



Canadian Centre for Occupational Health and Safety

Performance Report

For the period ending
March 31, 1999

Canada

Improved Reporting to Parliament Pilot Document

The Estimates of the Government of Canada are structured in several parts. Beginning with an overview of total government spending in Part I, the documents become increasingly more specific. Part II outlines spending according to departments, agencies and programs and contains the proposed wording of the conditions governing spending which Parliament will be asked to approve.

The *Report on Plans and Priorities* provides additional detail on each department and its programs primarily in terms of more strategically oriented planning and results information with a focus on outcomes.

The *Departmental Performance Report* provides a focus on results-based accountability by reporting on accomplishments achieved against the performance expectations and results commitments as set out in the spring *Report on Plans and Priorities*.

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Foreword

On April 24, 1997, the House of Commons passed a motion dividing on a pilot basis what was known as the annual *Part III of the Estimates* document for each department or agency into two documents, a *Report on Plans and Priorities* and a *Departmental Performance Report*.

This initiative is intended to fulfil the government's commitments to improve the expenditure management information provided to Parliament. This involves sharpening the focus on results, increasing the transparency of information and modernizing its preparation.

This year, the Fall Performance Package is comprised of 82 Departmental Performance Reports and the government's report *Managing for Results - Volumes 1 and 2*.

This *Departmental Performance Report*, covering the period ending March 31, 1999, provides a focus on results-based accountability by reporting on accomplishments achieved against the performance expectations and results commitments as set out in the department's pilot *Report on Plans and Priorities* for 1998-99. The key result commitments for all departments and agencies are also included in Volume 2 of *Managing for Results*.

Results-based management emphasizes specifying expected program results, developing meaningful indicators to demonstrate performance, perfecting the capacity to generate information and reporting on achievements in a balanced manner. Accounting and managing for results involve sustained work across government.

The government continues to refine and develop both managing for and reporting of results. The refinement comes from acquired experience as users make their information needs more precisely known. The performance reports and their use will continue to be monitored to make sure that they respond to Parliament's ongoing and evolving needs.

This report is accessible electronically from the Treasury Board Secretariat Internet site:
<http://www.tbs-sct.gc.ca/tb/key.html>

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Canadian Centre for Occupational Health and Safety



Performance Report

**For the
period ending
March 31, 1999**

The Honourable Claudette Bradshaw
Minister of Labour

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Executive Summary

The Canadian Centre for Occupational Health and Safety (CCOHS) is dedicated to promoting the fundamental right of Canadians to a healthy and safe working environment. It accomplishes this task by working diligently with employers, workers and provincial and territorial governments. The Centre is governed by a tripartite Council representing labour, business, and federal, provincial and territorial governments, which ensures impartiality of the information CCOHS disseminates.

Over the last decade, the Centre has undergone a remarkable transition from a fully government-funded organization to 64% generated from the sale of products and services. The Centre is dedicated to providing service to Canadians while continuing to struggle with the decline in government funding. While revenue generation efforts continue, expenditures and staffing levels have been dramatically reduced to offset the decline in appropriations.

Through the use of new technologies and the World Wide Web, the Centre is reaching many more Canadians. The Internet is being used to deliver a collection of occupational health and safety questions and answers documents named *OSH Answers* . This website contains over 2,000 questions and answers and provides more than 1,000 pages of useful information for Canadians in response to their health and safety questions.

The web is also being used to deliver the Academic Support Program, which has made health and safety information available to 1.3 million students and faculty at 63 colleges and universities. The confidential, bilingual Inquiries Service continues to make health and safety information available to Canadians without cost or information-access barriers through its telephone inquiries service.

Through collaborative partnerships with other institutions, CCOHS reaches many more Canadians in its efforts to improve health and safety for workers. The Centre remains dedicated to the advancement and dissemination of unbiased occupational health and safety information.

Chart of Key Results Commitments

Canadian Centre for Occupational Health and Safety		
to provide Canadians with:	to be demonstrated by:	achievement reported in:
a national centre dedicated to the advancement and dissemination of unbiased information on occupational health and safety	⇒ level of satisfaction with free inquiries service	⇒ DPR Section 3, page 13
	⇒ provision of databases in accessible formats	⇒ DPR Section 3, pages 13 to 17
	⇒ increase the availability of health and safety resources for Canadians	⇒ DPR Section 3, pages 13 to 17
	⇒ world wide recognition as a leading contributor to the advancement of occupational health and safety	⇒ DPR Section 3, pages 13 and 17
	⇒ level of satisfaction/confidence by labour, business and all levels of government in the quality and impartiality of the Centre	⇒ DPR Section 3, page 14
	⇒ increase the recognition of occupational health and safety as an important issue in educational institutions	⇒ DPR Section 3, page 15

Section I: The Message

The Canadian Centre for Occupational Health and Safety has advanced the cause of occupational health and safety (OSH) through continued growth of its web service and collaborative arrangements with other organizations .

Through the interest and work of many Canadian jurisdictions, there is an effort to promote and provide occupational health and safety education in the public school system. Educating Canadian youth about their role for health and safety in the workplace is expected to greatly reduce the toll of work-related injuries and illnesses over a long-term basis.

