



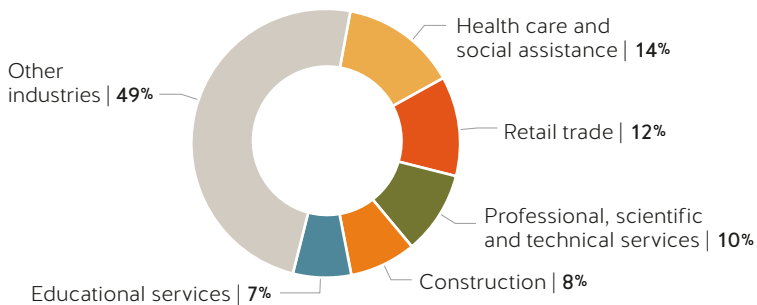
**Serving British Columbians**  
Statistics 2021

**WORK SAFE BC**

# Key Statistics, 2021

## B.C.'s workers and employers

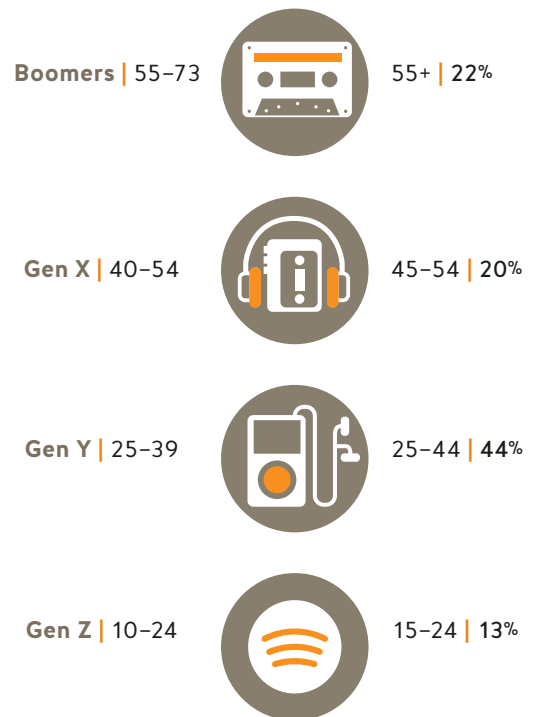
Top five industries by employment<sup>1,2</sup>



B.C. workers (employed) gender mix



B.C. workers (employed) age mix



Provincial time-loss claims rate  
**2.24**



Total prevention activity hours  
**284,036**



**263,292**  
Insured (registered) employers<sup>3</sup>



**2.49 million**  
Workers covered

1 Employment data published by Statistics Canada is subject to regular updates. This data is as of July 2022. See Statistics Canada tables 14-10-0327-01 and 14-10-0023-01.

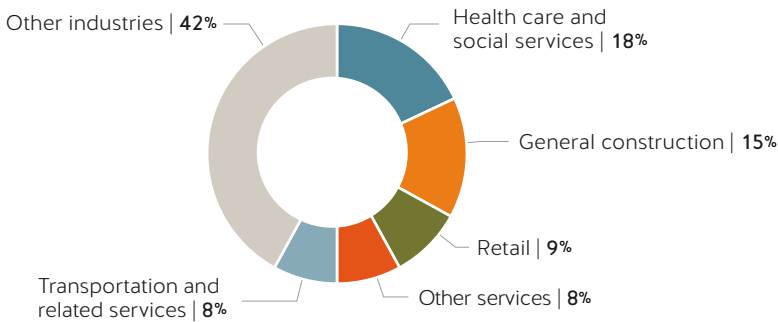
2 The employment by industry data is based on the North American Industry Classification System (NAICS), which

is different from the classification unit system used by WorkSafeBC. The two sets of data are not directly comparable.

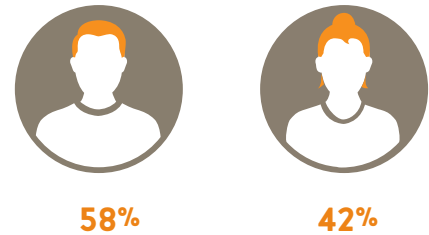
3 The total number of registered employers includes deposit account (self-insured) employers at December 31, 2021.

# B.C.'s injured workers

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



Gender mix (injured workers)<sup>4</sup>



Age of injured workers<sup>4</sup>



**12%**  
age 15–24



**42**  
average age



**22%**  
age 55 and over

## Claims

Injuries reported .....	<b>141,320</b>	Occupational disease claims <sup>4,8</sup> .....	<b>7,724</b>
Claims first paid this year .....	<b>97,747</b>	Percentage of claims disallowed .....	<b>6.3%</b>
Work-related death claims <sup>5</sup> .....	<b>161</b>	Days lost from work .....	<b>3.65 million</b>
Short-term disability claims <sup>6</sup> .....	<b>49,918</b>	Average time to first payment <sup>7</sup> (from day of disablement) .....	<b>19.4 days</b>

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

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

7 See WorkSafeBC's 2021 Annual Report and 2022–2024 Service Plan, page 150.

8 This figure replaces the estimate of 6,100 on page 46 of WorkSafeBC's 2021 Annual Report and 2022–2024 Service Plan, which was based on preliminary data at time of publishing.

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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's *Statistics 2021* informative and engaging.

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## 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.





## What's inside

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

In this year's publication we have included a section with key statistics relating to the ongoing COVID-19 pandemic, pages 3 and 4. This information is comparable to what was published last year in our *Statistics 2020* publication. In addition, readers will note a change to the name of the provincial injury rate. In 2021, the Board of Directors renamed the injury rate to the time-loss claims rate. This change was in name only and the calculation methodology remains the same as prior years.

## 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.

# COVID-19: Key statistics<sup>1</sup>

In 2021, the COVID-19 pandemic continued to impact the lives of workers and employers in B.C. The effects of the pandemic are reflected in the overall statistical information reported in this year's publication.

## Prevention

Prevention Support Services received more than 80,400 telephone calls with 77,530 received through the Prevention Information Line. Of the calls received, 45,229 required escalation to a prevention officer for additional action and were entered as action requests. In 2021, 36 percent or 16,286 action requests were COVID-19 related.

During the year, 87 percent (250 officers) of our prevention officers addressed COVID-19 related action requests from the public.

Action request category, 2021	Number	Percent
COVID-19 — Business resumption	2,666	6%
COVID-19 — General	12,669	28%
COVID-19 — Right to refuse	157	0%
COVID-19 — Health authority referral	229	1%
COVID-19 — Enforcement referral	430	1%
COVID-19 — Other action requests	135	0%
All other action requests	28,943	64%
<b>Total</b>	<b>45,229</b>	<b>100%</b>

Of the COVID-19 action requests received during the year, 78 percent were relating to questions regarding aspects of COVID-19; the other 22 percent were from individuals reporting a possible COVID-19 violation.

**45,229**

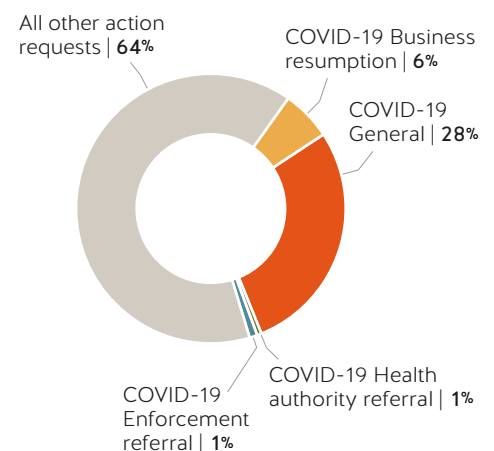
of calls received became action requests for a prevention officer

**16,286 | 36%**

of these were COVID-19 related

**87%**

of our Prevention officers addressed COVID-19 related requests



<sup>1</sup> Data as of July 06, 2022.



Request type, 2021	Number	Percent
Question	12,648	78%
Potential violation	3,600	22%
Service request	33	0%
Incident	2	0%
Employer incident investigations report	3	0%
<b>Total</b>	<b>16,286</b>	<b>100%</b>

In addition to the work arising from the Prevention Information Line, officers performed the following COVID-19 related activities:

Arising from the COVID-19 related action requests were:



**2,666**  
inspection reports



**336**  
employer consultations



**2**  
education presentations



**8,030**  
initiating inspections

**2,729**  
follow-up inspections



**2,240**  
orders cited (20 with a potential for a high-risk violation)



**0**  
orders to workers



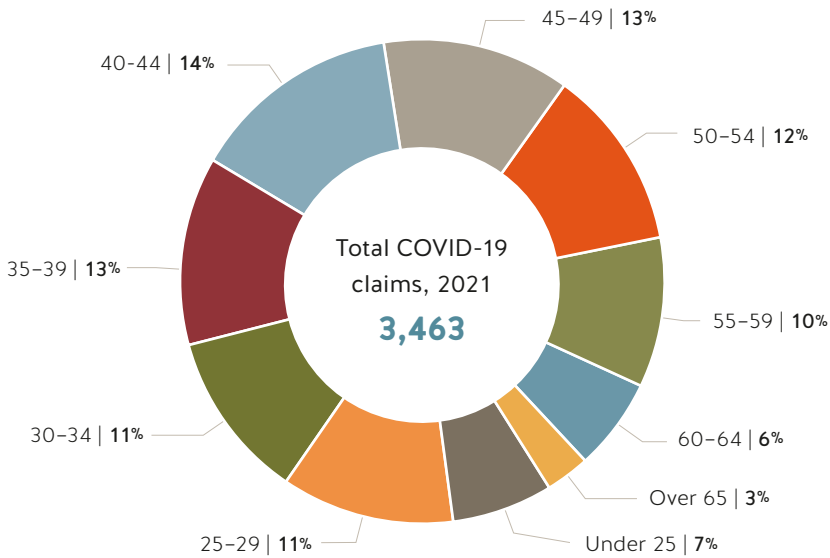
**1,148**  
employer consultations



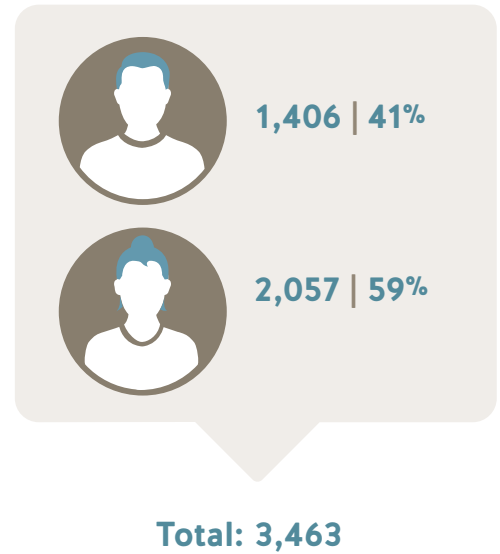
**10**  
education presentations

## COVID-19 claims, 2021<sup>1</sup>

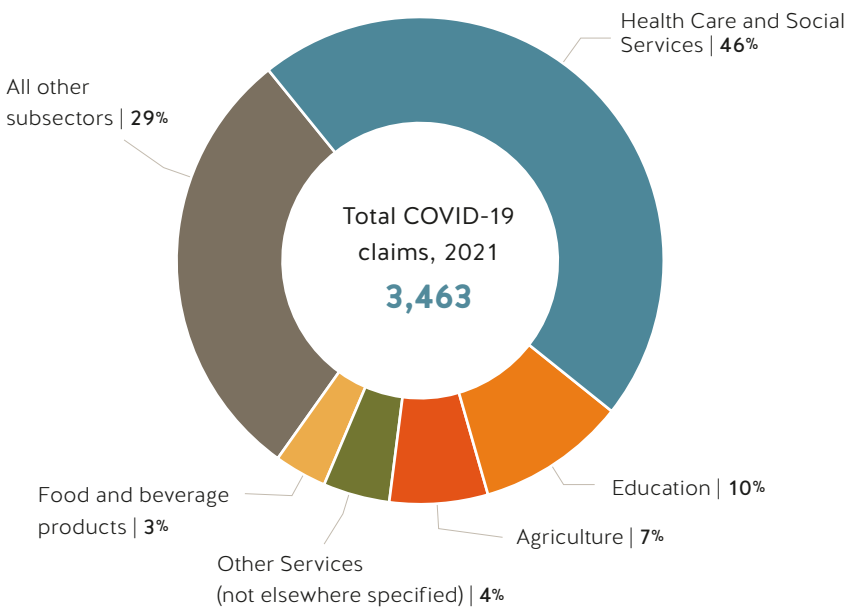
Age group



Gender



Top five subsectors, 2021



<sup>1</sup> Figures reported represent allowed work-related claims in 2021. Allowed claims have been determined to have occurred through a work-related incident or event.

# Work-Related Deaths and Serious Injury





Tracy lost her father Dave to mesothelioma caused by exposure to asbestos, which he had come into contact with during his career as an electrician.

# 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](https://worksafebc.com). 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, 2012–2021

In 2021, 141,320 claims were reported to WorkSafeBC — a 10.2 percent increase from claims reported in 2020.

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
2012	144,741	183	0.13%
2013	144,866	186	0.13%
2014	146,622	203	0.14%
2015	145,530	187	0.13%
2016	148,924	164	0.11%
2017	152,629	198	0.13%
2018	155,577	190	0.12%
2019	158,117	203	0.13%
2020	128,228	177	0.14%
2021	141,320	224	0.16%

WorkSafeBC made decisions to accept 161 work-related death claims in 2021. Of these, 37 of the 161 cases were for workers receiving long-term disability benefits who died from causes related to their compensable injuries or diseases. The 161 work-related death claims accepted during the year cannot be compared to the 224 fatalities in this table as some of the fatalities accepted in 2021 occurred and were reported in a prior year. In addition, some reported fatalities were not compensable.

The 224 fatalities in this table are categorized in Table 1–2. The 161 work-related death claims accepted in 2021 are broken down by subsector in Table 1–4.

The count of new injuries reported has been revised for the years 2012–2020 because of claim consolidations. There will likely be a revision to the 2021 count in the table published in WorkSafeBC's *Statistics 2022*.



Table 1–2: Fatalities occurring in 2021<sup>1</sup>

Category of injury or disease	Adjudication completed by March 31, 2022			Awaiting adjudication or application at March 31, 2022	Total fatalities occurring in 2021 and reported by March 31, 2022
	Allowed	Disallowed <sup>2</sup>	Rejected <sup>3</sup>		
Motor vehicle incident <sup>4</sup>	20	3	1	12	36
Other injury <sup>5</sup>	35	9	2	24	70
Asbestos exposure	43	5	0	7	55
Other disease	39	4	1	19	63
<b>Total</b>	<b>137</b>	<b>21</b>	<b>4</b>	<b>62</b>	<b>224</b>

1 All fatalities in this table occurred in 2021 and were reported by March 31, 2022; some incidents and exposures leading to those deaths occurred before 2021.

2 Disallowed claims are those deemed unrelated to work.

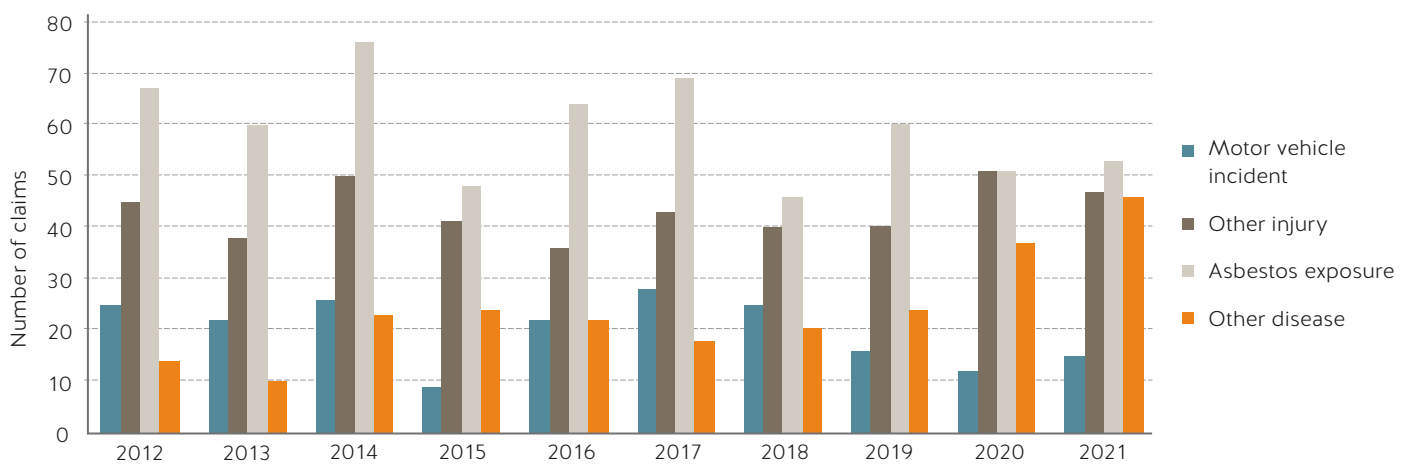
3 Claims are rejected if the worker does not have WorkSafeBC coverage. These claims were included in the “awaiting adjudication” column in previous versions of this table.

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, 2012–2021

Category of injury or disease	Year accepted											2012–2021
	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2021	
Motor vehicle incident <sup>3</sup>	25	22	26	9	22	28	25	16	12	15	15	200
Other injury <sup>4</sup>	45	38	50	41	36	43	40	40	51	47	47	431
Asbestos exposure	67	60	76	48	64	69	46	60	51	53	53	594
Other disease	14	10	23	24	22	18	20	24	37	46	46	238
<b>Total</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>151</b>	<b>161</b>	<b>161</b>	<b>1,463</b>



1 Claims accepted for work-related death benefits in 2012–2021.

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 2012–2014 have been restated to reflect this change in methodology.

3 Motor vehicle incident includes all vehicle incidents involving pedestrians.

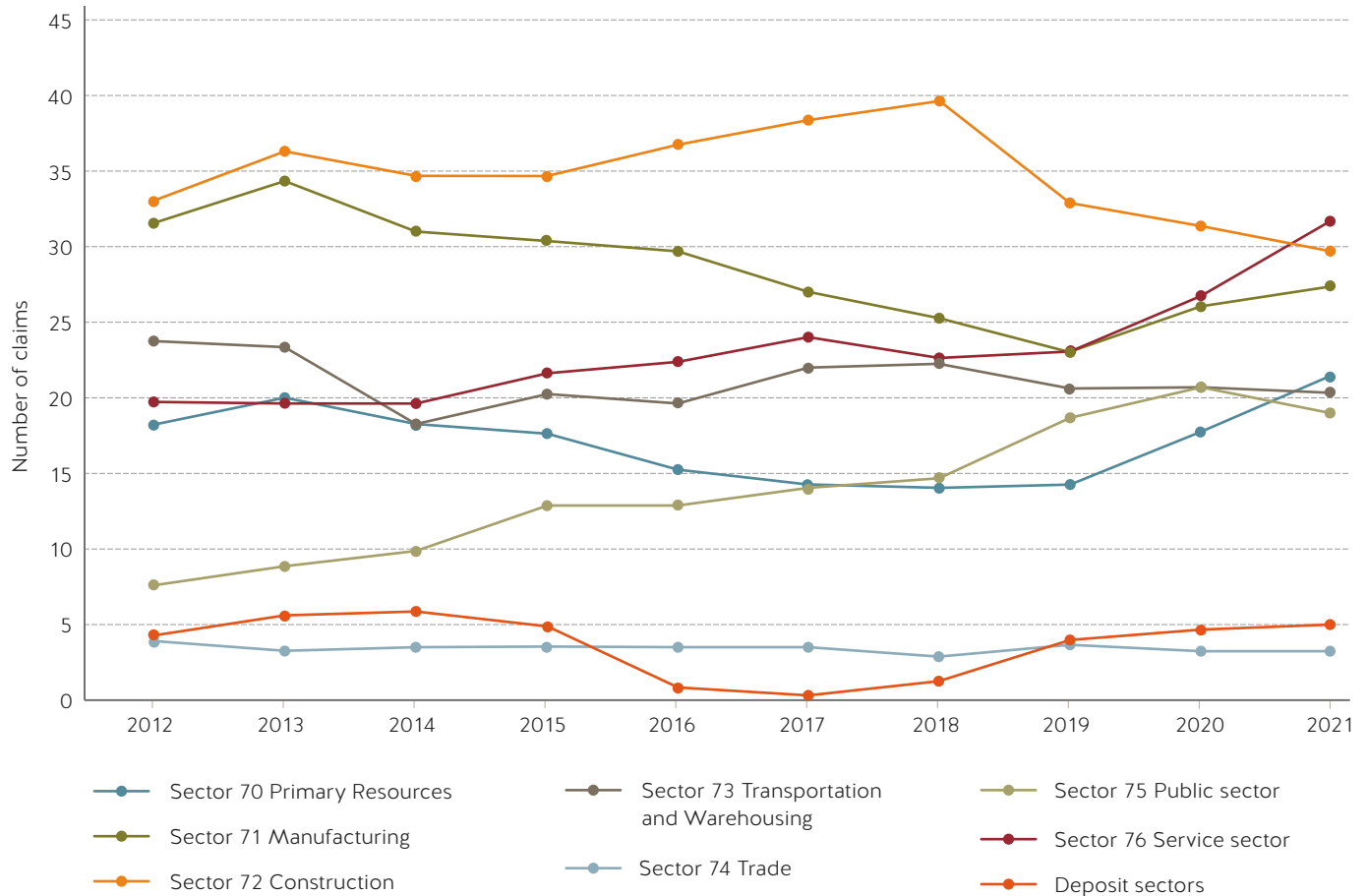
4 The classification criteria for other injury include, among others: incidents involving industrial vehicles (such as loaders, skidders, and forklifts), and deaths caused by a disease condition that is a compensable consequence of the original injury.

Table 1-4: Work-related death claims<sup>1,2</sup> by subsector, 2012–2021

Sector/ subsector <sup>3</sup>	Description <sup>4</sup>	Year accepted										2012– 2021
		2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	
<b>Sector 70 — Primary Resources</b>												
7010	Agriculture	3	2	5	0	0	2	1	1	1	4	19
7020	Fishing	1	2	4	3	1	2	1	1	3	4	22
7030	Forestry	13	9	8	8	8	9	5	8	6	9	83
7040	Oil and Gas or Mineral Resources	4	4	5	5	6	2	7	3	6	7	49
	<b>Total</b>	<b>21</b>	<b>17</b>	<b>22</b>	<b>16</b>	<b>15</b>	<b>15</b>	<b>14</b>	<b>13</b>	<b>16</b>	<b>24</b>	<b>173</b>
<b>Sector 71 — Manufacturing</b>												
7110	Food and Beverage Products	1	3	2	0	4	1	1	0	2	1	15
7120	Metal and Non-metallic Mineral Products	18	13	19	11	13	10	7	16	13	16	136
7130	Petroleum, Coal, Rubber, Plastic, and Chemical Products	2	3	0	1	1	2	2	1	2	1	15
7140	Wood and Paper Products	15	11	14	15	11	17	8	6	8	9	114
7150	Other Products	1	1	0	0	0	3	1	1	1	1	9
	<b>Total</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>26</b>	<b>28</b>	<b>289</b>
<b>Sector 72 — Construction</b>												
7210	General Construction	32	28	40	24	27	43	30	30	29	28	311
7220	Heavy Construction	0	1	2	1	1	3	1	3	1	-1	12
7230	Road Construction or Maintenance	2	1	3	4	2	5	3	1	1	2	24
	<b>Total</b>	<b>34</b>	<b>30</b>	<b>45</b>	<b>29</b>	<b>30</b>	<b>51</b>	<b>34</b>	<b>34</b>	<b>31</b>	<b>29</b>	<b>347</b>
<b>Sector 73 — Transportation and Warehousing</b>												
7310	Warehousing	0	0	0	0	0	0	0	0	0	0	0
7320	Transportation and Related Services	28	18	24	13	24	22	20	25	17	20	211
	<b>Total</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>17</b>	<b>20</b>	<b>211</b>
<b>Sector 74 — Trade</b>												
7410	Retail	1	3	2	2	2	3	2	1	5	1	22
7420	Wholesale	1	1	2	1	2	1	1	1	1	1	12
	<b>Total</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>6</b>	<b>2</b>	<b>34</b>

Sector/ subsector <sup>3</sup>	Description <sup>4</sup>	Year accepted										2012- 2021
		2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	
<b>Sector 75 — Public sector</b>												
7530	Public Administration	8	10	9	11	19	9	14	21	21	20	142
<b>Sector 76 — Service sector</b>												
7610	Accommodation, Food, and Leisure Services	2	3	3	1	3	6	6	4	2	3	33
7620	Business Services	2	1	0	0	0	3	0	2	2	2	12
7630	Professional, Scientific, and Technical Services	4	2	4	0	1	4	4	2	3	5	29
7640	Other Services	6	4	8	9	10	9	6	4	10	14	80
7650	Education	1	2	3	3	2	3	4	1	3	2	24
7660	Health Care and Social Services	2	3	3	2	4	0	2	1	3	6	26
7670	Utilities	1	2	3	3	3	1	1	5	4	2	25
	<b>Total</b>	<b>18</b>	<b>17</b>	<b>24</b>	<b>18</b>	<b>23</b>	<b>26</b>	<b>23</b>	<b>19</b>	<b>27</b>	<b>34</b>	<b>229</b>
<b>Sectors 81-84 — Deposit accounts (self-insured employers)</b>												
8108	Canadian Pacific Railway Limited, Teck Resources Limited	1	3	4	2	0	0	0	2	5	1	18
8110	Federal Government	0	0	4	1	0	-1	2	0	0	3	9
8209	BNSF Railway Company	0	0	0	0	0	0	0	0	0	0	0
8310	Air Canada, Canadian National Railway Company, Via Rail Canada Inc.	1	1	1	0	0	0	0	0	2	0	5
8411	Government of the Province of B.C.	1	-1	2	1	0	0	0	1	0	0	4
	<b>Total</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>7</b>	<b>4</b>	<b>36</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	1	1	0	-1	2	-1	0	0	2
<b>Grand total</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>151</b>	<b>161</b>	<b>1,463</b>

## Work-related death claims by sector, 2012–2021\*



\* Figures for 2012–2020 are centred on a three-year moving average. The 2021 average is based on a weighting of two-thirds being assigned to the 2021 actual result and one-third being assigned to the 2020 actual result.

1 Claims accepted for work-related death benefits in 2012–2021. Some work-related death claims have been previously first paid for long-term disability benefits, such as claims for diseases like silicosis.

2 Starting in 2015, the methodology to calculate deaths identified as work-related was amended. The new calculation accounts for work-related deaths in the year they are accepted. Previously, work-related deaths were counted in the year they were first paid. Figures for 2012–2014 have been restated to reflect this change in methodology.

3 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 2020*.

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

5 The *Workers Compensation Act* (the Act) was revised in 2019. The revision resulted in renumbering of the sections of 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 2021, 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 2021<sup>2</sup>

Subsector <sup>3</sup>	Description <sup>4</sup>	Year of death	Occupation	Age <sup>5</sup>	Incident description
7010	Agriculture	2021	Mushroom compost machine operator	62	Worker developed lung disease as a result of exposure to machine dust and ammonia.
7010	Agriculture	2021	Farmer	60	Worker was operating a tractor when it suddenly rolled over.
7010	Agriculture	2020	Nursery worker	78	Worker developed mesothelioma as a result of asbestos exposure.
7010	Agriculture	2021	Farm worker	35	Worker was sinking fence posts into the ground with a tractor bucket when the bucket dislodged from the tractor and struck worker.
7020	Fishing	2021	Processing plant maintenance technician	61	Worker developed psychological conditions as a result of bullying and harassment at work. Compensable conditions contributed to worker's death years later, likely due to irregular heartbeat.
7020	Fishing	2020	Delivery driver	78	While on top of dump truck, worker slipped and fell to ground, striking head. Compensable injury contributed to worker's death years later due to pneumonia.
7020	Fishing	2020	Fishing vessel engineer	67	Worker had a heart attack after a day of strenuous repair work.
7020	Fishing	2021	Fish processing plant worker	69	Worker contracted COVID-19 as a result of a workplace exposure.
7030	Forestry	2021	Logging machine operator	78	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
7030	Forestry	2018	Decker operator	68	Worker injured back when operating loader that hit a stump. Compensable injury aggravated pre-existing conditions and contributed to worker's later death due to a ruptured abdominal aortic aneurysm.
7030	Forestry	2021	Faller	53	Worker was falling a snag, and the jarring of the ground caused another tree to fall and strike the worker.
7030	Forestry	2021	Harvest supervisor	57	Worker was operating an excavator and constructing a trail. The track of the excavator slipped off the trail and the excavator rolled over onto its cab side, landing on a tree stump.
7030	Forestry	2021	Hook tender	76	Worker was struck by a log while getting out of a back spar machine. Compensable injury contributed to paraplegia and worker's death years later due to pleural disease.
7030	Forestry	2021	Heavy equipment operator	62	Worker's truck left the highway and struck a tree. Worker died as a result of their injuries.
7030	Forestry	2020	Truck driver	49	Worker fell 15 feet off a ladder. Compensable injury and psychological conditions contributed to worker's death years later due to prescription drug toxicity.
7030	Forestry	2021	Logging firm owner	41	Worker was falling a snag and was struck in the head by one of its branches.
7030	Forestry	2021	Tree planter	81	Worker contracted COVID-19 as a result of a workplace exposure.
7040	Oil and Gas or Mineral Resources	2021	Mining firm salesperson	71	Worker developed mesothelioma as a result of asbestos exposure.
7040	Oil and Gas or Mineral Resources	2021	Industrial plumber	79	Worker developed mesothelioma as a result of asbestos exposure.
7040	Oil and Gas or Mineral Resources	2020	Mine worker	77	Worker developed asbestosis and COPD as a result of asbestos exposure.
7040	Oil and Gas or Mineral Resources	2021	Maintenance worker	70	Worker developed mesothelioma as a result of asbestos exposure.
7040	Oil and Gas or Mineral Resources	2021	Chief electrical inspector	63	Worker developed mesothelioma as a result of asbestos exposure.
7040	Oil and Gas or Mineral Resources	2021	Driller	35	Worker was fatally injured in an underground mudslide at a mine.
7040	Oil and Gas or Mineral Resources	2020	Rotary driver	76	Worker developed COPD and pneumoconiosis as a result of exposure to silica dust.

Subsector <sup>3</sup>	Description <sup>4</sup>	Year of death	Occupation	Age <sup>5</sup>	Incident description
7110	Food and Beverage Products	2021	Marine engineer	75	Worker was struck in the head by a winch handle. Compensable brain injury contributed to worker's death years later due to sudden cardiac death.
7120	Metal and Non-metallic Mineral Products	2021	Boilermaker	73	Worker developed asbestosis and COPD as a result of asbestos exposure.
7120	Metal and Non-metallic Mineral Products	2020	Welder	63	Worker developed cancer as a result of exposure to toxic gases and fumes in the workplace.
7120	Metal and Non-metallic Mineral Products	2021	Shipyards worker	73	Worker developed mesothelioma as a result of asbestos exposure.
7120	Metal and Non-metallic Mineral Products	2020	Shipyards electrician	89	Worker developed asbestosis and pleural disease as a result of asbestos exposure.
7120	Metal and Non-metallic Mineral Products	2019	Vessel captain	69	Worker developed lung cancer as a result of asbestos exposure.
7120	Metal and Non-metallic Mineral Products	2021	Shipyards worker	73	Worker developed mesothelioma as a result of asbestos exposure.
7120	Metal and Non-metallic Mineral Products	2020	Welder	79	Worker was lowering a boom lift when it fell and hit worker. Complications of compensable brain injury, combined with contraction of COVID-19, contributed to worker's death years later.
7120	Metal and Non-metallic Mineral Products	2021	Steel worker	84	A steel plate fell and hit worker's leg. Compensable injury later resulted in amputation of leg and contributed to worker's death years later due to kidney disease.
7120	Metal and Non-metallic Mineral Products	2020	Press brake helper	59	Worker's hands were caught in the descending ram of a press brake. Subsequent psychological conditions contributed to worker's death years later due to suicide.
7120	Metal and Non-metallic Mineral Products	2020	Aircraft painter	60	Worker developed nasal cancer as a result of exposure to paint vapours and toxic chemicals in the workplace.
7120	Metal and Non-metallic Mineral Products	2019	Truck driver	51	Worker's cement truck left the road and went over an embankment. Worker died as a result of their injuries.



