

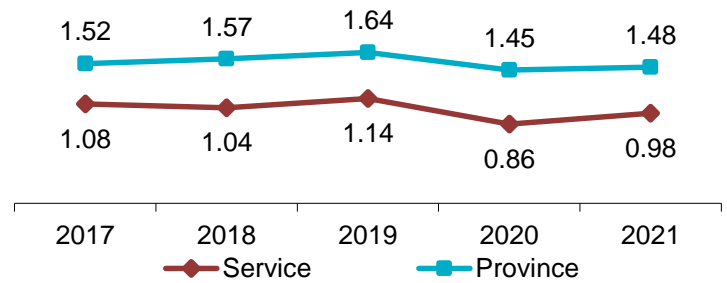
# FACTS

## Industry Facts 2021

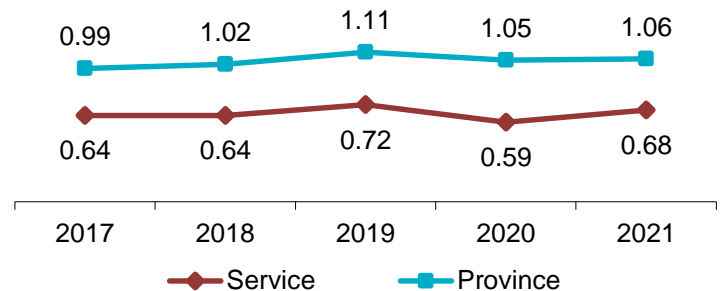
### Service



Lost-time Incidence Rate/100 Employees



Soft Tissue Incidence Rate/100 Employees

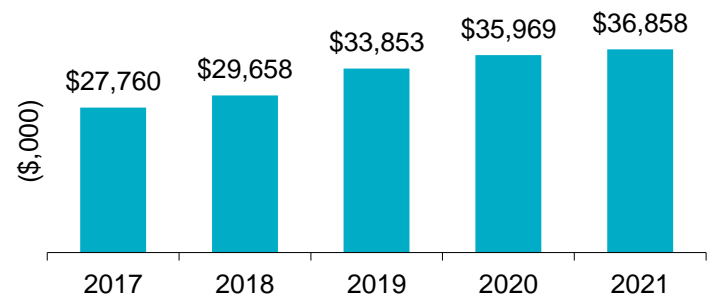


### Industry Highlights

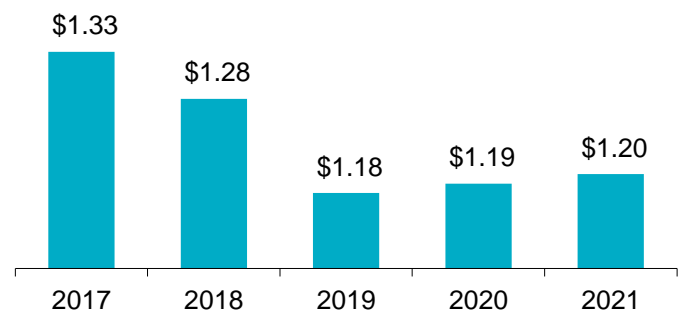
The Service Industry includes a range of sectors including accommodation, food and beverage services, amusement and recreational services, personal and household services, government services, and business services.

Between 2017 and 2021, annual average employment\* increased by 2.2%, from 80,900 to 82,700 in the industry.

Total Claim Payments



Average Assessment Rate



The Service Industry accounts for **27** per cent of all workplace violence claims in the workplace in 2021

There have been **30** fatalities since 2017

**SERVICE**

\*Source: Statistics Canada – Employment rebased January, 2021

### For more information

Contact WorkplaceNL at: 709.778.1552 or 1.800.563.9000  
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## Service Industry Highlights *continued*

### Service

### Province

	2017	2018	2019	2020	2021	2017	2018	2019	2020	2021
Lost-time	872	875	1,006	721	807	3,386	3,522	3,720	3,106	3,259
Health Care Only	404	496	477	305	302	1,561	1,697	1,651	1,161	1,130
Fatalities	3	7	7	7	6	25	36	26	35	18
Paid Weeks (000's)	48.8	49.3	52.9	54.5	54.5	243.5	244.3	251.5	262.4	265.1

### Lost-time claims by top 5 type of accidents, 2017-2021

Type of Accident	% Total Lost-time Claims
Fall to floor, walkway, or other surface	19%
Overexertion in lifting	11%
Bending/climbing/crawling/reaching/twisting	6%
Bodily reaction and exertion	5%
Repetitive motion	4%

### Lost-time claims by top 5 nature of injuries, 2017-2021

Nature of Injury	% Total Lost-time Claims
Sprains, strains, tears	33%
Fractures	7%
Back pain, hurt back	7%
Soreness, pain, hurt, except the back	6%
Bruises, contusions	5%

### Lost-time claims by top 5 parts of body injured, 2017-2021

Body Part	% Total Lost-time Claims
Multiple body parts	18%
Lumbo-sacral region	8%
Shoulder, clavicle, scapula, trapezius	7%
Knee(s)	7%
Lumbar region	6%

### Lost-time claims by top 5 occupations, 2017-2021

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

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