

# Serving British Columbians





# 2016 Key Statistics

## B.C. injured workers<sup>1</sup>

Men	62%
Women	38%
Average age	42
Young workers (age 15–24)	6,650 (13%)
Older workers (age 55 and over)	10,965 (21%)



## Claims

Injuries reported	149,554
Claims first paid this year	103,687
Work-related death claims <sup>2</sup>	144
Short-term disability claims <sup>3</sup>	45,891
Occupational disease claims <sup>3</sup>	3,185
Percentage of claims disallowed	8.4%
Days lost from work	2.6 million
Average time to first payment (from day of disablement)	17.6 days
Average length of short-term wage-loss benefits	54.0 days



Injuries reported:  
**149,554**

Work-related death claims:  
**144**

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 audited annual report and service plan.

This publication 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.

Data and information help workers, employers, industry, and WorkSafeBC consider appropriate actions and make more informed decisions about workplace health and 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 2016* 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 by working closely with the workers and employers of B.C.

Our 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, 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](http://worksafebc.com).

## What's inside

*WorkSafeBC Statistics 2016* is a compendium of statistics that sheds additional light on WorkSafeBC's core areas of operation. This includes claims, assessments, prevention, and service.

# Work-Related Deaths and Serious Injury





# Work-Related Deaths

Table 1–1: All reported fatalities and injuries,<sup>1</sup> 2007–2016

In 2016, 149,554 claims were reported to WorkSafeBC — a 2.8 percent increase from claims reported in 2015.

Year	New injuries reported in the year	Fatalities occurring in the year and reported by March 31 of the following year <sup>2</sup>	Fatalities as a percentage of new injuries
2007	173,357	228	0.13%
2008	168,227	225	0.13%
2009	141,504	174	0.12%
2010	136,591	185	0.14%
2011	141,347	190	0.13%
2012	144,767	183	0.13%
2013	144,794	186	0.13%
2014	146,535	203	0.14%
2015	145,523	187	0.13%
2016	149,554	164	0.11%

WorkSafeBC made decisions to accept 144 work-related death claims in 2016. Of these, 34 of the 144 cases were for workers receiving long-term disability benefits who died from causes related to their compensable injuries or diseases. The 144 work-related death claims accepted in 2016 cannot be compared to the 164 fatalities in this table as some of the fatalities accepted in 2016 occurred and were reported in a prior year. In addition, some reported fatalities were not compensable.

The 164 fatalities in this table are categorized in Table 1–2. The 144 work-related death claims accepted in 2016 are broken down by subsector in Table 1–4.

The count of new injuries reported has been revised for the years 2007–2015 because of claim consolidations. There will likely be a revision to the 2016 count in the table published in *WorkSafeBC Statistics 2017*.

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

<sup>2</sup> Fatalities included in the table are those reported by February 22 in 2007, and by February 20 in 2008.

For 2009 and subsequent years, fatalities included in the table are those reported by March 31 of the following year (see Footnote 1, Table 1–2).

Table 1–2: Fatalities occurring in 2016 and reported by March 31, 2017<sup>1</sup>

Category of injury or disease	Adjudication completed by March 31, 2017			Awaiting adjudication or application at March 31, 2017	Total fatalities occurring in 2016 and reported by March 31, 2017
	Accepted	Disallowed <sup>2</sup>	Rejected <sup>3</sup>		
Motor vehicle incident <sup>4</sup>	15	3	1	6	25
Other injury <sup>5</sup>	27	2	4	10	43
Asbestos exposure	58	0	0	5	63
Other disease	13	6	0	14	33
Total	113	11	5	35	164

1 All fatalities in this table occurred in 2016; some incidents and exposures leading to those deaths occurred before 2016.

2 Disallowed claims are those deemed unrelated to work.

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

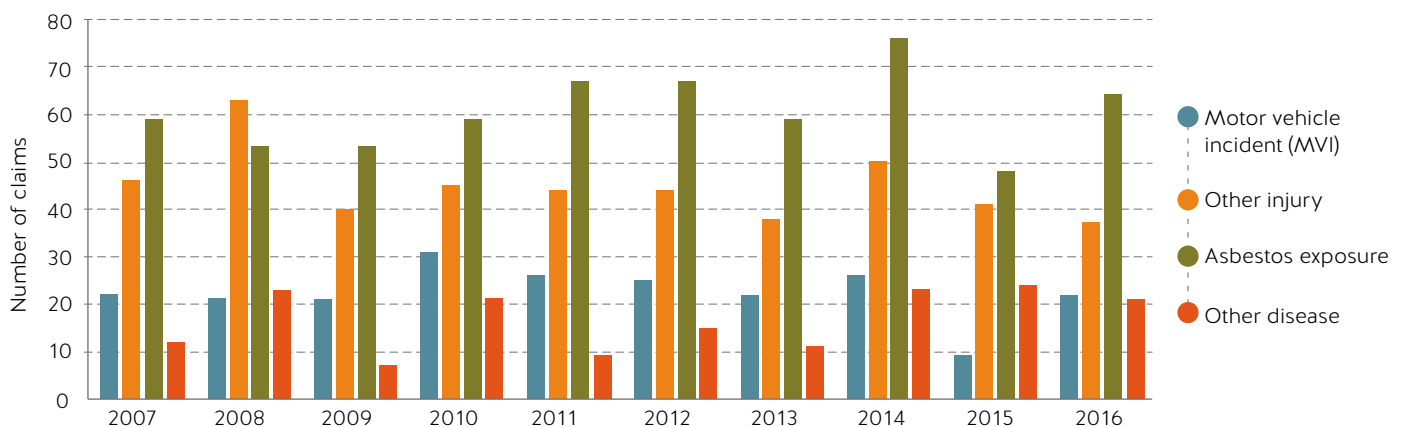
4 Motor vehicle incident also includes all vehicle incidents involving pedestrians.

5 The classification criteria for other injury include, among others: incidents involving industrial vehicles (such as loaders, skidders, and forklifts), and deaths caused by a disease condition that is a compensable consequence of the original injury.



Table 1-3: Work-related death claims<sup>1,2</sup> by category of injury or disease, 2007–2016<sup>3</sup>

Category <sup>4</sup> of injury or disease	Year accepted										2007–2016
	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	
MVI <sup>5</sup> — same year	19	16	18	22	17	19	19	16	5	12	163
MVI <sup>5</sup> — prior year	3	5	3	9	9	6	3	10	4	10	62
MVI <sup>5</sup> — subtotal	22	21	21	31	26	25	22	26	9	22	225
Other injury <sup>6</sup> — same year	39	46	27	30	35	32	24	30	32	19	314
Other injury <sup>6</sup> — prior year	7	17	13	15	9	12	14	20	9	18	134
Other injury <sup>6</sup> — subtotal	46	63	40	45	44	44	38	50	41	37	448
Asbestos exposure	59	53	53	59	67	67	59	76	48	64	605
Other disease	12	23	7	21	9	15	11	23	24	21	166
Disease — subtotal	71	76	60	80	76	82	70	99	72	85	771
Total	139	160	121	156	146	151	130	175	122	144	1,444



1 Claims accepted for work-related death benefits in 2010–2016, and claims first paid for work-related death benefits in 2007–2009.

2 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.

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

4 “Same year” means the incident 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.

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

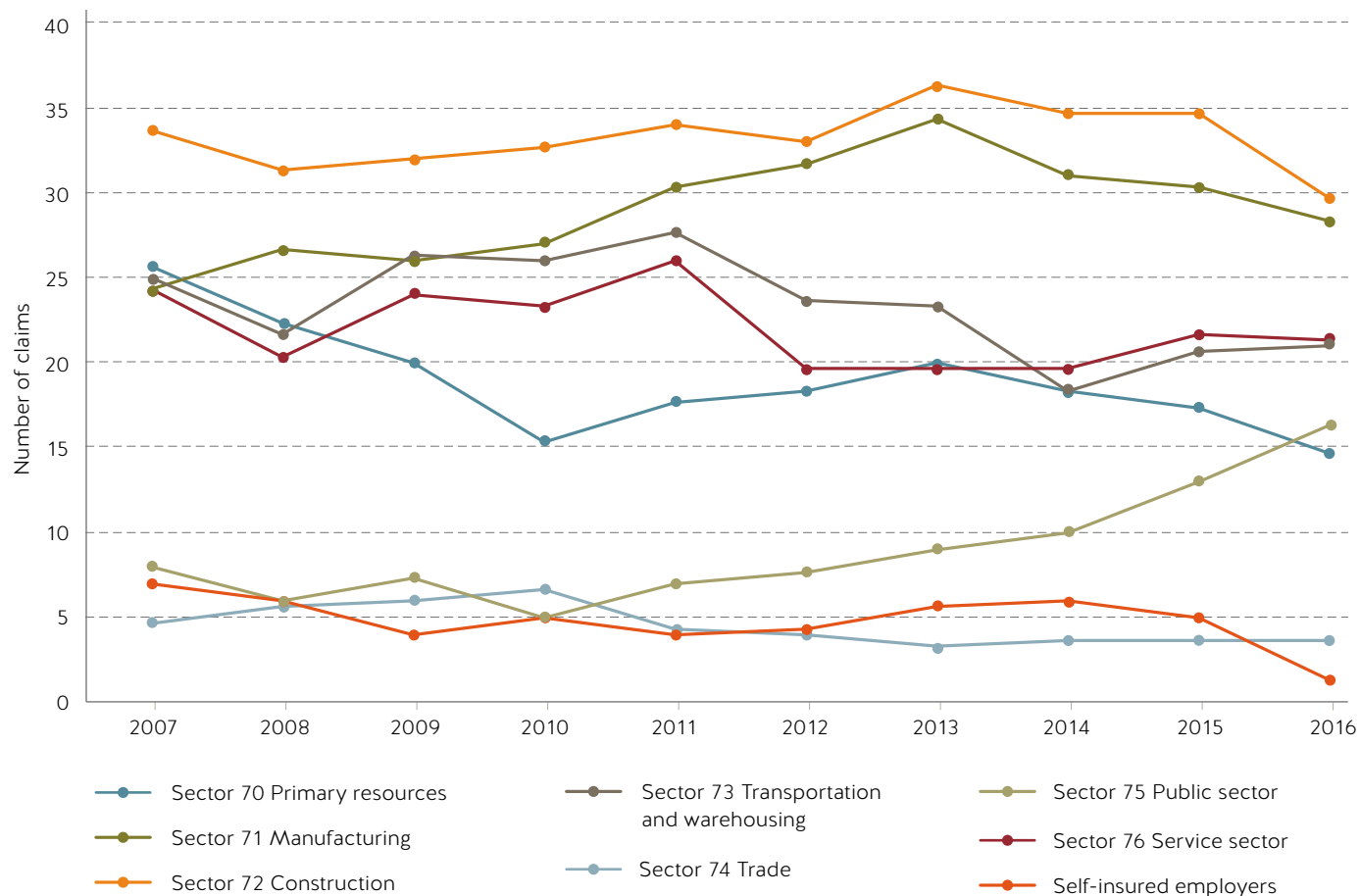
6 The classification criteria for other injury include, among others: incidents involving industrial vehicles (such as loaders, skidders, and forklifts), and deaths caused by a disease condition that is a compensable consequence of the original injury.

Table 1-4: Work-related death claims<sup>1,2</sup> by subsector, 2007–2016<sup>3</sup>

Sector/ subsector <sup>4</sup>	Description <sup>5</sup>	Year accepted										2007– 2016
		2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	
Sector 70 — Primary resources												
7010	Agriculture	3	4	3	0	4	3	2	5	0	0	24
7020	Fishing	4	2	1	2	2	1	2	4	3	1	22
7030	Forestry	8	18	5	5	10	13	9	8	8	7	91
7040	Oil and Gas or Mineral Resources	7	7	5	8	1	4	4	5	5	6	52
	Total	22	31	14	15	17	21	17	22	16	14	189
Sector 71 — Manufacturing												
7110	Food and Beverage Products	0	0	0	0	1	1	3	2	0	4	11
7120	Metal and Non-metallic Mineral Products	13	16	15	15	15	18	13	19	11	13	148
7130	Petroleum, Coal, Rubber, Plastic, and Chemical Products	2	0	5	1	2	2	3	0	1	1	17
7140	Wood and Paper Products	12	8	7	10	9	15	11	14	15	11	112
7150	Other Products	2	0	0	1	0	1	1	0	0	0	5
	Total	29	24	27	27	27	37	31	35	27	29	293
Sector 72 — Construction												
7210	General Construction	25	30	29	28	29	32	28	40	24	27	292
7220	Heavy Construction	2	2	0	1	0	0	1	2	1	1	10
7230	Road Construction or Maintenance	4	1	1	4	6	2	1	3	4	2	28
	Total	31	33	30	33	35	34	30	45	29	30	330
Sector 73 — Transportation and warehousing												
7310	Warehousing	0	0	0	1	0	0	0	0	0	0	1
7320	Transportation and Related Services	16	26	23	29	25	28	18	24	13	25	227
	Total	16	26	23	30	25	28	18	24	13	25	228
Sector 74 — Trade												
7410	Retail	3	1	4	4	5	1	3	2	2	2	27
7420	Wholesale	1	3	5	1	1	1	1	2	1	2	18
	Total	4	4	9	5	6	2	4	4	3	4	45

Sector/ subsector <sup>4</sup>	Description <sup>5</sup>	Year accepted										2007–
		2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2016
Sector 75 — Public sector												
7530	Public Administration	4	12	2	8	5	8	10	9	11	19	88
Sector 76 — Service sector												
7610	Accommodation, Food, and Leisure Services	3	4	1	6	7	2	3	3	1	3	33
7620	Business Services	2	0	0	3	3	2	1	0	0	0	11
7630	Professional, Scientific, and Technical Services	1	3	1	3	4	4	2	4	0	1	23
7640	Other Services	11	10	3	13	4	6	4	8	9	10	78
7650	Education	4	2	1	2	1	1	2	3	3	2	21
7660	Health Care and Social Services	2	3	2	4	3	2	3	3	2	4	28
7670	Utilities	2	4	2	5	2	1	2	3	3	3	27
	Total	25	26	10	36	24	18	17	24	18	23	221
Sectors 81–84 — Deposit accounts												
8108	Canadian Pacific Ltd. and Associated Companies	5	2	5	1	2	1	3	4	2	0	25
8110	Federal Government	3	1	0	1	3	0	0	4	1	0	13
8209	Burlington Northern Inc.	0	0	0	0	0	0	0	0	0	0	0
8310	Canadian National Railways, Via Rail, Air Canada	0	0	0	0	0	1	1	1	0	0	3
8411	Government of the Province of B.C.	0	1	1	0	2	1	-1	2	1	0	7
	Total	8	4	6	2	7	3	3	11	4	0	48
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	0	0	0
Other		0	0	0	0	0	0	0	1	1	0	2
Grand total		139	160	121	156	146	151	130	175	122	144	1,444

## Work-related death claims by sector, 2007–2016\*



\*Figures are centred on a three-year moving average. The 2016 average is based on a weighting of two-thirds being assigned to the 2016 actual result and one-third being assigned to the 2015 actual result.

1 Claims accepted for work-related death benefits in 2010–2016, and claims first paid for work-related death benefits in 2007–2009. Some work-related death claims have been previously first paid for long-term disability benefits, such as claims for diseases like silicosis.

2 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.

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

4 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 *WorkSafeBC Statistics 2015*.

5 For a complete listing of WorkSafeBC's classification structure, see Classes of Industry section, page 98.

Table 1–5: Listing of work-related death claims<sup>1</sup> accepted in 2016<sup>2</sup>

Subsector <sup>3</sup>	Description <sup>4</sup>	Year of death	Occupation	Age <sup>5</sup>	Incident description <sup>6</sup>
7020	Fishing	2015	Fisherman	61	Worker was found deceased in water between vessel and dock.
7030	Forestry	2016	Yarding engineer	58	Yarding tower collapsed onto yarder's cab, crushing the worker inside.
7030	Forestry	2016	Heavy-duty mechanic	79	Worker developed mesothelioma as a result of asbestos exposure.
7030	Forestry	2016	Loader operator	64	A log loader/yarding machine on a truck came into contact with overhead powerlines. The worker was electrocuted after climbing onto the truck.
7030	Forestry	2015	Faller	49	Worker was injured while cutting a tree. Years later, worker was reported missing and it is presumed that the worker took their own life.
7030	Forestry	2016	Faller	58	Worker succumbed to injuries after being struck by a tree that worker was falling.
7030	Forestry	2016	Faller	23	Worker succumbed to injuries after being struck by a tree that worker was falling.
7030	Forestry	2016	Faller	66	Worker succumbed to complications of paraplegia after being struck by a falling tree years earlier.
7040	Oil and Gas or Mineral Resources	2016	Cashier	61	Worker developed mesothelioma as a result of asbestos exposure.
7040	Oil and Gas or Mineral Resources	2016	Heavy-duty mechanic	88	Worker developed asbestos-induced pleural disease, asbestosis, and lung cancer as a result of asbestos exposure.
7040	Oil and Gas or Mineral Resources	2016	Millwright	75	Worker developed asbestos-related bilateral pleural disease and asbestosis as a result of asbestos exposure.
7040	Oil and Gas or Mineral Resources	2016	Auto mechanic	82	Worker developed mesothelioma as a result of asbestos exposure.
7040	Oil and Gas or Mineral Resources	2016	Equipment operator	86	Worker developed silicosis and chronic airway obstruction/emphysema (COPD) as a result of exposure to silica dust.
7040	Oil and Gas or Mineral Resources	2016	Stationary engineer	73	Worker developed mesothelioma as a result of asbestos exposure.
7110	Food and Beverage Products	2016	Delivery driver	61	Worker succumbed to injuries after a head-on collision.



Subsector <sup>3</sup>	Description <sup>4</sup>	Year of death	Occupation	Age <sup>5</sup>	Incident description <sup>6</sup>
7110	Food and Beverage Products	2016	Maintenance technician	57	Worker fell down the stairs and struck head on concrete landing.
7110	Food and Beverage Products	2016	Coffee roaster	75	Worker developed mesothelioma as a result of asbestos exposure.
7120	Metal and Non-Metallic Mineral Products	2013	Ironworker	69	Worker developed asbestos-induced pleural disease as a result of asbestos exposure.
7120	Metal and Non-Metallic Mineral Products	2015	Carpenter	49	Worker succumbed to injuries after a motor vehicle incident on the way to a job site.
7120	Metal and Non-Metallic Mineral Products	2016	Heavy-duty mechanic	76	Worker developed mesothelioma as a result of asbestos exposure.
7120	Metal and Non-Metallic Mineral Products	2016	Boilermaker	64	Worker developed mesothelioma as a result of asbestos exposure.
7120	Metal and Non-Metallic Mineral Products	2016	Welder	78	Worker developed asbestos-induced pleural disease and mesothelioma as a result of asbestos exposure.
7120	Metal and Non-Metallic Mineral Products	2016	Ironworker	76	Worker developed mesothelioma as a result of asbestos exposure.
7120	Metal and Non-Metallic Mineral Products	2016	Shipbuilding joiner	64	Worker developed mesothelioma as a result of asbestos exposure.
7120	Metal and Non-Metallic Mineral Products	2016	Boilermaker	75	Worker developed mesothelioma as a result of asbestos exposure.
7120	Metal and Non-Metallic Mineral Products	2015	Welder	62	Worker developed lung cancer from exposure to welding fumes.
7120	Metal and Non-Metallic Mineral Products	2016	Metal worker	71	Worker developed mesothelioma as a result of asbestos exposure.
7120	Metal and Non-Metallic Mineral Products	2015	Potroom worker	61	Worker developed lung cancer from exposure to potroom fumes.
7120	Metal and Non-Metallic Mineral Products	2016	Smelter	82	Worker developed mesothelioma as a result of asbestos exposure.

Subsector <sup>3</sup>	Description <sup>4</sup>	Year of death	Occupation	Age <sup>5</sup>	Incident description <sup>6</sup>
7120	Metal and Non-Metallic Mineral Products	2015	Millwright	61	Worker developed lung cancer from exposure to asbestos and polycyclic aromatic hydrocarbons.
7130	Petroleum, Coal, Rubber, Plastic, and Chemical Products	2016	Production worker	65	Worker developed lung cancer, asbestosis, and asbestos-induced pleural disease as a result of asbestos exposure.
7140	Wood and Paper Products	2016	Millwright	70	Worker was exposed to welding fumes. Exacerbation of compensable condition of obstructive lung disease contributed to worker's death.
7140	Wood and Paper Products	2016	Pulp mill worker	50	Worker developed mesothelioma as a result of asbestos exposure.
7140	Wood and Paper Products	2016	Industrial electrician	73	Worker developed mesothelioma as a result of asbestos exposure.
7140	Wood and Paper Products	2016	Millwright	69	Worker could have been exposed to occupational carcinogens, contributing to lung cancer.
7140	Wood and Paper Products	2016	Boat operator	83	Worker succumbed to complications from injuries sustained after falling from a catwalk years earlier.
7140	Wood and Paper Products	2016	Planer feeder	54	Worker ended their own life after having hand caught in planer machine years earlier.
7140	Wood and Paper Products	2016	Bulldozer operator	37	Worker succumbed to injuries after falling into reclaim pit/chip conveying system.
7140	Wood and Paper Products	2015	Volunteer firefighter	77	Worker developed non-Hodgkin's lymphoma as a result of toxic exposure at fire scenes.
7140	Wood and Paper Products	2016	Cat operator	62	Worker succumbed to injuries after the tractor that the worker was operating rolled down the edge of a stock pile.
7140	Wood and Paper Products	2016	Welder	81	Worker developed mesothelioma as a result of asbestos exposure.
7140	Wood and Paper Products	2016	Sheet metal worker	68	Worker developed mesothelioma as a result of asbestos exposure.
7210	General Construction	2014	Engineer	74	Worker developed mesothelioma as a result of asbestos exposure.
7210	General Construction	2016	Concrete placer	24	Worker succumbed to injuries after being struck by a concrete pumper truck boom that collapsed.
7210	General Construction	2016	Sheet metal worker	69	Worker developed mesothelioma as a result of asbestos exposure.

Subsector <sup>3</sup>	Description <sup>4</sup>	Year of death	Occupation	Age <sup>5</sup>	Incident description <sup>6</sup>
7210	General Construction	2015	Drywall installer	54	Worker developed mesothelioma as a result of asbestos exposure.
7210	General Construction	2016	Electrician	75	Worker developed mesothelioma as a result of asbestos exposure.
7210	General Construction	2016	Electrician	84	Worker developed mesothelioma as a result of asbestos exposure.
7210	General Construction	2016	Construction worker	64	Worker succumbed to complications of paraplegia after being electrocuted and falling while topping a tree years earlier.
7210	General Construction	2015	Construction worker	31	Accidental overdose due to work-related neck injury that happened years earlier.
7210	General Construction	2015	Construction worker	41	Worker succumbed to injuries after a head-on collision while transporting materials.
7210	General Construction	2016	Drywall installer	74	Worker developed lung cancer as a result of asbestos exposure.
7210	General Construction	2016	Carpenter	86	Worker developed mesothelioma and asbestosis as a result of asbestos exposure.
7210	General Construction	2015	Pulp mill worker	67	Worker developed mesothelioma as a result of asbestos exposure.
7210	General Construction	2016	Bricklayer	74	Worker developed asbestos-related pleural disease and asbestosis as a result of asbestos exposure.
7210	General Construction	2016	Pipeline foreman	67	Worker succumbed to complications of quadriplegia as a result of a fall off a water tank years earlier.
7210	General Construction	2016	Painter	25	Worker succumbed to injuries after falling off an awning.
7210	General Construction	2013	Pipefitter	73	Worker developed asbestos-related bilateral pleural disease and early asbestosis as a result of asbestos exposure.
7210	General Construction	2015	Plumber	68	Worker developed mesothelioma as a result of asbestos exposure.
7210	General Construction	2016	Plumber	77	Worker developed lung cancer and asbestos-induced pleural disease as a result of asbestos exposure.
7210	General Construction	2016	Plumber	83	Worker developed mesothelioma as a result of asbestos exposure.
7210	General Construction	2016	Pipefitter	75	Worker developed mesothelioma as a result of asbestos exposure.

Subsector <sup>3</sup>	Description <sup>4</sup>	Year of death	Occupation	Age <sup>5</sup>	Incident description <sup>6</sup>
7210	General Construction	2016	Sewer maintenance worker	31	Worker succumbed to injuries after an excavation trench collapsed.
7210	General Construction	2016	Plumber	81	Worker developed mesothelioma as a result of asbestos exposure.
7210	General Construction	2015	Carpenter	58	Worker took their own life after falling from a storage rack years earlier.
7210	General Construction	2015	Roofer	55	Worker succumbed to injuries after falling from roof.
7210	General Construction	2015	Welder	79	Worker developed mesothelioma as a result of asbestos exposure.
7210	General Construction	2015	Welder	78	Worker developed mesothelioma as a result of asbestos exposure.
7210	General Construction	2016	Welder	75	Worker developed asbestosis as a result of asbestos exposure.
7220	Heavy Construction	2016	Pile driver	70	Worker succumbed to complications from injuries sustained years earlier after being trapped under a section of wall that fell to the ground.
7230	Road Construction or Maintenance	2015	Equipment operator	28	Worker's truck was found flipped over on the side of the highway. Worker succumbed to injuries from the motor vehicle incident.
7230	Road Construction or Maintenance	2016	Traffic controller	59	Worker succumbed to injuries after being struck by a truck on a job site.
7320	Transportation and Related Services	2015	Truck driver	67	Worker's vehicle rolled into the ditch. Worker succumbed to injuries from the motor vehicle incident.
7320	Transportation and Related Services	2016	Truck driver	67	Worker's dump truck left the road, crashing into an embankment. Worker succumbed to injuries from the motor vehicle incident after being ejected.
7320	Transportation and Related Services	2015	Truck driver	88	Worker succumbed to complications of paraplegia from a motor vehicle incident years earlier.
7320	Transportation and Related Services	2016	Pilot	60	Worker was involved in an airplane crash.
7320	Transportation and Related Services	2015	Truck driver	38	Worker succumbed to injuries after worker's tractor trailer overturned.
7320	Transportation and Related Services	2016	Truck driver	30	Worker's semi-trailer truck missed a turn while descending a hill. Worker succumbed to injuries from the motor vehicle incident.

Subsector <sup>3</sup>	Description <sup>4</sup>	Year of death	Occupation	Age <sup>5</sup>	Incident description <sup>6</sup>
7320	Transportation and Related Services	2016	Truck driver	64	Worker's truck collided with a vehicle that crossed the centre line. Worker succumbed to injuries from the motor vehicle incident.
7320	Transportation and Related Services	2016	Truck driver	80	Worker developed mesothelioma as a result of asbestos exposure.
7320	Transportation and Related Services	2016	Fuel truck driver	33	Worker's semi-truck rolled over and into a ditch. Worker succumbed to injuries from the motor vehicle incident.
7320	Transportation and Related Services	2016	Truck driver	39	Worker's tractor trailer overturned on the highway. Worker succumbed to injuries as a result of the motor vehicle incident.
7320	Transportation and Related Services	2016	Truck driver	69	Worker succumbed to complications of paraplegia as a result of a motor vehicle incident years earlier.
7320	Transportation and Related Services	2015	Auto mechanic	58	Worker succumbed to hepatocellular carcinoma after a surgical procedure for a work-related injury years earlier.
7320	Transportation and Related Services	2015	Truck driver	63	Worker succumbed to complications from a work-related injury as a result of a fall years earlier.
7320	Transportation and Related Services	2016	Lumber yard worker	60	Worker was found deceased under a pile of fallen lumber.
7320	Transportation and Related Services	2016	Lumber yard worker	65	Worker was found deceased under a pile of fallen lumber.
7320	Transportation and Related Services	2016	Sheet metal worker	73	Worker developed mesothelioma as a result of asbestos exposure.
7320	Transportation and Related Services	2016	Longshoreman	78	Worker developed mesothelioma as a result of asbestos exposure.
7320	Transportation and Related Services	2015	Longshoreman	74	Worker succumbed to cardiac arrest related to being struck by a lift truck years earlier.
7320	Transportation and Related Services	2015	Longshoreman	86	Worker developed pulmonary fibrosis and asbestosis as a result of asbestos exposure.
7320	Transportation and Related Services	2016	Logging truck driver	56	Worker's logging truck rolled over an embankment while on a forestry road. Worker succumbed to injuries as a result of the motor vehicle incident.
7320	Transportation and Related Services	2016	Logging truck driver	21	Worker's truck went down an embankment. Worker succumbed to injuries as a result of the motor vehicle incident.



Subsector <sup>3</sup>	Description <sup>4</sup>	Year of death	Occupation	Age <sup>5</sup>	Incident description <sup>6</sup>
7320	Transportation and Related Services	2016	Logging truck driver	64	Worker succumbed to injuries after being struck by a vehicle while waiting in the truck maintenance area.
7320	Transportation and Related Services	2016	Logging truck driver	55	In slippery conditions, worker's logging truck flipped over on a sharp corner. Worker succumbed to injuries as a result of the motor vehicle incident.
7320	Transportation and Related Services	2015	Logging truck driver	71	Worker's loaded logging truck flipped over. Worker succumbed to injuries as a result of the motor vehicle incident.
7320	Transportation and Related Services	2016	Truck driver	64	While working on a tractor, the vehicle rolled, trapping the worker.
7410	Retail	2016	Customer service clerk	61	Worker developed mesothelioma as a result of asbestos exposure.
7410	Retail	2014	Tile setter	60	Worker succumbed to combined alcohol/medication complications after sustaining a work-related injury years earlier.
7420	Wholesale	2015	Counter sales associate	65	Worker succumbed to complications due to a head injury related to a fall from a lift truck years earlier.
7420	Wholesale	2016	Construction worker	64	Worker developed mesothelioma as a result of asbestos exposure.
7530	Public Administration	2015	Police constable	37	Worker took own life following a work-related fall.
7530	Public Administration	2015	Firefighter	61	Worker developed lung cancer from toxic exposure at fire scenes.
7530	Public Administration	2015	Firefighter	53	Worker took own life after responding to a medical incident at work.
7530	Public Administration	2015	Firefighter	82	Worker developed asbestos-induced pleural disease and asbestosis as a result of asbestos exposure.
7530	Public Administration	2011	Caretaker	63	Worker succumbed to a heart attack after strenuous activities.
7530	Public Administration	2015	Volunteer firefighter	62	Worker developed lymphoma as a result of regular toxic exposure at fire scenes.
7530	Public Administration	2016	Pipe layer	87	Worker developed lung cancer as a result of asbestos exposure.
7530	Public Administration	2015	Firefighter	73	Worker developed large cell lymphoma from regular toxic exposure at fire scenes.