CCOHS primary goal is to promote occupational and environmental health and safety to Canadians. This will be accomplished through the provision of educational support services, utilizing world wide web technology to provide more accessible inquiry services, and developing and delivering more practical and relevant information and services for workers, their employers and their communities. By linking the awareness of health and safety from the workplace to the needs of the community, more opportunities will arise for creating safer communities.

In response to the needs of our major stakeholders, we are developing a collection of practical, easy to use OSH information and resources to fulfill the needs of the small and medium-sized enterprises sector. These products will fill a large void in an under-served segment of the Canadian workforce. It is expected that their ability to properly engage in preventing injuries and illnesses among their employees will be greatly assisted by this practical, innovative CCOHS approach.

OSH Answers, the free web service that answers over 2,000 OSH questions, continues to be expanded. This new approach to serving the public answered over 250,000 in its first year of operation. Canadians have overwhelmingly supported and used this new service. In the next year, the content will become more comprehensive and attuned to the expressed needs of Canadians, developed from user feed back. We continue to develop linkages with a broad range of Canadian service providers to ensure that this vital public service is widely distributed and used throughout Canada. We anticipate that this service will provide 500,000 answers during its second year of service.

A detailed educational program was established by CCOHS in 1998. The Academic Support program aim is to reach many students and faculty at universities and colleges. CCOHS information products have been made available at 63 sites and are available to over 1.3 million individuals. Students, as future Canadian employees, will be encouraged to learn about safe and healthy work as related to their educational disciplines and use this knowledge in their professional and personal endeavors. These students will become our future employees and employers and will influence future occupational safety and health policy formulation. Our goal is to incorporate more occupational health and safety information directly into the curriculum in addition to the direct access to our information databases.

Other organizations, such as Minerva Canada, also support integration of OSH into higher education. We seek to support organizations with mutually complementary OSH education

goals to enhance the goal of reducing work-related injuries. We have been participating with the Ontario government and its OSH agencies to develop resources and approaches, which will enable the integration of OSH into the new high school curriculum. The teaching of occupational health and safety will begin in 1999. The resource tools will be developed over the next few years.

Our international partnerships and international work enable us to acquire worldwide, high quality OSH resources and knowledge for use in Canada. Through our work with many major international institutions, we continue to enhance Canada's reputation as a respected major contributor in the field of usage and provision of OSH information. Invaluable goodwill continues to accrue to CCOHS and Canada from the beneficial fee-for-service work in which we participate.

CCOHS is continually changing through internal reorganization, revising and improving our work, and engaging in projects and efforts of major or national significance to strengthen the organization. This allows us to devote resources to work closely with Canadian OSH partners and stakeholders, to provide customized products and services to assist them to attain their OSH goals.

In coordination with the Centre's Council of Governors and consistent with their vision for the future of CCOHS, we will continue to provide high quality and appropriate occupational health and safety information and services to help Canadians engage in healthier work and ultimately achieve a healthier life.

S. Len Hong
President and CEO

Section II: Departmental Overview

Mandate, Vision and Mission

The Canadian Centre for Occupational Health and Safety (CCOHS) was created in 1978 by the *Canadian Centre for Occupational Health and Safety Act* (R.S., 1985, c. C-13) which mandates the Centre to promote the fundamental right of Canadians to a healthy and safe working environment.

CCOHS is Canada's national resource for occupational health and safety information. It serves to promote health and safety in the workplace, to help establish high standards for occupational health and safety, and to foster consultation and co-operation among governments, labour and employers to reduce or eliminate occupational hazards.

The vision is for CCOHS to become the one-stop occupational health and safety information resource centre that will enable Canadians to easily acquire high quality services.

CCOHS is accountable to Parliament through the Minister of Labour. It is a departmental corporation under Schedule II of the *Financial Administration Act*.

Objectives

To provide Canadians with information about occupational health and safety which is trustworthy, comprehensive, and intelligible. The information facilitates responsible decision-making, promotes changes in the workplace, increases awareness of the need for a healthy and safe working environment, and supports education and training.

Strategic Priorities

CCOHS is governed and directed by a tripartite Council of Governors comprised of members from labour, business and government leaders representing their respective constituents across Canada. The Council meets three times a year to review policy and monitor progress of CCOHS. In January 1997, the Council adopted the following set of guiding principles for the Centre's future, which have been supported by federal, provincial and territorial Ministers responsible for occupational health and safety:

The *Canadian Centre for Occupational Health and Safety Act* allows the Centre to undertake a broad range of activities "to promote the fundamental right of Canadians to a healthy and safe working environment".

The Council of Governors intends these principles to guide the Centre for the short to mid term and to allow for continued growth in cost-recovery.

1. The Council reconfirms its support and commitment to the CCOHS and the valuable role the Centre provides to Canadian workers and

employers. Further, the Council recognizes the importance of its tripartite nature in governing the Centre.

The Centre is to continue to serve as a source of excellence for unbiased technical information and expertise to support labour, employers, and governments in maintaining safe and healthy workplaces.

The Centre is to continue to provide critical analysis and interpretation of occupational safety and health information.

Further, the three caucuses recognize the critical importance of maintaining a free inquiry service to support the right of working Canadians to a healthy and safe working environment.

