



Discussion Paper  
July 2017

# ADVANCING A STRONG SAFETY CULTURE IN NEWFOUNDLAND AND LABRADOR

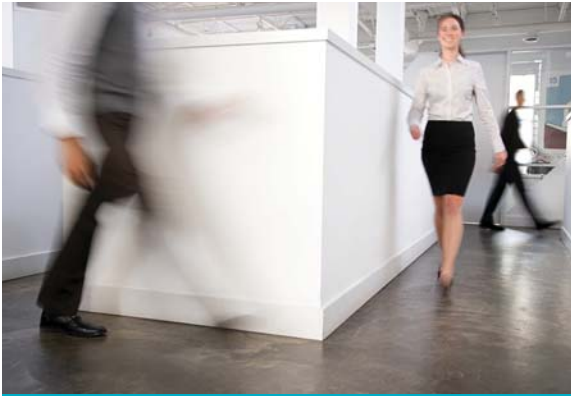
Developing a Workplace Injury Prevention Plan for Newfoundland and Labrador 2018-2022

**WorkplaceNL**  
Health | Safety | Compensation



# Preamble

“The absence of injury does not mean the presence of safety” - Unknown



The aim of this discussion document is to stimulate discussion and seek meaningful input from stakeholders along five themes:

1. Safety leadership
2. Industry collaboration
3. Education and training
4. OHS programs and systems
5. Regulatory and enforcement practices

## Workplace Injury Prevention Plan for Newfoundland and Labrador

WorkplaceNL and Service NL's Occupational Health and Safety (OHS) Division are inviting partners and stakeholders to help develop a new Workplace Injury Prevention Plan for Newfoundland and Labrador (2018-2022). All written submissions and feedback can be submitted **no later than November 15, 2017**.

While significant improvements have been made in workplace health and safety in recent years, there is still much work to be done.

WorkplaceNL and the OHS Division value the relationships formed with stakeholders and appreciate their contributions to improving OHS in workplaces throughout the province.

The views of stakeholders may be diverse and, in some cases, distinct. However, all views are beneficial in order to develop a strategic vision for occupational health and safety and to build a strong safety culture in our province. A shared vision, with evidence-based programs, will yield the best results.

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# Development Process

WorkplaceNL and the OHS Division are developing a new Workplace Injury Prevention Plan to be completed in three phases.

## **Phase 1 – Jurisdictional Review**

We have conducted a formal review of workplace injury prevention in Canada (Appendix A), and other countries, particularly Sweden, Australia, New Zealand and the United Kingdom. We have identified some initiatives that are common to many other jurisdictions and some that differ from ours as they may provide opportunities for our province.

## **Phase 2 – Stakeholder Feedback**

We invite feedback from stakeholders and partners. This discussion paper asks questions along five themes and shares the findings from the jurisdictional review.

## **Phase 3 – Compile the Plan**

WorkplaceNL and the OHS Division will summarize the feedback from stakeholders and partners in a shared plan that will be released publically.

## **The Plan**

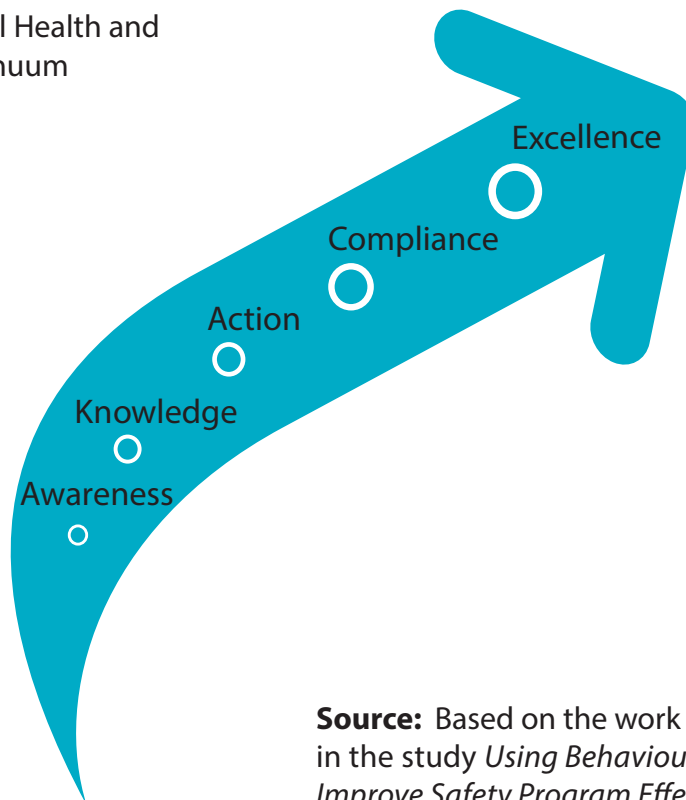
Newfoundland and Labrador's new Workplace Injury Prevention Plan will:

- Place the workplace safety and health needs of workers and employers at the forefront of the service delivery and policy framework;
- Have a shared and inclusive vision, principles and achievable goals;
- Articulate a clear path forward with solutions, supports and checkpoints for workplaces;
- Acknowledge that we need to be more effective with existing resources and try to keep pace with changing workplaces; and
- Raise the standards of health and safety in all industry sectors of the province.

Regardless of where workplaces sit on the OHS continuum (Figure 1), we must motivate them all to move towards safety excellence. Further gains in workplace injury and illness prevention cannot be achieved through legislative compliance alone.



**Figure 1:** Occupational Health and Safety Continuum



**Source:** Based on the work of Charles W. Bailey in the study *Using Behavioural Techniques to Improve Safety Program Effectiveness*



# A Framework to Develop a Workplace Injury Prevention Plan for Newfoundland and Labrador

**Our Vision** All workers protected from workplace risks with no injury or illness.

**Goals**

- To reduce the risk of workplace injury, illness and disease.
- To reduce societal costs of workplace injury.
- To change safety attitudes and behaviours to advance a strong safety culture.

Themes	Safety Leadership	Industry Collaboration	Education and Training	OHS Programs and Systems	Regulatory and Enforcement Practices
Priorities	Effective supports for workplaces  Effective financial and non-financial motivators	Expanding capacity for innovative partnerships	Preventing occupational diseases and illnesses  Addressing needs of vulnerable workers  Certification training and supports	Integrated planning and service delivery  Measuring performance	Assistance for high- hazard activities  Effective compliance measures
Principles	All workplace injuries and illnesses are preventable.  Safety partnerships will be developed to encourage collaboration, build on existing initiatives and activities to avoid duplication and maximize use of resources.  Injury prevention plans will be comprehensive, sustainable and based on best practices.				



## Themes for Discussion

**The following five themes, with specific priorities, were developed based on feedback from previous consultations and ongoing discussions with our stakeholders and partners. We invite you to answer the questions in each section as part of your feedback.**

### Theme 1: Safety Leadership

Supporting Employers and Workers in Workplaces

#### Why is this important?

Strong safety cultures require everyone to have clear responsibility and accountability for health and safety. All workplace parties – workers, employers and supervisors – must be safety leaders and competently apply the safety practices outlined in their OHS management system.

The Internal Responsibility System (IRS), on which OHS legislation across Canada is based, outlines the roles and responsibilities for OHS in the workplace. It gives all workplace parties tangible ways to participate in health and safety, and recognizes that they are best positioned to identify and address hazards with support from other system partners.

It promotes participatory leadership from all levels in an organization so that all workplace parties are protected from workplace hazards.

A properly functioning IRS will help create a strong safety culture and provide the capacity to prevent workplace injuries and illnesses, along with:

- Rigorous OHS policies and programs, in full compliance with legislation;
- A safe environment where anyone can raise safety concerns; and
- A competent workforce with safety knowledge, training and experience.

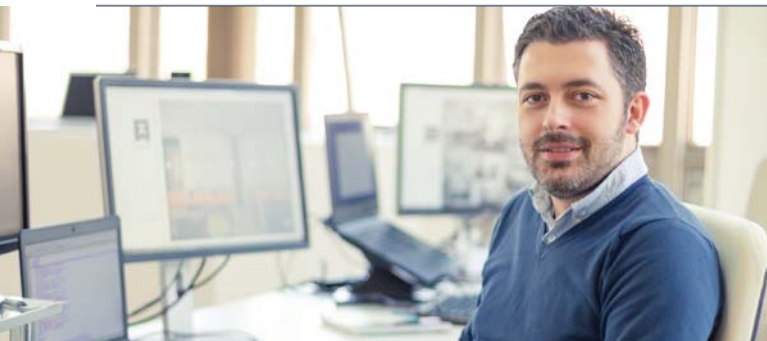
In 2016,

# 49%

of OHS Committees are meeting and reporting as per the requirements outlined in OHS legislation.

Newfoundland and Labrador

The Occupational Health and Safety (OHS) Act and Regulations outline the responsibilities for workplace parties, including employers, workers, supervisors, OHS Committees and Worker Health and Safety (WHS) Representatives/Designates. In many ways, leadership in monitoring and supporting their workplace's OHS management system is essential to an effectively functioning IRS.



## Theme 1: Safety Leadership continued

Supervisors who receive standardized, regulated training in OHS will have a greater level of knowledge to apply core safety principles and practices, and ultimately, provide a safer work environment for workers.

The CEO Safety Charter, a program administered by WorkplaceNL, focuses on promoting safety leadership. Since 2007, 66 CEOs have signed the Charter to demonstrate their commitment to improving safety performance in Newfoundland and Labrador.



What have we done/are we doing?

We recognize that OHS Committees and WHS Representatives and Designates need greater support from all workplace parties and system partners in order to fulfill their mandate. To help improve their effectiveness, WorkplaceNL made a number of enhancements in 2014, including:

- Creation of one certification training course for OHS Committee members and WHS Representatives and Designates, with a three-year recertification beginning in 2018;
- Revision of the training curriculum with new learning outcomes and a focus on practical training; and
- Update of the Minute Report Form for ease of reporting OHS issues.

We also recognize that supervisors and senior management need to foster an environment where health and safety is integrated into all aspects of work tasks, processes and systems. WorkplaceNL's new, voluntary Supervisor Health and Safety Certification Training Standard is one way to inform supervisors of their role in OHS.

## Tell us what you think

1

How would you create greater safety leadership within workplaces?

2

How would you make OHS Committees and WHS Representatives and Designates more effective in fulfilling their role in the workplace?

3

How would you help employers maintain and train OHS Committees and WHS Representatives and Designates over multiple worksites?

4

How should we leverage technology, online learning and learning resources to better equip OHS Committees and WHS Representatives and Designates?



## Effective Motivators

We continue to receive feedback that, especially in challenging economic times, it can be costly to comply with OHS legislation. However, there is a greater long-term cost to an injured worker, the employer and the system by not investing in effective health and safety management systems. Moving the thinking from a culture of “cost-driven initiatives” to “investment-based practices” is key to the success of workplaces in our province as we drive towards a stronger safety culture.

One size does not fit all. What motivates one workplace to improve its safety performance may not motivate another. There is an opportunity to create a framework that ensures that any motivator (financial, non-financial, punitive and/or recognition-based) is:

- Applied fairly and appropriately to the effort, size and risk of an organization;
- Practical, which is of particular interest to small businesses;
- Relevant to workplace parties and balances the needs of workers and employers;
- Timely and applied to address the desired OHS outcome;
- Transparent;
- Understandable;
- Measurable, using validated performance indicators; and
- Cost-effective.



