



2025 COUNCIL REPORT - Workplace Safety

Introduction

The Winnipeg Public Service generates an Annual Report on workplace safety for Council¹. Performance measures used in the report are Workers Compensation Board (WCB) Statistics and Lost Time Injury (LTI) Rates.

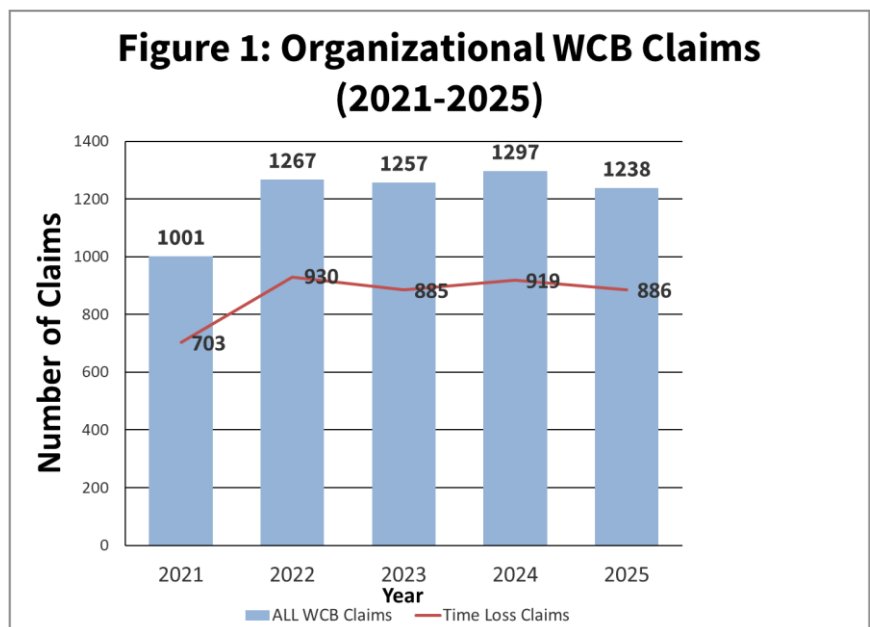
WCB statistics used in this report are provided to the City by the WCB with the exception of costs provided for this report by the City's Finance Department. All Lost Time Injury (LTI) metrics are generated internally using the organization's PeopleSoft System. All LTI metrics include those injuries that result in absence from work and have an accepted or pending WCB claim. These figures do not include time loss associated with long-term disability, or injury claims processed through Manitoba Public Insurance.

Performance Analysis

WCB CLAIMS

The total number of work-related injury and illness claims accepted by the WCB was 1238 in 2025, a decrease of 5% from 2024 (1297).

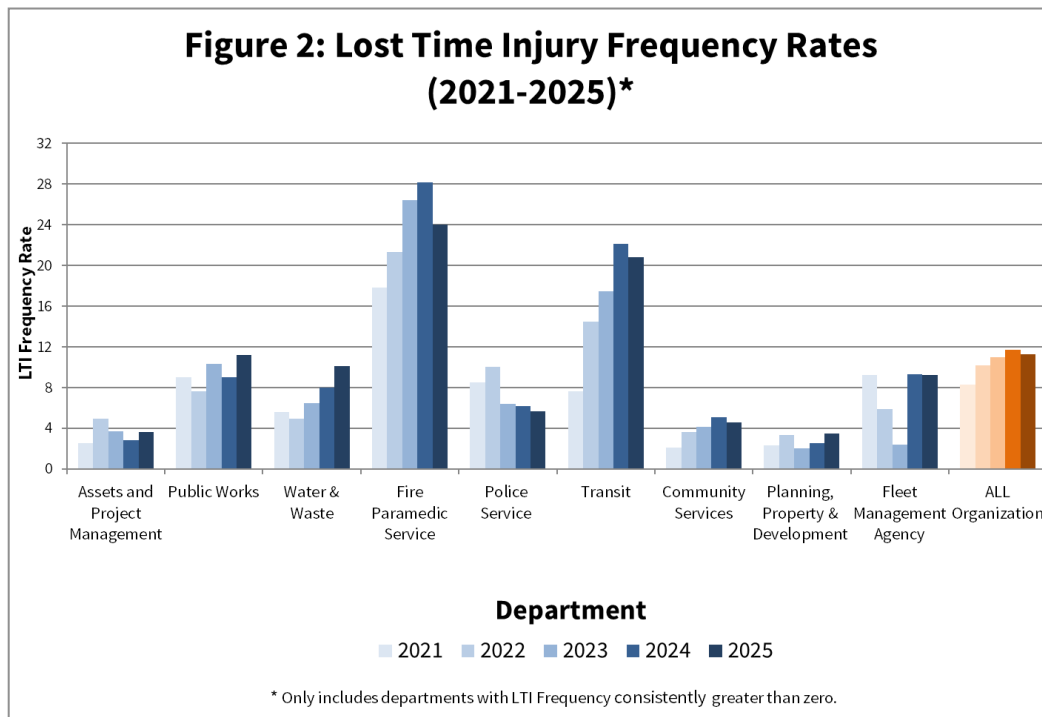
The number of accepted WCB time loss claims in 2025 was 886, a decrease of 4% from 2024 (919).