2. The Council and the Centre shall communicate to respective Ministers regarding the excellence and role of the Centre in order to obtain broad public policy support and guidance.
3. The Council recognizes the high standard and non-partisan nature of the Centre's undertakings. It recommends the Centre continue in its consulting and research efforts, while meeting the test of fairness in a competitive world. Joint funding of projects that target key areas of information needs should be a special focus of these efforts.

The Council urges all governments and other organizations to consider the Centre as a potential source of consulting and research services.
4. The Council urges governmental and non-governmental organizations, including labour and employers, to work in partnership with the Centre to provide public access to the Centre's CD-ROM, Internet and other services.
5. The Council recommends the Centre consider the future possibility of gathering and disseminating occupational health and safety statistical information.
6. The Council recognizes that the Centre has become a national repository for MSDS, and efforts to encourage companies to continue to supply data sheets to the Centre will continue, where practicable and feasible.
7. The Council recommends that health and safety materials be available in the form most useful to the user, including hard copy.

8. The Council encourages the development of partnerships, tailored to specific jurisdictions, that enhance the visibility and distribution of CCOHS information. This could also include co-operation between various government inquiry services.
9. The Council recommends that jurisdictions and others systematically provide all technical, research, guidelines, codes of practice, and best practices to the Centre.

The President and Chief Executive Officer (PCEO) and CCOHS staff are committed to following these principles and plan to fulfil the Council's strategic priorities for the Centre by ensuring CCOHS provides:

- A. a confidential occupational health and safety inquiries service to Canadians;
- B. economical fee-for-service occupational health and safety products and services which are delivered by various means, including:
 - Compact Disc - Read Only Memory (CD-ROM)
 - accessible computerized information services
 - publications and guides
 - training
 - memberships;
- C. non-biased occupational health and safety information;
- D. a national occupational health and safety collaborating centre for the 13 Canadian jurisdictions and serving as Canada's representative as an international centre (i.e. World Health Organization, International Occupational Safety and Health Information Centre);
- E. a national occupational health and safety information repository.

Challenges

The decline in appropriations and a lack of a stable funding base continue to challenge CCOHS. The focus towards generating revenues from sales means that we must remain competitive in creating and improving our products, while lacking the financial or human resources that are required. Efforts to manage a scarce budget consume time that should be devoted to fulfilling our mandate. A stable-funding base, sufficient to fulfill the public service aspects of the organization, is required to ensure continued professional service to Canadians.

The fast changing pace of technology presents a challenge in product development and staff training. Efforts are continually made to improve products to remain competitive and useful for our users. Customer service and sales and marketing programs have been improved to provide a higher level of service and increase revenues.

Financial resources are also being stretched by the additional costs required for our relocation to different premises in 2001. We are unable to accrue for large one-time expenses over many years, due to our limited rollover provisions.

Operating Environment

CCOHS works with government organizations at the national and provincial level to provide resources that assist in the delivery of occupational health and safety services to Canadians. Relationships have been developed with many post-secondary institutions to give them access to occupational health and safety information. We have also been involved with curriculum development. CCOHS provides products and services to employers in many sectors including healthcare, chemicals, agriculture, manufacturing and distribution. Labour organizations are also frequent users of our services. Workers and individuals can access our services through the website and Inquiries Services. CCOHS has a broad range of products and services at varying levels of cost.

There has been an increase in the competition for our software products as more companies are developing these applications. CCOHS provides unbiased and high quality resources that are highly respected worldwide. The quality of the resources is a priority. CCOHS provides service through its public service side, which is free of charge, and through the sale of products and services, which are sold on a cost recovery basis.

Business and Service Line, Organization Composition, and Resource Plans

Business Line: CCOHS is Canada's national institute, which promotes the fundamental right of Canadians to a healthy, and safe working environment. The Centre is independent from other federal and provincial departments and maintains a tripartite (labour, business, and government) governing council to help ensure that intelligible, unbiased information, studies and analyses are delivered to Canadians and their workplaces. Information is provided to clients via a toll-free telephone-based inquiries service or on a fee-for-service basis using the latest print and electronic technology. Information is gathered from numerous Canadian and international health and safety institutions and thereby provides Canadians with the most comprehensive, current, and reliable information. This collection of information is analysed and reorganized as products, services and solutions for distributed across Canada and to more than 50 countries.

Organizational Structure: CCOHS reports to the federal Minister of Labour. The Council of Governors are non-paid positions and hold their respective offices throughout Canada. The Chair of the Council is a non-paid position, which is occupied by the federal Assistant Deputy Minister, Labour. The President and Chief Executive Officer operates CCOHS from Hamilton, Ontario. CCOHS links its objectives and strategic priorities through an array of service lines.

Governance: The Centre is governed by a tripartite Council of Governors consisting of a Chair and Governors representing employers, labour, and Canadian governments (federal, provincial, and territorial). Four Governors represent workers; four represent employers, and up to thirteen represent provincial and territorial governments. The Chair represents

the federal government. All are appointed by the Governor-in-Council. The Council meets three times a year to discuss policy direction, priorities, review progress and approve guidelines.

Executive Management: The Centre is managed by its President and Chief Executive Officer who directs the work of CCOHS and ensures that occupational health and safety information products and services are provided to Canadians in a usable, widely accessible form and promoted to assist Canadians by informing them of their fundamental right to a healthy and safe working environment.