What have we done/are we doing?

With this in mind, WorkplaceNL is planning a review of the Prevention, Return to Work and Insurance Management Program for Employers/Employees (PRIME) program in 2018 to ensure it motivates both employers and workers to improve OHS performance in workplaces. WorkplaceNL will be conducting a separate consultation on the PRIME program and stakeholders will have an opportunity to provide feedback during the review process.

The OHS Division will also continue to assess OHS legislation to ensure adequate deterrence for non-compliance.

## Tell us what you think

1

How can prevention programs use motivators (financial, non-financial, punitive and/or recognition-based) to improve occupational health and safety performance in the workplace?

2

How should the PRIME Program be changed to improve OHS performance in the workplace?

3

Are the current penalties in the OHS Act and Regulations an effective deterrent?



## Theme 2: Industry Collaboration

### Developing Innovative Partnerships

#### Why is this important?

Occupational health and safety is not confined to the workplace. Our individual attitudes and tolerance for risk may be influenced by other external factors.

Engaging more workers and employers in OHS requires us to extend our reach beyond the traditional OHS system. We need to develop innovative relationships with educators, community agencies, other levels of government and the private sector to increase the capacity of the system to deliver programs that:

- Integrate services delivered to mutual clients, especially vulnerable workers and small businesses;
- Make use of existing resources and maximize the reach of public education efforts through common messages;
- Leverage technology to better coordinate delivery and provide information;
- Engage other government departments and agencies to develop supports that expand OHS knowledge, such as literacy training;
- Reward employers that have positive OHS performance, or achieved health and safety certifications;

- Engage research partners to improve access to practical, evidence-based information; and
- Engage the private sector to deliver safety training and related services.



What have we done/are we doing?

We have seen the benefits of innovative partnerships. For example, WorkplaceNL continues to partner with the provincial Department of Education and Early Childhood Development to deliver the OHS 3203 high school course in schools across the province. This partnership also provides OHS-related resources to support teachers delivering Skills Trades 1201 and Career Development 2201 courses. Due in part to these types of initiatives, young workers, those aged 15-24 years, consistently have a lower lost-time injury rate than the overall provincial rate.

### Tell us what you think

1

What new partnerships can advance OHS in the province?

2

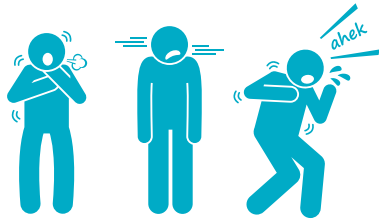
What innovative approaches can expand the reach of current OHS efforts?

## Theme 3: Education and Training

### Preventing Occupational Disease and Illness

#### Why is this important?

In Newfoundland and Labrador, 88 (72 per cent) workplace fatalities due to occupational disease occurred in the past five years. While occupational disease-related claims have been declining since 2013, they remain high when compared to other types of injury. Hearing loss due to overexposure to noise at work is the most common type, resulting in 980 (53 per cent) occupational disease-related claims.



An occupational disease or illness is a health problem caused by exposure to a workplace health hazard. Workplace health hazards include chemical agents (such as solvent vapours), biological agents (such as mould) and physical agents (such as noise and radiation).

Exposure to workplace health hazards can cause immediate, gradual or delayed reactions or diseases in the body. Some diseases, including cancers, caused by long-term exposure may be noticed 10 – 40 years after the job has concluded. These diseases can be devastating physically, emotionally and financially to the worker, their families and communities. Preventing known occupational diseases is critical to avoiding these costs in the future.



What have we done/are we doing?

Preventing occupational disease and illness has been a strategic focus since the launch of the Occupational Disease Prevention Strategy in 2011. WorkplaceNL and the OHS Division continue to:

- Work closely with system partners to raise awareness of occupational illnesses and diseases;
- Conduct media campaigns, workshops, enforcement blitzes, videos, and webinars; and
- Manage the regulatory framework in the province that outlines safe levels of occupational exposures to hazardous substances.

#### Tell us what you think

1

What additional steps can be taken to protect workers from exposures that could lead to occupational disease and illness?

2

What additional means of communication can be used to increase education and awareness of preventing occupational disease?

## Improving the Health and Safety of Vulnerable Workers

### Why is this important?

Vulnerable workers are more at risk of exposure to hazards when compared to the rest of the workforce. Vulnerable workers include, but are not limited to, young workers, new Canadians, temporary foreign workers, and workers involved in temporary employment. They may not know their rights under the OHS Act, may not be properly trained and may be inexperienced in identifying hazards. They may also fear that they could lose their job if they speak up. Therefore, some young workers may take risks that impact their safety and the safety of others.

We may not always be able to reach these workers through traditional means. For example, some are not connected to the system through industry associations, labour organizations, community groups or safety associations. As well, young workers access and consume information differently than their older counterparts. System partners are starting to engage young workers on social media, but the platforms young people use tend to change rapidly. Young workers are moving to Instagram and SnapChat and away from Twitter and Facebook. System partners have to adapt to the changing trends, and may shift advertising money to new or unproven platforms.

We are also seeing some older workers staying in high-risk or physically demanding jobs longer, which requires innovative approaches and solutions to deliver services that meet their needs.



What have we done/are we doing?

WorkplaceNL continues to strategically invest in young worker safety programs and initiatives that increase awareness and education in occupational health and safety. This investment includes support for the OHS 3203 high school course, Safety Video and Radio Ad Contests, and Health and Safety Educator of the Year awards. In 2018, WorkplaceNL is interested in increasing OHS curricula for post-secondary environments and online training for all new young workers.

WorkplaceNL and the OHS Division worked with the Department of Advanced Education, Skills and Labour, on the development of safety requirements and practices related to the hiring of temporary foreign workers. Providing protection from workplace hazards to this vulnerable group will continue to be a focus as the labour climate changes in the province.

### Tell us what you think

1

How can we strengthen the occupational health and safety of vulnerable workers?

## Certification Training and Supports

### Why is this important?

Standardized, regulated health and safety training provides workers with the knowledge, skill and competency to perform hazardous tasks in the workplace. When a workplace hazard cannot be eliminated, certification training is an effective administrative control to help protect workers from that hazard. In fact, lost-time incidents due to fall from heights dropped 36.2 per cent after mandatory fall protection training requirements were introduced in the OHS Regulations.



What have we done/are we doing?

In Newfoundland and Labrador, WorkplaceNL develops and establishes certification training standards in accordance with the OHS Act and Regulations, and in partnership with the OHS Division and system partners. In 2016, 38,000 electronic training certificates were issued by a province-wide network of 270 WorkplaceNL-approved training providers and 670 WorkplaceNL-approved trainers.

Since the launch of the first certification training standard in 2001, WorkplaceNL and OHS Division have implemented eight (8) certification training standards throughout the province:

1. OHS Committee/ Worker Health and Safety Representatives/Designate
2. Power Line Hazards
3. Mine Rescue

4. Occupational Diving (Surface Attendant)
5. First Aid
6. Traffic Control
7. Fall Protection
8. Confined Space Entry

In 2015, WorkplaceNL launched the online Certification Training Registry (CTR) in Newfoundland and Labrador, the first of its kind in Canada. Certification safety training records are now digital, and paper-based certificates are no longer required to be issued. Workers can receive alerts when training is about to expire, and employers and OHS Officers can confirm that workers are trained to comply with requirements outlined in OHS legislation. Workers and employers can check the online marketplace to find a course from a WorkplaceNL-approved training provider near them.

In 2017, WorkplaceNL plans to implement a new voluntary Supervisor Health and Safety Training Standard. A new voluntary Musculoskeletal Injury (MSI) Prevention Training Standard is planned for 2018.

WorkplaceNL is also exploring online recertification for the Supervisory and OHS Committee Standards to ensure workers can conveniently and cost-effectively recertify.

### Tell us what you think

1

How can certification training be improved across the province?

2

Should online training be an area of focus for certain training standards?



**Figure 2:** Occupational Health and Safety System Partners in Newfoundland and Labrador



## Theme 4: OHS Programs and Systems

### Integrated Planning and Service Delivery Model

#### Why is this important?

There are many organizations with an interest in, and responsibility for, OHS-related activities (Figure 2). If these organizations aligned their planning and service delivery for prevention, compliance and enforcement initiatives, workplace parties may benefit from:

- Easier access to a wider range of prevention information, education and training;
- Easier access to assistance with OHS compliance; and



What have we done/are we doing?

- Injury prevention priorities that are aligned to support the OHS Division's enforcement activities.

WorkplaceNL and the OHS Division continue to partner with community associations to improve occupational health and safety. For example, WorkplaceNL is proud to have partnered with the Canadian National Institute for the Blind (CNIB) since 2010 to deliver the Industrial Eye Safety Program for workers and employers throughout the province.

Four (4) industry sector councils have been established under WorkplaceNL's Safety



#### Sector Council program:

1. Newfoundland and Labrador Construction Safety Association (NLCSA);
2. Forestry Safety Association of Newfoundland and Labrador (FSANL);
3. Municipal Safety Council of Newfoundland and Labrador (MSCNL), and
4. Newfoundland and Labrador Fish Harvesting Safety Association (NL-FHSA).

Industry-led health and safety associations are built on the principle that health and safety is an inclusive model between labour and employers, and that industry stakeholders have the knowledge and skills to control hazards in their industries. To date, the sector councils in Newfoundland and Labrador deliver an array of health and safety programming and supports to employers and workers within their industry, and advance a stronger culture of safety within their sectors.

### Tell us what you think

1

What are the gaps in the OHS system service delivery model that need to be addressed?

2

How can we align system partners and other organizations to improve service delivery?

Discussions began in 2016 to develop new sector councils in manufacturing and fish processing. To increase supports to sector councils, WorkplaceNL launched a Safety Sector Council Review in 2016 to strategically enhance the program and advance industry-led health and safety programming and service delivery.

### Measuring Health and Safety Performance

#### Why is this important?

Workplaces track and measure their safety performance in order to ensure they are meeting their goals, and that interventions lead to desired outcomes. This tracking also helps them to identify opportunities for safety improvement. However, workplaces and system partners differ in what they measure and consider important.

#### Lagging indicators:

- Reactive in nature
- Measure effectiveness of safety programs after the fact
- Can include number of fatalities, injuries, claims and lost-time incidents

#### Leading indicators:

- Proactive in nature
- Measure safety initiatives aimed to prevent adverse events
- Can include preventative maintenance, training, audits and safety committees

Our system now relies on measuring lagging indicators (e.g., number of fatalities; lost-time incidents).



Including leading indicators in this measurement would be a more proactive approach that may help us identify emerging trends earlier and focus on the future supports needed for safe and healthy workplaces. The OHS system in the province may benefit from a common vision of safety success, with a common approach to measuring it, which requires tracking and reporting consistently, supplemented with new OHS performance metrics from all system partners. Access to more reliable data will allow us to monitor, support and guide program and service delivery to address identified gaps.

Sharing more data with system partners will help them develop OHS programs that better protect workers and focus attention on hazards with elevated risks. It will also lead to a better understanding of best practices, key performance indicators, and the root causes of workplace injury and illness.



What have we done/are we doing?

WorkplaceNL and the OHS Division are seeking innovative ways to standardize and capture data that leads to reliable and valid metrics. We can then share consolidated data and analytical expertise on OHS measurements on a provincial and industry level.