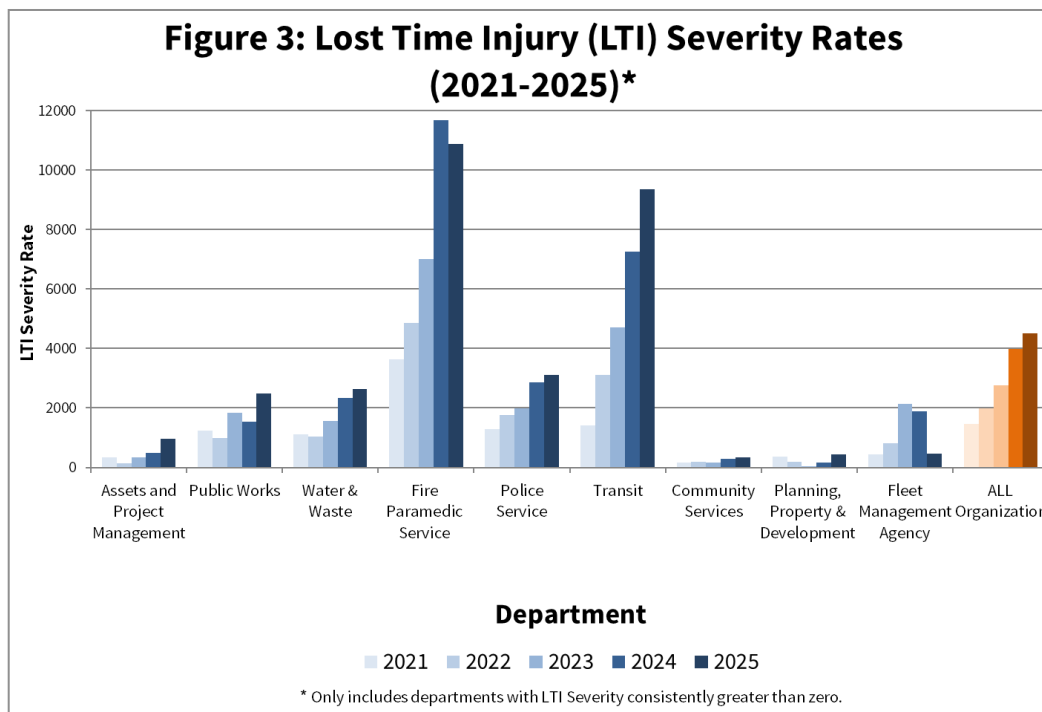
¹In 2014, City Council received the *Workplace Safety Audit* dated November 2013 and adopted that an Annual Report be submitted to Council within 6 months of the previous year end (Council Minutes – September 24, 2014, Minute No. 752).

LOST TIME INJURY (LTI) RATES

LTI Frequency is the number of lost time injuries per 100 workers per year. The City's LTI Frequency was 11.3 in 2025; lower than year end 2024 (11.7).



