



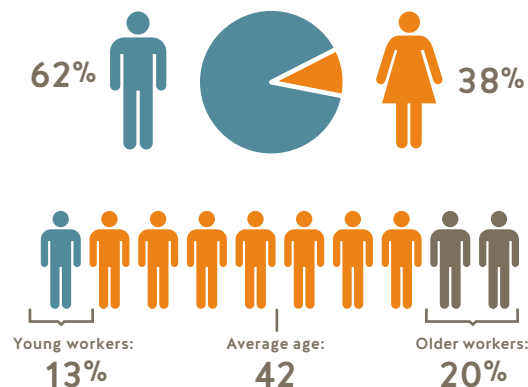
2015 Statistics



2015 Key Statistics

B.C. injured workers¹

Men	62%
Women	38%
Average age	42
Young workers (age 15–24)	6,900 (13%)
Older workers (age 55 and over)	10,410 (20%)



Claims

Injuries reported	145,803
Claims first paid this year	102,823
Work-related death claims ²	122
Short-term disability claims ³	46,628
Occupational disease claims ³	2,970
Percentage of claims disallowed	8.7%
Days lost from work	2.6 million
Average time to first payment (from day of disablement)	18.1 days
Average length of short-term wage-loss benefits	54.3 days

145,803
injuries reported

2.6 million
days lost from work

1 Based on claims first paid for short- and long-term disability, and work-related death benefits.

2 These claims represent those accepted in the year, regardless of whether work-related death benefit payments were made.

3 These claims represent those who received first payment of benefits.

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Introduction

Foreword

WorkSafeBC Statistics is published annually as a complement to the operational and financial reviews in WorkSafeBC's annual report and service plan.

It serves as a foundation for better understanding the causes and patterns of specific areas of injury with a view to exploring and initiating prevention strategies. As each edition focuses on a single special topic, there is latitude for investigating areas of our work in greater scope and detail.

Data and information help workers, employers, industry, and WorkSafeBC consider appropriate actions and make more informed decisions about work safety — which is essential if we are to more effectively and proactively manage work-related injuries, disease, and death.

Ultimately, this publication also serves as an important reminder that statistics are not simply numbers. At the source of every statistic is a person.

We hope you find *WorkSafeBC Statistics 2015* informative and engaging.

The WorkSafeBC vision

WorkSafeBC's vision is British Columbians free from workplace injury, disease, and death.

This vision guides all aspects of WorkSafeBC and is linked directly to WorkSafeBC's mandate, achieved in close partnership with the workers and employers of B.C. WorkSafeBC's mandate includes four pillars:

- Promoting the prevention of workplace injury, illness, and disease

- Rehabilitating those who are injured and providing timely return to work
- Providing fair compensation to replace workers' loss of wages while recovering from injuries
- Ensuring sound financial management for a viable workers' compensation system

WorkSafeBC's vision and mandate also link directly to the organization's role in administering the *Workers Compensation Act* — legislation that addresses compensation for workers and their dependants, employer liability, occupational health and safety, and appeals. This legislation, responsible for creating WorkSafeBC in the first place, also enshrines the historic compromise on which the entire workers' compensation system in B.C. is based. It rests on the principle of mutual protection, where workers relinquished their right to sue their employer and employers agreed to fund a no-fault insurance system. More information about the historic compromise is available at worksafebc.com.

What's inside

WorkSafeBC Statistics 2015 is a compendium of statistics that sheds additional light on WorkSafeBC's core areas of operation. This includes claims, assessments, prevention, and service. Like previous editions of this publication, *WorkSafeBC Statistics 2015* focuses on a specific feature topic.

The background image shows a person wearing a white lab coat, with their hand resting on a light-colored wooden surface. A circular graphic with a solid orange border and a dotted orange outer ring is centered on the page. Inside the solid circle, the text "Violence in the Workplace" is written in a bold, orange, sans-serif font. A thin dotted line extends from the top of the circle towards the top edge of the image.

Violence in the Workplace



Overview of violence in B.C. workplaces

Each year we select an area to highlight within *WorkSafeBC Statistics*. For 2015, we examine acts of workplace violence. The following section reviews the differences between acts of violence, force, and the trends and causal factors that may be attributed to some of the outcomes. It also provides a detailed statistical breakdown for the health care and social services subsectors. The section concludes with an explanation of the support available to workers, their families, and co-workers.

As with all of the statistics reported, it is important to remember that each number represents a person.

For the purpose of this feature, reported data is based on acts of violence in the workplace and reflects accepted time-loss claims only.

Violence in the workplace is widespread, but more pervasive in some industries — notably health care and social services (as a subsector in general), public school districts, security or patrol services, and commercial bus, shuttle operations, or public transit (as classifications units) according to our claims data.

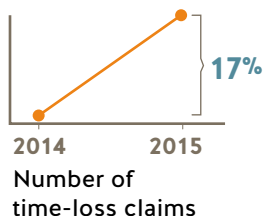
When recording claims, we define violence in the workplace as incidents where an act of violence initiated a chain of events that led to an injury or illness. We also include acts of force, incidents where a person was injured or made ill by a harmful act but there was no apparent intent to injure.

During the past decade, for example, nurses (an occupational category which includes aides and health care assistants) had more than 40 percent of all injuries as a result of violence in the workplace; security and law enforcement workers followed (14 percent), then social and community service workers (12 percent), and school teachers (7.5 percent).

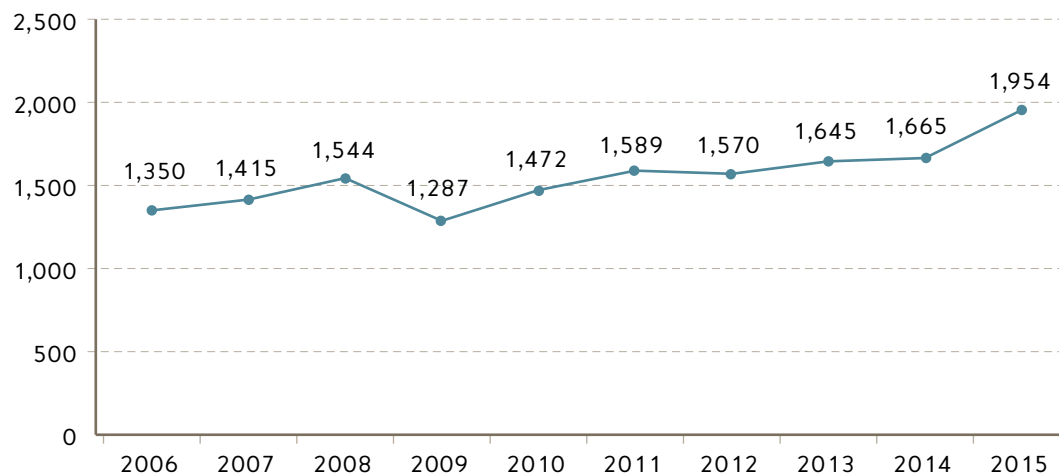
Some common examples of workplace violence include a nurse hit by a patient or resident in a health care facility, a teacher struck by a student, and a store clerk assaulted during a robbery.

Our statistics show that claims related to acts of violence in B.C. workplaces have been steadily increasing over the last six years — despite the general downward trend of all claims in recent years. The impact of workplace violence can be far-reaching, impacting not just the worker but family, co-workers, the employer, and community.

In 2015, there were 1,954 claims from people for time lost from work related to acts of violence in the workplace. This represents an increase of more than 17 percent over 2014.



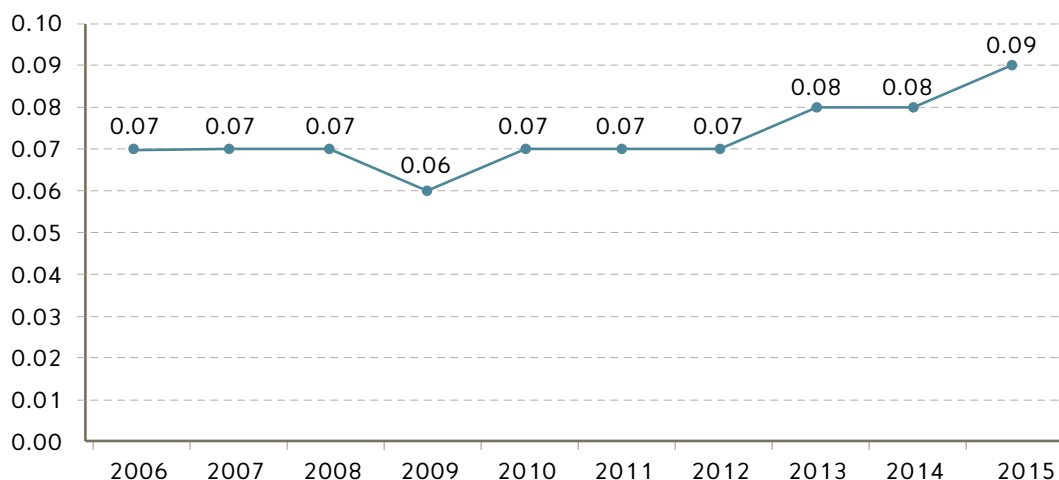
Total number of workplace violence claims, 2006–2015



The majority of these claims were reported by workers in the service sectors, including nurses, health care assistants, teachers, education assistants, transit drivers, and clerks in retail, bars, and liquor stores. In fact, the top four industry subsectors — Health Care and Social Services, Education, Other Services, and Retail — account for 81 percent of all time-loss claims for workplace violence in B.C. from 2006 to 2015.

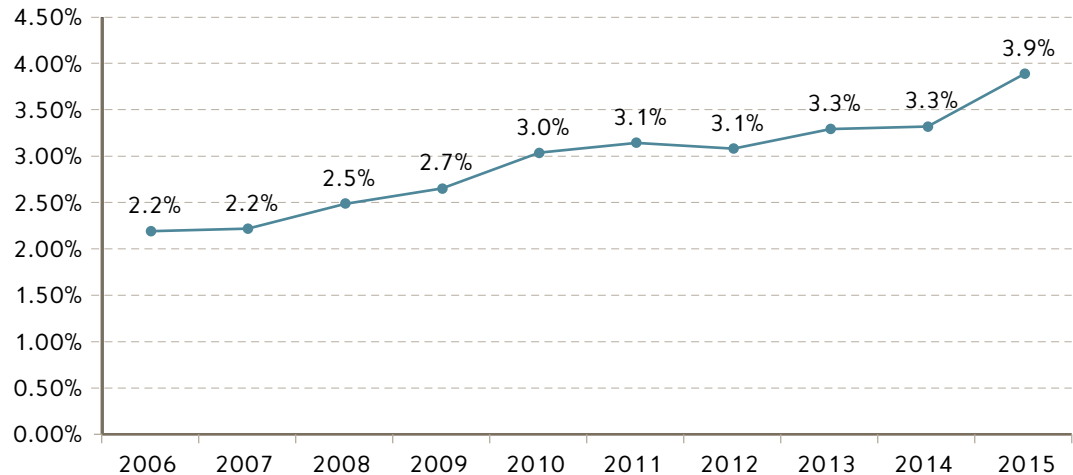
(See Trends and Statistics by Industry Subsector, page 18)

Injury rate for acts of workplace violence, 2006–2015



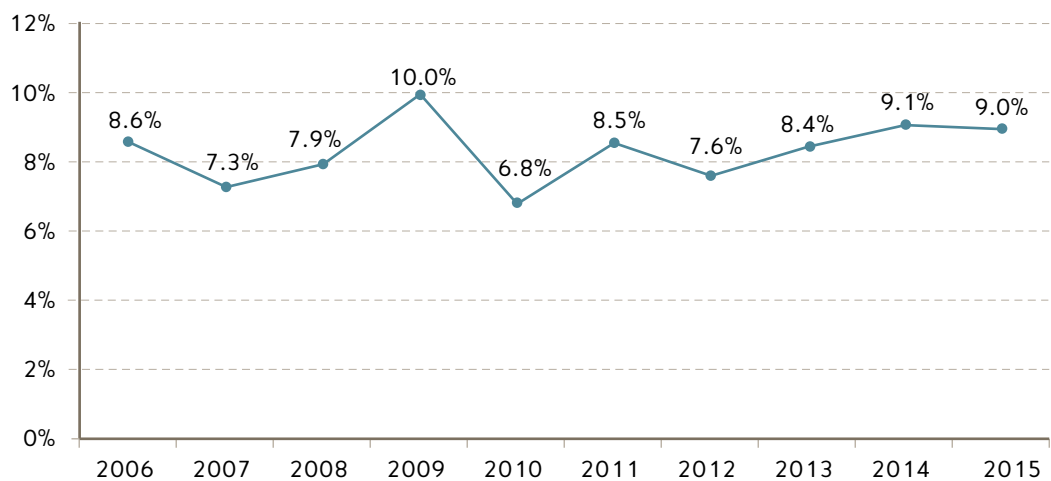
Our statistics show the injury rate — the number of claims per 100 person-years of employment — due to workplace violence has also increased. In 2015, the rate was 0.09, an increase of 50 percent over the 2009 rate of 0.06 percent.

Acts of workplace violence as a percentage of all claims, 2006–2015



When comparing all time-loss claims in B.C., claims resulting from violence in the workplace account for almost 4 percent of the total number of claims in 2015. This trend has been slowly increasing since 2007. For the last decade, acts of workplace violence as a percentage of all time-loss claims have been steadily rising.

Percentage of workplace violence claims that are serious injuries, 2006–2015



The trend continued in 2015, when acts of violence accounted for almost 4 percent of total claims. Of work-related violence claims in 2015, 9 percent — 170 claims — were for serious injuries. For more information on serious injury claims and how serious injury claims are categorized, see page 56.

Work-related deaths due to acts of workplace violence

Sadly, some acts of workplace violence result in work-related deaths.

Between 2006 and 2015, 11 people lost their lives in the following circumstances:

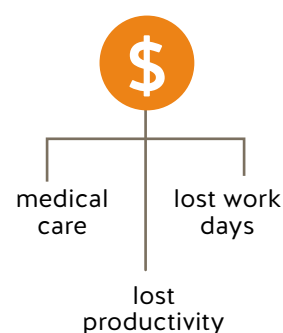
Work-related death	Circumstance	Claim count
Homicide	The worker was shot	3
	The worker was shot by a former employee	1
	The worker was shot while sitting in a truck	1
	The worker was shot by an assailant	2
	The worker was shot during a robbery attempt	1
	The worker was stabbed by an assailant	1
ALS*	The worker was severely injured during an altercation with a suspect. As a result, the worker developed ALS stemming from those injuries.	1
Hepatitis C from blood transfusion	The worker was initially injured while restraining a patient, receiving multiple injuries.	1

* as a result of severe injuries

The impact of workplace violence is felt throughout society. In addition to the human cost of physical and emotional injury, there is a financial cost for medical care, compensation for lost work days, and lost productivity.

We continue to proactively address the issue of workplace violence through the following measures:

- occupational health and safety regulations designed to protect workers
- partnerships with government and industry to provide violence prevention training and information
- research into causes and prevention
- support and programs for the workers who have been affected, their families, and co-workers.



Background

How we define violence in the workplace

When recording claims, we use the following definitions:¹

- **Acts of violence:** Incidents where an act of violence initiated a chain of events that led to an injury or illness.
- **Acts of force:** Incidents where a person was injured or made ill by a harmful act, but there was no apparent intent to injure.

Both types of acts can be committed by members of the public, co-workers, or others such as students and patients.

These acts are covered under Section 4.27 of the Occupational Health and Safety (OHS) Regulation, which defines violence for the purposes of prevention activities such as compliance and enforcement:



4.27 Definition

In sections 4.28 to 4.31, "violence" means the attempted or actual exercise by a person, other than a worker, of any physical force so as to cause injury to a worker, and includes any threatening statement or behaviour which gives a worker reasonable cause to believe that he or she is at risk of injury.

We recognize that some issues caused by violence in the workplace don't manifest as physical injury. Accordingly, we are able to consider mental disorder claims in very specific circumstances.

Factors that may contribute to violence in the workplace

According to the [Canadian Centre for Occupational Health and Safety](#),² certain factors can increase the risk of workplace violence. Examples include:

- Providing service, care, advice, or education (e.g., health care staff, teachers)
- Working with the public (e.g., store clerks)
- Handling money, valuables, or prescription drugs (e.g., cashiers, pharmacists)
- Carrying out inspection or enforcement duties (e.g., government employees)
- Working in premises where alcohol is served (e.g., food and beverage staff)
- Working alone or in small numbers (e.g., real estate agents)
- Having a mobile workplace (e.g., bus and taxi drivers)
- Working during late hours of the night or early hours of the morning
- Working during holidays or on pay days
- Conducting performance appraisals

¹ For the complete definition visit [worksafebc.com/en/law-policy](https://www.worksafebc.com/en/law-policy)

² Further information and resources available at [ccohs.ca/topics/wellness/violence](https://www.ccohs.ca/topics/wellness/violence)

Employer obligations to prevent violence in the workplace

The *Workers Compensation Act* and the OHS Regulation obligate employers in B.C. to provide a safe workplace, which includes protecting employees from acts of workplace violence.

If there is a risk of violence, employers must inform workers who may be exposed to it of the nature and extent of the risk. This includes providing information related to the risk of violence from persons with a history of violent behaviour and whom workers are likely to encounter in the course of their work.

Further, employers must train workers in:

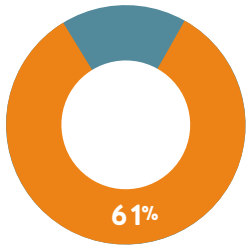
- recognizing the potential for violence
- procedures, policies, and work environment arrangements developed to minimize or effectively control the risk to workers from violence
- appropriate response to incidents of violence, including how to obtain assistance
- procedures for reporting, investigating, and documenting incidents of violence



If a workplace assessment shows there is a risk of violence, the employer must develop and implement a **workplace violence prevention program**.

It's important to remember that domestic violence outside the workplace can threaten the safety of that worker and fellow employees within the workplace. For example, if a worker has a violent partner, that partner may cause disruptions in the workplace and threaten the safety of that worker and other employees.

Trends and statistics by industry subsector



Health Care and Social Services accounted for 61% of workplace violence claims

Overview

We record acts of workplace violence by industry. Four industry subsectors — Health Care and Social Services, Education, Other Services, and Retail — accounted for 81 percent of all time-loss claims from acts of workplace violence from 2006 to 2015.

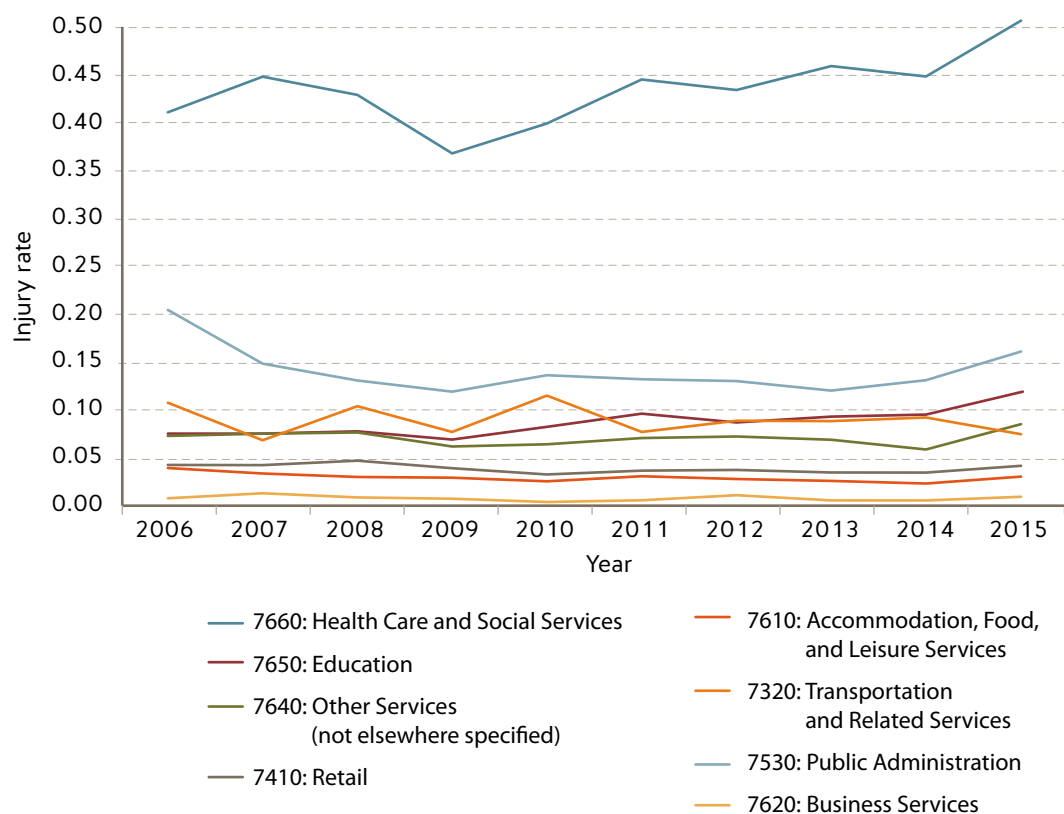
One of those subsectors, Health Care and Social Services, accounted for 61 percent of claims.

Workplace violence claims by industry subsector, 2006–2015

Subsector	Total claims	Percentage	Injury rate
7660: Health Care and Social Services	9,231	60.9%	0.44
7650: Education	1,233	8.1%	0.09
7640: Other Services (not elsewhere specified)	952	6.3%	0.07
7410: Retail	850	5.6%	0.04
7610: Accommodation, Food, and Leisure Services	807	5.3%	0.03
7320: Transportation and Related Services	742	4.9%	0.09
7530: Public Administration	713	4.7%	0.14
7620: Business Services	151	1.0%	0.01
7210: General Construction	123	0.8%	0.01
7120: Metal and Non-metallic Mineral Products	48	0.3%	0.01
7140: Wood and Paper Products	47	0.3%	0.01
7110: Food and Beverage Products	45	0.3%	0.02
7420: Wholesale	42	0.3%	0.01
7630: Professional, Scientific, and Technical Services	40	0.3%	0.00
7670: Utilities	23	0.2%	0.01
7230: Road Construction or Maintenance	22	0.1%	0.02
7150: Other Products (not elsewhere specified)	18	0.1%	0.00
7030: Forestry	17	0.1%	0.01
7130: Petroleum, Coal, Rubber, Plastic, and Chemical Products	12	0.1%	0.00
7010: Agriculture	12	0.1%	0.01
7040: Oil & Gas or Mineral Resources	9	0.1%	0.00

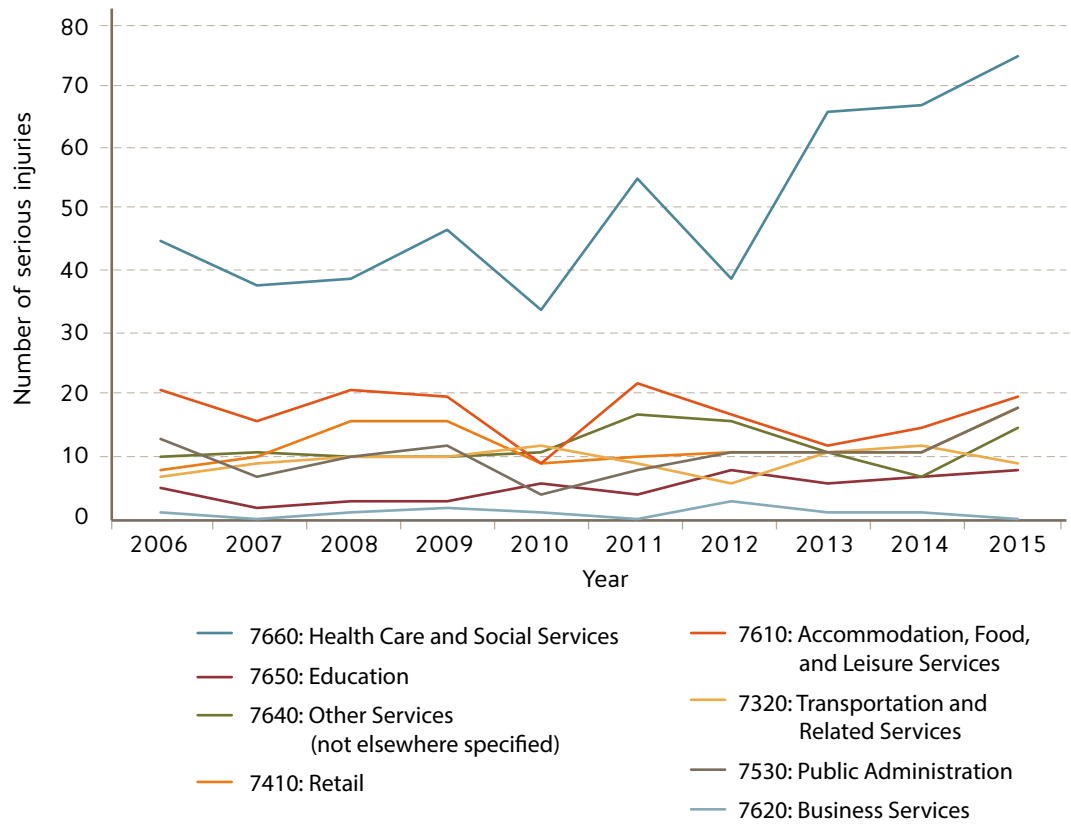
Subsector	Total claims	Percentage	Injury rate
7020: Fishing	7	0.0%	0.01
7310: Warehousing	6	0.0%	0.01
7220: Heavy Construction	5	0.0%	0.02
Total:	15,155	100%	0.07

Workplace violence injury rate for top eight subsectors, 2006–2015



The subsector Health Care and Social Services also has a significantly higher injury rate for acts of workplace violence over the 10-year period. This trend continued in 2015, when the subsector's injury rate was 0.51 while the rate for all acts of workplace violence in B.C. was 0.09.

Serious injuries from acts of workplace violence, top eight subsectors, 2006–2015



A closer look at Health Care and Social Services

Under our classification system, Health Care and Social Services (CU 7660) includes workers in hospitals, long-term care facilities, home and community care, ambulance services, group homes, transition homes, and facilities for at-risk youth, as well as counselling and related social services.



This subsector accounted for 63 percent of the time-loss claims related to acts of workplace violence in 2015. For the last 10 years it has had a significantly higher injury rate from acts of workplace violence than any other subsector.

Workers interact closely with patients and residents in care facilities, often under difficult circumstances. People may act aggressively due to their medical condition, medication they are taking, difficulty communicating their needs, or may feel frustrated as a result of their circumstances.

Assaults, kicking, hitting, and beating by patients or residents of the facilities were the acts of violence most reported by injured workers. Two-thirds of the resulting injuries were sprains and strains, with back, shoulders, and wrists among the most affected body parts.

More than 80 percent of the injured workers were female. Nurse aides, health care assistants, and patient services associates were most frequently injured; combined, they account for more than 40 percent of the claims for acts of workplace violence in this subsector.

For 2015 and looking to 2016, preventing acts of workplace violence in this sector has been the focus of our high-risk strategy for health care. This emphasis builds on a decade of prevention initiatives (see How WorkSafeBC is addressing acts of violence in the workplace, page 34), reinforcing the message that violence in the workplace is never acceptable in any job.



>80%

**of injured workers
were female**

Claims by gender —
Health Care and Social
Services, 2006–2015



86%



14%

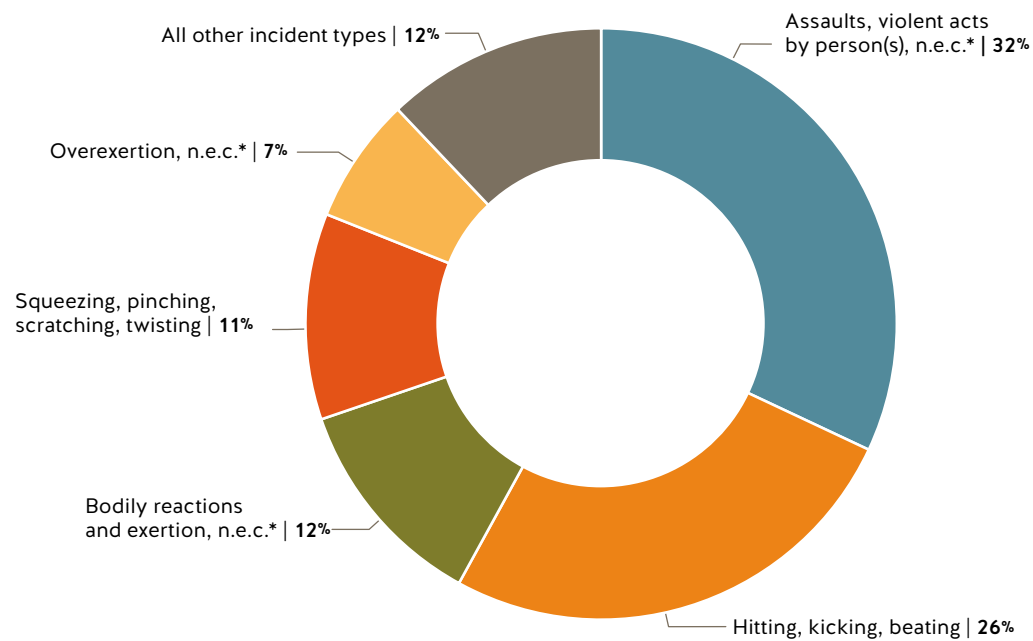
Injury rate for the top six Health Care and Social Services classification
units, 2006–2015

Classification Unit	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
766011: Long-Term Care	1.3	1.4	1.3	1.2	1.3	1.4	1.5	1.4	1.4	1.6
766001: Acute Care	0.3	0.3	0.3	0.3	0.3	0.4	0.4	0.5	0.4	0.5
766017: Residential Social Service Facility	1.3	1.4	1.2	0.9	1.0	1.3	1.2	1.4	1.3	1.4
766007: Counselling or Social Services (not elsewhere specified)	0.1	0.3	0.3	0.2	0.2	0.2	0.2	0.2	0.3	0.2
766019: Short-Term Care	2.2	1.8	1.6	1.4	1.7	1.0	0.7	1.2	0.8	1.0
766006: Community Health Support Services	0.2	0.2	0.2	0.1	0.2	0.2	0.2	0.2	0.2	0.3

Workers in long- and short-term care and residential social services have the highest injury rates, though the injury rate for short-term care workers over the last 10 years has dropped from 2.2 to 1.0.

Acts of workplace violence claim characteristics for Health Care and Social Services (Subsector 7660)

Top five workplace violence incident types, 2006–2015

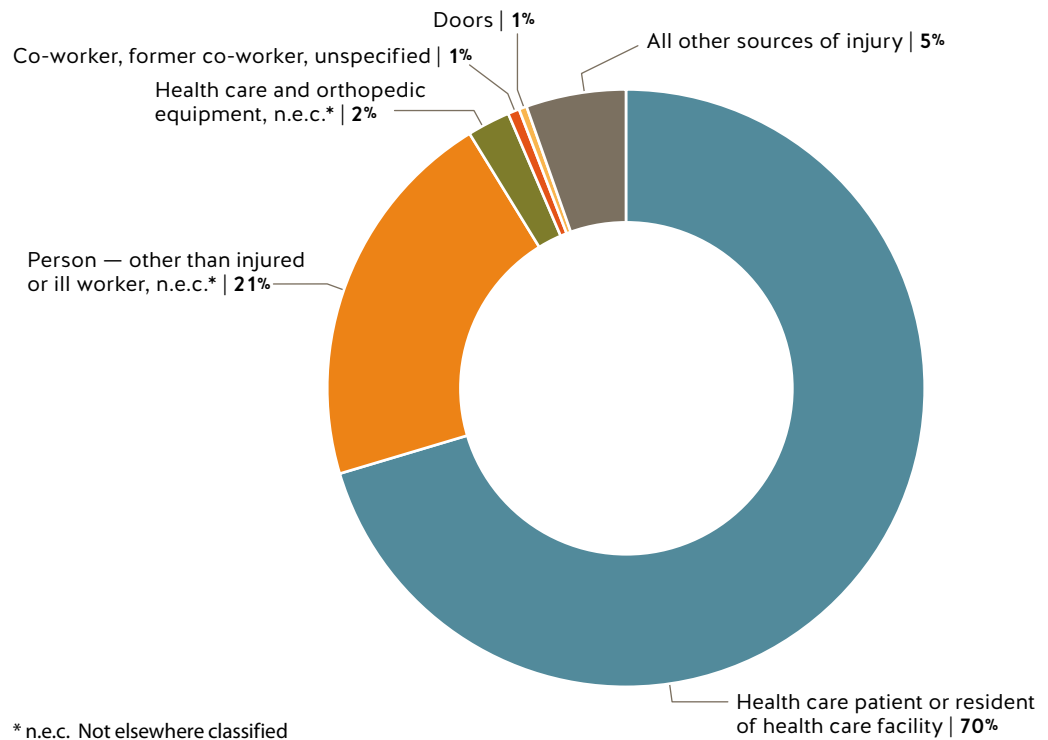


* n.e.c. Not elsewhere classified

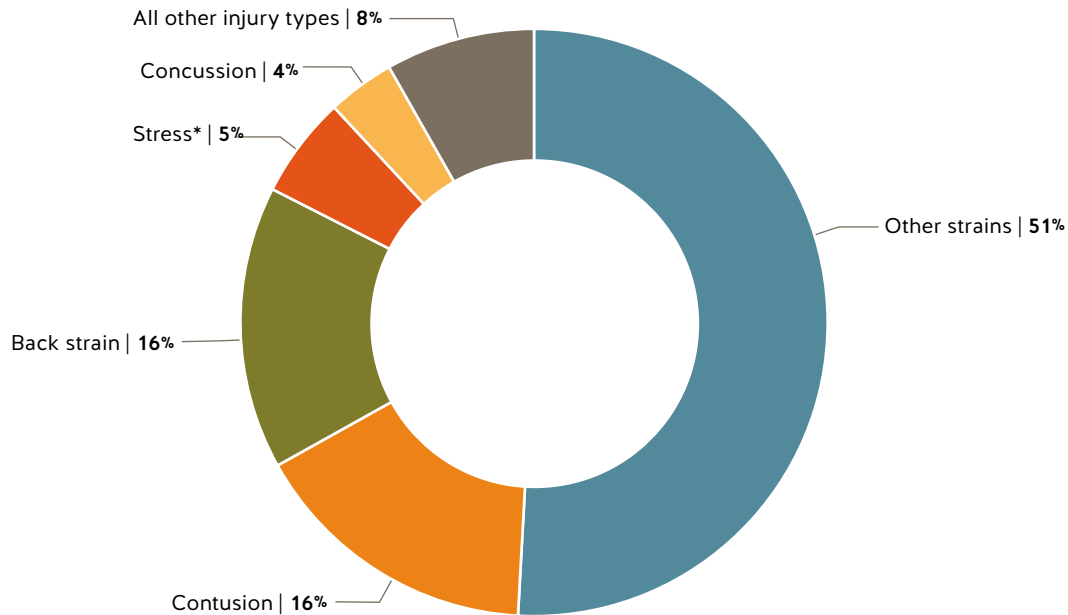
The top three incident types — assaults, hitting, and bodily reactions/exertions — account for 70 percent of all acts of workplace violence within the Health Care and Social Services subsector.

Top five sources of workplace violence injury, 2006–2015

When reviewing the data for acts of violence in the workplace, we need to remember the source of the incident is another person. The chart below presents the most common type of objects or individual who directly caused an injury. Over the last decade, health care patients or residents of health care facilities have been the primary source of injury for 70 percent of all acts of workplace violence within this subsector.



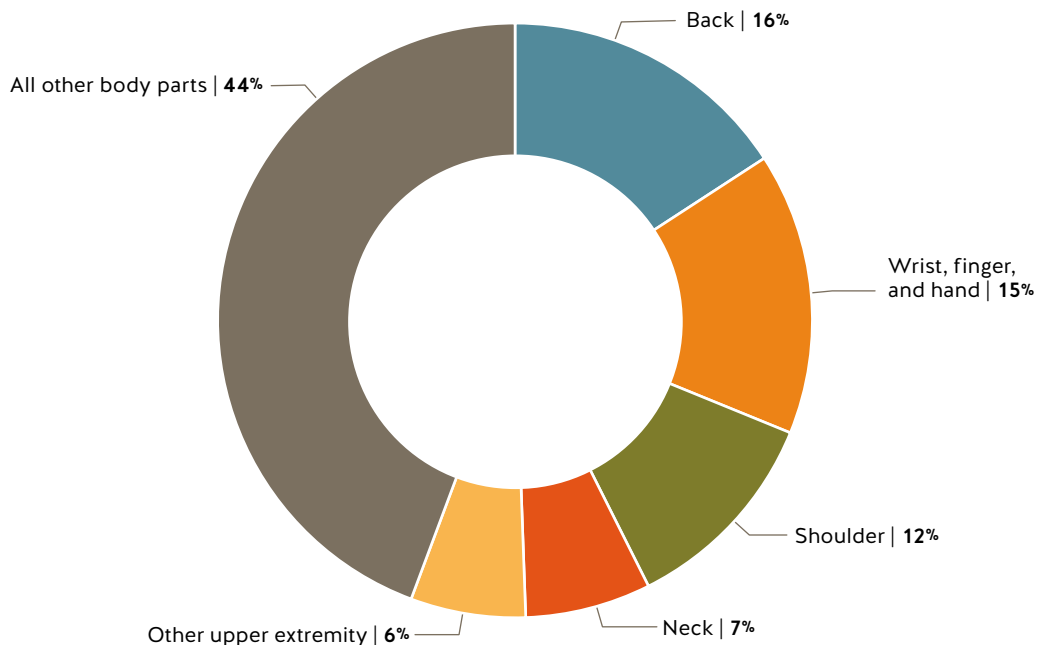
Top five workplace violence injury types, 2006–2015



* Stress injuries are categorized as anxiety, stress, neurotic or mental disorders or syndromes, and organic mental disorders (neurotic or psychotic).

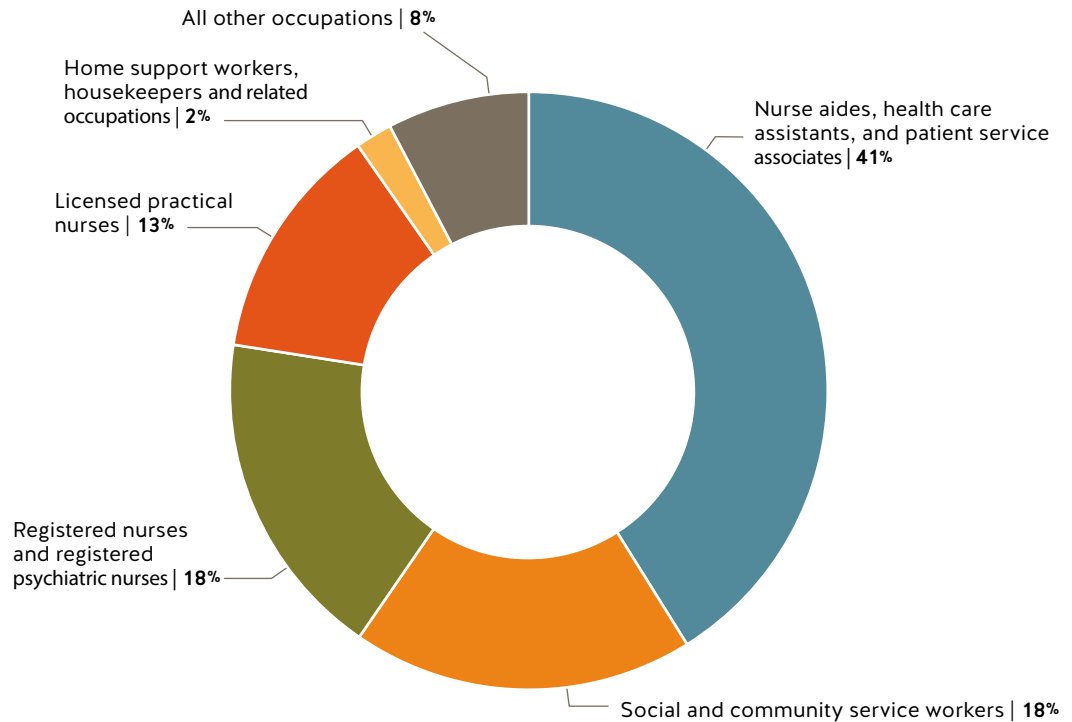
Back strains and other strains account for 67 percent of all injury types. Contusions accounted for another 16 percent.

Top five body parts injured, 2006–2015



The most frequently injured body parts over this decade included the back, wrists, fingers and hands, and shoulders. Combined, these account for 43 percent of all injured body parts.

Top five occupations for injuries, 2006–2015



Nurse aides, health care assistants, and patient services associates were most frequently injured from acts of workplace violence. Combined, they accounted for 41 percent of all claims for acts of workplace violence. Social and community workers, registered nurses and psychiatric nurses were the next most frequently injured occupations.

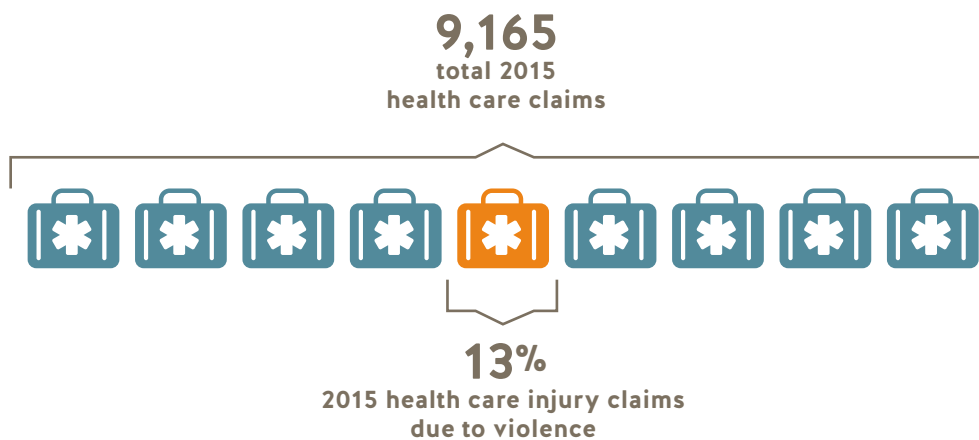
Claims by age and gender, 2006–2015

Age Range	Female	Male	Total
15–24	396	44	440
25–34	1,602	280	1,882
35–44	2,168	385	2,553
45–54	2,587	413	3,000
55–64	1,186	187	1,373
65+	83	14	97
Total:	8,022	1,323	9,345

Female workers were predominant in the health care subsector with the highest number of workplace violence incidents, accounting for 86 percent of claims. Women aged 45 to 54 had the most claims.