## Tell us what you think

1

What outcomes should be measured that would result in a common vision of success for the OHS system in our province?

2

What leading indicators does your organization use and how are they measured?

3

What achievable targets should be established to reduce workplace injury by 2022?





## Theme 5: Regulatory and Enforcement Practices

Regulatory leadership involves the implementation of good enforcement management practices. These enforcement management practices are demonstrated through the principles of proportionality in applying the law, consistency in approach, openness to the provision of information internally and externally, standards that communicate the desired course of action, and a system of monitoring that provides accountability for enforcement action. Each of these factors contributes to maintaining compliance.

The OHS Division of Service NL remains dedicated to ensuring that regulatory and enforcement functions are carried out in an equitable, practical, transparent and consistent manner. The effectiveness of legislation in protecting employees depends on the ongoing compliance of those regulated under these requirements. One of the most significant undertakings of the Division is to enhance the OHS enforcement presence in workplaces. Increasing a physical presence not only serves to reinforce the mandate, but also encourages ongoing compliance and promotes the general culture of workplace safety.



What have we done/are we doing?

### Effective Supports in Completing High-Hazard Activities

#### Why is this important?

Some work activities are hazardous by their nature, such as working at heights, working below ground or working with certain chemicals or other dangerous substances.

When a worker enters a hazardous situation without adequate training, supervision or safety equipment, the worker risks serious injury, illness or death. In response, WorkplaceNL and the OHS Division have invested in creating some of the highest certification training standards in Canada.

Completing high-hazard work should include training that is certified, standardized and delivered by high quality instructors which creates a higher level of competence and skill in workers who complete hazardous work tasks in the workplace.

WorkplaceNL and the OHS Division will continue to assess the eight (8) certification training standards currently implemented in Newfoundland and Labrador, and work with system partners to explore the



development of additional standards based on documented need and risk. The development of comprehensive training standards will require the commitment and involvement of all stakeholders. However, not all high-hazard activities are best addressed by certification training standards. When possible, control or elimination of the hazard is generally more effective in protecting workers than training. Also, if the hazard is associated with specific equipment, individualized training may protect workers better than general training.



What have we done/are we doing?

The OHS Division recognizes that most employers want to comply with the legislation, so it is important to clearly communicate with individuals and businesses what is required of them. In this way, the Division strives to assist them in meeting their legal obligations without unnecessary expense. The aim is to provide information in an open and transparent manner; however, where warranted, firm action, including prosecution, will be taken against those individuals and businesses that fail to co-operate and contravene legislative requirements. In the instances of repeated non-compliance, there is a progressive approach taken to achieve eventual compliance.

The sequence is: directives are written; follow-up inspections are conducted; non-compliance letters are sent to the employer; and, in the final escalation of these steps, charges are brought against the company and/or specific individuals.

## Tell us what you think

1

What high-risk work tasks should have more rigorous training standards?

2

What high-risk work activities should have increased inspection by the OHS Division?

## Effective Compliance Measures

### Why is this important?

By committing to a continued effort of improving and enhancing the enforcement management process, the OHS Division will maintain consistency in enforcement activity, and in turn, increase legislative compliance with the province.

## Tell us what you think

1

How can we strengthen the occupational health and safety of vulnerable workers?



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## Concluding Thoughts

In order to keep workers safe and to control hazards in the workplace, we must advance a clear, evidence-based plan that encourages stakeholders to take action. While safety performance in our province has improved significantly over the past decade, we recognize that further OHS improvements will require increased commitment, continued investment and best practice programming.

There are no simple solutions and many challenges lie ahead. All stakeholders must seriously consider the future direction of OHS in our province. Our challenge is

to achieve a balance between reasonable levels of education and enforcement – with adequate supports for workers and employers that sustain impact and positive outcomes.

The plan that we develop must respond to the current OHS climate, while ensuring all stakeholders fully accept their responsibilities to prevent workplace injuries and illnesses. This discussion paper is meant to reflect on the past, stimulate conversation on areas of opportunity and set a vision for the future that can be incorporated into a new Workplace Injury Prevention Plan for Newfoundland and Labrador (2018-2022).

## Feedback

WorkplaceNL and the OHS Division look forward to receiving input from stakeholders concerning the future of OHS in Newfoundland and Labrador. Your written submissions and feedback can be forwarded, no later than November 15, 2017, to:

[preventionplan@workplacenl.ca](mailto:preventionplan@workplacenl.ca)

Any questions regarding the content of this document can be directed to:

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# Appendix A: Summary of Strategic Issues in Workplace Injury Prevention in Canada and Other Countries

This jurisdictional review included worker compensation boards (WCBs) across Canada and in other countries that have published workplace injury prevention strategies. It focused on prevention initiatives, educational programs, enforcement and compliance strategies and awareness activities that have had a positive impact on OHS performance.

## Summary of Common Themes

The following three common themes emerged from this jurisdictional review.

### 1. Focus on education and awareness

- Most WCBs in Canada continue to invest in health and safety education relating to young workers, MSI prevention, working alone, workplace violence, working at heights and road safety.
- A new focus is emerging on safety performance in the health care industry, particularly in nursing homes and long-term care facilities (British Columbia, New Brunswick and Prince Edward Island have strategic goals for this industry).
- Some boards are adding human resources capacity and financial resources for program delivery – Manitoba has taken the bold step, through legislation, of allocating a percentage of all revenues to prevention programs.

### 2. Engaging young workers

- There are numerous youth-related initiatives across the country, including ad campaigns, video and ad contests and student safety leadership awards. Prince Edward Island developed the “Work Out Loud” initiative that focuses on owning your job and your safety in five simple steps.
- Many provinces in Canada offer orientation workshops to introduce young workers to OHS and the three rights of workers: (1) right to refuse unsafe work; 2) right to participate in OHS in the workplace; and 3) right to know about workplace hazards. Some offer a Young Worker Readiness Certificate course to 14 and 15 year olds.

### 3. Use of technology

- There is a shift towards interactive learning media, including online video, to create awareness and provide education on preventing injuries. New Brunswick has introduced a mobile app to give workers and employers timely and interactive access OHS legislation and requirements.
- Some boards are using social media in awareness campaigns.
- Since the Government of Canada adopted anti-spam legislation for electronic communications in 2014, many boards have had to re-focus their marketing efforts and not rely on mass e-mail.

## British Columbia

**2015 Injury Rate:** 2.2 per 100 workers, all-time low

**Strategic Focus:**

- Eliminate serious injury and death in the workplace.
- Improve health and safety education and consultations.
- Financial incentives for developing OHS systems that demonstrate improvements in safety performance.
- High risk strategy in four primary industries: 1) construction; 2) health care; 3) forestry; and, 4) manufacturing.
- Focus on high-risk hazards, including combustible dust, asbestos, fall from heights, working alone and workplace violence in health care.

WorkSafeBC's vision is to keep workers and workplaces safe and secure from injury, disease and death. In support of this mandate, the organization:

- Establishes standards and guidelines for occupational health and safety practices;
- Educates and consults with workplace stakeholders;
- Raises public awareness;
- Builds partnerships with industry safety associations, unions, and other stakeholders to improve OHS in workplaces; and
- Has legislative authority to monitor compliance with occupational health and safety law and regulation, investigate serious incidents and, in certain cases, levy financial penalties or other sanctions against employers for safety infractions.

In 2015, WorkSafeBC completed major amendments to the BC Worker's Compensation Act to strengthen OHS compliance by:

- Providing expanded stop-work and stop-use powers;
- Providing expanded responsibilities for employer investigations, reporting and due diligence requirements;
- Strengthening injunctive powers;
- Introducing two new enforcement tools: compliance agreements and OHS citations;
- Addressing the reporting of workplace fires and explosions, the role of Joint OHS committees, the participation of employer and worker representatives, and information sharing on employer incident investigations; and
- Establishing a more proactive role for WorkSafeBC in resolving disagreements on OHS matters at joint committees.

## Alberta

**2015 Injury Rate:** 1.3 per 100 workers, an all-time low

**Strategic Focus:**

- "Heads Up", an awareness campaign on workplace health and safety designed for young workers.

The Workers' Compensation Board of Alberta and Alberta Labour continue to work with 13 safety associations to improve OHS performance in workplaces. They work with employers, via the Partnerships in Injury Reduction (PIR) program to encourage injury prevention as well as effective workplace health, safety and disability management systems.

All employers can participate in the PIR program and be eligible for refunds by maintaining a Certificate of Recognition (COR). The Safe Employer Award program has been implemented for employers that are free of compliance disputes.

## Saskatchewan

**2015 Injury Rate:** 2.1 per 100 workers, an all-time low

### Strategic Focus:

- Support research and innovation in workplace injury prevention leadership.
- Implement an injury prevention campaign for young workers.
- Target high risk hazards.
- Greater focus on online learning resources.
- Leverage partnerships to improve safety performance.

The Workers' Compensation Board of Saskatchewan and Ministry of Labour and Workplace Safety have endorsed a strategic direction titled "Mission Zero", with the goal of eliminating all workplace injury, illness and fatalities. Both organizations support WorkSafe Saskatchewan to provide injury prevention education and awareness activities, support best practices, partner with safety associations, and provide accessible education and training resources.

## Manitoba

**2015 Injury Rate:** 3.0 per 100 workers

### Strategic Focus:

- A commitment to double resources for injury prevention, and to improve its coordination with a new oversight body that includes representation from labour.
- Expanded funding for SAFE Workers of Tomorrow to make its training resources available to every Manitoba classroom.
- New automatic financial penalties for high-hazard safety violations (zero tolerance), tougher penalties for employers that backslide on safety improvement orders, and new penalties for employers that punish workers for exercising their safety rights.
- Strengthening the right to refuse unsafe work by preventing employers from reassigning work that has been refused until the safety concern has been investigated.
- Legislative protection for workers' fundamental safety rights.
- New financial incentives for employers that invest in real illness/injury prevention activities.
- A new role for the province in setting standards for workplace safety training programs.
- New supports to help smaller workplaces prevent injury/illness.
- A legislatively protected role for the Chief Prevention Officer in reporting and making recommendations to improve workplace injury/illness prevention.

The Workers' Compensation Board of Manitoba and Ministry of Family Services and Labour's Manitoba's Five-Year Plan for Workplace Injury and Illness Prevention 2013 -2017 builds on the province's protection of Manitoba workers. The improvements and reforms in this document better prevent Manitobans from getting hurt or sick on the job and affirm government's commitment to making Manitoba a nationally recognized health and safety leader.

## Ontario

**2015 Injury Rate:** 1.0 per 100 workers

**Strategic Focus:**

- Support small businesses with new resources to keep workers safe.
- Ensure that all workers, especially those most at risk, receive the help they need.
- Make the delivery of health and safety services more effective and efficient.
- Raise awareness among Ontarians about ways to stay safe and healthy at work.
- Foster compliance with workplace health and safety regulations.
- Introduce mandatory health and safety training for workers and supervisors.
- Create task groups for small businesses and for vulnerable workers to address occupational health and safety issues.
- Conduct weekend and after-hours workplace inspections.

In December 2013, the Ontario Ministry of Labour released Healthy and Safe Ontario Workplaces: A Strategy for Transforming Occupational Health and Safety, 2014-2018 - the province's first integrated strategy to prevent injuries and improve the delivery of workplace health and safety. It was developed in consultation with business, labour groups, health and safety associations and workers, and guides the Ministry of Labour in setting priorities to prevent injuries and create a culture where health and safety is at the centre of every workplace.

