

Canadian Centre for Occupational Health and Safety



Performance Report

**For the
period ending
March 31, 2005**

The Honourable Joseph F. Fontana, P.C., M.P.
Minister of Labour and Housing

Table of Contents

Executive Summary	3
Section I: Overview.....	4
A. The Message.....	4
B. Management Representation	5
C. Summary Information.....	6
D. Overall Departmental Performance.....	9
Section II: Analysis of Performance by Strategic Outcome.....	13
Provide Canadians with Information.....	13
Accessibility and Availability of Information for Canadians	17
Unbiased and Impartial to Maintain Confidence of Stakeholders	18
Global Advancement to Health and Safety	23
Education.....	25
Conferences, Exhibitions, Workshops and Presentations	26
Section III: Supplementary Information.....	28
Organizational Information	28
Financial Performance Overview	28
Financial Summary Tables.....	28
Summary of Voted Appropriations	29
Comparison of Total Planned Spending to Actual Spending.....	29
Historical Comparison of Total Planned Spending to Actual Spending.....	30
Respendable Revenues	30
Contingent Liabilities	31
Other Information: Summary of Revenue, Expenses and Appropriations.....	32
Other Information: User Fees.....	33
Travel Policies.....	33
Section IV: Departmental Overview	34
Mandate, Vision and Mission.....	34
Objectives.....	34
Strategic Priorities	34
Business Line or Program Activity	36
Organization Chart	38
Section V: Other Items of Interest.....	39
A. Contacts for Further Information.....	39
B. Legislation Administered by Name of Department.....	40
C. Key Reviews.....	40
D. Audited Financial Statements.....	40
E. List of Statutory Annual Reports	40

Executive Summary

CCOHS continues to build on its more than twenty-five years of service to the Canadian people. The act to create the CCOHS was based on the concept that all Canadians have "...a fundamental right to a healthy and safe working environment." The primary goal of CCOHS is to provide Canadians with access to information on workplace hazards and conditions – a goal firmly entrenched in the CCOHS mandate.

In order to facilitate consultation with various stakeholders on the major issues today, CCOHS hosted the national forum "*New Strategies for Recognizing and Preventing Occupational Disease*". This forum was highly successful in bringing together more than 350 occupational health and safety representatives, with fairly equal participation from governments, employers and workers to this first of its kind event. This event brought experts and researchers from across Canada, the International Labour Office (ILO) in Geneva, the Canadian Labour Congress (CLC), the Institute for Work and Health and the Public Health Agency of Canada to speak at the event.

Feedback was sought from Canadians via a post forum survey. The information was designed to create actionable items that will move occupational disease recognition and prevention forward.

CCOHS is governed by a tripartite Council of Governors with representatives from governments (federal, provincial and territorial), employers and labour from across Canada. This structure directs and supports CCOHS' impartial approach as a trustworthy provider of accurate, relevant, comprehensive and credible information. The support and confidence of the stakeholders is evidenced through key informant interviews and the many partnerships and collaborative endeavours outlined in this report.

CCOHS has expanded its reach to Canadians by delivering more training courses through the internet and by increasing its information. It is important for information holdings to remain current to meet the needs of Canadians. Content development is an important part of program delivery in ensuring that Canadians have access to the most current and comprehensive information world-wide.

While our methods and technologies in delivering information have evolved over the years, our goal has not changed: to eliminate workplace injuries, illnesses and deaths. CCOHS is in a unique position to continue working collaboratively with governments, workers and private sector employers to achieve our common goal of ensuring that at the end of every working day, Canadians come home healthy and safe.

Section I:

A. The Message

Workers' health and safety involves the interrelationship between a person, their workplace, home, community and society in general. At times there is no clear demarcation of the causes and effects of ill health, but, these interrelationships are important considerations. Every person is unique and carries the potential for good health. Additionally, we are aware, based on good evidence, that health can be sustained and even improved both for the individual and for populations. In spite of the availability of knowledge and evidence of good healthy workplace practices, workers continue to be injured, suffer ill health and too many die every year due to their jobs. Clearly there is something lacking in our knowledge or application of the knowledge to result in the elimination of these injuries and illnesses. What is lacking? What else can be done?

We are focused on today's problems; over-work, aging workforce, job insecurity, too much stress, mental illnesses, physical fatigue, occupational illnesses, infectious disease, globalization and job loss.

This short-term focus needs to be infused with longer term attention on implementing solutions to prevent health problems for workers. One concern is the lack of consistent and systematic focus and attention to utilize the available good knowledge to produce effective injury prevention results. This lack of focus may be a result of the nature of our society's focus on the immediate workplace needs, short-term planning and narrow concentration on business success. We need a sustained managerial attention on achieving better health and safety results and a commitment to valuing health and safety.

Perhaps we have narrowly focused on workplace safety and have not placed enough additional attention on workplace health and the interrelationship of both health and safety at work and away from work. We have not, as a society, placed enough demand upon our workplaces, on ourselves, and on our nation to value health and safety as an underlying personal, societal and national value. Entrenching health and safety as a societal value is a necessity so that these issues can be a prime consideration throughout all the stages of life and all aspects of living, learning, and working.

Starting from CCOHS' strength; that of providing good and practical information for improving health and safety, we will focus on creating, organizing and presenting information, knowledge, best practices, health and safety programs and systems which will assist workplaces and their employees to plan for their current and future health and safety needs. We will work with Canadians to create resources to address a broad range of workplace health and safety needs including physical, mental, and psychosocial health. Additionally, we will also assist workplaces to develop the capabilities and capacity to apply knowledge and to develop consistent effective long lasting systematic approaches to integrating health and safety into all aspects of their organizational culture and their business.

S. Len Hong
President and CEO

CCOHS, Your Health and Safety Partner

B. Management Representation Statement

MANAGEMENT REPRESENTATION/DÉCLARATION DE LA DIRECTION Departmental Performance Report 2004-2005/ Rapport ministériel sur le rendement de 2004-2005

I submit, for tabling in Parliament, the 2004-05 Departmental Performance Report (DPR) for the Canadian Centre for Occupational Health and Safety.

This report has been prepared based on the reporting principles contained in the Treasury Board of Canada Secretariat's *Guide for the preparation of the 2004-05 Departmental Performance Reports* :

- It adheres to the specific reporting requirements;
- It uses an approved Business Line structure;
- It presents consistent, comprehensive, balanced and accurate information;
- It provides a basis of accountability for the result pursued or achieved with the resources and authorities entrusted to it; and
- It reports finances based on approved numbers from the Estimates and the Public Accounts of Canada

Name: Mr. S. Len Hong

Title: President and Chief Executive Officer

C. Summary Information

The Canadian Centre for Occupational Health and Safety was founded by an Act of Parliament in 1978 with a mandate to promote health and safety in the workplace and to enhance the physical and mental health of working people.

The Canadian Centre for Occupational Health and Safety (CCOHS) operates under the legislative authority of the *Canadian Centre for Occupational Health and Safety Act S.C., 1977-78, c. 29* which was passed by unanimous vote in the Canadian Parliament. The purpose of this Act is to promote the fundamental right of Canadians to a healthy and safe working environment by creating a national institute (CCOHS) concerned with the study, encouragement and co-operative advancement of occupational health and safety.

