

Canadian Centre for Occupational Health and Safety



Performance Report

**For the
period ending
March 31, 2002**

The Honourable Claudette Bradshaw
Minister of Labour

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Executive Summary

The act to create the Canadian Centre for Occupational Health and Safety (CCOH) was based upon the notion that all Canadians have "...a fundamental right to a healthy and safe working environment." CCOHS is supported by its stakeholders in labour, business and governments. 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 support of its stakeholders in labour, business and governments – federal, provincial and territorial, is crucial to the success of these initiatives. Sales of products, services and many collaborative projects provide essential funding to support the program as outlined in the legislated mandate.

A major cost recovery and program review of CCOHS was completed in the summer of 2001. The consultants' report provided a good analysis of CCOHS' programs, its successes and weaknesses. It found that CCOHS did provide needed and valued programs and services. Additionally recommendations were made for improvements in products, marketing and financial structure. A key finding of this study was that CCOHS is effective in assisting Canadians to make improvements in their workplaces. This is a significant confirmation that the work of the Centre does make a positive contribution to the lives of Canadians. Treasury Board accepted the recommendations of the review and has committed to provide additional core funding to CCOHS to enable the Centre to update its infrastructure and thereby improve its programs and public services.

CCOHS' Council of Governors - from organized labour, business and governments of Canada-federal, provincial and territorial, has responded to the positive Treasury Board decisions and undertook a strategic updating of CCOHS' directional plans. It has determined that CCOHS should build on its capability to conduct collaborative work and seek to engage the significant OSH providers in Canada to develop mutually supportive programs and services.

A significant start in this direction has been the understanding developed with the Canadian Association of Administrators of Labour Legislation, to work together to develop and provide OSH resources to young Canadians. The expectation is that young Canadians, with the support of these resources, will become more aware of the measures to be taken to remain healthy and safe at work.

It has been very gratifying for the confirmation, contained in the report about CCOHS, that the directions set for CCOHS these past two decades has resulted in positive improvements in the way that Canadians work together to develop and provided healthier and safer workplaces. There is a huge amount of work still to be done to reach the workplaces where health and safety is not part of the daily business and organizational considerations. The way forward is clear. Mutual support and collaboration between CCOHS and the other significant OSH providers in Canada and throughout the world can lead to faster and better improvements in creating workplaces for Canadians that are healthy and safe.

Strategic Outcomes

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	<ul style="list-style-type: none"> ➤ 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 	<ul style="list-style-type: none"> ➤ DPR Section II, page 10 ➤ DPR Section II, 11 ➤ DPR Section II, page 13 ➤ DPR Section II, page 14 ➤ DPR Section II, page 14 ➤ DPR Section II, page 15

Section I: The Message

The act to create the Canadian Centre for Occupational Health and Safety (CCOHS) was based upon the notion that all Canadians had "...a fundamental right to a healthy and safe working environment". A national centre would be an essential requirement to enable people to exercise this right everywhere in the country. This concept was launched and supported by stakeholders cross Canada. The resulting Act had unanimous support from every federal party.

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. As CCOHS enters its 25th year of service, we continue to work with stakeholders throughout Canada to address workplace issues that are more complex and challenging than ever before. The new workplace culture of more outsourcing, part-time, contract employees, aging workforce and young employees presents additional challenges in ensuring that safety practices and measures are improved.

The Program and Cost Recovery Review in 2001 has confirmed that CCOHS plays a major role in improving Canadian workplace safety. This report provided valuable analysis about the effectiveness of CCOHS's program and its financial situation.

As a result of this review, the core funding for the centre has been increased to 50% of its budget from 40%. The viability of the centre was not possible with the previous level of funding. This stability in funding will enable improvements to infrastructure, product content and service delivery. CCOHS will still recover 50% of its \$8 million budget from cost-recovery, which is very high compared to other government departments and similar institutions world-wide.