Health Care and Social Services

Health care workers interact closely with patients/residents and their families, often under difficult circumstances. Patients/residents may act aggressively due to their medical condition or medication they are taking, or may feel frustrated as a result of their circumstances. According to recent WorkSafeBC statistics, violence in the workplace accounted for 13 percent of the sector's injury claims in 2015, with a total cost of approximately \$65 million over the past five years.



Trends and claim statistics for the education industry

Education (Subsector 7650)

Our data show assaults, including kicking, beating, and hitting, were the most frequently reported acts of workplace violence in B.C.'s education subsector.

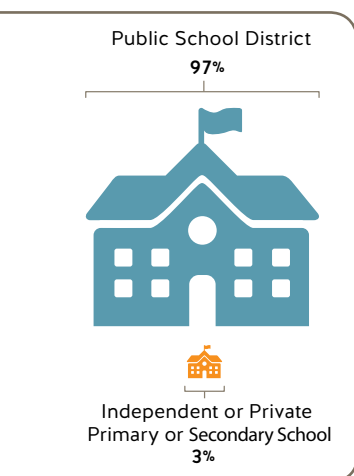
Elementary and secondary school education assistants most often reported violence, and the vast majority of claims came from women. Approximately three-quarters of the claims resulted from incidents with students.

Strains and contusions are the most common injuries that result from the acts of workplace violence.

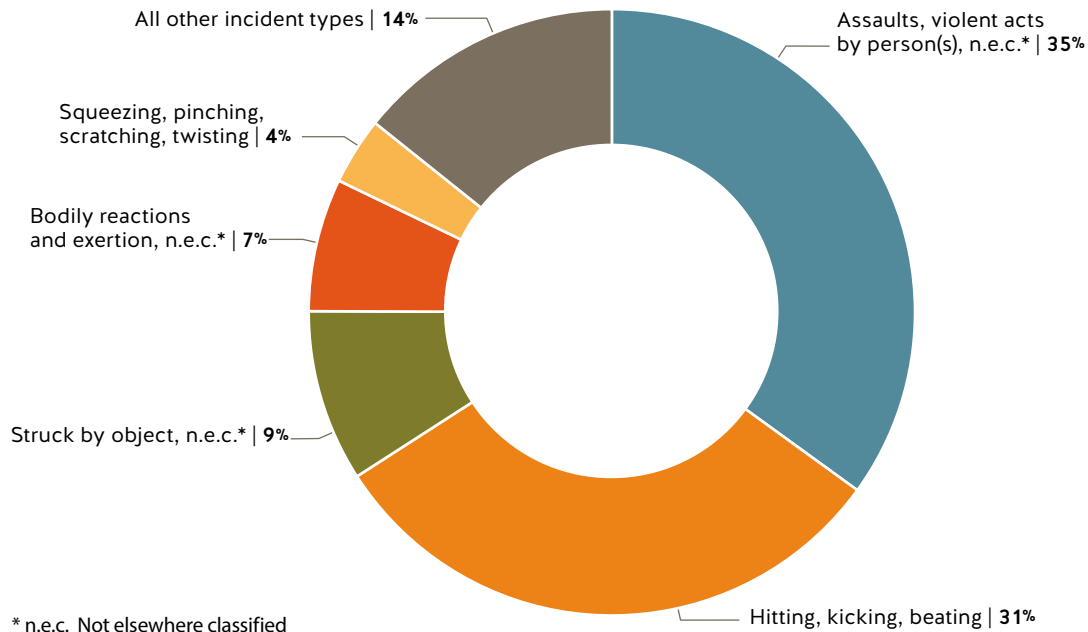
Top classification units for Education, by workplace violence claims, 2006–2015

7650: Education		
Classification unit	Time-loss claims	Injury rate
765008: Public School District	1,173	0.18
765005: Independent or Private Primary or Secondary School	47	0.04
765010: Advanced Education*	26	0.00
765003: Library or Resource Centre	4	0.01

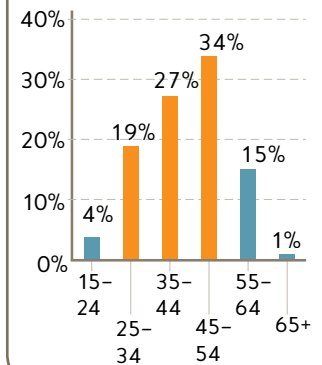
* Classification Unit (CU) 765007 (College, Teaching University or Trade) and 765001 (University) merged into CU 765010 in 2014.



Top five incidents by type, 2006–2015

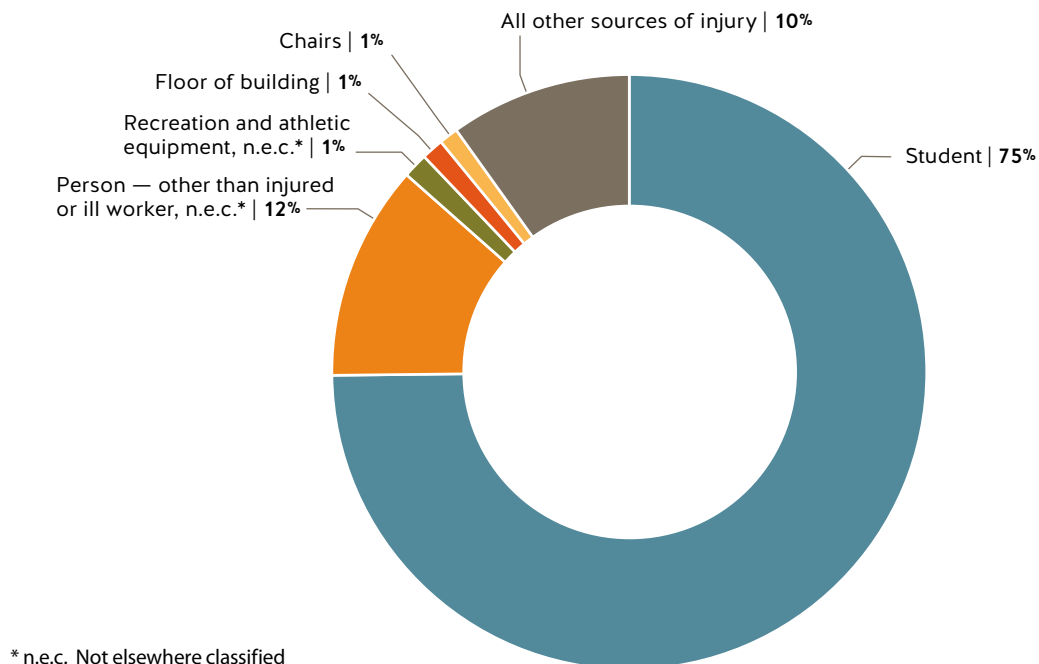


Claims by age group — Education, 2006–2015



Three-quarters of the time-loss claims for acts of workplace violence in this subsector resulted from assaults, violence, hitting, and beating by people, or from workers being struck by objects.

Top five sources of injury, 2006–2015

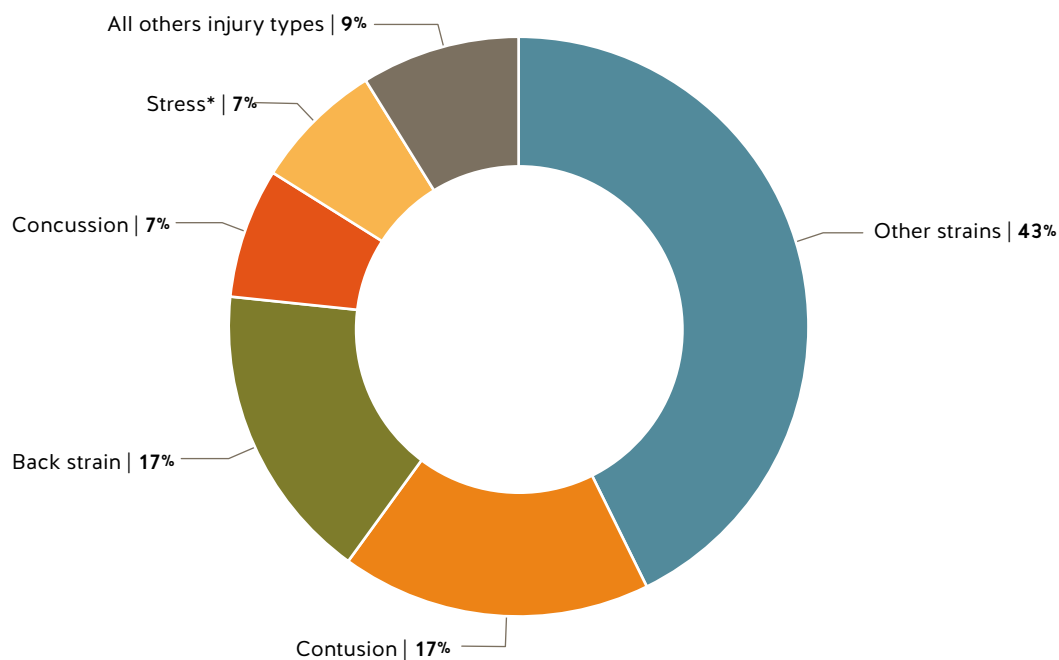


Claims by gender —
Education, 2006–2015



Students were the direct source of time-loss claims for acts of workplace violence in this subsector, accounting for nearly 75 percent of claims. The chart below presents the most common injury types.

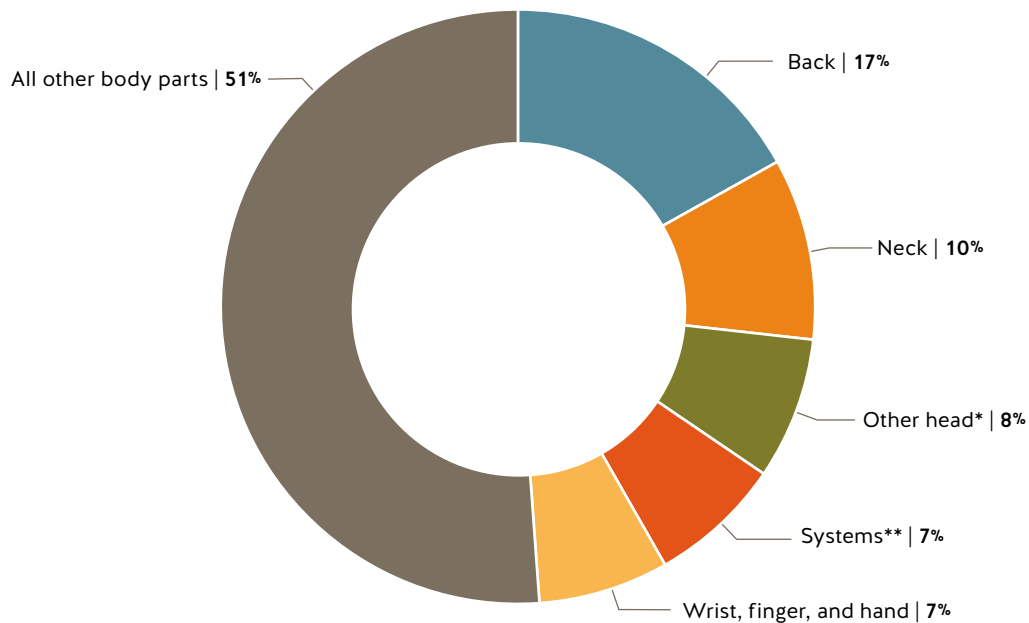
Top five injury types, 2006–2015



* Stress injuries are categorized as anxiety, stress, neurotic or mental disorders or syndromes, and organic mental disorders (neurotic or psychotic).

Strains accounted for 60 percent of time-loss claims for acts of workplace violence in this subsector, followed by contusion (17 percent), concussion (7 percent), and stress (7 percent).

Top five body parts injured, 2006–2015

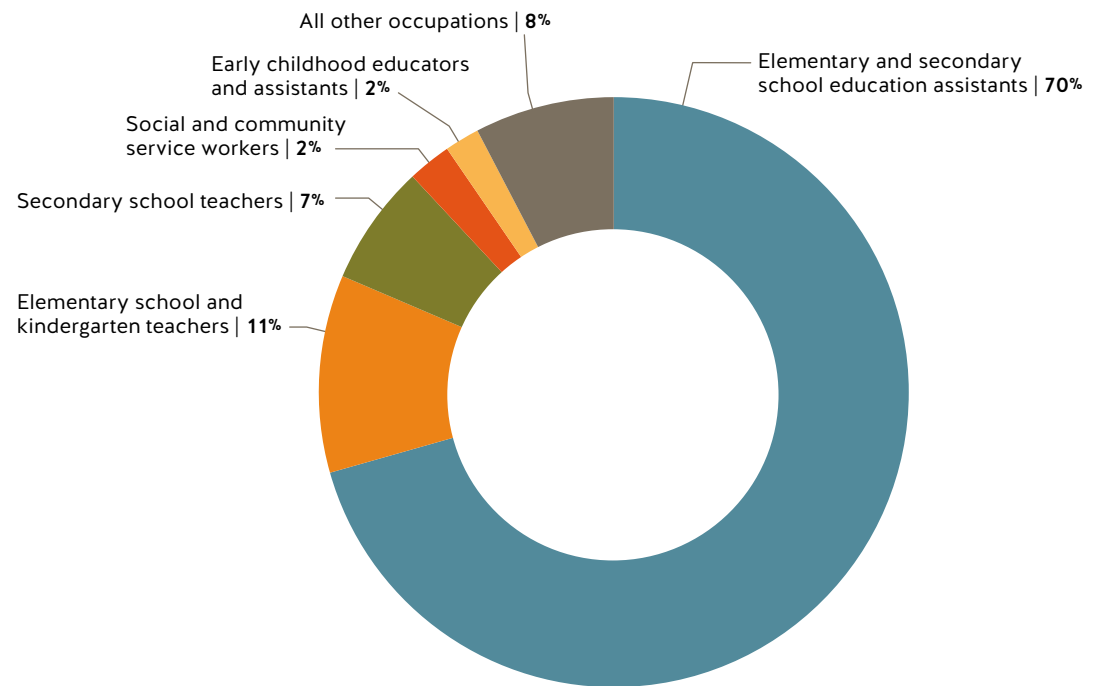


* Other head injuries include face, ears, cranial region including skull and scalp and injuries not elsewhere classified.

** Systems injuries include circulatory, digestive, genitourinary, musculoskeletal, nervous, and respiratory systems.

Backs were the body part injured most often, accounting for 17 percent of the time-loss claims for acts of workplace violence in the Education subsector. The next most commonly reported injuries were neck (10 percent) and head (8 percent).

Top five occupations for injuries, 2006–2015



Ninety percent of time-loss claims for acts of workplace violence in the Education subsector affected teachers and education assistants.

Trends and claim statistics for select subsectors

Top occupations for select subsectors, by workplace violence claims, 2006–2015

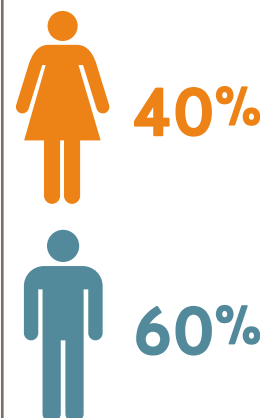
7640: Other Services (not elsewhere specified)		
Classification unit	Time-loss claims	Injury rate
764046: Security or Patrol Services	650	0.75
764013: Daycare Centre, Preschool, or Playschool	88	0.13
764029: Hiring or Providing Companion Services or Domestic Childcare*	65	0.11
764014: Commercial Cleaning, Janitorial Services	45	0.03

* CU 764064 (Social Companion Services) and 764030 (Home Support Services) merged into CU 764029 in 2009 and 2012 respectively.

7610: Accommodation, Food, and Leisure Services		
Classification unit	Time-loss claims	Injury rate
761035: Restaurant or Other Dining Establishment	241	0.02
761034: Pub, Bar, Night Club, or Lounge	226	0.17
761056: Overnight and Short-term Accommodation*	117	0.03
761033: Building Management, Building Rental, or Mobile Home Parks and Strata Corporations	73	0.03

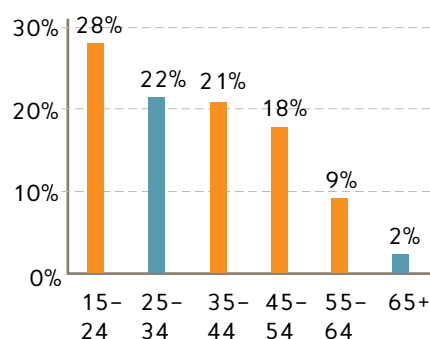
* CU 761056 was merged with CU 761004, 761017, 761008, 761024, 761037 in 2011. CU 761055 and 761026 were merged in 2010 and 2012 respectively.

Claims by gender — Retail Hospitality, 2006–2015

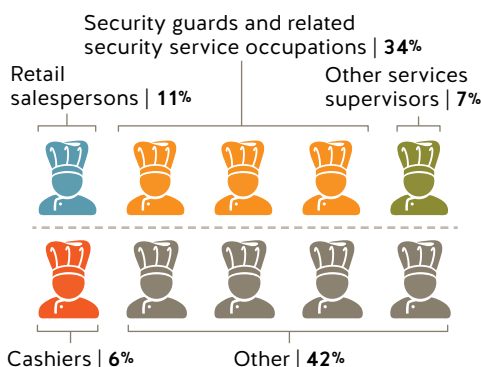


Retail hospitality, 2006–2015

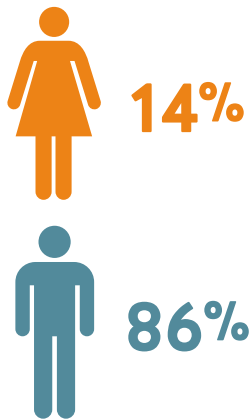
Claims by age group



Top occupations



Claims by gender —
Transportation and
Related Services,
2006–2015



7530: Public Administration

Classification unit	Time-loss claims	Injury rate
753003: Law Enforcement	543	1.48
753004: Local Government and Related Operations	171	0.04
753002: First Nations Operations	27	0.03

7410: Retail

Classification unit	Time-loss claims	Injury rate
741033: Large Retail Store*	208	0.06
741013: General Retail	188	0.02
741025: Supermarket	185	0.04
741030: Convenience Store, Farm Market, or Specialty Food Store	111	0.17

* CU 741028 (Large Retail Store) and 741008 (Department Store) were merged into CU 741033 (Large Retail Store) in 2010.

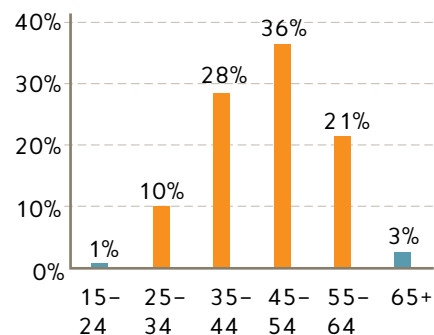
7320: Transportation and Related Services

Classification unit	Time-loss claims	Injury rate
732046: Commercial Bus, Shuttle Operations, or Public Transit (not elsewhere specified)*	573	0.51
732019: General Trucking	51	0.02
732037: Taxi Service	47	0.47
732014: Ferry Service	21	0.04

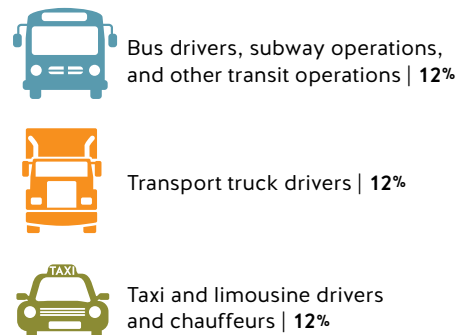
* Classification Unit 732009 (Bus Line, Chart Bus Tours, or HandyDART) was merged into CU 732046 in 2015

Transportation and Related Services, 2006–2015

Claims by age group



Top occupations



How WorkSafeBC is addressing violence in the workplace

We are committed to educating employers and workers on how to prevent acts of workplace violence through consultation and workplace inspections. Collaborating with employers, workers, industry, government, and other stakeholders, we work together to protect the workers of British Columbia.

We will continue to deliver a clear message: Acts of workplace violence of any kind are unacceptable in any occupation. As a result, we have seen better reporting of incidents, representing a change in attitude among workers and employers, as peer-reviewed research over the years had suggested under-reporting of incidents had been the norm.

Improved reporting allows us to further enhance our violence prevention programs and support. Our proactive response to violence in the workplace includes a number of measures.

Regulations and policies

Expectations for employers and workers are clearly outlined in sections 4.27 through 4.31 of the Occupational Health and Safety Regulation, which explain the requirements to minimize the risk of violence in the workplace. [Part 4](#) of our Occupational Health and Safety policies offers further explanation of the regulations.

Prevention resources

We have a library of publications, videos, and other tools available at [worksafebc.com](https://www.worksafebc.com). These prevention resources help explain the risks and hazards of violence in the workplace, and how to minimize and prevent incidents.

Employers can also use our [handbook on domestic violence](#) in the workplace to help set up programs to address domestic violence related issues in the workplace.

Research into causes and prevention

Through WorkSafeBC-funded research we have projects that created an [innovative web-based tool](#) that occupational health and safety teams can use to develop violence prevention plans. Another study examined [organizational and individual stress management interventions](#) for workers that assist people who have experienced workplace violence. And, funded research into [nurses' experiences](#) with workplace violence led to the development of a well-received training video for nurses.



>13,400

of workers have
started or completed
training related to
workplace violence



Partnerships with government and industry

Our collaboration with the provincial government and various industry associations have resulted in several violence prevention programs, with many serving the health care and social services sector.

In 2015, for example, we launched a three-year partnership with provincial health authorities to fund worker education and training. This included allocating additional funding for 2016, with the health authorities committing further funds. As a result, more than 13,400 workers — approximately one-third of all high-risk staff around the province — have started or completed training related to workplace violence. Another 6,000 more will be trained in 2016.

We've also collaborated with the provincial Ministry of Health, health authorities, the Health Employers Association of British Columbia, unions, and frontline health care workers to create the Health and Safety in Action strategy.

The first phase of this strategy launched in 2010 and included a pilot Provincial Violence Prevention Education program to ensure the safety of health care workers. Almost 40,000 employees have completed the online training, and approximately 19,000 have completed the more in-depth classroom sessions.

Additionally, we provide support to [SafeCare BC](#), a health and safety association for the health care sector. The organization developed a [violence prevention policy template](#) that health care employers can use to help protect workers.

Support for workers and their families

When claims are accepted for work-related injury or illness, we can provide compensation to workers for time lost from work and for health care. In some cases, we can provide permanent disability benefits and survivor benefits. We also help injured workers with their rehabilitation so they can return to safe, lasting employment.

When work-related deaths occur, we make payments to surviving family members to help with costs associated with the unexpected death, such as funeral expenses.

Support for workers, co-workers, and employers

Our free [Critical Incident Response \(CIR\) Program](#) assists workers and employers across B.C. who have experienced a traumatic workplace event. This could be a workplace fatality, injury, near miss, or threat, or involve being a victim of crime. The program's health professionals all have critical incident stress experience and help reduce distress and help to prevent the further development of more serious difficulties for workers and employers. CIR is a confidential and voluntary service available seven days a week.

Assistance with regulatory compliance

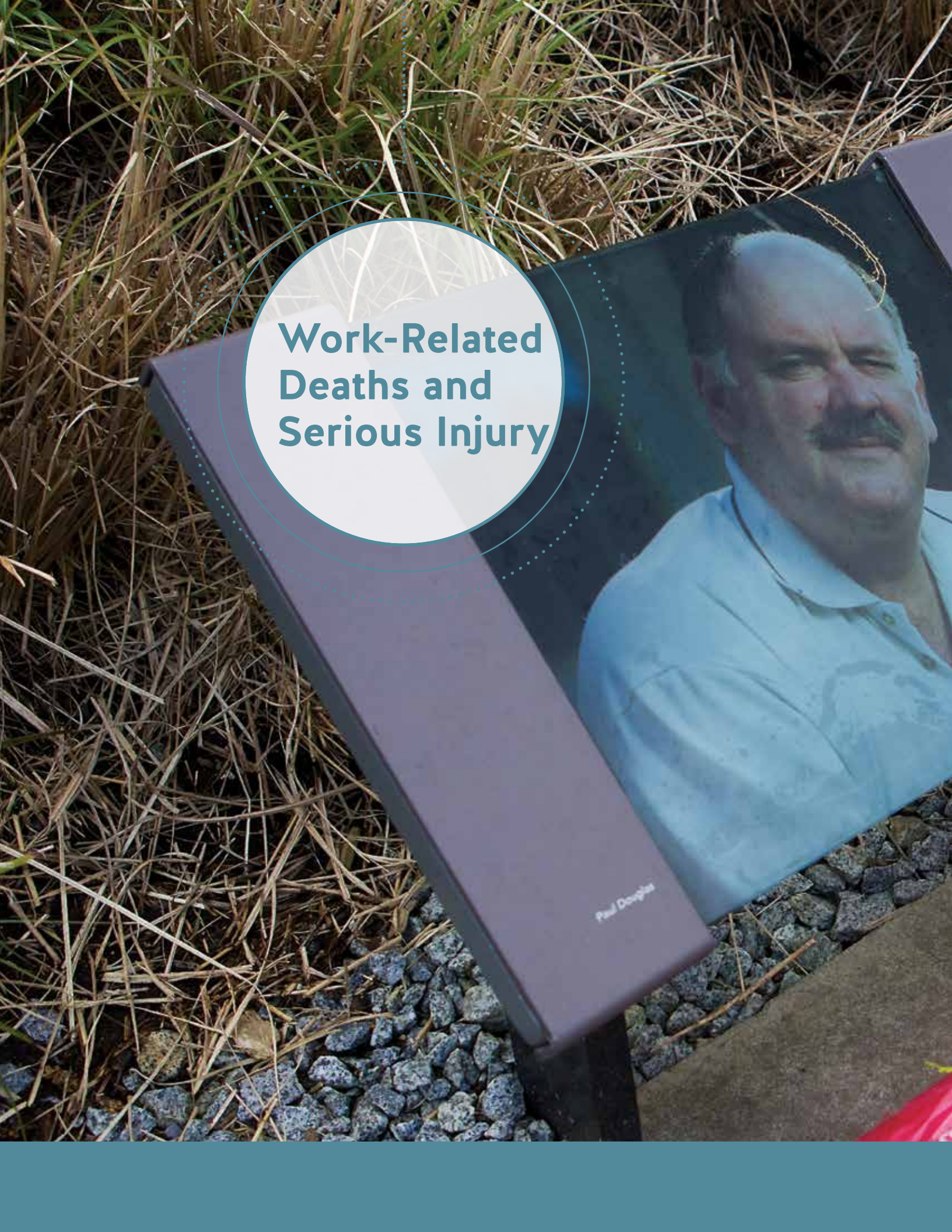
Using insights gleaned from our historical data, our prevention officers are able to identify workplaces most at risk for acts of violence and offer support to employers and workers to reduce the hazards.

In the Health Care sector, for example, our prevention officers offer employers assistance with compliance in high-risk areas such as emergency and psychiatric units, special-care units, and group homes with at-risk youth and people with physical or cognitive impairment or aggressive behaviour.

Prevention activities related to workplace violence, 2006–2015

	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
Cited in orders	402	282	305	274	263	217	309	270	322	357
Cited in order follow-up	357	315	479	412	401	369	399	439	439	691
Related to penalty	2	4	2	2	0	5	5	5	3	7
Related to warning letters	10	6	5	4	4	6	7	6	8	7

These prevention activities were undertaken according to OHS Regulations 4.27–4.31, and reported according to the date the action was taken.



Work-Related Deaths and Serious Injury

Paul Douglas

PAUL DOUGLAS, BOILER-MAKER

WHEN did it happen?
I started as a boilermaker in 1978, as an apprentice. Over the years I was exposed to asbestos — well, almost every job I went on. As boilermakers, we do mostly repair work. What we work on had been around for awhile. Behind the casing is the insulation, and most often this was made of asbestos.

WHAT did you contract?
Most people have heard of asbestosis. Well that's a creepy disease too — it can grow and stop, grow and stop. But no, I have mesothelioma. It's a cancer, and it just takes off. It's immediate and deadly.

HOW did you find this out?
I went to my doctor because I was a little short of breath at work. He had X-rays done and they took 3 and a half litres of fluid out of my chest. Then they did tests, and it came back positive for pleural mesothelioma. That day, the doctor came up to me, Dr. Martins, and he said to me, straight: "Sorry, I can't help you. There's no cure." Well, that wasn't good.

Then Dr. Stuart, my doctor, came in, and he basically said: "You have 3 to 6 months to live. Go home, do your paperwork and take it out." When a doctor tells you something like that, you have a choice: You can just go home and wait, or you can take the bull by the horns and say, let's get at it.

WHERE did you turn to for support?

When I came out of the hospital, a lot of friends came to visit me. One friend was a fireman who knew someone who made a tea that was supposed to help your lungs. That was the start. Then I did some research, and found there was a new drug that another friend was taking for prostate cancer. So I did that, along with other supplements.

Then — here's a funny thing. My ex-wife found a clinical trial — on April 23, my daughter's birthday. They were about to start the clinical trial down that same afternoon. I did it all, and whatever happened, the result was that, months later, the CAT scan showed no progression. My moans were all laid up, it seems. That was the start of a journey that has worked out pretty good. But it's an ongoing process.

WHAT did you do next?
Well I sat some girls. First I met some young ladies who high school I went to. Then they married, and then they were my daughter getting into nursing school — and then they were going to be her graduate as well.

I do sit girls, but I never sit them for long because you never know when they're going to die. You know.

WHERE did you find the strength to keep going?
I used to be pretty competitive in sports — soccer, baseball, basketball, and I was a pretty good player. I was a pretty good player. I was a pretty good player. I was a pretty good player.

Saturday is my 10th anniversary — 10 years since the diagnosis. I did not have a doctor to tell me I had it. I had to find out on my own.

On October 20, 2018, Paul Douglas passed away and he is remembered in his home at the age of 40.



Work-Related Deaths

Table 1–1: All reported fatalities and injuries,¹ 2006–2015

The number of claims reported to WorkSafeBC in 2015 was 145,803 — a 0.5 percent decrease from claims reported in 2014.

Year	New injuries reported in the year	Fatalities occurring in the year and reported by March 31 of the following year ²	Fatalities as a percentage of new injuries
2006	172,823	274	0.16%
2007	173,362	228	0.13%
2008	168,231	225	0.13%
2009	141,509	174	0.12%
2010	136,600	185	0.14%
2011	141,352	190	0.13%
2012	144,772	183	0.13%
2013	144,801	186	0.13%
2014	146,554	203	0.14%
2015	145,803	187	0.13%

In 2015, WorkSafeBC made decisions to accept 122 work-related death claims. Thirty of the 122 cases were for workers receiving long-term disability benefits who died from causes related to their compensable injuries or diseases. The 122 work-related death claims accepted in 2015 cannot be compared to the 187 fatalities in this table as some of the fatalities accepted in 2015 occurred, and were reported, in a prior year. In addition, some reported fatalities were not

compensable. The 187 fatalities in this table are categorized in Table 1–2. The 122 work-related death claims accepted in 2015 are broken down by subsector in Table 1–4.

The count of new injuries reported has been revised for the years 2006–2014 because of claim consolidations. There will likely be a revision to the 2015 count in the table published in *WorkSafeBC Statistics 2016* report.

1 For 2009–2011, figures have been impacted by a drop in the number of reported injuries and business process changes.

2 For 2006–2008, fatalities included in the table are those reported by February of the following year (the exact date

varied from February 17 to February 22). For 2009 and subsequent years, fatalities included in the table are those reported by March 31 of the following year (see footnote 1 of Table 1–2).

Table 1–2: Fatalities occurring in 2015 and reported by March 31, 2016¹

Category of injury or disease	Adjudication completed by March 31, 2016			Awaiting adjudication or application at March 31, 2016	Total fatalities occurring in 2015 and reported by March 31, 2016
	Accepted	Disallowed ²	Rejected ³		
Motor vehicle incident ⁵	15	1	1	6	23
Other injury ⁴	41	1	3	9	54
Asbestos exposure	47	8	0	6	61
Other disease	21	13	0	15	49
Total	124	23	4	36	187

1 All fatalities in this table occurred in 2015; some incidents and exposures leading to those deaths occurred before 2015.

2 Disallowed claims are those deemed unrelated to work.

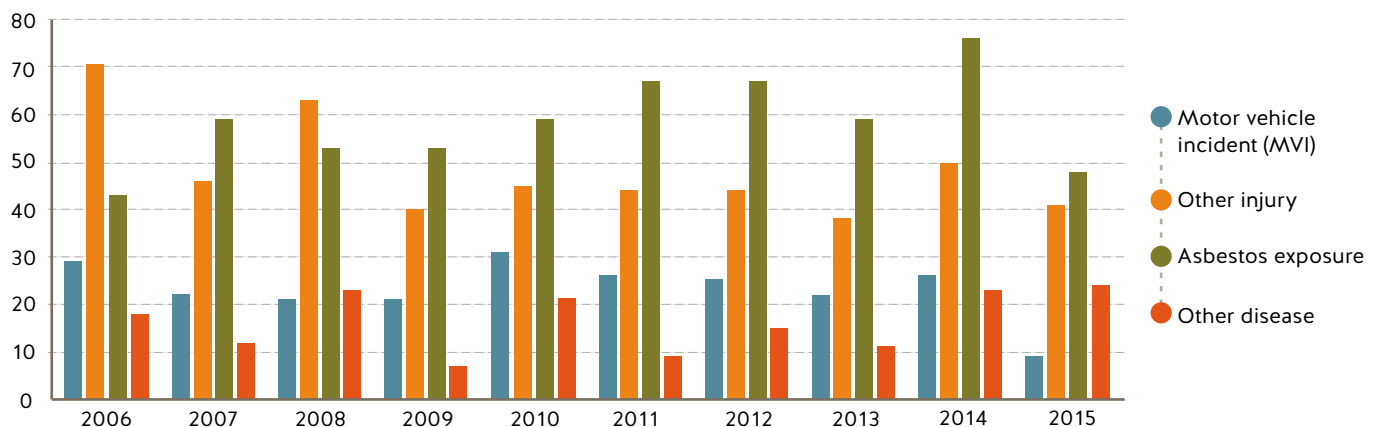
3 Claims are rejected if the worker does not have WorkSafeBC coverage. These claims are included in the “awaiting adjudication” column in previous versions of this table.

4 The classification criteria for other injury include, among others: incidents involving industrial vehicles (such as loaders, skidders, and forklifts), and deaths caused by a compensable injury leading to a fatal disease condition (such as pneumonia).

5 Motor vehicle incident includes all vehicle incidents involving pedestrians.

Table 1–3: Work-related death claims^{1,6} by category of injury or disease, 2006–2015²

Category ³ of injury or disease	Year accepted ⁶										2006–2015
	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	
MVI ⁵ — same year	22	19	16	18	22	17	19	19	16	5	173
MVI ⁵ — prior year	7	3	5	3	9	9	6	3	10	4	59
MVI ⁵ — subtotal	29	22	21	21	31	26	25	22	26	9	232
Other injury ⁴ — same year	52	39	46	27	30	35	32	24	30	32	347
Other injury ⁴ — prior year	18	7	17	13	15	9	12	14	20	9	134
Other injury ⁴ — subtotal	70	46	63	40	45	44	44	38	50	41	481
Asbestos exposure	43	59	53	53	59	67	67	59	76	48	584
Other disease	18	12	23	7	21	9	15	11	23	24	163
Disease — subtotal	61	71	76	60	80	76	82	70	99	72	747
Total	160	139	160	121	156	146	151	130	175	122	1,460



1 Claims accepted for work-related death benefits in 2010–2015, and claims first-paid for work-related death benefits in 2006–2009.

2 For 2009–2011, figures have been impacted by a drop in the number of reported injuries and business process changes.

3 “Same year” means the incident leading to the fatality occurred in the same year the claim was accepted for work-related death benefits; “prior year” means the incident occurred in a year prior to the year in which the claim was accepted.

4 The classification criteria for other injury include, among others: incidents involving industrial vehicles (such as loaders, skidders, and forklifts), and deaths caused by a compensable injury leading to a fatal disease condition (such as pneumonia).

5 Motor vehicle incident (MVI) includes all vehicle incidents involving pedestrians.

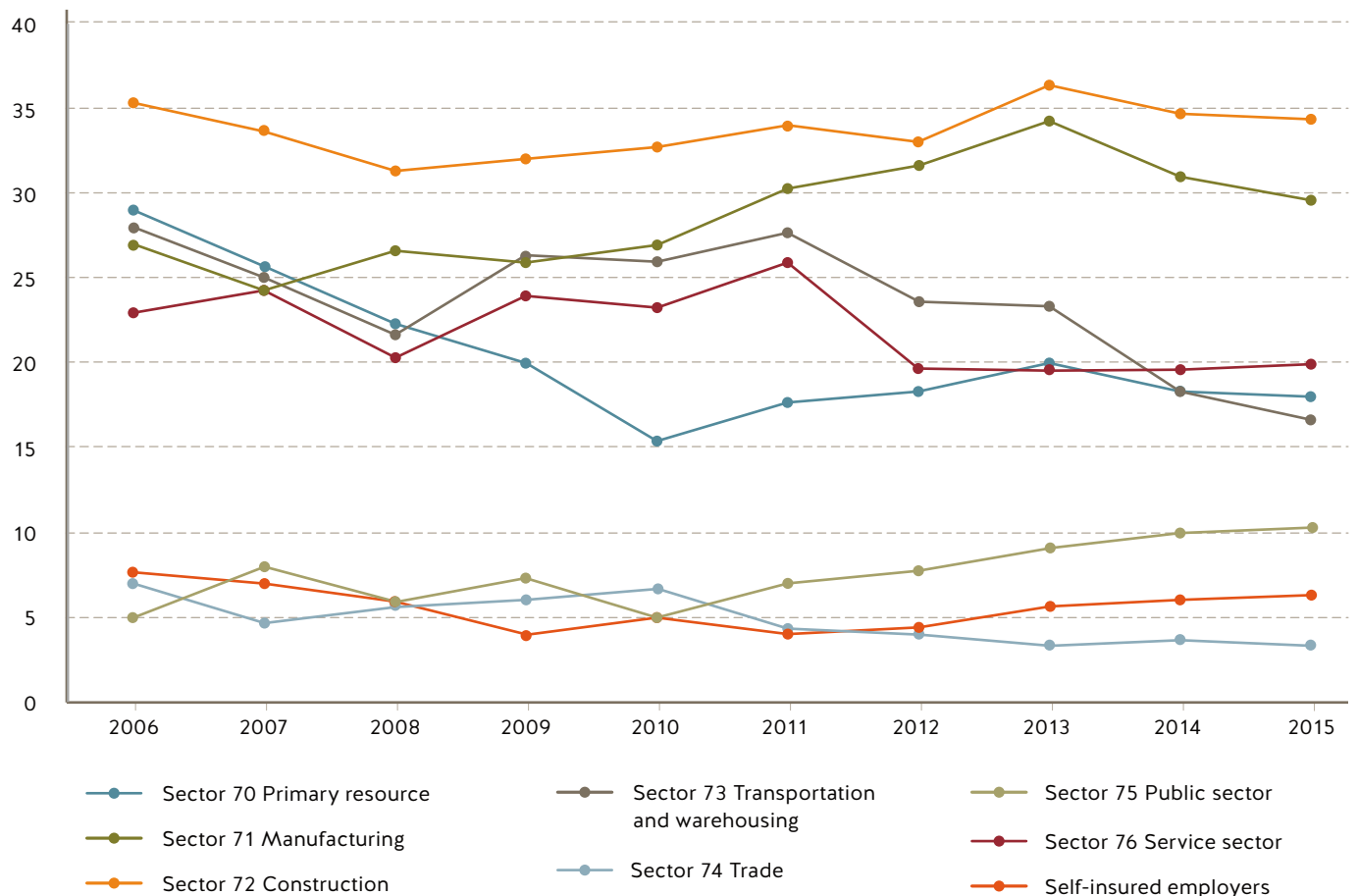
6 Starting in 2015, the methodology to calculate deaths identified as work-related was amended. The new calculation accounts for work-related deaths in the year they are accepted. Previously, work-related deaths were counted in the year they were first paid. Figures for 2010–2014 have been restated to reflect this change in methodology.