## Quebec

**2015 Injury Rate:** 1.7 per 100 workers

**Strategic Focus:**

- The Institut de recherche Robert-Sauvé en santé et en sécurité du travail conducts scientific research in occupational health and safety, trains researchers and offers laboratory services.
- Joint sector-based associations provide businesses in their sectors with training, information, research and counselling services on the prevention of work-related accidents and diseases.
- The Ministère de l'Éducation, du Loisir et du Sport, incorporates occupational health and safety into its educational programs.
- Psychological harassment in the workplace.
- Safe maternity programs.
- Health and safety aboard fishing vessels.



Québec's Occupational Health and Safety Plan is the result of a broad consensus. This social contract, which binds more than three million workers and their employers, is intended first and foremost to prevent industrial accidents and occupational diseases, but also to provide assistance to the victims. Québec has adopted laws establishing the rights and obligations of workers and employers. These laws include the Act respecting occupational health and safety, which deals with prevention and inspection, and the Act respecting industrial accidents and occupational diseases, which governs worker compensation and rehabilitation. These laws make both workers and employers responsible for health and safety in the workplace. The application of these laws is the responsibility of Commission des normes, de l'équité, de la santé et de la sécurité du travail.

## New Brunswick

**2015 Injury Rate:** 1.2 per 100 workers

**Strategic Focus:**

- MSI prevention.
- Young worker safety.
- Worker orientation and right to refuse unsafe work.
- Safety leadership in workplaces.
- Leveraging technology to provide greater awareness and education in health and safety.
- Investments in hiring additional Health and Safety Officers to increase prevention activities, expanded educational resources and a greater presence in workplaces.
- Workplace violence in nursing homes.
- Road safety in construction zones.

WorkSafeNB continues to promote the 5\*22 Program which provides information on five fundamental areas of health and safety and 22 health and safety topics identified within each area. The board has a strategic focus on MSIs, fall protection, contractor electrical safety, lockout, trenching, right to refuse and worker orientation. WorkSafeNB has invested in young worker safety, promoting the Health and Safety Educator of the Year Awards and the safety video ad contest. In partnership with Canadian Center for Occupational Health and Safety (CCOHS), WorkSafeNB launched a new app to provide employers and workers with better access to health and safety information.

## Nova Scotia

**2015 Injury Rate:** 1.9 per 100 workers

**Strategic Focus:**

- Focus on incident prevention through employee education and training.
- Increase access to tools that will help small to medium-sized businesses.
- Promote better safety practices through inspection and enforcement.
- Identify leaders to champion and advocate safe workplaces.
- Implement detailed safety policies and procedures to help measure workplace safety more effectively.
- Integrate health and safety awareness and training in public school and post-secondary curriculum.

The Workers' Compensation Board of Nova Scotia released its five-year Workplace Safety Strategy in 2013 with a strategic focus on leadership, safety culture, education and training, safety in small and medium enterprises, inspection and enforcement, and performance management and measurement.

## Prince Edward Island

**2015 Injury Rate:** 1.3 per 100 workers

### Strategic Focus:

- Provide injury prevention education through workshops, seminars and an annual safety conference.
- Raise awareness of safety through injury prevention campaigns.
- Advance young worker safety through educational resources and services, the Work Out Loud campaign and the OHS Leadership program.
- Support OHS Committees and Representatives.
- Promote best practices within industries and sectors.
- Educate employers, workers, and youth in incorporating safety in all aspects of their workplace.
- Focus on higher risk sectors, including health care.
- Identify and implement actions to further advance PEI's workplace safety culture.

The Workers' Compensation Board of PEI works in partnership with workers, employers and all islanders to build safe and healthy workplaces. It strives to increase awareness of safety and health at work, promote

a culture of workplace injury prevention, and develop and maintain occupational health and safety standards.

## Yukon

**2015 Injury Rate:** 2.1 per 100 workers

### Strategic Focus:

- The CHOICES Program financially rewards employers who improve workplace safety and return-to-work practices in their businesses.
- Employers with a Certificate of Recognition (COR) or a Small Employer Certificate of Recognition (SECOR), or equivalency, automatically receive a rebate credit on their assessment premium accounts of 10 per cent.
- Delivered the "Work Shouldn't Hurt" program to high school students to increase youth engagement in health and safety.
- Launched Safety IQ, an online safety themed scavenger hunt that targets young adults and their knowledge of health and safety.
- Health and safety education delivered to primary and elementary schools.

The Yukon Workers' Compensation Health and Safety Board's mandate is to promote safety awareness, deliver training and education, inspect workplaces and ensure compliance, and investigate incidents. It operates under the philosophy that "Zero is Possible", and strategically aligns its injury prevention programs and services with the vision to prevent all workplace injury and illness.

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## Northwest Territories and Nunavut

**2015 Injury Rate:** 2.0 per 100 workers

### Strategic Focus:

- Promote the Safe Advantage program, a safety incentive program that provides financial incentives to employers with proven health, safety, and return to work/claims management practices, and low claims experience costs.
- Tools and resources to assist small business in complying with OHS legislation.
- Focus on safety education and training, especially WHMIS and first aid.

- Generating awareness of good safety practices through the #WorthIt Campaign, a social media campaign that utilizes a series of safety messages printed on coffee cup sleeves.
- Social media engagement of workers and employers.

The Workers' Safety and Compensation Commission (WSCC) provides services to workers and employers across the Northwest Territories and Nunavut. The WSCC is unique in Canada as it is the only workers' compensation organization in the country to insure workers across more than one province or territory. The WSCC has a vision to eliminate workplace diseases and injuries through a partnership approach with stakeholders.

## INTERNATIONAL

### Sweden

In Sweden, the national strategy on occupational health and safety is set by the Labour Market Ministry of Employment. The Swedish Government's work environment policy is to contribute to a work environment that prevents ill health, accidents, people being excluded, and opportunities for development in the workplace for both women and men from working life.

### Strategic Focus:

- Zero tolerance of fatal accidents and the prevention of accidents at work:
  - Accident prevention measures for employees working at or on roads.
  - Foreign workers in the green sectors (forest, agriculture, horticulture).
- A sustainable working life:
  - Completed criteria for the inspection
- Series of seminars in collaboration with the European Agency for Safety and Health at Work (EU-OSHA) during its campaign on a sustainable working life 2016/2017
- Knowledge summaries on new ways of work organization.
- Supervision of the personal services sector.
- Employers' actions for adaptation and rehabilitation.
- Psychosocial work environment:
  - Guidance on work without borders.
  - Strengthened inspection and information campaigns concerning the working time.
  - Supervision of psychosocial working conditions in the elderly care sector.
  - Analysis of the working conditions in household services.

In 2015, the Government started to develop, in consultation with social partners, the current Work Environment Strategy for Modern Working Life. The strategy covers the period from 2016 to 2020 and indicates the direction of the work environment management over the course of the next five years. Within the scope of the strategy, the relevant work environment issues will undergo further work in dialogue with the social partners.

## Australia

### Strategic Focus:

The five priorities identified by the National Strategy in Australia to achieve short-and long-term OHS improvement and to nurture longer-term cultural change are to:

- Reduce the impact of risks at work;
- Improve the capacity of business operators and workers to manage OHS effectively;
- Prevent occupational disease more effectively;
- Eliminate hazards at the design stage; and
- Strengthen the capacity of government to influence OHS outcomes.

The National Strategy focuses on particular traumatic injury risks, occupational diseases and industry sectors to maximize the impact of its initiatives. The traumatic injury risks targeted are: body stressing; falls, trips and slips of a person; being hit by moving objects; and hitting objects with a part of the body. These four mechanisms of injury account for 90 per cent of injury and musculoskeletal compensated claims across Australia.

To increase the focus on effective prevention of occupational diseases, eight disease groups were identified in consultation with stakeholders:

- Musculoskeletal disorders;
- Mental disorders;
- Noise-induced hearing loss;
- Infectious and parasitic diseases;
- Respiratory disease;
- Contact dermatitis;
- Cardiovascular disease; and
- Occupational cancer.

The four priority industry sectors targeted for improvement under the National Strategy include:

1. building and construction;
2. transport and storage;
3. manufacturing; and
4. health and community services.

Safe Work Australia is continuing to work to achieve the ambitious goals of the National Strategy through a variety of means, including:

- Harmonizing work health and safety legislation through nationally consistent laws enacted in each jurisdiction delivering the same protection to all Australians;
- Raising awareness of the importance of OHS policies and programs through national campaigns such as National Safe Work Australia Week;
- Encouraging excellence in OHS through the Annual Safe Work Australia Awards; and
- Improving the collection and analysis of workers' compensation data and research across government to inform policy and regulatory frameworks, which improve decision making within Government.

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## New Zealand

WorkSafe New Zealand has adopted a new 10-year workplace injury prevention strategy titled WorkSafe's Strategic Plan for Work-Related Health 2016 to 2026. The strategy places a strategic focus on healthy work with a goal that everyone who goes to work comes home healthy and safe.

### Strategic Focus:

- Industry Leadership:
  - Awareness, Participation and Learning: raising awareness of harm and risks. Encouraging employers and workers to collaborate and recognize exposure and harm as opportunities to improve risk management.
  - Partnering with Others: enabling and supporting collaboration across industry, government and society for more impact.
  - Health by Design: educating and encouraging designers, manufacturers, importers and producers, and those who use their services, to eliminate or minimize risks at source.
  - Workforce Development: influencing the education system to improve understanding of work-related health risks, as well as the broader infrastructure that affects the supply and demand of high-quality professionals in health and safety.
- Regulatory Effectiveness:
  - Organizational Capability: developing the technical capability of the Inspectorate and other staff for better health-related activities.
  - Guidance and Education: Providing better resources outlining the

expectations and what stakeholders can do to improve work-related health and health-related safety risk management.

- Research and Intelligence: capturing, analyzing and reporting work-related health data better through new and improved approaches. Enhancing understanding of the prevalence of work-related ill-health, risks and exposures and using this to target our strategic approach and activities.
- Regulatory Framework: enabling a consistent and proportionate approach to work-related health through enhanced regulation and policy activities.
- Step Change:
  - Targeted Programs: implementing a series of targeted intervention programs designed to address prioritized work-related health risks.

## United Kingdom

The Health and Safety Executive (HSE) has a key role in helping deliver health and work priorities to help prevent workplace injury and illness. As the Governments' chief occupational health adviser, the HSE has expertise in the causes of work-related ill health, and in the controls and measures which can prevent or minimize it.

### Strategic Focus:

- Occupational stress and related mental health issues.
- Musculoskeletal disorders.
- Occupational lung disease.



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To address these priorities, the HSE draws upon the full range of networks, interventions and opportunities to make reductions in work-related ill health. These include:

- Actively contributing, where competent, to cross-government initiatives in each nation that aim to change behaviour and improve the health of the working population;
- Engaging and supporting the wider community who are also striving to make workplaces healthier – whether they are professional and industry bodies, trade unions, individual businesses, charities or researchers;
- Using evidence-based and innovative approaches to drive workplace and

behavioural changes drawing on the range of interventions available to HSE and local authorities as regulators, from inspection campaigns to digital media;

- Maintaining and enhancing the enforcement profile on work-related ill health to highlight the consequences of failure, and to hold those responsible to account;
- Reviewing HSE's Health Research Program; and
- Demonstrating the business costs of not tackling health issues by using case studies and measures of health outcomes to inspire greater ambition for the future.

