

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

Highlights

The City undertook a comprehensive Certificate of Recognition (COR) safety audit in Q3 2022. A successful audit is an indication the City has a safety management system that is effective and meets or exceeds Alberta OHS legislation. The City received a 92 per cent grade and was awarded the COR. The OHS team is working with business units to develop and implement actions plans, based on auditor recommendations and Business Unit specific scores for each element. The action plan will be submitted to Alberta Municipal Health & Safety Association on June 2023.

OHSW continues to invest in health, safety & wellness related initiatives for employees (i.e., Health, Safety, and Wellness Month, curated education, health and safety reporting, refreshed workplace websites, weekly wellness sessions on topics such as financial and mental health). Aimed at increasing awareness and participation to improve physical safety, psychological safety, mental health and overall wellness.

Challenges

The City has identified health, physical and psychological safety and wellness as priorities for employees. Elevated safety risks in our communities, rising costs, external pressures and legislative changes are increasing organizational expectations pertaining to the promotion and advancement of physical, psychological and social well-being.

Organizational Health, Safety and Wellness will continue to develop standards and programs to provide targeted consultation to support Business Units. These will promote a healthy and safe workplace to address changing trends and risk and other internal and external factors (i.e. psychological safety, mental health, injuries, lost time claims, legislation, changing workforce and emergency situations) which may impact services. These elements may impact employee physical and psychological safety, and hence the ability to deliver services and the resilience of our city.



Measuring Our Performance

Legend

— Actuals

■ Expected Future Performance

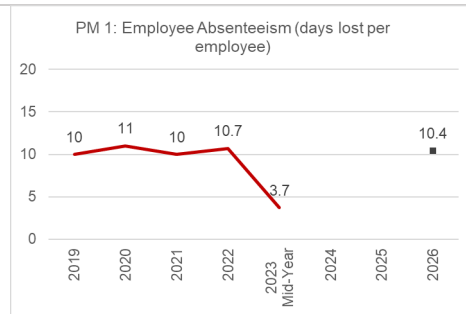
➡ Progressing as planned

⊖ Not progressing as planned

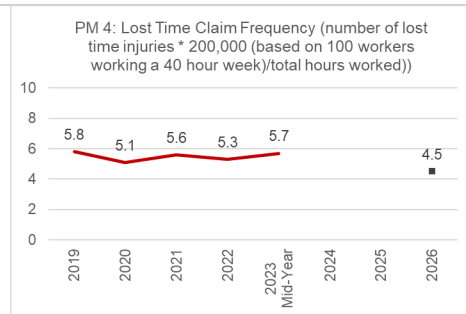
Performance Measures

Story behind the numbers

Status



Employee absenteeism is relatively consistent or slightly lower than previous years of similar time frame. Physical/psychological factors both internally and externally are contributors to this statistic.
Note: Performance measurement based on ytd May 31/2023.



Motor vehicle accidents, slips/falls, sprains/strains, contact with/exposure to chemical, and psychological incidents are the main contributors to the claims. OHS continues to promote health, safety and wellness through communication strategies, education, and targeted engagement across the Corporation.
Note: Performance measurement based on ytd May 31/2023.



Note: Not all performance measures were reported on for this report. To see the 2022 data for performance measures, please visit [Service plans and budgets \(calgary.ca\)](https://www.calgary.ca/service-plans-and-budgets). Additional measures that will be included in the 2023 year-end performance report include:

PM 2: Employee accommodation claims accommodated (per cent)

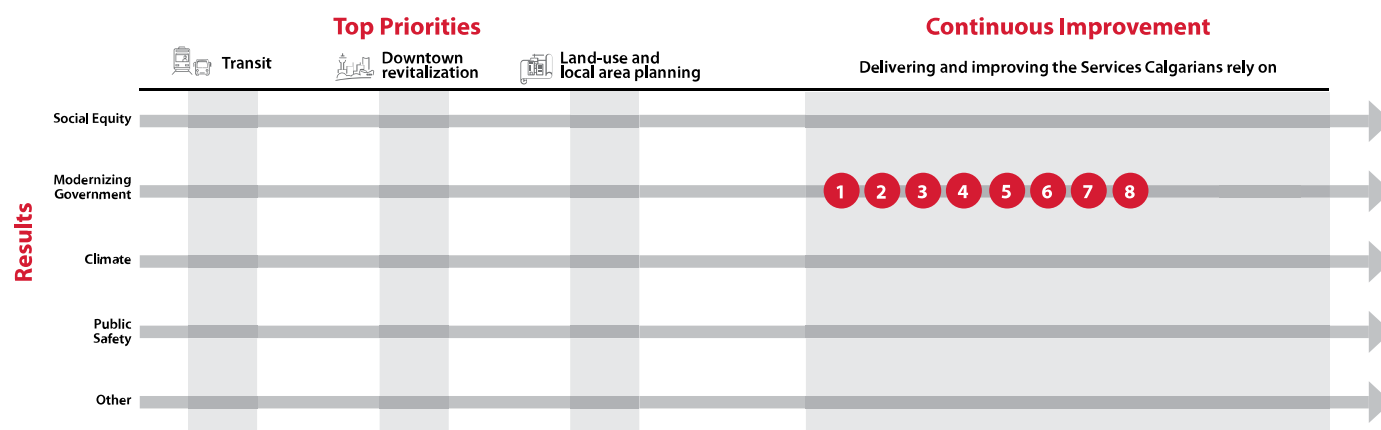
PM 3: Mental Health Index - Corporate Employee Survey (index score)

PM 5: Severity Rate to Days Lost (days lost * 200,000 hours (based on 100 workers working 40 hour week)/total hours worked))