Total Financial Resources (in thousands)

Planned	Authorities	Actual
\$ 4,032	\$4,429	\$ 4,369

Total Human Resources

Planned	Authorities	Actual
96	96	87

Planned spending represents the amount authorized through the main estimates process. Authorities represents the total amounts authorized for the entire year, including the main estimates. The increase in total authorities represents funding received for compensation and rollover amounts. Details are provided in our annual report at:

<http://www.ccohs.ca/ccohs/reports.html>

Summary of Performance in Relationship to Departmental Strategic Outcomes, Priorities and Commitments

CCOHS has one program activity, occupational health and safety information development, delivery services and tripartite collaboration. The department's policies and programs are directed to the pursuit of the following strategic outcomes:

Strategic Outcome	2004-5 Priorities/ Commitments	Type	Planned Spending	Actual Spending	Expected Results and Current Status
Provide Canadians with information	<ul style="list-style-type: none"> • Maintain and exceed current high satisfaction rating through the Inquiries Service • Proactively identify new resources to meet Canadians current information needs • Expand content available on the internet for OSH Answers • Enhance CCOHS' internet usability through improved technology and website design 	ongoing	\$1,516	\$1,643	Results achieved
Accessibility and availability of information for Canadians	<ul style="list-style-type: none"> • Provision of health and safety guide booklets to address current needs • Increase availability of comprehensive databases on the internet • Enhancement of website presentation and its searchability • Provide additional key resources on chemical health and safety • Increase content through partnerships such as the Canadian Health Network • Provide Health and Safety Report as an electronic newsletter delivered to Canadians via the internet • Develop internet chat group capabilities mechanism to assist Canadians to efficiently exchange ideas on health and safety 	ongoing	\$1,516	\$1,643	Primarily achieved
Global advancement of Health and Safety	<ul style="list-style-type: none"> • Enhance relationships with international organizations to exchange information resources and improve services to Canadians 	ongoing	\$500	\$542	Results achieved

	<ul style="list-style-type: none"> • Participate in the North American Agreement on Labour Cooperation (NAALC) committees • Participate in international work groups relating to harmonization of hazardous chemical classification and labelling 				
Unbiased and impartial to maintain confidence of stakeholders	<ul style="list-style-type: none"> • Engage collaborative projects with various governments • Foster collaboration and exchanges in ideas through national dialogues, forums and conferences • Enhance relationships by assessing and improving relevance to expressed needs • Present Pan Canadian symposium on Occupational diseases hosted by CCOHS 	ongoing	\$100	\$108	Result exceeded
Education	<ul style="list-style-type: none"> • Promote the <i>Academic Support Program</i> to post secondary institutions • Collaborate with education sector, youth groups, and partners to improve teaching health and safety in the school system • Promote the CCOHS Youth Zone Resources and expand content on the website 	ongoing	\$400	\$433	Results achieved

D. Overall Departmental Performance

CCOHS has one program activity (PAA), occupational health and safety information development, delivery services and tripartite collaboration. Previously, CCOHS had one business line. There has been no change in the method of presentation as there is one line in each method and there has been no change in strategic outcomes or priorities.

CCOHS was created in 1978 by an act of Parliament in response to the needs of Canadians to have a national organization dedicated to supporting the fundamental rights of Canadians to a healthy and safe working environment.

The Centre was created to provide a common focus for and co-ordination of information in the area of occupational health and safety. Prior to 1978, Canada was the only major industrialized nation that did not have a central body for this task. Given the large, diverse and multi-jurisdictional aspects of Canada, such a service is essential. CCOHS works closely with its key stakeholders, government (all levels), employers and labour, to promote occupational health and safety, and to foster consultations and co-operation with the mutual goal of reducing or eliminating occupational illnesses and injuries.

CCOHS is governed by a tripartite Council comprised of representatives from labour, business and all levels of government. The primary goal of CCOHS is to provide Canadians with access to information on workplace hazards and conditions – a goal firmly entrenched in the CCOHS mandate. The tripartite governance structure helps to ensure that CCOHS remains independent and a trusted source of unbiased information for employers, workers and governments.

The strategic direction for CCOHS is to become one of the preferred occupational health and safety information resource centres for Canadians to easily acquire high quality information and services.

Further information about the strategic direction of CCOHS is located in Section IV.

There is a clear link relating CCOHS programs and activities to improved workplace outcomes. Our surveys indicate wide spread use of CCOHS information which may result in improved workplace health and safety.

The table below compares data on occupational injuries and fatalities for 2003 and 1970. There have been significant reductions in injuries and fatalities relative to numbers of workers but the numbers remain high. The reductions likely result from a variety of factors including changing technologies, better educated workers and industry initiatives together with occupational health and safety policies and programs, including the activities of all the stakeholders, their partners and CCOHS.

Occupational Injuries and Fatalities in Canada

Year	Employees (millions)	Injuries	Fatalities	Injuries per million workers	Fatalities per million workers
1970	7.03	301,653	918	42,909	131
2003	15.80	348,854	963	22,079	61

Source: *Work Injuries and Diseases National Work Injuries Statistics Program, Association of Workers' Compensation Boards of Canada, Canada 2001-2003 and Labour Force Survey 2003, Statistics Canada.*

Research indicates that there are significant benefits of reducing workplace risks and the benefits are more than four times higher than earlier estimates. More specifically, the Gunderson and Hyatt estimates suggest that the benefits to society of reducing the risks that would lead to one fatality are as high as \$13 million while the benefits of reducing the risks that would lead to one non-fatal injury are approximately \$20,000.¹

Every day in Canada, three people die from a work accident or occupational disease. On average a worker is injured on the job every 9 seconds. To continually reduce these losses the focus has progressed to prevention of occupational diseases, illnesses, injuries and fatalities.

As a national institute, CCOHS undertakes a wide range of activities to achieve its objectives. These activities include the following:

- The provision of technical documents, data and related safety information to the health and safety community, Canadian workplace communities and the education system. An important element of this activity is to improve the coordination of the flow of occupational health and safety information.
- The promotion and evaluation of research on occupational health and safety issues.
- The provision of expert advice and training in occupational health and safety.
- Participation in meetings and conferences to contribute to improving prevention of safety and health problems.
- Other activities consistent with the mandate of promoting improved health and safety in the workplace and the physical and mental health of Canadian workers.

Occupational health and safety continues to be important to Canadians. Although there have been significant improvements, even one injury or death is unacceptable. CCOHS contributes to Canada's goal of a healthy population, sustainable development, safe communities and Canada's role in the world. CCOHS works closely with labour, business and all levels of government to establish high standards for occupational health and safety, to foster consultation and co-operation, and reduce or eliminate occupational hazards.

¹ Gunderson, Morley and Douglas Hyatt (2001) "Workplace Risks and Wages: Canadian Evidence from Alternative Models" *Canadian Journal of Economics*, v. 34, no. 2, May.

CCOHS contributes to the priorities of Canada as outlined in *Canada's Performance* in the following ways:

Canada's Role in the World

- CCOHS contributes to greater collaboration among nations to promote the sharing of information and knowledge for social programs relating to health and safety to reduce injuries and illness and improve conditions for workers. CCOHS participates in promoting and supporting occupational health and safety initiatives with global organizations such as the Pan American Health Organization (PAHO), World Health Organization (WHO) Collaborating Centres in Occupational Health, International Labour Organization, European Agency for Safety and Health at Work. CCOHS also participates in representing Canada at the Tri-National Working Group of Government Experts in Occupational Health and Safety. Details of various projects can be found in our annual report at: <http://www.ccohs.ca/ccohs/reports.html>

The Health of Canadians – a Healthy Population

- The overall health of Canadians is a key issue. Workplace health and safety affects directly or indirectly all Canadians and influences the social and economic fabric of Canada. CCOHS continues to engage many health care providers and advocates in the public and private sectors to improve the health of Canadians. By broadening the participation of many organizations, CCOHS is securing deeper commitments, contribution and participation in improving health. CCOHS is actively involved in health promotion and prevention through its many programs. Details of specific projects that deliver health benefits are noted throughout this report and in our annual report. <http://www.ccohs.ca/headlines/text59.html>

CCOHS is a major contributor in building partnerships and supplying information to Canadians through the Canadian Health Network – Workplace health partners at : <http://www.ccohs.ca/headlines/text59.html>

By providing access to occupational health and safety information we provide a level playing field and equal access to all workers.