## Appendix B: Measuring Health and Safety Performance

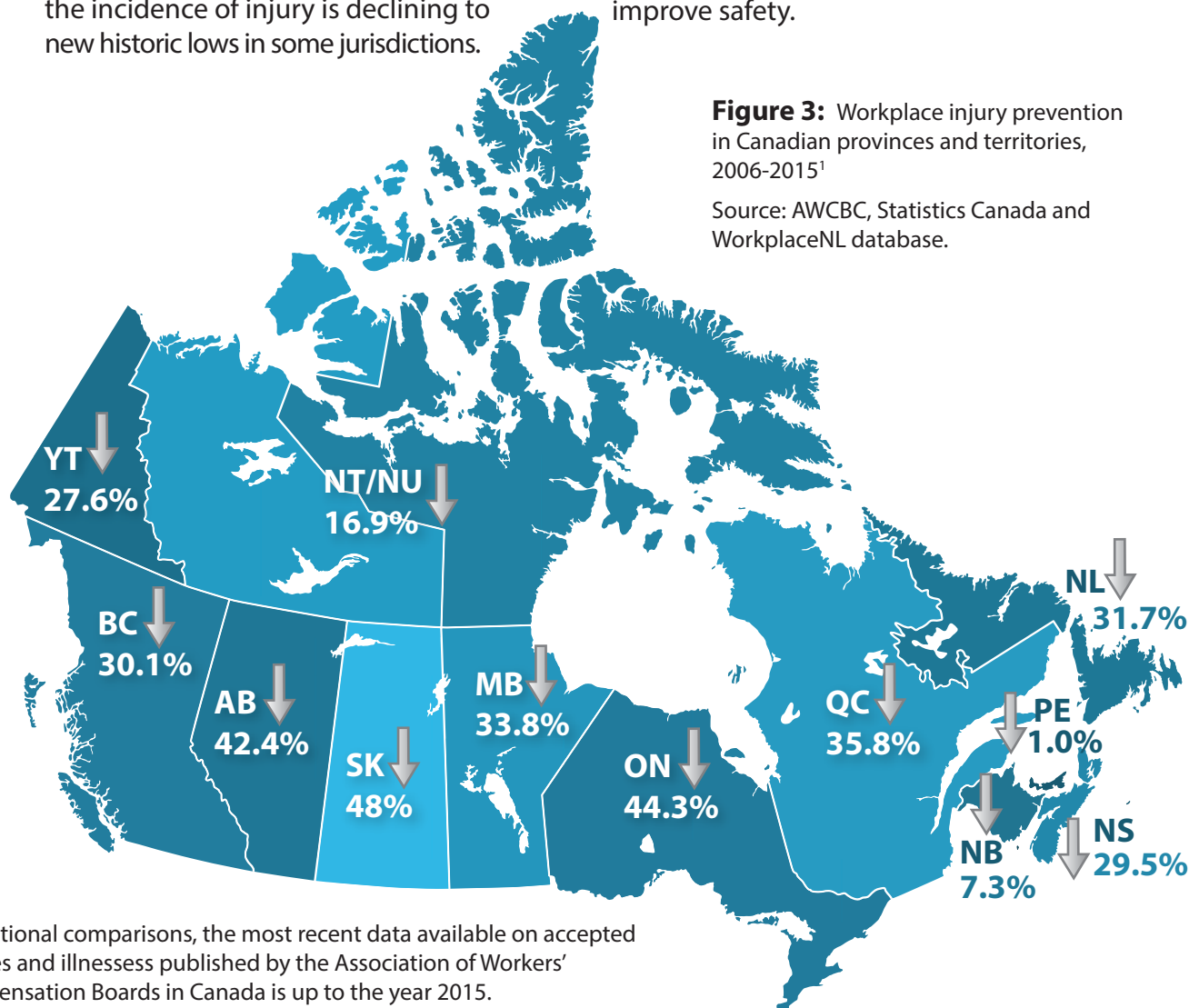
### Canada

Over the past decade, the lost-time incidence rate in Newfoundland and Labrador dropped by 31.7 per cent, slightly better than the Canadian average of 30.4 per cent (Figure 3). The trends observed in Canadian provinces and territories are not significantly different than other industrial nations. As OHS systems improve, combined with safer equipment and robust safety standards, the incidence of injury is declining to new historic lows in some jurisdictions.

Further declines in injury rates, and subsequent improvements in health and safety, will require a greater emphasis on innovation, partnerships and creative thinking. If even less workers are to be harmed or fall ill, the core tenets of workplace injury prevention – education, enforcement, and engineering have to permeate every workplace in every sector. As well, leaders need to show empathy, encourage engagement and empower workers to improve safety.

**Figure 3:** Workplace injury prevention in Canadian provinces and territories, 2006-2015<sup>1</sup>

Source: AWCBC, Statistics Canada and WorkplaceNL database.



<sup>1</sup>For national comparisons, the most recent data available on accepted injuries and illnesses published by the Association of Workers' Compensation Boards in Canada is up to the year 2015.

Over the past decade, Newfoundland and Labrador has ranked sixth among Canadian provinces for reductions in the lost-time incidence rate. Saskatchewan has had the

greatest decline in rates at 48 per cent and PEI has had the lowest rate of decline at one per cent (Figure 4).

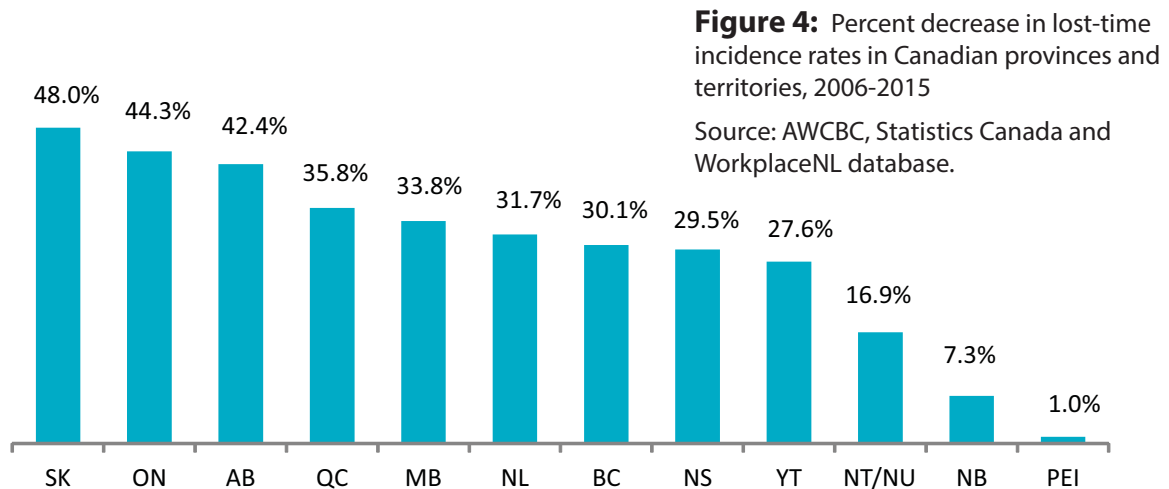
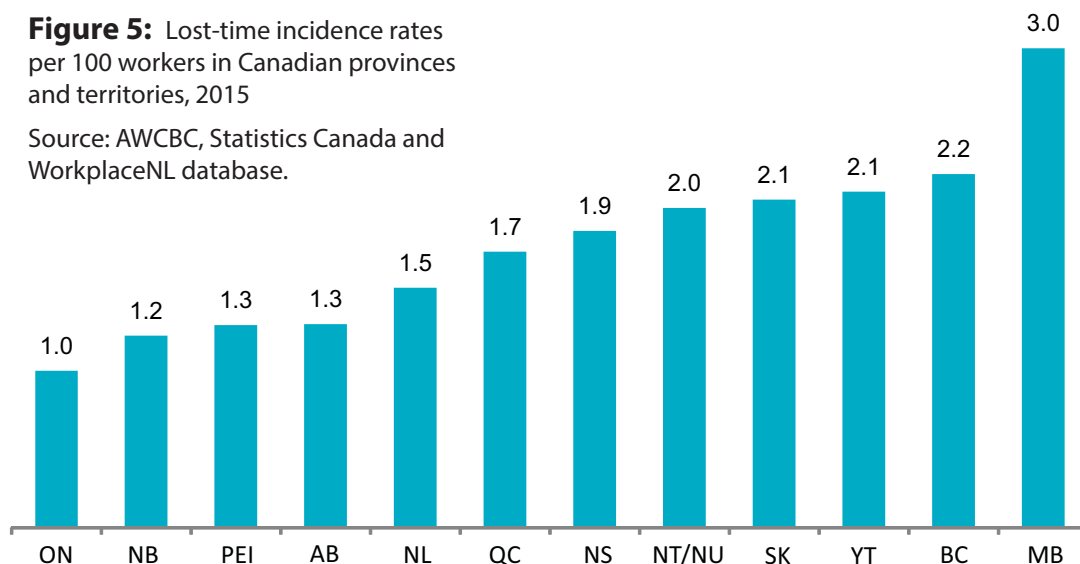


Figure 5 shows the lost-time incidence rate for all Canadian provinces in 2015. Ontario had the lowest lost-time injury rate in Canada at 1.0 lost-time injuries per 100 workers, and Manitoba has the highest lost-time incidence rate at 3.0. Please note that there

are significant legislative differences between all Canadian provinces and the coverage for workplace injuries and illnesses regarding compensability vary greatly. As such, comparing lost-time incidence between provinces should be done with caution.

**Figure 5:** Lost-time incidence rates per 100 workers in Canadian provinces and territories, 2015

Source: AWCBC, Statistics Canada and WorkplaceNL database.



# Newfoundland and Labrador

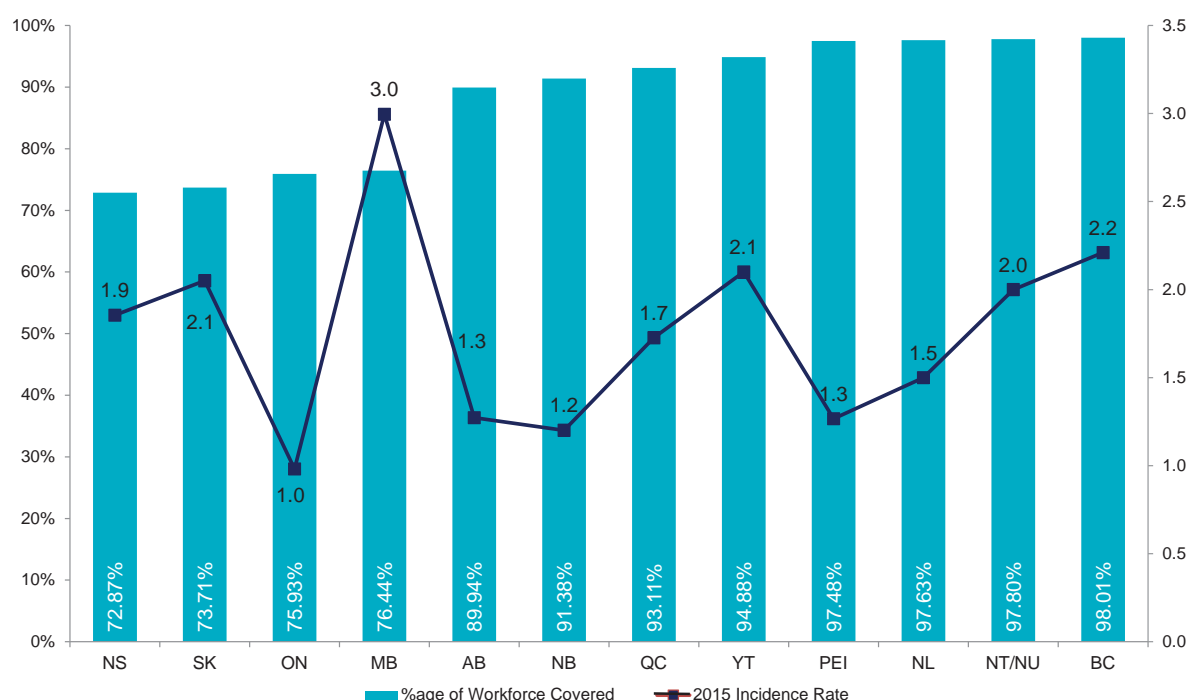
The workers' compensation legislation in each Canadian province has exclusions for certain occupations and classes of workers, and should an injury occur to a worker, there would be no compensation paid. In Newfoundland and Labrador, the Workplace Health, Safety and Compensation (WHSC) Act and Regulations do not cover professional sports players and workers engaged in domestic services employed by the homeowner.