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	2020	Truck driver	51	Worker swerved to avoid another vehicle that was blocking the roadway during icy road conditions, resulting in the vehicle rolling over and leaving the roadway. The worker died as a result of their injuries.
7120	Metal and Non-metallic Mineral Products	2020	Construction worker	26	Worker was fatally injured when caught between a concrete lock block and an excavator bucket.
7120	Metal and Non-metallic Mineral Products	2020	Welder	83	Worker was run over by a forklift. Compensable injury contributed to worker's death years later due to sepsis.
7120	Metal and Non-metallic Mineral Products	2021	Chemical process engineer	24	Worker was struck by a forklift while walking through a material storage yard.
7130	Petroleum, Coal, Rubber, Plastic, and Chemical Products	2019	Machinist	82	Worker developed pleural disease as a result of asbestos exposure.
7140	Wood and Paper Products	2021	Envelope machine adjuster	83	Worker developed mesothelioma as a result of asbestos exposure.
7140	Wood and Paper Products	2019	Millwright	87	Worker developed asbestosis and pleural disease as a result of asbestos exposure.
7140	Wood and Paper Products	2021	Welder	80	Worker developed pulmonary fibrosis as a result of exposure to welding fumes.
7140	Wood and Paper Products	2020	Sawmill worker	52	Worker slipped and fell on icy ground. Complications of compensable brain injury contributed to worker's death years later due to cardiorespiratory arrest.
7140	Wood and Paper Products	2020	Mechanical engineer	83	Worker developed mesothelioma as a result of asbestos exposure.
7140	Wood and Paper Products	2020	Boilermaker	63	Worker developed lung cancer as a result of asbestos exposure.
7140	Wood and Paper Products	2021	Pipefitter	77	Worker developed mesothelioma as a result of asbestos exposure.
7140	Wood and Paper Products	2021	Instrument mechanic	85	Worker developed lung cancer and mesothelioma as a result of asbestos exposure.
7140	Wood and Paper Products	2021	Electrician	82	Worker developed mesothelioma as a result of asbestos exposure.
7150	Other Products	2021	Safety equipment sales manager	69	Worker's vehicle rolled over after being struck by another vehicle. Compensable injury contributed to worker's death years later due to sepsis.

Subsector <sup>3</sup>	Description <sup>4</sup>	Year of death	Occupation	Age <sup>5</sup>	Incident description
7210	General Construction	2020	Asbestos remover	67	Worker developed lung cancer as a result of asbestos exposure.
7210	General Construction	2019	Blaster	86	Worker developed angina as a result of regular exposure to toxic substances in the workplace. Compensable heart condition contributed to worker's death years later due to cardiorespiratory arrest.
7210	General Construction	2021	Concrete finisher	87	Worker developed lung cancer and pleural disease as a result of asbestos exposure.
7210	General Construction	2021	Electrician	74	Worker developed mesothelioma as a result of asbestos exposure.
7210	General Construction	2021	Electrician	75	Worker developed mesothelioma as a result of asbestos exposure.
7210	General Construction	2020	Electrical firm owner	46	Worker's vehicle was hit by an oncoming semi truck. The worker died as a result of their injuries.
7210	General Construction	2021	Carpentry firm owner	62	Worker lost balance on staircase and fell approximately 4.5 feet to the floor below.
7210	General Construction	2021	Carpenter	60	Worker fell from roof, resulting in quadriplegia. Impaired mobility contributed to worker's death years later in a residential fire.
7210	General Construction	2021	Carpet installer	85	Worker developed mesothelioma as a result of asbestos exposure.
7210	General Construction	2020	Construction site coordinator	45	A 1 ton gang form on a crane suddenly fell 5 feet off the hook and landed beside worker. Worker dove forward to the ground to avoid being hit. Compensable injury contributed to worker's death years later due to prescription drug toxicity.
7210	General Construction	2020	Construction superintendent	64	Insulation materials weighing 180 lbs caught a gust of wind, struck worker in the head.
7210	General Construction	2020	Carpenter	85	Worker developed lung cancer as a result of asbestos exposure.
7210	General Construction	2021	Construction firm owner	72	Worker was hooking up boxes of concrete rocks to a boom. Either a cable or the boom broke, and worker was struck by the 500 lb box. Resulting paraplegia contributed to worker's death years later due to sepsis from skin ulcers.
7210	General Construction	2021	Bricklayer	80	Worker developed pleural disease and stomach cancer as a result of asbestos exposure.

Subsector <sup>3</sup>	Description <sup>4</sup>	Year of death	Occupation	Age <sup>5</sup>	Incident description
7210	General Construction	2021	Pipefitter	97	Worker developed mesothelioma as a result of asbestos exposure.
7210	General Construction	2021	Plumber	76	Worker developed asbestosis and lung cancer as a result of asbestos exposure.
7210	General Construction	2021	Plumber	84	Worker developed asbestosis and COPD as a result of asbestos exposure.
7210	General Construction	2020	Electrical contractor	34	Worker was involved in a collision with a pickup truck on the way to a worksite. The worker died as a result of their injuries.
7210	General Construction	2021	Carpenter	75	Worker developed lung cancer as a result of asbestos exposure.
7210	General Construction	2020	Roofer	60	Worker fell 6 feet from a ladder. Complications of compensable injury contributed to worker's death years later.
7210	General Construction	2021	Roofing supervisor	42	Worker fell 25 feet off the roof of a residential building that worker was pressure washing.
7210	General Construction	2021	Construction site supervisor	32	Worker was helping to deconstruct a tower crane. The top section of the crane collapsed, resulting in worker's fall from the crane.
7210	General Construction	2021	Crane operator	28	Worker was helping to deconstruct a tower crane. The top section of the crane collapsed, resulting in worker's fall from the crane.
7210	General Construction	2021	Boilermaker	73	Worker developed asbestosis as a result of asbestos exposure.
7210	General Construction	2020	Welder	80	Worker developed chronic pneumonia as a result of exposure to welding fumes.
7210	General Construction	2021	Welder	72	Worker developed mesothelioma as a result of asbestos exposure.
7210	General Construction	2021	Welder	92	Worker developed mesothelioma as a result of asbestos exposure.
7210	General Construction	2021	Mechanical insulator	71	Worker developed asbestosis as a result of asbestos exposure.
7230	Road Construction or Maintenance	2021	Paving crew worker	69	Worker was struck by a car that swerved into the active paving lane. The worker died as a result of their injuries.
7230	Road Construction or Maintenance	2021	Traffic controller	50	Worker was run over by a concrete pump truck while working at an active roadside work site.

Subsector <sup>3</sup>	Description <sup>4</sup>	Year of death	Occupation	Age <sup>5</sup>	Incident description
7320	Transportation and Related Services	2021	Tow truck driver	61	While worker was under a vehicle attaching tow hooks to prepare it to be towed, the vehicle moved backwards and pinned worker between the flatbed and the vehicle's spare tire.
7320	Transportation and Related Services	2020	Longshoreman	85	Worker developed pleural disease as a result of asbestos exposure.
7320	Transportation and Related Services	2021	Tugboat captain	57	Worker was on a tugboat that capsized during bad weather and drowned.
7320	Transportation and Related Services	2021	Deckhand	25	Worker was on a tugboat that capsized during bad weather and drowned.
7320	Transportation and Related Services	2021	Diesel mechanic	85	Worker developed mesothelioma as a result of asbestos exposure.
7320	Transportation and Related Services	2021	Truck driver	62	Worker fell off a dump truck. Compensable injury contributed to worker's death years later due to sepsis.
7320	Transportation and Related Services	2020	Dump truck driver	47	Worker slipped and fell, striking back of head on a patch of ice. Compensable injury contributed to worker's death months later due to suicide.
7320	Transportation and Related Services	2019	Marine engineer	64	Worker developed colon cancer as a result of exposure to diesel fuel, solvents, and other substances in the workplace.
7320	Transportation and Related Services	2021	Truck driver	37	Worker was unrestrained in sleeper cab of a truck and was ejected from the vehicle when it collided with another semi-truck.
7320	Transportation and Related Services	2021	Truck driver	68	Worker opened the doors of a truck trailer and a box containing a boiler fell onto worker.
7320	Transportation and Related Services	2021	Truck driver	42	Worker's vehicle struck the back of a logging truck that broke down on the highway. The worker died of their injuries.
7320	Transportation and Related Services	2021	Truck driver	78	Worker developed lung cancer as a result of asbestos exposure.
7320	Transportation and Related Services	2021	Milk delivery truck driver	50	Worker's vehicle struck a residential carport. When worker went to investigate, the carport collapsed onto worker.
7320	Transportation and Related Services	2021	Truck driver	64	Worker's truck rear-ended another semi-tractor trailer as a result of worn brakes. The worker died of their injuries.
7320	Transportation and Related Services	2020	Truck driver	69	A package of lumber fell from a forklift and pinned worker against a truck trailer. Compensable injury contributed to worker's death years later due to pneumonia.

Subsector <sup>3</sup>	Description <sup>4</sup>	Year of death	Occupation	Age <sup>5</sup>	Incident description
7320	Transportation and Related Services	2020	Pilot	37	Worker was involved in a helicopter crash and died of their injuries.
7320	Transportation and Related Services	2021	Boom worker	38	During adverse road conditions, worker was attempting to pass two other vehicles, but lost control, clipping one of the other vehicles. Worker's vehicle left the roadway and struck a tree.
7320	Transportation and Related Services	2021	Plumber	90	Worker developed pleural disease as a result of asbestos exposure.
7320	Transportation and Related Services	2020	Truck driver	69	A truck was approaching worker's vehicle at high speed on a narrow road. While attempting to drive over to the side of the road, worker hit snow, which caused vehicle to slide into a ditch.
7320	Transportation and Related Services	2021	Transit operator	64	Worker had exited bus and was standing behind the vehicle when another bus rolled forward and pinned worker between the two vehicles. The worker died of their injuries.
7410	Retail	2021	Deli service supervisor	59	Worker contracted COVID-19 as a result of a workplace exposure.
7420	Wholesale	2021	Lighting company owner	57	Worker fell from a ladder and sustained a head injury while working at a construction site.
7530	Public Administration	2020	Summer worker	18	Worker was driving an ATV and struck a tree.
7530	Public Administration	2020	Police constable	46	Worker suffered hypertensive crisis after taking part in work-related fitness training.
7530	Public Administration	2021	Firefighter	66	Worker developed kidney cancer as a result of regular exposure to toxins at fire scenes.
7530	Public Administration	2020	Firefighter	76	Worker developed lymphatic cancer as a result of regular exposure to toxins at fire scenes.
7530	Public Administration	2021	Firefighter	67	Worker developed kidney and ureter cancer as a result of regular exposure to toxins at fire scenes.
7530	Public Administration	2021	Firefighter	75	Worker developed leukemia as a result of regular exposure to toxins at fire scenes.
7530	Public Administration	2020	Fire chief	74	Worker developed brain cancer as a result of regular exposure to toxins at fire scenes.
7530	Public Administration	2020	Firefighter	76	Worker developed lung cancer as a result of regular exposure to toxins at fire scenes.

Subsector <sup>3</sup>	Description <sup>4</sup>	Year of death	Occupation	Age <sup>5</sup>	Incident description
7530	Public Administration	2021	Firefighter	76	Worker developed prostate cancer as a result of regular exposure to toxins at fire scenes.
7530	Public Administration	2021	Firefighter	85	Worker developed mesothelioma as a result of asbestos exposure.
7530	Public Administration	2020	Carpenter	70	Worker developed mesothelioma as a result of asbestos exposure.
7530	Public Administration	2021	Firefighter	86	Worker developed colon cancer as a result of regular exposure to toxins at fire scenes.
7530	Public Administration	2021	Volunteer firefighter	68	Worker developed brain cancer as a result of regular exposure to toxins at fire scenes.
7530	Public Administration	2021	Firefighter	61	Worker developed lung cancer as a result of regular exposure to toxins at fire scenes.
7530	Public Administration	2021	Firefighter	76	Worker developed bladder cancer as a result of regular exposure to toxins at fire scenes.
7530	Public Administration	2021	Firefighter	81	Worker developed prostate cancer as a result of regular exposure to toxins at fire scenes.
7530	Public Administration	2021	Fire chief	54	Worker developed heart disease as a result of regular exposure to toxins at fire scenes.
7530	Public Administration	2020	Firefighter	82	Worker developed kidney cancer as a result of regular exposure to toxins at fire scenes.
7530	Public Administration	2021	Police constable	77	Worker's pre-existing spinal cord injury was aggravated when worker attempted to move a box stored above shoulder height. Complications of compensable injury and resulting quadriplegia contributed to worker's death years later.
7530	Public Administration	2021	Firefighter	83	Worker developed heart disease as a result of regular exposure to toxins at fire scenes.
7610	Accommodation, Food, and Leisure Services	2021	Welding contractor	49	Worker contracted COVID-19 as a result of a workplace exposure.
7610	Accommodation, Food, and Leisure Services	2021	Heavy duty mechanic	70	Worker was run over by a snowcat operated by a co-worker.
7610	Accommodation, Food, and Leisure Services	2021	Front desk manager	57	Worker contracted COVID-19 as a result of a workplace exposure.
7620	Business Services	2020	Claim adjuster	48	Frequent work with details of traumatic incidents contributed to worker's psychological condition and subsequent death by suicide.
7620	Business Services	2020	Editor assistant	59	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
7630	Professional, Scientific, and Technical Services	2021	Maintenance engineer	85	Worker developed mesothelioma as a result of asbestos exposure.
7630	Professional, Scientific, and Technical Services	2020	Field technician	56	Worker was attending a worksite where asphalt paving was taking place. The paving machine left the paving area and pinned worker between the machine and the worksite fence.
7630	Professional, Scientific, and Technical Services	2021	Log scaler	71	Worker fell backwards off a moving log and struck head on a log pile, resulting in quadriplegia. Compensable injury contributed to worker's death years later due to pneumonia.
7630	Professional, Scientific, and Technical Services	2021	Electrical engineer	88	Worker developed mesothelioma as a result of asbestos exposure.
7630	Professional, Scientific, and Technical Services	2021	Structural engineer	73	Worker developed mesothelioma as a result of asbestos exposure.
7640	Other Services	2020	Facility maintenance worker	59	Worker developed an inguinal hernia after delivering a large load. Worker died a month later due to complications from anesthesia during surgery.
7640	Other Services	2019	Truck driver	68	Worker was driving a gravel truck and the back of the truck skidded. Truck collided with several other vehicles and hit a rock wall. Worker was ejected from the vehicle.
7640	Other Services	2021	Body shop manager	56	Worker contracted COVID-19 as a result of a workplace exposure.
7640	Other Services	2021	Automotive technician	79	Worker developed mesothelioma as a result of asbestos exposure.
7640	Other Services	2021	Janitorial firm owner	63	Worker fell 20 feet off an extension ladder while cleaning exterior windows of a residential building.
7640	Other Services	2021	Food court attendant	72	Worker contracted COVID-19 as a result of a workplace exposure.
7640	Other Services	2020	Window cleaner	73	Worker fell 40 feet off a scaffold while washing windows. Compensable injury contributed to worker's death years later due to pneumonia.
7640	Other Services	2021	Laundry worker	64	Worker contracted COVID-19 as a result of a workplace exposure.

Subsector <sup>3</sup>	Description <sup>4</sup>	Year of death	Occupation	Age <sup>5</sup>	Incident description
7640	Other Services	2021	Equipment repair firm owner	34	Worker was attending a worksite to make repairs to a loader. When worker exited service truck to inspect the loader, the truck rolled forward, pinning worker between the truck and the loader.
7640	Other Services	2019	Carpenter	69	Worker developed lung cancer as result of asbestos exposure.
7640	Other Services	2021	Heavy duty mechanic	39	Worker contracted COVID-19 as a result of a workplace exposure.
7640	Other Services	2021	Appliance technician	78	Worker developed asbestosis as a result of asbestos exposure.
7640	Other Services	2021	Security guard	59	Worker contracted COVID-19 as a result of an outbreak in the workplace.
7640	Other Services	2021	Window cleaner	66	Worker fell off ladder while working inside the lobby of an office building.
7650	Education	2020	Heat exchange worker	71	Worker developed mesothelioma as a result of asbestos exposure.
7650	Education	2021	Elementary school teacher	79	Worker developed mesothelioma as a result of asbestos exposure.
7660	Health Care and Social Services	2021	Medical radiographer	51	Worker developed neurological condition after getting a flu shot. Compensable condition contributed to worker's death years later from pneumonia.
7660	Health Care and Social Services	2021	Psychiatric nurse	86	Worker developed asbestosis and pleural disease as a result of asbestos exposure.
7660	Health Care and Social Services	2021	Patient care coordinator	57	Worker contracted COVID-19 as a result of a workplace exposure.
7660	Health Care and Social Services	2021	Chaplain	58	Worker contracted COVID-19 as a result of a workplace exposure.
7660	Health Care and Social Services	2021	Laboratory analyst	42	Worker developed mesothelioma as a result of asbestos exposure.
7660	Health Care and Social Services	2019	Primary care paramedic	44	Worker developed psychological conditions as a result of responding to calls for traumatic incidents. Compensable conditions contributed to worker's death a year later due to suicide.
7670	Utilities	2020	Gas fitter	62	Worker developed mesothelioma as a result of asbestos exposure.
7670	Utilities	2016	Internet service technician	54	Worker was travelling to a remote worksite on a snowmobile, and was later found by co-worker lying unresponsive on the side of the trail.



Subsector <sup>3</sup>	Description <sup>4</sup>	Year of death	Occupation	Age <sup>5</sup>	Incident description
Other		2021	Machinist	89	Worker was riding on a manlift when it suddenly collapsed and worker fell 40 feet to the ground. Compensable injury contributed to partial paralysis and later death due to dementia.
Other		2020	Lighthouse keeper	50	Worker drowned and was found on the shoreline.
Other		2020	Fire captain	86	Worker developed bladder cancer as a result of regular exposure to toxins at fire scenes.
Other		2021	Correctional officer	62	Worker contracted COVID-19 while supervising an inmate in the hospital.

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.

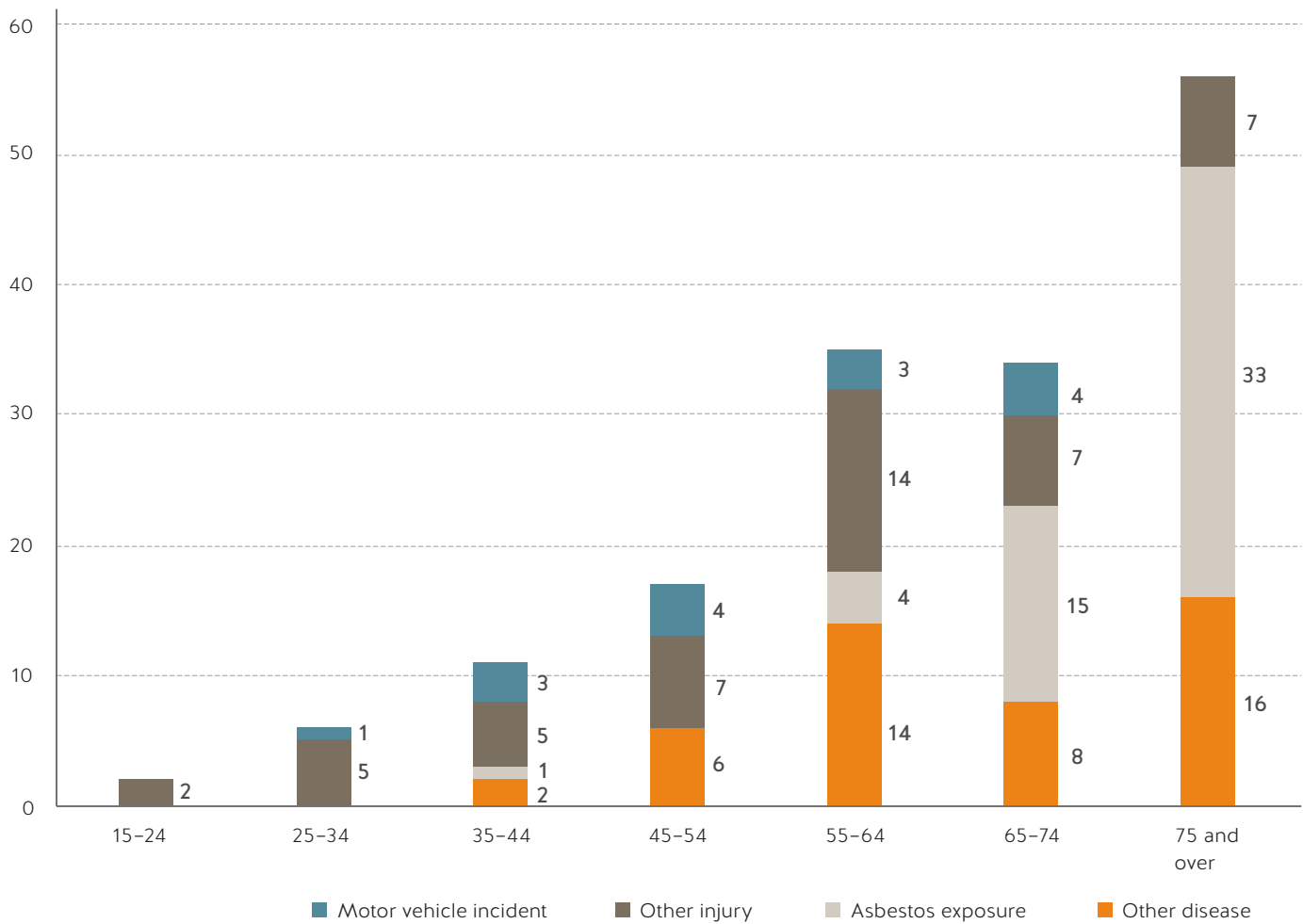
2 This table provides a description of the claims accepted for work-related death benefits in 2021, disregarding any payments.

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 2021 and transferred between subsectors in 2021.

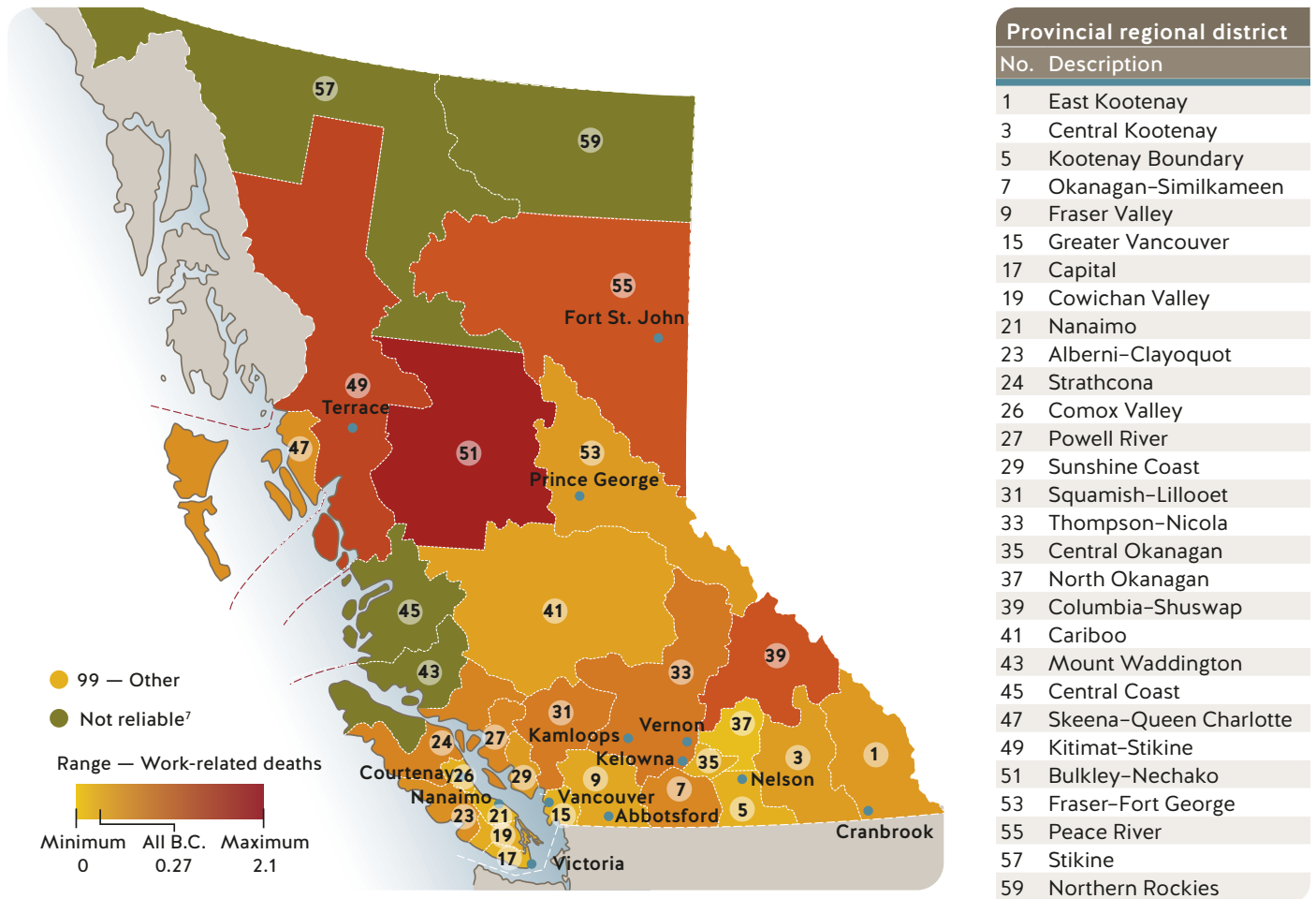
4 For a complete listing of WorkSafeBC's classification structure, see Classes of Industry section, page 98.

5 Age of worker at time of death.

## Work-related death claims by age group at time of death, and category of disease or injury, 2021



## Rate of accepted claims for single-incident work-related deaths, by regional district, <sup>1-8</sup> 2017–2021



- 1 The single incident accepted work-related death rate by 10,000 person-years was 0.27 for all B.C. between 2017 and 2021.
- 2 Accepted claims for single-incident work-related deaths are primarily coded based on incident location.
- 3 Accepted claims for single-incident work-related deaths include motor vehicle incidents and other injuries, and exclude work-related disease claims e.g., asbestosis, silicosis, and other disease-related deaths.
- 4 Person-years are based on estimated number of workers. To calculate these estimates, the person-years have been allocated based on an even distribution between employer operating-location classification units active in the period.
- 5 Industry mix may contribute to the differences between regional districts, as the time-loss claims rate differs between industries.

- 6 The provincial 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.
- 7 Provincial regional districts 43 (Mount Waddington), 45 (Central Coast), 57 (Stikine), and 59 (Northern Rockies) have a very low volume of person-years and the above measure is not considered reliable.
- 8 Data presented is not comparable to prior years as the information has been changed from a claim count to a rate. The five year range provides a more reliable and better representation than a single year as the annual number of work-related deaths by regional district are low and infrequent. Likewise, the worker population (person-years) is more stable over five years, than in a one year timeframe.

# Serious Injury<sup>1,2</sup>

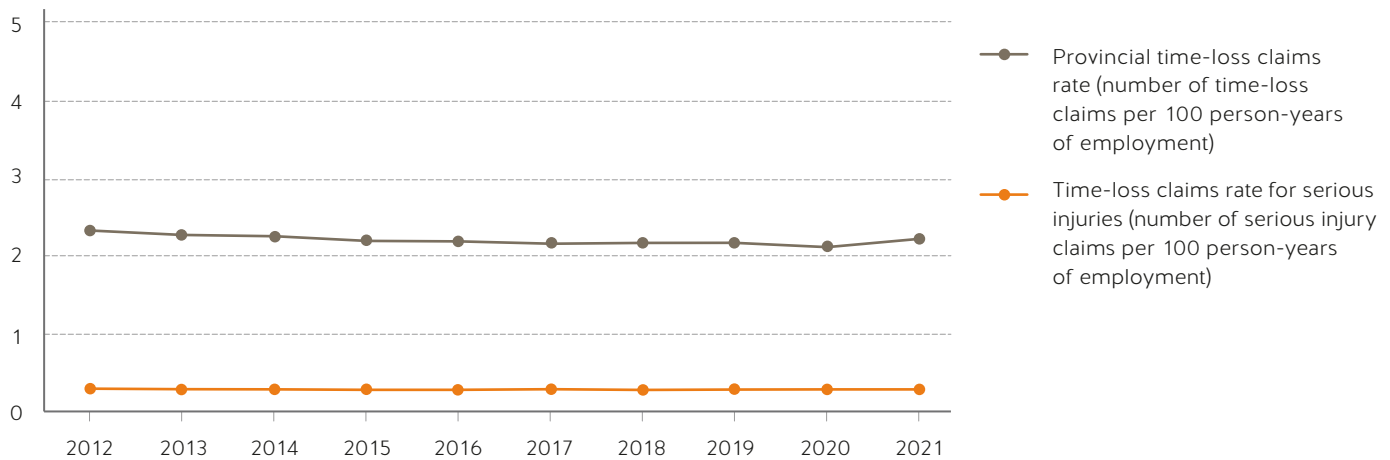
Serious injury claims include all time-loss claims with a first payment in the year of injury or in the three months following the year of injury that meet one of the following criteria:

- Serious medical diagnosis (one of 455 selected ICD-9 codes)
- Potentially serious medical diagnosis (one of 398 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; out of which 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.

Serious injury claims represent almost half (43 percent) of the claim costs for time-loss claims, as a whole.

**Chart 1-6a: Provincial time-loss claims rate and time-loss claims rate for serious injuries, 2012-2021**



**Table 1-6b: Serious injury time-loss claims rates by sector**

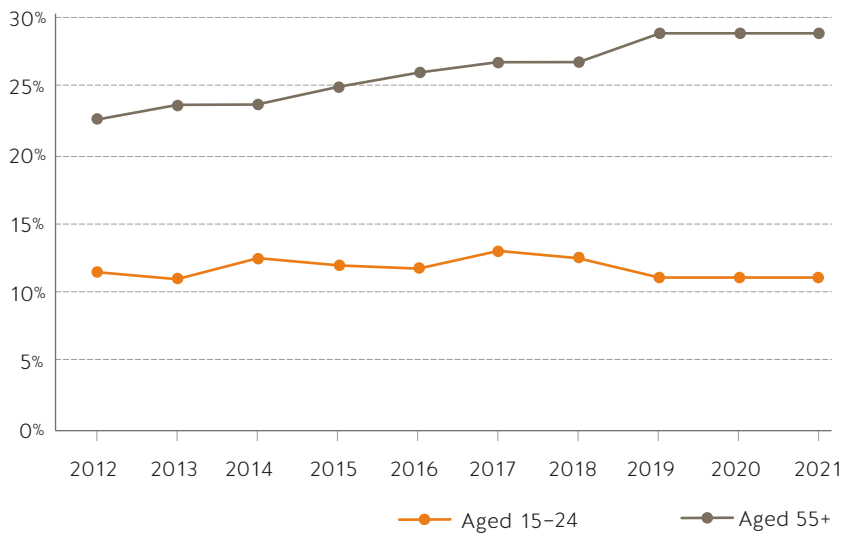
	2017	2018	2019	2020	2021
70 — Primary Resources	0.67	0.71	0.62	0.65	0.59
71 — Manufacturing	0.47	0.43	0.47	0.42	0.46
72 — Construction	0.83	0.79	0.72	0.70	0.71
73 — Transportation and Warehousing	0.70	0.59	0.60	0.62	0.68
74 — Trade	0.20	0.22	0.21	0.22	0.23
75 — Public sector	0.37	0.36	0.39	0.37	0.48
76 — Service sector	0.18	0.17	0.18	0.18	0.19
All B.C. — Rateable sectors	0.30	0.29	0.29	0.29	0.30

1 As of the publication deadline, the 2021 provincial time-loss claims rates have been finalized.

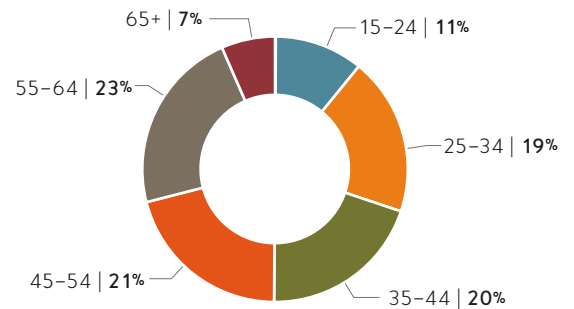
2 Figures are based on data as of July 7, 2022.