Subsector <sup>3</sup>	Description <sup>4</sup>	Year of death	Occupation	Age <sup>5</sup>	Incident description <sup>6</sup>
7530	Public Administration	2016	Fire lieutenant	42	Worker succumbed to a heart attack; work-related toxic exposure at fire scenes contributed to death.
7530	Public Administration	2016	Arborist	43	Worker succumbed to injuries after being struck by a tree branch that the worker was pruning.
7530	Public Administration	2016	Firefighter	84	Worker developed myeloid leukemia from toxic exposure at fire scenes.
7530	Public Administration	2016	Firefighter	82	Worker developed colon cancer from toxic exposure at fire scenes.
7530	Public Administration	2015	Firefighter	44	Worker took own life as a result of trauma from a work-related incident.
7530	Public Administration	2016	Firefighter	63	Worker developed bladder cancer from regular toxic exposure at fire scenes.
7530	Public Administration	2014	Firefighter	74	Worker developed colon cancer from regular toxic exposure at fire scenes.
7530	Public Administration	2015	Firefighter	76	Worker succumbed to bladder cancer, a compensable consequence of a fall injury years earlier.
7530	Public Administration	2016	Fire inspector	83	Worker succumbed to a heart attack. Compensable coronary heart disease contributed to the worker's resultant heart failure and death.
7530	Public Administration	2016	Firefighter	83	Worker developed coronary artery disease from regular toxic exposure at fire scenes.
7530	Public Administration	2016	Firefighter	74	Worker developed heart disease and myelofibrosis from regular toxic exposure at fire scenes.
7610	Accommodation, Food, and Leisure Services	2016	Production worker	20	Worker succumbed to injuries after falling from table and striking head.
7610	Accommodation, Food, and Leisure Services	2016	Park manager	55	Worker took own life due to compensable psychological condition and injuries using a backpack blower years earlier.
7610	Accommodation, Food, and Leisure Services	2016	Auto shop assistant	54	Worker developed mesothelioma as a result of asbestos exposure.
7630	Professional, Scientific, and Technical Services	2016	Architect	69	Worker developed mesothelioma as a result of asbestos exposure.

Subsector <sup>3</sup>	Description <sup>4</sup>	Year of death	Occupation	Age <sup>5</sup>	Incident description <sup>6</sup>
7640	Other Services	2016	Mechanic	78	Worker developed mesothelioma as a result of asbestos exposure.
7640	Other Services	2016	Mechanic	32	Worker succumbed to injuries after being pinned when a vehicle rolled off the elevated automotive lift.
7640	Other Services	2016	Mechanic	79	Worker developed mesothelioma as a result of asbestos exposure.
7640	Other Services	2016	Mechanic	77	Worker developed bilateral asbestos-related pleural disease and lung cancer as a result of asbestos exposure.
7640	Other Services	2016	Heavy-duty mechanic	76	Worker developed lung cancer as a result of asbestos exposure.
7640	Other Services	2016	Boilermaker	65	Worker developed mesothelioma as a result of asbestos exposure.
7640	Other Services	2016	Truck driver	62	Worker's tractor trailer went off the road. Worker succumbed to injuries as a result of the motor vehicle incident.
7640	Other Services	2016	Ironworker	62	Worker succumbed to injuries after a fall to asphalt surface.
7640	Other Services	2016	Landscaping labourer	20	Worker drowned after being trapped under ride-on lawn mower that fell into a pond.
7640	Other Services	2016	Sprinkler installer	71	Worker succumbed to complications of compensable conditions from a motor vehicle incident years earlier.
7650	Education	2015	Teacher's assistant	72	Worker developed mesothelioma as a result of asbestos exposure.
7650	Education	2016	Custodian	78	Worker developed mesothelioma as a result of asbestos exposure.
7660	Health Care and Social Services	2016	Licensed practical nurse	84	Worker developed mesothelioma as a result of asbestos exposure.
7660	Health Care and Social Services	2015	Nurse	28	In poor winter conditions, worker's vehicle collided with a logging truck on a highway corner. Worker succumbed to injuries as a result of the motor vehicle incident.
7660	Health Care and Social Services	2016	Dental assistant	59	Worker developed mesothelioma as a result of asbestos exposure.
7660	Health Care and Social Services	2016	Power engineer	88	Worker developed asbestosis and asbestos-related pleural disease as a result of asbestos exposure.

Subsector <sup>3</sup>	Description <sup>4</sup>	Year of death	Occupation	Age <sup>5</sup>	Incident description <sup>6</sup>
7670	Utilities	2016	Electrician	82	Worker developed asbestos-related bilateral pleural disease, asbestosis, and primary lung cancer as a result of asbestos exposure.
7670	Utilities	2016	Heavy-duty mechanic	79	Worker developed lung cancer as a result of asbestos exposure.
7670	Utilities	2016	Industrial electrician	83	Worker developed asbestos-related bilateral pleural disease and asbestosis as a result of asbestos exposure.
	Other	2014	Drywall installer	82	Worker developed asbestosis as a result of asbestos exposure.

1 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.

2 This table provides a description of the claims accepted for work-related death benefits in 2016, disregarding any payments.

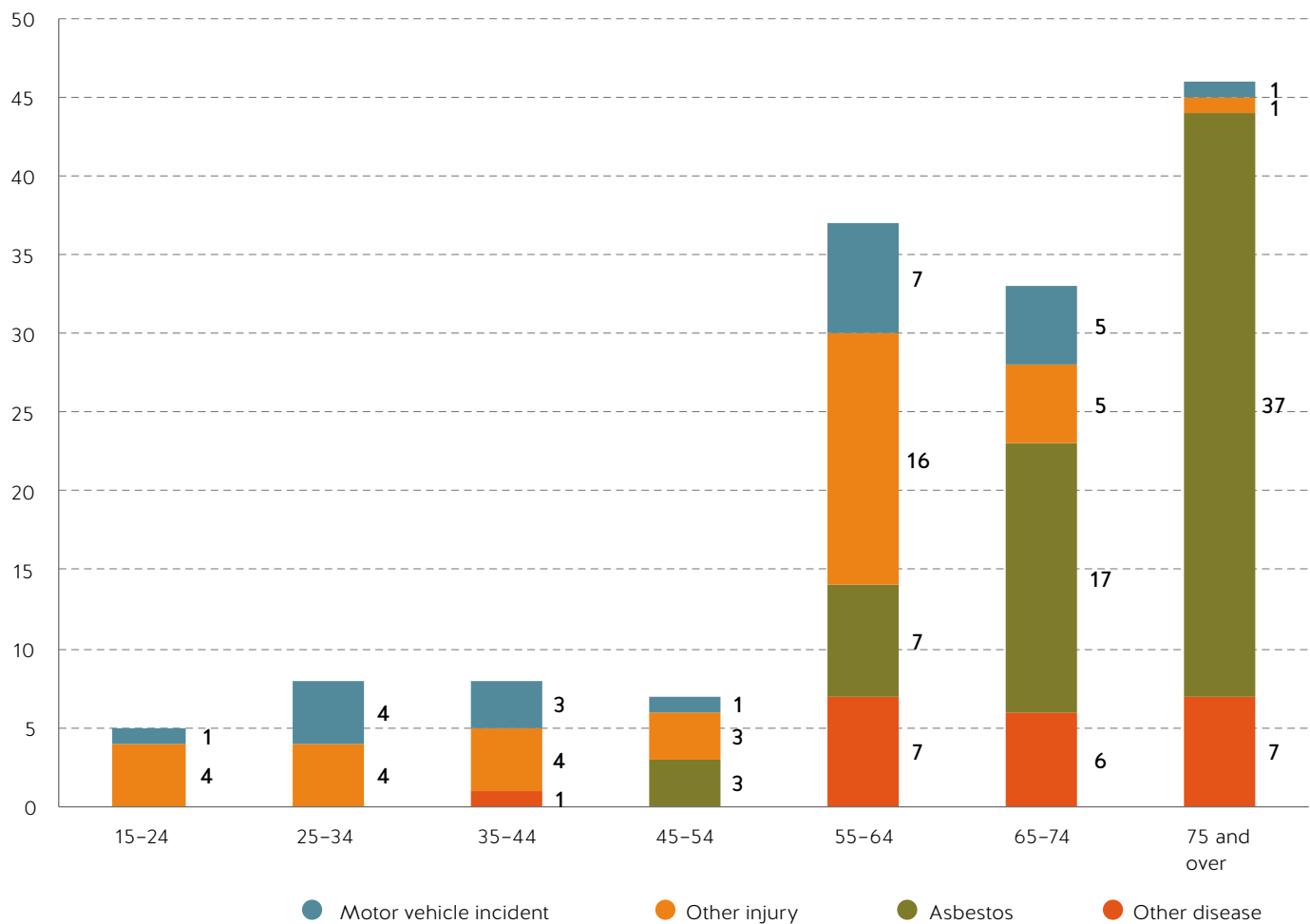
3 The number of work-related death claims by subsector that can be derived from this table differs slightly from that in Table 1-4. Table 1-4 reflects +1 and -1 counts pertaining to some claims accepted in years before 2016 and transferred between subsectors in 2016.

4 For a complete listing of WorkSafeBC's classification structure, see Classes of Industry section, page 98.

5 Age of worker at time of death.

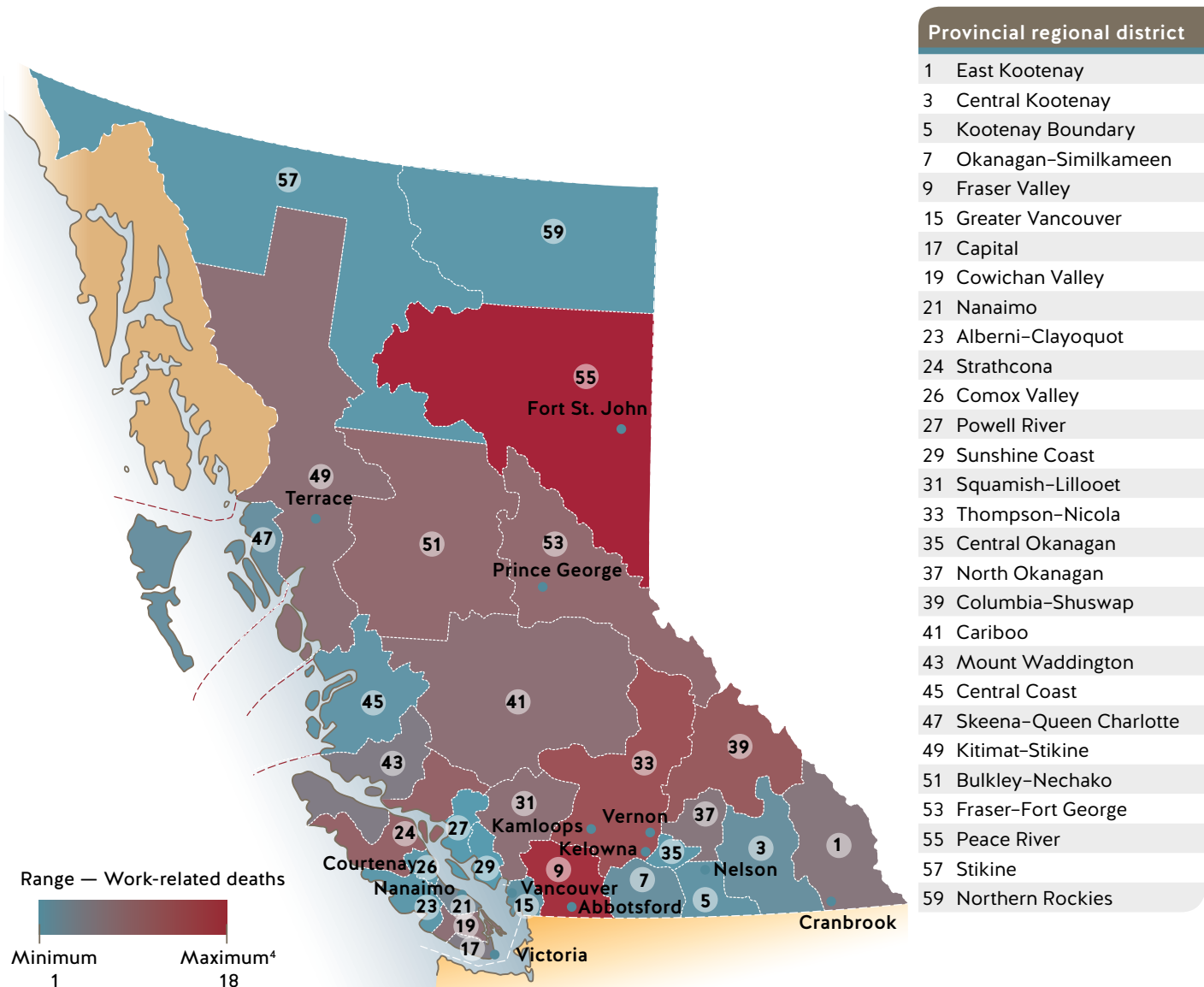
6 For some work-related deaths, the compensable consequence that resulted in death happened years after the original injury.

## Work-related death claims by age at time of death, category of disease, or injury, 2016





Single-incident accepted work-related death claims, by regional district,<sup>1-4</sup> 2012–2016



1 There were 314 single-incident work-related death claims between 2012 and 2016, including 13 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 74 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:

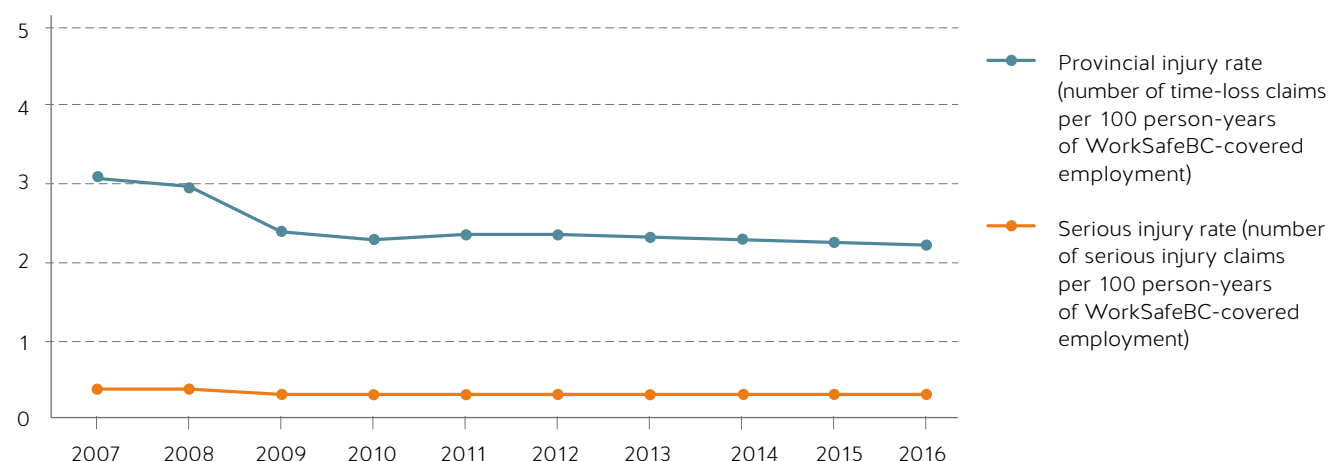
- Serious medical diagnosis (one of 437 selected ICD-9 codes)
- Potentially serious medical diagnosis (one of 381 selected ICD-9 codes) with a long recovery period (50 or more work days lost)

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 of the claim costs for time-loss claims.

Chart 1-6: Serious injury rates<sup>1</sup>

Provincial injury rate and serious injury rate, 2007-2016<sup>1,2</sup>



Serious injury rate by sector <sup>3</sup>	2011	2012	2013	2014	2015
70 — Primary resources	0.75	0.74	0.75	0.74	0.72
71 — Manufacturing	0.53	0.53	0.51	0.50	0.51
72 — Construction	0.92	0.86	0.80	0.83	0.89
73 — Transportation and warehousing	0.66	0.64	0.60	0.67	0.65
74 — Trade	0.18	0.19	0.20	0.19	0.20
75 — Public sector	0.30	0.32	0.36	0.32	0.33
76 — Service sector	0.15	0.16	0.15	0.15	0.16
All B.C. — Rateable sectors	0.29	0.29	0.28	0.29	0.29

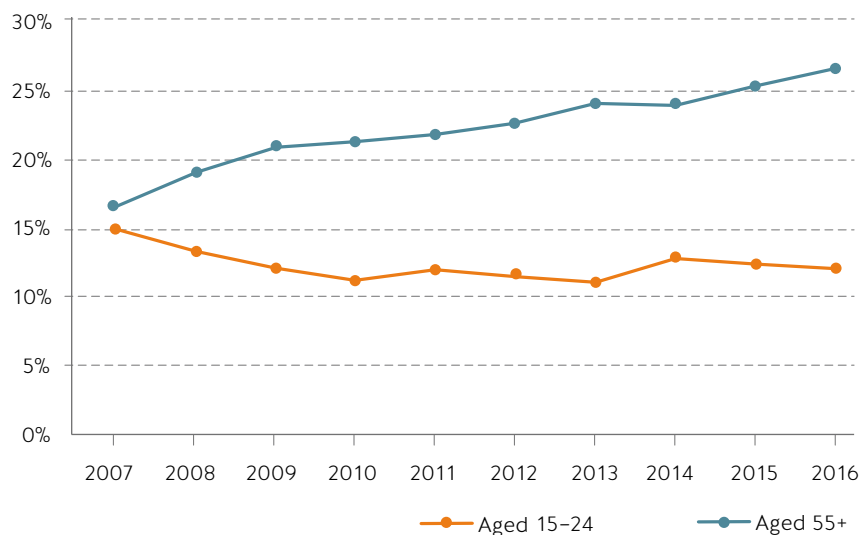
<sup>1</sup> As of the publication deadline, the 2017 provincial injury rate and serious injury rates are estimates and have not been finalized.

<sup>2</sup> Figures are based on data as of March 31, 2017.

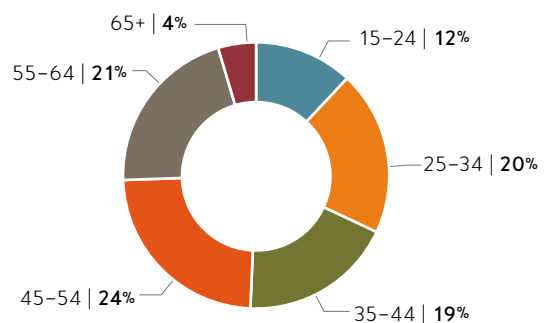
<sup>3</sup> The 2016 serious injury rate by sector was not available at the time of publishing.

Chart 1-7: Serious injury claims<sup>1</sup>

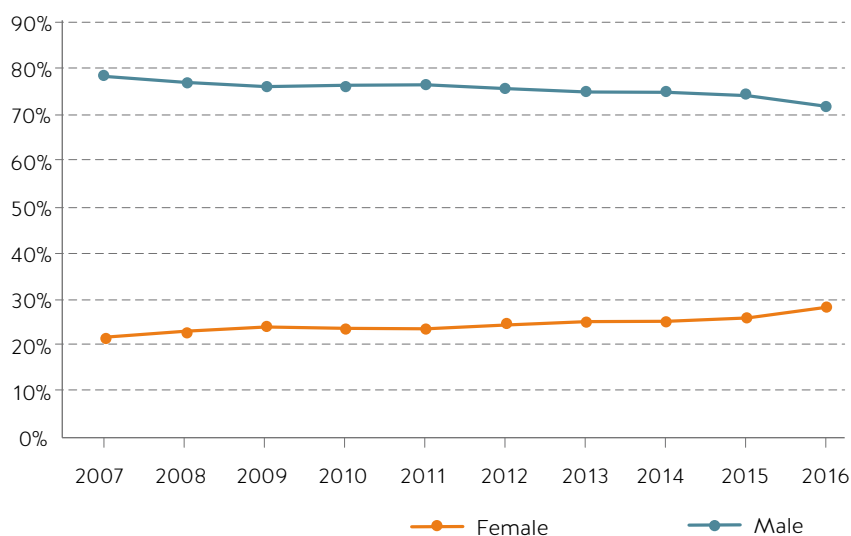
Percentage of serious injury claimants aged 15-24 or 55+ years



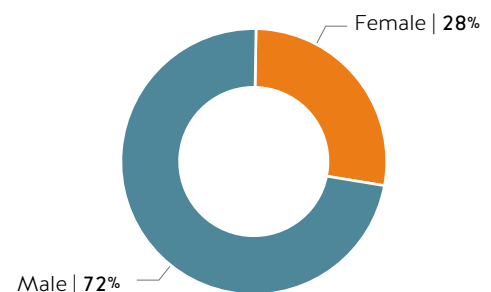
2016 Serious injury claims by age group



Percentage of serious injury claimants by gender



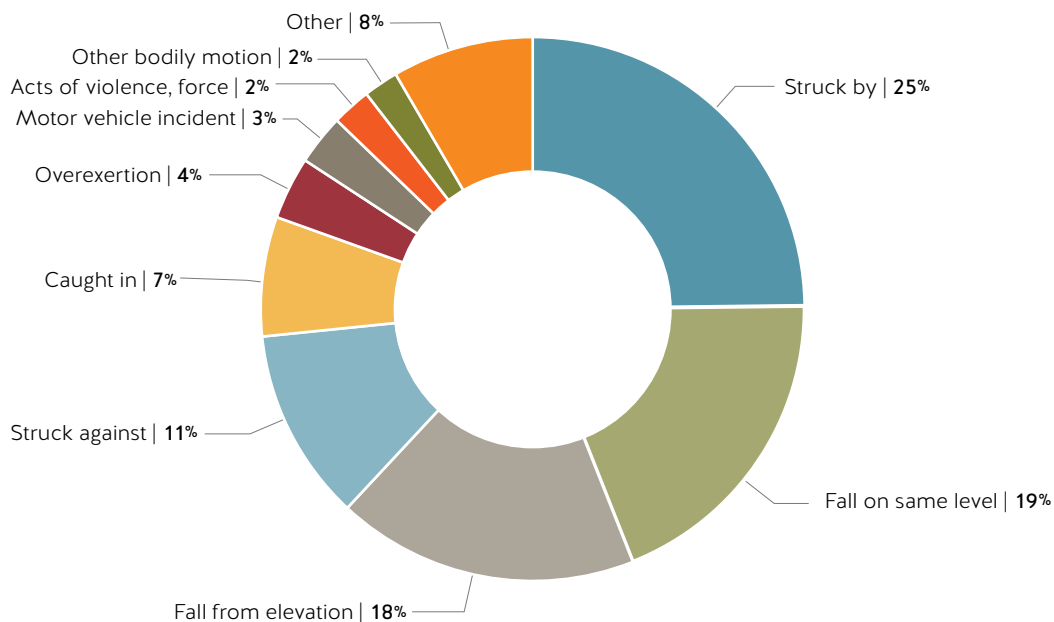
2016 Serious injury by gender



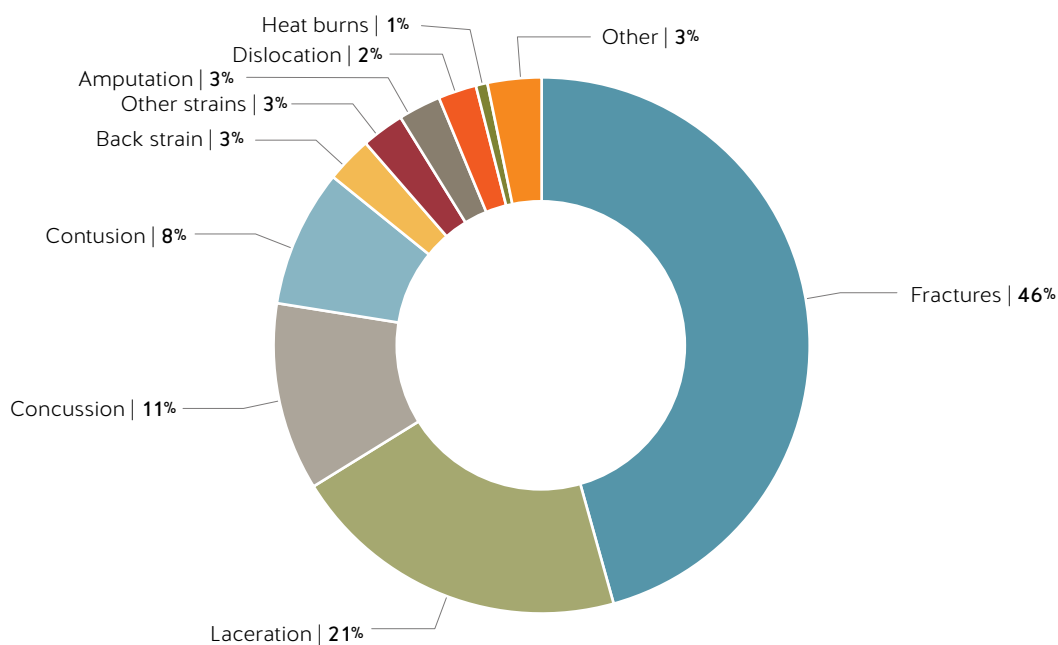
<sup>1</sup> The 2016 results are preliminary.

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

### 2016 Serious injury claims by incident type<sup>1,2</sup>



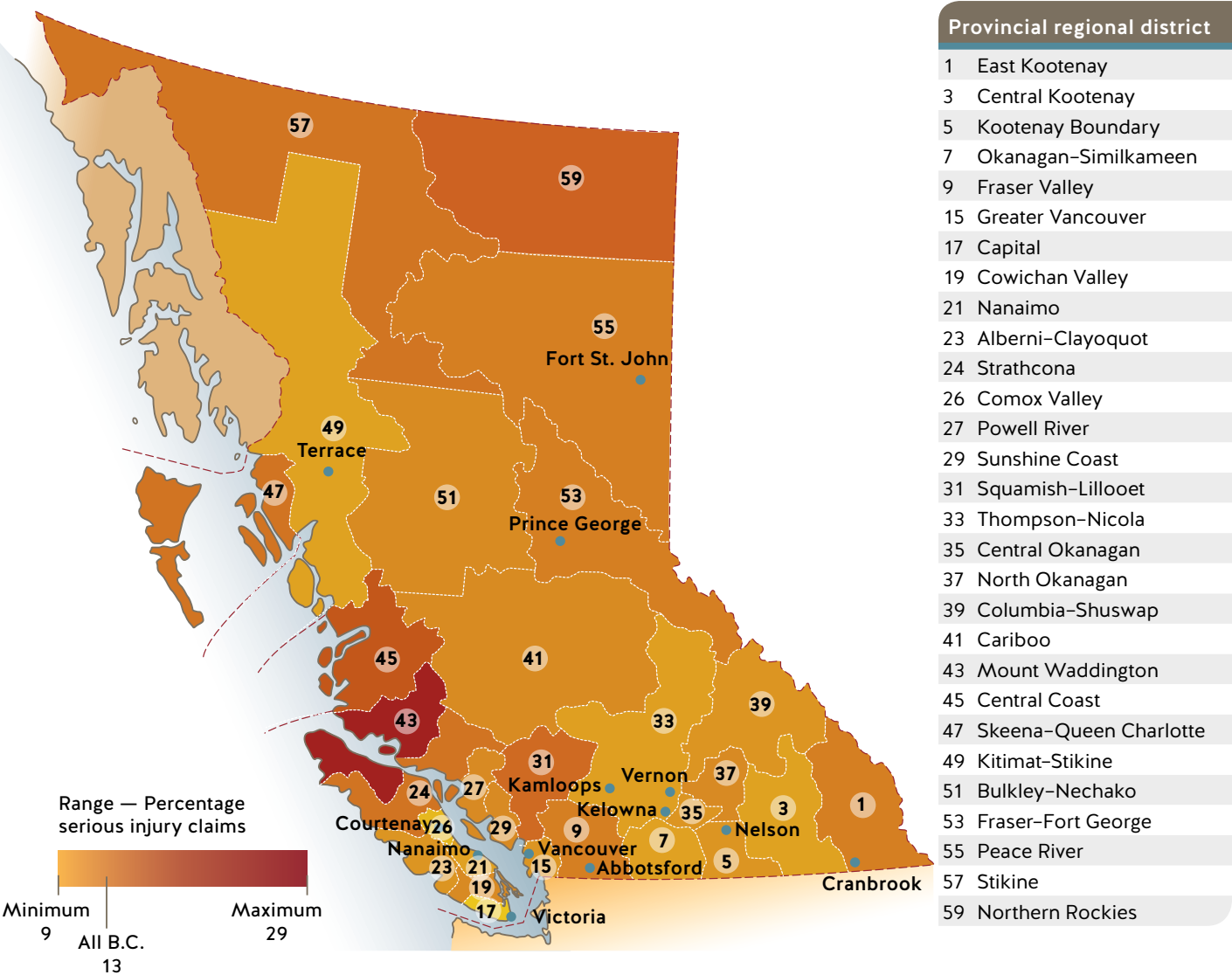
### 2016 Serious injury claims by injury type<sup>1,2</sup>



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 2016 results are preliminary.

Percentage of time-loss claims that are serious injury claims,  
by regional district,<sup>1-4</sup> 2016



1 In 2016, the percentage of time-loss claims that are serious injury claims for All B.C. was 13 percent.

2 The figures above are derived from claims categorized by regional district based on the accountable reporting/accident employer operating-location CU for a claim. This location is not necessarily an indication of the region where the actual injury occurred.

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

4 Regional districts 45 (Central Coast), 57 (Stikine), and 59 (Northern Rockies) have a very low volume of serious injury claims, so the above measure is not considered reliable. These districts have been marked as not available (N/A).





A person wearing a white lab coat and purple gloves is working in a laboratory. They are standing next to a large piece of industrial machinery, possibly a centrifuge or a large container, which is covered with a blue plastic bag. The machinery has a large circular opening and a vertical pipe. The background shows a clean, industrial environment with stainless steel surfaces and various pipes and cables. A green banner is overlaid on the right side of the image, containing the text "Claim Count and General Claim Analysis".

## Claim Count and General Claim Analysis



# Claim Count and General Claim Analysis

Table 2-1: Number and cost of claims, 2016

In 2016, 103,687 claims were paid for the first time. Of these:

51,901	were health care-only claims
45,891	were short-term disability (STD) claims
5,756	were long-term disability (LTD) claims
139	were work-related death claims (formerly called fatal claims) <sup>1</sup>

Compensation costs totalled \$1,097,025,924 in 2016, compared to \$1,126,173,215 in 2015. 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. Benefit liabilities figures

shown in Note 10 of WorkSafeBC's *2016 Annual Report and 2017-2019 Service Plan* are calculated on a different basis and incomparable to these total compensation costs.

