

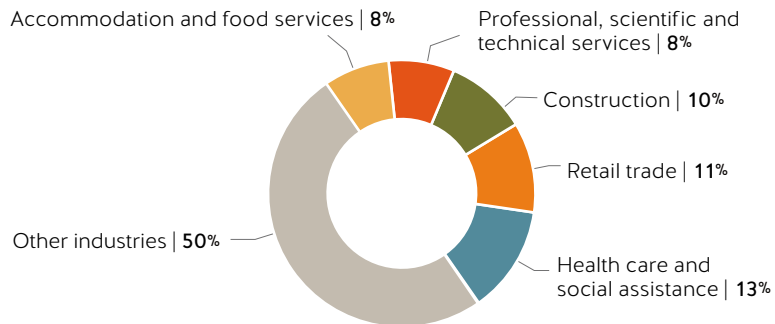


## Serving British Columbians

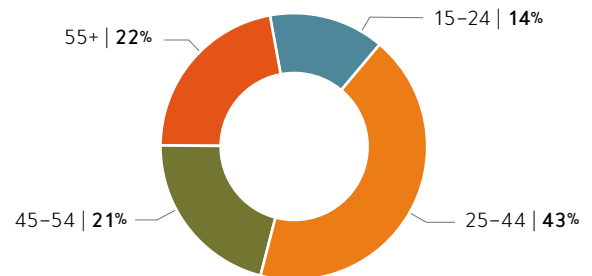
# 2018 Key Statistics

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

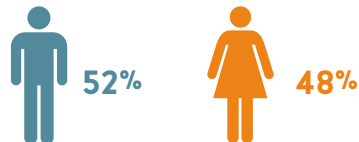
### Top five industries by employment<sup>2</sup>



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



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



Provincial injury rate:  
**2.19**

Total prevention activity  
hours:  
**303,876**



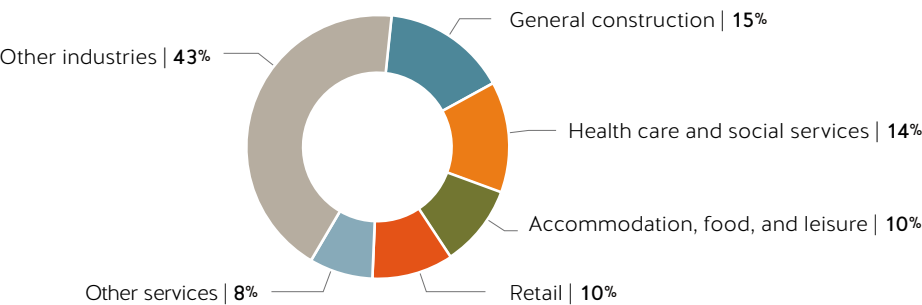
**245,257**  
insured employers



**2.4 million**  
workers covered

# B.C.'s injured workers

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



Gender mix (injured workers)



Age of injured workers



## Claims

Injuries reported .....	155,753	Occupational disease claims <sup>4,5</sup> .....	3,805
Claims first paid this year .....	109,960	Percentage of claims disallowed .....	7.8%
Work-related death claims <sup>3</sup> .....	131	Days lost from work .....	2.90 million
Short-term disability claims <sup>4</sup> .....	50,000	Average time to first payment (from day of disablement) .....	20 days

1 Employment data published by Statistics Canada is subject to regular updates. This data is as of July 2019. See Statistics Canada tables 14-10-0018-01 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. As such, the two sets of data are not directly comparable.

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

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

5 This figure has been rounded.

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# Introduction

## Foreword

*WorkSafeBC Statistics* is published annually as a complement to the operational and financial reviews in WorkSafeBC's audited annual report and service plan. This publication serves as a foundation for better understanding the causes and patterns of specific areas of injury with a view to exploring and initiating prevention strategies.

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

Ultimately, this publication serves as an important reminder that statistics are not simply numbers. At the source of every statistic is a person. We hope you find *WorkSafeBC Statistics 2018* informative and engaging.

## Our vision

WorkSafeBC's vision is British Columbians free from workplace injury, disease, and death. This vision guides all aspects of WorkSafeBC and is linked directly to our mandate, which is achieved by the combined efforts of WorkSafeBC and our stakeholders.

## Our strategic priorities

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

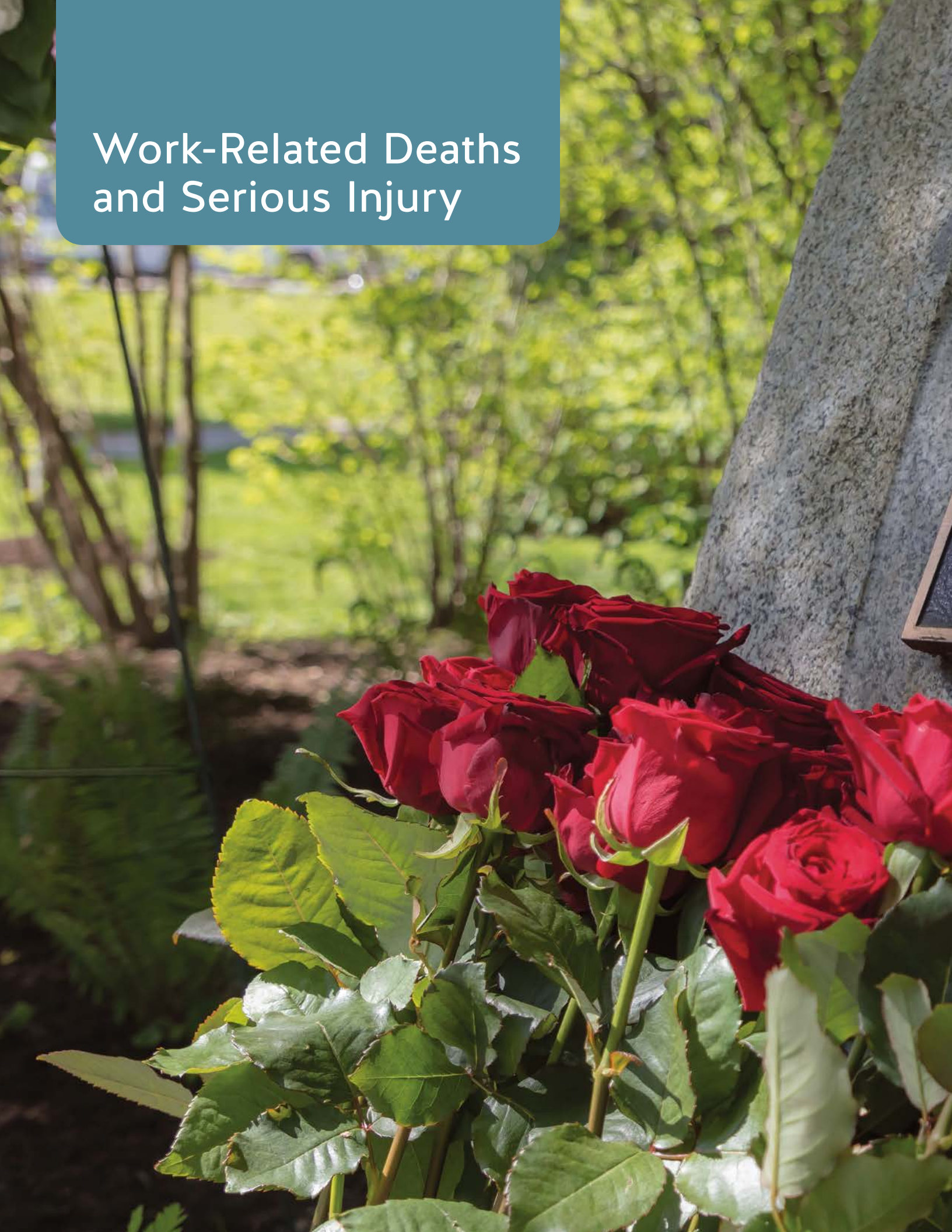
WorkSafeBC's vision and strategic priorities link directly to our role in administering the *Workers Compensation Act*. The Act addresses compensation and support for injured workers and their dependants, the responsibility of employers and workers relating to occupational health and safety, setting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

This legislation, responsible for creating WorkSafeBC, also enshrines the historic compromise on which the entire workers' compensation system in B.C. is based. It rests on the principle of mutual protection, where workers relinquished their right to sue their employer and employers agreed to fund a no-fault insurance system.

## What's inside

*WorkSafeBC Statistics 2018* is a compendium of statistics that provides statistics information related to our core areas of operation. This includes claims, assessments, prevention, and service.

# Work-Related Deaths and Serious Injury





# *WORKERS' MEMORIAL*

*In memory of those  
who have lost their lives  
as a result of a  
workplace accident  
or occupational disease.*





# Work-Related Deaths

## Introduction

In the last 100 years, we have seen a significant reduction in the number of work-related deaths and serious injuries to B.C.'s workers. Given the life-changing consequences for workers and their families when serious injuries and work-related deaths occur, we continue to focus on our prevention initiatives to reduce and eliminate these incidents.

In addition to this publication, an interactive tool on work-related deaths and serious injuries is available on our website, [worksafebc.com](https://worksafebc.com). Through these dashboards, statistics can be filtered to help identify trends in industry and occupation, and help employers and other stakeholder groups plan and improve health and safety planning and processes. To access these tools, visit [worksafebc.com/statsreport](https://worksafebc.com/statsreport).

**Table 1–1: All reported fatalities and injuries,<sup>1</sup> 2009–2018**

In 2018, 155,753 claims were reported to WorkSafeBC — a 2.1 percent increase from claims reported in 2017.

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
2009	141,495	174	0.12%
2010	136,584	185	0.14%
2011	141,339	190	0.13%
2012	144,758	183	0.13%
2013	144,781	186	0.13%
2014	146,515	203	0.14%
2015	145,511	187	0.13%
2016	149,132	164	0.11%
2017	152,567	198	0.13%
2018	155,753	190	0.12%

WorkSafeBC made decisions to accept 131 work-related death claims in 2018. Of these, 22 of the 131 cases were for workers receiving long-term disability benefits who died from causes related to their compensable injuries or diseases. The 131 work-related death claims accepted in 2018 cannot be compared to the 190 fatalities in this table as some of the fatalities accepted in 2018 occurred and were reported in a prior year. In addition, some reported

fatalities were not compensable. The 190 fatalities in this table are categorized in Table 1–2. The 131 work-related death claims accepted in 2018 are broken down by subsector in Table 1–4.

The count of new injuries reported has been revised for the years 2009–2017 because of claim consolidations. There will likely be a revision to the 2018 count in the table published in *WorkSafeBC Statistics 2019*.

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

Table 1–2: Fatalities occurring in 2018<sup>1</sup>

Category of injury or disease	Adjudication completed by March 31, 2019			Awaiting adjudication or application at March 31, 2019	Total fatalities occurring in 2018 and reported by March 31, 2019
	Allowed	Disallowed <sup>2</sup>	Rejected <sup>3</sup>		
Motor vehicle incident <sup>4</sup>	23	1	1	8	33
Other injury <sup>5</sup>	34	1	1	23	59
Asbestos exposure	39	0	0	6	45
Other disease	16	11	0	26	53
Total	112	13	2	63	190

1 All fatalities in this table occurred in 2018 and were reported by March 31, 2019; some incidents and exposures leading to those deaths occurred before 2018.

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.

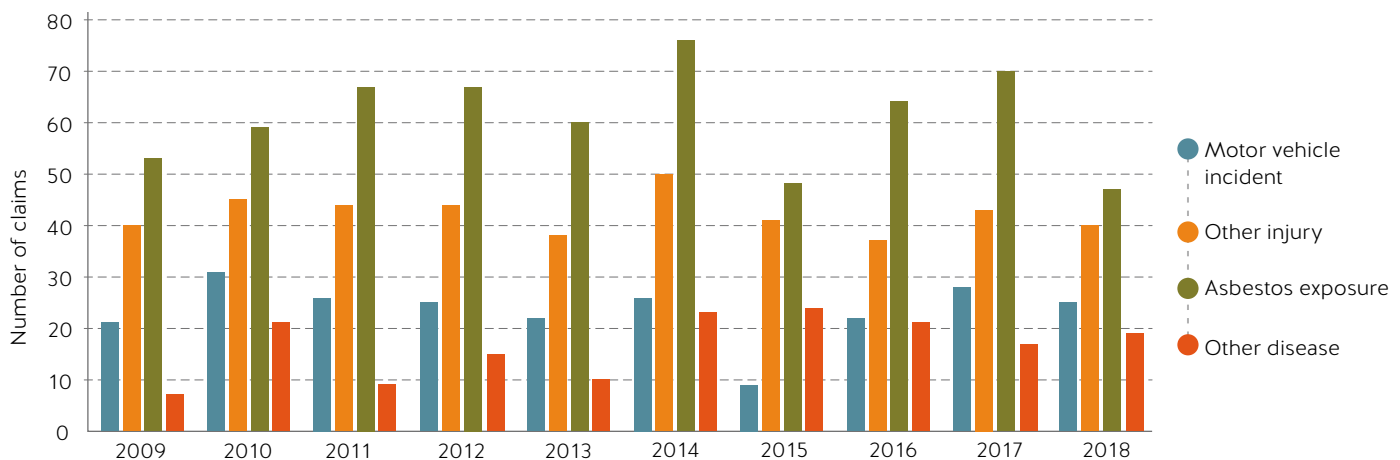
4 Motor vehicle incident also includes all vehicle incidents involving pedestrians.

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, 2009–2018<sup>3</sup>

Category <sup>4</sup> of injury or disease	Year accepted										2009–2018
	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2018
Motor vehicle incident <sup>5</sup> — same year	18	22	17	19	19	16	5	12	21	14	163
Motor vehicle incident <sup>5</sup> — prior year	3	9	9	6	3	10	4	10	7	11	72
Motor vehicle incident <sup>5</sup> — subtotal	21	31	26	25	22	26	9	22	28	25	235
Other injury <sup>6</sup> — same year	27	30	35	33	24	30	32	19	28	21	279
Other injury <sup>6</sup> — prior year	13	15	9	12	14	20	9	18	15	19	144
Other injury <sup>6</sup> — subtotal	40	45	44	45	38	50	41	37	43	40	423
Asbestos exposure	53	59	67	67	60	76	48	64	70	47	611
Other disease	7	21	9	14	10	23	24	21	17	19	165
Disease — subtotal	60	80	76	81	70	99	72	85	87	66	776
Total	121	156	146	151	130	175	122	144	158	131	1,434



1 Claims accepted for work-related death benefits in 2010-2018, and claims first paid for work-related death benefits in 2009.

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

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

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

5 Motor vehicle incident includes all vehicle incidents involving pedestrians.

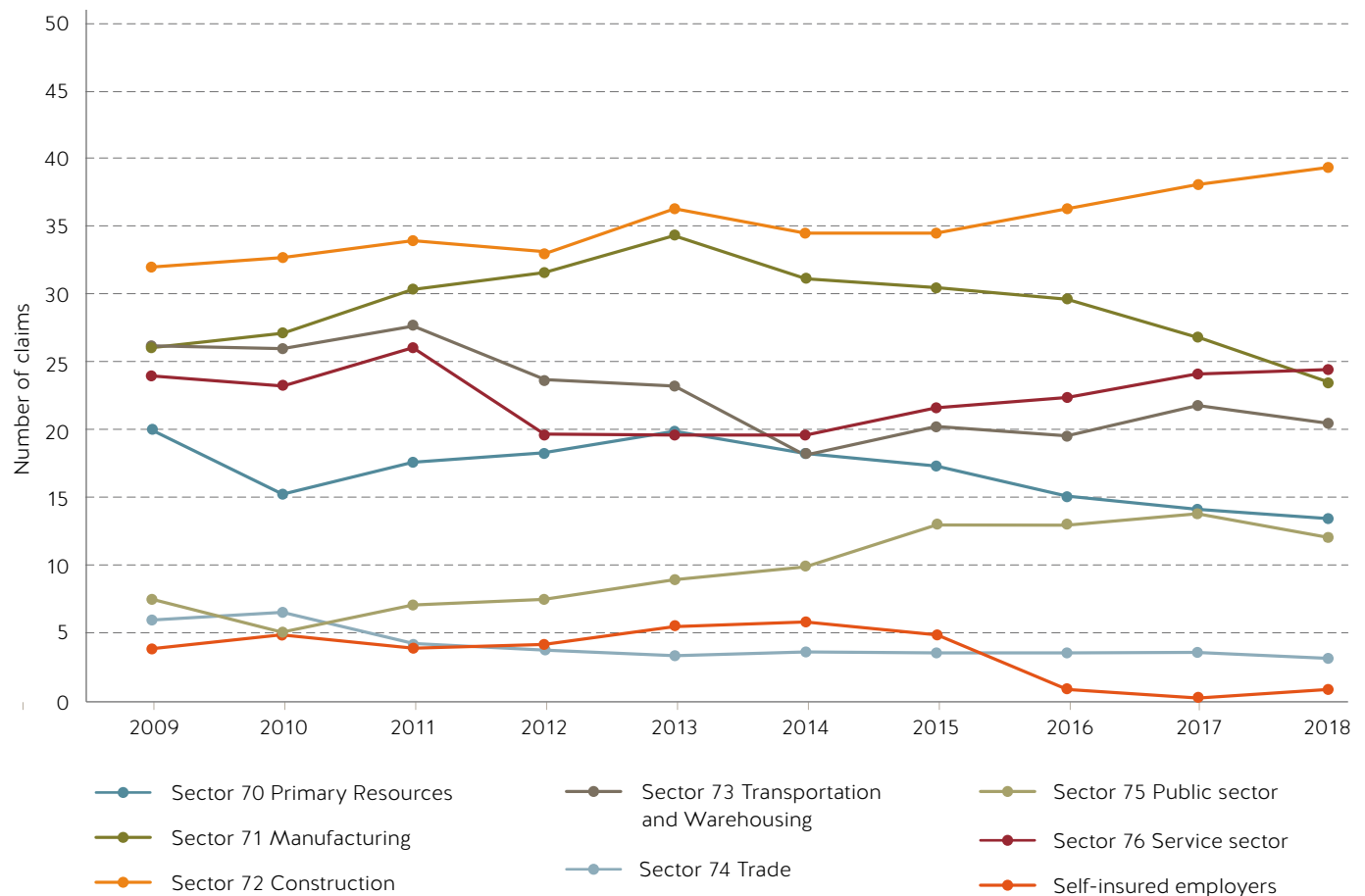
6 The classification criteria for other injury include, among others: incidents involving industrial vehicles (such as loaders, skidders, and forklifts), and deaths caused by a disease condition that is a compensable consequence of the original injury.

Table 1-4: Work-related death claims<sup>1,2</sup> by subsector, 2009–2018<sup>3</sup>

Sector/ subsector <sup>4</sup>	Description <sup>5</sup>	Year accepted										2009– 2018
		2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	
Sector 70 — Primary Resources												
7010	Agriculture	3	0	4	3	2	5	0	0	2	0	19
7020	Fishing	1	2	2	1	2	4	3	1	2	1	19
7030	Forestry	5	5	10	13	9	8	8	8	9	5	80
7040	Oil and Gas or Mineral Resources	5	8	1	4	4	5	5	6	2	7	47
	Total	14	15	17	21	17	22	16	15	15	13	165
Sector 71 — Manufacturing												
7110	Food and Beverage Products	0	0	1	1	3	2	0	4	1	1	13
7120	Metal and Non-metallic Mineral Products	15	15	15	18	13	19	11	13	10	7	136
7130	Petroleum, Coal, Rubber, Plastic, and Chemical Products	5	1	2	2	3	0	1	1	2	2	19
7140	Wood and Paper Products	7	10	9	15	11	14	15	11	17	8	117
7150	Other Products	0	1	0	1	1	0	0	0	3	1	7
	Total	27	27	27	37	31	35	27	29	33	19	292
Sector 72 — Construction												
7210	General Construction	29	28	29	32	28	40	24	27	43	30	310
7220	Heavy Construction	0	1	0	0	1	2	1	1	3	1	10
7230	Road Construction or Maintenance	1	4	6	2	1	3	4	2	5	3	31
	Total	30	33	35	34	30	45	29	30	51	34	351
Sector 73 — Transportation and Warehousing												
7310	Warehousing	0	1	0	0	0	0	0	0	0	0	1
7320	Transportation and Related Services	23	29	25	28	18	24	13	24	22	20	226
	Total	23	30	25	28	18	24	13	24	22	20	227
Sector 74 — Trade												
7410	Retail	4	4	5	1	3	2	2	2	3	2	28
7420	Wholesale	5	1	1	1	1	2	1	2	1	1	16
	Total	9	5	6	2	4	4	3	4	4	3	44

Sector/ subsector <sup>4</sup>	Description <sup>5</sup>	Year accepted										2009– 2018
		2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	
Sector 75 — Public sector												
7530	Public Administration	2	8	5	8	10	9	11	19	9	14	95
Sector 76 — Service sector												
7610	Accommodation, Food, and Leisure Services	1	6	7	2	3	3	1	3	6	6	38
7620	Business Services	0	3	3	2	1	0	0	0	3	1	13
7630	Professional, Scientific, and Technical Services	1	3	4	4	2	4	0	1	4	4	27
7640	Other Services	3	13	4	6	4	8	9	10	9	6	72
7650	Education	1	2	1	1	2	3	3	2	3	4	22
7660	Health Care and Social Services	2	4	3	2	3	3	2	4	0	2	25
7670	Utilities	2	5	2	1	2	3	3	3	1	1	23
	Total	10	36	24	18	17	24	18	23	26	24	220
Sectors 81–84 — Self-insured employers												
8108	Canadian Pacific Ltd. and Associated Companies	5	1	2	1	3	4	2	0	0	0	18
8110	Federal Government	0	1	3	0	0	4	1	0	-1	2	10
8209	The Burlington Northern and Santa Fe Railway Company	0	0	0	0	0	0	0	0	0	0	0
8310	Air Canada, Canadian National Railway Company, Via Rail Canada Inc.	0	0	0	1	1	1	0	0	0	0	3
8411	Government of the Province of British Columbia	1	0	2	1	-1	2	1	0	0	0	6
	Total	6	2	7	3	3	11	4	0	-1	2	37
Section 39												
39(1)(d)	Disaster Reserve	0	0	0	0	0	0	0	0	0	0	0
39(1)(e)	Enhancement Reserve	0	0	0	0	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0	0	0	0	0
Other		0	0	0	0	0	1	1	0	-1	2	3
Grand total		121	156	146	151	130	175	122	144	158	131	1,434

## Work-related death claims by sector, 2009–2018\*



\*Figures are centred on a three-year moving average. The 2018 average is based on a weighting of two-thirds being assigned to the 2018 actual result and one-third being assigned to the 2017 actual result.

- 1 Claims accepted for work-related death benefits in 2010–2018, and claims first paid for work-related death benefits in 2009. Some work-related death claims have been previously first paid for long-term disability benefits, such as claims for diseases like silicosis.
- 2 Starting in 2015, the methodology to calculate deaths identified as work-related was amended. The new calculation accounts for work-related deaths in the year they are accepted. Previously, work-related deaths were counted in the year they were first paid. Figures for 2010–2014 have been restated to reflect this change in methodology.

- 3 For 2009–2011, figures have been impacted by a drop in the number of reported injuries and business process changes.
- 4 If employers have been reclassified into a different subsector, then this table reflects the reclassification retroactively for all years. Some counts may have been revised slightly from counts published in *WorkSafeBC Statistics 2017*.
- 5 For a complete listing of WorkSafeBC's classification structure, see Classes of Industry section, page 98.

Table 1–5: Listing of work-related death claims<sup>1</sup> accepted in 2018<sup>2</sup>

Subsector <sup>3</sup>	Description <sup>4</sup>	Year of death	Occupation	Age <sup>5</sup>	Incident description <sup>6</sup>
7020	Fishing	2018	Commercial diver	26	Worker was dive harvesting sea urchins, and did not surface. When recovered the worker was unresponsive and had drowned.
7030	Forestry	2018	Faller	63	Worker stepped between two logs while walking out of the woods. One of the logs shifted and worker lost balance and fell three feet down, striking shoulder on another log. Years later, worker succumbed to sepsis related to their injuries.
7030	Forestry	2017	Logging truck driver	55	Worker was driving a loaded logging truck and struck an empty logging truck that had jackknifed on the road. Worker's truck left the road and struck a tree. Log load in worker's truck shifted forward, crushing the cab of the truck.
7040	Oil and Gas or Mineral Resources	2017	Silica bagging plant operator	81	Worker developed pleural disease and silicosis as a result of asbestos and silica exposure.
7040	Oil and Gas or Mineral Resources	2017	Drill operator	84	Worker developed silicosis as a result of exposure to silica dust.
7040	Oil and Gas or Mineral Resources	2016	Mine worker	87	Worker developed COPD as a result of silica exposure.
7040	Oil and Gas or Mineral Resources	2018	Truck driver	76	Worker developed mesothelioma as a result of asbestos exposure.
7040	Oil and Gas or Mineral Resources	2018	Dozer grader operator	38	Worker's truck was involved in a collision with another truck.
7040	Oil and Gas or Mineral Resources	2018	Quarry worker	64	Worker was standing in gravel pit when a rock fell from jaw crusher, striking worker on head.
7040	Oil and Gas or Mineral Resources	2017	Shovel operator	66	Worker climbed onto crane and attempted to pull ladder up. Ladder was stuck and worker had to pull hard, injuring back. Years later, worker died by suicide.
7110	Food and Beverage Products	2016	Canline operator	56	Worker fell down staircase, and was later found unresponsive by co-worker.
7120	Metal and Non-metallic Mineral Products	2018	Machinist	65	Worker developed mesothelioma as a result of asbestos exposure.
7120	Metal and Non-metallic Mineral Products	2018	Millwright	84	Worker developed mesothelioma as a result of asbestos exposure.



Subsector <sup>3</sup>	Description <sup>4</sup>	Year of death	Occupation	Age <sup>5</sup>	Incident description <sup>6</sup>
7120	Metal and Non-metallic Mineral Products	2018	Smelter worker	73	Worker developed mesothelioma as a result of asbestos exposure.
7120	Metal and Non-metallic Mineral Products	2017	Pipefitter	88	Worker developed mesothelioma as a result of asbestos exposure.
7120	Metal and Non-metallic Mineral Products	2018	Mine worker	78	Worker developed mesothelioma as a result of asbestos exposure.
7120	Metal and Non-metallic Mineral Products	2018	Assembly worker	74	Worker developed mesothelioma as a result of asbestos exposure.
7120	Metal and Non-metallic Mineral Products	2018	Concrete mixer plant operator	85	Worker developed asbestosis and pleural disease as a result of asbestos exposure.
7130	Petroleum, Coal, Rubber, Plastic, and Chemical Products	2018	Construction worker	82	Worker developed mesothelioma as a result of asbestos exposure.
7130	Petroleum, Coal, Rubber, Plastic, and Chemical Products	2018	Pipe roller	65	Worker developed mesothelioma as a result of asbestos exposure.
7140	Wood and Paper Products	2017	Bleach operator	69	Worker slipped on ice and fell onto back while walking into mill, resulting in paraplegia. Years later, worker succumbed to sepsis related to their prior injuries.
7140	Wood and Paper Products	2018	Welder	87	Worker developed asbestosis, lung cancer, and pleural disease as a result of asbestos exposure.
7140	Wood and Paper Products	2016	Steam engineer	79	Worker developed lung cancer as a result of asbestos exposure.
7140	Wood and Paper Products	2018	Planer feeder	32	Worker was using a prybar to remove a board that was stuck in a planer. The prybar slipped, causing worker's hand to come in contact with planer head. Compensable injuries contributed to later death from cardiac arrest.
7140	Wood and Paper Products	2018	Oiler mechanic	78	Worker developed lung cancer and pleural disease as a result of asbestos exposure.
7140	Wood and Paper Products	2017	Sawmill worker	86	Worker developed mesothelioma as a result of asbestos exposure.
7140	Wood and Paper Products	2018	Millwright	70	Worker developed mesothelioma as a result of asbestos exposure.

Subsector <sup>3</sup>	Description <sup>4</sup>	Year of death	Occupation	Age <sup>5</sup>	Incident description <sup>6</sup>
7140	Wood and Paper Products	2018	Loader operator	53	Worker was removing a metal panel on a running wood chipper. The metal panel came in contact with the rotating blades of the wood chipper and was projected upward, striking worker.
7140	Wood and Paper Products	2018	Carpenter	75	Worker developed asbestosis as a result of asbestos exposure.
7140	Wood and Paper Products	2018	Logger	77	Worker was rolling logs with a pole when a log struck the pole, which in turn struck worker on the leg. Years later, the worker succumbed to complications related to the injuries after a fall.
7140	Wood and Paper Products	2018	Instrument mechanic	87	Worker was exposed to chlorine dioxide while working in bleach plant. Years later, the worker developed COPD.
7150	Other Products	2017	Glazier	56	Worker injured back while repetitively drilling overhead into metal. Years later, their injuries contributed to the worker's death from an accidental drug overdose.
7210	General Construction	2018	Construction worker	59	Worker developed scleroderma as a result of exposure to silica dust.
7210	General Construction	2017	Insulator	83	Worker developed lung cancer as a result of asbestos exposure.
7210	General Construction	2017	Pipe tester	81	Worker developed mesothelioma as a result of asbestos exposure.
7210	General Construction	2018	Pipeline walker	29	During poor weather conditions, worker's truck drove into oncoming traffic and collided with a semi truck.
7210	General Construction	2018	Floor tile packer	65	Worker developed mesothelioma as a result of asbestos exposure.
7210	General Construction	2017	Insulator	74	Worker developed mesothelioma as a result of asbestos exposure.
7210	General Construction	2018	Drain tile installer	55	Worker was struck by an excavator bucket that fell out of a second excavator bucket.
7210	General Construction	2018	Construction worker	69	Worker developed mesothelioma as a result of asbestos exposure.
7210	General Construction	2017	Construction worker	57	Worker developed mesothelioma as a result of asbestos exposure.
7210	General Construction	2017	Welder	36	Worker lost control of vehicle, causing vehicle to roll over into a ditch. Worker was not wearing a seatbelt and was ejected from the vehicle.

Subsector <sup>3</sup>	Description <sup>4</sup>	Year of death	Occupation	Age <sup>5</sup>	Incident description <sup>6</sup>
7210	General Construction	2018	Construction worker	68	Worker developed mesothelioma as a result of asbestos exposure.
7210	General Construction	2018	Electrician	49	Worker developed mesothelioma as a result of asbestos exposure.
7210	General Construction	2018	Carpenter	83	Worker developed mesothelioma as a result of asbestos exposure.
7210	General Construction	2018	Sheet metal worker	87	Worker developed lung cancer as a result of asbestos exposure.
7210	General Construction	2018	Cement finisher	83	Worker developed mesothelioma as a result of asbestos exposure.
7210	General Construction	2018	Electrician	72	Worker developed mesothelioma as a result of asbestos exposure.
7210	General Construction	2018	Painting contractor	82	Worker was leaning off one side of a ladder, trying to paint some trim. Worker fell about six feet off the ladder, striking head on concrete below.
7210	General Construction	2018	Plumber	73	Worker developed mesothelioma as a result of asbestos exposure.
7210	General Construction	2018	Framer	71	Worker developed mesothelioma as a result of asbestos exposure.
7210	General Construction	2017	Refrigeration mechanic	46	Worker was performing maintenance on an arena ice plant when there was a release of ammonia.
7210	General Construction	2018	Drywaller	81	Worker developed lung cancer and pleural disease as a result of asbestos exposure.
7210	General Construction	2018	Framing contractor	28	A wall panel that was being lifted by a crane fell and landed on worker.
7210	General Construction	2018	Carpenter	80	Worker developed mesothelioma as a result of asbestos exposure.
7210	General Construction	2018	Roofer	58	Worker was not wearing fall protection, and fell approximately 13 feet from the steeply-sloped roof of a home that was under construction.
7210	General Construction	2018	Steel worker	79	Worker developed mesothelioma as a result of asbestos exposure.
7210	General Construction	2018	Electrician	76	Worker developed mesothelioma as a result of asbestos exposure.
7210	General Construction	2018	Construction site superintendent	64	While conducting an inspection of a building undergoing demolition, worker was descending a staircase. The staircase collapsed and the worker fell about seven feet, landing on the collapsed stairs.