Table 1-4: Work-related death claims^{1,5} by subsector, 2006–2015³

Sector/ subsector ²	Description ⁴	Year accepted										2006– 2015
		2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	
Sector 70 — Primary resource												
7010	Agriculture	3	3	4	3	0	4	3	2	5	0	27
7020	Fishing	2	4	2	1	2	2	1	2	4	3	23
7030	Forestry	10	8	18	5	5	10	13	9	8	8	94
7040	Oil and Gas or Mineral Resources	9	7	7	5	8	1	4	4	5	5	55
	Total	24	22	31	14	15	17	21	17	22	16	199
Sector 71 — Manufacturing												
7110	Food and Beverage Products	1	0	0	0	0	1	1	3	2	0	8
7120	Metal and Non-metallic Mineral Products	8	13	16	15	15	15	18	13	19	11	143
7130	Petroleum, Coal, Rubber, Plastic, and Chemical Products	1	2	0	5	1	2	2	3	0	1	17
7140	Wood and Paper Products	9	12	8	7	10	9	15	11	14	15	110
7150	Other Products	1	2	0	0	1	0	1	1	0	0	6
	Total	20	29	24	27	27	27	37	31	35	27	284
Sector 72 — Construction												
7210	General Construction	33	25	30	29	28	29	32	28	40	24	298
7220	Heavy Construction	1	2	2	0	1	0	0	1	2	1	10
7230	Road Construction or Maintenance	3	4	1	1	4	6	2	1	3	4	29
	Total	37	31	33	30	33	35	34	30	45	29	337
Sector 73 — Transportation and warehousing												
7310	Warehousing	0	0	0	0	1	0	0	0	0	0	1
7320	Transportation and Related Services	33	16	26	23	29	25	28	18	24	13	235
	Total	33	16	26	23	30	25	28	18	24	13	236
Sector 74 — Trade												
7410	Retail	5	3	1	4	4	5	1	3	2	2	30
7420	Wholesale	1	1	3	5	1	1	1	1	2	1	17
	Total	6	4	4	9	5	6	2	4	4	3	47

Sector/ subsector ²	Description ⁴	Year accepted										2006–
		2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2015
Sector 75 — Public sector												
7530	Public Administration	8	4	12	2	8	5	8	10	9	11	77
Sector 76 — Service sector												
7610	Accommodation, Food, and Leisure Services	5	3	4	1	6	7	2	3	3	1	35
7620	Business Services	3	2	0	0	3	3	2	1	0	0	14
7630	Professional, Scientific, and Technical Services	4	1	3	1	3	4	4	2	4	0	26
7640	Other Services	7	11	10	3	13	4	6	4	8	9	75
7650	Education	0	4	2	1	2	1	1	2	3	3	19
7660	Health Care and Social Services	1	2	3	2	4	3	2	3	3	2	25
7670	Utilities	2	2	4	2	5	2	1	2	3	3	26
	Total	22	25	26	10	36	24	18	17	24	18	220
Sectors 81–84 — Deposit accounts												
8108	Canadian Pacific Ltd. and Associated Companies	3	5	2	5	1	2	1	3	4	2	28
8110	Federal Government	0	3	1	0	1	3	0	0	4	1	13
8209	Burlington Northern Inc.	0	0	0	0	0	0	0	0	0	0	0
8310	Canadian National Railways, Via Rail, Air Canada	2	0	0	0	0	0	1	1	1	0	5
8411	Government of the Province of B.C.	4	0	1	1	0	2	1	-1	2	1	11
	Total	9	8	4	6	2	7	3	3	11	4	57
Section 39												
39(1)(d)	Disaster Reserve	0	0	0	0	0	0	0	0	0	0	0
39(1)(e)	Enhancement Reserve	0	0	0	0	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0	0	1	0	1
Other		1	0	0	0	0	0	0	0	0	1	2
Grand total		160	139	160	121	156	146	151	130	175	122	1,460

Work-related death claims by sector, 2006–2015*



*Figures are centred on a three-year moving average. The 2015 average is based on a weighting of two-thirds being assigned to the 2015 actual result and one-third being assigned to the 2014 actual result.

- 1 Claims accepted for work-related death benefits in 2010–2015, and claims first-paid for work-related death benefits in 2006–2009. Some work-related death claims have been previously first paid for long-term disability benefits, such as claims for diseases like silicosis.
- 2 If employers have been reclassified into a different subsector, then this table reflects the reclassification retroactively for all years. Some counts may have been revised slightly from counts published in the *WorkSafeBC Statistics 2014*.

- 3 For 2009–2011, figures have been impacted by a drop in the number of reported injuries and business process changes.
- 4 For a complete listing of WorkSafeBC's classification structure, see *Classes of Industry* section, page 122.
- 5 Starting in 2015, the methodology to calculate deaths identified as work-related was amended. The new calculation accounts for work-related deaths in the year they are accepted. Previously, work-related deaths were counted in the year they were first paid. Figures for 2010–2014 have been restated to reflect this change in methodology.

Table 1–5: Listing of work-related death claims⁶ accepted in 2015¹

Subsector ²	Description ³	Year of death	Occupation	Age ⁴	Incident description ⁵
7020	Fishing	2015	Fish boat captain	55	Worker drowned after fishing vessel overturned and sank.
7020	Fishing	2015	Fisherman	48	Worker drowned after fishing vessel overturned and sank.
7020	Fishing	2015	Fisherman	41	Worker drowned after fishing vessel overturned and sank.
7030	Forestry	2015	Log loader operator	48	Worker dragged by a work vehicle when it rolled down a driveway.
7030	Forestry	2015	Skidder operator	65	Worker injured after a log accidentally rolled down a slope and struck the worker.
7030	Forestry	2014	Cat operator	86	Worker succumbed to sepsis after being struck by a log.
7030	Forestry	2015	Manual tree faller	38	Worker succumbed to injuries after being struck by a tree that was uprooted.
7030	Forestry	2015	Faller	60	Worker succumbed to injuries after being struck by a tree while fighting a forest fire.
7030	Forestry	2015	Falling contractor	25	Worker struck by a tree that was uprooted and went in an unexpected direction.
7030	Forestry	2015	Tree faller	65	Worker struck by a portion of a tree being felled.
7030	Forestry	2010	Tree planter	46	Worker succumbed to acute ethanol poisoning.
7040	Oil and Gas or Mineral Resources	2015	Machine operator	28	Worker succumbed to injuries after being struck by a piece of pipe.
7040	Oil and Gas or Mineral Resources	2014	Maintenance worker	59	Worker succumbed to injuries after being struck by waste dislodged from a haul truck box.
7040	Oil and Gas or Mineral Resources	2015	Excavator operator	31	Worker was attempting to extricate excavator from a stuck position when it tipped and rolled down an embankment, injuring the worker.
7040	Oil and Gas or Mineral Resources	2014	Welder	79	Worker succumbed to ventricular tachycardia (heart attack) after being pinned between a rock and the bucket of a shovel machine.
7040	Oil and Gas or Mineral Resources	2015	Mining mill foreman	80	Worker developed bilateral pleural disease and asbestosis as a result of asbestos exposure.

Subsector ²	Description ³	Year of death	Occupation	Age ⁴	Incident description ⁵
7120	Metal and Non-metallic Mineral Products	2015	Shift foreman	80	Worker developed mesothelioma as a result of asbestos exposure.
7120	Metal and Non-metallic Mineral Products	2015	Forklift operator	65	Worker developed mesothelioma as a result of asbestos exposure.
7120	Metal and Non-metallic Mineral Products	2015	Sandblaster	57	Worker succumbed to an acute cardiac event as a result of asthma developed from exposure to isocyanates.
7120	Metal and Non-metallic Mineral Products	2015	Machinist	61	Worker succumbed to chronic fibrotic hypersensitivity pneumonitis as a result of exposure to aluminum vapours and fumes.
7120	Metal and Non-metallic Mineral Products	2014	Plate fitter	84	Worker developed asbestosis as a result of asbestos exposure.
7120	Metal and Non-metallic Mineral Products	2015	Heavy duty mechanic	81	Worker developed mesothelioma as a result of asbestos exposure.
7120	Metal and Non-metallic Mineral Products	2014	Steel fabricator	84	Worker developed lung cancer as a result of asbestos exposure.
7120	Metal and Non-metallic Mineral Products	2015	Concrete worker	75	Worker developed mesothelioma as a result of asbestos exposure.
7120	Metal and Non-metallic Mineral Products	2015	Sheet metal worker	66	Worker developed mesothelioma as a result of asbestos exposure.
7120	Metal and Non-metallic Mineral Products	2015	Pot tender	69	Worker developed mesothelioma as a result of asbestos exposure.
7120	Metal and Non-metallic Mineral Products	2015	Welder	64	Worker succumbed to injuries after an overhead door dropped onto the worker.
7130	Petroleum, Coal, Rubber, Plastic, and Chemical Products	2015	Retread technician	36	Worker succumbed to injuries after being pinned by a tire against a trailer wall.
7140	Wood and Paper Products	2015	Project manager	48	Worker drowned after falling into water when back-fill material of the shoreline log bulkhead worker was standing on gave way.

Subsector ²	Description ³	Year of death	Occupation	Age ⁴	Incident description ⁵
7140	Wood and Paper Products	2015	Stacker operator	62	Worker succumbed to complications of cardiac arrest after being trapped in machinery used to move logs.
7140	Wood and Paper Products	2015	Pulp mill worker	63	Worker developed mesothelioma as a result of asbestos exposure.
7140	Wood and Paper Products	2014	Millwright	70	Worker developed lung cancer as a result of asbestos exposure.
7140	Wood and Paper Products	2015	Millwright apprentice	28	Worker succumbed to injuries after being hit by lumber stacker machine
7140	Wood and Paper Products	2015	Millworker	75	Worker developed mesothelioma as a result of asbestos exposure.
7140	Wood and Paper Products	2015	Foreman	40	Worker was run over by a forklift.
7140	Wood and Paper Products	2015	Oiler	83	Worker developed mesothelioma as a result of asbestos exposure.
7140	Wood and Paper Products	2014	Millwright	81	Worker succumbed to pneumonia as a result of exposure to a sudden release of sulphur dioxide gas.
7140	Wood and Paper Products	2015	Pulp mill worker	79	Worker developed mesothelioma as a result of asbestos exposure.
7140	Wood and Paper Products	2015	Mill worker	83	Worker developed asbestosis as a result of asbestos exposure.
7140	Wood and Paper Products	2015	Electrician	70	Worker developed mesotheliomas a result of asbestos exposure.
7140	Wood and Paper Products	2013	Machinist	51	Worker succumbed to malignant melanoma as a result of exposure to cutting oils.
7140	Wood and Paper Products	2015	Pulpmill superintendent	94	Worker developed mesothelioma as a result of asbestos exposure.
7140	Wood and Paper Products	2015	Sheet metal worker	65	Worker developed mesothelioma as a result of asbestos exposure.
7210	General Construction	2015	Terminal labourer	63	Worker developed mesothelioma as a result of asbestos exposure.
7210	General Construction	2015	Labourer	68	Worker developed mesothelioma as a result of asbestos exposure.
7210	General Construction	2015	Labourer	29	Worker fell down a high-rise parkade ventilation shaft.
7210	General Construction	2015	Electrician foreman	61	Worker developed mesothelioma as a result of asbestos exposure.
7210	General Construction	2015	Electrician	42	Worker was struck by a power pole, which fell onto worker when the forklift supporting it overturned.

Subsector ²	Description ³	Year of death	Occupation	Age ⁴	Incident description ⁵
7210	General Construction	2015	Carpenter	56	Worker fell from the side of a large dumpster.
7210	General Construction	2015	Soffit installer	71	Worker succumbed to pneumonia after slipping and falling from a roof.
7210	General Construction	2014	Carpenter	70	Worker developed asbestosis as a result of asbestos exposure.
7210	General Construction	2015	Machine operator	58	Worker succumbed to injuries after jumping from the excavator on a trailer when the trailer started to roll down the sloped street.
7210	General Construction	2015	Carpenter	77	Worker developed mesothelioma as a result of asbestos exposure.
7210	General Construction	2015	Blaster	39	Worker was involved in an explosion when destroying unfired explosives by burning.
7210	General Construction	2015	Sprayer	45	Worker fell off a scissor lift while cleaning up overspray on insulation.
7210	General Construction	2015	Foreman	26	Worker was involved in a plane crash.
7210	General Construction	2015	Estimator and pilot	56	Worker was involved in a plane crash.
7210	General Construction	2015	Painter	52	While painting, worker fell from scaffolding.
7210	General Construction	2013	Plasterer	63	Worker took own life due to complications from a previous fall injury.
7210	General Construction	2015	Pipefitter	81	Worker developed asbestos-related bilateral pleural disease, asbestosis, and lung cancer as a result of asbestos exposure.
7210	General Construction	2014	Pipefitter	75	Worker developed asbestosis as a result of asbestos exposure.
7210	General Construction	2015	Pipe/gas fitter	67	Worker developed mesothelioma as a result of asbestos exposure.
7210	General Construction	2015	Plumber/gas fitter	63	Worker succumbed to malignant melanoma as a result of exposure to cutting oils.
7210	General Construction	2015	Road construction labourer	79	Worker was run over by a dump truck and succumbed to complications of an infection.
7210	General Construction	2014	Powerline technician	45	Worker fell 75 feet from a crane-supported work platform. Crane boom inadvertently moved causing platform to swing and worker to fall.
7210	General Construction	2015	Construction worker	54	Worker fell from a balcony deck onto a driveway.

Subsector ²	Description ³	Year of death	Occupation	Age ⁴	Incident description ⁵
7210	General Construction	2015	Roofer helper	55	Worker succumbed to complications of paraplegia after slipping and falling from a roof.
7220	Heavy Construction	2015	Ironworker	66	Worker succumbed to pulmonary embolism after sustaining a spinal injury from a fall from scaffolding.
7230	Road Construction or Maintenance	2015	Equipment operator	63	Worker succumbed to myeloid leukemia after exposure to benzene.
7230	Road Construction or Maintenance	2014	Cat operator	85	Worker succumbed to subdural hematoma from injuries caused by rolling of the Cat the worker was operating.
7230	Road Construction or Maintenance	2015	Construction labourer	80	Worker developed mesothelioma as a result of asbestos exposure.
7230	Road Construction or Maintenance	2015	Traffic controller	63	Worker was involved in a motor vehicle incident.
7320	Transportation and Related Services	2015	Custodian	87	Worker developed asbestosis and lung cancer as a result of asbestos exposure.
7320	Transportation and Related Services	2015	Public works labourer	60	Worker developed mesothelioma as a result of asbestos exposure.
7320	Transportation and Related Services	2015	Dump truck driver	33	Worker was involved in a motor vehicle incident.
7320	Transportation and Related Services	2015	Electronics technician	62	Worker succumbed to lung cancer as a result of exposure to asbestos and polycyclic aromatic hydrocarbons.
7320	Transportation and Related Services	2015	Pilot	34	Worker was involved in a plane crash.
7320	Transportation and Related Services	2015	Pilot	32	Worker was involved in a plane crash.
7320	Transportation and Related Services	2015	Truck driver	68	Worker developed mesothelioma as a result of asbestos exposure.
7320	Transportation and Related Services	2015	Shipper-receiver	66	Worker developed mesothelioma as a result of asbestos exposure.
7320	Transportation and Related Services	2015	Truck mechanic	68	Worker succumbed to injuries after being run over by a loaded lowbed truck.
7320	Transportation and Related Services	2015	Truck driver	43	Worker was involved in a motor vehicle incident.
7320	Transportation and Related Services	2014	Truck driver	53	Worker was involved in a motor vehicle incident.
7320	Transportation and Related Services	2014	Logger	78	Worker succumbed to septicemia after being struck by a falling tree.

Subsector ²	Description ³	Year of death	Occupation	Age ⁴	Incident description ⁵
7320	Transportation and Related Services	2015	Log truck driver	62	Worker succumbed to injuries after the worker's logging truck was carried downslope by a mud slip.
7410	Retail	2015	Yard worker	61	Worker succumbed to sepsis from paraplegia caused by tip-over of a large storage bin onto the worker.
7410	Retail	2015	Cashier	54	Worker succumbed to complications from deep vein thrombosis after tripping over plywood and falling.
7420	Wholesale	2015	Deckhand	44	Worker drowned after falling overboard.
7530	Public Administration	2015	Firefighter	61	Worker developed colon cancer as a result of exposure to firefighting hazards.
7530	Public Administration	2014	Firefighter	62	Worker developed colorectal cancer as a result of exposure to firefighting hazards.
7530	Public Administration	2015	Firefighter	81	Worker developed cancer of the digestive system as a result of exposure to firefighting hazards.
7530	Public Administration	2015	Electrician	78	Worker developed lung cancer as a result of asbestos exposure.
7530	Public Administration	2015	Firefighter	69	Worker developed esophageal cancer as a result of exposure to firefighting hazards.
7530	Public Administration	2015	Firefighter	73	Worker developed lung cancer as a result of exposure to firefighting hazards.
7530	Public Administration	2015	Firefighter	73	Worker developed myeloid leukemia as a result of exposure to firefighting hazards.
7530	Public Administration	2015	Firefighter	68	Worker developed colon cancer as a result of exposure to firefighting hazards.
7530	Public Administration	2014	Firefighter	64	Worker developed esophageal cancer as a result of exposure to firefighting hazards.
7530	Public Administration	2014	Fire chief	55	Worker succumbed to a heart attack.
7530	Public Administration	2015	Fire captain	67	Worker developed lung cancer as a result of exposure to firefighting hazards.
7610	Accommodation, Food, and Leisure Services	2014	Tour guide	53	Worker was involved in a motor vehicle incident.
7640	Other Services	2015	Mechanic	77	Worker developed mesothelioma as a result of asbestos exposure.
7640	Other Services	2015	Mechanic	71	Worker developed mesothelioma as a result of asbestos exposure.

Subsector ²	Description ³	Year of death	Occupation	Age ⁴	Incident description ⁵
7640	Other Services	2015	Auto mechanic	65	Worker developed mesothelioma as a result of asbestos exposure.
7640	Other Services	2014	Auto mechanic	78	Worker developed lung cancer as a result of asbestos exposure.
7640	Other Services	2015	Mechanic	91	Worker developed mesothelioma as a result of asbestos exposure.
7640	Other Services	2015	Office worker	72	Worker developed mesothelioma as a result of asbestos exposure.
7640	Other Services	2014	Sandblaster	54	Worker succumbed to silicosis as a result of exposure to silica.
7640	Other Services	2015	Arborist	37	Worker succumbed to injuries after falling from a tree.
7640	Other Services	2015	Tree service labourer	54	Worker was struck by a falling tree.
7650	Education	2015	Teacher	75	Worker developed mesothelioma as a result of asbestos exposure.
7650	Education	2015	Longshoreman	65	Worker developed mesothelioma as a result of asbestos exposure.
7650	Education	2015	Teacher	83	Worker developed mesothelioma as a result of asbestos exposure.
7660	Health Care and Social Services	2015	Nurse aide	60	Worker succumbed to hyperkalemia and cardiac arrest after contracting hepatitis B from employment.
7660	Health Care and Social Services	2015	Youth worker	38	Worker succumbed to pulmonary embolism and deep vein thrombosis after collapsing on a trampoline.
7670	Utilities	2015	Electrician	80	Worker developed mesothelioma as a result of asbestos exposure.
7670	Utilities	2013	Steamfitter	74	Worker succumbed to pulmonary fibrosis after exposure to asbestos.
7670	Utilities	2015	Instrument technician	76	Worker developed asbestosis as a result of asbestos exposure.
8108	Canadian Pacific Ltd. and Associated Companies	2015	Furnaceman	76	Worker succumbed to lung cancer after exposure to arsenic and other metals.
8108	Canadian Pacific Ltd. and Associated Companies	2014	Welder	91	Worker developed asbestosis as a result of asbestos exposure.
8110	Federal Government	2015	Machinist	71	Worker developed lung cancer as a result of asbestos exposure.

Subsector ²	Description ³	Year of death	Occupation	Age ⁴	Incident description ⁵
8411	Government of the Province of British Columbia	2015	Enforcement officer	44	Worker was involved in a motor vehicle incident.
	Other	2015	Warehouseman	66	Worker succumbed to injuries after falling off a forklift.
	Other	2015	Bookkeeper	80	Worker developed mesothelioma as a result of asbestos exposure.

1 This table provides a description of the claims accepted for work-related death benefits in 2015, disregarding any payments. The total number of claims included in this listing differs from that in Tables 1-3 and 1-4, as it does not reflect the reversal in 2015 of a claim accepted in a previous year.

2 The number of work-related death claims by subsector that can be derived from this table differs slightly from that in Table 1-4. Table 1-4 reflects +1 and -1 counts pertaining to some claims accepted in years before 2015 and transferred between subsectors in 2015.

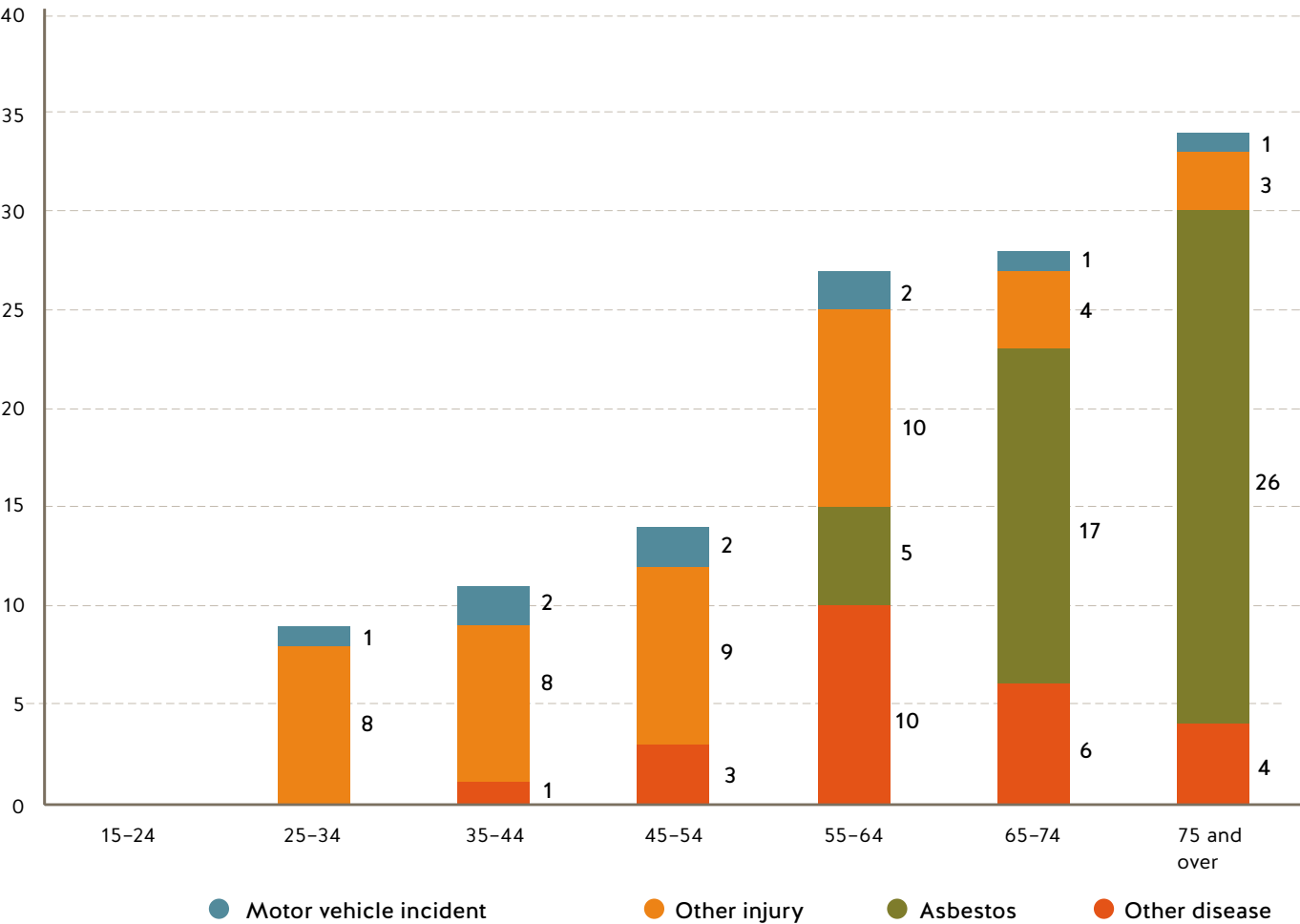
3 For a complete listing of WorkSafeBC's classification structure, see Classes of Industry section, page 122.

4 Age of worker at time of death.

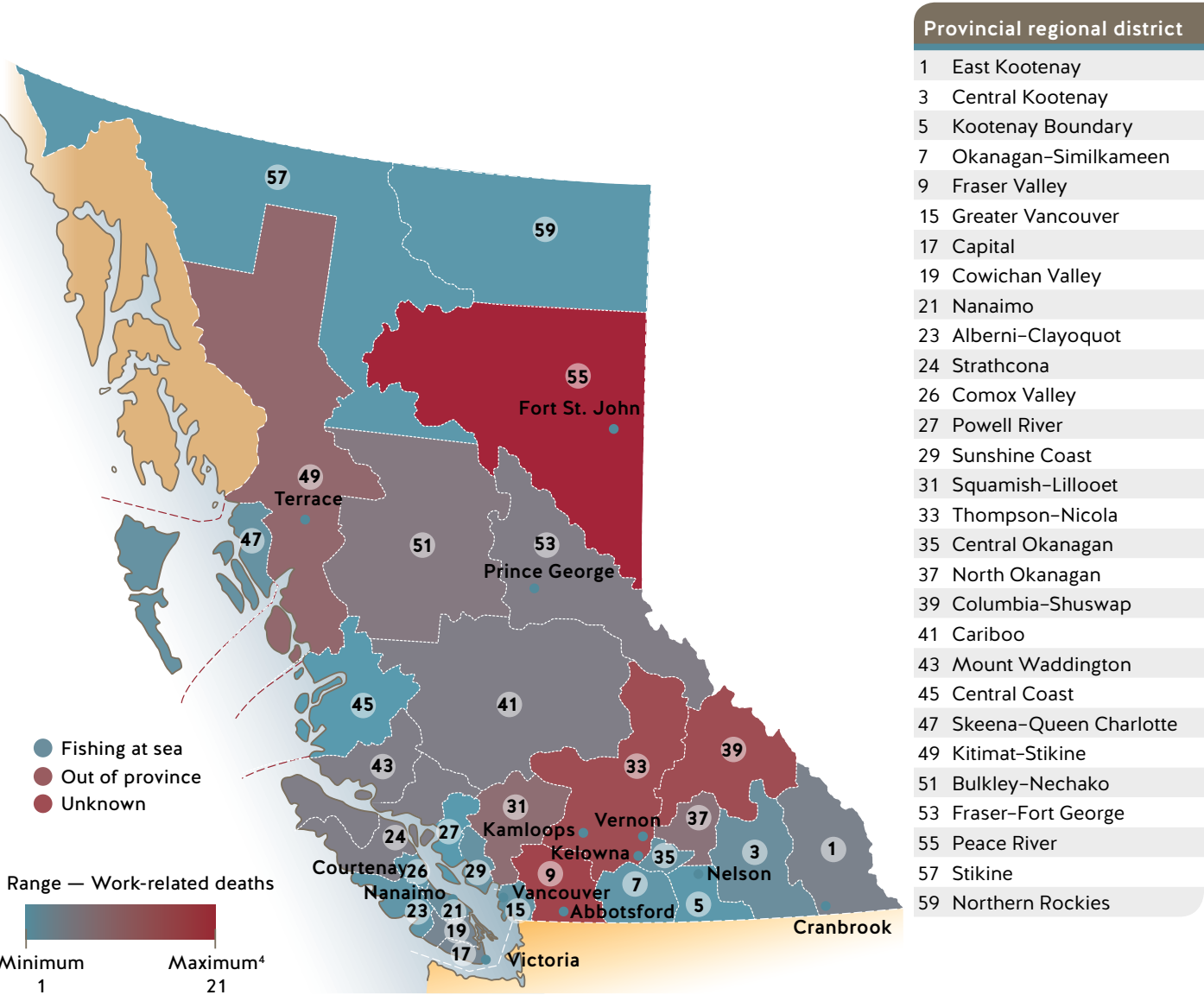
5 Some work-related deaths were accepted as the consequence happened years after the original injury.

6 Starting in 2015, the methodology to calculate deaths identified as work-related was amended. The new calculation accounts for work-related deaths in the year they are accepted. Previously, work-related deaths were counted in the year they were first paid.

Work-related death claims by age at time of death, category of disease, or injury, 2015



Single-incident accepted work-related death claims, by regional district,¹⁻⁴ 2011–2015



1 There were 325 single-incident work-related death claims between 2011 and 2015, including 17 with an unknown location.

2 Single-incident work-related death claims are primarily coded based on accident location.

3 Single-incident work-related death claims include motor vehicle incidents and other injuries, and exclude asbestos exposure and other disease.

4 Regional district 15 (Greater Vancouver) had 72 single-incident work-related death claims in the period. It has been excluded from the scale to allow for more colour variation on the map.

Serious Injury

Serious injury claims include all time-loss claims with a first payment in the year of injury or in the three months following the year of injury that meet one of the following criteria:

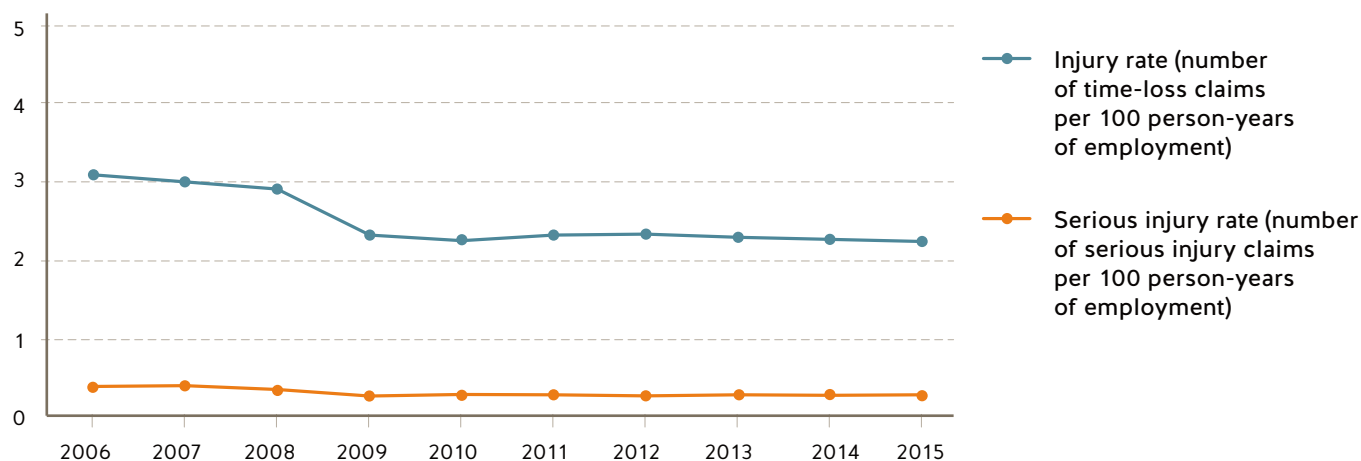
- Serious medical diagnosis (one of 434 selected ICD-9 codes)
- Potentially serious medical diagnosis (one of 369 selected ICD-9 codes) with a long recovery period (50 or more work days lost)

All work-related deaths are included.

Approximately 13 percent of time-loss claims meet the criteria for serious injury; of these, two-thirds have a serious medical diagnosis, one-third have a potentially serious medical diagnosis with a long recovery period, and two percent are from work-related deaths. As a whole, serious injury claims represent almost half the claim costs for time-loss claims.

Chart 1-6: Serious injury rates¹

Injury rate and serious injury rate, 2006–2015²



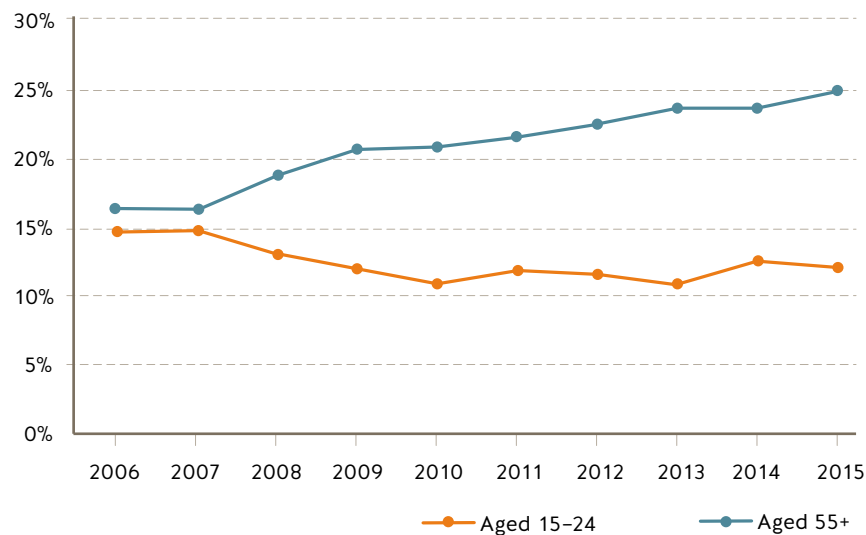
Serious injury rates by sector ¹	2010	2011	2012	2013	2014
70 — Primary resource	0.68	0.66	0.64	0.71	0.69
71 — Manufacturing	0.52	0.53	0.53	0.51	0.50
72 — Construction	0.93	0.92	0.86	0.80	0.83
73 — Transportation and warehousing	0.63	0.66	0.64	0.60	0.67
74 — Trade	0.19	0.18	0.19	0.20	0.19
75 — Public sector	0.34	0.30	0.32	0.36	0.32
76 — Service sector	0.15	0.15	0.16	0.15	0.15
All B.C. — Rated sectors	0.29	0.29	0.29	0.28	0.29

¹ As of the publication deadline, the 2015 injury rate and serious injury rates are audited estimates and have not been finalized.

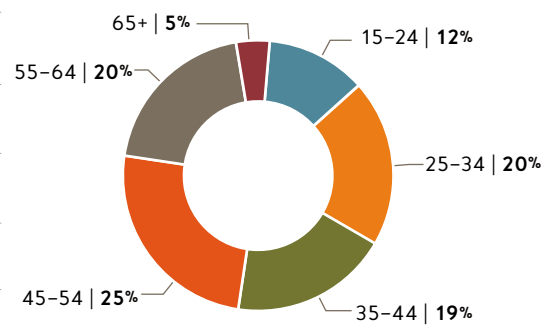
² Figures are based on data as of June 30, 2016.

Chart 1-7: Serious injury claims¹

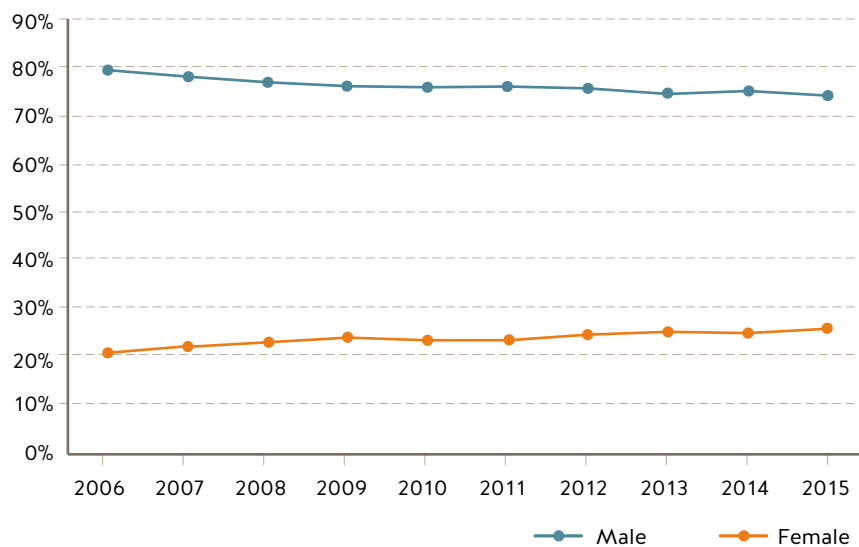
Percentage of serious injury claimants aged 15-24 or 55+



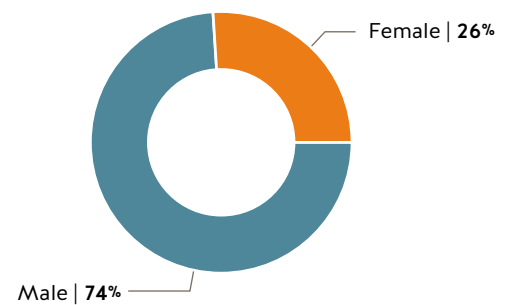
2015 Serious injury claims by age group



Serious injury claims, by gender



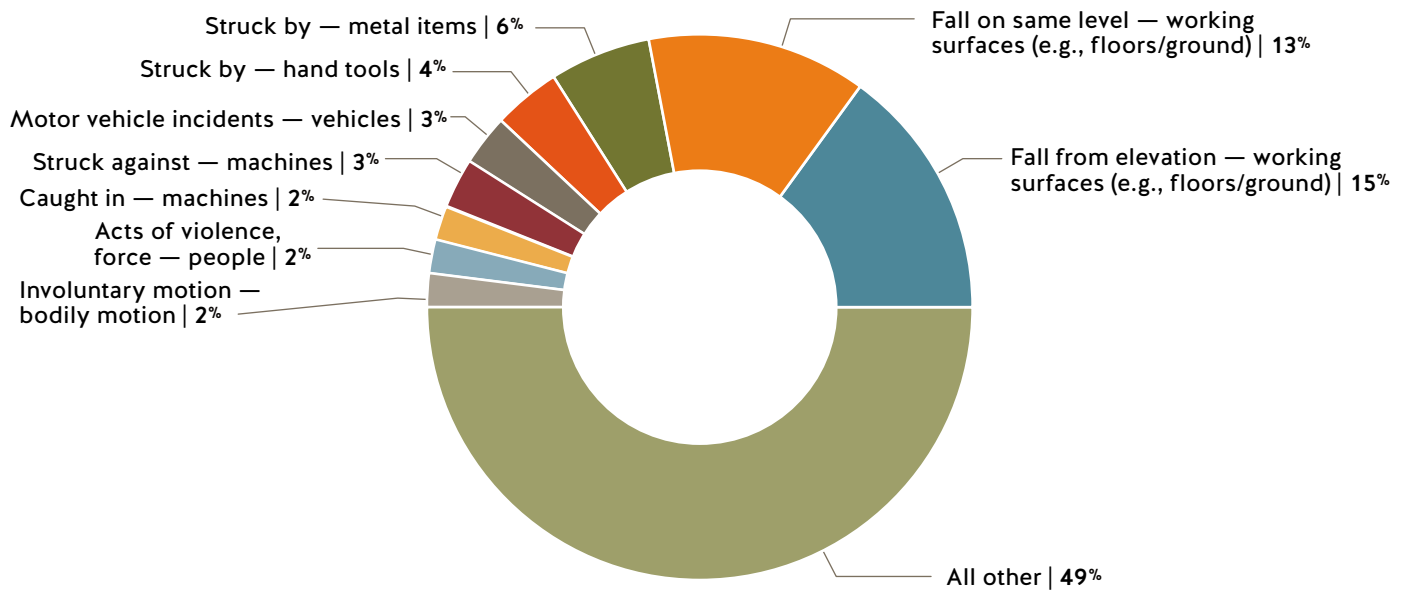
2015 Serious injury claims



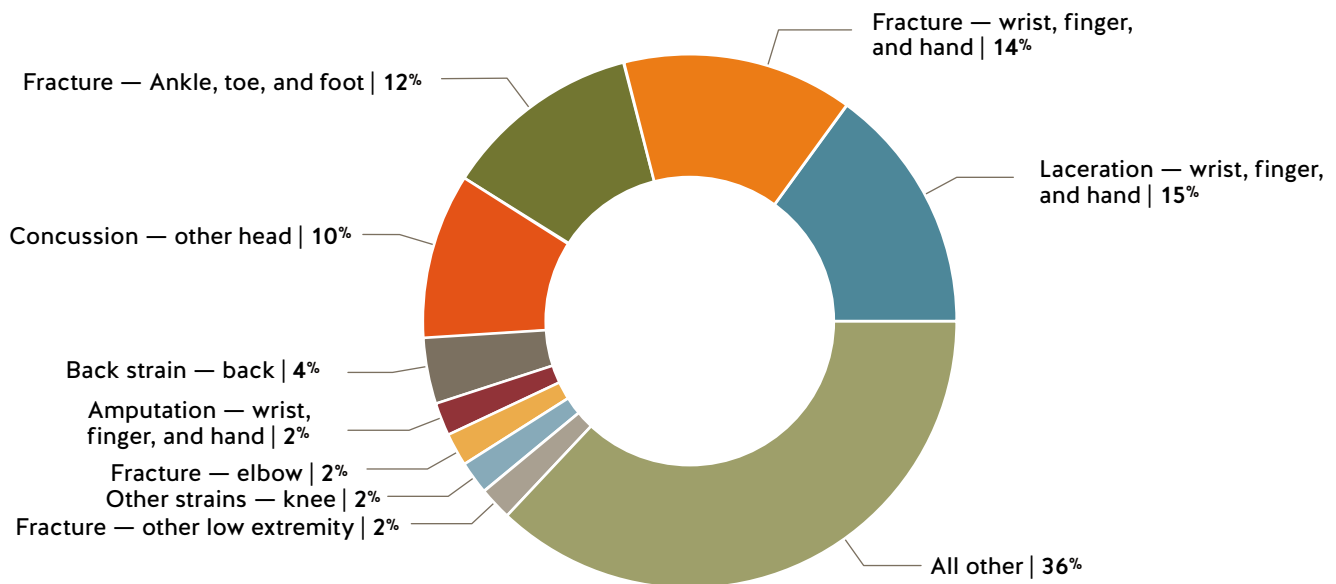
¹ The 2015 results are preliminary.

Chart 1–8: Serious injury claims by incident and injury characteristics

2015 Serious injury claims by incident type^{1,2}



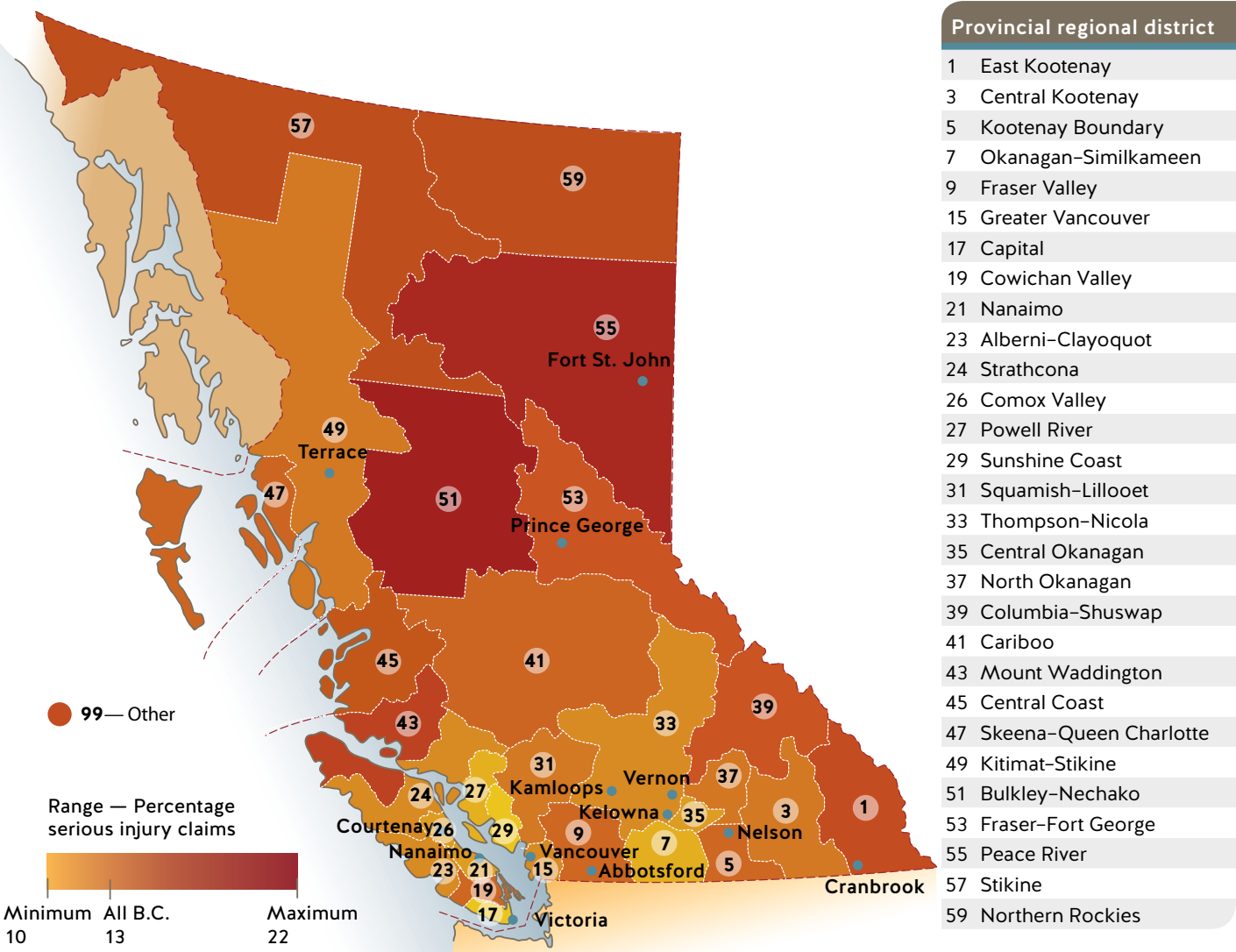
2015 Serious injury claims by injury type^{1,2}



1 Incident type is based on a combination of accident type and source of injury codes, while injury type is based on a combination of nature of injury and body part codes.