In 2016, WorkSafeBC set aside \$948,564 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, 2015 and 2016

	2015		2016	
	Cost	Percentage of Total	Cost	Percentage of Total
Health care-only claims	48,306,227	4.3%	51,193,795	4.7%
Short-term disability claims <sup>2</sup>	409,445,453	36.4%	387,799,493	35.4%
Long-term disability claims <sup>2</sup>	634,567,136	56.3%	625,216,166	57.0%
Work-related death claims <sup>2</sup>	33,854,399	3.0%	32,816,470	3.0%
Total <sup>3</sup>	\$1,126,173,215 <sup>4</sup>	100.0%	\$1,097,025,924 <sup>4</sup>	100.0%

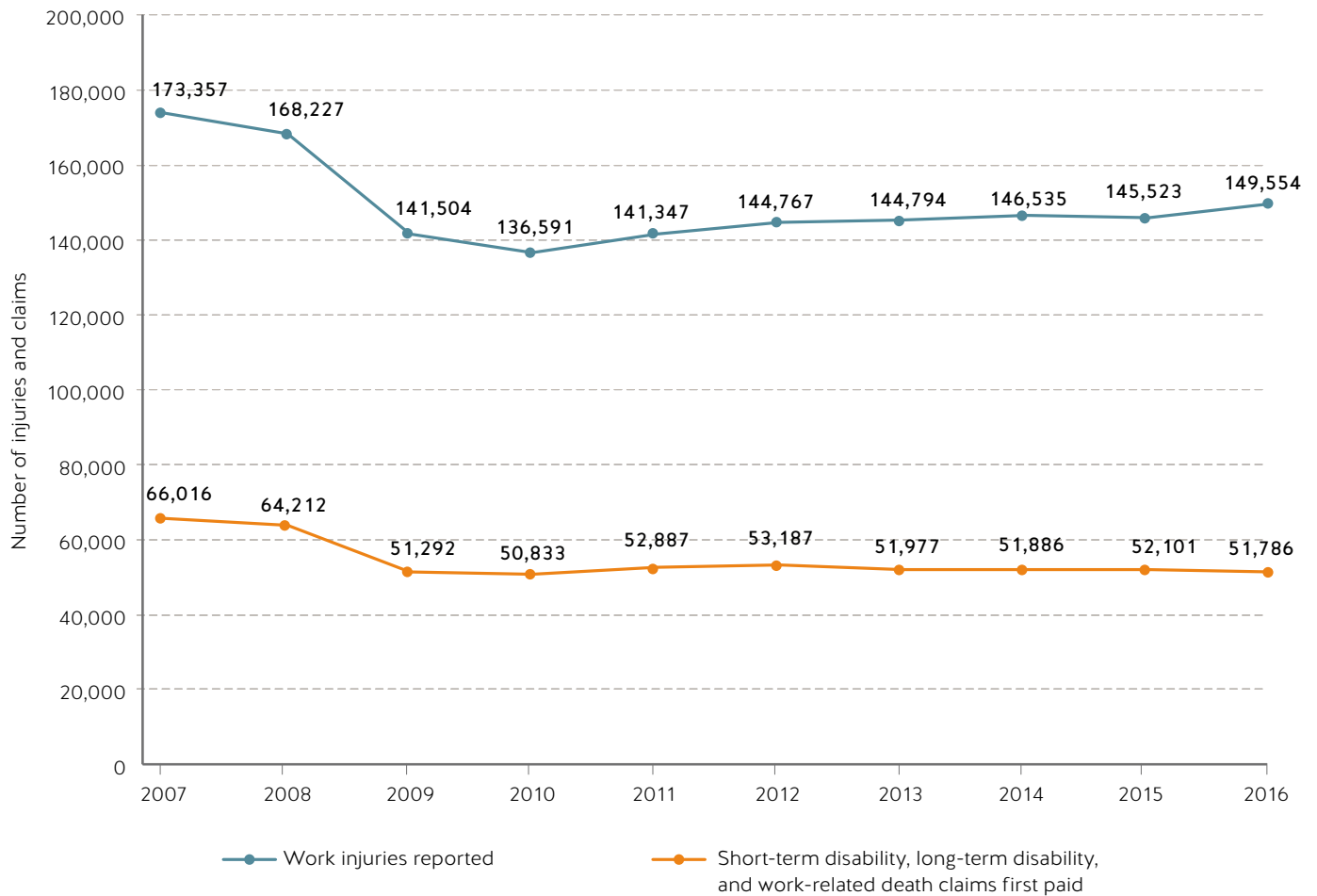
1 The count of work-related death claims in this table is based on claims that were first paid work-related death benefits in the year. This count differs from the counts in Tables 1-3, 1-4, and 1-5, which are based on claims that were accepted in the year for payment of work-related death benefits,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

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

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

4 The total cost of \$1,097,025,924 was calculated on a different basis than the total benefit liabilities figure in Note 10 of WorkSafeBC's *2016 Annual Report and 2017-2019 Service Plan*. A subsector breakdown of claim costs is provided in Table 3-3 on page 58 of this report.

Chart 2-3: Work injuries reported and claims first paid, 2007-2016<sup>1</sup>



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

<sup>1</sup> 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,<sup>1</sup> 2016<sup>2</sup>

Provincial regional district <sup>3,4</sup>		Number of short-term disability, long-term disability, and work-related death claims <sup>5</sup> first paid in 2016
1	East Kootenay	597
3	Central Kootenay	500
5	Kootenay Boundary	271
7	Okanagan-Similkameen	802
9	Fraser Valley	3,286
15	Greater Vancouver	26,647
17	Capital	4,256
19	Cowichan Valley	745
21	Nanaimo	1,595
23	Alberni-Clayoquot	311
24	Strathcona	547
26	Comox Valley	641
27	Powell River	177
29	Sunshine Coast	294
31	Squamish-Lillooet	744
33	Thompson-Nicola	1,454
35	Central Okanagan	2,006
37	North Okanagan	928
39	Columbia-Shuswap	479
41	Cariboo	578
43	Mount Waddington	73
45	Central Coast	23
47	Skeena-Queen Charlotte	189
49	Kitimat-Stikine	361
51	Bulkley-Nechako	431
53	Fraser-Fort George	1,066
55	Peace River	425
57	Stikine	13
59	Northern Rockies	36
Other and unknown		2,311
Total		51,786

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 The 2013 and earlier versions of this table included information on claim costs.

3 The regional districts in this table are based on Statistics Canada's 2011 census divisions.

4 In 2015 and prior years, uncoded claims were allocated proportionately to the regional districts.

In this table, claims not coded to a regional district are included in the category "Other and unknown."

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

Table 2-5: Claims<sup>1</sup> first paid by subsector and type of claim,<sup>2,3</sup> 2016

Sector/ sub- sector <sup>4</sup>	Description <sup>5</sup>	Health care-only claims	Short-term disability claims	Long-term disability claims	Work-related death claims <sup>6,7</sup>	Overall total
<b>Sector 70 — Primary resources</b>						
7010	Agriculture	488	492	68	0	1,048
7020	Fishing	239	164	50	1	454
7030	Forestry	1,022	630	199	5	1,856
7040	Oil and Gas or Mineral Resources	560	146	80	5	791
	<b>Total</b>	<b>2,309</b>	<b>1,432</b>	<b>397</b>	<b>11</b>	<b>4,149</b>
<b>Sector 71 — Manufacturing</b>						
7110	Food and Beverage Products	1,139	1,128	131	3	2,401
7120	Metal and Non-metallic Mineral Products	2,395	1,640	317	13	4,365
7130	Petroleum, Coal, Rubber, Plastic, and Chemical Products	489	421	66	0	976
7140	Wood and Paper Products	2,957	1,390	361	11	4,719
7150	Other Products	824	645	76	0	1,545
	<b>Total</b>	<b>7,804</b>	<b>5,224</b>	<b>951</b>	<b>27</b>	<b>14,006</b>
<b>Sector 72 — Construction</b>						
7210	General Construction	8,470	5,867	943	32	15,312
7220	Heavy Construction	156	71	28	1	256
7230	Road Construction or Maintenance	533	239	82	2	856
	<b>Total</b>	<b>9,159</b>	<b>6,177</b>	<b>1,053</b>	<b>35</b>	<b>16,424</b>
<b>Sector 73 — Transportation and warehousing</b>						
7310	Warehousing	191	216	17	0	424
7320	Transportation and Related Services	2,904	3,578	583	22	7,087
	<b>Total</b>	<b>3,095</b>	<b>3,794</b>	<b>600</b>	<b>22</b>	<b>7,511</b>
<b>Sector 74 — Trade</b>						
7410	Retail	5,164	4,771	343	1	10,279
7420	Wholesale	887	968	110	2	1,967
	<b>Total</b>	<b>6,051</b>	<b>5,739</b>	<b>453</b>	<b>3</b>	<b>12,246</b>
<b>Sector 75 — Public sector</b>						
7530	Public Administration	1,723	1,687	229	17	3,656
<b>Sector 76 — Service sector</b>						
7610	Accommodation, Food, and Leisure Services	5,803	4,763	361	3	10,930
7620	Business Services	542	417	72	0	1,031
7630	Professional, Scientific, and Technical Services	1,340	855	99	1	2,295

Sector/ sub- sector <sup>4</sup>	Description <sup>5</sup>	Health care-only claims	Short-term disability claims	Long-term disability claims	Work-related death claims <sup>6,7</sup>	Overall total
7640	Other Services	4,363	3,752	430	10	8,555
7650	Education	2,034	1,903	197	2	4,136
7660	Health Care and Social Services	5,684	8,346	602	5	14,637
7670	Utilities	455	276	58	3	792
	<b>Total</b>	<b>20,221</b>	<b>20,312</b>	<b>1,819</b>	<b>24</b>	<b>42,376</b>
<b>Sectors 81-84 — Deposit accounts</b>						
8108	Canadian Pacific Ltd. and Associated Companies	98	39	15	0	152
8110	Federal Government <sup>3</sup>	651	726	129	0	1,506
8209	Burlington Northern Inc.	0	0	0	0	0
8310	Canadian National Railways, Via Rail, Air Canada	136	215	15	0	366
8411	Government of the Province of B.C.	505	549	94	0	1,148
	<b>Total</b>	<b>1,390</b>	<b>1,529</b>	<b>253</b>	<b>0</b>	<b>3,172</b>
<b>Section 39</b>						
39(1)(d)	Disaster Reserve	0	0	0	0	0
39(1)(e)	Enhancement Reserve	1	-2	0	0	-1
	<b>Total</b>	<b>1</b>	<b>-2</b>	<b>0</b>	<b>0</b>	<b>-1</b>
Other <sup>8</sup>		148	-1	1	0	148
<b>Grand total</b>		<b>51,901</b>	<b>45,891</b>	<b>5,756</b>	<b>139</b>	<b>103,687</b>

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 12).

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 98.

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

7 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.

8 Includes claims uncoded to subsector as of December 31, 2016.

Table 2–6: Claims first paid by type of claim,<sup>1</sup> 2007–2016

Year first paid	Health care-only claims <sup>2</sup>	Short-term disability claims	Long-term disability claims	Work-related death claims <sup>3,4</sup>	Overall total
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
2016	51,901	45,891	5,756	139	103,687
2007–2016	514,454	492,281	52,486	1,410	1,060,631

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

2 The figures on counts for health care-only claims for 2007–2009 were revised in *WorkSafeBC Statistics 2010* to correct a reporting error.

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

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 claims<sup>1</sup> first paid, by subsector, 2015 and 2016

Sector/ sub- sector <sup>2</sup>	Description <sup>3</sup>	Health care-only claims		Short-term disability/ long-term disability/ work-related death claims <sup>1</sup>		Total	
		2015	2016	2015	2016	2015	2016
Sector 70 — Primary resources							
7010	Agriculture	483	488	571	560	1,054	1,048
7020	Fishing	216	239	205	215	421	454
7030	Forestry	910	1,022	824	834	1,734	1,856
7040	Oil and Gas or Mineral Resources	589	560	266	231	855	791
	Total	2,198	2,309	1,866	1,840	4,064	4,149
Sector 71 — Manufacturing							
7110	Food and Beverage Products	1,016	1,139	1,256	1,262	2,272	2,401
7120	Metal and Non-metallic Mineral Products	2,700	2,395	2,210	1,970	4,910	4,365
7130	Petroleum, Coal, Rubber, Plastic, and Chemical Products	571	489	524	487	1,095	976
7140	Wood and Paper Products	3,113	2,957	1,885	1,762	4,998	4,719
7150	Other Products	834	824	732	721	1,566	1,545
	Total	8,234	7,804	6,607	6,202	14,841	14,006
Sector 72 — Construction							
7210	General Construction	7,977	8,470	6,595	6,842	14,572	15,312
7220	Heavy Construction	183	156	83	100	266	256
7230	Road Construction or Maintenance	552	533	387	323	939	856
	Total	8,712	9,159	7,065	7,265	15,777	16,424
Sector 73 — Transportation and warehousing							
7310	Warehousing	145	191	212	233	357	424
7320	Transportation and Related Services	3,047	2,904	4,200	4,183	7,247	7,087
	Total	3,192	3,095	4,412	4,416	7,604	7,511
Sector 74 — Trade							
7410	Retail	4,931	5,164	5,045	5,115	9,976	10,279
7420	Wholesale	914	887	1,087	1,080	2,001	1,967
	Total	5,845	6,051	6,132	6,195	11,977	12,246
Sector 75 — Public sector							
7530	Public Administration	1,689	1,723	1,981	1,933	3,670	3,656



				Short-term disability/ long-term disability/ work-related death claims <sup>1</sup>			
Sector/ sub- sector <sup>2</sup>	Description <sup>3</sup>	Health care-only claims				Total	
		2015	2016	2015	2016	2015	2016
Sector 76 — Service sector							
7610	Accommodation, Food, and Leisure Services	5,555	5,803	5,147	5,127	10,702	10,930
7620	Business Services	526	542	467	489	993	1,031
7630	Professional, Scientific, and Technical Services	1,064	1,340	771	955	1,835	2,295
7640	Other Services	4,283	4,363	4,166	4,192	8,449	8,555
7650	Education	2,089	2,034	2,033	2,102	4,122	4,136
7660	Health Care and Social Services	5,350	5,684	9,165	8,953	14,515	14,637
7670	Utilities	489	455	370	337	859	792
	Total	19,356	20,221	22,119	22,155	41,475	42,376
Sectors 81–84 — Deposit accounts							
8108	Canadian Pacific Ltd. and Associated Companies	86	98	54	54	140	152
8110 <sup>4</sup>	Federal Government	570	651	984	855	1,554	1,506
8209	Burlington Northern Inc.	0	0	3	0	3	0
8310	Canadian National Railways, Via Rail, Air Canada	140	136	221	230	361	366
8411	Government of the Province of B.C.	558	505	655	643	1,213	1,148
	Total	1,354	1,390	1,917	1,782	3,271	3,172
Section 39							
39(1)(d)	Disaster Reserve	0	0	0	0	0	0
39(1)(e)	Enhancement Reserve	2	1	-4	-2	-2	-1
	Total	2	1	-4	-2	-2	-1
Other <sup>5</sup>		140	148	6	0	146	148
Grand total		50,722	51,901	52,101	51,786	102,823	103,687

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

2 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.

3 For a complete listing of WorkSafeBC's classification structure, see Classes of Industry section, page 98.

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 2015 and 2016 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, 2016

Year of injury	Number of short-term disability, long-term disability, and work-related death claims <sup>1</sup> first paid in 2016	Total days lost in 2016 from all claims <sup>2</sup>
2006 and prior	62	50,482
2007	7	7,008
2008	6	12,331
2009	2	9,826
2010	13	10,525
2011	20	17,719
2012	38	38,334
2013	97	61,235
2014	431	167,227
2015	4,322	774,350
2016	46,788	1,434,615
Total	51,786	2,583,652

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

2 These figures are workdays compensated in 2016 on all claims, not only those first paid in 2016.

For example, the total includes seven claims with an injury year of 2007 that received first payment of short-term disability, long-term disability, and work-related death benefits. In 2016, 7,008 days were lost from claims with an injury year of 2007.

Table 2–9: Days lost from work by subsector, 2012–2016

In 2016, 2,583,652 days were lost from work owing to occupational injury and disease. Days lost in 2016 are those paid in 2016 on current- and prior-year injuries. Of the total days paid in 2016, 55.5 percent were from injuries and diseases occurring in 2016, 30.0 percent were from injuries and diseases occurring in 2015, and 14.5 percent were from injuries and diseases occurring in 2014 and earlier.

Sector/ sub- sector	Description¹	Days lost in the year on claims from all years					Percent, 2012– 2016	
		2012	2013	2014	2015	2016		
Sector 70 — Primary resources								
7010	Agriculture	33,262	30,049	33,418	30,796	30,910	158,435	1.2%
7020	Fishing	17,825	18,384	14,230	16,972	16,105	83,516	0.6%
7030	Forestry	56,899	59,134	62,752	50,229	48,334	277,348	2.1%
7040	Oil and Gas or Mineral Resources	33,786	25,390	16,989	15,682	13,854	105,701	0.8%
	Total	141,772	132,957	127,389	113,679	109,203	625,000	4.6%
Sector 71 — Manufacturing								
7110	Food and Beverage Products	63,580	61,861	48,256	47,186	45,410	266,293	2.0%
7120	Metal and Non-metallic Mineral Products	95,677	84,539	83,944	82,811	70,744	417,715	3.1%
7130	Petroleum, Coal, Rubber, Plastic, and Chemical Products	21,628	17,397	19,141	18,375	17,267	93,808	0.7%
7140	Wood and Paper Products	106,756	97,654	81,808	88,311	87,463	461,992	3.4%
7150	Other Products	26,908	31,650	30,037	27,585	23,465	139,645	1.0%
	Total	314,549	293,101	263,186	264,268	244,349	1,379,453	10.3%
Sector 72 — Construction								
7210	General Construction	402,108	367,021	352,788	315,189	321,732	1,758,838	13.1%
7220	Heavy Construction	7,532	7,568	6,774	4,657	6,350	32,881	0.2%
7230	Road Construction or Maintenance	30,119	24,037	23,673	21,513	19,398	118,740	0.9%
	Total	439,759	398,626	383,235	341,359	347,480	1,910,459	14.2%
Sector 73 — Transportation and warehousing								
7310	Warehousing	10,802	10,843	8,508	7,745	7,280	45,178	0.3%
7320	Transportation and Related Services	256,232	258,090	235,882	222,544	233,543	1,206,291	9.0%
	Total	267,034	268,933	244,390	230,289	240,823	1,251,469	9.3%

Sector/ sub- sector	Description¹	Days lost in the year on claims from all years						Percent, 2012– 2016
		2012	2013	2014	2015	2016	2012– 2016	
Sector 74 — Trade								
7410	Retail	206,584	196,599	182,570	175,040	175,698	936,491	7.0%
7420	Wholesale	46,089	45,846	41,930	39,539	41,934	215,338	1.6%
	Total	252,673	242,445	224,500	214,579	217,632	1,151,829	8.6%
Sector 75 — Public sector								
7530	Public Administration	76,254	71,125	69,622	60,625	61,623	339,249	2.5%
Sector 76 — Service sector								
7610	Accommodation, Food, and Leisure Services	193,687	191,206	177,313	170,169	174,119	906,494	6.7%
7620	Business Services	29,028	27,093	22,454	20,573	19,308	118,456	0.9%
7630	Professional, Scientific, and Technical Services	38,559	38,504	35,267	37,473	45,758	195,561	1.5%
7640	Other Services	192,233	184,935	169,607	159,500	172,222	878,497	6.5%
7650	Education	69,977	65,063	61,669	56,618	62,042	315,369	2.3%
7660	Health Care and Social Services	333,261	340,718	336,719	353,224	375,149	1,739,071	12.9%
7670	Utilities	14,339	17,371	16,780	14,479	11,275	74,244	0.6%
	Total	871,084	864,890	819,809	812,036	859,873	4,227,692	31.4%
Sectors 81–84 — Deposit accounts		55,317	56,686	49,216	73,309	60,407	294,935	2.2%
Section 39		468,512	430,416	447,436	476,446	440,991	2,263,801	16.8%
Other		2,370	2,425	1,855	1,854	1,271	9,775	0.1%
Grand total		2,889,324	2,761,604	2,630,638	2,588,444	2,583,652	13,453,662	100.0%

<sup>1</sup> For a complete listing of WorkSafeBC's classification structure, see Classes of Industry section, page 98.

## Charts 2–10 (a–f) : Key indicators, 2007–2016

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

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 duration increased from 2007 to 2011. The rate of increase was significant in 2009 and 2010. Duration remained relatively steady in 2012, trending downward since 2013. Durations in Chart 2–10a are based solely on short-term disability days for each of the years in the 2007–2016 period.

Chart 2–10b illustrates one of WorkSafeBC's most important statistical indicators, the provincial injury rate — 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 provincial injury rate was relatively unchanged from 2007 to 2008, dropped significantly in 2009, and has been stable and at near-historic lows in the past few years. To calculate the provincial 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 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 represents 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 little variation from 2007 to 2014 but 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.

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 2007 to 2009, displaying 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. Chart 2–10e indicates the percentage of female claimants has increased from 32 percent in 2007 to 38 percent in 2016, while Chart 2–10f shows the percentage of claimants under 25 declined sharply in 2009. It declined further in 2010 and has been fairly stable since. The same chart also shows the percentage of claimants 55 or older has been increasing.

For 2009–2011, figures on counts, costs, and days (or their derivatives) 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, 2007-2016

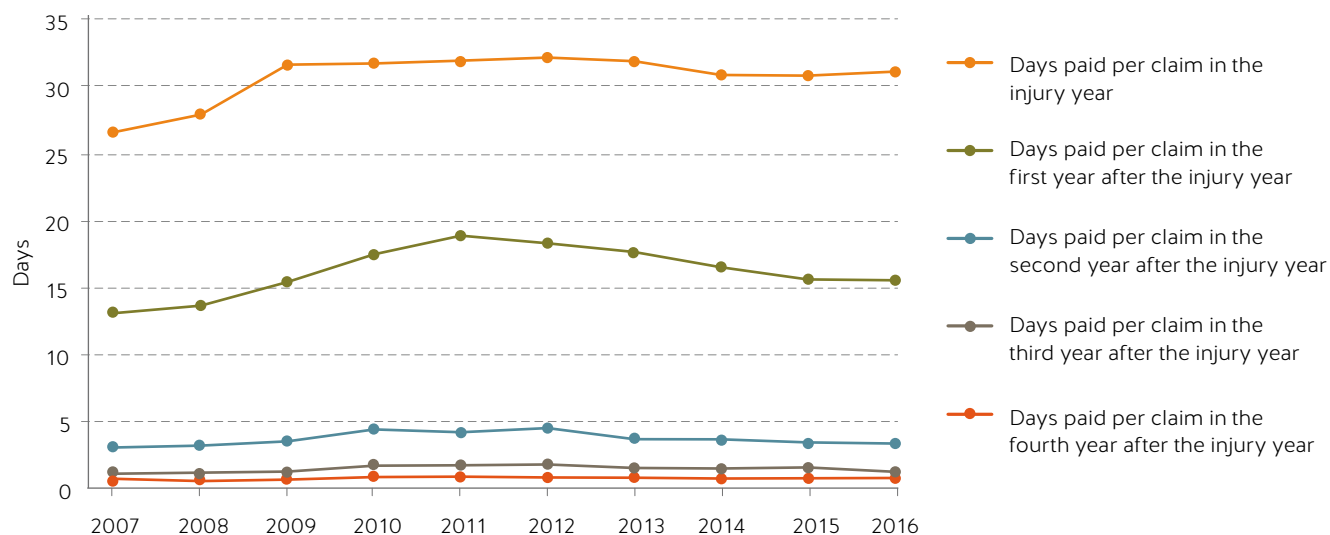
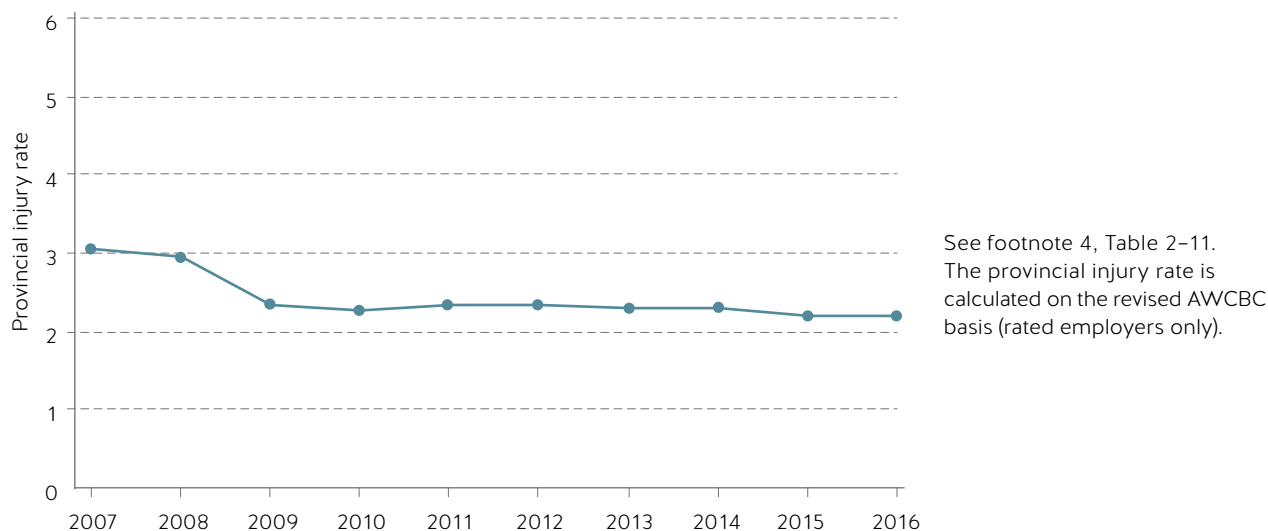


Chart 2-10b: Provincial injury rate,<sup>1</sup> 2007-2016



<sup>1</sup> Number of claims per 100 person-years of WorkSafeBC-covered employment.

Chart 2-10c: Work-related death rate<sup>1</sup> by category of fatality, 2007-2016

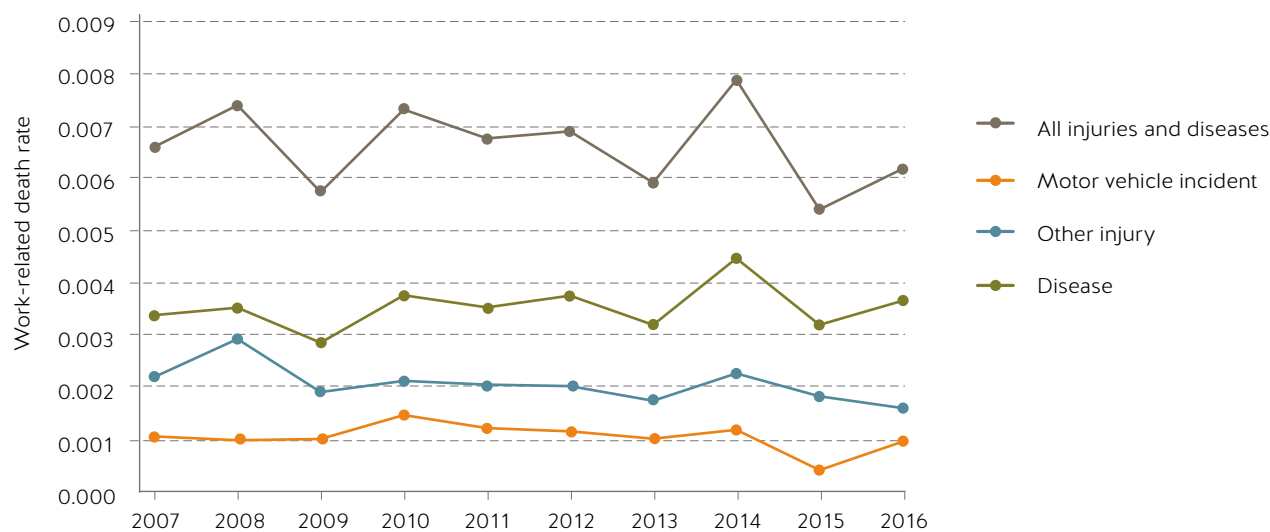
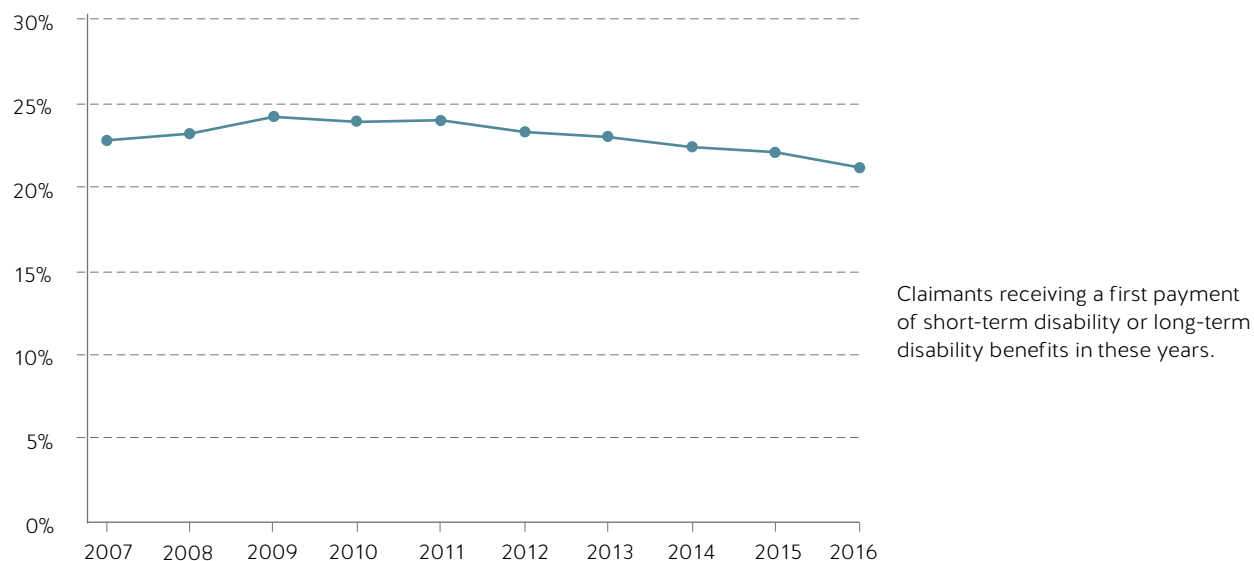