Sustainable Development

CCOHS provides extensive information on chemicals and their impact on health and the environment. CCOHS is a major source of information for government regulators and the chemical industry, manufacturing and citizens. Environmental management is the shared responsibility of federal, provincial/territorial and municipal governments, and includes the participation of individuals, community groups, non-governmental organizations (NGOs) and businesses. While federal departments and agencies share the responsibility of environmental management with other stakeholders, environmental issues at the international level are mainly the responsibility of the Government of Canada. 2

2 Canada's Performance 2004

Great Places to Live – A New deal for communities

CCOHS contributes to fostering Safe Communities via its information resources and participation in the Safe Communities programs throughout Canada.

Risks and Challenges in Delivering Services

The ultimate objective of CCOHS is to improve workplace health and safety. This objective involves CCOHS being recognized as a national clearing house for health and safety information as the recognized leader in the provision of occupational health and safety (OHS) information to the OHS community. It is not possible to establish the number of injuries, illnesses and deaths prevented as a result of CCOHS activities directly. Many factors influence these variables and determining the independent impact of CCOHS is not feasible. The extent of improvements in workplace conditions, attributed by users to the information disseminated by CCOHS, is used as a proxy measure of the health and safety impact of CCOHS. The analysis in our latest evaluation found that the intended effects on workplace conditions do occur. 3

Measuring the satisfaction with the services provided by CCOHS can be achieved. A client satisfaction survey was completed in 2004 to measure the satisfaction with various service attributes. Measuring the relevance of the program and the effectiveness and efficiency of the program given the mandate is more difficult. Therefore, an independent evaluation was conducted in 2005. CCOHS continues to balance the role between providing free of charge public services with our cost-recovery program. CCOHS funds 50% of its annual budget through cost recovery via sales of products and services. Sales are impacted by the general state of the economy, monetary exchange rates and CCOHS' ability to keep abreast of changing technologies, and global competition in OSH information.

As with other information providers, there are substantial fixed costs associated with developing and maintaining databases. In order to provide a basis for the cost recovery products, information for the Inquiries Service and the website, these costs are necessary. Keeping information current and credible is very labour intensive as is keeping the technologies that deliver this information current. In addition, generating revenues while operating in a government environment is difficult to achieve given the goal of helping people does not always coincide with profitability.

Since most products and services are delivered electronically, it is an ongoing challenge to keep operating systems and software current to meet the requirements of clients.

While the internet provides many opportunities, it also is a risk factor. Information is readily available from many sources, although they may not be reliable. CCOHS is committed to being a reliable, trusted source of independent advice.

The needs of clients and stakeholders are important to monitor as changes in the workplace dictate new requirements for health and safety. CCOHS strives to address these needs on an ongoing basis.

3 CCOHS 2005 Evaluation and Performance Measurement

Section II Analysis of Performance by Strategic Outcome

As with most organizations, measuring the effectiveness and reach of programs, which provide information to effect social change is difficult. Direct linkage to outcomes of reduced injuries and illnesses is not possible due to the wide variety of influences that impact the variables.

We do know that the use of appropriate information on safe workplace practices will reduce risks. The evaluation confirms that there is wide-spread use of CCOHS information in the workplace and that CCOHS' products and services have direct application. The evidence to support this includes survey data from customers, users of the Inquiries Service, users of the web site and key informant interviews. According to the evaluation, although these data cannot be linked to accident or illness data, the widespread and frequent use of CCOHS information implies that there will be important workplace impacts. "The evaluation has generated substantial data on the use of CCOHS. There can be little reasonable doubt about its widespread use."⁴

The evaluation also indicates that there is good value for money from CCOHS and the investment of public dollars and cost-recovery funds is cost-effective. The savings in time costs for health and safety professionals and workers in general who would have to access information in other ways is substantial. The evaluation states that "it is our assessment that CCOHS produces very large quantities of useful information for a relatively modest public expenditure."⁴

CCOHS seeks feed back from its clients and stakeholders on an ongoing basis. This information is used to improve programming, identify the needs of stakeholders and to ensure a high level of service. Details of various reports are listed in Section V.

Strategic Outcome: Provide Canadians with information

Total Financial Resources

Planned	Authorities	Actual
\$ 1,516	\$1,665	\$ 1,643

Total Human Resources

Planned	Authorities	Actual
36	36	33

Inquiries Service

CCOHS provides a free confidential information service to Canadians to assist them with their occupational health and safety information needs. CCOHS Inquiries Officers are a team of specialists in occupational health and safety

14,317 inquiries are personally answered annually through this free and confidential bilingual Inquiries Service center, in addition to the 4.3 million answers provided through the CCOHS website

⁴ CCOHS 2005 Evaluation and Performance Measurement

and information retrieval who can access all CCOHS publications, world-wide databases, and an extensive in-house library to provide up to date and relevant answers. Over 4.3 million inquiries were answered through the Internet service “*OSH Answers*”. By directing routine questions through the self-serve web site, information is available 24 hours a day, 7 days a week to Canadians. Specialists in workplace health are available through a free of charge telephone service or e-mail to assist Canadians with more complex questions. 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, the blue pages, and the Centres literature. During 2004-5, this service provided responses to 14,317 inquiries through its direct service.

The Inquiries Service is available to answer Canadians through its telephone service, e-mail, fax and Internet. The Inquiries come from a variety of sources. In order to prevent barriers to obtaining information that is essential for workers, this service is provided free of charge.

A recent Customer Satisfaction Research Report indicates that clients find the overall quality of the service, the usefulness of the information and the relevance of the information to be the most important to them. With this information, CCOHS can focus efforts in these areas in information delivery. The study also measured client satisfaction on various service attributes. Overall, the Inquiries service resulted in 84% being either satisfied or very satisfied. The complete details are available at <http://www.ccohs.ca/ccohs/reports.html>

Information obtained from CCOHS is used in a variety of ways, the most common are:

- improving health and safety programs
- developing best practices
- complying with occupational health and safety regulations
- information for education or training purposes
- personal use of information

Approximately 75% of users use of information relates to either current or future changes to the workplace that may result in improved workplace health and safety.

Respondents rated the CCOHS Inquiries service very highly for all performance indicators, such as timeliness, ability of staff, courtesy of staff, along with the overall satisfaction with the service. Ratings for CCOHS for overall satisfaction is 86%, a much higher rating compared to 56% for the sample of federal departments providing an information service.

CCOHS’ 2005 client feedback indicates an overall satisfaction rating of 4.5 on a scale of 5 for clarity, completeness, usefulness and timeliness. This is consistent with prior year results. One of the unique features of the Inquiries service is that calls are received directly by a highly skilled Inquiries Officer. The needs of the caller are more accurately assessed by this method so the most useful information can be provided. Callers

“Thank you for the assistance. With the information you provided we were able to provide a safer working environment” (arc-welding)

“Thank you very much for the detailed response. We require this information to advise our workers about exposure risks”

are pleased they have direct access to assistance rather than redirected from one person to another person or to a lengthy voice mail system. The narrative comments on the feed back cards indicate the strong appreciation for this personal service.

Information obtained from CCOHS is shared with many people, so the reach is far greater than the usage statistics. For example in 2005, 64 requests were received for copyright publication. As a result, information was duplicated over 175,000 times and potentially shared with many more individuals. The organizations included government departments, companies, unions, health care organizations and educational institutions.

CCOHS provides timely information on areas of concern to Canadians. In 2004-5, Canadians continue to be concerned about mould, vermiculite insulation and asbestos, West-Nile and sun exposure. In addition, other topics of interest include the following:

- Canadian occupational health and safety legislation including WHMIS (Workplace Hazardous Materials Information System) - Canada's Right-to-Know legislation - and WHMIS II
- Identification and control or elimination of potential job hazards
- Health effects of exposure to workplace hazards (e.g., chemicals, noise, micro-organisms)
- Workplace accidents and injuries - causes and prevention
- Social and psychological issues like wellness and health promotion, stress, harassment and violence in the workplace
- Sources of information - paper sources, on-line, CD-ROM, and the Internet

Workers were the primary users of the Inquiries Service again this year, making 35% of the total inquiries received. Another 30% of the questions originated from employers, 2% from government (as legislators and enforcer), and 33% from non-affiliated professionals.

