



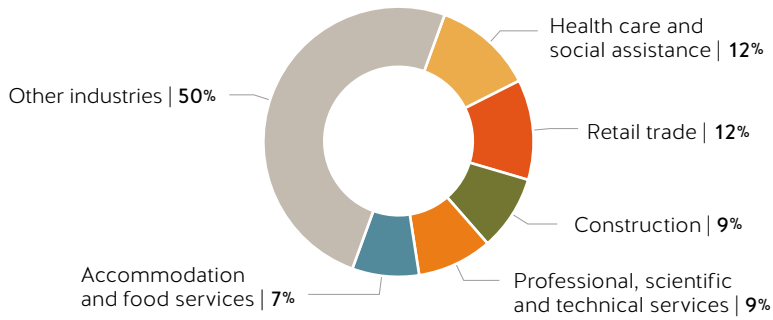
**Serving British Columbians**  
Statistics 2019

**WORK SAFE BC**

# 2019 Key Statistics

## B.C.'s workers and employers<sup>1</sup>

### Top five industries by employment<sup>2</sup>



### B.C. workers (employed) gender mix



### B.C. workers (employed) age mix<sup>3</sup>

Boomers | 55-73



55+ | 23%

Gen X | 40-54



45-54 | 21%

Gen Y | 25-39



25-44 | 43%

Gen Z | 10-24



15-24 | 14%



Provincial injury rate:  
**2.20**



Total prevention activity hours:  
**300,364**



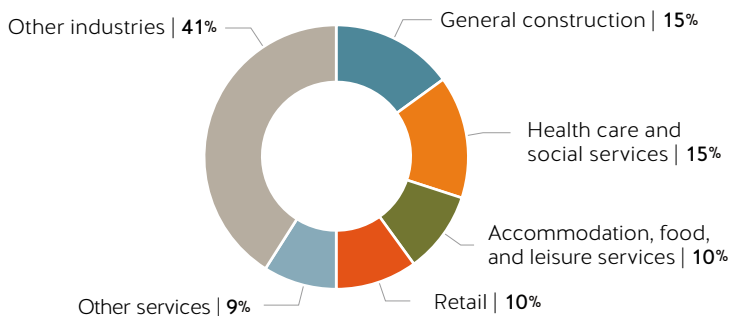
**249,336**  
Insured (registered) employers



**2.51 million**  
Workers covered

## B.C.'s injured workers

Top five industries by number of injuries (all claim types)



Gender mix (injured workers)



Age of injured workers



**13%**  
age 15–24



**42**  
average age



**22%**  
age 55 and over

## Claims

Injuries reported .....	<b>158,184</b>	Occupational disease claims <sup>5</sup> .....	<b>4,791</b>
Claims first paid this year .....	<b>110,302</b>	Percentage of claims disallowed .....	<b>7.3%</b>
Work-related death claims <sup>4</sup> .....	<b>140</b>	Days lost from work .....	<b>3.2 million</b>
Short-term disability claims <sup>5</sup> .....	<b>52,226</b>	Average time to first payment (from day of disablement) .....	<b>20.4 days</b>

1 Employment data published by Statistics Canada is subject to regular updates. This data is as of July 2020. See Statistics Canada tables 14-10-0327-01 and 14-10-0023-01.

2 The employment by industry data is based on the North American Industry Classification System (NAICS), which is different from the classification system used by WorkSafeBC. As such, the two sets of data are not directly comparable.

3 Due to rounding, figures may not total 100 percent.

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

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

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# Introduction

## Foreword

Our annual WorkSafeBC *Statistics* report is published as a complement to the operational and financial reviews in our 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.

Information and collected data helps workers, employers, industry, and WorkSafeBC consider appropriate actions and make more informed decisions about workplace health and safety. This information helps guide ways to more effectively and proactively manage work-related injury, disease, and death.

Ultimately, this publication 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 2019* informative and engaging.

## Our 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 our mandate, which is achieved by the combined efforts of WorkSafeBC and our stakeholders.

## Our strategic priorities

- Prevent workplace injury, disease, and death
- Improve return-to-work and claims service
- Operate an effective and efficient business
- Maintain a financially sustainable system
- Adapt to social, economic, and technological change
- Strengthen government and stakeholder relationships

WorkSafeBC's vision and strategic priorities link directly to our role in administering the *Workers Compensation Act* (the Act). The Act addresses compensation and support for injured workers and their dependants, the responsibility of employers and workers relating to occupational health and safety, setting and enforcing occupational health and safety regulations and standards, and outlines inspecting workplaces, issuing orders, and imposing penalties, when needed.

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.

## What's inside

This publication is a compendium of statistics that provides information related to our core areas of operation including claims, assessments, prevention, and service.

# Work-Related Deaths and Serious Injury





# Work-Related Deaths

## Introduction

Given the life-changing consequences for workers and their families when serious injuries and work-related deaths occur, we strategically focus on preventing these injuries by targeting industries and risks most likely to cause serious harm. Our prevention initiatives continue to focus on ways to reduce and eliminate incidents resulting in serious injury and death.

We have an interactive tool on work-related deaths and serious injuries available through our website, [worksafebc.com/statsreport](https://worksafebc.com/statsreport). Through these interactive dashboards, statistics can be filtered to help identify trends by industry and occupation. This information may be used to help employers and other stakeholder groups improve health and safety planning and processes.

## Table 1–1: All reported fatalities and injuries,<sup>1</sup> 2010–2019

In 2019, 158,184 claims were reported to WorkSafeBC — a 1.7 percent increase from claims reported in 2018.

Year	New injuries reported in the year	Fatalities occurring in the year and reported by March 31 of the following year	Fatalities as a percentage of new injuries
2010	136,579	185	0.14%
2011	141,385	190	0.13%
2012	144,744	183	0.13%
2013	144,869	186	0.13%
2014	146,626	203	0.14%
2015	145,532	187	0.13%
2016	148,928	164	0.11%
2017	152,635	198	0.13%
2018	155,591	190	0.12%
2019	158,184	203	0.13%

In 2019, WorkSafeBC made decisions to accept 140 work-related death claims. Of these, 32 of the 140 cases were for workers receiving long-term disability benefits who died from causes related to their compensable injuries or diseases. The 140 work-related death claims accepted during the year cannot be compared to the 203 fatalities in this table, as some of the fatalities accepted in 2019 occurred and were reported in a prior year. In addition, some reported fatalities were not compensable. The 203

fatalities in this table are categorized in Table 1–2. The 140 work-related death claims accepted in 2019 are broken down by subsector in Table 1–4.

The count of new injuries reported has been revised for the years 2010–2018 because of claim consolidations. There will likely be a revision to the 2019 count in the table published in WorkSafeBC's *Statistics 2020*.

<sup>1</sup> For 2010 and 2011, figures have been impacted by a drop in the number of reported injuries and business process changes.

Table 1–2: Fatalities occurring in 2019<sup>1</sup>

Category of injury or disease	Adjudication completed by March 31, 2020			Awaiting adjudication or application at March 31, 2020	Total fatalities occurring in 2019 and reported by March 31, 2020
	Allowed	Disallowed <sup>2</sup>	Rejected <sup>3</sup>		
Motor vehicle incident <sup>4</sup>	9	2	1	14	26
Other injury <sup>5</sup>	34	1	1	21	57
Asbestos exposure	58	0	0	7	65
Other disease	25	9	0	21	55
<b>Total</b>	<b>126</b>	<b>12</b>	<b>2</b>	<b>63</b>	<b>203</b>

1 All fatalities in this table occurred in 2019 and were reported by March 31, 2020; some incidents and exposures leading to those deaths occurred before 2019.

2 Disallowed claims are those deemed unrelated to work.

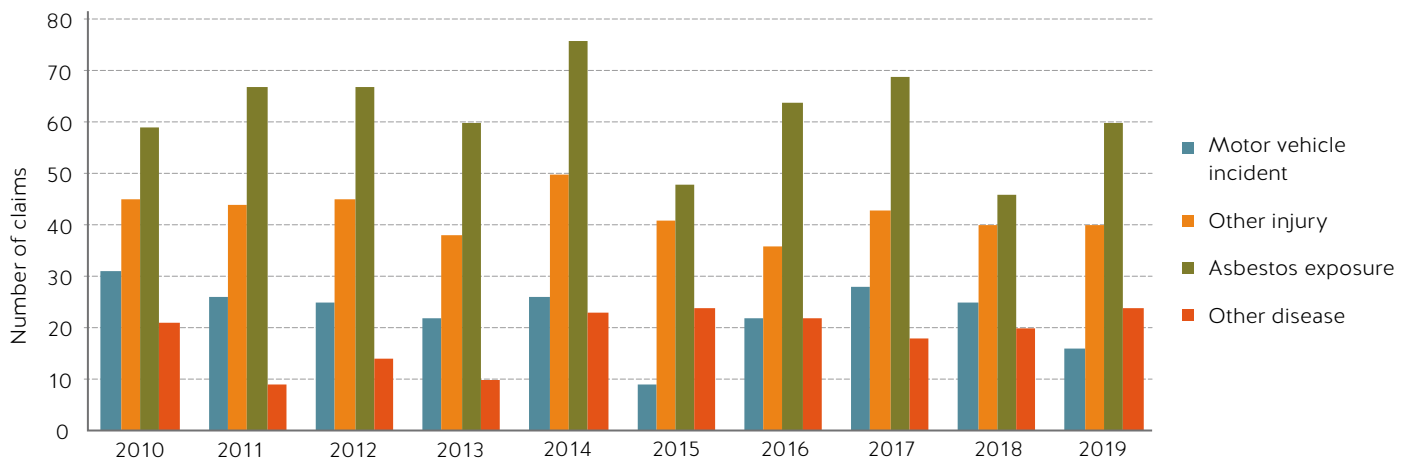
3 Claims are rejected if the worker does not have WorkSafeBC coverage. These claims were included in the “awaiting adjudication” column in previous versions of this table.

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, 2010–2019<sup>3</sup>

Category of injury or disease	Year accepted										2010–2019
	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	
Motor vehicle incident <sup>4</sup>	31	26	25	22	26	9	22	28	25	16	230
Other injury <sup>5</sup>	45	44	45	38	50	41	36	43	40	40	422
Asbestos exposure	59	67	67	60	76	48	64	69	46	60	616
Other disease	21	9	14	10	23	24	22	18	20	24	185
<b>Total</b>	<b>156</b>	<b>146</b>	<b>151</b>	<b>130</b>	<b>175</b>	<b>122</b>	<b>144</b>	<b>158</b>	<b>131</b>	<b>140</b>	<b>1,453</b>



1 Claims accepted for work-related death benefits in 2010–2019.

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 2010 and 2011, figures have been impacted by a drop in the number of reported injuries and business process changes.

4 Motor vehicle incident 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.

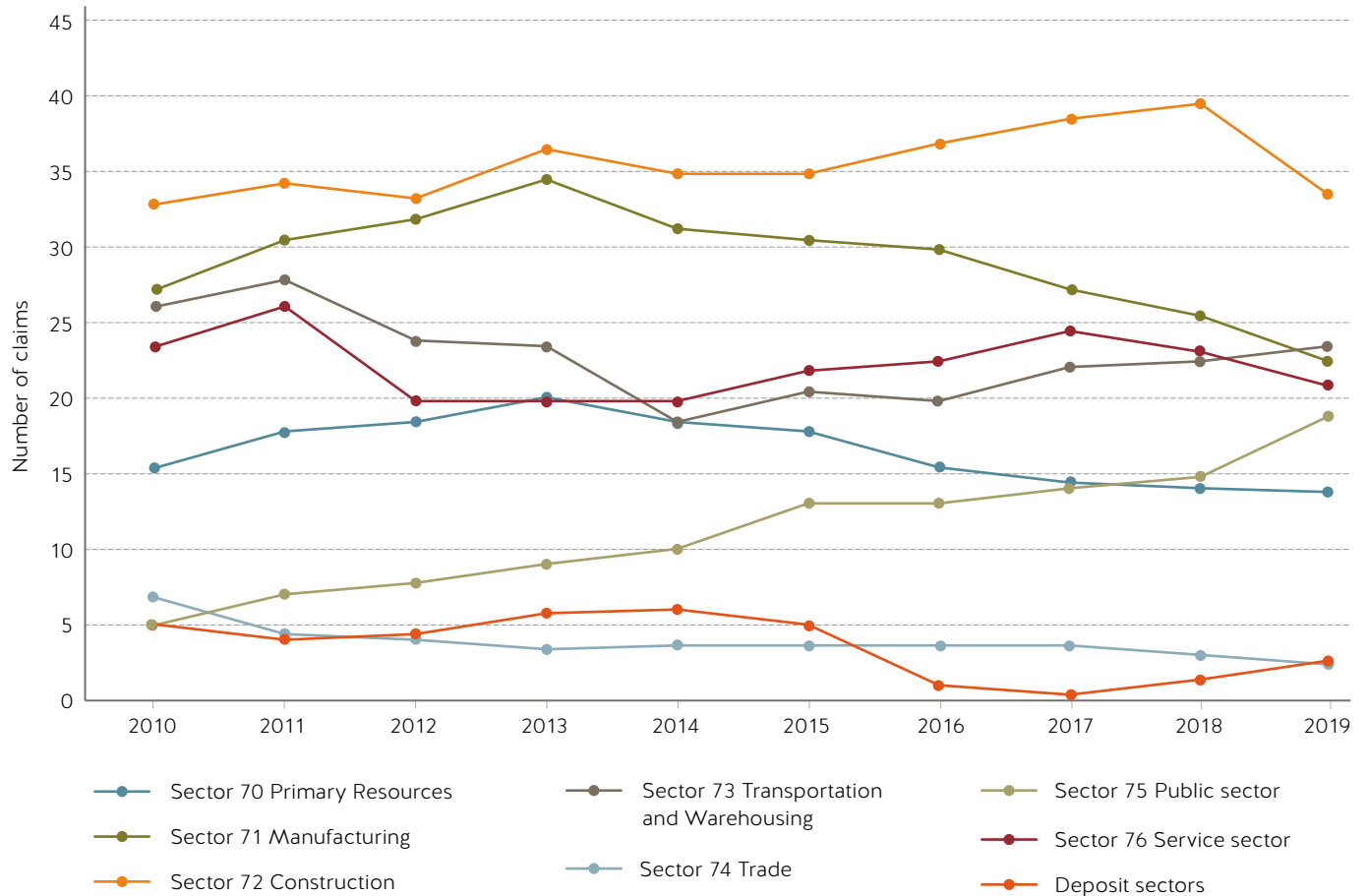
Table 1-4: Work-related death claims<sup>1,2</sup> by subsector, 2010-2019<sup>3</sup>

Sector/ subsector <sup>4</sup>	Description <sup>5</sup>	Year accepted										2010- 2019
		2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	
<b>Sector 70 — Primary Resources</b>												
7010	Agriculture	0	4	3	2	5	0	0	2	0	1	17
7020	Fishing	2	2	1	2	4	3	1	2	1	2	20
7030	Forestry	5	10	13	9	8	8	8	9	5	8	83
7040	Oil and Gas or Mineral Resources	8	1	4	4	5	5	6	2	7	3	45
	<b>Total</b>	<b>15</b>	<b>17</b>	<b>21</b>	<b>17</b>	<b>22</b>	<b>16</b>	<b>15</b>	<b>15</b>	<b>13</b>	<b>14</b>	<b>165</b>
<b>Sector 71 — Manufacturing</b>												
7110	Food and Beverage Products	0	1	1	3	2	0	4	1	1	0	13
7120	Metal and Non-metallic Mineral Products	15	15	18	13	19	11	13	10	7	16	137
7130	Petroleum, Coal, Rubber, Plastic, and Chemical Products	1	2	2	3	0	1	1	2	2	1	15
7140	Wood and Paper Products	10	9	15	11	14	15	11	17	8	6	116
7150	Other Products	1	0	1	1	0	0	0	3	1	1	8
	<b>Total</b>	<b>27</b>	<b>27</b>	<b>37</b>	<b>31</b>	<b>35</b>	<b>27</b>	<b>29</b>	<b>33</b>	<b>19</b>	<b>24</b>	<b>289</b>
<b>Sector 72 — Construction</b>												
7210	General Construction	28	29	32	28	40	24	27	43	30	30	311
7220	Heavy Construction	1	0	0	1	2	1	1	3	1	2	12
7230	Road Construction or Maintenance	4	6	2	1	3	4	2	5	3	1	31
	<b>Total</b>	<b>33</b>	<b>35</b>	<b>34</b>	<b>30</b>	<b>45</b>	<b>29</b>	<b>30</b>	<b>51</b>	<b>34</b>	<b>33</b>	<b>354</b>
<b>Sector 73 — Transportation and Warehousing</b>												
7310	Warehousing	1	0	0	0	0	0	0	0	0	0	1
7320	Transportation and Related Services	29	25	28	18	24	13	24	22	20	25	228
	<b>Total</b>	<b>30</b>	<b>25</b>	<b>28</b>	<b>18</b>	<b>24</b>	<b>13</b>	<b>24</b>	<b>22</b>	<b>20</b>	<b>25</b>	<b>229</b>
<b>Sector 74 — Trade</b>												
7410	Retail	4	5	1	3	2	2	2	3	2	1	25
7420	Wholesale	1	1	1	1	2	1	2	1	1	1	12
	<b>Total</b>	<b>5</b>	<b>6</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>37</b>

Sector/ subsector <sup>4</sup>	Description <sup>5</sup>	Year accepted										2010- 2019
		2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	
<b>Sector 75 — Public sector</b>												
7530	Public Administration	8	5	8	10	9	11	19	9	14	21	114
<b>Sector 76 — Service sector</b>												
7610	Accommodation, Food, and Leisure Services	6	7	2	3	3	1	3	6	6	4	41
7620	Business Services	3	3	2	1	0	0	0	3	0	2	14
7630	Professional, Scientific, and Technical Services	3	4	4	2	4	0	1	4	5	2	29
7640	Other Services	13	4	6	4	8	9	10	9	6	4	73
7650	Education	2	1	1	2	3	3	2	3	4	1	22
7660	Health Care and Social Services	4	3	2	3	3	2	4	0	2	1	24
7670	Utilities	5	2	1	2	3	3	3	1	1	5	26
	<b>Total</b>	<b>36</b>	<b>24</b>	<b>18</b>	<b>17</b>	<b>24</b>	<b>18</b>	<b>23</b>	<b>26</b>	<b>24</b>	<b>19</b>	<b>229</b>
<b>Sectors 81-84 — Deposit accounts (self-insured employers)</b>												
8108	Canadian Pacific Ltd. and Associated Companies	1	2	1	3	4	2	0	0	0	2	15
8110	Federal Government	1	3	0	0	4	1	0	-1	2	0	10
8209	The Burlington Northern and Santa Fe Railway Company	0	0	0	0	0	0	0	0	0	0	0
8310	Air Canada, Canadian National Railway Company, Via Rail Canada Inc.	0	0	1	1	1	0	0	0	0	0	3
8411	Government of the Province of British Columbia	0	2	1	-1	2	1	0	0	0	1	6
	<b>Total</b>	<b>2</b>	<b>7</b>	<b>3</b>	<b>3</b>	<b>11</b>	<b>4</b>	<b>0</b>	<b>-1</b>	<b>2</b>	<b>3</b>	<b>34</b>
<b>Section 240<sup>6</sup></b>												
240(1)(c)	Disaster Reserve	0	0	0	0	0	0	0	0	0	0	0
240(1)(d)	Enhancement Reserve	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</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>	<b>0</b>
Other		0	0	0	0	1	1	0	-1	2	-1	2
<b>Grand total</b>		<b>156</b>	<b>146</b>	<b>151</b>	<b>130</b>	<b>175</b>	<b>122</b>	<b>144</b>	<b>158</b>	<b>131</b>	<b>140</b>	<b>1,453</b>



## Work-related death claims by sector, 2010–2019\*



\* 2010–2018 figures are centred on a three-year moving average. The 2019 average is based on a weighting of two-thirds being assigned to the 2019 actual result and one-third being assigned to the 2018 actual result.

1 Claims accepted for work-related death benefits in 2010–2019. Some work-related death claims were previously paid long-term disability benefits, for example, 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 2010 and 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's Statistics 2018*.

5 For a complete listing of WorkSafeBC's classification structure, see *Classes of Industry* section, page 90.

6 The *Workers Compensation Act* was revised in 2019. The revision resulted in the renumbering of sections in the Act, which came into effect on April 6, 2020. The changes are reflected in this table.

## Work-related death claims

Below is a listing of work-related death claims accepted by WorkSafeBC in 2019, regardless of the year of injury or death. Claims that were received but not allowed are not included. The information reported for each death in the listing — including the incident description — is primarily based on claim documents. These documents are not detailed investigation reports.

In general, the listed occupation and industry pertain to the worker’s employment at the time of the incident.

However, for diseases that have a long latency period, the worker may have been exposed to the disease at multiple employment sites, the listed occupation and industry are based on the employment that is deemed to be the most significant contributor.

For some claims, the compensable consequence that resulted in the death of the worker happened years after the original injury.

Table 1–5: Listing of work-related death claims<sup>1</sup> accepted in 2019<sup>2</sup>

Subsector <sup>3</sup>	Description <sup>4</sup>	Year of death	Occupation	Age <sup>5</sup>	Incident description
7010	Agriculture	2019	Farm worker	67	Worker was a passenger in a vehicle that was broadsided. Resulting quadriplegia contributed to the worker's death years later due to cardiac arrest.
7020	Fishing	2019	Vessel master	61	A log was stuck in the net of the worker's fishing vessel. Worker attempted to remove the log and fell into the water and drowned.
7020	Fishing	2019	Deckhand	18	Worker was securing a barge to a fish farm pen, and was crushed between the barge and the pen.
7030	Forestry	2019	Faller	45	Worker was felling a tree, striking another tree. The second tree uprooted, toppled over, and struck the worker.
7030	Forestry	2018	Faller	76	Worker developed lung cancer as a result of asbestos exposure.
7030	Forestry	2018	Cat operator	69	Worker was attempting to make repairs to a truck when the truck began moving and rolled over the worker.
7030	Forestry	2019	Buncher operator	68	Worker was doing maintenance on a truck. The truck shifted and pinned worker beneath the wheel.
7030	Forestry	2019	Excavator operator	62	Worker's vehicle left the roadway, and the worker was ejected from the vehicle.
7030	Forestry	2019	Faller	46	Co-worker was felling a tree, which struck and fatally injured the worker.

Subsector <sup>3</sup>	Description <sup>4</sup>	Year of death	Occupation	Age <sup>5</sup>	Incident description
7030	Forestry	2019	Faller	68	Worker was felling a tree and was struck by the tree. Resulting quadriplegia contributed to worker's death years later from renal failure.
7030	Forestry	2019	Logger	74	Worker lost footing on an incline and fell off of a 25 foot rock bluff. Compensable injuries and resulting paraplegia contributed to worker's death years later from pneumonia.
7040	Oil and gas or mineral resources	2018	Equipment operator	78	Worker developed silicosis as a result of exposure to silica dust.
7040	Oil and gas or mineral resources	2019	Equipment operator	73	Worker developed asbestosis, COPD, and pleural disease as a result of asbestos exposure.
7040	Oil and gas or mineral resources	2018	Miner	87	Worker was moving steel in a mine shaft. A piece of steel fell on the worker, catching their leg between the mine elevator and its frame. Compensable injuries contributed to worker's death years later due to renal failure.
7120	Metal and non-metallic mineral products	2016	Foundry ladle maker	47	Worker developed back pain due to repetitive strenuous work tasks, such as shoveling and cleaning out furnaces. Compensable injuries contributed to worker's later death due to accidental prescription drug toxicity.
7120	Metal and non-metallic mineral products	2019	Pipefitter's helper	65	Worker developed mesothelioma as a result of asbestos exposure.
7120	Metal and non-metallic mineral products	2019	Sheet metal worker	78	Worker developed mesothelioma as a result of asbestos exposure.
7120	Metal and non-metallic mineral products	2019	Warehouse worker	84	Worker developed asbestosis and pleural disease as a result of asbestos exposure.
7120	Metal and non-metallic mineral products	2018	Welder	40	Worker developed mesothelioma as a result of asbestos exposure.
7120	Metal and non-metallic mineral products	2019	Heavy equipment operator	83	Worker developed mesothelioma as a result of asbestos exposure.
7120	Metal and non-metallic mineral products	2019	Boilermaker	74	Worker developed mesothelioma as a result of asbestos exposure.
7120	Metal and non-metallic mineral products	2017	Bulldozer operator	88	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
7120	Metal and non-metallic mineral products	2019	Smelter worker	74	Worker developed mesothelioma as a result of asbestos exposure.
7120	Metal and non-metallic mineral products	2019	Sheet metal worker	86	Worker developed mesothelioma as a result of asbestos exposure.
7120	Metal and non-metallic mineral products	2018	Welder	72	Worker developed mesothelioma as a result of asbestos exposure.
7120	Metal and non-metallic mineral products	2019	Shipwright	86	Worker developed mesothelioma as a result of asbestos exposure.
7120	Metal and non-metallic mineral products	2019	Carpenter	72	Worker developed mesothelioma as a result of asbestos exposure.
7120	Metal and non-metallic mineral products	2019	Steamfitter	74	Worker developed asbestosis, lung cancer, and pleural disease as a result of asbestos exposure.
7120	Metal and non-metallic mineral products	2019	Leadhand	87	Worker developed asbestosis as a result of asbestos exposure.
7120	Metal and non-metallic mineral products	2019	Carpenter	83	Worker developed asbestosis and pleural disease as a result of asbestos exposure.
7130	Petroleum, coal, rubber, plastic, and chemical products	2019	Oil refining process operator	60	Worker developed mesothelioma as a result of asbestos exposure.
7140	Wood and paper products	2015	Pipefitter	61	Worker developed leukemia as a result of exposure to various chemicals in the workplace.
7140	Wood and paper products	2019	Millwright	86	Worker developed mesothelioma as a result of asbestos exposure.
7140	Wood and paper products	2019	Steam engineer	80	Worker developed mesothelioma as a result of asbestos exposure.
7140	Wood and paper products	2019	Steamfitter	72	Worker developed mesothelioma as a result of asbestos exposure.
7140	Wood and paper products	2019	Steam engineer	84	Worker developed mesothelioma as a result of asbestos exposure.
7140	Wood and paper products	2019	Asbestos insulator	74	Worker developed asbestosis and pleural disease as a result of asbestos exposure.
7140	Wood and paper products	2019	Sawmill worker	77	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
7150	Other products (not elsewhere specified)	2018	Lift truck driver	60	Worker was operating a forklift when the mast of the forklift struck a low beam, causing worker to strike head on windshield. Compensable injuries contributed to worker's later death from suicide.
7210	General construction	2019	Electrician	84	Worker developed lung cancer and pleural disease as a result of asbestos exposure.
7210	General construction	2019	Painter	62	Worker fell 20 feet off a ladder that was on a scaffold, striking their head on the concrete below. Compensable injuries contributed to worker's death years later from hemoptysis.
7210	General construction	2019	Insulator	79	Worker developed asbestosis and pleural disease as a result of asbestos exposure.
7210	General construction	2019	Welder	78	Worker developed asbestosis and pleural disease as a result of asbestos exposure.
7210	General construction	2019	HVAC technician	71	Worker developed asbestosis and lung cancer as a result of asbestos exposure.
7210	General construction	2019	Bricklayer's helper	61	Worker developed mesothelioma as a result of asbestos exposure.
7210	General construction	2018	Framing contractor	80	Worker fell 10 feet off the edge of an unguarded stairwell to the concrete below.
7210	General construction	2019	Construction foreman	82	Worker developed mesothelioma as a result of asbestos exposure.
7210	General construction	2019	Pipefitter	83	Worker developed mesothelioma as a result of asbestos exposure.
7210	General construction	2018	Carpenter	71	Worker developed mesothelioma as a result of asbestos exposure.
7210	General construction	2019	Painter	82	Worker developed mesothelioma as a result of asbestos exposure.
7210	General construction	2018	Construction worker	74	Worker developed mesothelioma as a result of asbestos exposure.
7210	General construction	2019	Plumber	75	Worker developed asbestosis and pleural disease as a result of asbestos exposure.
7210	General construction	2019	Siding installer	41	Worker was shot in a drive-by shooting at their workplace.
7210	General construction	2019	Painter	76	Worker developed lung cancer as a result of exposure to fumes from paints, thinners, stains, and other substances.
7210	General construction	2019	Form stripper	25	Worker was attaching rigging to a crane section that was close to an electrical distribution line, electrocuting the worker.

Subsector <sup>3</sup>	Description <sup>4</sup>	Year of death	Occupation	Age <sup>5</sup>	Incident description
7210	General construction	2017	Painter	58	Worker fell approximately 4 feet off an A-frame ladder, hitting their head on the concrete below.
7210	General construction	2019	Construction worker	42	Worker fell approximately 6 metres off of a balcony and landed on a stack of concrete blocks.
7210	General construction	2019	Construction worker	76	Worker developed mesothelioma as a result of asbestos exposure.
7210	General construction	2018	Dozer operator	62	Worker had a heart attack while working in a remote location and passed away a few days later from an anoxic brain injury.
7210	General construction	2019	Carpenter	71	Worker developed mesothelioma as a result of asbestos exposure.
7210	General construction	2019	Electrical contractor	75	Worker developed lung cancer and pleural disease as a result of asbestos exposure.
7210	General construction	2019	Apprentice carpenter	66	Worker was standing on a plank at a construction site. The plank broke and worker fell 20 feet, landing on their back. Resulting paraplegia contributed to worker's death years later from acute coronary syndrome.
7210	General construction	2019	Carpenter	77	Worker was struck in the head by the boom of a cement truck. Resulting quadriplegia contributed to worker's death years later from pneumonia.
7210	General construction	2019	Insulator	89	Worker developed asbestosis and pleural disease as a result of asbestos exposure.
7210	General construction	2018	Siding installer	64	Worker had a heart attack after doing heavy lifting while unloading a truck. Compensable condition contributed to worker's death years later.
7210	General construction	2019	Sheet metal worker	79	Worker developed asbestosis and pleural disease as a result of asbestos exposure.
7210	General construction	2019	Insulation field technician	54	Worker was a passenger in a vehicle; the driver fell asleep and truck rolled down a 40 foot embankment. Resulting quadriplegia contributed to worker's death years later from bladder cancer.
7210	General construction	2019	Forklift operator	81	Worker developed asbestosis and pleural disease as a result of asbestos exposure.
7210	General construction	2019	Pipe insulator	87	Worker developed asbestosis, lung cancer, and 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
7220	Heavy construction	2019	Bridge construction worker	29	While working on a bridge deck that was under construction, the worker fell 18 feet to frozen creek bed below.
7220	Heavy construction	2019	Ironworker	79	Worker developed mesothelioma as a result of asbestos exposure.
7230	Road construction or maintenance	2019	Mechanic	53	Worker was working under a trailer. Co-worker did not notice worker and started backing up the trailer, dragging the worker underneath.
7320	Transportation and related services	2017	Aircraft groomer	55	Worker hit their head on a metal box attached to the bridge at an airport gate. Compensable psychological conditions contributed to worker's death years later from suicide.
7320	Transportation and related services	2019	Long haul truck driver	72	A tire on the worker's vehicle blew out, contributing to a rollover incident. Compensable injuries contributed to death years later due to renal failure.
7320	Transportation and related services	2018	Long haul truck driver	32	The road was slippery due to black ice. The worker's vehicle struck a truck that had jackknifed on the road.
7320	Transportation and related services	2019	Tow truck driver	55	Worker was struck in the head by a tow truck tension bar, and was found unresponsive in a garage.
7320	Transportation and related services	2018	Truck driver	21	Worker was a passenger in a truck that was hauling a large load. The truck left the road and went into a ditch. The load rolled over the cab of the truck.
7320	Transportation and related services	2019	Truck driver	47	Worker's truck was struck by a train at a train crossing.
7320	Transportation and related services	2018	Longshoreman	53	Worker was walking up a grated elevated walkway and fell through an opening in the grating, falling approximately 50 feet to the ground.
7320	Transportation and related services	2019	Pilot	70	Worker was involved in a plane crash.
7320	Transportation and related services	2018	Ramp operations manager	50	Worker fell approximately 5 metres off an airplane wing, striking their head on the ground below.
7320	Transportation and related services	2018	Truck driver	27	Worker's truck was broadsided by another vehicle.