Service Lines: Corporate management provides the direction and management of operations at CCOHS. This includes finance, facilities, human resources and collaborative arrangements with partners.

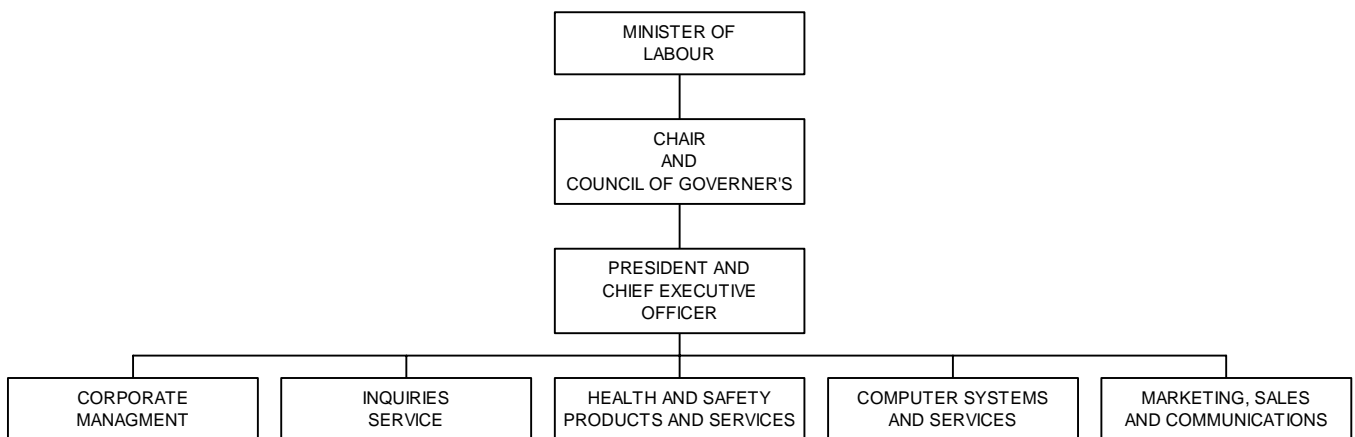
The Inquiries Service is a free national service available to Canadians to provide responses to their questions on topics related to occupational health and safety.

Health and Safety Products and Services provide health and safety products and services to businesses, labour organizations, governments and health and safety professionals.

Computer Systems and Services provide the technical structure and support services for the production and promotion of the products developed.

Marketing, Sales and Communications provides the promotion, communications and customer service for the products and services available from CCOHS.

ORGANIZATION CHART



Section III: Departmental Performance

This section identifies the Canadian Centre for Occupational Health and Safety s:

1. Performance expectations
2. Performance accomplishments in 1998-99.
3. Key reviews completed in 1998-99.

A. Performance Expectations

Summary of Performance Expectations

Canadian Centre for Occupational Health and Safety	
to provide Canadians with:	to be demonstrated by:
a national centre dedicated to the advancement and dissemination of unbiased information on occupational health and safety	~ level of satisfaction with free inquiries service ~ provision of databases in accessible formats ~ increase the availability of health and safety resources for Canadians ~ world wide recognition as a leading contributor to the advancement of occupational health and safety ~ level of satisfaction/confidence by labour, business and all levels of government in the quality and impartiality of the Centre ~ increase the recognition of occupational health and safety as an important issue in educational institutions

Planned Versus Actual Spending Tables

Resource Requirements by Organization and Business Line

Comparison of Total Planned Spending to Actual Expenditures, 1998-99 by Organization and Business Line

Business Line	\$
CCOHS	
Planned Spending	1,022,000
Total Authorities	2,359,263
Actual Spending	2,337,308

Note: CCOHS has one business line

B. Performance Accomplishments

Inquiries Service

The free Inquiries Service continues to provide unbiased high-quality advice and literature to inquirers. During 1998-99, this service provided responses to 18,000 inquiries. This service is confidential and is promoted throughout Canada by the Centre and its stakeholders through various means, such as trade shows, the world wide web, blue pages, and the Centre's literature.

18,000 inquiries are answered annually through this free and confidential bilingual service

The Inquiries Officers are a team of specialists in occupational health and safety and information retrieval who have access to all CCOHS publications, worldwide databases, and an extensive in-house library. To cope efficiently with the large number of inquiries, the Inquiries Service has been utilizing e-mail, fax services and voice mail to improve service delivery.

With the addition of a very extensive website – “OSH Answers” the person to person inquiries has decreased 10% over the past year. Overall, the number of Canadians serviced has increased dramatically by reaching an additional 68,000 individuals through the website.

User Satisfaction

Each question is carefully negotiated to ensure that the inquirer's needs can be met. The satisfaction ratings of inquirers are continuously monitored. Feedback cards are sent with responses asking users to evaluate the service for the clarity, completeness, usefulness and timeliness of the information. During fiscal year 1998-99, the Service continued to receive high marks – about 90.8% based on a rating of 4.54 on a scale of 1 (low) to 5 (high) – for the information it provides. CCOHS receives 18,000 inquiries annually through direct contact with individuals. User satisfaction questionnaires are sent and a 20% return rate is realized.