In other provinces, there are significant exclusions, resulting in some high-risk occupations not being factored into the overall lost-time injury rates.

In 2015, WorkplaceNL provided workplace injury coverage for 97.63 per cent of the workforce. When considering the high level of workforce coverage, Newfoundland and Labrador has one of the lowest lost-time injury rates in Canada (Figure 6).

**Figure 6:** Lost-time Incidence Rates per 100 workers in Canadian provinces and territories compared to workforce coverage, 2006-2015

Source: AWCBC, Statistics Canada and WorkplaceNL database.



Safety performance in Newfoundland and Labrador has been improving since 1990. Prior to this, the province had significantly higher rates of workplace injury dating back to 1951, reaching a high of 5.2 lost-time injuries per 100 workers in 1989. Despite economic challenges and employment declines throughout the 1990s, the lost-time

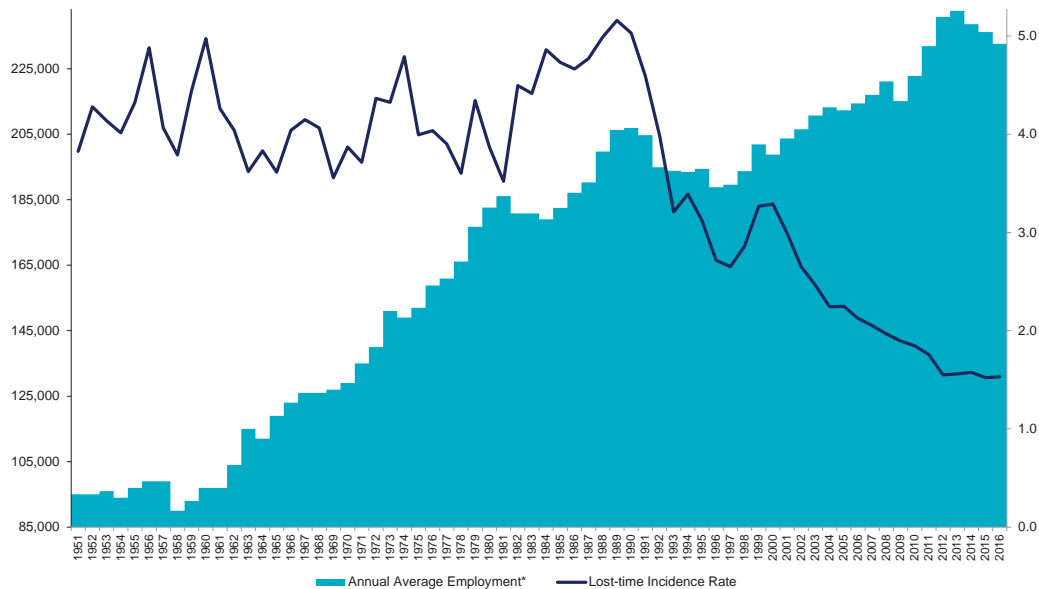
incidence rate continued to decline to a low of 2.7. As employment levels began to increase, so did the injury rate, rising to 3.3 in 2000. During this year, a Task Force on Workers' Compensation was initiated to heighten awareness of occupational health and safety, and its impact on the workers' compensation system.

Through a process of heightened engagement with stakeholders and major system changes, the injury rate has continued to decline to new historic lows despite record highs in employment. It is a sign that workers are more protected from workplace hazards than at any point in our history. However, the decline in injury rates

does not suggest that the risks of injury have been eliminated from workplaces in Newfoundland and Labrador. There remain significant risks in the occupational health and safety system, as witnessed by the rise in serious injury and workplace violence over the past decade.

**Figure 7:** Lost-time Incidence Rates per 100 Workers & Employment Newfoundland & Labrador 1951 - 2016

Source: AWCBC, Statistics Canada and WorkplaceNL database.

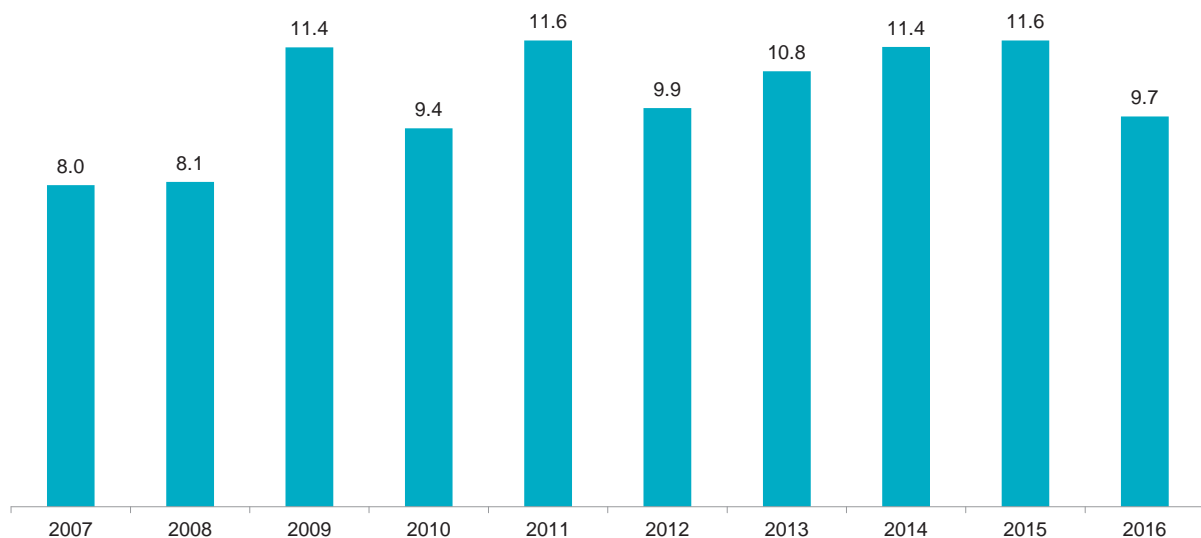


Serious injuries remain a concern for all employers, workers and system partners throughout the province. In 2016, WorkplaceNL registered and accepted 225 claims for serious injuries and most of these claims

resulted in permanent disability. The serious injury incidence rate has increased 21 per cent since 2007. We must do more to prevent these injuries from occurring.

**Figure 8:** Workplace Serious Injury Rate per 10,000 workers in Newfoundland and Labrador, 2007-2016

Source: Statistics Canada and WorkplaceNL database.

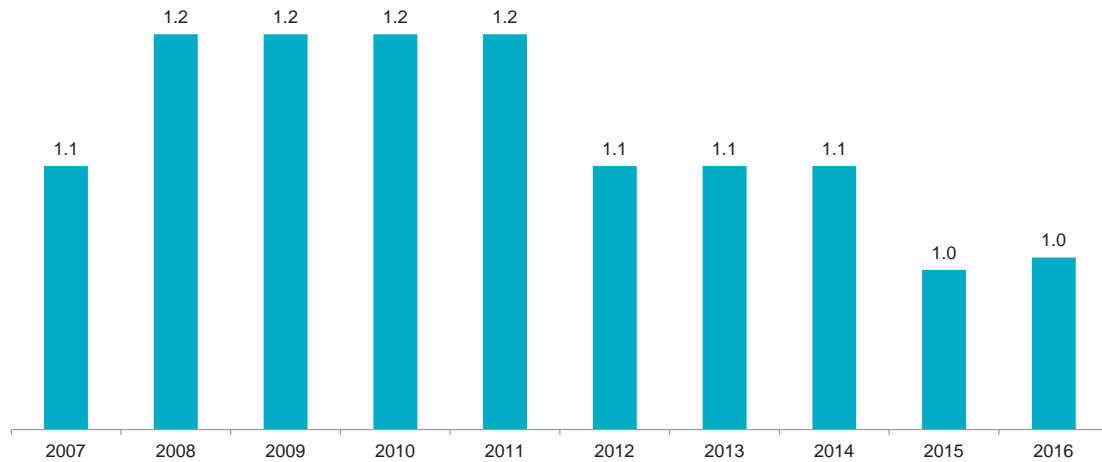




Certification training standards and enforcement activity must be diligent to recognize high risk activity, and develop programs and strategies to help lower

the risk potential for injury. However, these efforts will not be effective without cooperation and compliance from our workplace partners.

**Figure 9:** Workplace soft tissue injury rate per 100 workers in Newfoundland and Labrador, 2007-2016  
Source: Statistics Canada and WorkplaceNL database.

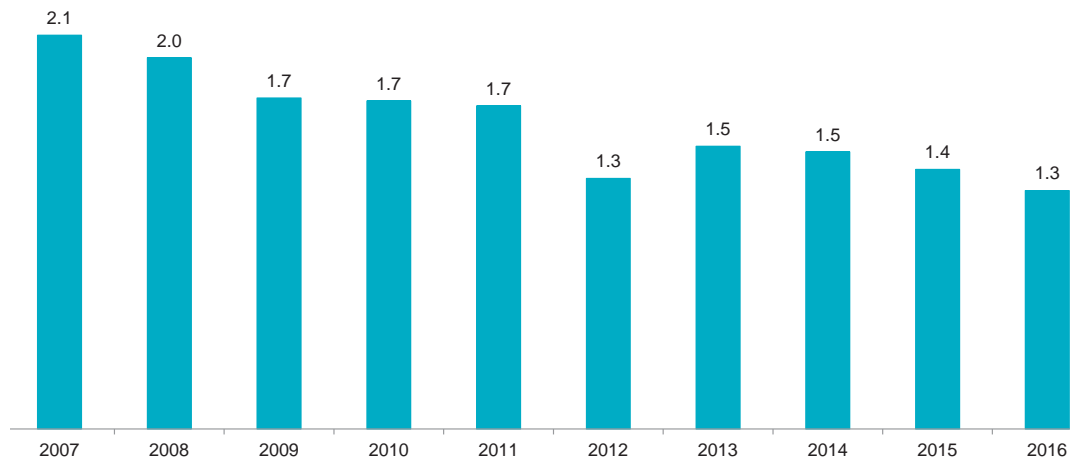


Soft-tissue injuries continue to account for approximately two-thirds of all workplace injuries. The associated costs are staggering, as is the pain and suffering caused by these injuries. These injuries cross all sectors, from heavy industry and manufacturing to health care and office work. As Figure 9 outlines, the soft tissue injury rate has shown a decline of nine per cent since 2007, in part due to greater enforcement of the MSI prevention components in the OHS Regulations, an

increase in MSI education, and greater focus and work by safety sector councils and associations.

