



COMMUNITY SOCIAL SERVICES
Health & Safety Association of BC



Community Social Services Sector INJURY TRENDS 2024



TERRITORIAL ACKNOWLEDGEMENT

CSSHSA humbly and respectfully acknowledges the unceded lands of more than 200 distinct First Nations in British Columbia.

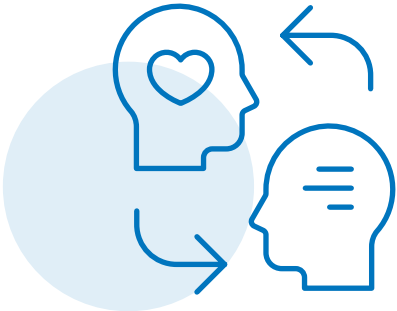
We further acknowledge that colonization and associated attitudes, policies, and institutions have significantly changed Indigenous peoples' relationship with this land.

In our work and in our lives, we are committed to listening and learning, to truth and reconciliation, and to finding better ways of being on this land.

Our Current State

Who We Serve

CSSHSA represents Community Social Services organizations in the following three WorkSafeBC classification units**:



Counselling or Social Services



Life & Job Skills Training



Residential Social Service Facility

What started as a pilot project, and a joint undertaking of the Federation of Community Social Services of BC, CSSEA, and WorkSafeBC under the auspices of the innovation and sustainability roundtable, has now become **an independent, non-profit with the support of the CSS sector.**



**Every firm registered with WorkSafeBC is assigned a classification unit based on their main business undertaking. Others in your industry will share the same classification unit and pay the same base premium rate for their insurance.

Our sector has been growing rapidly. Within our 3 classification units, the payroll has grown from **\$1,881M to \$3,055M** from 2019 to 2023.



That's a whopping **62% growth rate.**

At the same time, the sector's WSBC assessment amount, from 2019 to 2023 has increased by 214%.

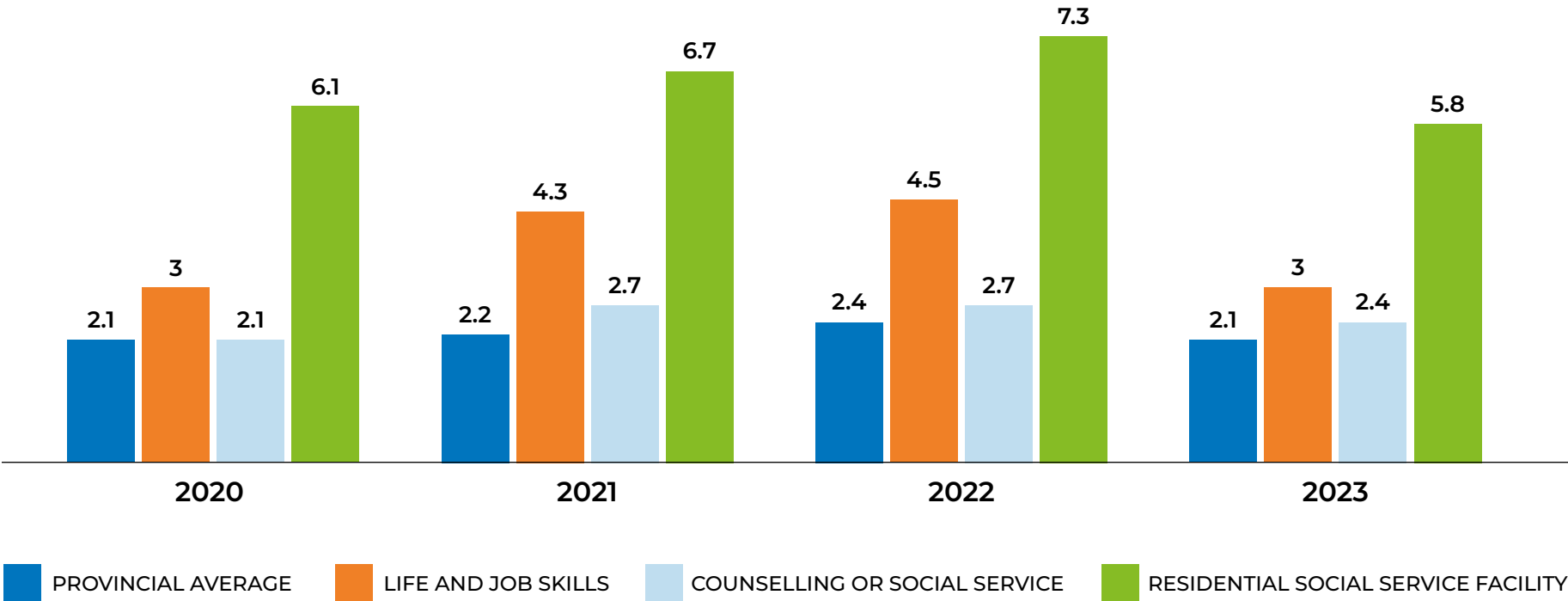
This means we are paying more to WSBC for the insurance coverage that is provided. Much of the increase has been due to COVID claims, an increase in mental health claims and more violence and aggression incidents.