1998-99 USER SATISFACTION SURVEY RESULTS

	TARGET	ACTUAL	TARGET
	89%	90.8%	91%
USER SATISFACTION			
Clarity	88%	90%	91%
Completeness	89%	90%	90%
Usefulness	89%	92%	92%
Timeliness	89%	92%	92%
Overall rating	89%	90%	90%

OSH Answers

The web service launched in February 1998 has grown to over 2,000 questions, such as: *What is WHMIS? What are the symptoms of carpal tunnel syndrome? Where do you find noise exposure limits? What factors contribute to forklift truck*

Over 2,000 questions and answers are on the website, which is expected to answer over 500,000 questions on health and safety annually.

accidents? How do I select Personal Protective Equipment? This service surpassed its goal of 50,000 inquirers by reaching 68,000 individuals and responding to 250,000 questions over the past year. With this new website, CCOHS aims to reach many more Canadian employers and workers and assist them by increasing their awareness of occupational health and safety so they can protect their health and share this information with co-workers. This service is expected to reach over 100,000 individuals and provide 500,000 answers next year. OSH Answers has also been used by other organizations throughout Canada in the delivery of their programs.

OSH AnswerGrams have been developed to address specific workplace issues and provide a convenient summary of information for distribution to workers. The information sheets can be selected based upon the unique needs of an organization. The goal is to have a broad range of inexpensive information available to encourage companies to address workplace health and safety issues.

Unbiased and Current Information

CCOHS maintains current information and is unbiased in the information it provides to Canadian workers and workplaces. The tripartite nature of Council, comprised of representatives from labour, business and governments, assures the unbiased nature of CCOHS services. It meets three times a year to review operational plans and provides input from its constituents. Canadians benefit by having access to unbiased information that can be used to improve their occupational health and safety. The information is reliable and high quality. Co-operative arrangements with international and foreign organizations help CCOHS to harness and update world information on workplace related illness and injury prevention for delivery to Canadians.

National Information Repository

As the national occupational health and safety information repository, CCOHS exchanges information with leading international health and safety centres throughout the world. This includes our role as a National Centre of the International Occupational Safety and Health Information Centres, International Labour Office. International databases are maintained and made available to Canadians.

An agreement has been reached with Health Canada for CCOHS to be designated as an Affiliate for the Canadian Health Network for workplace health. The Canadian Health Network is a nationally funded initiative in partnership with Health Canada. It is designed to improve access to trusted health information and to strengthen health promotion networks. This role for CCOHS will broaden the reach of our services and enable us to

link with other health resources. An agreement was also reached with ILO to produce the world wide web version of the ILO Encyclopaedia on occupational health and safety.

CCOHS creates information databases and distributes various databases. A summary of these products is shown in Section V. Canadians benefit from having a national resource that collects information internationally and provides access to important health and safety information.

Material Safety Data Sheets/Fiches techniques sur la sécurité des substances (MSDS/FTSS)

These databases have grown thanks to increased contact with customers and MSDS suppliers. This database contained 170,000 records in 1999. Canadians benefit from this database by having access to reliable, high quality information at low cost. This database is available to provide information as required by Workplace Hazardous Materials Information System (WHMIS). This database is kept current by arrangements with chemical suppliers who provide the information for their products. This product is now available on the web, which makes it more accessible to various user groups.

7 Great Reasons to Subscribe to MSDS		
Reliable MSDS are contributed to CCOHS directly by the manufacturers and suppliers of chemical products	Always Current MSDS are the most recent available from suppliers. You receive an update disc every three months	Accurate Text are presented exactly as contributed by the suppliers, who are responsible for the content and currency of each MSDS.
Easy to Use Search for MSDS by product name, by manufacturer or supplier, or by any term used in the MSDS.	Monthly Change Notifications A report of changes in the MSDS database is sent to users by mail or e-mail and is posted on CCOHS' World Wide Web home page.	Efficient Find, print, or save the full MSDS in just seconds.
Exceptional Value Unlimited access to MSDS information for about a dollar a day.		

Economical and Current Information

Academic Support Package

The Academic Support Package has been developed to bring occupational health and safety information to students and faculty. By reaching youth during their academic years, health and safety can be promoted prior to entering the work force full time. Faculty can use the information for curriculum

development and research. This low cost service is being made available worldwide and is initially being promoted throughout Canada and the United States. This program was launched in January 1998 and has generated agreements with 63 post secondary institutions. We have reached 1.3 million students and faculty after the first year of this program, more than twice our original goal of 500,000.

- Health and safety in the workplace is being promoted through the education system by having CCOHS information available to students and faculty through the *Academic Support Package*.
- The databases were made available to 1.3 million students and faculty in 1998/99

National Occupational Health and Safety Website

Information was also made available to Canadians through CCOHS hosting and facilitating a national Occupational Health and Safety Website for the 13 governmental jurisdictions of Canada. This site can be accessed at www.canoshweb.org. This site directs users to a wealth of information relating to health and safety, workers rights, information for employers, employment standards, workers compensation and other labour related information. This service helps reduce duplication of efforts within government departments while making it much easier for Canadians to help themselves directly to OSH information.