2 The 2015 results are preliminary.

Percentage of time-loss claims that are serious injury claims, by regional district,¹⁻⁴ 2015




1 In 2015, the percentage of serious injury claims for All B.C. was 13 percent.

2 Claims are categorized by regional district based on the employer's reporting/incident operation location. This location is not necessarily an indication of the region in which the actual injury occurred.

3 Industry mix may contribute to the differences between regional districts, as the percent of claims considered serious differs between industries.

4 Regional districts 45, 57, and 59 have a very low volume of serious injury claims, therefore the above measure is not considered reliable. These districts been noted as N/A (not available).

The background image shows the interior of a building under construction. The wooden frame of the walls and ceiling is visible. In the center, a large orange A-frame ladder stands on the floor. Several construction workers are visible; one is on the ladder, and others are on the ground. A person in the foreground on the right is wearing a blue jacket and a white shirt, with their arm extended towards the ladder. A circular graphic with a dotted border is centered over the image, containing the text.

Claim Count and General Claim Analysis



Claim Count and General Claim Analysis

Table 2-1: Number and cost of claims, 2015

In 2015, 102,823 claims were paid for the first time. Of these:

50,722	were health care-only claims
46,628	were short-term disability (STD) claims
5,357	were long-term disability (LTD) claims
116	were work-related death claims (formerly called fatal claims) ⁴

Compensation costs totalled \$1,126,173,215 in 2015, compared to \$1,182,750,857 in 2014. Figures include health care benefits, vocational rehabilitation benefits, STD benefits, the capitalized values of pension awards, reserves set aside for present and future payments of LTD benefits, and survivor benefits. The 2014 figure excludes -\$10 in widows' pension entitlement as ruled by the B.C. Supreme Court. In 2015, there were no additional widows'

pension entitlement costs. Benefit liabilities figures shown in Note 10 of WorkSafeBC's *2015 Annual Report and 2016-2018 Service Plan* are calculated on a different basis and incomparable to these total compensation costs.

In 2015, WorkSafeBC set aside \$587,586 in capitalized values of pension awards for long-term disability benefits on hearing-loss claims.

Table 2-2: Distribution of costs by type of claim, 2014 and 2015

	2014		2015	
	Cost	Percentage of Total	Cost	Percentage of Total
Health care-only claims	46,691,132	3.9%	48,306,227	4.3%
Short-term disability claims ¹	396,434,712	33.5%	409,445,453	36.4%
Long-term disability claims ¹	701,025,287	59.3%	634,567,136	56.3%
Work-related death claims ¹	38,599,726	3.3%	33,854,399	3.0%
Total ²	\$1,182,750,857 ³	100.0%	\$1,126,173,215 ³	100.0%

1 Includes health care and rehabilitation benefits paid on these claims.

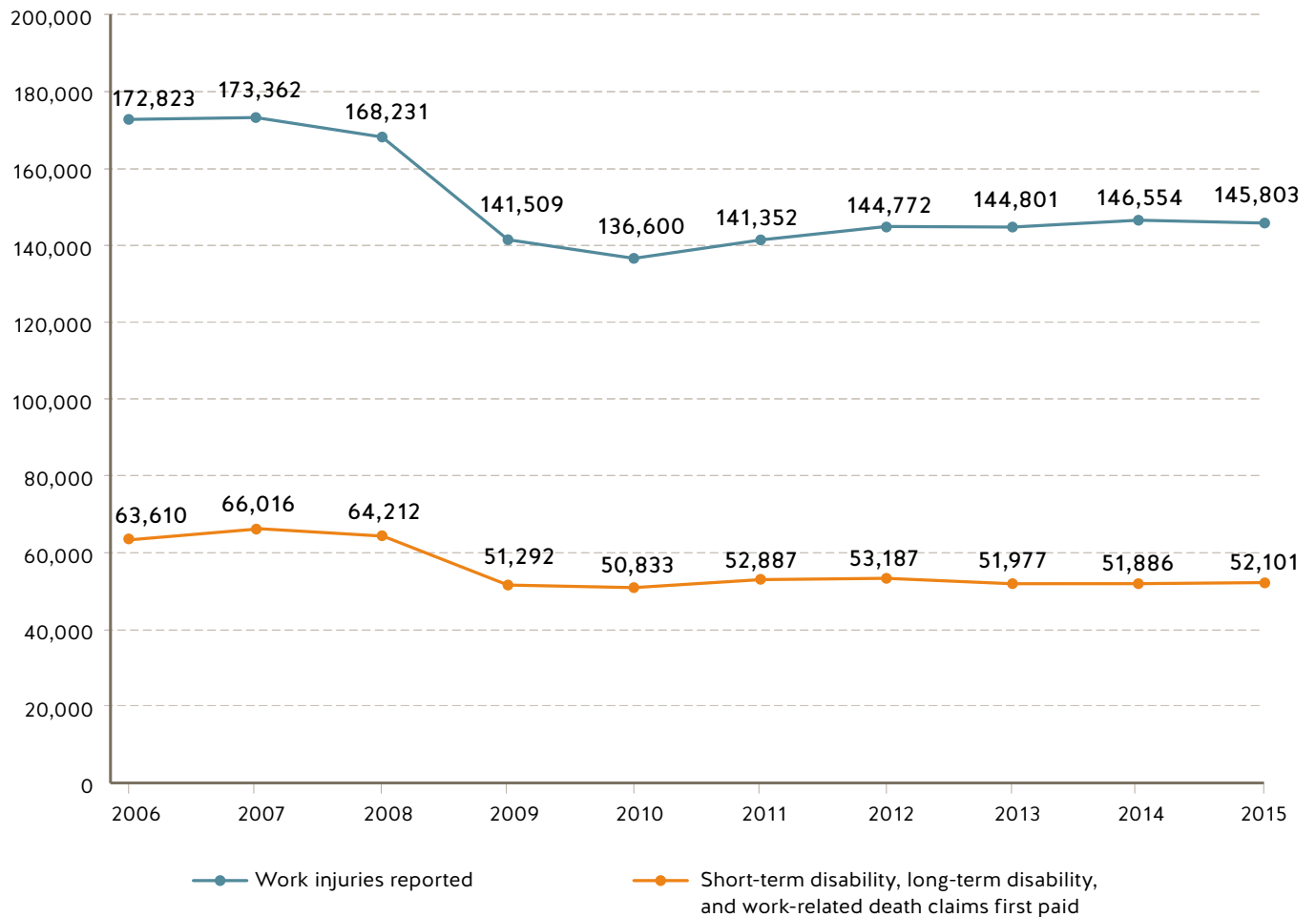
2 Data have been rounded, so totals may not balance.

3 The total cost of \$1,126,173,215 was calculated on a different basis than the total claim liabilities figure in Note 10 of WorkSafeBC's *2015 Annual Report and 2016-2018 Service Plan*. The 2014 cost total excludes a widows' pension entitlement arising from Bill 63 and a 1997 B.C. Supreme Court decision. There were no

additional widows' pension entitlement costs in 2015. A subsector breakdown of claim costs is provided in Table 3-3 on page 84 of this report.

4 The count of work-related death claims in this table is based on claims that were first paid work-related death benefits in the year. This count differs from the counts in Tables 1-3, 1-4, and 1-5, which are based on claims that were accepted in the year for work-related death benefits, regardless of whether the first payment was made.

Chart 2-3: Work injuries reported and claims first paid, 2006-2015¹



The number of work injuries reported may be revised in the future owing to the consolidation of claims reported.

¹ For 2009-2011, figures have been impacted by a drop in the number of reported injuries and business process changes.

Table 2–4: Claims by regional district,^{1,2} 2015^{5,6}

Provincial regional district		Number of short-term disability, long-term disability, and work-related death claims ³ first paid in 2015
1	East Kootenay	635
3	Central Kootenay	550
5	Kootenay Boundary	275
7	Okanagan–Similkameen	885
9	Fraser Valley	3,285
15	Greater Vancouver	27,980
17	Capital	4,625
19	Cowichan Valley	825
21	Nanaimo	1,655
23	Alberni–Clayoquot	315
24	Strathcona	555
26	Comox Valley	645
27	Powell River	200
29	Sunshine Coast	330
31	Squamish–Lillooet	795
33	Thompson–Nicola	1,535
35	Central Okanagan	2,200
37	North Okanagan	955
39	Columbia–Shuswap	500
41	Cariboo	635
43	Mount Waddington	80
45	Central Coast	25
47	Skeena–Queen Charlotte	220
49	Kitimat–Stikine	350
51	Bulkley–Nechako	445
53	Fraser–Fort George	1,060
55	Peace River	500
57	Stikine	10
59	Northern Rockies	35
Total ⁴		52,101

- 1 Claims are categorized by regional district based on the employer's reporting/incident operating location. This location is not necessarily an indication of the region in which the injury occurred.
- 2 Claims uncoded as of April 30, 2016 have been allocated proportionately to the regional districts.
- 3 Work-related death claims were called fatal claims in earlier versions of this table.

- 4 Data has been rounded; regional totals and the overall total may not balance.
- 5 The 2013 and prior-year versions of this table included information on claim costs.
- 6 The regional districts in this table are based on Statistics Canada's 2011 census divisions.

Table 2–5: Claims¹ first paid by subsector and type of claim,^{2,3} 2015

Sector/ sub- sector ⁴	Description ⁵	Health care-only claims	Short-term disability claims	Long-term disability claims	Work-related death claims ^{6,8}	Overall total
Sector 70 — Primary resource						
7010	Agriculture	483	499	72	0	1,054
7020	Fishing	216	160	42	3	421
7030	Forestry	910	632	184	8	1,734
7040	Oil and Gas or Mineral Resources	589	188	73	5	855
	Total	2,198	1,479	371	16	4,064
Sector 71 — Manufacturing						
7110	Food and Beverage Products	1,016	1,154	102	0	2,272
7120	Metal and Non-metallic Mineral Products	2,700	1,909	291	10	4,910
7130	Petroleum, Coal, Rubber, Plastic, and Chemical Products	571	462	61	1	1,095
7140	Wood and Paper Products	3,113	1,495	375	15	4,998
7150	Other Products	834	670	62	0	1,566
	Total	8,234	5,690	891	26	14,841
Sector 72 — Construction						
7210	General Construction	7,977	5,692	883	20	14,572
7220	Heavy Construction	183	65	17	1	266
7230	Road Construction or Maintenance	552	315	68	4	939
	Total	8,712	6,072	968	25	15,777
Sector 73 — Transportation and warehousing						
7310	Warehousing	145	193	19	0	357
7320	Transportation and Related Services	3,047	3,626	559	15	7,247
	Total	3,192	3,819	578	15	7,604
Sector 74 — Trade						
7410	Retail	4,931	4,680	363	2	9,976
7420	Wholesale	914	1,001	86	0	2,001
	Total	5,845	5,681	449	2	11,977
Sector 75 — Public sector						
7530	Public Administration	1,689	1,762	209	10	3,670
Sector 76 — Service sector						
7610	Accommodation, Food, and Leisure Services	5,555	4,832	314	1	10,702
7620	Business Services	526	398	69	0	993
7630	Professional, Scientific, and Technical Services	1,064	684	87	0	1,835

Sector/ sub- sector ⁴	Description ⁵	Health care-only claims	Short-term disability claims	Long-term disability claims	Work-related death claims ^{6,8}	Overall total
7640	Other Services	4,283	3,691	466	9	8,449
7650	Education	2,089	1,854	176	3	4,122
7660	Health Care and Social Services	5,350	8,648	516	1	14,515
7670	Utilities	489	305	62	3	859
	Total	19,356	20,412	1,690	17	41,475
Sectors 81–84 — Deposit accounts						
8108	Canadian Pacific Ltd. and Associated Companies	86	39	13	2	140
8110	Federal Government ³	570	867	116	1	1,554
8209	Burlington Northern Inc.	0	0	3	0	3
8310	Canadian National Railways, Via Rail, Air Canada	140	208	13	0	361
8411	Government of the Province of B.C.	558	599	55	1	1,213
	Total	1,354	1,713	200	4	3,271
Section 39						
39(1)(d)	Disaster Reserve	0	0	0	0	0
39(1)(e)	Enhancement Reserve	2	-3	-1	0	-2
	Total	2	-3	-1	0	-2
Other ⁷		140	3	2	1	146
Grand total		50,722	46,628	5,357	116	102,823

1 Claims can be reported in one year and paid in the next; as such, some paid claims in this table are not included in the total claims reported in the “All reported fatalities and injuries” table (Table 1–1 on page 40).

2 Claims can change categories from one year to the next. Thus, claim counts by type are adjusted so claims are not counted twice. For example, if a claim counted this year as a short-term disability (STD) claim in this table becomes a long-term disability (LTD) claim next year, a count would be added to next year’s long-term disability count and subtracted from next year’s STD count. In this way, the STD claims in this table can be considered the number of claims receiving short-term disability benefits that do not go on to receive long-term disability or survivor benefits. Similar adjustments are made for changes between other categories.

3 Short-term disability claims for federal government employees who remained on full salary are counted as short-term disability claims in 2010 and later years. Some were counted as health care-only claims in 2009 and prior years, while some were not counted at all.

4 Some employers have been reclassified since their initial classification in a subsector. This table reflects such changes as of the reclassification date (not retroactively) for all claims.

5 For a complete listing of WorkSafeBC’s classification structure, see Classes of Industry section, page 122.

6 Work-related death claims were called fatal claims in earlier versions of this table.

7 Includes claims uncoded to subsector as of December 31, 2015.

8 The count of work-related death claims in this table is based on claims that were first paid work-related death benefits in the year. This count differs from the counts in Tables 1–3, 1–4, and 1–5, which are based on claims that were accepted in the year for work-related death benefits, regardless of whether the first payment has been made.

Table 2–6: Claims first paid by type of claim,¹ 2006–2015

Year first paid	Health care-only claims ³	Short-term disability claims	Long-term disability claims	Work-related death claims ^{2,4}	Overall total
2006	60,960	58,727	4,723	160	124,570
2007	61,396	61,393	4,484	139	127,412
2008	56,906	59,344	4,708	160	121,118
2009	43,523	47,651	3,520	121	94,815
2010	44,830	47,006	3,684	143	95,663
2011	51,053	47,974	4,771	142	103,940
2012	51,523	45,145	7,893	149	104,710
2013	51,695	46,073	5,776	128	103,672
2014	50,905	45,176	6,537	173	102,791
2015	50,722	46,628	5,357	116	102,823
2006–2015	523,513	505,117	51,453	1,431	1,081,514

1 For 2009–2011, figures have been impacted by a drop in the number of reported injuries and business process changes.

2 Work-related death claims were called fatal claims in earlier versions of this table.

3 The figures on counts for health care-only claims for 2006–2009 were revised in *WorkSafeBC Statistics 2010* to correct a reporting error.

4 The count of work-related death claims in this table is based on claims that were first paid work-related death benefits in the year. This count differs from the counts in Tables 1–3, 1–4, and 1–5, which are based on claims that were accepted in the year for work-related death benefits, regardless of whether the first payment has been made.

Table 2-7: Health care-only, short-term disability, long-term disability, and work-related death claims³ first paid, by subsector, 2014 and 2015

Sector/ sub- sector ¹	Description ²	Health care-only claims		Short-term disability/ long-term disability/ work-related death claims ³		Total	
		2014	2015	2014	2015	2014	2015
Sector 70 — Primary resource							
7010	Agriculture	402	483	561	571	963	1,054
7020	Fishing	176	216	190	205	366	421
7030	Forestry	1,013	910	850	824	1,863	1,734
7040	Oil and Gas or Mineral Resources	741	589	288	266	1,029	855
	Total	2,332	2,198	1,889	1,866	4,221	4,064
Sector 71 — Manufacturing							
7110	Food and Beverage Products	956	1,016	1,267	1,256	2,223	2,272
7120	Metal and Non-metallic Mineral Products	2,974	2,700	2,404	2,210	5,378	4,910
7130	Petroleum, Coal, Rubber, Plastic, and Chemical Products	548	571	575	524	1,123	1,095
7140	Wood and Paper Products	3,082	3,113	1,791	1,885	4,873	4,998
7150	Other Products	795	834	810	732	1,605	1,566
	Total	8,355	8,234	6,847	6,607	15,202	14,841
Sector 72 — Construction							
7210	General Construction	7,864	7,977	6,539	6,595	14,403	14,572
7220	Heavy Construction	237	183	107	83	344	266
7230	Road Construction or Maintenance	541	552	360	387	901	939
	Total	8,642	8,712	7,006	7,065	15,648	15,777
Sector 73 — Transportation and warehousing							
7310	Warehousing	211	145	295	212	506	357
7320	Transportation and Related Services	2,948	3,047	4,328	4,200	7,276	7,247
	Total	3,159	3,192	4,623	4,412	7,782	7,604
Sector 74 — Trade							
7410	Retail	4,926	4,931	4,966	5,045	9,892	9,976
7420	Wholesale	910	914	1,139	1,087	2,049	2,001
	Total	5,836	5,845	6,105	6,132	11,941	11,977
Sector 75 — Public sector							
7530	Public Administration	1,622	1,689	2,020	1,981	3,642	3,670

				Short-term disability/ long-term disability/ work-related death claims ³			
Sector/ sub- sector ¹	Description ²	Health care-only claims				Total	
		2014	2015	2014	2015	2014	2015
Sector 76 — Service sector							
7610	Accommodation, Food, and Leisure Services	5,533	5,555	5,188	5,147	10,721	10,702
7620	Business Services	569	526	471	467	1,040	993
7630	Professional, Scientific, and Technical Services	1,141	1,064	747	771	1,888	1,835
7640	Other Services	4,354	4,283	3,907	4,166	8,261	8,449
7650	Education	1,938	2,089	1,950	2,033	3,888	4,122
7660	Health Care and Social Services	5,442	5,350	9,004	9,165	14,446	14,515
7670	Utilities	460	489	383	370	843	859
	Total	19,437	19,356	21,650	22,119	41,087	41,475
Sectors 81–84 — Deposit accounts							
8108	Canadian Pacific Ltd. and Associated Companies	120	86	59	54	179	140
8110 ⁴	Federal Government	537	570	914	984	1,451	1,554
8209	Burlington Northern Inc.	1	0	3	3	4	3
8310	Canadian National Railways, Via Rail, Air Canada	146	140	228	221	374	361
8411	Government of the Province of B.C.	556	558	527	655	1,083	1,213
	Total	1,360	1,354	1,731	1,917	3,091	3,271
Section 39							
39(1)(d)	Disaster Reserve	0	0	0	0	0	0
39(1)(e)	Enhancement Reserve	2	2	6	-4	8	-2
	Total	2	2	6	-4	8	-2
Other ⁵		160	140	9	6	169	146
Grand total		50,905	50,722	51,886	52,101	102,791	102,823

1 Some employers have been reclassified since their initial classification in a subsector. The table reflects such changes as of the reclassification date (not retroactively) for all claims.

2 For a complete listing of WorkSafeBC's classification structure, see Classes of Industry section, page 122.

3 Work-related death claims were called fatal claims in earlier versions of this table.

4 Short-term disability claims for federal government employees who remained on full salary are counted as short-term disability claims in 2010 and later years. Some were counted as health care-only claims in 2009 and prior years, while some were not counted at all.

5 Includes claims first paid in 2014 and 2015 that were uncoded to subsector as of December 31 of these years.

Table 2–8: Days lost and claims first paid by year of injury, 2015

Year of injury	Number of short-term disability, long-term disability, and work-related death claims ¹ first paid in 2015	Total days lost in 2015 from all claims ²
2005 and prior	34	50,269
2006	5	3,929
2007	7	4,710
2008	8	12,777
2009	14	15,539
2010	16	17,352
2011	42	37,057
2012	130	78,880
2013	442	172,217
2014	4,677	778,605
2015	46,726	1,417,109
Total	52,101	2,588,444

1 Work-related death claims were called fatal claims in earlier versions of this table.

2 These figures are workdays compensated in 2015 on all claims, not only those first paid in 2015. For example,

the total includes five claims with an injury year of 2006 that received first payment of short-term disability, long-term disability, and work-related death benefits. In 2015, 3,929 days were lost from claims with an injury year of 2006.

Table 2–9: Days lost from work by subsector, 2011–2015

In 2015, 2,588,444 days were lost from work owing to occupational injury and disease. Days lost in 2015 are those paid in 2015 on current- and prior-year injuries. Of the total days paid in 2015, 54.7 percent were from injuries and diseases occurring in 2015, 30.1 percent were from injuries and diseases occurring in 2014, and 15.2 percent were from injuries and diseases occurring in 2013 and earlier.

Sector/ sub- sector	Description ²	Days lost in the year on claims from all years					Percent, 2011– 2015	
		2011 ¹	2012	2013	2014	2015		
Sector 70 — Primary resource								
7010	Agriculture	37,830	33,262	30,049	33,418	30,796	165,355	1.2%
7020	Fishing	16,337	17,825	18,384	14,230	16,972	83,748	0.6%
7030	Forestry	59,887	56,899	59,134	62,752	50,229	288,901	2.1%
7040	Oil and Gas or Mineral Resources	30,880	33,786	25,390	16,989	15,682	122,727	0.9%
	Total	144,934	141,772	132,957	127,389	113,679	660,731	4.8%
Sector 71 — Manufacturing								
7110	Food and Beverage Products	59,714	63,580	61,861	48,256	47,186	280,597	2.0%
7120	Metal and Non-metallic Mineral Products	96,632	95,677	84,539	83,944	82,811	443,603	3.2%
7130	Petroleum, Coal, Rubber, Plastic, and Chemical Products	21,468	21,628	17,397	19,141	18,375	98,009	0.7%
7140	Wood and Paper Products	98,265	106,756	97,654	81,808	88,311	472,794	3.4%
7150	Other Products	29,655	26,908	31,650	30,037	27,585	145,835	1.1%
	Total	305,734	314,549	293,101	263,186	264,268	1,440,838	10.5%
Sector 72 — Construction								
7210	General Construction	407,966	402,108	367,021	352,788	315,189	1,845,072	13.4%
7220	Heavy Construction	8,279	7,532	7,568	6,774	4,657	34,810	0.3%
7230	Road Construction or Maintenance	25,122	30,119	24,037	23,673	21,513	124,464	0.9%
	Total	441,367	439,759	398,626	383,235	341,359	2,004,346	14.6%
Sector 73 — Transportation and warehousing								
7310	Warehousing	11,743	10,802	10,843	8,508	7,745	49,641	0.4%
7320	Transportation and Related Services	265,547	256,232	258,090	235,882	222,544	1,238,295	9.0%
	Total	277,290	267,034	268,933	244,390	230,289	1,287,936	9.4%

Sector/ sub- sector	Description ²	Days lost in the year on claims from all years					Percent, 2011– 2015	
		2011 ¹	2012	2013	2014	2015		
Sector 74 — Trade								
7410	Retail	212,541	206,584	196,599	182,570	175,040	973,334	7.1%
7420	Wholesale	49,869	46,089	45,846	41,930	39,539	223,273	1.6%
	Total	262,410	252,673	242,445	224,500	214,579	1,196,607	8.7%
Sector 75 — Public sector								
7530	Public Administration	69,049	76,254	71,125	69,622	60,625	346,675	2.5%
Sector 76 — Service sector								
7610	Accommodation, Food, and Leisure Services	205,152	193,687	191,206	177,313	170,169	937,527	6.8%
7620	Business Services	29,200	29,028	27,093	22,454	20,573	128,348	0.9%
7630	Professional, Scientific, and Technical Services	37,553	38,559	38,504	35,267	37,473	187,356	1.4%
7640	Other Services	199,389	192,233	184,935	169,607	159,500	905,664	6.6%
7650	Education	59,728	69,977	65,063	61,669	56,618	313,055	2.3%
7660	Health Care and Social Services	327,701	333,261	340,718	336,719	353,224	1,691,623	12.3%
7670	Utilities	12,935	14,339	17,371	16,780	14,479	75,904	0.6%
	Total	871,658	871,084	864,890	819,809	812,036	4,239,477	30.9%
Sectors 81–84 — Deposit accounts		62,031	55,317	56,686	49,216	73,309	296,559	2.2%
Section 39		438,162	468,512	430,416	447,436	476,446	2,260,972	16.5%
Other		-2,283	2,370	2,425	1,855	1,854	6,221	0.0%
Grand total		2,870,352	2,889,324	2,761,604	2,630,638	2,588,444	13,740,362	100.0%

1 For 2011, figures were impacted by a drop in the number of reported injuries and business process changes.

2 For a complete listing of WorkSafeBC's classification structure, see Classes of Industry section, page 122.

Charts 2-10a-f: Key indicators, 2006-2015

This series of charts showing 10-year trends feature statistical indicators that have been used since 1992. Though none of the indicators have changed dramatically from year to year, some significant trends have occurred in the past decade.

The first chart (2-10a) shows claim duration as measured in days per claim. Five components of duration are shown: days paid per claim in the injury year and days paid per claim in each of the four years following the injury year. This method of showing duration has been recommended by the Association of Workers' Compensation Boards of Canada (AWCBC) and adopted as a standard by Canadian compensation systems. Chart 2-10a indicates that duration increased from 2007 to 2011. The rate of increase was significant in 2009 and 2010. Duration remained relatively steady in 2012 and has trended downward since 2013. Durations in chart 2-10a are based solely on short-term disability days for each of the years in the 2006-2015 period.

The second chart (2-10b) illustrates one of WorkSafeBC's most important statistical indicators, the injury rate. The injury rate is the number of claims per 100 person-years of covered employment (one person-year is the equivalent of one person working all year on either a part- or full-time basis). The injury rate was relatively unchanged from 2006 to 2008, dropped significantly in 2009, and has been stable and near historic lows in the past number of years. To calculate the injury rate, the number of claims relates to those first paid for short-term disability, long-term disability, or survivor benefits either in the year of injury or the first quarter of the following year. Estimates of person-years are based on gross payrolls that employers with coverage report to WorkSafeBC.

The third indicator, presented in chart 2-10c, the work-related death rate, relates to the second indicator. It is the number of accepted work-related deaths per 100 person-years of covered employment. The work-related death rate, arising from all injuries and diseases, showed very little variation from 2006 to 2014, and exhibited a small drop in 2015. In *WorkSafeBC Statistics 2006* and earlier reports, only the overall work-related death rate was shown in this chart. Beginning in 2007 and after, chart 2-10c has included a breakdown of the work-related death rate by fatality category.

The fourth chart (2-10d) shows the percentage of short-term disability claims arising from back strain injuries. The percentage of back strain injuries sloped upward from 2006 to 2009, and has displayed a minor downward trend since 2012. Back strain injuries are the most common injury type reported to WorkSafeBC.

The last two charts reflect shifts in the population of WorkSafeBC-covered workers. The fifth chart (2-10e) indicates that the percentage of female claimants has increased from 31 percent in 2006 to 38 percent in 2015. The sixth chart (2-10f) shows the percentage of claimants under 25 years declined sharply in 2009. It declined further in 2010 and was fairly stable from 2010 to 2014, but registered a slight increase in 2015. The same chart also shows that the percentage of claimants older than 54 has been increasing.

The figures on counts, costs, and days (or their derivatives) for 2009 to 2011 have been impacted by a drop in the number of reported injuries as well as business process changes.

Chart 2-10a: Number of days paid per claim, 2006-2015

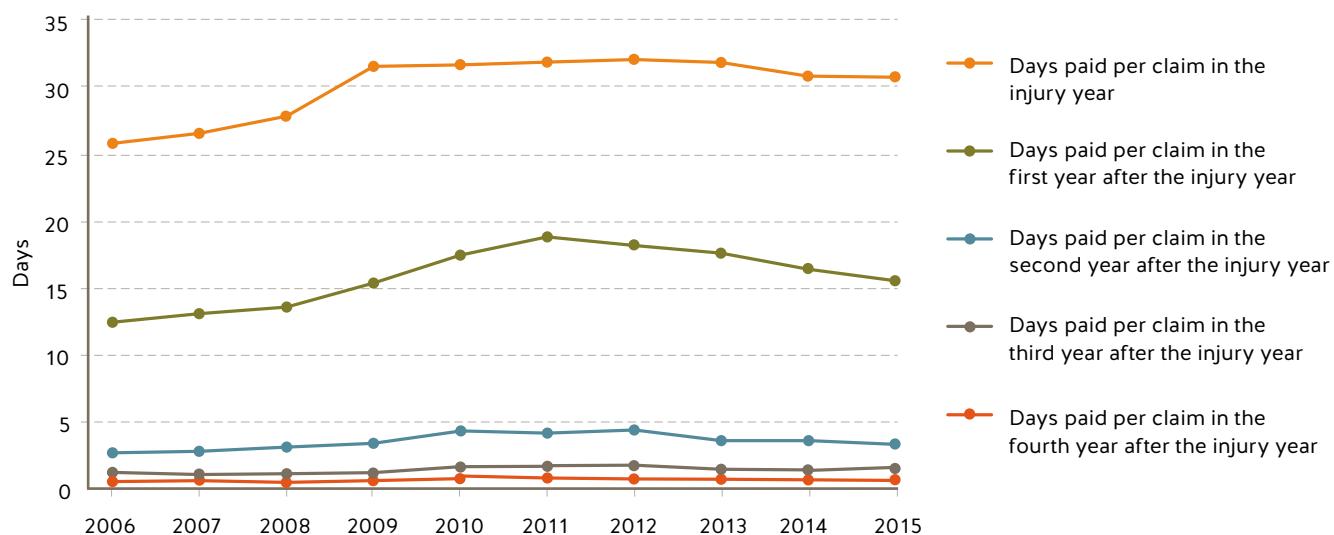
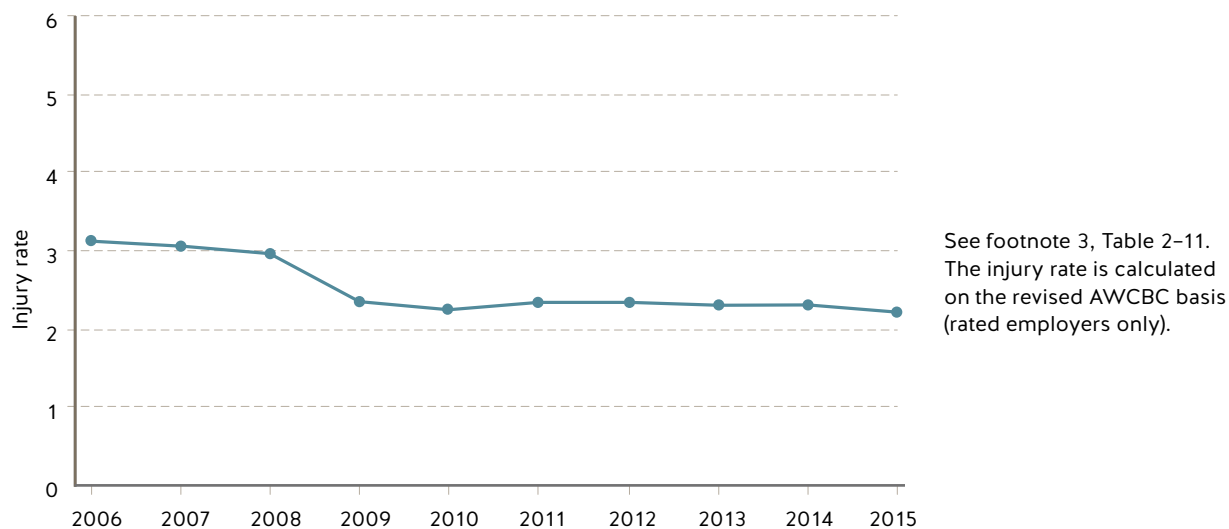


Chart 2-10b: Injury rate,¹ 2006-2015



¹ Number of claims per 100 person-years of WorkSafeBC-covered employment.

Chart 2-10c: Work-related death rate¹ by category of fatality, 2006-2015

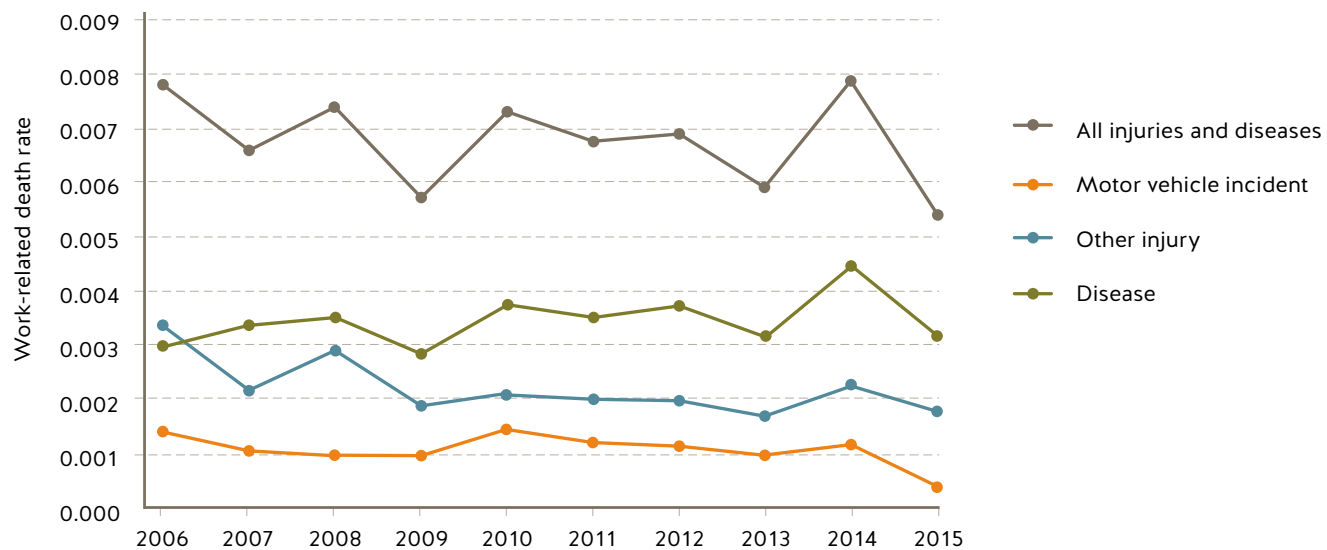
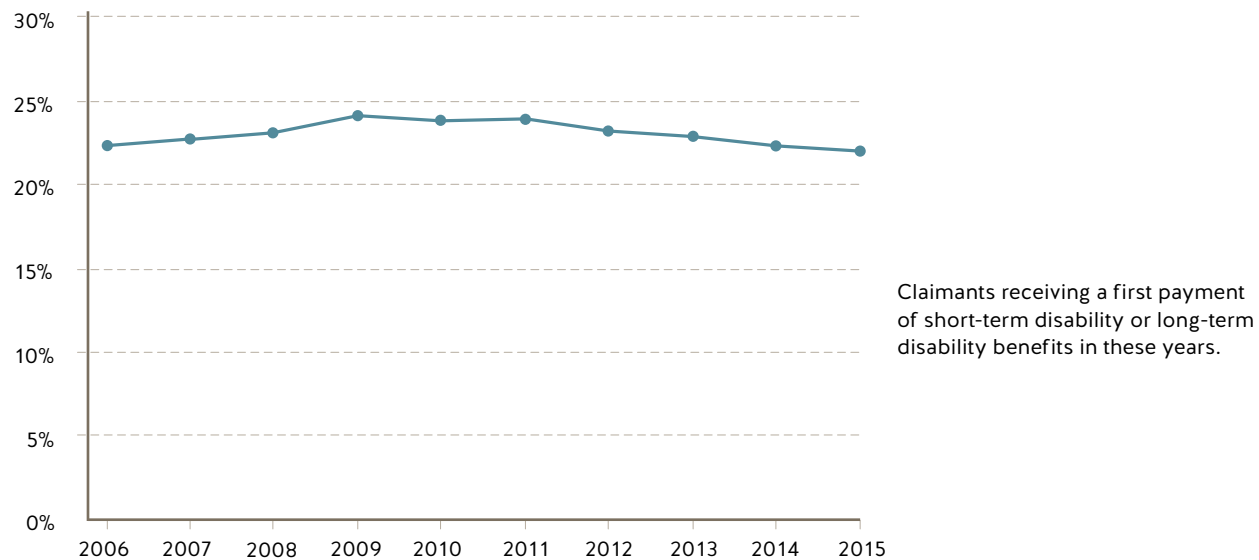


Chart 2-10d: Percentage of claimants with back strains, 2006-2015



1 Number of work-related death claims per 100 person-years of WorkSafeBC-covered employment.

Chart 2-10e: Percentage of female claimants, 2006-2015

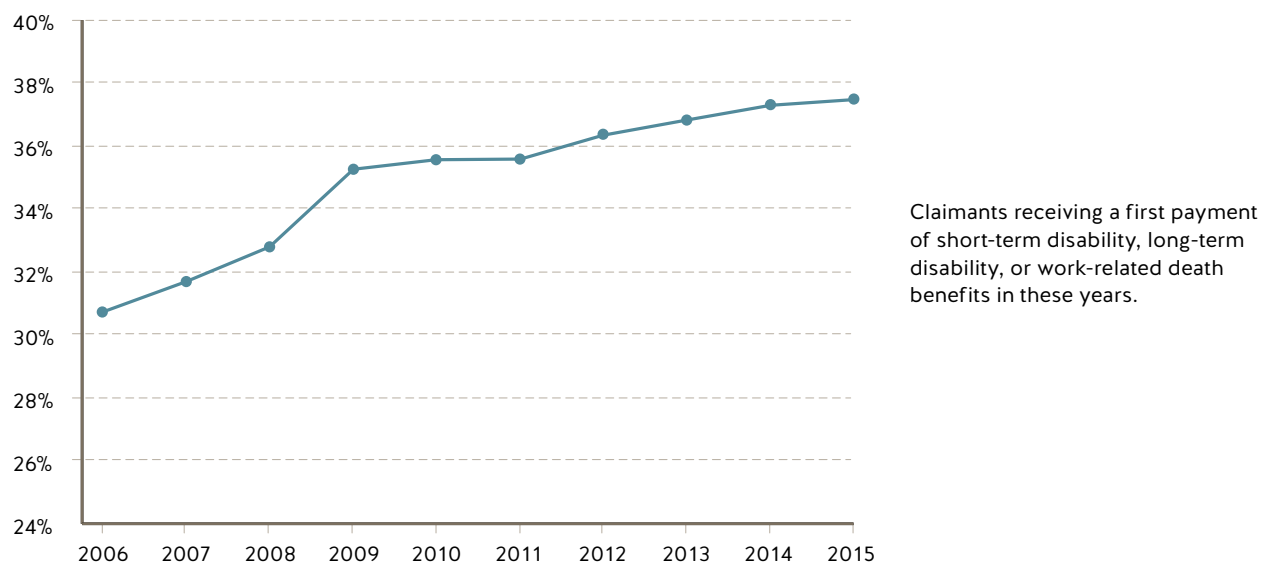


Chart 2-10f: Percentage of claimants under age 25 and over age 54, 2006-2015

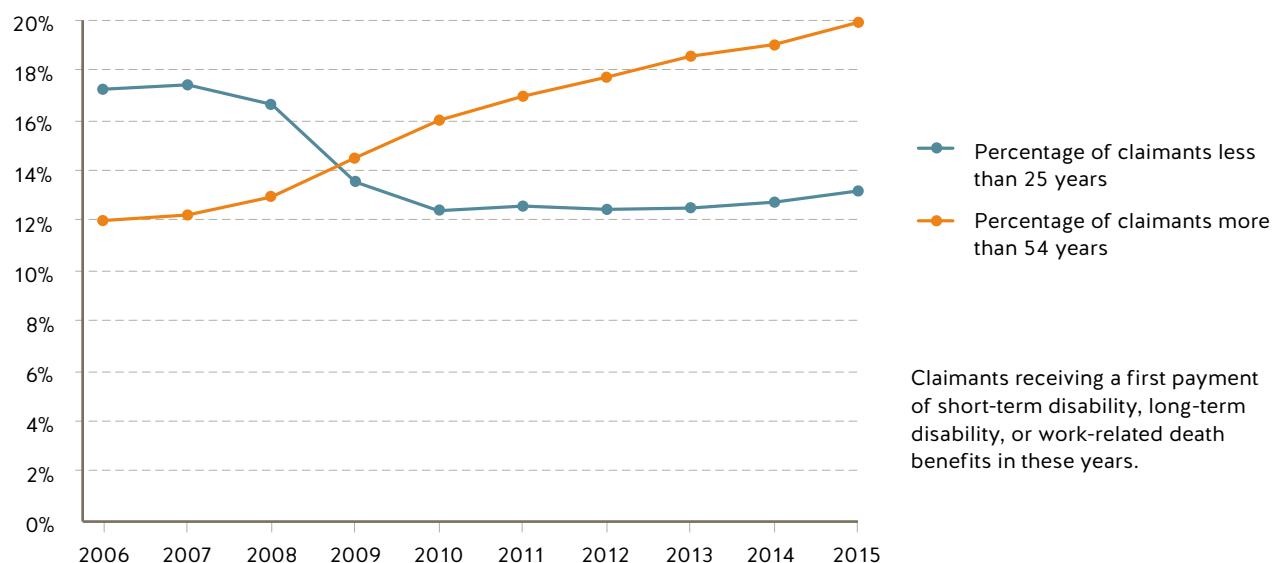
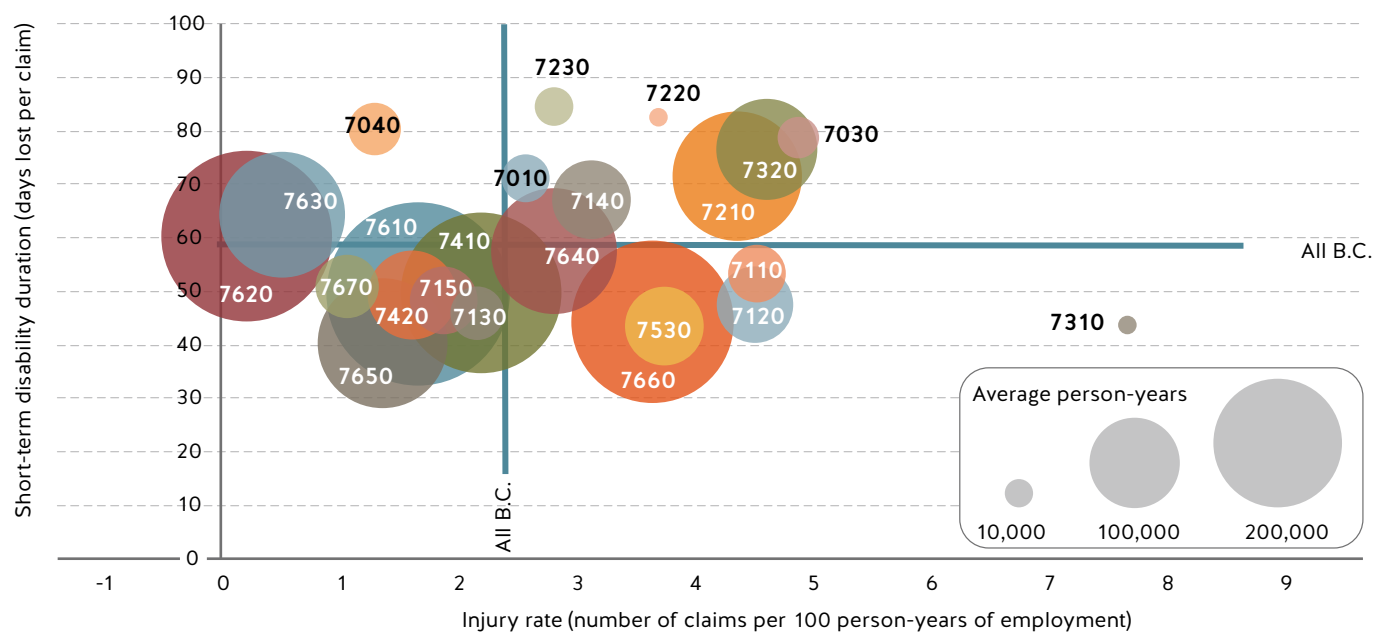


Table 2–11: Injury rate and relief-adjusted short-term disability duration for rateable subsectors, 2011–2015^{1,6}

Sub-sector	Description ¹⁰	Injury rate ⁷ (number of claims ² per 100 person-years ³ of employment)					Relief-adjusted short-term disability duration ^{4,5,7} (days per claim)				
		2011	2012	2013	2014	2015	2011	2012	2013	2014	2015
7010	Agriculture	2	3	3	3	3	83	76	64	69	62
7020 ⁸	Fishing						88	86	83	78	85
7030	Forestry	5	5	5	5	5	81	83	75	82	71
7040	Oil and Gas or Mineral Resources	2	1	1	1	1	84	92	86	66	72
7110	Food and Beverage Products	5	5	5	4	4	55	58	55	48	49
7120	Metal and Non-metallic Mineral Products	5	5	4	4	4	51	49	45	45	46
7130	Petroleum, Coal, Rubber, Plastic, and Chemical Products	2	2	2	2	2	50	48	41	44	45
7140	Wood and Paper Products	3	3	3	3	3	70	73	68	59	64
7150	Other Products	2	2	2	2	2	47	46	51	48	48
7210	General Construction	5	4	4	4	4	77	77	71	69	62
7220	Heavy Construction	4	4	4	4	3	92	87	87	79	66
7230	Road Construction or Maintenance	3	3	3	3	3	85	99	79	80	78
7310	Warehousing	8	7	8	8	6	46	46	45	37	43
7320	Transportation and Related Services	5	5	5	5	4	80	79	79	72	71
7410	Retail	2	2	2	2	2	51	52	50	48	46
7420	Wholesale	2	2	2	2	2	51	48	50	48	48
7530	Public Administration	4	4	4	4	3	42	46	44	44	40
7610	Accommodation, Food, and Leisure Services	2	2	2	2	2	54	51	51	47	43
7620 ⁹	Business Services	0	0	0	0	0	62	65	63	56	53
7630 ⁹	Professional, Scientific, and Technical Services	1	1	1	0	1	67	66	64	61	61

Sub-sector	Description ¹⁰	Injury rate ⁷ (number of claims ² per 100 person-years ³ of employment)					Relief-adjusted short-term disability duration ^{4,5,7} (days per claim)				
		2011	2012	2013	2014	2015	2011	2012	2013	2014	2015
7640	Other Services	3	3	3	3	3	61	59	58	56	52
7650	Education	1	1	1	1	1	38	43	40	41	38
7660 ⁵	Health Care and Social Services	4	4	4	4	4	45	44	43	42	45
7670	Utilities	1	1	1	1	1	51	47	49	55	51
All subsectors		2.3	2.3	2.3	2.3	2.2	60	60	58	55	54

Injury rate, duration, and person-years by subsector,^{10,11,12} 2011–2015



Please refer to the following page for related footnotes.