In January 2024, new amendments to the Workers Compensation Act require employers and workers to cooperate with each other and with WorkSafeBC in timely and safe return to work.

Injury Rates in Community Social Services

2024 TRENDS

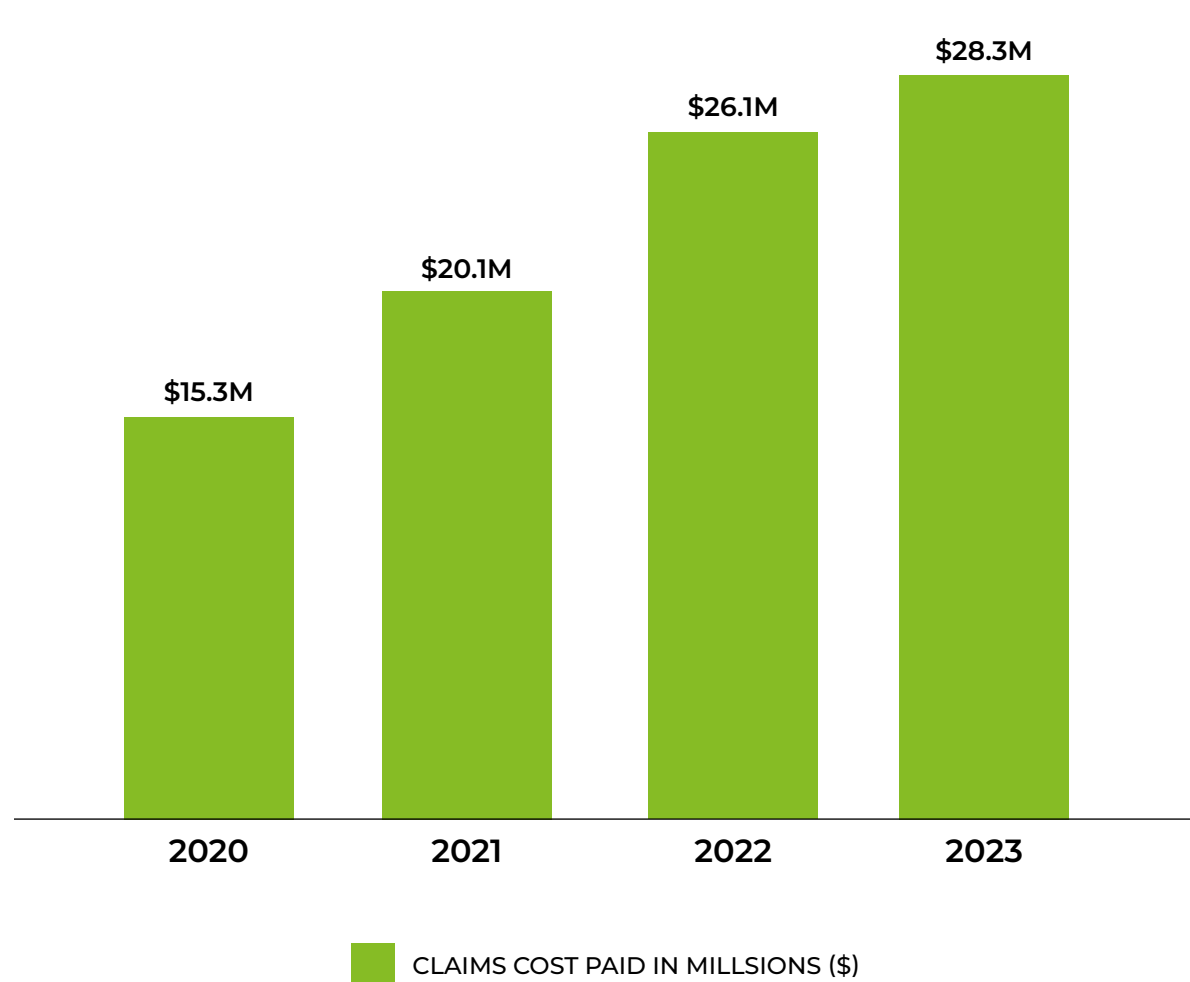


Residential Social Service Facility covers organizations that provide supported residential living arrangements for individuals in need of shelters and/or some supervision. Examples of facilities covered include group homes, shelters, transition houses, halfway houses to name a few. The injury rates in this group are **176% higher as compared to provincial average**.

Source: WorkSafeBC Power BI report provided to CSSHSA.

