

FACTS

Service



Industry Highlights

The Service Industry includes a range of sectors including accommodation, food and beverage services, amusement and recreational services, personal and household services, government services, and business services.

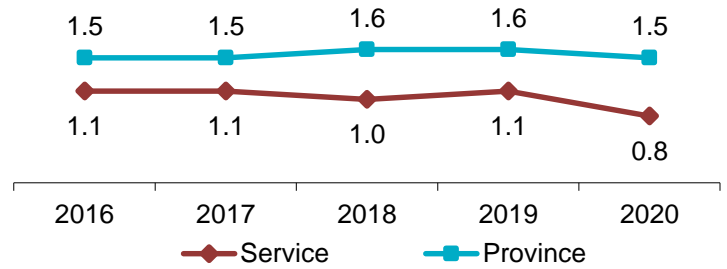
Between 2016 and 2020, annual average employment* decreased by 0.1%, from 85,100 to 85,000 in the industry.



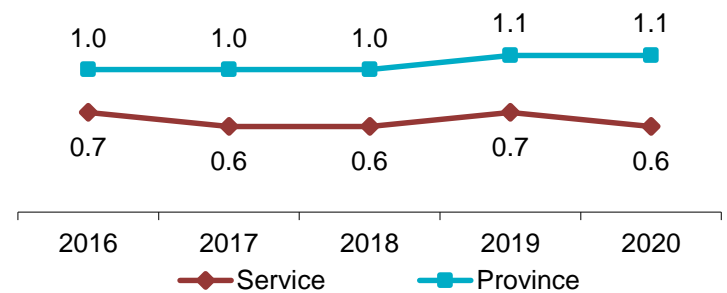
*Source: Statistics Canada

Industry Facts 2020

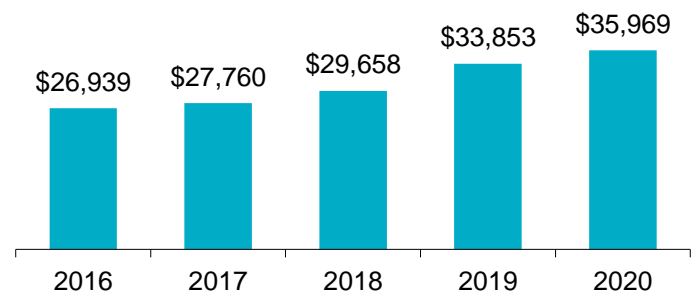
Lost-time Incidence Rate/100 Employees



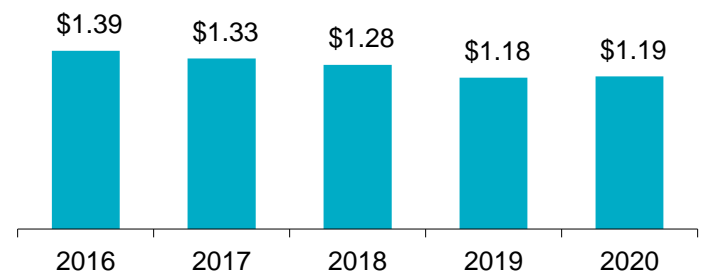
Soft Tissue Incidence Rate/100 Employees



Total Claim Payments



Average Assessment Rate



For more information

Contact WorkplaceNL at: 709.778.1552 or 1.800.563.9000
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FACTS

Service Industry Highlights *continued*

Service

Province

	2016	2017	2018	2019	2020	2016	2017	2018	2019	2020
Lost-time	948	872	875	1,006	721	3,601	3,386	3,522	3,720	3,106
Health Care Only	457	404	496	477	305	1,621	1,561	1,697	1,651	1,161
Fatalities	3	3	7	7	7	13	25	36	26	35
Paid Weeks (000's)	49.3	48.8	49.3	52.9	54.5	247.4	243.5	244.3	251.5	262.4

Lost-time claims by top 5 type of accidents, 2016-2020

Type of Accident	% Total Lost-time Claims
Fall to floor, walkway, or other surface	19%
Overexertion in lifting	11%
Bending/climbing/crawling/reaching/twisting	7%
Repetitive motion	4%
Bodily reaction and exertion	4%

Lost-time claims by top 5 nature of injuries, 2016-2020

Nature of Injury	% Total Lost-time Claims
Sprains, strains, tears	34%
Fractures	7%
Back pain, hurt back	6%
Bruises, contusions	5%
Cuts, lacerations	5%

Lost-time claims by top 5 parts of body injured, 2016-2020

Body Part	% Total Lost-time Claims
Multiple body parts	19%
Lumbo-sacral region	8%
Shoulder, clavicle, scapula, trapezius	7%
Knee(s)	7%
Lumbar region	7%

Lost-time claims by top 5 occupations, 2016-2020

Occupations	% Total Lost-time Claims
Public works and maintenance labourers	9%
Food counter attendants/kitchen/related	9%
Janitors/caretakers/superintendents	8%
Cooks	7%
Heavy equipment operators-except crane	5%

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