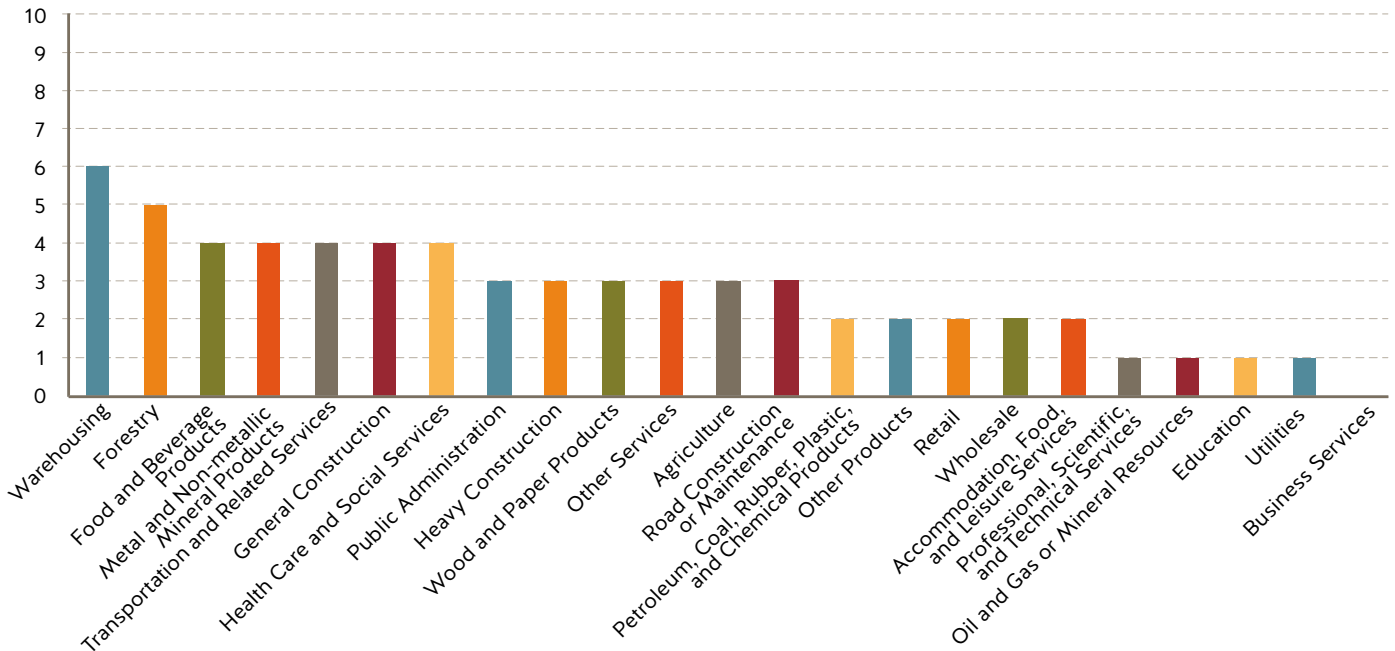
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- 1 For 2011, figures were impacted by a drop in the number of reported injuries and business process changes.
 - 2 The number of claims are those that received short-term disability, long-term disability, or survivor benefits either in the year of injury or the first quarter of the following year.
 - 3 One person-year is the equivalent of one person working all year on either a part- or full-time basis. Subsector estimates of person-years are based on gross payroll data submitted by employers and on matching wage-rate data.

In the past, wage-rate data was based on Statistics Canada information published on the 1980 Standard Industrial Classification basis. Wage-rate data is now primarily based on the wage rates of short-term disability claimants. Data pertaining to 2015 person-years is preliminary; so too are the 2015 injury rates.
 - 4 Relief-adjusted, short-term disability (STD) duration is a measure of the total days lost per claim on disability claims, including days lost in years beyond the year of injury, and calculated according to a methodology established by the Association of Workers' Compensation Boards of Canada (AWCBC). Several methods can be used to calculate duration; comparisons from other sources should be made bearing this in mind.

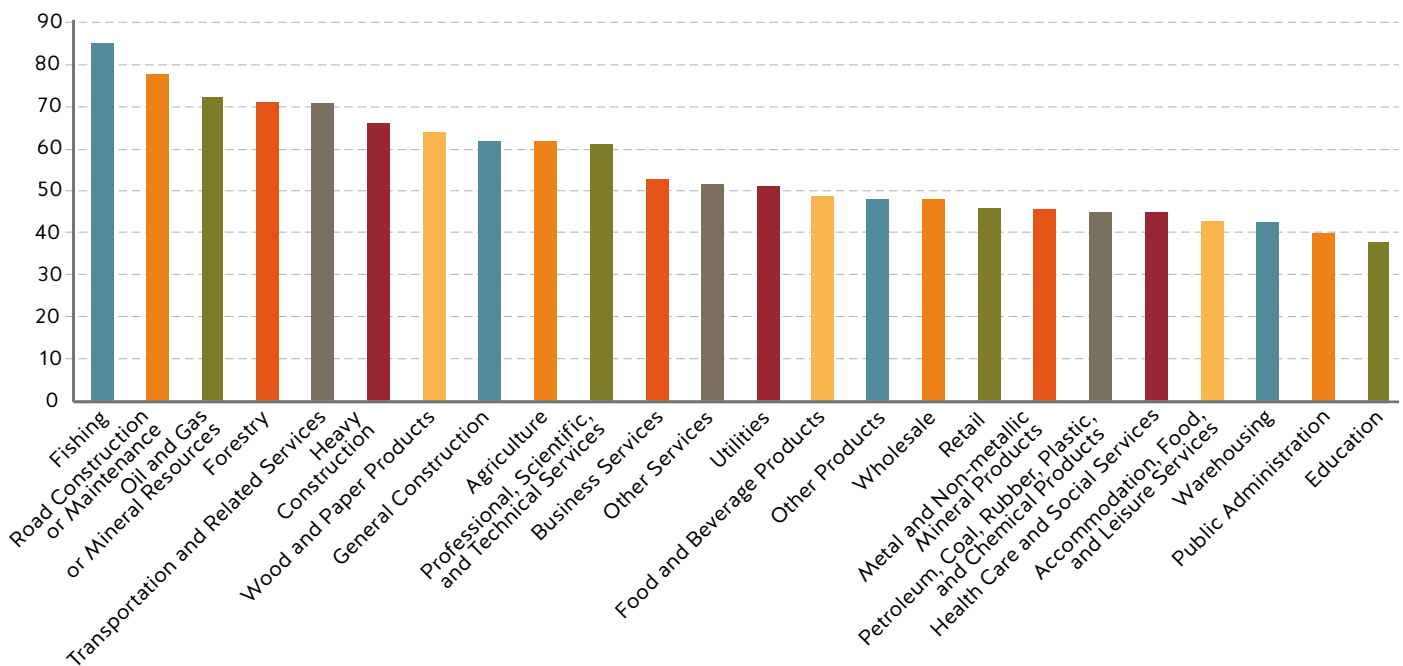
The subsector duration in the table above reflects an adjustment for days relieved under Section 39(1)(e) of the *Workers Compensation Act*.

The all-subsector duration published in past years included days relieved under Section 39(1)(e), which is applied when WorkSafeBC believes days are lost from work due to a pre-existing condition.
 - 5 Days lost for subsectors that frequently receive compensation payments on a calendar-day basis have been adjusted to the same workday basis as the other subsectors. In 2007, subsector 7660 was added to the group of subsectors subject to adjustments. Adjustments were made for all years in the 2011–2015 period.
 - 6 Some figures in the 2011–2014 period have been slightly revised.
 - 7 Some employers have been reclassified since their initial classification in a subsector. This table reflects such changes completely for injury rates, and as of the reclassification date (not retroactively) for duration.
 - 8 Due to the difficulty in calculating estimates of person-years for subsector 7020 (most subsector 7020 employers do not report gross payrolls in the same way employers in other rated subsectors do), no injury rates are calculated for subsector 7020.
 - 9 Injury rates of less than 0.5 are shown as 0.
 - 10 For a complete listing of WorkSafeBC's classification structure, see *Classes of Industry* section, page 122.
 - 11 Injury rate and duration can be quite volatile for smaller industries; performance can vary from year to year.
 - 12 The figures for injury rate, short-term disability duration, and person-years are based on the five-year average 2011–2015.

Injury rate by rateable subsector, 2015

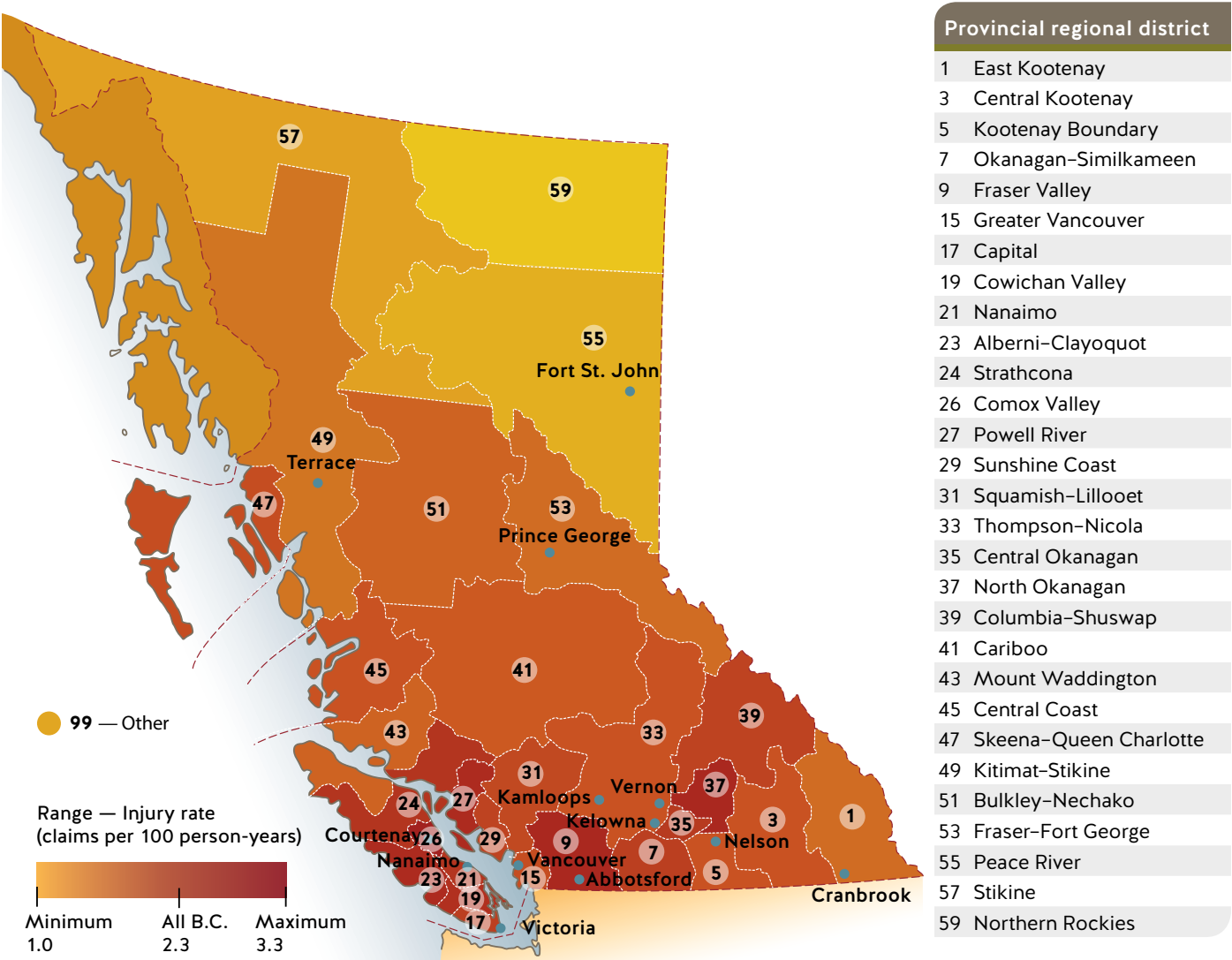


Relief-adjusted duration¹ by rateable subsector, 2015



¹ 1 Days per claim.

Injury rate estimate by regional district,¹⁻⁵ 2014



1 The injury rate for All B.C. was 2.27 claims per 100 person-years in 2014.

2 The above figures are derived from claims categorized by regional district based on the employer's reporting/incident operating location classification unit for a claim. This location is not necessarily an indication of the region in which the actual injury occurred.

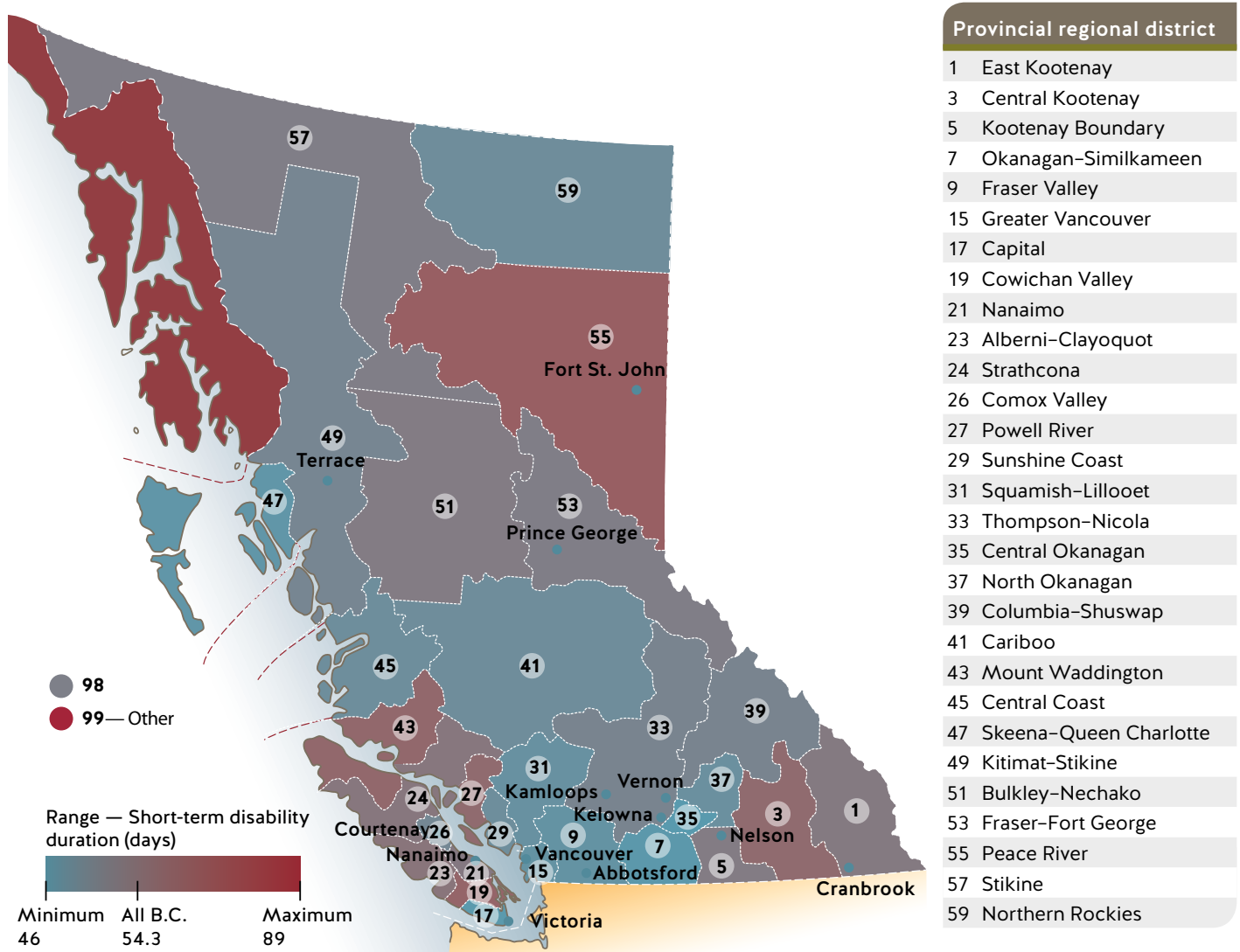
3 To calculate these estimates, person-years have been allocated based on an even distribution between

employer-operating location classification units active in the period. This allocation is not necessarily an indication of employment in the region.

4 Industry mix may contribute to the differences between regional districts, as injury rate differs between industries.

5 Regional district 57 has a very low volume of claims, therefore the above measure is not considered reliable.

Short-term disability (STD) duration by regional district,¹⁻⁴ 2015



1 The STD duration for All B.C. was 54.3 in 2015.

2 Claims are categorized by regional district based on the employer's reporting/incident operating location. This location is not necessarily an indication of the region in which the injury occurred.

3 Industry mix may contribute to the differences between regional districts, as average claim duration differs between industries.

4 Regional district 57 has a very low volume of claims, therefore the above measure is not considered reliable. This district has been assigned the average value of adjacent districts.

Claim Costs

Chart 3-1: Claim costs by benefit type,¹ 2011-2015

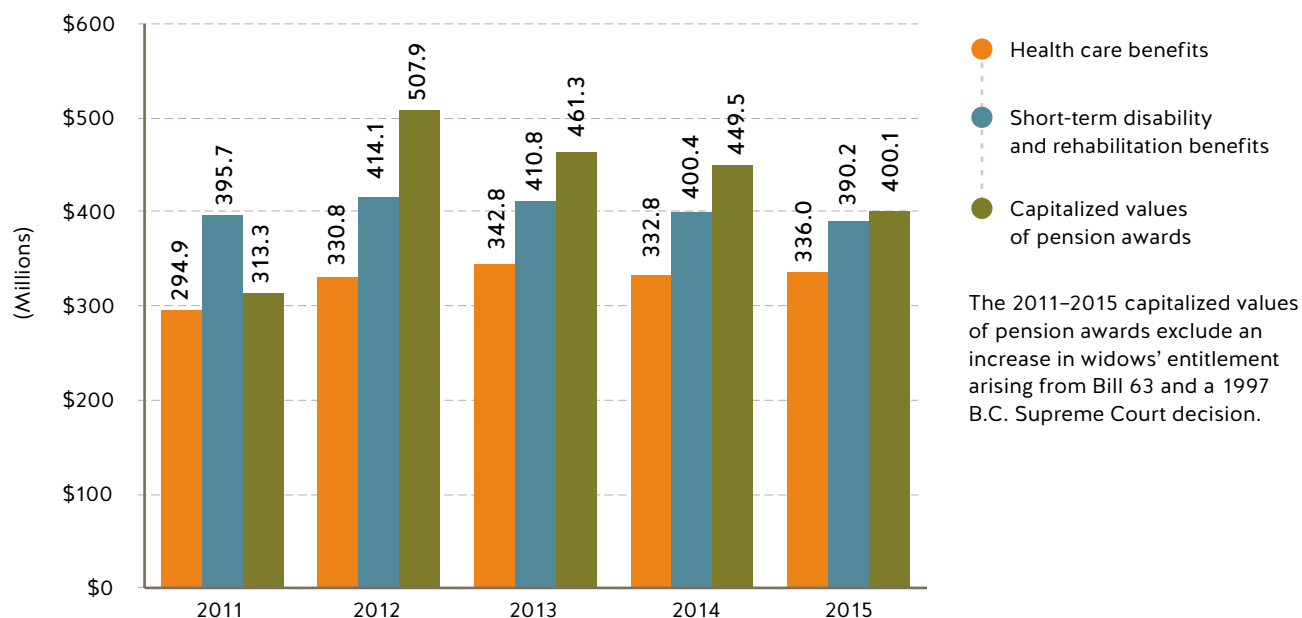
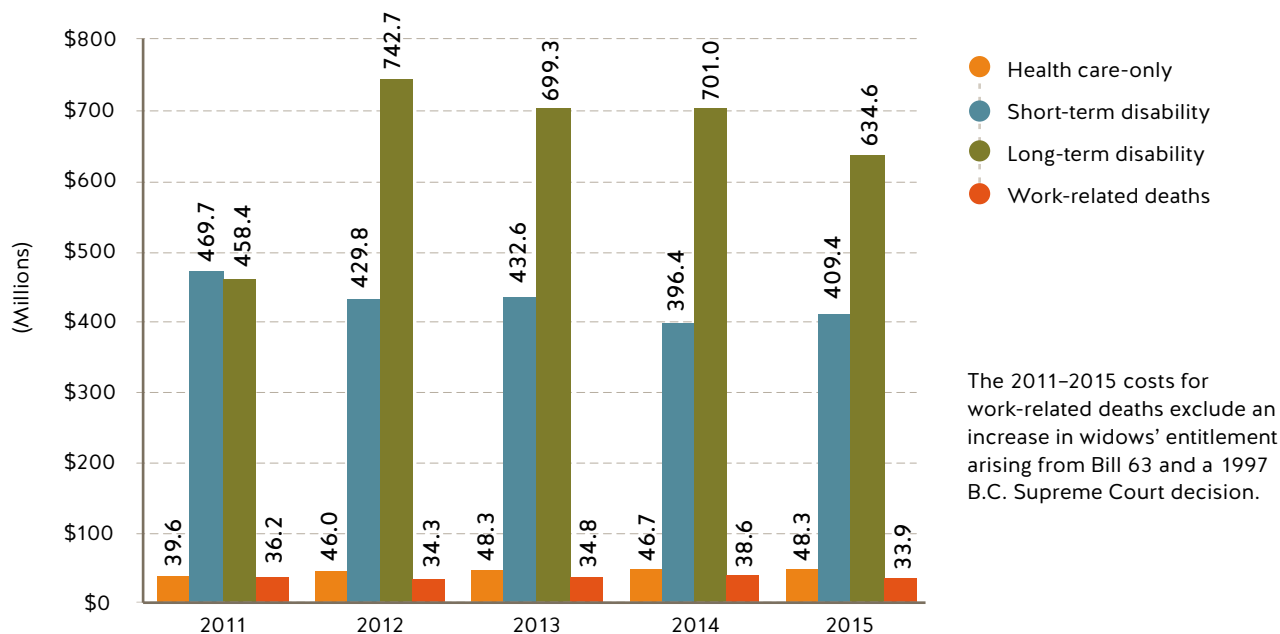


Chart 3-2: Claim costs by claim type,¹ 2011-2015



¹ For 2011, figures have been impacted by a drop in the number of reported injuries and business process changes.

**Table 3–3: Claim costs charged by subsector and type of claim
(claims from all years), 2015**

Sector/ sub- sector ¹	Description ²	Costs for health care-only claims	Costs for short-term disability claims (incl. health care and rehab costs)	Costs for long-term disability claims (incl. health care and rehab costs)	Survivor benefits (includes health care and rehab costs) ³	Overall total ⁴
Sector 70 — Primary resource						
7010	Agriculture	388,361	3,969,034	5,981,551	-9,971	10,328,976
7020	Fishing	369,771	2,341,200	3,786,050	1,234,668	7,731,689
7030	Forestry	2,110,987	9,471,068	26,040,332	2,488,258	40,110,645
7040	Oil and Gas or Mineral Resources	1,478,079	4,036,400	10,598,343	950,350	17,063,171
	Total	4,347,197	19,817,702	46,406,277	4,663,305	75,234,481
Sector 71 — Manufacturing						
7110	Food and Beverage Products	803,522	6,940,450	8,211,041	31,926	15,986,939
7120	Metal and Non-metallic Mineral Products	2,858,529	15,167,934	26,318,193	2,295,409	46,640,065
7130	Petroleum, Coal, Rubber, Plastic, and Chemical Products	433,853	2,991,882	4,516,224	212,011	8,153,971
7140	Wood and Paper Products	5,141,399	17,556,091	37,189,099	3,462,167	63,348,757
7150	Other Products	449,586	4,429,974	5,745,550	-4,619	10,620,490
	Total	9,686,889	47,086,331	81,980,107	5,996,895	144,750,222
Sector 72 — Construction						
7210	General Construction	6,876,812	52,340,913	91,727,396	3,270,144	154,215,266
7220	Heavy Construction	242,624	951,125	2,760,776	237,395	4,191,919
7230	Road Construction or Maintenance	730,435	4,157,424	7,429,659	497,389	12,814,907
	Total	7,849,872	57,449,462	101,917,831	4,004,928	171,222,092
Sector 73 — Transportation and warehousing						
7310	Warehousing	90,232	962,943	2,248,164	9,263	3,310,601
7320	Transportation and Related Services	3,514,142	37,539,889	48,247,892	4,669,834	93,971,757
	Total	3,604,374	38,502,831	50,496,055	4,679,098	97,282,358

Sector/ sub- sector ¹	Description ²	Costs for health care-only claims	Costs for short-term disability claims (incl. health care and rehab costs)	Costs for long-term disability claims (incl. health care and rehab costs)	Survivor benefits (includes health care and rehab costs) ³	Overall total ⁴
Sector 74 — Trade						
7410	Retail	2,317,017	20,787,448	19,704,361	91,959	42,900,785
7420	Wholesale	535,655	6,454,254	6,603,176	4,426	13,597,511
	Total	2,852,672	27,241,702	26,307,536	96,386	56,498,297
Sector 75 — Public sector						
7530	Public Administration	1,757,735	13,235,831	12,859,466	1,564,781	29,417,813
Sector 76 — Service sector						
7610	Accommodation, Food, and Leisure Services	2,629,234	20,714,679	19,073,504	526,740	42,944,157
7620	Business Services	400,259	3,241,836	5,554,982	-17,673	9,179,404
7630	Professional, Scientific, and Technical Services	625,417	5,928,611	8,095,056	254,872	14,903,957
7640	Other Services	3,882,990	25,241,988	37,609,019	1,987,349	68,721,346
7650	Education	1,600,331	10,273,897	7,485,733	680,538	20,040,500
7660	Health Care and Social Services	2,742,499	52,027,919	29,420,665	15,109	84,206,191
7670	Utilities	788,699	2,866,586	4,557,351	544,899	8,757,535
	Total	12,669,429	120,295,516	111,796,310	3,991,835	248,753,090
Sectors 81–84 — Deposit accounts						
8108	Canadian Pacific Ltd. and Associated Companies	266,297	1,049,324	1,348,210	106,826	2,770,657
8110	Federal Government ⁵	408,712	5,210,460	10,866,524	549,553	17,035,248
8209	Burlington Northern Inc.	450	16,155	176,390	0	192,994
8310	Canadian National Railways, Via Rail, Air Canada	145,754	1,785,212	1,312,712	442,422	3,686,099
8411	Government of the Province of B.C.	535,458	5,471,467	4,773,188	450,495	11,230,608
	Total	1,356,671	13,532,618	18,477,023	1,549,295	34,915,607
Section 39						
39(1)(d)	Disaster Reserve	728	0	83,482	0	84,210
39(1)(e)	Enhancement Reserve	84,679	54,730,187	159,500,197	353,986	214,669,049
	Total	85,407	54,730,187	159,583,679	353,986	214,753,259

Sector/ sub- sector ¹	Description ²	Costs for health care-only claims	Costs for short-term disability claims (incl. health care and rehab costs)	Costs for long-term disability claims (incl. health care and rehab costs)	Survivor benefits (includes health care and rehab costs) ³	Overall total ⁴
	Reinstatement of widows' benefits ⁶	0	0	0	0	0
	Other costs, including investigation and unclassified	4,095,980	17,553,273	24,742,851	6,953,890	53,345,995
	Grand total ⁷	48,306,227	409,445,453	634,567,136	33,854,399	1,126,173,215

1 Some employers have been reclassified since their initial classification in a subsector. The table reflects such changes as of the reclassification date.

2 For a complete listing of WorkSafeBC's classification structure, see Classes of Industry section, page 122.

3 Survivor benefits were called costs for fatal claims in earlier versions of this table.

4 These claim costs are calculated on a different basis than the benefit liabilities shown in Note 10 of WorkSafeBC's 2015 Annual Report and 2016–2018 Service Plan.

5 Some costs shown as short-term disability for the federal government in 2008 and prior years are shown as long-term disability and survivor costs in this table.

6 These additional survivor benefits were awarded through a 1997 B.C. Supreme Court decision pertaining to the reinstatement of widows' benefits.

7 Due to rounding, totals may not balance.

Table 3-4: Claim costs charged by type of claim,¹ 2006–2015

Year charged	Costs for health care-only claims	Costs for short-term disability claims (includes health care and rehab costs)	Costs for long-term disability claims (includes health care and rehab costs)	Survivor benefits (includes health care and rehab costs) ²	Overall total ³
2006 ⁴	30,687,991	361,265,456	421,921,012	33,261,073	847,135,532
2007 ⁴	34,499,413	401,107,919	354,567,528	25,994,008	816,168,868
2008 ⁴	36,907,441	436,660,622	375,021,559	33,461,788	882,051,409
2009 ^{4,5}	31,838,542	416,614,186	331,483,224	24,452,014	804,387,967
2010 ^{4,5}	38,002,986	455,963,770	363,138,611	32,136,267	889,241,634
2011 ^{4,5}	39,551,267	469,734,679	458,446,485	36,176,399	1,003,908,829
2012 ⁴	46,033,330	429,759,880	742,729,227	34,341,519	1,252,863,956
2013 ⁴	48,251,299	432,616,556	699,265,807	34,797,129	1,214,930,791
2014 ⁴	46,691,132	396,434,712	701,025,287	38,599,716	1,182,750,847
2015 ⁴	48,306,227	409,445,453	634,567,136	33,854,399	1,126,173,215
2006–2015 ⁶	400,769,628	4,209,603,233	5,082,165,876	327,074,310	10,019,613,046

1 Claims from all years.

2 Survivor benefits were called costs for fatal claims in earlier versions of this table.

3 These claim costs are calculated on a different basis than the benefit liabilities shown in Note 10 of WorkSafeBC's 2015 Annual Report and 2016–2018 Service Plan.

4 Survivor benefits from 2006–2015 include additional reserves required by Bill 63 and a 1997 B.C. Supreme Court decision, which increased the benefit entitlement for dependants of deceased workers.

By year, the additional survivor benefit amounts totalled:

2006	\$142,400	2011	(\$16,743)
2007	\$36,171	2012	\$47,490
2008	\$479,942	2013	(\$62)
2009	(\$75,170)	2014	(\$10)
2010	(\$2)	2015	\$0

The overall totals, less these amounts over 10 years, are as follows:

2006	\$846,993,132	2011	\$1,003,925,572
2007	\$816,132,696	2012	\$1,252,816,466
2008	\$881,571,467	2013	\$1,214,930,852
2009	\$804,463,137	2014	\$1,182,750,857
2010	\$889,241,636	2015	\$1,126,173,215

5 For 2009–2011, figures have been impacted by a drop in the number of reported injuries and business process changes.

6 Due to rounding, totals may not balance.

Claim Analysis

Table 4-1: Claims first paid, by subsector and incident type, with number of days lost, 2015

Short-term disability, long-term disability, and work-related death claims¹ first paid in 2015													
		Number of claims by incident type²											
Sector/ sub- sector³	Description⁴	Days lost⁵ on claims for all years	No. of claims	Struck against by	Struck by	Fall from elevation	Fall on same level	Caught in	Rubbed or abraded	Over- exertion, bodily motion⁶	Harmful sub- stances	Trans- por- tation	Miscel- laneous
Sector 70 — Primary resource													
7010	Agriculture	30,796	571	30	85	85	85	30	5	150	15	40	45
7020	Fishing	16,972	205	15	30	10	15	10	5	60	5	55	0
7030	Forestry	50,229	824	25	130	150	120	20	20	230	35	85	10
7040	Oil and Gas or Mineral Resources	15,682	266	10	35	40	30	10	5	90	15	25	5
Total		113,679	1,866	80	280	285	250	70	35	530	70	205	60
Sector 71 — Manufacturing													
7110	Food and Beverage Products	47,186	1,256	115	185	80	200	90	5	465	60	45	10
7120	Metal and Non-metallic Mineral Products	82,811	2,210	165	485	145	135	150	125	820	125	50	10
7130	Petroleum, Coal, Rubber, Plastic, and Chemical Products	18,375	524	50	85	25	65	35	10	225	10	15	5
7140	Wood and Paper Products	88,311	1,885	210	340	155	125	195	35	695	60	55	15
7150	Other Products	27,585	732	55	165	70	60	20	10	330	10	10	0
Total		264,268	6,607	595	1,260	475	585	490	185	2,535	265	175	40

Short-term disability, long-term disability, and work-related death claims ¹ first paid in 2015													
Sector/ sub- sector ³	Description ⁴	Days lost ⁵ on claims for all years	Number of claims by incident type ²										
			No. of claims	Struck against by	Struck by	Fall from eleva- tion	Fall on same level	Caught in	Rubbed or abraded	Over- exertion, bodily motion ⁶	Harmful sub- stances	Trans- por- tation	Miscel- laneous
Sector 72 — Construction													
7210	General Construction	315,189	6,595	505	1,400	1,140	510	190	170	2,355	165	120	40
7220	Heavy Construction	4,657	83	0	10	10	10	5	5	35	5	5	0
	Road												
7230	Construction or Maintenance	21,513	387	15	55	50	40	15	5	125	20	55	10
	Total	341,359	7,065	520	1,465	1,200	560	210	180	2,515	190	180	50
Sector 73 — Transportation and warehousing													
7310	Ware- housing	7,745	212	15	45	20	20	10	0	80	5	20	0
	Transpor- tation and Related Services												
7320		222,544	4,200	180	455	500	425	120	30	1,565	90	735	100
	Total	230,289	4,412	195	500	520	445	130	30	1,645	95	755	100
Sector 74 — Trade													
7410	Retail	175,040	5,045	450	910	270	650	100	30	2,310	110	100	115
7420	Wholesale	39,539	1,087	70	140	115	110	40	5	500	10	90	5
	Total	214,579	6,132	520	1,050	385	760	140	35	2,810	120	190	120
Sector 75 — Public sector													
	Public												
7530	Adminis- tration	60,625	1,981	110	190	180	225	25	15	915	85	100	135

Short-term disability, long-term disability, and work-related death claims ¹ first paid in 2015														
Sector/ sub- sector ³	Description ⁴	Days lost ⁵ on claims for all years	Number of claims by incident type ²											
			No. of claims	Struck against	Struck by	Fall from elevation	Fall on same level	Caught in	Rubbed or abraded	Over- exertion, bodily motion ⁶	Harmful sub- stances	Trans- por- tation	Miscel- laneous	
Sector 76 — Service sector														
7610	Accommodation, Food, and Leisure Services	170,169	5,147	485	1,120	375	775	80	15	1,520	595	75	110	
7620	Business Services	20,573	467	25	40	50	95	10	0	170	10	45	20	
7630	Professional, Scientific, and Technical Services	37,473	771	50	95	100	115	10	5	270	25	35	65	
7640	Other Services	159,500	4,166	340	630	415	430	155	85	1,635	145	185	145	
7650	Education	56,618	2,033	105	295	150	470	15	10	765	45	25	155	
7660	Health Care and Social Services	353,224	9,165	320	625	270	950	95	10	5,105	565	175	1,050	
7670	Utilities	14,479	370	15	25	45	65	5	5	175	20	15	0	
Total			812,036	22,119	1,340	2,830	1,405	2,900	370	130	9,640	1,405	555	1,545
Sectors 81–84 — Deposit accounts														
8108	Canadian Pacific Ltd. and Associated Companies	4,180	54	0	0	10	5	0	0	25	5	10	0	
8110	Federal Government	22,078	984	55	85	105	170	15	10	405	25	40	75	
8209	Burlington Northern Inc.	267	3	0	0	0	0	0	0	0	0	0	0	
8310	Canadian National Railways, Via Rail, Air Canada	9,709	222	15	25	20	20	0	0	110	5	25	0	

Short-term disability, long-term disability, and work-related death claims ¹ first paid in 2015													
Sector/ sub-sector ³	Description ⁴	Days lost ⁵ on claims for all years	No. of claims	Struck against	Struck by	Fall from eleva- tion	Fall on same level	Caught in	Rubbed or abraded	Over- exertion, bodily motion ⁶	Harmful sub- stances	Trans- por- tation	Miscel- laneous
8411	Government of the Province of B.C.	37,075	654	25	70	50	85	10	5	275	5	35	95
	Total	73,309	1,917	95	180	185	280	25	15	815	40	110	170
Section 39													
39(1)(e)	Enhancement Reserve	476,446	-4	0	0	0	0	0	0	0	0	0	0
	Other ⁷	1,854	6	0	0	0	0	0	0	0	0	0	0
	Grand total⁸	2,588,444	52,101	3,455	7,755	4,635	6,005	1,460	625	21,405	2,270	2,270	2,220

1 Work-related death claims were called fatal claims in earlier versions of this table.

2 Claim counts by incident type have been adjusted for the effect of uncoded claims and appear as rounded numbers.

3 Some employers have been reclassified since their initial classification in a subsector. This table reflects such changes as of the reclassification date.