## Chart 1-7a: Serious injury claims by age group<sup>1</sup>

Percentage of serious injury claimants aged 15-24 or 55 years or older, 2012-2021

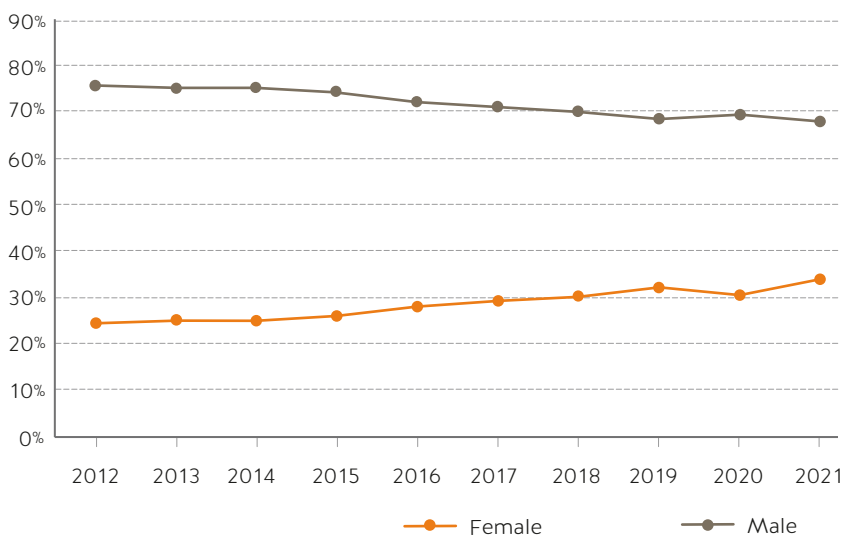


Serious injury claims by age group, 2021

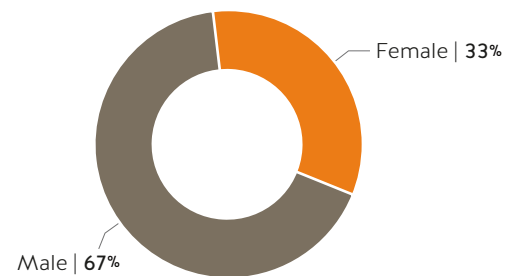


## Chart 1-7b: Serious injury claims by gender<sup>1</sup>

Percentage of serious injury claimants by gender, 2012-2021



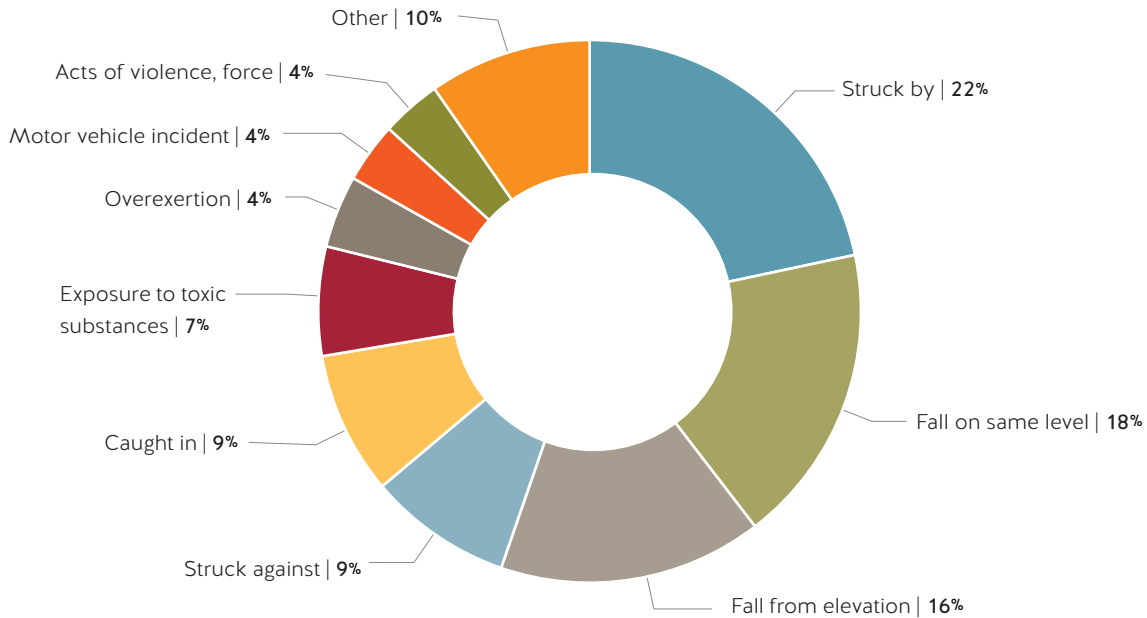
Serious injury claims by gender, 2021



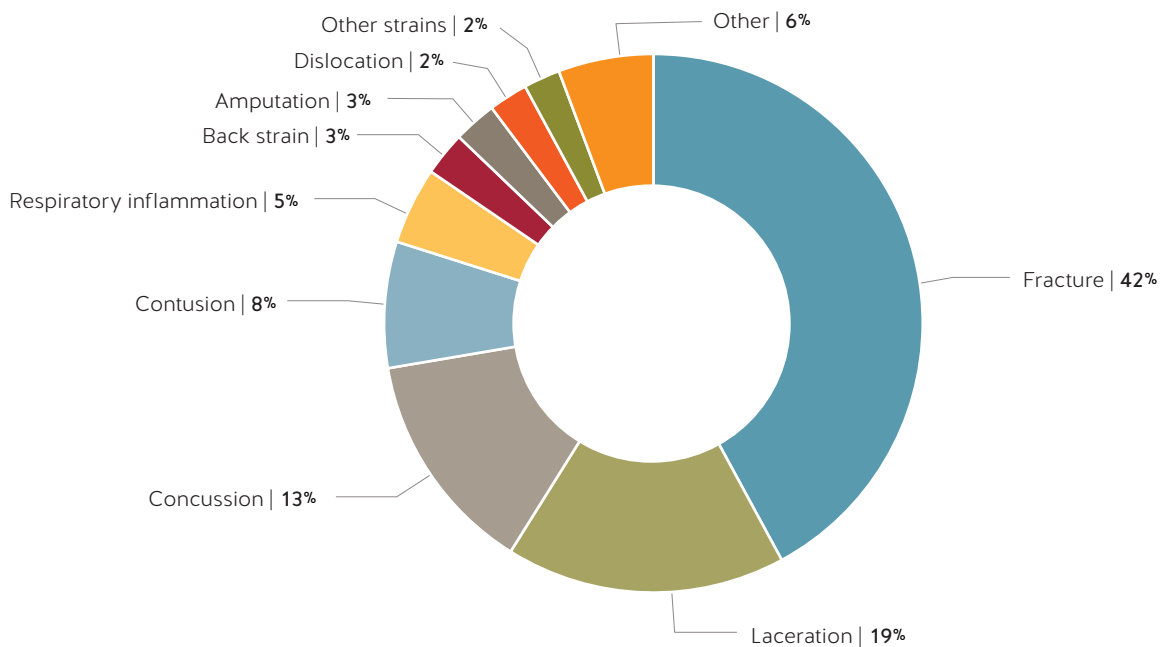
<sup>1</sup> The data is for rateable sectors only.

## Chart 1–8: Serious injury claims by incident and injury type<sup>1,2</sup>

### Serious injury claims by incident type, 2021<sup>1</sup>



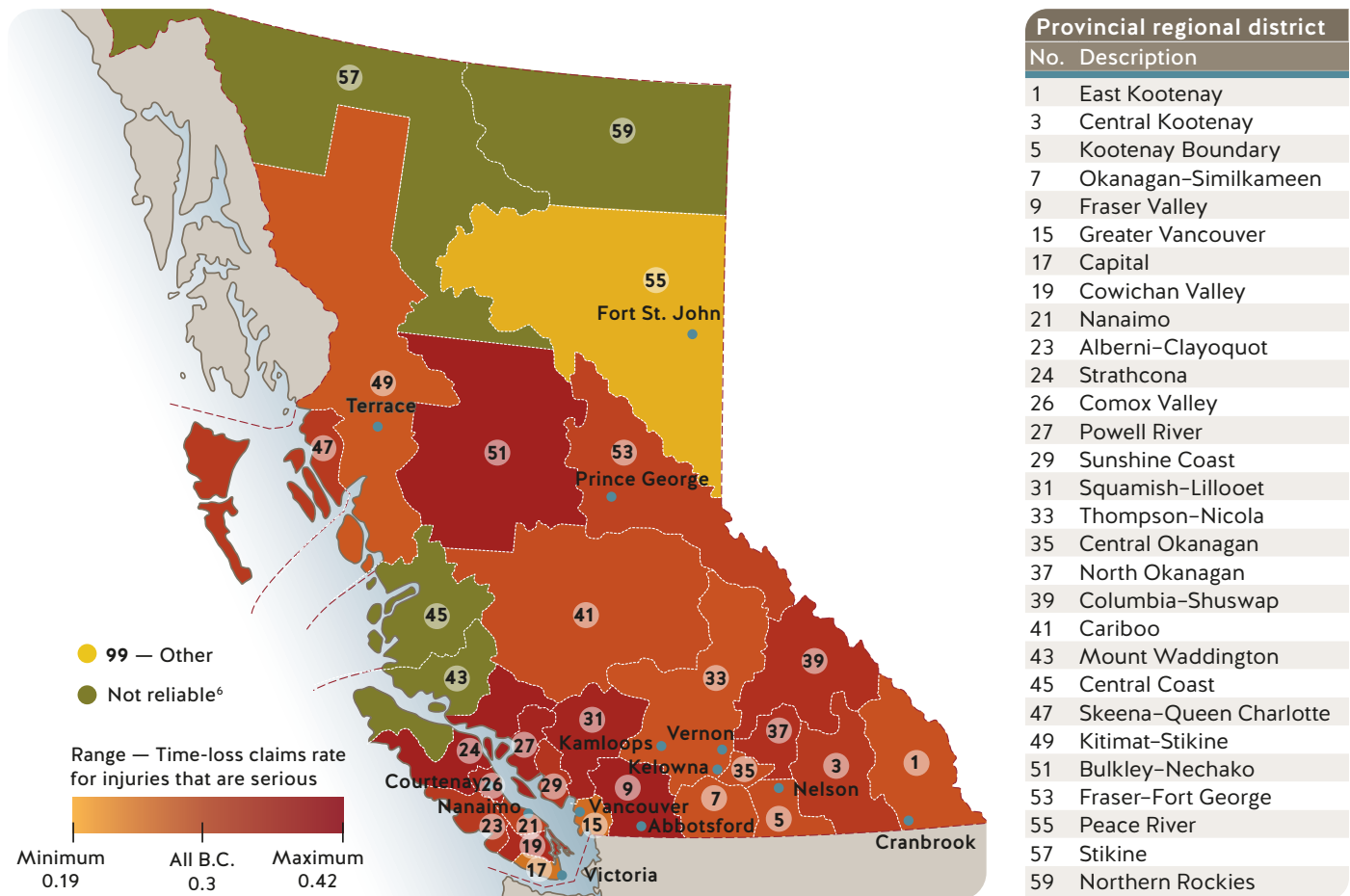
### Serious injury claims by injury type, 2021<sup>1</sup>



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

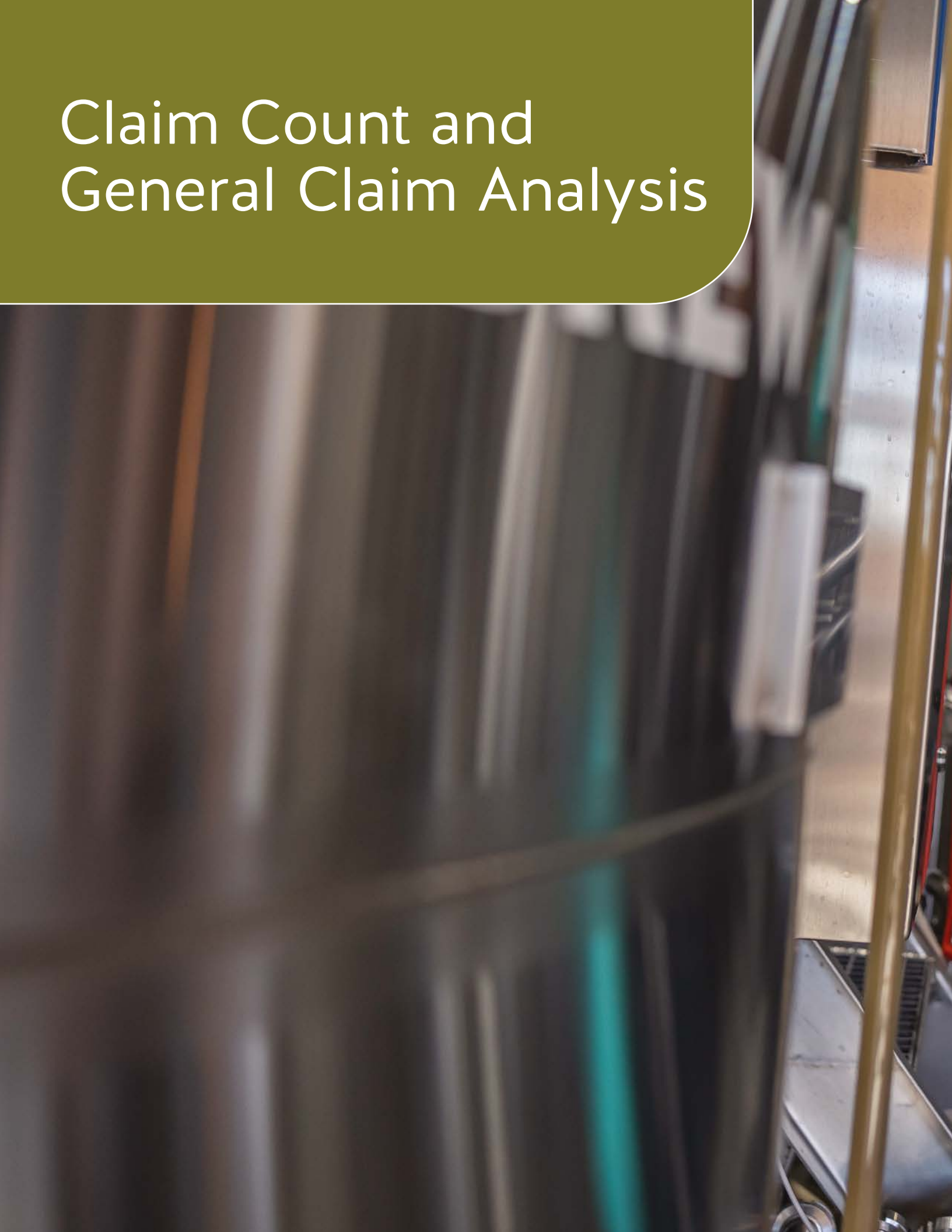
<sup>2</sup> The data is for rateable sectors only.

## Provincial time-loss claims rate for serious injuries by regional district, <sup>1-9</sup> 2017–2021



- In July 2021, the WorkSafeBC Board of Directors renamed the provincial injury rate to provincial time-loss claims rate.
- The time-loss claims rate for all B.C. was 0.3 serious injuries per 100 person-years for 2017–2021. A person-year is the equivalent of one person working all year on either a part- or full-time basis. Estimates for person-years are based on gross payrolls submitted by employers, as well as matching wage-rate data.
- The figures above are derived from claims categorized by the provincial 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.
- Person-years is based on estimated number of workers. To calculate these estimates, the person-years have been allocated based on an even distribution between employer operating-location CU active in the period.
- Industry mix may contribute to the differences between regional districts, as the time-loss claims rate for serious injuries differs between industries.
- Provincial regional districts 43 (Mount Waddington), 45 (Central Coast), 57 (Stikine) and 59 (Northern Rockies) have a very low volume of person-years and the above measure is not considered reliable.
- The number of serious injury claims are based on injury years 2017–2021.
- The provincial 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
- Data presented is not comparable to prior years as the information has been updated to a rate. The five year range provides a more reliable and better representation than a single year as the annual number of serious injuries by regional district are low and infrequent. Likewise, the worker population (person-years) is more stable over five years than in a one year timeframe.

# Claim Count and General Claim Analysis







CAMP  
BEER CO.

M.P.  
2018  
BEER CO.

Carhartt

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# Claim Count and General Claim Analysis

**Table 2–1: Number and cost of claims, 2021**

In 2021, 97,747 claims were paid for the first time. Of these:

40,687	were health care-only claims
49,918	were short-term disability (STD) claims
6,986	were long-term disability (LTD) claims
156	were work-related death claims <sup>1</sup>

In 2021, claim compensation costs totalled \$1,625,494,090, compared to \$1,455,373,107 in 2020. Figures include health care benefits, vocational rehabilitation benefits, and STD benefits payments made during the year, and include 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 2021 Annual

Report and 2022–2024 Service Plan are calculated on a different basis and are not comparable to these total claim compensation costs.

In 2021, WorkSafeBC set aside \$1,281,366 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, 2020 and 2021**

	2020		2021	
	Cost	Percentage of total	Cost	Percentage of total
Health care-only claims	51,735,240	3.6%	55,384,409	3.4%
Short-term disability claims <sup>2</sup>	626,962,581	43.1%	705,491,255	43.4%
Long-term disability claims <sup>2</sup>	738,813,778	50.8%	815,412,853	50.2%
Work-related death claims <sup>2</sup>	37,861,508	2.6%	49,205,573	3.0%
<b>Total<sup>3</sup></b>	<b>\$1,455,373,107<sup>4</sup></b>	<b>100.0%</b>	<b>\$1,625,494,090<sup>4</sup></b>	<b>100.0%</b>

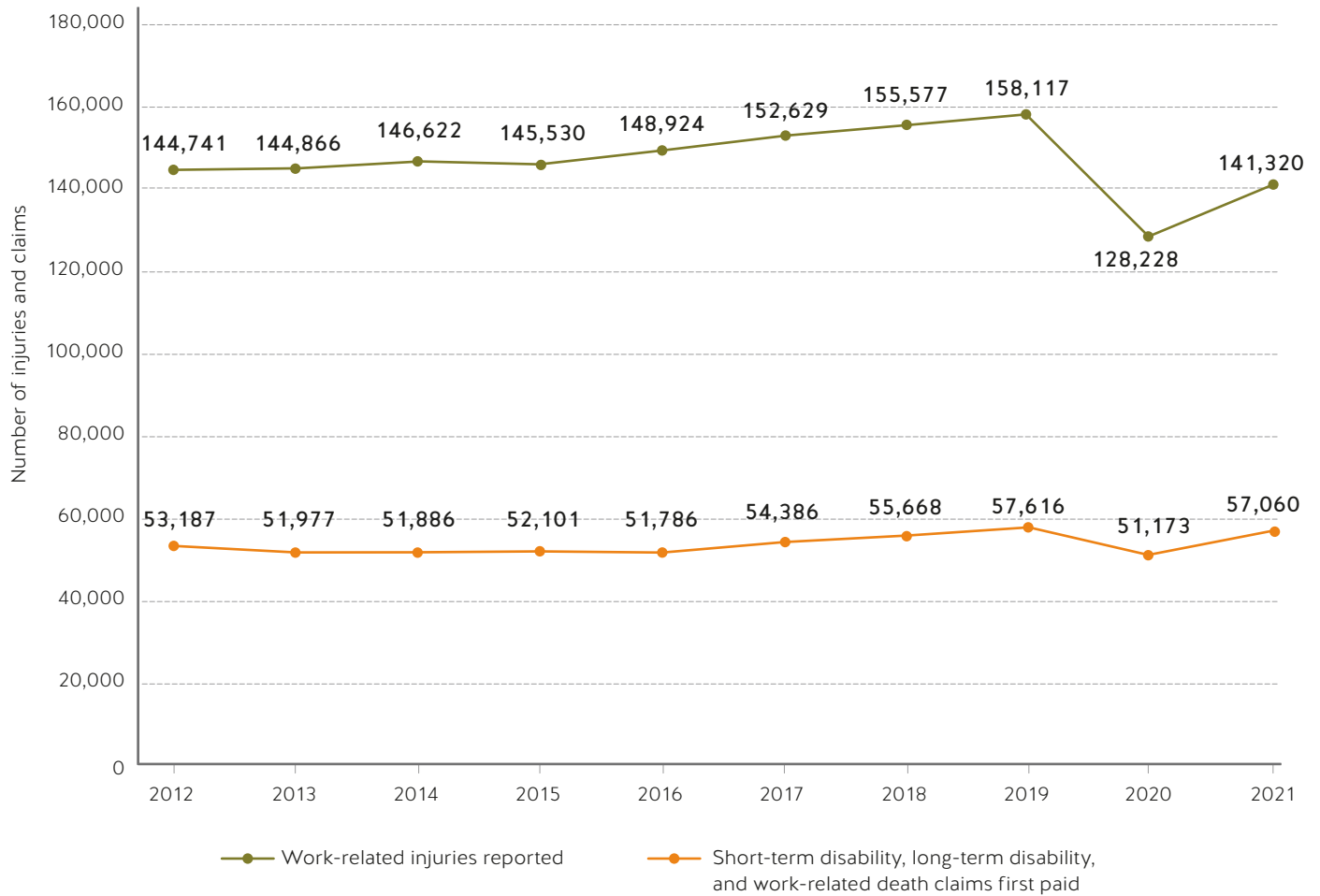
1 The count of work-related death claims in this table is based on claims that were first paid work-related death benefits in the year. This count differs from the counts in Tables 1–3, 1–4, and 1–5, which are based on claims that were accepted in the year for payment of work-related death benefits, 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 \$1,625,494,090 was calculated on a different basis than the total benefit liabilities figure in Note 10 of WorkSafeBC’s 2021 Annual Report and 2022–2024 Service Plan. A subsector breakdown of claim costs is provided in Table 3–3 on page 57 of this report.

Chart 2-3: Work-related injuries reported and claims first paid, 2012-2021



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

Table 2-4: Claims by regional district,<sup>1</sup> 2021

Provincial regional district <sup>2,3,4</sup>		Number of short- and long-term disability, and work-related death claims first paid in 2021	Provincial regional district <sup>2,3,4</sup>		Number of short- and long-term disability, and work-related death claims first paid in 2021
1	East Kootenay	737	35	Central Okanagan	2,253
3	Central Kootenay	574	37	North Okanagan	961
5	Kootenay Boundary	272	39	Columbia-Shuswap	508
7	Okanagan-Similkameen	858	41	Cariboo	560
9	Fraser Valley	3,771	43	Mount Waddington	72
15	Greater Vancouver	29,345	45	Central Coast	21
17	Capital	4,682	47	Skeena-Queen Charlotte	247
19	Cowichan Valley	800	49	Kitimat-Stikine	362
21	Nanaimo	1,709	51	Bulkley-Nechako	390
23	Alberni-Clayoquot	360	53	Fraser-Fort George	1,340
24	Strathcona	597	55	Peace River	490
26	Comox Valley	697	57	Stikine	12
27	Powell River	184	59	Northern Rockies	31
29	Sunshine Coast	288		Other and unknown	2,730
31	Squamish-Lillooet	508		<b>Total</b>	<b>57,060</b>
33	Thompson-Nicola	1,701			

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. 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</sup> 2021

Sector/ sub- sector <sup>3</sup>	Description <sup>4</sup>	Health care-only claims	Short-term disability claims	Long-term disability claims	Work-related death claims <sup>5</sup>	Overall total
<b>Sector 70 — Primary Resources</b>						
7010	Agriculture	517	808	64	4	1,393
7020	Fishing	163	108	30	3	304
7030	Forestry	708	385	206	8	1,307
7040	Oil and Gas or Mineral Resources	716	276	84	8	1,084
	<b>Total</b>	<b>2,104</b>	<b>1,577</b>	<b>384</b>	<b>23</b>	<b>4,088</b>
<b>Sector 71 — Manufacturing</b>						
7110	Food and Beverage Products	835	1,360	154	1	2,350
7120	Metal and Non-metallic Mineral Products	1,933	1,586	274	15	3,808
7130	Petroleum, Coal, Rubber, Plastic, and Chemical Products	374	353	69	1	797
7140	Wood and Paper Products	2,084	1,223	289	9	3,605
7150	Other Products	564	550	88	1	1,203
	<b>Total</b>	<b>5,790</b>	<b>5,072</b>	<b>874</b>	<b>27</b>	<b>11,763</b>
<b>Sector 72 — Construction</b>						
7210	General Construction	7,355	5,922	1,184	28	14,489
7220	Heavy Construction	257	81	21	-1	358
7230	Road Construction or Maintenance	550	343	100	1	994
	<b>Total</b>	<b>8,162</b>	<b>6,346</b>	<b>1,305</b>	<b>28</b>	<b>15,841</b>
<b>Sector 73 — Transportation and Warehousing</b>						
7310	Warehousing	102	196	12	0	310
7320	Transportation and Related Services	2,525	4,152	676	19	7,372
	<b>Total</b>	<b>2,627</b>	<b>4,348</b>	<b>688</b>	<b>19</b>	<b>7,682</b>
<b>Sector 74 — Trade</b>						
7410	Retail	3,749	4,988	487	1	9,225
7420	Wholesale	635	1,066	120	1	1,822
	<b>Total</b>	<b>4,384</b>	<b>6,054</b>	<b>607</b>	<b>2</b>	<b>11,047</b>
<b>Sector 75 — Public sector</b>						
7530	Public Administration	1,223	1,948	398	21	3,590
<b>Sector 76 — Service sector</b>						
7610	Accommodation, Food, and Leisure Services	3,233	3,401	412	3	7,049
7620	Business Services	250	278	68	3	599
7630	Professional, Scientific, and Technical Services	1,310	1,027	142	3	2,482
7640	Other Services	3,667	3,847	626	13	8,153

Sector/ sub- sector <sup>3</sup>	Description <sup>4</sup>	Health care-only claims	Short-term disability claims	Long-term disability claims	Work-related death claims <sup>5</sup>	Overall total
7650	Education	1,407	2,535	267	1	4,210
7660	Health Care and Social Services	5,059	11,560	896	6	17,521
7670	Utilities	275	204	44	3	526
	<b>Total</b>	<b>15,201</b>	<b>22,852</b>	<b>2,455</b>	<b>32</b>	<b>40,540</b>
<b>Sectors 81–84 — Deposit accounts (self-insured employers)</b>						
8108	Canadian Pacific Railway Limited, Teck Resources Limited	79	43	15	1	138
8110	Federal Government <sup>6</sup>	370	668	142	3	1,183
8209	BNSF Railway Company	0	1	0	0	1
8310	Air Canada, Canadian National Railway Company, Via Rail Canada Inc.	77	208	25	0	310
8411	Government of the Province of British Columbia	451	783	89	0	1,323
	<b>Total</b>	<b>977</b>	<b>1,703</b>	<b>271</b>	<b>4</b>	<b>2,955</b>
<b>Section 240<sup>7</sup></b>						
240(1)(c)	Disaster Reserve	0	0	0	0	0
240(1)(d)	Enhancement Reserve	0	8	0	0	8
	<b>Total</b>	<b>0</b>	<b>8</b>	<b>0</b>	<b>0</b>	<b>8</b>
Other <sup>8</sup>		219	10	4	0	233
<b>Grand total</b>		<b>40,687</b>	<b>49,918</b>	<b>6,986</b>	<b>156</b>	<b>97,747</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 2021 in the “All reported fatalities and injuries” table (Table 1-1 on page 8).

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 LTD count and subtracted from next year’s STD count. In this way, the STD claims in this table can be considered the number of claims receiving short-term disability benefits that do not go on to receive long-term disability or work-related death benefits. Similar adjustments are made for changes between other categories.

3 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.

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

5 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.

6 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.

7 The *Workers Compensation Act* was revised in 2019. The revision resulted in renumbering of sections of 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, 2021.

Table 2–6: Claims first paid by type of claim, 2012–2021

Year first paid	Health care-only claims	Short-term disability claims	Long-term disability claims	Work-related death claims <sup>1</sup>	Overall total
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
2020	39,671	45,261	5,753	159	90,844
2021	40,687	49,918	6,986	156	97,747
2012–2021	496,504	475,089	60,321	1,430	1,033,344

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.

Table 2-7: Health care-only, short-term disability, long-term disability, and work-related death claims first paid, by subsector, 2020 and 2021

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	
		2020	2021	2020	2021	2020	2021
<b>Sector 70 — Primary Resources</b>							
7010	Agriculture	424	517	675	876	1,099	1,393
7020	Fishing	195	163	158	141	353	304
7030	Forestry	733	708	589	599	1,322	1,307
7040	Oil and Gas or Mineral Resources	655	716	274	368	929	1,084
	<b>Total</b>	<b>2,007</b>	<b>2,104</b>	<b>1,696</b>	<b>1,984</b>	<b>3,703</b>	<b>4,088</b>
<b>Sector 71 — Manufacturing</b>							
7110	Food and Beverage Products	910	835	1,376	1,515	2,286	2,350
7120	Metal and Non-metallic Mineral Products	1,834	1,933	1,682	1,875	3,516	3,808
7130	Petroleum, Coal, Rubber, Plastic, and Chemical Products	380	374	424	423	804	797
7140	Wood and Paper Products	1,957	2,084	1,406	1,521	3,363	3,605
7150	Other Products	509	564	570	639	1,079	1,203
	<b>Total</b>	<b>5,590</b>	<b>5,790</b>	<b>5,458</b>	<b>5,973</b>	<b>11,048</b>	<b>11,763</b>
<b>Sector 72 — Construction</b>							
7210	General Construction	7,111	7,355	6,532	7,134	13,643	14,489
7220	Heavy Construction	195	257	95	101	290	358
7230	Road Construction or Maintenance	633	550	417	444	1,050	994
	<b>Total</b>	<b>7,939</b>	<b>8,162</b>	<b>7,044</b>	<b>7,679</b>	<b>14,983</b>	<b>15,841</b>
<b>Sector 73 — Transportation and Warehousing</b>							
7310	Warehousing	90	102	183	208	273	310
7320	Transportation and Related Services	2,321	2,525	4,411	4,847	6,732	7,372
	<b>Total</b>	<b>2,411</b>	<b>2,627</b>	<b>4,594</b>	<b>5,055</b>	<b>7,005</b>	<b>7,682</b>
<b>Sector 74 — Trade</b>							
7410	Retail	3,642	3,749	4,997	5,476	8,639	9,225
7420	Wholesale	666	635	1,041	1,187	1,707	1,822
	<b>Total</b>	<b>4,308</b>	<b>4,384</b>	<b>6,038</b>	<b>6,663</b>	<b>10,346</b>	<b>11,047</b>
<b>Sector 75 — Public sector</b>							
7530	Public Administration	1,364	1,223	2,181	2,367	3,545	3,590



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	
		2020	2021	2020	2021	2020	2021
<b>Sector 76 — Service sector</b>							
7610	Accommodation, Food, and Leisure Services	3,322	3,233	3,618	3,816	6,940	7,049
7620	Business Services	285	250	324	349	609	599
7630	Professional, Scientific, and Technical Services	1,157	1,310	957	1,172	2,114	2,482
7640	Other Services	3,675	3,667	4,076	4,486	7,751	8,153
7650	Education	1,401	1,407	2,137	2,803	3,538	4,210
7660	Health Care and Social Services	4,805	5,059	10,916	12,462	15,721	17,521
7670	Utilities	290	275	213	251	503	526
	<b>Total</b>	<b>14,935</b>	<b>15,201</b>	<b>22,241</b>	<b>25,339</b>	<b>37,176</b>	<b>40,540</b>
<b>Sectors 81–84 — Deposit accounts (self-insured employers)</b>							
8108	Canadian Pacific Railway Limited, Teck Resources Limited	73	79	67	59	140	138
8110	Federal Government <sup>3</sup>	401	370	839	813	1,240	1,183
8209	BNSF Railway Company	0	0	3	1	3	1
8310	Air Canada, Canadian National Railway Company, Via Rail Canada Inc.	96	77	186	233	282	310
8411	Government of the Province of British Columbia	407	451	808	872	1,215	1,323
	<b>Total</b>	<b>977</b>	<b>977</b>	<b>1,903</b>	<b>1,978</b>	<b>2,880</b>	<b>2,955</b>
<b>Section 240<sup>4</sup></b>							
240(1)(c)	Disaster Reserve	0	0	0	0	0	0
240(1)(d)	Enhancement Reserve	3	0	3	8	6	8
	<b>Total</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>8</b>	<b>6</b>	<b>8</b>
Other <sup>5</sup>		137	219	15	14	152	233
<b>Grand total</b>		<b>39,671</b>	<b>40,687</b>	<b>51,173</b>	<b>57,060</b>	<b>90,844</b>	<b>97,747</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 98.

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.

4 The *Workers Compensation Act* (the 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 2020 and 2021 that were uncoded to subsector as of December 31 of these years.