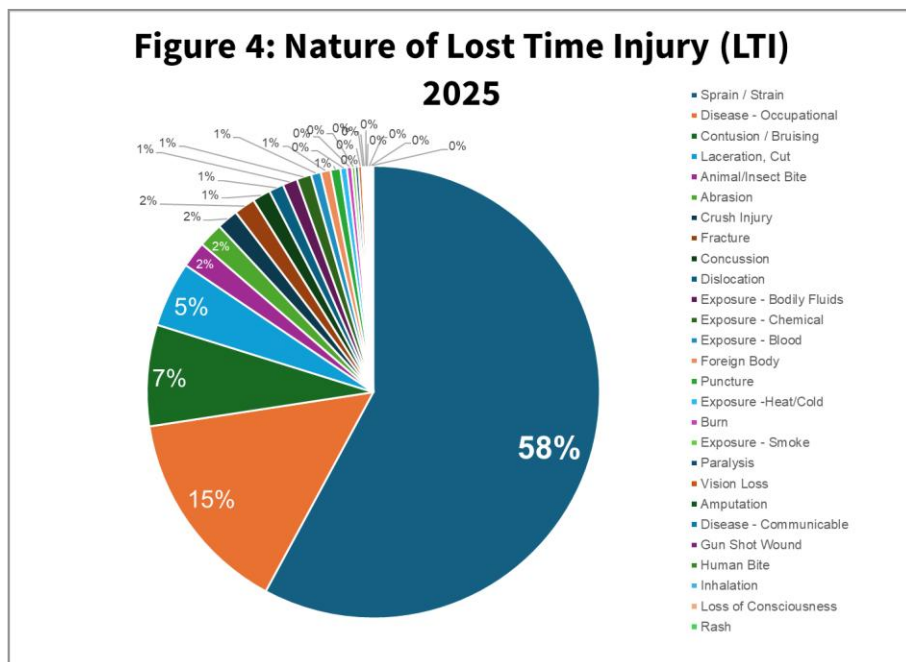
LTI Severity is measured as hours lost due to injury per 100 workers per year. It includes any hours lost in a given year regardless of the year of injury. Organizational LTI Severity was 4509 in 2025; higher than year end 2024 (3986).



NATURE OF LOST TIME INJURY

In addition to the LTI data, both at the organization level and the department level incidents are analyzed by the nature of injury. This information enables the City to focus efforts and monitor trends.

As Figure 4 illustrates, the most predominant injury that led to time lost in 2025 was strains and sprains, accounting for 58% of all lost time injuries.

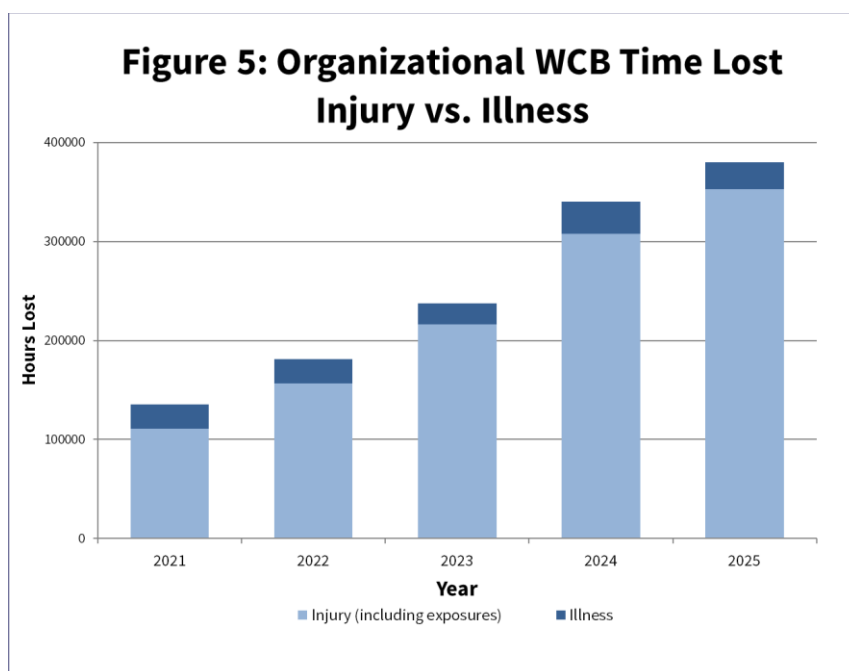


WCB TIME LOST – INJURY VS. ILLNESS

WCB time lost for incidents reported as workplace illness are compared to workplace injury (including exposures) in Figure 5.