OSH Answers

OSH Answers is a bilingual web-based information service which covers over 600 topic areas in occupational health and safety.

Over 3,150 questions and answers are on the website, which answered over 3.7 million inquiries on health and safety this year.

OSH Answers covers many topic areas in occupational health and safety. The information is presented in a Question-and-Answer format and the topics are based on questions that the Inquiries Service has received over the past 26 years.

The Inquiries Service started the OSH Answers with question-and-answer (Q&A) documents on various hazards - biological, chemical, ergonomic, physical (like noise and radiation) and other safety hazards found in workplaces. We also answer questions about the diseases and injuries that can result from the hazardous things people are exposed to or the kind of work activities they do.

Other work-related issues on OSH Answers are safety programs, accident and injury prevention, personal protective equipment (PPE), occupational health and safety legislation including WHMIS (right-to-know legislation). OSH Answers will cover more and more topics as it grows and evolves.

The target audiences for the OSH Answers are the workers, managers, supervisors, joint health and safety committee members who are the "end users" of the information in the workplace. Workers were the primary users of the Inquiries Service followed by employers and professionals. This program has been extremely successful by serving approximately 1.4 million inquirers and responding to over 4.3 million questions in 2004-2005.

In our 2005 Evaluation, website users were asked how many people in their organization could or would benefit from CCOHS information. Respondents indicated that 23% 1-10 persons would benefit, 32% said between 11 and 100 persons, 18% said 101 to 500 persons would benefit and 17% said that more than 500 would benefit. Information was being used most for the following:

- Resolving workplace issues
- Improving health and safety programs
- Developing best practices
- Complying with occupational health and safety regulations
- Providing information for education or training purposes.

CCOHS' goal to satisfy inquiries users and to share as much information as possible in order to affect change in Canadian workplaces is being achieved. In order to make the service more accessible, selected OSH Answers are being offered in Spanish. Usage of the Spanish language site increased by 68% to 16,478 visitors in 2004-5.

Forum 2005

CCOHS hosted its national forum "*New Strategies for Recognizing and Preventing Occupational Disease*" to focus attention on this under-recognized workplace issue that has such an important human and economic impact on Canadians. The Forum brought together 350 participants, a unique cache of government, employer and labour representatives. This provided an opportunity for researchers, health and safety practitioners, healthcare personnel and others to exchange ideas, discuss how to improve recognition of occupational diseases, and recommend strategies to prevent disease and control exposures to hazardous agents. The key results were consolidated with a web-based survey to capture Canadian input on what they believe are important workplace illness and disease elimination strategies. The goal of this forum was to foster ongoing discussion about occupational disease and the eventual eradication of work-related illness in Canada. Further information on the Forum and survey can be found at: <http://forum05.ccohs.ca/survey/>

Strategic Outcome:

Accessibility and Availability of Information for Canadians

Total Financial Resources

Planned	Authorities	Actual
\$ 1,500	\$1,665	\$ 1,643

Total Human Resources

Planned	Authorities	Actual
36	36	33

CCOHS provides products in various formats to satisfy the needs of the clients. Information is available in paper copy, Internet, intranet, web, compact disc formats and DVD. Electronic delivery of information is presented in highly useable and searchable formats to serve the client. CCOHS provides over 60 databases within its product line. New and revised publications are developed each year to meet the needs of Canadian Workers. New editions of several Health and Safety guides were published in 2004-2005 including *Mould in the Workplace: A Basic Guide* and *Working in Hot Environments: Health and Safety Guide*. *Emergency Response Guide* was updated and revised this year. Each year over 14,000 copies of various guides are sold throughout Canada.

New publications are produced to meet the expressed needs of Canadians. Publications are an inexpensive method of getting specialized information directly to workers to be used at the worksite.

CCOHS offers a broad range of products in various formats, including the Internet. The contents of many databases are updated regularly. In addition, the user interface for the internet based products was replaced with powerful new search interface with cross-database searching, "Subscriber Extras" and a monthly Chemical Notification Service.

Number of Persons in Organization Using CCOHS Information

Product	1 to 10(%)	11 to 100(%)	101 to 1000(%)	over 1000(%)
MSDS, ChemInfo	56	26	15	3
Chempendium	69	22	6	3
RTECS	83	7	7	3
OSHLINE, NIOSHTIC	58	16	11	16
OSH Candata	64	29	7	0
Health and Safety Guides	87	13	0	0
OHS Legislation	69	28	3	0
INCHEM	90	10	0	0
INTOX	80	0	0	20
All products	67	21	9	4

Source: Survey of CCOHS customers

Data on the number of years purchasers have been buying CCOHS products and the frequency with which the products purchased are used are reflective of the relevance and usefulness of products. Overall, 73% of product users purchased the product for over three years.

Strategic Outcome:

Unbiased and Impartial to maintain confidence of Stakeholders

Total Financial Resources

Planned	Authorities	Actual
\$ 100	\$110	\$ 108

Total Human Resources

Planned	Authorities	Actual
2.4	2.4	2

CCOHS maintains current information and provides unbiased information to Canadian workers and workplaces. The tripartite structure of its Council, comprised of representatives from labour, business and governments, directs the provision of unbiased CCOHS services. Council meets three times a year to review operational plans and provides input from its constituents. Canadians benefit from the high quality directions set by the governors that is reflected by the development of programs and unbiased information that can be used to improve occupational health and safety. Co-operative arrangements with international organizations help CCOHS to secure up-to-date world-wide information on workplace related illness and injury prevention. The relevant international information is provided to Canadians. A summary of the products and services is available at: <http://www.ccohs.ca/products/subject.html> .

In 2005, CCOHS continued to expand its delivery internet based e-learning courses. These included *WHMIS for Workers, Health and Safety for Federal Managers and Supervisors, Health and Safety Committees* and *Oh, my Aching Back!* This is an valuable method of offering courses across Canada in a cost effective way. In addition, CCOHS offers several instructor led courses.

CCOHS works with international organizations to secure up to date information for the benefit of Canadians. For example CCOHS developed a web portal for the World Health Organization (WHO) Collaborating Centres in Occupational Health <http://www.whoocchealthccs.org> . This portal provides each national collaborating centre with a site to present its own occupational health information, and links to other information within their country. This web portal that was recently developed is in addition to the CIS Centres Information Network <http://www.ciscentres.org> . CCOHS also represents Canada at the Tri-National Working Group of Government Experts in Occupational Safety and Health. This initiative was organized under the provisions of the North American

Agreement on Labour Cooperation (NAALC). CCOHS is the Canadian representative in two of the four Technical Working Groups formed – Developing a Tri-national Website and Hazardous Substances. CCOHS maintained and enhanced a website to facilitate communications among working group members from Canada, USA and Mexico, and to provide OSH information from the three countries. http://www.naalcosh.org/index_e.htm

The purpose of CanOsh is to enable Canadians to easily and independently locate Canadian occupational safety and health (OSH) information for the purpose of legal compliance, improving workplace health and safety practices and ultimately to facilitate the acquisition of information required for



reduction in workplace fatalities, injuries and illnesses. It is designed to provide Canadians with a convenient and efficient way to access the health and safety information provided by the federal, provincial and territorial government agencies responsible for OSH, Workers'

A national website for the 14 governmental jurisdictions of Canada will help Canadians negotiate easily through the maze of regulations and information on occupational health and safety, compensation and labour.

www.canoshweb.org

Compensation Boards and CCOHS. This site can be reached at <http://www.canoshweb.org/>. By using this site, Canadians can easily search and navigate 14 governmental jurisdictions and multiple websites.