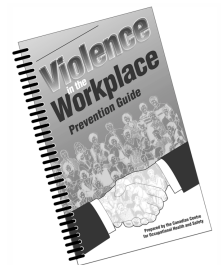
A national website for the 13 governmental jurisdictions of Canada will help Canadians negotiate easily through the maze of regulations and information on health and safety, compensation and labour

www.canoshweb.org

Publications

A new health and safety guide, the *Welders Health and Safety Guide*, was released in early 1999. In response to the identified needs of

- New publications are produced to meet the expressed needs of Canadian
- Publications are an inexpensive method of getting specialized information directly to workers to be used at the work site



Canadians, a guide called *Violence in the Workplace Prevention Guide* was developed. Two guides for health and safety committees and a guide for noise in the workplace are also being developed. These publications are an inexpensive method for getting resources to the workers at their work site. The result is that a worker can be educated about health and safety as it relates to their workplace and receive practical advice that can be used to reduce accidents and illness. Many employers are making these publications widely available to their employees through corporate intranet sites.

Collaborative Arrangements

The International Programme on Chemical Safety (IPCS) INTOX is a collaborative project providing an integrated operating system for use by poison centres around the world to manage information on poisonings. This system was developed by CCOHS on behalf of, and in collaboration with, IPCS. Funding assistance was provided by the International Development Research Centre (IDRC) and the World Health Organization (WHO) member States.

The IPCS INCHEM project consolidates information essential for the sound management of chemicals, which affect the environment and human health. It compiles documents and databases from several international bodies, including the World Health Organization (WHO), the United Nations Environment Programme (UNEP), IPCS, the International Labour Organisation

Collaborative projects with national and international partners bring information to CCOHS that can be used by all Canadians to improve health and safety and reduce work-related illness

(ILO), the Food and Agriculture Organization (FAO), the United Nations Industrial Development Organization (UNIDO), and the Organization for Economic Cooperation and Development (OECD).

CCOHS provides information from these organizations to the public in electronic format (INCHEM), thereby reducing duplication of effort within government organizations.

Projects completed for other government organizations assist with the delivery of services that reduce accidents and illness in the workplace. Delivery costs are reduced as duplication of services can be avoided.
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CCOHS assisted the Workers Compensation Board of British Columbia, Saskatchewan Labour, Health Canada, New Brunswick Workplace Health Safety and Compensation Commission, and IAPA with various projects relating to health and safety of Canadians. The expertise of CCOHS in health and safety as well as developing CD-ROM products is a valuable service used by these governments to assist them to deliver information to Canadians in their jurisdictions.

Collaborative arrangements have enabled CCOHS to benefit from the work of others, avoid duplication of efforts, save costs, and obtain valuable assistance in the development, maintenance, promotion and sale of its products and services. A summary of collaborative projects and initiative is shown in Section D.

C. Key Reviews

During the period of this report, there have not been any key reviews initiated or completed.

IV. Consolidated Reporting

Year 2000 Readiness

The extent of the Year 2000 software concerns have been assessed for CCOHS. All our products have been reviewed and updated to deal with Year 2000 concerns. Customers have been advised accordingly. Any off-the-shelf software that is not compliant has been or is in the process of being phased out. A hardware audit has been completed and the necessary changes have been made.

Accounting System Conversion

Our internal accounting system and order entry system have been updated to be Year 2000 compliant. CCOHS is operating in full accrual accounting mode and will convert to the new Central Accounts structure, as outlined under FIS, in April 2000.

Listing of Statutory and Departmental Reports

1. Canadian Centre for Occupational Health and Safety Council of Governors Annual Report to Parliament 1998-99.
2. Report on Plans and Priorities 1998-99

These items are available at <http://www.ccohs.ca>.

Section V

Financial Performance Overview

The revenues generated from the sale of products and services are consistent with 1997-98. Additional authorities were made available during the year through the price/workload adjustment process. These one time funds were used to upgrade computer systems and software in preparation for the year 2000, translation costs and product development. Expenditures were consistent with prior years.

Financial Summary Tables

The following tables are applicable to CCOHS:

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Table 1

Summary of Voted Appropriations

Authorities for 1998-99- Part II of the Estimates

Financial Requirements by Authority (\$ millions)

Vote	1998-99		
	Planned Spending	Total Authorities	Actual
Vote 35	1.0	1.0	1.0
Supplementary Estimates (B)	-	0.9	0.9
Supplementary Estimates (C)	-	0.5	0.5
Total Department	1.0	2.4	2.4

Total Authorities are Main Estimates plus Supplementary Estimates

Table 2**Comparison of Total Planned Spending to Actual Expenditures, 1998-99 by Business Line
(\$ millions)**

Business Line	FTE	Operating	Capital	Voted Grants and Contri- butions	Subtotal: Gross Voted Expendi- tures	Statutory Grants and Contri- butions	Total Gross Expendi- tures	Less: Respend- able Revenues	Total Net Expendi- tures
CCOHS	87	6.8	-	-	6.8	-	6.8	5.8	1.0
Total Authorities	87	8.2	-	-	8.2	-	8.2	5.8	2.4
Actuals	76	6.6	-	-	6.6	-	6.6	4.2	2.4
Other Revenues and Expenditures									
Other Non-resepdable Revenues									-
Total Authorities									-
Actuals									-
Cost of services provided by other departments									0.3
Total Authorities									0.3
Actuals									0.3
Net cost of the Program									
Total Authorities									2.7
Actuals									2.7

