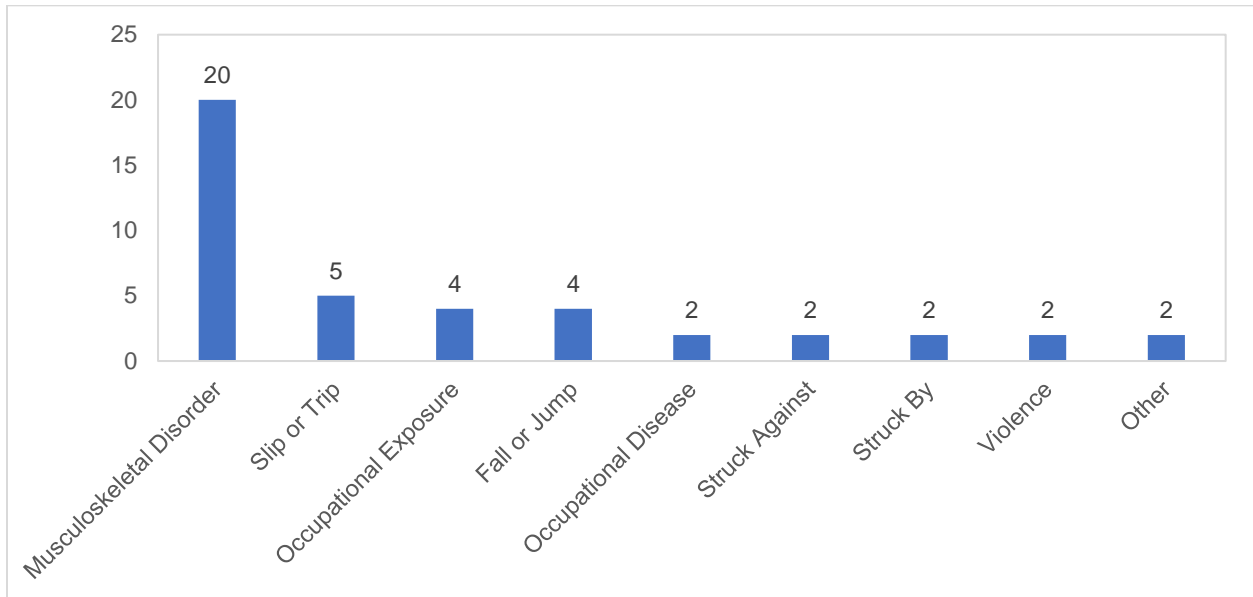
HSR also launched, in collaboration with Health, Safety and Wellness Services in Human Resources, a Critical Incident Peer Support Team consisting of 16 trained volunteers who provide support after traumatic events. Finally, the 2025 Wellness Fair at the Mountain Transit Centre brought together multiple wellness partners, reinforcing HSR’s commitment to a healthy and supportive workplace.

Long-Term Care (LTC)

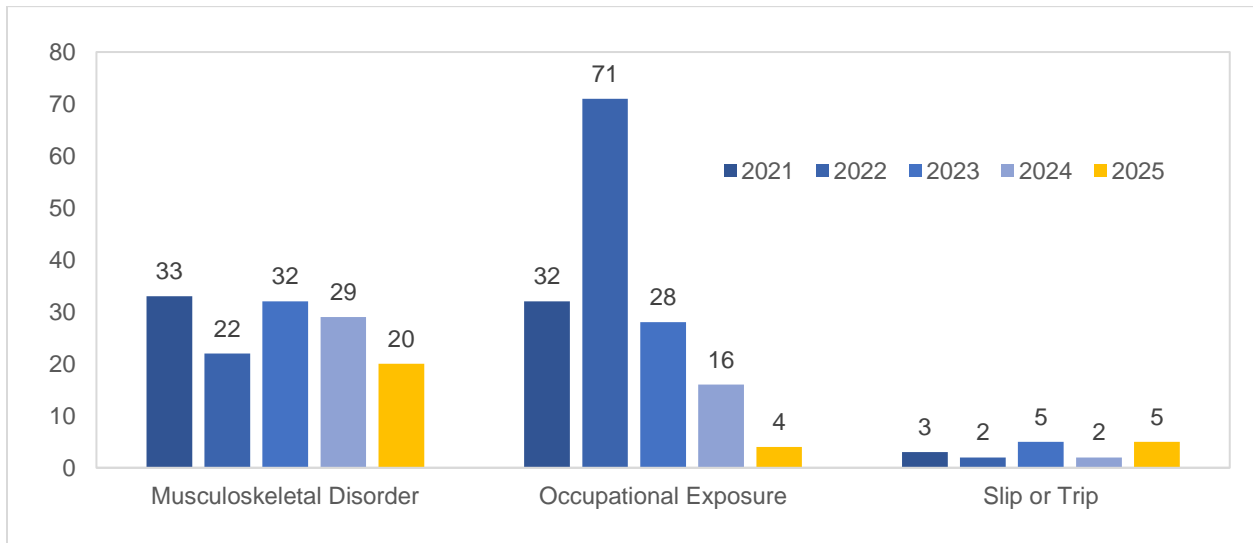
Graph 10: Long-Term Care Lost Time Injuries from 2021 to 2025