CCOHS is the Workplace Health partner of the Canadian Health Network (CHN). CHN is a collaboration of major health organizations across Canada and Health Canada to help Canadians make informed choices about their health. This network provides free access to credible and practical e-health information. CCOHS has selected, catalogued and developed over 1,000

As a partner of the Canadian Health Network, CCOHS is developing workplace health information for use by Canadians as part of an integrated national health information service.

resources. CCOHS also fosters a growing network of organizations involved in workplace health and wellness issues. CCOHS is involved in Canada's Healthy Workplace Week and is responsible for updating and maintaining the Resource Well which prominently display CCOHS and CHN as key sources of reliable and current information on healthy workplaces. <http://www.healthyworkplaceweek.ca>. CCOHS continues to promote CHN at meetings, conferences, delivered presentations and through various articles. An e-bulletin Health@work/Sante@untravail is distributed to more than 500 readers.

Details of other partnerships and collaborations that help contribute to this objective can be found in the Centre's Annual report which is available on our website <http://www.ccohs.ca/ccohs/reports.html>.

The Health and Safety Report – e-Newsletter was developed to provide Canadians with a monthly electronic newsletter with current OSH information. This service launched in 2003 has a circulation of over 8,000. A readership survey was conducted in 2005 to evaluate the impact and the effectiveness of the service on workplace health and safety. The results of the survey indicated the report was useful in the following ways:

- 66% to implement change in the workplace occasionally and frequently

- 74% occasionally/frequently use the information for their own organization's newsletter
- 73% of respondents said the use of the information in the report is related to current or future changes in the workplace that may improve occupational health and safety
- 63% use it for their Health and Safety Committee
- 58% have used it occasionally or frequently to develop their own policies and procedures
- 69% say they share the report with 4 or more people, and 36% of respondents share it with 11 or more people

The report covers a wide range of topics including:

- Catching Some Rays? Practice Sun Safety!
- Due Diligence – Why Is It Important?
- Needle Stick Injuries -Still a Health Concern for Health Care
- Workplace Bullying Harms Both Employees and Employer
- Hazard Alerts

Subscriptions to this free service can be submitted to:

<http://www.ccohs.ca/resources/communications/maillinglists/enews.html> .

As part of its role to remain independent and maintain the confidence of its stakeholders, CCOHS reviews the level of satisfaction in the quality and impartiality of the centre through evaluation of its programs and ongoing communications.

In the 2005 evaluation, the key informant interviewees reported that CCOHS has a strong reputation within Canada. OHS experts, professional leadership, unions, workers and employers with health and safety committees tend to be quite familiar with CCOHS. The high level of awareness was attributed primarily to CCOHS' own efforts such as partnerships with other organizations and the high level of visibility maintained by CCOHS executive. Respondents also noted that COCHS does a good job of synthesizing research findings into unbiased information products that are useful and easy to understand for health and safety professionals, employers and workers alike.⁵

The tripartite Council of Governors, composed from representatives of labour, business and governments, assures the unbiased and relevant nature of CCOHS services. Council meets three times a year to review operational plans and provides input from its constituents. The satisfaction of the stakeholders can be demonstrated by the many collaborative projects completed throughout Canada. Details are available in our annual report

<http://www.ccohs.ca/ccohs/reports.html> .

The quality of the Centres products as measured in an independent evaluation study rates the over all satisfaction as follows for percentage very or fairly satisfied:

5 CCOHS 2005 Evaluation and Performance Measurement

Level of Satisfaction with CCOHS Products (% of respondents indicating either very satisfied or satisfied)

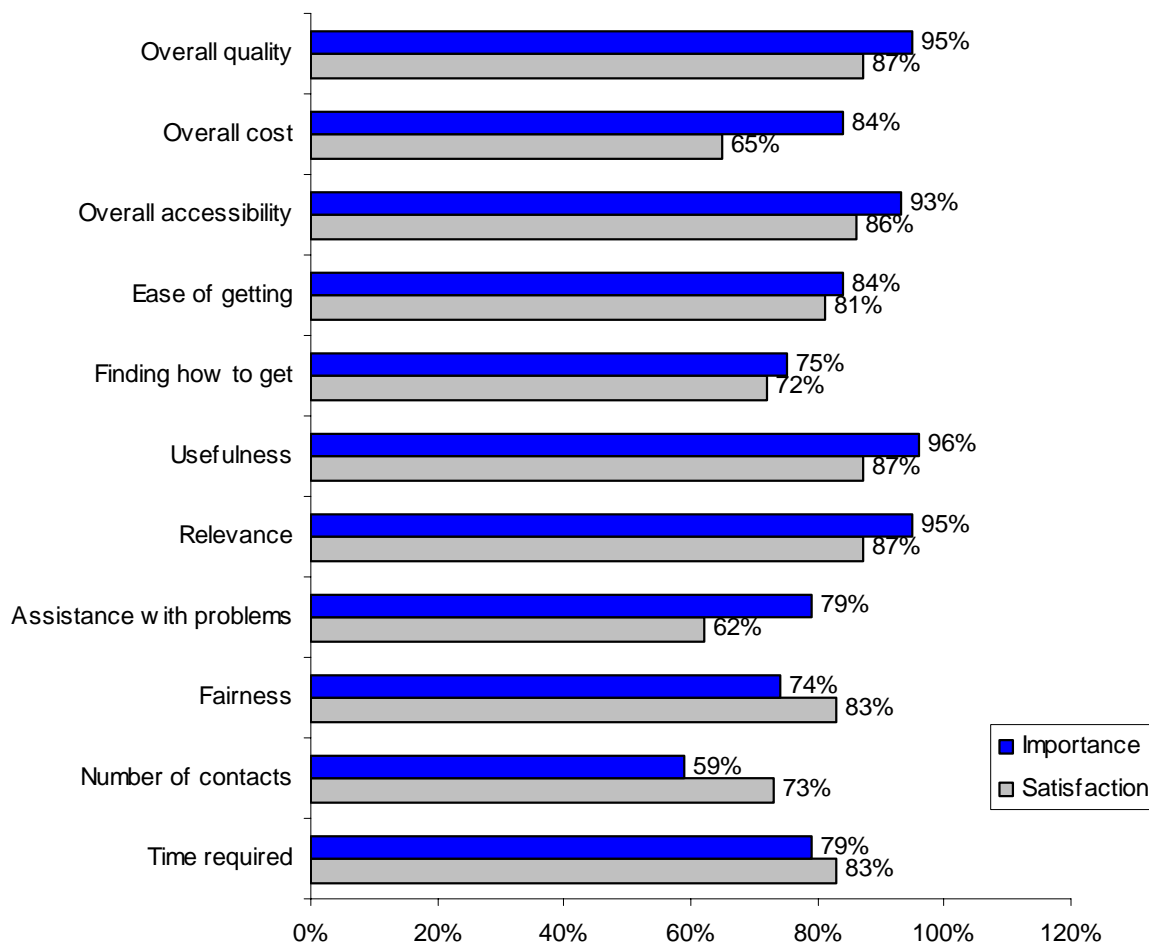
Indicator	% satisfied
Timeliness	89%
Completeness	85%
Usefulness	92%
Clarity	86%
Reliability	87%
Overall satisfaction	80%

Source: Data for CCOHS is from a survey of users conducted by TNS Canadian Facts.

In terms of value for money, 96% of respondents who could answer this question said that CCOHS products were above average value for money or average value. In addition, In terms of overall importance of CCOHS in meeting the health and safety needs of their organization, 78% of respondents said that CCOHS with either very important or important.

In 2004, CCOHS had an independent client satisfaction survey completed to measure the satisfaction with services and products, in keeping with the Common Measurement Tool and Citizen's First Research. The purpose is to identify satisfaction with various product /service attributes and compare to the importance of these attributes. This can be used as a baseline for future client satisfaction research. Overall, performance scores are high and are summarized below.