Subsector <sup>3</sup>	Description <sup>4</sup>	Year of death	Occupation	Age <sup>5</sup>	Incident description
7320	Transportation and related services	2019	Truck driver	62	Worker was underneath a transport truck, doing maintenance work. The truck slipped off its jack and crushed worker.
7320	Transportation and related services	2019	Pilot	58	Worker was involved in a plane crash.
7320	Transportation and related services	2019	Truck driver	46	Worker was standing on top of woodchip truck and truck began to roll forward. Worker attempted to climb down, fell underneath the truck, and was crushed.
7320	Transportation and related services	2019	Long haul truck driver	53	Worker lost control of the truck, which rolled over into a ditch.
7320	Transportation and related services	2018	Truck driver	26	Worker's vehicle failed to negotiate a curve and left road, rolling into a ditch.
7320	Transportation and related services	2019	Pilot	65	Worker was involved in a plane crash.
7320	Transportation and related services	2019	Longshoreman	58	Worker developed mesothelioma as a result of asbestos exposure.
7320	Transportation and related services	2018	Truck driver	60	Worker's vehicle left the road and struck a group of trees.
7320	Transportation and related services	2019	Truck driver	37	Worker's truck was involved in a collision with another vehicle.
7320	Transportation and related services	2018	Waste disposal truck driver	36	Worker's truck rear-ended another vehicle and left the road, striking a rock bluff and rolling over, ejecting the worker from the vehicle.
7320	Transportation and related services	2019	Delivery driver	87	Worker developed asbestosis and pleural disease as a result of asbestos exposure.
7320	Transportation and related services	2019	Gravel truck driver	31	Worker's truck failed to negotiate a turn and rolled into a ditch.
7320	Transportation and related services	2017	General manager	53	Worker was loading a helicopter, stepped on uneven ground, and rolled their ankle. Complications related to compensable injury contributed to worker's death a few months later.
7320	Transportation and related services	2018	Auto carrier driver	62	Worker stepped out of vehicle and was struck by a passing vehicle.
7320	Transportation and related services	2019	Truck supervisor	74	Worker fell 12 feet off a ladder, striking their head on the ground. Compensable injuries contributed to worker's death years later from aspiration pneumonia.
7420	Wholesale	2018	Truck driver	81	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
7530	Public administration	2019	Firefighter	72	Worker developed kidney cancer as a result of regular exposure to toxins at fire scenes.
7530	Public administration	2019	Firefighter	56	Worker developed lung cancer as a result of regular exposure to toxins at fire scenes.
7530	Public administration	2019	Firefighter	79	Worker developed brain cancer and lung cancer as a result of regular exposure to toxins at fire scenes.
7530	Public administration	2019	Fire captain	70	Worker developed prostate cancer as a result of regular exposure to toxins at fire scenes.
7530	Public administration	2019	Firefighter	76	Worker developed bladder cancer as a result of regular exposure to toxins at fire scenes.
7530	Public administration	2019	Firefighter	47	Worker suffered a heart attack as a result of regular exposure to toxins at fire scenes.
7530	Public administration	2019	Public works labourer	59	Worker developed mesothelioma as a result of asbestos exposure.
7530	Public administration	2019	Firefighter	76	Worker developed lung cancer as a result of regular exposure to toxins at fire scenes.
7530	Public administration	2019	Firefighter	76	Worker developed multiple myeloma as a result of regular exposure to toxins at fire scenes.
7530	Public administration	2019	Fire chief	66	Worker developed colorectal cancer as a result of regular exposure to toxins at fire scenes.
7530	Public administration	2019	Firefighter	71	Worker developed lung cancer as a result of regular exposure to toxins at fire scenes.
7530	Public administration	2018	Fire captain	58	Worker developed a psychological condition related to responding to calls for traumatic incidents, which later contributed to their death from suicide.
7530	Public administration	2019	Volunteer firefighter	60	Worker developed lung cancer as a result of regular exposure to toxins at fire scenes.
7530	Public administration	2019	Cement finisher	80	Worker developed mesothelioma as a result of asbestos exposure.
7530	Public administration	2019	Police constable	30	Worker was sexually harassed, which later contributed to death from suicide.
7530	Public administration	2018	Firefighter	58	Worker developed kidney cancer as a result of regular exposure to toxins at fire scenes.
7530	Public administration	2018	Firefighter	82	Worker developed colon cancer and lung cancer as a result of regular exposure to toxins at fire scenes.
7530	Public administration	2019	Truck driver	49	Worker was moving a compressor, which rolled and dragged the worker 210 feet downhill.

Subsector <sup>3</sup>	Description <sup>4</sup>	Year of death	Occupation	Age <sup>5</sup>	Incident description
7530	Public administration	2019	Firefighter	51	Worker developed lung cancer as a result of regular exposure to toxins at fire scenes.
7530	Public administration	2019	Volunteer firefighter	46	Worker developed brain cancer as a result of regular exposure to toxins at fire scenes.
7530	Public administration	2019	Firefighter	87	Worker developed prostate cancer as a result of regular exposure to toxins at fire scenes.
7610	Accommodation, food, and leisure services	2019	Hairdresser	66	Worker developed mesothelioma as a result of asbestos exposure.
7610	Accommodation, food, and leisure services	2019	Maintenance supervisor	57	Worker was on the platform of a moving vertical mast lift. The lift toppled over and the worker fell 30 feet to the ground below.
7610	Accommodation, food, and leisure services	2018	Building manager	71	Worker developed mesothelioma as a result of asbestos exposure.
7610	Accommodation, food, and leisure services	2018	Faller	34	Worker was felling a tree; the top section broke off and struck the worker on the head.
7620	Business services	2019	Vehicle identity investigator	70	Worker developed leukemia as a result of regular exposure to carcinogens while investigating fires and burned out vehicles.
7620	Business services	2019	Electrician	75	Worker developed mesothelioma as a result of asbestos exposure.
7630	Professional, scientific, and technical services	2019	Greens worker	34	Worker was walking through a wooded area, collecting ferns for a film set. A stick protruding from the ground punctured an artery in worker's leg.
7630	Professional, scientific, and technical services	2018	Civil engineer	37	Worker's vehicle crossed the centre line and collided with an oncoming logging truck.
7640	Other services (not elsewhere specified)	2019	Appliance repair shop owner	78	Worker was the victim of homicide at work.
7640	Other services (not elsewhere specified)	2018	Tree service worker	29	Worker was in a tree that was being removed. The tree uprooted and the worker fell about 40 feet to the concrete below.
7640	Other services (not elsewhere specified)	2018	Tow truck driver	72	Worker was inside a vehicle that was loaded onto the deck of a tow truck. When coming out of the vehicle, worker fell backward off the truck deck and struck their head on the ground below.

Subsector <sup>3</sup>	Description <sup>4</sup>	Year of death	Occupation	Age <sup>5</sup>	Incident description
7640	Other services (not elsewhere specified)	2019	Auto body worker	75	Worker developed mesothelioma as a result of asbestos exposure.
7650	Education	2018	Sessional instructor	76	Worker developed mesothelioma as a result of asbestos exposure.
7660	Health care and social services	2011	Registered nurse	50	Worker injured their back after engaging in strenuous work. Compensable injuries and psychological condition contributed to worker's death years later due to an infection resulting from complications of prescription drug toxicity.
7670	Utilities	2018	Electrical supervisor	83	Worker developed mesothelioma as a result of asbestos exposure.
7670	Utilities	2019	Telephone cable installer	79	Worker developed mesothelioma as a result of asbestos exposure.
7670	Utilities	2019	Maintenance engineer	80	Worker developed mesothelioma as a result of asbestos exposure.
7670	Utilities	2019	Heavy duty mechanic	78	Worker developed mesothelioma as a result of asbestos exposure.
7670	Utilities	2019	Electrician	81	Worker developed mesothelioma as a result of asbestos exposure.
	Other	2018	Pipefitter	66	Worker developed lung cancer as a result of asbestos exposure.
	Other	2019	Bricklayer	82	Worker developed mesothelioma as a result of asbestos exposure.
	Other	2017	Correctional officer	63	Worker was operating a ride-on lawnmower, which veered into a ravine and overturned. The worker succumbed to a heart attack.

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.

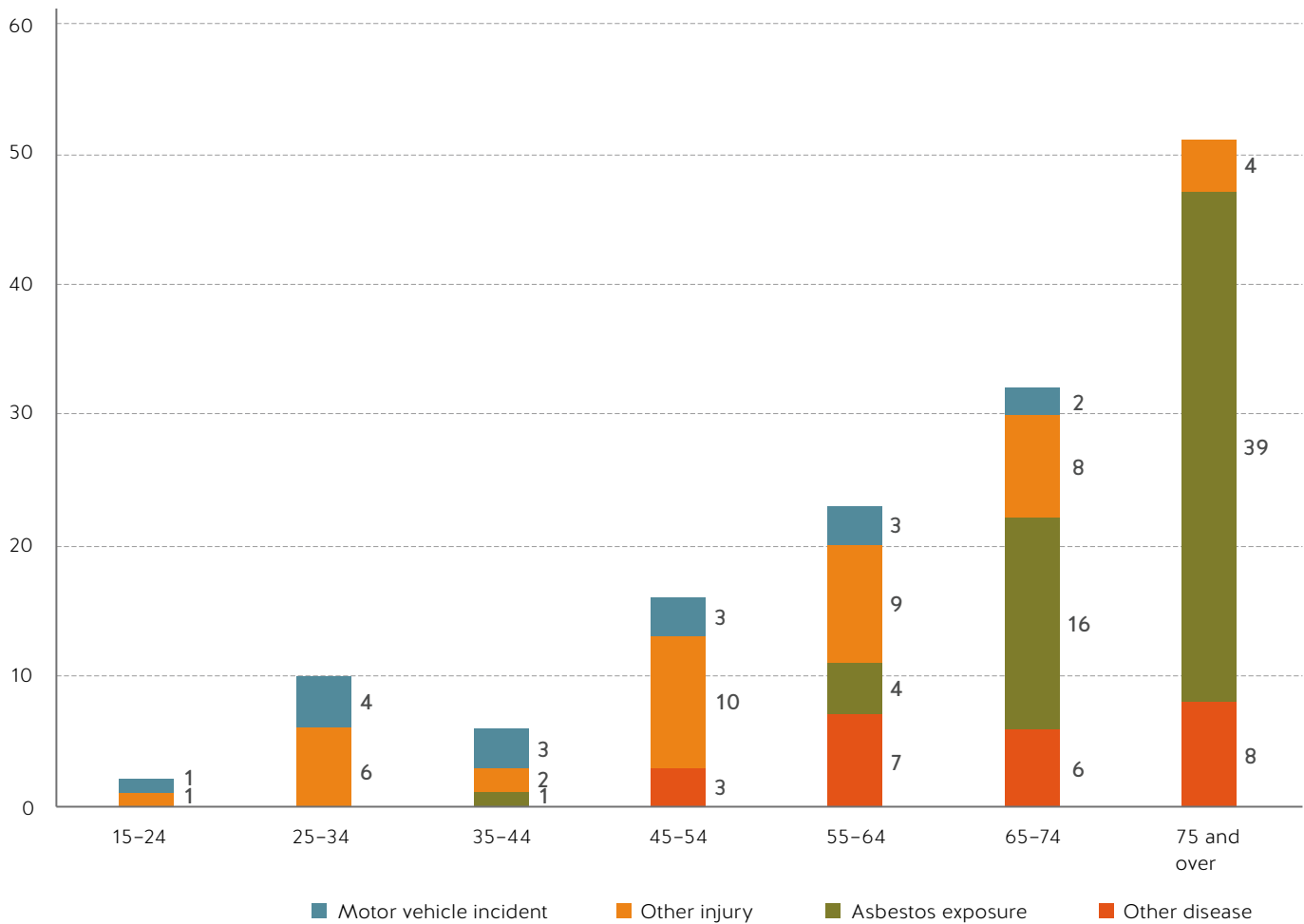
2 This table provides a description of the claims accepted for work-related death benefits in 2019, disregarding any payments.

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 2019 and transferred between subsectors in 2019.

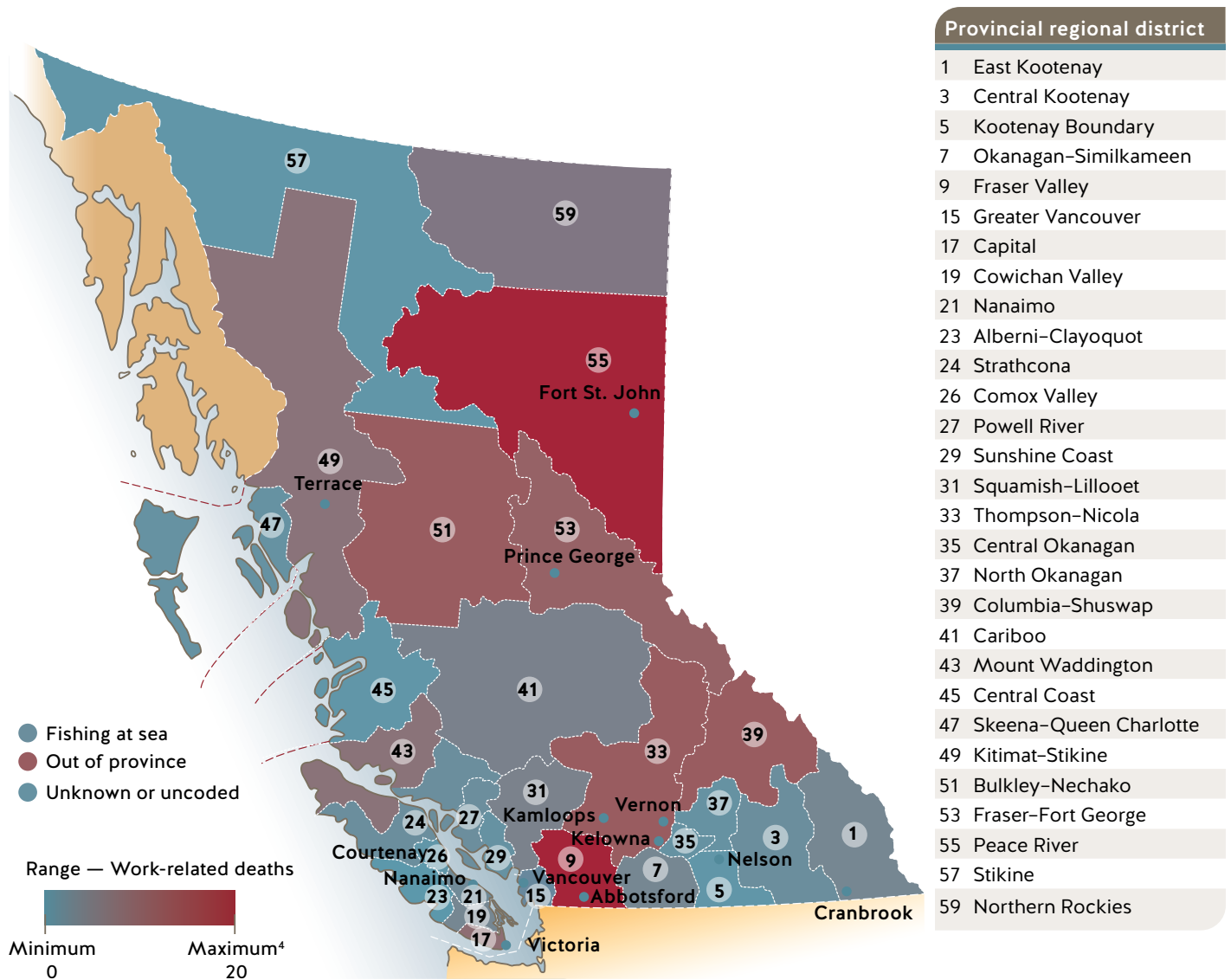
4 For a complete listing of WorkSafeBC's classification structure, see Classes of Industry section, page 90.

5 Age of worker at time of death.

## Work-related death claims by age at time of death, and category of disease or injury, 2019



# Single-incident work-related death claims, by regional district, <sup>1-5</sup> 2015–2019



1 There were 300 single-incident work-related death claims between 2015 and 2019, including three with an unknown location.

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

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

4 Regional district 15 (Greater Vancouver) had 87 single-incident work-related death claims in the period. This district has been excluded from the scale to allow for more colour variation in the map.

5 The regional districts in this table are based on Statistics Canada's 2011 census divisions. Note that these census divisions differ from the regional districts currently used by the Province of British Columbia.

# Serious Injury<sup>1</sup>

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 450 selected ICD-9 codes)
- Potentially serious medical diagnosis (one of 385 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 (43 percent) of the claim costs for time-loss claims.

Chart 1-6a: Provincial injury rate and serious injury rate, 2010-2019

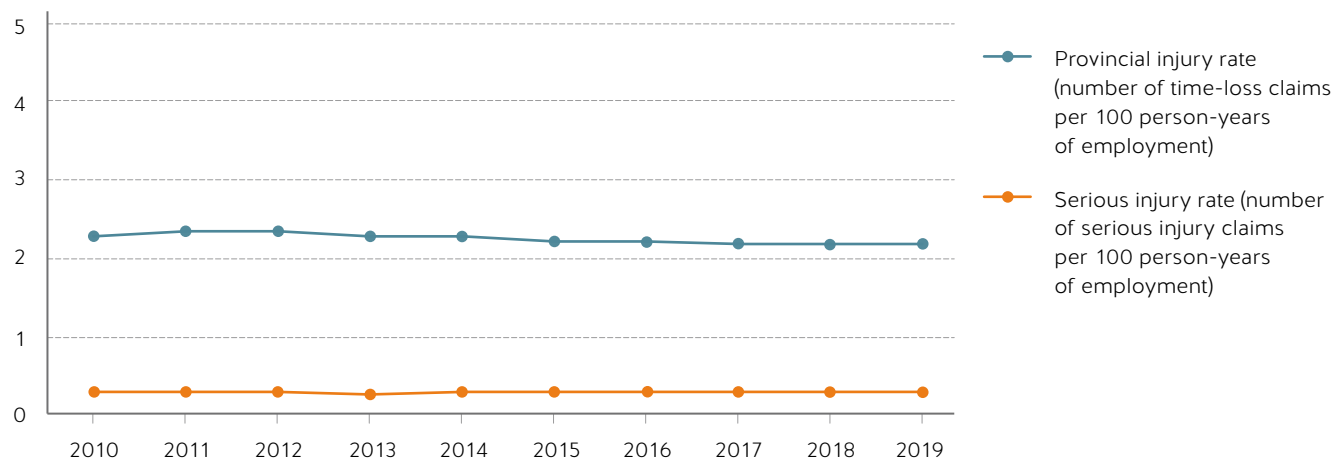


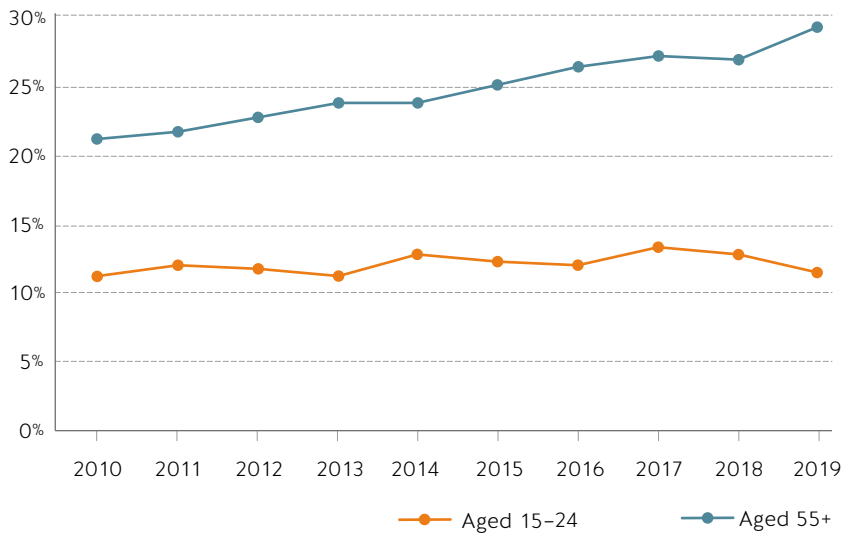
Table 1-6b: Serious injury rates by sector

	2015	2016	2017	2018	2019
70 — Primary Resources	0.68	0.67	0.62	0.65	0.58
71 — Manufacturing	0.52	0.47	0.47	0.43	0.46
72 — Construction	0.88	0.84	0.82	0.78	0.71
73 — Transportation and Warehousing	0.65	0.65	0.69	0.58	0.60
74 — Trade	0.20	0.20	0.20	0.22	0.21
75 — Public sector	0.33	0.31	0.35	0.35	0.38
76 — Service sector	0.16	0.16	0.17	0.17	0.18
All B.C. — Rateable sectors	0.29	0.29	0.30	0.29	0.29

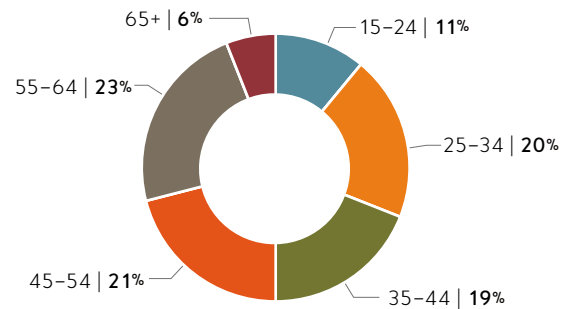
<sup>1</sup> Figures are based on data as of June 30, 2020.

## Chart 1-7a: Serious injury claims by age group

Percentage of serious injury claimants who are aged 15-24 or 55 years or older, 2010-2019

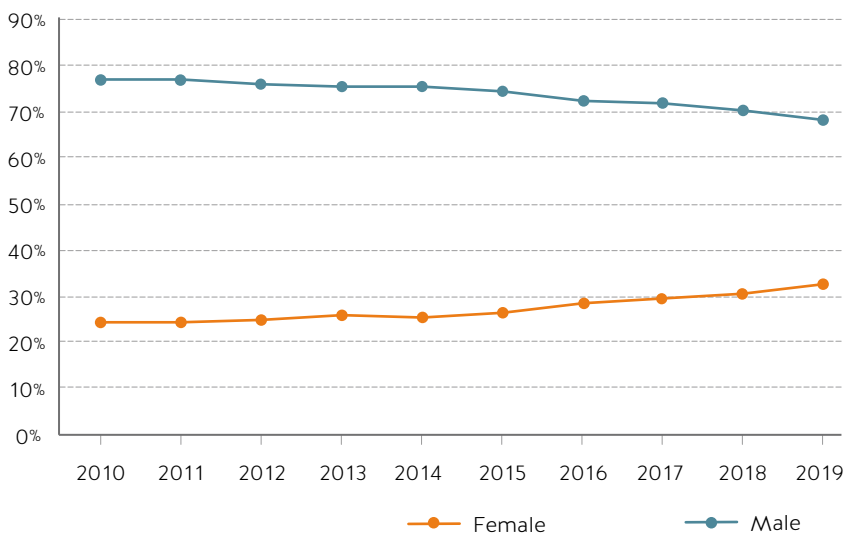


Serious injury claims by age group, 2019

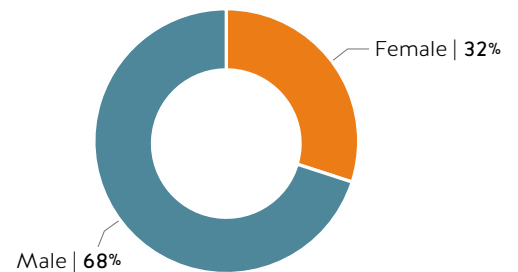


## Chart 1-7b: Serious injury claims by gender

Percentage of serious injury claimants by gender, 2010-2019

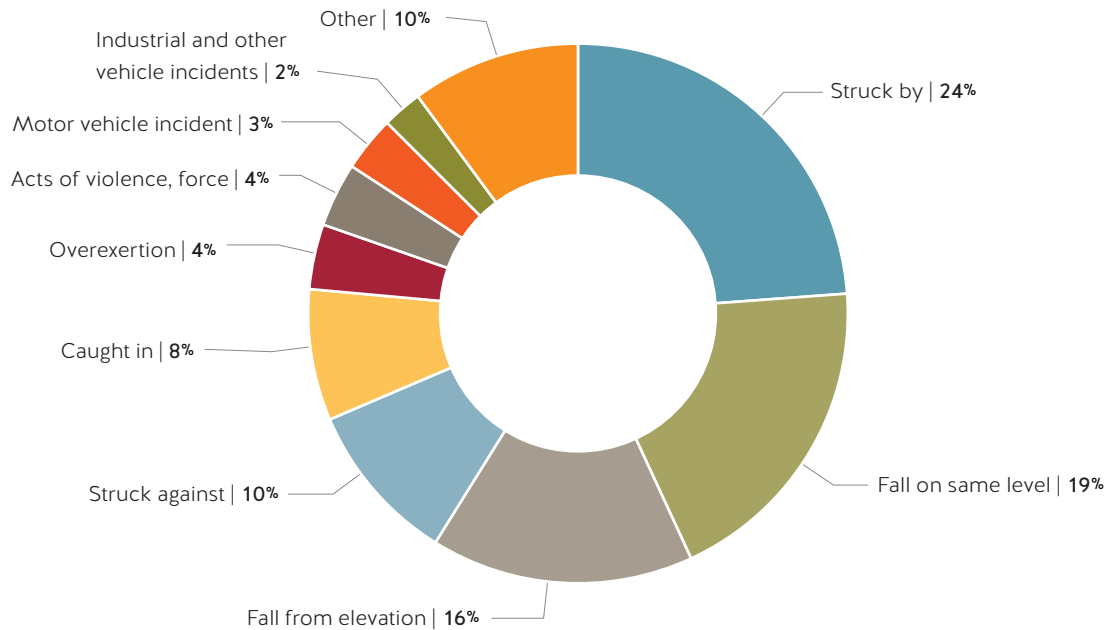


Serious injury claims by gender, 2019

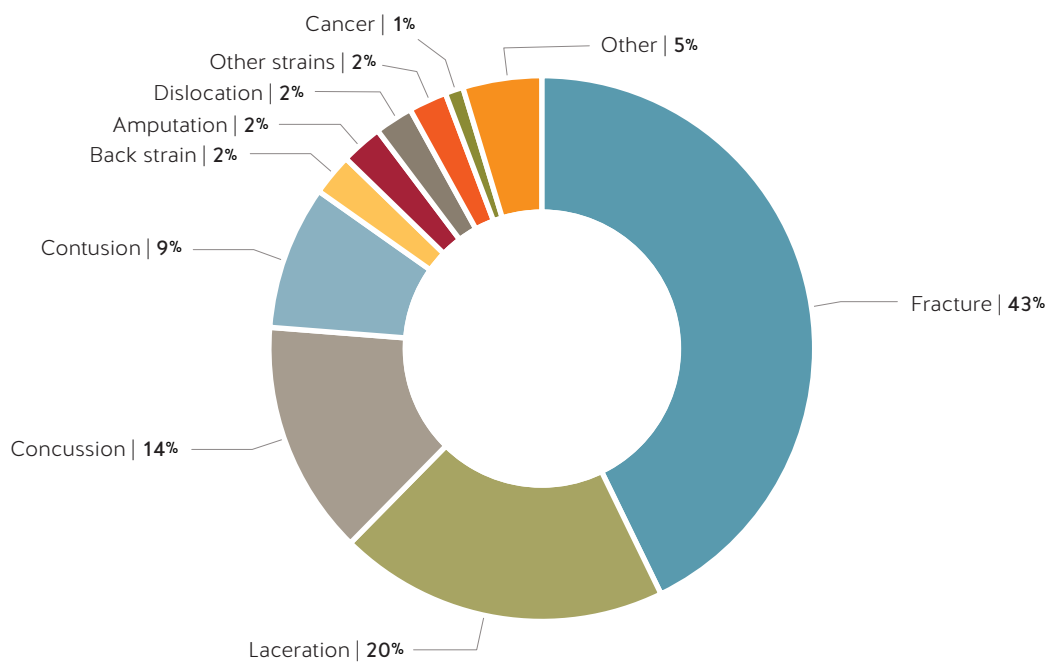


## Chart 1-8: Serious injury claims by incident and injury type

**Serious injury claims by incident type, 2019<sup>1</sup>**



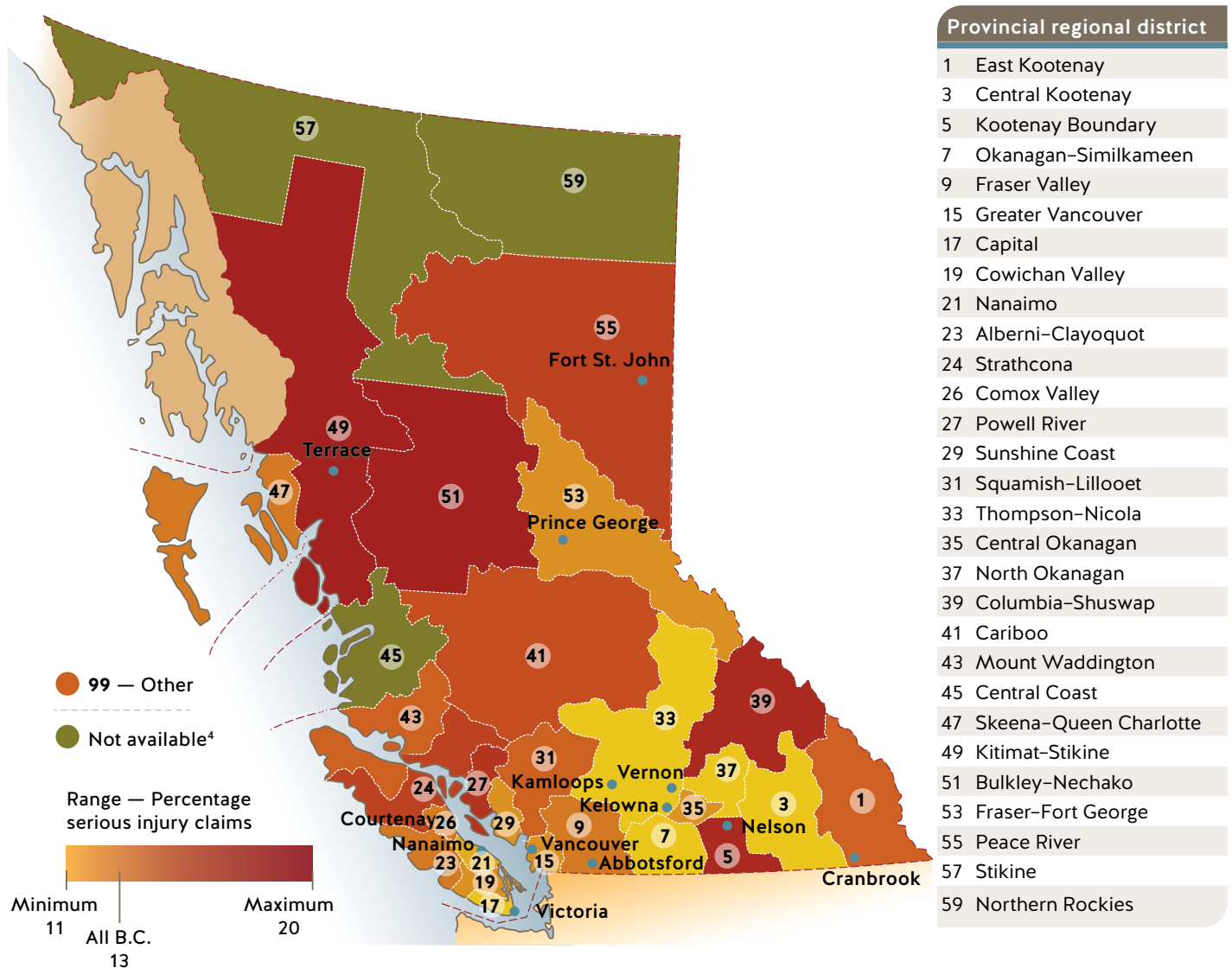
**Serious injury claims by injury type, 2019<sup>1</sup>**



<sup>1</sup> Incident type is based on combination of incident type and source of injury codes, while injury type is based on a combination of nature of injury and body part codes.