Chart 2-10d: Percentage of claimants with back strains, 2007-2016



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



Chart 2-10e: Percentage of female claimants, 2007-2016

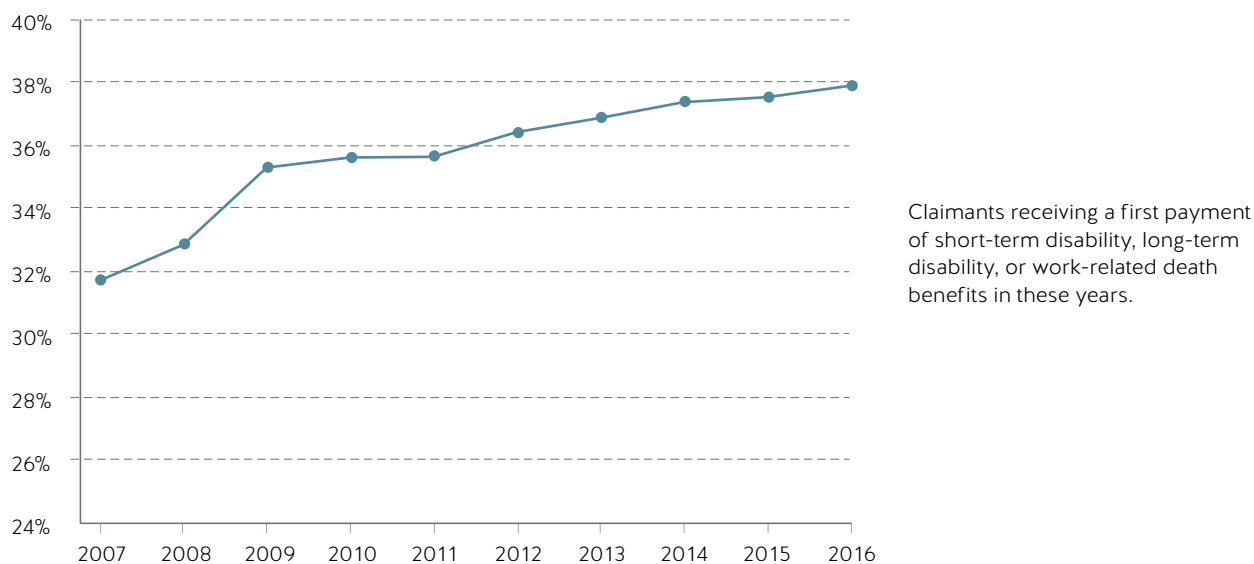


Chart 2-10f: Percentage of claimants under age 25 and 55 or older, 2007-2016

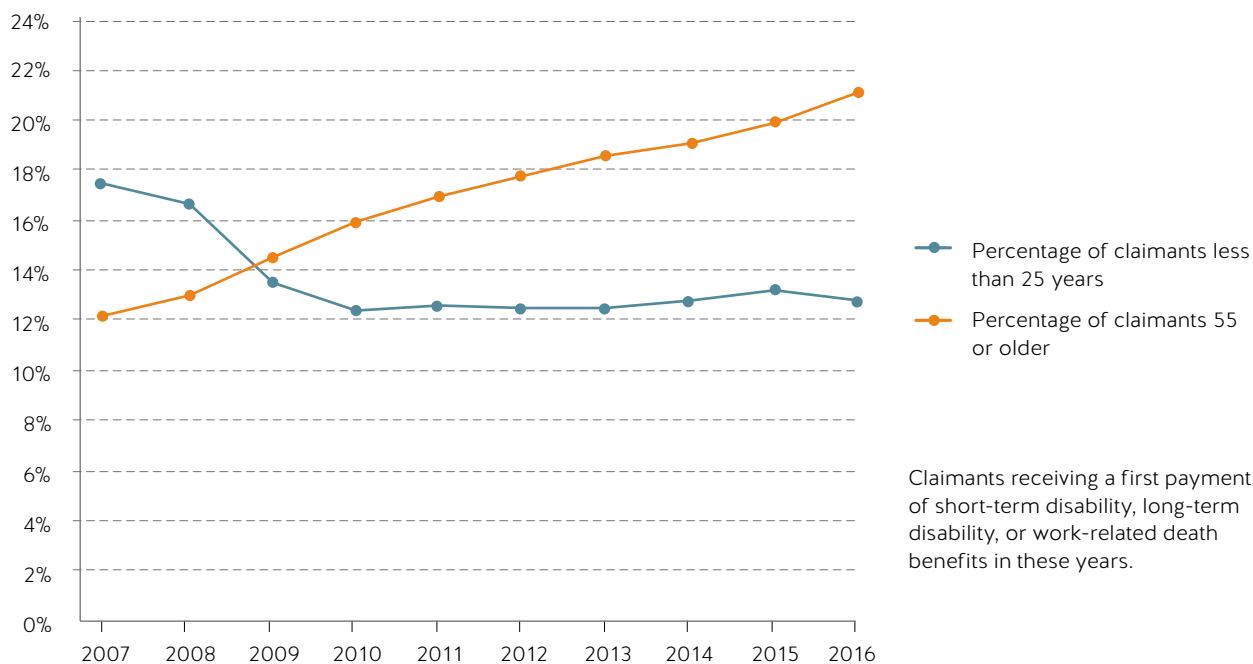
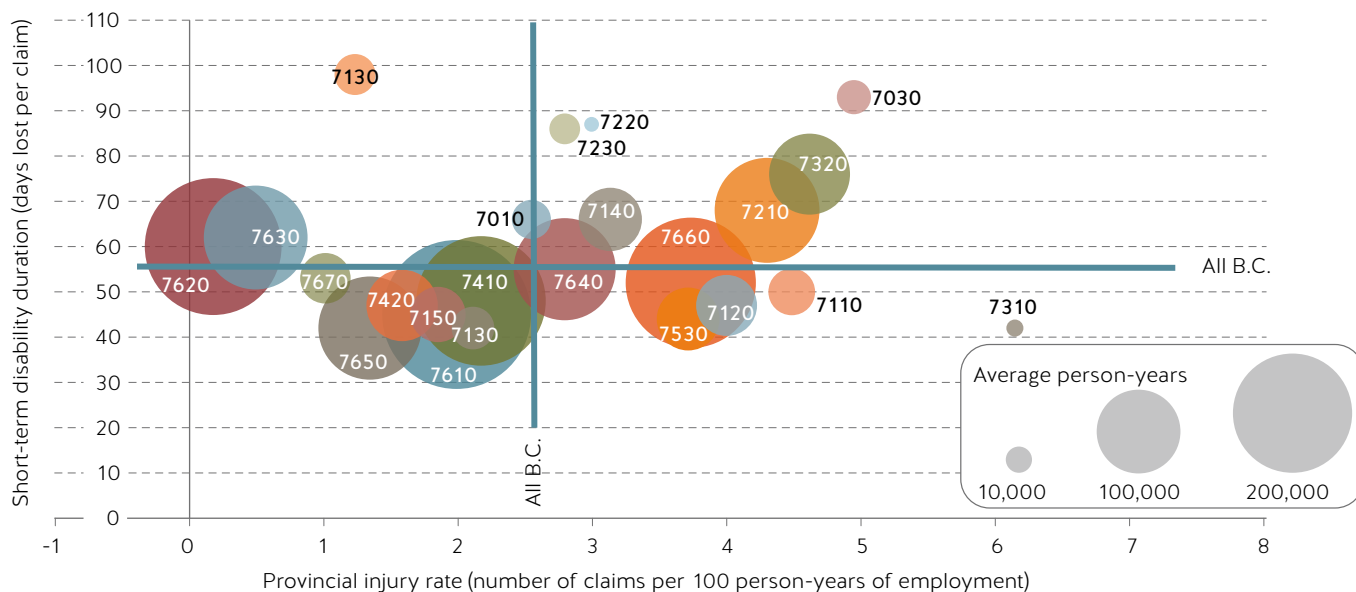


Table 2-11: Injury rate and relief-adjusted short-term disability duration for rateable subsectors, 2012-2016<sup>1</sup>

Sub-sector	Description	Injury rate <sup>2</sup> (number of claims <sup>3</sup> per 100 person-years <sup>4</sup> of employment)					Relief-adjusted short-term disability duration <sup>2,5,6</sup> (days per claim)				
		2012	2013	2014	2015	2016	2012	2013	2014	2015	2016
7010	Agriculture	3	3	3	3	2	76	64	69	62	63
7020 <sup>7</sup>	Fishing						86	83	78	85	73
7030	Forestry	5	5	5	5	5	83	75	82	71	64
7040	Oil and Gas or Mineral Resources	1	1	1	1	1	92	86	66	72	72
7110	Food and Beverage Products	5	5	4	4	4	58	55	48	49	47
7120	Metal and Non-metallic Mineral Products	5	4	4	4	4	49	45	45	46	45
7130	Petroleum, Coal, Rubber, Plastic, and Chemical Products	2	2	2	2	2	48	41	44	45	45
7140	Wood and Paper Products	3	3	3	3	3	73	68	59	64	61
7150	Other Products	2	2	2	2	2	46	51	48	48	41
7210	General Construction	4	4	4	4	4	77	71	69	62	61
7220	Heavy Construction	4	4	4	3	3	87	87	79	66	84
7230	Road Construction or Maintenance	3	3	3	3	2	99	79	80	78	75
7310	Warehousing	7	8	8	6	7	46	45	37	43	42
7320	Transportation and Related Services	5	5	5	4	5	79	79	72	71	72
7410	Retail	2	2	2	2	2	52	50	48	46	45
7420	Wholesale	2	2	2	2	2	48	50	48	48	48
7530	Public Administration	4	4	4	3	3	46	44	44	40	41
7610	Accommodation, Food, and Leisure Services	2	2	2	2	2	51	51	47	43	45
7620 <sup>8</sup>	Business Services	0	0	0	0	0	65	63	56	53	52
7630 <sup>8</sup>	Professional, Scientific, and Technical Services	1	1	0	1	1	66	64	61	61	63

Sub-sector	Description	Injury rate <sup>2</sup> (number of claims <sup>3</sup> per 100 person-years <sup>4</sup> of employment)					Relief-adjusted short-term disability duration <sup>2,5,6</sup> (days per claim)				
		2012	2013	2014	2015	2016	2012	2013	2014	2015	2016
7640	Other Services	3	3	3	3	3	59	58	56	52	52
7650	Education	1	1	1	1	1	43	40	41	38	39
7660 <sup>6</sup>	Health Care and Social Services	4	4	4	4	4	44	43	42	45	46
7670	Utilities	1	1	1	1	1	47	49	55	51	42
All subsectors		2.3	2.3	2.3	2.2	2.2	60	58	55	54	54

## Provincial injury rate, duration, and person-years by subsector,<sup>9,10,11</sup> 2012–2016



Please refer to the following page for related footnotes.

- 
- 1 Some figures in the 2012–2015 period have been slightly revised.
  - 2 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.
  - 3 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.
  - 4 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 2016 person-years is preliminary; so too are the 2016 injury rates.

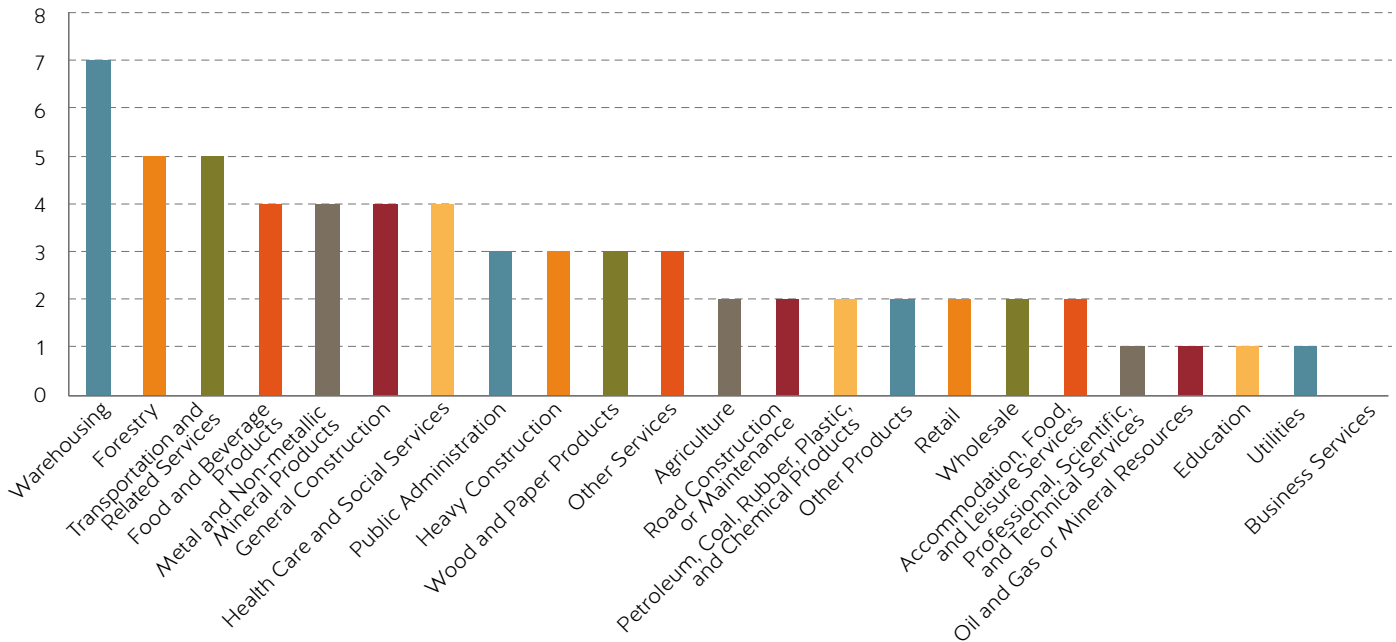
- 5 Relief-adjusted, short-term disability (STD) duration is a measure of the total days lost per claim on disability claims, including days lost in years beyond the year of injury, calculated according to a methodology established by the Association of Workers' Compensation Boards of Canada (AWCBC). 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*.

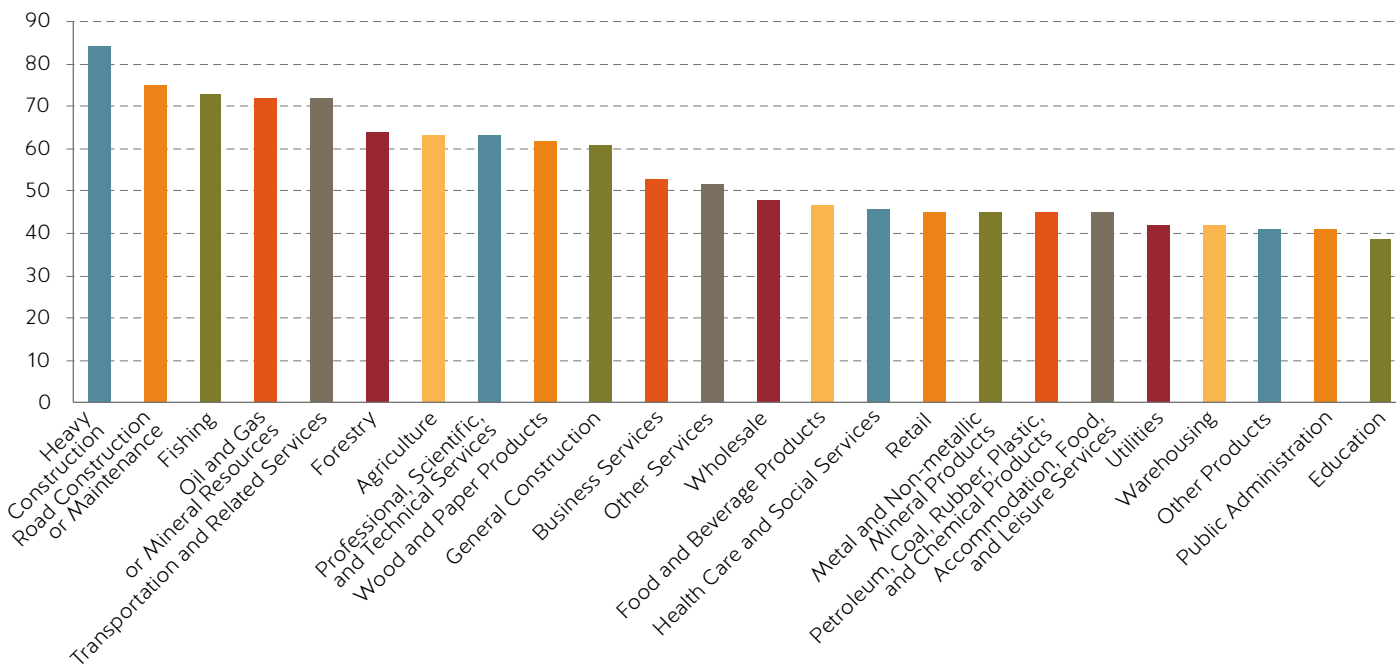
The all-subsector duration published in past years included days relieved under Section 39(1)(e), which is applied when WorkSafeBC believes days are lost from work due to a pre-existing condition.

- 6 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.
- 7 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.
- 8 Injury rates of less than 0.5 are shown as 0.
- 9 For a complete listing of WorkSafeBC's classification structure, see *Classes of Industry* section, page 98.
- 10 Injury rate and duration can be quite volatile for smaller industries; performance can vary from year to year.
- 11 The figures for injury rate, short-term disability duration, and person-years are based on the five-year average 2012–2016.

## Injury rate by rateable subsector, 2016

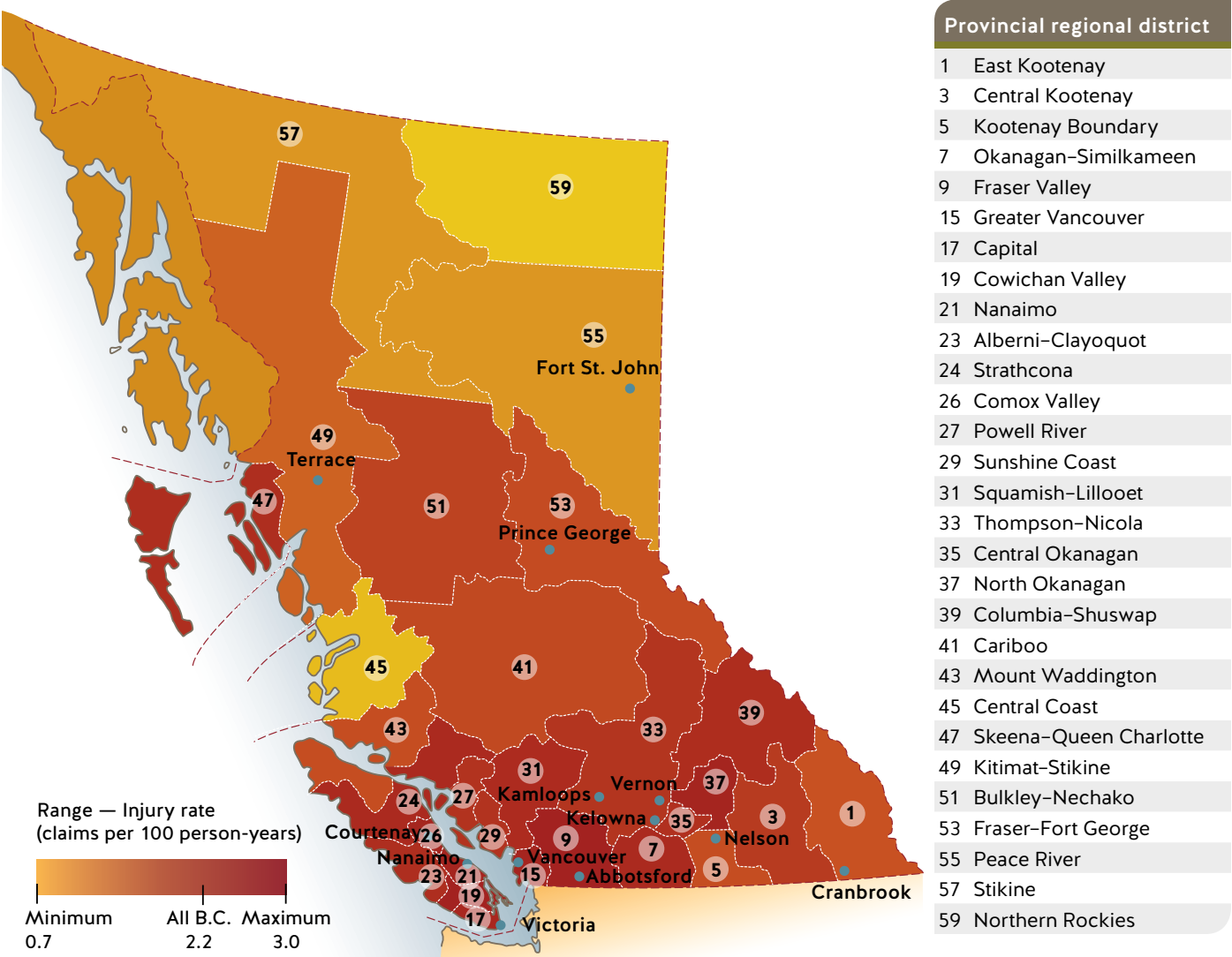


## Relief-adjusted duration<sup>1</sup> by rateable subsector, 2016



<sup>1</sup> 1 Days per claim.

Provincial injury rate estimate by regional district,<sup>1-5</sup> 2015



1 The provincial injury rate for All B.C. was 2.22 claims per 100 person-years in 2015.

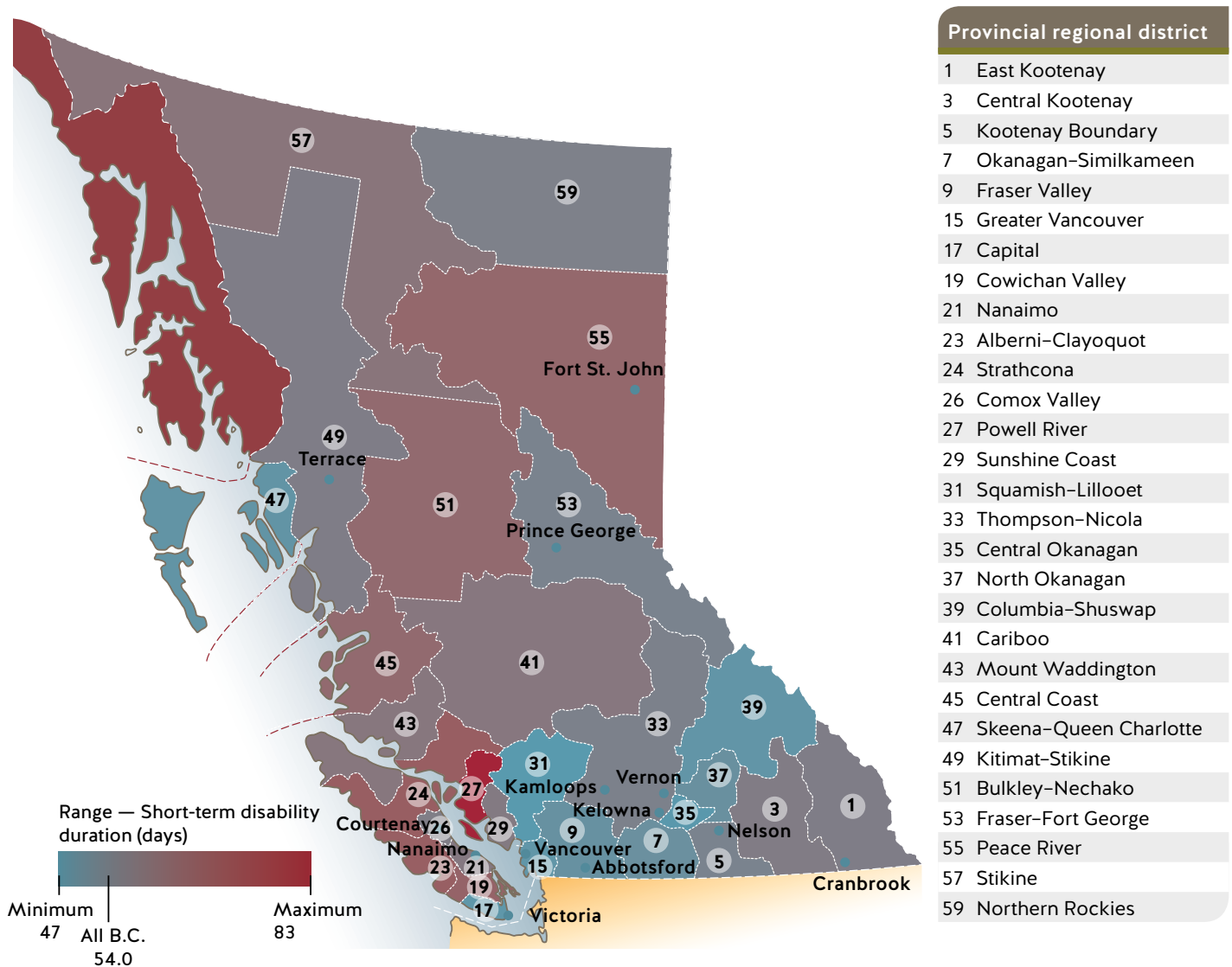
2 The above figures are derived from claims categorized by regional district based on the accountable reporting/accident employer operating-location classification unit (CU) for a claim. This location is not necessarily an indication of the region where the actual injury occurred.

3 To calculate these estimates, person-years have been allocated based on an even distribution between employer operating-location CUs active in the period.

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

5 Regional district 57 (Northern Rockies) has a very low volume of claims, so the above measure is not considered reliable.

## Short-term disability (STD) duration by regional district,<sup>1-4</sup> 2016



1 The STD duration for All B.C. was 54.0 in 2016.

2 Claims are categorized by regional district based on the reporting/accident employer operating location. This location is not necessarily an indication of the region where the injury occurred.

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

4 Regional districts 45 (Central Coast) and 57 (Stikine) have very low volumes of claims, so the above measure is not considered reliable. These districts have been assigned the average value of adjacent districts.



# Claim Costs

Chart 3-1: Claim costs by benefit type, 2012-2016

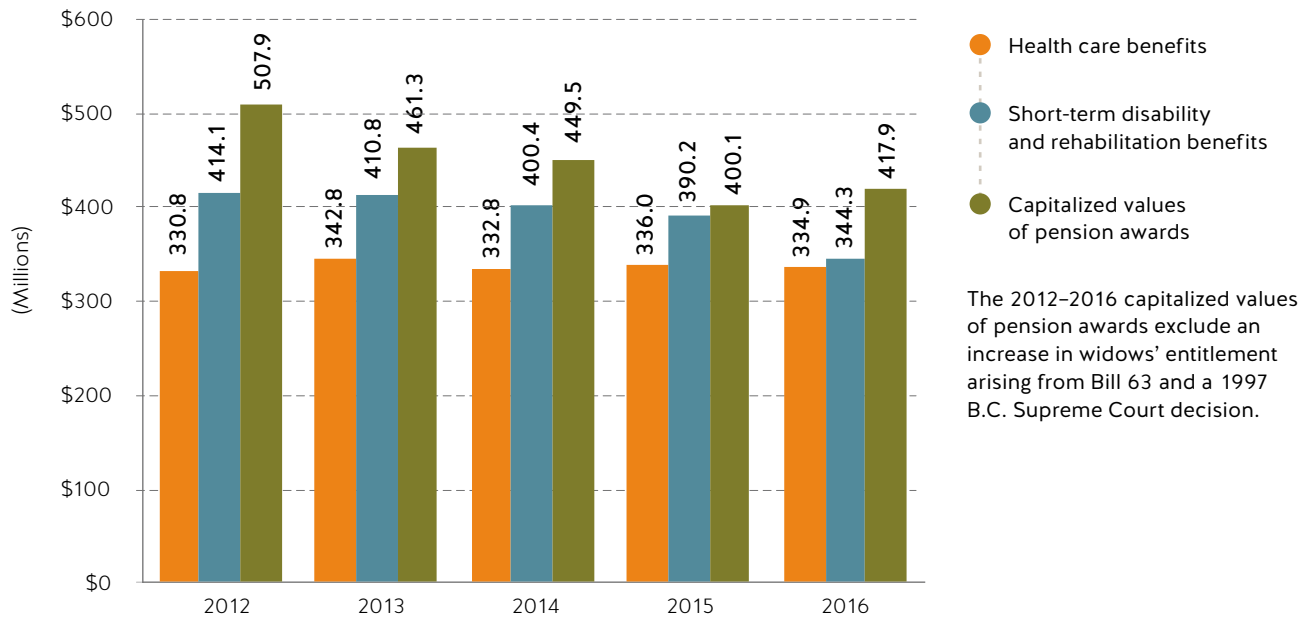


Chart 3-2: Claim costs by claim type, 2012-2016

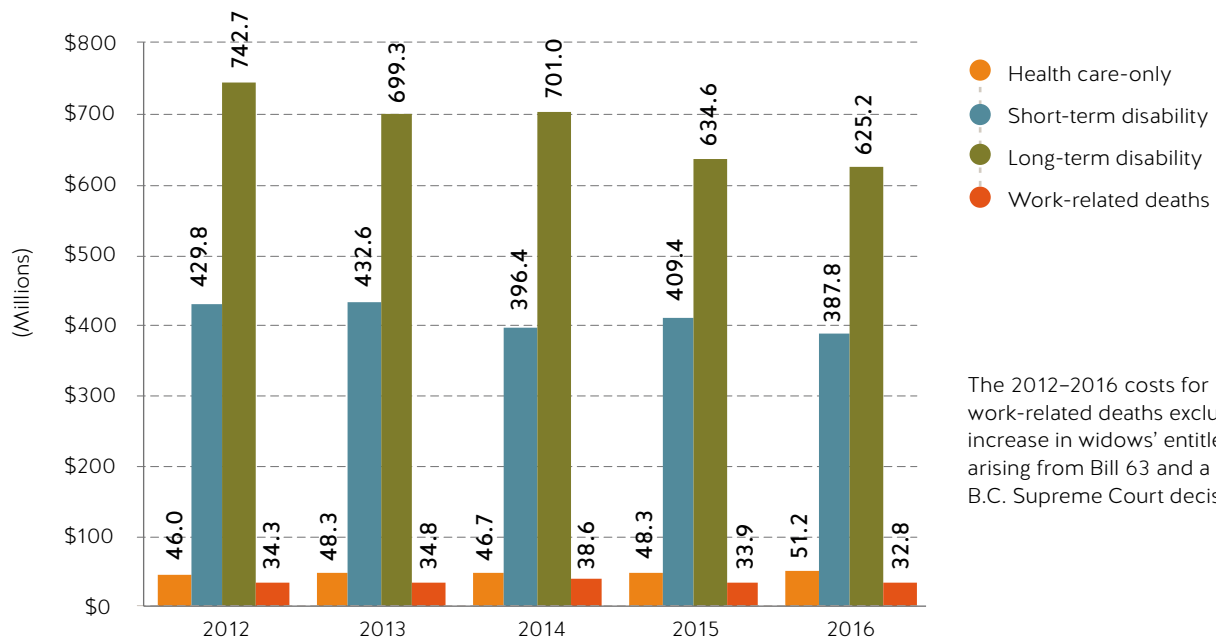


Table 3–3: Claim costs charged by subsector and type of claim  
(claims from all years), 2016

