

Organizational Health, Safety & Wellness

Led by: Director of Occupational Health & Safety

Service Description

The Organizational Health, Safety and Wellness Service develops and implements policies, standards, and programs to advance a culture of safety in The Corporation. The service line delivers programs and initiatives such as: safety advisory support, health and safety systems, occupational health management, physical and psychological safety and wellness; to enhance the safety and well-being of our employees. In addition, the service line supports a safety culture of responsibility, productivity and accountability for employees and leaders at the individual, leadership, and corporate level, to ensure everyone completes their work without incident and goes home safe and healthy, every day.

Service Updates

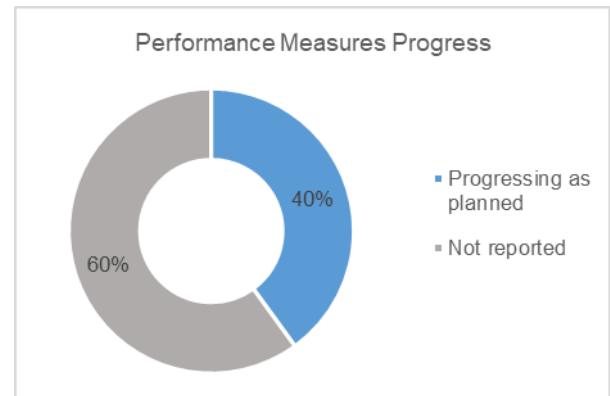
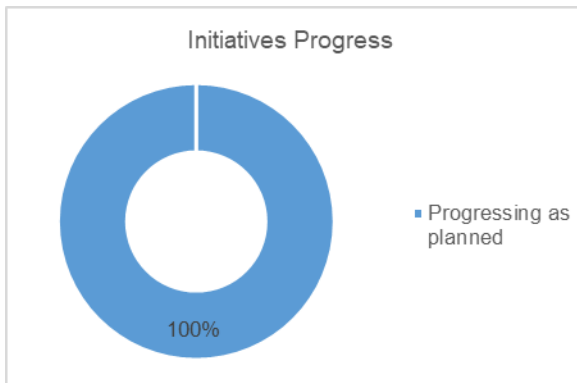
Key service results

The City is participating in the Alberta Government Occupational Health and Safety (OHS) inspection program, which monitors compliance to legislation. Occupational Health and Safety (OHS) is working with Alberta OHS and The City to support mandatory inspections. To date, 56 Alberta OHS inspections have been successfully completed. The City is committed to continuous improvement through identifying and integrating inspection findings into health and safety initiatives and programs.

In May 2024, The City celebrated Health, Safety & Wellness month focused on building healthy habits. OHS developed leader toolkits, a resource web page, as well as downloadable habit trackers to encourage healthier routines. Five speaker webinar events attracted higher attendance than the previous year. Leaders wore safety apparel on a “high-visibility” day to spark discussions on safety.

A psychological safety strategy was developed including these goals; elevating as an organizational priority, synergy with other strategies, building awareness and competence, advancing corporate maturity and continuous improvement. A Psychological Safety Framework was created including the philosophy, definition, responsibilities, performance measures and an interactive website.

Progress summary



Risk(s) impacting the progress

Impacts to OHSW personnel's health and well-being

Risk of Operational processes not adhering to health, safety, and wellness standards, requirements and system exceptions in the workplace

Risk of being in non-compliance with provincial legislation



Measuring Our Performance

Legend

— Actuals

■ Expected Future Performance

➔ Progressing as planned

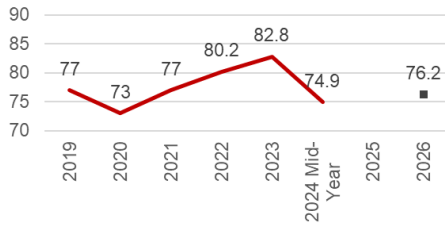
⊖ Not progressing as planned

Performance Measures

Story behind the numbers

Status

PM 2: Employee accommodation claims accommodated (per cent)

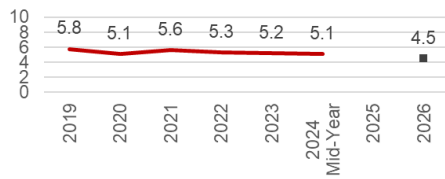


There is currently work underway to improve the employee experience, in the health cycle, targeted at supporting employees to return to accommodated work once they are safe and medically able. There is an increased focus on providing guidance to leaders and business units to actively search for accommodation opportunities in their areas, to support healthy and safe returns to the work force.