Satisfaction With and Importance of Product/Service Attributes



The support of various levels of government and industry can be demonstrated by various collaborative projects lead by CCOHS during the year. Some of the initiatives include:

- Ontario Ministry of Labour: Occupational Exposure Limits Guide for Small Business. The publication will explain the basic occupational regulations regarding hazardous materials and provide practical information on control measures that can be utilized by small business to reduce the number of workplace injuries and illness.
- National Young Worker Web Site: In collaboration with the Canadian Association of Administrators of Labour Legislation (CAALL) this web portal was designed to help prevent injuries and illnesses on the job by assisting young workers to find relevant information. It provides one point of access to information from all Canadian jurisdictions on young workers OSH issues, for young workers, teachers and parents. The site can be viewed at www.jobsafecanada.ca.

- Canadian Health Network: Workplace Health Affiliate <http://www.ccohs.ca/headlines/text59.html> This includes extensive partnering with numerous health organizations to keep Canadians informed of their health.
- WorkSafe Saskatchewan website has been expanded with the inclusion of a new e-course on back injury prevention and also a new employee orientation tool.
- Safe Manitoba website: CCOHS researched and developed a collection of health and safety resources for their website. <http://www.safemanitoba.com/>
- Transport Canada: Security and Emergency Preparedness Bookshelf CD-ROM. Contains information about pertinent legislation, equipment, guidelines etc.
- Alternative Products Database for Public Works and Government Services Canada: to assist with choosing products that are effective, but less hazardous.
- Customized courses for private companies and government organizations
- Presentations and representations at various conferences and events for labour, business and government throughout Canada.

Information about these and other collaborative projects is included in our annual report. The continued support of government, business, and all levels of government is a strong indicator of satisfaction with CCOHS.

Strategic Outcome:

Global advancement to Health and Safety

Total Financial Resources

Planned	Authorities	Actual
\$ 500	\$550	\$ 542

Total Human Resources

Planned	Authorities	Actual
12	12	11

CCOHS encourages and supports exchanges of 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 Organization. International databases are maintained and made available to Canadians through various collaborations with international organizations. CCOHS developed and hosts a portal on the World Wide Web in which the “National Centers” and “Collaborating Centres” of the ILOs Centre international d’informations de sécurité et de santé au travail (CIS) have their own pages, links to their institutional websites and other reliable websites in their respective countries. To encourage international collaboration, a discussion group is also part of this service.

CCOHS creates information and distributes 60 databases. A summary of these products is shown on our website <http://www.ccohs.ca/products/subject.html> . Through arrangements with many international organizations, CCOHS obtains the latest global health and safety information to share with Canadians.

CCOHS is recognized as a world leader in the advancement in occupational health and safety. This can be demonstrated by the IPCS Intox program, which is the World Health Organizations (WHO), International Programme on Chemical Safety (IPCS). It provides an integrated operational system, consisting of a databank and software, used at Poison Centres around the world to manage information on poisonings. Another project is the INCHEM, also produced through co-operation with WHO. The program consolidates information essential for the sound management of chemicals that affect the environment and human health. It compiles documents and databases from several international bodies including WHO the United Nations Environment Programme (UNEP), the International Programme on Chemical Safety (IPCS), the International Labour Organisation (ILO), the Food and Agriculture Organisation (FAO) , the United Nations Industrial Development Organization (UNIDO), and the Organization for Economic Co-operation and Development (OECD).

This information has been released free of charge to enable access to people from developing countries that are unable to pay. Since the release of the free of charge web access, the access to INCHEM on the Web has risen to over 185,000 per month.

Another example is the enhancement of occupational health and safety in Brazilian Industry. CCOHS is a member of a consortium of Canadian public and private sector organizations forming a Brazilian Canadian partnership to address occupational health and safety needs within selected industrial sectors in small and medium sized enterprises in Brazil. CCOHS also developed a manual for primary school teachers and conducted workshops. This Spanish language manual will help Costa Rican teachers by highlighting classroom exercises for children on issues of health, safety and the environment.

Respondents in the key informant interviews reported CCOHS is perceived as one of the world's leading sources of OHS information, with higher level of recognition than many other OHS national institutions.

The report also states that “by providing accessible information products that synthesize recent research including international research sources (e.g. WHO, UN) CCOHS has clearly increased the amount of information available, and has therefore contributed to the growth of knowledge of OHS”⁶.

⁶ CCOHS Evaluation and Performance Measurement, 2005

Strategic Outcome:

Education

Total Financial Resources

Planned	Authorities	Actual
\$ 400	\$439	\$ 433

Total Human Resources

Planned	Authorities	Actual
9.6	9.6	8.0

Through various programs, CCOHS provides educational tools to improve the knowledge of occupational health and safety with the goal of reducing workplace illnesses and injuries.

Academic Support Package

In order to increase the knowledge of youth as future workers and future leaders in industry, the Academic Support Package was developed. The CCOHS Academic Support Program (ASP) is offered exclusively to universities and colleges as both a tool to educate students about environmental and occupational health and safety and as a guide to assist Universities and Colleges in their efforts to achieve a safe and healthy working environment. In the ASP program there are 94 universities and colleges, many of them very prominent, serving over 2.9 million students, faculty and staff.

- Health and safety in the workplace is being promoted through the education system by making CCOHS information available to students and faculty through the *Academic Support Package*.
- The databases were made available to over 2.9 million students and faculty in 2004-2005
- Over 94 post secondary institutions participate

Since youth are at a high risk of accidents in the workplace, this information will help to provide technical data and increase awareness of the wealth of resources available.

- “We make available several key products and research guides to develop our students’ knowledge and skills about environmental and occupational health and safety... One of the most popular is OSHLINE™ with NIOSHTIC..”

CCOHS also established an occupational health and safety scholarship fund in the memory of Dick Martin, a pioneer of workplace health and safety in Canada. Information about the program and the winners for 2004 is posted at <http://www.ccohs.ca/scholarship/winners/>.

Recently, almost 110,000 young people were seriously injured on the job in one year alone. These statistics mean injured young people (ages 15–29) represent one in every four injured workers in Canada.

It is funded through private donations. This program is promoted to 26 post secondary schools across Canada, and provides monetary awards to students studying occupational health and safety.

Conferences, Exhibitions, Workshops and Presentations

CCOHS extended its outreach efforts by attending more than 65 events over this fiscal year and maintained its vigorous participation in meetings, conferences and presentations in each region of Canada. Participation at conferences and exhibitions serves both marketing and communications objectives by providing opportunities to showcase the wide range of products and services of the Centre as well an important forum for outreach and presence in the regions that we serve.

Canadian Association of University Teachers (CAUT) Preventing Workplace Violence Conference Halifax NS	Federation of Canadian Municipalities (FCM) 67th Annual Conference and Municipal Expo Edmonton, AB
WCB of PEI Conference Charlottetown PE	
OPSEU Annual Convention Toronto, ON	University of Toronto information day ("joint" venture between the Environmental Health and Safety department and the Union(s)) Toronto, ON
Association paritaire pour la santé et la sécurité du travail du secteur affaires sociales Montreal PQ	
Info-Fair held by Beth Phinney, MP for Hamilton Mountain Hamilton, ON	Ontario Occupational Health Nurses Association- OOHNA Conference Hamilton, ON
Health & Safety 2004 IAPA Conference & Trade Show Toronto, ON	Institute of Professional Management (IPM) Spring Regional Conference Toronto, ON
NAOSH Week National Launch Regina, SK	University of Toronto Health Communication Unit - finding workplace health and safety resources on the web Toronto, ON
2004 Western Conference on Safety Richmond, BC	
Pulp & Paper Health and Safety Conference Toronto, ON	Canadian Telecommunication Safety Association annual meeting Victoria, BC
Emergency Preparedness Day Hamilton, ON	CAW Health and Safety Conference Port Elgin, ON
American Industrial Hygiene Conference and Exposition (AIHCE) Atlanta, GA	2004 CSHEMA (Campus Safety, Health and Environmental Management Association) Conference Chicago, IL
6th Annual Canadian Environmental Conference & Tradeshow (CANECT 2004) Toronto, ON	6th World Congress on Aging and Physical Activity hosted by the Canadian Centre for Activity and Aging London, ON
Newfoundland and Labrador Industrial Safety and Health Association "Health and Safety, Taking Responsibility" Gander, NL	Association of Workers Compensation Boards of Canada (AWCBC) Congress Whitehorse, YK
Conference on Occupational Hazards to Health Care Workers Vancouver, BC	CSSE- Canadian Society of Safety Engineering Conference Halifax, NS
Education Safety Association of Ontario (ESAO) Annual Health & Safety Conference & Trade Show Toronto, ON	Ontario First Nations Technical Services Corporation 9th Annual Technical Conference and Trade Show -- Casino Niagara Niagara Falls, ON
Transportation Health and Safety Association 62nd Annual General Meeting (THSAO) Toronto ON	PCIH 19th Annual Professional Conference on Industrial Hygiene Montreal, PQ
Atlantic Provinces Library Association pre-conference session Moncton, NB	Workers Health and Safety Centre Instructor Upgrade 2004 Toronto, ON

