

ABILITIES MANAGEMENT PROGRAM AUDIT

RECOMMENDATION

That the February 25, 2026, Office of the City Auditor report OCA03427, be received for information.

Report Purpose

Information only.

Executive Summary

This report presents the results of the Abilities Management Program audit.

REPORT

Abilities management focuses on non-occupational absences from work as a result of illness, injury, or disability that occurred outside of the workplace. It is a deliberate and coordinated effort by employers to reduce the occurrence and effect of illness and injury on workforce productivity, and to promote employee engagement.

The Abilities Management Section in the Human Resources Client Services Branch (the Branch) is responsible for delivering and managing the City's Abilities Management Program. They work in partnership with the Corporate Human Resource Programs and Services Branch to provide Mental Health and Healthy Living programs and services to employees.

The objective of the audit was to determine if the Branch has an effective Abilities Management Program that helps employees remain at work and supports timely and safe return to work.

Overall, the Office of the City Auditor found that the Branch has partially met the audit objective of effectively managing the Abilities Management Program. The Branch:

- Provides employees with wellness and prevention programs and services.
- Employs a structured case management process for short term disability cases.

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- Explores various reporting methods to assist business areas with absence management analysis.
- Collaborates with business areas to find reasonable accommodations for injured and ill employees.

However, the Office of the City Auditor found areas where they can improve their Abilities Management Program. The Branch:

- Lacks a documented methodology for quality review of cases.
- Has not evaluated its modified duties program.
- Lacks abilities management reporting that meets business needs.
- Lacks a comprehensive evaluation framework for the Abilities Management Program.

The Office of the City Auditor made the following recommendations to the Human Resources Client Services Branch:

1. Improve and document the quality review processes it uses to ensure compliance and consistency of case management.
2. Evaluate the Branch's modified duty program for its ability to facilitate employees' timely return to work and to yield cost savings.
3. Work with business partners to improve abilities management reporting to support business areas in timely monitoring of employee leaves.
4. Develop a comprehensive Abilities Management Program Evaluation Framework to measure, monitor and improve the program.

POLICY

Bylaw 16097 - Audit Committee Bylaw, section 14(a) states that, "The Committee will review all reports from the City Auditor including completed audits and investigations."

ATTACHMENT

1. Abilities Management Program Audit Report