Table 3**Historical Comparison of Total Planned to Actual Spending**

(\$ millions)

Business Line	Actual 1996-97	Actual 1997-98	Total Planned 1998-99	Total Authorities	Actual 1998-99
CCOHS	2.0	2.2	1.0	2.4	2.4
Total	2.0	2.2	1.0	2.4	2.4

Table 6**Respendable Revenues by Business Line**

(\$ millions)

Business Line	Actual 1996-97	Actual 1997-98	Total Planned 1998-99	Total Authorities 1998-99	Actual 1998-99
CCOHS	4.4	4.2	5.8	5.8	4.2
Total Respendable Revenues	4.4	4.2	5.8	5.8	4.2

Table 15

Contingent Liabilities

Claims and Pending and Threatened Litigation:

As at March 31, 1999, there were no outstanding contingent liabilities against the Canadian Centre for Occupational Health and Safety

Other Liabilities:

Vacation Pay	\$ 234,925
Employee Termination Benefits	\$ 935,254
Total	\$1,170,179

Vacation Leave:

Employees are permitted to accumulate unused vacation leave from year to year to a maximum of 30 days. These costs are recognized only when paid.

Employee Termination Benefits:

Employee termination benefits are calculated for all employees on the basis of two weeks pay for the first complete year of continuous employment and one week pay for each additional complete year of continuous employment. These costs are recognized only when paid.

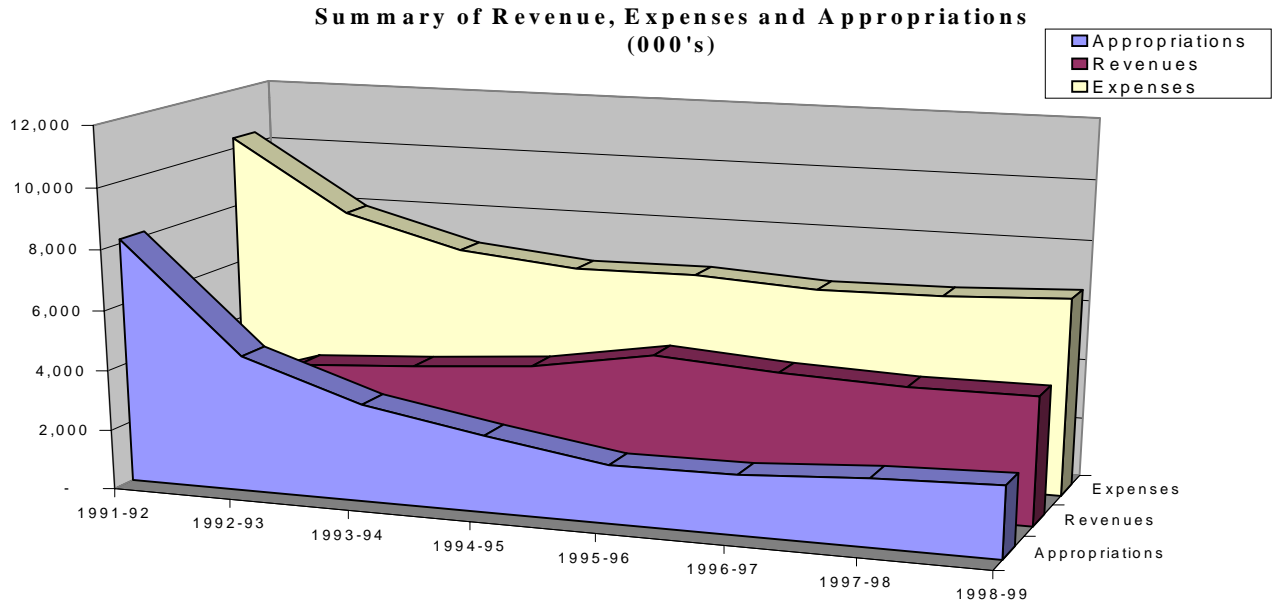
Sick Leave:

Employees are permitted to accumulate unused sick leave. However, such sick leave entitlements do not vest and can be used only in the event of illness. The amount of accumulated sick leave entitlements, which will become payable in future years cannot reasonably be determined and accordingly have not been recorded in the information provided. Payments of sick leave are included in current operations as incurred.

Pension Plan:

Employees participate in the Public Service Superannuation Plan administered by the Government of Canada. The employees and the Canadian Centre for Occupational Health and Safety contribute to the cost of the Plan. The Centre's contributions are charged to expenditure on a current basis and represent the total liability of the Centre.

Table 17 – Other Information (applicable only for CCOHS)



Summary of Revenue, Expenses and Appropriations

	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual
(\$000s)	1991-92	1992-93	1993-94	1994-95	1995-96	1996-97	1997-98	1998-99
Revenues	2,220	3,429	3,671	3,984	4,649	4,373	4,226	4,239
Expenses	10,362	7,974	6,915	6,532	6,575	6,340	6,399	6,578
Appropriations	8,142	4,545	3,244	2,548	1,926	1,967	2,222	2,359

Section VI: Supplementary Information

A. Listing of Statutory and Departmental Reports

- Canadian Centre for Occupational Health and Safety Council of Governors Annual Report to Parliament 1998-99.
- Report on Plans and Priorities 1998-99

These items are available at <http://www.ccohs.ca>.