## Percentage of serious injury claims, by regional district, 2019<sup>1-6</sup>



1 In 2019, the percentage of time-loss claims that were 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/incident employer operating-location classification unit for a claim. This location is not necessarily an indication of the region in which the actual injury occurred.

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

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

5 The number of time-loss and serious injury claims with an injury in 2019.

6 The regional districts in this table are based on Statistics Canada's 2011 census divisions. Note that these census divisions differ from the regional districts currently used by the Province of British Columbia.

# Claim Count and General Claim Analysis





# Claim Count and General Claim Analysis

**Table 2–1: Number and cost of claims, 2019**

In 2019, 110,302 claims were paid for the first time. Of these:

52,686	were health care-only claims
52,226	were short-term disability (STD) claims
5,260	were long-term disability (LTD) claims
130	were work-related death claims <sup>1</sup>

In 2019, claim costs totalled \$1,337,817,295, compared to \$1,224,633,126 in 2018. Claim costs include health care benefit, vocational rehabilitation benefit, and STD benefit payments made during the year, and includes lump sum awards and capitalized values of LTD and work-related death benefits set up in the year. The benefit liabilities figures

shown in Note 10 of WorkSafeBC’s 2019 Annual Report and 2020–2022 Service Plan are calculated on a different basis and are not comparable to these total compensation costs.

In 2019, WorkSafeBC set aside \$919,750 in capitalized values of pension awards for long-term disability benefits for hearing loss claims.

**Table 2–2: Distribution of costs by type of claim, 2018 and 2019**

	2018		2019	
	Cost	Percentage of total	Cost	Percentage of total
Health care-only claims	56,944,014	4.6%	57,359,582	4.3%
Short-term disability claims <sup>2</sup>	484,852,358	39.6%	566,546,957	42.3%
Long-term disability claims <sup>2</sup>	651,533,533	53.2%	675,474,690	50.5%
Work-related death claims <sup>2</sup>	31,303,221	2.6%	38,436,066	2.9%
<b>Total<sup>3</sup></b>	<b>\$1,224,633,126<sup>4</sup></b>	<b>100.0%</b>	<b>\$1,337,817,295<sup>4</sup></b>	<b>100.0%</b>

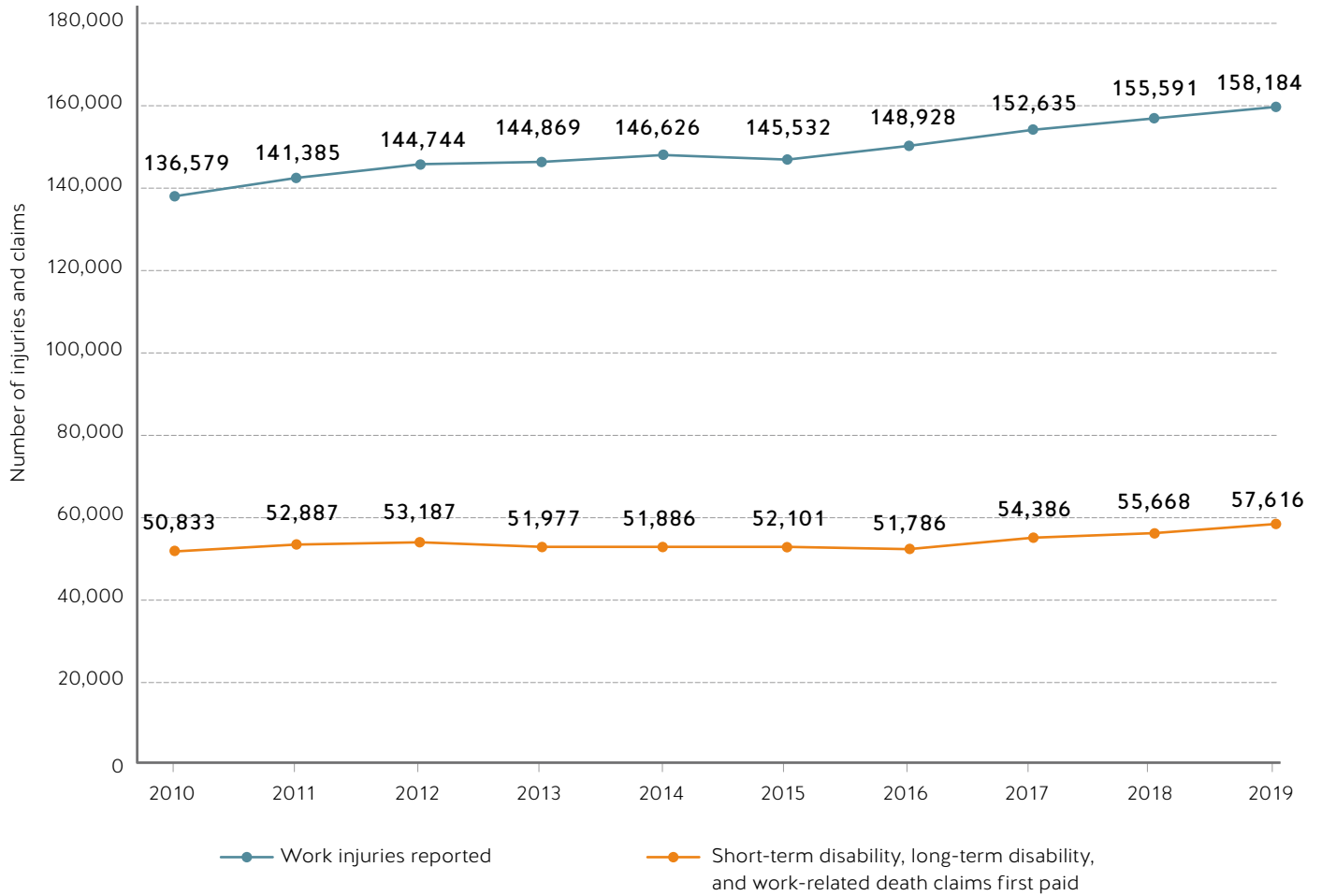
1 The count of work-related death claims in this table is based on claims that were first paid work-related death benefits in the year. This count differs from the counts in Tables 1–3, 1–4, and 1–5, which are based on claims that were accepted in the year for work-related death benefits, regardless of whether the first payment has been 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 \$1,337,817,295 was calculated on a different basis than the total benefit liabilities figure in Note 10 of WorkSafeBC’s 2019 Annual Report and 2020–2022 Service Plan. A subsector breakdown of claim costs is provided in Table 3–3 on page 50 of this report.

Chart 2-3: Work injuries reported and claims first paid, 2010-2019<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 2010 and 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> 2019

Provincial regional district <sup>2,3,4</sup>		Number of short- and long-term disability, and work-related death claims first paid in 2019	Provincial regional district <sup>2,3,4</sup>		Number of short- and long-term disability, and work-related death claims first paid in 2019
1	East Kootenay	657	35	Central Okanagan	2,289
3	Central Kootenay	611	37	North Okanagan	1,049
5	Kootenay Boundary	327	39	Columbia-Shuswap	516
7	Okanagan-Similkameen	926	41	Cariboo	630
9	Fraser Valley	3,696	43	Mount Waddington	68
15	Greater Vancouver	29,521	45	Central Coast	27
17	Capital	4,894	47	Skeena-Queen Charlotte	243
19	Cowichan Valley	953	49	Kitimat-Stikine	342
21	Nanaimo	1,842	51	Bulkley-Nechako	458
23	Alberni-Clayoquot	413	53	Fraser-Fort George	1,272
24	Strathcona	616	55	Peace River	492
26	Comox Valley	685	57	Stikine	17
27	Powell River	208	59	Northern Rockies	30
29	Sunshine Coast	332		Other and unknown	2,078
31	Squamish-Lillooet	839		<b>Total</b>	<b>57,616</b>
33	Thompson-Nicola	1,585			

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 regional districts in this table are based on Statistics Canada's 2011 census divisions. Note that these census divisions differ from the regional districts currently used by the Province of British Columbia.

3 In 2015 and prior years, uncoded claims were allocated proportionately to the regional districts. In this table, claims not coded to a regional district, and those where the employer's reporting/incident operating location is outside of British Columbia, are included in the category "Other and unknown."

4 Due to the reporting process, the regional district information in this table might be different from that reflected by the actual operating location for some employers.

Table 2–5: Claims<sup>1</sup> first paid by subsector and type of claim,<sup>2,3</sup> 2019

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</sup>	Overall total
<b>Sector 70 — Primary Resources</b>						
7010	Agriculture	513	557	52	0	1,122
7020	Fishing	190	132	34	2	358
7030	Forestry	865	578	145	6	1,594
7040	Oil and Gas or Mineral Resources	724	219	66	4	1,013
	<b>Total</b>	<b>2,292</b>	<b>1,486</b>	<b>297</b>	<b>12</b>	<b>4,087</b>
<b>Sector 71 — Manufacturing</b>						
7110	Food and Beverage Products	1,103	1,364	103	0	2,570
7120	Metal and Non-metallic Mineral Products	2,548	1,816	226	15	4,605
7130	Petroleum, Coal, Rubber, Plastic, and Chemical Products	489	460	41	1	991
7140	Wood and Paper Products	2,533	1,379	283	6	4,201
7150	Other Products	800	624	67	0	1,491
	<b>Total</b>	<b>7,473</b>	<b>5,643</b>	<b>720</b>	<b>22</b>	<b>13,858</b>
<b>Sector 72 — Construction</b>						
7210	General Construction	8,949	6,343	1,063	29	16,384
7220	Heavy Construction	194	77	15	2	288
7230	Road Construction or Maintenance	737	356	72	0	1,165
	<b>Total</b>	<b>9,880</b>	<b>6,776</b>	<b>1,150</b>	<b>31</b>	<b>17,837</b>
<b>Sector 73 — Transportation and Warehousing</b>						
7310	Warehousing	108	192	20	0	320
7320	Transportation and Related Services	3,008	4,332	485	23	7,848
	<b>Total</b>	<b>3,116</b>	<b>4,524</b>	<b>505</b>	<b>23</b>	<b>8,168</b>
<b>Sector 74 — Trade</b>						
7410	Retail	4,962	5,224	315	1	10,502
7420	Wholesale	856	1,119	102	1	2,078
	<b>Total</b>	<b>5,818</b>	<b>6,343</b>	<b>417</b>	<b>2</b>	<b>12,580</b>
<b>Sector 75 — Public sector</b>						
7530	Public Administration	1,834	1,993	229	19	4,075
<b>Sector 76 — Service sector</b>						
7610	Accommodation, Food, and Leisure Services	5,613	5,287	325	4	11,229
7620	Business Services	509	460	45	3	1,017
7630	Professional, Scientific, and Technical Services	1,483	1,031	124	2	2,640
7640	Other Services	4,783	4,275	433	2	9,493

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</sup>	Overall total
7650	Education	2,132	2,448	225	1	4,806
7660	Health Care and Social Services	5,826	9,783	561	2	16,172
7670	Utilities	379	229	34	5	647
	<b>Total</b>	<b>20,725</b>	<b>23,513</b>	<b>1,747</b>	<b>19</b>	<b>46,004</b>
<b>Sectors 81-84 — Deposit accounts (self-insured employers)</b>						
8108	Canadian Pacific Ltd. and Associated Companies	100	54	5	2	161
8110	Federal Government <sup>3</sup>	610	832	91	0	1,533
8209	The Burlington Northern and Santa Fe Railway Company	0	1	0	0	1
8310	Air Canada, Canadian National Railway Company, Via Rail Canada Inc.	173	299	16	0	488
8411	Government of the Province of British Columbia	545	761	79	1	1,386
	<b>Total</b>	<b>1,428</b>	<b>1,947</b>	<b>191</b>	<b>3</b>	<b>3,569</b>
<b>Section 240<sup>7</sup></b>						
240(1)(c)	Disaster Reserve	0	0	0	0	0
240(1)(d)	Enhancement Reserve	4	3	1	0	8
	<b>Total</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>8</b>
Other <sup>8</sup>		116	-2	3	-1	116
<b>Grand total</b>		<b>52,686</b>	<b>52,226</b>	<b>5,260</b>	<b>130</b>	<b>110,302</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 2019 in the “All reported fatalities and injuries” table (Table 1-1 on page 4).

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 receiving long-term disability or work-related death 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 90.

6 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.

7 The *Workers Compensation Act* was revised in 2019. The revision resulted in the renumbering of sections in the Act, which came into effect on April 6, 2020. The changes are reflected in this table.

8 Includes claims uncoded to subsector as of December 31, 2019.



Table 2–6: Claims first paid by type of claim, 2010–2019<sup>1</sup>

Year first paid	Health care-only claims	Short-term disability claims	Long-term disability claims	Work-related death claims <sup>2</sup>	Overall total
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
2017	52,422	48,771	5,461	154	106,808
2018	54,292	50,000	5,542	126	109,960
2019	52,686	52,226	5,260	130	110,302
2010–2019	512,029	474,890	56,037	1,400	1,044,356

1 For 2010 and 2011, figures have been impacted by a drop in the number of reported injuries and business process changes.

2 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 first paid, by subsector, 2018 and 2019

Sector/ sub- sector <sup>1</sup>	Description <sup>2</sup>	Health care-only claims		Short-term disability/ long-term disability/ work-related death claims		Total	
		2018	2019	2018	2019	2018	2019
<b>Sector 70 — Primary Resources</b>							
7010	Agriculture	574	513	619	609	1,193	1,122
7020	Fishing	235	190	172	168	407	358
7030	Forestry	1,022	865	831	729	1,853	1,594
7040	Oil and Gas or Mineral Resources	704	724	283	289	987	1,013
	<b>Total</b>	<b>2,535</b>	<b>2,292</b>	<b>1,905</b>	<b>1,795</b>	<b>4,440</b>	<b>4,087</b>
<b>Sector 71 — Manufacturing</b>							
7110	Food and Beverage Products	1,171	1,103	1,340	1,467	2,511	2,570
7120	Metal and Non-metallic Mineral Products	2,762	2,548	2,123	2,057	4,885	4,605
7130	Petroleum, Coal, Rubber, Plastic, and Chemical Products	548	489	477	502	1,025	991
7140	Wood and Paper Products	2,930	2,533	1,667	1,668	4,597	4,201
7150	Other Products	775	800	700	691	1,475	1,491
	<b>Total</b>	<b>8,186</b>	<b>7,473</b>	<b>6,307</b>	<b>6,385</b>	<b>14,493</b>	<b>13,858</b>
<b>Sector 72 — Construction</b>							
7210	General Construction	9,202	8,949	7,641	7,435	16,843	16,384
7220	Heavy Construction	159	194	92	94	251	288
7230	Road Construction or Maintenance	685	737	437	428	1,122	1,165
	<b>Total</b>	<b>10,046</b>	<b>9,880</b>	<b>8,170</b>	<b>7,957</b>	<b>18,216</b>	<b>17,837</b>
<b>Sector 73 — Transportation and Warehousing</b>							
7310	Warehousing	159	108	220	212	379	320
7320	Transportation and Related Services	3,148	3,008	4,680	4,840	7,828	7,848
	<b>Total</b>	<b>3,307</b>	<b>3,116</b>	<b>4,900</b>	<b>5,052</b>	<b>8,207</b>	<b>8,168</b>
<b>Sector 74 — Trade</b>							
7410	Retail	5,185	4,962	5,310	5,540	10,495	10,502
7420	Wholesale	914	856	1,187	1,222	2,101	2,078
	<b>Total</b>	<b>6,099</b>	<b>5,818</b>	<b>6,497</b>	<b>6,762</b>	<b>12,596</b>	<b>12,580</b>
<b>Sector 75 — Public sector</b>							
7530	Public Administration	1,850	1,834	2,185	2,241	4,035	4,075

Sector/ sub- sector <sup>1</sup>	Description <sup>2</sup>	Health care-only claims		Short-term disability/ long-term disability/ work-related death claims		Total	
		2018	2019	2018	2019	2018	2019
<b>Sector 76 — Service sector</b>							
7610	Accommodation, Food, and Leisure Services	5,632	5,613	5,488	5,616	11,120	11,229
7620	Business Services	538	509	467	508	1,005	1,017
7630	Professional, Scientific, and Technical Services	1,412	1,483	1,068	1,157	2,480	2,640
7640	Other Services	4,666	4,783	4,609	4,710	9,275	9,493
7650	Education	2,055	2,132	2,445	2,674	4,500	4,806
7660	Health Care and Social Services	5,712	5,826	9,282	10,346	14,994	16,172
7670	Utilities	453	379	295	268	748	647
	<b>Total</b>	<b>20,468</b>	<b>20,725</b>	<b>23,654</b>	<b>25,279</b>	<b>44,122</b>	<b>46,004</b>
<b>Sectors 81–84 — Deposit accounts (self-insured employers)</b>							
8108	Canadian Pacific Ltd. and Associated Companies	112	100	44	61	156	161
8110	Federal Government <sup>3</sup>	640	610	904	923	1,544	1,533
8209	The Burlington Northern and Santa Fe Railway Company	1	0	0	1	1	1
8310	Air Canada, Canadian National Railway Company, Via Rail Canada Inc.	175	173	279	315	454	488
8411	Government of the Province of British Columbia	638	545	807	841	1,445	1,386
	<b>Total</b>	<b>1,566</b>	<b>1,428</b>	<b>2,034</b>	<b>2,141</b>	<b>3,600</b>	<b>3,569</b>
<b>Section 240<sup>4</sup></b>							
240(1)(c)	Disaster Reserve	0	0	0	0	0	0
240(1)(d)	Enhancement Reserve	-1	4	1	4	0	8
	<b>Total</b>	<b>-1</b>	<b>4</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>8</b>
Other <sup>5</sup>		236	116	15	0	251	116
<b>Grand total</b>		<b>54,292</b>	<b>52,686</b>	<b>55,668</b>	<b>57,616</b>	<b>109,960</b>	<b>110,302</b>

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

2 For a complete listing of WorkSafeBC's classification structure, see Classes of Industry section, page 90.

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 The *Workers Compensation Act* was revised in 2019. The revision resulted in the renumbering of sections in the Act, which came into effect on April 6, 2020. The changes are reflected in this table.

5 Includes claims first paid in 2018 and 2019 that were uncoded to subsector as of December 31 of these years.

Table 2–8: Days lost and claims first paid in 2019, by year of injury

Year of injury	Number of short-term disability, long-term disability, and work-related death claims first paid in 2019 <sup>1</sup>	Total days lost in 2019 from all claims <sup>2</sup>
2009 and prior	44	48,255
2010	11	8,811
2011	6	8,716
2012	7	13,730
2013	17	15,706
2014	33	22,769
2015	43	34,985
2016	121	79,028
2017	445	226,450
2018	5,624	1,050,966
2019	51,265	1,730,038
<b>Total</b>	<b>57,616</b>	<b>3,239,454</b>

1 The total number of claims first paid in 2019 shown by year of injury. For example, WorkSafeBC first paid 17 claims in 2019 from injuries occurring in 2013.

2 These figures are workdays compensated in 2019 on all claims, not only those first paid in 2019. For example,

the total includes 11 claims with an injury year of 2010 that received first payment of short-term disability, long-term disability, or work-related death benefits. In 2019, there were 8,811 days lost from claims with an injury year of 2010.

## Table 2–9: Days lost from work by subsector, 2015–2019

In 2019, 3,239,454 days were lost from work as a result of occupational injury and disease. Days lost in 2019 are those paid in 2019 on current- and prior-year injuries. Of the total days paid during the year, 53.4 percent were from injuries and diseases occurring in 2019, 32.4 percent were from injuries and diseases occurring in 2018, and 14.2 percent were from injuries and diseases occurring in 2017 and earlier.

Sector/ sub- sector	Description <sup>1</sup>	Days lost in the year on claims from all years					Percent,	
		2015	2016	2017	2018	2019	2015– 2019	2015– 2019
<b>Sector 70 — Primary Resources</b>								
7010	Agriculture	30,796	30,910	27,131	31,786	30,443	151,066	1.1%
7020	Fishing	16,972	16,105	16,129	13,597	13,835	76,638	0.5%
7030	Forestry	50,229	48,334	57,471	55,345	59,248	270,627	1.9%
7040	Oil and Gas or Mineral Resources	15,682	13,854	15,196	14,076	15,371	74,179	0.5%
	<b>Total</b>	<b>113,679</b>	<b>109,203</b>	<b>115,927</b>	<b>114,804</b>	<b>118,897</b>	<b>572,510</b>	<b>4.1%</b>
<b>Sector 71 — Manufacturing</b>								
7110	Food and Beverage Products	47,186	45,410	46,271	54,444	60,925	254,236	1.8%
7120	Metal and Non-metallic Mineral Products	82,811	70,744	70,990	76,871	79,268	380,684	2.7%
7130	Petroleum, Coal, Rubber, Plastic, and Chemical Products	18,375	17,267	15,685	15,350	17,872	84,549	0.6%
7140	Wood and Paper Products	88,311	87,463	80,684	74,762	84,437	415,657	3.0%
7150	Other Products	27,585	23,465	22,886	25,636	24,715	124,287	0.9%
	<b>Total</b>	<b>264,268</b>	<b>244,349</b>	<b>236,516</b>	<b>247,063</b>	<b>267,217</b>	<b>1,259,413</b>	<b>9.0%</b>
<b>Sector 72 — Construction</b>								
7210	General Construction	315,189	321,732	355,777	372,193	375,331	1,740,222	12.4%
7220	Heavy Construction	4,657	6,350	5,729	5,653	7,459	29,848	0.2%
7230	Road Construction or Maintenance	21,513	19,398	22,661	22,492	27,091	113,155	0.8%
	<b>Total</b>	<b>341,359</b>	<b>347,480</b>	<b>384,167</b>	<b>400,338</b>	<b>409,881</b>	<b>1,883,225</b>	<b>13.4%</b>
<b>Sector 73 — Transportation and Warehousing</b>								
7310	Warehousing	7,745	7,280	8,524	8,784	7,811	40,144	0.3%
7320	Transportation and Related Services	222,544	233,543	246,191	248,368	270,943	1,221,589	8.7%
	<b>Total</b>	<b>230,289</b>	<b>240,823</b>	<b>254,715</b>	<b>257,152</b>	<b>278,754</b>	<b>1,261,733</b>	<b>9.0%</b>

Sector/ sub- sector	Description <sup>1</sup>	Days lost in the year on claims from all years					Percent,	
		2015	2016	2017	2018	2019	2015- 2019	2015- 2019
<b>Sector 74 — Trade</b>								
7410	Retail	175,040	175,698	181,168	195,526	213,706	941,138	6.7%
7420	Wholesale	39,539	41,934	42,277	42,803	48,041	214,594	1.5%
	<b>Total</b>	<b>214,579</b>	<b>217,632</b>	<b>223,445</b>	<b>238,329</b>	<b>261,747</b>	<b>1,155,732</b>	<b>8.2%</b>
<b>Sector 75 — Public sector</b>								
7530	Public Administration	60,625	61,623	70,928	89,420	99,088	381,684	2.7%
<b>Sector 76 — Service sector</b>								
7610	Accommodation, Food, and Leisure Services	170,169	174,119	178,689	186,460	206,917	916,354	6.5%
7620	Business Services	20,573	19,308	23,574	23,290	25,597	112,342	0.8%
7630	Professional, Scientific, and Technical Services	37,473	45,758	55,357	55,165	58,588	252,341	1.8%
7640	Other Services	159,500	172,222	168,205	185,270	205,887	891,084	6.3%
7650	Education	56,618	62,042	73,205	76,282	90,066	358,213	2.5%
7660	Health Care and Social Services	353,224	375,149	390,415	426,920	511,765	2,057,473	14.6%
7670	Utilities	14,479	11,275	12,865	10,429	10,005	59,053	0.4%
	<b>Total</b>	<b>812,036</b>	<b>859,873</b>	<b>902,310</b>	<b>963,816</b>	<b>1,108,825</b>	<b>4,646,860</b>	<b>33.0%</b>
Sectors 81-84 — Deposit accounts (self-insured employers)		73,309	60,407	65,314	74,405	87,366	360,801	2.6%
Section 240 <sup>2</sup>		476,446	440,991	494,085	509,871	606,974	2,528,367	18.0%
Other		1,854	1,271	2,820	5,532	705	12,182	0.1%
<b>Grand total</b>		<b>2,588,444</b>	<b>2,583,652</b>	<b>2,750,227</b>	<b>2,900,730</b>	<b>3,239,454</b>	<b>14,062,507</b>	<b>100.0%</b>

1 For a complete listing of WorkSafeBC's classification structure, see Classes of Industry section, page 90.

2 The *Workers Compensation Act* was revised in 2019. The revision resulted in the renumbering of sections in the Act, which came into effect on April 6, 2020. The changes are reflected in this table.

## Charts 2–10 (a–e): Key indicators, 2010–2019

This series of charts shows 10-year trends featuring 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 has been adopted as a standard by Canadian compensation systems. Chart 2–10a indicates duration increased slightly between 2010 and 2012, then trended downward through 2016 until showing an increase from 2017 onward. Durations in Chart 2–10a are based solely on short-term disability days for each of the years in the 2010–2019 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 has been stable and at near-historic lows for the past few years. To calculate the provincial injury rate, the number of claims relates to those first paid for short- and long-term disability, or work-related death benefits either in the year of injury or the first quarter of the following year. Estimates of person years are based on gross payrolls that employers with coverage report to WorkSafeBC.



The third indicator, presented in Chart 2–10c, the work-related death rate, relates to the second indicator. It 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 2010 to 2014 but exhibited a small drop in 2015 and has remained relatively stable since.

The last two charts reflect shifts in the population of WorkSafeBC-covered workers. Chart 2–10d indicates the percentage of female claimants has increased from about 36 percent in 2010 to 41 percent in 2019. Chart 2–10e shows that the percentage of claimants under 25 has been quite stable over the preceding decade, with a very slight increase during this time. This same chart also shows the percentage of claimants 55 or older has been steadily increasing.

In previous years, this section also included a chart showing the percentage of claims arising from back strain injuries. This chart can now be seen as part of Table 4–5, page 65.

For 2010 and 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, 2010-2019

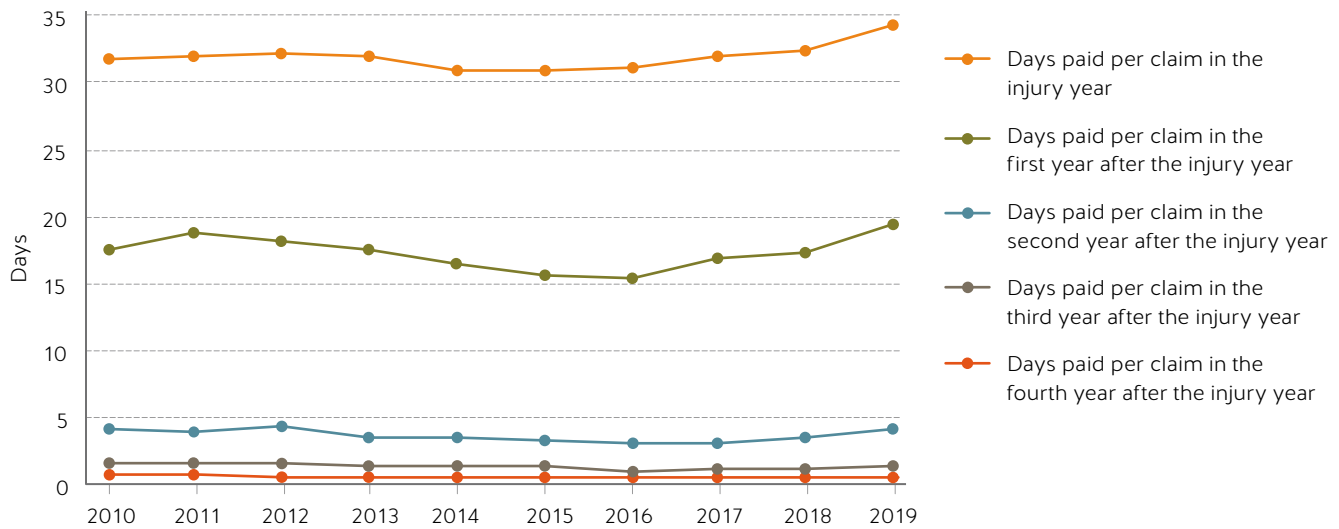
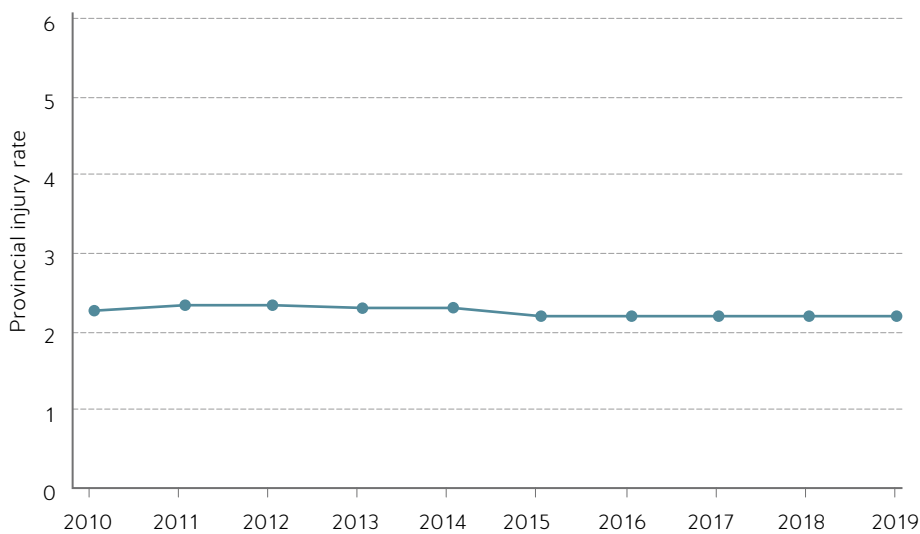


Chart 2-10b: Provincial injury rate,<sup>1</sup> 2010-2019



See footnote 4, Table 2-11. The provincial injury rate is calculated on rated employers only.