WCB claims reported as workplace illness are not included in LTI rates because they did not result in physical injury and/or are chronic in nature.

WCB time lost associated claims reported as workplace illness in 2025 was lower compared with previous year.



PSYCHOLOGICAL WCB CLAIMS

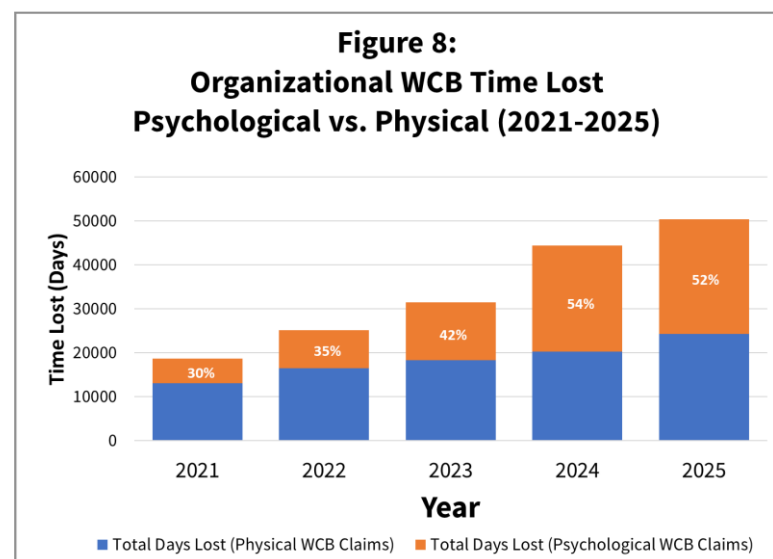
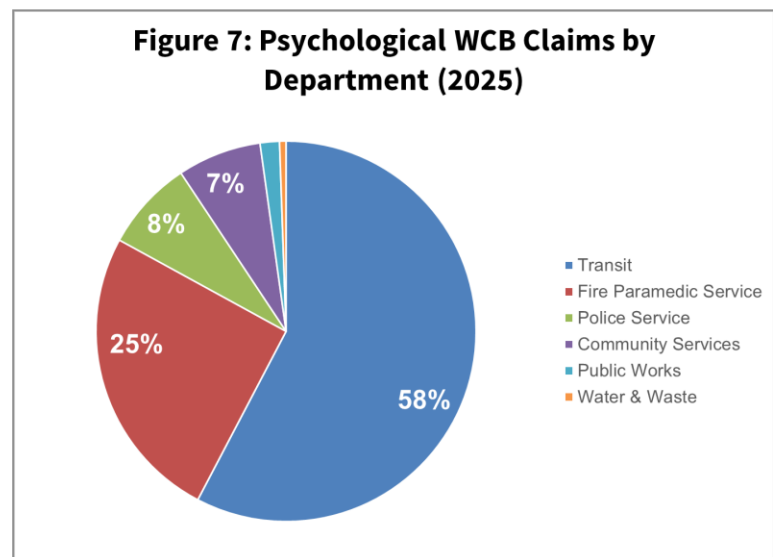
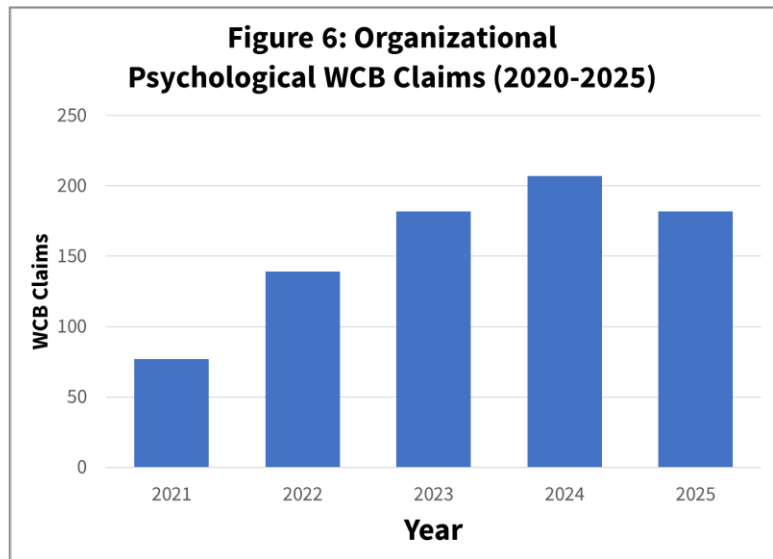
A psychological WCB claim is a claim for a psychological injury caused by a traumatic event occurring at or as a result of work. It can be caused by a chance event, a willful and intentional act by someone other than the worker or an event and/or condition related to the workers work or workplace.