Sector/ sub- sector <sup>1</sup>	Description <sup>2</sup>	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) <sup>3</sup>	Overall total <sup>4</sup>
<b>Sector 70 — Primary resources</b>						
7010	Agriculture	407,128	3,999,336	6,175,352	65,217	10,647,033
7020	Fishing	386,580	2,342,777	3,513,270	243,439	6,486,065
7030	Forestry	2,251,523	9,158,547	29,609,860	1,792,550	42,812,479
7040	Oil and Gas or Mineral Resources	1,306,764	3,616,970	10,665,162	728,130	16,317,026
	<b>Total</b>	<b>4,351,995</b>	<b>19,117,630</b>	<b>49,963,644</b>	<b>2,829,335</b>	<b>76,262,604</b>
<b>Sector 71 — Manufacturing</b>						
7110	Food and Beverage Products	971,768	6,940,632	9,664,820	292,829	17,870,050
7120	Metal and Non-metallic Mineral Products	2,694,551	13,450,797	30,831,076	2,727,467	49,703,891
7130	Petroleum, Coal, Rubber, Plastic, and Chemical Products	544,667	2,727,986	4,259,924	5,587	7,538,164
7140	Wood and Paper Products	5,570,016	16,135,719	38,252,043	2,151,831	62,109,608
7150	Other Products	497,648	3,812,120	5,357,896	-3,317	9,664,346
	<b>Total</b>	<b>10,278,650</b>	<b>43,067,254</b>	<b>88,365,758</b>	<b>5,174,397</b>	<b>146,886,058</b>
<b>Sector 72 — Construction</b>						
7210	General Construction	7,579,125	54,418,988	87,979,165	7,272,033	157,249,310
7220	Heavy Construction	212,374	1,122,245	2,788,201	6,192	4,129,012
7230	Road Construction or Maintenance	781,334	3,146,687	6,897,817	163,757	10,989,595
	<b>Total</b>	<b>8,572,833</b>	<b>58,687,919</b>	<b>97,665,183</b>	<b>7,441,982</b>	<b>172,367,918</b>
<b>Sector 73 — Transportation and warehousing</b>						
7310	Warehousing	128,237	1,006,300	1,302,481	0	2,437,018
7320	Transportation and Related Services	3,740,038	37,727,375	47,359,449	5,441,349	94,268,211
	<b>Total</b>	<b>3,868,275</b>	<b>38,733,675</b>	<b>48,661,930</b>	<b>5,441,349</b>	<b>96,705,229</b>

Sector/ sub- sector <sup>1</sup>	Description <sup>2</sup>	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) <sup>3</sup>	Overall total <sup>4</sup>
Sector 74 — Trade						
7410	Retail	2,644,463	20,408,203	18,123,934	339,013	41,515,613
7420	Wholesale	573,070	6,971,861	8,230,973	30,175	15,806,079
	<b>Total</b>	<b>3,217,532</b>	<b>27,380,064</b>	<b>26,354,908</b>	<b>369,188</b>	<b>57,321,692</b>
Sector 75 — Public sector						
7530	Public Administration	1,873,781	12,759,324	16,688,162	4,261,902	35,583,169
Sector 76 — Service sector						
7610	Accommodation, Food, and Leisure Services	2,843,910	21,435,462	20,145,852	703,906	45,129,129
7620	Business Services	452,645	3,001,236	5,801,394	-119,327	9,135,949
7630	Professional, Scientific, and Technical Services	885,215	7,148,237	8,328,683	307,172	16,669,307
7640	Other Services	4,072,477	26,214,391	32,597,884	1,851,569	64,736,321
7650	Education	1,605,093	10,855,925	6,742,211	392,027	19,595,255
7660	Health Care and Social Services	3,003,068	54,936,630	32,833,490	731,633	91,504,820
7670	Utilities	818,060	2,154,891	5,356,901	-170,017	8,159,834
	<b>Total</b>	<b>13,680,467</b>	<b>125,746,770</b>	<b>111,806,414</b>	<b>3,696,962</b>	<b>254,930,614</b>
Sectors 81-84 — Deposit accounts						
8108	Canadian Pacific Ltd. and Associated Companies	249,419	602,069	2,000,117	-131,682	2,719,922
8110	Federal Government <sup>5</sup>	440,094	3,700,000	10,903,894	504,533	15,548,521
8209	Burlington Northern Inc.	771	0	32,519	0	33,289
8310	Canadian National Railways, Via Rail, Air Canada	108,004	1,979,225	1,587,090	0	3,674,320
8411	Government of the Province of B.C.	516,037	5,021,562	9,488,534	1,479	15,027,612
	<b>Total</b>	<b>1,314,324</b>	<b>11,302,856</b>	<b>24,012,154</b>	<b>374,330</b>	<b>37,003,664</b>
Section 39						
39(1)(d)	Disaster Reserve	112	0	115,296	0	115,407
39(1)(e)	Enhancement Reserve	107,245	49,626,774	159,561,748	-345,093	208,950,673
	<b>Total</b>	<b>107,357</b>	<b>49,626,774</b>	<b>159,677,043</b>	<b>-345,093</b>	<b>209,066,080</b>

Sector/ sub- sector <sup>1</sup>	Description <sup>2</sup>	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) <sup>3</sup>	Overall total <sup>4</sup>
	Reinstatement of widows' benefits <sup>6</sup>	0	0	0	0	0
	Other costs, including investigation and unclassified	3,928,582	1,377,228	2,020,969	3,572,118	10,898,897
	Grand total <sup>7</sup>	51,193,795	387,799,493	625,216,166	32,816,470	1,097,025,924

1 Some employers have been reclassified since their initial classification in a subsector. This 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 98.

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 2016 Annual Report and 2017-2019 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,<sup>1</sup> 2007-2016

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) <sup>2</sup>	Overall total <sup>3</sup>
2007 <sup>4</sup>	34,499,413	401,107,919	354,567,528	25,994,008	816,168,868
2008 <sup>4</sup>	36,907,441	436,660,622	375,021,559	33,461,788	882,051,409
2009 <sup>4,5</sup>	31,838,542	416,614,186	331,483,224	24,452,014	804,387,967
2010 <sup>4,5</sup>	38,002,986	455,963,770	363,138,611	32,136,267	889,241,634
2011 <sup>4,5</sup>	39,551,267	469,734,679	458,446,485	36,176,399	1,003,908,829
2012 <sup>4</sup>	46,033,330	429,759,880	742,729,227	34,341,519	1,252,863,956
2013 <sup>4</sup>	48,251,299	432,616,556	699,265,807	34,797,129	1,214,930,791
2014 <sup>4</sup>	46,691,132	396,434,712	701,025,287	38,599,716	1,182,750,847
2015 <sup>4</sup>	48,306,227	409,445,453	634,567,136	33,854,399	1,126,173,215
2016 <sup>4</sup>	51,193,795	387,799,493	625,216,166	32,816,470	1,097,025,924
2007-2016 <sup>6</sup>	421,275,432	4,236,137,271	5,285,461,029	326,629,707	10,269,503,439

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 2016 Annual Report and 2017-2019 Service Plan*.

4 Survivor benefits from 2007-2016 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:

2007	\$36,171	2012	\$47,490
2008	\$479,942	2013	(\$62)
2009	(\$75,170)	2014	(\$10)
2010	(\$2)	2015	\$0
2011	(\$16,743)	2016	\$0

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

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
2011	\$1,003,925,572	2016	\$1,097,025,924

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, 2016

Short-term disability, long-term disability, and work-related death claims¹ first paid in 2016													
Sector/ sub- sector³	Description⁴	Days lost⁵ on claims for all years	Number of claims by incident type²										
			No. of claims	Struck against	Struck by	Fall from eleva- tion	Fall on same level	Caught in	Rubbed or abraded	Over- exertion, bodily motion⁶	Harmful sub- stances	Trans- por- tion	
													Miscel- laneous
Sector 70 — Primary resources													
7010	Agriculture	30,910	560	40	75	75	90	30	5	160	15	30	40
7020	Fishing	16,105	215	10	30	5	10	10	5	70	15	60	0
7030	Forestry	48,334	834	40	155	130	90	25	10	245	50	80	10
7040	Oil and Gas or Mineral Resources	13,854	231	10	15	25	25	10	5	65	35	30	10
	Total	109,203	1,840	100	275	235	215	75	25	540	115	200	60
Sector 71 — Manufacturing													
7110	Food and Beverage Products	45,410	1,262	95	225	100	225	80	0	450	50	30	5
7120	Metal and Non-metallic Mineral Products	70,744	1,970	140	425	130	135	120	105	745	125	35	10
7130	Petroleum, Coal, Rubber, Plastic, and Chemical Products	17,267	487	40	65	30	60	30	10	220	20	15	0
7140	Wood and Paper Products	87,463	1,762	190	335	115	135	160	30	665	80	40	15
7150	Other Products	23,465	721	55	155	75	70	30	5	290	25	10	5
	Total	244,349	6,202	520	1,205	450	625	420	150	2,370	300	130	35

Short-term disability, long-term disability, and work-related death claims¹ first paid in 2016													
Sector/ sub- sector³	Description⁴	Days lost⁵ on claims for all years	Number of claims by incident type²										
			No. of claims	Struck against by	Struck by	Fall from eleva- tion	Fall on same level	Caught in	Rubbed or abraded	Over- exertion, bodily motion⁶	Harmful sub- stances	Trans- por- tation	Miscel- laneous
Sector 72 — Construction													
7210	General Construction	321,732	6,842	535	1,460	1,165	515	195	215	2,365	205	135	50
7220	Heavy Construction	6,350	100	10	20	15	5	15	5	20	5	5	0
	Road												
7230	Construction or Maintenance	19,398	323	5	35	40	40	15	10	100	20	55	5
	Total	347,480	7,265	550	1,515	1,220	560	225	230	2,485	230	195	55
Sector 73 — Transportation and warehousing													
7310	Ware- housing	7,280	233	10	50	20	25	10	5	90	5	15	5
	Transpor- tation and Related Services												
7320		233,543	4,183	175	385	560	455	115	35	1,580	110	655	110
	Total	240,823	4,416	185	435	580	480	125	40	1,670	115	670	115
Sector 74 — Trade													
7410	Retail	175,698	5,115	385	945	305	655	120	20	2,350	90	125	120
7420	Wholesale	41,934	1,080	65	135	100	125	45	10	520	15	65	0
	Total	217,632	6,195	450	1,080	405	780	165	30	2,870	105	190	120
Sector 75 — Public sector													
	Public												
7530	Adminis- tration	61,623	1,933	100	180	185	225	30	20	885	75	85	145

Short-term disability, long-term disability, and work-related death claims¹ first paid in 2016													
Sector/ sub- sector³	Description⁴	Days lost⁵ on claims for all years	Number of claims by incident type²										
			No. of claims	Struck against	Struck by	Fall from eleva- tion	Fall on same level	Caught in	Rubbed or abraded	Over- exertion, bodily motion⁶	Harmful sub- stances	Trans- por- tation	Miscel- laneous
Sector 76 — Service sector													
7610	Accommo- dation, Food, and Leisure Services	174,119	5,127	500	1,025	390	825	95	20	1,510	560	95	105
7620	Business Services	19,308	489	30	40	50	125	10	5	170	10	30	20
7630	Professional, Scientific, and Technical Services	45,758	955	75	130	115	145	25	10	325	25	40	65
7640	Other Services	172,222	4,192	295	645	405	500	150	85	1,640	140	165	170
7650	Education	62,042	2,102	95	285	150	500	20	10	785	45	35	180
7660	Health Care and Social Services	375,149	8,953	340	645	250	1,075	95	15	4,885	435	175	1,035
7670	Utilities	11,275	337	15	20	45	60	5	0	160	10	20	0
Total		859,873	22,155	1,350	2,790	1,405	3,230	400	145	9,475	1,225	560	1,575
Sectors 81–84 — Deposit accounts													
8108	Canadian Pacific Ltd. and Associated Companies	3,334	54	5	5	0	5	0	0	25	5	10	0
8110	Federal Government	15,254	855	40	65	95	135	10	5	380	25	45	55
8209	Burlington Northern Inc.	0	0	0	0	0	0	0	0	0	0	0	0
8310	Canadian National Railways, Via Rail, Air Canada	11,513	230	15	20	20	25	0	5	100	5	40	0



Short-term disability, long-term disability, and work-related death claims <sup>1</sup> first paid in 2016													
Sector/ sub-sector <sup>3</sup>	Description <sup>4</sup>	Days lost <sup>5</sup> on claims for all years	No. of claims	Struck against	Struck by	Number of claims by incident type <sup>2</sup>							
						Fall from elevation	Fall on same level	Caught in	Rubbed or abraded	Over- exertion, bodily motion <sup>6</sup>	Harmful sub- stances	Trans- por- tation	Miscel- laneous
8411	Government of the Province of B.C.	30,306	643	35	55	30	85	5	0	275	15	30	110
<b>Total</b>		<b>60,407</b>	<b>1,782</b>	<b>95</b>	<b>145</b>	<b>145</b>	<b>250</b>	<b>15</b>	<b>10</b>	<b>780</b>	<b>50</b>	<b>125</b>	<b>165</b>
Section 39													
39(1)(d)	Disaster Reserve	19	0	0	0	0	0	0	0	0	0	0	0
39(1)(e)	Enhancement Reserve	440,972	-2	0	0	0	0	0	0	0	0	0	0
<b>Total</b>		<b>440,991</b>	<b>-2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Other <sup>7</sup>		1,271	0	0	0	0	0	0	0	0	0	0	0
<b>Grand total<sup>8</sup></b>		<b>2,583,652</b>	<b>51,786</b>	<b>3,350</b>	<b>7,625</b>	<b>4,625</b>	<b>6,365</b>	<b>1,455</b>	<b>650</b>	<b>21,075</b>	<b>2,215</b>	<b>2,155</b>	<b>2,270</b>

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 98.

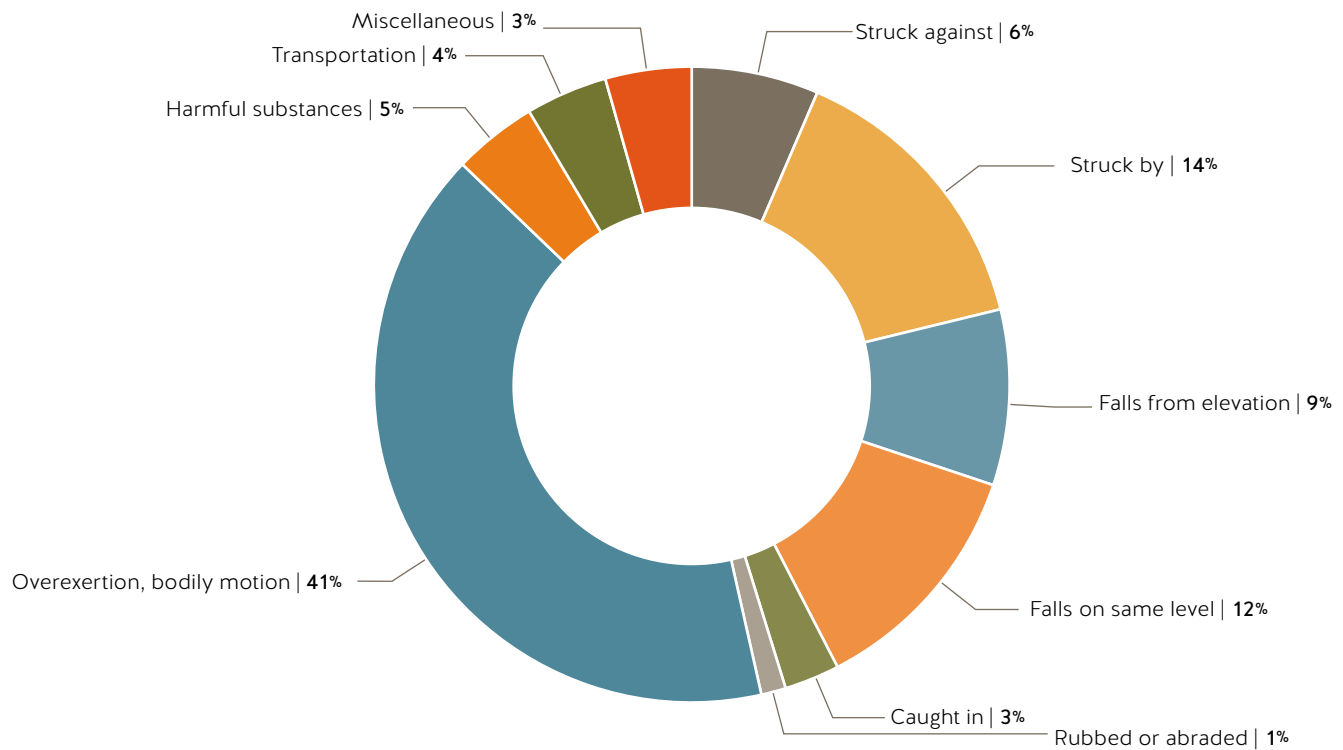
5 Days lost are as paid in the year on current- and prior-year claims.

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

7 Includes claims uncoded to subsectors as of December 31, 2016.

8 Due to rounding, totals may not balance.

## Short-term disability, long-term disability, and work-related death claims first paid by incident type, 2016<sup>1</sup>

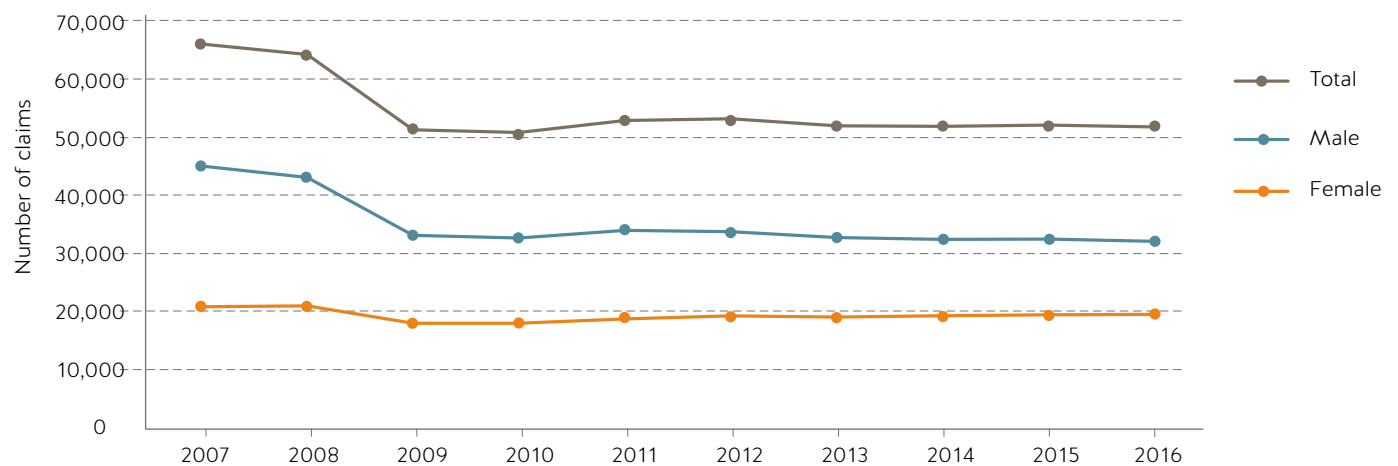


<sup>1</sup> Due to rounding, figures do not total 100 percent.

Table 4-2: Days lost, average weekly wage, average age, and breakdown by gender for claims first paid, 2007–2016<sup>1,2</sup>

Year	Total days lost <sup>3</sup> in the year	Average weekly wage of claimant <sup>4</sup>	Average age of claimant <sup>4</sup>	Number of short-term disability, long-term disability, and work-related death claims <sup>5</sup> first paid in the year, by gender		
				Male <sup>6,7</sup>	Female <sup>6,7</sup>	Total
2007	2,820,374	749	39	45,084	20,932	66,016
2008	2,926,114	777	39	43,122	21,090	64,212
2009	2,844,276	804	41	33,187	18,105	51,292
2010	2,816,989	824	41	32,728	18,105	50,833
2011	2,870,352	837	41	34,039	18,848	52,887
2012	2,889,324	853	41	33,814	19,373	53,187
2013	2,761,604	862	42	32,810	19,167	51,977
2014	2,630,638	866	42	32,493	19,393	51,886
2015	2,588,444	878	42	32,545	19,556	52,101
2016	2,583,652	890	42	32,160	19,625	51,786

### Short-term disability, long-term disability, and work-related death claims first paid by gender, 2007–2016



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 days paid in the year on claims from all years.

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

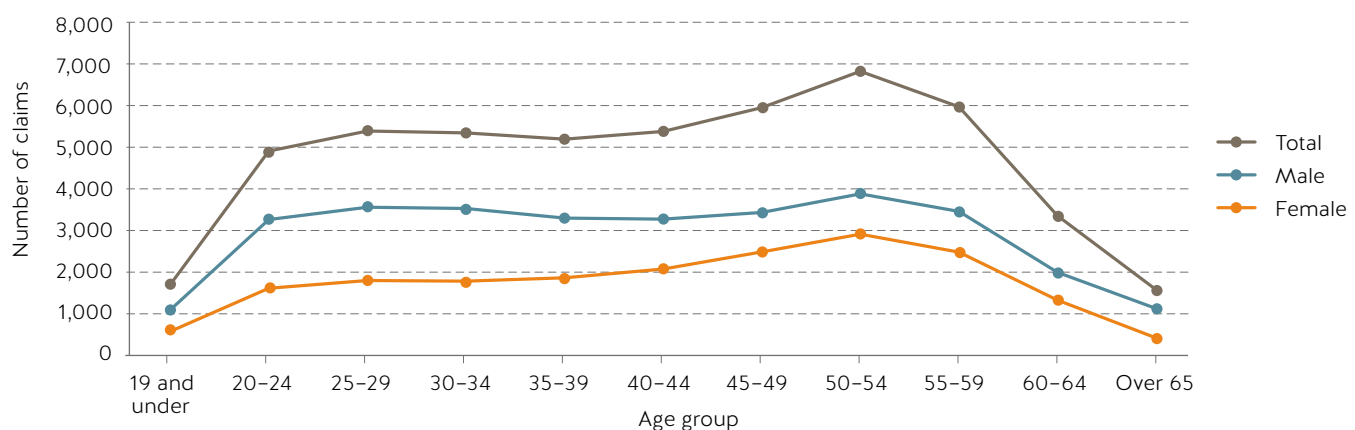
6 Some figures for previous years have been restated from numbers previously published.

7 Gender counts for 2016 are rounded and may not add up to the total.

Table 4-3: Claims first paid by sector,<sup>1</sup> gender, and age group, 2016

Age group <sup>3</sup>	Number of short-term disability, long-term disability, and work-related death claims <sup>2</sup> first paid											
	Sector									Total no. of claims	Gender <sup>3</sup>	
	70	71	72	73	74	75	76	Deposit	Other <sup>4</sup>		Male	Female
19 and under	50	190	260	75	415	30	700	5	0	1,725	1,120	605
20-24	200	615	950	280	820	110	1,885	65	0	4,925	3,285	1,640
25-29	225	655	1,070	325	645	155	2,210	120	0	5,405	3,580	1,825
30-34	160	690	1,020	390	535	220	2,190	155	0	5,360	3,550	1,810
35-39	195	650	785	440	520	230	2,195	195	0	5,210	3,320	1,890
40-44	155	585	720	515	560	265	2,340	255	0	5,395	3,295	2,100
45-49	185	700	655	605	635	285	2,625	275	0	5,965	3,455	2,510
50-54	210	775	725	660	760	280	3,105	320	0	6,835	3,900	2,935
55-59	220	720	590	585	720	220	2,695	235	0	5,985	3,480	2,505
60-64	140	430	295	345	390	95	1,560	120	0	3,375	2,020	1,355
Over 65	100	190	195	195	195	45	650	35	0	1,605	1,155	450
Total	1,840	6,202	7,265	4,416	6,195	1,933	22,155	1,780	0	51,786	32,160	19,625
Percentage											62%	38%
Avg. age	42	42	39	45	40	43	42	45	n/a	42	41	43

### Short-term disability, long-term disability, and work-related death claims first paid by gender and age group, 2016



1 For a complete listing of WorkSafeBC's classification structure, see Classes of Industry section, page 98.

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,<sup>1</sup> 2012-2016

Injury	Number of short-term disability, long-term disability, and work-related death claims <sup>2</sup> first paid					2012-2016	Days lost, <sup>3</sup> 2012-2016	Short-term disability, long-term disability, and survivor benefits <sup>4</sup> (excludes rehab and health care costs), 2012-2016
	2012	2013	2014	2015	2016			
Abrasion	1,050	1,055	1,030	940	965	5,035	35,800	\$8,198,000
Amputation	210	200	205	165	165	955	122,700	\$70,007,000
Burn	870	795	845	895	840	4,240	68,600	\$25,318,000
Concussion	1,790	1,705	1,980	2,115	2,225	9,815	609,500	\$178,805,000
Contusion	4,660	4,610	4,660	4,515	4,680	23,125	560,600	\$141,254,000
Cut	5,110	5,080	5,165	5,480	5,225	26,060	541,100	\$140,168,000
Dislocation	315	345	285	345	310	1,600	163,800	\$47,714,000
Electric shock, electrocution	50	55	50	60	55	270	16,700	\$15,016,000
Fracture	3,525	3,465	3,555	3,680	3,670	17,895	2,045,300	\$711,078,000
Hernia	395	400	390	410	415	2,010	127,100	\$21,223,000
Strain, back	12,365	11,910	11,595	11,440	10,940	58,250	2,402,100	\$578,950,000
Strain, other	18,465	18,165	17,955	17,865	18,055	90,505	5,492,500	\$1,244,355,000
Traumatic tenosynovitis, bursitis, and related conditions <sup>1</sup>	830	800	855	960	805	4,255	288,500	\$63,872,000
Multiple injuries	50	35	35	25	30	175	7,400	\$61,509,000
Other injuries	135	170	210	245	215	975	45,700	\$23,423,000
Occupational disease <sup>1</sup>	3,370	3,180	3,070	2,965	3,185	15,765	926,300	\$349,774,000
Total <sup>5</sup>	53,187	51,977	51,886	52,101	51,786	260,937	13,453,662	\$3,680,663,911

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

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

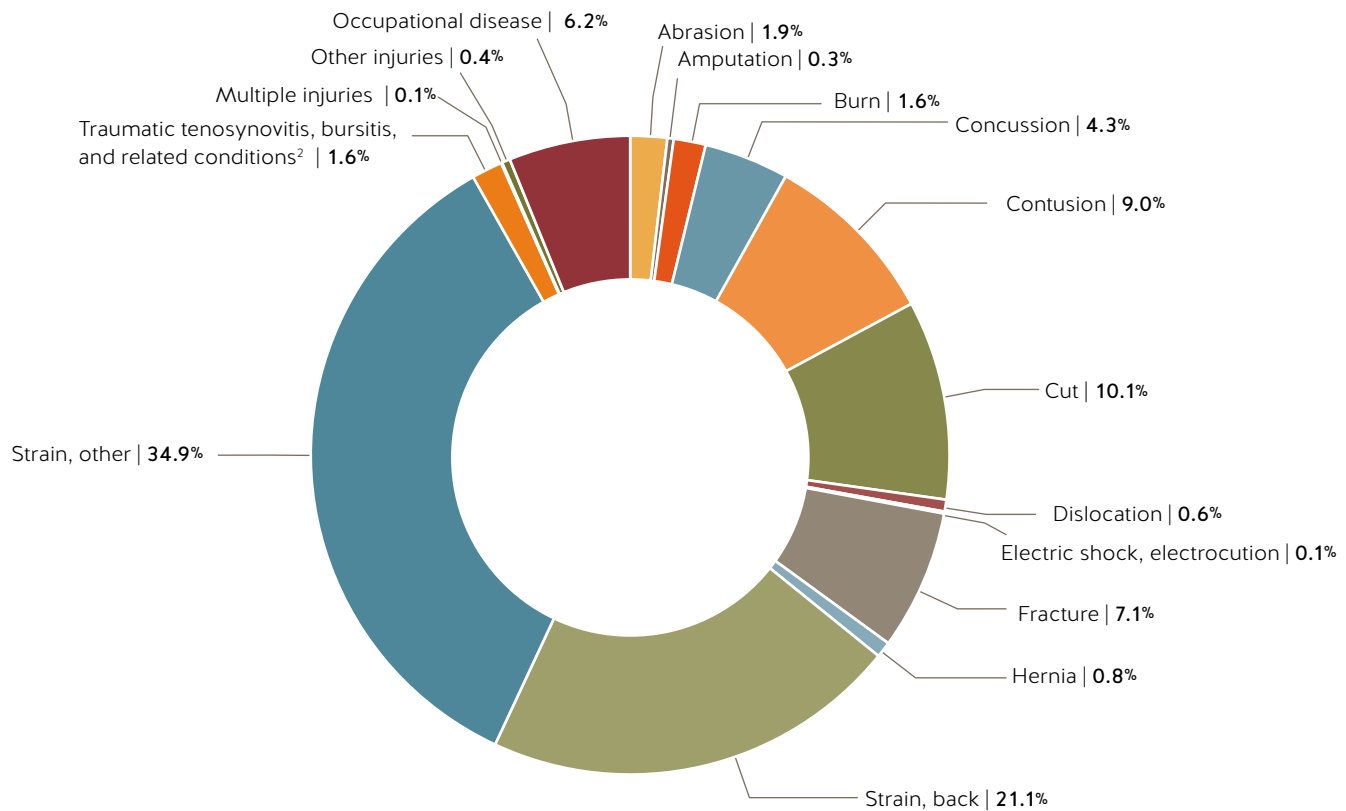
3 Days lost are shown as paid in the period for current- and prior-year claims.

4 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.

5 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,<sup>1</sup> 2016



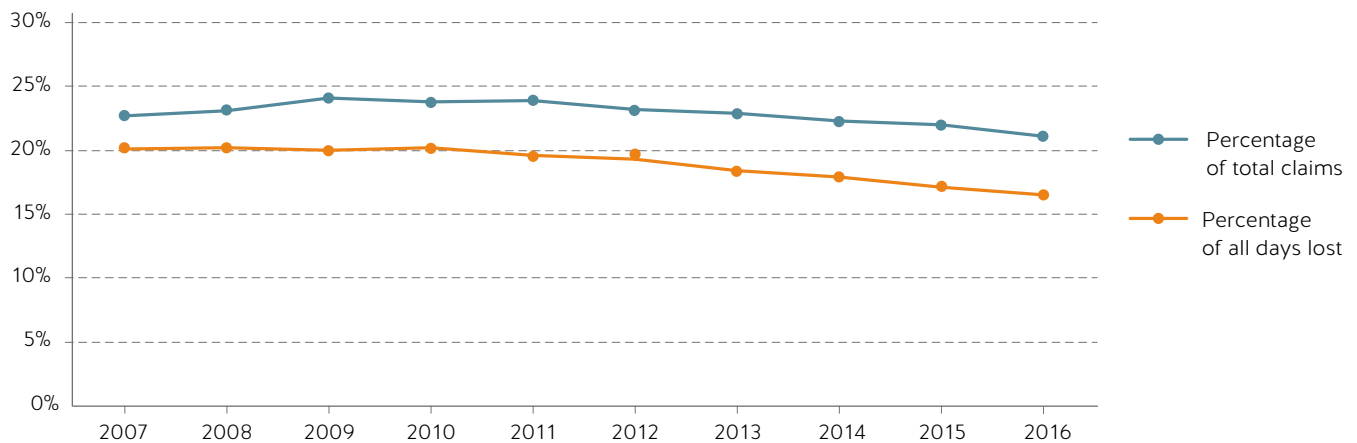
1 Due to rounding, figures do not total 100 percent.