Subsector <sup>3</sup>	Description <sup>4</sup>	Year of death	Occupation	Age <sup>5</sup>	Incident description <sup>6</sup>
7210	General Construction	2017	Equipment operator	46	Worker suffered a seizure while operating an earth compactor. Fell to the ground and was crushed by the moving vehicle.
7210	General Construction	2017	Carpenter	72	Worker was struck on the head by a falling rock. Years later, the worker succumbed to a medical condition related to their injuries.
7210	General Construction	2018	Plumber	93	Worker developed mesothelioma as a result of asbestos exposure.
7220	Heavy Construction	2018	Mine worker	93	Worker developed silicosis as a result of exposure to silica dust.
7230	Road Construction or Maintenance	2016	Heavy equipment operator	47	Worker was driving on a rough patch of road and lost control of their truck, which rolled and landed in a ditch. Worker was ejected from the vehicle.
7230	Road Construction or Maintenance	2018	Construction firm owner/operator	70	Worker was operating an amphibious excavator in a tailing pond when excavator capsized, trapping worker inside.
7230	Road Construction or Maintenance	2017	Skidder operator	59	Worker was operating a skidder when a log entered the skidder, pinning worker inside. Years later, complications related to their injuries contributed to their death.
7320	Transportation and Related Services	2017	Truck driver	70	Worker felt pain and numbness in leg after cleaning underside of truck trailer. On admission to hospital a few hours later, leg had progressive loss of circulation, which led to amputation. Passed away years later in motor vehicle incident.
7320	Transportation and Related Services	2015	First mate	59	While on a tugboat, worker injured back while lifting a towline onto a winch. Years later, the worker succumbed to a seizure related to the injuries.
7320	Transportation and Related Services	2018	Truck driver	57	While walking in container yard, worker was struck by a transport truck.
7320	Transportation and Related Services	2018	Truck driver	26	Worker was standing outside of truck checking on the truck's load when another semi truck struck the worker.
7320	Transportation and Related Services	2018	Truck driver	58	Worker was parking truck when the engine caught fire. Worker exited vehicle, unharmed. Later in the day, worker suffered a heart attack.
7320	Transportation and Related Services	2018	Long haul truck driver	53	Worker's tractor trailer was involved in a collision with another tractor trailer.

Subsector <sup>3</sup>	Description <sup>4</sup>	Year of death	Occupation	Age <sup>5</sup>	Incident description <sup>6</sup>
7320	Transportation and Related Services	2018	Truck driver	52	Worker had exited truck at the top of a hill and was attempting to cage the brakes when the truck rolled over the worker.
7320	Transportation and Related Services	2018	Truck driver	40	Worker was cinching down a load of five steel beams on flat bed truck. The beams shifted and fell on worker.
7320	Transportation and Related Services	2018	Pilot	29	Worker was involved in a plane crash.
7320	Transportation and Related Services	2018	Truck driver	57	Worker was a passenger in a truck that left the roadway.
7320	Transportation and Related Services	2018	Bus driver	58	Worker slipped while stepping off a low step and fell, landing on hands and knees. A later surgery related to their injury contributed to worker's death due to pulmonary embolism.
7320	Transportation and Related Services	2018	Truck driver	44	Worker's semi-trailer crossed the centre line and was involved in a crash between two other semi-trailers and a passenger vehicle. Worker's truck caught fire.
7320	Transportation and Related Services	2017	Truck driver	58	Worker's vehicle was involved in a collision with an empty fuel truck.
7320	Transportation and Related Services	2018	Truck driver	66	Worker fell five feet off trailer flat deck, striking head on cement ground. Worker developed necrotizing fasciitis as a result of their injuries.
7320	Transportation and Related Services	2018	Mobile home mover	54	Worker and co-worker were moving a single-wide trailer that was sitting on a block. The trailer fell off the block, crushing the worker.
7320	Transportation and Related Services	2017	Truck driver	38	Worker was driving when another vehicle crossed the centre line. The other vehicle hit the worker's truck, which rolled into a ditch, catching fire. The worker was not able to exit the truck.
7320	Transportation and Related Services	2017	Truck driver	59	Worker was involved in a motor vehicle accident outside of province.
7320	Transportation and Related Services	2018	Logging truck driver	33	Worker lost control of logging truck. Vehicle left the roadway and flipped onto driver's side.
7320	Transportation and Related Services	2018	Truck driver	41	While driving a lumber truck, worker was involved in a head-on collision with a commercial transport truck, which then caught fire.



Subsector <sup>3</sup>	Description <sup>4</sup>	Year of death	Occupation	Age <sup>5</sup>	Incident description <sup>6</sup>
7320	Transportation and Related Services	2018	Logging truck driver	44	Worker was driving a loaded logging truck. Worker's truck left the road and fell down a 15 foot embankment. Logs shifted into cab, trapping worker.
7320	Transportation and Related Services	2018	Heavy duty mechanic	44	Worker was doing mechanical work on a lift truck when the lift truck tipped over onto worker.
7410	Retail	2016	Auto parts worker	80	Worker developed mesothelioma as a result of asbestos exposure.
7410	Retail	2018	Board member	54	Worker's vehicle rolled over and the worker was trapped in the vehicle until being discovered the next morning. The resulting paraplegia contributed to their death years later due to septic shock.
7410	Retail	2017	Baker	76	Worker developed mesothelioma as a result of asbestos exposure.
7420	Wholesale	2017	Sales branch coordinator	77	Worker developed lung cancer as a result of asbestos exposure.
7530	Public Administration	2018	Firefighter	71	Worker developed lymphoma as a result of regular toxic exposure at fire scenes.
7530	Public Administration	2018	Prison guard	77	Worker developed mesothelioma as a result of asbestos exposure.
7530	Public Administration	2017	Firefighter	86	Worker developed lung cancer as a result of regular toxic exposure at fire scenes.
7530	Public Administration	2018	Firefighter	70	Worker developed lung cancer as a result of regular toxic exposure at fire scenes.
7530	Public Administration	2018	Fire captain	53	Worker developed brain cancer as a result of regular toxic exposure at fire scenes.
7530	Public Administration	2018	Firefighter	62	Worker developed leukemia as a result of regular toxic exposure at fire scenes.
7530	Public Administration	2018	Firefighter	68	Worker developed leukemia as a result of regular toxic exposure at fire scenes.
7530	Public Administration	2018	Supervisor	80	Worker developed lung cancer and pleural disease as a result of asbestos exposure.
7530	Public Administration	2016	Fire lieutenant	46	Worker attended a call for a fatal incident. Subsequent psychological condition contributed to worker's later death from suicide.
7530	Public Administration	2017	Firefighter	67	Worker developed myeloma and prostate cancer as a result of regular toxic exposure at fire scenes.

Subsector <sup>3</sup>	Description <sup>4</sup>	Year of death	Occupation	Age <sup>5</sup>	Incident description <sup>6</sup>
7530	Public Administration	2018	Firefighter	64	Worker developed leukemia as a result of regular toxic exposure at fire scenes.
7530	Public Administration	2018	Firefighter	70	Worker developed brain cancer as a result of regular toxic exposure at fire scenes.
7530	Public Administration	2018	Police constable	66	Worker was responding to a call when their vehicle was broadsided by another police vehicle. Years later, they succumbed to complications related to their injuries.
7530	Public Administration	2018	Firefighter	71	Worker developed coronary artery disease as a result of regular toxic exposure at fire scenes.
7610	Accommodation, Food, and Leisure Services	2018	Ore sample driver	50	Worker was inflating a rock truck tire when the tire exploded and struck worker.
7610	Accommodation, Food, and Leisure Services	2018	Storage facility manager	60	Worker was driving a motorcycle and struck a city bus that was turning left in front of worker.
7610	Accommodation, Food, and Leisure Services	2017	Maintenance worker	61	Worker was found unconscious at the bottom of 26 foot fixed ladder in mechanical room.
7610	Accommodation, Food, and Leisure Services	2017	Construction worker	64	Worker, doing deck work on scaffolding, was using fall protection equipment that was tied off on a rusty tie-in, which gave way. The worker fell 25 feet, hitting head on a railing.
7610	Accommodation, Food, and Leisure Services	2018	Heli-ski guide	49	Worker was caught in an avalanche while guiding a heli-ski group.
7610	Accommodation, Food, and Leisure Services	2018	Cook	52	Worker slipped, hit head on counter, and fell into a coma later that day. Years later, they succumbed to an aneurysm.
7620	Business Services	2018	Field survey technician	23	Worker was involved in a plane crash.
7630	Professional, Scientific, and Technical Services	2018	Veterinarian	68	Worker was examining a horse when the horse fell onto worker, resulting in quadriplegia. Years later, they succumbed to a intracerebral hemorrhage.
7630	Professional, Scientific, and Technical Services	2016	Student habitat technician	17	Worker was commuting to work as a passenger in co-worker's vehicle. Vehicle made a turn in front of a dump truck and was struck by the dump truck.
7630	Professional, Scientific, and Technical Services	2018	Surveyor assistant	24	Worker was hit by a dump truck that was backing up at a construction site.

Subsector <sup>3</sup>	Description <sup>4</sup>	Year of death	Occupation	Age <sup>5</sup>	Incident description <sup>6</sup>
7630	Professional, Scientific, and Technical Services	2017	Machinist	87	Worker was installing flywheel onto crank shaft of punch press. Flywheel was chained to fork of forklift. Chain slipped off fork and pinned worker to ground. Years later, they succumbed to urosepsis related to their injuries.
7640	Other Services	2018	Tire service technician	19	Worker was performing an off-site service call for a loader. The loader fell off the jack and crushed the worker, who was underneath it.
7640	Other Services	2018	Sales manager	50	Worker's vehicle crossed the centre line and rolled down a steep embankment.
7640	Other Services	2018	Arborist	54	Worker was trimming a tree and fell to the ground. Worker was struck in the head by a falling piece of the tree.
7640	Other Services	2018	Tire service technician	72	Worker was mounting a wheel onto a container lift truck when the wheel exploded and struck worker in the head.
7640	Other Services	2017	Leadhand welder	84	Worker was using air-operated grinder on machine framework. Grinding wheel burst and struck worker. Years later, the worker succumbed to encephalomalacia from resulting traumatic brain injury.
7640	Other Services	2018	Locksmith	68	Worker's vehicle struck a pole. Years later, they succumbed to pneumonia related to their injuries.
7650	Education	2016	Maintenance worker	80	Worker developed pleural disease as a result of asbestos exposure.
7650	Education	2014	Teacher	66	Worker developed mesothelioma as a result of asbestos exposure.
7650	Education	2018	Electrician	82	Worker developed mesothelioma as a result of asbestos exposure.
7650	Education	2017	Pipefitter	81	Worker developed mesothelioma as a result of asbestos exposure.
7660	Health Care and Social Services	2018	Operations manager	76	Worker slipped on an icy sidewalk and struck head on ground, resulting in paraplegia. Years later, the worker succumbed to aspiration pneumonia related to their injuries.
7660	Health Care and Social Services	2018	Foster parent	69	Worker was sexually assaulted resulting in compensable injuries and mental disorder injury. Years later, they succumbed to peritonitis due to kidney disease.

Subsector <sup>3</sup>	Description <sup>4</sup>	Year of death	Occupation	Age <sup>5</sup>	Incident description <sup>6</sup>
7670	Utilities	2018	Welder	89	Worker developed mesothelioma as a result of asbestos exposure.
	Other	2018	Executive assistant	60	An empty logging truck struck a moose, lost control, and slid across the highway, colliding with the vehicle that worker was a passenger in.
	Other	2018	Carpenter	82	Worker developed asbestosis and pleural disease as a result of asbestos exposure.

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

2 This table provides a description of the claims accepted for work-related death benefits in 2018, disregarding any payments.

3 The number of work-related death claims by subsector that can be derived from this table differs slightly from

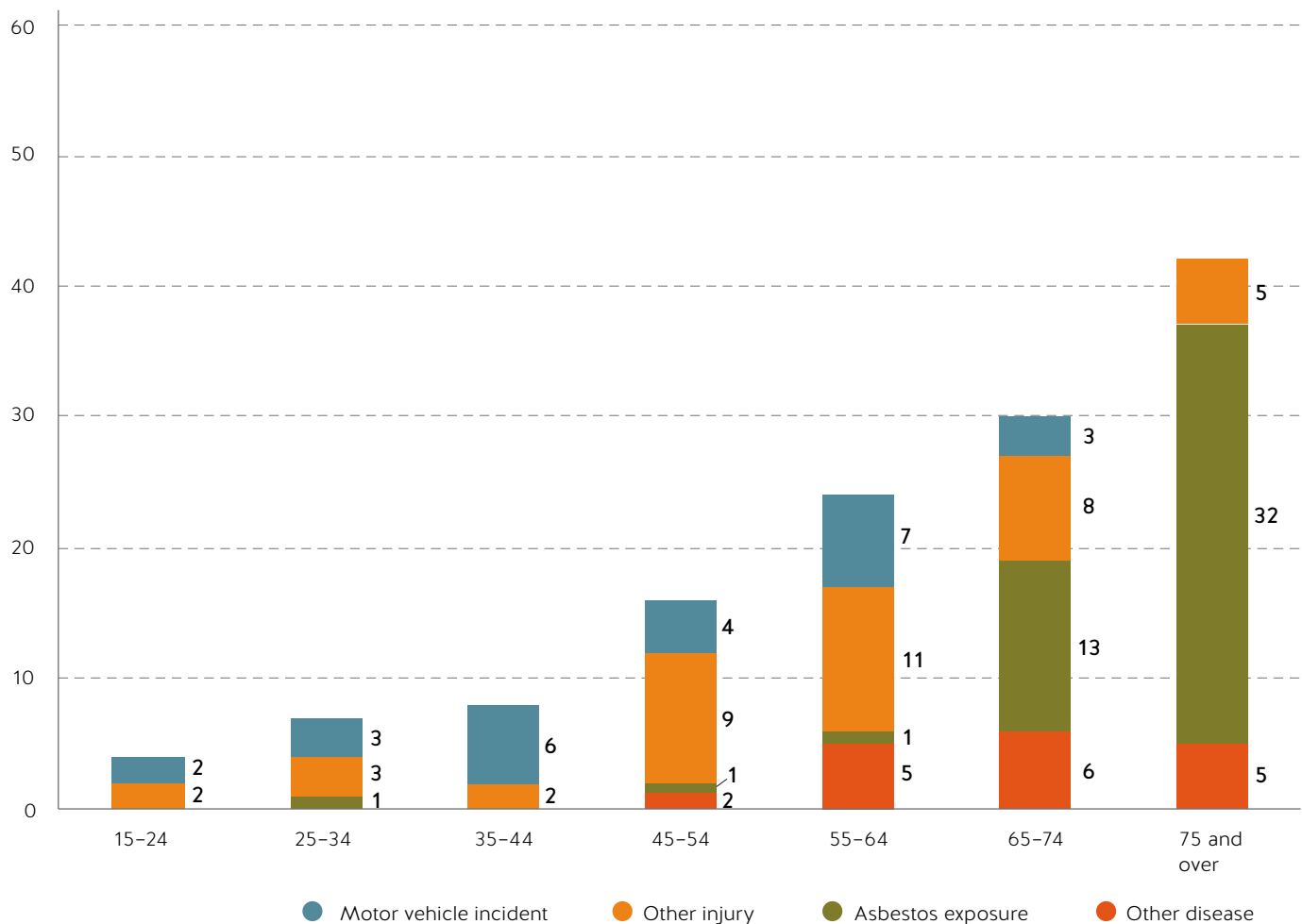
that in Table 1–4. Table 1–4 reflects +1 and -1 counts pertaining to some claims accepted in years before 2018 and transferred between subsectors in 2018.

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

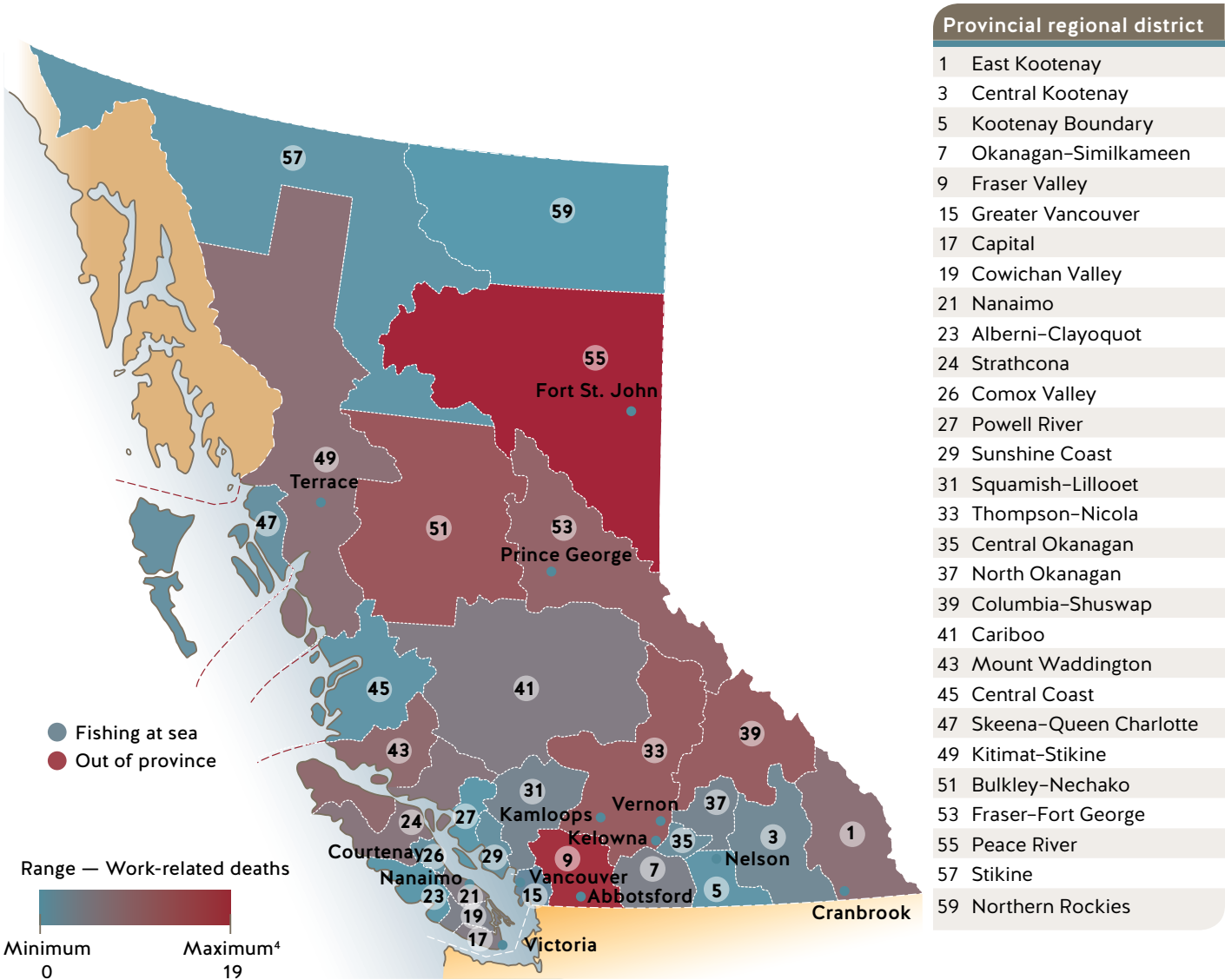
5 Age of worker at time of death.

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

## Work-related death claims by age at time of death, category of disease, or injury, 2018



# Single-incident work-related death claims, by regional district,<sup>1-4</sup> 2014–2018



1 There were 321 single-incident work-related death claims between 2014 and 2018, including eight with an unknown location.

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

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

4 Regional district 15 (Greater Vancouver) has 88 single-incident work-related death claims in the period. It has been excluded from the scale to allow for more colour variation in the map.

For more information, please view online Work-related Deaths Dashboard at [worksafebc.com/statsreport](https://worksafebc.com/statsreport).

# Serious Injury

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

- Serious medical diagnosis (one of 443 selected ICD-9 codes)
- Potentially serious medical diagnosis (one of 381 selected ICD-9 codes) with a long recovery period (50 or more work days lost)

All work-related deaths are included.

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

Chart 1–6a: Provincial injury rate and serious injury rate, 2009-2018<sup>1,2</sup>

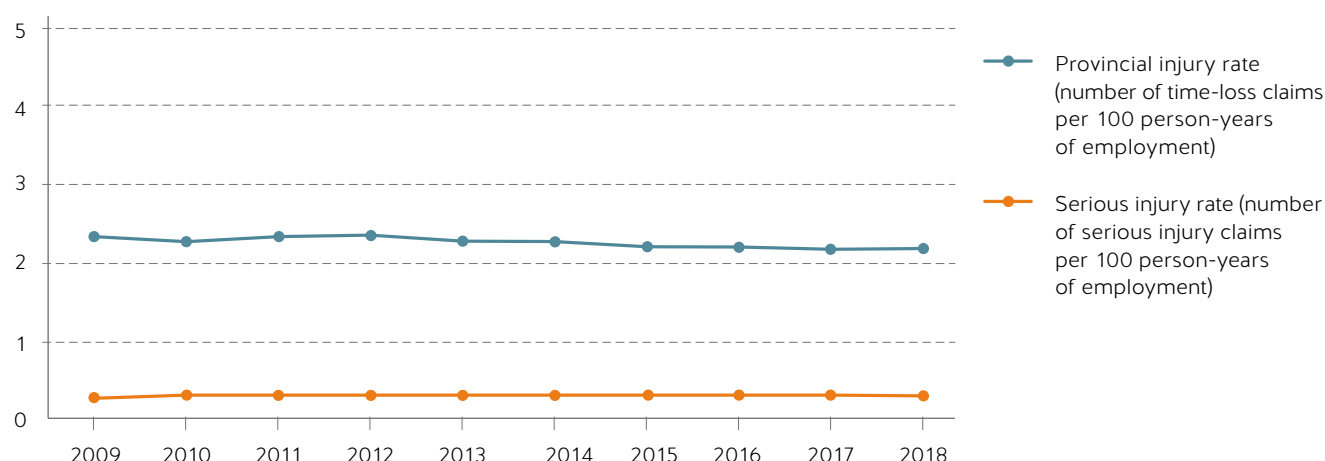


Table 1–6b: Serious injury rates by sector<sup>3</sup>

	2013	2014	2015	2016	2017
70 — Primary Resources	0.71	0.69	0.68	0.67	0.62
71 — Manufacturing	0.51	0.50	0.52	0.47	0.47
72 — Construction	0.80	0.83	0.88	0.84	0.82
73 — Transportation and Warehousing	0.60	0.66	0.65	0.65	0.69
74 — Trade	0.20	0.19	0.20	0.20	0.20
75 — Public sector	0.36	0.32	0.33	0.31	0.36
76 — Service sector	0.15	0.15	0.16	0.16	0.17
All B.C. — Rateable sectors	0.28	0.29	0.29	0.29	0.30

1 As of the publication deadline, the 2018 provincial injury rate and serious injury rate are estimates and have not been finalized.

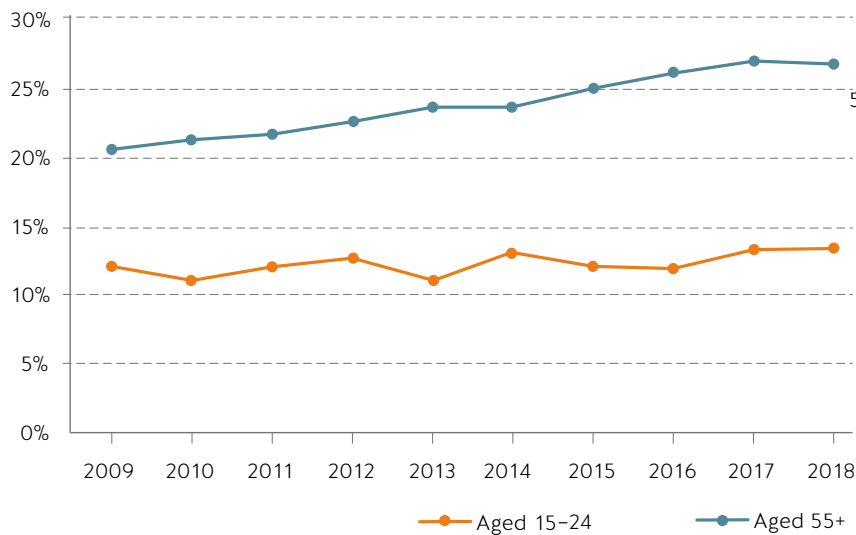
2 Figures are based on data as of April 30, 2019.

3 The 2018 serious injury rate by sector was not available at the time of publishing.

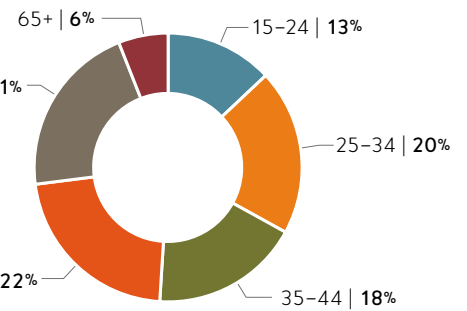


## Chart 1-7a: Serious injury claims by age group

Percentage of serious injury claimants who are aged 15-24 or 55 years or older, 2009-2018

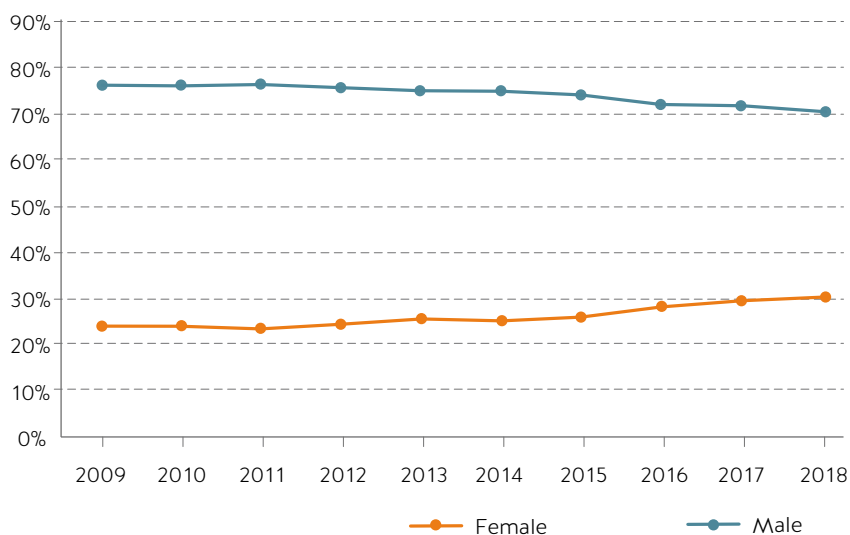


Serious injury claims by age group, 2018

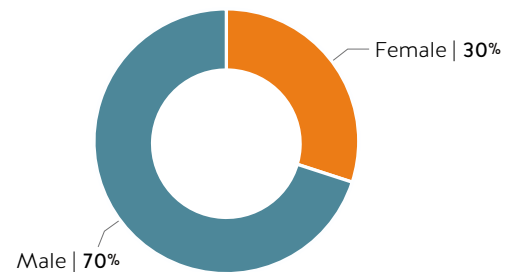


## Chart 1-7b: Serious injury claims by gender

Percentage of serious injury claimants by gender, 2009-2018

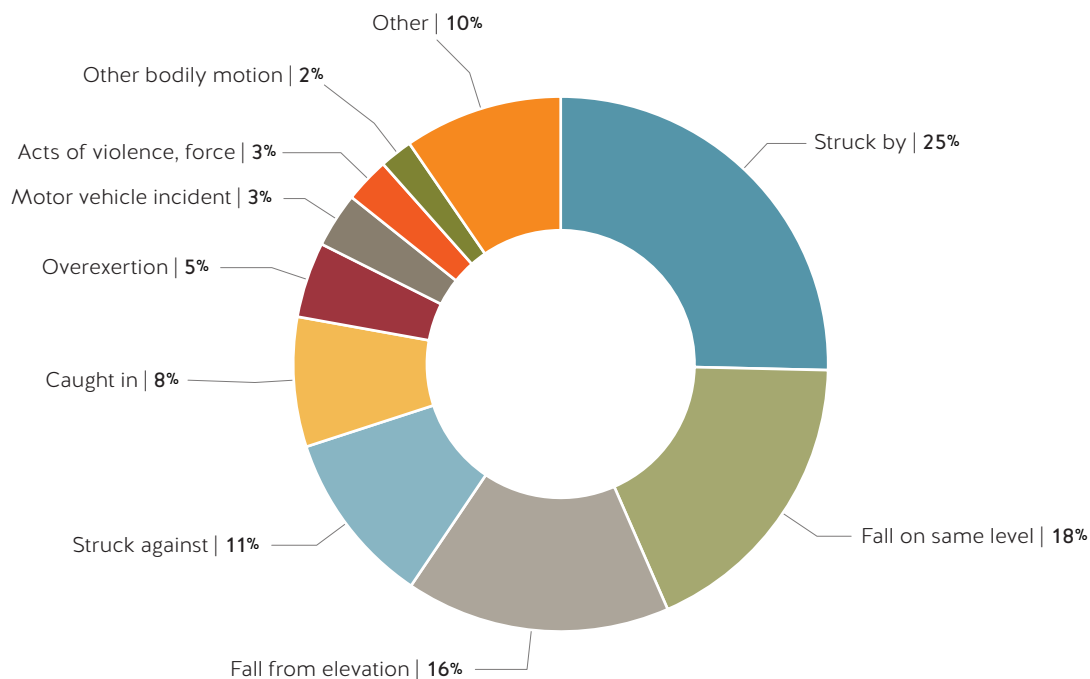


Serious injury claims by gender, 2018

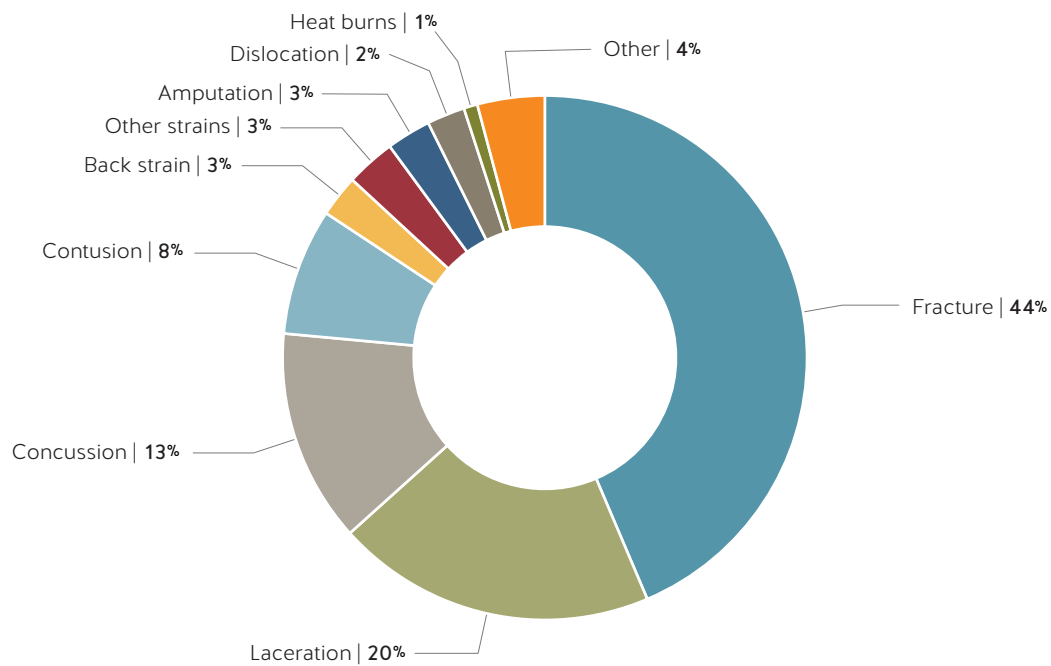


## Chart 1–8: Serious injury claims by incident and injury type

**Serious injury claims by incident type, 2018<sup>1,2</sup>**



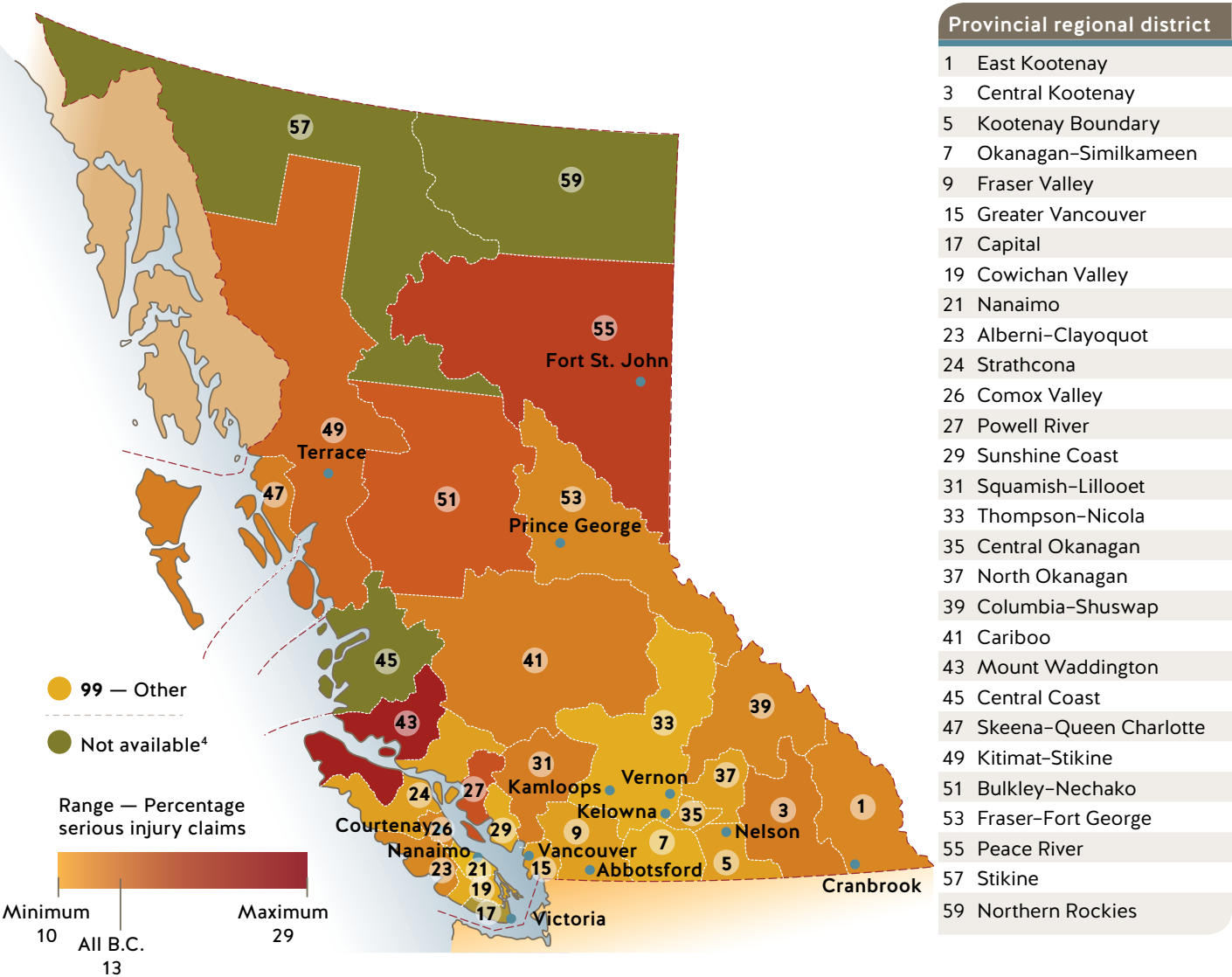
**Serious injury claims by injury type, 2018<sup>1,2</sup>**