The number of psychological related claims accepted by the WCB in 2025 was 182, a decrease of 12% from 2024 (207) (see Figure 6).

Psychological claims to the WCB can occur based on a number of factors, including exposure to violence, mental stress, burnout, and other critical incidents in the workplace.

In 2025 Winnipeg Transit and Winnipeg Fire Paramedic Service experienced the highest number of psychological related WCB claims (see Figure 7).

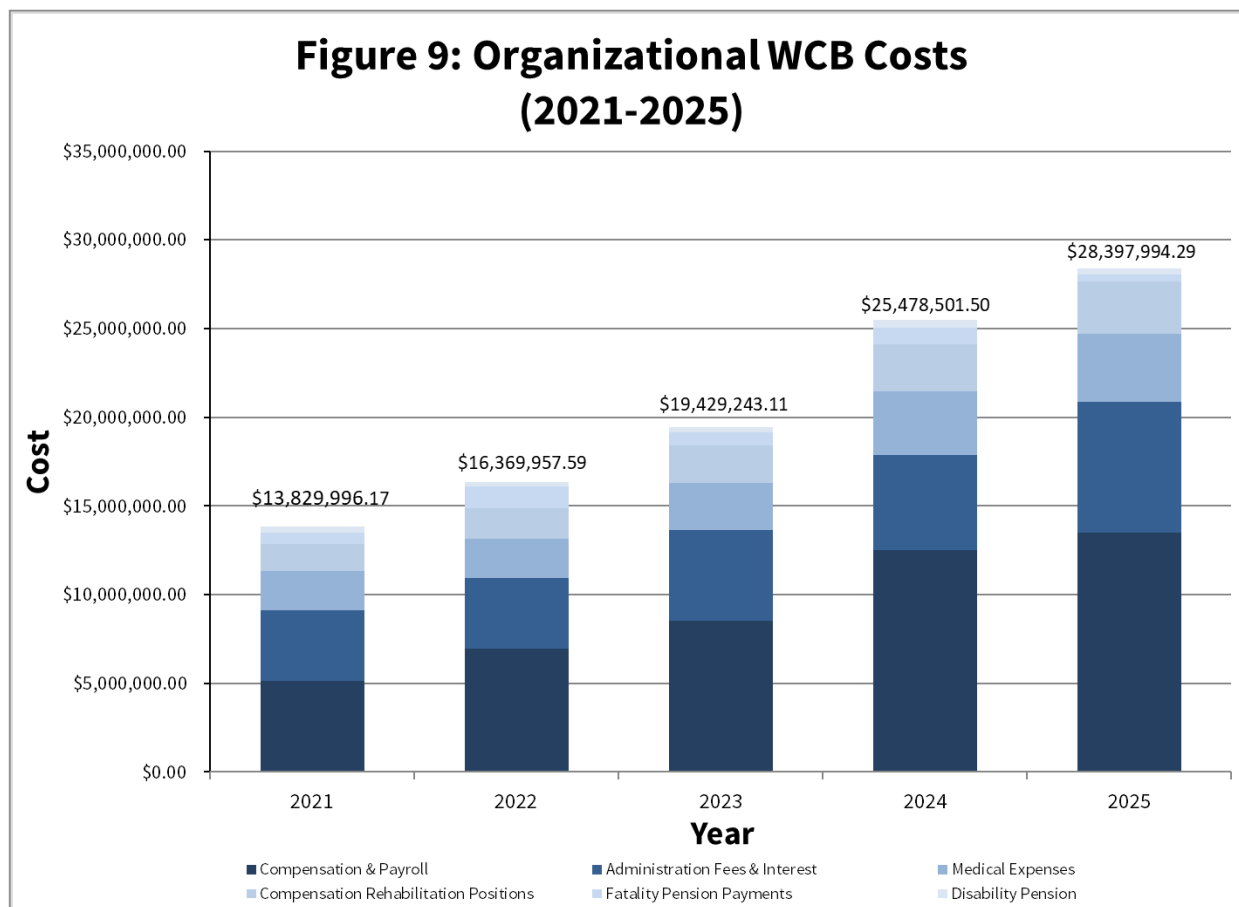
WCB time lost is broken down by psychological and physical related claims in Figure 8. Time lost associated with psychological WCB claims accounted for 52% of all WCB time lost in 2025.