Table 2–8: Days lost and claims first paid in 2021, by year of injury

Year of injury	Number of short-term disability, long-term disability, and work-related death claims first paid in 2021 <sup>1</sup>	Total days lost in 2021 from all claims <sup>2</sup>
2011 and prior	52	56,239
2012	6	7,386
2013	11	8,442
2014	17	11,604
2015	30	10,583
2016	30	27,717
2017	77	53,330
2018	167	114,802
2019	500	300,455
2020	6,189	1,180,640
2021	49,981	1,881,598
<b>Total</b>	<b>57,060</b>	<b>3,652,796</b>

1 The total number of claims first paid in 2021 shown by year of injury. For example, WorkSafeBC first paid 11 claims in 2021 from injuries occurring in 2013.

2 These figures are workdays compensated in 2021 on all claims, not only those first paid in 2021. For example,

the total includes 6 claims with an injury year of 2012 that received first payment of short-term disability, long-term disability, or work-related death benefits. In 2021, there were 7,386 days lost from claims with an injury year of 2012.

## Table 2–9: Days lost from work by subsector, 2017–2021

In 2021, 3,652,796 days were lost from work as a result of occupational injury and disease. Days lost in 2021 are those paid in 2021 on current- and prior-year injuries. Of the total days paid during the year, 51.5 percent were from injuries and diseases occurring in 2021, 32.3 percent were from injuries and diseases occurring in 2020, and 16.2 percent were from injuries and diseases occurring in 2019 and earlier.

Sector/ sub- sector	Description <sup>1</sup>	Days lost in the year on claims from all years					Percent,	
		2017	2018	2019	2020	2021	2017– 2021	2017– 2021
<b>Sector 70 — Primary Resources</b>								
7010	Agriculture	27,131	31,786	30,443	35,450	37,534	162,344	1.0%
7020	Fishing	16,129	13,597	13,835	17,617	20,853	82,031	0.5%
7030	Forestry	57,471	55,345	59,248	46,892	42,017	260,973	1.6%
7040	Oil and Gas or Mineral Resources	15,196	14,076	15,371	16,521	18,062	79,226	0.5%
	<b>Total</b>	<b>115,927</b>	<b>114,804</b>	<b>118,897</b>	<b>116,480</b>	<b>118,466</b>	<b>584,574</b>	<b>3.6%</b>
<b>Sector 71 — Manufacturing</b>								
7110	Food and Beverage Products	46,271	54,444	60,925	61,392	68,436	291,468	1.8%
7120	Metal and Non-metallic Mineral Products	70,990	76,871	79,268	76,271	82,337	385,737	2.4%
7130	Petroleum, Coal, Rubber, Plastic, and Chemical Products	15,685	15,350	17,872	19,948	15,311	84,166	0.5%
7140	Wood and Paper Products	80,684	74,762	84,437	70,000	74,017	383,900	2.4%
7150	Other Products	22,886	25,636	24,715	25,179	25,889	124,305	0.8%
	<b>Total</b>	<b>236,516</b>	<b>247,063</b>	<b>267,217</b>	<b>252,790</b>	<b>265,990</b>	<b>1,269,576</b>	<b>7.9%</b>
<b>Sector 72 — Construction</b>								
7210	General Construction	355,777	372,193	375,331	369,980	370,570	1,843,851	11.5%
7220	Heavy Construction	5,729	5,653	7,459	6,678	7,684	33,203	0.2%
7230	Road Construction or Maintenance	22,661	22,492	27,091	34,426	30,900	137,570	0.9%
	<b>Total</b>	<b>384,167</b>	<b>400,338</b>	<b>409,881</b>	<b>411,084</b>	<b>409,154</b>	<b>2,014,624</b>	<b>12.6%</b>
<b>Sector 73 — Transportation and Warehousing</b>								
7310	Warehousing	8,524	8,784	7,811	7,544	8,178	40,841	0.3%
7320	Transportation and Related Services	246,191	248,368	270,943	287,575	286,217	1,339,294	8.4%
	<b>Total</b>	<b>254,715</b>	<b>257,152</b>	<b>278,754</b>	<b>295,119</b>	<b>294,395</b>	<b>1,380,135</b>	<b>8.6%</b>

Sector/ sub- sector	Description <sup>1</sup>	Days lost in the year on claims from all years					Percent,	
		2017	2018	2019	2020	2021	2017- 2021	2017- 2021
<b>Sector 74 — Trade</b>								
7410	Retail	181,168	195,526	213,706	211,166	221,719	1,023,285	6.4%
7420	Wholesale	42,277	42,803	48,041	46,794	46,598	226,513	1.4%
	<b>Total</b>	<b>223,445</b>	<b>238,329</b>	<b>261,747</b>	<b>257,960</b>	<b>268,317</b>	<b>1,249,798</b>	<b>7.8%</b>
<b>Sector 75 — Public sector</b>								
7530	Public Administration	70,928	89,420	99,088	99,572	113,414	472,422	2.9%
<b>Sector 76 — Service sector</b>								
7610	Accommodation, Food, and Leisure Services	178,689	186,460	206,917	183,097	151,979	907,142	5.7%
7620	Business Services	23,574	23,290	25,597	23,535	22,053	118,049	0.7%
7630	Professional, Scientific, and Technical Services	55,357	55,165	58,588	62,651	61,687	293,448	1.8%
7640	Other Services	168,205	185,270	205,887	203,263	198,706	961,331	6.0%
7650	Education	73,205	76,282	90,066	81,184	105,319	426,056	2.7%
7660	Health Care and Social Services	390,415	426,920	511,765	632,228	749,241	2,710,569	16.9%
7670	Utilities	12,865	10,429	10,005	8,197	10,148	51,644	0.3%
	<b>Total</b>	<b>902,310</b>	<b>963,816</b>	<b>1,108,825</b>	<b>1,194,155</b>	<b>1,299,133</b>	<b>5,468,239</b>	<b>34.1%</b>
Sectors 81-84 — Deposit accounts (self-insured employers)		65,314	74,405	87,366	91,500	86,028	404,613	2.5%
Section 240 <sup>2</sup>		494,085	509,871	606,974	772,907	794,533	3,178,370	19.8%
Other		2,820	5,532	705	1,804	3,366	14,227	0.1%
<b>Grand total</b>		<b>2,750,227</b>	<b>2,900,730</b>	<b>3,239,454</b>	<b>3,493,371</b>	<b>3,652,796</b>	<b>16,036,578</b>	<b>100.0%</b>

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

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, 2012-2021

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 trended downward from 2012 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 2012-2021 period.

Chart 2-10b illustrates one of WorkSafeBC's most important statistical indicators, the provincial time-loss claims rate — the number of time-loss 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 time-loss claims rate has been stable and at near-historic lows for the past several years. To calculate the provincial time-loss claims 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, has remained relatively stable since 2015, with a slight upward trend being seen from 2018 onward.

The last two charts reflect shifts in the population of WorkSafeBC-covered workers. Chart 2-10d indicates that the percentage of female claimants has increased from about 36 percent in 2012 to almost 42 percent in 2021. Chart 2-10e shows that the percentage of claimants under 25 was quite stable until 2017. This percentage then began experiencing a decline from 2018 to 2019, until a small reversal in trend was seen between 2020 and 2021. This same chart also shows the percentage of claimants 55 or older was steadily increasing until 2020.

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 72.

Chart 2-10a: Number of days paid per claim, 2012-2021

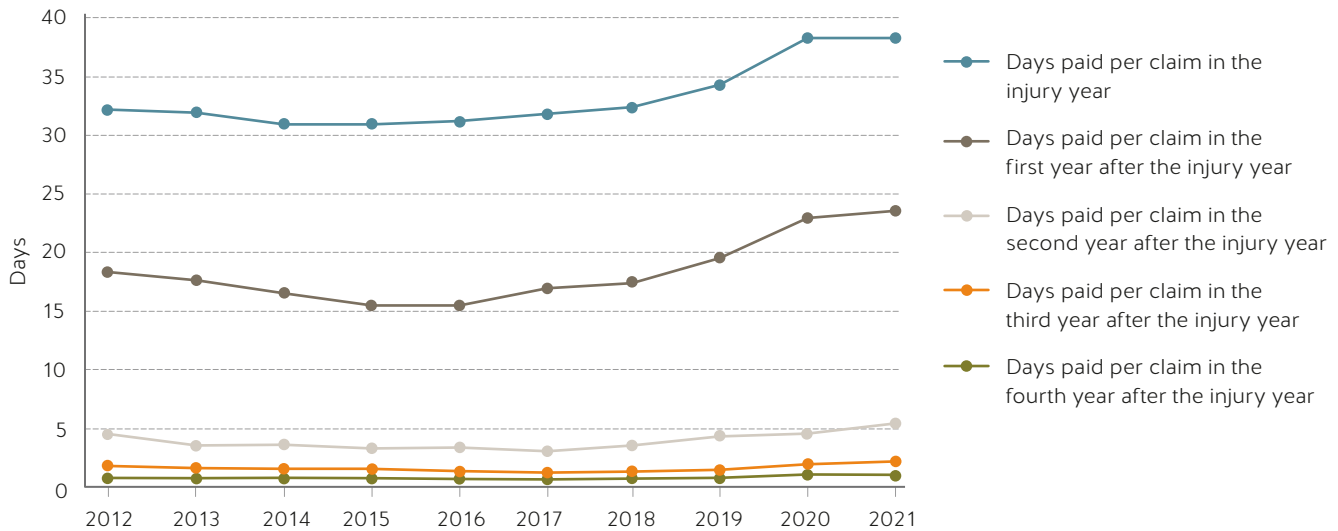
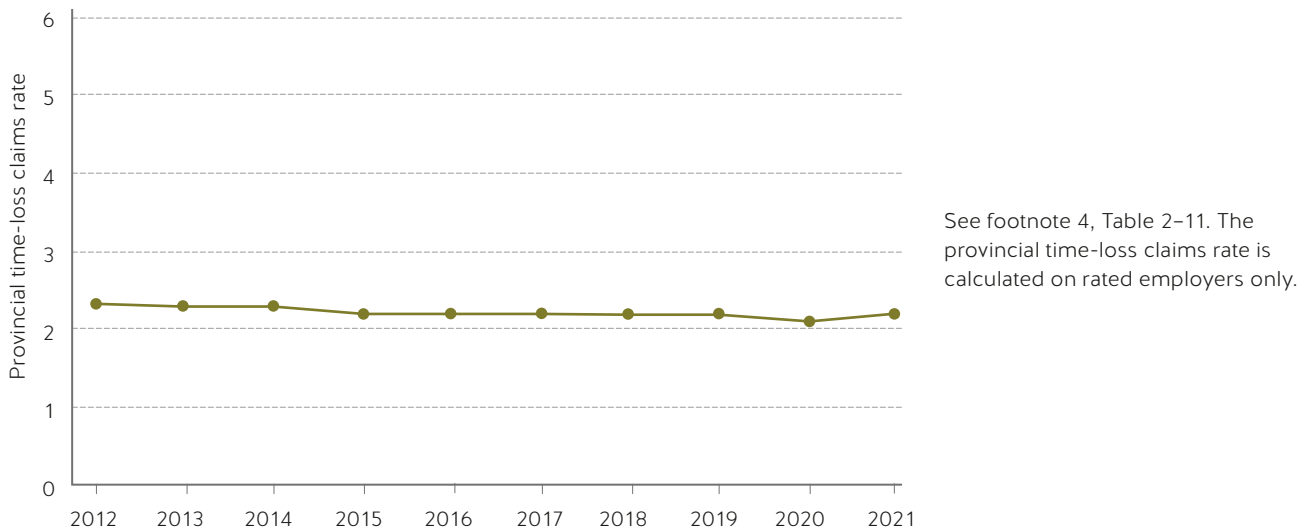


Chart 2-10b: Provincial time-loss claims rate,<sup>1</sup> 2012-2021



<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, 2012-2021

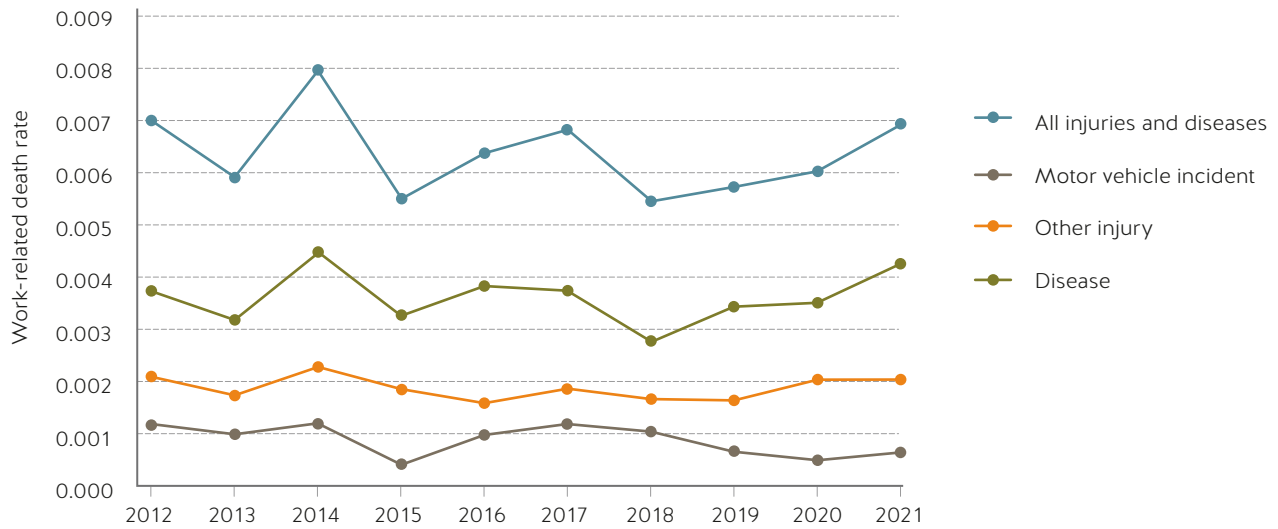
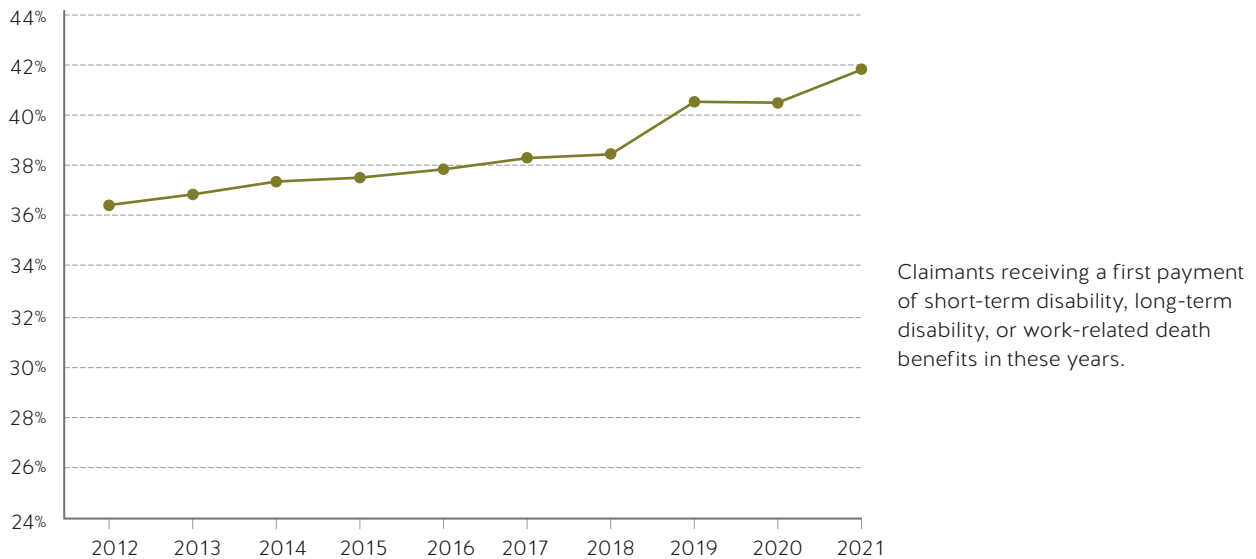


Chart 2-10d: Percentage of female claimants, 2012-2021



<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, 2012-2021

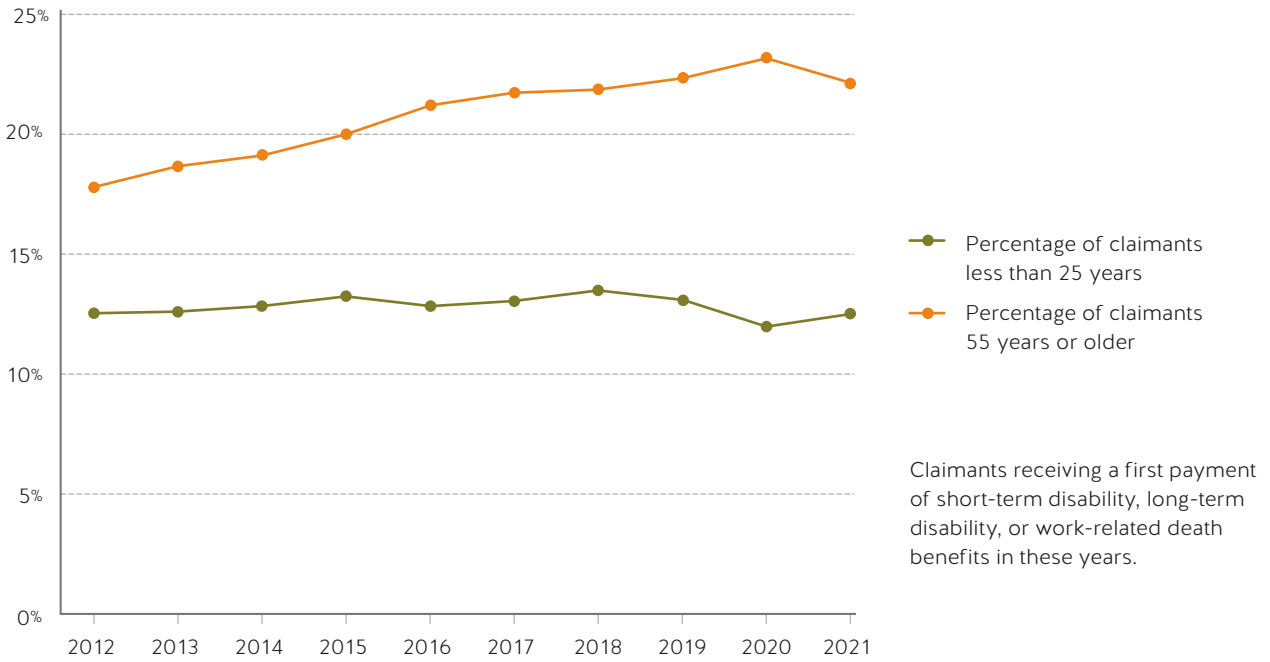


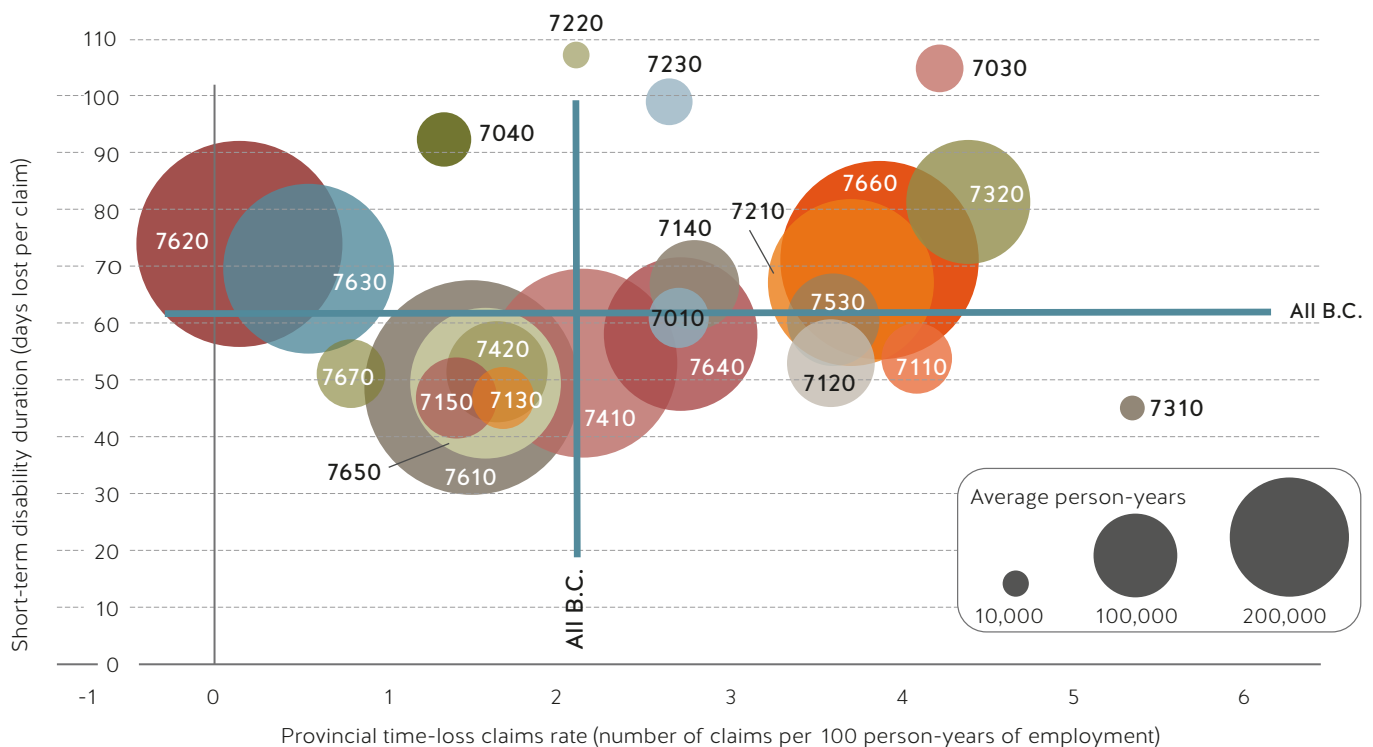


Table 2–11: Provincial time-loss claims rate and relief-adjusted short-term disability duration<sup>1</sup> for rateable subsectors,<sup>2</sup> 2017–2021<sup>3</sup>

Sub-sector	Description	Time-loss claims rate <sup>4</sup> (number of claims <sup>5</sup> per 100 person-years <sup>6</sup> of employment)					Relief-adjusted short-term disability duration <sup>4,7,8</sup> (days per claim)				
		2017	2018	2019	2020	2021	2017	2018	2019	2020	2021
7010	Agriculture	3	3	2	3	3	57	61	58	65	56
7020 <sup>9</sup>	Fishing						83	85	89	116	149
7030	Forestry	4	5	4	4	4	85	72	87	85	84
7040	Oil and Gas or Mineral Resources	1	1	1	1	2	78	69	70	77	74
7110	Food and Beverage Products	4	4	4	4	5	46	52	56	60	65
7120	Metal and Non-metallic Mineral Products	4	4	4	3	4	47	48	51	59	63
7130	Petroleum, Coal, Rubber, Plastic, and Chemical Products	2	2	2	2	2	43	39	47	61	50
7140	Wood and Paper Products	3	3	3	3	3	59	59	69	68	70
7150	Other Products	1	2	2	1	1	43	48	48	58	58
7210	General Construction	4	4	4	3	4	66	65	67	75	73
7220	Heavy Construction	3	3	2	2	1	88	53	93	100	98
7230	Road Construction or Maintenance	3	3	3	3	3	80	73	88	115	97
7310	Warehousing	7	5	5	5	5	42	50	50	55	56
7320	Transportation and Related Services	5	4	4	4	5	74	71	76	89	86
7410	Retail	2	2	2	2	2	47	50	53	58	58
7420	Wholesale	2	2	2	2	2	48	49	53	57	57
7530	Public Administration	4	4	4	4	4	48	56	60	64	71
7610	Accommodation, Food, and Leisure Services	2	2	2	1	1	46	46	51	63	56
7620 <sup>10</sup>	Business Services	0	0	0	0	0	63	67	69	85	85
7630	Professional, Scientific, and Technical Services	1	1	1	1	1	67	68	69	88	81

Sub-sector	Description	Time-loss claims rate <sup>4</sup> (number of claims <sup>5</sup> per 100 person-years <sup>6</sup> of employment)					Relief-adjusted short-term disability duration <sup>4,7,8</sup> (days per claim)				
		2017	2018	2019	2020	2021	2017	2018	2019	2020	2021
7640	Other Services	3	3	3	3	3	52	54	59	66	63
7650	Education	2	2	2	1	2	43	43	47	51	58
7660	Health Care and Social Services	4	4	4	4	4	48	52	59	71	76
7670	Utilities	1	1	1	1	1	50	48	47	52	62
All subsectors		2.2	2.2	2.2	2.1	2.2	56	58	62	71	73

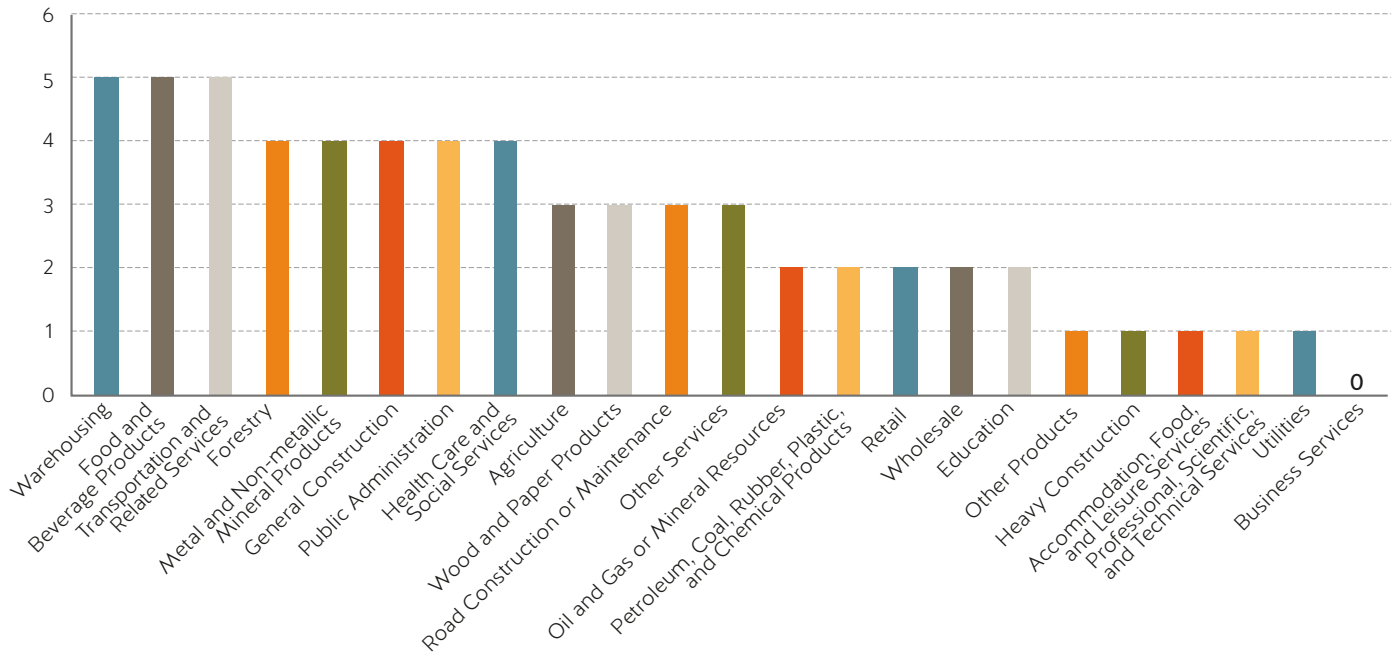
## Provincial time-loss claims rate, duration, and person-years by subsector, <sup>10,11</sup> 2017–2021



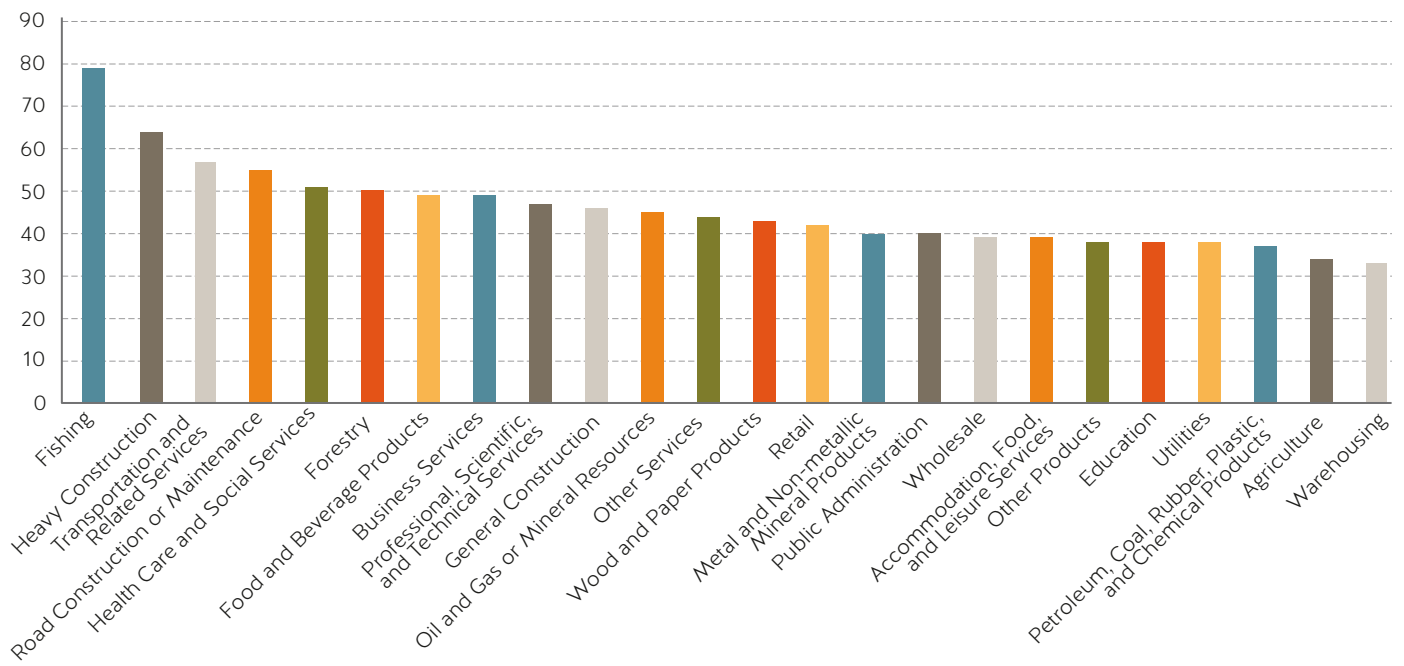
Please refer to the following page for related footnotes.

- 
- 1 The time-loss claims rate and duration can be quite volatile for smaller industries; performance can vary from year to year.
- 2 For a complete listing of WorkSafeBC's classification structure, see Classes of Industry section, page 98.
- 3 Some figures in the 2017–2020 period have been slightly revised.
- 4 Some employers have been reclassified since their initial classification in a subsector. This table reflects such changes completely for time-loss claims rates, and as of the reclassification date (not retroactively) for duration.
- 5 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.
- 6 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 2021 person-years is preliminary; so too are the 2021 time-loss claims rates.
- 7 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 (AWCBC). Several methods can be used to calculate duration; comparisons from other sources should be made bearing this in mind.
- The subsector duration in the table above reflects an adjustment for days relieved under Section 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.
- 8 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.
- 9 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 time-loss claims rates are calculated for subsector 7020.
- 10 Time-loss claims rates of less than 0.5 are shown as 0.
- 11 The figures for time-loss claims rate, short-term disability duration, and person-years are based on the five-year average 2017–2021.

