



DATE: 23 March 2014

TO/DEST: Executive Director, Ottawa Police Services Board

FROM/EXP: Chief of Police, Ottawa Police Service

SUBJECT/OBJET: **WORKPLACE ACCIDENTS & INJURIES: 2014 ANNUAL REPORT**

RECOMMENDATION

That the Ottawa Police Services Board receive this report for information.

BACKGROUND

This report is provided to the Ottawa Police Services Board (Board) to meet the Chief's requirement under the Occupational Health & Safety Policy (Policy CR-15). The policy states that:

“On an annual basis, the Chief of Police shall provide an Occupational Health and Safety Report to the Board that reports on the frequency and severity of injuries, and the effectiveness of the policy and programs in place.”

The Ottawa Police Service (OPS) is well aware of the inherent risks associated with policing and cares about the health and safety of the women and men who are members of the service. Through policy, monitoring, training and practice the OPS seeks to reduce the impact of workplace injuries and illnesses. These events can affect individual members and the OPS in a variety of ways. Direct impacts include: pain and suffering experienced by affected members; monetary costs associated with compensation and treatment of affected members; and a decreased number of OPS members available to serve the City of Ottawa. Indirect impacts include things like reduced member morale, suboptimal resource use and diminished operational performance.

This report contains a conventional analysis of incidents, injuries, and illnesses that occurred in OPS workplaces in 2014. Relevant information is summarized and tabulated. Some standard health and safety statistics are calculated and analyzed. Data from 2014 are compared with data from previous years. This report also includes a summary of initiatives that will be taken to help reduce accident, injury and illness rates in 2015 and beyond.

DISCUSSION

Incidents, Accidents and Injuries Summary

When a member becomes injured or ill due to a workplace event, or becomes aware of an event that could have caused an injury or illness, the member is required to report the incident to a supervisor. Supervisors must document each incident by completing an *Injured on Duty Report (IODR)*. IODRs are submitted to Health, Safety & Lifestyles (HS&L), a unit within the Resourcing and Development Directorate. HS&L processes the reports, follows up with OPS stakeholders, and fulfils any third-party reporting requirements necessary for regulatory compliance.

Table 1 provides a summary of the 394 IODRs that were submitted in 2014. A total of 151 reported incidents required first aid or medical attention, of which 82 incidents resulted in lost time from work.

Table 1: Summary of all Injured on Duty Reports Submitted in 2014

Incident Severity Category	Description	Number of Incidents
Incident Only	An incident occurred that could have resulted in an injury or illness. These incidents are sometimes called “near misses” or “close calls”.	161
First Aid	An injury or illness occurred, and first aid was administered. No external health care was sought.	41
Health Care	An injury or illness occurred, and external health care was sought from a doctor, chiropractor, or physiotherapist. No time was lost from work beyond the date of injury or illness.	110
Lost Time	An injury or illness occurred, health care was sought, and time was lost from work beyond the date of injury or illness.	82
Total		394

WSIB –Reportable Injuries and Illnesses

“Health Care” and “Lost Time” injuries and illnesses must be reported by OPS to the Workplace, Safety & Insurance Board (WSIB). Consequently, these types of injuries and illnesses are referred to as “WSIB-reportable”. Table 2 provides a more detailed breakdown of the 192 WSIB-reportable injuries and illnesses that occurred in 2014.

Table 2: Summary of WSIB-reportable Injuries and Illnesses from 2014

Injury/Illness Category	Description	Number of Injuries
Musculoskeletal	Includes sprains, strains, soft tissue injuries, and repetitive strain injuries.	62
Other	Not covered by any other defined injury category.	43
Exposure	Exposure to a biological or chemical agent.	30
Slips Trips Falls	Occurs when a person falls.	22
Contact	Occurs when a member strikes (or is struck by) a person or	16

	object.	
Transportation	Occurs as the result of a motor vehicle accident.	9
Assault	Results when member is assaulted by another person.	8
Fire/Explosion	Member directly exposed to fire or explosion	2
Total		192

The most frequent injury from 2014 was “musculoskeletal”. Musculoskeletal injuries include things like sprains, strains, soft tissue injuries, and repetitive strain injuries. Direct causes of these types of injuries can be very diverse.