Note: May 31/2024 results

PM 4: Lost Time Claim Frequency (number of lost time injuries * 200,000 (based on 100 workers working a 40 hour week)/total hours worked))



Lost time claims frequency (LTCF) measures the number of lost time injuries that occurred in the workplace and resulted in an employee's inability to work the next full workday. The three main causes of claims are: (1) contact with object/machinery; (2) motor vehicle accident/incident; (3) slips, trips, and falls. The LTCF has been going down from a high of 5.8 in 2019 to current YTD of 5.1 (12 per cent decrease). OHSW continues to strive for continuous improvement with risk mitigation, education, communications, and targeted engagement across the corporation.



Note: June 2024 YTD results

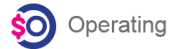


Progress on Service Delivery








PROGRESS STATUS



FUNDING TYPE



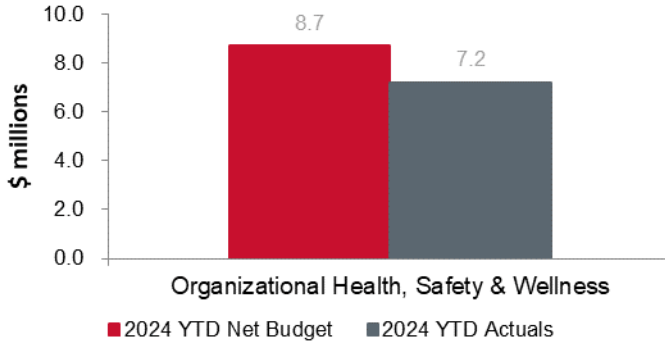
Initiative 1		Impact Area: Not applicable	Funding Type:
Enhance the employee experience by advancing corporate wide health and safety systems, programs and initiatives.			
UPDATE 	In order to stay current and effective Health, Safety and Wellness continues their multi-year initiative to update policies, standards, strategies, procedures, and programs to improve efficiencies and enhance the employee experience. The Psychological Safety Strategy is a multi-year project with progress around the building the Taskforce that developed the Corporate Framework. There are ongoing wellness programs around physical health, education, mental health, and psychological safety.		
Initiative 2		Impact Area: Not applicable	Funding Type:
Advance organizational psychological safety by promoting a corporate-wide strategic approach.			
UPDATE 	A psychological safety strategy and corporate framework has been finalized. This will support the improvement on psychological safety at work and includes a corporate philosophy, responsibilities, and identification of performance measures. Psychological Safety Pulse Checks and psychological safety related education has been implemented and continues to be rolled out across the organization.		
Initiative 3		Impact Area: Not applicable	Funding Type:
Prevent and resolve safety incidents and issues by improving appropriate standardization and processes across the organization.			
UPDATE 	Occupational Health and Safety is systematically modernizing safety standards to meet legislative and societal requirements. This will clarify occupational health and safety expectations, which will further advance safety culture, employee awareness, and reduce the likelihood of safety incidents. The modernization of multiple standards is currently underway.		
Initiative 4		Impact Area: Not applicable	Funding Type:
Prioritize health, safety and wellness programs, services and initiatives by collaborating with and educating leaders.			
UPDATE 	The Occupational Health and Safety learning library is being updated in the Learning Management System (LMS). New and updated offerings, such as Contractor Safety Management at the City, Joint Worksite Health and Safety Committee, Workers' Compensation Board (WCB) Awareness and WCB Matters are now available for all City employees. Healthy workplace education continues to be a priority to support leaders and employees. Vicarious Trauma eLearning has been implemented and Healthy Workplace Education Sessions continue to be provided to all employees on a variety of health and wellness topics.		
Initiative 5		Impact Area: Not applicable	Funding Type:
Strengthen risk mitigation to reduce incidents and costs by utilizing a risk management framework.			