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

Table 4-5: Back strain claims<sup>1</sup> first paid, 2007-2016<sup>2</sup>

Year	Number of back strain claims <sup>1</sup> first paid in the year	Total number of claims <sup>1</sup> first paid in the year	Back strain claims <sup>1</sup> as a percentage of total claims <sup>1</sup>	Days lost <sup>3</sup> in the year on back strain claims	Days lost <sup>3</sup> in the year on all claims	Days lost <sup>3</sup> on back strain claims as a percentage of all days lost <sup>3</sup>
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%
2016	10,940	51,786	21.1%	427,000	2,583,652	16.5%
2007-2016	125,160	546,177	22.9%	5,262,000	27,731,767	19.0%

### Back strain claims and days lost as a percentage of total claims and all days lost, 2007-2016



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.





SCARLET O  
HAKA

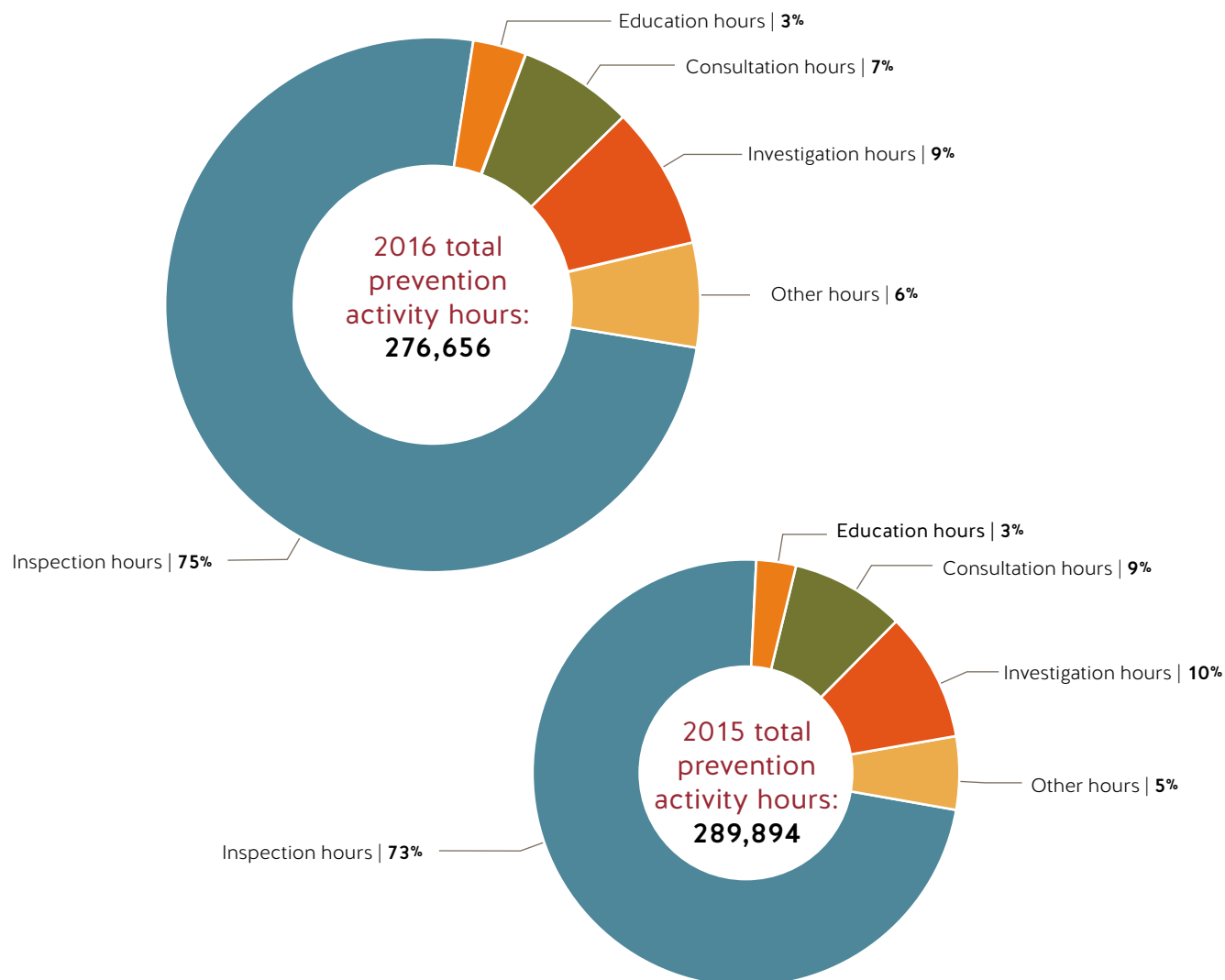


A photograph of a greenhouse filled with rows of young plants in pots. The plants have bright yellow-green leaves and some are starting to show red flowers. A person's leg in a light-colored shirt and jeans is visible on the left side of the frame. The greenhouse structure is made of curved metal frames covered with a translucent plastic or polyethylene film. In the background, there are hills and a clear sky.

## Prevention Statistics

# Prevention Statistics

Prevention activity hours (percentage of total)<sup>1,2</sup>



## Prevention activity

	2012	2013	2014	2015	2016
Inspection hours	198,512	202,158	202,634	211,413	206,208
Education hours	12,191	10,926	8,164	8,670	8,962
Consultation hours	27,414	28,724	31,423	25,251	19,364
Investigation hours	47,592	41,059	33,297	28,835	24,062
Other hours	33,383	23,015	17,818	15,725	18,060
<b>Total prevention activity hours</b>	<b>319,092</b>	<b>305,882</b>	<b>293,336</b>	<b>289,894</b>	<b>276,656</b>

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

2 Figures are based on data as of January 25, 2017.

## Prevention documents<sup>1</sup>

	2012	2013	2014	2015	2016
Inspection reports <sup>2,3</sup>	38,770	39,946	39,366	42,017	41,589
Inspection reports that were worksite visits (%) <sup>2,3</sup>	75%	74%	70%	70%	70%
Initiating inspection reports <sup>2,3</sup>	26,199	26,668	26,326	27,293	26,816
Initiating inspection reports with no orders (%) <sup>2,3</sup>	55%	54%	54%	52%	52%
Order-to-worker reports	301	274	243	236	224
Education reports	911	921	743	725	698
Consultation reports	9,833	9,932	10,643	9,200	6,369

## Orders<sup>1</sup>

	2012	2013	2014	2015	2016
Orders <sup>4</sup>	32,078	33,274	28,652	30,089	31,781
Orders that were immediately complied with (%)	84%	85%	88%	87%	86%
Orders requiring multiple follow-ups (%)	16%	15%	12%	13%	14%
Orders to stop use	38	67	367	197	178
Orders to stop work	70	56	233	420	472
Temporary cessation of work orders	n/a	n/a	n/a	81	362
Orders to stop operations	n/a	n/a	n/a	1	4

1 Historical counts have been restated to include documents issued to unregistered employers. Figures are based on data as of January 25, 2017.

2 Non-worksite visit inspection reports are typically created to follow up on prior inspection activity.

3 In 2016, 73 percent of all inspection reports were related to employers within Classification Units targeted by the high-risk strategy and related initiatives. Results were slightly lower than the 2012–2015 period, which ranged from 75 to 76 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. Order follow-ups are no longer reported. All historical counts have been revised.

## Enforcement activity<sup>1</sup>

	2012	2013	2014	2015	2016
Discrimination complaints received	220	219	281	377	352
Bullying and harassment enquiries	n/a	n/a	n/a	810	913
Bullying and harassment complaints	n/a	n/a	n/a	803	790

## Compliance activity<sup>1</sup>

	2012	2013	2014	2015	2016
Compliance agreements	n/a	n/a	n/a	n/a	38
Warning letters issued	447	467	356	535	471
Citation warnings	n/a	n/a	n/a	n/a	1,031
Net citations imposed <sup>2</sup>	n/a	n/a	n/a	n/a	96
Net citations imposed amount (\$) <sup>2</sup>	n/a	n/a	n/a	n/a	\$52,000
Net penalties imposed <sup>2</sup>	258	229	420	547	361
Net penalties imposed (\$) <sup>2</sup>	\$2,662,331	\$2,422,893	\$5,204,143	\$6,676,909	\$5,434,627

## Incident investigations<sup>1</sup>

	2012	2013	2014	2015	2016
Notice of incidents	949	1,000	925	875	802
Initiated WorkSafeBC investigations	134	155	128	145	122
Completed WorkSafeBC investigations	146	138	130	141	157

1 Historical counts have been restated to include documents issued to unregistered employers. Figures are based on data as of January 25, 2017.

2 The net penalties imposed figures, as well as the net citations imposed figures, have been restated due to a change in the way WorkSafeBC counts them. Previously, all were counted, whether they were reversed or not. Calculations no longer include penalties or citations 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.



# 57,156

Total calls to Prevention Support  
Services in 2016



## 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 incident investigations. The group also issues and maintains specialized occupational hygiene equipment for WorkSafeBC field officers.

Laboratory analyses (number of)	2012	2013	2014	2015	2016
Samples	383	363	284	130	229
Determinations	944	953	853	360	624
Quality assurance analyses	32	24	24	18	0
Field equipment transactions	360	383	538	369	290

## WorkSafeBC-funded health and safety associations

WorkSafeBC-funded health and safety associations represent more than one-quarter of the provincial population and more than one-third of employers in British Columbia. In 2016, there were 12 active health and safety associations<sup>6</sup> representing more than 165 different Classification Units (CUs).

Association <sup>1,2</sup>	Association description	Industry	CUs represented <sup>3</sup>	Classification units (#)	Employers <sup>4</sup> (#)	Workers <sup>4,5</sup> (#)
<b>Actsafe</b> Actsafes (formerly SHAPE)	Promotes workplace health and safety in B.C.'s performing arts and motion picture industries ( <a href="http://actsafe.ca">actsafe.ca</a> )	Accommodation, Food, and Leisure	CUs 761011, 761027, 761030, 763025	4	1,970	19,590
<b>AgSafe</b> Farm and Ranch Safety and Health Association	Provides advice, health and safety courses, and materials to farms and ranches ( <a href="http://agsafebc.ca">agsafebc.ca</a> )	Agriculture	Subsector 7010	25	4,360	17,020
<b>BCCSA</b> BC Construction Safety Alliance	Develops health and safety programs, tools, and resources ( <a href="http://bccsa.ca">bccsa.ca</a> )	Construction	Sector 72; CUs 704008, 712033	67	40,010	171,470
<b>BCFSC</b> BC Forest Safety Council	A not-for-profit society dedicated to promoting forest safety in the sector ( <a href="http://bcforestsafes.org">bcforestsafes.org</a> )	Forestry	CUs 703002-703006, 703008-703009, 703011-703016, 703019, 732044, 714019, 714022	17	4,650	35,420
<b>BCMSA</b> BC Municipal Safety Association	Dedicated to improving worker health and safety through the sharing of knowledge and resources within local government ( <a href="http://bcmsa.ca">bcmsa.ca</a> )	Local Government	CU 753004	1	500	40,310
<b>Enform</b> Enform	Advocates and provides resources for the continuous improvement of industry's safety performance ( <a href="http://enform.ca">enform.ca</a> )	Oil and Gas	CUs 704002, 704003, 704009, 704010, 713018, 767005	6	1,470	14,730
<b>go2HR</b> go2HR	Acts as a health and safety resource in the hospitality industry ( <a href="http://go2hr.ca">go2hr.ca</a> )	Accommodation, Food, and Leisure	CUs 761034, 761035, 761038, 761056	4	11,050	211,420
<b>MSABC</b> Manufacturing Safety Alliance of BC (formerly FIOSA-MIOSA Safety Alliance of BC; BC Food Processors Health and Safety Council) 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 ( <a href="http://safetyalliancebc.ca">safetyalliancebc.ca</a> )	Food and Beverage Products	Subsector 7110; CUs 702001, 712003, 712005, 712008, 712013, 712018, 712034, 712035, 712038, 712040, 713012, 713013, 713015, 713027-713029, 714001, 715003, 715024, 715026	41	2,060	48,330

Association <sup>1,2</sup>	Association description	Industry	CUs represented <sup>3</sup>	Classification units (#)	Employers <sup>4</sup> (#)	Workers <sup>4,5</sup> (#)
<b>SCBC</b> SafeCare BC	Strives to ensure injury-free, safe working conditions for long-term care (LTC) workers in B.C. ( <a href="http://safecarebc.ca">safecarebc.ca</a> )	Long-term Care	CU 766011	1	360	32,970
<b>TSCBC</b> 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 ( <a href="http://safetydriven.ca">safetydriven.ca</a> )	Transportation	CUs 732019, 732030	2	10,750	24,720

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 (CUs), 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](http://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.

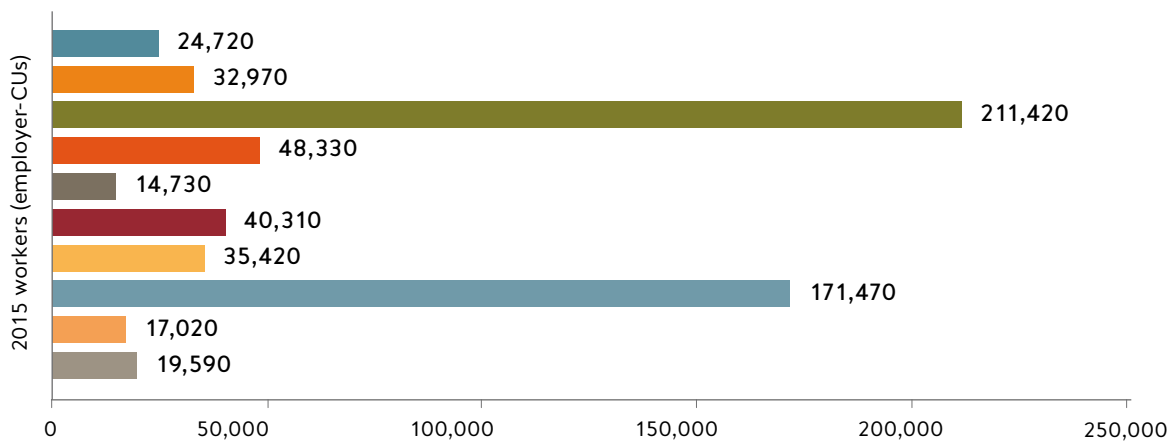
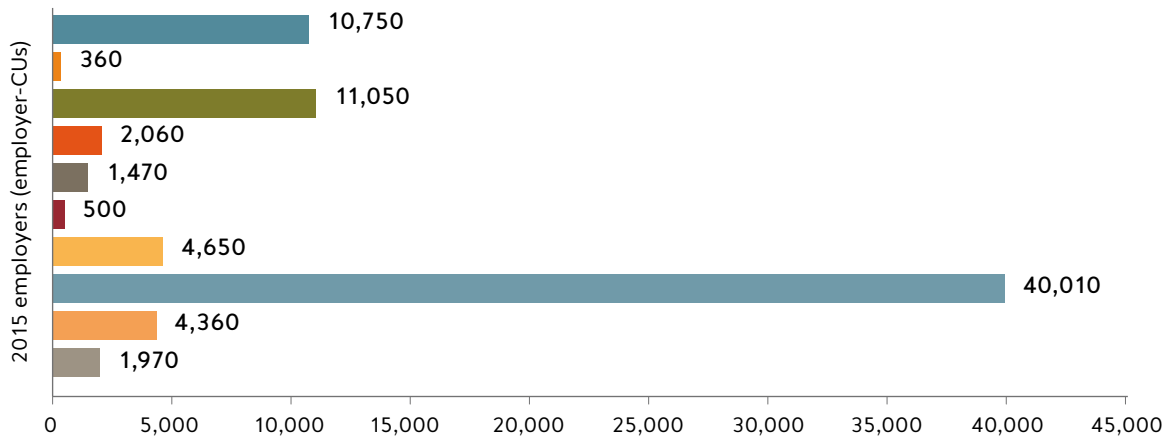
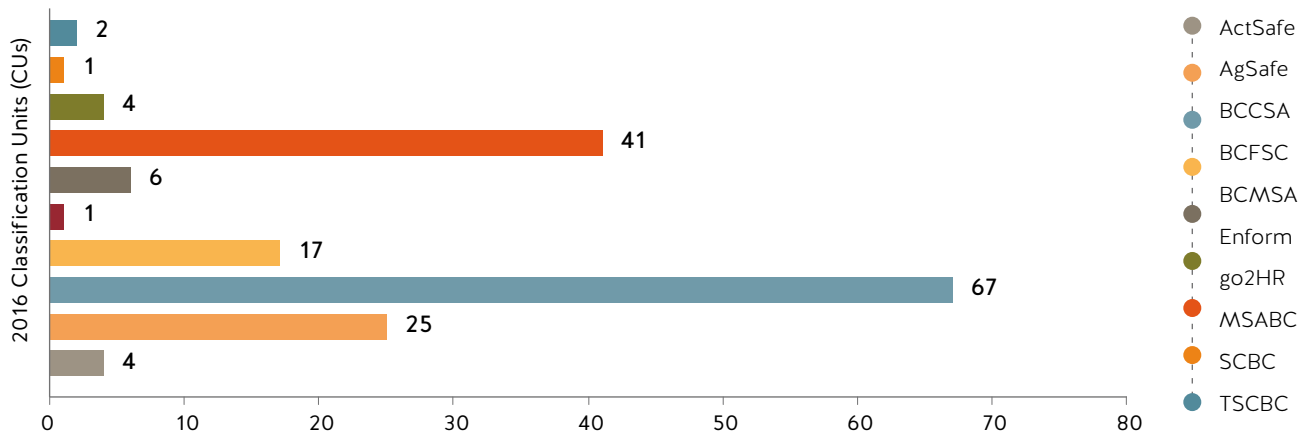
3 CUs can be represented by multiple health and safety associations.

4 Employer and worker counts have been rounded.

5 Statistics based on 2015 worker counts and person-years for 2016 associations.

6 As of mid-2016, BC Association of Restoration Contractors (BCARC) is no longer a funded association; its funded Fire and Flood Restoration Program has been transferred to the BC Construction Safety Alliance (BCCSA).







A photograph of an office desk. On the left, a computer monitor displays a green landscape with yellow flowers. In front of the monitor is a black mouse and a black telephone with a coiled cord. To the right of the monitor, there are some papers and a small white device. The background wall is light-colored and has several framed documents or certificates hanging on it. An orange rectangular overlay is positioned on the right side of the image, containing the text 'Service Statistics' in white.

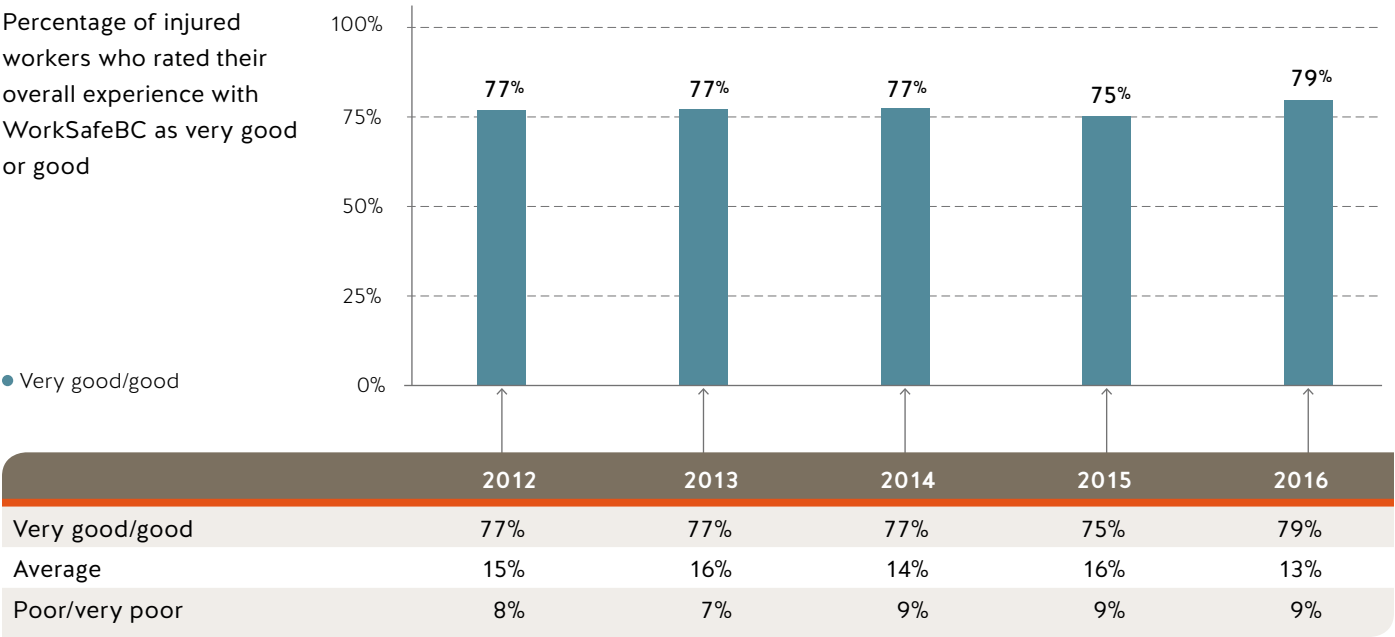
## Service Statistics

# 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.



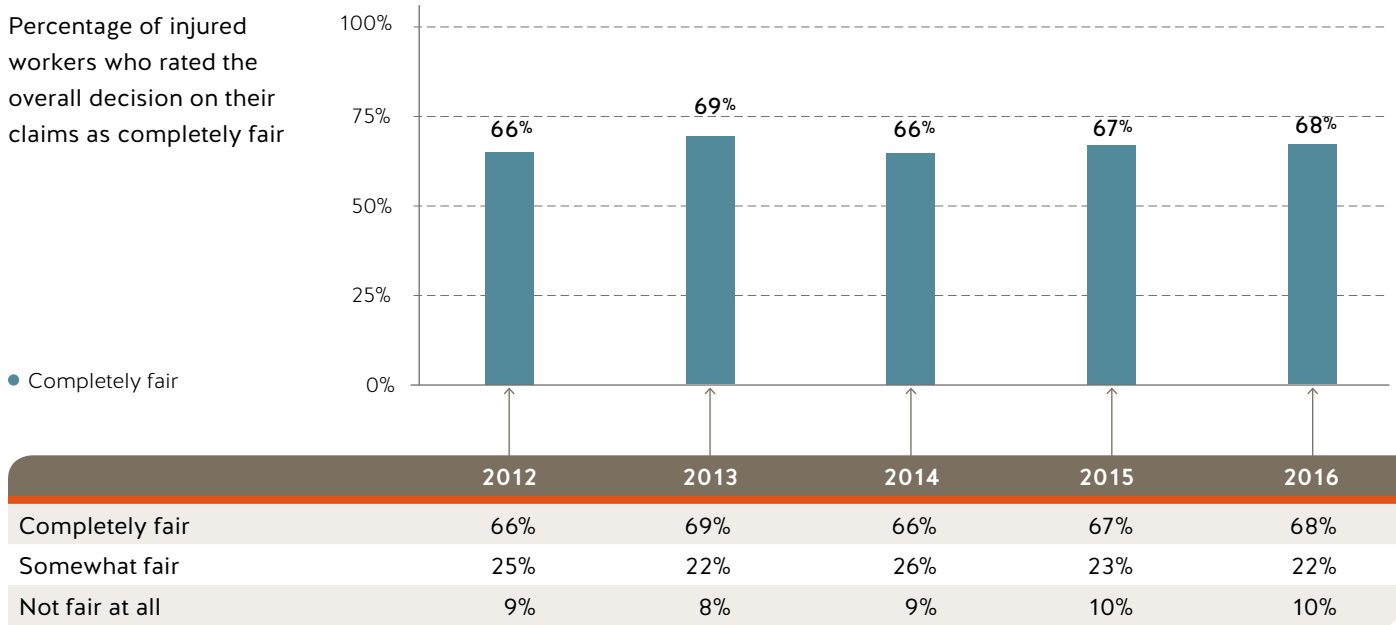
## Injured workers' rating of their overall experience<sup>1</sup>



<sup>1</sup> Due to rounding, not all columns total 100 percent.

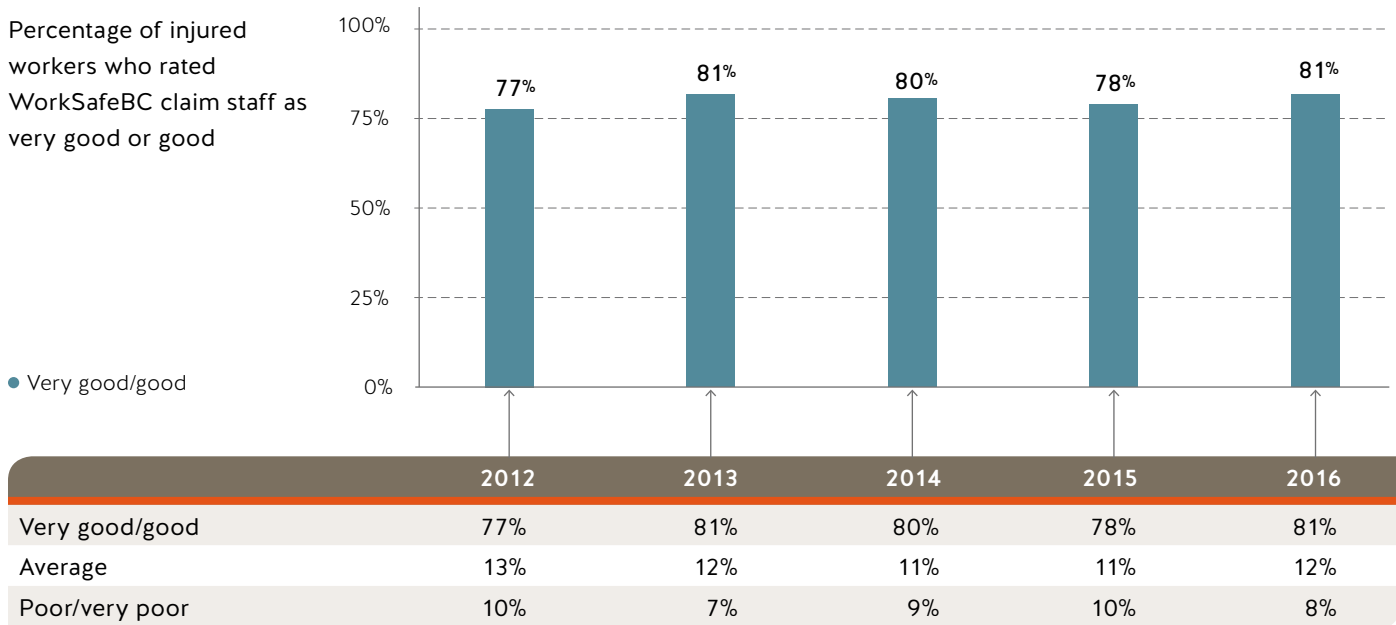
## Injured workers' rating of the overall decision on their claims<sup>1</sup>

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



## Injured workers' rating of WorkSafeBC claim staff<sup>1</sup>

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

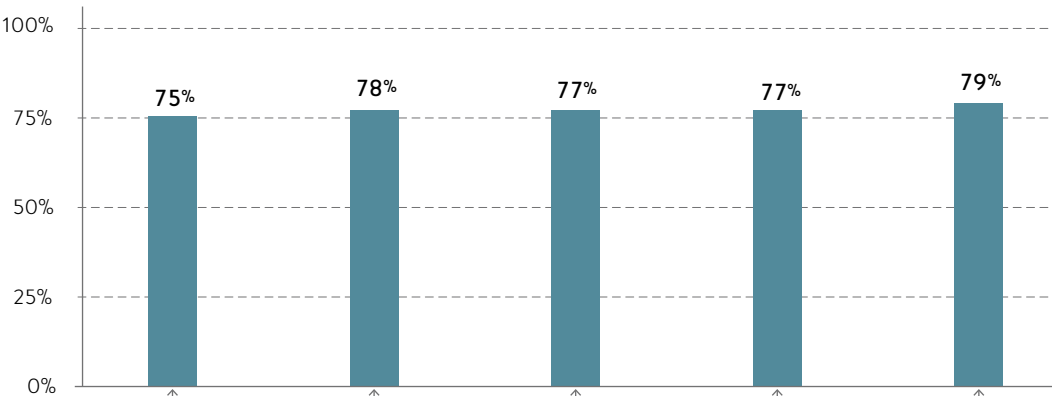


<sup>1</sup> Due to rounding, not all columns total 100 percent.