Progress on Service Delivery

Alignment with Council Refined Priorities and Result Areas



Legend



Completed



Progressing as planned




Not progressing as planned



Initiative number

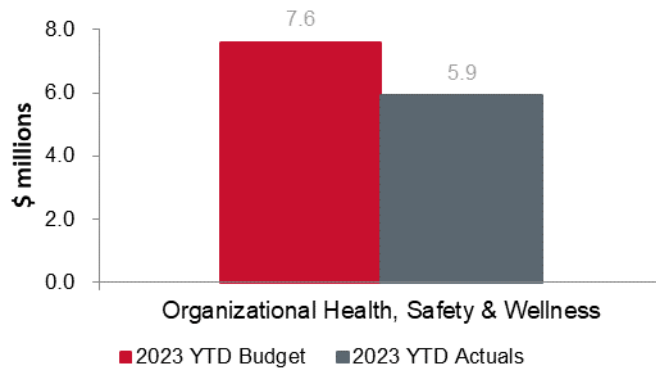
| Initiative | Initiative Update | Status |
|---|--|--------|
| 1 Enhance the employee experience by advancing corporate wide health and safety systems, programs and initiatives. | Organizational Health, Safety and Wellness are updating standards, strategies, procedures, and programs to improve efficiencies and enhance the employee experience. In addition, an operational review and update of the health cycle, the accommodation strategy, and corporate physical health and fitness programs is in progress. Teams have also updated the home pages for both Occupational Health & Safety and the Healthy Workplace for accessibility, clarity, and awareness. | |
| 2 Advance organizational psychological safety by promoting a corporate-wide strategic approach. | In partnership with Human Resources Support, development of a Psychological Safety Strategy is underway, which includes a corporate-wide framework, a psychological safety task force, and psychological safety pulse check tool. This work, a collaboration of representatives from various business units, is evolving the purpose, goals, definitions, guiding principles, behaviours, roles, and performance measures to advance organizational psychological safety. | |
| 3 Prevent and resolve safety incidents and issues by improving appropriate standardization and processes across the organization. | Designed a Corporate-wide Occupational Health and Safety (OHS) standard to assist in improving standards for the prevention and resolution of safety incidents. Updating and engaging business units on the incident management standard to address governance structures and integrating the risk management process. | |
| 4 Prioritize health, safety and wellness programs, services and initiatives by collaborating with and educating leaders. | The service line continue to invest in health, safety & wellness related initiatives and programs for employees. Examples include May's Health, Safety, and Wellness (HSW) Month, targeted consultation, curated education, health, and safety reporting, refreshed OHS & Healthy Workplace websites, weekly wellness moments, and weekly sessions on topics such as financial and mental health. Aimed at increasing awareness and participation to improve physical safety, psychological safety, mental health, and overall wellness. | |
| 5 Strengthen risk mitigation to reduce incidents and costs by utilizing a risk management framework. | To compliment the enterprise risk management certification, a safety risk assessment procedure is being developed to strengthen processes including incident management, human factors, ergonomics, assurance, and the facility emergency plan management. | |
| 6 Improve health, safety and wellness programs and initiatives by using data to support risk-based decision-making. | Performance measures are embedded into programs, services, and initiatives to determine success for continuous improvements. By using data to drive decision making, teams are improving existing programs and creating new opportunities to advance and support employees. | |
| 7 Improve service delivery and strengthen collaboration across the corporation by leveraging systems and technology. | OHSW is updating the Safety Data Management and the Case Management Systems by adding new modules and features (i.e., increased mobility use, self-service telework), to enhance productivity and maintain compliance with system security protocols. | |

| Initiative | Initiative Update | Status |
|---|--|---|
| <p>8 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 City undertook a comprehensive Certificate of Recognition (COR) safety audit in Q3 2022, received a 92 per cent grade and was awarded the COR. The OHS team is working with business units to develop and implement actions plans, based on auditor recommendations. The OHSW Service Line continues to promote health, safety and wellness through communication strategies, education and targeted engagement across the Corporation.</p> |  |



Service Updates on Financial Performance

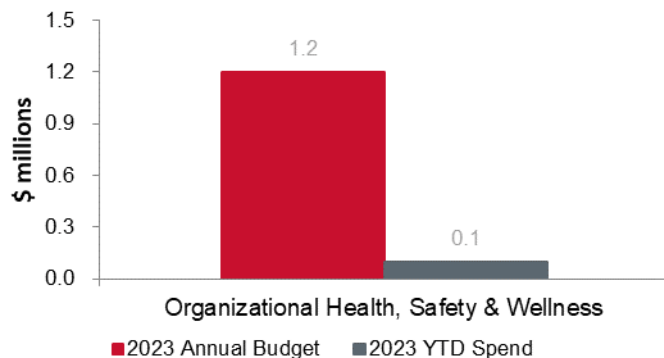
**Net Operating Budget and Actuals
as of June 30, 2023**



Operating Budget Updates - 2023 YTD net operating budget vs actuals:

Organizational Health, Safety and Wellness (OHSW) is a joint service between Occupational Health and Safety (HS) and Human Resources (HR). The net operating budget is favourable by \$1.7 million mostly attributable to savings in salaries and wages due to intentionally managing the workforce and hiring sequencing.

**Capital Budget and Spend as of June 30,
2023**



Capital Budget Updates - 2023 total capital budget vs 2023 YTD spend:

Capital spent is \$0.1 million or 8 per cent of the total capital budget is for the Digital Information project which is progressing as anticipated. The safety data management system, the largest capital project within OHSW is currently delayed, pending discussions with Information Technology and Procurement on a market analysis to define future state of the safety data management system capital project. OHSW is also engaging business partners across the organization to capture system requirements for the next phase of this work. Capital expenditures for the current year are not expected to be significant.