WORKERS COMPENSATION COSTS

Workers Compensation Board (WCB) related costs; compensation for direct hours lost, rehabilitation and WCB claim administration fees are tracked by the Corporate Finance Department.

See Appendix A for definitions of WCB cost categories.



WCB related costs were \$28.4 million in 2025; higher than in 2024 (\$25.5 million) due primarily to a \$2.1 million cost increase in WCB administration fees. Over half (61%) of claim costs resulted from prior year's claims. Significant portion of costs in 2025 (\$3.0 million ~ 11%) attributed to Compensation Rehabilitation Positions which represent hours spent in 'light duties' once employee has returned to work following a claim.

Improving Workplace Safety

The City has implemented a number of initiatives over the last several years to improve safety of workers on the job.

- In 2023, the City achieved full SAFE Work Certification making it the largest organization in Manitoba to be SAFE Work Certified.

- In 2024, the City adopted Administrative Standard HR-021 – Psychological Health and Safety in the Workplace to help protect and promote employee mental health as well as address factors that affect mental health in the workplace.
- In 2025, the City launched Learn Winnipeg, a new digital training platform that gives employees access to over 220 different safety, health and wellness courses. It provides thousands of learning hours for leaders, employees and safety and health committee members.

Although Winnipeg Fire Paramedic Service and Winnipeg Transit continued to have the highest injury rates in the organization, both reported a reduction in lost time injuries in 2025. Work in these departments can involve increased risk of exposure to violence, traumatic events, and stress not experienced in other workplaces. Psychosocial factors such as societal changes, drug crisis, increases in violent crime and reduced stigma around mental health issues can contribute to WCB claim experience. Both departments are advancing initiatives aimed at reducing workplace injuries.

In 2025, the Winnipeg Fire Paramedic Service announced work is underway to establish a tailored fitness and wellness program for employees. The department has also begun planning for a wellness clinic staffed by qualified health professionals. WFPS continues to maintain a Behavioural Health Unit staffed with a Behavioural Health Nurse supported by a practice of psychological consulting and clinical services professionals, a Peer Support team, pre-staging safety protocols, and threat management training.

In 2025, the Winnipeg Transit Department established a new Behavioral Health Resource Nurse position to strengthen psychological supports for Bus Operators. The department is also developing the business case for upgraded bus shields as recommended by the Transit Advisory Committee (TAC). Winnipeg Transit continues to maintain a Critical Incident Stress Management (CISM) program, Transit Advisory Committee (TAC), extensive operator safety training, safety shields, video/audio surveillance, protective body armour for inspectors, and de-escalation training.

The Public Service continues to collaborate with the Workers Compensation Board (WCB) of Manitoba to review City of Winnipeg's WCB claims and identify opportunities for injury reduction and safe return to work. An initiative is also underway with Doctor's Manitoba to improve the consistency and clarity of information used to support safe return-to-work planning.

Conclusions

- The total number of work-related injury and illness claims accepted by the WCB was 1238 in 2025, a decrease of 5% from 2024 (1297). The number of accepted WCB time loss claims in 2025 was 886, a decrease of 4% from 2024 (919).
- Organizational Lost Time Injury (LTI) Frequency was 11.3 in 2025; lower than year end 2024 (11.7). Organizational LTI Severity was 4509 in 2025; higher than year end 2024 (3986).