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

2 Figures are based on data as of April 30, 2019.

# Percentage of time-loss serious injury claims, by regional district, 2018<sup>1-5</sup>



1 In 2018, the percentage of time-loss claims that are serious injury claims for All B.C. was 13 percent.

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

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

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

5 Time-loss and serious injury claims are all based on claims with an injury in 2018.

# Claim Count and General Claim Analysis







# Claim Count and General Claim Analysis

**Table 2–1: Number and cost of claims, 2018**

In 2018, 109,960 claims were paid for the first time. Of these:

54,292	were health care-only claims
50,000	were short-term disability (STD) claims
5,542	were long-term disability (LTD) claims
126	were work-related death claims <sup>1</sup>

Compensation costs totalled \$1,224,633,126 in 2018, compared to \$1,154,701,276 in 2017. Figures include health care benefits, vocational rehabilitation benefits, STD benefits, the capitalized values of pension awards, reserves set aside for present and future payments of LTD benefits, and survivor benefits. Benefit liabilities figures shown in

Note 10 of WorkSafeBC's 2018 Annual Report and 2019–2021 Service Plan are calculated on a different basis and are incomparable to these total compensation costs.

In 2018, WorkSafeBC set aside \$942,014 in capitalized values of pension awards for long-term disability benefits on hearing loss claims.

**Table 2–2: Distribution of costs by type of claim, 2017 and 2018**

	2017		2018	
	Cost	Percentage of Total	Cost	Percentage of Total
Health care-only claims	55,366,907	4.8%	56,944,014	4.6%
Short-term disability claims <sup>2</sup>	447,039,069	38.7%	484,852,358	39.6%
Long-term disability claims <sup>2</sup>	616,664,347	53.4%	651,533,533	53.2%
Work-related death claims <sup>2</sup>	35,630,953	3.1%	31,303,221	2.6%
Total <sup>3</sup>	\$1,154,701,276 <sup>4</sup>	100.0%	\$1,224,633,126 <sup>4</sup>	100.0%

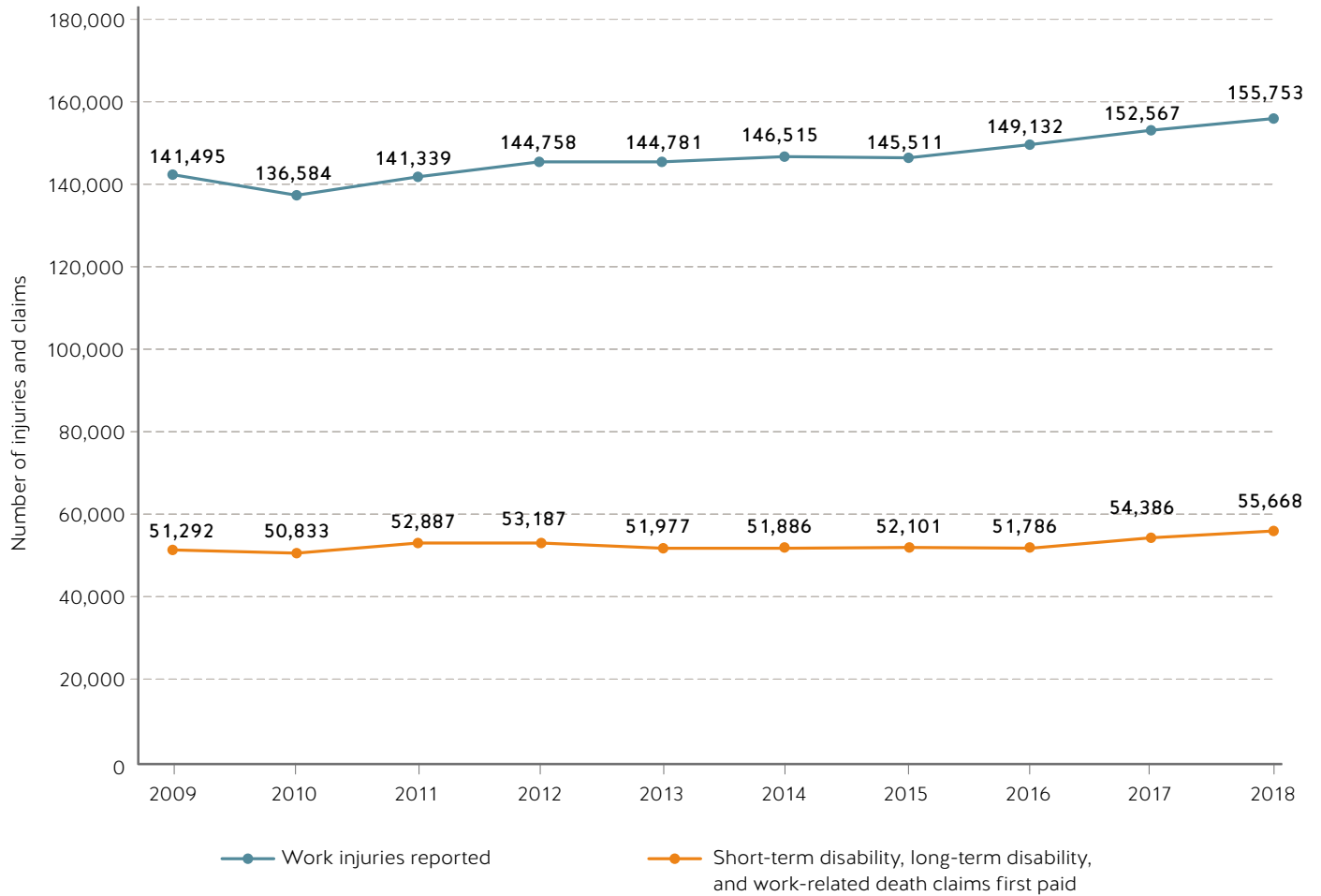
1 The count of work-related death claims in this table is based on claims that were first paid work-related death benefits in the year. This count differs from the counts in Tables 1–3, 1–4, and 1–5, which are based on claims that were accepted in the year for payment of work-related death benefits,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

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

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

4 The total cost of \$1,224,633,126 was calculated on a different basis than the total benefit liabilities figure in Note 10 of WorkSafeBC's 2018 Annual Report and 2019–2021 Service Plan. A subsector breakdown of claim costs is provided in Table 3–3 on pages 58–60 of this report.

Chart 2-3: Work injuries reported and claims first paid, 2009-2018<sup>1</sup>



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

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



Table 2-4: Claims by regional district,<sup>1</sup> 2018<sup>2</sup>

Provincial regional district <sup>3,4</sup>		Number of short-term disability, long-term disability, and work-related death claims first paid in 2018
1	East Kootenay	638
3	Central Kootenay	577
5	Kootenay Boundary	297
7	Okanagan-Similkameen	901
9	Fraser Valley	3,671
15	Greater Vancouver	28,088
17	Capital	4,521
19	Cowichan Valley	866
21	Nanaimo	1,722
23	Alberni-Clayoquot	338
24	Strathcona	576
26	Comox Valley	643
27	Powell River	166
29	Sunshine Coast	316
31	Squamish-Lillooet	739
33	Thompson-Nicola	1,652
35	Central Okanagan	2,248
37	North Okanagan	1,026
39	Columbia-Shuswap	491
41	Cariboo	590
43	Mount Waddington	84
45	Central Coast	19
47	Skeena-Queen Charlotte	248
49	Kitimat-Stikine	318
51	Bulkley-Nechako	442
53	Fraser-Fort George	1,169
55	Peace River	439
57	Stikine	27
59	Northern Rockies	33
Other and unknown		2,823
Total		55,668

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

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

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

4 In 2015 and prior years, uncoded claims were allocated proportionately to the regional districts. In this table, claims not coded to a regional district are included in the category "Other and unknown."

Table 2–5: Claims<sup>1</sup> first paid by subsector and type of claim,<sup>2,3</sup> 2018

Sector/ sub- sector <sup>4</sup>	Description <sup>5</sup>	Health care-only claims	Short-term disability claims	Long-term disability claims	Work-related death claims <sup>6</sup>	Overall total
<b>Sector 70 — Primary Resources</b>						
7010	Agriculture	574	529	90	0	1,193
7020	Fishing	235	133	37	2	407
7030	Forestry	1,022	631	195	5	1,853
7040	Oil and Gas or Mineral Resources	704	212	65	6	987
	<b>Total</b>	<b>2,535</b>	<b>1,505</b>	<b>387</b>	<b>13</b>	<b>4,440</b>
<b>Sector 71 — Manufacturing</b>						
7110	Food and Beverage Products	1,171	1,222	117	1	2,511
7120	Metal and Non-metallic Mineral Products	2,762	1,870	248	5	4,885
7130	Petroleum, Coal, Rubber, Plastic, and Chemical Products	548	426	50	1	1,025
7140	Wood and Paper Products	2,930	1,314	346	7	4,597
7150	Other Products	775	638	62	0	1,475
	<b>Total</b>	<b>8,186</b>	<b>5,470</b>	<b>823</b>	<b>14</b>	<b>14,493</b>
<b>Sector 72 — Construction</b>						
7210	General Construction	9,202	6,625	983	33	16,843
7220	Heavy Construction	159	69	22	1	251
7230	Road Construction or Maintenance	685	360	74	3	1,122
	<b>Total</b>	<b>10,046</b>	<b>7,054</b>	<b>1,079</b>	<b>37</b>	<b>18,216</b>
<b>Sector 73 — Transportation and Warehousing</b>						
7310	Warehousing	159	202	18	0	379
7320	Transportation and Related Services	3,148	4,043	618	19	7,828
	<b>Total</b>	<b>3,307</b>	<b>4,245</b>	<b>636</b>	<b>19</b>	<b>8,207</b>
<b>Sector 74 — Trade</b>						
7410	Retail	5,185	4,951	357	2	10,495
7420	Wholesale	914	1,092	94	1	2,101
	<b>Total</b>	<b>6,099</b>	<b>6,043</b>	<b>451</b>	<b>3</b>	<b>12,596</b>
<b>Sector 75 — Public Sector</b>						
7530	Public Administration	1,850	1,928	242	15	4,035
<b>Sector 76 — Service Sector</b>						
7610	Accommodation, Food, and Leisure Services	5,632	5,166	316	6	11,120
7620	Business Services	538	411	56	0	1,005
7630	Professional, Scientific, and Technical Services	1,412	929	135	4	2,480

Sector/ sub- sector <sup>4</sup>	Description <sup>5</sup>	Health care-only claims	Short-term disability claims	Long-term disability claims	Work-related death claims <sup>6</sup>	Overall total
7640	Other Services	4,666	4,152	450	7	9,275
7650	Education	2,055	2,251	190	4	4,500
7660	Health Care and Social Services	5,712	8,739	542	1	14,994
7670	Utilities	453	247	47	1	748
	<b>Total</b>	<b>20,468</b>	<b>21,895</b>	<b>1,736</b>	<b>23</b>	<b>44,122</b>
<b>Sectors 81-84 — Self-insured Employers</b>						
8108	Canadian Pacific Ltd. and Associated Companies	112	37	7	0	156
8110	Federal Government <sup>3</sup>	640	809	94	1	1,544
8209	The Burlington Northern and Santa Fe Railway Company	1	0	0	0	1
8310	Air Canada, Canadian National Railway Company, Via Rail Canada Inc.	175	261	18	0	454
8411	Government of the Province of British Columbia	638	739	68	0	1,445
	<b>Total</b>	<b>1,566</b>	<b>1,846</b>	<b>187</b>	<b>1</b>	<b>3,600</b>
<b>Section 39</b>						
39(1)(d)	Disaster Reserve	0	0	0	0	0
39(1)(e)	Enhancement Reserve	-1	1	0	0	0
	<b>Total</b>	<b>-1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>
Other <sup>7</sup>		236	13	1	1	251
<b>Grand total</b>		<b>54,292</b>	<b>50,000</b>	<b>5,542</b>	<b>126</b>	<b>109,960</b>

1 Claims can be reported in one year and paid in the next. As such, some paid claims in this table are not included in the total claims reported in the “All reported fatalities and injuries” table (Table 1-1 on page 12).

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

3 Short-term disability claims for federal government employees who remained on full salary are counted as short-term disability claims in 2010 and later years.

Some were counted as health care-only claims in 2009 and prior years, while some were not counted at all.

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

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

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

7 Includes claims uncoded to subsector as of December 31, 2018.

Table 2–6: Claims first paid by type of claim,<sup>1</sup> 2009–2018

Year first paid	Health care-only claims <sup>2</sup>	Short-term disability claims	Long-term disability claims	Work-related death claims <sup>3</sup>	Overall total
2009	43,523	47,651	3,520	121	94,815
2010	44,830	47,006	3,684	143	95,663
2011	51,053	47,974	4,771	142	103,940
2012	51,523	45,145	7,893	149	104,710
2013	51,695	46,073	5,776	128	103,672
2014	50,905	45,176	6,537	173	102,791
2015	50,722	46,628	5,357	116	102,823
2016	51,901	45,891	5,756	139	103,687
2017	52,422	48,771	5,461	154	106,808
2018	54,292	50,000	5,542	126	109,960
2009-2018	502,866	470,315	54,297	1,391	1,028,869

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

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

3 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, 2017 and 2018

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	
		2017	2018	2017	2018	2017	2018
Sector 70 — Primary Resources							
7010	Agriculture	500	574	553	619	1,053	1,193
7020	Fishing	243	235	138	172	381	407
7030	Forestry	950	1,022	792	831	1,742	1,853
7040	Oil and Gas or Mineral Resources	633	704	288	283	921	987
	Total	2,326	2,535	1,771	1,905	4,097	4,440
Sector 71 — Manufacturing							
7110	Food and Beverage Products	1,079	1,171	1,331	1,340	2,410	2,511
7120	Metal and Non-metallic Mineral Products	2,491	2,762	1,959	2,123	4,450	4,885
7130	Petroleum, Coal, Rubber, Plastic, and Chemical Products	512	548	468	477	980	1,025
7140	Wood and Paper Products	2,965	2,930	1,808	1,667	4,773	4,597
7150	Other Products	854	775	663	700	1,517	1,475
	Total	7,901	8,186	6,229	6,307	14,130	14,493
Sector 72 — Construction							
7210	General Construction	8,637	9,202	7,218	7,641	15,855	16,843
7220	Heavy Construction	175	159	89	92	264	251
7230	Road Construction or Maintenance	610	685	421	437	1,031	1,122
	Total	9,422	10,046	7,728	8,170	17,150	18,216
Sector 73 — Transportation and Warehousing							
7310	Warehousing	163	159	286	220	449	379
7320	Transportation and Related Services	3,010	3,148	4,578	4,680	7,588	7,828
	Total	3,173	3,307	4,864	4,900	8,037	8,207
Sector 74 — Trade							
7410	Retail	5,122	5,185	5,201	5,310	10,323	10,495
7420	Wholesale	884	914	1,148	1,187	2,032	2,101
	Total	6,006	6,099	6,349	6,497	12,355	12,596
Sector 75 — Public Sector							
7530	Public Administration	1,762	1,850	2,009	2,185	3,771	4,035



				Short-term disability/ long-term disability/ work-related death claims			
Sector/ sub- sector <sup>1</sup>	Description <sup>2</sup>	Health care-only claims				Total	
		2017	2018	2017	2018	2017	2018
Sector 76 — Service Sector							
7610	Accommodation, Food, and Leisure Services	5,671	5,632	5,293	5,488	10,964	11,120
7620	Business Services	524	538	491	467	1,015	1,005
7630	Professional, Scientific, and Technical Services	1,394	1,412	1,118	1,068	2,512	2,480
7640	Other Services	4,481	4,666	4,449	4,609	8,930	9,275
7650	Education	2,078	2,055	2,416	2,445	4,494	4,500
7660	Health Care and Social Services	5,648	5,712	9,373	9,282	15,021	14,994
7670	Utilities	421	453	326	295	747	748
	Total	20,217	20,468	23,466	23,654	43,683	44,122
Sectors 81-84 — Self-insured Employers							
8108	Canadian Pacific Ltd. and Associated Companies	122	112	46	44	168	156
8110	Federal Government <sup>3</sup>	631	640	970	904	1,601	1,544
8209	The Burlington Northern and Santa Fe Railway Company	0	1	3	0	3	1
8310	Air Canada, Canadian National Railway Company, Via Rail Canada Inc.	127	175	223	279	350	454
8411	Government of the Province of British Columbia	551	638	722	807	1,273	1,445
	Total	1,431	1,566	1,964	2,034	3,395	3,600
Section 39							
39(1)(d)	Disaster Reserve	0	0	0	0	0	0
39(1)(e)	Enhancement Reserve	1	-1	2	1	3	0
	Total	1	-1	2	1	3	0
Other <sup>4</sup>		183	236	4	15	187	251
Grand total		52,422	54,292	54,386	55,668	106,808	109,960

1 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.

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. Some were counted as health care-only claims in 2009 and prior years, while some were not counted at all.

4 Includes claims first paid in 2017 and 2018 that were uncoded to subsector as of December 31 of these years.

Table 2–8: Days lost and claims first paid in 2018, by year of injury

Year of injury	Number of short-term disability, long-term disability, and work-related death claims first paid in 2018 <sup>1</sup>	Total days lost in 2018 from all claims <sup>2</sup>
2008 and prior	56	52,487
2009	3	4,574
2010	10	9,106
2011	9	7,757
2012	9	14,680
2013	24	25,744
2014	52	36,767
2015	110	66,091
2016	388	189,133
2017	5,346	908,113
2018	49,661	1,586,278
Total	55,668	2,900,730

1 The total number of claims first paid in 2018 shown by year of injury. For example, WorkSafeBC first paid 24 claims in 2018 from injuries occurring in 2013.

2 These figures are workdays compensated in 2018 on all claims, not only those first paid in 2018. For example,

the total includes three claims with an injury year of 2009 that received first payment of short-term disability, long-term disability, and work-related death benefits. In 2018, there were 4,574 days lost from claims with an injury year of 2009.

## Table 2–9: Days lost from work by subsector, 2014–2018

In 2018, 2,900,730 days were lost from work owing to occupational injury and disease. Days lost in 2018 are those paid in 2018 on current- and prior-year injuries. Of the total days paid in 2018, 54.7 percent were from injuries and diseases occurring in 2018, 31.3 percent were from injuries and diseases occurring in 2017, and 14.0 percent were from injuries and diseases occurring in 2016 and earlier.

Sector/ sub- sector	Description¹	Days lost in the year on claims from all years					Percent, 2014– 2018	
		2014	2015	2016	2017	2018		
Sector 70 — Primary Resources								
7010	Agriculture	33,418	30,796	30,910	27,131	31,786	154,041	1.1%
7020	Fishing	14,230	16,972	16,105	16,129	13,597	77,033	0.6%
7030	Forestry	62,752	50,229	48,334	57,471	55,345	274,131	2.0%
7040	Oil and Gas or Mineral Resources	16,989	15,682	13,854	15,196	14,076	75,797	0.6%
	Total	127,389	113,679	109,203	115,927	114,804	581,002	4.3%
Sector 71 — Manufacturing								
7110	Food and Beverage Products	48,256	47,186	45,410	46,271	54,444	241,567	1.8%
7120	Metal and Non-metallic Mineral Products	83,944	82,811	70,744	70,990	76,871	385,360	2.9%
7130	Petroleum, Coal, Rubber, Plastic, and Chemical Products	19,141	18,375	17,267	15,685	15,350	85,818	0.6%
7140	Wood and Paper Products	81,808	88,311	87,463	80,684	74,762	413,028	3.1%
7150	Other Products	30,037	27,585	23,465	22,886	25,636	129,609	1.0%
	Total	263,186	264,268	244,349	236,516	247,063	1,255,382	9.3%
Sector 72 — Construction								
7210	General Construction	352,788	315,189	321,732	355,777	372,193	1,717,679	12.8%
7220	Heavy Construction	6,774	4,657	6,350	5,729	5,653	29,163	0.2%
7230	Road Construction or Maintenance	23,673	21,513	19,398	22,661	22,492	109,737	0.8%
	Total	383,235	341,359	347,480	384,167	400,338	1,856,579	13.8%
Sector 73 — Transportation and Warehousing								
7310	Warehousing	8,508	7,745	7,280	8,524	8,784	40,841	0.3%
7320	Transportation and Related Services	235,882	222,544	233,543	246,191	248,368	1,186,528	8.8%
	Total	244,390	230,289	240,823	254,715	257,152	1,227,369	9.1%

Sector/ sub- sector	Description¹	Days lost in the year on claims from all years						Percent, 2014– 2018
		2014	2015	2016	2017	2018	2014– 2018	
Sector 74 — Trade								
7410	Retail	182,570	175,040	175,698	181,168	195,526	910,002	6.8%
7420	Wholesale	41,930	39,539	41,934	42,277	42,803	208,483	1.5%
	Total	224,500	214,579	217,632	223,445	238,329	1,118,485	8.3%
Sector 75 — Public Sector								
7530	Public Administration	69,622	60,625	61,623	70,928	89,420	352,218	2.6%
Sector 76 — Service Sector								
7610	Accommodation, Food, and Leisure Services	177,313	170,169	174,119	178,689	186,460	886,750	6.6%
7620	Business Services	22,454	20,573	19,308	23,574	23,290	109,199	0.8%
7630	Professional, Scientific, and Technical Services	35,267	37,473	45,758	55,357	55,165	229,020	1.7%
7640	Other Services	169,607	159,500	172,222	168,205	185,270	854,804	6.4%
7650	Education	61,669	56,618	62,042	73,205	76,282	329,816	2.5%
7660	Health Care and Social Services	336,719	353,224	375,149	390,415	426,920	1,882,427	14.0%
7670	Utilities	16,780	14,479	11,275	12,865	10,429	65,828	0.5%
	Total	819,809	812,036	859,873	902,310	963,816	4,357,844	32.4%
Sectors 81–84 — Self-insured Employers		49,216	73,309	60,407	65,314	74,405	322,651	2.4%
Section 39		447,436	476,446	440,991	494,085	509,871	2,368,829	17.6%
Other		1,855	1,854	1,271	2,820	5,532	13,332	0.1%
Grand total		2,630,638	2,588,444	2,583,652	2,750,227	2,900,730	13,453,691	100.0%

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

## Charts 2–10 (a–f): Key indicators, 2009–2018

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

Chart 2–10a shows claim duration as measured in days per claim. Five components of duration are shown: days paid per claim in the injury year and days paid per claim in each of the four years following the injury year. This method of showing duration has been recommended by the Association of Workers' Compensation Boards of Canada (AWCBC) and adopted as a standard by Canadian compensation systems. Chart 2–10a indicates duration increased from 2009 to 2011. The rate of increase was significant in 2009 and 2010, and then remained relatively steady through 2012. Duration trended downward from 2013 to 2016 until showing an increase in 2017 and 2018. Durations in Chart 2–10a are based solely on short-term disability days for each of the years in the 2009–2018 period.

Chart 2–10b illustrates one of WorkSafeBC's most important statistical indicators, the provincial injury rate — the number of claims per 100 person-years of covered employment (one person-year is the equivalent of one person working all year on either a part- or full-time basis). The provincial injury rate has been stable and at near-historic lows for the past few years. To calculate the provincial injury rate, the number of claims relates to those first paid for short-term disability, long-term disability, or survivor benefits either in the year of injury or first quarter

of the following year. Estimates of person-years are based on gross payrolls that employers with coverage report to WorkSafeBC.

The third indicator, presented in Chart 2–10c, the work-related death rate, relates to the second indicator. It represents the number of accepted work-related deaths per 100 person-years of covered employment. The work-related death rate, arising from all injuries and diseases, showed little variation from 2009 to 2014 but exhibited a small drop in 2015.

Chart 2–10d shows the percentage of short-term disability claims arising from back strain injuries. The percentage of back strain injuries displayed a minor downward trend from 2012 to 2017, remaining relatively stable in 2018. Back strain injuries are the most common injury type reported to WorkSafeBC.

The last two charts reflect shifts in the population of WorkSafeBC-covered workers. Chart 2–10e indicates the percentage of female claimants has increased from 35 percent in 2009 to 38 percent in 2018, while Chart 2–10f shows the percentage of claimants under 25 declined in 2010 and has been rising steadily since. The same chart also shows the percentage of claimants 55 or older has been increasing.