B. Contacts for Further Information

For further information about this document or any of the products and services available from the Canadian Centre for Occupational Health and Safety please contact:

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The following is a comprehensive list of databases and information collections available in CCOHS' suite of products

CANADA LABOUR CODE
CANADIAN HEALTH, SAFETY,
ENVIRONMENTAL LEGISLATION
CANADIAN STUDIES
CANADIANA
CASE LAW
CESARS
(Chemical Evaluation Search and
Retrieval System)
ChemADVISOR
CHEMINDEX
CHEMINFO
CHRIS
(Chemical Hazards Response
Information System)
CISILO
DIRECTORY OF OCCUPATIONAL
SAFETY AND HEALTH LEGISLA-
TION IN CANADA
DIDS
(Document Information Directory System)
DSL/NDSL
(Domestic/Non Domestic
Substances Lists)
EAP
(Employee Assistance Providers)
FATALITY REPORTS
FTSS
(Fiches techniques sur la sécurité
des substances)
HSDB® on CCINFOdisc
(Hazardous Substance Data Bank)
HSELine
INET-RESEARCH PROJECTS (INRS)
INOR-ORGANIZATIONS (INRS)
INRS-BIBLIOGRAPHIE
INTERNATIONAL DIRECTORY OF
OSH INSTITUTIONS
MSDS
(Material Safety Data Sheets)
NEW JERSEY HAZARDOUS
SUBSTANCE FACT SHEETS
NIOSH MANUAL OF ANALYTICAL
METHODS (NMAM)
NIOSH POCKET GUIDE TO
CHEMICAL HAZARDS (NPG)
NIOSH TIC®
NOISE LEVELS
OCCUPATIONAL HEALTH AND
SAFETY SOFTWARE PACKAGES
RTECS®
(Registry of Toxic Effects of Chemical
Substances)
RIPP
(Regulatory Information on
Pesticide Products)
RESOURCES
TOXLINE® on CCINFOdisc
TRANSPORT 49CFR
TRANSPORT TDG
TSCA
UNJUST DISMISSAL

C. Legislation Administered by Name of Department

The federal Minister of Labour has sole responsibility to Parliament for the following Acts:

Canadian Centre for Occupational Health and Safety Act R.S., 1985, c. C-13

D. Other Information - Selected Projects

PROJECT	COLLABORATIVE PARTNERS	PRODUCTS AND SERVICES	OBJECTIVES
Training	IAPA, private businesses, Ministry of Labour, Ontario Ministry of Agriculture	Training courses for managers and supervisors health and safety training and Internet access to Health and Safety Information	Reduce work place accidents and illness improved knowledge and management of health and safety programs
North American Occupational Health and Safety Week	Human Resource Development Canada Canadian society of Safety Engineers	Provide support materials and website for 1999 NAOSH week campaign	Promote goals outlined in the North American Agreement on Labour Co-operation
Safe Communities Foundation	Safe Communities Foundation and partners	Provide advice and resources appropriate to the needs of the community and promote their services	Vision of Canada becoming the safest country in the world
BC Workplace Safety & Hygiene Legislation Plus Standards	BC Workplace Safety	CD-ROM product containing OSH legislation and regulations	efficient access to large volumes of OSH information low cost
ACGIH Industrial Ventilation Manual	American Conference of Governmental Industrial Hygienists	CD-ROM -ACGIH publication, Industrial Ventilation Manual	valuable manual in a user friendly format
National Population Health Clearinghouse Project	Health Canada	Network mapping exercise for Workplace Environmental Health Information subject area	Identify strengths, gaps and issues regarding health information and networking
IPCS INCHEM CD-ROM	World Health Organization United Nations Environment International Programme	IPCS INCHEM CD-ROM	Sound management of chemicals affecting the environment and human health
HRDC Labour Program collection of documents	HRDC – Labour Program	CD-ROM product	Integrate collection of documents including Canada Labour Code, regulations, interpretive documents for use by HRDC
Research Project – Workplace Attitudes	Association of Workers' compensation Boards of Canada New Brunswick Workplace health, Safety and Compensation commission	Report on Influencing Attitudes toward Workplace Illnesses and Injuries	Evaluate the methodologies used to successfully change social attitudes toward workplace illness and injuries
IPCS INTOX	World Health Organization	CD-ROM Poison information and operating system	Manage vital information for Poison Centres around the world
Pan Asia Research & Development	International Development Research Centre	Administration of a grants program	Provide grants to address issues relating to the region's economic, social and environmental problems. Gain contacts in the Asian region for OSH.
ILO Encyclopaedia Web Project	International Labour Organization	CISILO database on the world wide web	To provide a unique reference library through immediate access on the web
Ontario MINERVA Project	MINERVA	Participate to organize and raise funds for the creation of university education resources	Create occupational health and safety case studies, workshops and educational opportunities for use in universities, businesses