- The majority of LTI in 2025 were strains/sprains (58%) most commonly caused by overexertion and falls/slips/trips.
- The number of psychological related claims accepted by the WCB in 2025 was 182, a decrease of 12% from 2024 (207). Time lost associated with psychological WCB claims accounted for 52% of all WCB time lost in 2025. Psychological claims to the WCB can occur based on a number of factors, including exposure to violence, mental stress, burnout, and other critical incidents in the workplace.
- WCB related costs were \$28.4 million in 2025; higher than in 2024 (\$25.5 million) due primarily to a \$2.1 million cost increase in WCB administration fees. Over half (61%) of claim costs resulted from prior year's claims. Significant portion of costs in 2025 (\$3.0 million ~ 11%) attributed to Compensation Rehabilitation Positions which represent hours spent in 'light duties' once employee has returned to work following a claim.
- The City has implemented a number of initiatives over the last several years to improve safety of workers on the job. In 2023, the City achieved full SAFE Work Certification making it the largest organization in Manitoba to be SAFE Work Certified. In 2024, the City adopted Administrative Standard HR-021 – Psychological Health and Safety in the Workplace to help protect and promote employee mental health as well as address factors that affect mental health in the workplace. In 2025, the City launched Learn Winnipeg, a new digital training platform that gives employees access to over 220 different safety, health and wellness courses. It provides thousands of learning hours for leaders, employees and safety and health committee members.
- Although Winnipeg Fire Paramedic Service and Winnipeg Transit continued to have the highest injury rates in the organization, both reported a reduction in lost time injuries in 2025. Work in these departments can involve increased risk of exposure to violence, traumatic events, and stress not experienced in other workplaces. Psychosocial factors such as societal changes, drug crisis, increases in violent crime and reduced stigma around mental health issues can contribute to WCB claim experience. Both departments are advancing initiatives aimed at reducing workplace injuries.
- In 2025, the Winnipeg Fire Paramedic Service announced work is underway to establish a tailored fitness and wellness program for employees. The department has also begun planning for a wellness clinic staffed by qualified health professionals. WFPS continues to maintain a Behavioural Health Unit staffed with a Behavioural Health Nurse supported by a practice of psychological consulting and clinical services professionals, a Peer Support team, pre-staging safety protocols, and threat management training.
- In 2025, the Winnipeg Transit Department established a new Behavioral Health Resource Nurse position to strengthen psychological supports for Bus Operators. The department is also developing the business case for upgraded bus shields as recommended by the Transit Advisory Committee (TAC). Winnipeg Transit continues to maintain a Critical Incident Stress Management (CISM) program, Transit Advisory Committee (TAC), extensive operator safety

training, safety shields, video/audio surveillance, protective body armour for inspectors, and de-escalation training.

- The Public Service continues to collaborate with the Workers Compensation Board (WCB) of Manitoba to review City of Winnipeg's WCB claims and identify opportunities for injury reduction and safe return to work. An initiative is also underway with Doctor's Manitoba to improve the consistency and clarity of information used to support safe return to work planning.

APPENDIX A: DEFINITIONS

INJURY STATISTICS:

Lost Time Injury (LTI) Frequency = (# of lost time injuries / total hours worked) x 200,000

Lost Time Injury (LTI) Severity = (hours lost due to LTI / total hours worked) x 200,000

The factor of 200,000 normalizes results to produce the average frequency or severity per 100 workers per year.

WORKERS COMPENSATION COST CATEGORIES:

Compensation and Payroll Costs – wage loss benefits paid to an injured employee while s/he is unable to work in their pre-injury job in whole or in part.

Administration Fees & Interest – portion of the WCB's operating costs/annual expense budget funded by the City of Winnipeg.

Medical Expenses – benefits for healthcare-related services and products used to aid an injured employee's recovery (e.g., healthcare treatment by attending doctors, chiropractors, physiotherapists, etc.).

Compensation Rehabilitation Positions – wages paid to employees who are being accommodated in rehabilitation positions, generally on a temporary and transitional basis, to support the employee's recovery and return to full, regular duties.

Fatality Pension Payments – Benefits for a surviving spouse or common-law partner and dependents of fatally injured employees.

Disability Pension – Compensation for a degree of permanent loss of function processed as a lump-sum benefit (claims after 1991) or a monthly payment (claims before 1992).