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



Chart 2-10a: Number of days paid per claim, 2009-2018

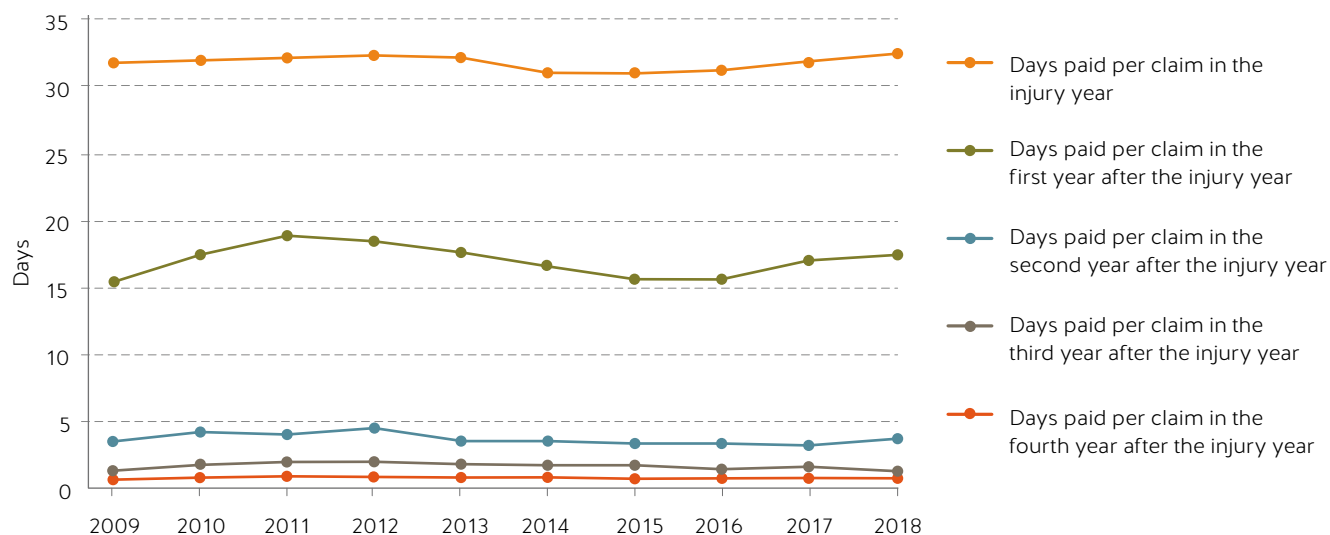
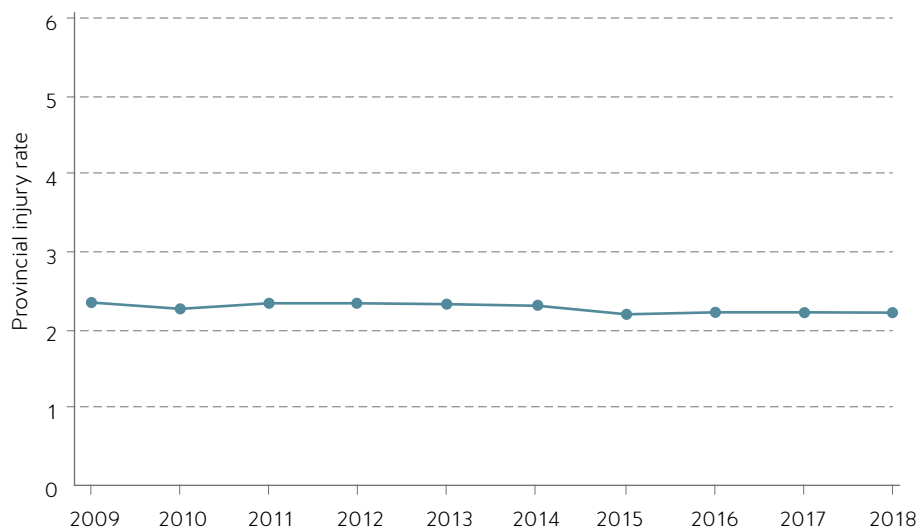


Chart 2-10b: Provincial injury rate,<sup>1</sup> 2009-2018



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

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

Chart 2-10c: Work-related death rate<sup>1</sup> by category of fatality, 2009-2018

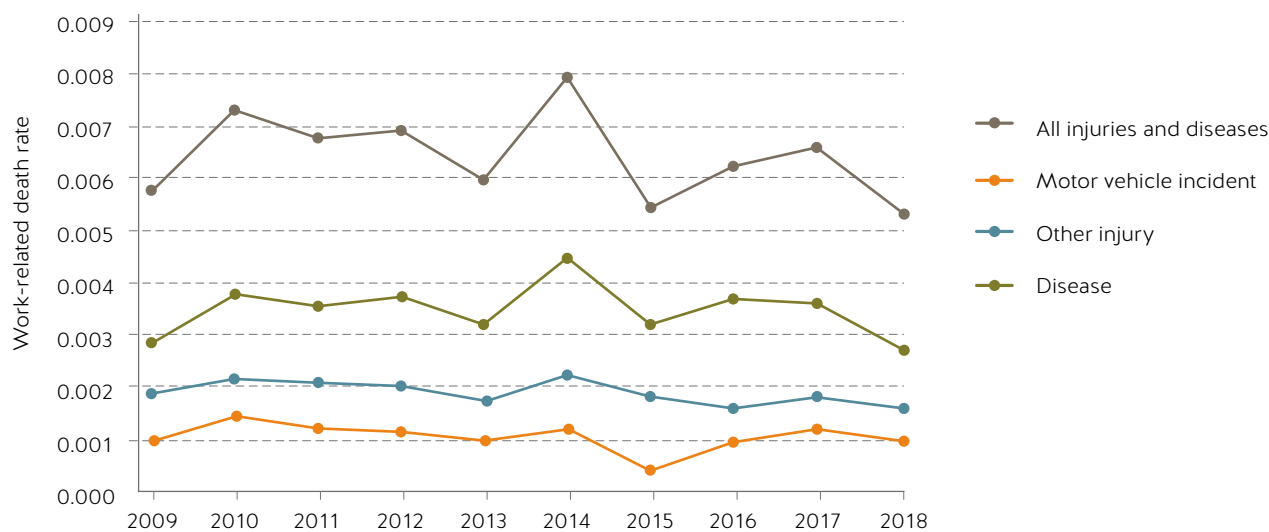
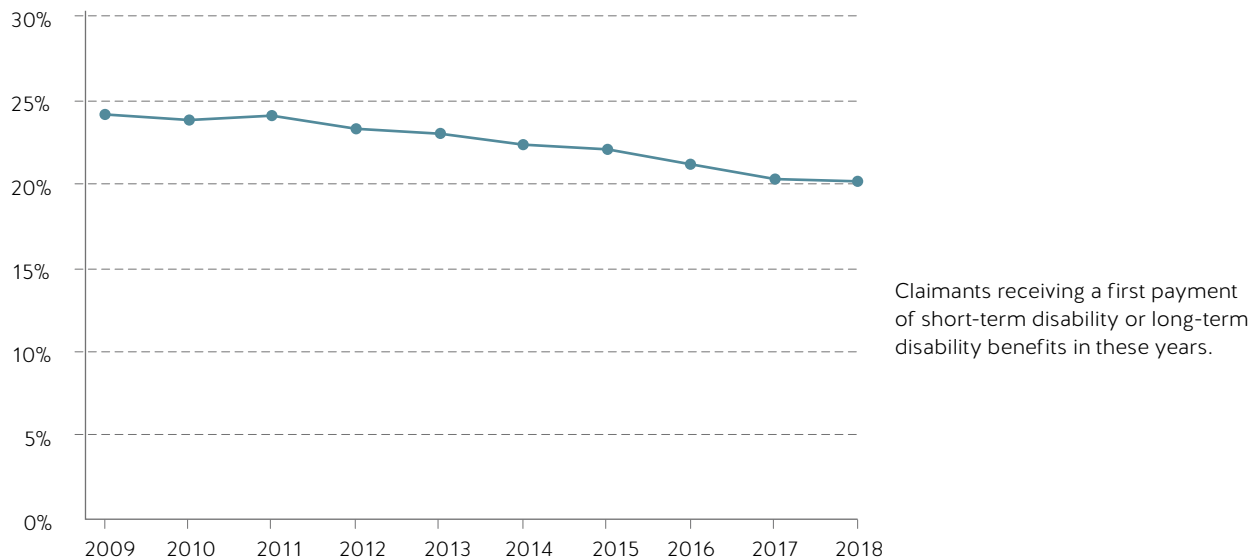


Chart 2-10d: Percentage of claimants with back strains, 2009-2018



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

Chart 2-10e: Percentage of female claimants, 2009-2018

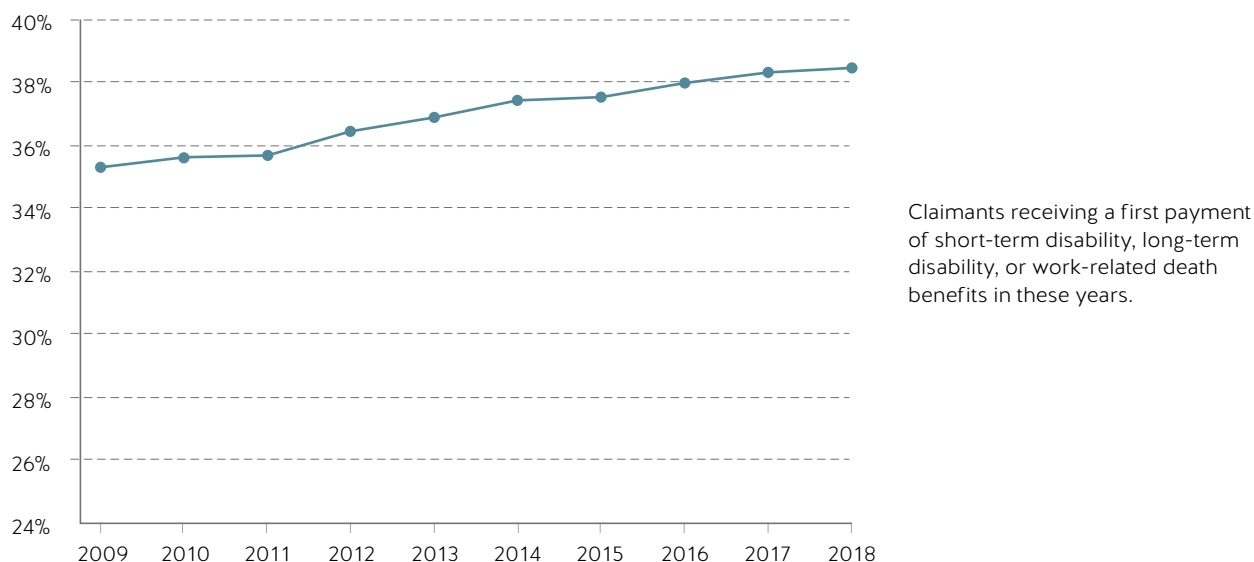


Chart 2-10f: Percentage of claimants under age 25 and 55 or older, 2009-2018

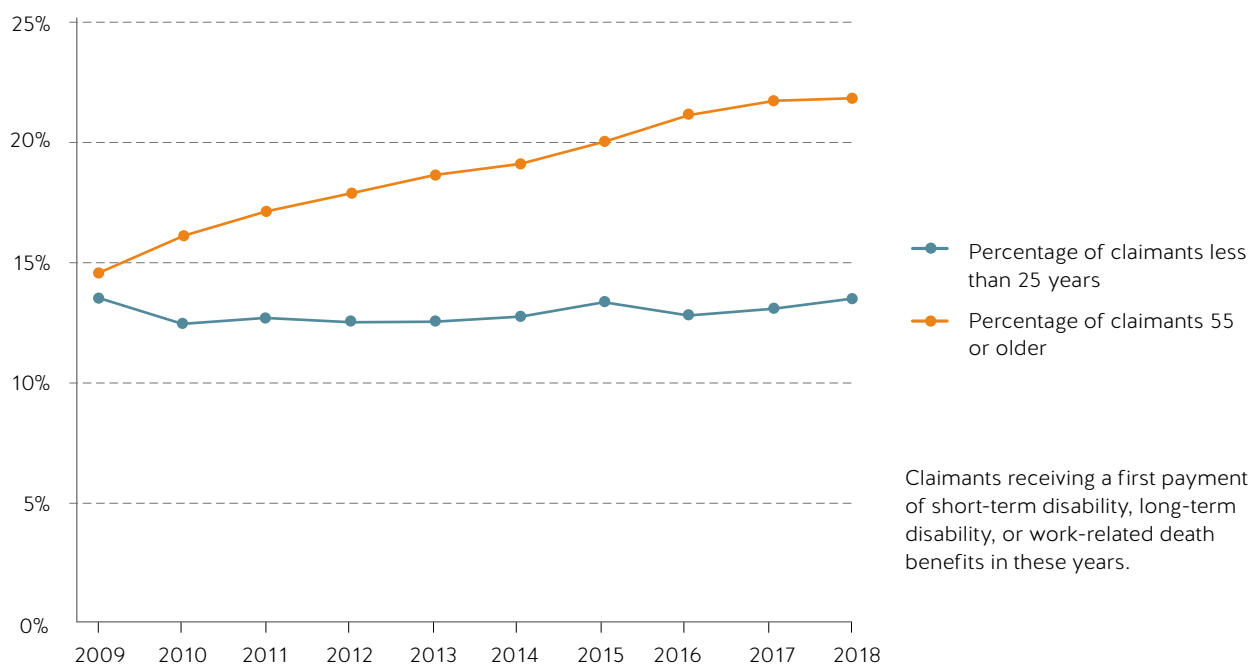
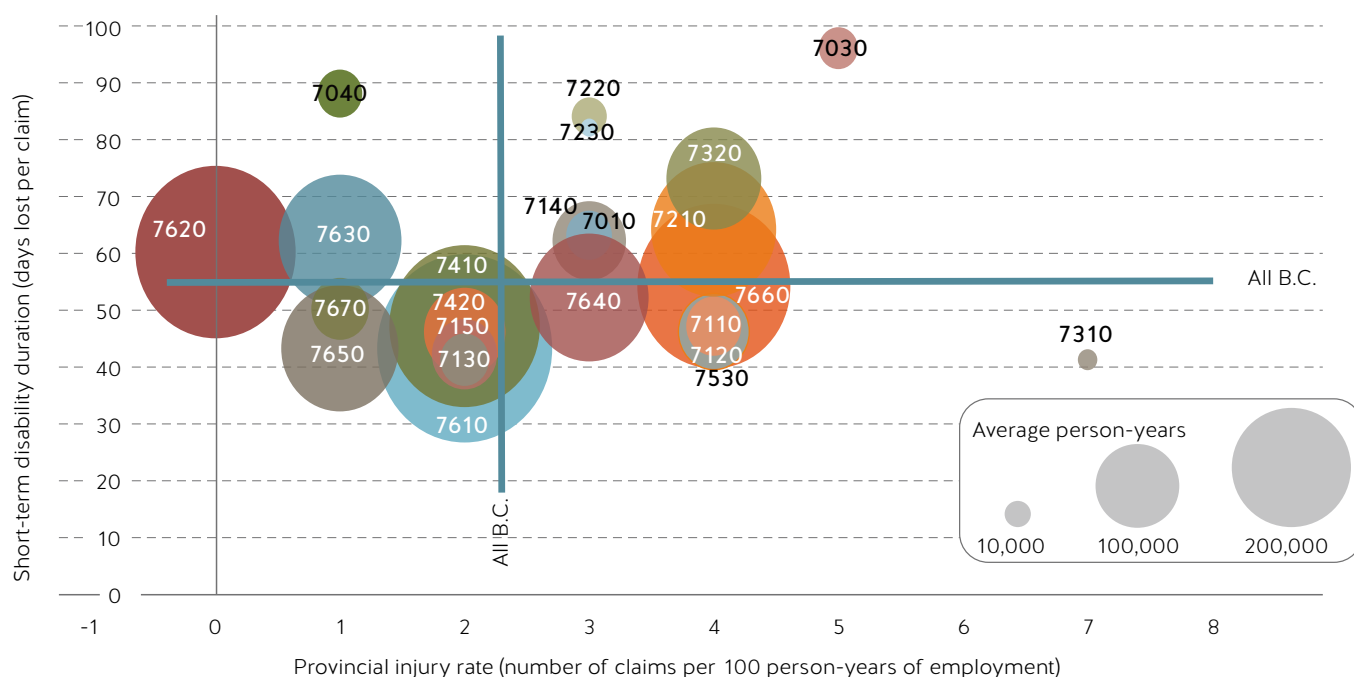


Table 2–11: Injury rate and relief-adjusted short-term disability duration<sup>10</sup> for rateable subsectors,<sup>9</sup> 2014–2018<sup>1</sup>

Sub-sector	Description	Injury rate <sup>2</sup> (number of claims <sup>3</sup> per 100 person-years <sup>4</sup> of employment)					Relief-adjusted short-term disability duration <sup>2,5,6</sup> (days per claim)				
		2014	2015	2016	2017	2018	2014	2015	2016	2017	2018
7010	Agriculture	3	3	2	2	3	69	62	63	57	61
7020 <sup>7</sup>	Fishing						78	85	73	83	85
7030	Forestry	5	5	5	4	5	82	71	64	85	72
7040	Oil and Gas or Mineral Resources	1	1	1	1	1	67	72	72	78	69
7110	Food and Beverage Products	4	4	4	4	4	48	49	47	46	52
7120	Metal and Non-metallic Mineral Products	4	4	4	4	4	45	46	45	47	48
7130	Petroleum, Coal, Rubber, Plastic, and Chemical Products	2	2	2	2	2	44	45	45	43	39
7140	Wood and Paper Products	3	3	3	3	3	59	64	61	59	59
7150	Other Products	2	1	1	1	1	48	48	41	43	48
7210	General Construction	4	4	4	4	4	69	62	61	66	65
7220	Heavy Construction	4	3	3	3	3	79	66	84	88	53
7230	Road Construction or Maintenance	3	3	3	3	3	80	78	75	80	73
7310	Warehousing	8	6	7	7	6	37	43	42	42	50
7320	Transportation and Related Services	5	4	4	4	4	72	71	72	74	71
7410	Retail	2	2	2	2	2	48	46	45	47	50
7420	Wholesale	2	2	2	2	2	48	48	48	48	49
7530	Public Administration	4	3	3	3	4	44	40	41	48	56
7610	Accommodation, Food, and Leisure Services	2	2	2	2	2	47	43	45	46	46
7620 <sup>8</sup>	Business Services	0	0	0	0	0	56	53	52	63	67
7630 <sup>8</sup>	Professional, Scientific, and Technical Services	0	1	1	1	1	61	61	63	67	68

Sub-sector	Description	Injury rate <sup>2</sup> (number of claims <sup>3</sup> per 100 person-years <sup>4</sup> of employment)					Relief-adjusted short-term disability duration <sup>2,5,6</sup> (days per claim)				
		2014	2015	2016	2017	2018	2014	2015	2016	2017	2018
7640	Other Services	3	3	3	3	3	56	52	52	52	54
7650	Education	1	1	1	2	2	41	38	39	43	43
7660	Health Care and Social Services	4	4	4	4	4	42	45	46	48	52
7670	Utilities	1	1	1	1	1	55	51	42	50	48
All subsectors		2.3	2.2	2.2	2.2	2.2	55	54	54	56	58

## Provincial injury rate, duration, and person-years by subsector,<sup>9,10,11</sup> 2014–2018



Please refer to the following page for related footnotes.

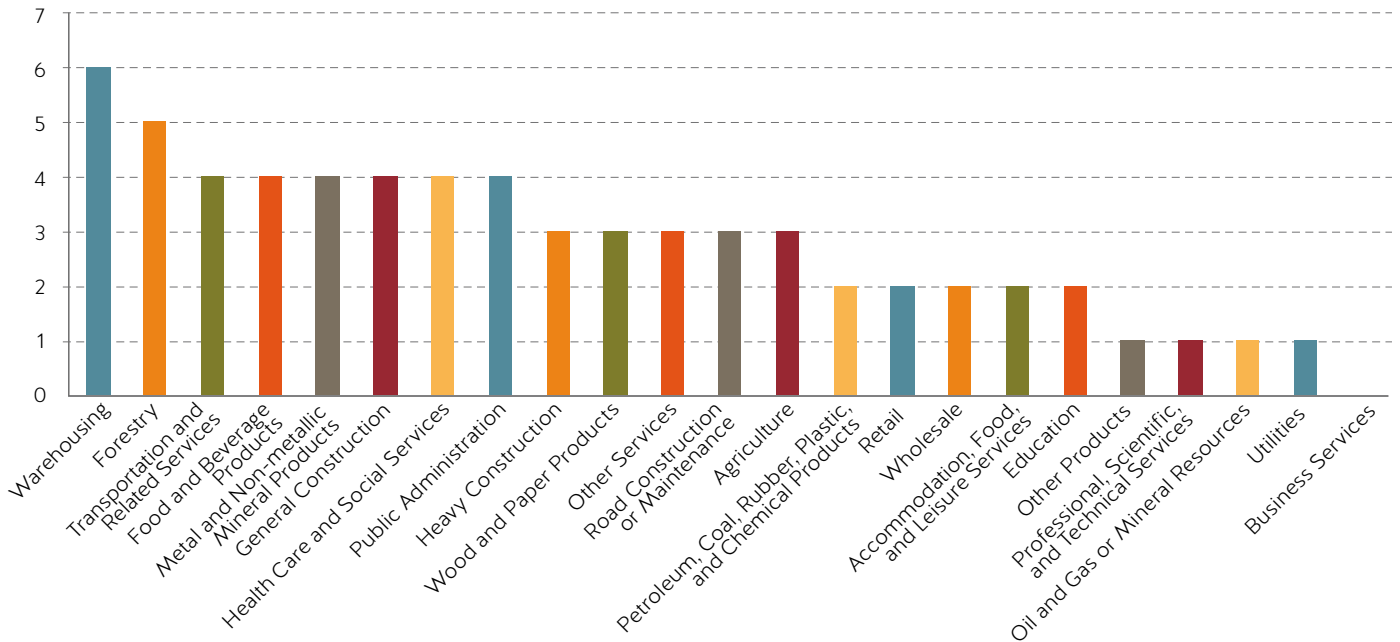
- 
- 1 Some figures in the 2014–2017 period have been slightly revised.
  - 2 Some employers have been reclassified since their initial classification in a subsector. This table reflects such changes completely for injury rates, and as of the reclassification date (not retroactively) for duration.
  - 3 The number of claims are those that received short-term disability, long-term disability, or survivor benefits either in the year of injury or the first quarter of the following year.
  - 4 One person-year is the equivalent of one person working all year on either a part- or full-time basis. Subsector estimates of person-years are based on gross payroll data submitted by employers and on matching wage-rate data.  
  
In the past, wage-rate data was based on Statistics Canada information published on the 1980 Standard Industrial Classification basis. Wage-rate data is now primarily based on the wage rates of short-term disability claimants. Data pertaining to 2018 person-years is preliminary; so too are the 2018 injury rates.
  - 5 Relief-adjusted, short-term disability duration is a measure of the total days lost per claim on disability claims, including days lost in years beyond the year of injury, and calculated according to a methodology established by the Association of Workers' Compensation Boards of Canada (AWCBC). Several methods can be used to calculate duration; comparisons from other sources should be made bearing this in mind.

The subsector duration in the table above reflects an adjustment for days relieved under Section 39(1)(e) of the *Workers Compensation Act*. The all-subsector duration published in past years included days relieved under Section 39(1)(e), which is applied when WorkSafeBC believes days are lost from work due to a pre-existing condition.

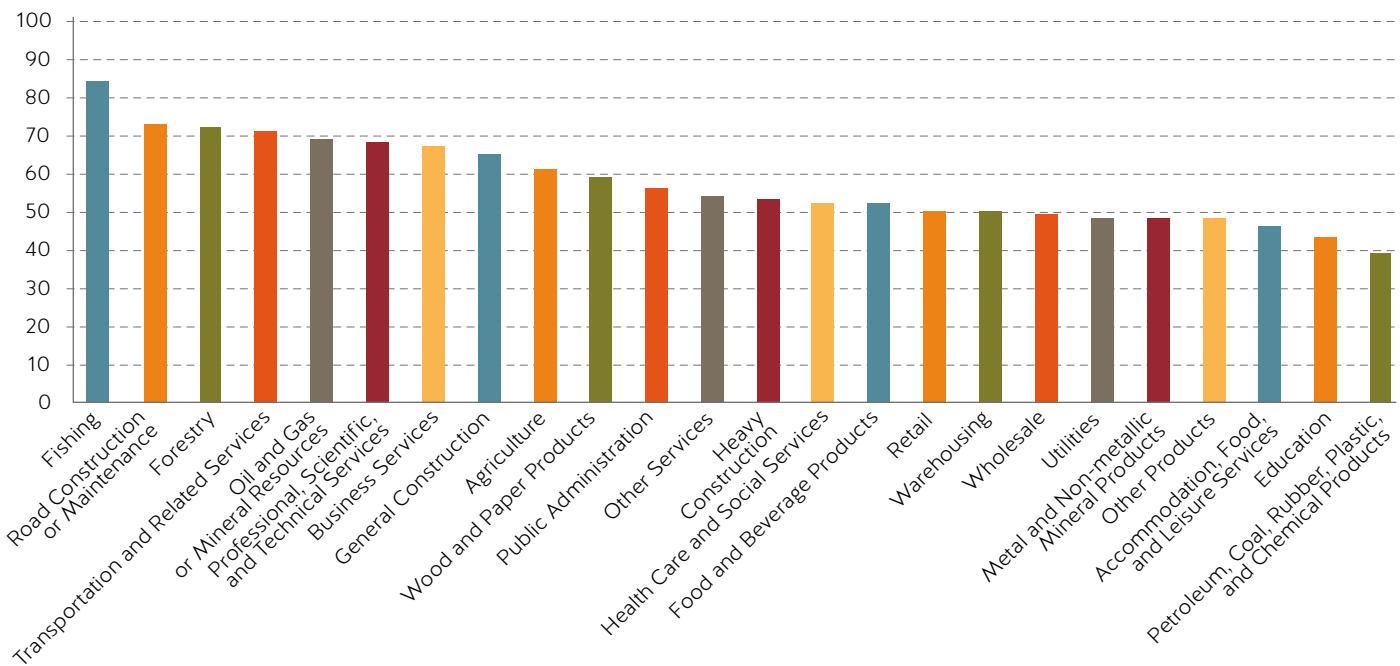
- 6 Days lost for subsectors that frequently receive compensation payments on a calendar-day basis have been adjusted to the same workday basis as the other subsectors.
- 7 Due to the difficulty in calculating estimates of person-years for subsector 7020 (most subsector 7020 employers do not report gross payrolls in the same way employers in other rated subsectors do), no injury rates are calculated for subsector 7020.
- 8 Injury rates of less than 0.5 are shown as 0.
- 9 For a complete listing of WorkSafeBC's classification structure, see *Classes of Industry* section, page 98.
- 10 Injury rate and duration can be quite volatile for smaller industries; performance can vary from year to year.
- 11 The figures for injury rate, short-term disability duration, and person-years are based on the five-year average 2014–2018.



## Injury rate by rateable subsector, 2018

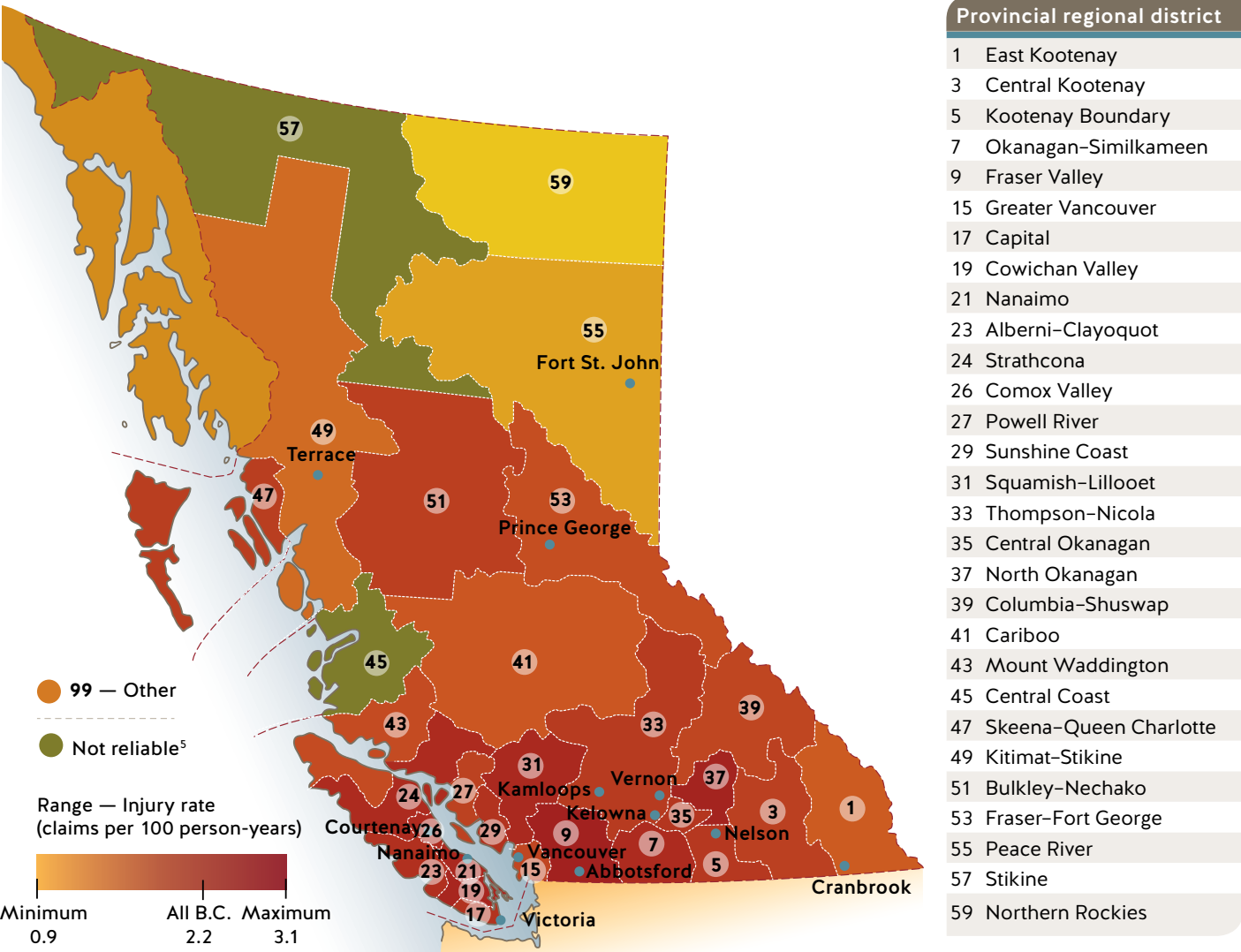


## Relief-adjusted duration<sup>1</sup> by rateable subsector, 2018



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

# Provincial injury rate estimate by regional district, 2017<sup>1-5</sup>



1 The provincial injury rate for All B.C. was 2.2 claims per 100 person years in 2017.

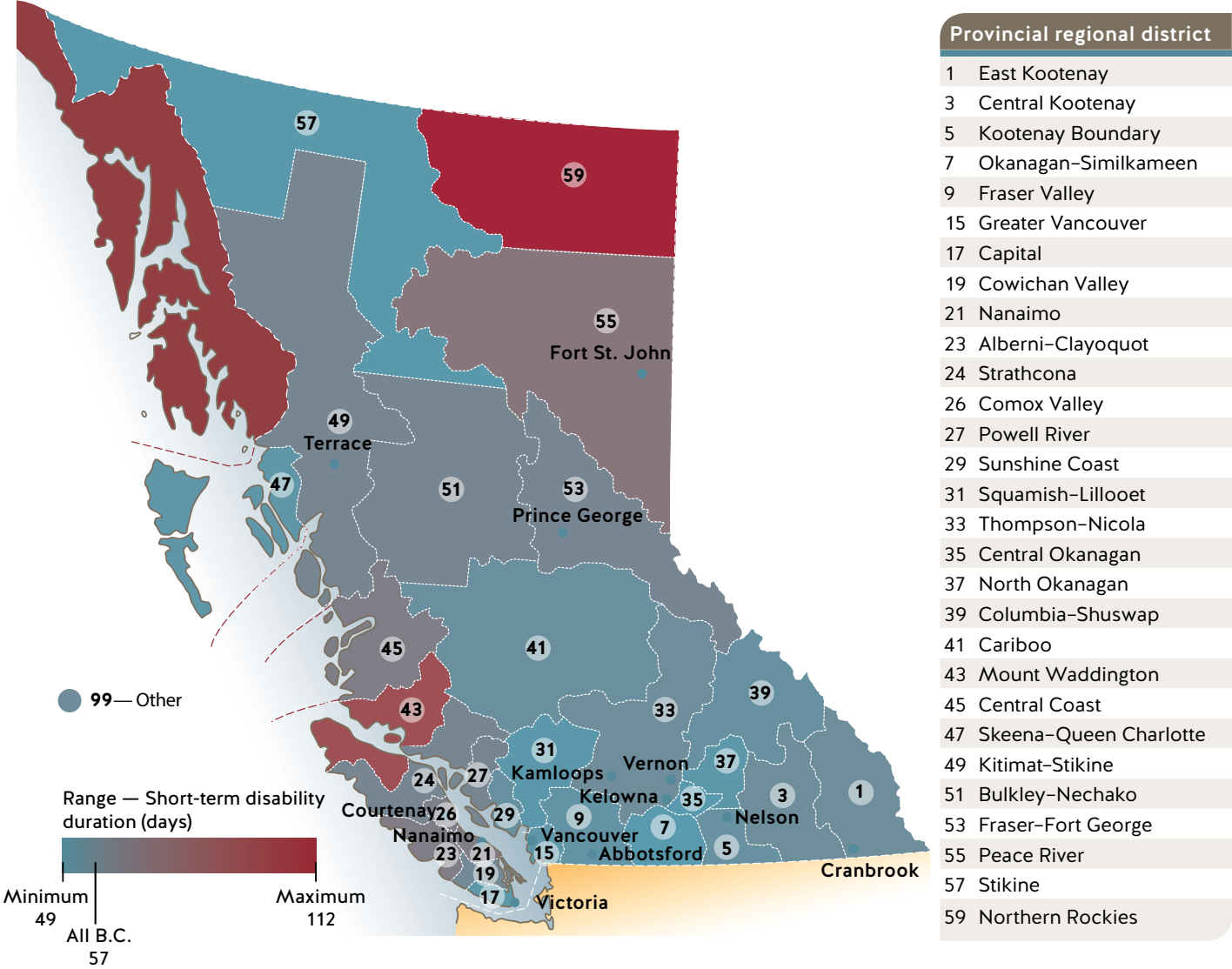
2 The above figures are derived from claims categorized by regional district based on the accountable reporting/incident employer operating-location classification unit (CU) for a claim. This location is not necessarily an indication of the region in which the actual injury occurred.

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

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

5 Regional district 45 (Central Coast) and 57 (Stikine) have a very low volume of claims, therefore the above measure is not considered reliable.

Short-term disability duration by regional district, 2018<sup>1-4</sup>



1 In 2018, the short term disability duration for All B.C. was 57 days.

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

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

4 Regional district 45 (Central Coast) has very low volume of claims, and the above measure is not considered reliable. This district has been assigned the average value of adjacent districts.