Young worker safety continues to be a primary area of focus in every workplace injury prevention plan in Newfoundland and Labrador. The focus by employers, workers, safety partners, government and WorkplaceNL has resulted in significant declines in workplace injury in youth aged 15-24. Since 2007,

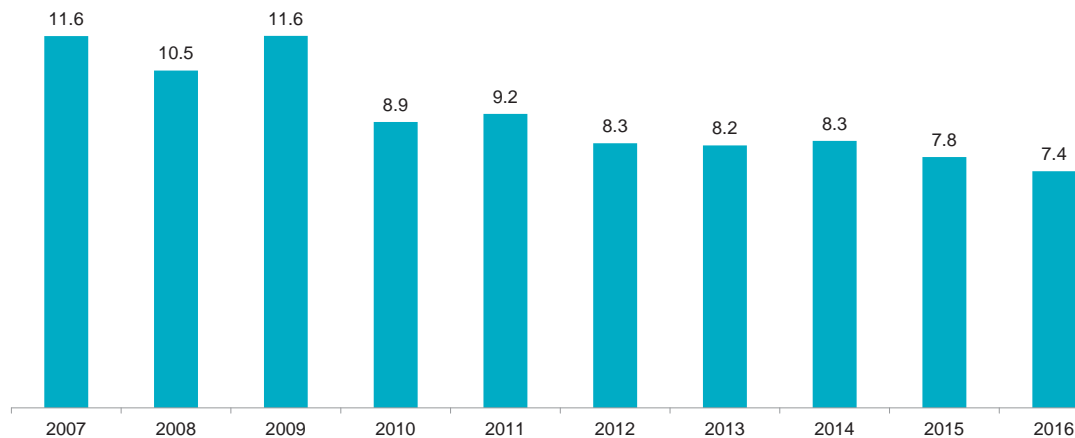
**Figure 10:** Young worker injury rate per 100 workers in Newfoundland and Labrador, 2007-2016  
Source: Statistics Canada and WorkplaceNL database.



the lost-time incidence rate has declined by 38 per cent to 1.3 per 100 workers. We believe that providing OHS education, awareness and engagement in health and safety will translate into improved safety attitudes and behaviours in the workplace in future years. While gains have been accrued in young worker safety, we still have two young workers injured every day in our province. Working at heights is a high-risk activity.

In 2016, WorkplaceNL registered and accepted 172 claims for falls from heights, with 99.4 per cent resulting in traumatic injuries. Since OHS legislation changed in 2009, and the subsequent introduction of fall protection certification training standard, the fall from heights incidence rate has declined by 36 per cent. However, falls from heights are a major risk of death and serious injury in the workplace, particularly in the construction industry.

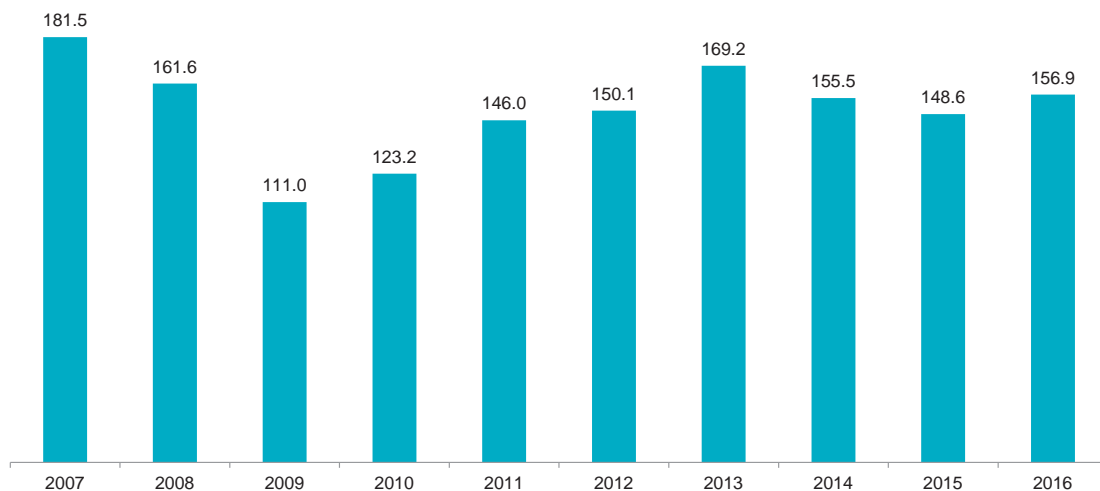
**Figure 11:** Fall from height injury rate per 10,000 workers in Newfoundland and Labrador, 2007-2016  
Source: Statistics Canada and WorkplaceNL database.



The skills, knowledge and competency to work safely at heights should remain a key focus for all workplaces in Newfoundland and Labrador.

Newfoundlanders and Labradorians have been diagnosed with occupational disease, particularly those in the mining industry.

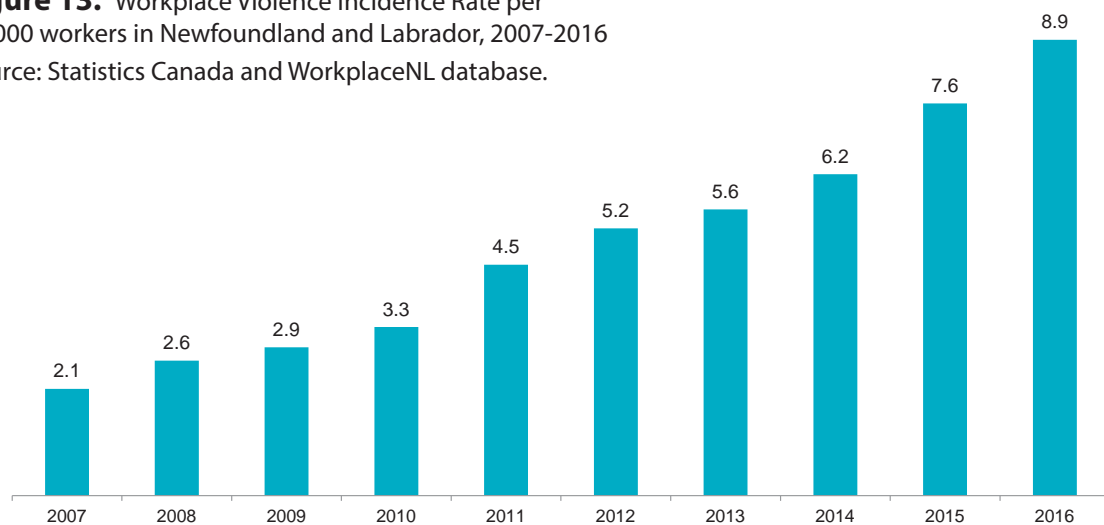
**Figure 12:** Occupational disease rate per 100,000 workers in Newfoundland and Labrador, 2007-2016  
Source: Statistics Canada and WorkplaceNL database.



Workers from the St. Lawrence Fluorspar Mine and the Advocate Asbestos Mine in Baie Verte were exposed to substances that have caused significant health issues and death. With long latency periods of 10-40 years, many of the health effects did not become evident until much later in the life of the worker, often after retirement. We must learn from these industrial tragedies and focus efforts on preventing all occupational health hazards.

There are numerous health hazards in today's workplace that pose similar risks to workers. Wood dust, silica, fumes, chemicals, gases and particulates, physical agents such as noise, thermal stress, vibration radiation, viruses, and bacteria can cause occupational cancers, respiratory diseases, and other work-related illnesses. Occupational health hazards have to remain a priority in our prevention strategies as they are a leading cause of premature death in workers in Newfoundland and Labrador.

**Figure 13:** Workplace Violence Incidence Rate per 10,000 workers in Newfoundland and Labrador, 2007-2016  
Source: Statistics Canada and WorkplaceNL database.



In 2016, WorkplaceNL registered 206 claims due to assaults and violence in the workplace, up from 125 claims in 2012 – a 65 per cent increase in five years. While the OHS Regulations require employers to conduct risk assessments for workplace violence and working alone, the incidence of assaults and violent acts continues to rise in our workplaces. Over 77 per cent of these claims come from the health-care industry, especially in long-term care settings where patients suffer from

cognitive impairments (such as those caused by Alzheimer Disease). However, 20 per cent of the injuries come from the service industry, particularly in retail environments and pharmacies. The risk potential for serious or fatal injuries due to assaults and workplace violence is increasing steadily, particularly in a climate where crime and addiction issues within the community seem to have an impact on the workplace.

Figure 14 outlines the percentage change in the lost-time incidence rate by industry over the past decade. During this time period, the lost-time incidence rate decreased an average of 26.9 per cent in the province, led by significant declines in the Wholesale and Retail Trade industry of 47.5 per cent.

Two industries did not improve during this time period. The lost-time incidence rate for Agriculture and Fish Harvesting increased by 20.4 and 12.0 per cent respectively. Fish Processing and Health Care and Social Services industries had only moderate declines of 5.2 per cent and 7.5 per cent respectively.

**Figure 14:** Percentage Change in Lost-time Incidence Rate by Industry

A Ten Year Perspective (2007-2016)  
Newfoundland & Labrador

Source: AWCBC, Statistics Canada and WorkplaceNL database.

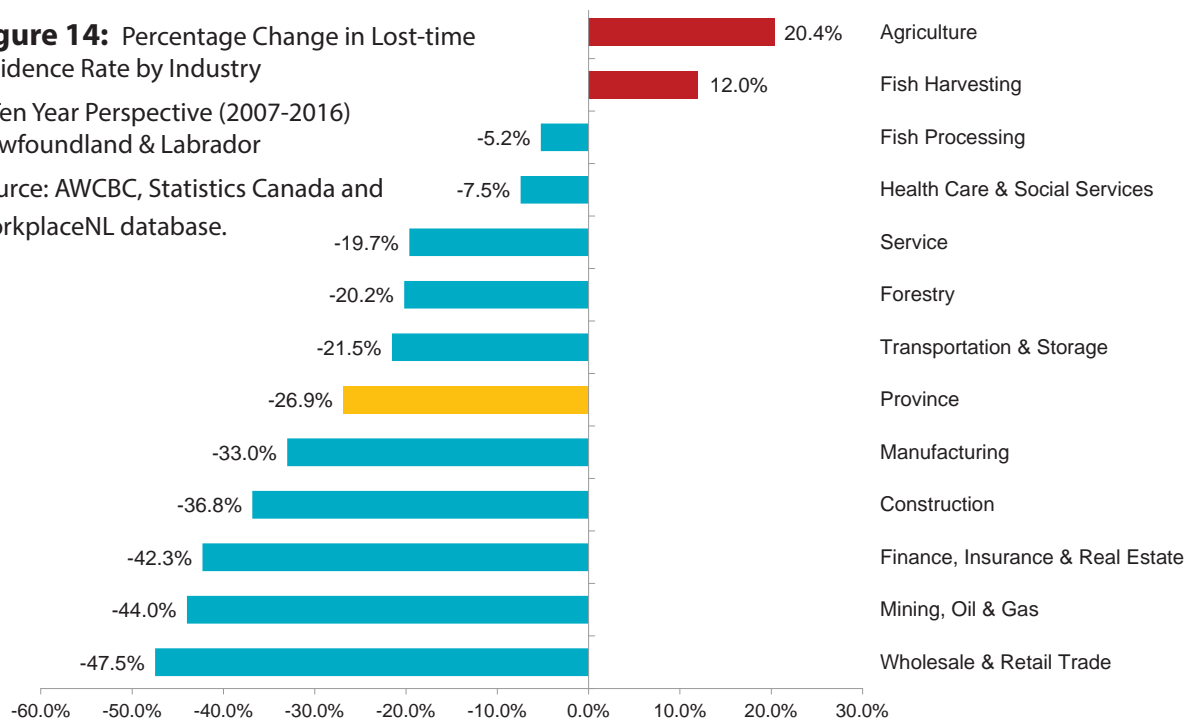


Figure 15 provides the lost-time incidence rate for each industry in 2016. Fish processing had the highest lost-time incidence (3.3 per 100 workers) followed by manufacturing

(2.6 per 100 workers). The finance, insurance, and real estate industry had the lowest lost-time incidence rate at 0.3.

