

City of Edmonton Aggregated Administrative Data

The Standard refers to a number of possible aggregated data sources for collection to establish a baseline for a psychological health and safety management system. This attachment outlines aggregated data sources and additional information as part of monitoring the impact of health and safety programs at the City.

i) Rates of absenteeism

For this survey absenteeism is defined as absences (with or without pay) of an employee from work due to their own illness, disability, or personal or family responsibility for a period of at least half a day but up to 5 days, but does not include short term disability leave, maternity, adoption, paternity and parental leaves, vacation and holidays, bereavement leave and jury duty.

Absenteeism Rate (average number of days that employees were absent)

Year	City of Edmonton	Municipal Government Industry
2023	0.88 days*	2.1 days*

*represents First Quarter Data

The City had an absenteeism rate of 0.88 days for the first quarter of 2023 compared with 2.1 days for the municipal government sector as per the Conference Board of Canada HR Metrics Benchmarking 2023 survey.

ii) Rates of voluntary turnover

Voluntary Turnover Rate

Year	City of Edmonton		Municipal Government	
	Non-unionized	Unionized	Non-unionized	Unionized
2023	2.48%*	1.43%*	1.2%*	1.1%*

*represents First Quarter Data

The City had a voluntary turnover rate of 2.48 per cent non-unionized employees and 1.43 percent for the first quarter of 2023 compared with 1.2 per cent and 1.1 per cent respectively for the municipal government sector as per the Conference Board of Canada HR Metrics Benchmarking 2023 survey.

iii) Return to work and accommodation data

Accommodation Search

Accommodation Search	2020	2021	2022	2023
Days	341	112	158	176

The City implemented a Duty to Accommodate search process in 2021 to assist employees who need permanent accommodations to return to meaningful work. Feedback was gathered on the process in 2022 and updates were launched in 2023. This process has had a significant impact on decreasing the timeframe that it takes to accommodate an employee with restrictions to return to work. The average accommodation search duration reduced from 341 days in 2020 to 176 days in 2023. The City accommodated 47 employees in 2021, 40 in 2022 and 36 to August 30, 2023.

iv) Short-term disability (STD) and long-term disability (LTD)

Prior to the pandemic, mental health related absences and disability claims were on the rise across workplaces in Canada. Since the onset of the pandemic, these claims have continued to increase. According to the Mental Health Commission of Canada, Mental health problems and illnesses account for approximately 30 per cent of Short-Term Disability (STD), and are rated one of the top three drivers of Long-Term Disability (LTD) claims by more than 80 per cent of Canadian employers. The causes of disability have shifted over the years. This is in part due to the growing mental health crisis, but also due to decreased stigma, willingness to report and better diagnosis, which is a positive step towards addressing the issue.

Sick Leave Trends

Sick Leave Hours per permanent FTE	2018	2019	2020	2021	2022	2023 (Up to August 12)	2023 (Projected)
All Departments	82.70	82.10	95.3*	95.9*	109.8*	58.7	89.78

*Includes COVID-19 specific pay codes

The City's overall sick leave hours per full-time employee increased during the COVID-19 pandemic for the years of 2020 to 2022. If the current trend for sick leave continues for the remainder of 2023, the sick leave hours for the City will be approximately 89.78 hours per permanent FTE which is trending toward pre-pandemic levels. However, we expect to see sick leave levels stay in this range for the next few years due to ongoing impacts from the pandemic.

Nature of Illness (STD)

Nature of Illness (Top 2)	2018	2019	2020	2021	2022	2023
Musculoskeletal (Sprains, Fractures)	19.5%	22.0%	25.7%	24.8%	35.4%	41.2%
Mental Health	21.1%	22.8%	22.1%	28.7%	17.9%	22.0%

For short-term disability claims at the City, the top two diagnoses are musculoskeletal and bodily injuries (i.e. sprains and fractures) and mental health. Musculoskeletal injuries are the highest proportion of claims in 2023, at 41.2% of claims. In 2023, the City made an adjustment to the diagnosis coding, which may have impacted this statistic for year over year reporting. Previously, musculoskeletal was used as a broad category. In an effort for increased continuity, musculoskeletal and injury coding are reported together. Mental health claims average around 20-25% of claims each year, and this year are 21.8% of claims.

LTD Claims by Diagnosis

Diagnosis Claim	2018	2019	2020	2021	2022
Mental Disorders	31.2%	33.6%	33.8%	39.3%	39.9%
Musculoskeletal	20.2%	17.9%	18.3%	18.0%	17.8%

Consistent with national disability trends, the City has experienced an increase in long-term disability claims during the



pandemic. Mental health claims are the highest percentage of the City's long-term disability claims, increasing from 34% in 2019 to 40% in 2022. Musculoskeletal injuries are the next highest percentage of claims at approximately 18%.

v) Employee and family assistance plan (EFAP)

EAP Utilization	2020/21	2021/22	2022/2023
City of Edmonton	10.49%	8.71%	8.67%
Industry	16.96%	16.96%	16.96%
Alberta Public Administration Organizations	9.25%	8.05%	6.45%

Utilization of the City's EFAP program, TELUS Health, has ranged from 10.49 per cent in 2020-21 to 8.67 per cent in 2022-23. The City's usage continues to be lower than the current industry average of 13.52 per cent or the national average of 9.37 per cent; however, higher than utilization rates from public administration organizations in Alberta, where utilization average was 9.25 per cent in 2020-21 and 6.45 per cent in 2022-23.

vi) Workers' compensation data

Accident Year	Number of Claims	Number of Lost Time Claims
2018	1027	379
2019	1054	411
2020	823	371
2021	873	479
2022	1014	560
2023 (Up to August 19)	649	356

Attachment 2

The Workers' Compensation Board provides no-fault insurance to employees injured at work in the form of income replacement for workers and volunteers who experience a work related disability. The City's total number of WCB time loss claims has reached its peak in 2022 at 560 claims. The City has had 356 lost time claims to August 19, 2023. Sprains and strains are the highest percentage of Lost Time Claims each year, currently at 74.7% of claims in 2023. Mental health is the second highest percentage of lost time claims ranging from 15% of claims in 2019, 17% in 2020, 12% in 2021, 8.5% in 2022, to 11.9% so far in 2023.

The City had a discounted WCB premium in 2022, compared to the industry rate, however in 2023 the experience rating adjustment increased; therefore, the City is currently in a surcharge compared to industry peers. The City is focusing on ensuring incidents are investigated to identify and implement corrective actions to avoid injuries. Work is also underway to refresh modified work programs that had to be reduced or paused during the COVID-19 pandemic to ensure that work is available for employees to avoid lost time.