<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, 2010-2019

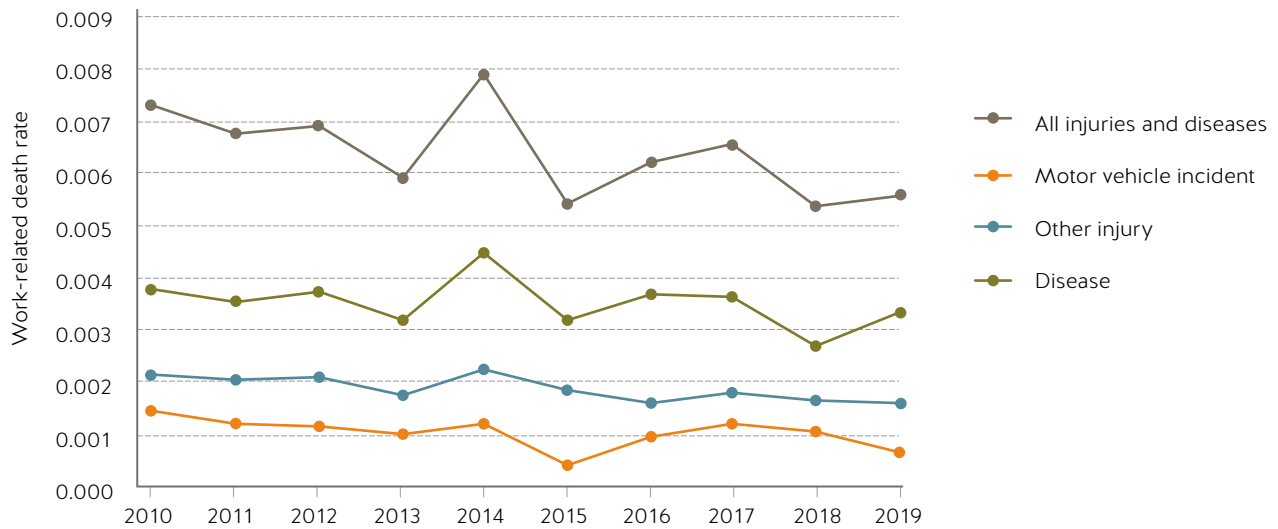
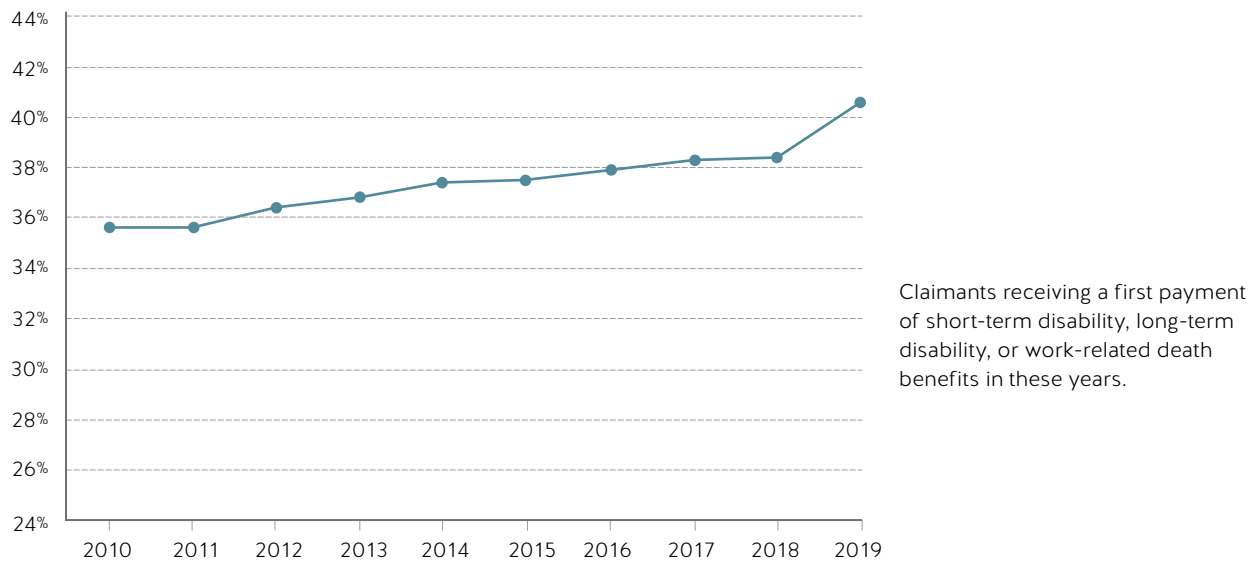


Chart 2-10d: Percentage of female claimants, 2010-2019



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

Chart 2-10e: Percentage of claimants under age 25 and 55 or older, 2010-2019

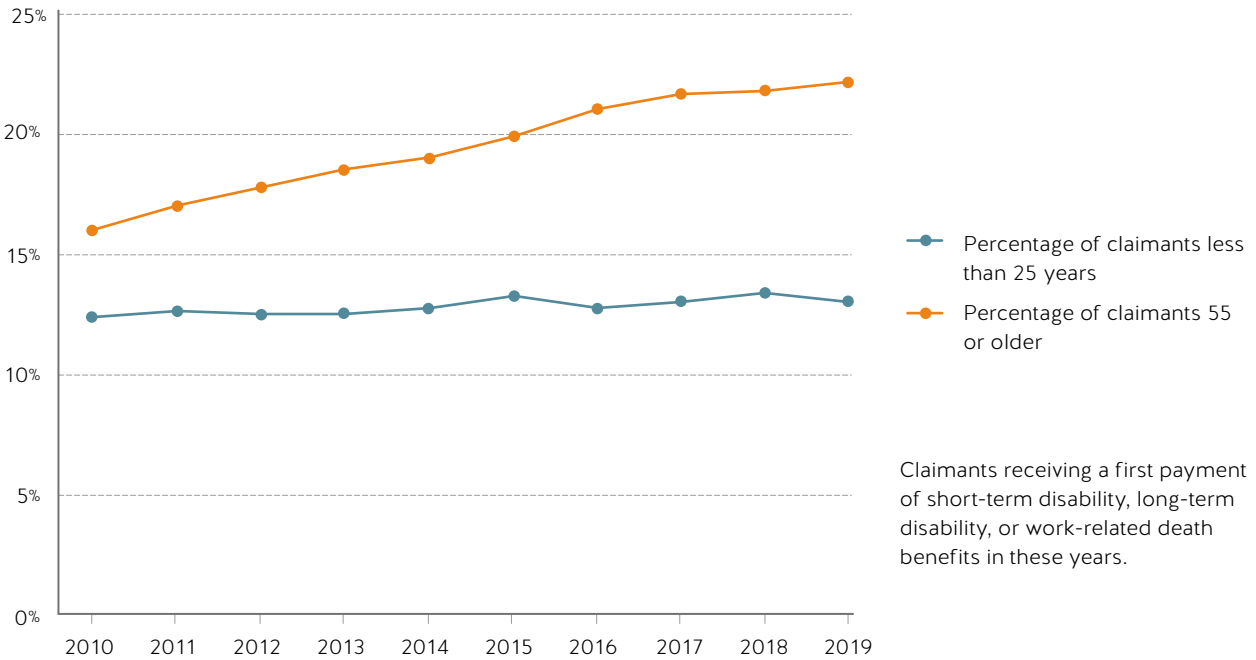
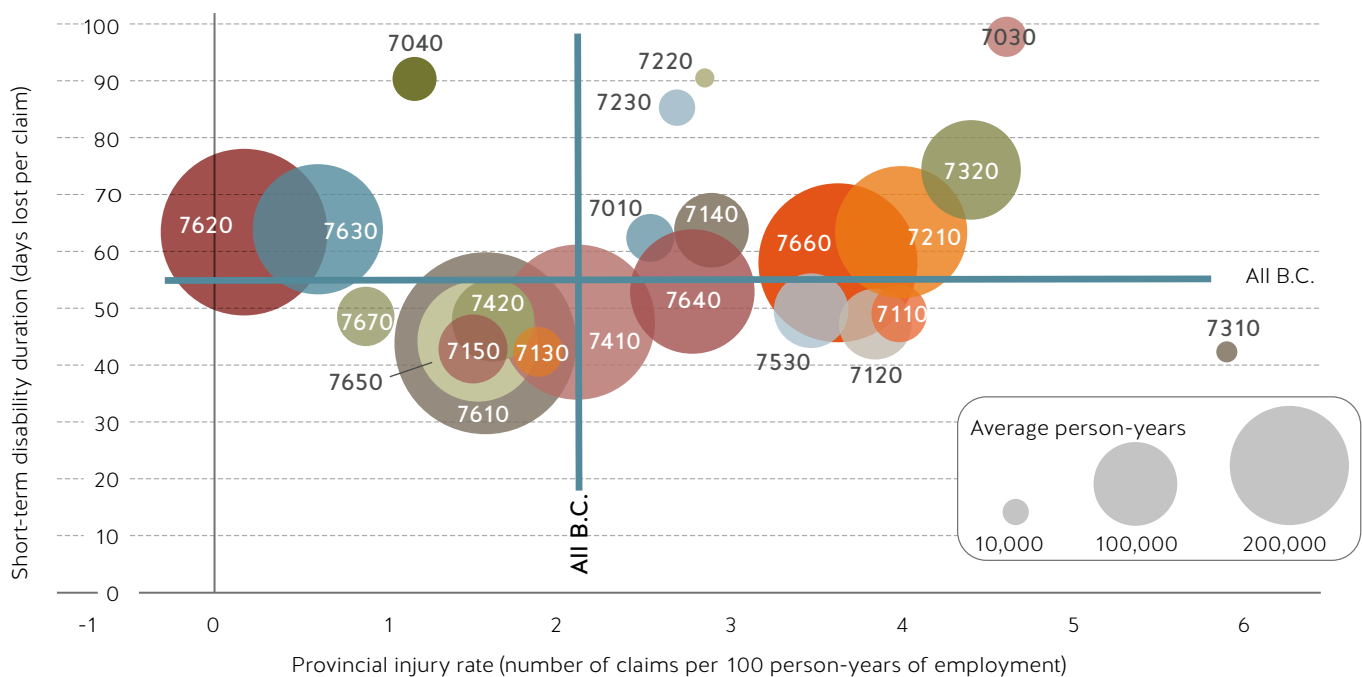


Table 2–11: Injury rate and relief-adjusted short-term disability duration<sup>10</sup> for rateable subsectors,<sup>9</sup> 2015–2019<sup>1</sup>

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)				
		2015	2016	2017	2018	2019	2015	2016	2017	2018	2019
7010	Agriculture	3	3	3	3	2	62	63	57	61	58
7020 <sup>7</sup>	Fishing						85	73	83	85	89
7030	Forestry	5	5	5	5	4	71	64	85	72	87
7040	Oil and Gas or Mineral Resources	1	1	1	1	1	72	72	78	69	70
7110	Food and Beverage Products	4	4	4	4	4	49	47	46	52	56
7120	Metal and Non-metallic Mineral Products	4	4	4	4	4	46	45	47	48	51
7130	Petroleum, Coal, Rubber, Plastic, and Chemical Products	2	2	2	2	2	45	45	43	39	47
7140	Wood and Paper Products	3	3	3	3	3	64	61	59	59	69
7150	Other Products	1	1	1	2	1	48	41	43	48	48
7210	General Construction	4	4	4	4	4	62	61	66	65	67
7220	Heavy Construction	3	3	3	3	2	66	84	88	53	93
7230	Road Construction or Maintenance	3	3	3	3	3	78	75	80	73	88
7310	Warehousing	6	7	6	6	4	43	42	42	50	50
7320	Transportation and Related Services	4	4	5	4	5	71	72	74	71	76
7410	Retail	2	2	2	2	2	46	45	47	50	53
7420	Wholesale	2	2	2	2	2	48	48	48	49	53
7530	Public Administration	4	4	3	4	4	40	41	48	56	60
7610	Accommodation, Food, and Leisure Services	2	2	2	2	1	43	45	46	46	51
7620 <sup>8</sup>	Business Services	0	0	0	0	0	53	52	63	67	69
7630 <sup>8</sup>	Professional, Scientific, and Technical Services	1	1	1	1	1	61	63	67	68	69

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)				
		2015	2016	2017	2018	2019	2015	2016	2017	2018	2019
7640	Other Services	3	3	3	3	3	52	52	52	54	59
7650	Education	1	2	2	2	2	38	39	43	43	47
7660	Health Care and Social Services	4	4	4	4	4	45	46	48	52	59
7670	Utilities	1	1	1	1	1	51	42	50	48	47
All subsectors		2.2	2.2	2.2	2.2	2.2	54	54	56	58	62

## Provincial injury rate, duration, and person-years by subsector,<sup>9,10,11</sup> 2015–2019



Please refer to the following page for related footnotes.

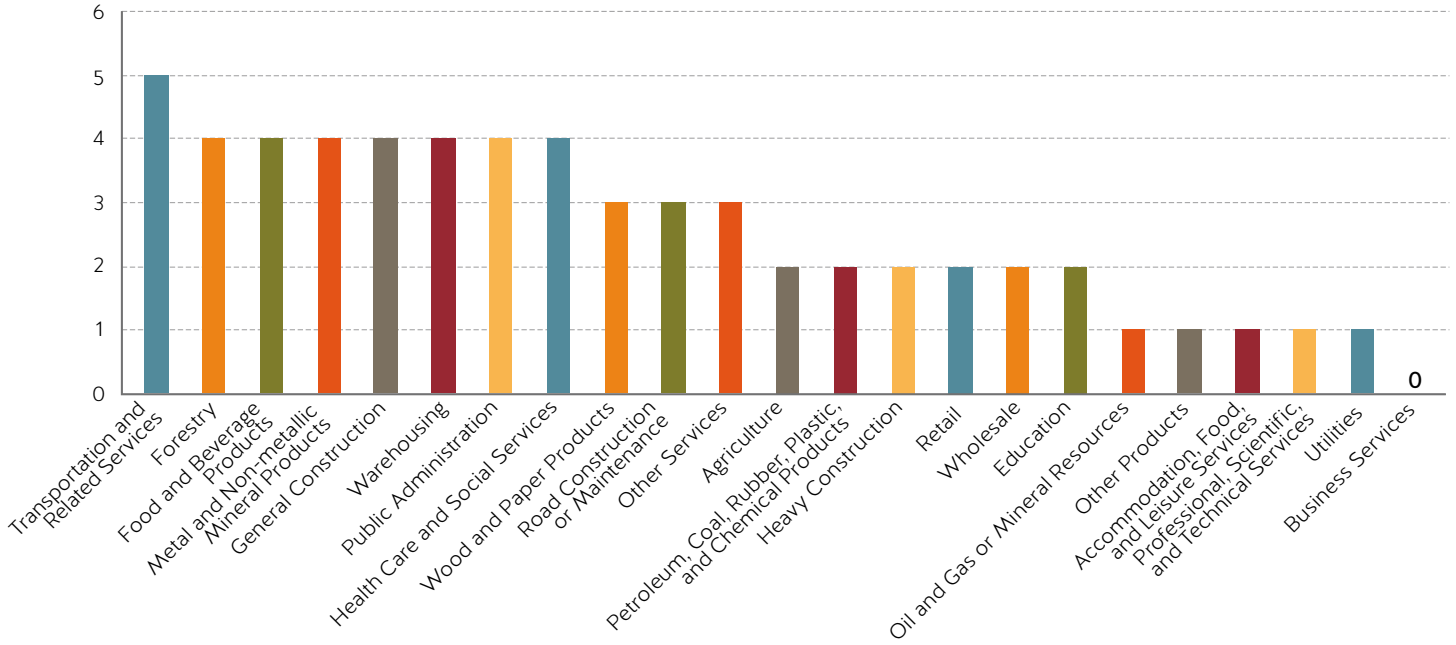
- 
- 1 Some figures in the 2015–2018 period have been revised.
  - 2 Some employers have been reclassified since their initial classification in a subsector. This table reflects changes completely for injury rates, and as of the reclassification date (not retroactively) for duration.
  - 3 The number of claims are those that received short-term disability, long-term disability, or work-related death 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 2019 person-years is preliminary; so too are the 2019 injury rates.
  - 5 Relief-adjusted, short-term disability duration is a measure of the total days lost per claim on disability claims, including days lost in years beyond the year of injury, and calculated according to a methodology established by the Association of Workers' Compensation Boards of Canada. 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 240(1)(d) of the *Workers Compensation Act*.

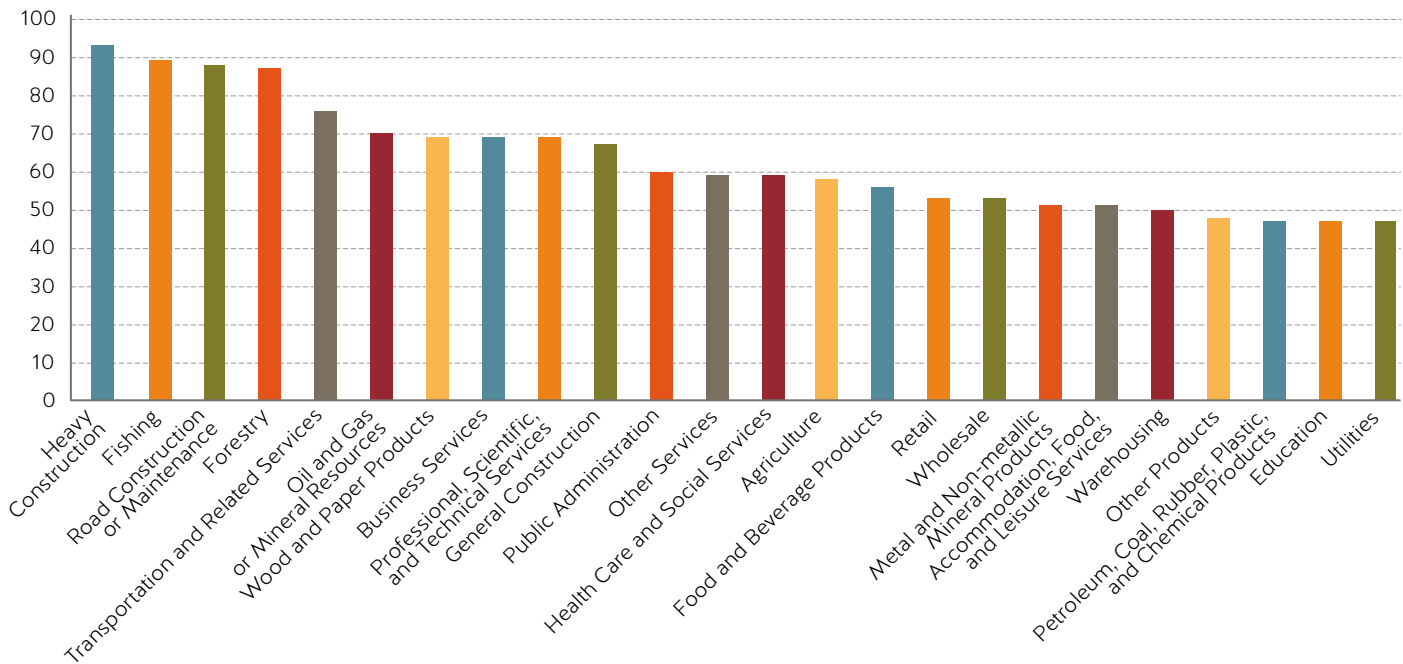
The all-subsector duration published in past years included days relieved under section 240(1)(d), which is applied when WorkSafeBC believes days are lost from work due to a pre-existing condition.

- 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.
- 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 90.
- 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 2015–2019.

## Injury rate by rateable subsector, 2019

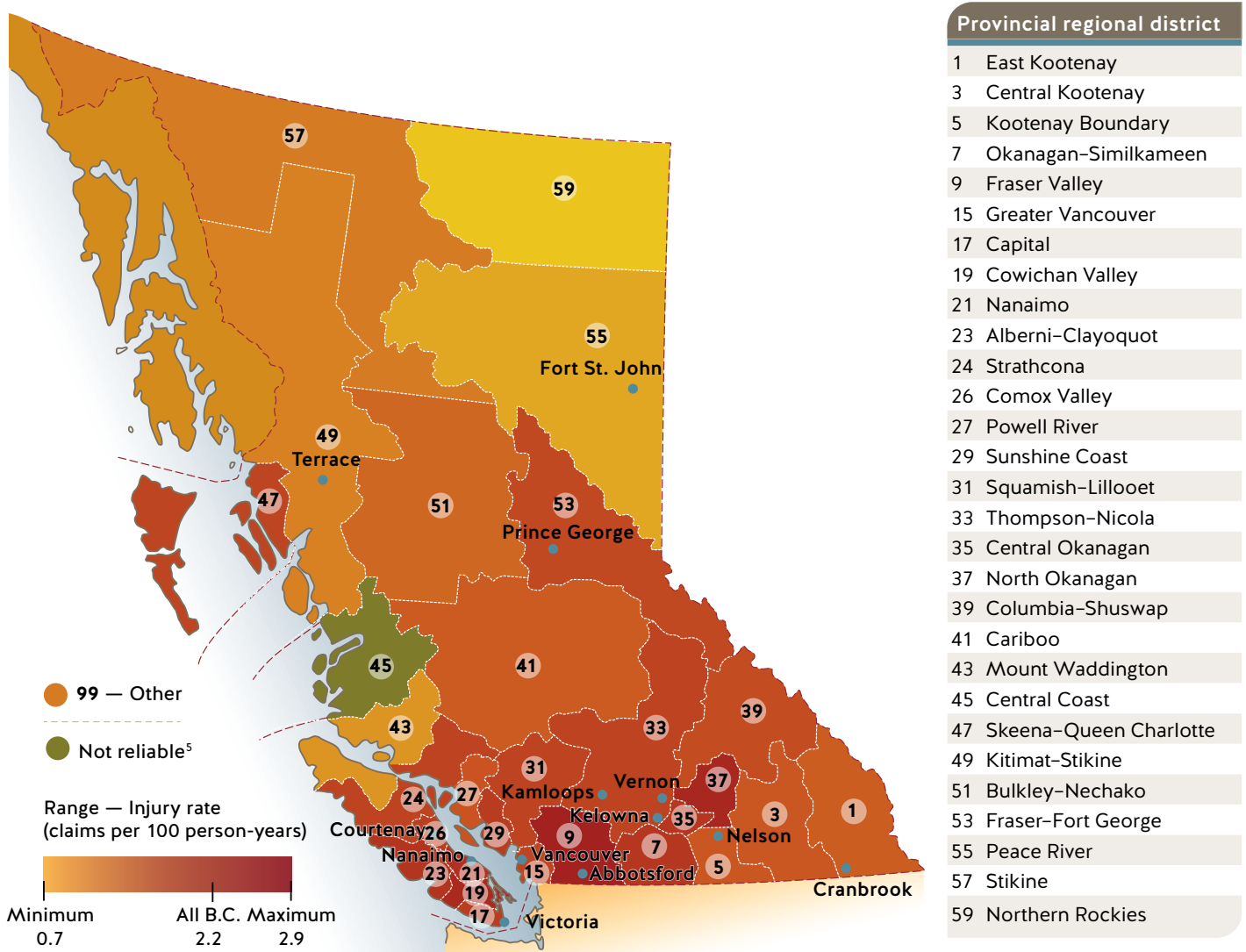


## Relief-adjusted duration<sup>1</sup> by rateable subsector, 2019



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

## Provincial injury rate estimate by regional district, 2018<sup>1-6</sup>



1 The provincial injury rate for All B.C. was 2.20 claims per 100 person years, in 2018.

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

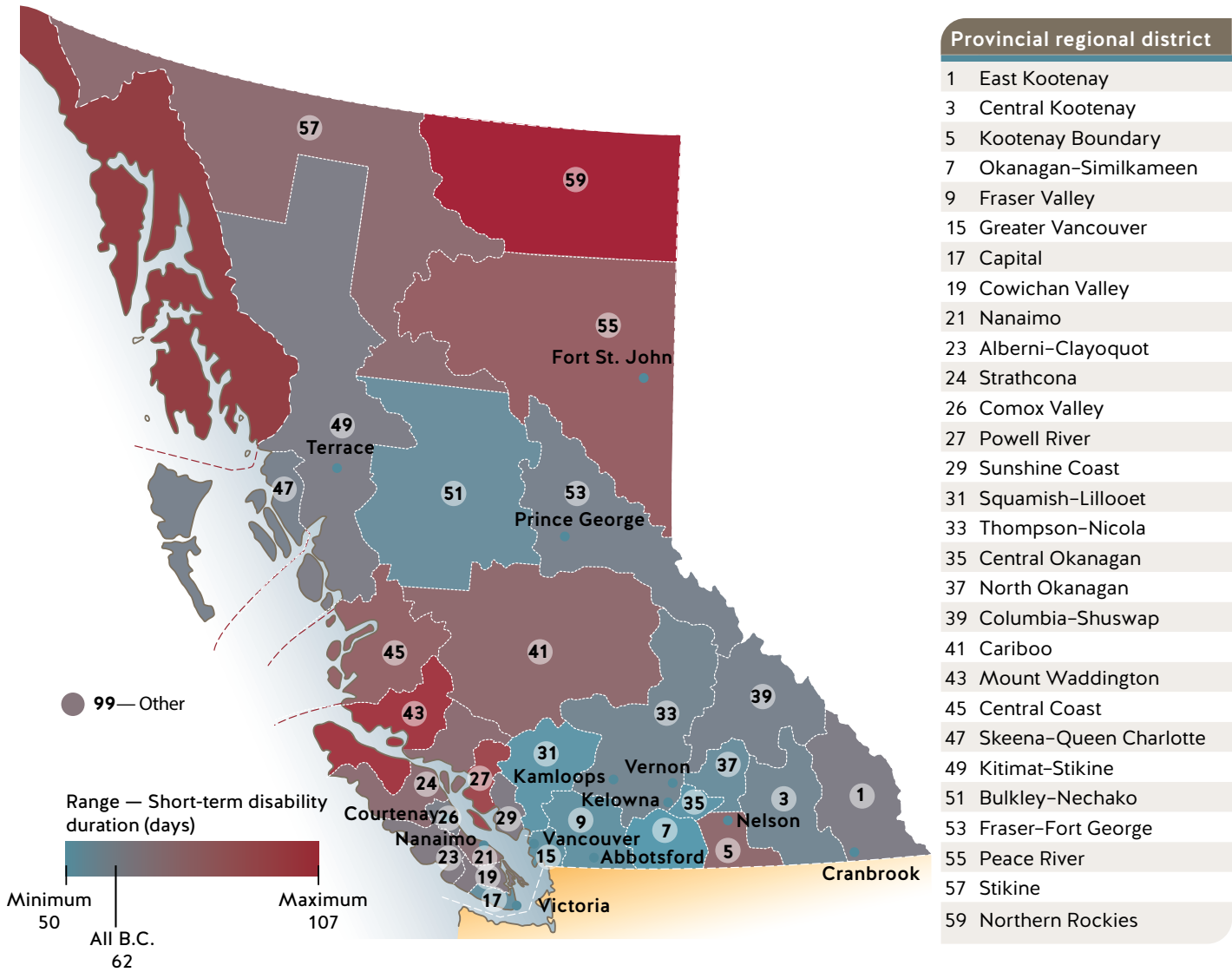
3 To calculate these estimates, the person years have been allocated based on an even distribution between employer operating-location CUs active in the period.

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

5 Regional district 45 (Central Coast) has a very low volume of claims and the above measure is not considered reliable.

6 The regional districts in this table are based on Statistics Canada's 2011 census divisions. Note that these census divisions differ from the regional districts currently used by the Province of British Columbia.

## Short-term disability duration by regional district, 2019<sup>1-5</sup>



1 In 2019, the short-term disability duration for All B.C. was 62 days.

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

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

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

5 The regional districts in this table are based on Statistics Canada's 2011 census divisions. Note that these census divisions differ from the regional districts currently used by the Province of British Columbia.