# Claim Costs

Chart 3-1: Claim costs by benefit type, 2014-2018<sup>1,2</sup>

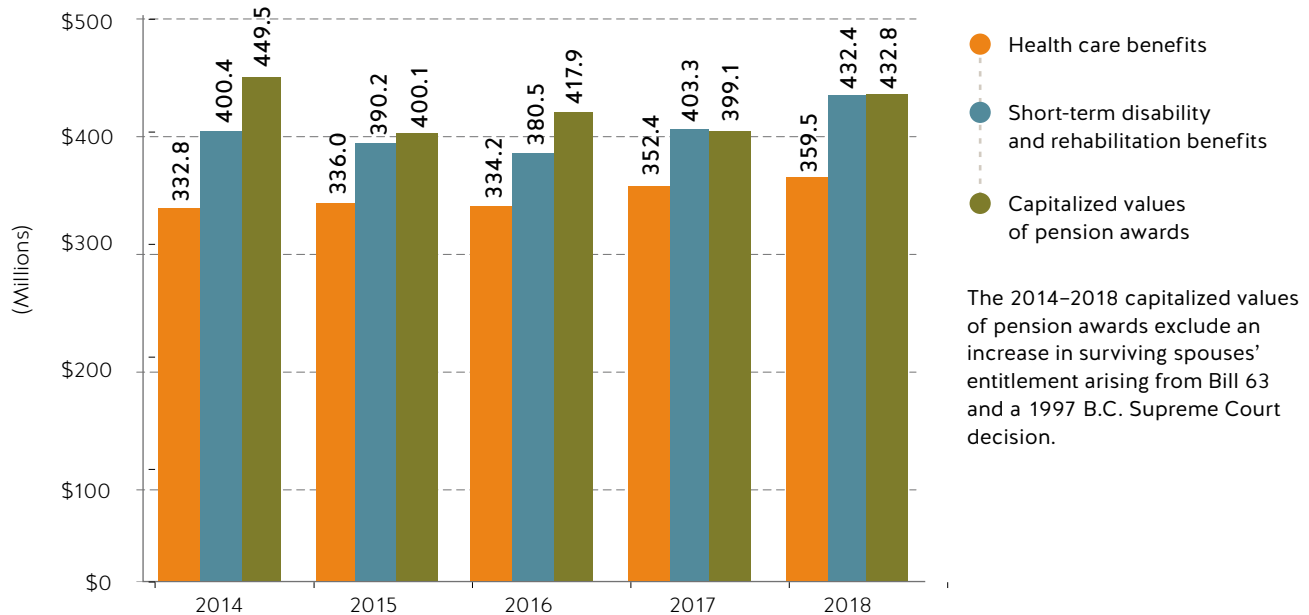
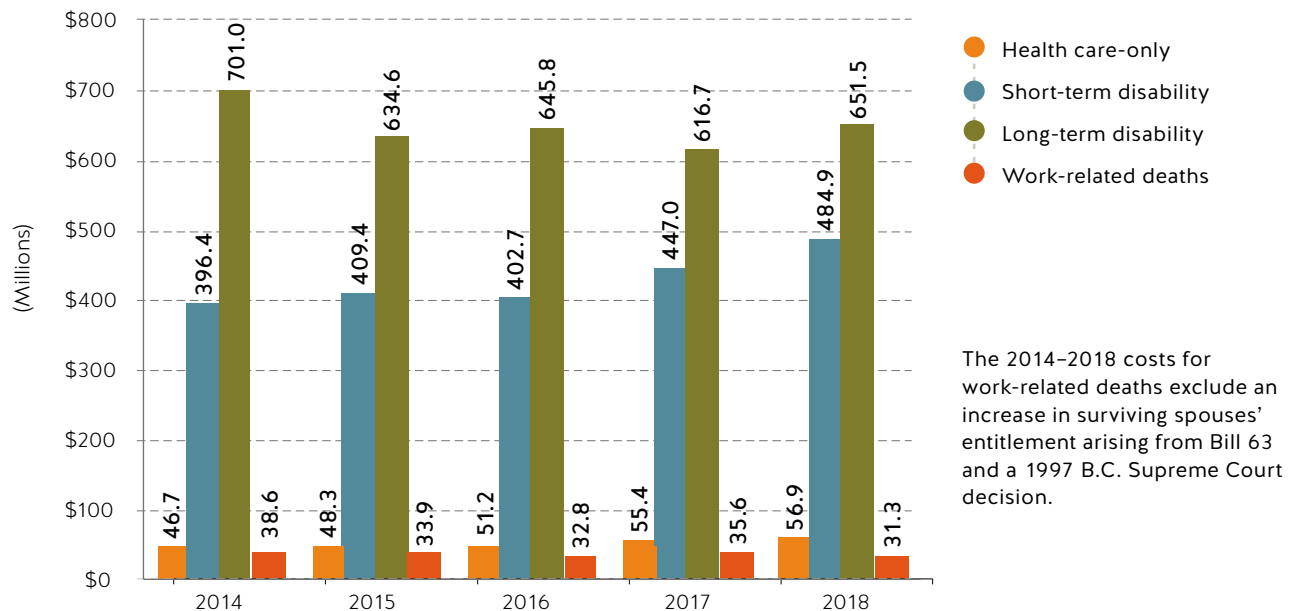


Chart 3-2: Claim costs by claim type, 2014-2018<sup>1,2</sup>



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

2 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> 2018

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)	Survivor benefits (includes health care and rehab costs) <sup>4</sup>	Overall total <sup>5</sup>
Sector 70 — Primary Resources						
7010	Agriculture	436,349	4,048,959	7,523,788	38,357	12,047,453
7020	Fishing	419,879	2,359,233	2,785,752	13,695	5,578,560
7030	Forestry	2,527,027	10,151,906	27,743,995	2,095,381	42,518,309
7040	Oil and Gas or Mineral Resources	1,592,316	4,264,208	10,943,267	561,442	17,361,232
	<b>Total</b>	<b>4,975,572</b>	<b>20,824,306</b>	<b>48,996,802</b>	<b>2,708,874</b>	<b>77,505,554</b>
Sector 71 — Manufacturing						
7110	Food and Beverage Products	925,985	8,020,409	8,393,619	16,027	17,356,040
7120	Metal and Non-metallic Mineral Products	3,293,587	16,488,273	25,398,451	963,484	46,143,795
7130	Petroleum, Coal, Rubber, Plastic, and Chemical Products	459,922	2,584,563	3,771,646	259,597	7,075,729
7140	Wood and Paper Products	5,911,878	15,513,081	34,425,109	1,919,647	57,769,714
7150	Other Products	540,244	4,231,708	5,267,019	34,497	10,073,468
	<b>Total</b>	<b>11,131,616</b>	<b>46,838,034</b>	<b>77,255,845</b>	<b>3,193,252</b>	<b>138,418,747</b>
Sector 72 — Construction						
7210	General Construction	8,859,667	67,188,503	85,797,536	7,887,719	169,733,425
7220	Heavy Construction	315,686	1,017,155	3,802,809	17,610	5,153,260
7230	Road Construction or Maintenance	884,210	4,956,666	5,983,131	1,670,952	13,494,960
	<b>Total</b>	<b>10,059,563</b>	<b>73,162,324</b>	<b>95,583,476</b>	<b>9,576,281</b>	<b>188,381,645</b>
Sector 73 — Transportation and Warehousing						
7310	Warehousing	150,512	1,266,232	1,563,223	0	2,979,966
7320	Transportation and Related Services	4,107,998	44,303,692	47,020,179	4,349,228	99,781,097
	<b>Total</b>	<b>4,258,510</b>	<b>45,569,924</b>	<b>48,583,401</b>	<b>4,349,228</b>	<b>102,761,063</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)	Survivor benefits (includes health care and rehab costs) <sup>4</sup>	Overall total <sup>5</sup>
Sector 74 — Trade						
7410	Retail	2,798,170	24,181,563	17,500,689	580,128	45,060,551
7420	Wholesale	733,190	8,475,242	7,270,507	172,537	16,651,476
	<b>Total</b>	<b>3,531,360</b>	<b>32,656,805</b>	<b>24,771,196</b>	<b>752,666</b>	<b>61,712,026</b>
Sector 75 — Public Sector						
7530	Public Administration	2,599,747	18,780,123	15,737,096	5,672,375	42,789,341
Sector 76 — Service Sector						
7610	Accommodation, Food, and Leisure Services	3,080,233	25,560,634	19,015,196	1,340,342	48,996,406
7620	Business Services	469,110	3,378,733	5,172,850	116,571	9,137,264
7630	Professional, Scientific, and Technical Services	901,585	8,810,150	10,055,520	777,782	20,545,037
7640	Other Services	4,491,238	31,073,757	32,698,303	1,284,691	69,547,989
7650	Education	1,677,821	14,243,232	8,423,039	469,607	24,813,699
7660	Health Care and Social Services	3,299,284	65,427,303	38,404,462	117,740	107,248,789
7670	Utilities	1,049,826	1,976,791	5,495,626	19,846	8,542,089
	<b>Total</b>	<b>14,969,097</b>	<b>150,470,600</b>	<b>119,264,996</b>	<b>4,126,579</b>	<b>288,831,273</b>
Sectors 81-84 — Self-insured Employers						
8108	Canadian Pacific Ltd. and Associated Companies	348,177	610,459	1,221,589	-85,019	2,095,206
8110	Federal Government <sup>6</sup>	622,044	4,456,171	11,492,578	445,291	17,016,085
8209	The Burlington Northern and Santa Fe Railway Company	4,464	30,998	12,412	0	47,873
8310	Air Canada, Canadian National Railway Company, Via Rail Canada Inc.	134,020	1,786,479	909,509	0	2,830,007
8411	Government of the Province of British Columbia	520,901	7,563,730	7,851,991	0	15,936,621
	<b>Total</b>	<b>1,629,605</b>	<b>14,447,836</b>	<b>21,488,079</b>	<b>360,272</b>	<b>37,925,792</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)	Survivor benefits (includes health care and rehab costs) <sup>4</sup>	Overall total <sup>5</sup>
Section 39						
39(1)(d)	Disaster Reserve	2,749	0	331,761	0	334,510
39(1)(e)	Enhancement Reserve	-15,498	64,203,394	177,081,900	250	241,270,046
	<b>Total</b>	<b>-12,749</b>	<b>64,203,394</b>	<b>177,413,661</b>	<b>250</b>	<b>241,604,557</b>
	Reinstatement of surviving spouses' benefits <sup>7</sup>	0	0	0	0	0
	Other costs, including investigation and unclassified	3,801,693	17,899,012	22,438,979	563,442	44,703,127
	<b>Grand total<sup>8</sup></b>	<b>56,944,014</b>	<b>484,852,358</b>	<b>651,533,533</b>	<b>31,303,221</b>	<b>1,224,633,126</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 Survivor 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 *2018 Annual Report and 2019–2021 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 These additional survivor benefits were awarded through a 1997 B.C. Supreme Court decision pertaining to the reinstatement of surviving spouses' benefits.

8 Due to rounding, totals may not balance.

Table 3-4: Claim costs charged by type of claim,<sup>1</sup> 2009-2018

Year charged	Costs for health care-only claims	Costs for short-term disability claims (includes health care and rehab costs)	Costs for long-term disability claims (includes health care and rehab costs)	Survivor benefits (includes health care and rehab costs) <sup>2</sup>	Overall total <sup>3</sup>
2009 <sup>4,5</sup>	31,838,542	416,614,186	331,483,224	24,452,014	804,387,967
2010 <sup>4,5</sup>	38,002,986	455,963,770	363,138,611	32,136,267	889,241,634
2011 <sup>4,5</sup>	39,551,267	469,734,679	458,446,485	36,176,399	1,003,908,829
2012 <sup>4</sup>	46,033,330	429,759,880	742,729,227	34,341,519	1,252,863,956
2013 <sup>4</sup>	48,251,299	432,616,556	699,265,807	34,797,129	1,214,930,791
2014 <sup>4</sup>	46,691,132	396,434,712	701,025,287	38,599,716	1,182,750,847
2015 <sup>4</sup>	48,306,227	409,445,453	634,567,136	33,854,399	1,126,173,215
2016 <sup>4,6</sup>	51,161,892	402,732,930	645,833,694	32,796,019	1,132,524,535
2017 <sup>4</sup>	55,366,907	447,039,069	616,664,347	35,630,953	1,154,701,276
2018 <sup>4</sup>	56,944,014	484,852,358	651,533,533	31,303,221	1,224,633,126
2009-2018 <sup>7</sup>	462,147,596	4,345,193,594	5,844,687,351	334,087,634	10,986,116,175

1 Claims from all years.

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

3 These claim costs are calculated on a different basis than the benefit liabilities shown in Note 10 of WorkSafeBC's *2018 Annual Report and 2019-2021 Service Plan*.

4 Survivor benefits from 2009-2018 include additional reserves required by Bill 63 and a 1997 B.C. Supreme Court decision, which increased the benefit entitlement for dependents of deceased workers.

By year, the additional survivor benefit amounts totalled:

2009	(\$75,170)	2014	(\$10)
2010	(\$2)	2015	\$0
2011	(\$16,743)	2016	\$0
2012	\$47,490	2017	\$0
2013	(\$62)	2018	\$0

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

2009	\$804,463,137	2014	\$1,182,750,857
2010	\$889,241,636	2015	\$1,126,173,215
2011	\$1,003,925,572	2016	\$1,132,524,535
2012	\$1,252,816,466	2017	\$1,154,701,276
2013	\$1,214,930,852	2018	\$1,224,633,126

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

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

7 Due to rounding, totals may not balance.

# Claim Analysis

Table 4-1: Claims first paid, by subsector and incident type, with number of days lost, 2018

Short-term disability, long-term disability, and work-related death claims first paid in 2018														
Sector/ sub- sector <sup>2</sup>	Description <sup>3</sup>	Days lost <sup>4</sup> on claims for all years	Number of claims by incident type <sup>1</sup>											
			No. of claims	Struck against	Struck by	Fall from eleva- tion	Fall on same level	Caught in	Rubbed or abraded	Over- exertion, bodily motion <sup>5</sup>	Harmful sub- stances	Trans- por- tation	Miscel- laneous	
Sector 70 — Primary Resources														
7010	Agriculture	31,786	619	35	85	70	95	40	5	180	20	30	60	
7020	Fishing	13,597	172	5	30	5	10	15	5	50	15	40	0	
7030	Forestry	55,345	831	30	115	115	115	25	15	240	50	110	15	
7040	Oil and Gas or Mineral Resources	14,076	283	5	45	30	25	15	5	80	25	35	15	
Total			114,804	1,905	75	275	220	245	95	30	550	110	215	90
Sector 71 — Manufacturing														
7110	Food and Beverage Products	54,444	1,340	110	210	75	210	115	5	495	75	35	10	
7120	Metal and Non-metallic Mineral Products	76,871	2,123	140	455	150	155	185	125	750	95	45	20	
7130	Petroleum, Coal, Rubber, Plastic, and Chemical Products	15,350	477	35	70	30	45	35	5	205	40	10	5	
7140	Wood and Paper Products	74,762	1,667	150	315	100	155	145	25	625	105	35	10	
7150	Other Products	25,636	700	50	155	65	55	30	10	305	20	10	0	
Total			247,063	6,307	485	1,205	420	620	510	170	2,380	335	135	45

Short-term disability, long-term disability, and work-related death claims first paid in 2018													
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- tation	Miscel- laneous
Sector 72 — Construction													
7210	General Construction	372,193	7,641	535	1,560	1,210	625	245	235	2,795	220	145	70
7220	Heavy Construction	5,653	92	0	15	15	15	5	5	25	5	5	0
	Road												
7230	Construction or Maintenance	22,492	437	10	30	45	65	20	10	150	25	70	15
	Total	400,338	8,170	545	1,605	1,270	705	270	250	2,970	250	220	85
Sector 73 — Transportation and Warehousing													
7310	Warehousing	8,784	220	20	40	20	30	10	0	85	5	10	0
	Transportation and Related Services	248,368	4,680	215	425	550	515	140	45	1,690	135	810	155
	Total	257,152	4,900	235	465	570	545	150	45	1,775	140	820	155
Sector 74 — Trade													
7410	Retail	195,526	5,310	460	940	325	690	115	25	2,380	90	150	135
7420	Wholesale	42,803	1,187	65	190	110	125	45	5	565	10	65	5
	Total	238,329	6,497	525	1,130	435	815	160	30	2,945	100	215	140
Sector 75 — Public Sector													
7530	Public Administration	89,420	2,185	95	200	160	290	50	20	945	95	110	220

Short-term disability, long-term disability, and work-related death claims first paid in 2018													
Sector/ sub- sector <sup>2</sup>	Description <sup>3</sup>	Days lost <sup>4</sup> on claims for all years	Number of claims by incident type <sup>1</sup>										
			No. of claims	Struck against	Struck by	Fall from eleva- tion	Fall on same level	Caught in	Rubbed or abraded	Over- exertion, bodily motion <sup>5</sup>	Harmful sub- stances	Trans- por- tation	Miscel- laneous
Sector 76 — Service Sector													
7610	Accommo- dation, Food, and Leisure Services	186,460	5,488	440	1,195	410	910	95	15	1,635	560	110	120
7620	Business Services	23,290	467	25	50	35	115	20	5	150	10	30	25
7630	Professional, Scientific, and Technical Services	55,165	1,068	70	150	100	125	20	10	420	25	50	95
7640	Other Services	185,270	4,609	345	680	420	605	185	75	1,810	150	165	175
7650	Education	76,282	2,445	130	375	135	565	30	10	860	45	35	260
7660	Health Care and Social Services	426,920	9,282	355	655	240	1,055	130	15	4,925	395	210	1,305
7670	Utilities	10,429	295	10	20	40	40	10	0	135	20	15	5
Total			963,816	23,654	1,375	3,125	1,380	3,415	490	130	9,935	1,205	1,985
Sectors 81–84 — Self-insured Employers													
8108	Canadian Pacific Ltd. and Associated Companies	2,951	44	0	5	5	5	0	0	15	0	15	0
8110	Federal Government	16,357	904	30	60	80	165	15	5	390	35	35	90
8209	The Burlington Northern and Santa Fe Railway Company	116	0	0	0	0	0	0	0	0	0	0	0

Short-term disability, long-term disability, and work-related death claims first paid in 2018													
Sector/ sub-sector <sup>2</sup>	Description <sup>3</sup>	Days lost <sup>4</sup> on claims for all years	Number of claims by incident type <sup>1</sup>										
			No. of claims	Struck against by	Struck by	Fall from elevation	Fall on same level	Caught in	Rubbed or abraded	Over- exertion, bodily motion <sup>5</sup>	Harmful sub- stances	Trans- por- tation	Miscel- laneous
8310	Air Canada, Canadian National Railway Company, Via Rail Canada Inc.	9,180	279	15	25	25	35	15	0	120	0	40	5
	Government of the Province of British Columbia	45,801	807	30	70	35	95	15	5	330	25	35	170
Total			74,405	2,034	75	160	145	300	45	10	855	125	265
Section 39													
39(1)(d)	Disaster Reserve	109	0	0	0	0	0	0	0	0	0	0	0
39(1)(e)	Enhancement Reserve	509,762	1	0	0	0	0	0	0	0	0	0	0
Total			509,871	1	0	0	0	0	0	0	0	0	0
Other <sup>6</sup>			5,532	15	5	0	0	0	0	0	0	5	5
Grand total <sup>7</sup>			2,900,730	55,668	3,415	8,165	4,600	6,935	1,770	685	22,355	2,460	2,990

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.

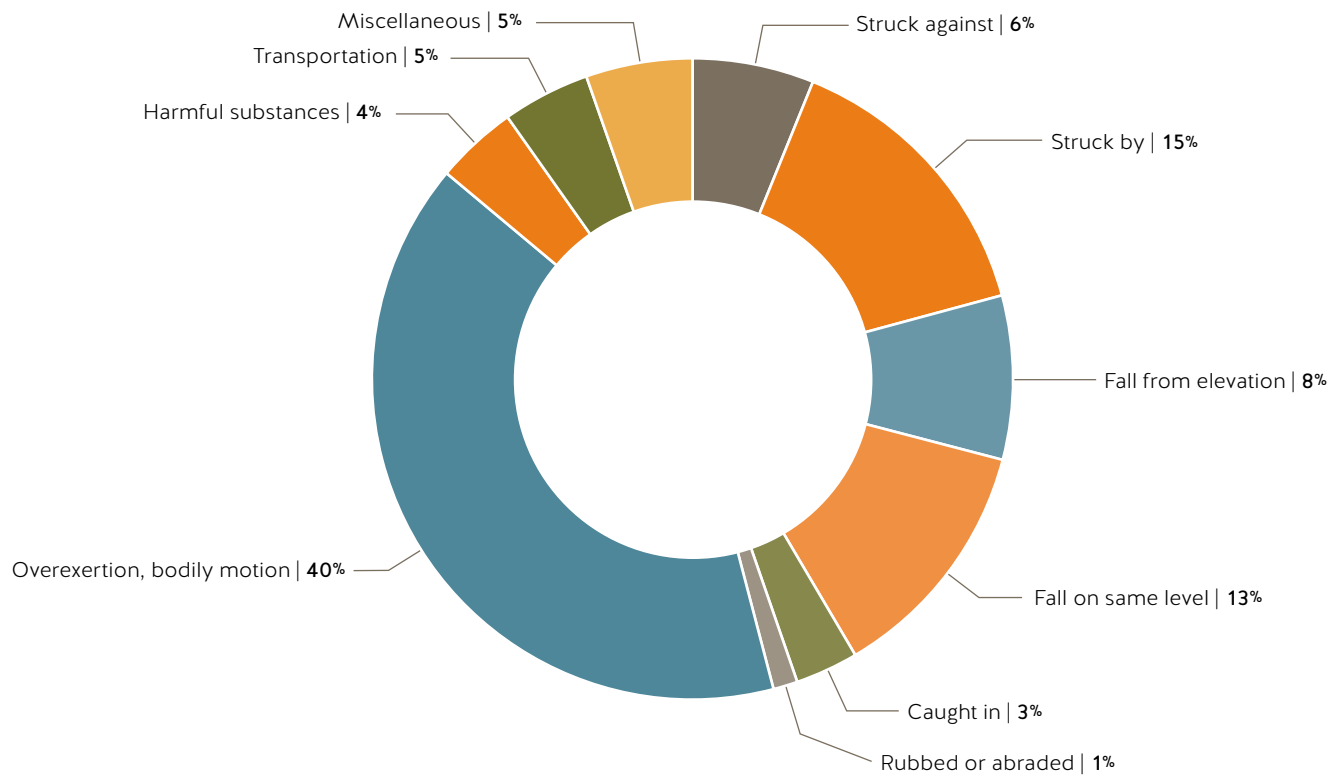
5 Overexertion and bodily motion incidents usually result in strains, tenosynovitis, and related conditions.

6 Includes claims uncoded to subsector as of December 31, 2018.

7 Due to rounding, totals may not balance.



## Short- and long-term disability, and work-related death claims first paid by incident type, 2018<sup>1</sup>

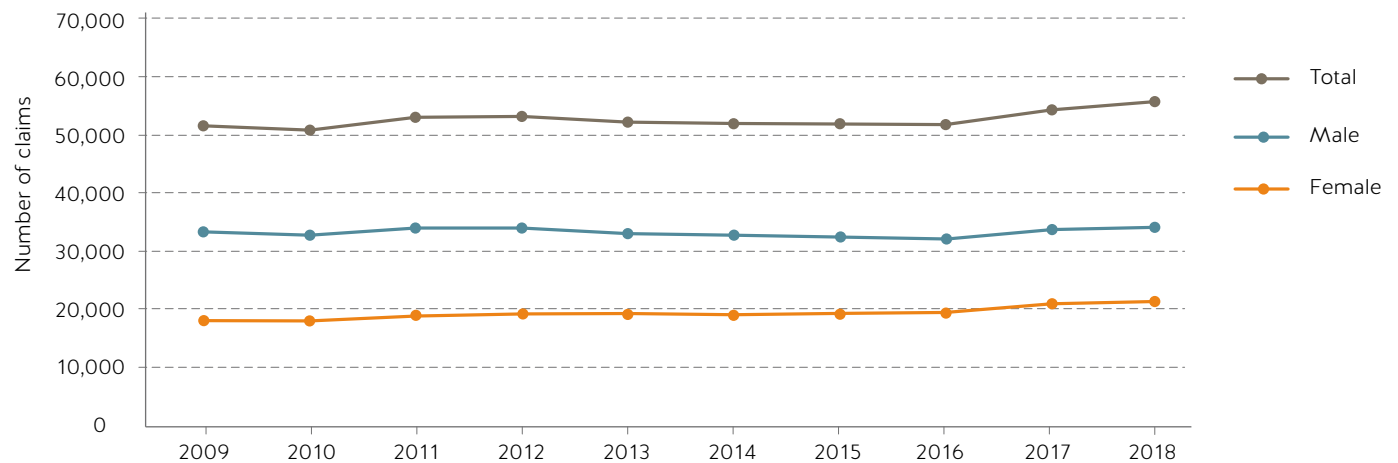


<sup>1</sup> Due to rounding, figures may not total 100 percent.

Table 4-2: Days lost, average weekly wage and age, and gender for claims first paid, 2009-2018<sup>1,2</sup>

Year	Total days lost <sup>3</sup> in the year	Average weekly wage of claimant <sup>4</sup>	Average age of claimant <sup>4</sup>	Number of short-term disability, long-term disability, and work-related death claims first paid in the year, by gender		
				Male <sup>5</sup>	Female <sup>5</sup>	Total
2009	2,844,276	804	41	33,182	18,110	51,292
2010	2,816,989	824	41	32,715	18,118	50,833
2011	2,870,352	837	41	34,037	18,850	52,887
2012	2,889,324	853	41	33,810	19,377	53,187
2013	2,761,604	862	42	32,811	19,166	51,977
2014	2,630,638	866	42	32,489	19,397	51,886
2015	2,588,444	878	42	32,547	19,554	52,101
2016	2,583,652	890	42	32,161	19,625	51,786
2017	2,750,227	913	42	33,540	20,846	54,386
2018	2,900,730	940	42	34,259	21,409	55,668

## Short- and long-term disability, and work-related death claims first paid by gender, 2009-2018



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

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

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

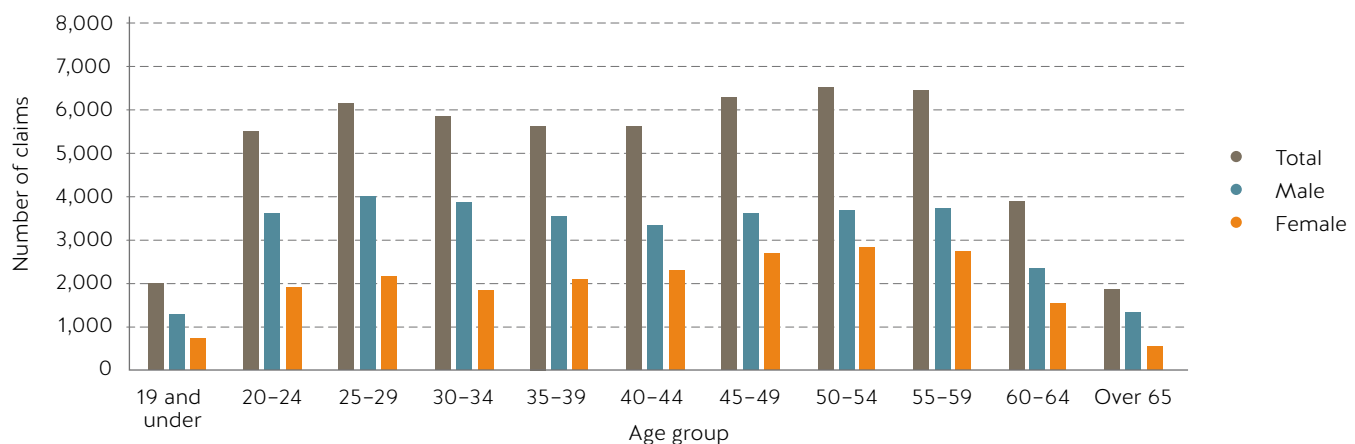
4 These statistics are based on short-term disability, long-term disability and work-related death claims first paid in the year. Health care-only claims are not included.

5 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, 2018

Age group <sup>2</sup>	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>3</sup>		Male	Female
19 and under	45	205	305	85	460	45	830	15	0	1,990	1,280	710
20–24	200	625	1,120	325	835	120	2,160	115	5	5,505	3,610	1,895
25–29	200	695	1,190	440	695	205	2,535	195	0	6,155	4,000	2,155
30–34	210	715	1,125	385	590	250	2,370	185	5	5,835	3,855	1,980
35–39	170	635	930	465	560	275	2,350	240	0	5,625	3,540	2,085
40–44	170	620	730	585	540	230	2,475	270	0	5,620	3,325	2,295
45–49	195	680	755	645	650	325	2,715	315	0	6,280	3,600	2,680
50–54	220	695	730	660	675	295	2,915	310	5	6,505	3,685	2,820
55–59	230	765	670	655	800	275	2,810	240	0	6,445	3,720	2,725
60–64	165	460	380	430	450	120	1,750	120	0	3,875	2,340	1,535
Over 65	100	215	235	225	240	45	745	30	0	1,835	1,305	530
Total	1,905	6,307	8,170	4,900	6,497	2,185	23,654	2,034	16	55,668	34,259	21,409
Percentage											62%	38%
Avg. age	43	42	39	45	40	43	42	43	n/a	42	41	42

### Short- and long-term disability, and work-related death claims first paid by gender and age group, 2018



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

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

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

Table 4-4: Claims first paid by injury type,<sup>1</sup> 2014-2018

Injury	Number of short-term disability, long-term disability, and work-related death claims first paid					2014- 2018	Days lost, <sup>2</sup> 2014-2018	Short-term disability, long-term disability, and survivor benefits <sup>3</sup> (excludes rehab and health care costs), 2014-2018
	2014	2015	2016	2017	2018			
Abrasion	1,030	935	960	930	1,030	4,885	34,600	\$7,385,000
Amputation	205	165	170	200	180	920	116,800	\$62,001,000
Burn	845	895	840	860	865	4,305	70,000	\$22,738,000
Concussion	1,980	2,115	2,225	2,705	2,700	11,725	745,600	\$196,096,000
Contusion	4,660	4,515	4,680	4,860	5,035	23,750	541,800	\$128,102,000
Cut	5,170	5,485	5,225	5,450	5,415	26,745	541,400	\$140,329,000
Dislocation	285	345	310	330	340	1,610	158,300	\$47,359,000
Electric shock, electrocution	50	60	55	50	40	255	15,400	\$11,104,000
Fracture	3,555	3,680	3,670	3,920	3,850	18,675	2,078,700	\$675,021,000
Hernia	390	405	415	370	375	1,955	125,400	\$20,306,000
Strain, back	11,595	11,440	10,945	11,010	11,180	56,170	2,216,100	\$504,706,000
Strain, other	17,955	17,865	18,055	19,010	19,595	92,480	5,385,500	\$1,234,155,000
Traumatic tenosynovitis, bursitis, and related conditions <sup>1</sup>	855	960	810	830	920	4,375	289,400	\$62,148,000
Multiple injuries	35	25	30	35	30	155	5,000	\$55,455,000
Other injuries	210	245	215	235	310	1,215	58,700	\$29,230,000
Occupational disease <sup>1</sup>	3,065	2,965	3,180	3,590	3,805	16,605	1,071,000	\$386,647,000
Total <sup>4</sup>	51,886	52,101	51,786	54,386	55,668	265,827	13,453,691	\$3,582,781,712

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

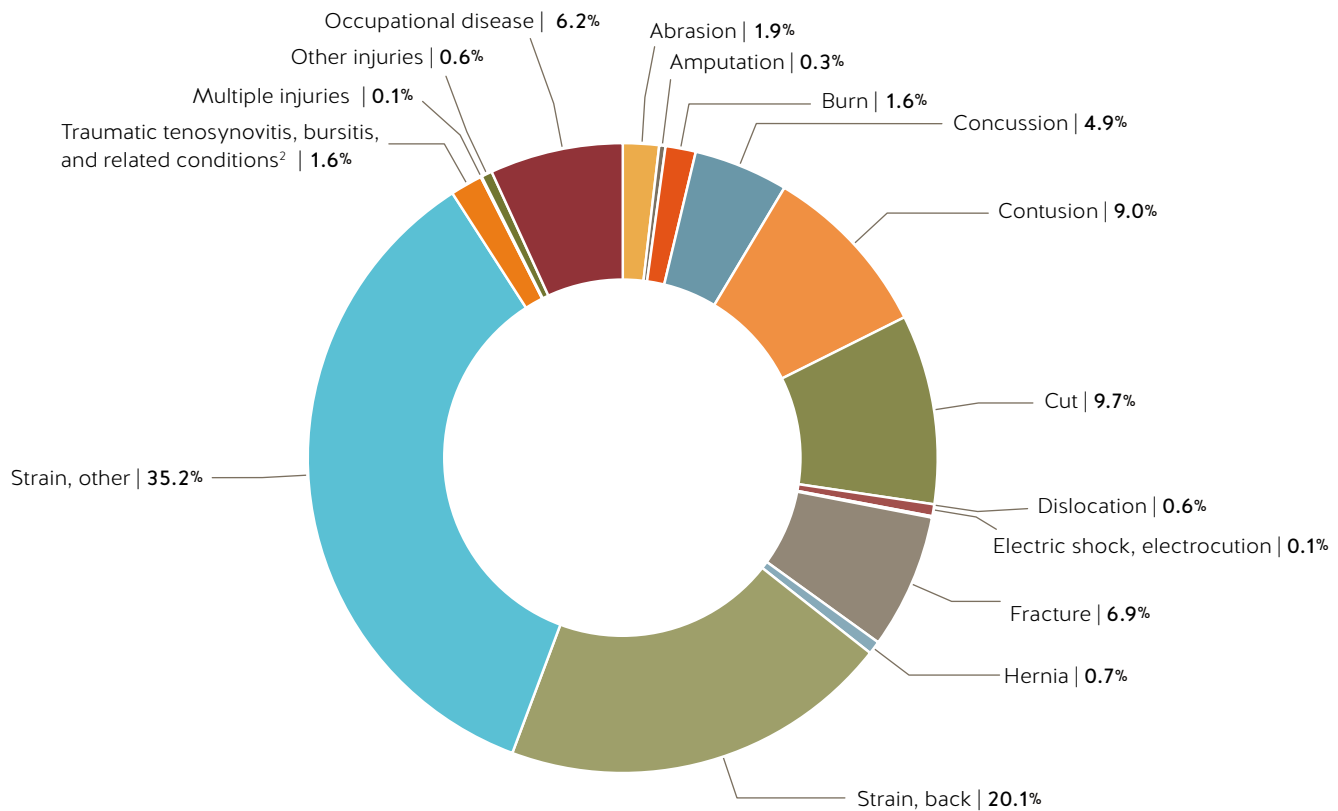
2 Days lost are shown as paid in the period for current- and prior-year claims.