# Injured workers' rating of assistance with their return to work<sup>1</sup>

Percentage of injured workers who rated the assistance they received with their return to work as very good or good

● Very good/good



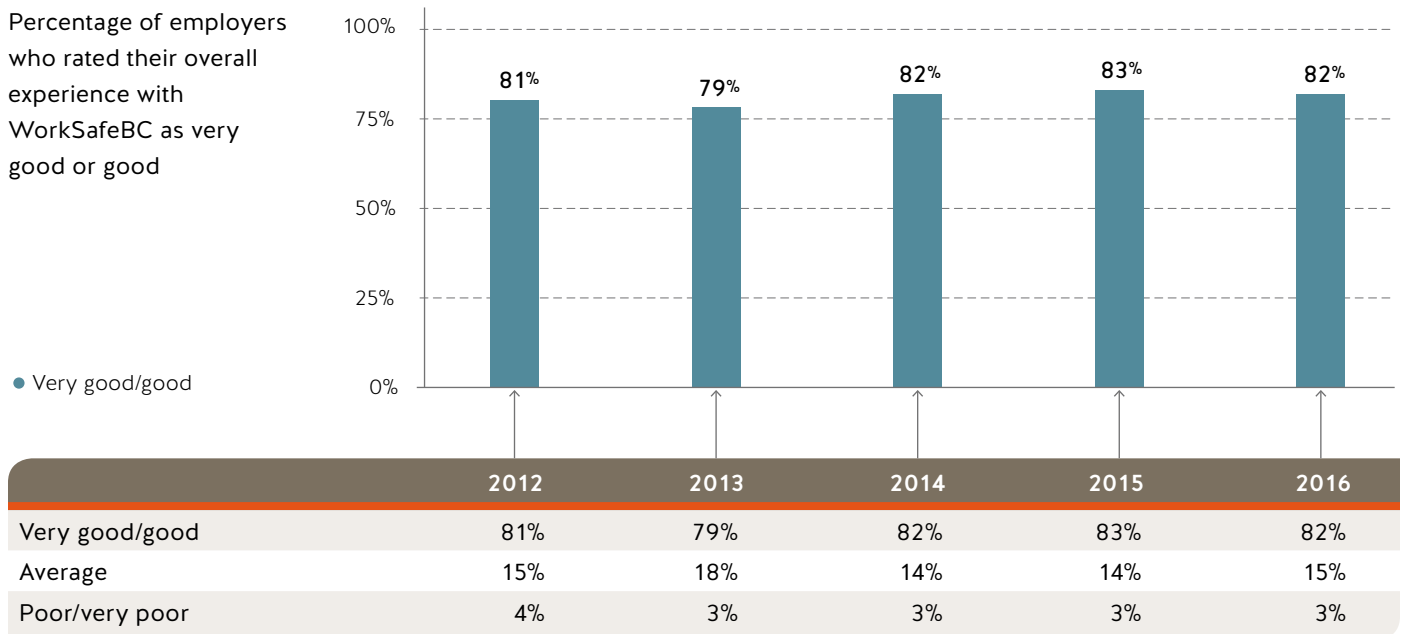
	2012	2013	2014	2015	2016
Very good/good	75%	78%	77%	77%	79%
Average	18%	15%	14%	14%	14%
Poor/very poor	7%	7%	9%	10%	7%

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



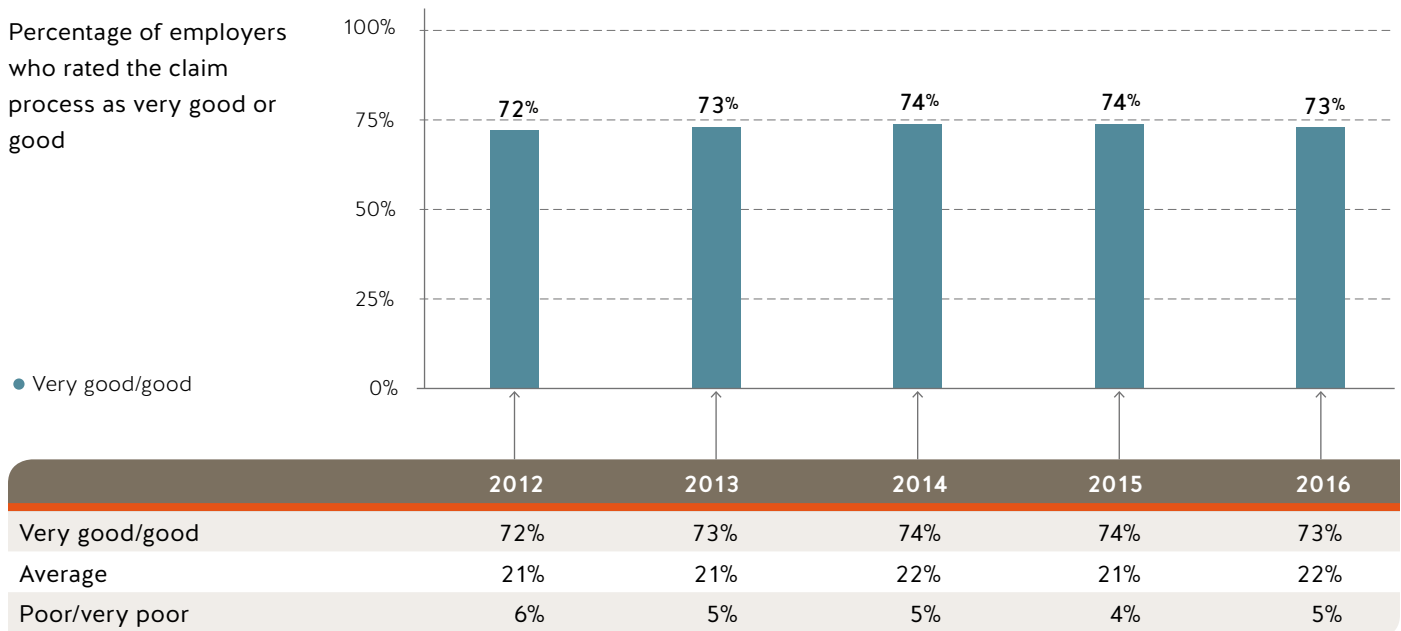
## Employers' rating of their overall experience<sup>1</sup>

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



## Employers' rating of the claim process<sup>1</sup>

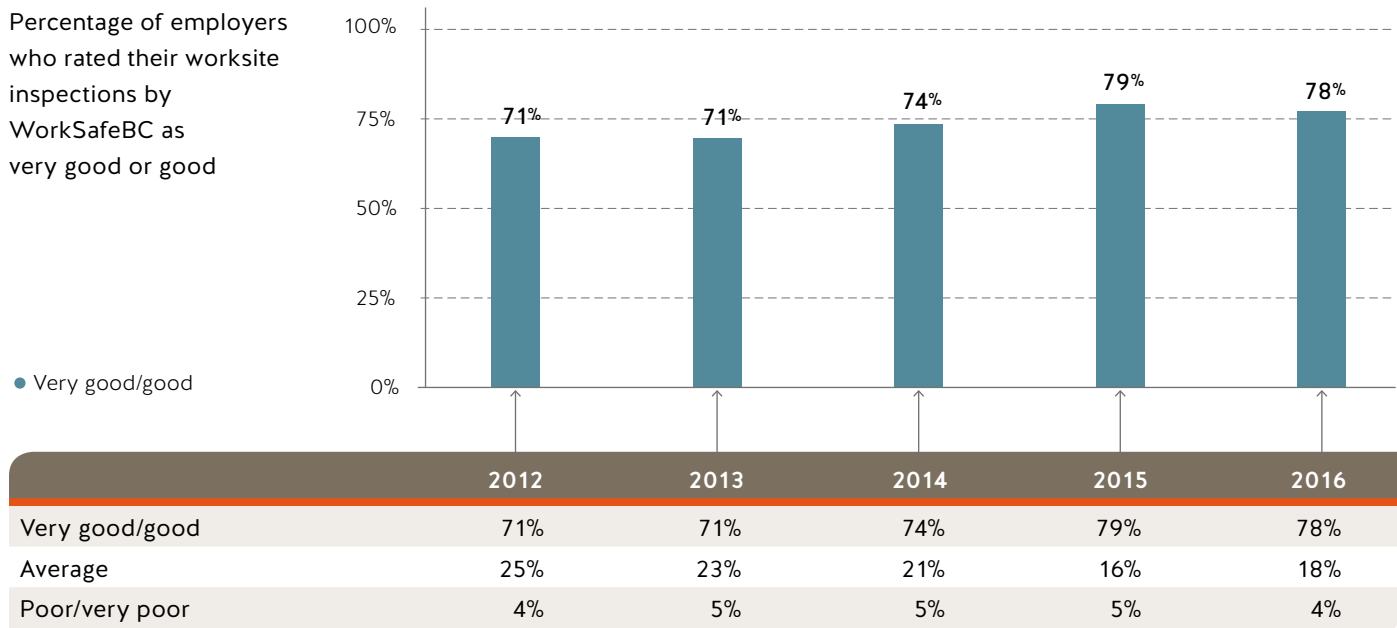
Percentage of employers who rated the claim process as very good or good



<sup>1</sup> Due to rounding, not all columns total 100 percent.

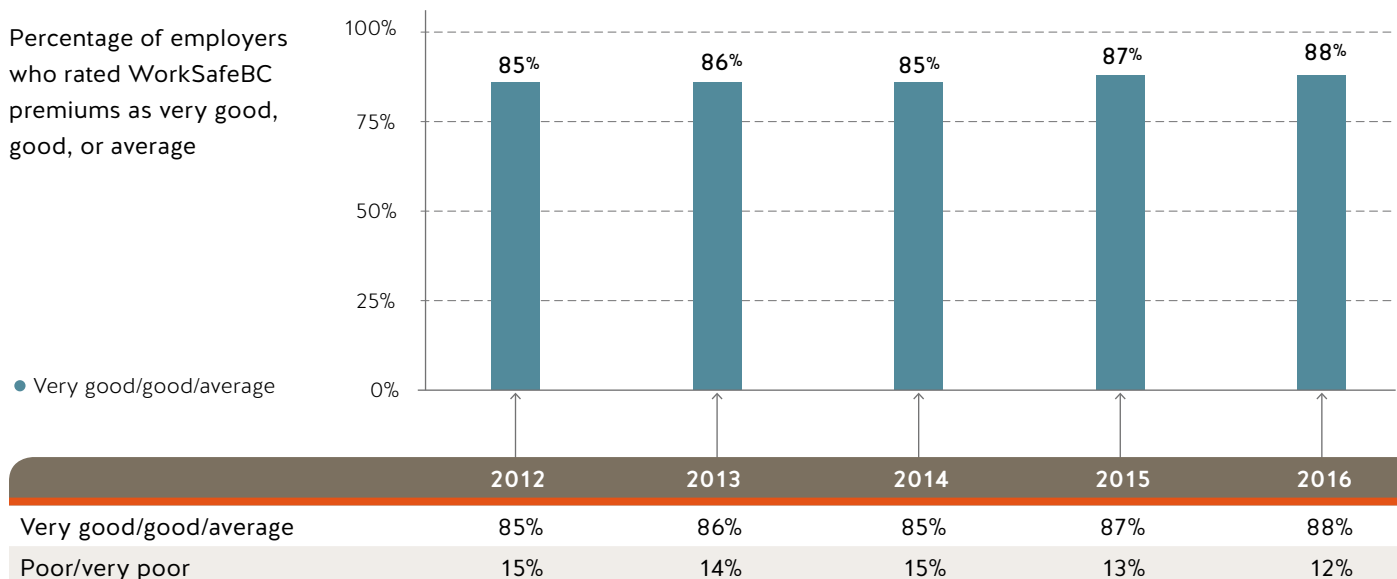
## Employers' rating of worksite inspections<sup>1</sup>

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



## Employers' rating of WorkSafeBC premiums<sup>2</sup>

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



<sup>1</sup> Due to rounding, not all columns total 100 percent.

<sup>2</sup> 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

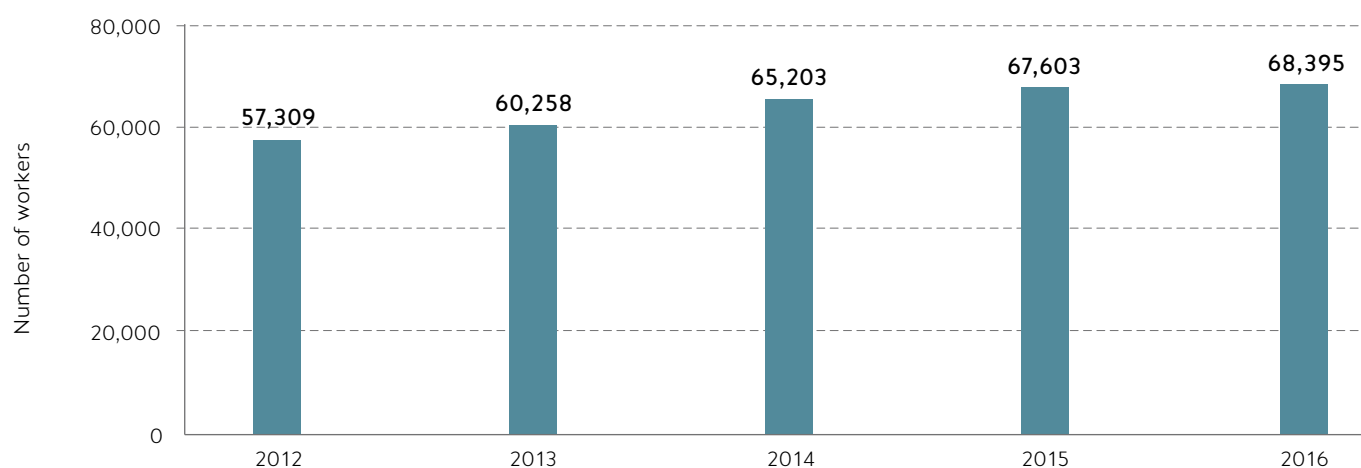
ratings of very good or good usually demonstrate a positive overall experience with product and service delivery, scores of average are the norm when price is considered and tend to be associated with a positive, rather than a negative, overall experience.



# Teleclaim

Teleclaim is a service centre for injured workers to call and complete worker applications for compensation over the telephone. In 2016, 78 percent of workers' applications were completed by Teleclaim.

## Teleclaim — number of workers reporting injuries<sup>1</sup>



## Teleclaim interpretation services — languages requested, 2016

Teleclaim offers interpretation services to injured workers in more than 200 languages. For a full listing of available languages, see Appendix B, page 110.

Language	Number of calls	Language	Number of calls	Language	Number of calls
Punjabi	623	Somali	7	Chin	1
Mandarin	250	Czech	6	Croatian	1
Cantonese	173	Portuguese	6	Haitian Creole	1
Korean	136	Serbian	6	Hebrew	1
Spanish	135	Amharic	4	Hungarian	1
Farsi	70	Italian	4	Ilocano	1
Vietnamese	56	Tigrinya	4	Indonesian	1
Tagalog	42	Swahili	3	Karen	1
French	40	Tamil	3	Slovak	1
Arabic	33	Thai	3	Toishanese	1
Japanese	21	Burmese	2	Turkish	1
Russian	9	Cambodian	2	<b>Total calls</b>	<b>1,667</b>
Hindi	8	Laotian	2		
Polish	7	Bengali	1		

<sup>1</sup> Statistics refer to completed 6T forms. Workers reporting an injury through Teleclaim fill out a Form 6T 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 110.

## Telephone interpretation services, 2012–2016

Year	Number of languages requested	Number of minutes of interpretation service	Number of calls accessing interpretation service
2016	63	261,453	16,912
2015	58	250,294	16,747
2014	58	240,942	15,724
2013	54	214,068	14,420
2012	69	179,822	11,734

## Top five languages requested, 2016

Languages	Number of calls accessing interpretation service	Number of minutes of interpretation service
Punjabi	7,105	97,261
Cantonese	2,351	38,218
Mandarin	2,134	38,057
Spanish	1,337	21,272
Korean	820	13,819

## Top WorkSafeBC requesters of service, 2016

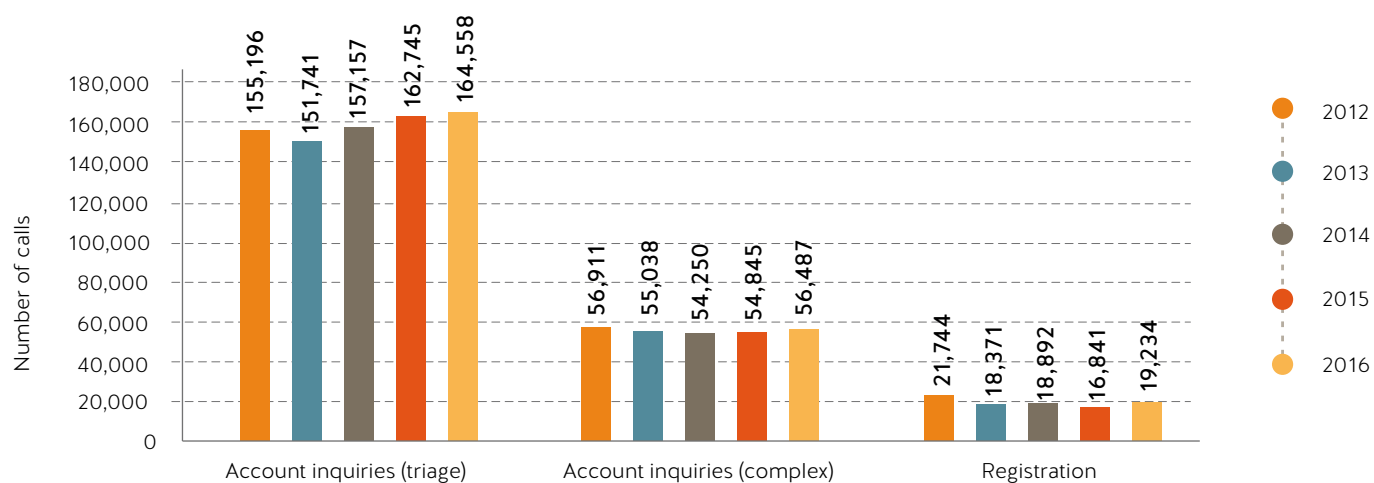
User group (claims related)	Number of languages requested	Number of minutes of interpretation service
Claims call centre	43	75,542
Teleclaim	39	41,682
Richmond office	38	31,076
Health care services external providers	31	12,713
Surrey office	22	16,064

User group (non-claims related)	Number of languages requested	Number of minutes of interpretation service
Workers' Advisers Office	21	11,719
Assessments	17	5,236
Review Division	15	1,717
North Vancouver Prevention	6	1,859
Financial Operations	6	516

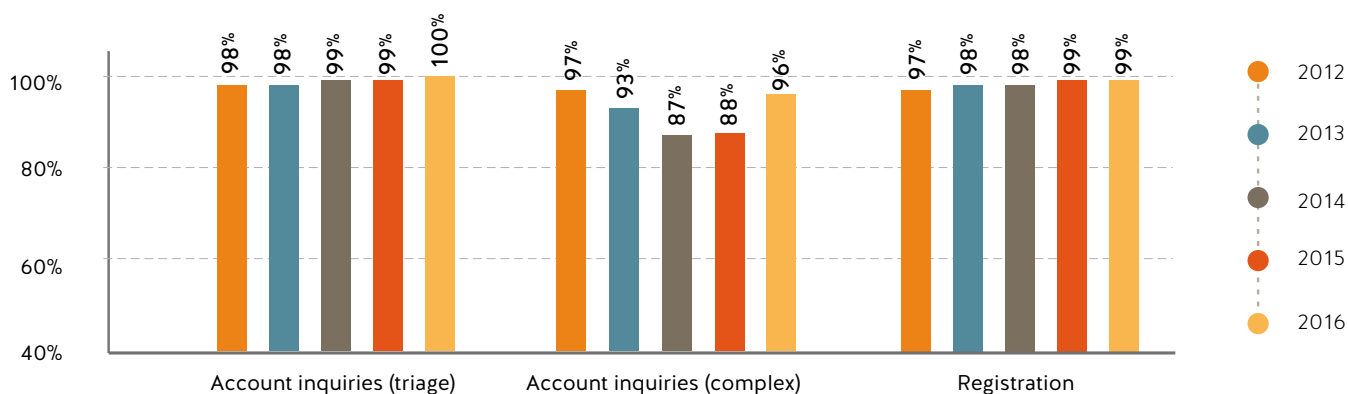
# Employer Service Centre

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

## Telephone calls received, 2012–2016



## Telephone queue service levels, 2012–2016



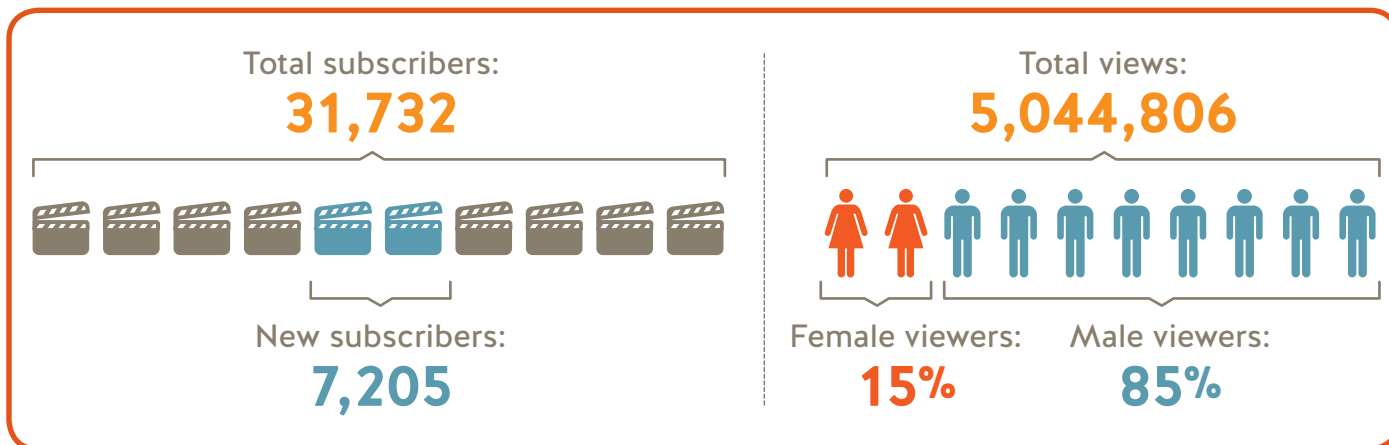
### Service levels 2016 — Telephone calls answered within five minutes, 80 percent of the time

Account inquiries (triage)	Average wait time 0.5 minute
Account inquiries (complex)	Average wait time 1.0 minute
Registration	Average wait time 0.3 minute

# Online Resources

Viewings of multimedia information, 2016

YouTube video view statistics, 2016



Top five web book downloads, 2016

- 1 Small Business and WorkSafeBC
- 2 Electrical Safety
- 3 Dementia: Understanding Risks and Preventing Violence
- 4 Confined Space Hazards
- 5 Fall Protection

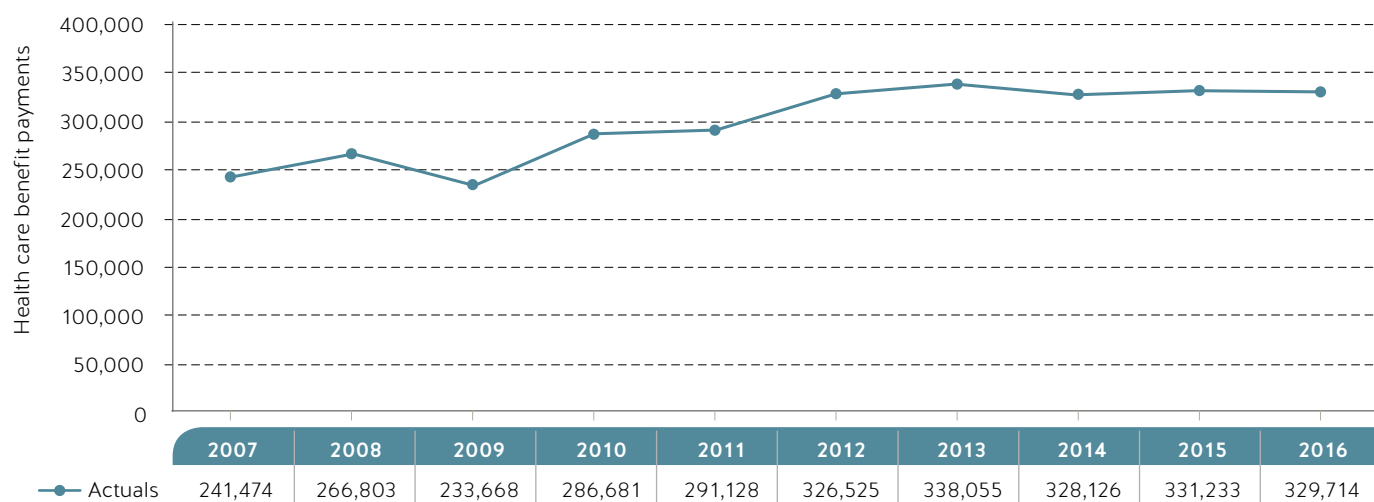


# Health Care

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 2016, health care payments decreased by 0.46 percent compared to 2015. Expenses related to hospital intensive care and

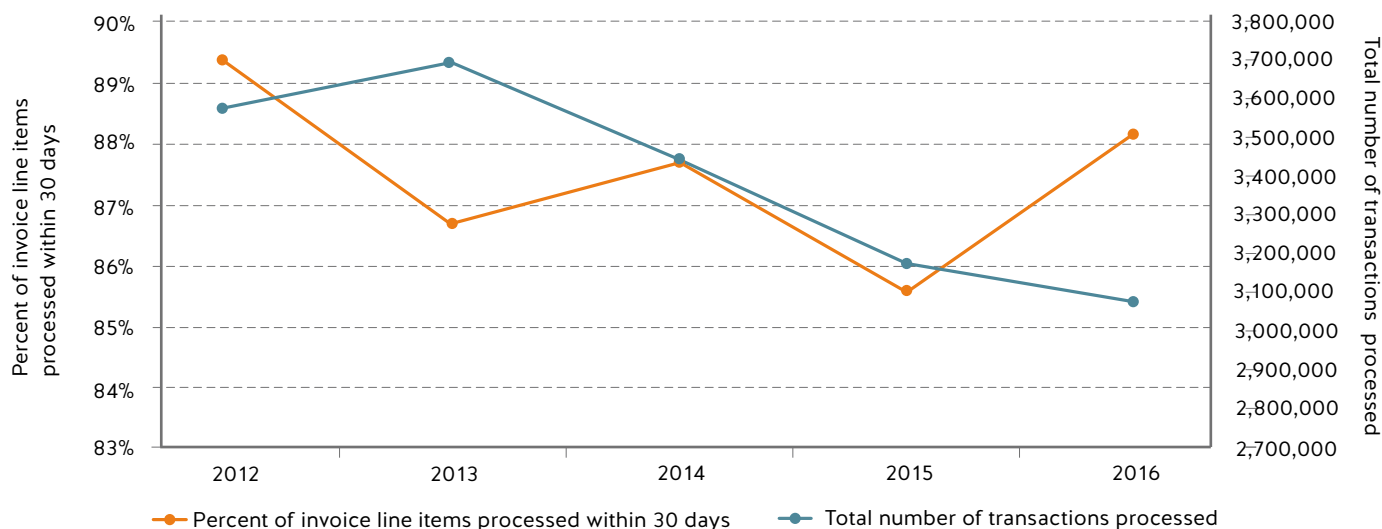
emergency services, occupational rehabilitation, and hearing aids for injured workers increased over 2015. These increases were offset by reduced costs in other health care programs, including expenses related to physicians' services and the number of workers requiring surgeries.

## Health care benefit payments, 2007–2016



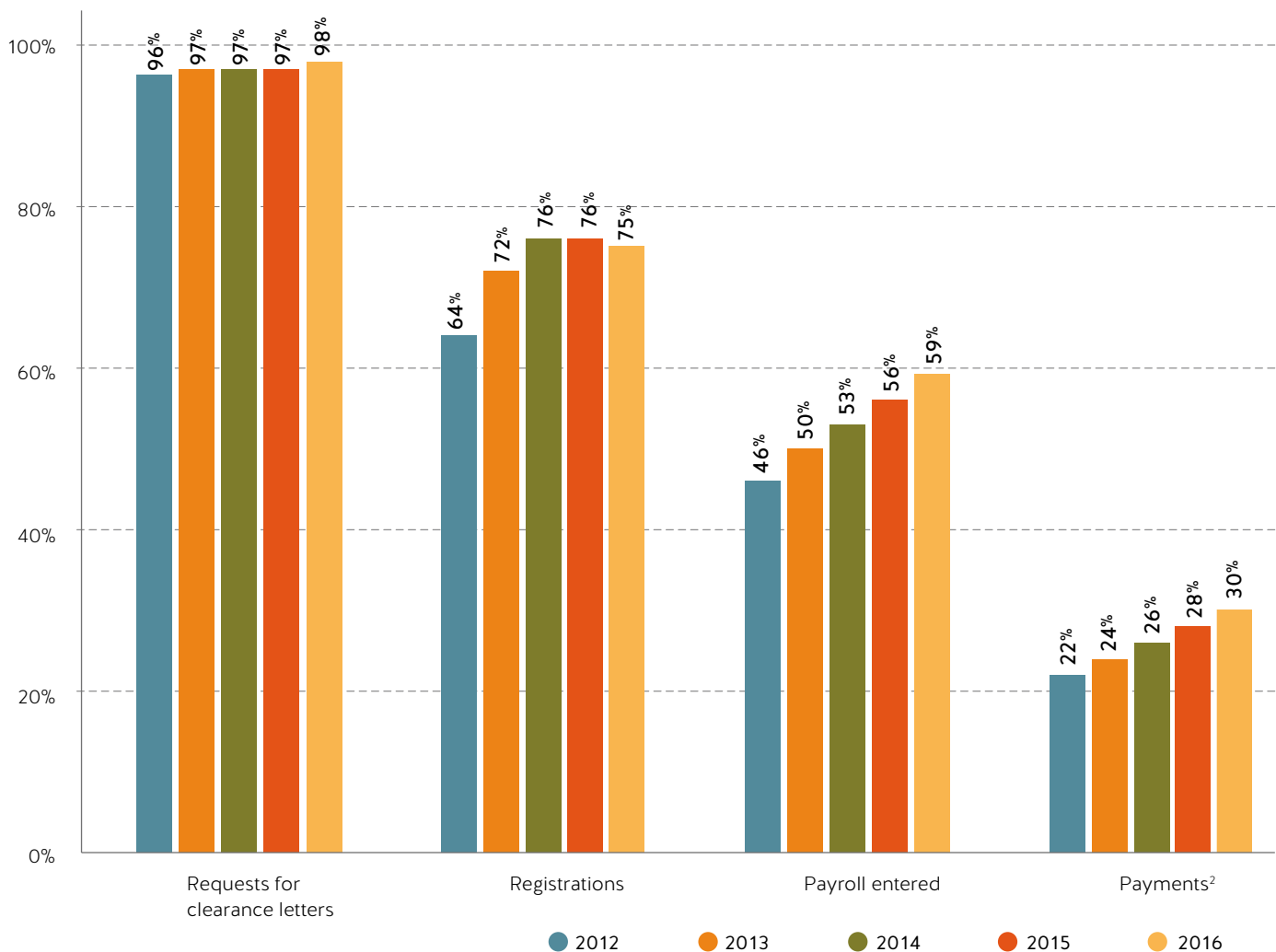
## Average timelines for transactions

During 2016, Health Care Services handled more than 3.0 million invoicing transactions. On average, 88 percent were processed within 30 days.



# Self-service channels

Percentage of assessment transactions conducted through self-service channels,<sup>1</sup> 2012–2016



<sup>1</sup> Self-service channels include [worksafebc.com](http://worksafebc.com) online applications and the Interactive Voice Recognition (IVR) phone service.