## Time-loss claims rate by rateable subsector, 2021

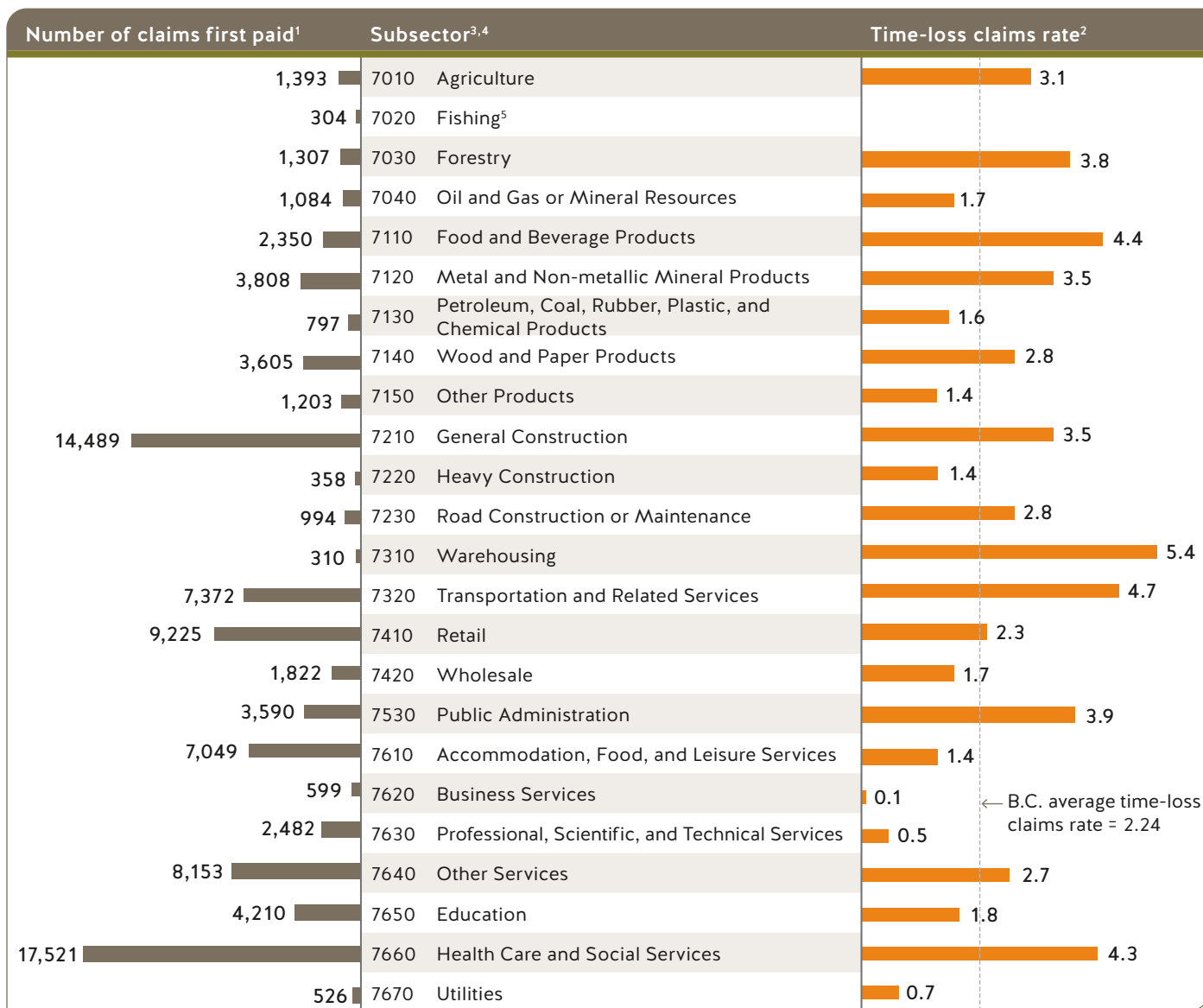


## Relief-adjusted duration<sup>1</sup> by rateable subsector, 2021



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

Chart 2-12: Number of claims first paid<sup>1</sup> and time-loss claims rate<sup>2</sup> for rateable subsectors, 2021



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

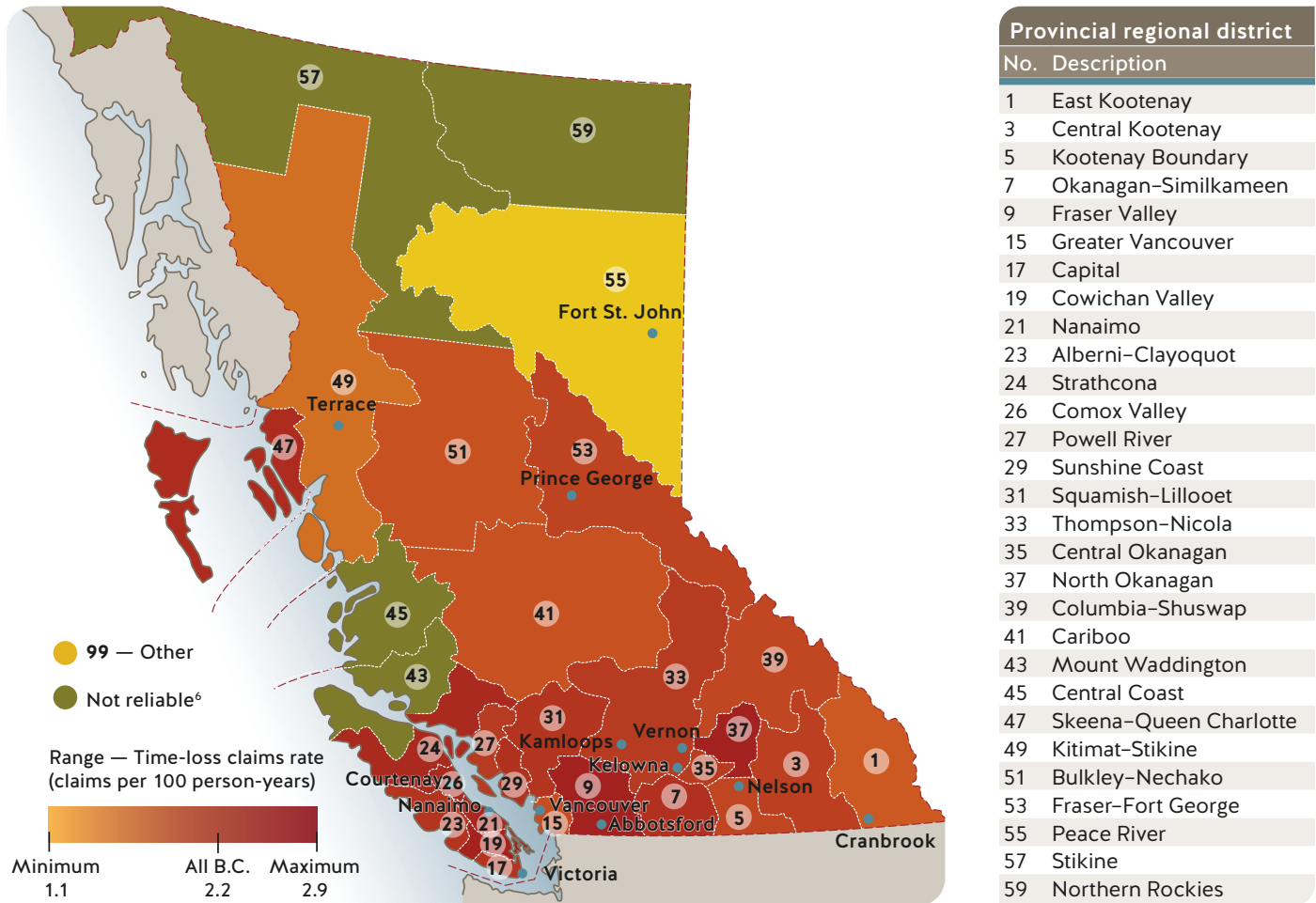
2 Number of claims per 100 person-years of covered employment. The number of claims are those that received short-term disability, long-term disability, or work-related death benefits either in the year of injury or the first quarter of the following year. For person-years, please see footnote 6 in Table 2-11 of WorkSafeBC's *Statistics 2021*.

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

4 Some employers have been reclassified since their initial classification in a subsector. This table reflects such changes completely for time-loss claims rates.

5 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 time-loss claims rates are calculated for subsector 7020.

## Time-loss claims rate<sup>1</sup> by regional district,<sup>2-8</sup> 2017–2021



1 In July 2021, the WorkSafeBC Board of Directors renamed the provincial injury rate to the provincial time-loss claims rate. The calculation methodology was not changed.

2 The time-loss claims rate for all B.C. was 2.2 claims per 100 person from 2017 to 2021.

3 The above figures are derived from claims categorized by provincial 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.

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

5 Industry mix may contribute to the differences between regional districts, as time-loss claims rate differs between industries.

6 Provincial regional districts 43 (Mount Waddington), 45 (Central Coast), 57 (Stikine), and 59 (Northern Rockies) have very low volume of person-years and the above measure is not considered reliable.

7 The provincial 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.

8 The data presented is not comparable to prior years. Reviewing data over a five year period provides a better representation when compared to one year. The number of time-loss claims for a one year period are often low, especially by regional district. Likewise, the worker population (person-years) is more stable over a five year period than a one year timeframe.

## Short-term disability duration by regional district, 2017–2021<sup>1-6</sup>



1 The short-term disability duration for all B.C. was 63 from 2017 to 2021.

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 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.

5 Regional districts 43 (Mount Waddington), 45 (Central Coast), 57 (Stikine), and 59 (Northern Rockies) have very low volume of claims and the above measure is not considered reliable.

6 Short-term disability duration shown on this map is calculated on a basis without adjustment of days relieved under Section 240(1)(d) of the Workers Compensation Act. It is not directly comparable with the duration figures in Table 2-11.

# Claim Costs

Chart 3-1: Claim costs by benefit type, 2017-2021<sup>1</sup>

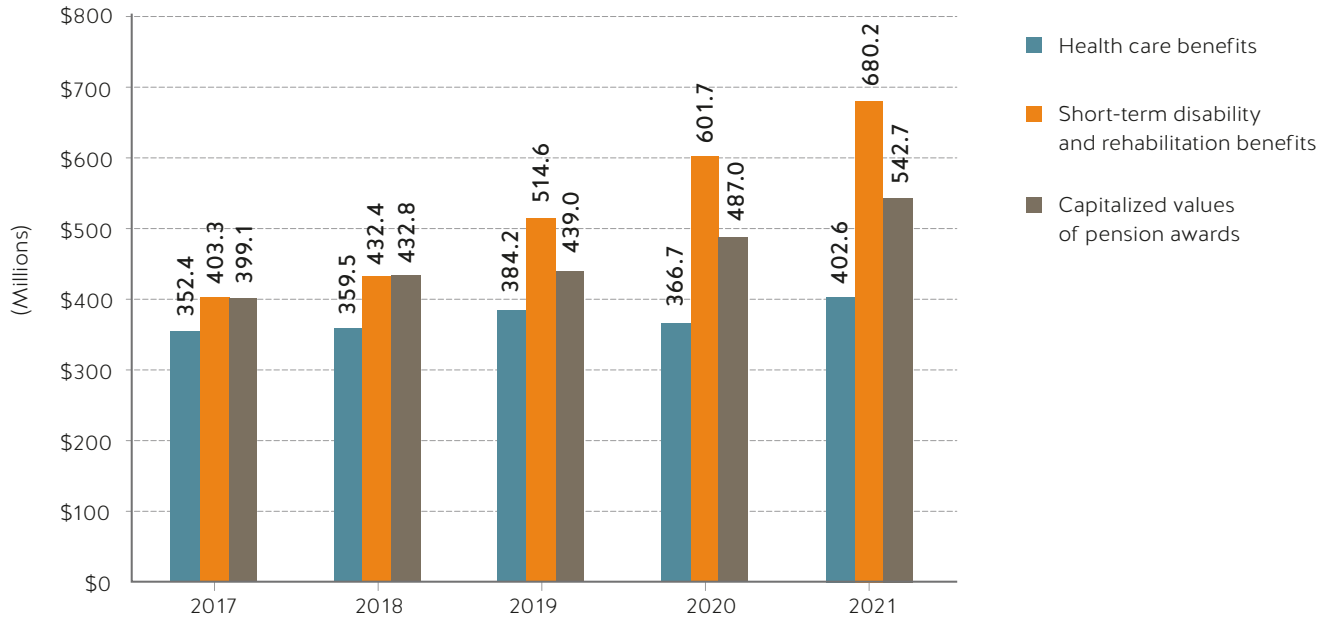
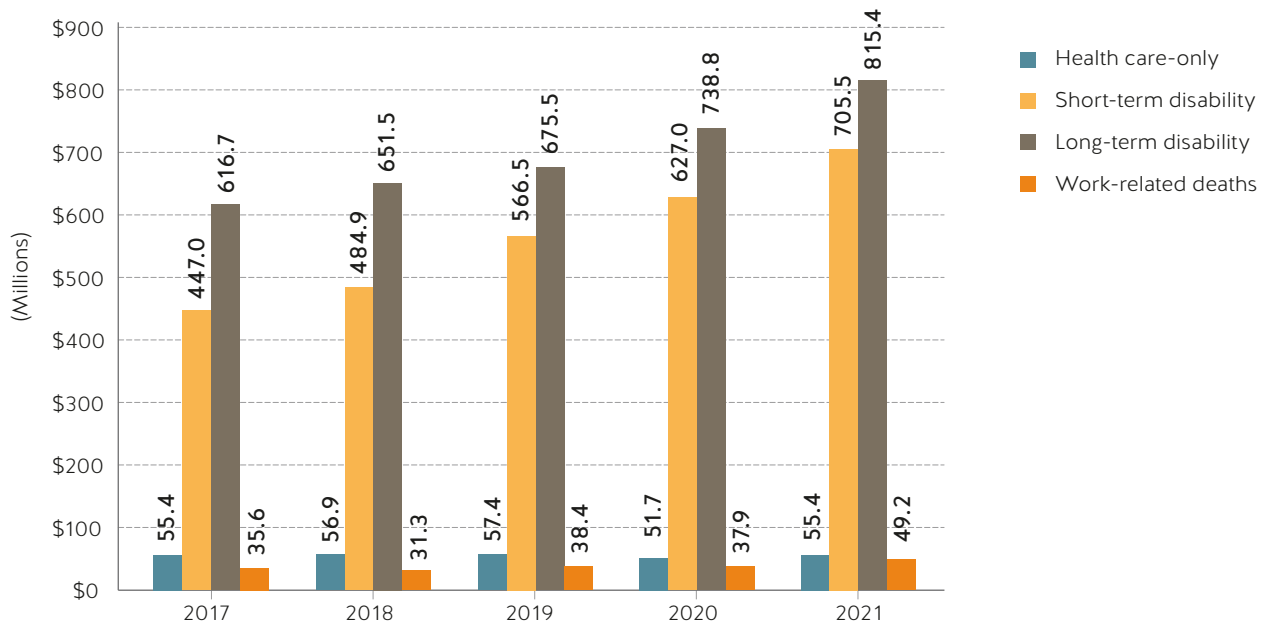


Chart 3-2: Claim costs by claim type, 2017-2021<sup>1</sup>



<sup>1</sup> Due to rounding, the numbers 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> 2021

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	446,393	5,984,798	4,593,466	807,945	11,832,601
7020	Fishing	401,591	3,370,791	3,267,379	728,158	7,767,919
7030	Forestry	2,210,165	10,070,935	24,666,880	2,603,194	39,551,174
7040	Oil and Gas or Mineral Resources	1,627,545	7,097,081	10,872,286	4,117,410	23,714,321
	<b>Total</b>	<b>4,685,693</b>	<b>26,523,605</b>	<b>43,400,011</b>	<b>8,256,707</b>	<b>82,866,016</b>
<b>Sector 71 — Manufacturing</b>						
7110	Food and Beverage Products	866,810	12,009,871	8,475,981	4,293	21,356,954
7120	Metal and Non-metallic Mineral Products	3,284,122	18,772,790	22,302,127	4,143,416	48,502,455
7130	Petroleum, Coal, Rubber, Plastic, and Chemical Products	437,740	3,164,667	4,729,560	154,641	8,486,609
7140	Wood and Paper Products	5,461,026	17,184,230	28,990,308	1,322,755	52,958,319
7150	Other Products	483,367	5,005,826	5,110,104	663,851	11,263,147
	<b>Total</b>	<b>10,533,064</b>	<b>56,137,383</b>	<b>69,608,081</b>	<b>6,288,956</b>	<b>142,567,484</b>
<b>Sector 72 — Construction</b>						
7210	General Construction	8,813,862	78,196,065	104,936,479	8,767,128	200,713,534
7220	Heavy Construction	381,979	1,849,532	2,640,534	-770,106	4,101,938
7230	Road Construction or Maintenance	921,033	6,690,565	7,540,933	-65,729	15,086,801
	<b>Total</b>	<b>10,116,874</b>	<b>86,736,161</b>	<b>115,117,945</b>	<b>7,931,293</b>	<b>219,902,274</b>
<b>Sector 73 — Transportation and Warehousing</b>						
7310	Warehousing	166,137	1,234,393	1,634,669	0	3,035,198
7320	Transportation and Related Services	3,992,983	57,599,290	55,073,158	9,252,694	125,918,126
	<b>Total</b>	<b>4,159,120</b>	<b>58,833,683</b>	<b>56,707,827</b>	<b>9,252,694</b>	<b>128,953,324</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>
<b>Sector 74 — Trade</b>						
7410	Retail	2,645,025	30,703,799	18,996,921	390,180	52,735,926
7420	Wholesale	681,064	9,173,307	8,243,043	467,741	18,565,155
	<b>Total</b>	<b>3,326,089</b>	<b>39,877,106</b>	<b>27,239,964</b>	<b>857,921</b>	<b>71,301,080</b>
<b>Sector 75 — Public sector</b>						
7530	Public Administration	2,418,550	28,588,341	27,731,915	4,814,594	63,553,401
<b>Sector 76 — Service sector</b>						
7610	Accommodation, Food, and Leisure Services	2,243,527	23,012,846	22,260,003	1,325,902	48,842,278
7620	Business Services	304,276	4,017,392	5,822,727	1,222,816	11,367,211
7630	Professional, Scientific, and Technical Services	1,083,035	13,567,599	11,305,213	1,348,414	27,304,260
7640	Other Services	4,723,668	36,773,777	36,582,838	3,747,623	81,827,906
7650	Education	1,819,091	22,139,544	10,345,550	241,215	34,545,399
7660	Health Care and Social Services	3,283,260	138,760,920	50,193,891	2,657,719	194,895,790
7670	Utilities	784,329	2,847,714	3,682,307	310,674	7,625,024
	<b>Total</b>	<b>14,241,184</b>	<b>241,119,792</b>	<b>140,192,529</b>	<b>10,854,363</b>	<b>406,407,868</b>
<b>Sectors 81-84 — Deposit accounts (self-insured employers)</b>						
8108	Canadian Pacific Railway Limited, Teck Resources Limited	375,234	900,962	1,791,538	113,933	3,181,667
8110	Federal Government <sup>6</sup>	646,368	7,889,496	14,979,127	454,458	23,969,450
8209	BNSF Railway Company	466	17,409	1,869	0	19,744
8310	Air Canada, Canadian National Railway Company, Via Rail Canada Inc.	93,016	1,948,189	1,966,198	0	4,007,403
8411	Government of the Province of British Columbia	611,533	11,977,228	9,660,778	0	22,249,539
	<b>Total</b>	<b>1,726,617</b>	<b>22,733,285</b>	<b>28,399,511</b>	<b>568,391</b>	<b>53,427,804</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	37,863	0	101,178	0	139,041
240(1)(d)	Enhancement Reserve	129,370	129,412,265	269,867,978	353,065	399,762,678
	<b>Total</b>	<b>167,233</b>	<b>129,412,265</b>	<b>269,969,156</b>	<b>353,065</b>	<b>399,901,719</b>
	Other costs, including investigation and unclassified <sup>8</sup>	4,009,985	15,529,633	37,045,914	27,589	56,613,121
	<b>Grand total<sup>9</sup></b>	<b>55,384,409</b>	<b>705,491,255</b>	<b>815,412,853</b>	<b>49,205,573</b>	<b>1,625,494,090</b>

1 Claims from all years.

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

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

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 *2021 Annual Report and 2022-2024 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 '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 claim administrative costs.

9 Due to rounding, totals may not balance.

Table 3–4: Claim costs charged by type of claim,<sup>1</sup> 2012–2021

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>
2012	46,033,330	429,759,880	742,729,227	34,341,519	1,252,863,956
2013	48,251,299	432,616,556	699,265,807	34,797,129	1,214,930,791
2014	46,691,132	396,434,712	701,025,287	38,599,716	1,182,750,847
2015	48,306,227	409,445,453	634,567,136	33,854,399	1,126,173,215
2016 <sup>4</sup>	51,161,892	402,732,930	645,833,694	32,796,019	1,132,524,535
2017	55,366,907	447,039,069	616,664,347	35,630,953	1,154,701,276
2018	56,944,014	484,852,358	651,533,533	31,303,221	1,224,633,126
2019	57,359,582	566,546,957	675,474,690	38,436,066	1,337,817,295
2020	51,735,240	626,962,581	738,813,778	37,861,508	1,455,373,107
2021	55,384,409	705,491,255	815,412,853	49,205,573	1,625,494,090
2012–2021 <sup>5</sup>	517,234,032	4,901,881,751	6,921,320,352	366,826,101	12,707,262,237

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 2021 Annual Report and 2022–2024 Service Plan.

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

5 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, 2021

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 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	37,534	876	35	85	90	85	30	10	215	240	35	50	
7020	Fishing	20,853	141	0	25	5	0	15	0	40	5	50	0	
7030	Forestry	42,017	599	25	85	65	75	30	5	200	50	60	5	
	Oil and Gas or Mineral Resources	18,062	368	10	25	35	30	20	5	120	70	45	10	
	<b>Total</b>	<b>118,466</b>	<b>1,984</b>	<b>70</b>	<b>220</b>	<b>195</b>	<b>190</b>	<b>95</b>	<b>20</b>	<b>575</b>	<b>365</b>	<b>190</b>	<b>65</b>	
Sector 71 — Manufacturing														
7110	Food and Beverage Products	68,436	1,515	85	180	95	225	105	10	575	190	45	5	
7120	Metal and Non-metallic Mineral Products	82,337	1,875	105	365	125	135	190	75	665	145	40	30	
7130	Petroleum, Coal, Rubber, Plastic, and Chemical Products	15,311	423	25	65	20	45	25	5	200	30	10	0	
7140	Wood and Paper Products	74,017	1,521	140	260	105	135	135	30	545	100	45	25	
7150	Other Products	25,889	639	60	125	45	65	30	5	245	55	10	0	
	<b>Total</b>	<b>265,990</b>	<b>5,973</b>	<b>415</b>	<b>995</b>	<b>390</b>	<b>605</b>	<b>485</b>	<b>125</b>	<b>2,230</b>	<b>520</b>	<b>150</b>	<b>60</b>	

Short-term disability, long-term disability, and work-related death claims first paid in 2021

Number of claims by incident type<sup>1</sup>

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 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
<b>Sector 72 — Construction</b>													
7210	General Construction	370,570	7,134	435	1,350	1,150	570	265	185	2,615	290	200	75
7220	Heavy Construction	7,684	101	5	15	15	10	5	5	30	10	5	0
7230	Road Construction or Maintenance	30,900	444	10	30	45	60	10	10	145	70	50	15
	<b>Total</b>	<b>409,154</b>	<b>7,679</b>	<b>450</b>	<b>1,395</b>	<b>1,210</b>	<b>640</b>	<b>280</b>	<b>200</b>	<b>2,790</b>	<b>370</b>	<b>255</b>	<b>90</b>
<b>Sector 73 — Transportation and Warehousing</b>													
7310	Ware- housing	8,178	208	10	40	15	25	10	0	85	0	25	0
7320	Transpor- tation and Related Services	286,217	4,847	185	435	610	500	170	30	1,830	180	740	165
	<b>Total</b>	<b>294,395</b>	<b>5,055</b>	<b>195</b>	<b>475</b>	<b>625</b>	<b>525</b>	<b>180</b>	<b>30</b>	<b>1,915</b>	<b>180</b>	<b>765</b>	<b>165</b>
<b>Sector 74 — Trade</b>													
7410	Retail	221,719	5,476	360	905	325	680	150	20	2,565	195	120	155
7420	Wholesale	46,598	1,187	60	170	85	140	60	5	535	50	75	10
	<b>Total</b>	<b>268,317</b>	<b>6,663</b>	<b>420</b>	<b>1,075</b>	<b>410</b>	<b>820</b>	<b>210</b>	<b>25</b>	<b>3,100</b>	<b>245</b>	<b>195</b>	<b>165</b>
<b>Sector 75 — Public sector</b>													
7530	Public Adminis- tration	113,414	2,367	95	175	190	250	40	25	980	200	115	300

Short-term disability, long-term disability, and work-related death claims first paid in 2021													
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	Struck by	Number of claims by incident type <sup>1</sup>						Miscel- laneous	
						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
Sector 76 — Service sector													
7610	Accommo- dation, Food, and Leisure Services	151,979	3,816	275	720	275	615	75	15	1,135	495	110	100
7620	Business Services	22,053	349	20	25	30	60	5	0	80	40	60	30
7630	Professional, Scientific, and Technical Services	61,687	1,172	85	160	110	135	30	15	390	35	80	135
7640	Other Services	198,706	4,486	305	620	410	515	175	60	1,745	295	180	180
7650	Education	105,319	2,803	105	320	130	530	30	15	910	390	50	320
7660	Health Care and Social Services	749,241	12,462	345	635	310	1,140	135	5	5,625	2,010	285	1,970
7670	Utilities	10,148	251	15	5	20	30	5	5	120	25	20	10
	<b>Total</b>	<b>1,299,133</b>	<b>25,339</b>	<b>1,150</b>	<b>2,485</b>	<b>1,285</b>	<b>3,025</b>	<b>455</b>	<b>115</b>	<b>10,005</b>	<b>3,290</b>	<b>785</b>	<b>2,745</b>
Sectors 81–84 — Deposit accounts (self-insured employers)													
8108	Canadian Pacific Railway Limited, Teck Resources Limited	3,309	59	0	5	5	5	0	0	20	5	15	5
8110	Federal Government	16,855	813	35	50	70	100	20	5	340	40	40	115
8209	BNSF Railway Company	53	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 2021													
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>								Miscel- laneous		
			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
8310	Air Canada, Canadian National Railway Company, Via Rail Canada Inc.	9,989	233	10	15	20	30	5	0	100	35	15	5
8411	Government of the Province of British Columbia	55,822	872	30	55	50	60	15	0	360	60	45	195
<b>Total</b>		<b>86,028</b>	<b>1,978</b>	<b>75</b>	<b>125</b>	<b>145</b>	<b>195</b>	<b>40</b>	<b>5</b>	<b>820</b>	<b>140</b>	<b>115</b>	<b>320</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	794,533	8	0	0	0	0	0	0	5	0	0	0
<b>Total</b>		<b>794,533</b>	<b>8</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>
<b>Other<sup>7</sup></b>		<b>3,366</b>	<b>14</b>	<b>0</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>Grand total<sup>8</sup></b>		<b>3,652,796</b>	<b>57,060</b>	<b>2,870</b>	<b>6,945</b>	<b>4,450</b>	<b>6,250</b>	<b>1,785</b>	<b>545</b>	<b>22,420</b>	<b>5,315</b>	<b>2,570</b>	<b>3,910</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 such changes as of the reclassification date.

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

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.

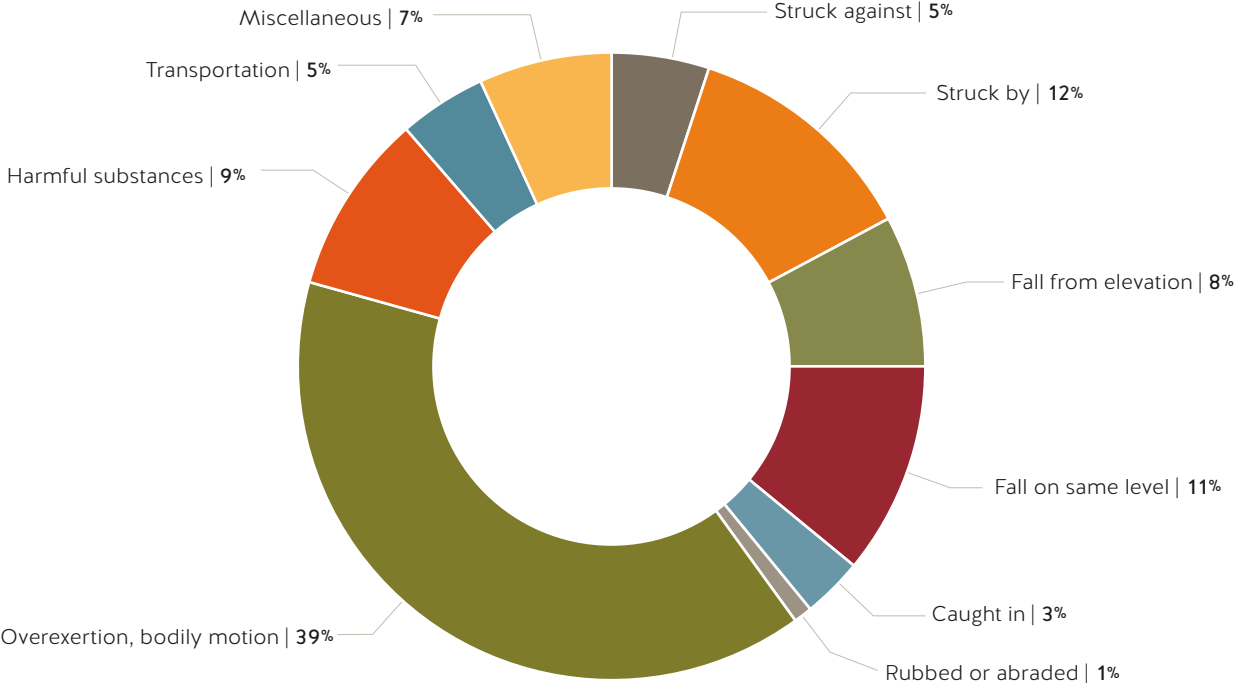
6 The Workers Compensation Act (the Act) was revised in 2019. The revision resulted in the renumbering of sections in the Act, which came into effect on April 6, 2020. The changes are reflected in this table.

7 Includes claims uncoded to subsectors as of December 31, 2021.

8 Due to rounding, totals may not balance.



# Short- and long-term disability, and work-related death claims first paid by incident type, 2021<sup>1</sup>

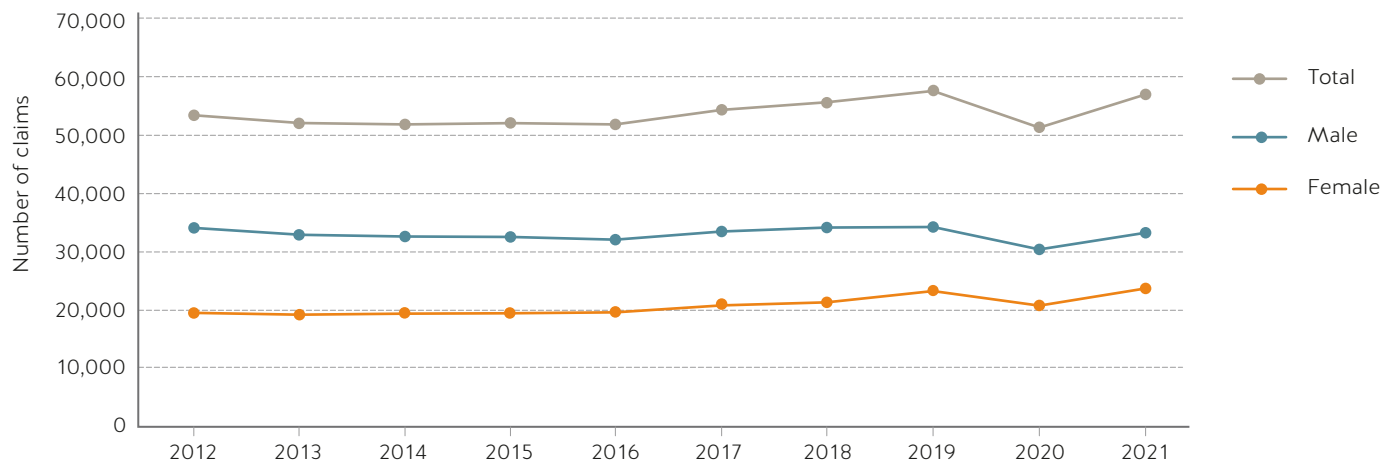


<sup>1</sup> Due to rounding, figures may not total 100 percent.