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

spouses' pension entitlement arising from Bill 63 and a 1997 B.C. Supreme Court decision.

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

## Short- and long-term disability, and work-related death claims first paid by injury type,<sup>1</sup> 2018



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

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

# Mental disorder injuries

In July, 2012 the *Workers Compensation Act* 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

## 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>	Overall total
2016	1,253	1,061	250	2	18	1,041	3,625
2017	1,351	1,093	280	4	15	1,191	3,934
2018	1,516	937	282	381	20	1,268	4,404
2016–2018	4,120	3,091	812	387	53	3,500	11,963

## Mental disorder claims reported, by subsector

Sector/ subsector	Description <sup>5</sup>	2016	2017	2018	2016– 2018
<b>Sector 70 — Primary Resources</b>					
7010	Agriculture	16	18	14	48
7020	Fishing	6	7	11	24
7030	Forestry	46	36	27	109
7040	Oil and Gas or Mineral Resources	27	12	26	65
	<b>Total</b>	<b>95</b>	<b>73</b>	<b>78</b>	<b>246</b>
<b>Sector 71 — Manufacturing</b>					
7110	Food and Beverage Products	50	30	46	126
7120	Metal and Non-metallic Mineral Products	53	83	61	197
7130	Petroleum, Coal, Rubber, Plastic, and Chemical Products	10	23	13	46
7140	Wood and Paper Products	84	111	65	260
7150	Other Products	20	14	44	45
	<b>Total</b>	<b>217</b>	<b>261</b>	<b>196</b>	<b>674</b>
<b>Sector 72 — Construction</b>					
7210	General Construction	154	182	192	528
7220	Heavy Construction	2	6	5	13
7230	Road Construction or Maintenance	30	37	43	110
	<b>Total</b>	<b>186</b>	<b>225</b>	<b>240</b>	<b>651</b>
<b>Sector 73 — Transportation and Warehousing</b>					
7310	Warehousing	8	11	8	27
7320	Transportation and Related Services	365	387	385	1,137
	<b>Total</b>	<b>373</b>	<b>398</b>	<b>393</b>	<b>1,164</b>
<b>Sector 74 — Trade</b>					
7410	Retail	266	248	247	761
7420	Wholesale	44	38	35	117
	<b>Total</b>	<b>310</b>	<b>286</b>	<b>282</b>	<b>878</b>



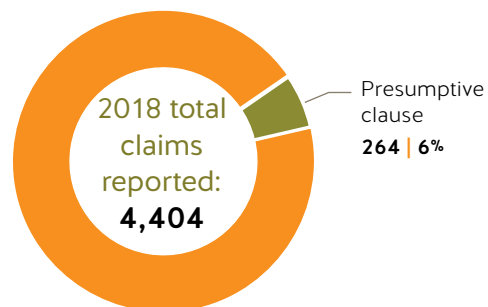
Sector/ subsector	Description <sup>5</sup>	2016	2017	2018	2016– 2018
Sector 75 — Public Sector					
7530	Public Administration	243	320	339	902
Sector 76 — Service Sector					
7610	Accommodation, Food, and Leisure Services	259	220	256	735
7620	Business Services	133	140	120	393
7630	Professional, Scientific, and Technical Services	64	54	65	183
7640	Other Services	182	182	227	591
7650	Education	213	234	293	740
7660	Health Care and Social Services	1,002	1,111	1,387	3,500
7670	Utilities	27	25	24	76
	<b>Total</b>	<b>1,880</b>	<b>1,966</b>	<b>2,372</b>	<b>6,218</b>
Sector 81 to 84 — Self-insured Employers		247	260	362	869
Other		74	145	142	361
<b>Grand total</b>		<b>3,625</b>	<b>3,934</b>	<b>4,404</b>	<b>11,963</b>

## Mental disorder claims methodology

Since 2012, WorkSafeBC has been working to refine the reporting methodology for mental disorder 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 claim 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.

In 2018, there were **4,404** mental disorder claims reported to WorkSafeBC. Of those **264** were adjudicated under the presumptive clause (section 5.1) of the Act.



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

2 Disallowed claims are those deemed unrelated to work.

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

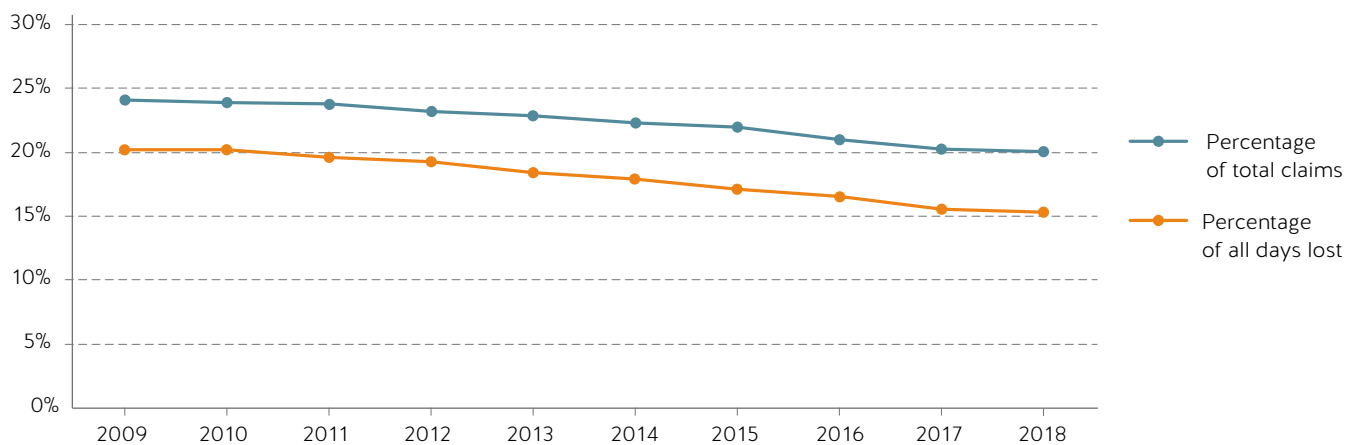
4 Suspended claims are generally those where the worker does not respond to a request for additional information or withdraws the claim. Suspended claims may proceed at a future date.

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

Table 4–5: Back strain claims<sup>1</sup> first paid, 2009–2018<sup>2</sup>

Year	Number of back strain claims <sup>1</sup> first paid in the year	Total number of claims <sup>1</sup> first paid in the year	Back strain claims <sup>1</sup> as a percentage of total claims <sup>1</sup>	Days lost <sup>3</sup> in the year on back strain claims	Days lost <sup>3</sup> in the year on all claims	Days lost <sup>3</sup> on back strain claims as a percentage of all days lost <sup>3</sup>
2009	12,365	51,292	24.1%	569,000	2,844,276	20.0%
2010	12,090	50,833	23.8%	568,000	2,816,989	20.2%
2011	12,645	52,887	23.9%	564,000	2,870,352	19.6%
2012	12,365	53,187	23.2%	557,000	2,889,324	19.3%
2013	11,910	51,977	22.9%	507,000	2,761,604	18.4%
2014	11,595	51,886	22.3%	470,000	2,630,638	17.9%
2015	11,440	52,101	22.0%	442,000	2,588,444	17.1%
2016	10,945	51,786	21.1%	427,000	2,583,652	16.5%
2017	11,010	54,386	20.2%	430,000	2,750,227	15.6%
2018	11,180	55,668	20.1%	448,000	2,900,730	15.4%
2009–2018	117,545	526,003	22.3%	4,982,000	27,636,236	18.0%

### Back strain claims and days lost as a percentage of total claims and all days lost, 2009–2018



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

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

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



# Prevention Statistics



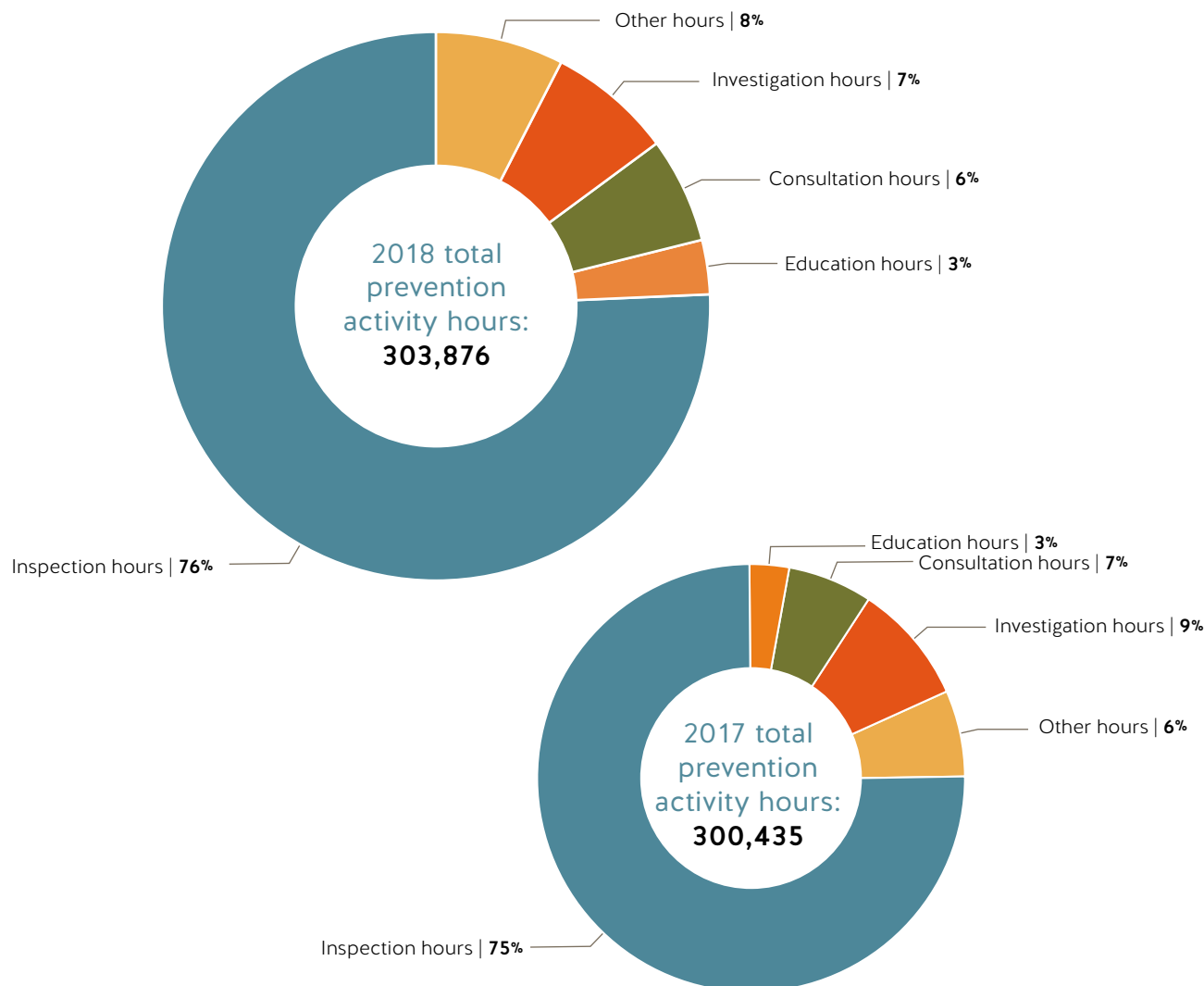






# Prevention Statistics

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



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

	2014	2015	2016	2017	2018
Inspection hours	202,875	211,583	211,561	226,193	230,011
Education hours	8,168	8,675	9,039	8,642	9,730
Consultation hours	31,477	25,320	20,166	19,662	18,913
Investigation hours	33,334	28,943	24,802	27,200	22,275
Other hours	17,818	15,797	18,287	18,738	22,947
<b>Total prevention activity hours</b>	<b>293,672</b>	<b>290,318</b>	<b>283,855</b>	<b>300,435</b>	<b>303,876</b>

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

2 Figures are based on data as of January 25, 2019.

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

	2014	2015	2016	2017	2018
Inspection reports <sup>2,3</sup>	39,348	42,009	41,577	43,132	44,576
Inspection reports that were worksite visits (%) <sup>2,3</sup>	70%	70%	70%	82%	73%
Initiating inspection reports <sup>2,3</sup>	26,312	27,284	26,779	27,327	27,891
Initiating inspection reports with no orders (%) <sup>2,3</sup>	54%	53%	52%	52%	53%
Order-to-worker reports	242	236	223	164	178
Education reports	742	725	698	614	696
Consultation reports	10,638	9,202	6,432	6,332	6,235

## Orders<sup>1</sup>

	2014	2015	2016	2017	2018
Orders <sup>4</sup>	28,623	30,071	31,718	33,841	34,932
Orders that were immediately complied with (%)	88%	87%	84%	82%	86%
Orders requiring multiple follow-ups (%)	12%	13%	16%	18%	14%
Orders to stop use	366	201	178	341	359
Orders to stop work	233	415	465	549	635
Temporary cessation of work orders	n/a	91	383	658	761
Orders to stop operations	n/a	1	4	9	3

1 Historical counts have been restated to include documents issued to unregistered employers. Figures are based on data as of January 25, 2019.

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

3 In 2018, 92 percent of all inspection reports were related to employers within Classification Units targeted by the high-risk strategy and related initiatives. Results were higher than the 2014–2017 period, which ranged from 72 to 77 percent.

4 Orders have been separated from order follow-ups due to a change in business rules as a result of a major system implementation in 2014. Order follow-ups are no longer reported. All historical counts have been revised.



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

	2014	2015	2016	2017	2018
Compliance agreements	n/a	n/a	39	38	41
Warning letters issued	354	535	471	526	581
Citation warnings	n/a	n/a	1,031	891	1,031
Net citations imposed <sup>2</sup>	n/a	n/a	92	91	98
Net citations imposed amount (\$) <sup>2</sup>	n/a	n/a	\$49,500	\$55,843	\$61,329
Net penalties imposed <sup>2</sup>	418	543	357	332	366
Net penalties imposed amount (\$) <sup>2</sup>	\$6,618,637	\$6,444,057	\$4,976,551	\$7,749,510	\$5,567,314

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

	2014	2015	2016	2017	2018
Discriminatory action complaints	281	377	352	371	441
Bullying and harassment general enquiries	n/a	2,527	2,545	3,138	3,585
Bullying and harassment policy, procedure, and training inspections	174	258	312	412	319
Bullying and harassment complaints by workers	n/a	803	790	809	845

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

	2014	2015	2016	2017	2018
Notices of incident	925	875	804	851	767
Initiated WorkSafeBC investigations	128	145	122	132	116
Completed WorkSafeBC investigations	129	141	155	93	125

1 Historical counts have been restated to include documents issued to unregistered employers. Figures are based on data as of January 25, 2019.

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

## Prevention Support Services — Prevention Information Line and Prevention Records

The Prevention Information Line is available for inquiries relating to health and safety matters in the workplace. Callers may require information about safety regulations or may be calling to report an unsafe work practice or incident, including fatal or serious injuries.

Staff in Prevention Support Services triage reports to prevention officers for response. Telephone calls to Prevention Records are usually related to an employer's safety clearance record or an industrial audiometric test.

Total calls to Prevention  
Support Services in 2018

81,015



## Occupational Hygiene Sampling

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

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

Laboratory analyses (number of)	2014	2015	2016	2017	2018
Samples <sup>1</sup>	363	130	229	194	88
Determinations <sup>2</sup>	953	360	624	464	240
Field equipment transactions <sup>3</sup>	383	369	290	168	42

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

2 Number of analysis done for the total samples submitted. In some cases, one sample requires one analysis (known as a determination). However, some samples require multiple analysis to look for different substance exposures.

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

## WorkSafeBC-funded health and safety associations

WorkSafeBC-funded health and safety associations represent more than one quarter of the provincial population and more than one-third of the employers in British Columbia. In 2018, there were 12 active health and safety associations<sup>1</sup> representing 170 different Classification Units (CUs).

Association <sup>2,3,4</sup>	Association description	Industry	Classification units represented <sup>5</sup>	Classification units (#)	Employers <sup>6,7</sup> (#)	Workers <sup>6,7</sup> (#)
<b>Actsafe</b> Actsafesafe (formerly SHAPE)	Promotes workplace health and safety in B.C.'s performing arts and motion picture industries ( <a href="http://actsafe.ca">actsafe.ca</a> )	Accommodation, Food, and Leisure	CUs 761011, 761027, 761030, 763025	4	2,230	27,180
<b>AgSafe</b> Farm and Ranch Safety and Health Association	Provides advice, health and safety courses, and materials to farms and ranches ( <a href="http://agsafebc.ca">agsafebc.ca</a> )	Agriculture	Subsector 7010 except CUs 701028, 701029	25	4,720	22,160
<b>BCCSA</b> BC Construction Safety Alliance	Develops health and safety programs, tools, and resources ( <a href="http://bccsa.ca">bccsa.ca</a> )	Construction	Sector 72; CUs 712033, 704008	68	44,900	199,360
<b>BCFSC</b> BC Forest Safety Council	A not-for-profit society dedicated to promoting forest safety in the sector ( <a href="http://bcforestsafesafe.org">bcforestsafesafe.org</a> )	Forestry	CUs 703002–703006, 703008–703009, 703011–703016, 703019, 732044, 714019, 714022	17	4,700	36,690
<b>BCMSA</b> BC Municipal Safety Association	Dedicated to improving worker health and safety through the sharing of knowledge and resources within local government ( <a href="http://bcmsa.ca">bcmsa.ca</a> )	Local Government	CU 753004	1	500	41,040
<b>Enform</b> Enform	Advocates and provides resources for the continuous improvement of industry's safety performance ( <a href="http://enform.ca">enform.ca</a> )	Oil and Gas	CUs 704002, 704003, 704009, 704010, 713018, 767005	6	1,360	12,200
<b>go2HR</b> go2HR	Acts as a health and safety resource in the hospitality industry ( <a href="http://go2hr.ca">go2hr.ca</a> )	Accommodation, Food, and Leisure	CUs 761034, 761035, 761038, 761056	4	11,530	228,730
<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://safetysalliancebc.ca">safetysalliancebc.ca</a> )	Food and Beverage Products	Subsector 7110; CUs 702001, 712003, 712005, 712008, 712013, 712018, 712034, 712035, 712038, 712040, 713003, 713012, 713013, 713015, 713024, 713027–713029, 714001, 715003, 715024, 715026	49	3,200	65,040

Association <sup>2,3,4</sup>	Association description	Industry	Classification units represented <sup>5</sup>	Classification units (#)	Employers <sup>6,7</sup> (#)	Workers <sup>6,7</sup> (#)
<b>SCBC</b> SafeCare BC	Strive to ensure injury free, safe working conditions for long term care (LTC) workers in B.C. ( <a href="http://safecarebc.ca">safecarebc.ca</a> )	Health Care and Social Services	CUs 766006, 766011	2	910	58,110
<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	10,970	25,350

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 above.

3 Fish Safe (BC Seafood Alliance) represents an industry driven program for the improvement of safety on commercial fishing vessels ([fishsafebc.com](http://fishsafebc.com)). Due to the nature of employment in the commercial fishing industry, WorkSafeBC does not estimate person-years for fishing CUs. Fish Safe represents CUs 702005–702010 but is not included above.

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

5 Classification Units (CUs) can be represented by multiple health and safety associations. Only active Classification Units (CUs) are included.

6 Employer and workers counts have been rounded.

7 Statistics based on 2017 employer counts and person-years for 2018 associations.

# Service Statistics





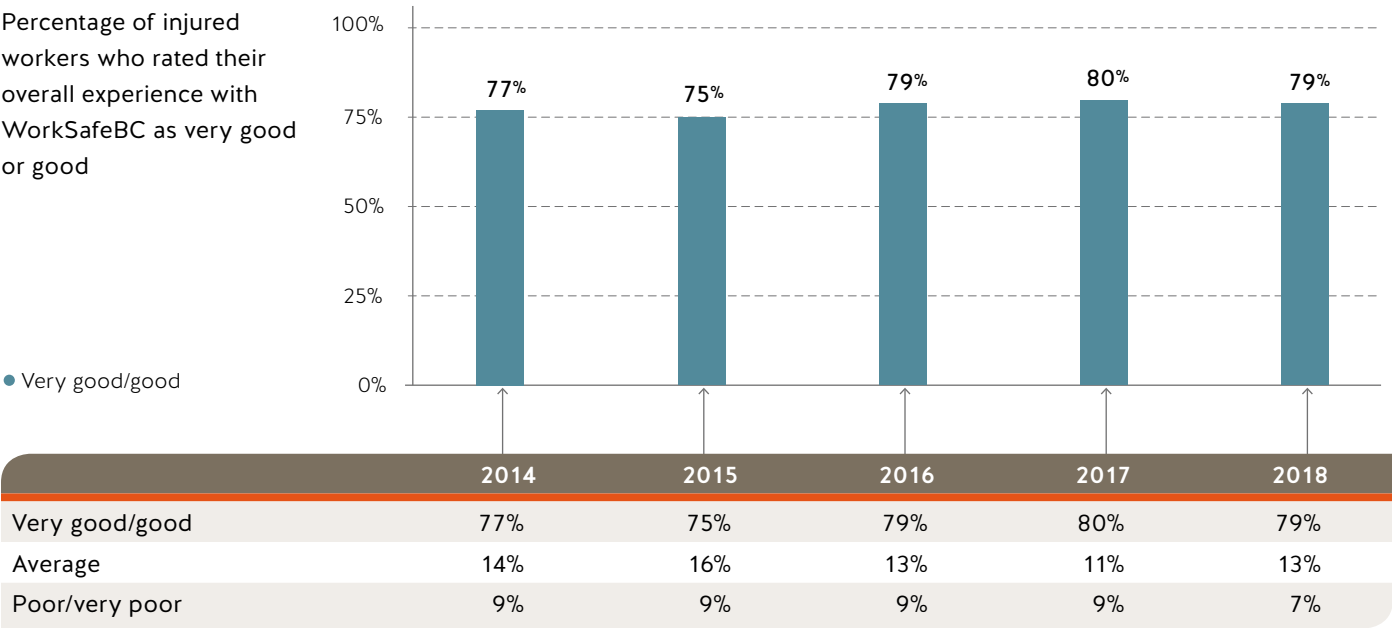


# Voice of the Customer

The Voice of the Customer program identifies areas of service considered most important to injured workers and employers. Through the program, injured workers evaluate their experience with us, primarily based on the overall decision on their claim, their interactions with WorkSafeBC claim staff, and the assistance they receive in returning to work. Employers evaluate their overall experience with our organization, primarily based on the claim process, worksite inspections, and premium costs.



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

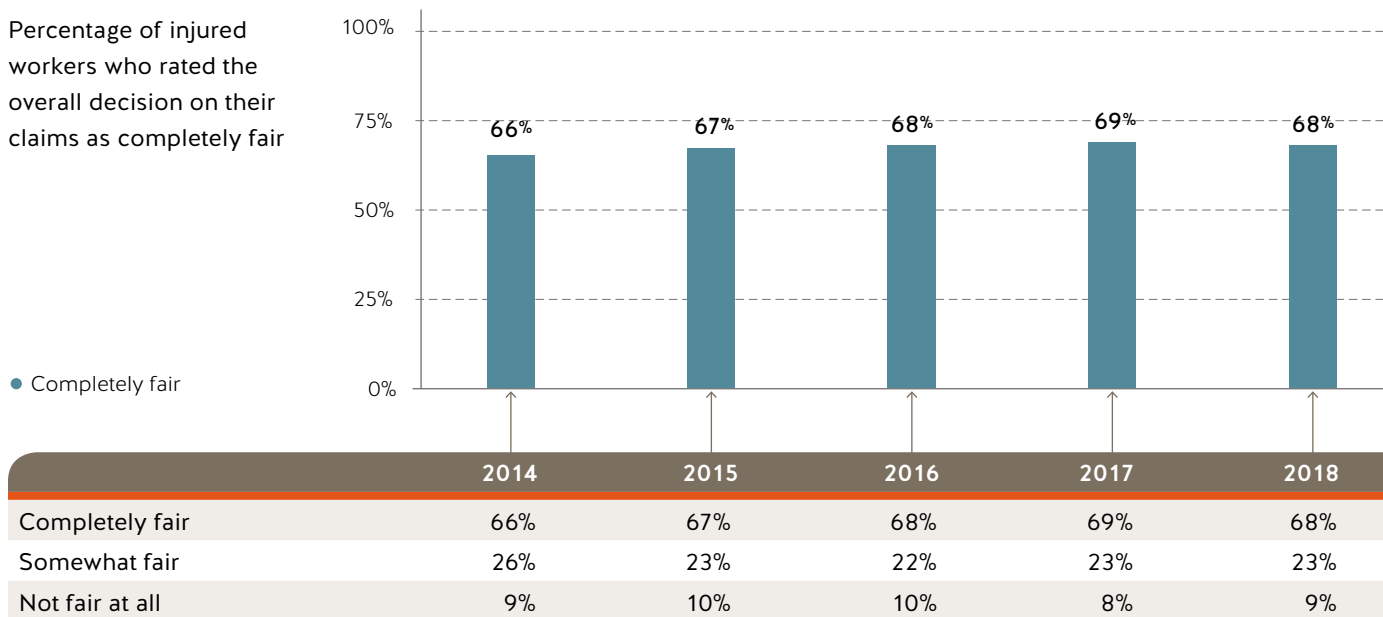


<sup>1</sup> Due to rounding, not all columns total 100 percent.