<sup>2</sup> 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
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	225,561	\$88,693,000,000	\$1,440,694,000	\$78,600
2016 (estimated)	231,461	\$92,323,000,000	\$1,500,000,000	\$80,600









## Appendices



# Appendix A

## Classes of Industry<sup>1</sup>

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 resources	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		

<sup>1</sup> 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 Resources 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
701008	Farm Labour Supply or Farm Services	703011	Log Processing
701009	Feed Lot	703012	Logging Road Construction or Maintenance
701010	Fur Bearing Animal Farming	703013	Manual Tree Falling and Bucking
701011	Grain Farming	703014	Mechanized Tree Falling
701012	Greenhouse	703015	Shake Block Cutting
701013	Hay or Seed Farming	703016	Tree Planting or Cone Picking
701014	Hog Farming	703019	Helicopter Logging
701015	Hunting or Trapping	7040 — Oil and Gas or Mineral Resources Subsector	
701016	White Mushroom Farming	704001	Clay, Peat, Soil, or Topsoil Digging or Processing
701017	Orchard	704002	Oil or Gas Drilling
701018	Ornamental Nursery	704003	Oil or Gas Field Servicing
701020	Poultry Farming and Related Services	704005	Open Pit Coal Mining
701022	Ranch	704006	Open Pit Metal or Mineral Mining
701023	Horse Ranching, Raising, and Breeding	704007	Placer Mining
701024	Sod or Turf Nursery	704008	Quarry
701025	Vegetable Farming	704009	Seismic Exploration
701026	Vineyard	704010	Diamond Drilling, Seismic Drilling, or Shot Hole Drilling
701027	Wild Plant Harvesting	704011	Stone Crushing
7020 — Fishing Subsector		704013	Underground Mining
702001	Fin Fish Farming	71 — Manufacturing Sector	
702002	Fish Hatchery	7110 — Food and Beverage Products Subsector	
702004	Shellfish Farming or Hand Picking	711001	Abattoir
702005	Dive Fishing	711002	Alcoholic Beverage Manufacture
702006	Gillnet and Troll Fishing	711003	Animal Feed or Supplement Manufacture or Packaging
702007	Longline and Trap Fishing	711004	Baked Goods Manufacture
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 Framed Window Manufacture
711019	Poultry Processing	712025	Commercial Marine Vessel Manufacture, Service or Repair
711020	Sausage or Sausage Casing Manufacture	712026	Manufacture, or Manufacture and Installation of Metal Pipes or Fittings
711021	Smoked, Cured, or Prepared Meat Product Manufacture (not elsewhere specified)	712027	Manufacture, or Manufacture and Installation of Structural Metal Products
711022	Sugar Refining and Packaging	712028	Metal Product Manufacture (not elsewhere specified)
711023	Winery	712029	Metal Railing or Gate Manufacture
<b>7120 — Metal and Non-Metallic Mineral Products Subsector</b>		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	Manufacture, or Manufacture and Installation of Structural Concrete Products
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	713026	Plastic Product Manufacture (by blow moulding)
712041	Wire, Cable, or Other Wire Product Manufacture (not elsewhere specified)	713027	Plastic Product Manufacture (by rotational moulding or liquid moulding)
712043	Soil, Topsoil, Peat, or Other Similar Gardening Material Packaging	713028	Plastic Product Manufacture (by profile extrusion)
712045	Automated Wood Processing Equipment Manufacture	713029	Post-Extrusion Fabrication of Plastic Products
<b>7130 — Petroleum, Coal, Rubber, Plastic, and Chemical Products Subsector</b>		713030	Rubber Mat, Mattress, or Life Raft Manufacture
713001	Acid, Base, Salt, Chemical, or Dye Manufacture (not elsewhere specified)	713031	Small Rubber or Plastic Product Manufacture
713002	Asphalt or Tar Roofing Product Manufacture	713032	Soap, Bleach, or Cleaning Compound Manufacture
713003	Battery or Fuel Cell Manufacture	713033	Synthetic Resin Compound Manufacture
713004	Candle, Polish, or Other Wax Product Manufacture	713034	Tire Retreading or Recapping
713006	Compressed or Liquefied Gas Manufacture	713036	Oil Refining or Recycling
713007	Cosmetic Product or Beauty Aid Manufacture	<b>7140 — Wood and Paper Products Subsector</b>	
713008	Drug, Vitamin, or Pharmaceutical Manufacture	714001	Cardboard or Paper Container Manufacture
713009	Explosives, Fireworks, or Munitions Manufacture	714004	Custom Wood Kiln
713010	Fertilizer Manufacture	714007	Flush Door Manufacture
713011	Fibreglass or Cultured Marble Product or Acrylic Household Fixture Manufacture	714008	Furniture Refinishing or Restoration
713012	Fibreglass Insulation Manufacture	714009	Laminated Wood Structural Support Product Manufacture
713013	Foam Product Manufacture	714012	Oriented Strand Board Manufacture
713015	Glue or Adhesive Manufacture	714013	Paper Product Manufacture (not elsewhere specified)
713016	Industrial Rubber Belt Manufacture, Installation, Service, or Repair	714014	Paper Recycling or Cellulose Insulation Manufacture
713018	Oil or Gas Production	714015	Planing Mill
713020	Paint, Putty, Stain, Sealant, Wood Filler, Varnish, or Waterproofing Agent Manufacture	714016	Portable Wood Mill
713021	Petrochemical Manufacture	714017	Pre-Hung Door Assembly
713022	Plastic Colour Concentrate or Ink Manufacture	714018	Manufacture, or Manufacture and Installation of Prefabricated Log Home Kits
713023	Plastic Film Extrusion and Flexible Packaging Manufacture	714019	Pressed Board Manufacture (not elsewhere specified)
713024	Plastic or Rubber Recycling	714020	Printing
713025	Plastic Product Manufacture (by thermoforming, injection moulding, or other moulding processes) (not elsewhere specified)	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	Manufacture, or Manufacture and Installation of Outdoor Wooden Products (not elsewhere specified)
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	Manufacture, or Manufacture and Installation of Wooden Trusses
714041	Wood Framed Window Manufacture
714042	Woodworking or Carpentry Shop
714044	Pulp and Paper Mill
714045	Firewood Yard
<b>7150 — Other Products Subsector (not elsewhere specified)</b>	
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)
715008	Clothing, Clothing Accessory, or Other Cloth Product Manufacture (not elsewhere specified)
715009	Manufacture, or Manufacture and Installation of Commercial Signs
715010	Cord, Rope, or Net Manufacture
715012	Custom Tailoring
715013	Drapery Manufacture
715014	Electric or Electronic Product or Component Manufacture (not elsewhere specified)

715019	Glass Recycling or Glass Brick, Bottle, or Other Container Manufacture
715020	Glass Shop, Window Installation, or Window Glass Repair or Replacement
715021	Manufacture, or Manufacture and Installation of Illuminated or Electronic Signs
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 Framed Window Manufacture
715033	Manufacture, or Manufacture and Installation of Modular or Prefabricated Buildings (not elsewhere specified)
715034	Marine Pleasure Craft Manufacture
715035	Gasket or Filter Manufacture
715036	Carpet, Rug, Cushion, Stuffed Toy, or Fabric 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	721051	Steep Slope Roofing
721016	Decking Application or Waterproofing	721052	Structural Concrete Forming
721017	Dredging	721053	Commercial Tank or Boiler Installation or Removal
721018	Drywalling or Acoustic Board Installation	721054	Tile Work or Terrazzo Laying
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	<b>7220 — Heavy Construction Subsector</b>	
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	<b>7230 — Road Construction or Maintenance Subsector</b>	
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



73 — Transportation and Warehousing Sector	
7310 — Warehousing Subsector	
731004	Recycling Depot
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)
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
732046	Commercial Bus, Shuttle Operations, or Public Transit (not elsewhere specified)
732047	Specialized Public Transit Services
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
741033	Large Retail Store (not elsewhere specified)
741034	Recycling Drop-Off Centre
<b>7420 — Wholesale Subsector</b>	
742001	Chemical Wholesale
742002	Clothing, Linen, or Other Textile Wholesale
742003	Drug, Vitamin, Pharmaceutical, or Beauty Aid Wholesale
742004	Film Distribution
742005	Fish Wholesale
742006	Food, Beverage, or Tobacco Product Wholesale
742007	Hay, Seed, Dry Animal Feed, or Other Similar Farm Product Wholesale
742008	Electronic Equipment or Light Equipment, Machinery, or Parts Wholesale (less than 500 lb.)
742009	Log Wholesale Trading
742010	Lumber, Plywood, Gyproc, Brick, or Other Similar Building Material Wholesale
742011	Medical or Dental Supplies Wholesale
742012	Electrical, Plumbing or Heating Supplies, or Packaged Building Supplies, Hardware, or Other Metal Product Wholesale
742013	Packaged Petroleum Product Wholesale
742014	Steel or Metal Wholesale (primary form)
742015	Wholesale (not elsewhere specified)
<b>75 — Public Sector</b>	
<b>7530 — Public Administration Subsector</b>	
753002	First Nations Operations
753003	Law Enforcement
753004	Local Government and Related Operations

<b>76 — Service Sector</b>	
<b>7610 — Accommodation, Food, and Leisure Services Subsector</b>	
761001	Amusement Facility (not elsewhere specified)
761009	Campground
761010	Circus, Carnival, Rodeo, or Mechanical Amusement Ride
761011	Live Performance Venue
761012	Fitness Centre, Gym, or Health Centre
761013	Guided Tour (not elsewhere specified)
761014	Hair Styling Establishment or Esthetic Services
761015	Hall Rental
761018	Industrial Camp Operations
761019	Catering Services (not elsewhere specified)
761021	Massage Parlour, Steam Bath, or Massage Services (not elsewhere specified)
761023	Mobile Catering
761027	Organizing or Conducting Special Events (not elsewhere specified)
761028	Outdoor Sport Tour
761029	Parking Lot or Valet Parking
761030	Performing Arts
761031	Golf Course, Driving Range, Pitch and Putt, or Lawn Bowling Facility
761032	Private Park, Garden, or Zoo
761033	Building Management, Building Rental, or Mobile Home Parks and Strata Corporations
761034	Pub, Bar, Night Club, or Lounge
761035	Restaurant or Other Dining Establishment
761038	Ski Hill
761039	Public Art Gallery, Museum, or Other Special Interest Building Operation or Related Services
761040	Sports and Entertainment Facility
761041	Sports Administration
761042	Sports Instruction
761043	Tanning Salon
761044	Travel Agency or Accommodation Registry
761045	Coffee Shops, Ice Cream Parlours, or Other Food Concessions (not elsewhere specified)

761046	Movie Theatre or Drive-In Theatre
761047	Mini Storage
761049	Park, Campground, or Trail Maintenance
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)
761057	Legions and Other Similar Social Clubs
<b>7620 — Business Services Subsector</b>	
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 or Business Advisory Services
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	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)
<b>7630 — Professional, Scientific, and Technical Services Subsector</b>	
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	764020	Dry Cleaning Facility or Laundromat
763020	Domestic Animal Breeding or Boarding	764021	Portable Electronic Equipment or Small Household Appliance Service or Repair
763021	Land Surveying	764022	Steam Cleaning, Sandblasting, or Pressure Washing of Buildings, Pools, or Parking Lots
763022	Log Scaling	764024	Fire Prevention Equipment Sales, Service, Installation, or Inspection
763024	Audio Video Post Production or Animation Services	764025	Fish, Creek, or Stream Enhancement
763025	Motion Picture, Commercial, or Television Production	764026	Fruit or Vegetable Packing or Packaging
763027	Photography Studio or Photographic Services	764027	Funeral Undertaking
763028	Pipeline or Heavy Equipment Inspection (greater than 500 lb.)	764028	Heavy Equipment, Machinery, or Parts Sales, Rental, Service or Repair (greater than 500 lb. weight) (not elsewhere specified)
763029	Recording Studio	764029	Hiring or Providing Companion Services or Domestic Childcare
763031	Television or Radio Broadcasting	764033	Land or Marine Pollution Control
763032	Veterinary Hospital or Veterinary Services	764034	Locksmithing
763034	Marine Vessel Surveying	764035	Light Industrial Equipment, Machinery or Parts, or Power Tool Service or Repair (less than 500 lb.)
763035	Air Navigation Support	764036	Mailing or Addressing Services
763036	Field Work Services	764037	Major Household Appliance or Stationary Business Machines or Medical Equipment Service, Repair, or Installation
763037	Consulting Engineering, Geological, Geophysical, or Geochemical Consulting, or Construction Management Consulting	764041	Ornamental Plant Rental or Office Plant Services
<b>7640 — Other Services Subsector (not elsewhere specified)</b>		764042	Paper Shredding
764001	Aircraft Maintenance or Repair	764044	Plastic Laminating, Packing, or Packaging (not elsewhere specified)
764002	Armature Winding for Small Motors	764045	Pleasure Boat, Motorcycle, Snowmobile, or Other Leisure Craft Sales and Service
764003	Auto Dealership or Auto Sales	764046	Security or Patrol Services
764004	Auto Glass Shop	764047	Recreational Vehicle Sales, Service, or Rental
764005	Auto Recycling	764048	Septic Tank, Sewer, or Sewage Disposal System Services
764006	Auto Service or Repair	764050	Steam Cleaning, Sandblasting, or Pressure Washing of Heavy Equipment
764007	Autobody Shop	764051	Structural Repair of Marine Pleasure Craft
764008	Bindery	764054	Pest Control or Fumigation (not elsewhere specified)
764009	Blind or Drapery Cleaning		
764010	Car Wash or Auto Detailing		
764011	Carpet, Rug, or Upholstery Cleaning		
764012	Cemetery or Crematorium		
764013	Daycare Centre, Preschool, or Playschool		
764014	Commercial Cleaning or Janitorial Services		
764015	Commercial Diving		
764016	Commercial Laundry or Linen, Uniforms, or Diaper Supply		
764018	Domestic Cleaning		

764055	Vending Machine, Washing Machine, Dryer, or Amusement Machine Distribution
764057	Window, Gutter, or Awning Cleaning
764058	Security Alarm System Sales, Service, Installation, and Repair or Telecommunication, Cable TV, or Other Similar Wiring
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
<b>7650 — Education Subsector</b>	
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
<b>7660 — Health Care and Social Services Subsector</b>	
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
<b>7670 — Utilities Subsector</b>	
767003	Electric Utilities
767004	Gas Utilities
767005	Oil or Gas Transmission (oil or gas pipeline)
767007	Multimedia Services
<b>Sector 81 — Self-Insured Employers</b>	
<b>Deposit Sector 8 (formerly Class 10 — Canadian Pacific Limited and Associated Companies)</b>	
<b>Subsector 8108 — Self-Insured Employers Sector 8 (formerly Class 10 — Canadian Pacific Limited and Associated Companies)</b>	
	Building Construction
	Canadian Pacific Railway Company
	Cominco Ltd.
	Express
	Trucking and Hauling
	Water Transportation
<b>Sector 82 — Self-Insured Employers</b>	
<b>Deposit Sector 9 (formerly Class 18)</b>	
<b>Subsector 8209 — Self-Insured Employers Sector 9 (formerly Class 18)</b>	
	The Burlington Northern and Santa Fe Railway Company

<b>Sector 83 — Self-Insured Employers</b>
<b>Deposit Sector 10 (formerly Class 12)</b>
<b>Subsector 8310 — Self-Insured Employers Sector 10 (formerly Class 12)</b>
Air Canada
Canadian National Railway Company
Via Rail Canada Inc.

<b>Sector 84 — Self-Insured Employers</b>
<b>Deposit Sector 11 (formerly Class 13 — Government of the Province of British Columbia)</b>
<b>Subsector 8411 — Self-Insured Employers Sector 11 (formerly Class 13 — Government of the Province of British Columbia)</b>
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 2016, our telephone interpretation services were offered in the following languages:

### A

Acholi  
Afar  
Afrikaans  
Akan  
Akateko  
Albanian  
Amharic  
Anuak  
Apache  
Arabic  
Armenian  
Assyrian  
Azerbaijani

### B

Bahasa  
Bahdini  
Bahnar  
Bajuni  
Bambara  
Bantu  
Barese  
Basque  
Bassa  
Belorussian  
Bemba  
Benaadir  
Bengali  
Berber  
Bosnian  
Bravanese  
Bulgarian  
Burmese

### C

Cantonese  
Catalan  
Cebuano  
Chaldean  
Chamorro  
Chaochow  
Chin Falam  
Chin Hakha  
Chin Mara  
Chin Matu  
Chin Senthang  
Chin Tedim  
Chipewyan  
Chuukese  
Cree  
Croatian  
Czech

### D

Danish  
Dari  
Dewoin  
Dinka  
Duala  
Dutch  
Dzongkha

### E

Edo  
English  
Estonian  
Ewe

### F

Farsi  
Fijian  
Fijian Hindi  
Finnish  
Flemish  
French  
French Canadian

### Fukienese

Fulani  
Fuzhou

### G

Ga  
Gaddang  
Gaelic-Irish  
Gaelic-Scottish  
Garre  
Gen  
Georgian  
German  
Gheg  
Gokana  
Greek  
Gujarati  
Gulay  
Gurani

### H

Haitian Creole  
Hakka-China  
Hakka-Taiwan  
Hassaniyya  
Hausa  
Hebrew  
Hiligaynon  
Hindi  
Hindko  
Hmong  
Hunanese  
Hungarian

### I

Ibanag  
Icelandic  
Igbo  
Ilocano  
Indonesian  
Inuktitut  
Italian

### J

Jakartanese  
Jamaican Patois  
Japanese  
Javanese  
Jingpho  
Jinyu  
Juba Arabic  
Jula

### K

Kamba  
Kanjobal  
Kannada  
Karen  
Kayah  
Kazakh  
Kham  
Khana  
Khmer  
K'iche'  
Kikuyu  
Kimiiru  
Koho  
Korean  
Kpelle  
Krahn  
Krio  
Kunama  
Kurmanji

### L

Laotian  
Latvian  
Liberian Pidgin  
English  
Lingala  
Lithuanian  
Luba-Kasai  
Luganda  
Luo

### M

Maay  
Macedonian  
Malay  
Malayalam  
Maltese  
Mam  
Mandarin  
Mandinka  
Maninka  
Manobo  
Marathi  
Marka  
Marshallese  
Mbay  
Mien  
Mirpuri  
Mixteco  
Mizo  
Mnong  
Mongolian  
Moroccan Arabic  
Mortlockese

### N

Napoletano  
Navajo  
Nepali  
Ngambay  
Nigerian Pidgin  
Norwegian  
Nuer  
Nupe  
Nyanja  
Nyoro

### O

Ojibway  
Oromo



## P

Palauan  
Pampangan  
Papiamento  
Pashto  
Plautdietsch  
Pohnpeian  
Polish  
Portuguese  
Portuguese,  
Brazilian  
Portuguese,  
Cape Verdean  
Pugliese  
Pulaar  
Punjabi  
Putian

## Q

Quechua  
Quichua

## R

Rade  
Rakhine  
Rohingya  
Romanian  
Rundi  
Russian  
Rwanda

## S

Samoan  
Seraiki  
Serbian  
Shanghainese  
Shona  
Sichuan Yi  
Sicilian  
Sinhala  
Slovak  
Slovene  
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  
Turkish  
Turkmen  
Tzotzil

## U

Ukrainian  
Urdu  
Uyghur  
Uzbek

## V

Vietnamese  
Visayan

## W

Welsh  
Wodaabe  
Wolof  
Wuzhou

## Y

Yemeni Arabic  
Yiddish  
Yoruba  
Yunnanese

## Z

Zapoteco  
Zarma  
Zyphe



A photograph of a laboratory setting. In the foreground, a white plastic container with a black lid is partially visible. In the background, a stainless steel water tap is shown with water flowing from it. Above the tap, a white container with a red label that says 'Max' and 'EOLAB' is visible. The background also shows some metal pipes and a yellow hose.

## Glossary

# Glossary

## **Accepted claim**

See **Allowed claim**.

## **Act, the**

The *Workers Compensation Act*.

## **Allowed claim**

A claim that WorkSafeBC deems to be work-related. Previously referred to as Accepted claim.

## **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 \$80,600 for 2016. 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.

## **Bullying and harassment complaints**

Formal complaints of bullying and harassment are received online by WorkSafeBC and are assigned to a designated prevention officer.

## **Bullying and harassment enquiries**

The number of general enquiries fielded by WorkSafeBC regarding bullying and harassment.

## **Citations**

WorkSafeBC — through regulation — can quickly and efficiently issue administrative penalties of up to \$1,000 (plus CPI). This tool allows WorkSafeBC to penalize employers who fail to comply with orders, or who fail to prepare or send a compliance report, that are not in circumstances that are high-risk.

## **Citation warnings**

Where an employer has failed to comply with an order relating to a non-high risk violation or has failed to prepare or send a compliance report to WorkSafeBC, a written warning is provided to the employer that an Occupational Health and Safety Citation may be issued for that violation.

## **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. (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.

## **Completed WorkSafeBC investigation**

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

**Compliance agreements**

A voluntary agreement entered into by an employer and WorkSafeBC, and an alternative to an Occupational Health and Safety order that sets out what an employer will do to achieve compliance, including the timeframe for compliance.

**Consultation hours**

The hours WorkSafeBC officers spend consulting with employers, including preparation and travel time.

**Consultation report**

A document compiled by an officer recording information about a verbal or written exchange between WorkSafeBC and an employer.

**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**.

**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 complaints received**

A formal complaint by a worker claiming discriminatory action — such as a suspension, loss of wages, or reprimand — by an employer or union regarding a health or safety issue.

**Duration**

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

**Education hours**

Hours that WorkSafeBC officers spend on presentations and education, including preparation and travel time.

**Education report**

A document containing recorded information about education sessions that WorkSafeBC officers deliver to stakeholders. Prevention officers deliver education presentations to employers and their workers on occupational health and safety (OHS) issues.

**Fatal claim**

See **Work-related death**.

**Fatality 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 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**

See also **Mobile equipment**. Industrial vehicles differ from motor vehicles as they are for specific use within a worksite and not typically operated on public roadways. For example 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.

**Initiating Inspection report**

An inspection report that is the prevention officer's initial activity for the employer's worksite; this activity usually involves a site visit to evaluate regulatory compliance under the *Workers Compensation Act* and the Occupational Health and Safety Regulation.

**Initiating Inspection Reports with no Orders**

An inspection report that is the prevention officer's initial activity for the employer's worksite which indicates no violations of the *Workers Compensation Act* or the Occupational Health and Safety Regulation were observed.

**Injury rate**

See **Provincial injury rate**.

**Injury rate measure**

See **Provincial injury rate**.

**Inspection**

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

**Inspection hours**

The number of hours WorkSafeBC officers spend on inspections, including preparation and travel time.

**Inspection report**

A document recording the activities by a prevention officer; this activity usually involves a site visit to evaluate 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.

**Inspection reports that were site visits**

An inspection report created as the result of a prevention officer's visit to a worksite to evaluate regulatory compliance with the *Workers Compensation Act* and the Occupational Health and Safety Regulation.

**Inspectional jurisdiction**

Federal or provincial body that has the legal authority to conduct an inspection or investigation.

**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.

**Investigation hours**

Number of hours WorkSafeBC 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 2016, the maximum wage rate was \$80,600.

**MVI (motor vehicle incident)**

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

**Mobile equipment**

See also **Industrial vehicles**. Mobile equipment are vehicles for specific use within a worksite and not typically operated on public roadways. For example mobile equipment used at logging sites, farms, construction sites, and warehouses.

**Net citations imposed**

Where an employer has failed to remedy a contravention of the *Workers Compensation Act* and/or the Occupational Health and Safety Regulation (OHS) within the time frame specified in an OHS Citation Warning, prevention officer will issue an OHS Citation. OHS Citations subsequently reversed (e.g., based on a review decision) are not included.

**Net citations imposed amount (\$)**

Dollar value of citations imposed against employers for failure to remedy a contravention of the *Workers Compensation Act* and/or the Occupational Health and Safety Regulation within the time frame specified. Citations subsequently reversed (e.g., based on a review decision) are not included.

**Net penalties imposed**

Administrative penalties that employers have been ordered to pay for violations of the *Workers Compensation Act* or the Occupational Health and Safety Regulation. Penalties subsequently reversed (e.g., based on a review or appeal decision) are not included.

**Net penalties imposed (\$)**

Dollar amounts of administrative penalties imposed against employers for violations of the *Workers Compensation Act* or the Occupational Health and Safety Regulation. Penalties subsequently reversed (e.g., based on a review or appeal decision) are not included.

**New injuries reported in the year**

See **Reported claim**.

**Notice of incident**

A document issued by a prevention officer to record information gathered as a result of a preliminary investigation into an incident.

**Occupational disease**

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

**Order**

Where a prevention officer observes a violation or violations of the *Workers Compensation Act* and/or the Occupational Health and Safety Regulation, officers will issue an order to the responsible workplace party documenting the violation and ordering the violation be remedied. Orders may be issued as a result of initial or follow-up activity.

**Orders that were immediately complied with**

An order where the contravention of the *Workers Compensation Act* and/or the Occupational Health and Safety Regulation was remedied immediately.

**Orders to stop operations**

Where WorkSafeBC has issued a stop work order and has reasonable grounds to believe that the same or similar unsafe conditions exist or would exist at the other workplace, WorkSafeBC may order that work at all other workplaces of an employer be stopped until the order is cancelled by WorkSafeBC.



**Orders to stop use**

If a prevention officer has reasonable grounds for believing that a thing that is being used or that may be used by a worker does not comply with the *Workers Compensation Act* and/or the Occupational Health and Safety Regulation, WorkSafeBC may order that the thing is not to be used until the order is cancelled by WorkSafeBC.

**Order to stop work**

An order issued under section 191 of the *Workers Compensation Act*. WorkSafeBC will order that work at all, or part of a workplace, stops until the order is cancelled by WorkSafeBC.

**Order to worker report**

A document issued by a prevention officer to an individual (for example, a worker or a supervisor) when the individual has failed to comply with their obligations under the *Workers Compensation Act* or the Occupational Health and Safety Regulation.

**Orders requiring multiple follow-ups**

An order where the contravention of the *Workers Compensation Act* and/or the Occupational Health and Safety Regulation was not remedied immediately, or in advance of a subsequent inspection.

**Other hours**

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

**Penalties**

Administrative penalties imposed on an employer for violations of the *Workers Compensation Act* or Occupational Health and Safety Regulation when these violations meet certain criteria.

**Pension payment**

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

**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.

**Premium**

The dollar amount an employer pays for WorkSafeBC insurance.

**Prevention activity hours**

Hours that WorkSafeBC officers spend on inspections, education, consultations, investigations, and activities, but not 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. Prevention officers also investigate incidents and provide consultation, education, and technical assistance to employers.

**Provincial 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 allowed 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.

**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.)

**Registered claim**

See **Reported claim**.

**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 2016 Annual Report and 2017–2019 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. For example, 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**

WorkSafeBC tracks claims meeting the criteria for specific injury and disease types using classified as serious or potentially serious with a recovery period of 50 or more lost workdays. This includes all work-related deaths. To classify these claims, WorkSafeBC uses *International Classification of Diseases, Ninth Revision (ICD-9)* to categorize specified injury or disease types.

**Serious injury rate**

Number of serious injury claims per 100 person-years; a component of the overall injury rate. (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 **Temporary total disability 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.

**Subclass**

A category in WorkSafeBC's former classification system equivalent to subsector in the new system. See **Subsector**.

**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.

**Temporary cessation of work**

Where the conditions at the workplace present a high risk of serious injury, serious illness, or death, but the employer is able to comply fully with the related non-compliance orders prior to the conclusion of the inspection, a prevention officer may stop work temporarily instead of issuing a stop work order.

**Temporary total disability claim**

See **Short-term disability claim**.

**Time-loss claim**

A claim resulting in time away from work.

**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. For a variance to be granted, WorkSafeBC must be satisfied that the variance provides protection for workers is equal to or greater than the protection established by the provision being varied.

**Wage-loss claim**

See **Short-term disability claim**.

**Warning letter**

Warning letters may be issued to an employer for violations of the *Workers Compensation Act* or the Occupational Health and Safety Regulation when these violations meet certain criteria and are an alternative to an Administrative penalty.

**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**.

**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-related death claim**

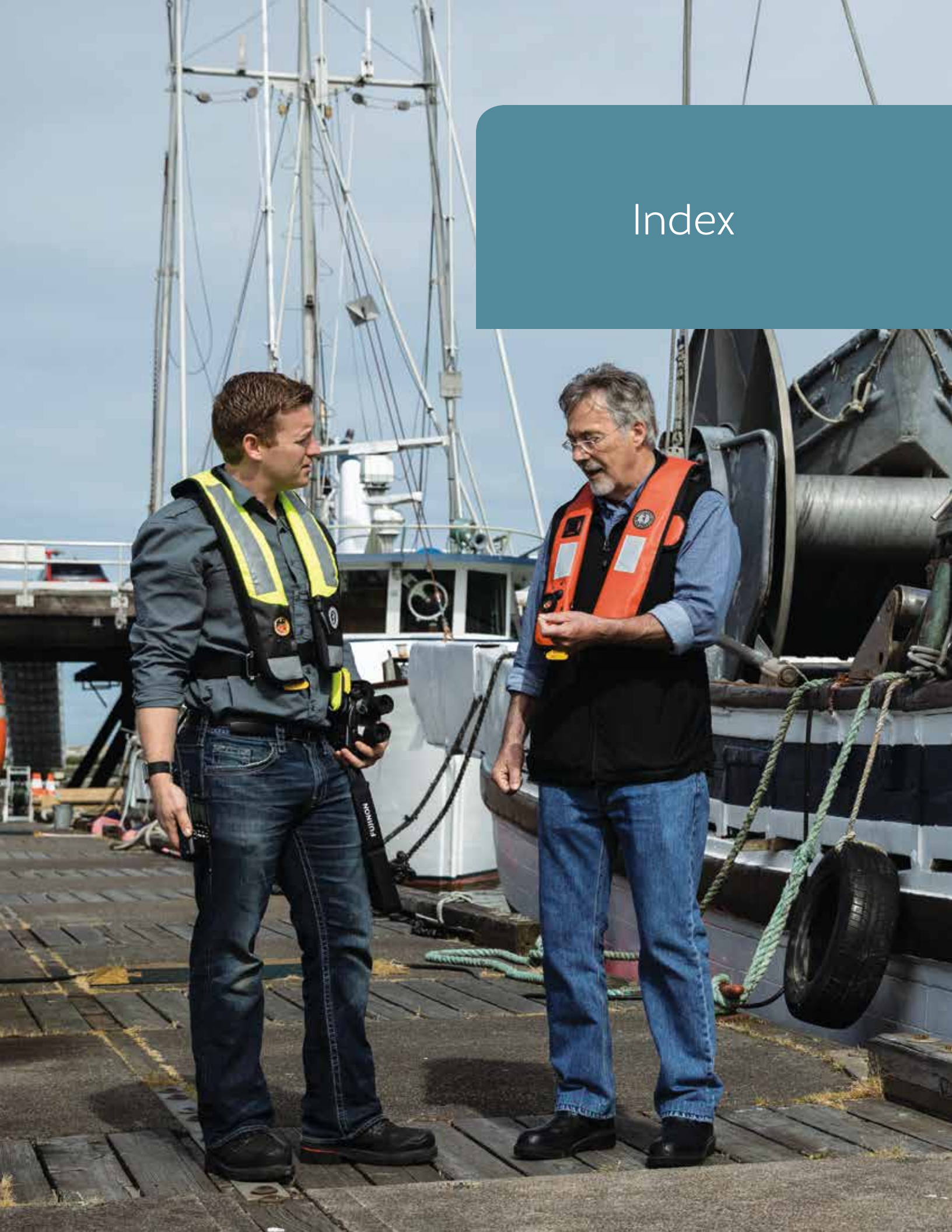
A claim involving the death of a worker, and accepted for fatal and/or survivor benefits.

**Young worker**

A worker between the ages of 15 and 24 years.



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# View the report online

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 *2016 Annual Report and 2017–2019 Service Plan* online at [worksafebc.com](https://www.worksafebc.com). There, you will also find other statistics reports and publications such as *Occupational Injuries by Accident Type and Occupation in British Columbia 2006–2015*, and *Occupational Diseases in British Columbia 1991–2015*.

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