4 For a complete listing of WorkSafeBC's classification structure, see Classes of Industry section, page 122.

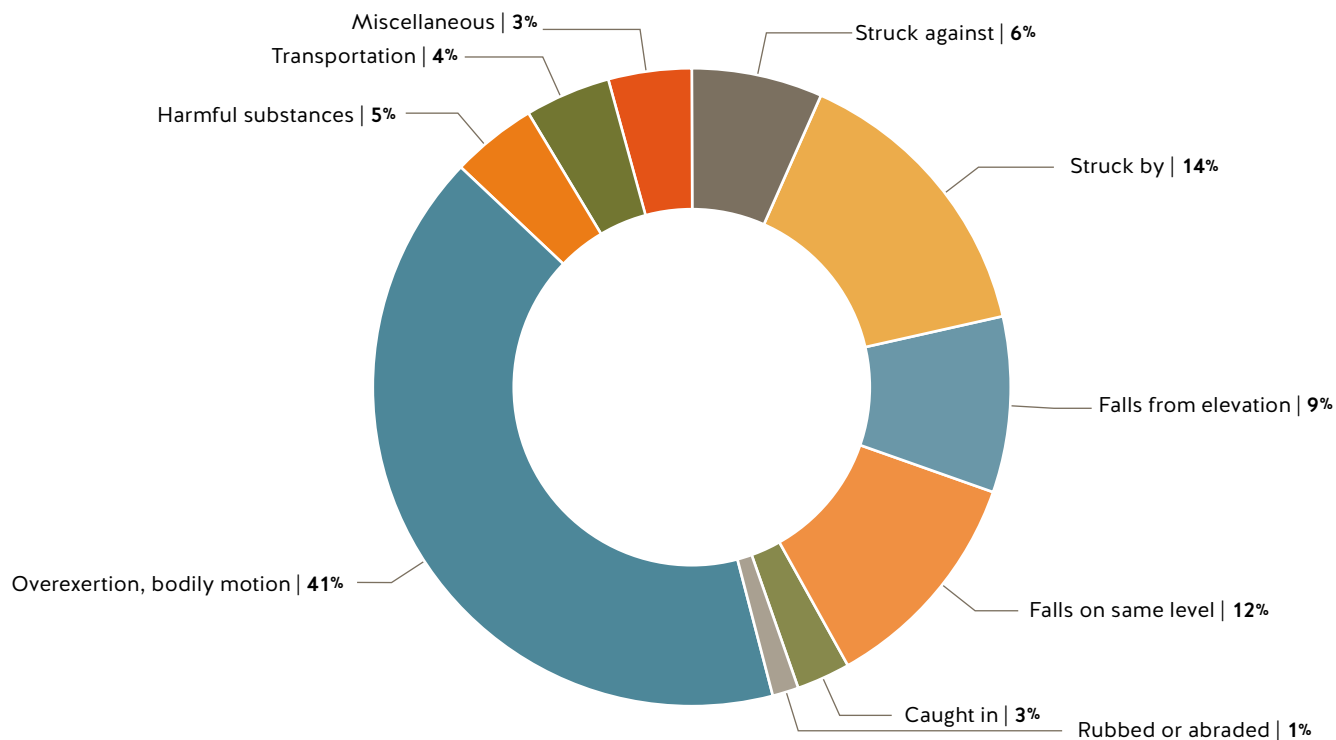
5 Days lost are as paid in the year on current- and prior-year claims.

6 Overexertion and bodily motion incidents usually result in strains, tenosynovitis, and related conditions.

7 Includes claims uncoded to subsectors as of December 31, 2015.

8 Due to rounding, totals may not balance.

Short-term disability, long-term disability, and work-related death claims first paid by incident type, 2015¹

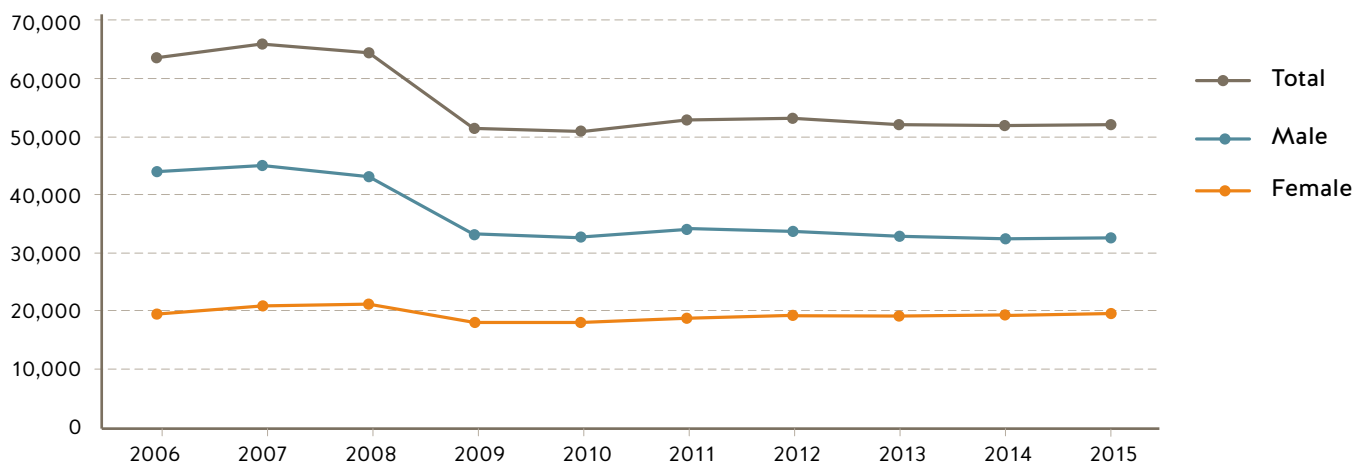


¹ Due to rounding, figures do not total 100 percent.

Table 4-2: Days lost, average weekly wage, average age, and breakdown by gender for claims first paid, 2006-2015^{1,2}

Year	Total days lost ³ in the year	Average weekly wage of claimant	Average age of claimant ⁴	Number of short-term disability, long-term disability, and work-related death claims ⁶ first paid in the year, by gender		
				Male ⁵	Female ⁵	Total
2006	2,695,008	726	39	44,055	19,555	63,610
2007	2,820,374	749	39	45,085	20,930	66,016
2008	2,926,114	777	39	43,125	21,090	64,212
2009	2,844,276	804	41	33,185	18,105	51,292
2010	2,816,989	824	41	32,735	18,100	50,833
2011	2,870,352	837	41	34,035	18,850	52,887
2012	2,889,324	853	41	33,815	19,370	53,187
2013	2,761,604	862	42	32,810	19,170	51,977
2014	2,630,638	866	42	32,500	19,390	51,886
2015	2,588,444	878	42	32,540	19,560	52,101

Short-term disability, long-term disability, and work-related death claims first paid by gender, 2006-2015



1 This table provides a historical summary of select statistics from Tables 4-1 and 4-3.

2 For 2009-2011, figures have been impacted by a drop in the number of reported injuries and business process changes.

3 Days lost are shown as paid in the period for current- and prior-year claims.

4 These statistics are based on short-term disability, long-term disability, and work-related death claims first paid in the year. Health care-only claims are not included.

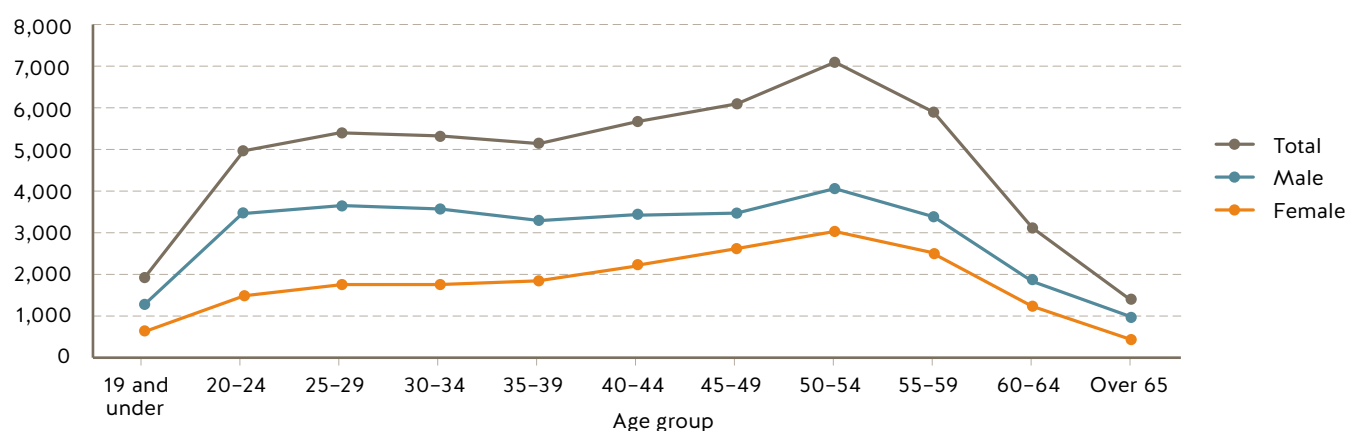
5 Gender counts are rounded and may not add up to the total. Some figures for previous years have been restated from numbers previously published.

6 Work-related death claims were called fatal claims in previous versions of this table.

Table 4–3: Claims first paid by sector,¹ gender, and age group, 2015

Age group ³	Number of short-term disability, long-term disability, and work-related death claims ² first paid											
	Sector									Total no. of claims	Gender ³	
	70	71	72	73	74	75	76	Deposit	Other ⁴		Male	Female
19 and under	55	230	315	85	460	30	745	5	0	1,925	1,270	655
20–24	205	675	930	290	830	110	1,860	70	0	4,970	3,480	1,490
25–29	205	705	1,045	355	600	175	2,180	155	0	5,420	3,660	1,760
30–34	180	715	955	405	560	210	2,155	155	0	5,335	3,575	1,760
35–39	185	650	720	440	500	220	2,225	210	0	5,150	3,300	1,850
40–44	185	710	745	495	550	305	2,420	275	0	5,685	3,460	2,225
45–49	210	750	675	575	675	275	2,680	265	0	6,105	3,490	2,615
50–54	245	845	725	710	750	310	3,175	340	0	7,100	4,075	3,025
55–59	190	780	545	545	645	220	2,685	295	0	5,905	3,400	2,505
60–64	130	385	265	330	365	90	1,440	120	0	3,125	1,870	1,255
Over 65	80	165	145	180	195	35	550	30	0	1,380	960	420
Total	1,866	6,607	7,065	4,412	6,132	1,981	22,119	1,917	2	52,101	32,540	19,560
Percentage											62%	38%
Avg. age	42	41	38	44	40	43	42	45	-	42	41	43

Short-term disability, long-term disability, and work-related death claims first paid by gender and age group, 2015



1 For a complete listing of WorkSafeBC's classification structure, see Classes of Industry section, page 122.

2 Work-related death claims were called fatal claims in earlier versions of this table.

3 Claims uncoded to age and gender have been proportionately allocated with counts rounded to the nearest five; columns and rows may not add up to the totals shown.

4 Includes claims not yet coded to a sector and those charged to Section 39 of the *Workers Compensation Act*.

Table 4-4: Claims first paid by injury type,¹ 2011-2015²

Injury	Number of short-term disability, long-term disability, and work-related death claims first paid ³					2011-2015	Days lost, ⁴ 2011-2015	Short-term disability, long-term disability, and survivor benefits, ⁵ (excludes rehab and health care costs), 2011-2015
	2011	2012	2013	2014	2015			
Abrasion	1,025	1,050	1,055	1,030	940	5,100	37,000	\$9,534,000
Amputation	210	210	200	205	165	990	131,800	\$72,882,000
Burn	820	870	795	845	890	4,220	69,000	\$24,352,000
Concussion	1,480	1,790	1,705	1,980	2,115	9,070	569,100	\$164,851,000
Contusion	4,970	4,665	4,615	4,660	4,520	23,430	593,300	\$141,246,000
Cut	5,095	5,110	5,080	5,170	5,485	25,940	551,700	\$135,282,000
Dislocation	330	315	345	285	345	1,620	162,900	\$44,346,000
Electric shock, electrocution	55	50	55	50	60	270	18,600	\$15,493,000
Fracture	3,595	3,525	3,470	3,555	3,675	17,820	2,093,000	\$686,212,000
Hernia	435	395	400	390	410	2,030	133,600	\$21,324,000
Strain, back	12,645	12,365	11,910	11,595	11,440	59,955	2,539,200	\$587,960,000
Strain, other	17,935	18,460	18,160	17,950	17,860	90,370	5,609,300	\$1,215,244,000
Traumatic tenosynovitis, bursitis, and related conditions ¹	795	830	800	855	960	4,240	291,000	\$62,857,000
Multiple injuries	40	50	35	35	25	185	6,500	\$67,016,000
Other injuries	105	135	170	210	240	860	39,200	\$21,383,000
Occupational disease ¹	3,350	3,365	3,180	3,070	2,970	15,935	895,200	\$322,363,000
Total⁶	52,887	53,187	51,977	51,886	52,101	262,038	13,740,362	\$3,592,344,733

1 In this table, traumatic tenosynovitis, bursitis, and related conditions are shown as injuries.

2 For 2011, figures have been impacted by a drop in the number of reported injuries and business process changes.

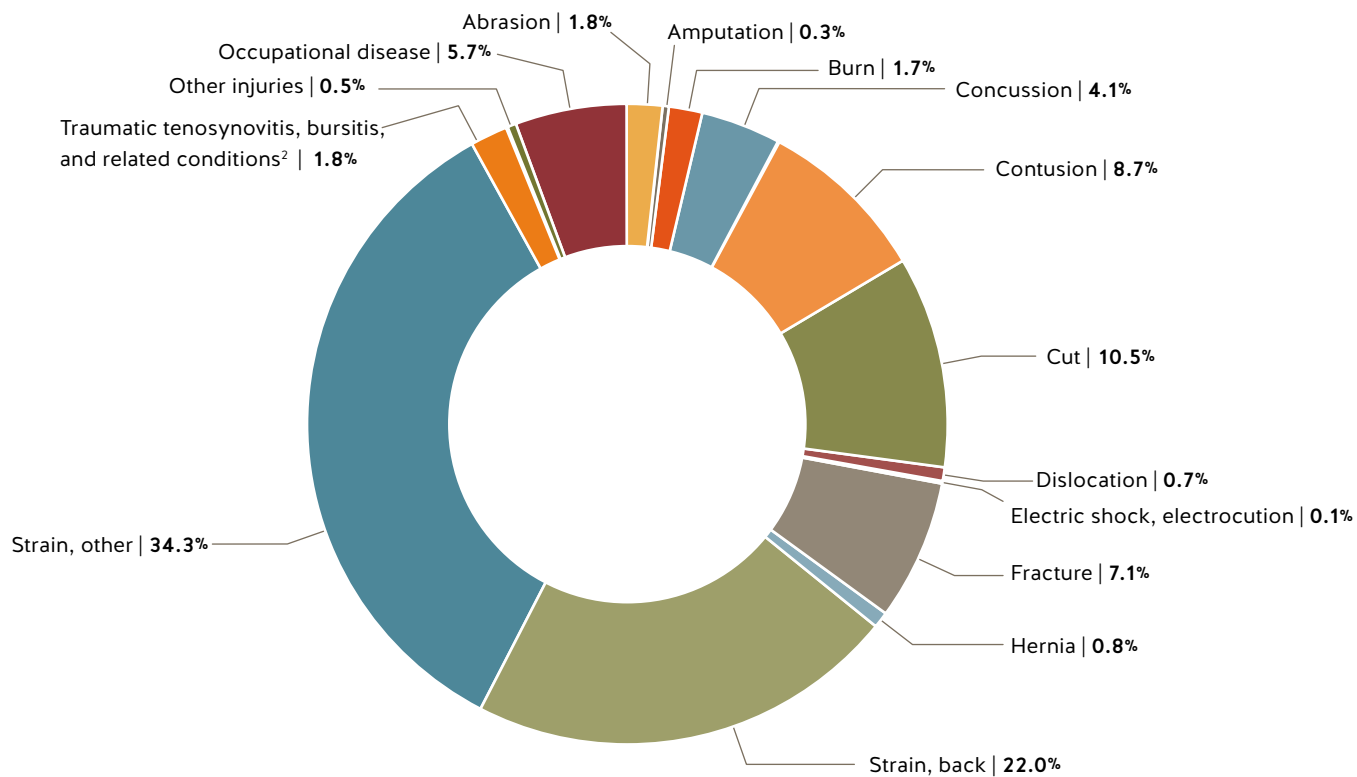
3 Work-related death claims were called fatal claims in earlier versions of this table.

4 Days lost are shown as paid in the period for current- and prior-year claims.

5 Includes short-term disability, long-term disability, and survivor benefits charged in the period for current- and prior-year claims. Also includes an increase in widows' pension entitlement arising from Bill 63 and a 1997 B.C. Supreme Court decision.

6 The claim counts, days lost, and claim costs by injury category have been adjusted for the effect of uncoded claims and appear as rounded numbers; columns do not necessarily add up to the totals shown. With additional coding, adjustments can change from year to year.

Short-term disability, long-term disability, and work-related death claims first paid by injury type,^{1,3} 2015



1 Due to rounding, figures do not total 100 percent.

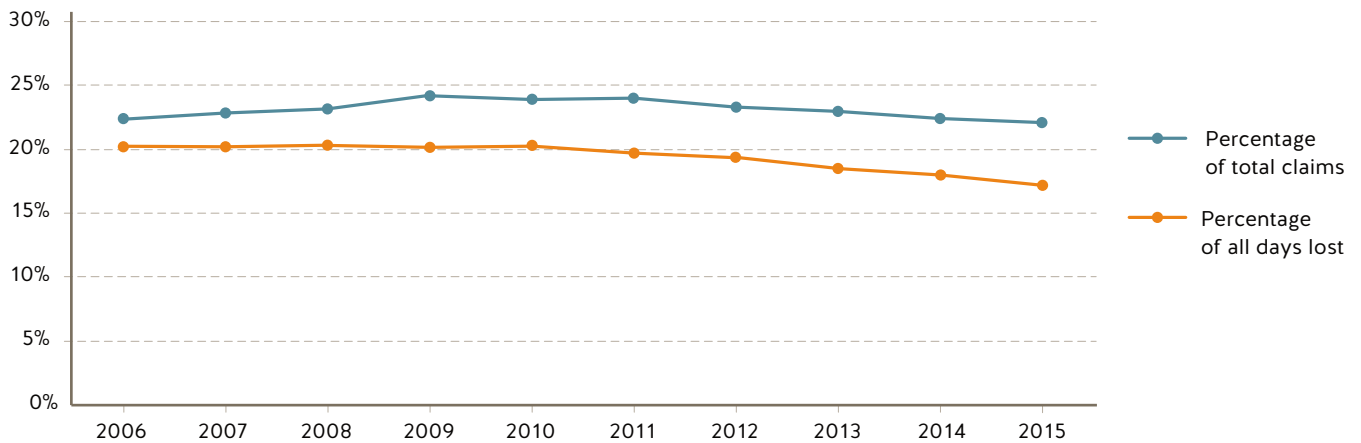
2 In this chart, traumatic tenosynovitis, bursitis, and related conditions are shown as injuries.

3 Multiple injuries account for 0.048 percent and are not shown in the above chart.

Table 4–5: Back strain claims¹ first paid, 2006–2015²

Year	Number of back strain claims ¹ first paid in the year	Total number of claims ¹ first paid in the year	Back strain claims ¹ as a percentage of total claims ¹	Days lost ³ in the year on back strain claims	Days lost ³ in the year on all claims	Days lost ³ on back strain claims as a percentage of all days lost ³
2006	14,200	63,610	22.3%	541,000	2,695,008	20.1%
2007	14,970	66,016	22.7%	567,000	2,820,374	20.1%
2008	14,840	64,212	23.1%	591,000	2,926,114	20.2%
2009	12,365	51,292	24.1%	569,000	2,844,276	20.0%
2010	12,090	50,833	23.8%	568,000	2,816,989	20.2%
2011	12,645	52,887	23.9%	564,000	2,870,352	19.6%
2012	12,365	53,187	23.2%	557,000	2,889,324	19.3%
2013	11,910	51,977	22.9%	507,000	2,761,604	18.4%
2014	11,595	51,886	22.3%	470,000	2,630,638	17.9%
2015	11,440	52,101	22.0%	442,000	2,588,444	17.1%
2006–2015	128,420	558,001	23.0%	5,376,000	27,843,123	19.3%

Back strain claims and days lost as a percentage of total claims and all days lost, 2006–2015



1 Includes short-term disability, long-term disability, and work-related death claims first paid. Excludes health care-only claims.

2 For 2009–2011, figures have been impacted by a drop in the number of reported injuries and business process changes.

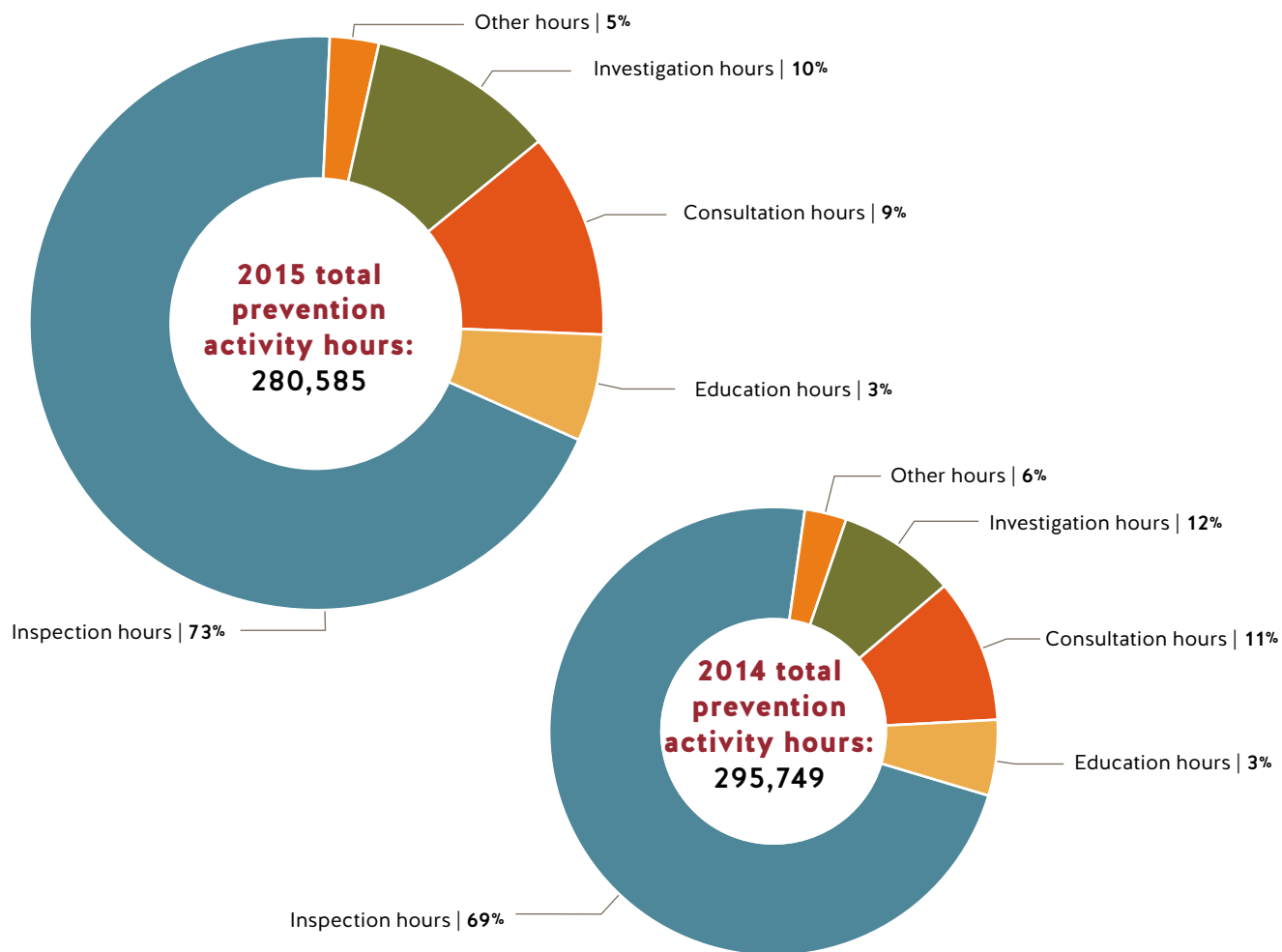
3 Days lost are shown as paid in the year on current- and prior-year claims.

A man with a mustache, wearing a blue and white vertically striped button-down shirt and dark trousers, stands in an office. He is looking off to the right. In the background, there is a white wall with a round clock, a framed abstract painting, and a window. A red dotted line extends from the top center of the frame down to a red circular graphic that encloses the text. A computer monitor is partially visible in the lower-left foreground.

Prevention Statistics



Prevention activity hours (percentage of total)



Prevention activity

	2011	2012	2013	2014	2015
Inspection hours	205,312	198,545	202,478	204,293	203,747
Education hours	14,454	12,191	10,926	8,164	8,466
Consultation hours	31,361	27,414	28,724	31,309	23,914
Investigation hours	36,921	47,592	41,059	34,166	29,174
Other hours	36,829	33,383	23,015	17,818	15,285
Total prevention activity hours	324,877	319,124	306,201	295,749	280,585

Prevention documents¹

	2011	2012	2013	2014	2015
Inspection reports ^{2,3}	40,260	38,770	39,946	39,363	41,765
Education reports	1,047	911	921	743	715
Consultation reports	11,185	9,833	9,932	10,626	9,000
Program review reports	0	0	4	0	0
Order-to-worker reports	323	301	274	243	235
Warning letters issued	460	447	467	356	535

Orders¹

	2011	2012	2013	2014	2015
Orders ⁴	31,941	32,078	33,274	28,657	30,049
Order follow-ups ⁴	33,191	31,597	35,184	28,852	31,398
Orders to stop work (see definitions in Sections 190 and 191 of the <i>Workers Compensation Act</i>)	80	108	123	628	702
Temporary cessation of work	n/a	n/a	n/a	n/a	81

Incident investigations

	2011	2012	2013	2014	2015
Notice of incidents	1,056	949	1,000	925	875
Initiated WorkSafeBC investigations	158	132	155	128	146
Completed WorkSafeBC investigations	146	146	138	131	142

Compliance activity

	2011	2012	2013	2014	2015
Net penalties imposed ⁵	344	259	229	422	554
Net penalties imposed (\$) ⁵	\$3,861,356	\$2,662,331	\$2,422,893	\$5,366,657	\$6,952,359
Discrimination complaints received	207	220	219	281	377

1 Historical counts have been restated to include documents issued to unregistered employers.

2 In 2015, 71 percent of all inspection reports involved one or more worksite visits by one or more prevention officers. Results for 2015 are lower than the 2010–2014 period, which averaged 74 percent (non-worksite visit inspection reports are typically created to follow up on prior inspection activity, and may also relate to a workplace incident).

3 In 2015, 63 percent of all inspection reports were related to employers within Classification Units targeted by the high-risk strategy and related initiatives.

Results were slightly higher than the 2010–2014 period, which ranged from 59 to 61 percent.

4 Orders have been separated from order follow-ups due to a change in business rules as a result of a major system implementation in 2014. All historical counts have been revised.

5 The net penalties imposed figures have been restated due to a change in the way WorkSafeBC counts penalties. Previously, all penalties were counted, whether they were reversed or not. Calculations no longer include penalties subsequently reversed (e.g., based on a successful appeal decision).

Prevention Support Services —
Prevention Information Line and Prevention Records

The Prevention Information Line is available for inquiries relating to health and safety matters in the workplace. Callers may require information about safety regulations or may be calling to report an unsafe work practice or incident, including fatal or serious injuries. Staff in Prevention Support Services triage reports to prevention officers for response. Telephone calls to Prevention Records are usually related to an employer’s safety clearance record or an industrial audiometric test.



Prevention and Occupational Disease Initiatives

The Prevention and Occupational Disease Initiatives group submits test samples to laboratories for analysis to support alignment with occupational exposure limits,

claims, and accident investigations. The group also issues and maintains specialized occupational hygiene equipment for WorkSafeBC field officers.

Laboratory analyses (number of)	2011	2012	2013	2014	2015
Samples	355	383	363	284	130
Determinations	950	944	953	853	360
Quality assurance analyses	26	32	24	24	18
Field equipment transactions	373	360	383	538	369

WorkSafeBC-funded health and safety associations

WorkSafeBC-funded health and safety associations (HSAs) represent more than one-quarter of the population and more than one-third of employers in B.C. In 2015, there were 13 active HSAs representing more than 164 different classification units (CUs).

Association ^{1,2}	Association description	Industry	CUs represented ³	Classification units (#)	Employers ⁴ (#)	Workers ^{4,5} (#)
Actsafes Actsafes (formerly SHAPE)	Promotes workplace health and safety in B.C.'s performing arts and motion picture industries (actsafe.ca)	Accommodation, Food, and Leisure	CUs 761011, 761027, 761030, 763025	4	1,970	19,560
AgSafe formerly FARSHA Farm and Ranch Safety and Health Association	Provides advice, health and safety courses, and materials to farms and ranches (agsafe.org)	Agriculture	Subsector 7010	24	4,630	21,340
BCARC BC Association of Restoration Contractors	Dedicated to improving workplace health and safety in the restoration construction industry (bcarc.ca)	Construction	CU 721022	1	170	3,010
BCCSA BC Construction Safety Alliance	Develops health and safety programs, tools, and resources (bccsa.ca)	Construction	Sector 72; CUs 704008, 712033	65	40,370	171,310
BCFSC BC Forest Safety Council	A not-for-profit society dedicated to promoting forest safety in the sector (bcforestsafesafe.org)	Forestry	CUs 703002-703006, 703008, 703009, 703011-703016, 703019, 732044	17	4,650	35,420
BCMSA BC Municipal Safety Association	Dedicated to improving worker health and safety through the sharing of knowledge and resources within local government (bcmsa.ca)	Local Government	CU 753004	1	510	40,370
Enform Enform	Advocates and provides resources for the continuous improvement of the industry's safety performance (enform.ca)	Oil and Gas	CUs 704002, 704003, 704009, 704010, 713018, 713036, 767005	7	1,520	16,400
FIOSA-MIOSA Food Processing and Manufacturing Industry Occupational Safety Association	Dedicated to addressing challenges and opportunities specific to food and beverage processing and manufacturing, and to setting industry standards for health and safety (fmiosa.com)	Food and Beverage Products	Subsector 7110; CUs 712003, 712005, 712008, 712013, 712018, 712034, 712035, 712038, 712040, 713012, 713013, 713015, 713027-713029, 714001, 715003, 715026	39	2,010	46,250

Association ^{1,2}	Association description	Industry	CUs represented ³	Classification units (#)	Employers ⁴ (#)	Workers ^{4,5} (#)
go2HR go2HR	Acts as a health and safety resource in the hospitality industry (go2hr.ca)	Accommodation, Food, and Leisure	CUs 761034, 761035, 761038, 761056	4	11,040	211,300
SCBC SafeCare BC	Strives to ensure injury-free, safe working conditions for long-term care (LTC) workers in B.C. (safecarebc.ca)	Long-term Care	CU 766011	1	360	33,010
TSCBC Trucking Safety Council of BC	Dedicated to strengthening safety performance and addressing the high personal and economic costs of work-related injury and death in the trucking industry (safetydriven.ca)	Transportation	CUs 732019, 732030	2	10,770	24,670

1 The BC Association for Crane Safety (BCACS) represents health and safety in the crane hoisting industry. As the industry is not represented by a specific group of classification units, it is not included above.

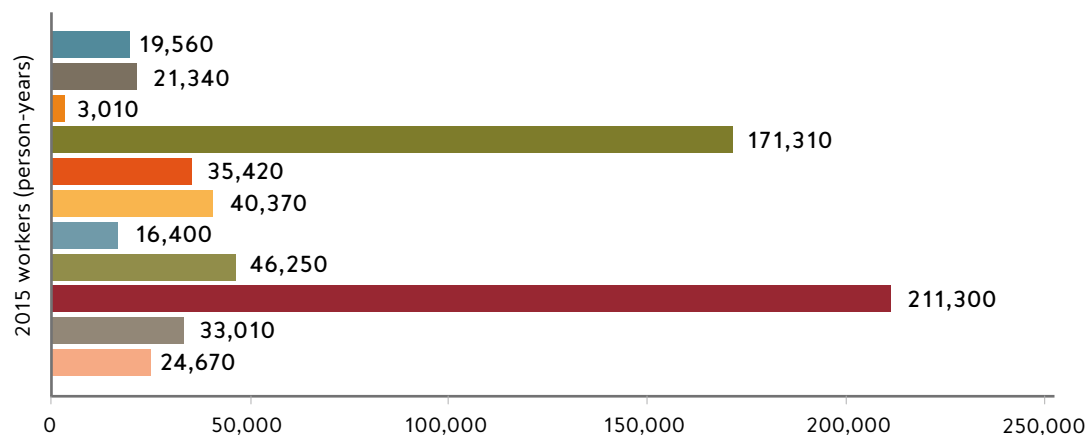
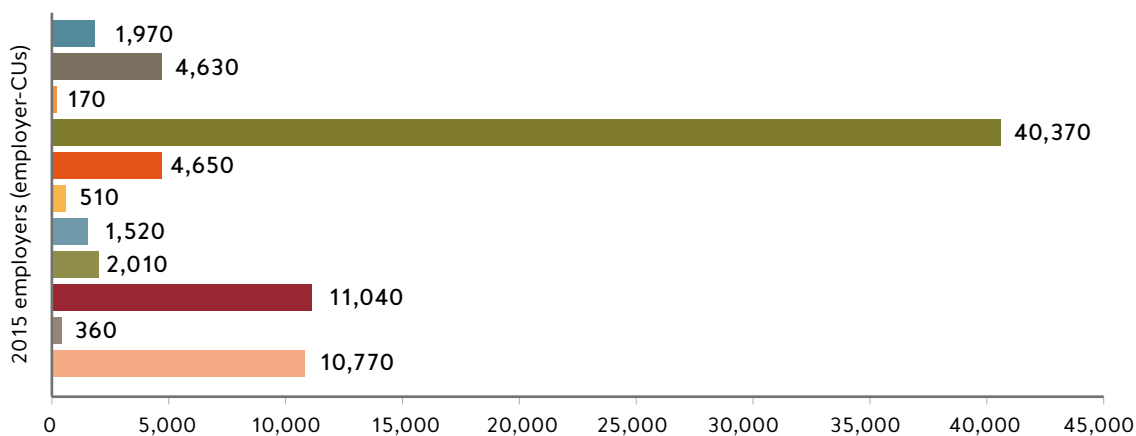
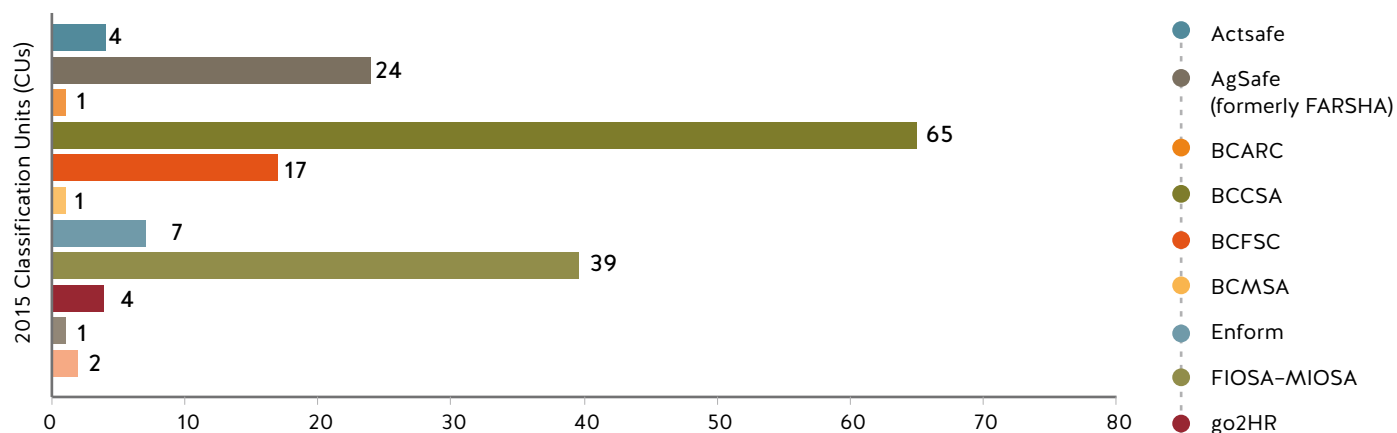
2 Fish SAFE (BC Seafood Alliance) represents an industry-driven program for the improvement of safety on commercial fishing vessels (fishsafebc.com). Due to the nature of employment in the commercial fishing industry, WorkSafeBC does not estimate person-years for

fishing CUs. Fish SAFE represents CUs 702005–702010 but is not included above.

3 Classification Units can be represented by multiple health and safety associations.

4 Employer and worker counts have been rounded.

5 Statistics based on 2015 person-year estimates for 2015 associations.





Service Statistics



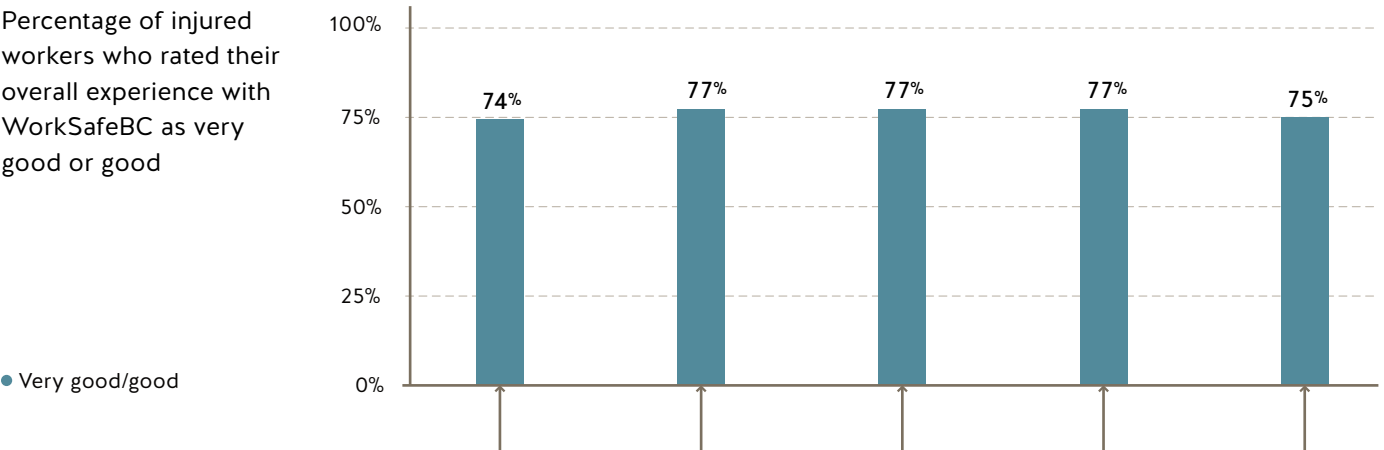
Voice of the Customer

The Voice of the Customer program identifies areas of service considered most important to injured workers and employers. Through the program, injured workers evaluate their experience with us, primarily based on the overall decision on their claim, their interactions with

WorkSafeBC claim staff, and the assistance they receive in returning to work. Employers evaluate their overall experience with our organization, primarily based on the claim process, worksite inspections, and premium costs.

