



## STAFF REPORT INFORMATION ONLY

# 10.

### Occupational Health and Safety at Toronto Public Library

<b>Date:</b>	April 10, 2014
<b>To:</b>	Employee and Labour Relations Committee
<b>From:</b>	City Librarian

#### SUMMARY

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This report provides information about Toronto Public Library's occupational health and safety activities for 2013, and compares the activity levels with 2011 and 2012.

Toronto Public Library (TPL) is committed to continuously improving its occupational health and safety performance. This report tracks TPL's performance in this area.

#### FINANCIAL IMPACT

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There is no financial impact to the 2014 operating budget arising from this report.

The Director, Finance and Treasurer has reviewed this financial impact statement and is in agreement with it.

#### DECISION HISTORY

At its meeting on December 2, 2013, the Employee and Labour Relations Committee approved a motion that:

*requests the City Librarian reports to the Employee and Labour Relations Committee on an annual basis on Occupational Health and Safety issues, including Ministry of Labour inspections and orders, lost-time injuries, WSIB claims and costs, workplace violence, first aid responses and other information similar to the City Health and Safety reports.*

This report contains information about TPL's occupational health and safety activities for 2013, the last year for which full information is available. The information for 2013 is compared with the activity levels for 2011 and 2012.

## COMMENTS

This report provides information about TPL's activity levels in regard to: WSIB Claims; Critical Injuries; Ministry of Labour Inspections and Orders; the Workplace Violence Prevention and Response Program; and the Key Health and Safety Initiatives.

### 1. WSIB Claims

The statistics for WSIB claims are for only those claims that have been approved or are awaiting WSIB adjudication.

#### WSIB Claims Lost Time Injury Claims

<u>2011</u>	<u>2012</u>	<u>2013</u>
36	21	38

In each of the three years, the largest categories of injuries are related to materials handling and computer work: (i) lifting injuries; (ii) repetitive strain injuries and ergonomics issues; and (iii) slips, trips and falls.

There is an Ergonomics Team (a sub-group of the Central Joint Health Safety Committee) that investigates and makes recommendations to reduce hazards and promote safe practices in regard to materials handling and computer work.

#### WSIB Claims Recurrences

<u>2011</u>	<u>2012</u>	<u>2013</u>
2	2	4

A recurrence is a lost time claim that is the result of a previously reported workplace injury or illness, and is not related to a new incident of injury or illness.

TPL has a small number of recurrences related to repetitive strain injuries and lifting injuries.

**WSIB Claims  
Medical Aid Injuries**

<u>2011</u>	<u>2012</u>	<u>2013</u>
41	40	34

Medical aid injuries are claims for which the employee visited a physician, but did not lose any time from work beyond the day of the injury.

Other forms of first aid treatment for minor injuries are available in all TPL locations. First aid treatments for minor injuries are not tracked. There is tracking only for injuries for which a WSIB claim form has been completed and submitted.

**WSIB Claims  
Costs of all Claims**

<u>2011</u>	<u>2012</u>	<u>2013</u>
\$397,002	\$159,151	\$146,760

The annual costs for all WSIB claims have declined 63% from 2011 to 2013. However, this fluctuation in costs needs to be placed in context: the relatively small number of claims means that the total costs of WSIB claims can increase and decrease by a significant percentage based on as small a number as a single claim.

In 2013, WSIB costs at TPL were six-tenths of one percent (6/10 of 1%) of the City costs.

**WSIB Claims  
Lost Time Injury Frequency Rate**

<u>2011</u>	<u>2012</u>	<u>2013</u>
4.64	3.98	4.64

and

**WSIB Claims  
Lost Time Injury Severity Rate**

<u>2011</u>	<u>2012</u>	<u>2013</u>
50	18	26

The Lost Time Injury Frequency and Lost Time Injury Severity Rate are recognized statistical standards for comparing lost time injury experiences year-over-year. The formula for establishing the rates takes the number of claims and using a multiplier to correlate the claims to the total annual number of hours worked.

The formula produces a statistic that is a measurement of the employer's performance year-over-year. It equates for comparison purposes the lost time injuries in different calendar years, by accounting for the fluctuations in the number of employees and total hours worked in each year.

## **2. Critical Injuries**

**Critical Injuries**

<u>Year</u>	<u>Staff</u>	<u>Public</u>
2013	0	0
2012	1	1
2011	3	2

Critical injuries are a particular category of injury or illness that occurs in the workplace. All critical injuries sustained by workers, or other persons in the workplace, must be reported to the Ministry of Labour at the time of occurrence. For this reason, the Library tracks critical injuries for its workers and for members of the public.