# Claim Costs

Chart 3-1: Claim costs by benefit type, 2015-2019<sup>1,2</sup>

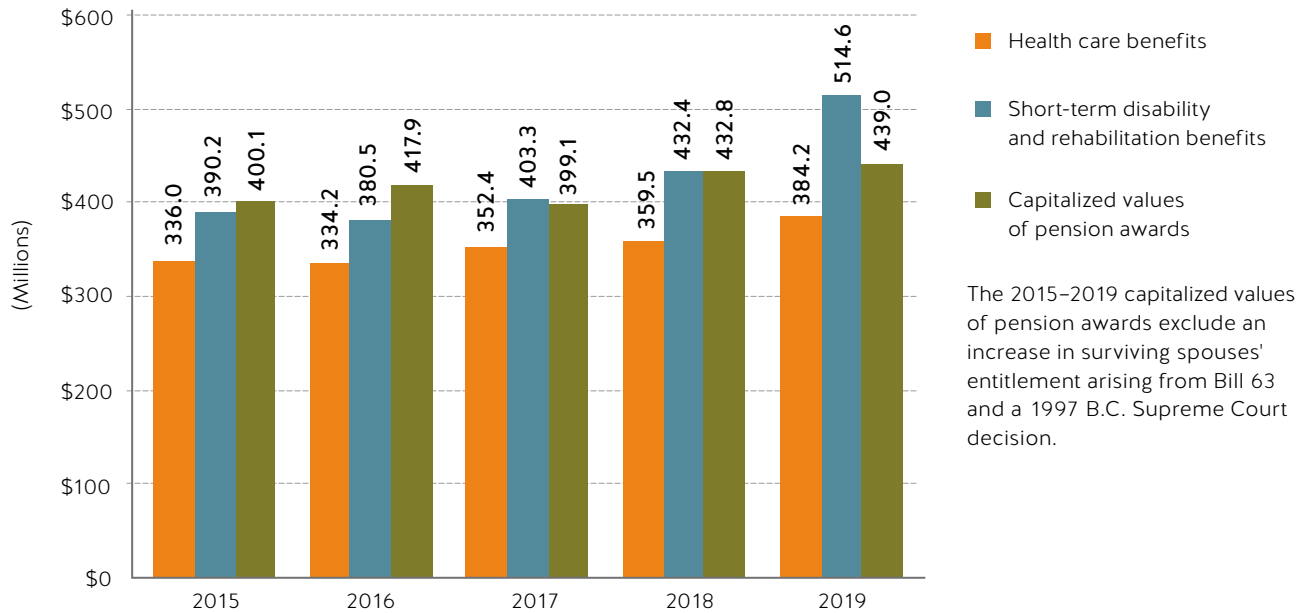
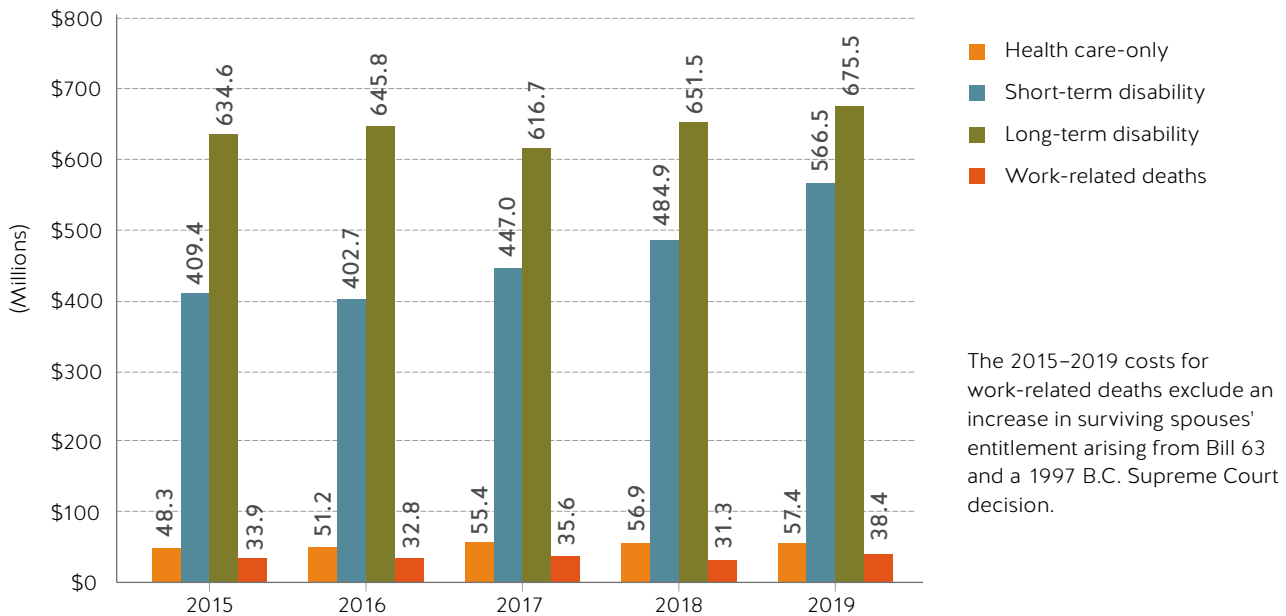


Chart 3-2: Claim costs by claim type, 2015-2019<sup>1,2</sup>



1 Claim costs for 2016 have been revised to correct a reporting error.

2 Due to rounding, figures may not add up to those shown in Table 3-4.

Table 3–3: Claim costs charged by subsector and type of claim,<sup>1</sup> 2019

Sector/ sub- sector <sup>2</sup>	Description <sup>3</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)	Work- related death benefits (includes health care and rehab costs) <sup>4</sup>	Overall total <sup>5</sup>
<b>Sector 70 — Primary Resources</b>						
7010	Agriculture	431,864	4,347,591	5,122,823	16,444	9,918,722
7020	Fishing	383,924	2,503,496	4,741,559	257,442	7,886,421
7030	Forestry	2,223,825	11,988,862	24,467,047	1,553,599	40,233,333
7040	Oil and Gas or Mineral Resources	1,569,957	5,666,850	9,875,235	1,504,462	18,616,505
	<b>Total</b>	<b>4,609,570</b>	<b>24,506,800</b>	<b>44,206,664</b>	<b>3,331,947</b>	<b>76,654,981</b>
<b>Sector 71 — Manufacturing</b>						
7110	Food and Beverage Products	953,217	9,947,174	8,123,017	129,409	19,152,817
7120	Metal and Non-metallic Mineral Products	3,090,896	18,296,500	23,237,534	2,529,970	47,154,902
7130	Petroleum, Coal, Rubber, Plastic, and Chemical Products	502,993	3,426,499	3,963,938	-26,158	7,867,273
7140	Wood and Paper Products	5,468,051	18,685,574	29,656,292	1,082,193	54,892,110
7150	Other Products	544,925	4,527,336	5,803,799	0	10,876,060
	<b>Total</b>	<b>10,560,083</b>	<b>54,883,084</b>	<b>70,784,581</b>	<b>3,715,414</b>	<b>139,943,161</b>
<b>Sector 72 — Construction</b>						
7210	General Construction	8,848,023	71,586,166	100,534,375	7,372,416	188,340,979
7220	Heavy Construction	236,926	1,429,456	2,725,168	905,562	5,297,113
7230	Road Construction or Maintenance	1,007,626	5,474,400	7,908,189	6,686	14,396,901
	<b>Total</b>	<b>10,092,575</b>	<b>78,490,022</b>	<b>111,167,732</b>	<b>8,284,664</b>	<b>208,034,993</b>
<b>Sector 73 — Transportation and Warehousing</b>						
7310	Warehousing	107,804	1,213,229	1,188,578	0	2,509,610
7320	Transportation and Related Services	4,196,166	50,445,597	44,256,694	9,961,204	108,859,661
	<b>Total</b>	<b>4,303,970</b>	<b>51,658,825</b>	<b>45,445,272</b>	<b>9,961,204</b>	<b>111,369,271</b>

Sector/ sub- sector <sup>2</sup>	Description <sup>3</sup>	Costs for health care-only claims	Costs for short-term disability claims (incl. health care and rehab costs) <sup>3</sup>	Costs for long-term disability claims (incl. health care and rehab costs)	Work- related death benefits (includes health care and rehab costs) <sup>4</sup>	Overall total <sup>5</sup>
<b>Sector 74 — Trade</b>						
7410	Retail	2,837,831	27,680,195	16,118,645	166,001	46,802,672
7420	Wholesale	561,690	8,365,693	7,076,612	35,947	16,039,942
	<b>Total</b>	<b>3,399,521</b>	<b>36,045,888</b>	<b>23,195,257</b>	<b>201,949</b>	<b>62,842,615</b>
<b>Sector 75 — Public sector</b>						
7530	Public Administration	2,623,499	22,707,307	17,015,177	5,744,025	48,090,009
<b>Sector 76 — Service sector</b>						
7610	Accommodation, Food, and Leisure Services	3,587,477	28,270,976	19,821,781	956,865	52,637,099
7620	Business Services	462,948	4,597,199	2,771,127	575,233	8,406,507
7630	Professional, Scientific, and Technical Services	950,342	10,592,411	10,587,389	1,706,275	23,836,417
7640	Other Services	4,713,014	35,576,098	28,273,790	245,200	68,808,102
7650	Education	1,880,976	17,360,729	9,137,448	417,388	28,796,541
7660	Health Care and Social Services	3,508,188	82,998,418	36,822,260	957,048	124,285,914
7670	Utilities	812,160	2,362,383	3,648,114	816,785	7,639,442
	<b>Total</b>	<b>15,915,104</b>	<b>181,758,214</b>	<b>111,061,909</b>	<b>5,674,794</b>	<b>314,410,020</b>
<b>Sectors 81-84 — Deposit accounts (self-insured employers)</b>						
8108	Canadian Pacific Ltd. and Associated Companies	156,304	872,294	2,019,502	347,887	3,395,986
8110	Federal Government <sup>6</sup>	683,937	5,744,648	12,869,970	420,133	19,718,688
8209	The Burlington Northern and Santa Fe Railway Company	4,755	11,438	330,955	0	347,148
8310	Air Canada, Canadian National Railway Company, Via Rail Canada Inc.	147,693	2,296,891	1,757,184	0	4,201,767
8411	Government of the Province of British Columbia	567,890	9,516,890	8,979,099	388,163	19,452,043
	<b>Total</b>	<b>1,560,578</b>	<b>18,442,160</b>	<b>25,956,710</b>	<b>1,156,183</b>	<b>47,115,632</b>

Sector/ sub- sector <sup>2</sup>	Description <sup>3</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)	Work- related death benefits (includes health care and rehab costs) <sup>4</sup>	Overall total <sup>5</sup>
Section 240 <sup>7</sup>						
240(1)(c)	Disaster Reserve	4,406	0	75,874	0	80,280
240(1)(d)	Enhancement Reserve	188,527	88,965,063	186,761,074	0	275,914,664
	<b>Total</b>	<b>192,933</b>	<b>88,965,063</b>	<b>186,836,948</b>	<b>0</b>	<b>275,994,944</b>
	Reinstatement of surviving spouses' benefits <sup>8</sup>	0	0	0	0	0
	Other costs <sup>9</sup>	4,101,748	9,089,594	39,804,441	365,886	53,361,668
	<b>Grand total<sup>10</sup></b>	<b>57,359,582</b>	<b>566,546,957</b>	<b>675,474,690</b>	<b>38,436,066</b>	<b>1,337,817,295</b>

1 Claims from all years.

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

3 For a complete listing of WorkSafeBC's classification structure, see Classes of Industry section, page 90.

4 Work-related death benefits were called costs for fatal claims in earlier versions of this table.

5 These claim costs are calculated on a different basis than the benefit liabilities shown in Note 10 of WorkSafeBC's 2019 Annual Report and 2020–2022 Service Plan.

6 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.

7 The *Workers Compensation Act* was revised in 2019. The revision resulted in the renumbering of sections in the Act, which came into effect on April 6, 2020. The changes are reflected in this table.

8 These additional work-related death benefits were awarded through a 1997 B.C. Supreme Court decision pertaining to the reinstatement of surviving spouses' benefits.

9 'Other costs' includes claim costs not coded to a subsector, as well as proportional allocations across all claim types of payment adjustments, investigation costs, and other administrative costs.

10 Due to rounding, totals may not balance.

Table 3-4: Claim costs charged by type of claim,<sup>1</sup> 2010-2019

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)	Work-related death benefits (includes health care and rehab costs) <sup>2</sup>	Overall total <sup>3</sup>
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>4,6</sup>	51,161,892	402,732,930	645,833,694	32,796,019	1,132,524,535
2017 <sup>4</sup>	55,366,907	447,039,069	616,664,347	35,630,953	1,154,701,276
2018 <sup>4</sup>	56,944,014	484,852,358	651,533,533	31,303,221	1,224,633,126
2019 <sup>4</sup>	57,359,582	566,546,957	675,474,690	38,436,066	1,337,817,295
2010-2019 <sup>7</sup>	487,668,636	4,495,126,364	6,188,678,817	348,071,685	11,519,545,502

1 Claims from all years.

2 Work-related death 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 2019 Annual Report and 2020-2022 Service Plan.

4 Work-related death benefits from 2010-2019 include additional reserves required by Bill 63 and a 1997 B.C. Supreme Court decision, which increased the benefit entitlement for dependents of deceased workers.

By year, the additional benefit amounts totalled:

2010	(\$2)	2015	\$0
2011	(\$16,743)	2016	\$0
2012	\$47,490	2017	\$0
2013	(\$62)	2018	\$0
2014	(\$10)	2019	\$0

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

2010	\$889,241,636	2015	\$1,126,173,215
2011	\$1,003,925,572	2016	\$1,132,524,535
2012	\$1,252,816,466	2017	\$1,154,701,276
2013	\$1,214,930,852	2018	\$1,224,633,126
2014	\$1,182,750,857	2019	\$1,337,817,295

5 For 2010 and 2011, figures have been impacted by a drop in the number of reported injuries and business process changes.

6 Claim costs for 2016 have been revised to correct a reporting error.

7 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, 2019

Sector/ sub- sector <sup>2</sup>	Description <sup>3</sup>	Days lost <sup>4</sup> on claims for all years	Number of claims by incident type <sup>1</sup>										
			No. of claims	Struck against	Struck by	Fall from eleva- tion	Fall on same level	Caught in	Rubbed or abraded	Over- exertion, bodily motion <sup>5</sup>	Harmful sub- stances	Trans- por- tion	Miscel- laneous
Sector 70 — Primary Resources													
7010	Agriculture	30,443	609	25	85	75	90	35	5	195	15	35	50
7020	Fishing	13,835	168	5	35	10	5	5	5	55	10	35	5
7030	Forestry	59,248	729	25	115	90	90	25	15	220	45	95	5
7040	Oil and Gas or Mineral Resources	15,371	289	10	25	35	20	20	5	110	25	30	10
	<b>Total</b>	<b>118,897</b>	<b>1,795</b>	<b>65</b>	<b>260</b>	<b>210</b>	<b>205</b>	<b>85</b>	<b>30</b>	<b>580</b>	<b>95</b>	<b>195</b>	<b>70</b>
Sector 71 — Manufacturing													
7110	Food and Beverage Products	60,925	1,467	105	205	80	230	120	5	580	70	55	15
7120	Metal and Non-metallic Mineral Products	79,268	2,057	140	425	110	145	190	105	775	110	35	20
7130	Petroleum, Coal, Rubber, Plastic, and Chemical Products	17,872	502	35	85	30	55	35	0	215	25	10	10
7140	Wood and Paper Products	84,437	1,668	135	300	120	135	130	35	645	90	45	25
7150	Other Products	24,715	691	50	155	65	70	35	15	265	20	10	5
	<b>Total</b>	<b>267,217</b>	<b>6,385</b>	<b>465</b>	<b>1,170</b>	<b>405</b>	<b>635</b>	<b>510</b>	<b>160</b>	<b>2,480</b>	<b>315</b>	<b>155</b>	<b>75</b>

Short-term disability, long-term disability, and work-related death claims first paid in 2019													
Sector/ sub- sector <sup>2</sup>	Description <sup>3</sup>	Days lost <sup>4</sup> on claims for all years	No. of claims	Struck against by	Struck by	Fall from eleva- tion	Fall on same level	Caught in	Rubbed or abraded	Over- exertion, bodily motion <sup>5</sup>	Harmful sub- stances	Trans- por- tation	Miscel- laneous
<b>Sector 72 — Construction</b>													
7210	General Construction	375,331	7,435	500	1,455	1,150	660	260	210	2,715	215	190	80
7220	Heavy Construction	7,459	94	5	15	20	5	10	0	30	5	5	0
	Road Construction or Maintenance	27,091	428	5	45	50	65	10	5	155	15	60	15
	<b>Total</b>	<b>409,881</b>	<b>7,957</b>	<b>510</b>	<b>1,515</b>	<b>1,220</b>	<b>730</b>	<b>280</b>	<b>215</b>	<b>2,900</b>	<b>235</b>	<b>255</b>	<b>95</b>
<b>Sector 73 — Transportation and Warehousing</b>													
7310	Ware- housing	7,811	212	20	40	20	25	15	0	75	5	10	5
7320	Transpor- tation and Related Services	270,943	4,840	225	420	565	530	190	40	1,775	95	800	200
	<b>Total</b>	<b>278,754</b>	<b>5,052</b>	<b>245</b>	<b>460</b>	<b>585</b>	<b>555</b>	<b>205</b>	<b>40</b>	<b>1,850</b>	<b>100</b>	<b>810</b>	<b>205</b>
<b>Sector 74 — Trade</b>													
7410	Retail	213,706	5,540	435	935	350	705	150	25	2,530	100	140	170
7420	Wholesale	48,041	1,222	80	175	115	120	50	10	545	15	90	20
	<b>Total</b>	<b>261,747</b>	<b>6,762</b>	<b>515</b>	<b>1,110</b>	<b>465</b>	<b>825</b>	<b>200</b>	<b>35</b>	<b>3,075</b>	<b>115</b>	<b>230</b>	<b>190</b>
<b>Sector 75 — Public sector</b>													
7530	Public Adminis- tration	99,088	2,241	110	210	160	280	45	20	955	85	115	260

Short-term disability, long-term disability, and work-related death claims first paid in 2019

Sector/ sub- sector <sup>2</sup>	Description <sup>3</sup>	Days lost <sup>4</sup> on claims for all years	Number of claims by incident type <sup>1</sup>										
			No. of claims	Struck against by	Struck by	Fall from elevation	Fall on same level	Caught in	Rubbed or abraded	Over- exertion, bodily motion <sup>5</sup>	Harmful sub- stances	Trans- por- tation	Miscel- laneous
Sector 76 — Service sector													
7610	Accommo- dation, Food, and Leisure Services	206,917	5,616	460	1,160	405	910	125	15	1,705	545	110	180
7620	Business Services	25,597	508	40	40	45	125	10	5	150	15	40	40
7630	Professional, Scientific, and Technical Services	58,588	1,157	65	150	125	150	30	10	420	35	70	105
7640	Other Services	205,887	4,710	335	710	415	530	170	85	1,900	165	185	215
7650	Education	90,066	2,674	140	380	170	580	40	10	860	60	45	390
7660	Health Care and Social Services	511,765	10,346	350	685	250	1,135	135	10	5,285	510	210	1,775
7670	Utilities	10,005	268	10	15	35	40	0	0	130	15	10	15
	<b>Total</b>	<b>1,108,825</b>	<b>25,279</b>	<b>1,400</b>	<b>3,140</b>	<b>1,445</b>	<b>3,470</b>	<b>510</b>	<b>135</b>	<b>10,450</b>	<b>1,345</b>	<b>670</b>	<b>2,720</b>
Sectors 81–84 — Deposit accounts (self-insured employers)													
8108	Canadian Pacific Ltd. and Associated Companies	3,894	61	5	5	10	5	0	0	25	10	5	0
8110	Federal Government	18,171	923	40	50	75	145	20	5	365	25	45	155
8209	The Burlington Northern and Santa Fe Railway Company	49	1	0	0	0	0	0	0	0	0	0	0



Short-term disability, long-term disability, and work-related death claims first paid in 2019													
Sector/ sub-sector <sup>2</sup>	Description <sup>3</sup>	Days lost <sup>4</sup> on claims for all years	Number of claims by incident type <sup>1</sup>										
			No. of claims	Struck against by	Struck by	Fall from elevation	Fall on same level	Caught in	Rubbed or abraded	Over- exertion, bodily motion <sup>5</sup>	Harmful sub- stances	Trans- por- tation	Miscel- laneous
8310	Air Canada, Canadian National Railway Company, Via Rail Canada Inc.	13,982	315	20	30	20	30	10	0	150	15	35	5
8411	Government of the Province of British Columbia	51,270	841	30	60	40	100	10	10	345	20	55	175
<b>Total</b>		<b>87,366</b>	<b>2,141</b>	<b>95</b>	<b>145</b>	<b>145</b>	<b>280</b>	<b>40</b>	<b>15</b>	<b>885</b>	<b>70</b>	<b>140</b>	<b>335</b>
<b>Section 240<sup>6</sup></b>													
240(1)(c)	Disaster Reserve	0	0	0	0	0	0	0	0	0	0	0	0
240(1)(d)	Enhancement Reserve	606,974	4	0	0	0	0	0	0	5	0	0	0
<b>Total</b>		<b>606,974</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>
Other <sup>7</sup>		705	0	0	0	0	0	0	0	0	0	0	0
<b>Grand total<sup>8</sup></b>		<b>3,239,454</b>	<b>57,616</b>	<b>3,405</b>	<b>8,010</b>	<b>4,635</b>	<b>6,980</b>	<b>1,875</b>	<b>650</b>	<b>23,180</b>	<b>2,360</b>	<b>2,570</b>	<b>3,950</b>

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

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

3 For a complete listing of WorkSafeBC's classification structure, see Classes of Industry section, page 90.

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

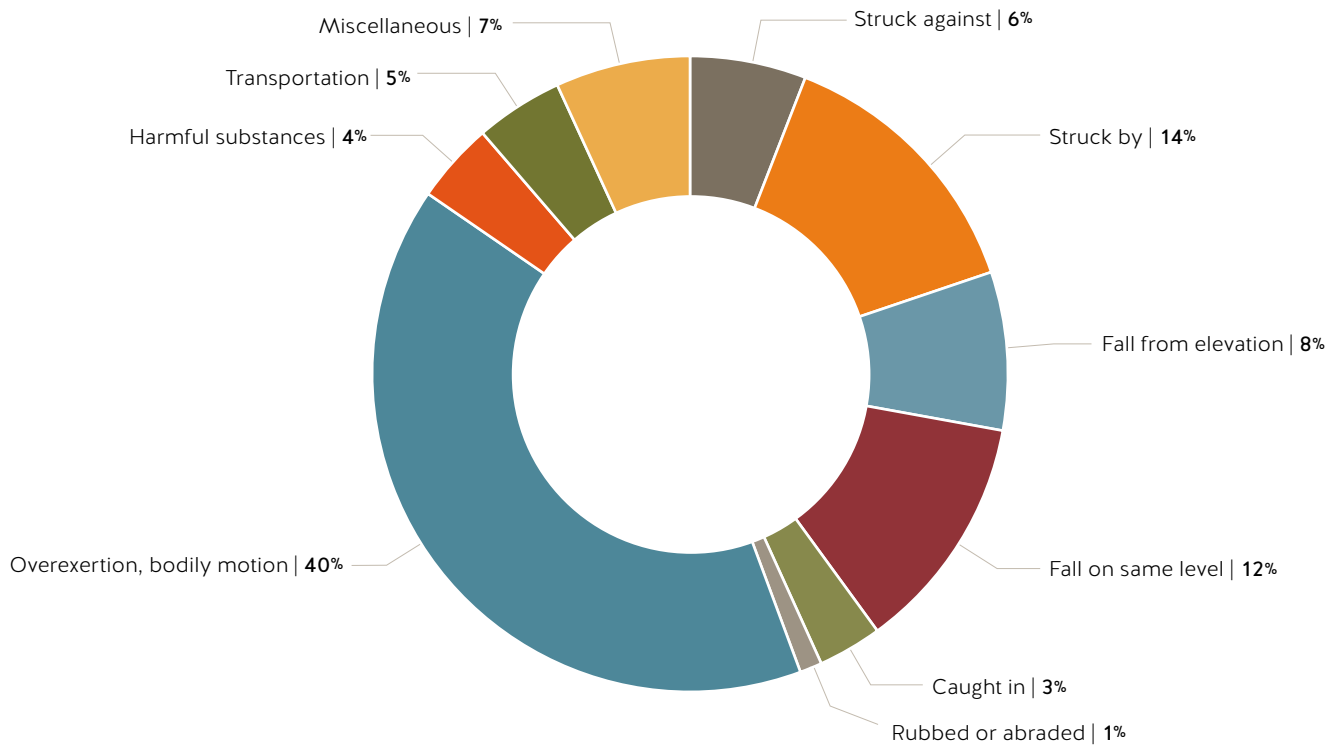
5 Overexertion and bodily motion incidents usually result in strains, tenosynovitis, and related conditions.

6 The Workers Compensation Act was revised in 2019. The revision resulted in the renumbering of sections in the Act, which came into effect on April 6, 2020. The changes are reflected in this table.

7 Includes claims uncoded to subsectors as of December 31, 2019.

8 Due to rounding, totals may not balance.

## Short- and long-term disability, and work-related death claims first paid by incident type, 2019<sup>1</sup>

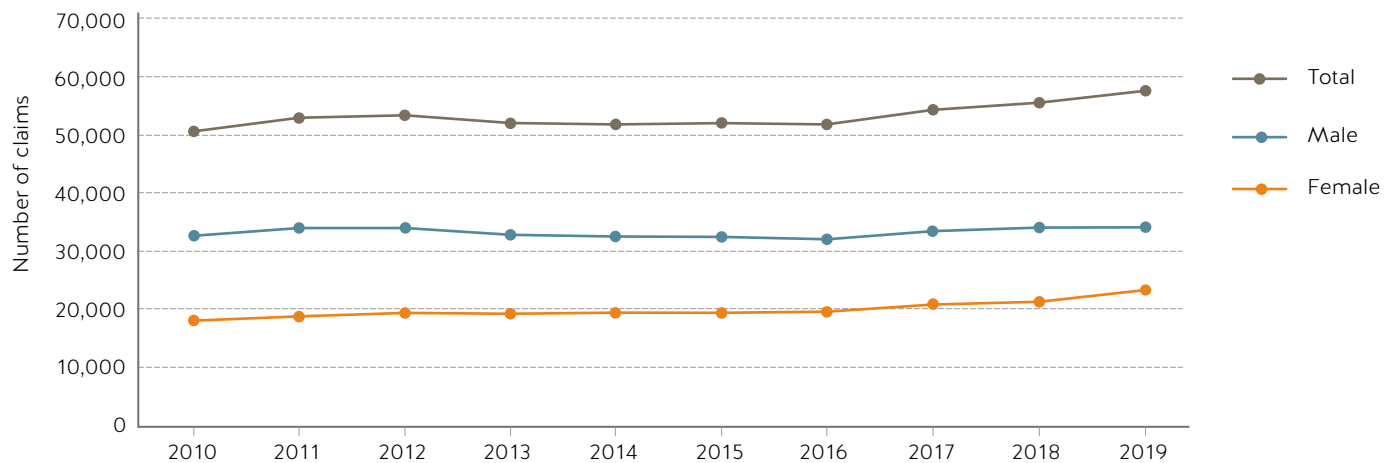


<sup>1</sup> Due to rounding, figures may not total 100 percent.

Table 4-2: Days lost, average weekly wage and age, and gender for claims first paid, 2010-2019<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 first paid in the year, by gender		
				Male <sup>5</sup>	Female <sup>5</sup>	Total
2010	2,816,989	824	41	32,715	18,118	50,833
2011	2,870,352	837	41	34,037	18,850	52,887
2012	2,889,324	853	41	33,810	19,377	53,187
2013	2,761,604	862	42	32,811	19,166	51,977
2014	2,630,638	866	42	32,489	19,397	51,886
2015	2,588,444	878	42	32,547	19,554	52,101
2016	2,583,652	890	42	32,161	19,625	51,786
2017	2,750,227	913	42	33,540	20,846	54,386
2018	2,900,730	940	42	34,259	21,409	55,668
2019	3,239,454	971	42	34,248	23,368	57,616

Short- and long-term disability, and work-related death claims first paid by gender, 2010-2019



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

2 For 2010 and 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.

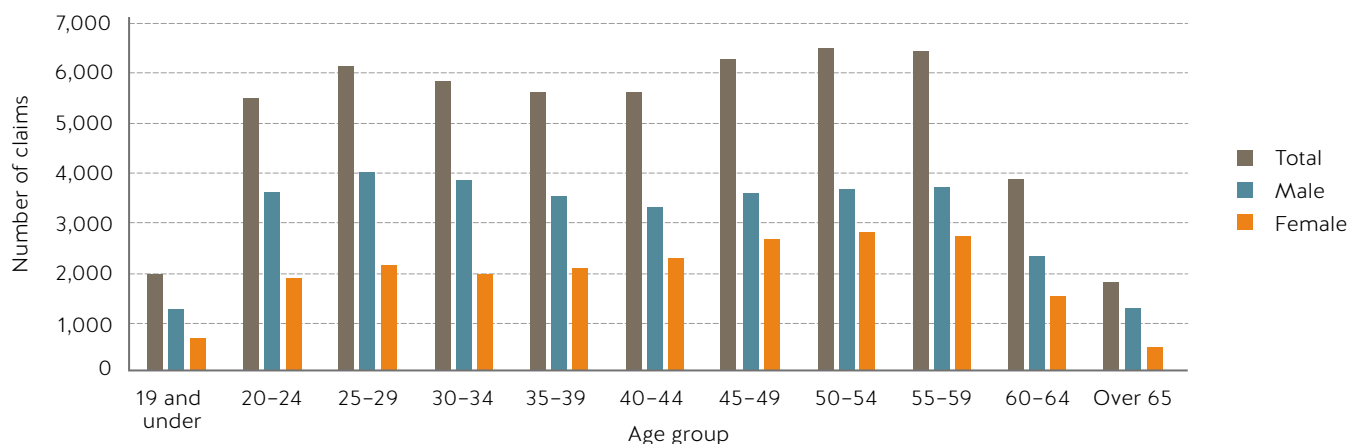
4 These statistics are based on short-term disability, long-term disability and work-related death claims first paid in the year. Health care-only claims are not included.