The experience of CCOHS in the past year is that an ever-expanding number of workplaces recognize the need for practical and useful OH&S information and look to CCOHS as a provider of choice. Employers are realizing that good safety management can help lower or prevent the expenses of downtime – and it is a worth-while competitive, cost-reducing investment, not an unproductive overhead. Employees are more aware that a safe workplace is their fundamental and legal right.

There is a renewed energy, spirit and determination throughout Canada to prevent occupational illnesses, injuries and fatalities.

S. Len Hong
President and CEO

CCOHS, Your Health and Safety Partner

Section II: Departmental Performance

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

- A. Societal Context
- B. Performance Results Expectations
- C. Key Reviews

A. Societal Context

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

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 strategic direction for CCOHS to become the preferred occupational health and safety information resource centre for Canadians to easily acquire high quality information and services.

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

While linking workplace safety improvements to any particular occupational health and safety (OH&S) initiative is not possible, CCOHS is acknowledged as playing a major role in assisting Canadians, as stated by people interviewed for the 2001 CCOHS Program and Cost Recovery Review.

The table below compares data on occupational injuries and fatalities for 1998 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 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
1998	14.00	375,360	798	26,201	56

Source: Human Resources Development Canada, *Occupational Injuries and their Cost in Canada*, 1999.

Small and achievable reductions in risk can generate large benefits to society. The cost to Canadian society of the risks resulting in injuries and fatalities in 1998 and their consequences were approximately \$18 billion. Details of the cost of injuries and illness to society can be found in our evaluation study at www.ccohs.ca.

If CCOHS activities led to a 1% reduction in these costs and consequences, 4,000 injuries and eight fatalities would be avoided. The research outlined in the reports indicates that Canadian society would assign a value of \$186 million to this reduction.

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.
- Other activities consistent with the mandate of promoting improved health and safety in the workplace and the physical and mental health of Canadian workers.

CCOHS contributes to Canada's goal of promoting health awareness, disease prevention, and educational strategies to inform citizens of the implications for their health as it relates to the workplace. 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.

B. Strategic Outcomes

Planned Versus Actual Spending Tables

Resource Requirements by Organization and Business Line

Comparison of Total Planned Spending to Actual Expenditures, 2001-2002 by Organization and Business Line

Business Line	\$
CCOHS	
Planned Spending	2,255,000
Total Authorities	3,276,864
Actual Spending	3,166,338

Note: CCOHS has one business line

Strategic Outcomes

Measuring the effectiveness and reach of programs, which provide information to effect social change continues to be a challenge. Statistical information concerning the number of contacts made with clients and the satisfaction with the service can be achieved. However, it is difficult to establish a direct correlation between the products and services and the reduction of accidents and illness. Statistics on Canadian injuries, illnesses and fatalities continue to show significant improvements.

There are many factors that contribute to occupational illnesses and injuries. Our goal is to provide the tools necessary for everyone to be informed about the hazards and risks and to be knowledgeable about the actions to take to prevent injuries and illnesses. The needs of Canadians are identified so CCOHS can quickly respond with appropriate information.

CCOHS maintains a program to be in contact with clients and citizens to address their changing needs. Our latest independent program evaluation can be reviewed at www.ccohs.ca.

How are we working towards our strategic outcomes? Success can be demonstrated by the following:

Summary of Strategic Outcomes

C y	
to provide Canadians with:	Performance Indicators to be demonstrated by:
national centre dedicated to the advancement and dissemination of unbiased information on occupational health and safety	<ul style="list-style-type: none"> ➤ 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