Table 4-2: Days lost, average weekly wage and age, and gender for claims first paid, 2012–2021<sup>1</sup>

Year	Total days lost <sup>2</sup> in the year	Average weekly wage of claimant <sup>3</sup>	Average age of claimant <sup>3</sup>	Number of short-term disability, long-term disability, and work-related death claims first paid in the year, by gender		
				Male <sup>4</sup>	Female <sup>4</sup>	Total
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
2020	3,493,371	1,021	42	30,434	20,739	51,173
2021	3,652,796	1,052	42	33,188	23,872	57,060

Short- and long-term disability, and work-related death claims first paid by gender, 2012–2021



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

2 Days lost are days paid in the year on claims from all years.

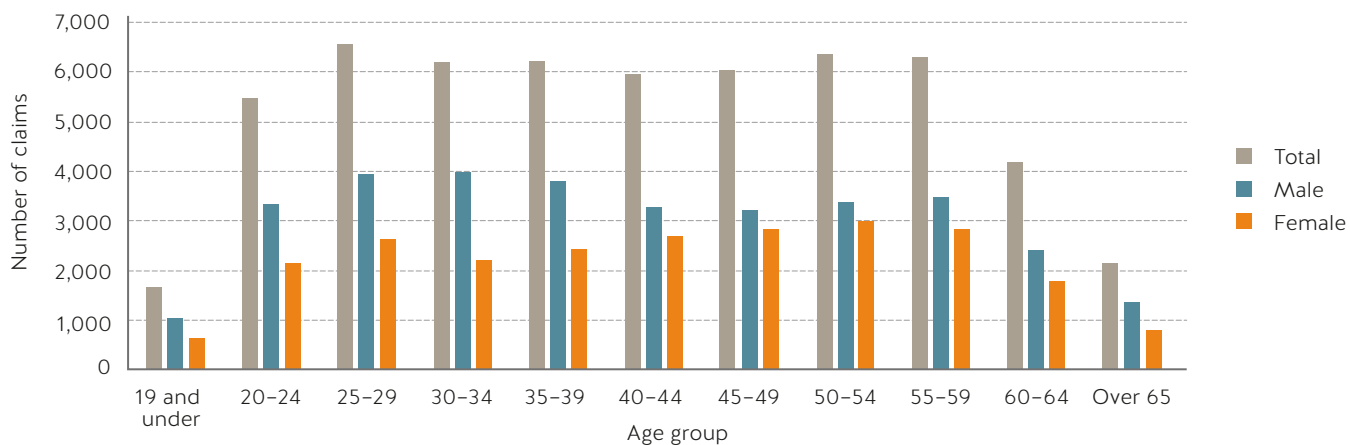
3 These statistics are based on short-term disability, long-term disability and work-related death claims first paid in the year. Health care-only claims are not included.

4 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, 2021

Age group	Number of short-term disability, long-term disability, and work-related death claims first paid											
	Sector								Total no. of claims	Gender		
	70	71	72	73	74	75	76	Deposit		Other <sup>2</sup>	Male	Female
19 and under	47	179	258	75	461	20	614	9	0	1,663	1,027	636
20–24	194	536	998	431	875	116	2,196	120	0	5,466	3,326	2,140
25–29	246	608	1,100	526	762	234	2,885	206	1	6,568	3,945	2,623
30–34	266	583	1,108	522	578	294	2,630	207	1	6,189	3,990	2,199
35–39	253	650	941	521	581	310	2,729	223	3	6,211	3,790	2,421
40–44	207	620	700	553	546	281	2,815	232	4	5,958	3,273	2,685
45–49	170	652	629	573	579	330	2,828	270	1	6,032	3,217	2,815
50–54	185	640	631	579	667	305	3,053	293	2	6,355	3,374	2,981
55–59	175	735	631	631	763	269	2,866	224	3	6,297	3,482	2,815
60–64	136	530	445	400	559	141	1,836	133	2	4,182	2,412	1,770
Over 65	105	239	237	244	292	67	883	61	5	2,133	1,349	784
Unknown	0	1	1	0	0	0	4	0	0	6	3	3
<b>Total</b>	<b>1,984</b>	<b>5,973</b>	<b>7,679</b>	<b>5,055</b>	<b>6,663</b>	<b>2,367</b>	<b>25,339</b>	<b>1,978</b>	<b>22</b>	<b>57,060</b>	<b>33,188</b>	<b>23,872</b>
Percentage											58%	42%
Avg. age	41	43	39	43	41	43	42	44	n/a	42	41	42

### Short- and long-term disability, and work-related death claims first paid by gender and age group, 2021



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

2 Includes claims not yet 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> 2017-2021

Injury type <sup>4</sup>	Number of short-term disability, long-term disability, and work-related death claims first paid					2017-2021	Days lost, <sup>2</sup> 2017-2021	Short-term disability, long-term disability, and work-related death benefits <sup>3</sup> (excludes rehab and health care costs), 2017-2021
	2017	2018	2019	2020	2021			
Abrasion	927	1,027	996	794	872	4,616	36,477	\$7,306,490
Amputation	199	182	179	181	204	945	128,151	\$64,845,387
Burn	858	864	824	607	651	3,804	68,995	\$20,676,928
Concussion	2,701	2,698	2,891	2,340	2,530	13,160	992,589	\$272,259,457
Contusion	4,854	5,032	4,932	4,117	4,176	23,111	574,874	\$129,353,187
Cut	5,449	5,413	5,275	4,306	4,560	25,003	545,080	\$140,220,896
Dislocation	332	341	348	287	361	1,669	164,344	\$45,706,235
Electric shock, electrocution	53	42	54	22	47	218	17,957	\$12,115,753
Fracture	3,915	3,848	3,809	3,351	3,716	18,639	2,138,012	\$694,927,336
Hernia	369	375	407	337	340	1,828	134,039	\$23,089,351
Strain, back	11,002	11,176	11,064	10,071	10,631	53,944	2,444,009	\$547,780,466
Strain, other	18,997	19,587	20,792	18,131	19,953	97,460	6,220,578	\$1,449,074,141
Traumatic tenosynovitis, bursitis, and related conditions <sup>1</sup>	830	919	877	809	806	4,241	323,481	\$75,509,503
Multiple injuries	36	27	26	25	31	145	4,434	\$54,650,847
Other injuries	237	310	346	358	435	1,686	85,890	\$39,312,547
Occupational disease <sup>1,5</sup>	3,586	3,804	4,792	5,419	7,724	25,325	2,154,710	\$652,798,597
Uncoded	41	23	4	18	23	109	2,958	\$13,308,211
<b>Total<sup>4</sup></b>	<b>54,386</b>	<b>55,668</b>	<b>57,616</b>	<b>51,173</b>	<b>57,060</b>	<b>275,903</b>	<b>16,036,578</b>	<b>\$4,242,935,333</b>

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

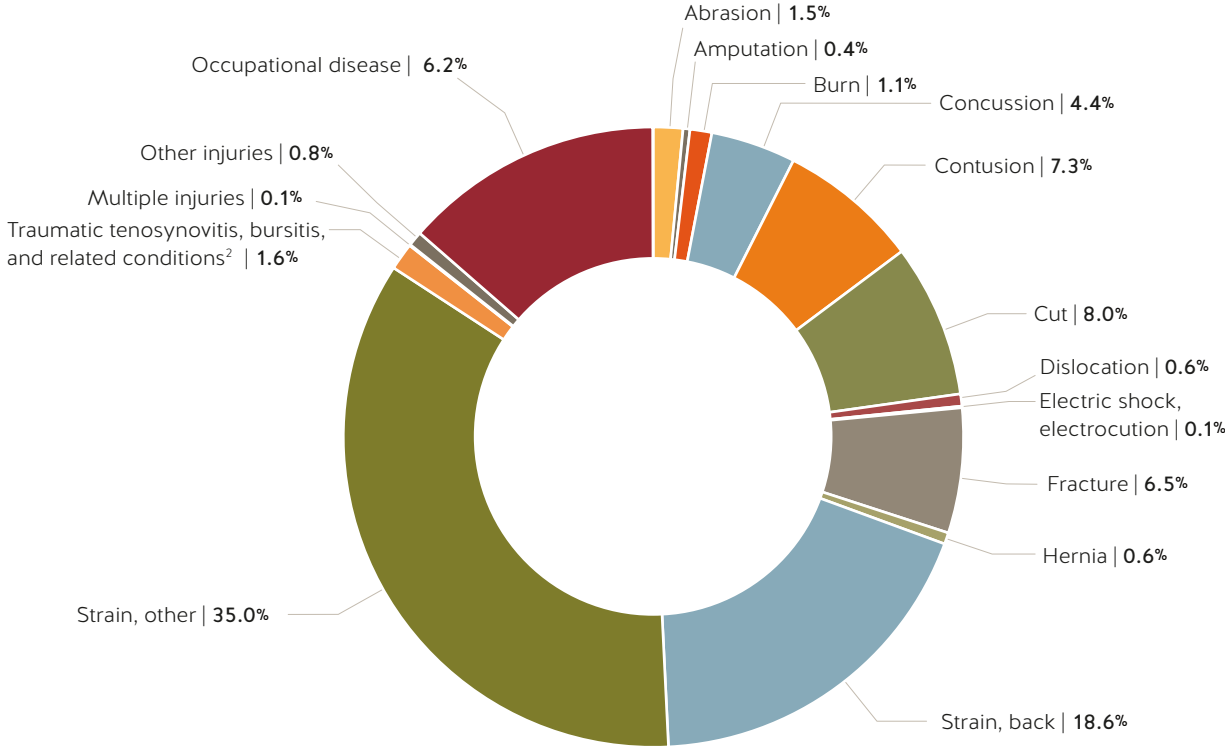
2 Days lost are shown as paid in the period for current- and prior-year claims.

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 payment adjustments, investigation costs, and claim administrative costs.

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

5 The figure of 7,724 for 2021 replaces the estimate of 6,100 on page 46 of WorkSafeBC's 2021 Annual Report and 2022-2024 Service Plan, which was based on preliminary data.

# Short- and long-term disability, and work-related death claims first paid by injury type,<sup>1</sup> 2021



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 claims

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 event(s) 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

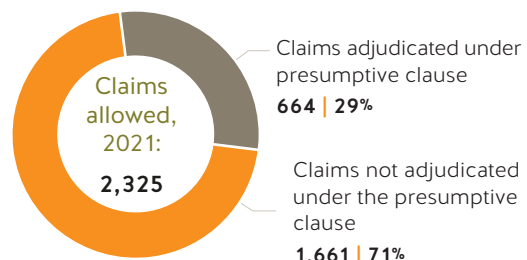
Year <sup>1</sup>	Allowed	Disallowed <sup>2</sup>	No adjudication required <sup>3</sup>	Pending	Rejected <sup>3</sup>	Suspended <sup>4</sup>	Total reported
2017	1,351	1,093	280	4	15	1,191	3,934
2018	1,516	937	282	381	20	1,268	4,404
2019	2,310	1,346	108	286	31	1,359	5,440
2020	2,218	1,310	240	335	21	1,278	5,402
2021	2,325	1,384	277	680	31	1,655	6,352
2017-2021	9,720	6,070	1,187	1,686	118	6,751	25,532

### Mental disorder claims reported, by subsector

Sector/ subsector	Description <sup>5</sup>	2017	2018	2019	2020	2021	2017- 2021
<b>Sector 70 — Primary Resources</b>							
7010	Agriculture	18	14	22	22	28	104
7020	Fishing	7	11	6	8	6	38
7030	Forestry	36	27	28	21	32	144
7040	Oil and Gas or Mineral Resources	12	26	34	29	31	132
	<b>Total</b>	<b>73</b>	<b>78</b>	<b>90</b>	<b>80</b>	<b>97</b>	<b>418</b>
<b>Sector 71 — Manufacturing</b>							
7110	Food and Beverage Products	30	46	44	44	45	209
7120	Metal and Non-metallic Mineral Products	83	61	90	91	73	398
7130	Petroleum, Coal, Rubber, Plastic, and Chemical Products	23	13	25	15	20	96
7140	Wood and Paper Products	111	65	96	93	69	434
7150	Other Products	14	11	37	18	22	102
	<b>Total</b>	<b>261</b>	<b>196</b>	<b>292</b>	<b>261</b>	<b>229</b>	<b>1,239</b>
<b>Sector 72 — Construction</b>							
7210	General Construction	182	192	242	220	201	1037
7220	Heavy Construction	6	5	8	4	9	32
7230	Road Construction or Maintenance	37	43	47	55	41	223
	<b>Total</b>	<b>225</b>	<b>240</b>	<b>297</b>	<b>279</b>	<b>251</b>	<b>1,292</b>
<b>Sector 73 — Transportation and Warehousing</b>							
7310	Warehousing	11	8	8	2	4	33
7320	Transportation and Related Services	387	385	443	438	454	2107
	<b>Total</b>	<b>398</b>	<b>393</b>	<b>451</b>	<b>440</b>	<b>458</b>	<b>2,140</b>

Sector/ subsector	Description <sup>5</sup>	2017	2018	2019	2020	2021	2017- 2021
<b>Sector 74 — Trade</b>							
7410	Retail	248	247	288	286	301	1370
7420	Wholesale	38	35	49	55	41	218
	<b>Total</b>	<b>286</b>	<b>282</b>	<b>337</b>	<b>341</b>	<b>342</b>	<b>1,588</b>
<b>Sector 75 — Public sector</b>							
7530	Public Administration	320	339	351	508	606	2,124
<b>Sector 76 — Service sector</b>							
7610	Accommodation, Food, and Leisure Services	220	256	330	200	228	1234
7620	Business Services	140	120	147	127	106	640
7630	Professional, Scientific, and Technical Services	54	65	67	82	96	364
7640	Other Services	182	227	225	196	241	1071
7650	Education	234	293	418	367	470	1782
7660	Health Care and Social Services	1,111	1,387	1,856	1,977	2,576	8907
7670	Utilities	25	24	21	20	24	114
	<b>Total</b>	<b>1,966</b>	<b>2,372</b>	<b>3,064</b>	<b>2,969</b>	<b>3,741</b>	<b>14,112</b>
Sector 81 to 84 — Deposit accounts (self-insured employers)		260	362	455	420	527	2024
Other		145	142	103	104	101	595
<b>Grand total</b>		<b>3,934</b>	<b>4,404</b>	<b>5,440</b>	<b>5,402</b>	<b>6,352</b>	<b>25,532</b>

In 2021, there were **2,325** mental disorder claims reported and allowed by WorkSafeBC. Of those **664** 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 2021 is as of January 31, 2022. Data for 2020 is as of January 31, 2021. Data for 2019 is as of January 31, 2020. Data for 2018 is as of January 31, 2019. Data for 2017 is as of November 30, 2018.

2 Disallowed claims are those that do not meet the requirements of Section 135 of the *Workers Compensation Act*.

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 often 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 98.

Table 4–5: Back strain claims<sup>1</sup> first paid, 2012–2021

Year	Number of back strain claims <sup>1,2</sup> first paid in the year	Total number of claims <sup>1</sup> first paid in the year	Back strain claims <sup>1,2</sup> as a percentage of total claims <sup>1</sup>	Days lost <sup>2,3</sup> in the year on back strain claims	Days lost <sup>3</sup> in the year on all claims	Days lost <sup>2,3</sup> on back strain claims as a percentage of all days lost <sup>3</sup>
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%
2020	10,071	51,173	19.7%	535,341	3,493,371	15.3%
2021	10,631	57,060	18.6%	550,418	3,652,796	15.1%
2012–2021	112,169	536,840	20.9%	4,845,064	29,490,240	16.4%

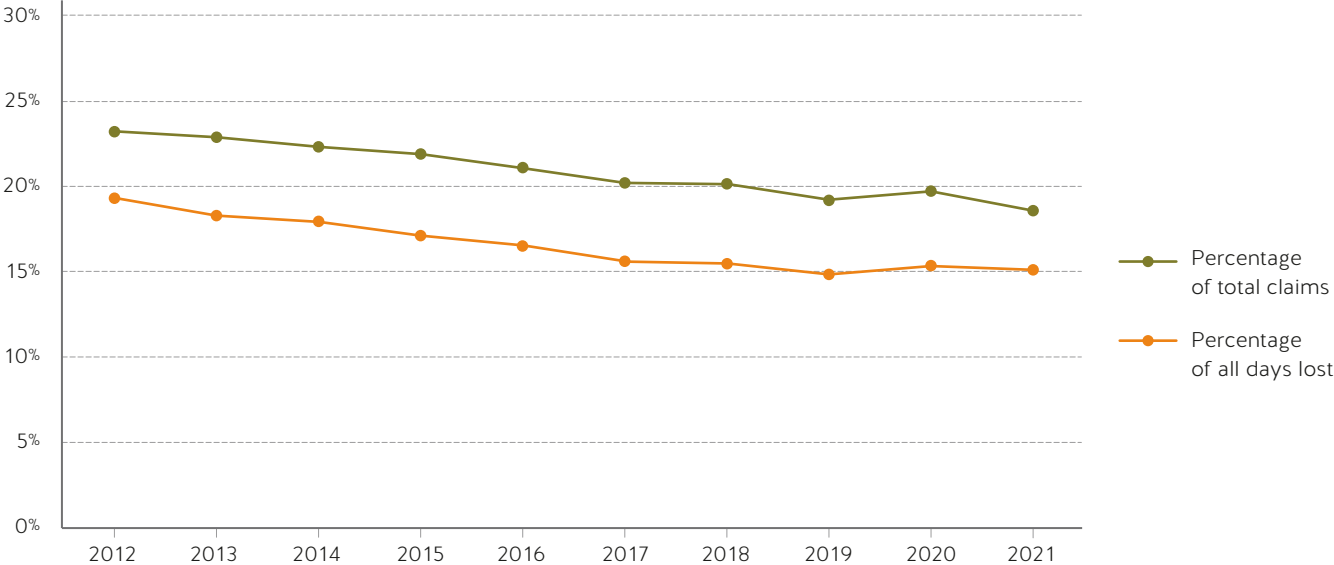
1 Includes short-term disability, long-term disability and work-related death claims first paid. Excludes health care-only claims.

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

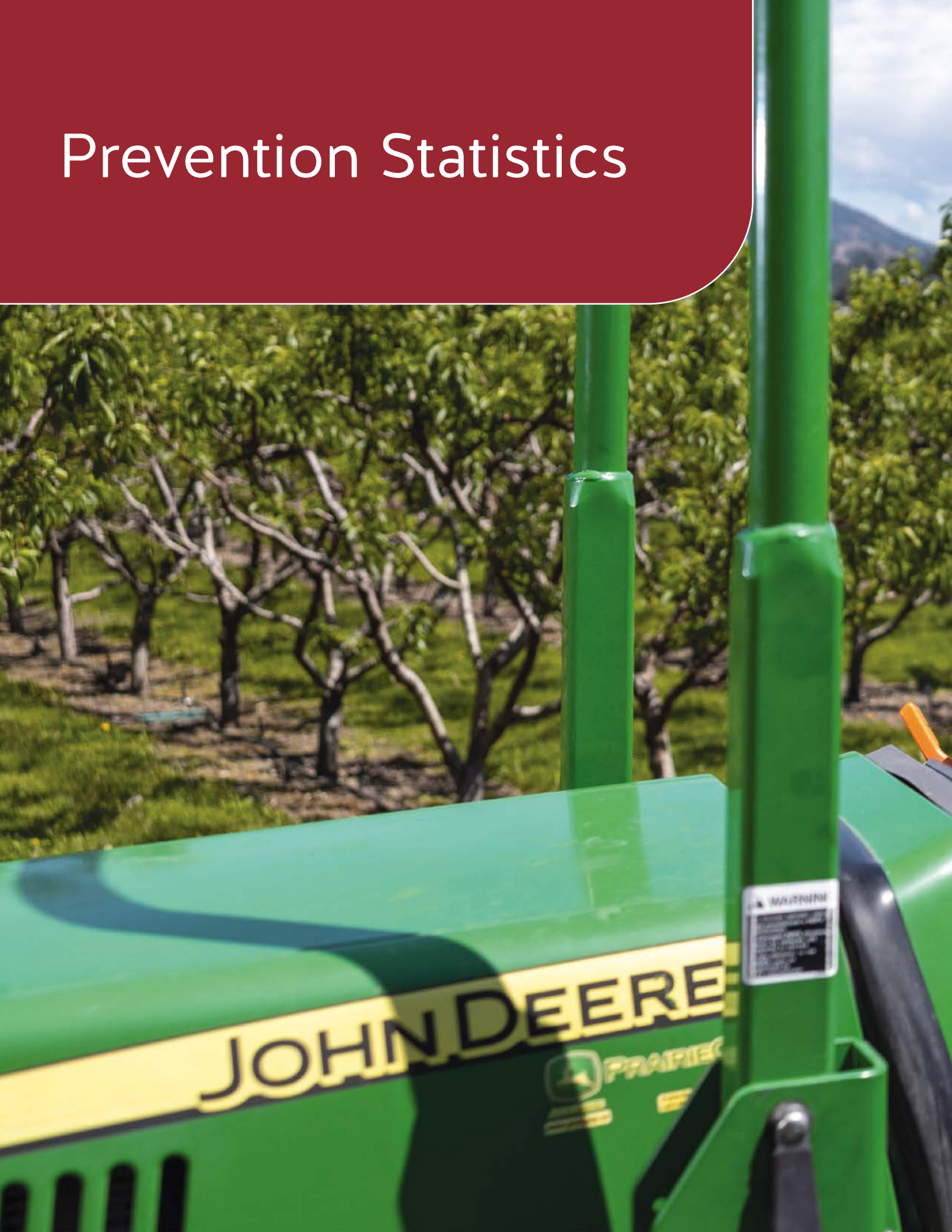
3 Days lost are shown as paid in the year on current- and prior-year claims.



# Back strain claims and days lost as a percentage of total claims and all days lost, 2012-2021



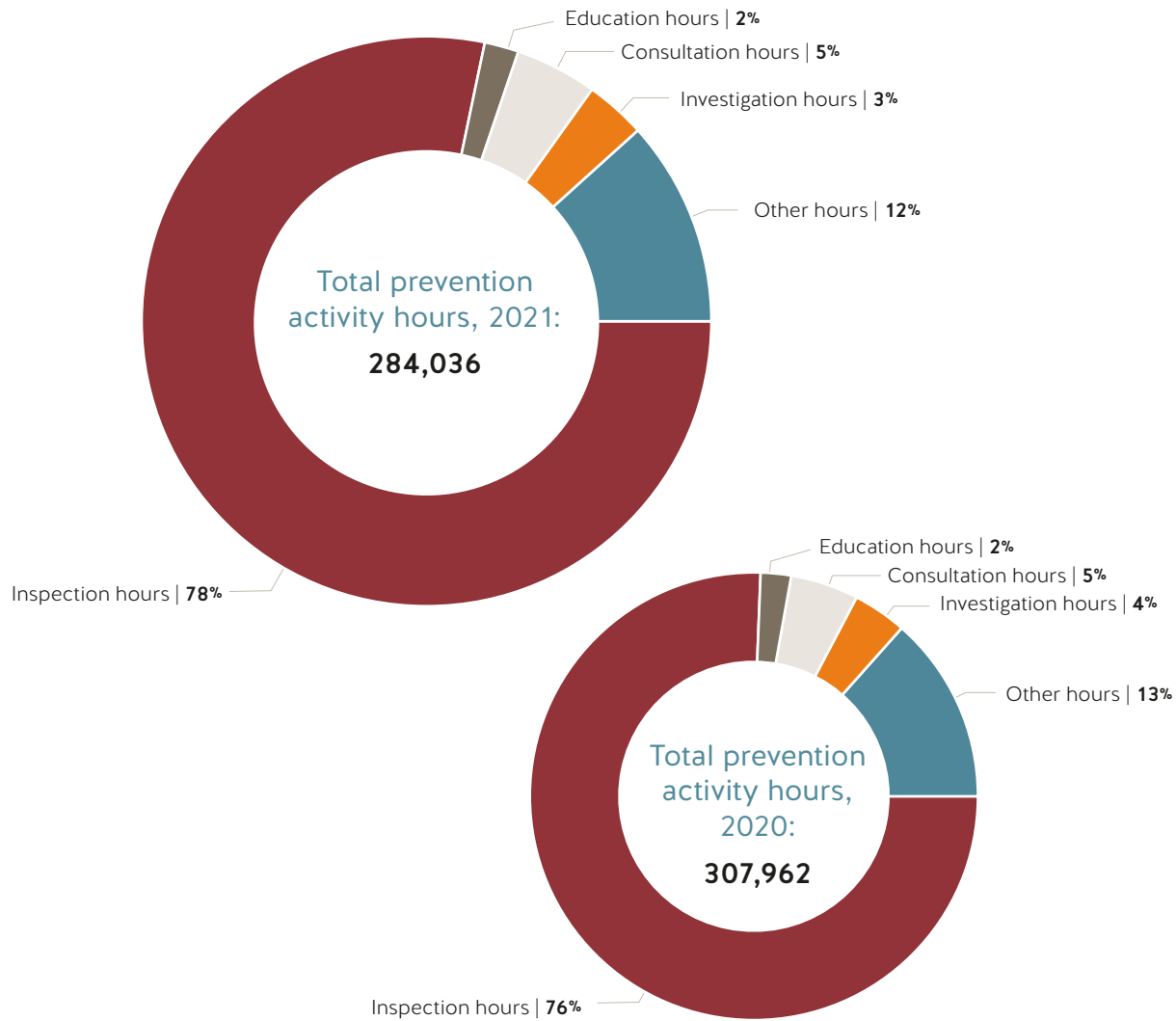
# Prevention Statistics





# Prevention Statistics

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



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

	2017	2018	2019	2020	2021
Inspection hours	226,288	231,652	219,144	232,749	222,360
Education hours	8,642	9,771	14,106	6,640	5,516
Consultation hours	19,689	19,029	14,550	15,461	13,196
Investigation hours	27,208	22,448	20,366	11,734	9,784
Other hours	18,740	23,542	34,115	41,378	33,180
<b>Total prevention activity hours</b>	<b>300,567</b>	<b>306,442</b>	<b>302,281</b>	<b>307,962</b>	<b>284,036</b>

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

2 Figures are based on data as of January 24, 2022.

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

	2017	2018	2019	2020	2021
Inspection reports <sup>2,3</sup>	43,121	44,618	44,398	60,685	55,385
Inspection reports that were worksite visits (%) <sup>2,3</sup>	72%	73%	72%	66%	69%
Initiating inspection reports <sup>2,3</sup>	27,316	27,930	28,085	46,126	37,204
Initiating inspection reports with no orders (%) <sup>2,3</sup>	52%	53%	54%	75%	62%
Order-to-worker reports	164	178	132	129	130
Education reports	614	697	625	253	290
Consultation reports	6,335	6,260	5,652	8,846	6,207

## Orders<sup>1</sup>

	2017	2018	2019	2020	2021
Orders	33,683	34,811	34,011	26,962	32,368
Orders that were immediately complied with (%)	82%	82%	81%	84%	85%
Orders requiring multiple follow-ups (%)	18%	18%	19%	16%	15%
Orders to stop use	339	360	490	476	590
Orders to stop work	546	634	672	598	649
Temporary cessation of work orders	658	764	634	602	616
Orders to stop operations	9	3	6	2	0

1 Historical counts have been restated to include documents issued to unregistered employers. Figures are based on data as of January 24, 2022.

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

3 In 2021, 88 percent of all inspection reports were related to employers within classification units targeted by the high-risk strategy and related initiatives. Results were lower than the 2017–2020 period average of 89.59 percent, which ranged from 89 to 90 percent.

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

	2017	2018	2019	2020	2021
Compliance agreements	37	41	20	1	25
Warning letters issued	526	580	584	522	502
Citation warnings	894	1,034	791	521	648
Net citations imposed <sup>2</sup>	101	91	74	39	70
Net citations imposed amount (\$) <sup>2</sup>	\$62,843	\$63,409	\$46,777	\$21,700	\$49,133
Net penalties imposed <sup>2</sup>	330	359	440	404	359
Net penalties imposed amount (\$) <sup>2</sup>	\$7,441,914	\$4,593,331	\$7,974,311	\$6,227,236	\$7,895,572

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

	2017	2018	2019	2020	2021
Prohibited action complaints	371	441	564	659	547
Bullying and harassment general enquiries	3,138	3,585	4,579	3,509	3,468
Bullying and harassment policy, procedure, and training response <sup>3</sup>	412	324	358	297	226
Bullying and harassment policy, procedure, and training inspections <sup>4</sup>			1,060	896	824
Bullying and harassment complaints by workers	809	845	1,059	1,001	931

1 Historical counts have been restated to include documents issued to unregistered employers. Figures are based on data as of January 24, 2022.

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).

3 Bullying and harassment policy, procedures, and training response refers to work done in response to requests from workers or employers.

4 Bullying and harassment policy, procedures, and training inspections refers to all inspections done for policies, procedures, and training, except in relation to bullying and harassment questionnaires (which is captured under "Bullying and harassment complaints by workers"). Data on overall inspections is not available prior to 2019.

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

	2017	2018	2019	2020	2021
Notices of incident	851	768	739	655	661
Initiated WorkSafeBC investigations	132	115	102	102	123
Completed WorkSafeBC investigations	93	124	140	99	87

## 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.



<sup>1</sup> Historical counts have been restated to include documents issued to unregistered employers. Figures are based on data as of January 24, 2022.

## 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 2021, there were 12 active health and safety associations representing 179 different Classification Units (CUs).<sup>1</sup>

Association <sup>2,3,4</sup>	Association description	Industry	Classification units represented <sup>5</sup>	Classification units <sup>6</sup> (#)	Employers <sup>7</sup> (#)	Workers <sup>7</sup> (#)
<b>ActsSafe</b> (formerly SHAPE)	Promotes workplace health and safety in B.C.'s performing arts and motion picture industries ( <a href="https://actsafe.ca">actsafe.ca</a> )	Accommodation, Food, and Leisure	CUs 761011, 761027, 761030, 763025	4	2,422	28,039
<b>AgSafe</b> Farm and Ranch Safety and Health Association	Provides advice, health and safety courses, and materials to farms and ranches ( <a href="https://agsafebc.ca">agsafebc.ca</a> )	Agriculture	Subsector 7010	24	4,992	26,334
<b>BCCSA</b> <sup>1</sup> BC Construction Safety Alliance	Develops health and safety programs, tools and resources ( <a href="https://bccsa.ca">bccsa.ca</a> )	Construction	Sector 72; CUs 712033, 704008	65	51,940	224,717
<b>BCFSC</b> BC Forest Safety Council	A not-for-profit society dedicated to promoting forest safety in the sector ( <a href="https://bcforestsafes.org">bcforestsafes.org</a> )	Forestry	Subsector 7030; CUs 732044, 714019, 714022	17	4,505	31,663
<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="https://bcmsa.ca">bcmsa.ca</a> )	Local Government	CU 753004	1	389	41,493
<b>CSSHSA</b> Community Social Services Health & Safety Association of BC	Delivers leading human resources and labour relations services that foster a sustainable, resilient, and robust work force in social services ( <a href="https://cssea.bc.ca">cssea.bc.ca</a> )	Health Care and Social Services	CUs 766007, 766010, 766017	3	2,428	45,357
<b>Energy Safety Canada</b> (formerly ENFORM Canada) (2007)	Advocates and provides resources for the continuous improvement of industry's safety performance ( <a href="https://enform.ca">enform.ca</a> )	Oil and Gas	CUs 704002, 704003, 704009, 713018, 767005	5	1,248	9,263
<b>go2HR</b>	Provides health and safety resources and training for the tourism and hospitality industry ( <a href="https://go2hr.ca">go2hr.ca</a> )	Accommodation, Food, and Leisure	CUs 761034, 761035, 761038, 761056	4	11,622	180,818



Association <sup>2,3,4</sup>	Association description	Industry	Classification units represented <sup>5</sup>	Classification units <sup>6</sup> (#)	Employers <sup>7</sup> (#)	Workers <sup>7</sup> (#)
<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	46	2,896	57,005
<b>SCBC</b> SafeCare BC	Strives 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	896	66,538
<b>TSCBC</b> 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	11,537	27,419

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) is an injury reduction initiative and does not receive the same type of funding as other health and safety associations. Therefore, it is 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 2021 employer counts and person-years for 2021 associations.