Other noteworthy findings from the 2014 WSIB-reportable injury and illness data include:

- 90% of injuries and illnesses involved sworn members (10 % involved civilian);
- 42% of injuries to civilian members and 31% of injuries to sworn members were classified as musculoskeletal (included strains, sprains, and soft tissue injuries);
- 39% of injuries and illnesses to sworn members involved pursuing, arresting, or otherwise interacting with non-compliant individuals; and,
- 16% of injuries to sworn members occurred during training activities.

Frequency and Severity

Frequency and severity rates are conventional statistics that are used in many industries to help evaluate safety performance. Frequency refers to how often WSIB-reportable injuries and illnesses occur. Severity refers to the amount of time workers miss from work in the event of a “Lost Time” injury or illness. Table 3 summarizes OPS’s frequency and severity rates from 2012 to 2014.

Table 3: Frequency and Severity Rates for 2012 - 2014.

Statistic	2012	2013	2014	Interpretation
Frequency (%)	9.80	10.30	10.35	In 2014, approximately 10% of OPS members reported an injury or illness that resulted in the need for medical care and/or time away from work. Frequency increased by approximately 0.5% in 2014 compared to 2013.
Severity (Hours)	160	184	180	If an OPS member missed work due to an injury or illness in 2014, the average amount of time away from work was 180 hours per injury or illness. Severity was 2% lower in 2014 compared to 2013.
FTEs Lost	7.0	8.5	7.1	When all 2014 lost time for all members is added together, the equivalent of 7.1 full-time employees was off work for the entire year due to injury or illness. FTEs Lost was 16% lower in 2014 compared to 2013.

Compared with 2013, the frequency of WSIB-reportable injuries and illnesses increased by 0.5% and the severity of those incidents decreased by 2%. This means that OPS members became injured or ill more frequently, but the average duration of related absences decreased. The total equivalent FTE loss in 2014 decreased by 16% compared to 2013.

Year-to-year variations in frequency and severity rates are normal. In 2011, the OPS began using enhanced data collection protocols to allow more meaningful data analysis. As the OPS continues to collect and analyze data in future years, the ability to provide statistical analysis will improve. This will enable more objective determination of whether or not observed year-to-year variations are significant in nature, or simply within normal variation.

OPS Trends

Table 4 shows the number of Injured on Duty Reports received by OPS between 2012 and 2014. Compared to 2013, the numbers of Incident Only and Health Care incidents increased by 4% and 13%, respectively. The number of First Aid incident remained the same. Lost Time incidents decreased by 15%. The total number of IODRs submitted increased by 1%.

Table 4: Number of Injured on Duty Reports: 2012 – 2014

Incident Severity Category	2012	2013	2014
Incident Only	143	156	161
First Aid	51	41	41
Health Care	93	97	110
Lost Time	91	96	82
Total	378	390	394

Comparisons to Other Employers

There is very limited public or published police-specific data against which OPS can compare workplace injury and illness statistics. Provincial associations (e.g. Public Services Health & Safety Association of Ontario, Ontario Police Health & Safety Association) are working with the Workplace Safety & Insurance Board in an attempt to produce data against which individual police services can compare their own frequency and severity rates in a meaningful way. In the interim, OPS will continue to reach out to other Ontario police services to try to gather information about intra-industry injury and illness rates.

Direct Costs

Direct WSIB costs associated with injuries and illnesses are summarized in Table 5. WSIB direct costs include things such as wages, health care costs, pensions, survivor benefits, non-economic loss costs and administrative fees. Costs for 2014 were \$2,335,146. These costs were approximately 10% lower than the costs for 2013. The decreased severity rate for workplace injuries and illnesses 2014 contributed to decreased direct costs.