**Figure 15:** Lost-time Incidence Rate / 100 Employees by Industry  
Newfoundland & Labrador 2016

Source: AWCBC, Statistics Canada and WorkplaceNL database.

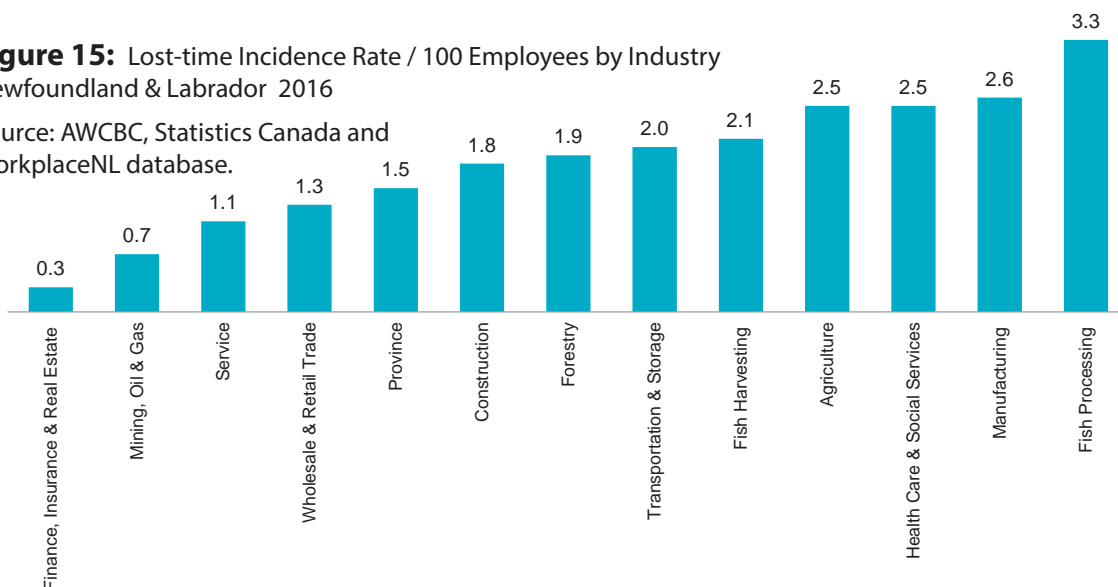


Figure 16 outlines the distribution of accepted workplace injuries by industry for 2016. The highest proportion of workplace injuries occurred in the service industry (28 per cent) followed by the health care industry (25 per cent). The lowest amount of workplace injury

occurred in the agriculture (one per cent), forestry (one per cent) and finance, insurance and real estate (one per cent) industries. Total employment in these three industries represented only 4.6 per cent of the total workforce in the province in 2016.

**Figure 16:** Total injuries by industry Newfoundland & Labrador, 2016

Source: Statistics Canada and WorkplaceNL database.

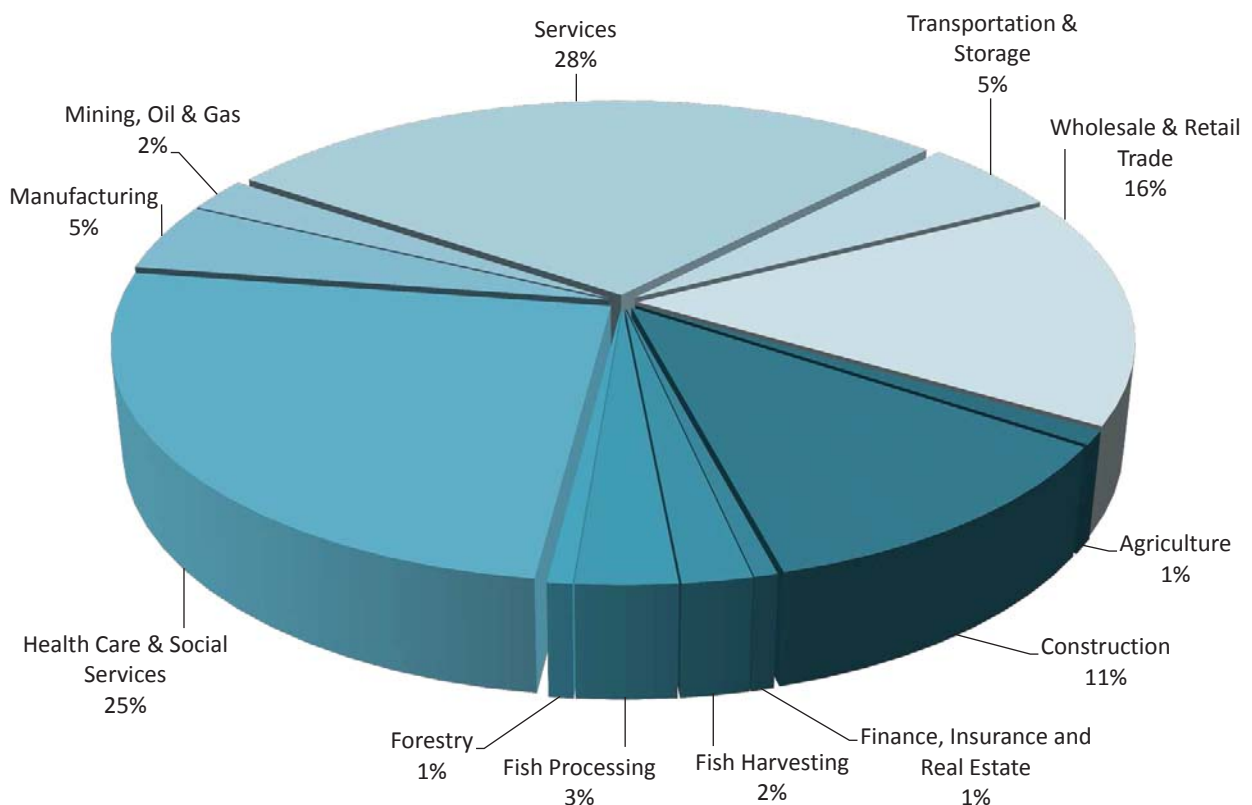


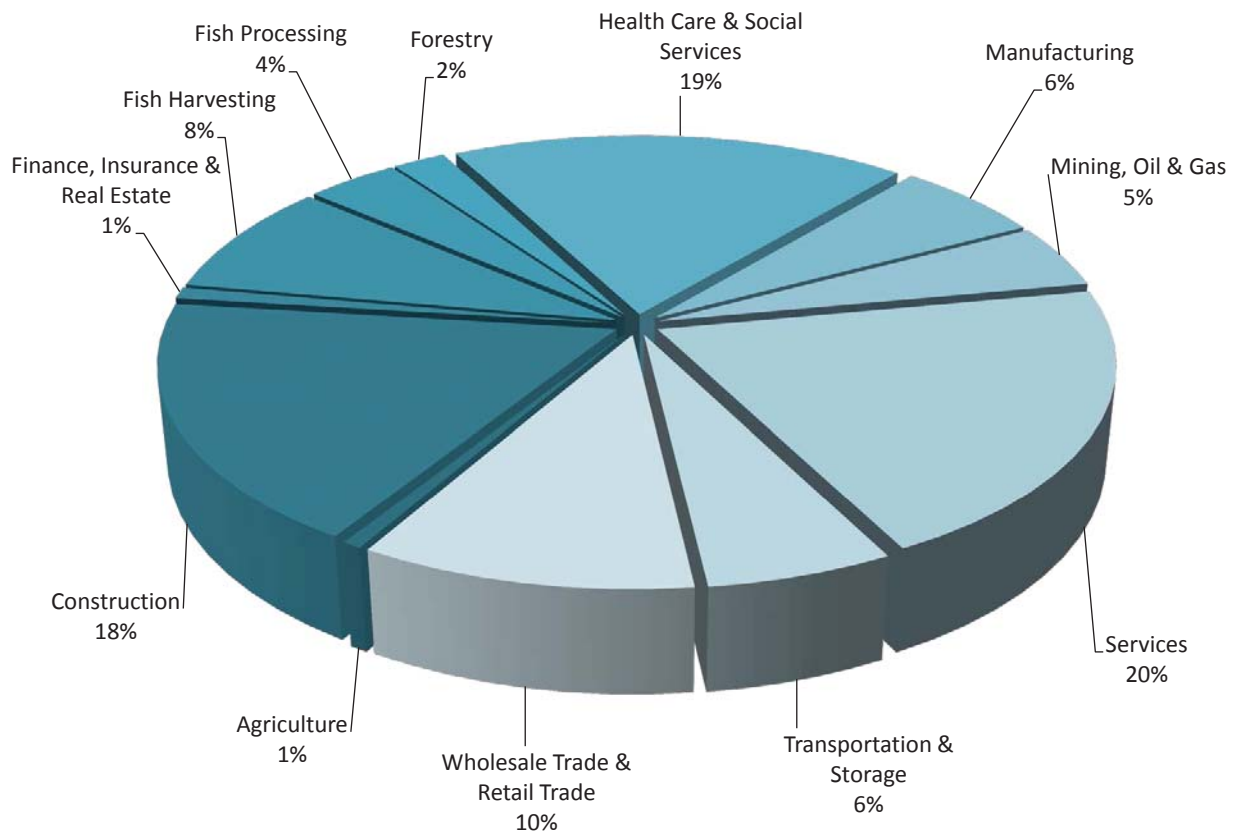


Figure 17 provides the claim costs by industry for 2016. The service industry (20 per cent) incurred the greatest amount of claim costs associated with workplace injury followed by health care (19 per cent). Approximately 124,300 workers were employed in these two industries in 2016, so the distribution

of claim costs is heavily influenced by the workforce employed and the hazards in these industries. The industries with the lowest claim costs were agriculture (one per cent) and finance, insurance and real estate (one per cent).

**Figure 17:** Total claims costs by industry Newfoundland & Labrador, 2016

Source: Statistics Canada and WorkplaceNL database.



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**For additional information, please contact:**

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