# Service Statistics





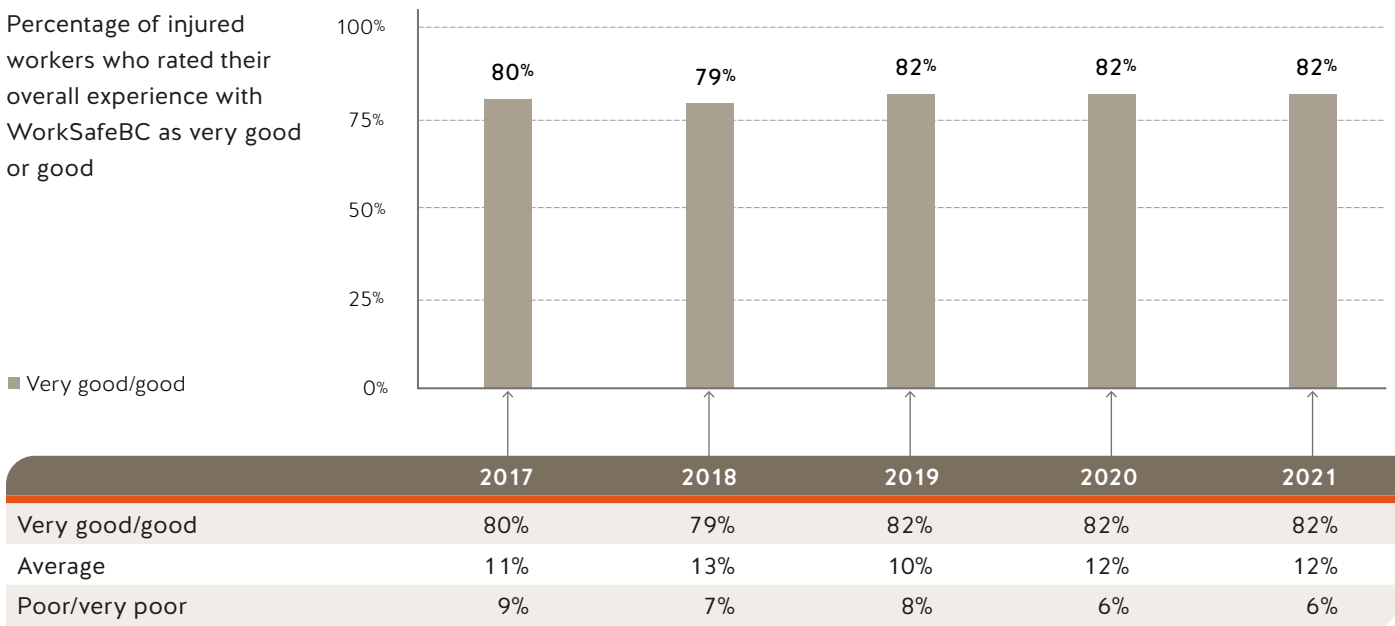
# Voice of the Customer

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

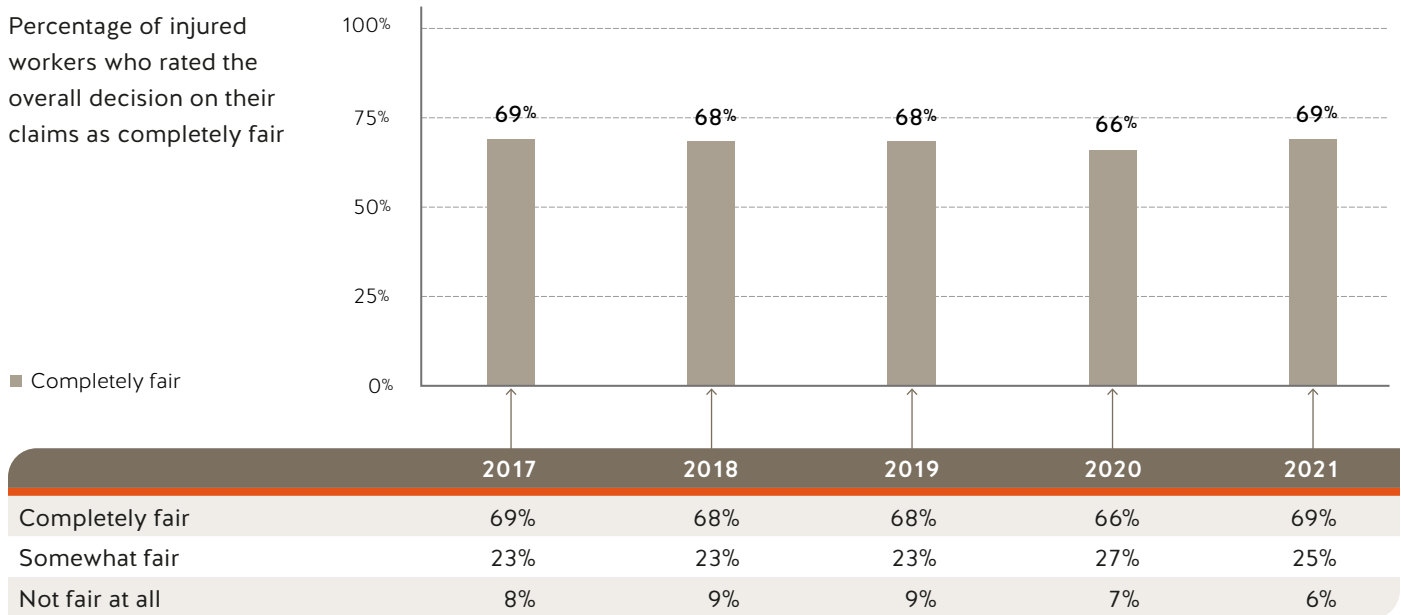
Percentage of injured workers who rated their overall experience with WorkSafeBC as very good or good



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

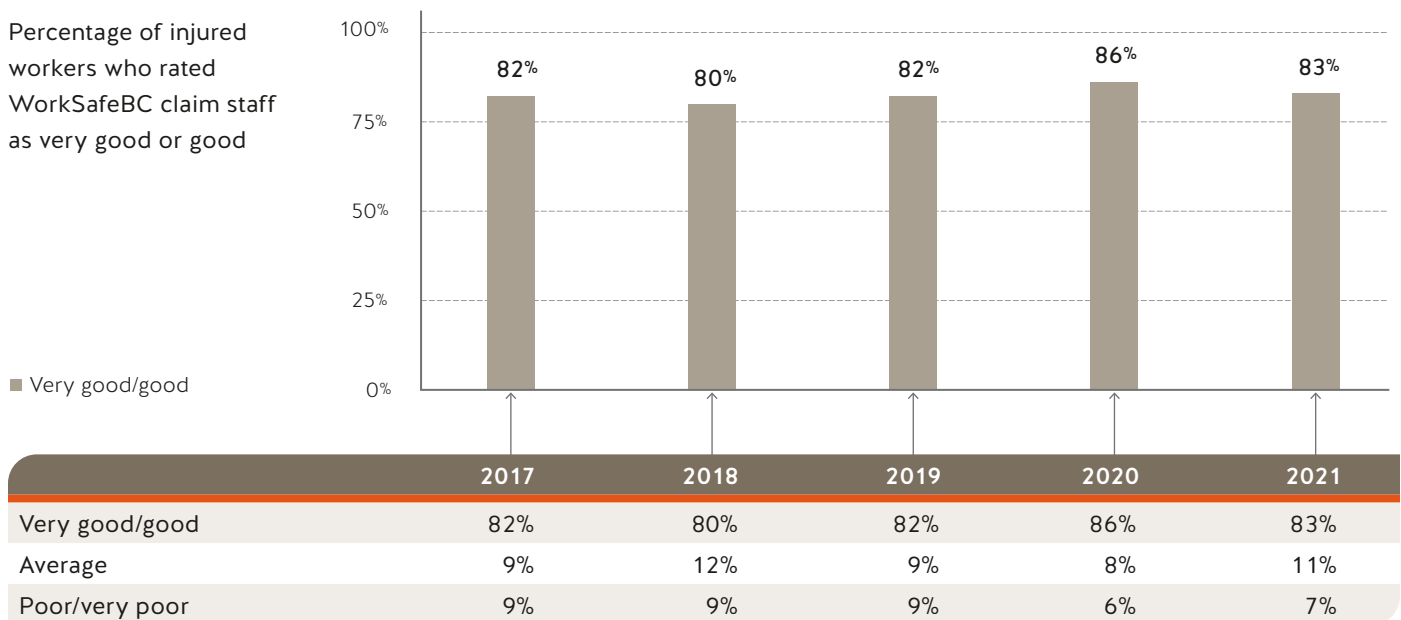
## Injured workers' rating of the overall decision on their claims

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>

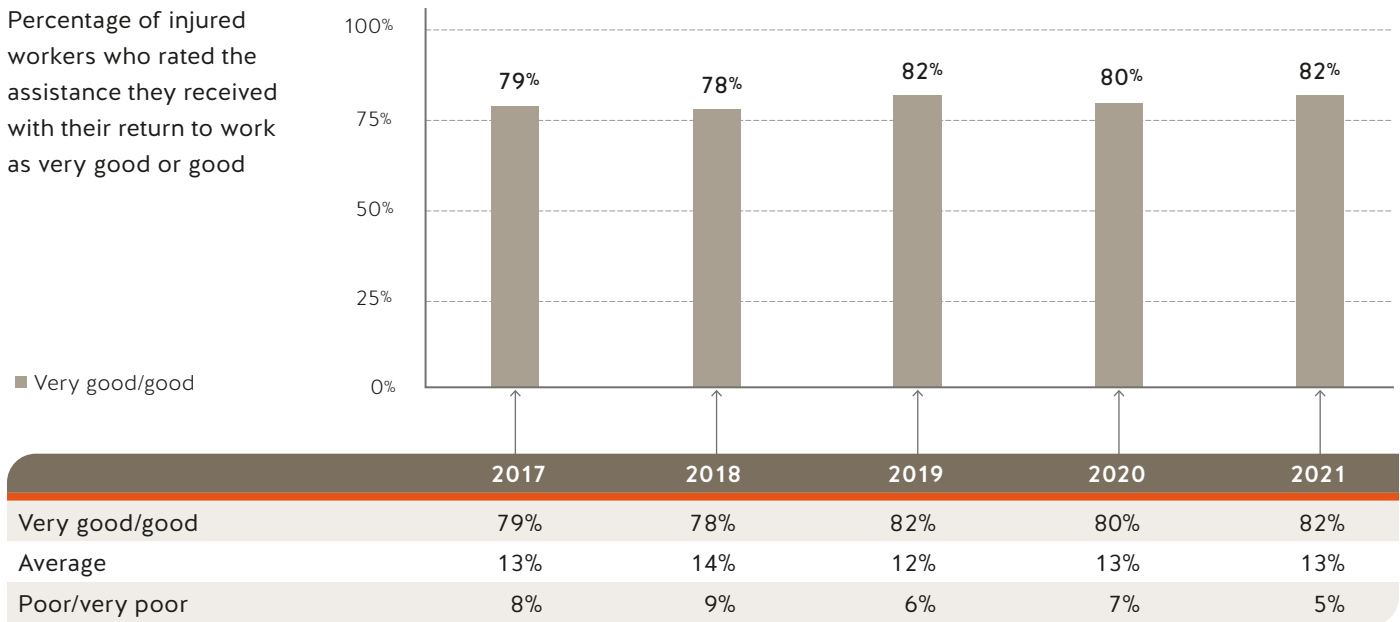
Percentage of injured workers who rated WorkSafeBC claim staff as very good or good



<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>

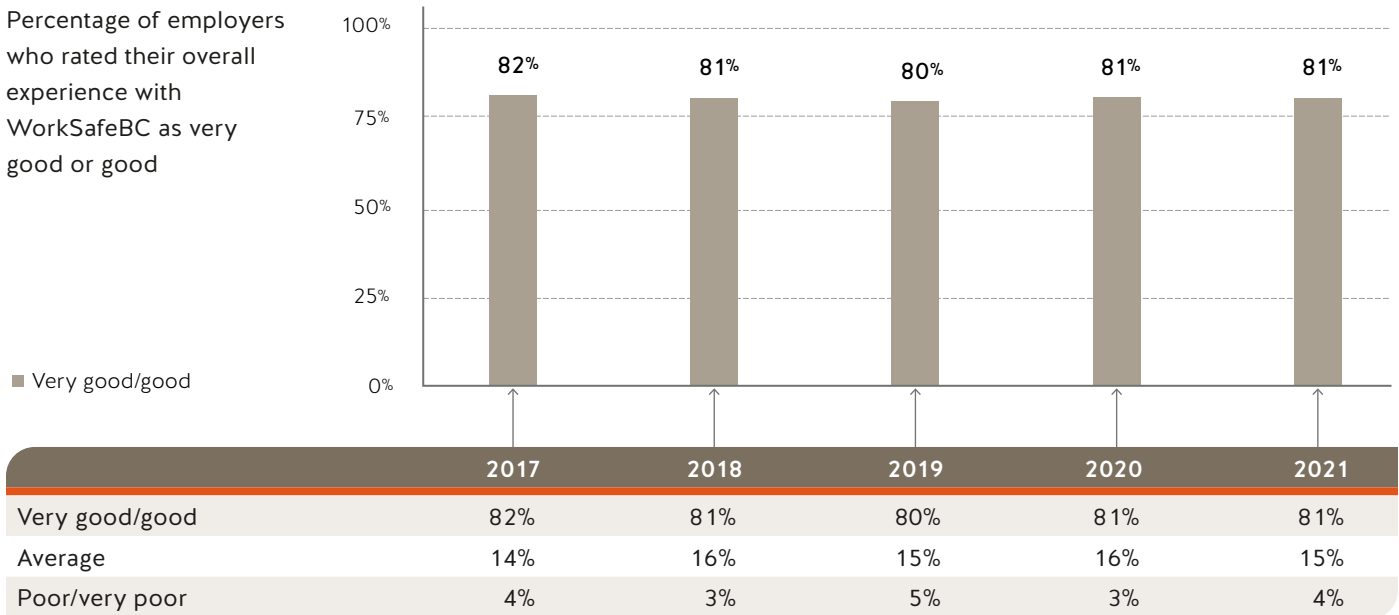
Percentage of injured workers who rated the assistance they received with their return to work as very good or good



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

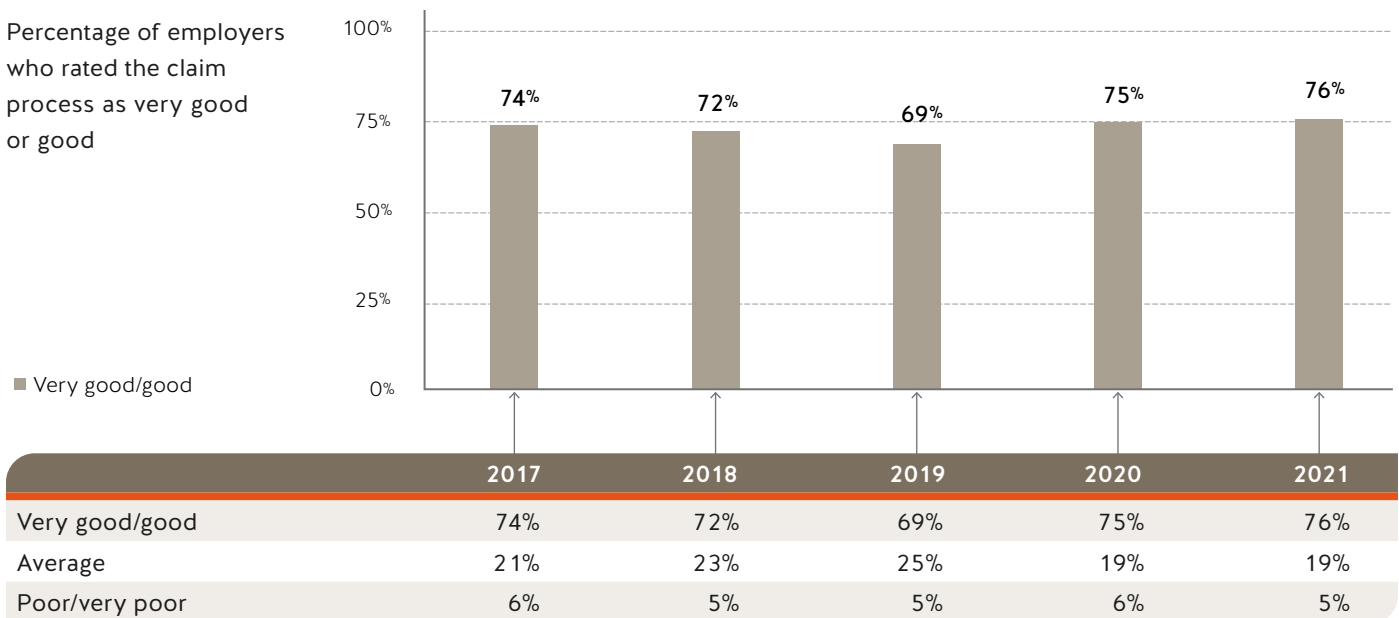
## Employers' rating of their overall experience

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



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

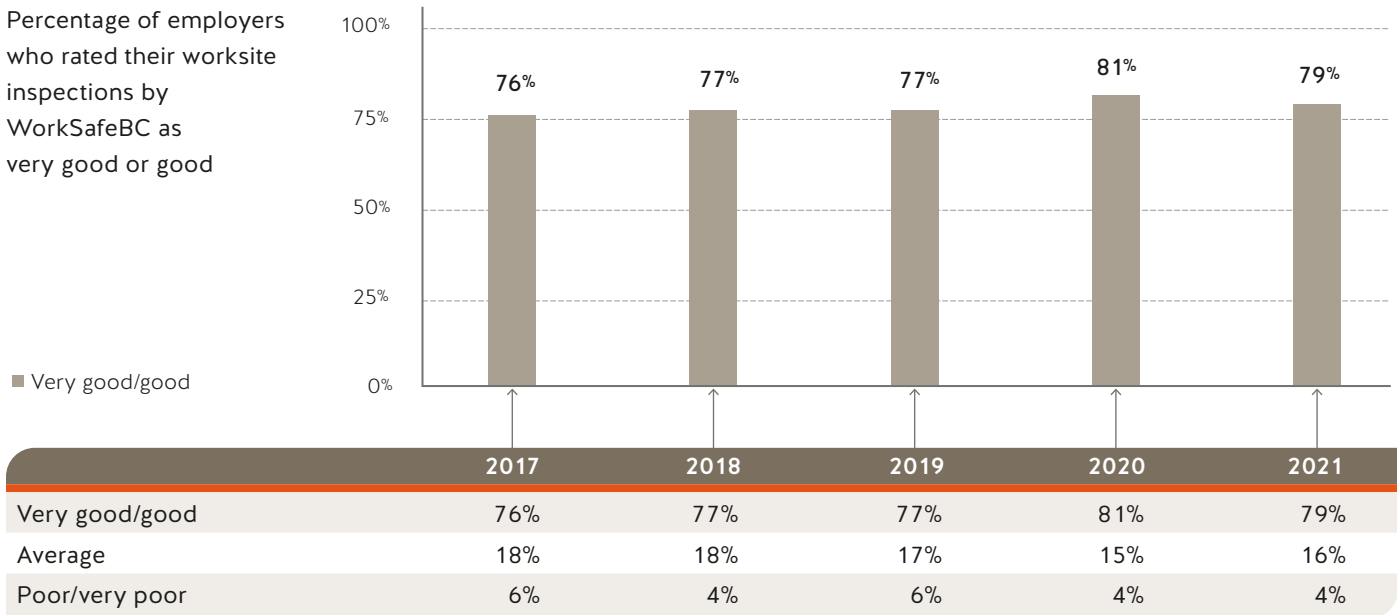
Percentage of employers who rated the claim process as very good or good



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

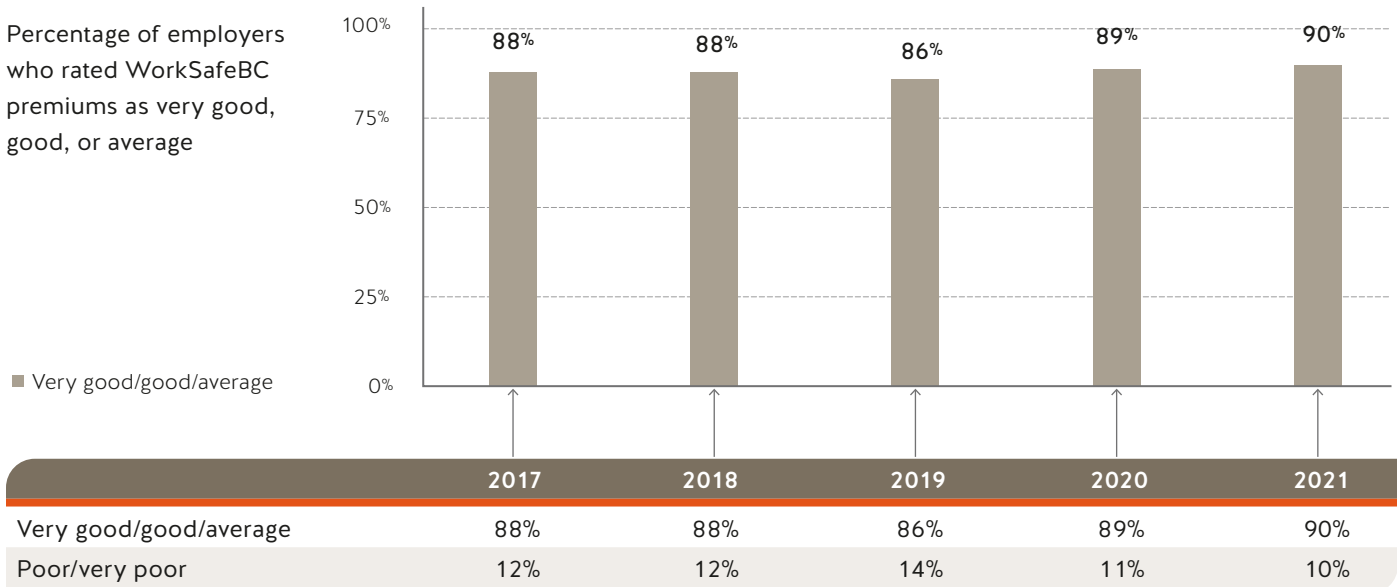
## Employers' rating of worksite inspections<sup>1</sup>

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



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

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



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

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

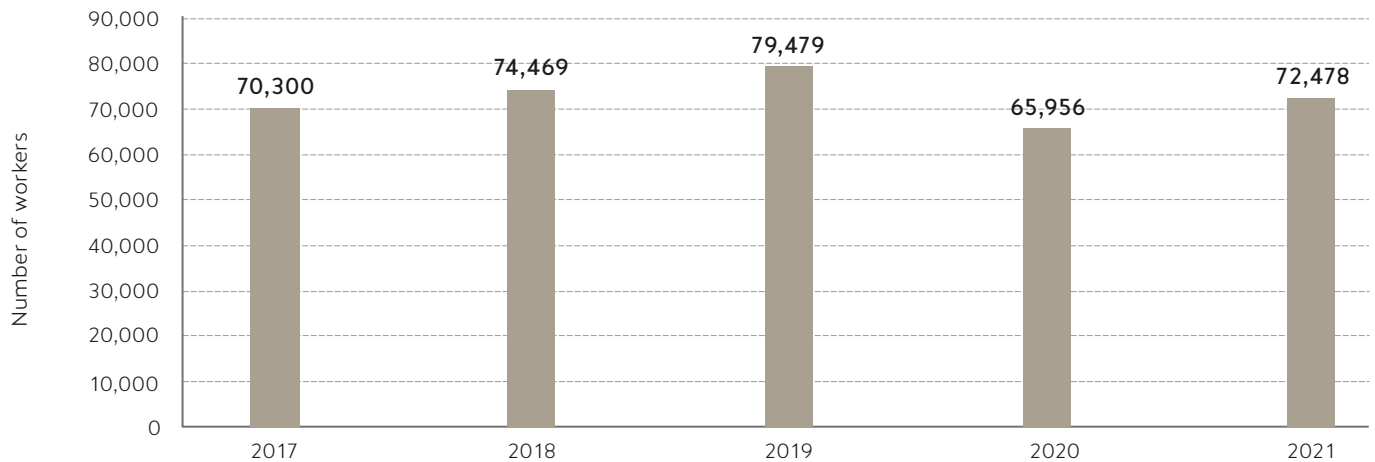
ratings of very good or good usually demonstrate a positive overall experience with product and service delivery, scores of average are the norm when price is considered and tend to be associated with a positive, rather than a negative, overall experience.



# Teleclaim

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

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



## Teleclaim interpretation services — languages requested, 2021

Teleclaim offers interpretation services to injured workers in more than 140 languages. For a full listing of available languages, see Appendix B, page 109.

Language	Number of calls	Language	Number of calls	Language	Number of calls
Punjabi	851	Somali	9	Iraqi-Arabic	2
Spanish	325	French Canadian	7	Albanian	1
Mandarin	216	Khmer	6	Bengali	1
Cantonese	179	Thai	6	Dari	1
Farsi	134	Amharic	4	Gujarati	1
Korean	121	Italian	4	Hausa	1
Vietnamese	60	Oromo	4	Indonesian	1
Arabic	56	Swahili	4	Kinyarwanda	1
French	31	Croatian	3	Laotian	1
Tagalog	29	Persian	3	Moroccan Arabic	1
Japanese	21	Sudanese Arabic	3	Rohingya	1
Hindi	20	Tamil	3	Romanian	1
Tigrinya	19	Burmese	2	Serbian	1
Russian	11	Cambodian	2	<b>Total calls</b>	<b>2,159</b>
Portuguese	10	Chinese	2		

<sup>1</sup> Statistics refer to completed 6T forms. Workers reporting an injury through Teleclaim fill out a Form 6T with a customer service 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 109.

## Telephone interpretation services, 2017–2021<sup>1</sup>

Year	Number of languages requested	Number of minutes of interpretation service	Number of calls accessing interpretation service
2021	82	381,718	24,127
2020	61	387,473	21,057
2019	69	362,578	22,429
2018	72	293,413	18,468
2017	63	280,299	17,567

## Top five languages requested, 2021

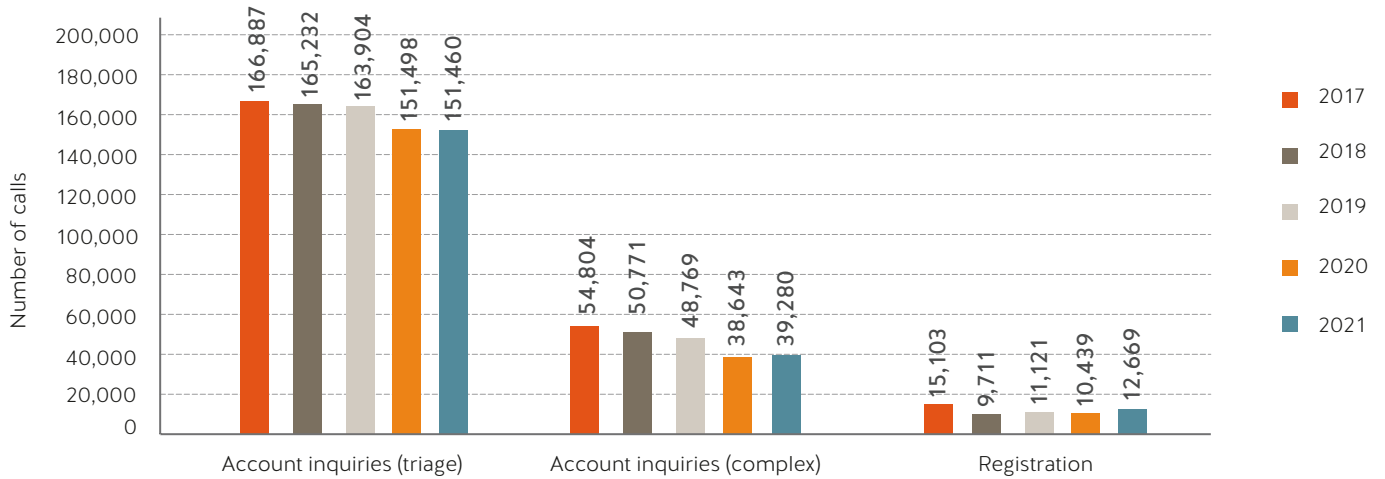
Languages	Number of calls accessing interpretation service	Number of minutes of interpretation service
Punjabi	10,818	147,152
Spanish	2,212	39,349
Mandarin	2,199	41,568
Cantonese	2,115	37,205
Farsi	1,980	34,831

<sup>1</sup> Figures for 2020 were updated to include usage that was inadvertently omitted in the 2020 publication.

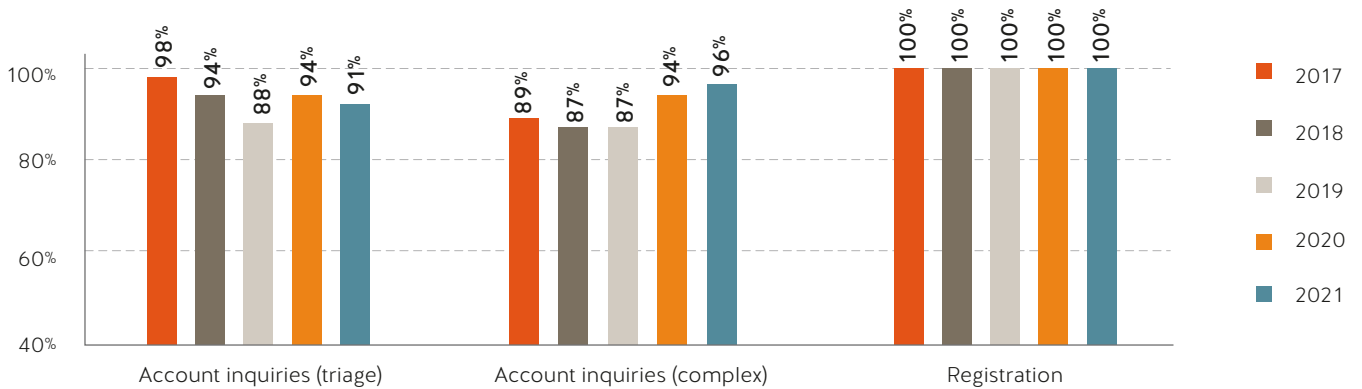
# Employer Service Centre

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

## Telephone calls received, 2017–2021



## Telephone queue service levels, 2017–2021



### Service levels 2021 — Telephone calls answered within five minutes, 80 percent of the time

Account inquiries (triage)	Average wait time 1.8 minutes
Account inquiries (complex)	Average wait time 0.7 minutes
Registration	Average wait time 0.2 minutes

# Digital Resources and Social Media

## Digital resources, 2021



Health and safety web pages:  
**6.15 million views**



Health and safety videos (YouTube):  
**10.06 million views**



Health and safety publications:  
**686,339 downloads**



Health and safety interactive tools:  
**114,140 views**



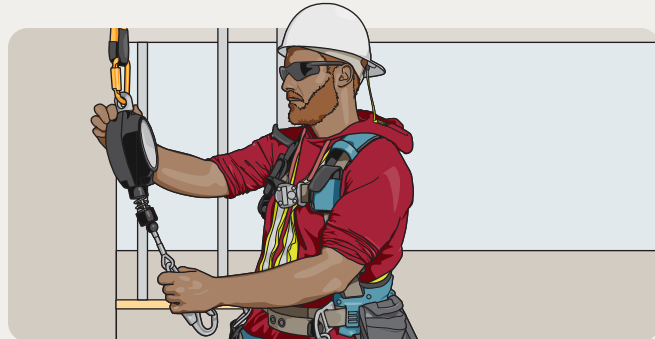
Supervising for Safety course:  
**4,040 completions**



Searchable Occupational Health and Safety Regulation:  
**1.55 million views**  
**13,882 app downloads**

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: 18,130**



## Social media engagement, 2021

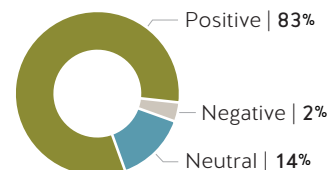
Eyes on our content (reach/impressions) and fan base (followers) increased on our social media channels in 2021, according to our outreach strategy.

Impressions: **↑22%** | **↑39%**  
Followers: **↑19%** | **↑29%**  
Traffic to worksafebc.com: **↑20%** | **↑45%** | **↑10.5%**

Instagram was a strategic focus to reach new audiences, where we utilized new engagement formats on the platform.

Sentiment across social channels:

- Positive **83%**
- Neutral **14%**
- Negative **2%**



Through proactive content sharing and addressing emerging issues, we saw a decrease in the number of specific questions directed to us in 2021. We continued to monitor and respond to conversations to create positive experiences for our stakeholders, and provide timely access to information and resources.