<p>UPDATE</p> 	<p>Risk management tools have been implemented to determine the root cause of complex safety incidents. Improved investigations in 2024 help identify risk that can then be mitigated resulting in reducing the likelihood of an incident or injury and the associated costs.</p> <p>The Corporate Health and Safety Impact Risk Guidelines were created that provide a tool to identify and categorize different levels of corporate physical and psychological risks.</p>	
<p>Initiative 6</p>	<p>Impact Area: Not applicable</p>	<p>Funding Type:</p> 
<p>Improve health, safety and wellness programs and initiatives by using data to support risk-based decision-making.</p>		
<p>UPDATE</p> 	<p>A performance measures plan was established to help foster evidence-based decisions around health, safety, and wellness programs. Business unit profiles continue to be provided to client groups to review healthy workplace metrics and support action planning. Program evaluation continues to be a priority for 2024. Performance metrics provide evidence that guide decision making on health, safety and wellness programs that support healthy employees in delivering services to Calgarians.</p>	
<p>Initiative 7</p>	<p>Impact Area: Not applicable</p>	<p>Funding Type:</p> 
<p>Improve service delivery and strengthen collaboration across the corporation by leveraging systems and technology.</p>		
<p>UPDATE</p> 	<p>Occupational Health and Safety (OHS) is reviewing system requirements and external data with a plan to upgrade and/or move the Safety Data Management system to a cloud solution. An updated system will improve management of our health, wellness & safety data which can identify risks and trends and drive data-informed decision making to support a healthy workforce.</p>	
<p>Initiative 8</p>	<p>Impact Area: Not applicable</p>	<p>Funding Type:</p> 
<p>Enhance the safety culture by strengthening employee engagement, productivity, psychological safety and occupational safety compliance by promoting and supporting safety, health and wellness programs and initiatives.</p>		
	<p>The Canadian Standards Association National Standard for Psychological Safety in the Workplace audit tool was used to complete an internal gap analysis, providing a baseline for strategic planning to advance the City's corporate maturity in psychological safety as part of the Corporate Psychological Safety Strategy.</p>	



Service Updates on Financial Performance

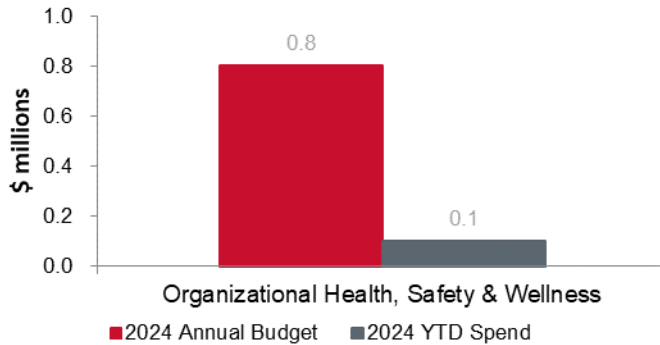
Net Operating Budget and Actuals as of June 30, 2024



Operating Budget Updates - 2024 YTD net operating budget vs actuals:

Organizational Health, Safety and Wellness (OHSW), joint service between Occupational Health and Safety (OHS) and Human Resources (HR). Organizational Health, Safety and Wellness has favourable operating variance of \$1.5 million. The main reasons that have contributed to the variance are savings in salary and wages of \$1.1 million from intentionally managing the workforce and hiring sequence and lower than anticipated contract and general services costs of \$0.4 million primarily attributable to a 2023 OHS management restructure to be completed in Q4 2024. This has resulted in a delay in planning for selected expenditures, particularly management consulting.

Capital Budget and Spend as of June 30, 2024



Capital Budget Updates - 2024 total capital budget vs 2024 YTD spend:

Organizational Health, Safety and Wellness (OHSW) has spent 12.5 per cent of the 2024 approved capital budget. In 2024, capital expenditures have been used to deliver the following:

Occupational Health and Safety Management System (OHSMS): The project is progressing as planned, supporting foundational work in updating and modernizing the OHSMS.

Safety Data Management System (SDMS): The largest capital project within OHSW, is progressing with engagement of business partners across the organization to finalize system requirements for the next phase of this work. This project will modernize the SDMS and ensure compliance and improve both efficiency and reporting capabilities.