Injured workers' rating of their overall experience

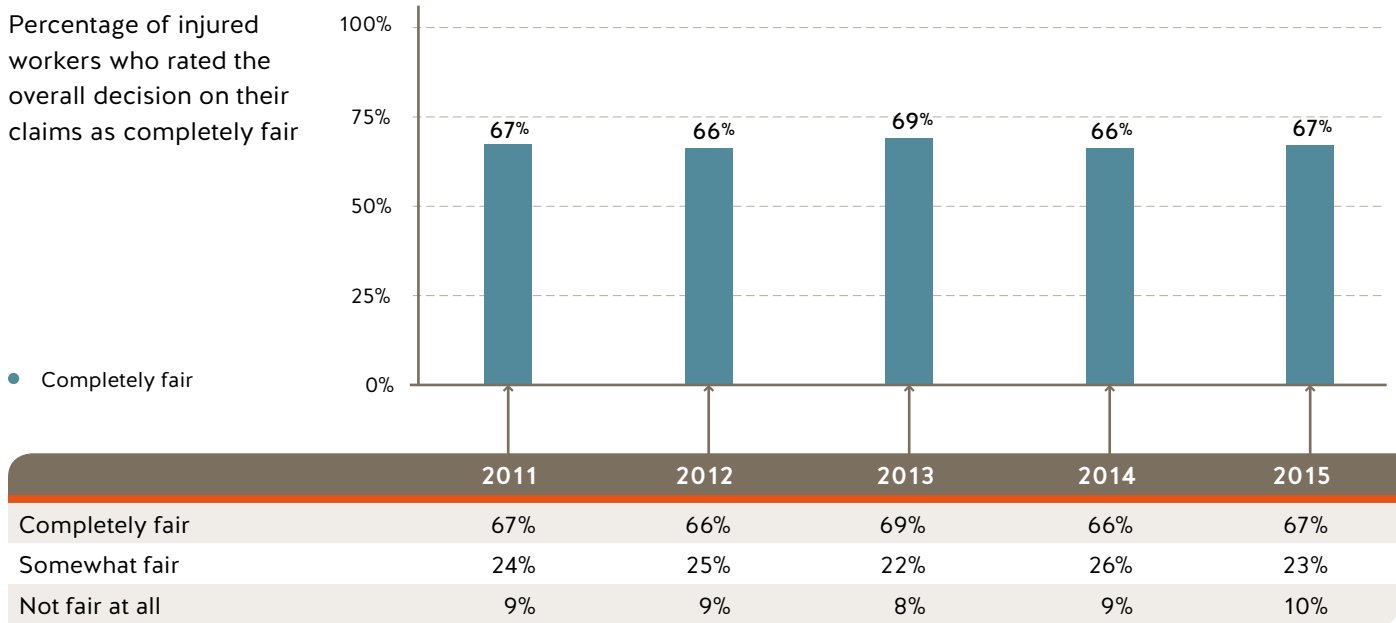
Percentage of injured workers who rated their overall experience with WorkSafeBC as very good or good



	2011	2012	2013	2014	2015
Very good/good	74%	77%	77%	77%	75%
Average	16%	15%	16%	14%	16%
Poor/very poor	10%	8%	7%	9%	9%

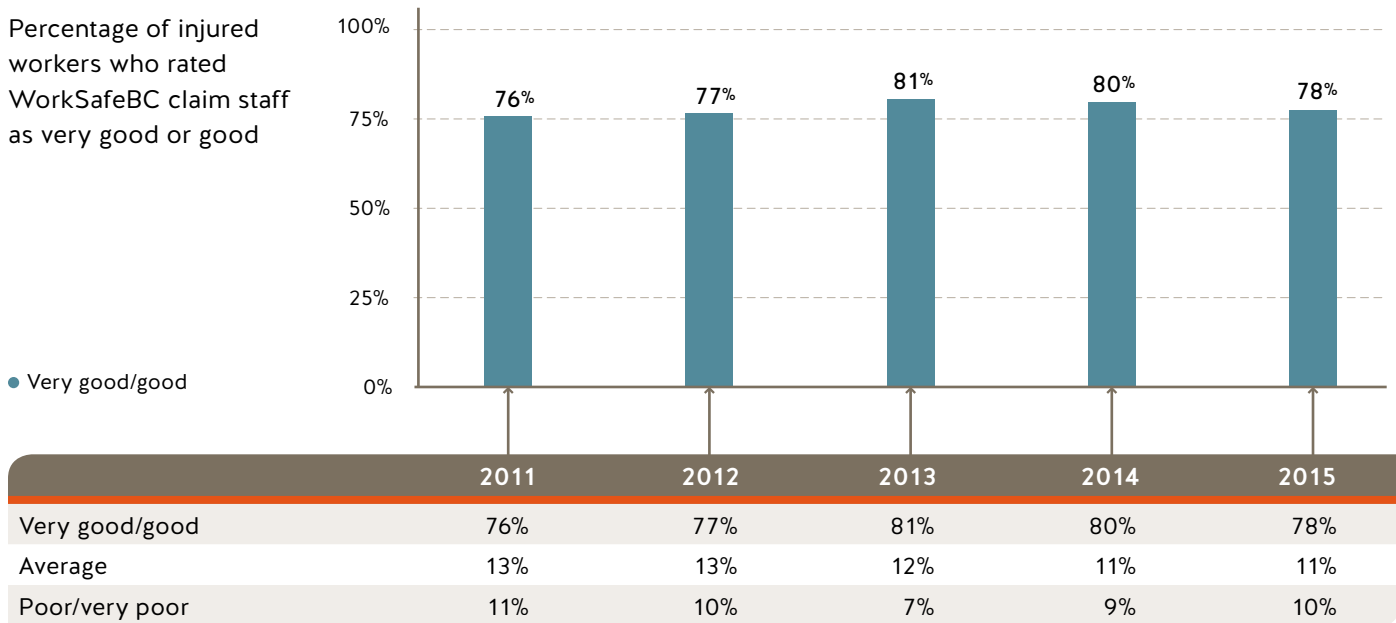
Injured workers' rating of the overall decision on their claims¹

Percentage of injured workers who rated the overall decision on their claims as completely fair



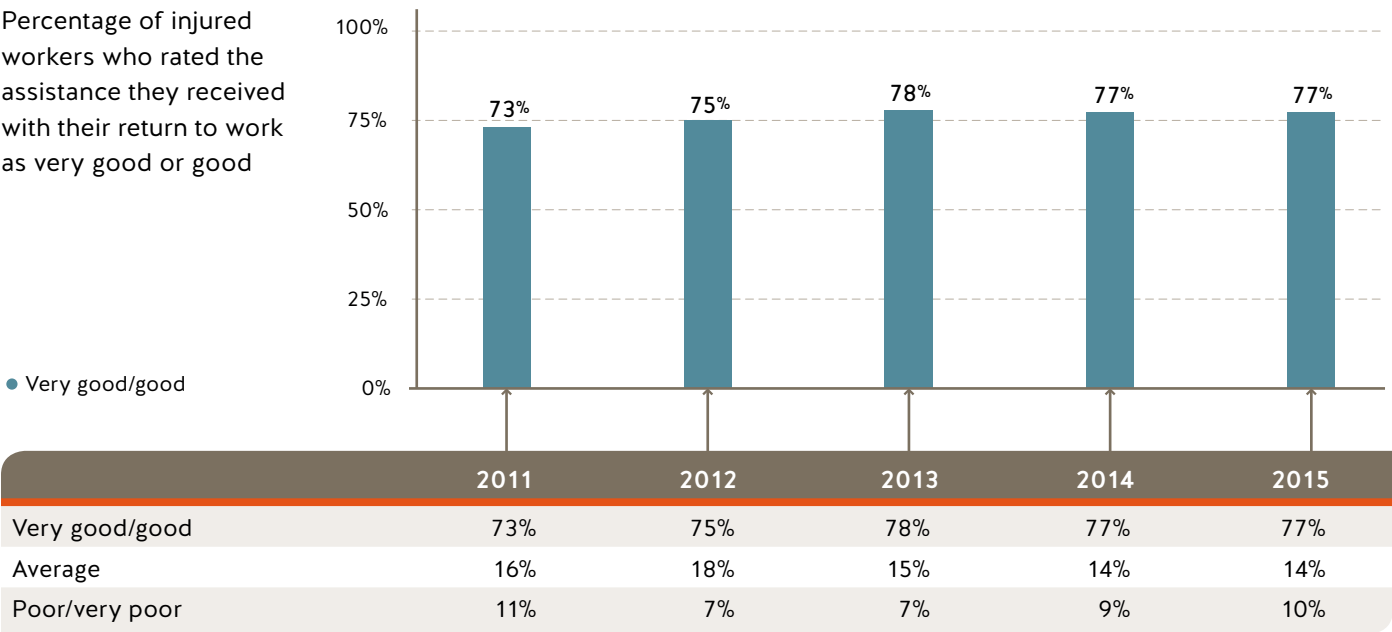
Injured workers' rating of WorkSafeBC claim staff¹

Percentage of injured workers who rated WorkSafeBC claim staff as very good or good



¹ Due to rounding, not all columns total 100 percent.

Injured workers' rating of assistance with their return to work¹

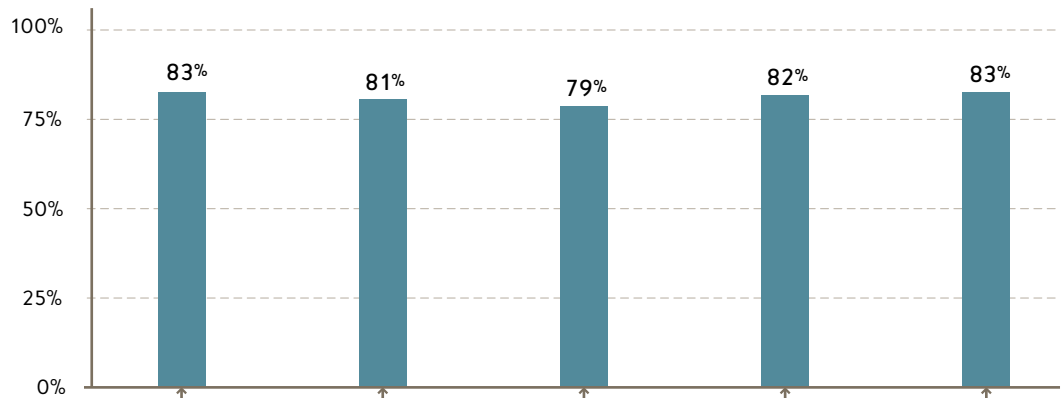


1 Due to rounding, not all columns total 100 percent.

Employers' rating of their overall experience¹

Percentage of employers who rated their overall experience with WorkSafeBC as very good or good

● Very good/good

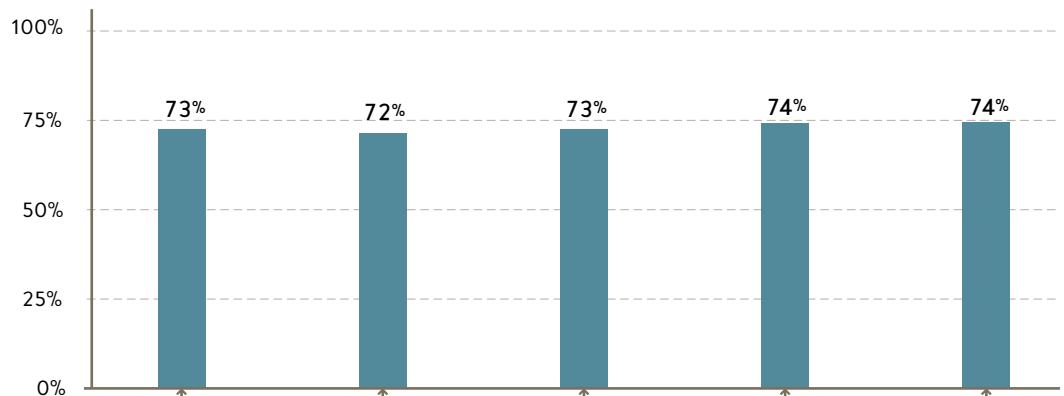


	2011	2012	2013	2014	2015
Very good/good	83%	81%	79%	82%	83%
Average	13%	15%	18%	14%	14%
Poor/very poor	3%	4%	3%	3%	3%

Employers' rating of the claim process¹

Percentage of employers who rated the claim process as very good or good

● Very good/good



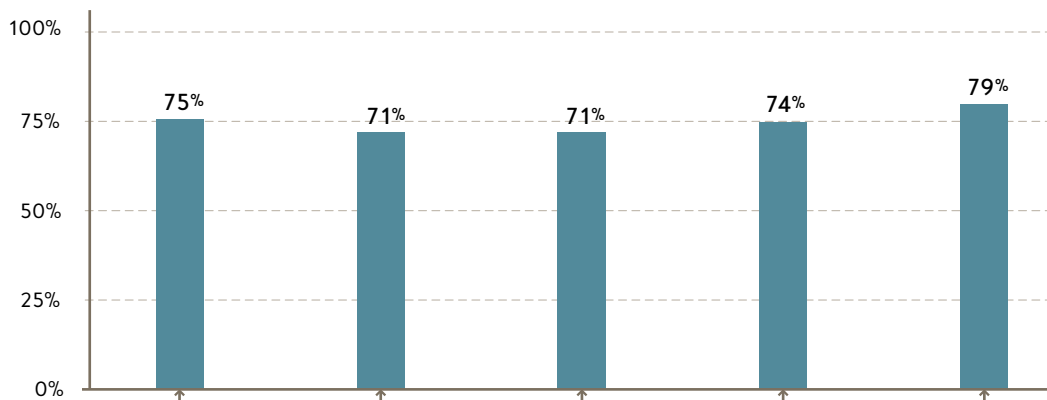
	2011	2012	2013	2014	2015
Very good/good	73%	72%	73%	74%	74%
Average	21%	21%	21%	22%	21%
Poor/very poor	6%	6%	5%	5%	4%

¹ Due to rounding, not all columns total 100 percent.

Employers' rating of worksite inspections¹

Percentage of employers who rated their worksite inspections by WorkSafeBC as very good or good

● Very good/good

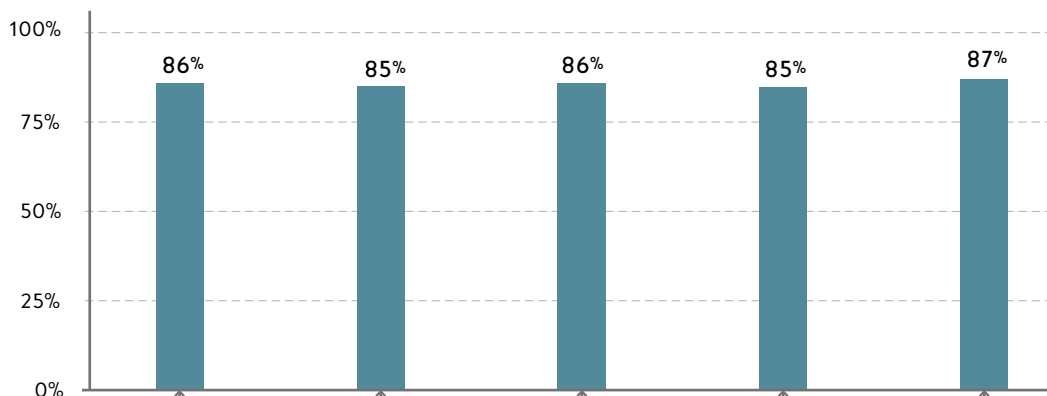


	2011	2012	2013	2014	2015
Very good/good	75%	71%	71%	74%	79%
Average	17%	25%	23%	21%	16%
Poor/very poor	7%	4%	5%	5%	5%

Employers' rating of WorkSafeBC premiums²

Percentage of employers who rated WorkSafeBC premiums as very good, good, or average

● Very good/good/average



	2011	2012	2013	2014	2015
Very good/good/average	86%	85%	86%	85%	87%
Poor/very poor	14%	15%	14%	15%	13%

¹ Due to rounding, not all columns total 100 percent.

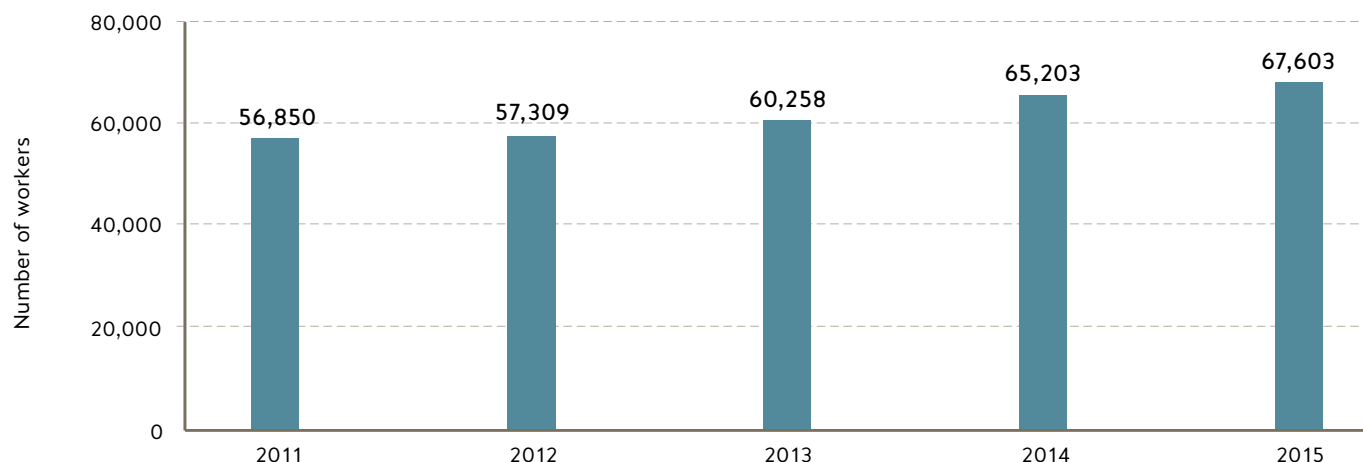
² The standard practice for evaluating customers' views on service prices, such as the price for premiums, is to use the top three ratings (very good, good, and average), rather than the top two (very good and good). While

ratings of very good or good usually demonstrate a positive overall experience with product and service delivery, scores of average are the norm when price is considered and tend to be associated with a positive, rather than a negative, overall experience.

Teleclaim

Teleclaim is a service centre for injured workers to call and complete worker applications for compensation by telephone. In 2015, 80 percent of workers' applications were completed using Teleclaim.

Teleclaim — number of workers reporting injuries¹



Teleclaim interpretation services — languages requested, 2015

Teleclaim offers interpretation services to injured workers in more than 200 languages. For a full listing of available languages, see Appendix B, page 134.

Language	Number of calls	Language	Number of calls	Language	Number of calls
Punjabi	701	Burmese	8	Portuguese	2
Cantonese	207	Amharic	6	Serbian	2
Mandarin	197	Karen	6	Akan	1
Spanish	100	Tamil	6	Croatian	1
Korean	99	Turkish	6	Greek	1
Vietnamese	50	Tigrinya	5	Luganda	1
Farsi	44	German	4	Mongolian	1
French	39	Romanian	4	Nepali	1
Tagalog	31	Somali	4	Thai	1
Arabic	24	Cambodian	3	Tibetan	1
Hindi	18	Italian	3	Slovak	1
Japanese	14	Dari	2	Sorani	1
Russian	13	Hungarian	2	Total calls	1,622
Polish	10	Laotian	2		

¹ Statistics refer to completed 6T forms, which workers reporting an injury through Teleclaim fill out with a customer service centre representative.

Telephone Interpretation Services:

All service areas

WorkSafeBC offers telephone interpretation services, mostly to injured workers calling Teleclaim and the

Claims Call Centre. For a full listing of languages available to callers, see Appendix B, page 134.

Telephone interpretation services, 2011–2015

Year	Number of language requests	Number of minutes of interpretation service	Number of calls accessing interpretation service
2015	58	250,294	16,747
2014	58	240,942	15,724
2013	54	214,068	14,420
2012	69	179,822	11,734
2011	65	163,312	9,905

Top five languages requested, 2015

Languages	Number of calls	Minutes
Punjabi	7,389	97,800
Cantonese	2,402	37,928
Mandarin	2,176	36,969
Spanish	1,249	19,383
Korean	740	12,154

Top WorkSafeBC requesters of service, 2015

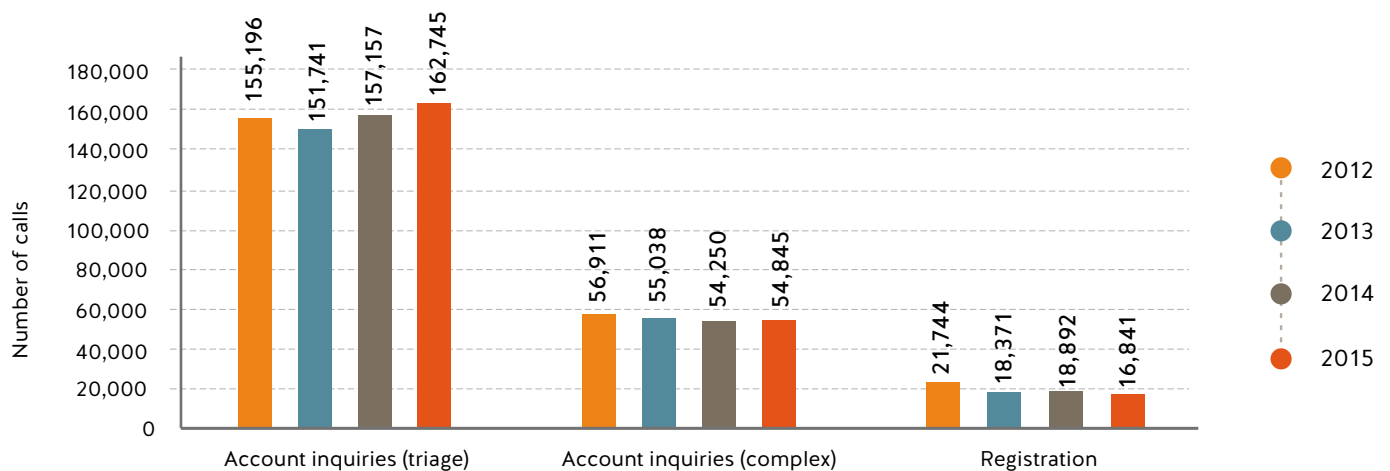
User group (claims related)	Number of languages requested	Number of minutes
Claims call centre	39	69,011
Teleclaim	40	40,932
WorkSafeBC Richmond office	32	32,143
WorkSafeBC Surrey office	26	16,157
Health care services, external providers	27	10,028

User group (non-claims related)	Number of languages requested	Number of minutes
Workers' Advisers Office	26	13,978
Assessments	18	5,323
North Vancouver Prevention	4	2,583
Review Division	16	1,870
Financial Operations	7	376

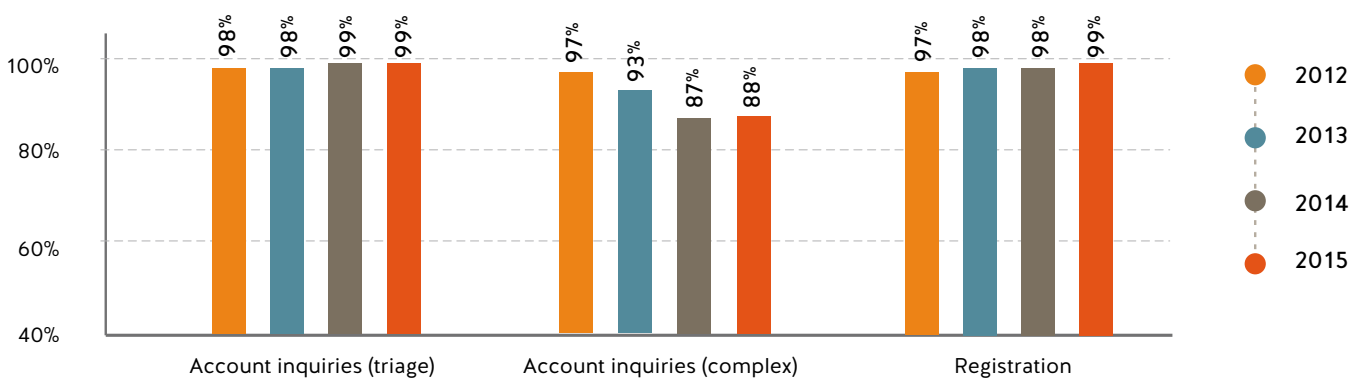
Employer Service Centre

The Employer Service Centre handles assessment-related inquiries such as registration, status determinations, payroll, and classifications.

Telephone calls received, 2012–2015



Telephone queue service levels, 2012–2015



Service levels 2015 — Telephone calls answered within five minutes, 80 percent of the time

Account inquiries (triage)	Average wait time 0.7 minutes
Account inquiries (complex)	Average wait time 1.6 minutes
Registration	Average wait time 0.3 minutes

Internet

Viewings of multimedia information, 2015

YouTube video view statistics, 2015

4,453,740 views



Total subscribers: **21,185**

New subscribers: **6,040**

Viewers:



85%



15%

Top five ebook downloads, 2015

- 1 Small Business and WorkSafeBC
- 2 Custodian Safety
- 3 Electrical Safety
- 4 Confined Space Hazards
- 5 Preventing Falls

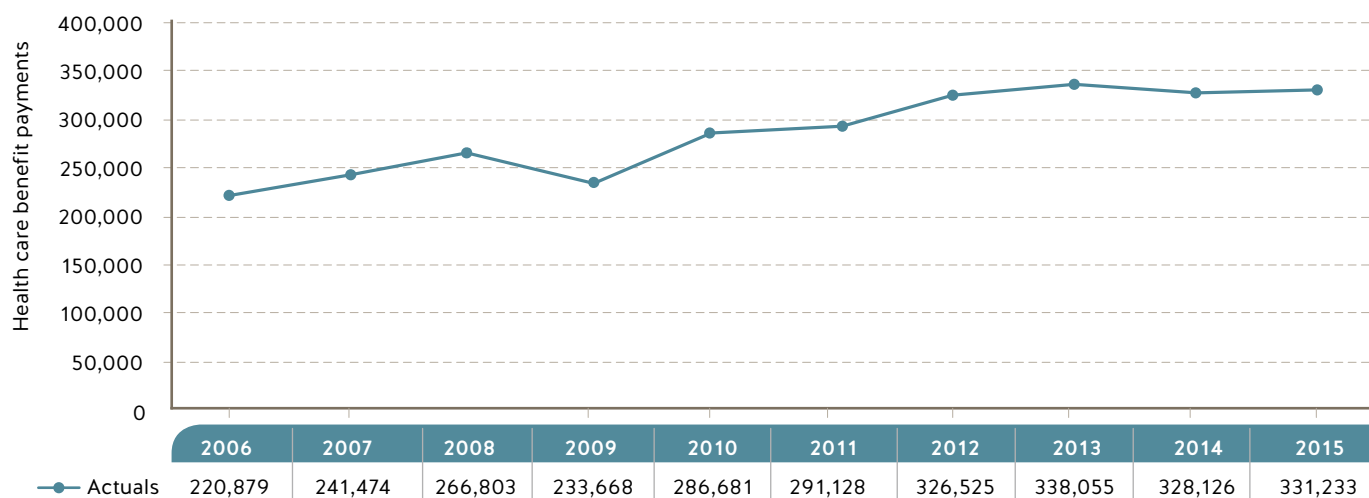


Health Care

WorkSafeBC is the primary payer of health care costs for assessing and treating work-related injuries and disease in British Columbia. Our Health Care Services department manages these costs on behalf of the organization. In 2015, health care payments increased

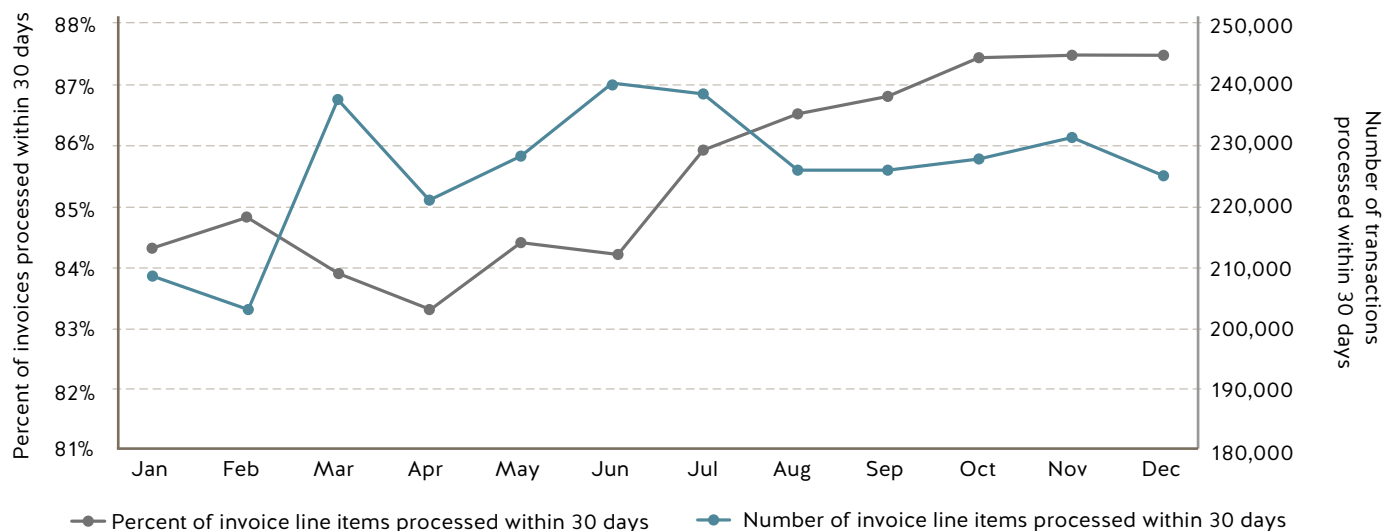
by 1.3 percent from 2014. This slight increase resulted from increased physiotherapy costs offset by reduced expenditures related to physicians' services, surgeries, and hearing aids for injured workers.

Health care benefit payments, 2006–2015



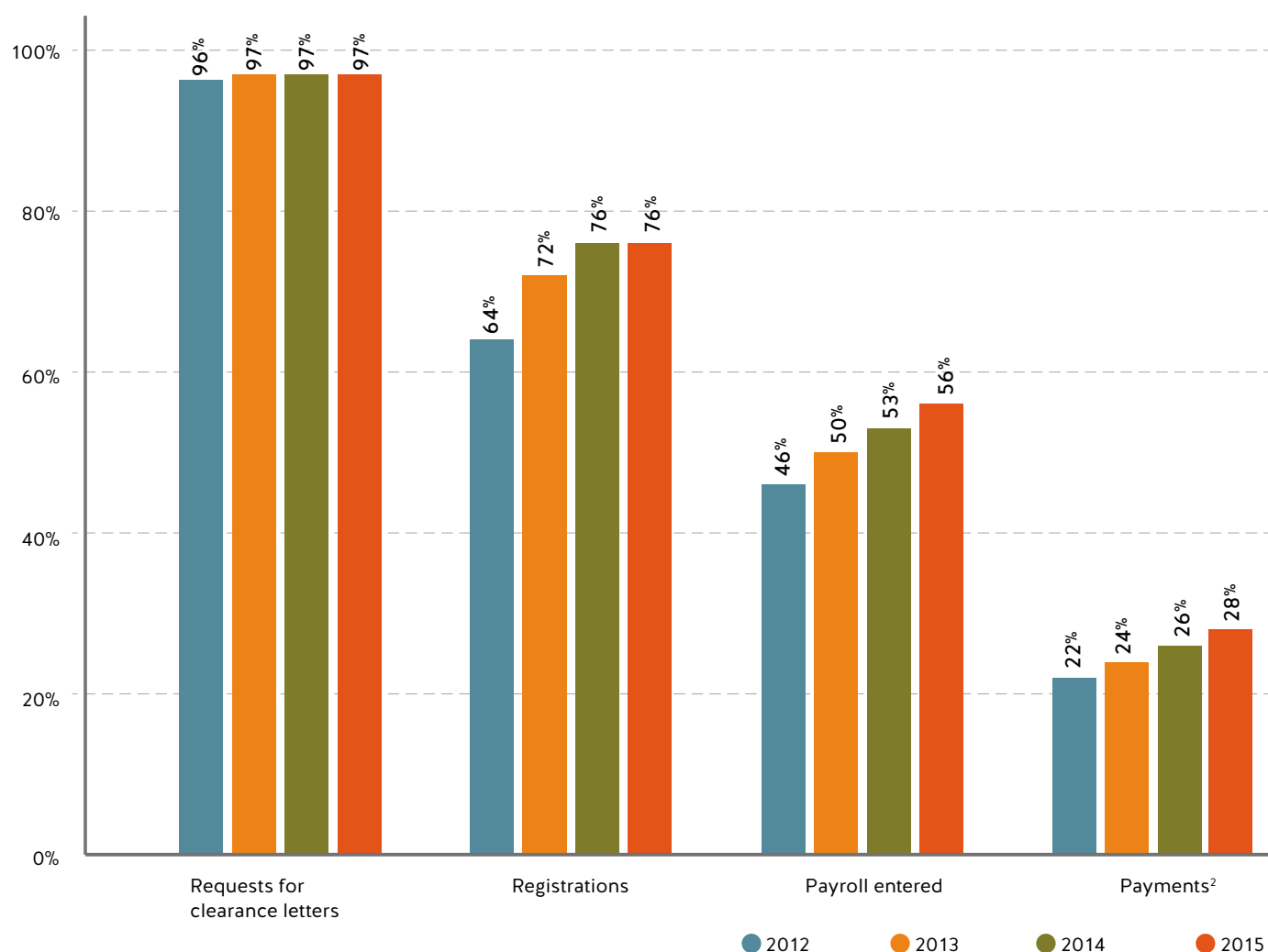
Average timelines for transactions

During 2015, Health Care Services handled more than 3.1 million invoicing transactions. On average, 86 percent were processed within 30 days.



Self-service channels

Percentage of assessment transactions conducted through self-service channels,¹ 2012–2015



¹ Self-service channels include worksafebc.com online applications and the Interactive Voice Recognition (IVR) phone service.

² Credit card and direct debit.

Premium Statistics

Protecting workers and employers

In British Columbia when workers get sick, injured, or killed on the job, WorkSafeBC is committed to easing the physical, financial, and psychological burden on them and their families. Because of what is known as the historic compromise, workers give up their right

to sue their employers or fellow workers for workplace injuries, disease, and death. In exchange, employers agree to fund a no-fault insurance system that provides workers wage-loss compensation as well as medical benefits to assist them in returning to meaningful work.

Premium statistics (rateable employers)

The following statistics are shown for rateable employers only (those excluding self-insured employers and the federal government). Assessable payroll includes only

those portions of individual worker earnings up to the maximum wage rate for that assessment year. Premium statistics for the past 10 years are as follows:

Assessment year	Number of employers at December 31	Assessable payroll	Premiums	Maximum wage rate
2006	188,164	\$64,375,000,000	\$1,214,206,000	\$62,400
2007	197,190	\$68,417,000,000	\$1,056,536,000	\$64,400
2008	200,959	\$71,827,000,000	\$1,074,557,000	\$66,500
2009	202,390	\$70,754,000,000	\$991,189,000	\$68,500
2010	206,510	\$72,763,000,000	\$1,043,140,000	\$71,200
2011	210,673	\$75,477,000,000	\$1,140,250,000	\$71,700
2012	214,801	\$78,519,000,000	\$1,168,547,000	\$73,700
2013	217,738	\$81,492,000,000	\$1,261,583,000	\$75,700
2014	221,303	\$84,857,000,000	\$1,387,217,000	\$77,900
2015 (estimated)	225,561	\$88,027,000,000	\$1,425,000,000	\$78,600



Appendices



Appendix A

Classes of Industry¹

The *Workers Compensation Act* (the Act) divides all industries within its scope into 11 classes, as follows:

Class 1	Primary resource	Class 9	The Burlington Northern and Santa Fe Railway Company
Class 2	Manufacturing	Class 10	Air Canada, Canadian National Railway Company, Via Rail Canada Inc.
Class 3	Construction	Class 11	British Columbia Assessment Authority, British Columbia Emergency Health Services, British Columbia Ferry Corporation, British Columbia Railway Company, Government of British Columbia, Workers' Compensation Board of British Columbia (WorkSafeBC)
Class 4	Transportation and warehousing		
Class 5	Trade		
Class 6	Public services		
Class 7	General services		
Class 8	Canadian Airlines International Ltd., Canadian Pacific Hotels Corporation, Canadian Pacific Railway Company, Cominco Ltd.		

In section 37, the Act provides WorkSafeBC with the authority to create further classes and subclasses of industry. WorkSafeBC has used that authority to create a dynamic system for classifying firms in British Columbia. Each class set out in the Act is represented by a sector in WorkSafeBC's classification system, as follows:

Sector 70	Primary resource	Sector 82	Deposit Sector 9 (formerly Class 18) Burlington Northern Inc.
Sector 71	Manufacturing	Sector 83	Deposit Sector 10 (formerly Class 12) Canadian National Railways and Air Canada
Sector 72	Construction	Sector 84	Deposit Sector 11 (formerly Class 13) Government of the Province of British Columbia
Sector 73	Transportation and warehousing		
Sector 74	Trade		
Sector 75	Public sector		
Sector 76	Service sector		
Sector 81	Deposit Sector 8 (formerly Class 10) Canadian Pacific Limited and Associated Companies Subsector 8110 — Federal Government		

¹ The *Workers Compensation Act* (the Act) does not apply to workers of the (federal) Government of Canada. However, according to section 4(2) of the *Government Employees Compensation Act*, a federal government employee usually employed in B.C. is given the same rights to compensation as workers under the Act.

Their claims are administered by WorkSafeBC and recorded under subsector 8110. Notwithstanding, claims on injuries arising from or associated with members of the regular force of the Canadian Forces or the Royal Canadian Mounted Police are not administered by WorkSafeBC.

The *Workers Compensation Act* applies to the following listing of industry sectors, subsectors, and classification units:

70 — Primary Resource Sector		7030 — Forestry Subsector	
7010 — Agriculture Subsector		703002	Brushing and Weeding or Tree Thinning or Spacing
701001	Artificial Insemination or Animal Breeding	703003	Cable or Hi-Lead Logging
701002	Apiary	703004	Dry Land Sort
701003	Berry Farming	703005	Forest Fire Fighting
701004	Composting	703006	Ground Skidding, Horse Logging, or Log Loading
701005	Dairy Farming or Livestock Auctioning Services	703008	Integrated Forest Management
701006	Egg Farming	703009	Log Booming or Marine Log Salvage
701007	Exotic Poultry Farming	703011	Log Processing
701008	Farm Labour Supply or Farm Services	703012	Logging Road Construction or Maintenance
701009	Feed Lot	703013	Manual Tree Falling and Bucking
701010	Fur Bearing Animal Farming	703014	Mechanized Tree Falling
701011	Grain Farming	703015	Shake Block Cutting
701012	Greenhouse	703016	Tree Planting or Cone Picking
701013	Hay or Seed Farming	703019	Helicopter Logging
701014	Hog Farming	7040 — Oil and Gas or Mineral Resources Subsector	
701015	Hunting or Trapping	704001	Clay, Peat, Soil, or Topsoil Digging or Processing
701016	White Mushroom Farming	704002	Oil or Gas Drilling
701017	Orchard	704003	Oil or Gas Field Servicing
701018	Ornamental Nursery	704005	Open Pit Coal Mining
701020	Poultry Farming and Related Services	704006	Open Pit Metal or Mineral Mining
701022	Ranch	704007	Placer Mining
701023	Horse Ranching, Raising, and Breeding	704008	Quarry
701024	Sod or Turf Nursery	704009	Seismic Exploration
701025	Vegetable Farming	704010	Diamond Drilling, Seismic Drilling, or Shot Hole Drilling
701026	Vineyard	704011	Stone Crushing
701027	Wild Plant Harvesting	704013	Underground Mining
7020 — Fishing Subsector		71 — Manufacturing Sector	
702001	Fin Fish Farming	7110 — Food and Beverage Products Subsector	
702002	Fish Hatchery	711001	Abattoir
702004	Shellfish Farming or Hand Picking	711002	Alcoholic Beverage Manufacture
702005	Dive Fishing	711003	Animal Feed or Supplement Manufacture or Packaging
702006	Gillnet and Troll Fishing	711004	Baked Goods Manufacture
702007	Longline and Trap Fishing		
702008	Seine Fishing		
702009	Trawl Fishing		
702010	Fish Packing		

711005	Butter, Cheese, or Ice Cream Manufacture	712011	Engine or Cylinder Manufacture or Rebuilding or Automobile Part Manufacture
711006	Candy or Chocolate Manufacture	712013	Foundry
711007	Cereal, Biscuit, Taco or Rice Product, Pasta, or Other Dry Food Product Manufacture (not elsewhere specified)	712014	Galvanizing, Electroplating, or Protection Plating
711008	Coffee, Tea, Herb, or Spice Packaging or Manufacture	712015	Gypsum Product Manufacture
711010	Fish Processing, Fish Reduction, or Fish Canning	712016	Heavy Equipment, Machinery, or Parts Manufacture or Installation (greater than 500 lb.)
711011	Flour Mill or Rice Mill	712017	Industrial Saw Blade Manufacture, Sharpening, Service, or Repair
711012	Food Product Manufacture (not elsewhere specified)	712018	Light Industrial Equipment, Machinery, or Power Tool Manufacture (less than 500 lb.)
711013	Fruit or Vegetable Canning, Bottling, or Processing or Fruit or Vegetable Product Manufacture	712019	Lime Kiln or Lime Manufacture
711014	Ice Manufacture	712020	Machine Shop
711015	Liquid Dairy Product Manufacture	712021	Metal Bed, Furniture, or Ladder Manufacture
711017	Meat Cutting, Packing, Processing, or Canning	712022	Metal Can or Tinware Product Manufacture
711018	Non-Alcoholic Beverage Manufacture or Water Bottling	712024	Metal Door, Screen Door, or Aluminum Window Manufacture
711019	Poultry Processing	712025	Commercial Marine Vessel Manufacture, Service or Repair
711020	Sausage or Sausage Casing Manufacture	712026	Metal Pipe or Fitting Manufacture
711021	Smoked, Cured, or Prepared Meat Product Manufacture (not elsewhere specified)	712027	Structural Metal Product Fabrication
711022	Sugar Refining and Packaging	712028	Metal Product Manufacture (not elsewhere specified)
711023	Winery	712029	Metal Railing or Gate Manufacture
7120 — Metal and Non-Metallic Mineral Products Subsector		712030	Metal Recycling
712001	Aircraft, Automobile, or Truck Assembly	712031	Powder Coating or Metal Enamelling
712002	Auto Spring or Chain Manufacture	712032	Precision Instrument or Fishing Tackle Manufacture
712003	Boiler, Tank, or Furnace Manufacture	712033	Ready Mix Concrete Manufacture and Delivery
712004	Cement Manufacture	712034	Sheet Metal Fabrication
712005	Ceramic or Terra Cotta Tile, Clay Brick, or other Ceramic or Clay Product Manufacture (not elsewhere specified)	712035	Smelter
712006	Concrete Product Manufacture	712037	Stone or Marble Cutting, Dressing, Shaping, or Lettering, or Stone or Marble Product Manufacture
712008	Die Casting	712038	Structural Concrete Product Manufacture
712009	Electrical Switchgear or Transformer Manufacture, Installation, Service, or Repair	712039	Tool and Die Making
712010	Elevator or Escalator Manufacture, Installation, Service, or Repair	712040	Truck Body or Trailer Manufacture