Table 5: Direct Costs of Workplace Injuries and Illnesses for 2012 – 2014.

Year	Cost
2012	\$2,222,367
2013	\$2,593,077
2014	\$2,335,146

A significant portion of costs (\$760,730) are associated with permanent WSIB awards related to individuals who are away from work indefinitely due to workplace injuries or illnesses.

These injuries or illnesses occurred before the amalgamation of the OPS and some of those individuals will never return to work. The OPS cannot affect those costs. However, the OPS can help reduce costs moving forward by taking measures to minimize the frequency and severity of new workplace injuries and illnesses.

Indirect Costs

Workplace injuries and illnesses can cause many indirect costs, including:

- Decreased worker productivity;
- Loss of operational efficiency;
- Decreased worker morale;
- Diminished service performance; and
- Increased administrative effort spent on early and safe return to work efforts.

It is difficult to quantitatively evaluate these indirect costs. However, conventional estimates suggest that the ratio of indirect costs to direct costs may commonly range from 1:1 up to 5:1. That means for every \$1 spent on payment of direct costs, it would be reasonable to estimate that between \$1 and \$5 dollars is lost due to the types of indirect costs. This ratio suggests that indirect costs from 2014 were between \$2,335,146 and \$11,675,730.

Recommendations

The OPS should take all reasonable precautions to create and maintain healthy and safe workplaces. This, in turn, will help minimize workplace injury and illness rates. As outlined by the *Occupational Health and Safety Act* and *OPS Policy 3.06: Health and Safety*, everyone at OPS has a role to play in the creation and maintenance of healthy and safe workplaces.

The following table summarizes some specific initiatives that will be taken by OPS in 2015 in an effort to help reduce injury and illness rates.

Table 6: Selected 2015 Health & Safety-related Initiatives.

Initiative	Anticipated Outcome
Continued Refinement of OPS Occupational Health and Safety Management System	Systematic method for helping identify and manage risks to help reduce the number of injuries and illnesses.
Ergonomic assessments for individual workstations and specialized applications	Identification and mitigation of risk factors that can contribute to musculoskeletal injuries.
Improved tools for investigation of workplace injuries, illnesses and incidents	Give supervisors resources to reduce injuries and illnesses by improving capability to identify, assess, and control risks.
Continued focus on Early & Safe Return to Work	Minimize the amount of lost time without increasing the risk of further harm.

CONSULTATION

There has been no formal public consultation regarding the contents of this report. The *Occupational Health and Safety Act* prescribes that reports of this nature must be shared with

specific stakeholders. Consequently, consultation with the Ottawa Police Joint Health & Safety Committee will be scheduled before the end of Q2, 2015.

FINANCIAL STATEMENT

Total direct costs from 2014 were as follows:

Budgetary Line Item	Amount Paid
501093 – WSIB Admin Charges	\$258,991
501094 – WSIB Permanent Awards	\$760,730
501194 – WSIB Payments	\$908,418
Salary advances (wages)	\$349,356
Salary advances top-off	\$61,651
Total	\$2,335,146

Total direct costs in 2014 were estimated to be \$2,335,146. Payment of fees in full was mandatory on a monthly basis for regulatory compliance reasons. Non-compliance will result in fines imposed by the Workplace Safety & Insurance Board. There are no options for choosing different levels of service for WSIB coverage. A portion of costs is recurring and constant. A portion of costs varies with WSIB usage rates.

CONCLUSION

The OPS is committed to save-guarding the health and safety of its members. We continue to review and monitor our progress, to optimize member health and safety, and minimize the various human and financial costs associated with workplace injuries and illnesses.

(Original signed by)

Charles Bordeleau
Chief of Police

Responsible for report: Director General Debra Frazer