Claims Costs in Community Social Services

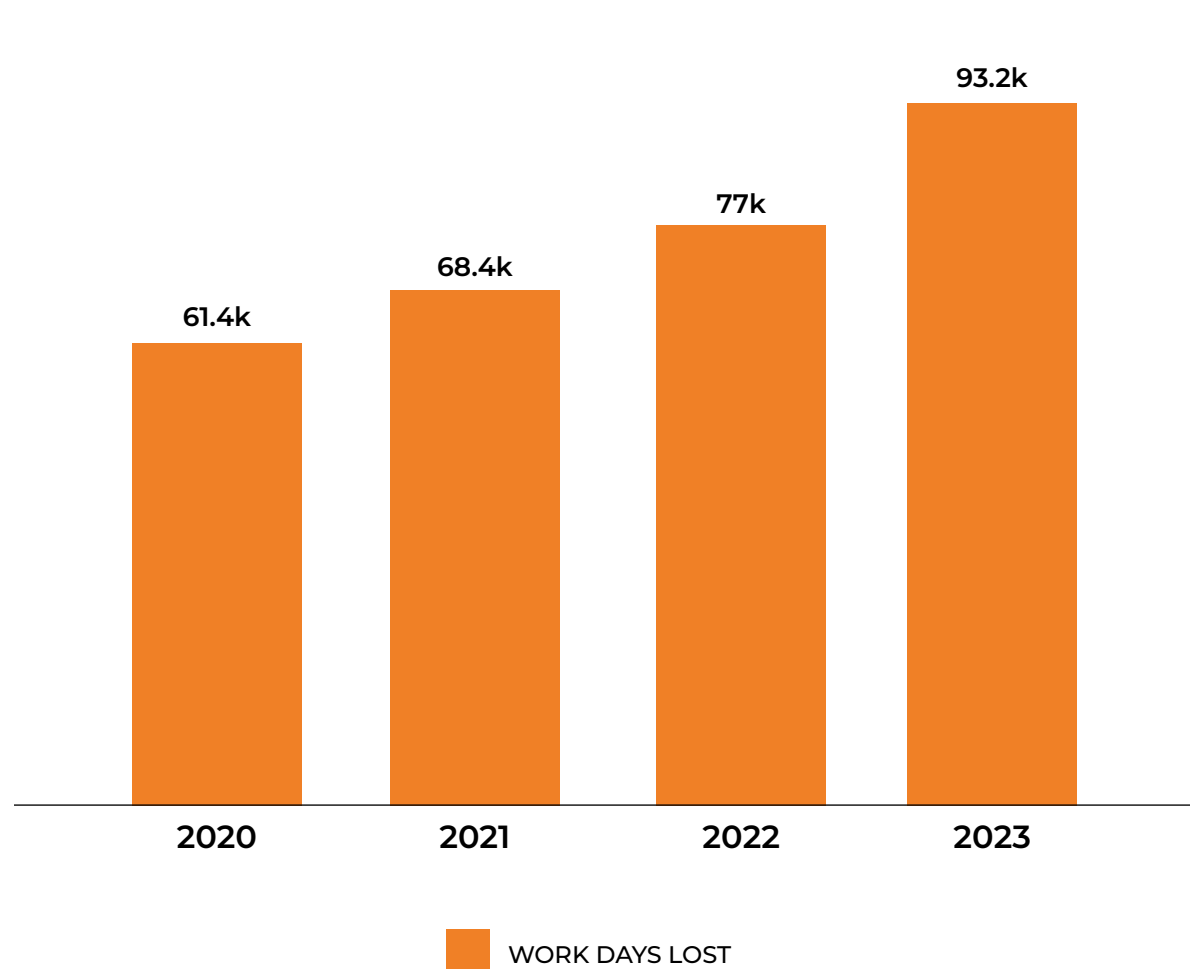
2024 TRENDS



In the last 4 years, **the claim cost has nearly doubled** in the Social Services sector (in the three classification units represented by CSSHSA).