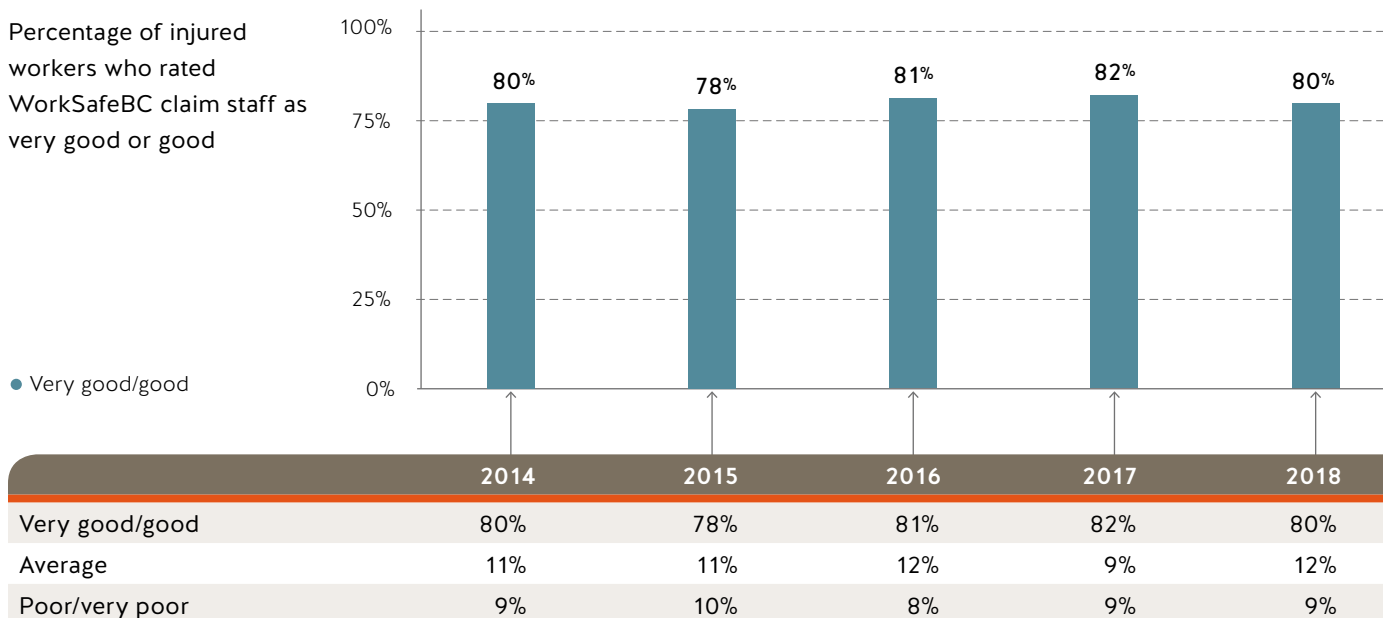
## Injured workers' rating of the overall decision on their claims<sup>1</sup>

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



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

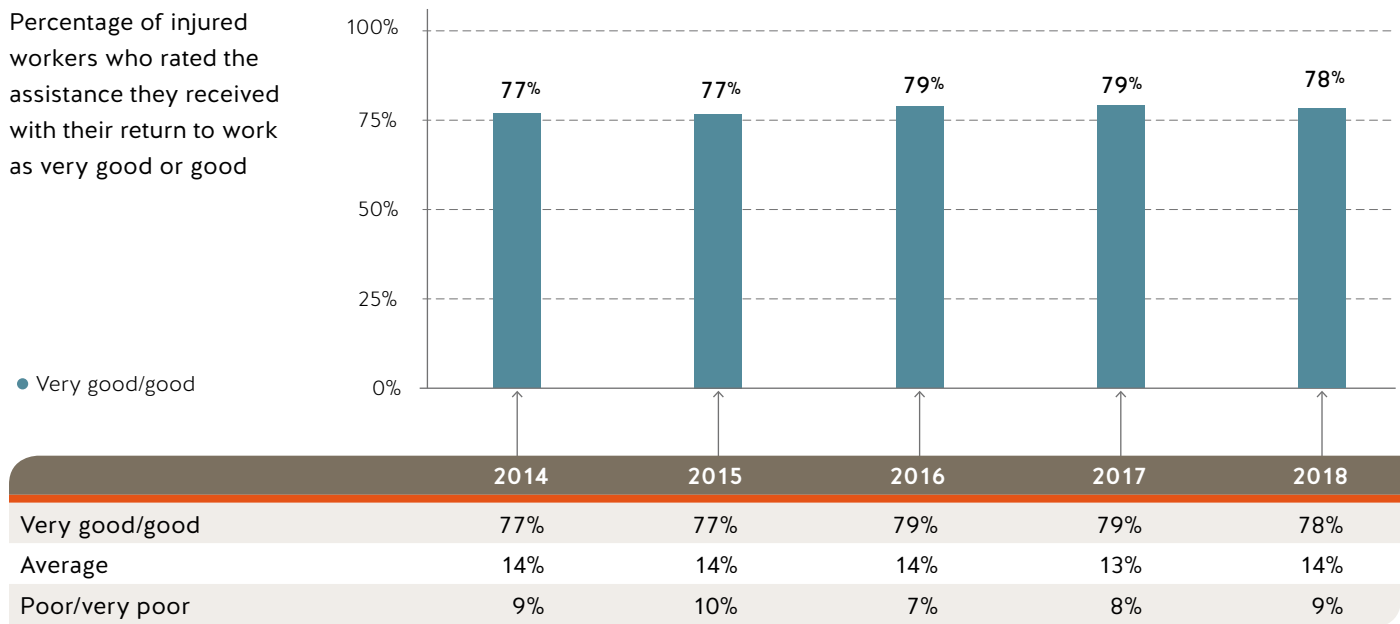
Percentage of injured workers who rated WorkSafeBC claim staff as very good or good



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

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

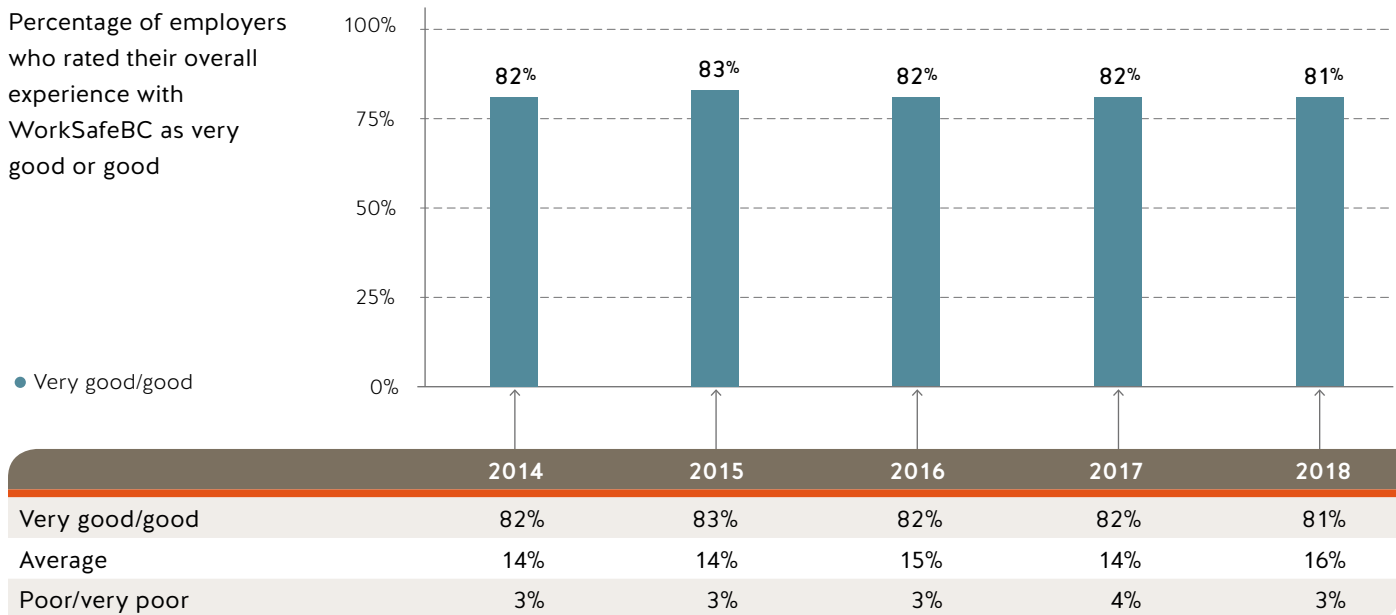
Percentage of injured workers who rated the assistance they received with their return to work as very good or good



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

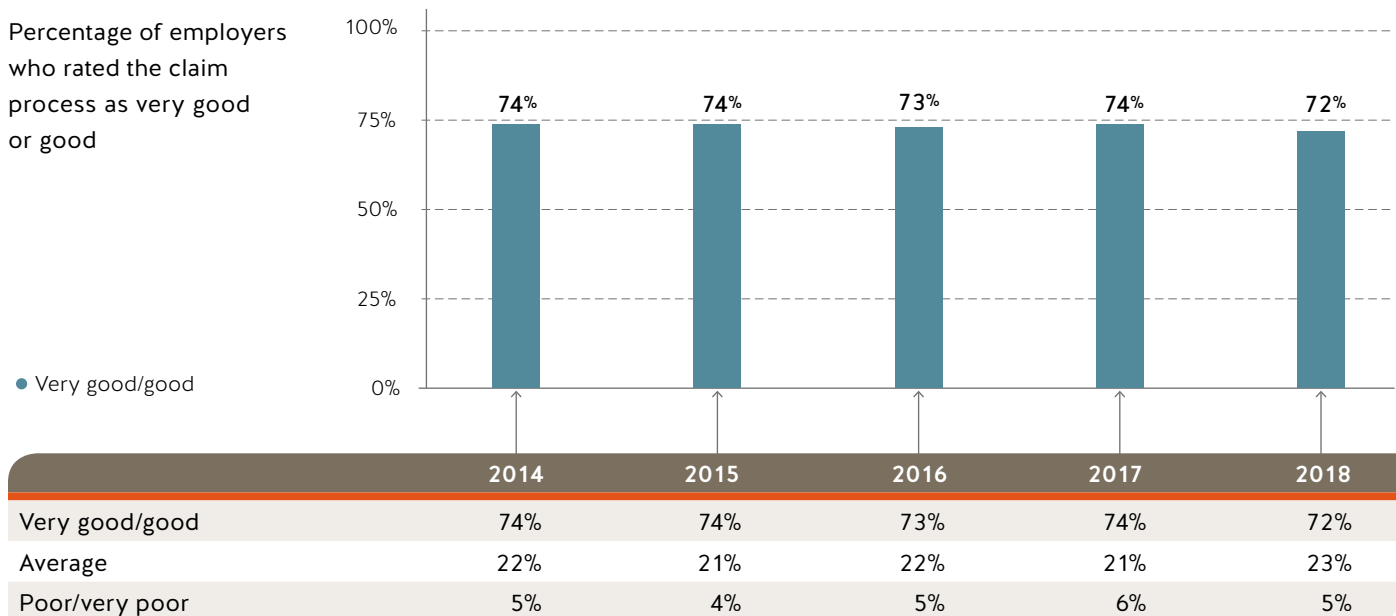
## Employers' rating of their overall experience<sup>1</sup>

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



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

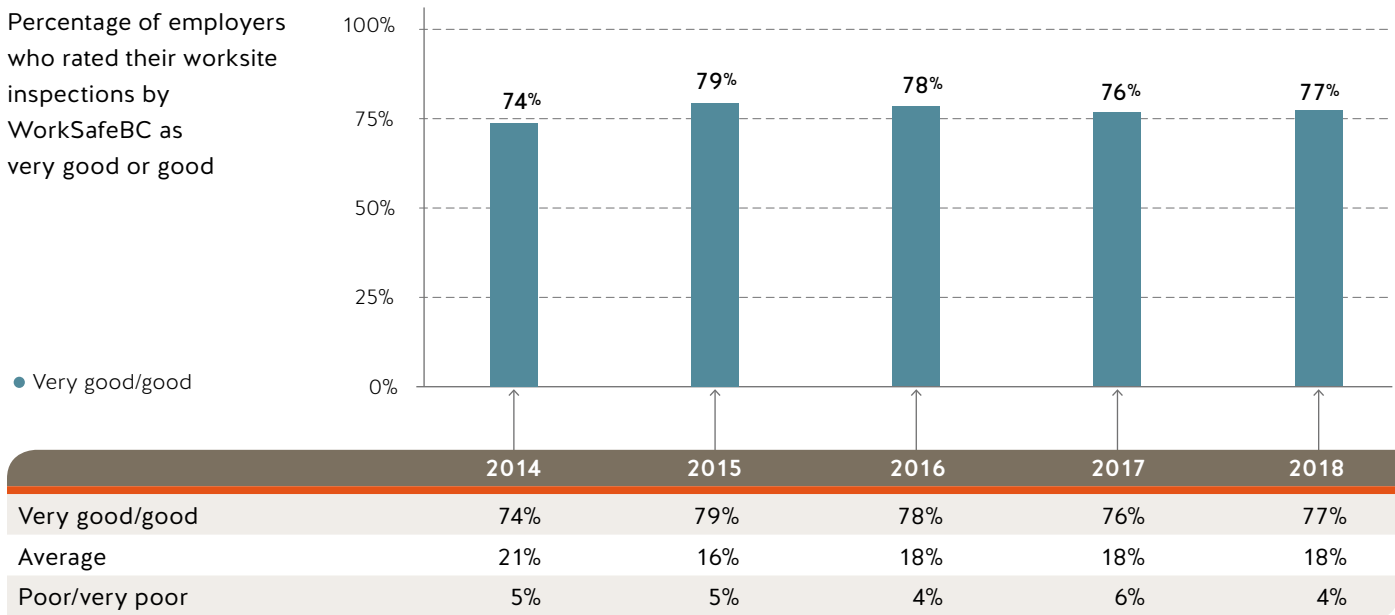
Percentage of employers who rated the claim process as very good or good



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

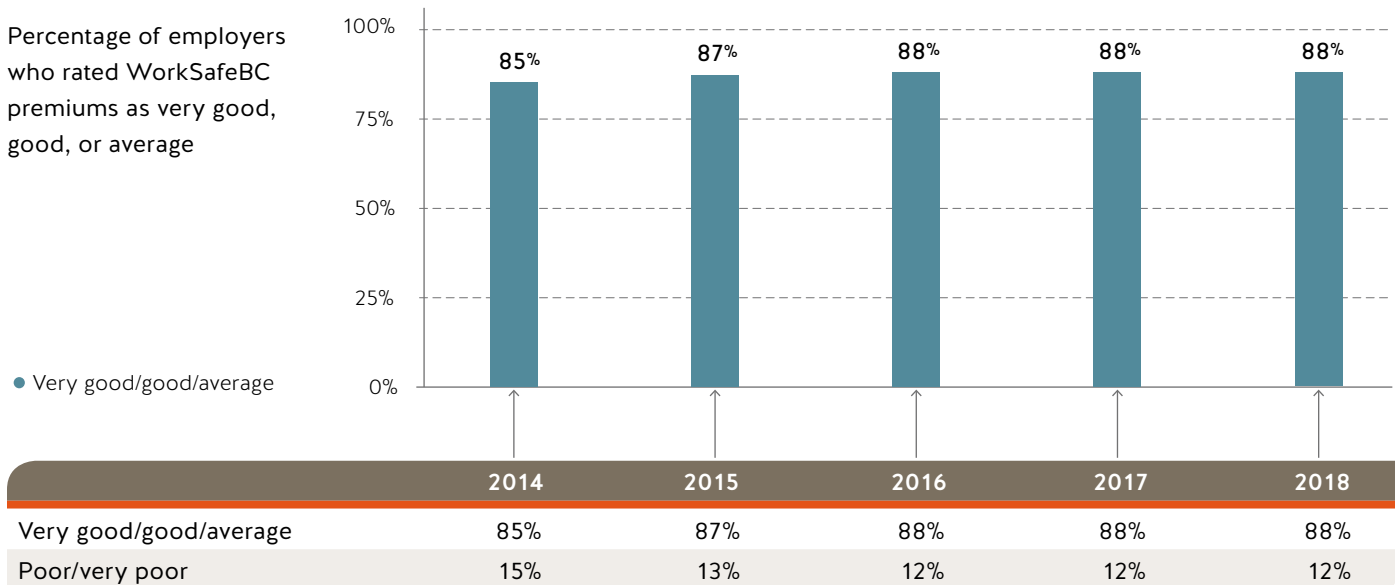
## Employers' rating of worksite inspections<sup>1</sup>

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



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

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



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

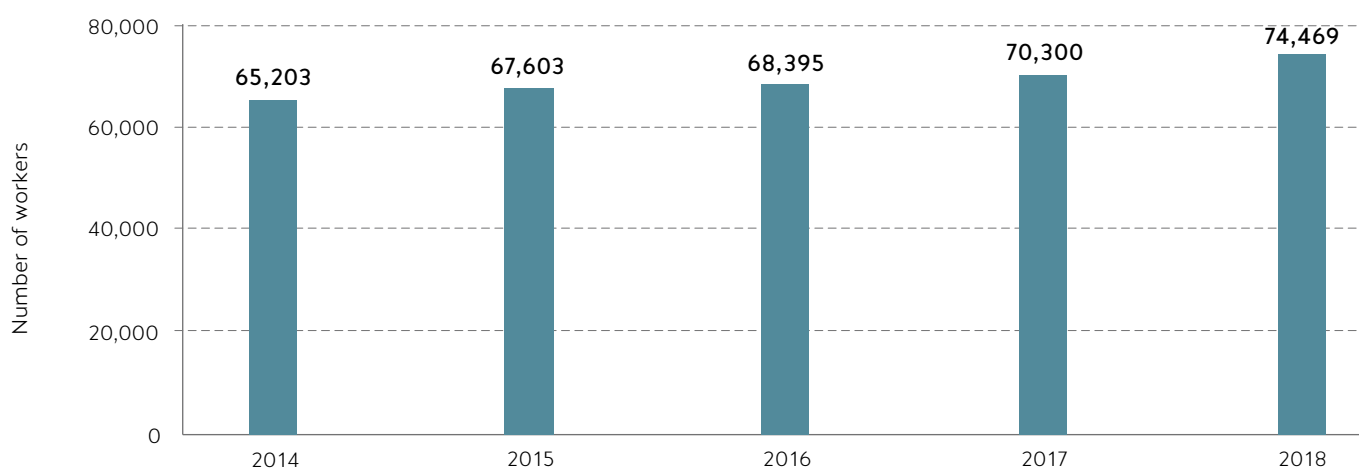
<sup>2</sup> The standard practice for evaluating customers' views on service prices, such as the price for premiums, is to use the top three ratings (very good, good, and average), rather than the top two (very good and good). While

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

# Teleclaim

Teleclaim is a service centre for injured workers to call and complete worker applications for compensation by telephone. In 2018, 78 percent of workers' applications were completed using Teleclaim.

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



## Teleclaim interpretation services — languages requested, 2018

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

Language	Number of calls	Language	Number of calls	Language	Number of calls
Punjabi	552	Croatian	6	Portuguese	2
Mandarin	192	Somali	5	Visayan	2
Cantonese	148	German	4	Bosnian	1
Spanish	125	Tamil	4	Burmese	1
Korean	78	Cambodian	3	Chin	1
Arabic	65	Karen	3	Czech	1
Farsi	59	Polish	3	Dutch	1
Tagalog	46	Swahili	3	Haitian creole	1
Vietnamese	42	Thai	3	Indonesian	1
French	29	Turkish	3	Nepali	1
Russian	15	Dari	2	Pashto	1
Japanese	13	Fulani	2	Slovak	1
Hindi	9	Laotian	2	Sorani	1
Tigrinya	9	Malayalam	2	Tibetan	1
Amharic	8	Oromo	2	<b>Total calls</b>	<b>1,453</b>

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

# Telephone Interpretation Services:

## All service areas

WorkSafeBC offers telephone interpretation services, mostly to injured workers calling Teleclaim and the Claims Call Centre. For a full listing of languages available to callers, see Appendix B, page 110.

### Telephone interpretation services, 2014–2018

Year	Number of languages requested	Number of minutes of interpretation service	Number of calls accessing interpretation service
2018	72	293,413	18,468
2017	63	280,299	17,567
2016	63	261,453	16,912
2015	58	250,294	16,747
2014	58	240,942	15,724

### Top five languages requested, 2018

Languages	Number of calls accessing interpretation service	Number of minutes of interpretation service
Punjabi	7,268	105,272
Mandarin	2,357	40,310
Cantonese	2,577	40,250
Spanish	1,345	24,437
Farsi	1,018	17,242

### Top WorkSafeBC requesters of service, 2018

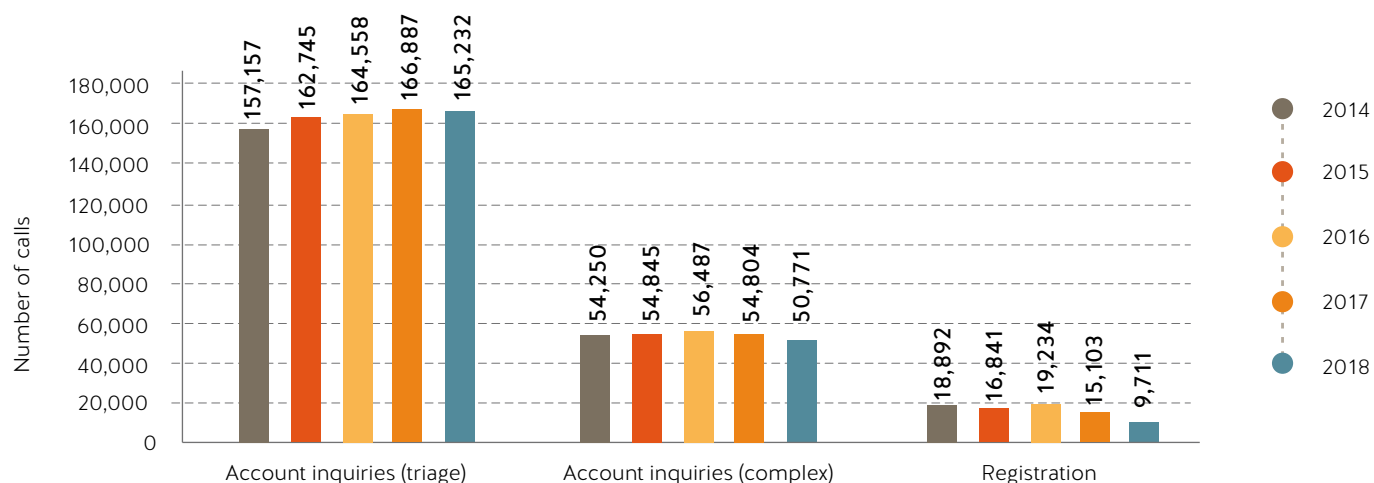
User group (claims related)	Number of languages requested	Number of minutes of interpretation service
Claims call centre	46	93,243
Teleclaim	44	41,845
Richmond Office	38	38,533
Port Moody Office	29	11,446
Health care services external providers	26	9,288

User group (non-claims related)	Number of languages requested	Number of minutes of interpretation service
Workers' Advisers Office	28	15,764
Assessments	18	4,335
Review Division	14	2,218
Port Moody/Burnaby Prevention	11	2,395
Investigations	8	1,196

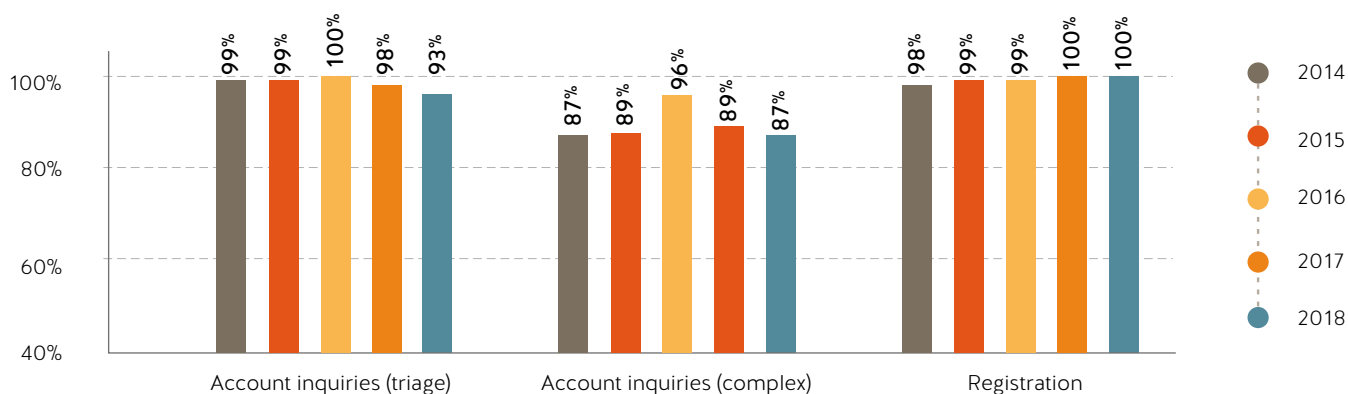
# Employer Service Centre

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

## Telephone calls received, 2014–2018



## Telephone queue service levels, 2014–2018



### Service levels 2018 — Telephone calls answered within five minutes, 80 percent of the time

Account inquiries (triage)	Average wait time 1.5 minutes
Account inquiries (complex)	Average wait time 1.8 minutes
Registration	Average wait time 0.2 minutes



# Online Resources

## Viewings of multimedia information, 2018

### YouTube video view statistics, 2018

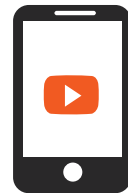


Total subscribers: **52,693**

New subscribers: **8,967**



Total views:  
**6,552,498**



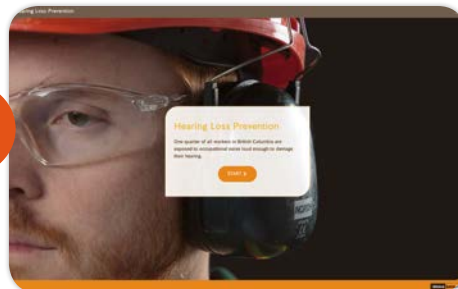
### Top five web book views, 2018

- 1 Small Business and WorkSafeBC
- 2 Electrical Safety
- 3 Managing Safety in Education
- 4 Hearing Loss Prevention
- 5 Fall Protection

3



4

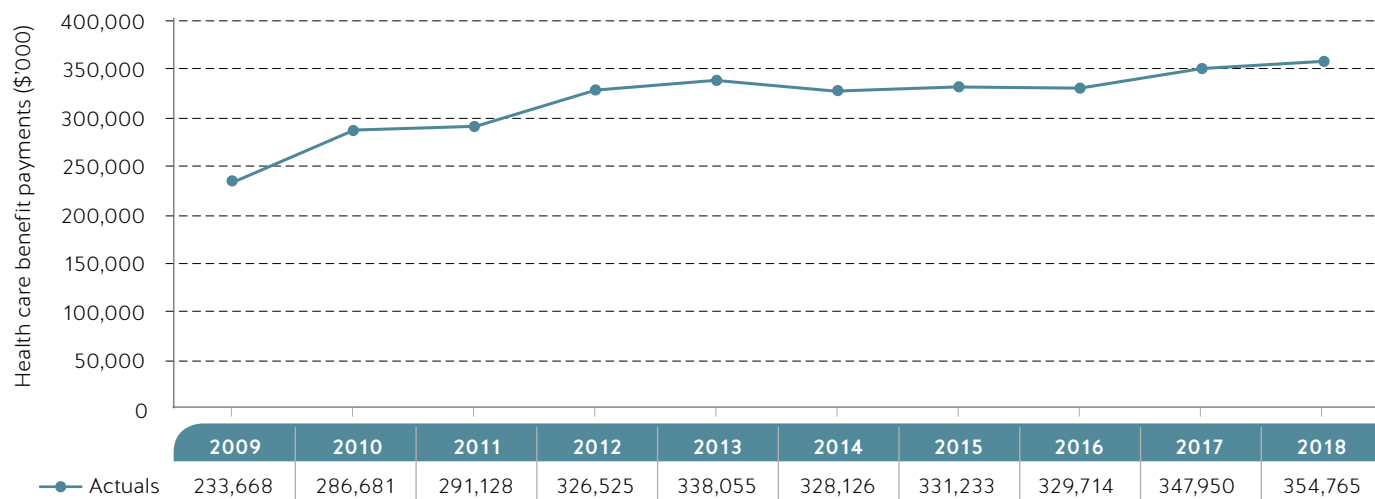


# Health Care

WorkSafeBC is the primary payer of health care costs for assessing and treating work-related injuries and disease in British Columbia. Our Health Care Services department manages these costs on behalf of the organization. In 2018,

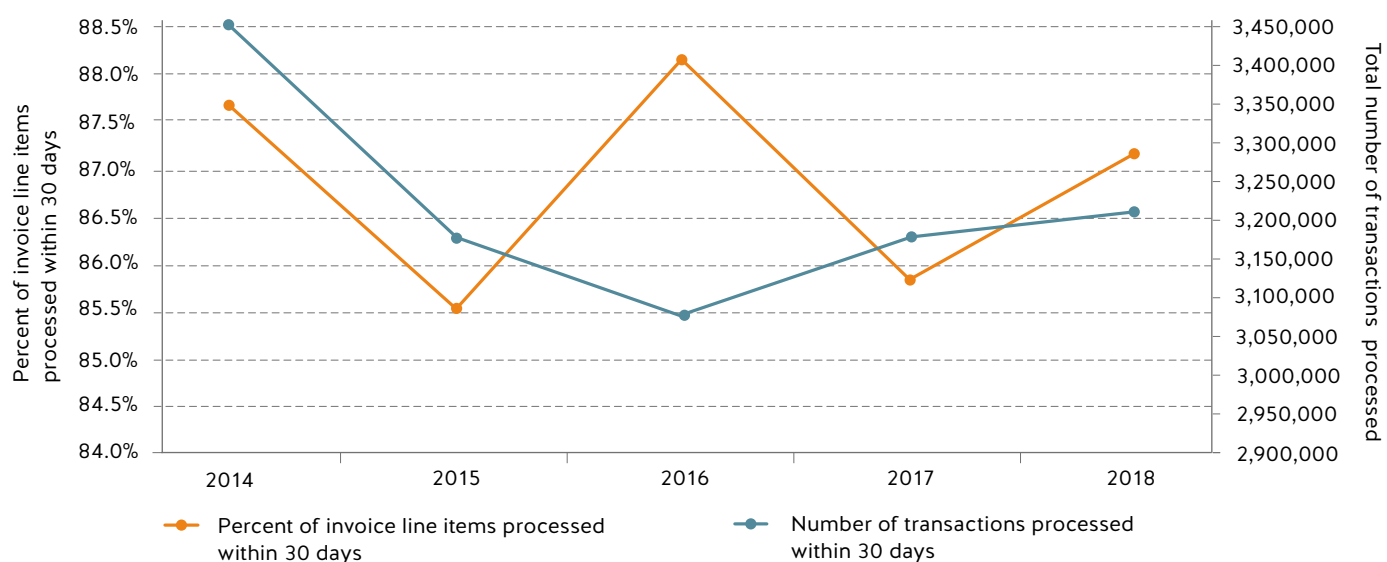
health care payments increased by 2 percent compared to 2017. The increase was mainly for services related to physiotherapy, mental health treatment and assessment programs, and physician costs for injured workers.

## Health care benefit payments, 2009–2018



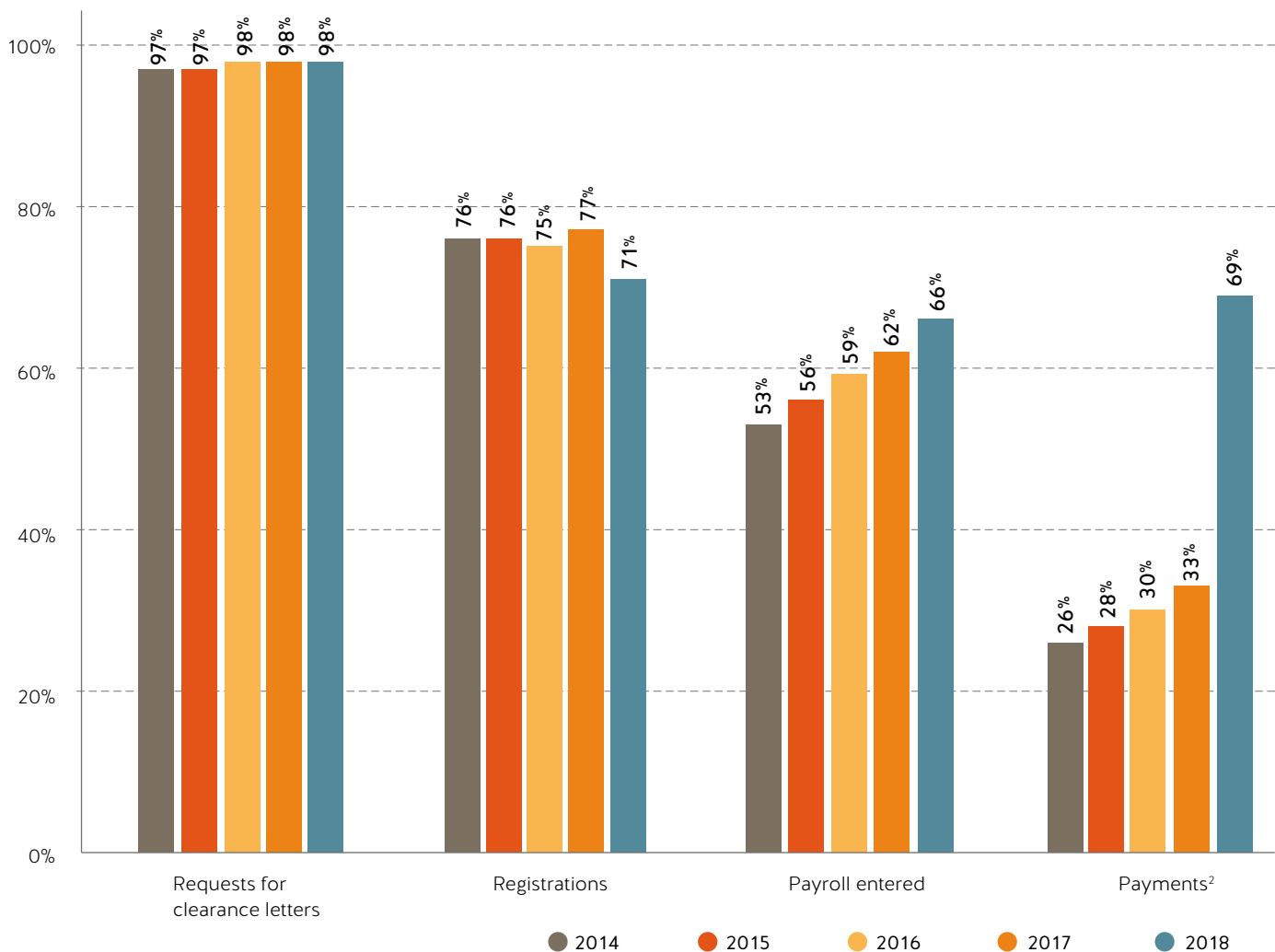
## Average timelines for transactions

During 2018, Health Care Services handled more than 3.2 million invoicing transactions. On average, 87 percent were processed within 30 days.



# Self-service channels

Percentage of assessment transactions conducted through self-service channels,<sup>1</sup> 2014–2018



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

<sup>2</sup> Credit card and direct debit.

# Premium Statistics

## Protecting workers and employers

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

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

## Premium statistics (rateable employers)

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

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

Assessment year	Number of rateable employers at December 31	Assessable payroll	Premiums	Maximum wage rate
2009	202,390	\$70,754,000,000	\$991,189,000	\$68,500
2010	206,510	\$72,763,000,000	\$1,043,140,000	\$71,200
2011	210,673	\$75,477,000,000	\$1,140,250,000	\$71,700
2012	214,801	\$78,519,000,000	\$1,168,547,000	\$73,700
2013	217,738	\$81,492,000,000	\$1,261,583,000	\$75,700
2014	221,303	\$84,857,000,000	\$1,387,217,000	\$77,900
2015	225,561	\$88,693,000,000	\$1,440,694,000	\$78,600
2016	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 (estimated)	245,237	\$103,971,000,000	\$1,560,000,000	\$82,700

# Appendices







# Appendix A

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

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

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

In section 37, the Act provides WorkSafeBC 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) The Burlington Northern and Santa Fe Railway Company
Sector 71	Manufacturing	Sector 83	Deposit Sector 10 (formerly Class 12) Air Canada and Canadian National Railways
Sector 72	Construction	Sector 84	Deposit Sector 11 (formerly Class 13) Government of the Province of British Columbia
Sector 73	Transportation and Warehousing		
Sector 74	Trade		
Sector 75	Public sector		
Sector 76	Service sector		
Sector 81	Deposit Sector 8 (formerly Class 10) Canadian Pacific Limited and Associated Companies Subsector 8110 — Federal Government		

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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 Armed Forces or the Royal Canadian Mounted Police are not administered by WorkSafeBC.