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

Table 4-3: Claims first paid by sector,<sup>1</sup> gender, and age group, 2019

Age group	Number of short-term disability, long-term disability, and work-related death claims first paid										Gender	
	Sector									Total no. of claims	Male	Female
	70	71	72	73	74	75	76	Deposit	Other <sup>2</sup>			
19 and under	59	168	309	83	479	44	782	8	-1	1,931	1,238	693
20-24	163	626	1,032	332	871	148	2,318	122	-3	5,609	3,541	2,068
25-29	217	688	1,118	468	744	201	2,675	212	2	6,325	4,017	2,308
30-34	191	690	1,093	469	595	239	2,544	208	0	6,029	3,869	2,160
35-39	176	668	953	530	587	280	2,592	242	4	6,032	3,720	2,312
40-44	171	602	717	546	596	275	2,651	286	0	5,844	3,309	2,535
45-49	184	655	697	591	632	301	2,921	294	1	6,276	3,485	2,791
50-54	196	793	674	649	733	322	3,026	333	-3	6,723	3,669	3,054
55-59	188	767	679	676	765	250	3,052	259	3	6,639	3,613	3,026
60-64	155	507	425	475	500	129	1,883	141	0	4,215	2,459	1,756
Over 65	95	208	267	234	267	51	834	36	1	1,993	1,328	665
<b>Total</b>	<b>1,795</b>	<b>6,372</b>	<b>7,964</b>	<b>5,053</b>	<b>6,769</b>	<b>2,240</b>	<b>25,278</b>	<b>2,141</b>	<b>4</b>	<b>57,616</b>	<b>34,248</b>	<b>23,368</b>
Percentage											59%	41%
Avg. age	42	42	39	44	40	43	42	44	n/a	42	41	43

Short- and long-term disability, and work-related death claims first paid by gender and age group, 2019



1 For a complete listing of WorkSafeBC's classification structure, see Classes of Industry section, page 90.

2 Includes claims not coded to a sector and those charged to section 240 of the *Workers Compensation Act*.

Table 4-4: Claims first paid by injury type,<sup>1</sup> 2015-2019

Injury type <sup>4</sup>	Number of short-term disability, long-term disability, and work-related death claims first paid					2015- 2019	Days lost, <sup>2</sup> 2015-2019	Short-term disability, long-term disability, and work-related death benefits <sup>3</sup> (excludes rehab and health care costs), 2015-2019
	2015	2016	2017	2018	2019			
Abrasion	938	960	927	1,027	995	4,847	37,113	\$6,996,000
Amputation	167	166	199	182	179	893	116,853	\$59,553,000
Burn	892	839	858	864	825	4,278	69,288	\$20,675,000
Concussion	2,114	2,226	2,701	2,698	2,891	12,630	832,834	\$220,898,000
Contusion	4,512	4,679	4,854	5,032	4,930	24,007	544,812	\$125,941,000
Cut	5,480	5,227	5,449	5,413	5,275	26,844	541,482	\$138,094,000
Dislocation	343	310	332	341	348	1,674	157,098	\$45,871,000
Electric shock, electrocution	59	57	53	42	54	265	16,432	\$11,514,000
Fracture	3,675	3,672	3,915	3,848	3,808	18,918	2,109,345	\$674,367,000
Hernia	407	417	369	375	407	1,975	127,678	\$20,432,000
Strain, back	11,431	10,945	11,002	11,176	11,064	55,618	2,226,468	\$496,247,000
Strain, other	17,851	18,054	18,996	19,585	20,794	95,280	5,552,569	\$1,248,099,000
Traumatic tenosynovitis, bursitis, and related conditions <sup>1</sup>	960	808	830	919	877	4,394	301,949	\$66,188,000
Multiple injuries	26	31	36	27	26	146	5,043	\$49,539,000
Other injuries	244	216	237	310	346	1,353	65,023	\$30,625,000
Occupational disease <sup>1</sup>	2,965	3,180	3,586	3,804	4,791	18,326	1,355,739	\$446,315,000
Uncoded	37	-1	42	25	6	109	2,781	\$13,711,000
<b>Total<sup>4</sup></b>	<b>52,101</b>	<b>51,786</b>	<b>54,386</b>	<b>55,668</b>	<b>57,616</b>	<b>271,557</b>	<b>14,062,507</b>	<b>\$3,675,064,000</b>

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

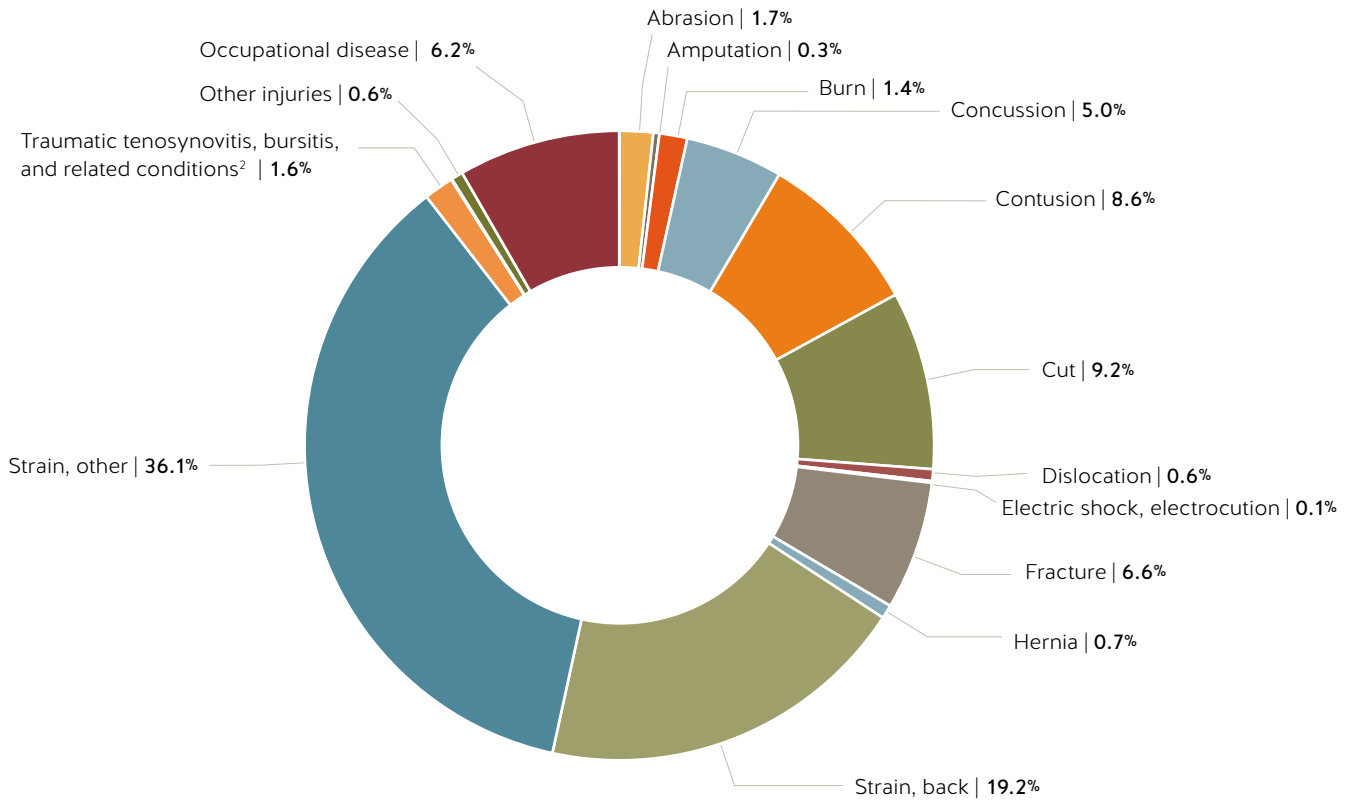
2 Days lost are shown as paid in the period for current- and prior-year claims.

3 Includes short-term disability, long-term disability, and work-related death benefits charged in the period for current- and prior-year claims. Also includes an increase

in surviving spouses' pension entitlement arising from Bill 63 and a 1997 B.C. Supreme Court decision, as well as payment adjustments, investigation costs, and other administrative costs.

4 Injury type information may change in future versions of this table due to ongoing review and development of claim information.

## Short- and long-term disability, and work-related death claims first paid by injury type,<sup>1</sup> 2019



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

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

# Mental disorder injuries

In July, 2012 the *Workers Compensation Act* (the Act) was amended to include mental disorder injuries caused by significant work-related stressors, including bullying, harassment, and mental disorders that are a reaction to one or more work-related traumatic event.

During 2018, the Act was further amended to include a presumption for eligible occupations. For workers in eligible occupations, who have been exposed to work-related traumatic events and are diagnosed with a mental disorder as a result of the trauma, the disorder is presumed to have been caused by their employment.

As defined by the Act in 2018, eligible occupations are:

- correctional officer
- firefighter
- emergency medical assistant (e.g. paramedic)
- police officer
- sheriff

In April 2019, the mental disorder presumption was amended to include emergency response dispatchers, health care assistants (care aides), and nurses. In May 2019, the definition of firefighter was amended in the Act and the mental disorder presumption now covers wildland firefighters, fire investigators, and firefighters working for First Nations or other Indigenous organizations

## Mental disorder claims reported, by eligibility

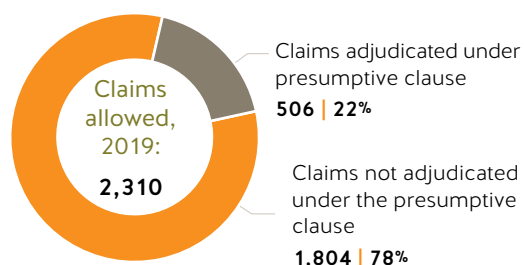
Year <sup>1</sup>	Allowed	Disallowed <sup>2</sup>	No adjudication required <sup>3</sup>	Pending	Rejected <sup>3</sup>	Suspended <sup>4</sup>	Total reported
2016	1,253	1,061	250	2	18	1,041	3,625
2017	1,351	1,093	280	4	15	1,191	3,934
2018	1,516	937	282	381	20	1,268	4,404
2019	2,310	1,346	108	286	31	1,359	5,440
2016–2019	6,430	4,437	920	673	84	4,859	17,403

## Mental disorder claims reported, by subsector

Sector/ subsector	Description <sup>5</sup>	2016	2017	2018	2019	2016– 2019
<b>Sector 70 — Primary Resources</b>						
7010	Agriculture	16	18	14	22	70
7020	Fishing	6	7	11	6	30
7030	Forestry	46	36	27	28	137
7040	Oil and Gas or Mineral Resources	27	12	26	34	99
	<b>Total</b>	<b>95</b>	<b>73</b>	<b>78</b>	<b>90</b>	<b>336</b>
<b>Sector 71 — Manufacturing</b>						
7110	Food and Beverage Products	50	30	46	44	170
7120	Metal and Non-metallic Mineral Products	53	83	61	90	287
7130	Petroleum, Coal, Rubber, Plastic, and Chemical Products	10	23	13	25	71
7140	Wood and Paper Products	84	111	65	96	356
7150	Other Products	20	14	11	37	82
	<b>Total</b>	<b>217</b>	<b>261</b>	<b>196</b>	<b>292</b>	<b>966</b>
<b>Sector 72 — Construction</b>						
7210	General Construction	154	182	192	242	770
7220	Heavy Construction	2	6	5	8	21
7230	Road Construction or Maintenance	30	37	43	47	157
	<b>Total</b>	<b>186</b>	<b>225</b>	<b>240</b>	<b>297</b>	<b>948</b>

Sector/ subsector	Description <sup>5</sup>	2016	2017	2018	2019	2016- 2019
<b>Sector 73 — Transportation and Warehousing</b>						
7310	Warehousing	8	11	8	8	35
7320	Transportation and Related Services	365	387	385	443	1,580
	<b>Total</b>	<b>373</b>	<b>398</b>	<b>393</b>	<b>451</b>	<b>1,615</b>
<b>Sector 74 — Trade</b>						
7410	Retail	266	248	247	288	1,049
7420	Wholesale	44	38	35	49	166
	<b>Total</b>	<b>310</b>	<b>286</b>	<b>282</b>	<b>337</b>	<b>1,215</b>
<b>Sector 75 — Public sector</b>						
7530	Public Administration	243	320	339	351	1,253
<b>Sector 76 — Service sector</b>						
7610	Accommodation, Food, and Leisure Services	259	220	256	330	1,065
7620	Business Services	133	140	120	147	540
7630	Professional, Scientific, and Technical Services	64	54	65	67	250
7640	Other Services	182	182	227	225	816
7650	Education	213	234	293	418	1,158
7660	Health Care and Social Services	1,002	1,111	1,387	1,856	5,356
7670	Utilities	27	25	24	21	97
	<b>Total</b>	<b>1,880</b>	<b>1,966</b>	<b>2,372</b>	<b>3,064</b>	<b>9,282</b>
Sector 81 to 84 — Deposit accounts (self-insured employers)		247	260	362	455	1,324
Other		74	145	142	103	464
<b>Grand total</b>		<b>3,625</b>	<b>3,934</b>	<b>4,404</b>	<b>5,440</b>	<b>17,403</b>

In 2019, there were **2,310** mental disorder claims allowed by WorkSafeBC. Of those **506** were adjudicated under the presumptive clause [section 135(2)] of the Act.



## Mental disorder claims methodology

Since 2012, WorkSafeBC has been working to refine the reporting methodology for mental disorder injury claims. Mental disorder claims are identified as a claim that has a new and first psychological injury added to the claim during the reporting year. The claim can be a newly registered where the psychological injury is the first and only injury on the claim, or the psychological injury can be added to an accepted physical injury claim.

When the Act is updated or amended, or when there is further refinement required, this methodology is subject to change and data may be restated in future years as a result.

1 Claim data for 2019 is as of January 31, 2020. Data for 2018 is as of January 31, 2019. Data for 2016 and 2017 is as of November 30, 2018.

2 Disallowed claims are those deemed unrelated to work.

3 Claims that require no adjudication or are rejected may have been filed in error or be rejected if the worker does not have WorkSafeBC coverage.

4 Suspended claims are generally those where the worker does not respond to a request for additional information or withdraws the claim. Suspended claims may proceed at a future date.

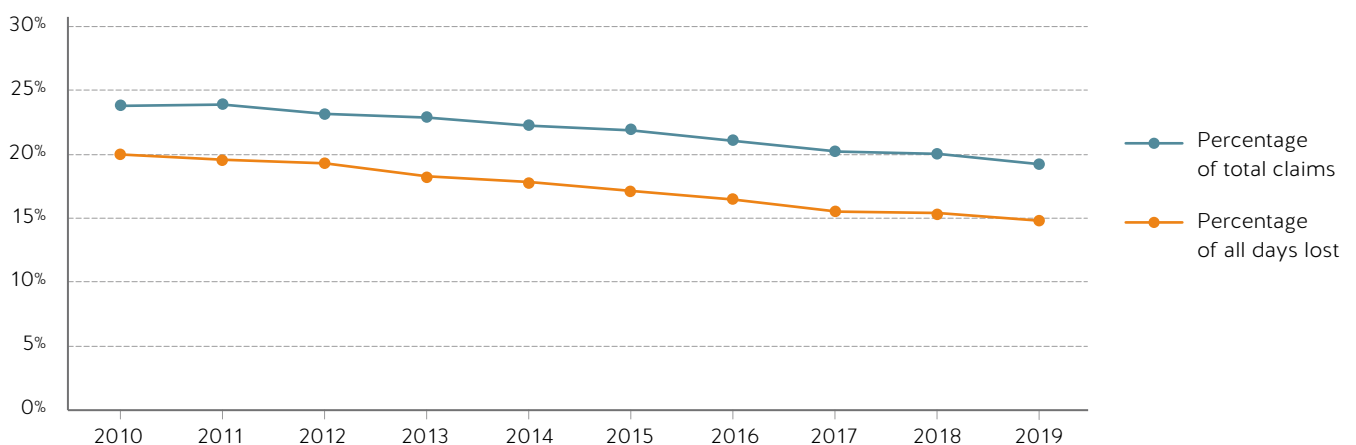
5 For a complete listing of WorkSafeBC's classification structure, see Classes of Industry section, page 90.



Table 4–5: Back strain claims<sup>1</sup> first paid, 2010–2019<sup>2</sup>

Year	Number of back strain claims <sup>1,3</sup> first paid in the year	Total number of claims <sup>1</sup> first paid in the year	Back strain claims <sup>1,3</sup> as a percentage of total claims <sup>1</sup>	Days lost <sup>3,4</sup> in the year on back strain claims	Days lost <sup>4</sup> in the year on all claims	Days lost <sup>3</sup> on back strain claims as a percentage of all days lost <sup>4</sup>
2010	12,089	50,833	23.8%	567,417	2,816,989	20.1%
2011	12,643	52,887	23.9%	563,226	2,870,352	19.6%
2012	12,358	53,187	23.2%	556,853	2,889,324	19.3%
2013	11,904	51,977	22.9%	506,308	2,761,604	18.3%
2014	11,587	51,886	22.3%	469,676	2,630,638	17.9%
2015	11,431	52,101	21.9%	441,531	2,588,444	17.1%
2016	10,945	51,786	21.1%	426,687	2,583,652	16.5%
2017	11,002	54,386	20.2%	429,619	2,750,227	15.6%
2018	11,176	55,668	20.1%	448,308	2,900,730	15.5%
2019	11,064	57,616	19.2%	480,323	3,239,454	14.8%
2010–2019	116,199	532,327	21.8%	4,889,948	28,031,414	17.4%

### Back strain claims and days lost as a percentage of total claims and all days lost, 2010–2019



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

2 For 2010 and 2011, figures have been impacted by a drop in the number of reported injuries and business process changes.

3 Injury type information may change in future versions of this table due to ongoing review and development of claim information.

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

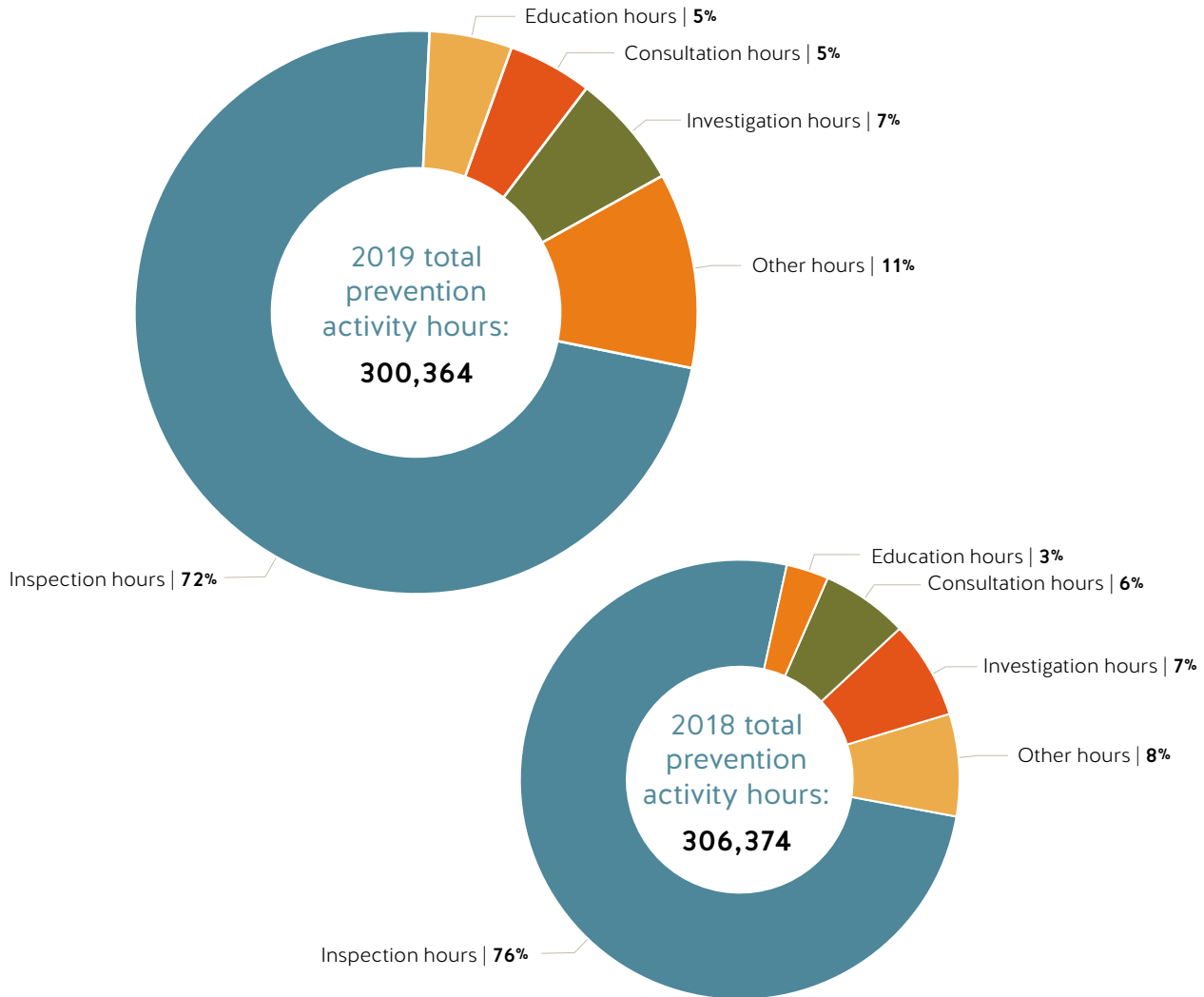
# Prevention Statistics





# Prevention Statistics

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



## Prevention activity hours<sup>1,2</sup>

	2015	2016	2017	2018	2019
Inspection hours	211,587	211,583	226,230	231,612	217,834
Education hours	8,675	9,039	8,642	9,771	13,974
Consultation hours	25,320	20,166	19,662	19,022	14,428
Investigation hours	28,943	24,802	27,200	22,448	20,088
Other hours	15,797	18,287	18,738	23,521	34,040
<b>Total prevention activity hours</b>	<b>290,322</b>	<b>283,877</b>	<b>300,472</b>	<b>306,374</b>	<b>300,364</b>

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

2 Figures are based on data as of January 24, 2020.

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

	2015	2016	2017	2018	2019
Inspection reports <sup>2,3</sup>	42,009	41,573	43,121	44,617	44,361
Inspection reports that were worksite visits (%) <sup>2,3</sup>	70%	70%	72%	73%	72%
Initiating inspection reports <sup>2,3</sup>	27,284	26,775	27,316	27,929	28,060
Initiating inspection reports with no orders (%) <sup>2,3</sup>	53%	52%	52%	53%	54%
Order-to-worker reports	236	223	164	178	130
Education reports	725	698	614	697	623
Consultation reports	9,202	6,432	6,335	6,260	5,620

## Orders<sup>1</sup>

	2015	2016	2017	2018	2019
Orders	30,069	31,713	33,818	34,926	34,137
Orders that were immediately complied with (%)	87%	84%	82%	82%	85%
Orders requiring multiple follow-ups (%)	13%	16%	18%	18%	15%
Orders to stop use	201	178	339	360	489
Orders to stop work	415	465	546	634	672
Temporary cessation of work orders	91	383	658	764	63
Orders to stop operations	1	4	9	3	6

1 Historical counts have been restated to include documents issued to unregistered employers. Figures are based on data as of January 24, 2020.

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

3 In 2019, 91 percent of all inspection reports were related to employers within classification units targeted by the high-risk strategy and related initiatives. Results were on par with the 2015–2018 period average of 91.5 percent, which ranged from 91 to 92 percent.

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

	2015	2016	2017	2018	2019
Compliance agreements	n/a	39	37	41	20
Warning letters issued	535	471	526	580	584
Citation warnings	n/a	1,031	892	1,145	866
Net citations imposed <sup>2</sup>	n/a	88	91	91	77
Net citations imposed amount (\$) <sup>2</sup>	n/a	\$46,500	\$55,843	\$57,690	\$48,374
Net penalties imposed <sup>2</sup>	542	356	330	360	445
Net penalties imposed amount (\$) <sup>2</sup>	\$6,436,557	\$4,901,551	\$7,486,177	\$4,780,814	\$9,586,952

## Bullying, harassment, and discriminatory action<sup>1</sup>

	2015	2016	2017	2018	2019
Discriminatory action complaints	377	352	371	441	456
Bullying and harassment general enquiries	2,527	2,545	3,138	3,585	4,579
Bullying and harassment policy, procedure, and training inspections	258	312	412	324	358
Bullying and harassment complaints by workers	803	790	809	845	972

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

	2015	2016	2017	2018	2019
Notices of incident	875	804	851	768	734
Initiated WorkSafeBC investigations	145	122	132	116	102
Completed WorkSafeBC investigations	141	154	93	124	141

1 Historical counts have been restated to include documents issued to unregistered employers. Figures are based on data as of January 24, 2020.

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 occupational health and safety regulations or may be calling to report an unsafe work practice or incident, including fatal or serious injuries.

Prevention Support Services staff triage reports to prevention officers for response. Telephone calls to Prevention Records are usually related to an employer’s health and safety clearance record or an industrial audiometric test.



## Occupational Hygiene Sampling

Occupational hygiene samples collected by WorkSafeBC officers are submitted to commercial laboratories for analysis. This is done to evaluate compliance with occupational exposure limits and to support claim

and incident investigations. In some cases, a single sample may have more than one substance present, resulting in more than one analysis (known as a determination).

Laboratory analyses (number of)	2015	2016	2017	2018	2019
Samples <sup>1</sup>	130	229	194	88	146
Determinations <sup>2</sup>	360	624	464	240	298
Field equipment transactions <sup>3</sup>	369	290	168	42	48

1 The number of individual samples collected and submitted to commercial labs for analysis by WorkSafeBC officers.

2 The total number of substances analyzed in the submitted samples. For example, some samples contain more than one substance and therefore require multiple analyses (determinations).

3 Our hygiene sampling equipment is shared by WorkSafeBC officers throughout the province. Requests for an instrument is recorded as a field equipment transaction.

## WorkSafeBC-funded health and safety associations

WorkSafeBC-funded health and safety associations represent more than a quarter of the population and more than one-third of the employers in British Columbia. In 2019, there were 12 active health and safety associations<sup>1</sup> representing 170 different classification units (CUs).

Association <sup>2,3,4</sup>	Association description	Industry	Classification units represented <sup>5,6</sup>	Classification units (#)	Employers (#)	Workers <sup>7</sup> (#)
<b>Actsafe</b> Actsafes Safety Association	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	2,450	28,367
<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	24	4,871	24,475
<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	65	49,048	214,681
<b>BCFSC</b> BC Forest Safety Council	A not-for-profit society dedicated to promoting forest safety in the sector ( <a href="http://bcforestsafesafe.org">bcforestsafesafe.org</a> )	Forestry	CUs 703002-703006, 703008-703009, 703011-703016, 703019, 732044, 714019, 714022	17	4,665	32,909
<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	400	43,291
<b>ESC</b> Energy Safety Canada (formerly Enform Canada)	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, 713018, 767005	5	1,256	10,003
<b>go2HR</b> go2HR Tourism HR Society	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	11,806	235,839
<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 set industry standards for health and safety ( <a href="http://safetyalliancebc.ca">safetyalliancebc.ca</a> )	Food and Beverage Products	Subsector 7110; CUs 702001, 712001, 712003, 712005, 712008, 712013, 712014, 712018, 712028, 712034, 712035, 712038, 712040, 713012, 713013, 713015, 713023, 713024, 713025, 713027-713029, 713031, 714001, 715003, 715024, 715026	47	2,756	59,415



Association <sup>2,3,4</sup>	Association description	Industry	Classification units represented <sup>5</sup>	Classification units (#)	Employers <sup>6,7</sup> (#)	Workers <sup>6,7</sup> (#)
<b>SCBC</b> SafeCare BC	Strive to ensure injury free, safe working conditions for long-term care workers in B.C. ( <a href="http://safecarebc.ca">safecarebc.ca</a> )	Health Care and Social Services	CUs 766006, 766011	2	882	60,438
<b>TSCBC</b> SafetyDriven — Trucking Safety Council of BC	Dedicated to strengthening safety performance and to address 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	11,374	26,588

1 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 BC Construction Safety Alliance (BCCSA).

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

3 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.

4 BC Common Ground Alliance (BCCGA), BC Construction Safety Alliance — High Angle (BCCSA — High Angle), and BC Construction Safety Alliance — Traffic (BCCSA — Traffic) are injury reduction initiatives and do not receive the same type of funding as other health and safety associations. Therefore, they are not included above.

5 Classification units can be represented by multiple health and safety associations.

6 Only active classification units are included.

7 Statistics based on 2019 employer counts and person-years for 2019 associations.

# Service Statistics





Any  
WORKPLACE  
Safety

Office Safety  
Checklist  
1. All employees must wear safety glasses at all times.  
2. All equipment must be properly maintained and inspected.  
3. All work areas must be kept clean and free of clutter.  
4. All electrical equipment must be properly grounded and insulated.  
5. All fire exits must be clearly marked and unobstructed.  
6. All employees must receive proper safety training before starting work.  
7. All safety equipment must be readily accessible and in good working order.  
8. All employees must be encouraged to report any safety hazards immediately.  
9. All safety incidents must be properly investigated and documented.  
10. All safety records must be maintained and updated regularly.

Form with grid pattern and text, likely a safety checklist or report.

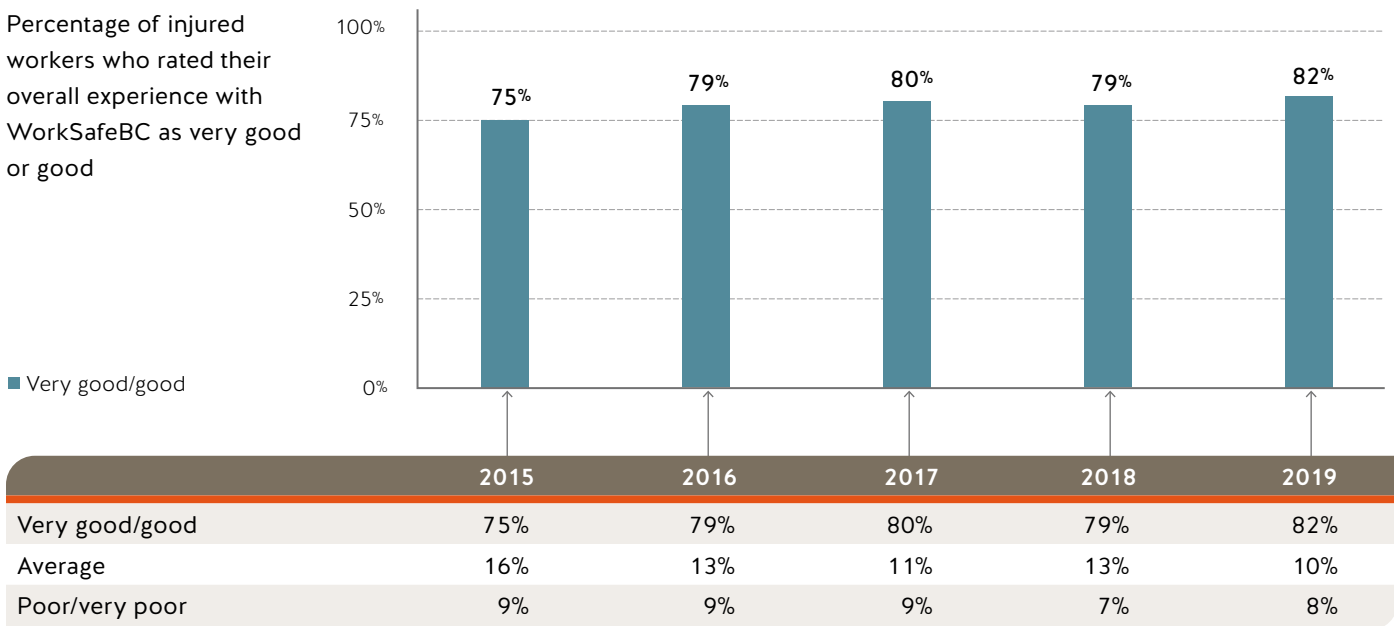
# Voice of the Customer

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 with 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>

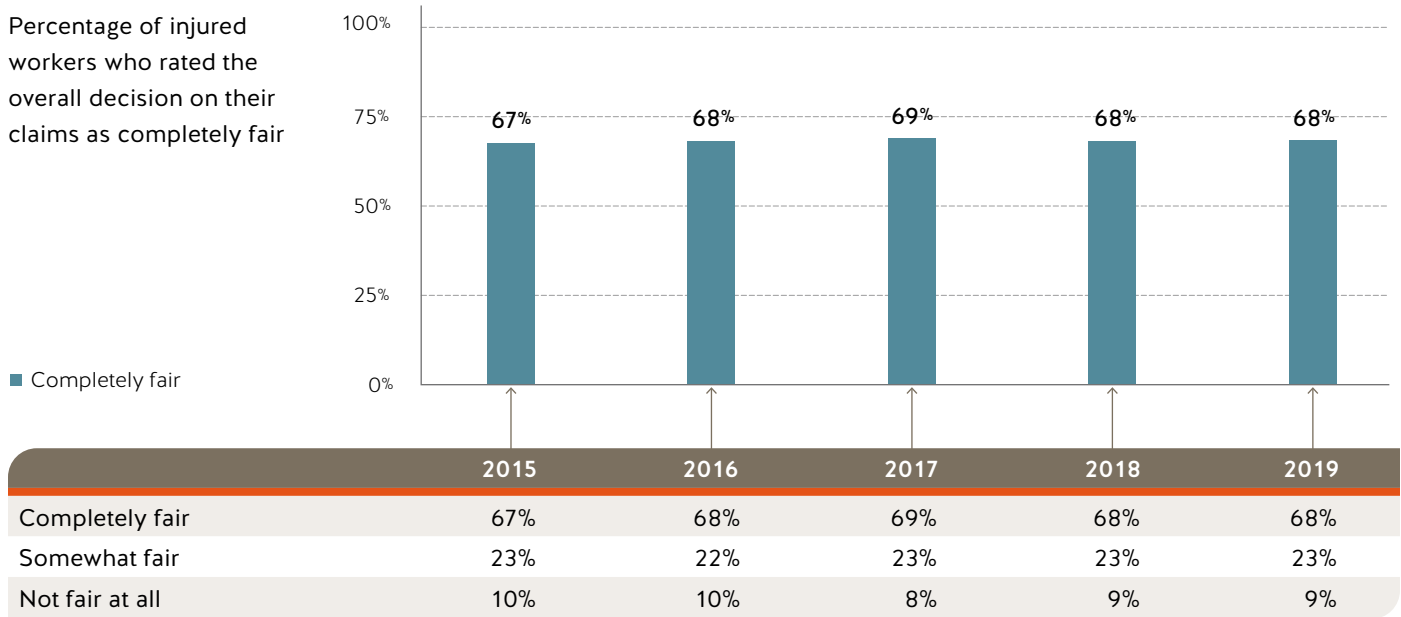
Percentage of injured workers who rated their overall experience with WorkSafeBC as very good or good