Work Days Lost in Community Social Services

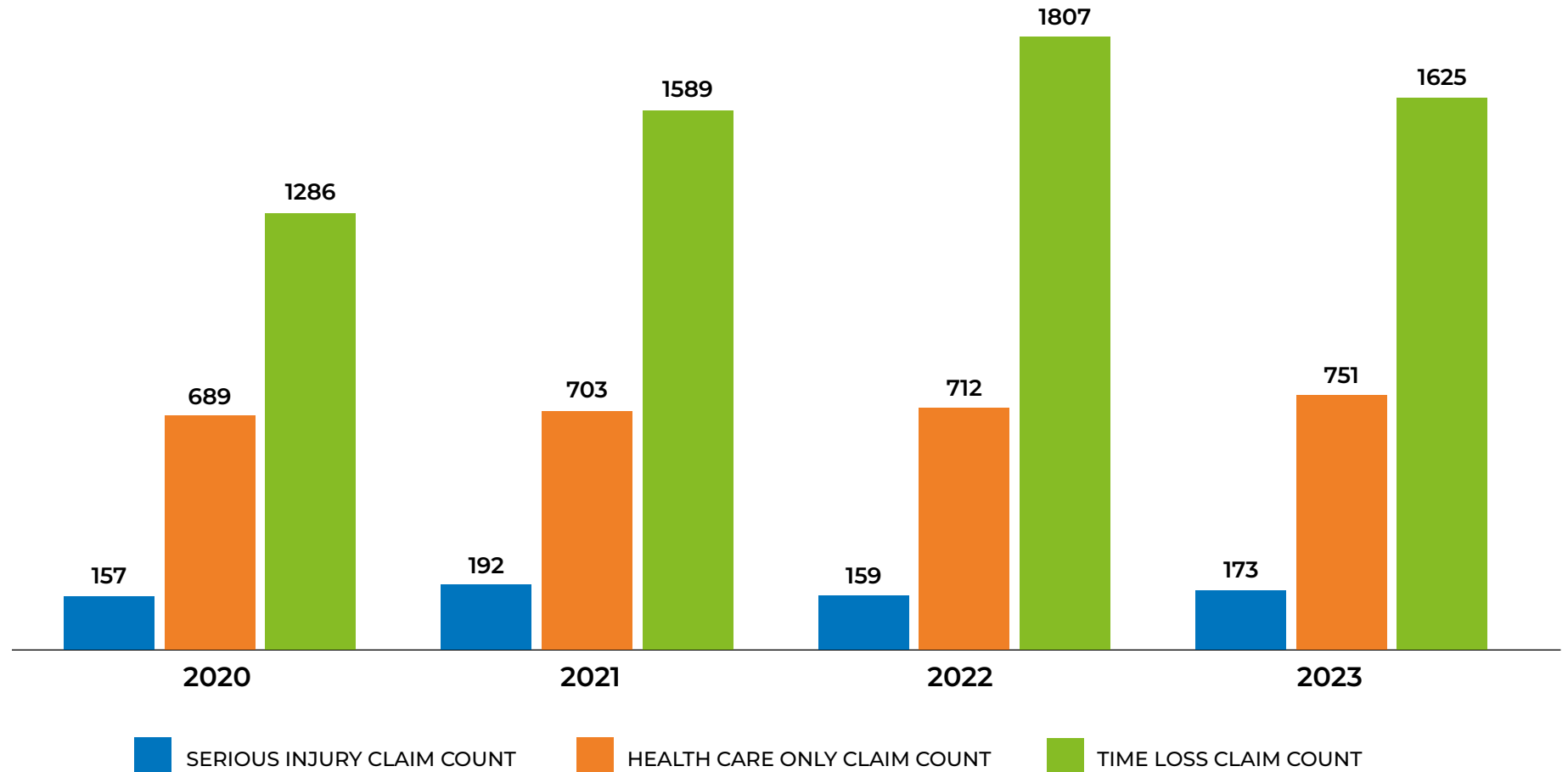
2024 TRENDS



The number of work days lost in the Social Services sector in B.C. **increased by 52% in last 4 years** and reached a new high of more than **93,200 days lost**. That's an equivalent of more than 370 full time employees.

Claim Counts in Community Social Services

2024 TRENDS



While there has been a reduction in time loss claims from 2022 to 2023. Overall time loss claims are up 26% since 2020. Serious injury claims are up 9% from 2022 to 2023.

Psychological Injury Only Claims

By industry subsector and CU, 2019 – 2023

Five-Year Summary, listing industry subsector and classification units with more than 25 psychological injury claims accepted in 2023.

	Psychological injury only claims reported					Psychological injury only claims first allowed in year				
	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
Total - All Sectors	4,506	4,438	5,455	5,902	6,791	1,718	1,626	1,742	1,982	2,208
Health Care and Social Services	1,659	1,760	2,321	2,498	2,977	730	785	876	948	1,094
Acute Care	520	532	762	877	1024	208	219	244	300	323
Pre-hospital Emergency Health Care	279	322	427	357	369	199	233	260	242	217
Residential Social Service Facility	150	177	236	294	391	81	103	105	121	171
Community Health Support Services	203	229	281	301	354	79	72	87	83	132
Counselling or Social Services	173	145	187	213	270	64	60	69	77	112
Long-Term Care	225	239	284	314	359	64	64	68	71	91



The number of psychological injuries reported and accepted continues to rise in the Social Services sector. The number of psychological injury claims reported, exceeded the number of claims reported by BC paramedics (pre-hospital emergency health care) for the first time.

2023 Psychological Injury Only Claims

Reported, allowed, disallowed, allow rate