Graph 11: Long-Term Care Lost Time Injury Types in 2025



Graph 12: Long-Term Care Top 3 Injury Types



Long Term Care experienced a significant decrease (-89.3%) in Lost Time Injuries, from 64 in 2024 to 43 in 2025. Significant decreases were noted in Occupational Exposure Injuries (-75%) and Musculoskeletal Injuries (-26.5%) in 2025, when compared to 2024, and continues a trend in reduction of these injuries over the last several years.

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 2025 contributing to an overall decrease in lost time injuries in 2025 in comparison to 2024.

LTC has focused on proactive strategies to reduce Musculoskeletal injuries, supported by enhanced education, review of incidents and near misses, employee feedback, and targeted equipment upgrades. Analysis of trends and employee input identified repetitive strain, awkward postures, forceful exertion, and equipment maneuverability as key contributors. In response, leaders prioritized immediate reporting of discomfort and near misses, ergonomic education, and equipment improvements aligned with employee needs—resulting in a measurable reduction in Musculoskeletal injuries.

Equipment upgrades were made as follows:

- Food Hot Carts
 - Replaced older carts that were difficult to open, close and maneuver.
 - Improved mobility and reduced forceful exertions.
- Ergonomic Dustpans
 - Designed to minimize crouching, bending and extended reaching.
 - Reduced lower back strains and awkward positions.
- Upright Floor Scrubbers
 - Scrub and dry floors simultaneously.
 - Reduce slip and fall hazards.
 - Decreased repetitive strain from mopping.
- Lightweight Vacuums
 - Reduce push/pull force and lifting strain
 - Improved maneuverability in areas across the Home
- Lightweight Bun Racks
 - Require less force to push and transfer across the kitchen
 - Improved safety during transport tasks
- Electric Beds
 - Replaced a number of beds with updated electric beds with controls that are more accessible for staff and are more lightweight and easier to maneuver for all staff, while cleaning and preparing rooms or moving beds within the room.

Since implementation, LTC has realized a decrease in injuries, increased staff engagement in workplace safety and improved overall health and safety culture.

LTC occupational exposure illnesses have continued to decline despite the outbreak-prone nature of healthcare settings. Regular infection prevention and control audits help reinforce good practices, identify gaps, and address issues through education, updated procedures, and equipment improvements. LTC teams work closely with Hamilton Public Health, the IPAC Hub, and other partners to incorporate current best practices and reduce infection risk for residents and staff. Annual on-site flu vaccination clinics are also provided for staff in collaboration with Health, Safety and Wellness Services.

Supporting residents with responsive or violent behaviours remains a key safety priority in LTC. To reduce risks to both staff and residents, leaders strengthened oversight, training, and external partnerships. The nursing team also updated the Responsive Behaviour Program with a Workplace Violence Risk Assessment, improving consistency, accountability, and proactive risk mitigation.

The team carefully reviews all high-risk resident applications to ensure the Homes have the clinical expertise and resources to manage complex mental health or behavioural needs. Medical Directors, Administrators, and Directors of Nursing collaborate on these decisions and on changes in existing residents' behaviours. In 2025, all staff received Gentle Persuasive Approach (GPA) training, and all new hires now receive it at orientation. Employees also complete annual mandatory training on dementia and responsive behaviours. LTC continues to work with Behavioural Support Ontario and geriatric psychiatry teams at St. Joseph's and St. Peter's hospitals to assess residents, identify triggers, update care plans, and guide individualized interventions.

LTC works closely with the Return-to-Work Specialist to reduce lost time and support employees in returning to work quickly, often through modified duties that prevent or minimize lost time from the workplace.

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 with the Cancer-Screening Bus being a big success.

Overall, the 2025 initiatives have had a positive impact on the health, safety and wellbeing of staff. Our Homes continue to invest in education, ergonomic solutions, and ongoing training, while continuing to work with key stakeholders to reduce occupational injuries and illnesses and focusing on a culture of safety.