712041	Wire, Cable, or Other Wire Product Manufacture (not elsewhere specified)	713026	Plastic Product Manufacture (by blow moulding)
712043	Soil, Topsoil, Peat, or Other Similar Gardening Material Packaging	713027	Plastic Product Manufacture (by rotational moulding or liquid moulding)
712045	Automated Wood Processing Equipment Manufacture	713028	Plastic Product Manufacture (by profile extrusion)
7130 — Petroleum, Coal, Rubber, Plastic, and Chemical Products Subsector		713029	Post-Extrusion Fabrication of Plastic Products
713001	Acid, Base, Salt, Chemical, or Dye Manufacture (not elsewhere specified)	713030	Rubber Mat, Mattress, or Life Raft Manufacture
713002	Asphalt or Tar Roofing Product Manufacture	713031	Small Rubber or Plastic Product Manufacture
713003	Battery or Fuel Cell Manufacture	713032	Soap, Bleach, or Cleaning Compound Manufacture
713004	Candle, Polish, or Other Wax Product Manufacture	713033	Synthetic Resin Compound Manufacture
713006	Compressed or Liquefied Gas Manufacture	713034	Tire Retreading or Recapping
713007	Cosmetic Product or Beauty Aid Manufacture	713036	Oil Refining or Recycling
713008	Drug, Vitamin, or Pharmaceutical Manufacture	7140 — Wood and Paper Products Subsector	
713009	Explosives, Fireworks, or Munitions Manufacture	714001	Cardboard or Paper Container Manufacture
713010	Fertilizer Manufacture	714004	Custom Wood Kiln
713011	Fibreglass or Cultured Marble Product or Acrylic Household Fixture Manufacture	714007	Flush Door Manufacture
713012	Fibreglass Insulation Manufacture	714008	Furniture Refinishing or Restoration
713013	Foam Product Manufacture	714009	Laminated Wood Structural Support Product Manufacture
713015	Glue or Adhesive Manufacture	714012	Oriented Strand Board Manufacture
713016	Industrial Rubber Belt Manufacture, Installation, Service, or Repair	714013	Paper Product Manufacture (not elsewhere specified)
713018	Oil or Gas Production	714014	Paper Recycling or Cellulose Insulation Manufacture
713020	Paint, Putty, Stain, Sealant, Wood Filler, Varnish, or Waterproofing Agent Manufacture	714015	Planing Mill
713021	Petrochemical Manufacture	714016	Portable Wood Mill
713022	Plastic Colour Concentrate or Ink Manufacture	714017	Pre-Hung Door Assembly
713023	Plastic Film Extrusion and Flexible Packaging Manufacture	714018	Prefabricated Log Home Kit Manufacture
713024	Plastic or Rubber Recycling	714019	Pressed Board Manufacture (not elsewhere specified)
713025	Plastic Product Manufacture (by thermoforming, injection moulding, or other moulding processes) (not elsewhere specified)	714020	Printing
		714022	Sawmill
		714023	Shake or Shingle Mill
		714025	Stile and Rail Door Manufacture
		714026	Upholstering
		714027	Veneer or Plywood Manufacture

714028	Wood Chip Mill
714030	Wood Preserving
714031	Wooden Box, Crate, Pallet, or Lath Manufacture
714032	Wooden Component Manufacture (not elsewhere specified)
714033	Wooden Fence or Gate Manufacture
714034	Wooden Furniture Manufacture
714035	Wooden Moulding Manufacture
714036	Wooden Toy or Musical Instrument Manufacture
714037	Wooden Post or Pole Manufacture
714038	Wooden Product Manufacture (not elsewhere specified)
714040	Wooden Truss Manufacture
714041	Wood Window Manufacture
714042	Woodworking or Carpentry Shop
714044	Pulp and Paper Mill
714045	Firewood Yard
7150 — Other Products Subsector (not elsewhere specified)	
715001	Art, Craft, or Ornament Manufacture
715002	Awning or Awning Sign Manufacture
715003	Blind or Drapery Track Manufacture
715004	Brush, Broom, or Mop Manufacture
715005	Canvas or Nylon Product Manufacture (not elsewhere specified)
715006	Carpet or Rug Manufacture
715008	Clothing, Clothing Accessory, or Other Cloth Product Manufacture (not elsewhere specified)
715009	Commercial Sign Manufacture
715010	Cord, Rope, or Net Manufacture
715011	Cushion or Stuffed Toy Manufacture
715012	Custom Tailoring
715013	Drapery Manufacture
715014	Electric or Electronic Product or Component Manufacture (not elsewhere specified)
715016	Fabric Manufacture

715019	Glass Recycling or Glass Brick, Bottle, or Other Container Manufacture
715020	Glass Shop, Window Installation, or Window Glass Repair or Replacement
715021	Illuminated or Electronic Sign Manufacture
715022	Jewellery, Eyewear, Clock, Watch, or Trophy Manufacture
715024	Lighting Fixture Manufacture
715026	Box Spring or Mattress Manufacture
715028	Orthotics or Prosthetics Manufacture, Sales, Service, or Repair
715029	Footwear, Luggage, or Leather Product Manufacture or Repair
715031	Taxidermy or Fur Tannery
715032	Vinyl Window Manufacture
715033	Modular or Prefabricated Building Manufacture (not elsewhere specified)
715034	Marine Pleasure Craft Manufacture
715035	Gasket or Filter Manufacture
72 — Construction Sector	
7210 — General Construction Subsector	
721001	Asbestos Abatement or Mould Remediation
721003	Blasting or Avalanche Control
721005	Building Demolition
721006	Cellular, Microwave, Radar, or Transmission Tower Erection, Installation, Service, or Repair
721008	Commercial Refrigeration or Commercial Air Conditioning Work
721009	Concrete Cutting or Coring
721010	Concrete Placing, Finishing, Surfacing, or Repair
721011	Concrete Pumping
721012	Concrete Reinforcing
721013	Construction Labour Supply or General Labour Supply (not elsewhere specified)
721014	Crane Operation
721015	Deck, Railing, or Fence Installation
721016	Decking Application or Waterproofing
721017	Dredging
721018	Drywalling or Acoustic Board Installation

721019	Electrical Work	721056	Water Well, Foundational, or Directional Drilling
721020	Pre-engineered Steel Building Construction	721057	Welding Services or Ornamental Metal Installation
721021	Finishing Carpentry	721058	Mechanical Insulation
721022	Fire and Flood Restoration	7220 — Heavy Construction Subsector	
721023	Floor Covering Installation (not elsewhere specified)	722001	Bridge, Overpass, or Viaduct Construction or Repair
721024	Framing or Residential Forming	722002	House Raising or Structural Moving of Buildings or Heavy Equipment
721026	Hardwood Floor Laying or Refinishing	722003	Pier, Wharf, or Dry Dock Construction or Repair
721027	House or Other Wood Frame General Contracting, Construction or Renovation Work	722004	Pile Driving
721028	Industrial, Commercial, Institutional or Highrise Residential General Contracting or Construction	722005	Steel Frame Erection or Structural Repair of Steel Frames
721029	Insulation Work or Fireproofing	722006	Steel Frame Painting, Bridge Painting, or Bridge Cleaning
721031	Excavation, or Private Landfill or Transfer Station Operation	722007	Structural Concrete Reservoir, Flume, Dam, Dyke, Causeway, or Jetty Construction or Repair
721035	Log Home Construction	722009	Cut and Cover Tunnel Construction
721036	Low Slope Roofing	722010	Mechanized Tunnel Boring Construction
721037	Masonry	722011	Tunnel Construction (not elsewhere specified)
721038	Oil or Gas Pipeline Construction or Repair	7230 — Road Construction or Maintenance Subsector	
721040	Overhead Door Installation	723002	Highway Maintenance (routine maintenance of all aspects of a specific section of highway)
721041	Painting or Wallpapering	723003	Highway, Road, or Parking Lot Painting
721042	Plastering, Lathing, or Stucco Work	723004	Paving Services or Asphalt Manufacture
721043	Plumbing, Heating, Vent, Residential Air Conditioning, or Central Vacuum System Installation or Repair	723005	Railway Construction, Maintenance, or Demolition
721044	Pool, Spa, or Hot Tub Installation or Structural Repair	723006	Road Construction (not elsewhere specified)
721046	Power Pole, Powerline, or Transmission Line Installation, Service, or Repair	723007	Snow or Ice Removal
721047	Scaffolding, Tent, Staging, or Display Booth Rental and Installation	723008	Street Cleaning
721049	Siding, Awning, or Gutter Installation, Service, or Repair	723009	Traffic Control
721050	Sign Installation, Service, or Repair	723010	Earth and Rock Filled Structure Construction
721051	Steep Slope Roofing	73 — Transportation and Warehousing Sector	
721052	Structural Concrete Forming	7310 — Warehousing Subsector	
721053	Commercial Tank or Boiler Installation or Removal	731004	Recycling Depot
721054	Tile Work or Terrazzo Laying	731005	Warehouse Operation

7320 — Transportation and Related Services Subsector	
732003	Aircraft Handling or Fuelling
732004	Airport
732005	Armoured Car Service
732006	Auto Towing
732007	Aviation or Flying School
732008	Barge, Tug, or Other Water Transport of Goods (not elsewhere specified)
732009	Bus Line, Chartered Bus Tours, or HandyDART Services
732011	Courier or Local Delivery Services (not elsewhere specified)
732012	Distribution Centre
732013	Dump Truck Operation
732014	Ferry Service
732015	Fixed Wing Aerial Work or Other Specialty Air Operations (not elsewhere specified)
732016	Fixed Wing Visual Flight Rule Operation
732017	Fixed Wing Instrument Flight Rule Operation
732018	Garbage, Debris, Industrial Waste, or Recyclable Material Removal
732019	General Trucking (not elsewhere specified)
732020	General Wharf Operations
732021	Helicopter Visual Flight Rule Operation
732022	Limousine or Chauffeur Services
732023	Loading or Unloading Goods (not elsewhere specified)
732024	Log Towing
732025	Bulk Terminal
732026	Marine Container Terminal
732029	Mobile Home or Boat Towing
732030	Moving and Storage
732031	Newspaper, Magazine, or Flyer Distribution or Contract Mail Delivery
732032	Pilot Car or Auto Delivery Services
732033	Railway
732036	Stevedoring
732037	Taxi Service
732038	Water Taxi or Crew Transport

732040	Harbour Commission, Port Authority, or Marine Piloting
732041	Helicopter Instrument Flight Rule Operation
732042	Helicopter Aerial Work (not elsewhere specified)
732044	Log Hauling
732045	Fuel Storage Tank Operation and Fuel Distribution
74 — Trade Sector	
7410 — Retail Subsector	
741001	Aircraft and Aircraft Equipment Sales and Leasing
741002	Auctioning Services
741004	Bicycle Shop or Sports Equipment Rental
741005	Butcher Shop
741006	Car or Truck Rental
741011	Garden or Landscaping Supply
741012	Gas Bar or Service Station
741013	General Retail (not elsewhere specified)
741014	Home Improvement Centre
741015	Jewellery, Eyewear, Clock, Watch or Trophy Sales or Repair, Key Cutting, or Blade Sharpening
741016	Light Industrial Equipment, Machinery, or Power Tool Rental (less than 500 lb.)
741017	Mobile Home Sales or Installation
741018	Music Shop
741019	Party Supply
741020	Retail Art Gallery and Picture Framing
741021	Retail Bakery or Delicatessen
741022	Retail Brewing or Wine Making Shop
741024	Satellite TV Dish Sales, Service, or Installation
741025	Supermarket
741026	Retail Confectionery
741027	Auto Parts Supply
741029	Flooring Store
741030	Convenience Store, Farm Market, or Specialty Food Store
741031	Furniture Store

741032	Beer, Wine or Liquor Store	761012	Fitness Centre, Gym, or Health Centre
741033	Large Retail Store (not elsewhere specified)	761013	Guided Tour (not elsewhere specified)
741034	Recycling Drop-Off Centre	761014	Hair Styling Establishment or Esthetic Services
7420 — Wholesale Subsector		761015	Hall Rental
742001	Chemical Wholesale	761018	Industrial Camp Operations
742002	Clothing, Linen, or Other Textile Wholesale	761019	Catering Services (not elsewhere specified)
742003	Drug, Vitamin, Pharmaceutical, or Beauty Aid Wholesale	761020	Organizing a Leisure, Social, or Sport Club
742004	Film Distribution	761021	Massage Parlour, Steam Bath, or Massage Services (not elsewhere specified)
742005	Fish Wholesale	761023	Mobile Catering
742006	Food, Beverage, or Tobacco Product Wholesale	761027	Organizing or Conducting Special Events (not elsewhere specified)
742007	Hay, Seed, Dry Animal Feed, or Other Similar Farm Product Wholesale	761028	Outdoor Sport Tour
742008	Electronic Equipment or Light Equipment, Machinery, or Parts Wholesale (less than 500 lb.)	761029	Parking Lot or Valet Parking
742009	Log Wholesale Trading	761030	Performing Arts
742010	Lumber, Plywood, Gyproc, Brick, or Other Similar Building Material Wholesale	761031	Golf Course, Driving Range, Pitch and Putt, or Lawn Bowling Facility
742011	Medical or Dental Supplies Wholesale	761032	Private Park, Garden, or Zoo
742012	Electrical, Plumbing or Heating Supplies, or Packaged Building Supplies, Hardware, or Other Metal Product Wholesale	761033	Building Management, Building Rental, or Mobile Home Parks and Strata Corporations
742013	Packaged Petroleum Product Wholesale	761034	Pub, Bar, Night Club, or Lounge
742014	Steel or Metal Wholesale (primary form)	761035	Restaurant or Other Dining Establishment
742015	Wholesale (not elsewhere specified)	761038	Ski Hill or Gondola Ride
75 — Public Sector		761039	Public Art Gallery, Museum, or Other Special Interest Building Operation or Related Services
7530 — Public Administration Subsector		761040	Sports and Entertainment Facility
753002	First Nations Operations	761041	Sports Administration
753003	Law Enforcement	761042	Sports Instruction School
753004	Local Government and Related Operations	761043	Tanning Salon
76 — Service Sector		761044	Travel Agency or Accommodation Registry
7610 — Accommodation, Food, and Leisure Services Subsector		761045	Coffee Shops, Ice Cream Parlours, or Other Food Concessions (not elsewhere specified)
761001	Amusement Facility (not elsewhere specified)	761046	Movie Theatre or Drive-In Theatre
761009	Campground	761047	Mini Storage
761010	Circus, Carnival, Rodeo, or Mechanical Amusement Ride	761049	Park, Campground, or Trail Maintenance
761011	Live Performance Venue	761050	Chartered Boat Tours
		761051	Marina or Boat Rental
		761052	Transportation Carrier Catering

761054	Casino or Other Gaming Operations (not elsewhere specified)
761056	Overnight and Short-term Accommodation (not elsewhere specified)
7620 — Business Services Subsector	
762001	Accounting
762003	Administration or Management of an Operation Conducted Outside BC
762004	Advertising or Public Relations Services
762005	Broker (not elsewhere specified) or Wholesale (no stock of goods in BC)
762006	Business Consulting
762007	Call Centre, Telemarketing, or Market Research
762008	Chamber of Commerce
762010	Clerical Worker Supply
762011	Commercial Stock Audit
762012	Constituency Office, Consulate, Foreign Embassy, or MLA Office
762013	Custom Brokerage or Freight Forwarding (excluding handling of goods)
762014	Custom Brokerage or International Freight Forwarding (including handling of goods)
762015	Data Processing
762017	Employment or Dating Agency and Related Testing
762018	Environmental Conservation Services
762019	Financial Services (not elsewhere specified)
762020	Graphic Design
762021	Insurance, Actuarial or Bonding Services
762022	Law Office, Notary Public, Labour Relations, or Supplementary Legal Services
762023	Marine Cargo Inspection
762024	Marine Ship Agency and Related Services
762026	Modeling, Booking, or Talent Agency
762028	Packaged Office Service
762029	Private Investigation, Process Serving, Collection, or Bailiff Services
762030	Product Demonstration
762031	Professional or Employers' Association, Marketing Board or Better Business Bureau

762032	Property Management (administration only)
762033	Real Estate Agency
762034	Real Estate Appraisal or Appraisal Services (not elsewhere specified)
762035	Research Services (not elsewhere specified)
762037	Ship Chandlery or Ship Husbandry
762040	Translating or Interpreting Services
762041	Union
762043	Writing, Publishing, or Map Production (no printing)
762044	Records Storage
762045	Franchisor Services
762046	Digital Printing
762047	Publishing (with printing)
7630 — Professional, Scientific, and Technical Services Subsector	
763001	Pet Grooming
763002	Animal Humane Society or Wildlife Rehabilitation
763003	Animal Training
763004	Architectural Drafting or Design
763006	Building or Home Inspection
763007	Computer Consulting or Custom Computer Programming
763008	Computer Software, Audio, or Video Duplicating or Document Scanning Services
763009	Computer Software Package Design and Production
763011	Consulting (not elsewhere specified)
763012	Dental Laboratory
763013	Electrical Corrosion Control
763014	Farrier Services
763018	Materials or Light Equipment Testing (less than 500 lb.)
763019	Interior Design
763020	Domestic Animal Breeding or Boarding
763021	Land Surveying
763022	Log Scaling
763024	Audio Video Post Production or Animation Services

763025	Motion Picture, Commercial, or Television Production	764024	Fire Prevention Equipment Sales, Service, Installation, or Inspection
763027	Photography Studio or Photographic Services	764025	Fish, Creek, or Stream Enhancement
763028	Pipeline or Heavy Equipment Inspection (greater than 500 lb.)	764026	Fruit or Vegetable Packing or Packaging
763029	Recording Studio	764027	Funeral Undertaking
763031	Television or Radio Broadcasting	764028	Heavy Equipment, Machinery, or Parts Sales, Rental, Service or Repair (greater than 500 lb. weight) (not elsewhere specified)
763032	Veterinary Hospital or Veterinary Services	764029	Hiring or Providing Companion Services or Domestic Childcare
763034	Marine Vessel Surveying	764033	Land or Marine Pollution Control
763035	Air Navigation Support	764034	Locksmithing
763036	Field Work Services	764035	Light Industrial Equipment, Machinery or Parts, or Power Tool Service or Repair (less than 500 lb.)
763037	Consulting Engineering, Geological, Geophysical, or Geochemical Consulting, or Construction Management Consulting	764036	Mailing or Addressing Services
7640 — Other Services Subsector (not elsewhere specified)		764037	Major Household Appliance or Stationary Business Machines or Medical Equipment Service, Repair, or Installation
764001	Aircraft Maintenance or Repair	764041	Ornamental Plant Rental or Office Plant Services
764002	Armature Winding for Small Motors	764042	Paper Shredding
764003	Auto Dealership or Auto Sales	764044	Plastic Laminating, Packing, or Packaging (not elsewhere specified)
764004	Auto Glass Shop	764045	Pleasure Boat, Motorcycle, Snowmobile, or Other Leisure Craft Sales and Service
764005	Auto Recycling	764046	Security or Patrol Services
764006	Auto Service or Repair	764047	Recreational Vehicle Sales, Service, or Rental
764007	Autobody Shop	764048	Septic Tank, Sewer, or Sewage Disposal System Services
764008	Bindery	764050	Steam Cleaning, Sandblasting, or Pressure Washing of Heavy Equipment
764009	Blind or Drapery Cleaning	764051	Structural Repair of Marine Pleasure Craft
764010	Car Wash or Auto Detailing	764054	Pest Control or Fumigation (not elsewhere specified)
764011	Carpet, Rug, or Upholstery Cleaning	764055	Vending Machine, Washing Machine, Dryer, or Amusement Machine Distribution
764012	Cemetery or Crematorium	764057	Window, Gutter, or Awning Cleaning
764013	Daycare Centre, Preschool, or Playschool	764058	Security Alarm System Sales, Service, Installation, and Repair or Telecommunication, Cable TV, or Other Similar Wiring
764014	Commercial Cleaning or Janitorial Services		
764015	Commercial Diving		
764016	Commercial Laundry or Linen, Uniforms, or Diaper Supply		
764018	Domestic Cleaning		
764020	Dry Cleaning Facility or Laundromat		
764021	Portable Electronic Equipment or Small Household Appliance Service or Repair		
764022	Steam Cleaning, Sandblasting, or Pressure Washing of Buildings, Pools, or Parking Lots		

764059	Hiring Workers for Own Home Maintenance
764060	Landscaping, Lawn or Garden Maintenance, or Weed Control
764062	Tree Services (not directly related to the forestry industry)
764063	Commercial Retail Sign Shop or Document Copying Services
764066	Furnace, Duct, or Air Vent Cleaning and Servicing
764067	Pool, Spa, or Hot Tub Service
764068	Automatic Door or Gate Installation, Service or Repair
764069	Blind or Drapery Track Installation
7650 — Education Subsector	
765002	Driving School
765003	Library or Resource Centre
765005	Independent or Private Primary or Secondary School
765008	Public School District
765009	Supplementary Education
765010	Advanced Education
7660 — Health Care and Social Services Subsector	
766001	Acute Care
766002	Alcohol or Drug Treatment Centre
766003	Alternative Health Care
766004	Ambulance or First Aid Services
766005	Chiropractic Services, Chiropractic Care, or Chiropractic Practice
766006	Community Health Support Services
766007	Counselling or Social Services (not elsewhere specified)
766008	Dentistry or Ancillary Dental Services
766009	Fundraising or Charitable Organization
766010	Life and Job Skills Training
766011	Long-Term Care
766012	Massage Therapy (licensed)
766013	Optometry
766014	Physiotherapy or Occupational Therapy
766015	Medical Clinic or Medical Practice (not elsewhere specified)
766016	Religious Organization

766017	Residential Social Service Facility
766018	Retirement Home or Seniors' Home (accommodation only)
766019	Short-Term Care
766020	Supplementary Health Care
766021	Surgical Centre
766022	Laboratory Services (not elsewhere specified)
766023	Professional Organizing, Senior Move Managing, and Personal Assisting
766024	Pre-hospital Emergency Health Care
7670 — Utilities Subsector	
767003	Electric Utilities
767004	Gas Utilities
767005	Oil or Gas Transmission (oil or gas pipeline)
767007	Multimedia Services
Sector 81 — Self-Insured Employers	
Sector 8 (formerly Class 10 — Canadian Pacific Limited and Associated Companies)	
Subsector 8108 — Self-Insured Employers Sector 8 (formerly Class 10 — Canadian Pacific Limited and Associated Companies)	
Building Construction	
Canadian Pacific Railway Company	
Cominco Ltd.	
Express	
Trucking and Hauling	
Water Transportation	
Sector 82 — Self-Insured Employers	
Sector 9 (formerly Class 18)	
Subsector 8209 — Self-Insured Employers Sector 9 (formerly Class 18)	
The Burlington Northern and Santa Fe Railway Company	
Sector 83 — Self-Insured Employers	
Sector 10 (formerly Class 12)	
Subsector 8310 — Self-Insured Employers Sector 10	
Subsector 8310 — Self-Insured Employers Sector 10 (formerly Class 12)	

Air Canada
Canadian National Railway Company
Via Rail Canada Inc.
Sector 84 — Self-Insured Employers
Sector 11 (formerly Class 13 — Government of the Province of British Columbia)
Subsector 8411 — Self-Insured Employers Sector 11 (formerly Class 13 — Government of the Province of British Columbia)
British Columbia Assessment Authority
British Columbia Development Corporation
Canada — British Columbia Employment Development Programme
Employment Bridging Assistance Programme
First Aid Ski Patrol
Government of British Columbia
Liquor Distribution Branch
Provincial Emergency Program
Workers' Compensation Board of British Columbia (WorkSafeBC)

Appendix B

Telephone interpretation services

In 2015, our telephone interpretation services were offered in the following languages:

A

Acholi
Afrikaans
Akan
Akateko
Albanian
Amharic
Anuak
Arabic
Armenian
Ashanti/Ashante
Assyrian
Azerbaijani
Azeri

B

Bahasa
Bahdini
Bajuni
Bambara
Bantu
Barese
Basque
Bassa
Behdini
Belorussian
Bengali
Berber
Bosnian
Bravanese
Bulgarian
Burmese

C

Cambodian
Cantonese
Cebuano
Chaldean
Chaochow
Chin Falam
Chin Hakha
Chin Mara
Chin Senthang
Chin Tedim
Chuukese
Croatian
Czech

D

Danish
Dari
Dinka
Duila
Dutch
Dzongkha

E

Edo
English
Estonian
Ewe

F

Fanti
Farsi
Fijian
Finnish
Flemish
French
French Canadian
Fukienese
Fula
Fulani
Fuzhou

G

Ga
Gaddang
Gaelic
Gaelic-Scottish
Garre
Gen
Georgian
German
Gheg
Gorani
Greek
Gujarati

H

Haitian Creole
Hakka
Hakka-china
Hakka-taiwan
Hausa
Hebrew
Hindi
Hindko
Hmong
Hunanese
Hungarian

I

Ibanag
Icelandic
Igbo
Ilocano
Indonesian
Inuktitut
Italian

J

Jakartanese
Japanese
Javanese
Jingpho
Jinyu
Juba Arabic
Jula

K

Kamba
Karen
Karenni
Kashmiri
Kayah
Kazakh
Khmer
K'iche'
Kikuyu
Kinyarwanda
Kirundi
Korean
Kosovan
Kpelle
Krahn
Krio
Kunama
Kurdish
Kurmanji

L

Laotian
Latvian
Lingala
Lithuanian
Luba-Kasai
Luganda
Luo

M

Maay
Macedonian
Malay
Malayalam
Maltese
Mandarin
Mandingo
Mandinka
Manobo
Marathi
Marka
Marshallese
Mien
Mina
Mirpuri
Mixteco
Mizo
Moldavian
Mongolian
Montenegrini
Moroccan Arabic

N

Napoletano
Navajo
Neapolitan
Nepali
Nigerian Pidgin
Norwegian
Nuer
Nupe
Nyoro

O

Oromo

P

Pampangan
Papiamento
Pashto
Patois
Pidgin English
Plautdietsch
Pohnpeian
Polish
Portuguese
Portuguese,
Brazilian
Portuguese, Cape
Verdean
Portuguese, Creole
Pugliese
Pulaar
Punjabi
Putian

Q

Quechua
Quichua

R

Romanian
Rundi
Russian
Rwanda

S

Samoan
Seraiki
Serbian
Shanghainese
Shona
Sichuan Yi
Sylhetti
Sicilian
Sinhala
Slovak
Soga
Somali
Soninke
Sorani
Spanish
Sudanese Arabic
Sunda
Susu
Swahili
Swedish
Sylheti

T

Tagalog
Taiwanese
Tajik
Tamil
Telugu
Thai
Tibetan
Tigre'
Tigrigna
Toishanese
Tongan
Tooro
Toucouleur
Tshiluba
Turkish
Twi

U

Ukrainian
Urdu
Uyghur
Uzbek

V

Vietnamese
Visayan

W

Welsh
Wodaabe
Wolof

Y

Yemeni Arabic
Yiddish
Yoruba
Yunnanese

Z

Zarma



losed Circuit
levision (CCTV)
nd Audio Capability
ystem in use

This train is equipped with audio
and video recording capability for
the safety and security of the
operator and passengers and to
ensure efficient train operations.

The video recording will use a 3.2mm camera lens
with a 1.2mm aperture. The camera will be mounted
on the ceiling of the train. The camera will be
positioned to capture the entire length of the train
carriage.

Glossary

We value our customers
and our employees.

Assaults are criminal offences—
violators will be prosecuted.



Accepted claim

See **Allowed claim**.

Act, the

The *Workers Compensation Act*.

Allowed claim

A claim WorkSafeBC deems work-related and eligible for coverage.

Assessable payroll

The collective earnings of all an employer's workers — full-time, part-time, casual, etc. — up to a maximum amount per worker per year. The maximum amount (known as the Maximum wage rate) was \$78,600 for 2015. Employers' premiums are based, in part, on their assessable payrolls.

Assessment

The total premium a firm pays for workers' compensation insurance. The premium is calculated based on the firm's base rate, assessable payroll, and experience rating discount or surcharge.

AWCBC

The Association of Workers' Compensation Boards of Canada.

Benefit

WorkSafeBC payment made to a worker, the worker's beneficiaries, or the worker's health care providers for an allowed claim.

Claim

A request for payment or benefit to compensate for an injury, illness, or disease a claimant believes is work-related.

Claim cost

The total dollar amount of claim benefits. Includes health care, short-term disability, and vocational rehabilitation payments made in the year, and the long-term disability and survivor reserves and awards charged in the year. All of these amounts are in respect of current-year and prior-year injuries and diseases. (This definition is specific to *WorkSafeBC Statistics 2015*. Claim cost data is compiled differently in WorkSafeBC's annual reports.)

Class

A category in WorkSafeBC's former classification system equivalent to sector in the current classification system.

Classification unit (CU)

A very specific grouping of types of business, such as Candy or Chocolate Manufacturer CU. The system hierarchically groups B.C. firms into sectors, subsectors, and CUs. Using this system, each employer in B.C. is classified into the appropriate unit based on the products or services produced, and the processes, technology, or materials used. Each CU is made up of firms considered to be peers or competitors, based on the similarity in business activities. A firm's CU determines its base premium rate. See also **Sector** and **Subsector**.

Clearance letter

A letter indicating whether a business, contractor, or subcontractor is registered with WorkSafeBC and paying its premiums as required.

Consultation hours

Hours that prevention officers spend consulting with employers, including preparation and travel time.

Consultation report

A document compiled by a prevention officer recording information about a verbal or written exchange between WorkSafeBC and an employer. Prevention officers consult with employers on occupational health and safety issues via telephone, written correspondence, or in person at employers' worksites.

Days lost from work

See **Days paid**.

Days paid

The number of days an injured worker misses from work because of a compensable injury or disease. Also known as **Days lost from work** and **Work days**.

Deposit account or deposit-account employer

See **Self-insured employer**.

Determinations

Results from investigative tests performed on samples.

Disallowed claim

A claim that WorkSafeBC deems to be unrelated to work and therefore does not accept. See also **Rejected claim**.

Discrimination complaint

A formal complaint by a worker claiming discriminatory retaliation — such as a suspension, loss of wages, or reprimand — by an employer or union regarding a health or safety issue. A prevention officer investigates the complaint; if the officer is unable to resolve the situation, the worker's complaint is forwarded to WorkSafeBC's Compliance section for further investigation. (Refer to Part 3, Division 6 of the *Workers Compensation Act* — prohibition against discriminatory action.)

Duration

The average number of work days lost on short-term disability claims.

Education hours

Hours that prevention officers spend on presentations and young worker/community outreach, including preparation and travel time.

Education report

A document that contains recorded information about education sessions WorkSafeBC gives to one or more employers. Prevention officers deliver education presentations to employers and their workers on occupational health and safety (OHS) issues. Education presentations cover various occupational health and safety topics, including the prevention of incidents and occupational diseases, and first aid.

Fatal claim

See **Work-related death**.

Fatality rate

See **Work-related death rate**. The number of allowed work-related death claims per 100 person-years. (One person-year is the equivalent of one person working all year on either a part-time or full-time basis.)

Federal government

The *Workers Compensation Act* does not apply to employees of the Canadian government. However, federal government employees in B.C. have the same rights to compensation as other workers under the *Workers Compensation Act*.

Field equipment transactions

The calibration, repair, and issue of instruments used for sample collections and real-time investigations in the workplace.

First payment

The initial payment of a benefit on a claim.

Gross payroll

Includes wages, salaries, commissions, holiday pay, bonuses, and piecework, as well as any other means or manner by which a worker is paid for services.

Health care-only claim

A claim for which health care costs are paid, but no payment is provided for wage-loss, long-term disability, or survivor benefits.

ICD-9 code

A category of disease or injury listed in the *World Health Organization's International Classification of Diseases, 9th revision*. This statistical standard has categories for injuries, diseases, and symptoms.

Incident

An occurrence that resulted in, or had the potential to result in, an injury or occupational disease. Section 172 of the *Workers Compensation Act* sets out the types of incidents (such as fatalities, serious injuries, and more) that must be reported to WorkSafeBC. Failure to report these incidents may result in an order or penalty against the employer.

Industrial vehicles

Industrial vehicles differ from motor vehicles as they are for specific use within a worksite and not typically operated on public roadways. Examples include industrial vehicles used at logging sites, farms, construction sites, and warehouses.

Industry sector

See **Sector**.

Initiated WorkSafeBC investigation

A WorkSafeBC investigation initiated by the Fatal and Serious Injuries Investigations department as a result of an incident.

Injury rate

The number of claims per 100 person-years of employment. (One person-year is the equivalent of one person working all year on either a part-time or full-time basis.) The claim count includes injuries that occurred in a given year and were first paid for short-term disability, long-term disability, or survivor benefits in that year or in the first three months of the following year. Self-insured employers are not included in the calculation.

Inspection

A formal inspection conducted by a prevention officer at a worksite to ensure compliance with the *Workers Compensation Act* and the Occupational Health and Safety Regulation.

Inspection hours

Number of hours prevention officers spend on provincial inspections (those performed under the authority of the *Workers Compensation Act*, Part 3), federal WHMIS inspections, variances, and penalties, including preparation and travel time.

Inspection report

A document that records the occupational health and safety activity carried out by a prevention officer. This activity usually involves a site visit to ensure regulatory compliance under the *Workers Compensation Act* and the Occupational Health and Safety Regulation. An inspection report may relate to either the prevention officer's initial or follow-up activity.

Investigation

WorkSafeBC responds to reported workplace incidents that result in death or injury, or that present a high risk of causing a serious injury or death to workers. Depending on the circumstances, WorkSafeBC may initiate a formal investigation. These investigations are conducted on all fatalities. They are also conducted on select serious injuries and potentially life-threatening incidents for which health and safety lessons can be learned from an analysis of the causes or for which serious non-compliance issues are identified. Investigations are conducted by WorkSafeBC investigating officers.

Investigation hours

Number of hours prevention officers and investigating officers spend on notice of incidents and incident investigations, including preparation and travel time.

Long-term disability claim

A claim for an injured worker with a permanent injury or disease (such as an injury or disease from which the worker does not fully recover).

Maximum wage rate

The maximum wage rate on which benefits are paid to claimants by WorkSafeBC. Compensation benefits, also known as wage-loss benefits, are generally based on 90 percent of a worker's average net earnings after statutory deductions. If the worker earns more than the maximum wage rate, his or her benefits are based on 90 percent of the maximum wage rate. In 2015, the maximum wage rate was \$78,600.

MVI (motor vehicle incident)

An incident involving a motor vehicle. Previously referred to as an MVA (motor vehicle accident).

New injuries reported in the year

See **Reported claim**.

Notice of incident

A document issued by a prevention officer to record the information gathered as a result of a preliminary investigation into an incident. These reports are used by the Fatal and Serious Injury Investigations (FSII) department to assess which incidents require additional investigation by FSII officers.

Occupational disease

An illness or disease arising from work-related activity or exposure.

Order

A WorkSafeBC directive issued as a result of an inspection by a prevention officer. It directs an employer to remedy a contravention of the *Workers Compensation Act* and/or the Occupational Health and Safety Regulation. Orders may be issued as a result of an initial or follow-up activity. Follow-up orders are orders that confirm the status of compliance on previously issued orders. Rescinded orders are still considered orders.

Order to stop work

An order issued under sections 190 and 191 of the *Workers Compensation Act*. The total number of orders issued may be under-representative of actual work stoppages, as orders under some other provisions of the Occupational Health and Safety Regulation can also result in operations being temporarily put on hold until compliance is achieved.

Order to worker report

A document issued by a prevention officer to an individual (for example, a worker or a supervisor) when he or she has failed to fulfill duties required under the *Workers Compensation Act* or the Occupational Health and Safety Regulation. These documents record one or more observed violations.

Other hours

Hours that prevention officers spend on program reviews, certification, specialty groups, help desk support for employers and workers, research, and publications, including preparation and travel time.

Penalties

Additional assessments imposed on an employer by WorkSafeBC for health- and safety-related violations.

Penalties imposed

Administrative penalties that employers have been ordered to pay through additional assessments for violations of Part 3 of the *Workers Compensation Act* or the Occupational Health and Safety Regulation.

Penalties imposed (amount)

Dollar amounts of administrative penalties imposed against employers for violations of Part 3 of the *Workers Compensation Act* or the Occupational Health and Safety Regulation.

Penalties recommended

Administrative penalties against employers for violations of the Occupational Health and Safety Regulation or Part 3 of the *Workers Compensation Act*, as recommended by prevention officers.

Pension payment

A form of monthly payment by WorkSafeBC to a worker or beneficiary regarding a long-term disability or work-related death. Cash awards are one-time cash payments related to long-term disabilities or work-related deaths.

Permanent disability claim

See **Long-term disability claim**.

Person-year

One person-year is the equivalent of one person working all year on either a part-time or full-time basis. WorkSafeBC estimates person-years using employers' reported payroll and the average wage for the industry the employer is classified in.

Premium

The dollar amount an employer pays for WorkSafeBC insurance.

Prevention activity hours

Hours that prevention officers spend on inspections, education, consultations, investigations, and other industry and worker services, including travel time, but not overhead and administrative time.

Prevention officer

A WorkSafeBC employee who conducts workplace inspections and is empowered to enforce the *Workers Compensation Act* and the Occupational Health and Safety Regulation by writing orders and directives, recommending penalties, and issuing closure orders. Prevention officers also investigate incidents, conduct safety program reviews, and provide consultation, education, and technical assistance to employers.

Program review report

A document produced by a prevention officer who conducts a review of some or all elements in an employer's occupational health and safety program. In the review, key elements of the employer's program are judged against accepted standards for those elements. The prevention officer then provides employers with direction and support on how to improve their programs.

Quality assurance analysis

A test to monitor the quality of a lab's analytical services. For such a test, WorkSafeBC sends a sample of a known substance to a lab for analysis and uses the result to determine the reliability of that lab's reports.

Rateable employer

An employer registered in a rateable sector.

Rateable sector

Sectors 70 through 76; these sectors are rateable because employers in these sectors pay premiums based on their expected claim costs. (Sectors 81–84 are for self-insured employers. These employers do not pay premiums to WorkSafeBC; instead, they pay their claim costs directly.)

Rateable subsector

Subsectors 7010 through 7670; these subsectors are rateable because employers in these subsectors pay

premiums based on their expected claim costs.

(Subsectors 8108 through 8411 are for self-insured employers. These employers do not pay premiums to WorkSafeBC; instead, they pay their claim costs directly.)

Regulation, the

The Occupational Health and Safety Regulation.

Rejected claim

A claim for benefits arising from an injury for which the injured person does not have WorkSafeBC coverage; therefore, WorkSafeBC does not accept the claim. See also **Disallowed claim**.

Reported claim

An injury or disease reported to WorkSafeBC as being work-related and for which compensation is being sought. Includes claims that may be disallowed or rejected at a later date. Also known as a **Reported injury** and **Registered claim**.

Reported fatality

A death that occurred in the year and was reported to WorkSafeBC by the last day of March in the following year. For years prior to 2008, deaths included in this count were reported to WorkSafeBC by the cut-off day in February.

Reported injury

See **Reported claim**.

Reserves

Financial assets set aside to meet fiscal obligations arising from future events (such as an earthquake or other disaster), contingent liabilities (such as latent occupational diseases), and other risks. For a list of WorkSafeBC's current reserves, see WorkSafeBC's *2015 Annual Report and 2016–2018 Service Plan*.

Review Division

A division of WorkSafeBC established in 2002 to provide an independent review of WorkSafeBC claim, prevention, and assessment decisions appealed by workers and employers. See also **WCAT**.

Sample

A specimen taken from an investigative site and sent to a laboratory for analysis.

Section 39

The section of the *Workers Compensation Act* that specifies categories of claim costs that are not charged to employers because they would unfairly burden employers. Examples include costs arising from a natural disaster or costs attributable to pre-existing medical conditions of injured workers.

Sector

A broad grouping of industries, such as the manufacturing sector. The system groups B.C. firms hierarchically into sectors, subsectors, and CUs. For the purposes of section 37 of the *Workers Compensation Act*, a sector is equivalent to a class. Also known as **Industry sector**. See also **CU** and **Subsector**.

Self-insured employer

An employer in sectors 81, 82, 83, or 84. Employers in these sectors pay their own claim costs instead of paying premiums to WorkSafeBC; they are not rateable. Typically, the provincial or federal governments are in this category as employers. Also known as **Deposit account** or **deposit-account employer**.

Serious injury claim

Serious injury claims include all time-loss claims with a first payment in the year of injury or in the three months following the year of injury that meet one of the following criteria:

- Serious medical diagnosis (one of 434 selected ICD-9 codes)
- Potentially serious medical diagnosis (one of 369 selected ICD-9 codes) with a long recovery period (50 or more work days lost).

Serious injury rate

Number of serious injury claims per 100 person-years. (One person-year is the equivalent of one person working all year on either a part-time or full-time basis.)

Short-term disability claim

A claim from an injured worker who has lost time from work. Also known as **Wage-loss claim** or **Lost-time claim**.

SLF (Short-term, long-term, and fatal injuries)

Injuries or fatalities for which short-term disability, long-term disability, or survivor benefits have been awarded.

Subsector

A specific grouping of industries, such as road construction. The system groups B.C. industries hierarchically into sectors, subsectors, and CUs. For the purposes of section 37 of the *Workers Compensation Act*, a subsector is equivalent to a subclass. See also **CU** and **Sector**.

Survivor benefit

A WorkSafeBC payment made to beneficiaries of a worker who died as a result of a work-related incident or disease.

Time-loss claim

The number of claims where the injuries occurred in a given year and were first paid for short-term disability, long-term disability, or work-related death benefits in that year or in the first three months of the following year.

Uncoded claim

A claim not yet coded for the purpose of statistical analysis.

Variance

An exception granted by WorkSafeBC when it is not possible for an employer to comply with a particular regulatory requirement. A variance — an order varying the requirement — may be issued if the applicant can provide alternative means to ensure workers' health and safety.

Wage-loss claim

See **Short-term disability claim**.

Warning letter

A letter sent to an employer as a result of workers being exposed to a serious hazard, or for repeated non-compliance. Warning letters indicate that an administrative penalty will be considered if further violations of Part 3 of the *Workers Compensation Act* or the Occupational Health and Safety Regulation occur.

WCAT (Workers' Compensation Appeal Tribunal)

An independent and external organization established in 2003 to provide a second and final level of appeal for most WorkSafeBC decisions relating to workers and employers. See **Review Division**.

WHMIS

(Workplace Hazardous Materials Information System)

Information on the safety and health hazards associated with controlled products used in the workplace as required under Part 5, sections 5.2 to 5.19 of the Occupational Health and Safety Regulation. Under WHMIS, workers have the right to receive information about the identity, hazards, and safety precautions for each controlled product they might encounter in the workplace.

Wood-frame residential construction

Wood-frame residential construction includes CUs 721024, 721027, 721030, 721033, 721042, 721049, and 721051, where 721030 and 721033 are considered inactive but are required to represent a complete historical picture.

Work days

See **Days paid**.

Work-related death claim

A claim involving the death of a worker, and accepted for fatal and/or survivor benefits.

Work-related death rate

The number of allowed work-related death claims per 100 person-years. (One person-year is the equivalent of one person working all year on either a part-time or full-time basis.)

Young worker

A worker between the ages of 15 and 24 years.



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Youth	claimants under age 25 (10-year summary)	57, 76

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WorkSafeBC makes every attempt to ensure the accuracy and reliability of information contained in this report; however, some data may change after publication. View this report and the *2015 Annual Report and 2016–2018 Service Plan* online at worksafebc.com. There, you will also find other statistics reports and publications such as *Occupational Injuries by Accident Type and Occupation in British Columbia 2005–2014*, and *Occupational Diseases in British Columbia 1990–2014*.

For more detailed statistics on specific topics, contact WorkSafeBC's Statistical Services group at 604.276.3130.