Key Results Commitments, Planned Results, Related Activities and Resources

Key Results Commitments	Planned Results	Related Activities	Resources (\$ in millions)		
			2001-2002	2002-2003	2003-2004
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 a free inquiries service via telephone, fax and e-mail	➤ \$1.25	➤ \$1.3	➤ \$1.3
	➤ provision of databases in accessible formats	➤ Products and services available in useable formats	➤ \$.8	➤ \$1.1	➤ \$1.4
	➤ increase the availability of health and safety resources for Canadians	➤ Utilize the internet to provide service to Canadians	➤ \$.5	➤ \$.65	➤ \$.65
	➤ world wide recognition as a leading contributor to the advancement of occupational health and safety	➤ Participate in collaborative projects with international organizations and sell products world wide	➤ \$.4	➤ \$.6	➤ \$.6
	➤ level of satisfaction/confidence by labour, business and all levels of government in the quality and impartiality of the Centre	➤ Seek ongoing input through Council representation and participation in safety and health related organizations	➤ \$.05	➤ \$.05	➤ \$.05
	➤ increase the recognition of occupational health and safety as an important issue in educational institutions	➤ Promote health and safety through the academic support program, collaborative projects and other youth initiatives	➤ \$.3	➤ \$.3	➤ \$.3

Performance Indicator: Level of Satisfaction with Free Inquiries Service

The CCOHS' Inquiries Officers are a team of specialists in occupational health and safety 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 2.2 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 Centre's literature. During 2001-02, this service provided responses to 13,277 inquiries through its direct service.

13,277 inquiries are personally answered annually through this free and confidential bilingual Inquiries Service center, in addition to the 2.2 million answers provided through the CCOHS website

The Inquiries Service is available to answer Canadians through its telephone service, e-mail, fax and Internet. Of the person to person users, 38% of the questions originated from workers, 32% from management, 4% from government and 26% from non-affiliated professionals. The evaluation study emphasized the importance of providing this service free of charge to workers. As the user statistics show, this is a significant source of information for all stakeholders.

An independent focus group of CCOHS customers and prospects revealed that of primary importance is reliability, comprehensiveness, content, trustworthiness and usability for occupational health and safety information. Clients expect the organization to be bound by ethics and have no vested interest to ensure impartiality. The majority of respondents normally find occupational health and safety information by searching Canadian websites.

Respondents rated the CCOHS Inquiry 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 the CCOHS for overall satisfaction is 86%, a much higher rating compared to 56% for the sample of federal departments providing an information service. The level of satisfaction with CCOHS products and services for this report appear in Citizens First 2000 (Erin Research).

CCOHS' 2002 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.

Information received from the individual caller may be shared with many others at various organizations. During fiscal 2002, there were 36 requests for copyright authorizations to reproduce over 137,000 items for distribution to employees and members. This is a strong indicator that CCOHS' information shared with many others and is used to effect change in the workplace. The 2001 Evaluation Study showed that 75% of respondents use CCOHS

information that relates to either current or future changes to the workplace that may result in improved workplace health and safety.

CCOHS monitors the environment and emerging issues and respond quickly to the information needs of Canadians. An excellent example was CCOHS' quick development of practical advice regarding anthrax risks and West Nile virus.

OSH Answers

OSH Answers is a web-based information service which covers over 545 topic areas in occupational health and safety. The information is presented in a Question-and-Answer format. The topics are based on the many questions that the Inquiries Service has received. This website was developed in order to increase the level of service to more Canadians. This bilingual service is provided 365 days per year, 24 hours per day at a low cost. The effective use of the Internet brings the information to the people who need it the most, instantly.

Over 2,800 questions and answers are on the website, which answered over 2.2 million inquiries on health and safety this year.

CCOHS' target audiences for this service are the end users of the information. This program has been extremely successful by serving approximately 600,000 inquirers and responding to over 2.2 million questions in 2001-2002.

The feedback received by website users indicate that the information is being shared with others, on average 10 other people in their organization. Seventy two per cent of respondents indicated that the use of information from CCOHS related to either current or future changes to the workplace that may improve occupational health and safety. This suggests that the information available on CCOHS' web site is being used to improve workplace health and safety and thus decrease the number of work-related injuries and deaths.

CCOHS has achieved its strategic goal to satisfy inquiries users and to share as much information as possible in order to affect change in Canadian workplaces.

Performance Indicator: Provision of databases in useable formats

CCOHS continues to provide information in many formats to satisfy the needs of the end user.

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.