Canadian Environmental Auditors Association (CEAA) Conference (DM Done) Vancouver, BC	Le Grand Rendez-vous Santé et Sécurité au Travail Montréal, PQ
Shopper's Drug Mart Conference Toronto, ON	Ontario Hospital Association (OHA) Toronto ON
7th National Safe Communities Conference: Keys to Safety Perth, ON	5th Annual JHSC Symposium Brampton, ON
WHSCC (Workplace Health, Safety and Compensation Commission) 24th Annual Health and Safety Conference Moncton, NB	The Yoga Show and Conference - Focus on Healthy Living Toronto ON
All First Nations Health and Safety Conference Ohsweken, ON	Ontario Public Health Association (OPHA) Conference Toronto, ON
OHAO Fall Symposium North York, ON	AIDS Walk Toronto, ON
McMaster University Healthy Workplace Week Kick-Off Event Hamilton, ON	Family Medicine Forum Toronto, ON
Hamilton Healthy Workplace Week Kick-Off Event Hamilton, ON	Wellness in the Workplace 2004--Club Italia Niagara Falls, ON
Hamilton Spectator Health & Wellness Fair Hamilton, ON	Canadian Agricultural Safety Association Quebec City, PQ
Steps to a Healthier US Workforce Symposium (NIOSH) Washington, DC	Women's Health Matters Toronto, ON
Educating Tomorrow's Nurses 2004, 2nd International Conference (RNAO) Toronto, ON	CLC (Canadian Labour Congress) Health, Safety and Environment Conference Ottawa, ON
National Women's Show Toronto, ON	Manitoba Construction Conference
Royal Agricultural Winter Fair Toronto, ON	Human Resource Professional Association of Ontario (HRPAO) Conference and Trade Show Toronto, ON
H&S Conference of Alberta Edmonton, AB	Ontario Library Association (OLA) Conference 2005 Toronto, ON
	Saskatchewan Safety Council: 32nd Annual Industrial Safety Seminar Regina, SK
	CCOHS Symposium Toronto, ON

**Meetings/Committees 2004-2005
CCOHS participated in the following:**

- Provincial Advisory Council of the Workplace Health project
- CHN Project Managers Meeting “Collaborating for the Future”, March 30-31
- Meetings of the WHMIS Current Issues Committee
- Meeting of the Pest Management Advisory Committee (PMRS)
- TDG Meetings

Section III. Supplementary Information

Listing of Statutory and Departmental Reports

- Canadian Centre for Occupational Health and Safety Council of Governors' Annual Report to Parliament 2004-05.
- Report on Plans and Priorities 2004-05
- Program Evaluation and Cost Recovery Study 2001
- CCOHS 2005 Evaluation and Performance Measurement 2005
- Modern Comptrollership Capacity Assessment 2002
- Customer Satisfaction Research Report 2004

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

Financial Performance Overview

Revenues from sales of products and services were slightly lower than last year, due to a general decline in sales, foreign exchange fluctuations, sales to government clients and the increased cost in keeping pace with technology. Appropriations were consistent with prior years. Maintaining revenue streams from core products continues to be a challenge given the mandate of the Centre.

CCOHS continues to generate approximately 50% of its budget from the sale of products and services. Expenditures are consistent with prior years. Audited financial statements are published in our Annual Report.

Financial Summary Tables

The following tables are applicable to CCOHS:

Table 1 Summary of Voted Appropriations	29
Table 2 Comparison of Total Planned Spending to Actual Spending.....	29
Table 3 Historical Comparison of Total Planned Spending to Actual Spending.....	30
Table 4 Respendable Revenues.....	30
Table 5 Contingent Liabilities.....	31
Table 6 Other Information: Summary of Revenue, Expenses and Appropriations.	32
Table 7 Other Information: User Fees.....	33
Table 8 Travel Policies:.....	33

Table 1
Summary of Voted Appropriations
Authorities for 2004-05 Part II of the Estimates

Vote	2004-05		
	Planned Spending	Total Authorities	Actual
Vote 20	4.0	4.0	4.0
Supplementary Estimates (A)	-	0.2	0.2
Supplementary Estimates (B)	-	-	-
Adjustments and transfers	-	0.2	0.2
Total Department	4.0	4.4	4.4

Additional funding was received during the year for rollover provisions and amounts relating to adjustments in compensation.

Table 2
Comparison of Total Planned Spending to Actual Spending 2004-05
(\$ millions)

Business Line	FTE	Operating	Capital	Grants and Contributions	Total Gross Expenditures	Less: Respendable Revenues	Total Net Expenditures
CCOHS	87	8.3	-	-	8.3	4.3	4.0
Total Authorities	87	8.7	-	-	8.7	4.3	4.4
Actuals	87	8.2	-	-	8.2	3.8	4.4
Other Revenues and Expenditures							
Other Non-respendable Revenues							-
Total Authorities							-
Actuals							-
Cost of services provided by other departments							0.7
Total Authorities							0.7
Actuals							0.7
Net cost of the Program							4.7
Total Authorities							5.1
Actuals							5.1

Expenditures were lower due to declines in revenues. Revenue estimates are high as it has become increasingly difficult to achieve sales targets due to the rapid change in technologies and availability of alternative information. Expenditures relating to revenue generation are lower when revenues decline. The cost of services provided by other departments represents accommodation services provided by PWGSC and audit services provided by the OAG.

Table 3
Historical Comparison of Total Planned to Actual Spending
(\$ millions)

Business Line	Actual 2002-03	Actual 2003-04	Planned Spending	2004-05 Total Authorities	Actual
CCOHS	4.1	4.0	4.0	4.4	4.4
Total	4.1	4.0	4.0	4.4	4.4

Table 4
Responsible Revenues
(\$ millions)

Business Line	Actual 2002-03	Actual 2003-04	Planned Spending	2004-05 Total Authorities	Actual
CCOHS	4.1	3.8	4.3	4.3	3.8
Total	4.1	3.8	4.3	4.3	3.8

Responsible revenues represent monies generated from the sale of goods and services. CCOHS generates approximately 50% of its operating budget from its cost-recovery activities. Sales of goods and services are impacted by general market conditions, foreign exchange fluctuations, government budgets, changes in technology, and competition.

Table 5

Contingent Liabilities

Claims and Pending and Threatened Litigation:

CCOHS is involved in a dispute originating in the normal course of business. An amount, consistent with legal opinion obtained from our legal counsel, has been accrued as an account payable at year-end.

Other Liabilities:

Vacation Pay	\$ 372,471
Employee Termination Benefits	\$ 718,756
Total	\$ 1,091,227

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:

CCOHS employees are entitled to severance benefits based on their years of service and salary at the time of departure. The cost of these benefits is accrued as the employees render the services necessary to earn them. Management determined the accrued benefit obligations using its best estimates of the accrued obligations at the year-end. These benefits represent the only employee benefits obligations of CCOHS that entails settlement by future payments.