A critical injury is an injury of a serious nature that:

- a) places life in jeopardy;
- b) produces unconsciousness;

- c) results in substantial loss of blood;
- d) involves the fracture of a leg or arm but not a finger or toe;
- e) involves the amputation of a leg, arm, hand or foot but not a finger or toe;
- f) consists of burns to a major portion of the body; or
- g) causes the loss of sight in an eye.

There were four (4) critical injuries among TPL staff in the years 2011 to 2013. Three (3) of these incidents involved the staff member losing consciousness through fainting. The fourth critical injury involved a staff fracturing a limb.

Among the public, there were three (3) critical injuries in the years 2011 to 2013: one (1) incident involving fainting; one incident involving a fractured arm as the result of horseplay; and an injury as a result of a customer stabbing another customer.

### 3. Ministry of Labour Inspections and Orders

#### Ministry of Labour Field Inspections & Orders

<u>Year</u>	<u>Field Inspections</u>	<u>Orders</u>
2013	5	1
2012	4	14
2011	1	0

Ministry of Labour inspectors may visit any worksite, for the purpose of establishing the employer's compliance with occupational health and safety laws and regulations. The visits may be on a random basis, or an inspector may be responding to a call from an employee or member of the public to inspect a particular worksite. TPL tracks field visits for which the inspector completes a report.

From 2011 to 2013, TPL received fifteen (15) orders from Ministry of Labour inspectors. The orders related to:

- one (1) order for repair to stairs;
- one (1) order to secure stacks to prevent tipping;
- one (1) order to install an eye wash station;
- five (5) orders to update health and safety records;
- five (5) orders to install covers or guards to rotating parts of equipment.

TPL complied with all fifteen (15) orders and completed the required work.

#### **4. Violence in the Workplace Prevention and Response**

Providing a safe, healthy and harassment-free workplace is a priority of the highest order for Toronto Public Library. TPL has a comprehensive program to address workplace violence prevention and response. The program involves management, the health and safety committees, supervisors, all TPL staff, the Union, and external resources such as the provider of the Employee Assistance Program (EAP).

There is a formal framework of interlocking policies, guidelines and collective agreement language for workplace violence prevention and response. The key components of the framework are the:

- Workplace Violence Prevention and Response Policy;
- Human Rights and Harassment Policy;
- Collective Agreement, Article 30.11: Workplace Violence Prevention and Response;
- Rules of Conduct; and
- Procedures for Workplace Inspections and Workplace Hazard Assessments.

Within this policy/collective agreement framework roles and responsibilities are assigned to each of the key players in the prevention, investigation and response to incidents of workplace violence. The key players are the:

- City Librarian and Directors;
- Managers;
- Employees;
- Regional Joint Health and Safety Committees (Regional JHSC);
- Central Joint Health and Safety Committee (Central JHSC);
- Central JHSC Violence Prevention Subgroup;
- Toronto Public Library Workers Union, Local 4948; and
- Providers of the EAP.

Incidents of violent, harassing or abusive behavior by members of the public are managed through the Rules of Conduct. The actions of the public are recorded on 'Incident Reports', which are completed by local staff and sent for review to the appropriate Manager and the Regional JHSC. The Manager or the Regional JHSC may send an 'Incident Report' to the Central JHSC if the nature of the incident warrants a 'system-wide' review. The Director, Human Resources is a member of the Central JHSC. In 2013 there were 105 Incident Reports identifying 'Violent Behavior' and 342 identifying 'Harassing/Threatening Behaviour'. TPL and the Union co-sponsor an annual Public Education Campaign to highlight the issue of violence in the workplace.

Incidents of violence, abusive behavior or harassment between staff are dealt with through the collective agreement.

The workplace violence prevention and response program is supported and communicated through at least seventeen (17) training programs for staff, including subjects covering: Rules of Conduct training; supervisory training for building respectful relationships; violence response procedures; setting effective limits and giving bad news; and lockdown procedures. A number of recent additions to the training calendar are focussed on addressing issues that may arise in providing services to persons with mental health issues.

## **5. Key Health & Safety Initiatives**

Toronto Public Library has worked in consultation with the Public Services Health & Safety Association to identify the major areas of concern in regard to its occupational health and safety experience; and to develop programs to address these matters.

The three program areas for TPL are:

- Ergonomics;
- Slips, Trips and Falls; and
- Violence in the Workplace.

Inspection, assessment and training programs have been developed for each of these areas of focus. Management and the JHSC will continue to work towards improvements in these areas to reduce the risks of injury for staff.

## **6. Conclusion**

Toronto Public Library is committed to continuously improve its performance in regard to occupation health and safety. It is a good business practice and it is a responsibility to all staff.

TPL benefits from the active involvement of many employees in the activities of the joint health and safety committees; and from the cooperation of all staff and the Union. TPL employees recognize that occupational health and safety is a responsibility of all staff.

## **CONTACT**

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## **SIGNATURE**

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