Information is available in paper copy, internet, intranet, web and compact disc formats. DVD is being introduced in 2002. All electronic delivery of information is presented in a 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 2001-2002. Also under development are the *Library Workers Guide*, *Wellness in the Workplace* and the *Emergency Preparedness*

Guide. Over 15,300 copies of various guides are sold throughout Canada every year. This is an inexpensive method of getting information into the hands of workers to be used at the workplace. Publications can now be purchased on-line. Purchasers of CCOHS Health and Safety Guides, - 92%, of them state that the guides are being used to improve health and safety.

Databases continue to be made available via the web to meet client needs. During 2001, six chemical health and safety databases from the CHEMpendium collection were released on the web. In a collaborative arrangement with the World Health Organization, IPCS INCHEM was made available free of charge on the web. The need for chemical health and safety information was evident when the website usage quickly exceeded 200,000 hits per month.

CCOHS has over 3,000 customers who use its priced products. The survey in 2001 indicated that the products are used extensively and the information is shared with many individuals.

Number of Persons in Organization Using CCOHS Information

Product	1 to 10 (%)	11 to 100 (%)	101 to 1000 (%)	more than 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

A rationale for CCOHS development products and services is to promote changes, both current and future, in the workplace, improve occupational health and safety and resulting in fewer accidents and injuries. Overall, fifty six per cent of purchasers responding to the survey indicated that CCOHS products were being used to promote changes leading to improvements in workplace health and safety.

Performance Indicator: Increase the availability of unbiased and reliable health and safety resources for Canadians

CCOHS maintains current information and provides unbiased information to Canadian workers and workplaces. The tripartite nature 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 for 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 and up-to-date world-wide information on workplace related illness and injury prevention. The relevant international information is provided to Canadians.

An example of an international partnership is the CCOHS development of a Canadian website, in collaboration with the European Union. This Internet portal is a collaboration that shares high quality information presented in the same format for each country, such as best practices, research, statistics and legislation/regulations. Now through these agreements, Canadians have an efficient method of gathering reliable and unbiased information on topics such as good practice, research, statistics and legislation regulations from all over Europe from the convenience of a OSH portal. This site can be reached at <http://www.eu-ccohs.org>.

Another strategic outcome can be demonstrated by the national portal of government agencies responsible for occupational health and safety and workers compensation in all Canadian jurisdictions. CANOSH represents a single point of access for Canadians searching for high-quality, reliable occupational health and safety information from government agencies. This site can be reached at <http://www.canoshweb.org>.



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

CCOHS is the official Workplace Health Affiliate Partner of the Canadian Health Network, which is a national, bilingual Internet-based service designed to improve access to timely, relevant, and credible information related to health and well-being and to strengthen health promotion networks across Canada. CHN's mission is to support Canadians to make informed choices about their health by providing access to multiple sources of credible and practical e-health information. CCOHS has selected, catalogued and developed over 600 resources. CCOHS also fosters a growing network of organizations involved in workplace health and wellness issues. CCOHS hosts an on-line discussion form for the affiliates and has developed an electronic bulletin newsletter called [Health@Work](#). The Work Place Health Center is promoted to the network and at various venues throughout Canada.

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.

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 www.ccohs.ca.

Performance Indicator: World wide recognition as a leading contributor to the advancement of occupational health and safety

As the national occupational health and safety information repository, CCOHS encourage and supports 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 Organization. International databases are maintained and made available to Canadians. CCOHS developed and hosts a portal on the World Wide Web in which the “National Centers” and “Collaborating Centres” of the ILO’s 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. Through arrangements with many international organizations, CCOHS obtains the latest global health and safety information to share with Canadians.

The recognition of CCOHS as a world leader in the advancement in occupational health and safety is demonstrated by partnerships with world organizations. For example, CCOHS is responsible for the production of IPCS Intox, which is the World Health Organization’s (WHO) International Programme on Chemical Safety (IPCS). More than 100 experts from 75 countries are involved in the project. The aim is to improve the ability of countries to deal with emergencies arising from toxic exposure. Another project is the INCHEM, also produced through co-operation with WHO. This information is essential for the sound management of chemicals affecting the environment and human health. As of June 2001, this information became free of charge on the Internet.