Sick Leave:

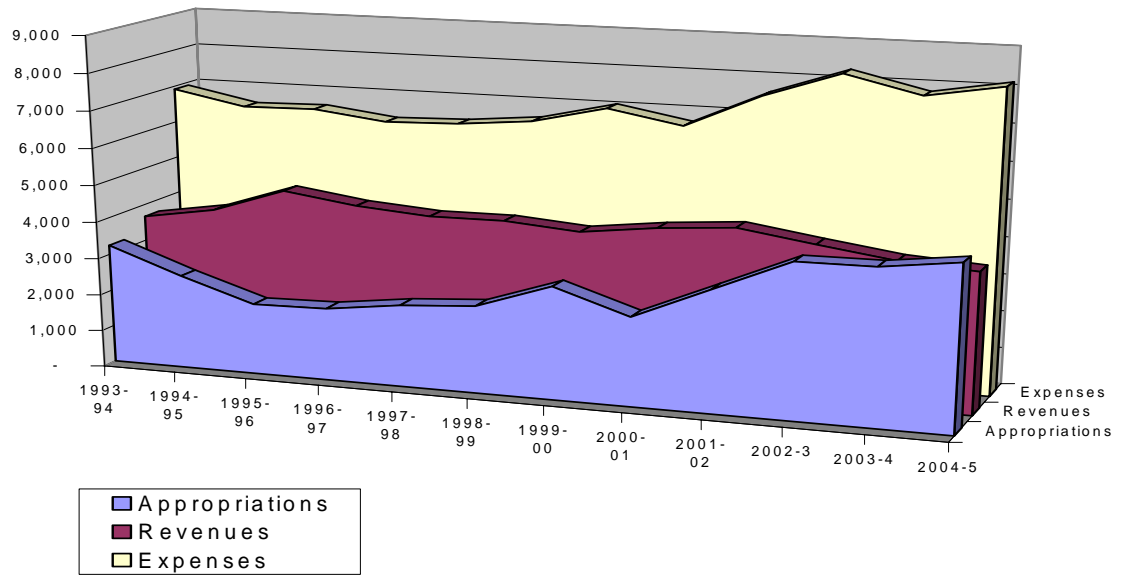
Employees are permitted to accumulate unused sick leave. However, such sick leave entitlements do not vest and can be used only in the event of illness. The amount of accumulated sick leave entitlements, which will become payable in future years cannot reasonably be determined and accordingly have not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

Pension Plan:

Eligible employees participate in the Public Service Pension Plan administered by the Government of Canada. CCOHS' contributions to the Plan reflect the full cost of the employer contributions. This amount is currently based on a multiple of the employee's required contributions and may change over time depending on the experience of the Plan. CCOHS' contributions are expensed during the year in which the services are rendered and represent the total pension obligation of the Centre. CCOHS is not currently required to make contributions with respect to any actuarial deficiencies of the Public Service Pension Plan.

Table 6 – Other Information (applicable only for CCOHS)

**Summary of Revenue, Expenses and Appropriations
(000's)**



Summary of Revenue, Expenses and Appropriations

	Actual 1993- 94	Actual 1994- 95	Actual 1995- 96	Actual 1996- 97	Actual 1997- 98	Actual 1998- 99	Actual 1999- 00	Actual 2000- 01	Actual 2001- 02	Actual 2002- 03	Actual 2003- 04	Actual 2004- 05
Revenues	3,671	3,984	4,649	4,373	4,226	4,239	4,086	4,328	4,485	4,185	3,910	3,781
Expenses	6,915	6,532	6,575	6,340	6,399	6,578	7,044	6,688	7,589	8,275	7,806	8,150
Appropriations	3,244	2,548	1,926	1,967	2,222	2,359	3,043	2,400	3,276	4,156	4,173	4,369

Table 7 A 2004-05 User Fee Reporting

The User Fees Act is not applicable to the revenues generated by CCOHS.

Table 7 B User Fee Reporting Template – Policy on Service Standards for External Fees

In preparation for implementation of the Policy on Service Standards for External Fees, CCOHS has conducted a Client Satisfaction Research Report and an Evaluation to seek feedback on user expectations and satisfaction relating to CCOHS cost recovery products and services. These reports will be used as a baseline for development of service standards for CCOHS. CCOHS generates revenues from user fees from the sale of its products and services. A complete description is available at: <http://www.ccohs.ca/products/>

Table 8 Travel Policies

CCOHS follows the TBS Special Travel Authorities and the TBS Travel Directive, Rates and Allowances.

Section IV: 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 preferred 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 and Housing. 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, increase 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 Centres 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 Centres 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)
 - Digital Video Discs (DVD)
 - 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 14 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.

Business Line or Program Activity and Organization Composition

Business Line or Program Activity: 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 distribution across Canada and to more than 60 countries.

Organizational Structure: CCOHS reports to the federal Minister of Labour and Housing. 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 currently 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 General - 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.

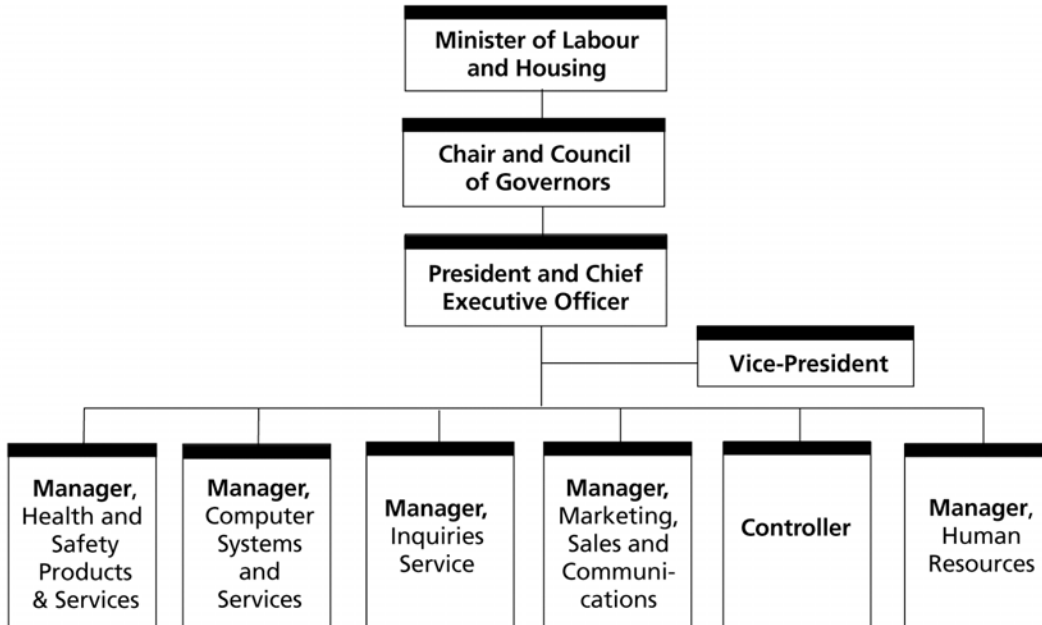
The Inquiries Service is a free national service available to Canadians to provide responses to their questions on topics related to occupational health and safety.

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 provide the promotion, communications and customer service for the products and services available from CCOHS.

Organization Chart



Section V: Other items of Interest

A. 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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Tel: 905-572-2981

1-800-668-4284 Canada and US

Fax: 905-572-2206

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- Louise Henderson
Manager, Human Resources
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B. 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

C. Key Reviews

During the period of this report, there was one review of client satisfaction and a web survey. An evaluation also took place in 2005. All reports, evaluations and reviews can be accessed at: <http://www.ccohs.ca/ccohs/reports.html> .

D. Audited Financial Statements

- C Canadian Centre for Occupational Health and Safety Audited Financial Statements are available in the Annual Report to Parliament 2004-5 at <http://www.ccohs.ca/ccohs/reports.html>

E. Listing of Statutory and Departmental Reports

- C Canadian Centre for Occupational Health and Safety Council of Governors' Annual Report to Parliament 2004-05.
- C Report on Plans and Priorities 2004-05

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