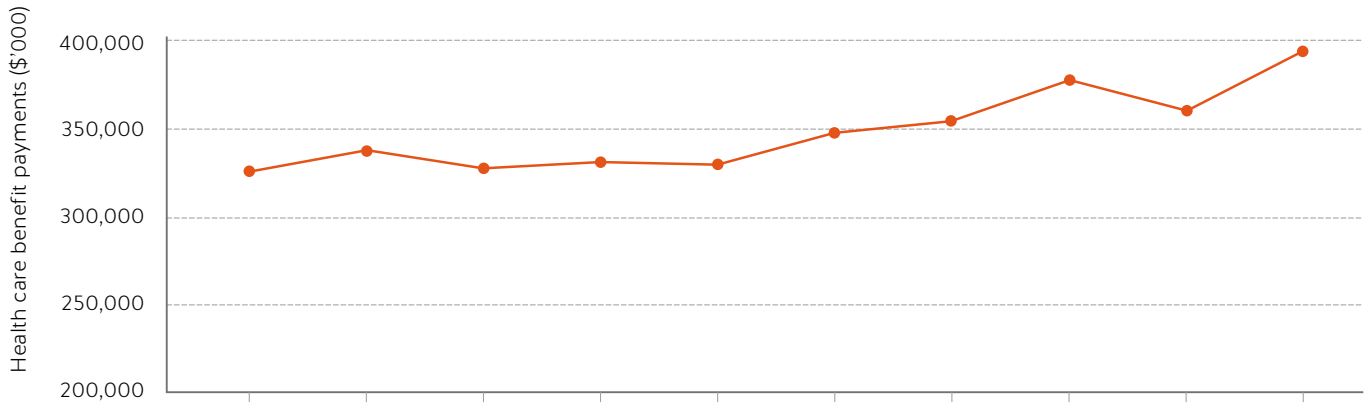
Our average time to respond to questions and inquiries across our social media channels in 2021

# 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 Programs department manages these costs on behalf of the organization. In 2021,

health care costs increased by 9.7 percent compared to 2020, mainly driven by the normalization of access to health care services as providers adjusted to the COVID-19 pandemic prevention measures.

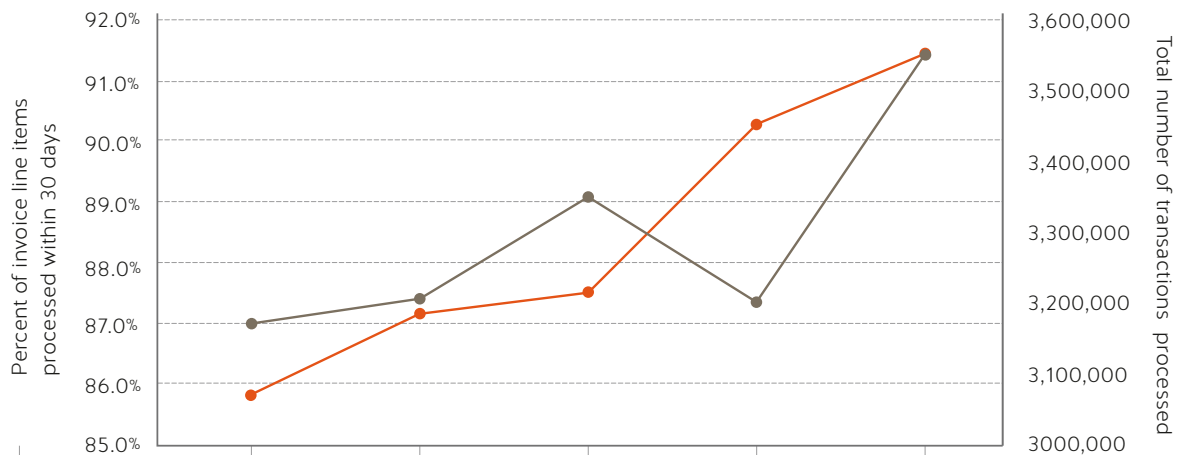
## Health care benefit payments, 2012–2021



	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
HC payments	326,525	338,055	328,126	331,233	329,714	347,950	354,765	378,382	360,522	395,509

## Average timeliness for transactions

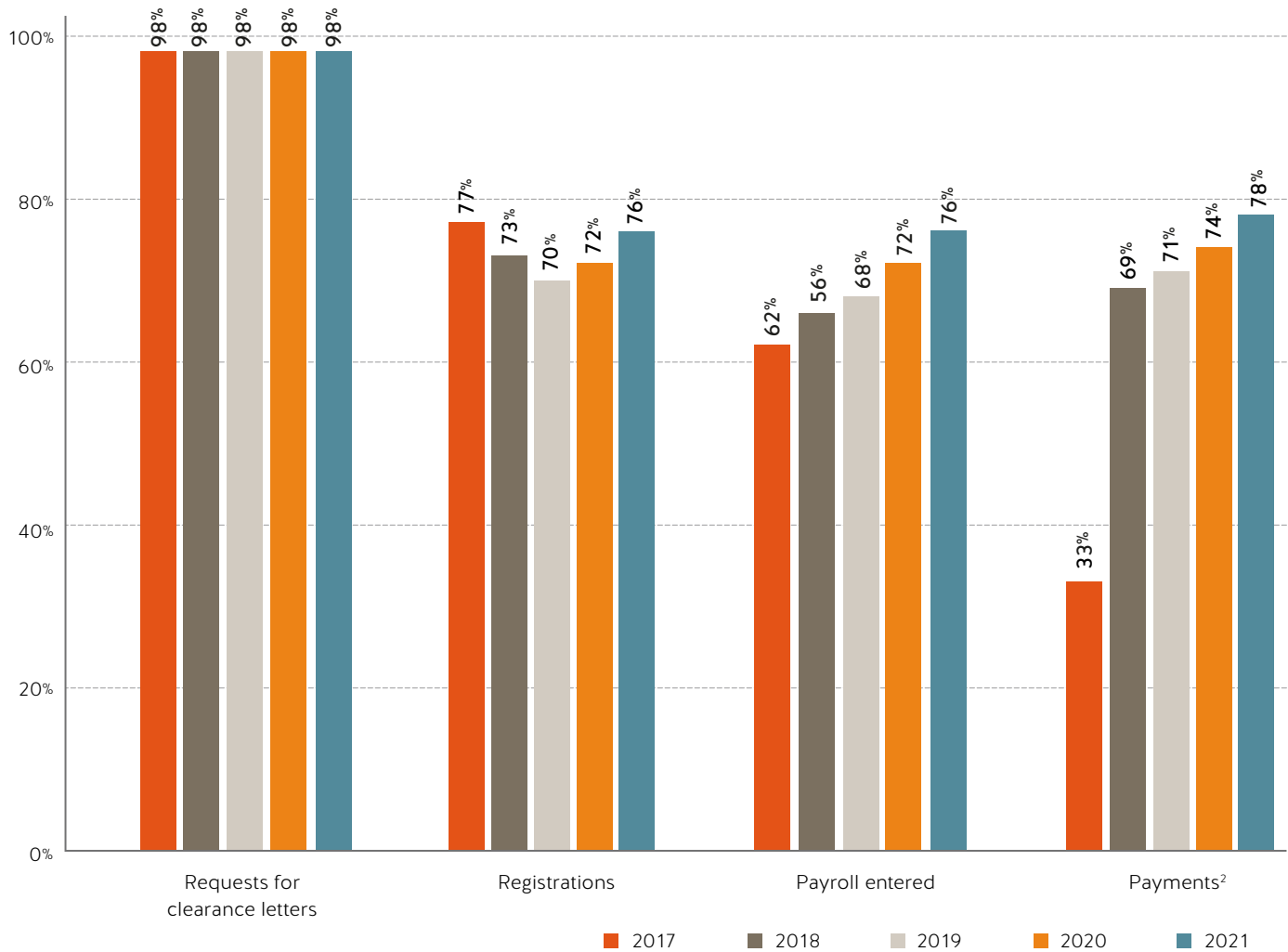
During 2021, Health Care Operations handled more than 3.5 million invoicing transactions. On average, 91 percent were processed within 30 days.



	2017	2018	2019	2020	2021
Percent of invoice line items processed within 30 days	85.9%	87.2%	87.5%	90.3%	91.4%
Number of transactions processed within 30 days	3,171,565	3,205,223	3,350,977	3,203,823	3,547,410

# Self-service channels

Percentage of assessment transactions conducted through self-service channels,<sup>1</sup> 2017–2021



<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

employer 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
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	249,317	\$110,670,000,000	\$1,632,989,000	\$84,800
2020	255,471	\$110,997,000,000	\$1,632,306,000	\$87,100
2021 (estimated)	263,273	\$123,900,000,000	\$1,820,000,000	\$100,000

# Appendices







# Appendix A

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

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

Class 1	Primary Resources	Class 9	BNSF 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 Ferry Services Inc, Government of British Columbia, Workers' Compensation Board
Class 4	Transportation and Warehousing		
Class 5	Trade		
Class 6	Public Sector		
Class 7	General Sector		
Class 8	Canadian Pacific Railway Limited, Teck Resources Limited		

In section 244, the Act provides WorkSafeBC with the authority to create further classes and subclasses of industry. WorkSafeBC has used that authority to create a dynamic system for classifying firms in British Columbia. Each class set out in the Act is represented by a sector in WorkSafeBC's classification system, as follows:

Sector 70	Primary Resources	Sector 82	Deposit Sector 9 (formerly Class 18) BNSF Railway Company
Sector 71	Manufacturing	Sector 83	Deposit Sector 10 (formerly Class 12) Air Canada, Canadian National Railway, Via Rail Canada Inc.
Sector 72	Construction	Sector 84	Deposit Sector 11 (formerly Class 13) British Columbia Assessment Authority, British Columbia Ferry Services Inc., Government of British Columbia, Workers' Compensation Board
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 Railway Limited, Teck Resources Limited Subsector 8110 — Federal Government		

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

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

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

<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
701002	Apiary	703003	Cable or hi-lead logging
701003	Berry farming	703004	Dry land sort
701004	Composting	703005	Forest firefighting
701005	Dairy farming or livestock auctioning services	703006	Ground skidding, horse logging, or log loading
701006	Egg farming	703008	Integrated forest management
701008	Farm labour supply or farm services	703009	Log booming or marine log salvage
701009	Feed lot	703011	Log processing
701010	Fur bearing animal farming	703012	Logging road construction or maintenance
701011	Grain farming	703013	Manual tree falling and bucking
701013	Hay or seed farming	703014	Mechanized tree falling
701014	Hog farming	703015	Shake block cutting
701016	White mushroom farming	703016	Tree planting or cone picking
701017	Orchard	703019	Helicopter logging
701018	Ornamental nursery or floral field production	<b>7040 — Oil and Gas or Mineral Resources subsector</b>	
701020	Poultry farming and related services	704001	Clay, peat, soil, or topsoil digging or processing
701022	Ranch	704002	Oil or gas drilling
701023	Horse ranching, raising, and breeding	704003	Oil or gas field servicing
701024	Sod or turf nursery	704005	Open pit coal mining
701025	Vegetable farming	704006	Open pit metal or mineral mining
701026	Vineyard	704007	Placer mining
701028	Floral greenhouse	704008	Quarry
701029	Vegetable greenhouse	704009	Seismic exploration
701030	Farrier services	704010	Diamond drilling, seismic drilling, or shot hole drilling
701031	Cannabis cultivation, processing, or product manufacture	704011	Stone crushing
<b>7020 — Fishing subsector</b>		704013	Underground mining
702001	Fin fish farming	<b>71 — Manufacturing sector</b>	
702002	Fish hatchery	<b>7110 — Food and Beverage Products subsector</b>	
702004	Shellfish farming or hand picking	711001	Abattoir
702005	Dive fishing	711002	Alcoholic beverage manufacture
702006	Gillnet and troll fishing	711003	Animal feed or supplements manufacture or packaging
702007	Longline and trap fishing	711004	Baked goods manufacture
702008	Seine fishing	711005	Butter, cheese, or ice cream manufacture
702009	Trawl fishing		
702010	Fish packing		

711006	Candy or chocolate manufacture	712014	Galvanizing, electroplating, or protection plating
711007	Cereal, biscuit, taco or rice product, pasta, or other dry food product manufacture (not elsewhere specified)	712016	Heavy equipment, machinery, or parts manufacture or installation (greater than 500 lb.)
711008	Coffee, tea, herb, or spice packaging or manufacture	712017	Industrial saw blade manufacture, sharpening, service, or repair
711010	Fish processing, fish reduction, or fish canning	712018	Light industrial equipment, machinery, or power tool manufacture (less than 500 lb.)
711011	Flour mill or rice mill	712020	Machine shop
711012	Food product manufacture (not elsewhere specified)	712021	Metal bed, furniture, or ladder manufacture
711013	Fruit or vegetable canning, bottling, or processing or fruit or vegetable product manufacture	712024	Manufacture, or manufacture and installation of metal doors, screen doors, or aluminum framed windows
711015	Liquid dairy product manufacture	712025	Commercial marine vessel manufacture, service, or repair
711017	Meat cutting, packing, processing, or canning	712026	Manufacture, or manufacture and installation of metal pipes or fittings
711018	Non-alcoholic beverage manufacture	712027	Manufacture, or manufacture and installation of metal products fabricated from structural steel
711019	Poultry processing	712028	Metal product manufacture (not elsewhere specified)
711020	Sausage or sausage casing manufacture	712029	Metal railing or gate manufacture
711021	Smoked, cured, or prepared meat product manufacture (not elsewhere specified)	712030	Metal recycling
711022	Sugar refining and packaging	712031	Powder coating or metal enamelling
711023	Winery	712032	Precision instrument or fishing tackle manufacture
<b>7120 — Metal and Non-metallic Mineral Products subsector</b>		712033	Ready mix concrete manufacture and delivery
712001	Aircraft, automobile, or truck assembly	712034	Sheet metal fabrication
712002	Auto spring or chain manufacture	712035	Smelter
712003	Boiler, tank, or furnace manufacture	712037	Stone or marble cutting, dressing, shaping, or lettering, or stone or marble product manufacture
712004	Cement or other crushed mineral product manufacture or gardening material packaging	712038	Manufacture, or manufacture and installation of structural concrete products
712005	Ceramic or terra cotta tile, clay brick, or other ceramic or clay product manufacture (not elsewhere specified)	712039	Tool and die making
712006	Concrete product manufacture	712040	Truck body or trailer manufacture
712008	Die casting or non-ferrous foundry operations	712041	Wire, cable, or other wire product manufacture (not elsewhere specified)
712009	Electrical switchgear or transformer manufacture, installation, service, or repair	712045	Automated wood processing equipment manufacture
712010	Elevator or escalator manufacture, installation, service, or repair		
712011	Engine or cylinder manufacture or rebuilding or automobile part manufacture		
712013	Ferrous foundry operations		

7130 — Petroleum, Coal, Rubber, Plastic, and Chemical Products subsector	
713001	Acid, base, salt, chemical, or dye manufacture (not elsewhere specified)
713002	Asphalt or tar roofing product manufacture
713003	Battery or fuel cell manufacture
713006	Compressed or liquefied gas manufacture
713007	Cosmetic, wax product, or plastic colour concentrate manufacture
713008	Drug, vitamin, or pharmaceutical manufacture
713009	Explosives, fireworks, or munitions manufacture
713010	Fertilizer manufacture
713011	Fibreglass or cultured marble product or acrylic household fixture manufacture
713012	Fibreglass insulation manufacture
713013	Foam product manufacture
713015	Glue or adhesive manufacture
713016	Industrial rubber belt manufacture, installation, service, or repair
713018	Oil or gas production
713020	Paint, putty, stain, sealant, wood filler, varnish, or waterproofing agent manufacture
713023	Plastic film extrusion and flexible packaging manufacture
713024	Plastic, rubber, or gypsum recycling
713025	Plastic product manufacture (by injection moulding, thermoforming, or other moulding processes) (not elsewhere specified)
713026	Plastic product manufacture (by blow moulding)
713027	Plastic product manufacture (by rotational moulding or liquid moulding)
713028	Plastic product manufacture (by profile extrusion)
713029	Post-extrusion fabrication of plastic products
713030	Rubber mat, mattress, or life raft manufacture
713031	Small rubber or plastic product manufacture
713032	Soap, bleach, or cleaning compound manufacture
713034	Tire retreading or recapping
713036	Oil refining or recycling

7140 — Wood and Paper Products subsector	
714001	Cardboard or paper container manufacture
714004	Custom wood kiln
714007	Flush door manufacture
714008	Furniture refinishing or restoration
714009	Laminated wood structural support product manufacture
714012	Oriented strand board manufacture
714013	Paper product manufacture (not elsewhere specified)
714014	Paper recycling or cellulose insulation manufacture
714015	Planing mill
714016	Portable wood mill
714017	Pre-hung door assembly
714018	Manufacture, or manufacture and installation of prefabricated log home kits
714019	Pressed wood product manufacture (not elsewhere specified)
714020	Printing
714022	Sawmill
714023	Shake or shingle mill
714025	Stile and rail door manufacture
714026	Upholstering
714027	Veneer or plywood manufacture
714028	Wood chip mill
714030	Wood preserving
714031	Wooden box, crate, pallet, or lath manufacture
714032	Wooden component manufacture (not elsewhere specified)
714033	Manufacture, or manufacture and installation of outdoor wooden products (not elsewhere specified)
714034	Wooden furniture manufacture
714035	Wooden moulding manufacture
714037	Wooden post or pole manufacture
714038	Wooden product manufacture (not elsewhere specified)
714040	Manufacture, or manufacture and installation of wooden trusses
714041	Manufacture, or manufacture and installation of wood framed windows

714042	Woodworking or carpentry shop
714044	Pulp and paper mill
714045	Firewood yard
<b>7150 — Other Products subsector (not elsewhere specified)</b>	
715001	Miscellaneous art or craft product manufacture (not elsewhere specified)
715002	Awning or awning sign manufacture
715003	Blind or drapery track manufacture
715005	Synthetic fabric product manufacture (not elsewhere specified)
715008	Clothing, clothing accessory, or other cloth product manufacture (not elsewhere specified)
715009	Manufacture, or manufacture and installation of commercial signs
715010	Cord, rope, or net manufacture
715012	Custom tailoring
715013	Drapery manufacture
715014	Electric or electronic product or component manufacture (not elsewhere specified)
715020	Glass shop or glass product manufacture (not elsewhere specified)
715021	Manufacture or manufacture and installation of illuminated or electronic signs
715022	Jewellery, eyewear, clock, watch, or trophy manufacture
715024	Lighting fixture manufacture
715026	Box spring or mattress manufacture
715028	Orthotics or prosthetics manufacture, sales, service, or repair
715029	Footwear, luggage, or leather product manufacture or repair
715032	Manufacture, or manufacture and installation of vinyl framed windows
715033	Manufacture, or manufacture and installation of modular or prefabricated buildings (not elsewhere specified)
715034	Marine pleasure craft manufacture
715035	Gasket or filter manufacture
715036	Carpet, stuffed toy, broom, fabric or similar product manufacture

<b>72 — Construction sector</b>	
<b>7210 — General Construction subsector</b>	
721001	Asbestos abatement or mould remediation
721003	Blasting or avalanche control
721005	Building demolition
721006	Cellular, microwave, radar, or transmission tower erection, installation, service, or repair
721008	Commercial refrigeration or commercial air conditioning work
721009	Concrete cutting or coring
721010	Concrete placing, finishing, surfacing, or repair
721011	Concrete pumping
721012	Concrete reinforcing
721013	Construction labour supply or general labour supply (not elsewhere specified)
721014	Crane operation
721015	Deck, railing, or fence installation
721016	Decking application or waterproofing
721018	Drywalling or acoustic board installation
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	723003	Highway, road, or parking lot painting
721042	Plastering, lathing, or stucco work	723004	Paving services or asphalt manufacture
721043	Plumbing, heating, vent, residential air conditioning, or central vacuum system installation or repair	723005	Railway construction, maintenance, or demolition
721044	Pool, spa, or hot tub installation or structural repair	723006	Road construction (not elsewhere specified)
721046	Power pole, powerline, or transmission line installation, service, or repair	723007	Snow or ice removal
721047	Scaffolding, tent, staging, or display booth rental and installation	723008	Street cleaning
721049	Siding, awning, or gutter installation, service, or repair	723009	Traffic control
721050	Sign installation, service, or repair	723010	Earth and rock filled structure construction
721051	Steep slope roofing	<b>73 — Transportation and Warehousing sector</b>	
721052	Structural concrete forming	<b>7310 — Warehousing subsector</b>	
721053	Commercial tank or boiler installation or removal	731004	Recycling depot
721054	Tile work or terrazzo laying	731005	Warehouse operation
721056	Water well, foundational, or directional drilling	<b>7320 — Transportation and Related Services subsector</b>	
721057	Welding services or ornamental metal installation	732003	Aircraft handling or fueling
721058	Mechanical insulation	732004	Airport
721059	Window or glass installation, replacement, or repair	732005	Armoured car service
<b>7220 — Heavy Construction subsector</b>		732006	Auto towing
722001	Bridge, overpass, or viaduct construction or repair	732007	Aviation or flying school
722002	House raising or structural moving of buildings or heavy equipment	732008	Barge, tug, or other water transport of goods (not elsewhere specified)
722003	Pier, wharf, or dry dock construction or repair	732011	Courier or local delivery services (not elsewhere specified)
722004	Pile driving or dredging	732012	Distribution centre
722005	Steel frame erection, repair, painting, or bridge painting or cleaning	732013	Dump truck operation
722009	Cut and cover tunnel construction	732014	Ferry service
722010	Mechanized tunnel boring construction	732015	Fixed wing aerial work or other specialty air operations (not elsewhere specified)
722011	Structural concrete reservoir, dam, dyke, or tunnel construction or repair (not elsewhere specified)	732016	Fixed wing visual flight rule operation
<b>7230 — Road Construction or Maintenance subsector</b>		732017	Fixed wing instrument flight rule operation
723002	Highway maintenance (routine maintenance of all aspects of a specific section of highway)	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 ride-hailing 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
742005	Fish wholesale
742006	Food, beverage, or tobacco product wholesale
742007	Hay, seed, dry animal feed, or other similar farm product wholesale
742008	Electronic equipment or light equipment, machinery, or parts wholesale (less than 500 lb.)
742009	Log wholesale trading
742010	Building material or packaged petroleum product wholesale
742011	Medical supplies wholesale or film distribution
742012	Electrical, plumbing or heating supplies, or packaged building supplies, hardware, or other metal product wholesale
742014	Steel or metal wholesale (primary form)
742015	Wholesale (not elsewhere specified)
<b>75 — Public sector</b>	
<b>7530 — Public Administration subsector</b>	
753002	First Nations operations
753003	Law enforcement
753004	Local government and related operations



<b>76 — Service sector</b>			
<b>7610 — Accommodation, Food, and Leisure Services subsector</b>			
761001	Amusement facility (not elsewhere specified)	761047	Mini storage
761009	Campground	761049	Park, campground, or trail maintenance
761010	Circus, carnival, rodeo, or mechanical amusement ride	761050	Chartered boat tours
761011	Live performance venue	761051	Marina or boat rental
761012	Fitness centre or gym	761052	Transportation carrier catering
761013	Guided tour (not elsewhere specified)	761054	Casino or other gaming operations (not elsewhere specified)
761014	Hair styling establishment or esthetic services	761056	Overnight and short-term accommodation (not elsewhere specified)
761015	Hall rental	761057	Legions and other similar social clubs
761018	Industrial camp operations	<b>7620 — Business Services subsector</b>	
761019	Catering services (not elsewhere specified)	762001	Accounting
761021	Massage parlour, steam bath, or massage services (not elsewhere specified)	762003	Administration or management of an operation conducted outside B.C.
761023	Mobile catering	762004	Advertising or public relations services
761027	Organizing or conducting special events (not elsewhere specified)	762005	Broker (not elsewhere specified) or wholesale (no stock of goods in B.C.)
761028	Outdoor sport tour	762006	Business consulting or business advisory services
761029	Parking lot or valet parking	762007	Call centre, telemarketing, or market research
761030	Performing arts	762008	Economic development organization including chamber of commerce
761031	Golf course, driving range, pitch and putt, or lawn bowling facility	762010	Clerical worker supply
761032	Private park, garden, or zoo	762011	Commercial stock audit
761033	Building management, building rental, or mobile home parks and strata corporations	762012	Constituency office, consulate, foreign embassy, or MLA office
761034	Pub, bar, night club, or lounge	762013	Custom brokerage or freight forwarding (excluding handling of goods)
761035	Restaurant or other dining establishment	762014	Custom brokerage or freight forwarding (including handling of goods)
761038	Ski hill	762015	Data processing
761039	Public art gallery, museum, or other special interest building operation or related services	762017	Employment or dating agency and related testing
761040	Sports and entertainment facility	762018	Environmental conservation services
761041	Sports administration	762019	Financial services (not elsewhere specified)
761042	Sports instruction	762020	Graphic design
761043	Tanning salon	762021	Insurance, actuarial, or bonding services
761044	Travel agency or accommodation registry	762022	Law office, notary public, labour relations, or supplementary legal services
761045	Coffee shops, ice cream parlours, or other food concessions (not elsewhere specified)	762023	Cargo inspection
761046	Movie theatre or drive-in theatre	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)
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
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, animation services, or recording studio
763025	Motion picture, commercial, or television production
763027	Photography studio, photographic services, or videography services
763028	Pipeline inspection, electrical corrosion control, or heavy equipment inspection (greater than 500 lb.)
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
<b>7640 — Other Services subsector (not elsewhere specified)</b>	
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
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	764062	Tree services (not directly related to the forestry industry)
764025	Fish, creek, or stream enhancement	764063	Commercial retail sign shop or mailing, addressing, or document copying services
764026	Fruit or vegetable packing or packaging	764066	Furnace, duct, or air vent cleaning and servicing
764027	Funeral undertaking	764067	Pool, spa, or hot tub service
764028	Heavy equipment, machinery, or parts sales, rental, service or repair (greater than 500 lbs weight) (not elsewhere specified)	764068	Automatic door or gate installation, service or repair
764029	Hiring or providing companion services or domestic childcare	764069	Blind or drapery installation, cleaning, or repair
764033	Land or marine pollution control	<b>7650 — Education subsector</b>	
764034	Locksmithing	765002	Driving school
764035	Light industrial equipment, machinery or parts, or power tool service or repair (less than 500 lb.)	765003	Library or resource centre
764037	Major household appliance or stationary business machines or medical equipment service, repair, or installation	765005	Independent or private primary or secondary school
764041	Ornamental plant rental or office plant services	765008	Public school district
764042	Paper shredding	765009	Supplementary education
764044	Plastic laminating, packing, or packaging (not elsewhere specified)	765010	Advanced education
764045	Pleasure boat, motorcycle, snowmobile, or other leisure craft sales and service	<b>7660 — Health Care and Social Services subsector</b>	
764046	Security or patrol services	766001	Acute care
764047	Recreational vehicle sales, service, or rental	766002	Alcohol or drug treatment centre
764048	Septic tank, sewer, or sewage disposal system services	766003	Alternative health care
764050	Steam cleaning, sandblasting, or pressure washing of heavy equipment	766004	Ambulance or first aid services
764051	Structural repair of marine pleasure craft	766005	Chiropractic services, chiropractic care, or chiropractic practice
764054	Pest control or fumigation (not elsewhere specified)	766006	Community health support services
764055	Vending machine, washing machine, dryer, or amusement machine distribution	766007	Counselling or social services (not elsewhere specified)
764057	Window, gutter, or awning cleaning	766008	Dentistry or ancillary dental services
764058	Security alarm system sales, service, installation, and repair or cable TV, telecommunication, or other similar wiring	766009	Fundraising or charitable organization
764059	Hiring workers for own home maintenance	766010	Life and job skills training
764060	Landscaping, lawn or garden maintenance, or weed control	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
<b>7670 — Utilities subsector</b>	
767003	Electric utilities
767004	Gas utilities
767005	Oil or gas transmission (oil or gas pipeline)
767007	Multimedia services

**Sector 81 — Deposit sector (Self-insured employers)**

**Sector 8 (formerly Class 10 — Canadian Pacific Limited and Associated Companies)**

**Subsector 8108 — Deposit sector employers (formerly Class 10 — Canadian Pacific Limited and Associated Companies)**

Canadian Pacific Railway Company

Teck Resources Limited

Canadian Pacific Railway Limited

**Sector 82 — Deposit sector (Self-insured employers)**

**Sector 9 (formerly Class 18)**

**Subsector 8209 — Deposit sector employers Sector 9 (formerly Class 18)**

BNSF Railway Company

**Sector 83 — Deposit sector (Self-insured employers)**

**Sector 10 (formerly Class 12)**

**Subsector 8310 — Deposit sector employers Sector 10 (formerly Class 12)**

Air Canada

Canadian National Railway Company

Via Rail Canada Inc.

**Sector 84 — Deposit sector (Self-insured employers)**

**Sector 11 (formerly Class 13 — Government of the Province of British Columbia)**

**Subsector 8411 — Deposit sector employers Sector 11 (formerly Class 13 — Government of the Province of British Columbia)**

Auxiliary/Reserve Constable Program

British Columbia Assessment Authority

BC Corrections

British Columbia Ferry Services Inc.

British Columbia Rail Ltd

Emergency Management BC

First Aid Ski Patrol

Government of British Columbia

Liquor Distribution Branch

Ministry of Forests and Range

Ministry of the Attorney General of British Columbia

Provincial Government Canadian Vocational Training

Provincial Government — Special Programs

Workers' Compensation Board of British Columbia (WorkSafeBC)

# Appendix B

## Telephone interpretation services

In 2021, our telephone interpretation services were offered in the following languages:

### A

Adari  
Afghani  
Afrikaans  
Akan  
Albanian  
Algoma  
Amharic  
Arabic  
Armenian  
Assyrian  
Azerbaijani  
Azeri

### B

Bambara  
Belarusan  
Bengali  
Bosnian  
Bulgarian  
Burmese

### C

Cambodian  
Cantonese  
Catalan  
Cebuano  
Chaldean  
Chiu Chow  
Creole  
Croatian  
Czech

### D

Dagomba  
Danish  
Dari  
Dinka  
Dutch

### E

English  
Estonian

### F

Fanti  
Farsi  
Finnish  
Flemish  
French  
Fu Kien  
Fulani  
Fuzhou

### G

Ga  
Georgian  
German  
Greek  
Gujarati

### H

Haitian Creole  
Hakka  
Hausa  
Hebrew  
Hindi  
Hmong  
Hoiping  
Hokkein  
Hungarian

### I

Ibo  
Ilocano  
Indonesian  
Italian

### J

Japanese

### K

Kannada  
Karen  
Kashmiri  
Kinyarwanda  
Kirundi  
Kiswahili

Korean

Krio  
Kurdish  
Kurmanji  
Kutchi

### L

Laotian  
Latvian  
Lingala  
Lithuanian  
Luganda

### M

Maay Maay  
Macedonian  
Maithili  
Malay  
Malayalam  
Maltese  
Mampruli  
Mandarin  
Mandinga  
Marathi  
Mien  
Mohawk  
Moldovan  
Mongolian

### N

Nepalese  
Norwegian  
Nyanja

### O

Oji-Cree  
Ojibway  
Oriya  
Oromo

### P

Pashtu  
Persian  
Pidgin English

Polish

Portuguese  
Portuguese Brazilian  
Punjabi

### Q

Quebec French

### R

Rakhine  
Rohingya  
Romanian  
Russian

### S

Serbian  
Shanghaiese  
Sindhi  
Sinhalese  
Slovak  
Slovenian  
Somali  
Soninke  
Sorani  
Spanish  
Swahili  
Swedish  
Sylheti

### T

Tagalog  
Taiwanese  
Tamil  
Telugu  
Thai  
Tibetan  
Tigrinya  
Toishan  
Tshiluba  
Turkish  
Turkmen  
Twi

### U

Uighur  
Ukrainian  
Urdu  
Uzbek

### V

Vietnamese

### W

Wolof

### X

Xiamen

### Y

Yiddish  
Yoruba

### Z

Zulu

# Glossary





# Glossary

## **Act, the**

The *Workers Compensation Act*.

## **Assessable payroll**

The collective earnings of 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 \$100,000 for 2021. Employers' premiums are based, in part, on their assessable payroll.

## **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**

Inspections by prevention field services officers for compliant policies, procedures, and training at workplaces, not related to bullying and harassment complaints.

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

Formal complaints that the employer does not have adequate policies, procedures, or training at their workplace; 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.

**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, their benefits are based on 90 percent of the maximum wage rate. In 2021, the maximum wage rate was \$100,000.

**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 time-loss claims 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. This measure was renamed from provincial injury rate by the Board of Directors in 2021. The calculation methodology did not change.

**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 2021 Annual Report and 2022-2024 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 time-loss claims rate**

Number of serious injury claims per 100 person-years; a component of the overall time-loss claims 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**

An accepted claim for short- or long-term disability, or survivor (work-related death) benefits where the first claim payment is made within the year of injury or the first three

months following the year of injury.

**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 *2021 Annual Report and 2022–2024 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. 2011–2020*, and *Occupational Diseases in B.C. 1996–2020*.