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

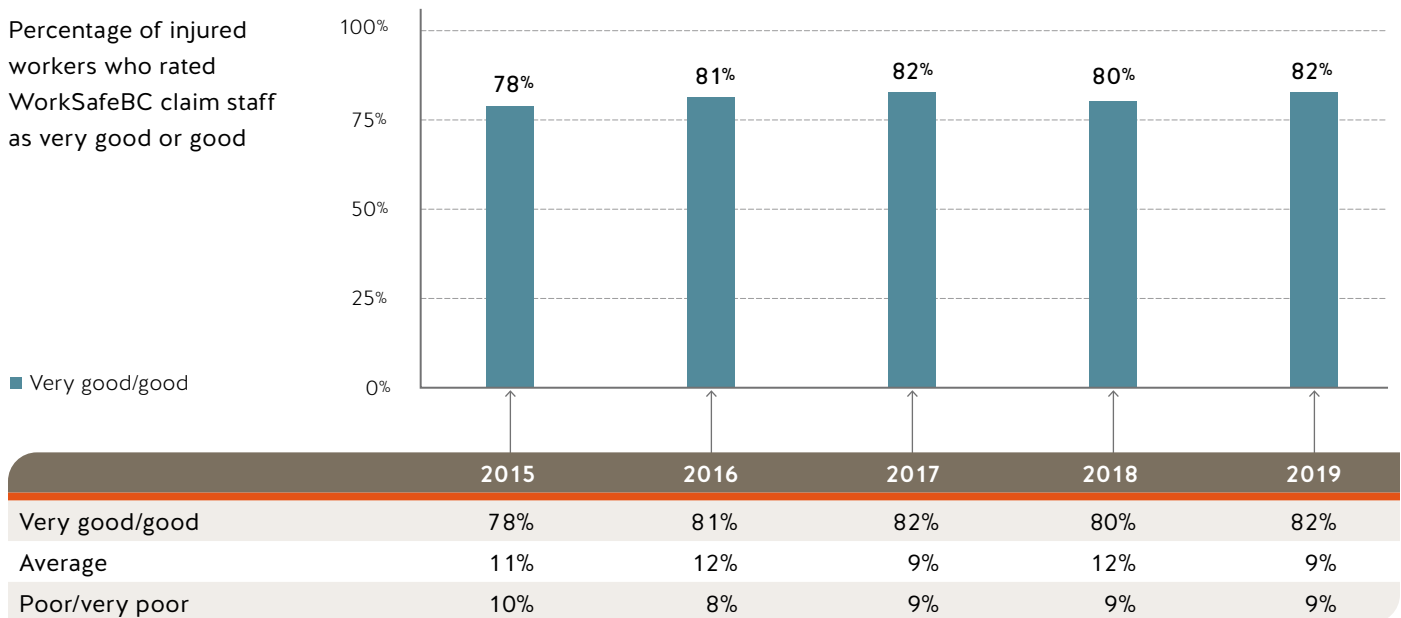
## Injured workers' rating of the overall decision on their claims

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>

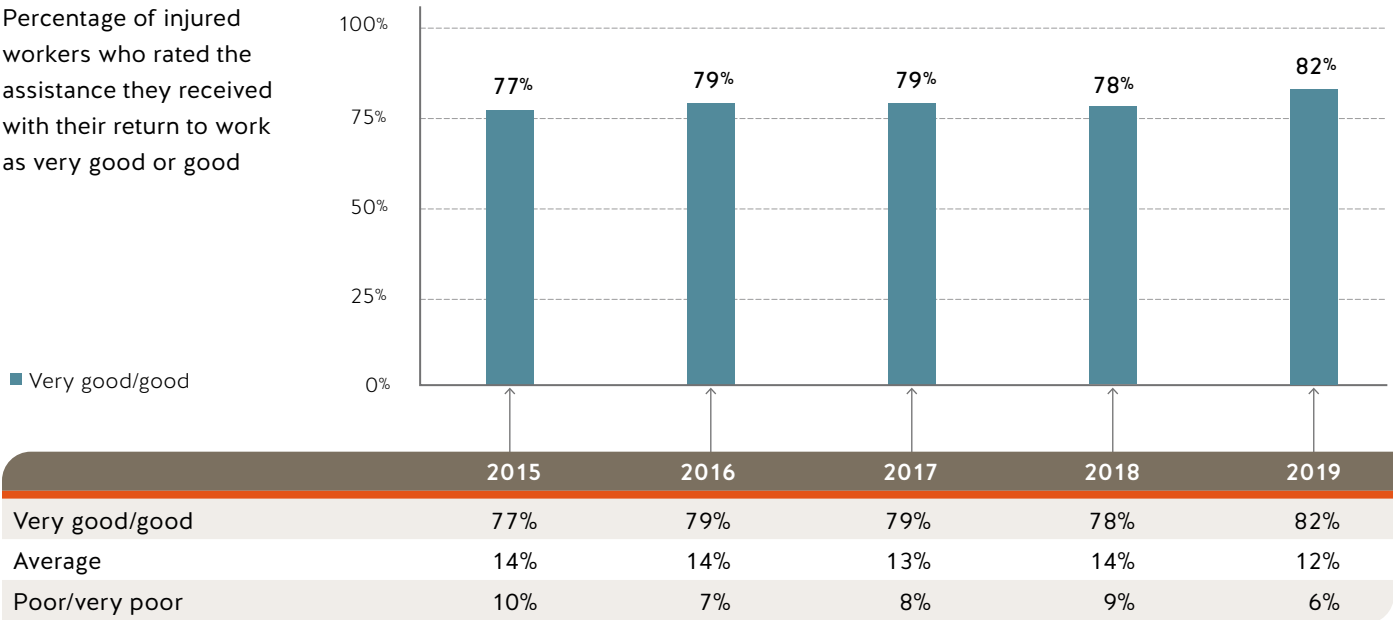
Percentage of injured workers who rated WorkSafeBC claim staff as very good or good



<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>

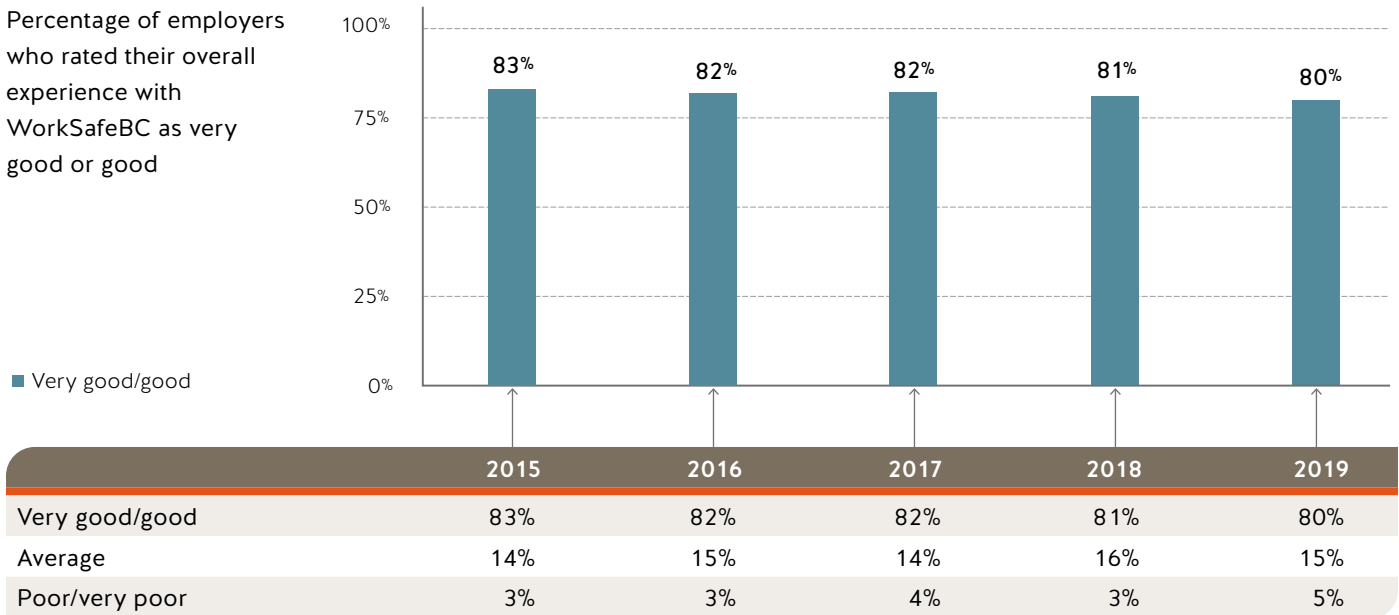
Percentage of injured workers who rated the assistance they received with their return to work as very good or good



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

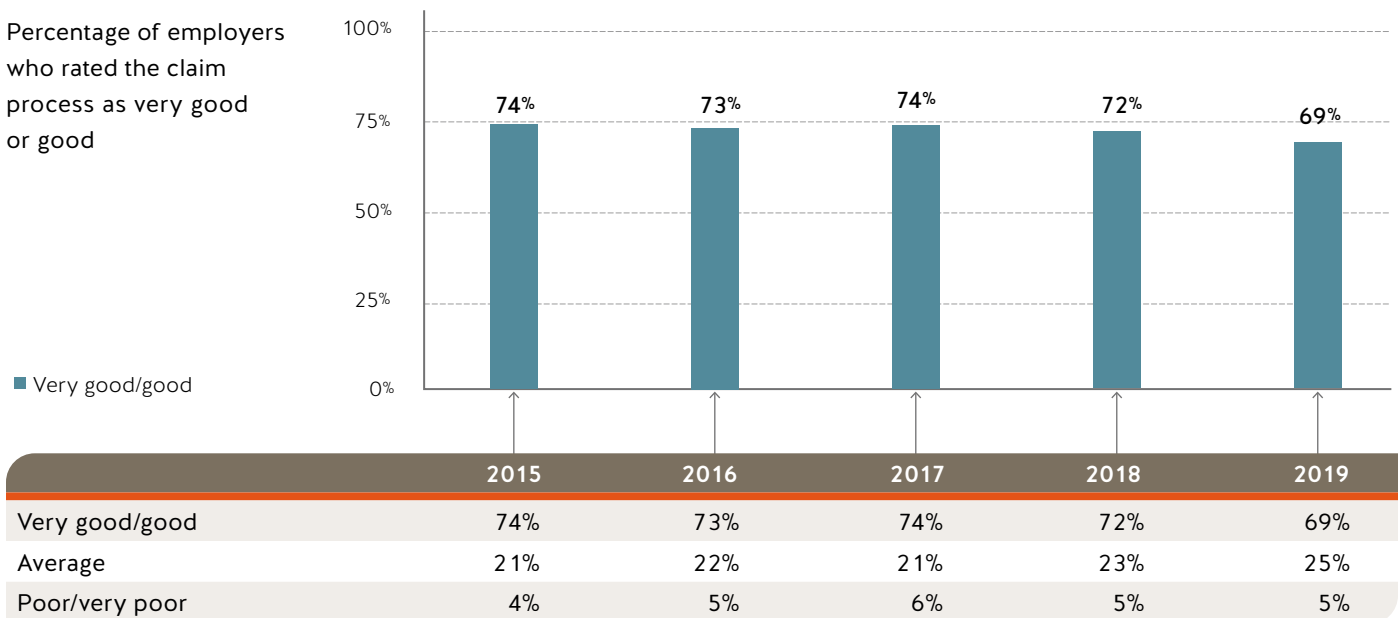
## Employers' rating of their overall experience

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



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

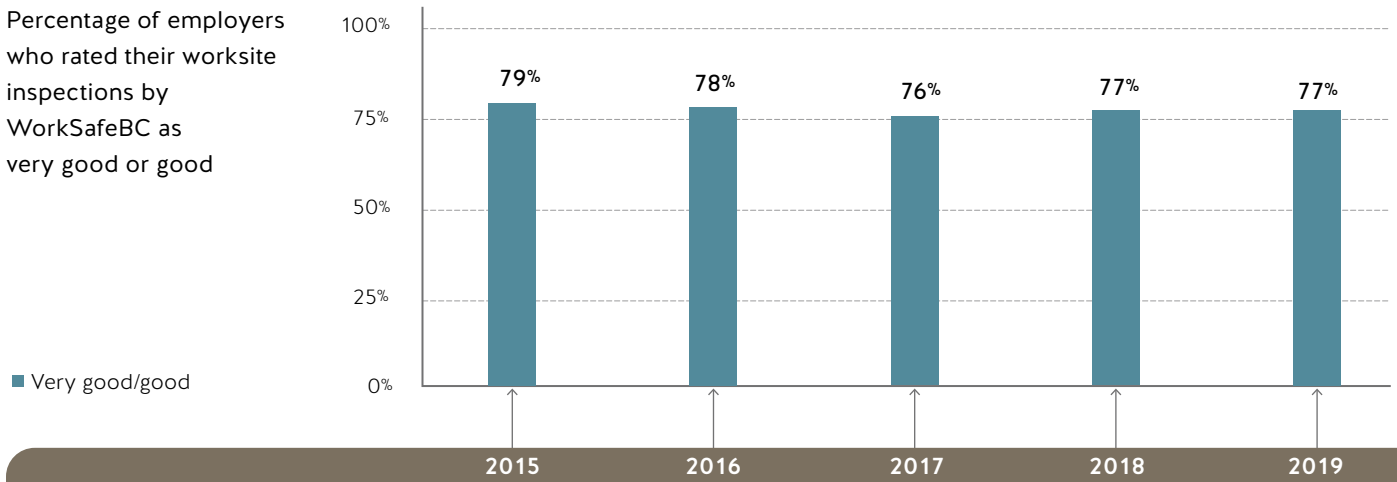
Percentage of employers who rated the claim process as very good or good



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

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

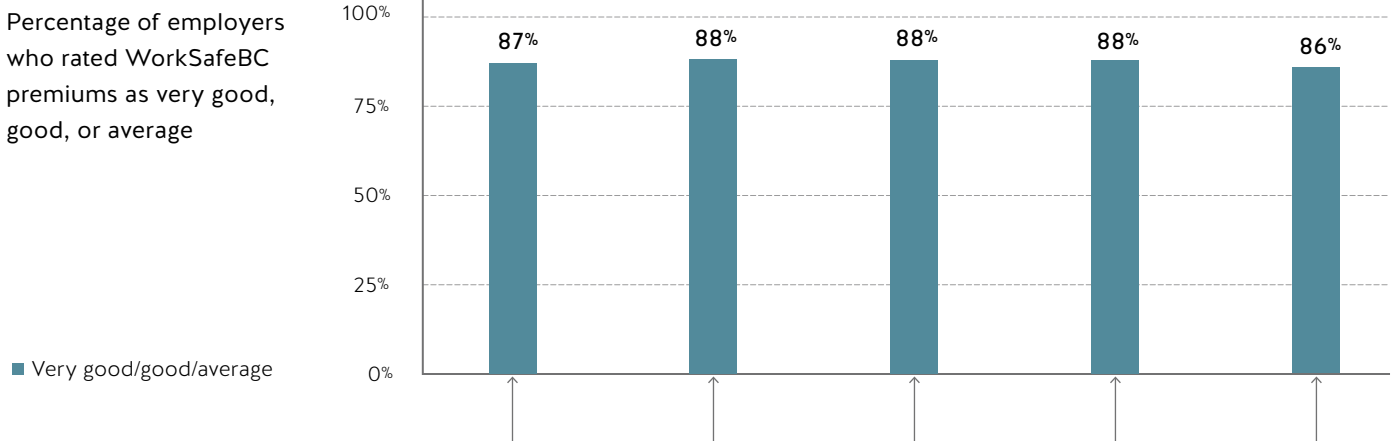
Percentage of employers who rated their worksite inspections by WorkSafeBC as very good or good



	2015	2016	2017	2018	2019
Very good/good	79%	78%	76%	77%	77%
Average	16%	18%	18%	18%	17%
Poor/very poor	5%	4%	6%	4%	6%

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

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



	2015	2016	2017	2018	2019
Very good/good/average	87%	88%	88%	88%	86%
Poor/very poor	13%	12%	12%	12%	14%

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

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

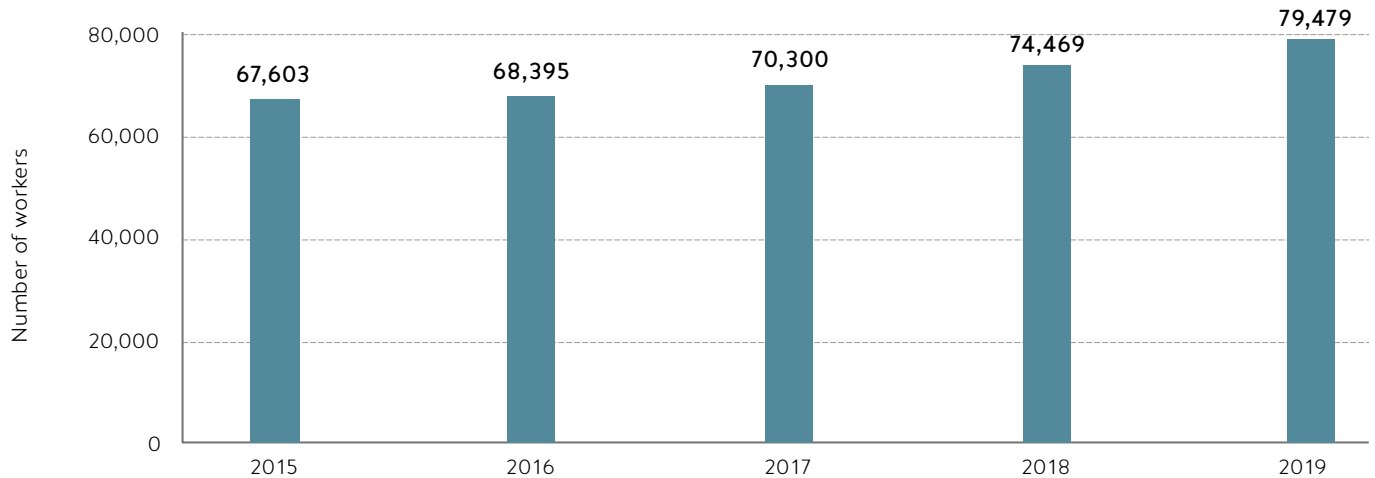
While ratings of very good or good usually demonstrate a positive overall experience with product and service delivery, scores of average are the norm when price is considered and tend to be associated with a positive, rather than a negative, overall experience.



# Teleclaim

Teleclaim is a service centre for injured workers to call and complete worker applications for compensation by telephone.

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



## Teleclaim interpretation services — languages requested, 2019

Teleclaim offers interpretation services to workers reporting a claim and employers in more than 200 languages. For a full listing of available languages, see Appendix B, page 102.

Language	Number of calls	Language	Number of calls	Language	Number of calls
Punjabi	682	Russian	13	Romanian	2
Spanish	221	Somali	9	Polish	2
Mandarin	211	Portuguese	8	Ukrainian	2
Cantonese	195	Laotian	6	Swahili	2
Farsi	114	Amharic	6	Karen	2
Korean	110	Malayalam	6	Malay	1
Arabic	80	Turkish	5	Portuguese (Brazil)	1
Tagalog	65	Bengali	4	Akan	1
Vietnamese	46	Croatian	4	German	1
French	37	Burmese	3	Toishanese	1
Tigrinya	32	Sorani	3	Macedonian	1
Hindi	14	Thai	3	Dari	1
Japanese	13	Tibetan	3	Urdu	1
Tamil	13	Serbian	2	<b>Total calls</b>	<b>1,926</b>

<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 102.

## Telephone interpretation services, 2015–2019

Year	Number of languages requested	Number of minutes of interpretation service	Number of calls accessing interpretation service
2019	69	362,578	22,429
2018	72	293,413	18,468
2017	63	280,299	17,567
2016	63	261,453	16,912
2015	58	250,294	16,747

## Top five languages requested, 2019

Languages	Number of calls accessing interpretation service	Number of minutes of interpretation service
Punjabi	8,945	133,751
Cantonese	2,688	44,973
Mandarin	2,647	43,032
Spanish	1,984	34,545
Farsi	1,618	28,998

## Top WorkSafeBC requesters of service, 2019

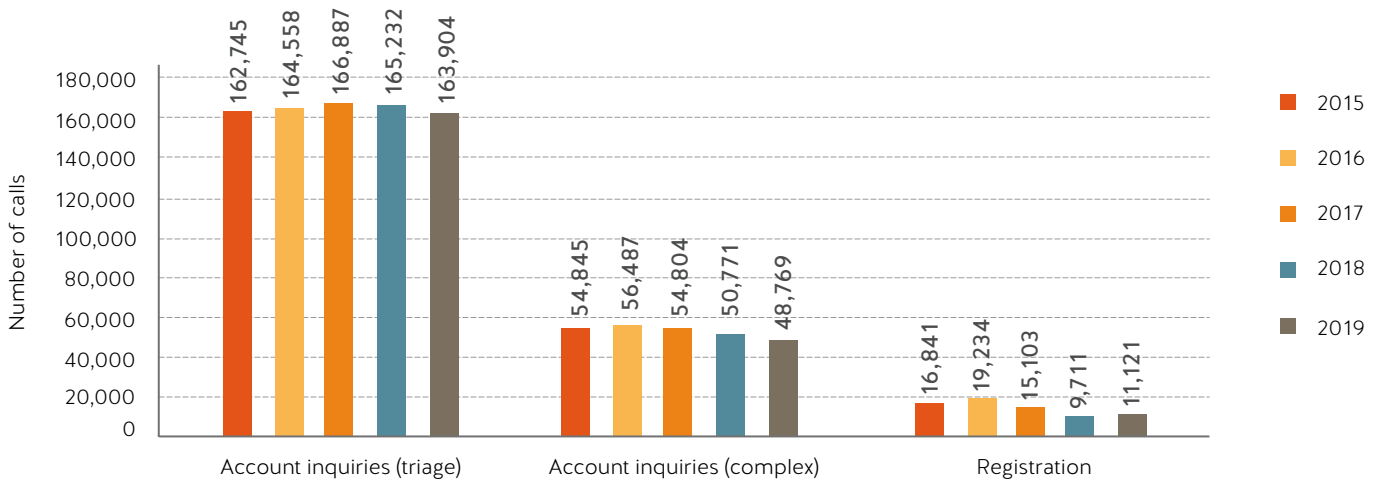
User group (claims related)	Number of languages requested	Number of minutes of interpretation service
Claims Call Centre	51	102,531
Teleclaim	41	55,413
Richmond Office	35	45,398
Surrey Office	31	21,807
Health care services external providers	27	14,125

User group (non-claims related)	Number of languages requested	Number of minutes of interpretation service
Workers' Advisers Office	28	18,215
Assessments	19	5,115
Review Division	16	1,357
Port Moody/ Burnaby Prevention Services	13	3,005
Investigations	13	2,907

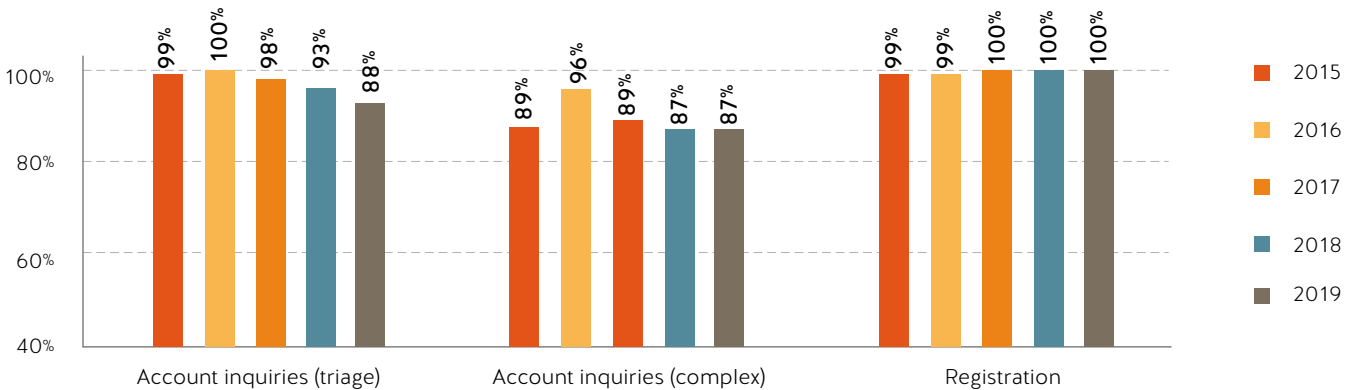
# Employer Service Centre

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

## Telephone calls received, 2015–2019



## Telephone queue service levels, 2015–2019



### Service levels 2019 — Telephone calls answered within five minutes, 80 percent of the time

Account inquiries (triage)	Average wait time 2.3 minutes
Account inquiries (complex)	Average wait time 1.7 minutes
Registration	Average wait time 0.2 minutes

# Digital Resources and Social Media

## Digital resources, 2019



Health and safety web pages:

**4.54 million views**



Health and safety videos (YouTube):

**6.42 million views**



Health and safety publications:

**445,462 downloads**



Health and safety interactive tools:

**93,123 views**



Employee Health and Safety Planning Tool Kit:

**26,684 views**



Searchable Occupational Health and Safety Regulation:

**1.51 million views**

**10,265 app downloads**



Supervising for Safety course:

**4,628 completions**

Health and Safety Enews is a monthly update (electronic newsletter) that outlines the latest changes to the Occupational Health and Safety Regulation, guidelines, and policies. It also includes information on new workplace health and safety resources, initiatives, and events.

**Health and safety enews subscribers: 18,984**



## Social media engagement, 2019

Eyes on our content (reach/impressions) and fan base growth (followers) increased on all of our social media channels in 2019, leading to an increase in awareness of WorkSafeBC, and supporting our goal of preventing workplace injury, disease, and death.

Impressions: **↑ 30%** | **↑ 30%**

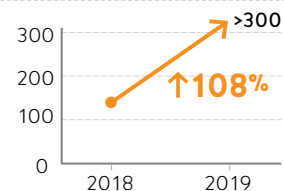
Followers: **↑ 82%**

Page likes: **↑ 33%**

Our stakeholders reach out to us in many ways, including social media. These conversations are growing every year and we're responding and creating positive experiences.

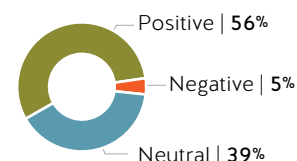
Questions and inquiries from Twitter, Facebook, Instagram, LinkedIn, and Google:

**108% increase**  
year-over-year (2018-19)



Sentiment across social channels:

- Positive **56%**
- Neutral **39%**
- Negative **5%**

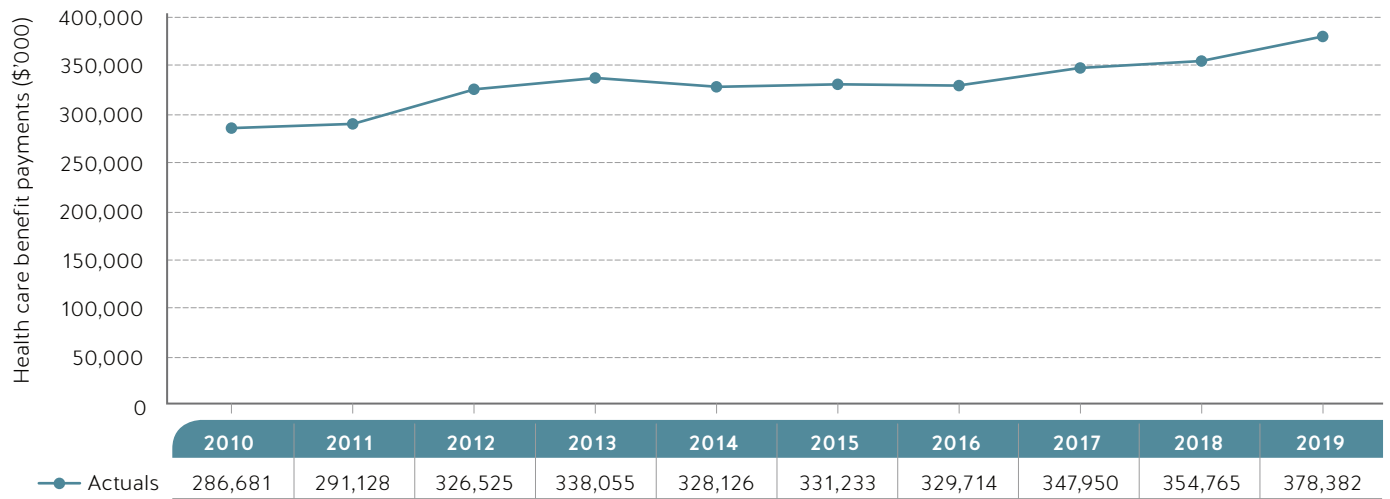


# Health Care

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 2019, health care costs increased by 7 percent compared to 2018,

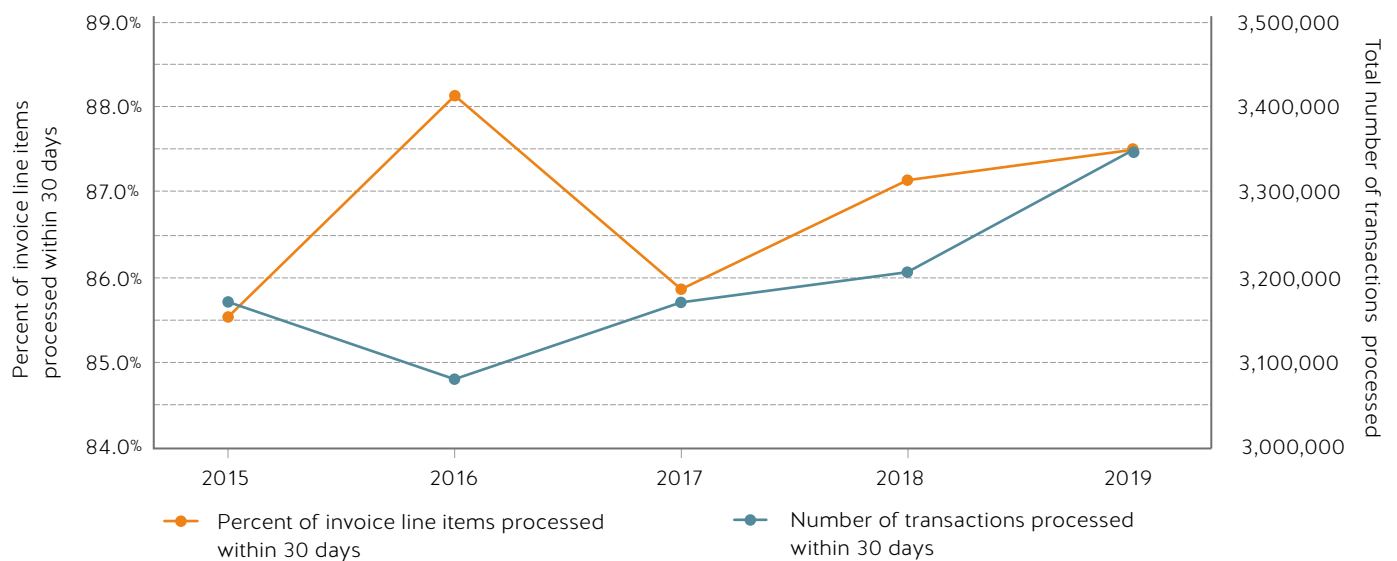
mainly driven by the increase in claims accepted, and inflationary effects on health care unit costs. The main contributors of the increases were hospital services, physiotherapy, community occupational therapy, and mental health programs.