	2023			
	Psychological injury only claims reported	Allowed	Disallowed	Allow Rate
Total - All Sectors	6,791	2,208	2,254	49%
Health Care and Social Services	2,977	1,094	854	56%
Acute Care	1,024	323	333	49%
Pre-hospital Emergency Health Care	369	217	56	79%
Residential Social Service Facility	391	171	71	71%
Community Health Support Services	354	132	102	56%
Counselling or Social Services	270	112	71	61%
Long-Term Care	359	91	147	38



The acceptance rate of psychological injury claims continues to outpace the rate of long term care, home support and acute care services in B.C. At 71% acceptance rate, the Social Services rate is only surpassed by that of BC paramedic services (pre-hospital emergency health care).

Rates in Health Care and Social Assistance Subsector



The base rates of Social Services sector continue to outpace the rate of provincial average, which is once again remaining steady at 1.55%. **2025 Average Provincial Base Rate: 1.55%**

Top Injury Type in Community Social Services

2024 TRENDS | Accident counts from 2019 to 2023



Musculoskeletal Injury Prevention

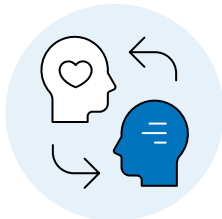
IMPACT



63,277
days lost



45%
are back
injuries



28% of total injuries in Social
Services Sector

KNOW THE RISKS

- **Lifting, lowering, or carrying:** When helping someone move furniture, lifting individuals, or pushing wheelchairs or transport equipment.
- **Repetitive tasks:** When typing, picking up needles with trash picker, or chopping ingredients for community meals.
- **Awkward postures:** When working in positions like squatting, kneeling, or bending over such as when attending to emergencies.
- **Contact stress:** When assisting with client transfers such as moving a client from wheelchair to bed or helping them get into or out of a vehicle.