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

70 — Primary Resources Sector		7030 — Forestry Subsector	
7010 — Agriculture Subsector		703002	Brushing and weeding or tree thinning or spacing
701001	Artificial insemination or animal breeding	703003	Cable or hi-lead logging
701002	Apiary	703004	Dry land sort
701003	Berry farming	703005	Forest firefighting
701004	Composting	703006	Ground skidding, horse logging, or log loading
701005	Dairy farming or livestock auctioning services	703008	Integrated forest management
701006	Egg farming	703009	Log booming or marine log salvage
701008	Farm labour supply or farm services	703011	Log processing
701009	Feed lot	703012	Logging road construction or maintenance
701010	Fur bearing animal farming	703013	Manual tree falling and bucking
701011	Grain farming	703014	Mechanized tree falling
701013	Hay or seed farming	703015	Shake block cutting
701014	Hog farming	703016	Tree planting or cone picking
701015	Hunting or trapping	703019	Helicopter logging
701016	White mushroom farming	7040 — Oil and Gas or Mineral Resources Subsector	
701017	Orchard	704001	Clay, peat, soil, or topsoil digging or processing
701018	Ornamental nursery or floral field production	704002	Oil or gas drilling
701020	Poultry farming and related services	704003	Oil or gas field servicing
701022	Ranch	704005	Open pit coal mining
701023	Horse ranching, raising, and breeding	704006	Open pit metal or mineral mining
701024	Sod or turf nursery	704007	Placer mining
701025	Vegetable farming	704008	Quarry
701026	Vineyard	704009	Seismic exploration
701027	Wild plant harvesting	704010	Diamond drilling, seismic drilling, or shot hole drilling
701028	Floral greenhouse	704011	Stone crushing
701029	Vegetable greenhouse	704013	Underground mining
7020 — Fishing Subsector		71 — Manufacturing Sector	
702001	Fin fish farming	7110 — Food and Beverage Products Subsector	
702002	Fish hatchery	711001	Abattoir
702004	Shellfish farming or hand picking	711002	Alcoholic beverage manufacture
702005	Dive fishing	711003	Animal feed or supplements manufacture or packaging
702006	Gillnet and troll fishing	711004	Baked goods manufacture
702007	Longline and trap fishing	711005	Butter, cheese, or ice cream manufacture
702008	Seine fishing		
702009	Trawl fishing		
702010	Fish packing		

711006	Candy or chocolate manufacture	712014	Galvanizing, electroplating, or protection plating
711007	Cereal, biscuit, taco or rice product, pasta, or other dry food product manufacture (not elsewhere specified)	712015	Gypsum product manufacture
711008	Coffee, tea, herb, or spice packaging or manufacture	712016	Heavy equipment, machinery, or parts manufacture or installation (greater than 500 lb.)
711010	Fish processing, fish reduction, or fish canning	712017	Industrial saw blade manufacture, sharpening, service, or repair
711011	Flour mill or rice mill	712018	Light industrial equipment, machinery, or power tool manufacture (less than 500 lb.)
711012	Food product manufacture (not elsewhere specified)	712019	Lime kiln or lime manufacture
711013	Fruit or vegetable canning, bottling, or processing or fruit or vegetable product manufacture	712020	Machine shop
711014	Ice manufacture	712021	Metal bed, furniture, or ladder manufacture
711015	Liquid dairy product manufacture	712024	Manufacture, or manufacture and installation of metal door, screen door, or aluminum framed windows
711017	Meat cutting, packing, processing, or canning	712025	Commercial marine vessel manufacture, service, or repair
711018	Non-alcoholic beverage manufacture or water bottling	712026	Manufacture, or manufacture and installation of metal pipes or fittings
711019	Poultry processing	712027	Manufacture, or manufacture and installation of structural metal products
711020	Sausage or sausage casing manufacture	712028	Metal product manufacture (not elsewhere specified)
711021	Smoked, cured, or prepared meat product manufacture (not elsewhere specified)	712029	Metal railing or gate manufacture
711022	Sugar refining and packaging	712030	Metal recycling
711023	Winery	712031	Powder coating or metal enamelling
<b>7120 — Metal and Non-metallic Mineral Products Subsector</b>		712032	Precision instrument or fishing tackle manufacture
712001	Aircraft, automobile, or truck assembly	712033	Ready mix concrete manufacture and delivery
712002	Auto spring or chain manufacture	712034	Sheet metal fabrication
712003	Boiler, tank, or furnace manufacture	712035	Smelter
712004	Cement manufacture	712037	Stone or marble cutting, dressing, shaping, or lettering, or stone or marble product manufacture
712005	Ceramic or terra cotta tile, clay brick, or other ceramic or clay product manufacture (not elsewhere specified)	712038	Manufacture, or manufacture and installation of structural concrete products
712006	Concrete product manufacture	712039	Tool and die making
712008	Die casting or non-ferrous foundry operations	712040	Truck body or trailer manufacture
712009	Electrical switchgear or transformer manufacture, installation, service, or repair	712041	Wire, cable, or other wire product manufacture (not elsewhere specified)
712010	Elevator or escalator manufacture, installation, service, or repair	712043	Soil, topsoil, peat, or other similar gardening material packaging
712011	Engine or cylinder manufacture or rebuilding or automobile part manufacture		
712013	Ferrous foundry operations		

712045	Automated wood processing equipment manufacture	713030	Rubber mat, mattress, or life raft manufacture
712045	Automated Wood Processing Equipment Manufacture	713031	Small rubber or plastic product manufacture
<b>7130 — Petroleum, Coal, Rubber, Plastic, and Chemical Products Subsector</b>		713032	Soap, bleach, or cleaning compound manufacture
713001	Acid, base, salt, chemical, or dye manufacture (not elsewhere specified)	713033	Synthetic resin compound manufacture
713002	Asphalt or tar roofing product manufacture	713034	Tire retreading or recapping
713003	Battery or fuel cell manufacture	713036	Oil refining or recycling
713004	Candle, polish, or other wax product manufacture	<b>7140 — Wood and Paper Products Subsector</b>	
713006	Compressed or liquefied gas manufacture	714001	Cardboard or paper container manufacture
713007	Cosmetic product or beauty aid manufacture	714004	Custom wood kiln
713008	Drug, vitamin, or pharmaceutical manufacture	714007	Flush door manufacture
713009	Explosives, fireworks, or munitions manufacture	714008	Furniture refinishing or restoration
713010	Fertilizer manufacture	714009	Laminated wood structural support product manufacture
713011	Fibreglass or cultured marble product or acrylic household fixture manufacture	714012	Oriented strand board manufacture
713012	Fibreglass insulation manufacture	714013	Paper product manufacture (not elsewhere specified)
713013	Foam product manufacture	714014	Paper recycling or cellulose insulation manufacture
713015	Glue or adhesive manufacture	714015	Planing mill
713016	Industrial rubber belt manufacture, installation, service, or repair	714016	Portable wood mill
713018	Oil or gas production	714017	Pre-hung door assembly
713020	Paint, putty, stain, sealant, wood filler, varnish, or waterproofing agent manufacture	714018	Manufacture, or manufacture and installation of prefabricated log home kits
713021	Petrochemical manufacture	714019	Pressed board manufacture (not elsewhere specified)
713022	Plastic colour concentrate or ink manufacture	714020	Printing
713023	Plastic film extrusion and flexible packaging manufacture	714022	Sawmill
713024	Plastic or rubber recycling	714023	Shake or shingle mill
713025	Plastic product manufacture (by injection moulding, thermoforming, or other moulding processes) (not elsewhere specified)	714025	Stile and rail door manufacture
713026	Plastic product manufacture (by blow moulding)	714026	Upholstering
713027	Plastic product manufacture (by rotational moulding or liquid moulding)	714027	Veneer or plywood manufacture
713028	Plastic product manufacture (by profile extrusion)	714028	Wood chip mill
713029	Post-extrusion fabrication of plastic products	714030	Wood preserving
		714031	Wooden box, crate, pallet, or lath manufacture
		714032	Wooden component manufacture (not elsewhere specified)
		714033	Manufacture, or manufacture and installation of outdoor wooden products (not elsewhere specified)

714034	Wooden furniture manufacture
714035	Wooden moulding manufacture
714036	Wooden toy or musical instrument manufacture
714037	Wooden post or pole manufacture
714038	Wooden product manufacture (not elsewhere specified)
714040	Manufacture, or manufacture and installation of wooden trusses
714041	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	Art, craft, or ornament manufacture
715002	Awning or awning sign manufacture
715003	Blind or drapery track manufacture
715004	Brush, broom, or mop manufacture
715005	Canvas or nylon product manufacture (not elsewhere specified)
715008	Clothing, clothing accessory, or other cloth product manufacture (not elsewhere specified)
715009	Manufacture, or manufacture and installation of commercial signs
715010	Cord, rope, or net manufacture
715012	Custom tailoring
715013	Drapery manufacture
715014	Electric or electronic product or component manufacture (not elsewhere specified)
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
715031	Taxidermy or fur tannery
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, rug, cushion, stuffed toy, or fabric manufacture
715036	Carpet, Rug, Cushion, Stuffed Toy, or Fabric 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
721017	Dredging
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
721042	Plastering, lathing, or stucco work
721043	Plumbing, heating, vent, residential air conditioning, or central vacuum system installation or repair
721044	Pool, spa, or hot tub installation or structural repair
721046	Power pole, powerline, or transmission line installation, service, or repair
721047	Scaffolding, tent, staging, or display booth rental and installation
721049	Siding, awning, or gutter installation, service, or repair
721050	Sign installation, service, or repair
721051	Steep slope roofing
721052	Structural concrete forming
721053	Commercial tank or boiler installation or removal
721054	Tile work or terrazzo laying
721056	Water well, foundational, or directional drilling
721057	Welding services or ornamental metal installation
721058	Mechanical insulation
721059	Window or glass installation, replacement, or repair

## 7220 — Heavy Construction Subsector

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

## 7230 — Road Construction or Maintenance Subsector

723002	Highway maintenance (routine maintenance of all aspects of a specific section of highway)
723003	Highway, road, or parking lot painting
723004	Paving services or asphalt manufacture
723005	Railway construction, maintenance, or demolition
723006	Road construction (not elsewhere specified)
723007	Snow or ice removal
723008	Street cleaning
723009	Traffic control
723010	Earth and rock filled structure construction

## 73 — Transportation and Warehousing Sector

### 7310 — Warehousing Subsector

731004	Recycling depot
731005	Warehouse operation

### 7320 — Transportation and Related Services Subsector

732003	Aircraft handling or fueling
732004	Airport
732005	Armoured car service
732006	Auto towing
732007	Aviation or flying school

732008	Barge, tug, or other water transport of goods (not elsewhere specified)
732011	Courier or local delivery services (not elsewhere specified)
732012	Distribution centre
732013	Dump truck operation
732014	Ferry service
732015	Fixed wing aerial work or other specialty air operations (not elsewhere specified)
732016	Fixed wing visual flight rule operation
732017	Fixed wing instrument flight rule operation
732018	Garbage, debris, industrial waste, or recyclable material removal
732019	General trucking (not elsewhere specified)
732020	General wharf operations
732021	Helicopter visual flight rule operation
732022	Limousine or chauffeur services
732023	Loading or unloading goods (not elsewhere specified)
732024	Log towing
732025	Bulk terminal
732026	Marine container terminal
732029	Mobile home or boat towing
732030	Moving and storage
732031	Newspaper, magazine, or flyer distribution or contract mail delivery
732032	Pilot car or auto delivery services
732033	Railway
732036	Stevedoring
732037	Taxi service
732038	Water taxi or crew transport
732040	Harbour commission, port authority, or marine piloting
732041	Helicopter instrument flight rule operation
732042	Helicopter aerial work (not elsewhere specified)
732044	Log hauling
732045	Fuel storage tank operation and fuel distribution
732046	Commercial bus, shuttle operations, or public transit (not elsewhere specified)
732047	Specialized public transit services

## 74 — Trade Sector

### 7410 — Retail Subsector

741001	Aircraft and aircraft equipment sales and leasing
741002	Auctioning services
741004	Bicycle shop or sports equipment rental
741005	Butcher shop
741006	Car or truck rental
741011	Garden or landscaping supply
741012	Gas bar or service station
741013	General retail (not elsewhere specified)
741014	Home improvement centre
741015	Jewellery, eyewear, clock, watch, or trophy sales, or repair, key cutting, or blade sharpening
741016	Light industrial equipment, machinery, or power tool rental (less than 500 lb.)
741017	Mobile home sales or installation
741018	Music shop
741019	Party supply
741020	Retail art gallery and picture framing
741021	Retail bakery or delicatessen
741022	Retail brewing or wine making shop
741024	Satellite TV dish sales, service, or installation
741025	Supermarket
741026	Retail confectionery
741027	Auto parts supply
741029	Flooring store
741030	Convenience store, farm market, or specialty food store
741031	Furniture store
741032	Beer, wine, or liquor store
741033	Large retail store (not elsewhere specified)
741034	Recycling drop-off centre

### 7420 — Wholesale Subsector

742001	Chemical wholesale
742002	Clothing, linen, or other textile wholesale
742003	Drug, vitamin, pharmaceutical, or beauty aid wholesale
742004	Film distribution
742005	Fish wholesale



742006	Food, beverage, or tobacco product wholesale	761029	Parking lot or valet parking
742007	Hay, seed, dry animal feed, or other similar farm product wholesale	761030	Performing arts
742008	Electronic equipment or light equipment, machinery, or parts wholesale (less than 500 lb.)	761031	Golf course, driving range, pitch and putt, or lawn bowling facility
742009	Log wholesale trading	761032	Private park, garden, or zoo
742010	Lumber, plywood, gyproc, brick, or other similar building material wholesale	761033	Building management, building rental, or mobile home parks and strata corporations
742011	Medical or dental supplies wholesale	761034	Pub, bar, night club, or lounge
742012	Electrical, plumbing or heating supplies, or packaged building supplies, hardware, or other metal product wholesale	761035	Restaurant or other dining establishment
742013	Packaged petroleum product wholesale	761038	Ski hill
742014	Steel or metal wholesale (primary form)	761039	Public art gallery, museum, or other special interest building operation or related services
742015	Wholesale (not elsewhere specified)	761040	Sports and entertainment facility
<b>75 — Public Sector</b>		761041	Sports administration
<b>7530 — Public Administration Subsector</b>		761042	Sports instruction
753002	First Nations operations	761043	Tanning salon
753003	Law enforcement	761044	Travel agency or accommodation registry
753004	Local government and related operations	761045	Coffee shops, ice cream parlours, or other food concessions (not elsewhere specified)
<b>76 — Service Sector</b>		761046	Movie theatre or drive-in theatre
<b>7610 — Accommodation, Food, and Leisure Services Subsector</b>		761047	Mini storage
761001	Amusement facility (not elsewhere specified)	761049	Park, campground, or trail maintenance
761009	Campground	761050	Chartered boat tours
761010	Circus, carnival, rodeo, or mechanical amusement ride	761051	Marina or boat rental
761011	Live performance venue	761052	Transportation carrier catering
761012	Fitness centre or gym	761054	Casino or other gaming operations (not elsewhere specified)
761013	Guided tour (not elsewhere specified)	761056	Overnight and short-term accommodation (not elsewhere specified)
761014	Hair styling establishment or esthetic services	761057	Legions and other similar social clubs
761015	Hall rental	<b>7620 — Business Services Subsector</b>	
761018	Industrial camp operations	762001	Accounting
761019	Catering services (not elsewhere specified)	762003	Administration or management of an operation conducted outside B.C.
761021	Massage parlour, steam bath, or massage services (not elsewhere specified)	762004	Advertising or public relations services
761023	Mobile catering	762005	Broker (not elsewhere specified) or wholesale (no stock of goods in B.C.)
761027	Organizing or conducting special events (not elsewhere specified)	762006	Business consulting or business advisory services
761028	Outdoor sport tour	762007	Call centre, telemarketing, or market research
		762008	Chamber of commerce

762010	Clerical worker supply
762011	Commercial stock audit
762012	Constituency office, consulate, foreign embassy, or MLA office
762013	Custom brokerage or freight forwarding (excluding handling of goods)
762014	Custom brokerage or freight forwarding (including handling of goods)
762015	Data processing
762017	Employment or dating agency and related testing
762018	Environmental conservation services
762019	Financial services (not elsewhere specified)
762020	Graphic design
762021	Insurance, actuarial, or bonding services
762022	Law office, notary public, labour relations, or supplementary legal services
762023	Cargo inspection
762024	Marine ship agency and related services
762026	Modeling, booking, or talent agency
762028	Packaged office service
762029	Private investigation, process serving, collection, or bailiff services
762030	Product demonstration
762031	Professional or employers' association, marketing board, or Better Business Bureau
762032	Property management (administration only)
762033	Real estate agency
762034	Real estate appraisal or appraisal services (not elsewhere specified)
762035	Research services (not elsewhere specified)
762037	Ship chandlery or ship husbandry
762040	Translating or interpreting services
762041	Union
762043	Writing, publishing, or map production (no printing)
762044	Records storage
762045	Franchisor services
762046	Digital printing
762047	Publishing (with printing)

7630 — Professional, Scientific, and Technical Services Subsector	
763001	Pet grooming
763002	Animal humane society or wildlife rehabilitation
763003	Animal training
763004	Architectural drafting or design
763006	Building or home inspection
763007	Computer consulting or custom computer programming
763008	Computer software, audio, or video duplicating or document scanning services
763009	Computer software package design and production
763011	Consulting (not elsewhere specified)
763012	Dental laboratory
763013	Electrical corrosion control
763014	Farrier services
763018	Materials or light equipment testing (less than 500 lb.)
763019	Interior design
763020	Domestic animal breeding or boarding
763021	Land surveying
763022	Log scaling
763024	Audio video post-production or animation services
763025	Motion picture, commercial, or television production
763027	Photography studio or photographic services
763028	Pipeline or heavy equipment inspection (greater than 500 lb.)
763029	Recording studio
763031	Television or radio broadcasting
763032	Veterinary hospital or veterinary services
763034	Marine vessel surveying
763035	Air navigation support
763036	Field work services
763037	Consulting engineering, geological, geophysical, or geochemical consulting, or construction management consulting

7640 — Other Services Subsector (not elsewhere specified)			
764001	Aircraft maintenance or repair	764036	Mailing or addressing services
764002	Armature winding for small motors	764037	Major household appliance or stationary business machines or medical equipment service, repair, or installation
764003	Auto dealership or auto sales	764041	Ornamental plant rental or office plant services
764004	Auto glass shop	764042	Paper shredding
764005	Auto recycling	764044	Plastic laminating, packing, or packaging (not elsewhere specified)
764006	Auto service or repair	764045	Pleasure boat, motorcycle, snowmobile, or other leisure craft sales and service
764007	Autobody shop	764046	Security or patrol services
764008	Bindery	764047	Recreational vehicle sales, service, or rental
764009	Blind or drapery cleaning	764048	Septic tank, sewer, or sewage disposal system services
764010	Car wash or auto detailing	764050	Steam cleaning, sandblasting, or pressure washing of heavy equipment
764011	Carpet, rug, or upholstery cleaning	764051	Structural repair of marine pleasure craft
764012	Cemetery or crematorium	764054	Pest control or fumigation (not elsewhere specified)
764013	Daycare centre, preschool, or playschool	764055	Vending machine, washing machine, dryer, or amusement machine distribution
764014	Commercial cleaning or janitorial services	764057	Window, gutter, or awning cleaning
764015	Commercial diving	764058	Security alarm system sales, service, installation, and repair or cable TV, telecommunication, or other similar wiring
764016	Commercial laundry or linen, uniforms, or diaper supply	764059	Hiring workers for own home maintenance
764018	Domestic cleaning	764060	Landscaping, lawn or garden maintenance, or weed control
764020	Dry cleaning facility or laundromat	764062	Tree services (not directly related to the forestry industry)
764021	Portable electronic equipment or small household appliance service or repair	764063	Commercial retail sign shop or document copying services
764022	Steam cleaning, sandblasting, or pressure washing of buildings, pools, or parking lots	764066	Furnace, duct, or air vent cleaning and servicing
764024	Fire prevention equipment sales, service, installation, or inspection	764067	Pool, spa, or hot tub service
764025	Fish, creek, or stream enhancement	764068	Automatic door or gate installation, service or repair
764026	Fruit or vegetable packing or packaging	764069	Blind or drapery track installation
764027	Funeral undertaking		
764028	Heavy equipment, machinery, or parts sales, rental, service or repair (greater than 500 lbs weight) (not elsewhere specified)		
764029	Hiring or providing companion services or domestic childcare		
764033	Land or marine pollution control		
764034	Locksmithing		
764035	Light industrial equipment, machinery or parts, or Power Tool Service or Repair (less than 500 lb.)		

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

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

Sector 84 — Self-insured Employers
Deposit Sector 11 (formerly Class 13 — Government of the Province of British Columbia)
Subsector 8411 — Self-insured Employers Sector 11 (formerly Class 13 — Government of the Province of British Columbia)
British Columbia Assessment Authority
British Columbia Development Corporation
Canada — British Columbia Employment Development Programme
Employment Bridging Assistance Programme
First Aid Ski Patrol
Government of British Columbia
Liquor Distribution Branch
Provincial Emergency Program
Workers' Compensation Board of British Columbia (WorkSafeBC)

# Appendix B

## Telephone interpretation services

In 2018, our phone interpretation services were offered in the following languages:

### A

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

### B

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

### C

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

### D

Danish  
Dari  
Dewoin  
Dinka  
Duala  
Dutch  
Dzongkha

### E

Edo  
Ekegusii  
Estonian  
Ewe

### F

Farsi  
Fijian  
Fijian Hindi  
Finnish  
Flemish  
French  
French Canadian  
Fukienese

Fulani  
Fuzhou

### G

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

### H

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

### I

Icelandic  
Igbo  
Ilocano  
Indonesian  
Inuktitut  
Italian

### J

Jakartanese  
Jamaican Patois  
Japanese  
Jarai  
Javanese  
Jingpho  
Jinyu  
Juba Arabic  
Jula

### K

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

### L

Laotian  
Latvian  
Liberian Pidgin  
English  
Lingala  
Lithuanian  
Luba-Kasai

Luganda  
Luo

### M

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

### N

Napoletano  
Navajo  
Nepali  
Ngambay  
Nigerian Pidgin  
Norwegian  
Nuer  
Nupe  
Nyanja  
Nyoro

### O

Ojibway  
Oromo



## P

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

## Q

Quechua  
Quichua

## R

Rade  
Rakhine  
Rohingya  
Romanian  
Rundi  
Russian  
Rwanda

## S

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

## T

Tagalog  
Taiwanese  
Tajik  
Tamil  
Telugu  
Thai  
Tibetan  
Tigré  
Tigrigna  
Toishanese  
Tongan  
Tooro  
Trique  
Turkish  
Turkmen  
Tzotzil  

## U

  
Ukrainian  
Urdu  
Uyghur  
Uzbek

## V

Vietnamese  
Visayan

## W

Welsh  
Wodaabe  
Wolof

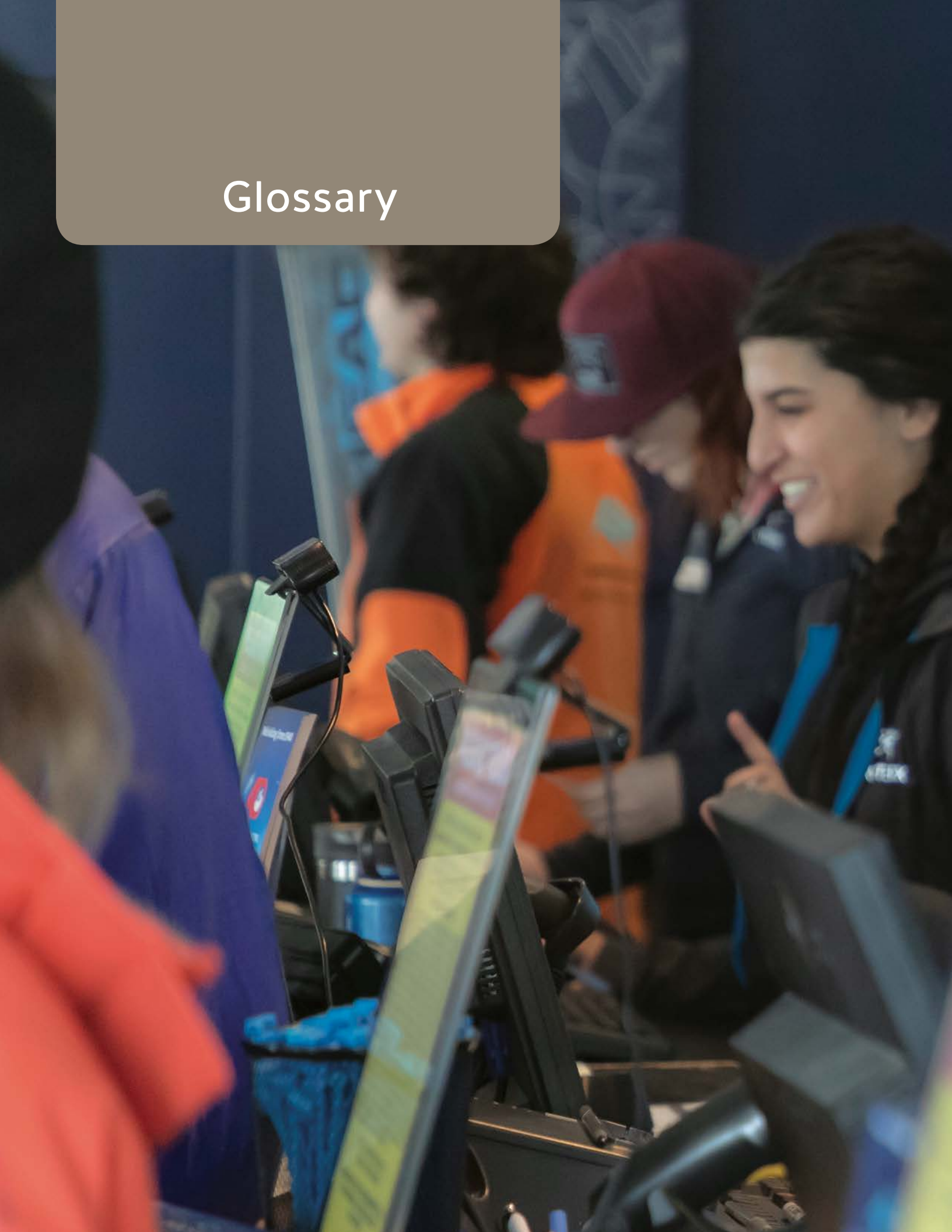
## Y

Yemeni Arabic  
Yiddish  
Yoruba  
Yunnanese

## Z

Zapoteco  
Zarma  
Zo  
Zyphe

# Glossary





# Glossary

## **Act, the**

The *Workers Compensation Act*.

## **Assessable payroll**

The collective earnings of all an employer's workers — full-time, part-time, casual, etc. — up to a maximum amount per worker per year. The maximum amount (known as the Maximum wage rate) was \$82,700 for 2018. Employers' premiums are based, in part, on their assessable payrolls.

## **Assessment**

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

## **AWCBC**

The Association of Workers' Compensation Boards of Canada.

## **Benefit**

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

## **Bullying and harassment complaints**

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

## **Bullying and harassment enquiries**

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

## **Citations**

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

## **Citation warnings**

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

## **Claim**

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

## **Claim cost**

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

## **Class**

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

## **Classification unit (CU)**

A very specific grouping of types of business, such as Candy or chocolate manufacture 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**

See **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 (OHS) 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 survivor benefits.

**ICD-9 code**

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

**Incident**

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

**Industrial vehicles**

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

**Industry sector**

See **Sector**.

**Initiated WorkSafeBC investigation**

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

**Initiating inspection report**

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

**Initiating inspection reports with no orders**

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

**Injury rate**

See **Provincial injury rate**.

**Injury rate measure**

See **Provincial injury rate**.

**Inspection**

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

**Inspection hours**

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

**Inspection report**

A document recording the activities by a prevention officer; this activity usually involves a site visit to evaluate regulatory compliance under the *Workers Compensation Act* and the Occupational Health and Safety Regulation. An inspection report may relate to either the prevention officer's initial or follow-up activity.

**Inspection reports that were site visits**

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

**Inspectional jurisdiction**

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

**Investigation**

WorkSafeBC responds to reported workplace incidents that result in death or injury, or that present a high risk of causing a serious injury or death to workers. Depending on the circumstances, WorkSafeBC may initiate a formal investigation.

**Investigation hours**

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

**Long-term disability claim**

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

**Maximum wage rate**

The maximum wage rate on which benefits are paid to claimants by WorkSafeBC. Compensation benefits, also known as wage-loss benefits, are generally based on 90 percent of a worker's average net earnings after statutory deductions. If the worker earns more than the maximum wage rate, his or her benefits are based on 90 percent of the maximum wage rate. In 2018, the maximum wage rate was \$82,700.

**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**.

**MVI (motor vehicle incident)**

An incident involving a motor vehicle. Previously referred to as an 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-time or full-time basis. WorkSafeBC estimates person-years using employers' reported payroll.

**Premium**

The dollar amount an employer pays for WorkSafeBC coverage.

**Prevention activity hours**

Hours that WorkSafeBC officers spend on inspections, education, consultations, investigations, and activities, but not administrative time.

**Prevention officer**

A WorkSafeBC employee who conducts workplace inspections and is empowered to enforce the *Workers Compensation Act* and the Occupational Health and Safety Regulation. Prevention officers also investigate incidents and provide consultation, education, and technical assistance to employers.

**Provincial injury rate**

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

**Rateable employer**

An employer registered in a rateable sector.

**Rateable sector**

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

**Rateable subsector**

Subsectors 7010 through 7670; these subsectors are rateable because employers in these subsectors pay premiums based on their expected claim costs. (Subsectors 8108 through 8411 are for self-insured employers. These employers do not pay premiums to WorkSafeBC; instead, they pay their claim costs directly.)

**Registered claim**

See **Reported claim**.

**Regulation, the**

The Occupational Health and Safety Regulation.

**Rejected claim**

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

**Reported claim**

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

**Reported fatality**

A death that occurred in the year and was reported to WorkSafeBC by the last day of March in the following year.

**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 2018 *Annual Report and 2019–2021 Service Plan*.

**Review Division**

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

**Sample**

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

**Section 39**

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

**Sector**

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

**Self-insured employer**

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

**Serious injury claim**

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

**Serious injury rate**

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

**Short-term disability claim**

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

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

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

**Subclass**

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

**Subsector**

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

**Survivor benefit**

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

**Temporary cessation of work**

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

**Temporary total disability claim**

See **Short-term disability claim**.

**Time-loss claim**

A claim resulting in time away from work.

**Uncoded claim**

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

**Variance**

An exception granted by WorkSafeBC when it is not possible for an employer to comply with a particular regulatory requirement. For a variance to be granted, WorkSafeBC must be satisfied that the variance provides protection for workers is equal to or greater than the protection established by the provision being varied.

**Wage-loss claim**

See **Short-term disability claim**.

**Warning letter**

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

**WCAT (Workers' Compensation Appeal Tribunal)**

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

**Wood-frame residential construction**

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

**Work-related death claim**

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

**Work-related death rate**

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

**Young worker**

A worker between the ages of 15 and 24 years.



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## 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 *2018 Annual Report and 2019–2021 Service Plan* online visit [worksafebc.com](https://www.worksafebc.com). There, you will also find other reports and publications such as *Occupational Injuries by Accident Type and Occupation in British Columbia 2008–2017*, and *Occupational Diseases in British Columbia 1993–2017*.

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