## Health care benefit payments, 2010–2019



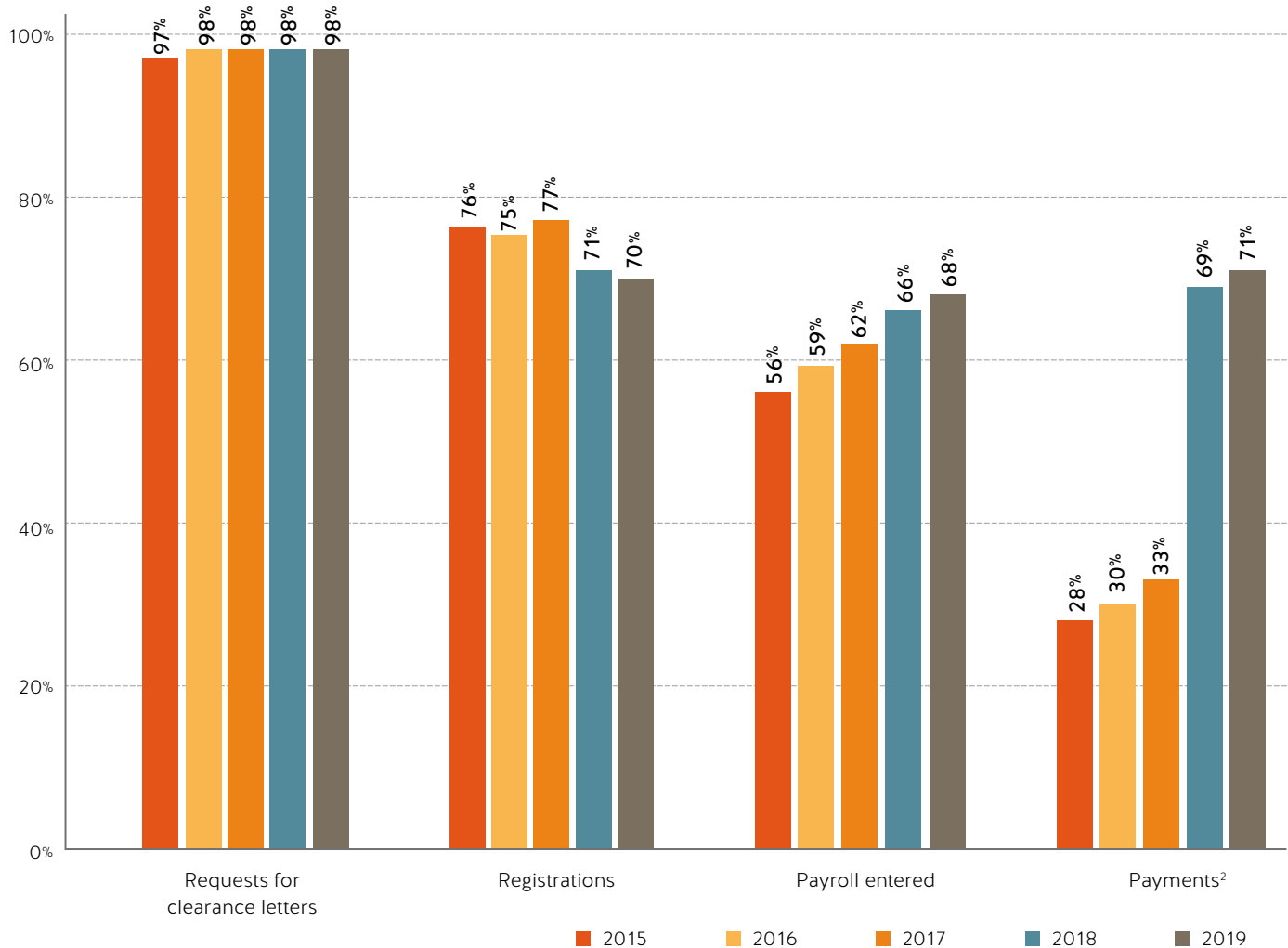
## Average timeliness for transactions

During 2019, Health Care Services handled more than 3.3 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> 2015–2019



<sup>1</sup> Self-service channels include 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 rateable employers at December 31	Assessable payroll	Premiums	Maximum wage rate
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	231,461	\$92,514,000,000	\$1,510,324,000	\$80,600
2017	238,525	\$98,536,000,000	\$1,579,685,000	\$81,900
2018	245,237	\$104,312,000,000	\$1,571,694,000	\$82,700
2019 (estimated)	249,317	\$111,668,000,000	\$1,640,000,000	\$84,800

# Appendices







# Appendix A

## Classes of Industry<sup>1,2</sup>

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

Class 1	Primary resources	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 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 sector		
Class 7	General sector		
Class 8	Canadian Airlines International Ltd., Canadian Pacific Hotels Corporation, Canadian Pacific Railway Company, Cominco Ltd.		

In section 244(1), the Act provides WorkSafeBC 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.

<sup>2</sup> The *Workers Compensation Act* was revised in 2019. The revision resulted in the renumbering of sections in the Act, which came into effect April 6, 2020. The changes are reflected in this content.

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

<b>70 — Primary Resources sector</b>		<b>7030 — Forestry subsector</b>	
<b>7010 — Agriculture subsector</b>		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 firefighting
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
701013	Hay or seed farming	703015	Shake block cutting
701014	Hog farming	703016	Tree planting or cone picking
701015	Hunting or trapping	703019	Helicopter logging
701016	White mushroom farming	<b>7040 — Oil and Gas or Mineral Resources subsector</b>	
701017	Orchard	704001	Clay, peat, soil, or topsoil digging or processing
701018	Ornamental nursery or floral field production	704002	Oil or gas drilling
701020	Poultry farming and related services	704003	Oil or gas field servicing
701022	Ranch	704005	Open pit coal mining
701023	Horse ranching, raising, and breeding	704006	Open pit metal or mineral mining
701024	Sod or turf nursery	704007	Placer mining
701025	Vegetable farming	704008	Quarry
701026	Vineyard	704009	Seismic exploration
701027	Wild plant harvesting	704010	Diamond drilling, seismic drilling, or shot hole drilling
701028	Floral greenhouse	704011	Stone crushing
701029	Vegetable greenhouse	704013	Underground mining
<b>7020 — Fishing subsector</b>		<b>71 — Manufacturing sector</b>	
702001	Fin fish farming	<b>7110 — Food and Beverage Products subsector</b>	
702002	Fish hatchery	711001	Abattoir
702004	Shellfish farming or hand picking	711002	Alcoholic beverage manufacture
702005	Dive fishing	711003	Animal feed or supplements manufacture or packaging
702006	Gillnet and troll fishing	711004	Baked goods manufacture
702007	Longline and trap fishing	711005	Butter, cheese, or ice cream manufacture
702008	Seine fishing		
702009	Trawl fishing		
702010	Fish packing		

711006	Candy or chocolate manufacture
711007	Cereal, biscuit, taco or rice product, pasta, or other dry food product manufacture (not elsewhere specified)
711008	Coffee, tea, herb, or spice packaging or manufacture
711010	Fish processing, fish reduction, or fish canning
711011	Flour mill or rice mill
711012	Food product manufacture (not elsewhere specified)
711013	Fruit or vegetable canning, bottling, or processing or fruit or vegetable product manufacture
711014	Ice manufacture
711015	Liquid dairy product manufacture
711017	Meat cutting, packing, processing, or canning
711018	Non-alcoholic beverage manufacture or water bottling
711019	Poultry processing
711020	Sausage or sausage casing manufacture
711021	Smoked, cured, or prepared meat product manufacture (not elsewhere specified)
711022	Sugar refining and packaging
711023	Winery
<b>7120 — Metal and Non-metallic Mineral Products subsector</b>	
712001	Aircraft, automobile, or truck assembly
712002	Auto spring or chain manufacture
712003	Boiler, tank, or furnace manufacture
712004	Cement manufacture
712005	Ceramic or terra cotta tile, clay brick, or other ceramic or clay product manufacture (not elsewhere specified)
712006	Concrete product manufacture
712008	Die casting or non-ferrous foundry operations
712009	Electrical switchgear or transformer manufacture, installation, service, or repair
712010	Elevator or escalator manufacture, installation, service, or repair
712011	Engine or cylinder manufacture or rebuilding or automobile part manufacture
712013	Ferrous foundry operations

712014	Galvanizing, electroplating, or protection plating
712015	Gypsum product manufacture
712016	Heavy equipment, machinery, or parts manufacture or installation (greater than 500 lb.)
712017	Industrial saw blade manufacture, sharpening, service, or repair
712018	Light industrial equipment, machinery, or power tool manufacture (less than 500 lb.)
712019	Lime kiln or lime manufacture
712020	Machine shop
712021	Metal bed, furniture, or ladder manufacture
712024	Manufacture, or manufacture and installation of metal door, screen door, or aluminum framed windows
712025	Commercial marine vessel manufacture, service, or repair
712026	Manufacture, or manufacture and installation of metal pipes or fittings
712027	Manufacture, or manufacture and installation of metal products fabricated from structural steel
712028	Metal product manufacture (not elsewhere specified)
712029	Metal railing or gate manufacture
712030	Metal recycling
712031	Powder coating or metal enamelling
712032	Precision instrument or fishing tackle manufacture
712033	Ready mix concrete manufacture and delivery
712034	Sheet metal fabrication
712035	Smelter
712037	Stone or marble cutting, dressing, shaping, or lettering, or stone or marble product manufacture
712038	Manufacture, or manufacture and installation of structural concrete products
712039	Tool and die making
712040	Truck body or trailer manufacture
712041	Wire, cable, or other wire product manufacture (not elsewhere specified)
712043	Soil, topsoil, peat, or other similar gardening material packaging

712045	Automated wood processing equipment manufacture	713029	Post-extrusion fabrication of plastic products
712045	Automated Wood Processing Equipment Manufacture	713030	Rubber mat, mattress, or life raft manufacture
<b>7130 — Petroleum, Coal, Rubber, Plastic, and Chemical Products subsector</b>		713031	Small rubber or plastic product manufacture
713001	Acid, base, salt, chemical, or dye manufacture (not elsewhere specified)	713032	Soap, bleach, or cleaning compound manufacture
713002	Asphalt or tar roofing product manufacture	713033	Synthetic resin compound manufacture
713003	Battery or fuel cell manufacture	713034	Tire retreading or recapping
713004	Candle, polish, or other wax product manufacture	713036	Oil refining or recycling
713006	Compressed or liquefied gas manufacture	<b>7140 — Wood and Paper Products subsector</b>	
713007	Cosmetic product or beauty aid manufacture	714001	Cardboard or paper container manufacture
713008	Drug, vitamin, or pharmaceutical manufacture	714004	Custom wood kiln
713009	Explosives, fireworks, or munitions manufacture	714007	Flush door manufacture
713010	Fertilizer manufacture	714008	Furniture refinishing or restoration
713011	Fibreglass or cultured marble product or acrylic household fixture manufacture	714009	Laminated wood structural support product manufacture
713012	Fibreglass insulation manufacture	714012	Oriented strand board manufacture
713013	Foam product manufacture	714013	Paper product manufacture (not elsewhere specified)
713015	Glue or adhesive manufacture	714014	Paper recycling or cellulose insulation manufacture
713016	Industrial rubber belt manufacture, installation, service, or repair	714015	Planing mill
713018	Oil or gas production	714016	Portable wood mill
713020	Paint, putty, stain, sealant, wood filler, varnish, or waterproofing agent manufacture	714017	Pre-hung door assembly
713021	Petrochemical manufacture	714018	Manufacture, or manufacture and installation of prefabricated log home kits
713022	Plastic colour concentrate or ink manufacture	714019	Pellet or pressed wood product manufacture (not elsewhere specified)
713023	Plastic film extrusion and flexible packaging manufacture	714020	Printing
713024	Plastic or rubber recycling	714022	Sawmill
713025	Plastic product manufacture (by injection moulding, thermoforming, or other moulding processes) (not elsewhere specified)	714023	Shake or shingle mill
713026	Plastic product manufacture (by blow moulding)	714025	Stile and rail door manufacture
713027	Plastic product manufacture (by rotational moulding or liquid moulding)	714026	Upholstering
713028	Plastic product manufacture (by profile extrusion)	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	715029	Footwear, luggage, or leather product manufacture or repair
714035	Wooden moulding manufacture	715031	Taxidermy or fur tannery
714036	Wooden toy or musical instrument manufacture	715032	Manufacture, or manufacture and installation of vinyl framed windows
714037	Wooden post or pole manufacture	715033	Manufacture, or manufacture and installation of modular or prefabricated buildings (not elsewhere specified)
714038	Wooden product manufacture (not elsewhere specified)	715034	Marine pleasure craft manufacture
714040	Manufacture, or manufacture and installation of wooden trusses	715035	Gasket or filter manufacture
714041	Manufacture, or manufacture and installation of wood framed windows	715036	Carpet, rug, cushion, stuffed toy, or fabric manufacture
714042	Woodworking or carpentry shop	715036	Carpet, Rug, Cushion, Stuffed Toy, or Fabric Manufacture
714044	Pulp and paper mill		
714045	Firewood yard		
<b>7150 — Other Products subsector (not elsewhere specified)</b>		<b>72 — Construction sector</b>	
715001	Art, craft, or ornament manufacture	<b>7210 — General Construction subsector</b>	
715002	Awning or awning sign manufacture	721001	Asbestos abatement or mould remediation
715003	Blind or drapery track manufacture	721003	Blasting or avalanche control
715004	Brush, broom, or mop manufacture	721005	Building demolition
715005	Canvas or synthetic fabric product manufacture (not elsewhere specified)	721006	Cellular, microwave, radar, or transmission tower erection, installation, service, or repair
715008	Clothing, clothing accessory, or other cloth product manufacture (not elsewhere specified)	721008	Commercial refrigeration or commercial air conditioning work
715009	Manufacture, or manufacture and installation of commercial signs	721009	Concrete cutting or coring
715010	Cord, rope, or net manufacture	721010	Concrete placing, finishing, surfacing, or repair
715012	Custom tailoring	721011	Concrete pumping
715013	Drapery manufacture	721012	Concrete reinforcing
715014	Electric or electronic product or component manufacture (not elsewhere specified)	721013	Construction labour supply or general labour supply (not elsewhere specified)
715020	Glass shop or glass product manufacture (not elsewhere specified)	721014	Crane operation
715021	Manufacture or manufacture and installation of illuminated or electronic signs	721015	Deck, railing, or fence installation
715022	Jewellery, eyewear, clock, watch, or trophy manufacture	721016	Decking application or waterproofing
715024	Lighting fixture manufacture	721017	Dredging
715026	Box spring or mattress manufacture	721018	Drywalling or acoustic board installation
715028	Orthotics or prosthetics manufacture, sales, service, or repair	721019	Electrical work
		721020	Pre-engineered steel building construction
		721021	Finishing carpentry
		721022	Fire and flood restoration
		721023	Floor covering installation (not elsewhere specified)

721024	Framing or residential forming
721026	Hardwood floor laying or refinishing
721027	House or other wood frame general contracting, construction or renovation work
721028	Industrial, commercial, institutional, or highrise residential general contracting or construction
721029	Insulation work or fireproofing
721031	Excavation, or private landfill or transfer station operation
721035	Log home construction
721036	Low slope roofing
721037	Masonry
721038	Oil or gas pipeline construction or repair
721040	Overhead door installation
721041	Painting or wallpapering
721042	Plastering, lathing, or stucco work
721043	Plumbing, heating, vent, residential air conditioning, or central vacuum system installation or repair
721044	Pool, spa, or hot tub installation or structural repair
721046	Power pole, powerline, or transmission line installation, service, or repair
721047	Scaffolding, tent, staging, or display booth rental and installation
721049	Siding, awning, or gutter installation, service, or repair
721050	Sign installation, service, or repair
721051	Steep slope roofing
721052	Structural concrete forming
721053	Commercial tank or boiler installation or removal
721054	Tile work or terrazzo laying
721056	Water well, foundational, or directional drilling
721057	Welding services or ornamental metal installation
721058	Mechanical insulation
721059	Window or glass installation, replacement, or repair

#### 7220 — Heavy Construction subsector

722001	Bridge, overpass, or viaduct construction or repair
722002	House raising or structural moving of buildings or heavy equipment
722003	Pier, wharf, or dry dock construction or repair
722004	Pile driving
722005	Steel frame erection or structural repair of steel frames
722006	Steel frame painting, bridge painting, or bridge cleaning
722007	Structural concrete reservoir, flume, dam, dyke, causeway, or jetty construction or repair
722009	Cut and cover tunnel construction
722010	Mechanized tunnel boring construction
722011	Tunnel construction (not elsewhere specified)

#### 7230 — Road Construction or Maintenance subsector

723002	Highway maintenance (routine maintenance of all aspects of a specific section of highway)
723003	Highway, road, or parking lot painting
723004	Paving services or asphalt manufacture
723005	Railway construction, maintenance, or demolition
723006	Road construction (not elsewhere specified)
723007	Snow or ice removal
723008	Street cleaning
723009	Traffic control
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 fueling
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 and ridesharing 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

<b>74 — Trade sector</b>	
<b>7410 — Retail subsector</b>	
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	761029	Parking lot or valet parking
742007	Hay, seed, dry animal feed, or other similar farm product wholesale	761030	Performing arts
742008	Electronic equipment or light equipment, machinery, or parts wholesale (less than 500 lb.)	761031	Golf course, driving range, pitch and putt, or lawn bowling facility
742009	Log wholesale trading	761032	Private park, garden, or zoo
742010	Lumber, plywood, gyproc, brick, or other similar building material wholesale	761033	Building management, building rental, or mobile home parks and strata corporations
742011	Medical or dental supplies wholesale	761034	Pub, bar, night club, or lounge
742012	Electrical, plumbing or heating supplies, or packaged building supplies, hardware, or other metal product wholesale	761035	Restaurant or other dining establishment
742013	Packaged petroleum product wholesale	761038	Ski hill
742014	Steel or metal wholesale (primary form)	761039	Public art gallery, museum, or other special interest building operation or related services
742015	Wholesale (not elsewhere specified)	761040	Sports and entertainment facility
<b>75 — Public sector</b>			
<b>7530 — Public Administration subsector</b>			
753002	First Nations operations	761041	Sports administration
753003	Law enforcement	761042	Sports instruction
753004	Local government and related operations	761043	Tanning salon
<b>76 — Service sector</b>			
<b>7610 — Accommodation, Food, and Leisure Services subsector</b>			
761001	Amusement facility (not elsewhere specified)	761044	Travel agency or accommodation registry
761009	Campground	761045	Coffee shops, ice cream parlours, or other food concessions (not elsewhere specified)
761010	Circus, carnival, rodeo, or mechanical amusement ride	761046	Movie theatre or drive-in theatre
761011	Live performance venue	761047	Mini storage
761012	Fitness centre or gym	761049	Park, campground, or trail maintenance
761013	Guided tour (not elsewhere specified)	761050	Chartered boat tours
761014	Hair styling establishment or esthetic services	761051	Marina or boat rental
761015	Hall rental	761052	Transportation carrier catering
761018	Industrial camp operations	761054	Casino or other gaming operations (not elsewhere specified)
761019	Catering services (not elsewhere specified)	761056	Overnight and short-term accommodation (not elsewhere specified)
761021	Massage parlour, steam bath, or massage services (not elsewhere specified)	761057	Legions and other similar social clubs
761023	Mobile catering	<b>7620 — Business Services subsector</b>	
761027	Organizing or conducting special events (not elsewhere specified)	762001	Accounting
761028	Outdoor sport tour	762003	Administration or management of an operation conducted outside B.C.
		762004	Advertising or public relations services
		762005	Broker (not elsewhere specified) or wholesale (no stock of goods in B.C.)
		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 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
763020	Domestic animal breeding or boarding
763021	Land surveying
763022	Log scaling
763024	Audio video post-production or animation services
763025	Motion picture, commercial, or television production
763027	Photography studio or photographic services
763028	Pipeline or heavy equipment inspection (greater than 500 lb.)
763029	Recording studio
763031	Television or radio broadcasting
763032	Veterinary hospital or veterinary services
763034	Marine vessel surveying
763035	Air navigation support
763036	Field work services
763037	Consulting engineering, geological, geophysical, or geochemical consulting, or construction management consulting

7640 — Other Services subsector (not elsewhere specified)	
764001	Aircraft maintenance or repair
764002	Armature winding for small motors
764003	Auto dealership or auto sales
764004	Auto glass shop
764005	Auto recycling
764006	Auto service or repair
764007	Autobody shop
764008	Bindery
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
764020	Dry cleaning facility or laundromat
764021	Portable electronic equipment or small household appliance service or repair
764022	Steam cleaning, sandblasting, or pressure washing of buildings, pools, or parking lots
764024	Fire prevention equipment sales, service, installation, or inspection
764025	Fish, creek, or stream enhancement
764026	Fruit or vegetable packing or packaging
764027	Funeral undertaking
764028	Heavy equipment, machinery, or parts sales, rental, service or repair (greater than 500 lbs weight) (not elsewhere specified)
764029	Hiring or providing companion services or domestic childcare
764033	Land or marine pollution control
764034	Locksmithing
764035	Light industrial equipment, machinery or parts, or Power Tool Service or Repair (less than 500 lb.)
764036	Mailing or addressing services
764037	Major household appliance or stationary business machines or medical equipment service, repair, or installation
764041	Ornamental plant rental or office plant services
764042	Paper shredding
764044	Plastic laminating, packing, or packaging (not elsewhere specified)
764045	Pleasure boat, motorcycle, snowmobile, or other leisure craft sales and service
764046	Security or patrol services
764047	Recreational vehicle sales, service, or rental
764048	Septic tank, sewer, or sewage disposal system services
764050	Steam cleaning, sandblasting, or pressure washing of heavy equipment
764051	Structural repair of marine pleasure craft
764054	Pest control or fumigation (not elsewhere specified)
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 cable TV, telecommunication, 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

7650 — Education subsector	
765002	Driving school
765003	Library or resource centre
765005	Independent or private primary or secondary school
765008	Public school district
765009	Supplementary education
765010	Advanced education
7660 — Health Care and Social Services subsector	
766001	Acute care
766002	Alcohol or drug treatment centre
766003	Alternative health care
766004	Ambulance or first aid services
766005	Chiropractic services, chiropractic care, or chiropractic practice
766006	Community health support services
766007	Counselling or social services (not elsewhere specified)
766008	Dentistry or ancillary dental services
766009	Fundraising or charitable organization
766010	Life and job skills training
766011	Long-term care
766012	Massage therapy (licensed)
766013	Optometry
766014	Physiotherapy or occupational therapy
766015	Physician Professional Services
766016	Religious organization
766017	Residential social service facility
766018	Retirement home or seniors' home (accommodation only)
766019	Short-term care
766020	Supplementary health care
766021	Surgical centre
766022	Laboratory services (not elsewhere specified)
766023	Professional organizing, senior move managing, and personal assisting
766024	Pre-hospital emergency health care

7670 — Utilities subsector	
767003	Electric utilities
767004	Gas utilities
767005	Oil or gas transmission (oil or gas pipeline)
767007	Multimedia services
Sector 81 — Deposit class sector (self-insured employers)	
Deposit sector 8 (formerly Class 10 — Canadian Pacific Limited and Associated Companies)	
Subsector 8108 — Deposit class sector (formerly Class 10 — Canadian Pacific Limited and Associated Companies)	
	Building Construction
	Canadian Pacific Railway Company
	Cominco Ltd.
	Express
	Trucking and Hauling
	Water Transportation
Sector 82 — Deposit Class sector (self-insured employers)	
Deposit sector 9 (formerly Class 18)	
Subsector 8209 — Deposit class sector 9 (formerly Class 18)	
	The Burlington Northern and Santa Fe Railway Company
Sector 83 — Deposit Class sector (self-insured employers)	
Deposit sector 10 (formerly Class 12)	
Subsector 8310 — Change to Deposit class sector 10 (formerly Class 12)	
	Air Canada
	Canadian National Railway Company
	Via Rail Canada Inc.

Sector 84 — Deposit Class sector  
(self-insured employers)

Deposit sector 11 (formerly Class 13 — Government  
of the Province of British Columbia)

Subsector 8411 — Change to Deposit class sector 11  
(formerly Class 13 — Government of the Province  
of British Columbia)

British Columbia Assessment Authority

British Columbia Development Corporation

Canada — British Columbia Employment  
Development Programme

Employment Bridging Assistance Programme

First Aid Ski Patrol

Government of British Columbia

Liquor Distribution Branch

Provincial Emergency Program

Workers' Compensation Board  
of British Columbia (WorkSafeBC)

# Appendix B

## Telephone interpretation services

In 2019, our phone interpretation services were offered in the following languages:

<b>A</b>	<b>C</b>	<b>F</b>	Hiligaynon	<b>K</b>
Acholi	Cantonese	Farsi	Hindi	Kaba
Afar	Catalan	Fijian	Hindko	Kamba
Afrikaans	Cebuano	Fijian Hindi	Hmong	Kam Muang
Akan	Chaldean	Finnish	Hunanese	Kanjobal
Akateko	Chamorro	Flemish	Hungarian	Kannada
Albanian	Chaochow	French	<b>I</b>	Karen
Amharic	Chin Falam	French Canadian	Icelandic	Kashmiri
Anuak	Chin Hakha	Fukienese	Igbo	Kayah
Apache	Chin Mara	Fulani	Ilocano	Kazakh
Arabic	Chin Matu	Fuzhou	Indonesian	Kham
Armenian	Chin Senthang	<b>G</b>	Inuktitut	Khana
Assyrian	Chin Tedim	Ga	Italian	Khmer
Azerbaijani	Chipewyan	Gaddang	<b>J</b>	K'iche'
<b>B</b>	Chuukese	Gaelic-Irish	Jakartanese	Kikuyu
Bahasa	Cree	Gaelic-Scottish	Jamaican Patois	Kimiiru
Bahdini	Croatian	Garre	Japanese	Kinyarwanda
Bahnar	Czech	Gen	Jarai	Koho
Bajuni	<b>D</b>	Georgian	Javanese	Korean
Bambara	Danish	German	Jingpho	Krahn
Bantu	Dari	German	Jinyu	Krio
Barese	Dewoin	Pennsylvania Dutch	Juba Arabic	Kunama
Basque	Dinka	Gheg	Jula	Kurmanji
Bassa	Duala	Gokana		Kyrgyz
Belorussian	Dutch	Greek		<b>L</b>
Bemba	Dzongkha	Gujarati		Laotian
Benaadir	<b>E</b>	Gulay		Latvian
Bengali	Edo	Gurani		Liberian Pidgin
Berber	Ekegusii	<b>H</b>		English
Bosnian	Estonian	Haitian Creole		Lingala
Bravanese	Ewe	Hakka-China		Lithuanian
Bulgarian		Hakka-Taiwan		Luba-Kasai
Burmese		Hassaniyya		Luganda
		Hausa		Luo
		Hawaiian		
		Hebrew		

## M

Maay  
Macedonian  
Malay  
Malayalam  
Maltese  
Mam  
Mandarin  
Mandinka  
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# Glossary







# Glossary

## **Act, the**

The *Workers Compensation Act*.

## **Assessable payroll**

The collective earnings of all an employer's workers — full- or part-time, casual, etc. — up to a maximum amount per worker per year. The maximum amount (known as the Maximum wage rate) was \$84,800 for 2019. 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.

## **Bullying and harassment, policy, procedure, and training inspections**

Formal complaints that the employer does not have adequate policy, procedure, or training; these complaints are typically assigned to a designated prevention officer.

## **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**

Claim cost is the total dollar amount of claim benefits. These costs include the payment of health care benefit, vocational rehabilitation benefit, and STD benefit payments made during the year, and lump sum awards and capitalized values of LTD and work-related death benefits set up in the year. All of these amounts are in respect of current- 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 business types, such as Candy or chocolate manufacture classification unit (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 agreement**

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**

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 a self-insured employer.

**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 issues.

**Fatal claim**

See **Work-related death claim**.

**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*.

**First payment or first paid**

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 work-related death benefits.

**ICD-9 code**

A category of disease or injury listed in the World Health Organization's *International Classification of Diseases, 9<sup>th</sup> 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 68 of the *Workers Compensation Act* sets out the types of incidents (such as fatalities, serious injuries, and more) that must be reported to WorkSafeBC. Failure to report these incidents may result in an order or penalty against the employer.

**Industrial vehicles**

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

**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.

**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 2019, the maximum wage rate was \$84,800.

**Mobile equipment**

Mobile equipment refers to 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. *See also Industrial vehicles.*

**Motor vehicle incident (MVI)**

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

**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, a 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 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.

**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.

**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- or full-time basis. WorkSafeBC estimates person-years using employers' reported payroll.

**Premium**

The dollar amount an employer pays for WorkSafeBC coverage.

**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- or full-time basis.) The claim count includes injuries that occurred in a given year and were allowed for short- and long-term disability, or work-related death benefits in that year or in the first three months of the following year. Deposit class employers are not included in the calculation.

**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 deposit class 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 deposit class 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.

**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 *2019 Annual Report and 2020–2022 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 240**

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 240 of the *Workers Compensation Act*, a sector is equivalent to a class. Also known as Industry sector. See also **Classification unit** and **Subsector**.

**Self-insured employer**

See **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- 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**.

**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 240 of the *Workers Compensation Act*, a subsector is equivalent to a subclass. See also **Classification unit** and **Sector**.

**Survivor benefit**

See **Work-related death benefit**

**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**.

**Work-related death benefit**

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

**Work-related death claim**

A claim involving the death of a worker and accepted for work-related death benefits.

**Work-related death rate**

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



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# For more information

WorkSafeBC makes every attempt to ensure the accuracy and reliability of information contained in this report; however, some data may change after publication. To view this report and the *2019 Annual Report and 2020–2022 Service Plan* visit [worksafebc.com](https://www.worksafebc.com). There, you will also find other reports on occupational injuries and diseases including *Occupational Injuries by Incident Type and Occupation in B.C. 2009–2018*, and *Occupational Diseases in B.C. 1994–2018*.

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