PREVENT MSI IN YOUR ORGANIZATION

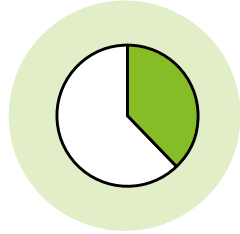


Violence Prevention

IMPACT



Leading cause of workplace injury in the Social Services Sector



38% of total injuries in the Social Services Sector



84% are experienced by Social and Community Service Workers

VIOLENCE IN THE WORKPLACE CAN BE:

- **Intentional or not intentional:** Working with individuals who have significant needs or behavioural difficulties often leads to workers being in situations where aggression becomes a concern.
- **External or internal:** The source can be someone outside the organization like someone from the community or within the organization like an employer.
- **Physical, verbal, or sexual:** This can include physical assaults, verbal threats or abuse, or sexual harassment or unwanted sexual

PREVENT VIOLENCE IN YOUR ORGANIZATION



Psychological Health and Safety

Mental Health Claims: A Significant Cost in the Community Social Services Sector

- Mental health disorder claims in the Community Social Services sector totaled over \$57 million between 2019 and 2023.
- These claims accounted for more than 41% of total injury-related costs in the sector.

Workplace Aspects Impacted by Psychological Health and Safety

- **Organizational Culture:** How employees interact with each other and the broader work environment.
- **Workplace Practices:** How decisions are made, how work is assigned, and how employees are treated daily.
- **Employee Engagement and Involvement:** The degree to which employees feel connected to their work and have a voice in decision-making.

Examples of Psychological Hazards in the Workplace

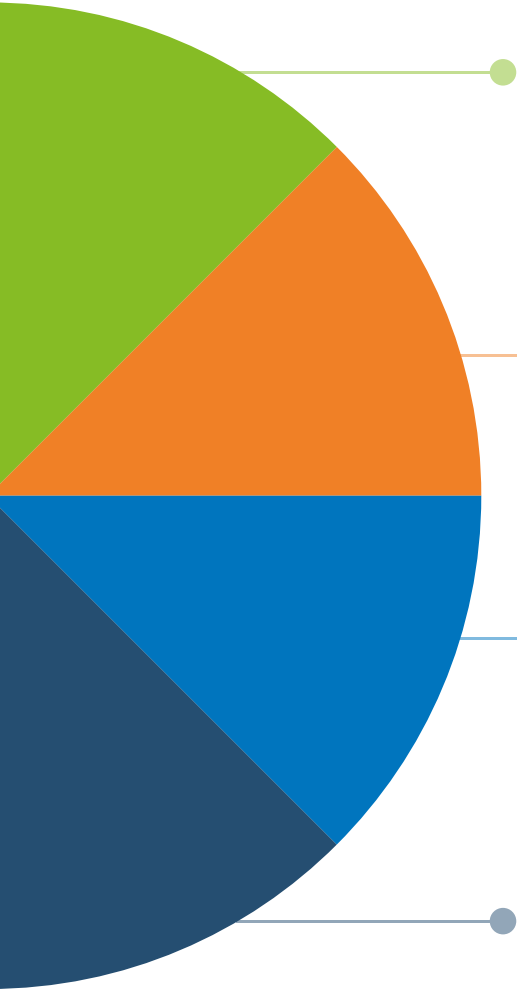
- **Excessive Workload:** Unrealistic demands and pressure leading to stress and burnout.
- **Unclear Roles:** Ambiguity in job responsibilities and lack of control causing frustration.
- **Toxic Relationships:** Bullying, harassment, and conflict creating emotional strain.
- **Lack of Support:** Insufficient emotional or practical support from colleagues and managers.
- **Poor Work-Life Balance:** Long hours and blurred boundaries leading to burnout.

STEPS TO IMPROVE PSYCHOLOGICAL HEALTH AND SAFETY OF WORKERS



Psychological Health and Safety

How we can help



Pulse Check

Identify strengths and areas for improvement regarding psychological health and safety



Wellness Exchange

Empower employees with skills and strategies to manage mental well-being while at work



People Working Well

Promote mental health resources specific to employees' challenges in the sector



Safe Spaces

Create a safe environment for your team



COMMUNITY SOCIAL SERVICES
Health & Safety Association of BC

**CSSHSA wishes to thank all our partners for the continued support
as we engage with the sector to develop this important work.**

www.csshsa.ca