Performance Indicator: level of satisfaction/confidence by labour, business and all levels of government in the quality and impartiality of the Centre

The tripartite Council of Governors, comprised of representatives from 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.

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

Product	Usefulness	Clarity	Scientific Validity	Reliability of Information

All products	84%	88%	83%	87%
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The support of various levels of government can be demonstrated by various collaborative projects lead by CCOHS during the year. This included the following:

- Manitoba Worker’s Compensation Board and Manitoba Labour: inventory of successful prevention interventions and programs in high-risk sectors
- OSH for Everyone: Ontario, Saskatchewan and North West Territories
- Ontario Workplace Safety and Insurance Board: Best Practices Collection
- Canadian Health Network: Workplace Health Affiliate
- Public Works and Government Services Canada: Hazard Materials Management System
- Transport Canada: Marine Safety Inspectors bookshelf CDRom.
- Ontario Service Safety Alliance: customized publication, specialized Inquiries Service
- Customized courses for private companies and government organizations
- Presentations and representations at various conferences and events for labour, business and government throughout Canada.

Additional information about these 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.

Performance Indicator: Recognition of Occupational Health and Safety in Educational Institutions

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. For a very low cost, post secondary institutions can make a collection of CCOHS products available to their entire campus, students, faculty and staff through their internal intranet services. In addition to providing information to students, the program has been developed to assist on-campus health and safety professionals in their academic work and faculty in their educational role to develop students’ knowledge and skills about environmental occupational health and safety in all subject areas.

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| <ul style="list-style-type: none"> • Health and safety in the workplace is being promoted through the education system by having CCOHS information available to students and faculty through the <i>Academic Support Package</i>. • The databases were made available to over 2.5 million students and faculty in 2001-2002 • Over 89 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.

Working towards the goal of increased awareness in educational institutions, CCOHS participated in a national conference on youth and health and safety. This led to valuable information being received from youth and the creation of a “Youth Zone” on our website to provide practical information geared towards young people entering the workforce.

As part of the long-term goal of reaching youth, CCOHS developed in collaboration with the Ontario Ministry of Labour and the Ontario Ministry of Education an OSH resources manual to be used by teachers to teach OSH in Ontario secondary schools. Direct outcomes from this initiative are difficult to measure and may take several years for the full impact to be realized.

CCOHS’ Education Zone is under development , which will provide training tools in a website designed to provide useful tools for teachers and trainers to deliver OSH practical information to students and new workers in the classroom. The tools include background notes, overhead, activities, handouts and tests.

C. Key Reviews

During the period of this report, two key reviews were completed. The details are shown below in consolidated reporting.

D. Modern Comptrollership

CCOHS completed its Modern Comptrollership Capacity Assessment. The complete report is available at <http://www.ccohs.ca>. The modern comptrollership initiative is an opportunity to identify elements of comptrollership that could be improved at CCOHS. The ratings were reflective of CCOHS as a young organization (under 25 years) and one that has had limited ability to progress as an institution because of the serious financial difficulties experienced. With stable funding, CCOHS will be able to focus on the areas identified within the report. An action plan is being developed to address the opportunities for improvement within the modern comptrollership framework.

III. Consolidated Reporting

Listing of Statutory and Departmental Reports

- Canadian Centre for Occupational Health and Safety Council of Governors □ Annual Report to Parliament 2001-02.
- Report on Plans and Priorities 2001-02
- Program Evaluation and Cost Recovery Study 2001
- Modern Comptrollership Capacity Assessment 2002

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

Section IV

Financial Performance Overview

Revenues from sales of products and services were slightly above revenue levels last year, due mainly to increases in sales to other government departments. Expenditures were well within budget. Additional funding was received within the year as a result of the Program Evaluation and Cost Recovery Review.

The base funding for the Centre was also increased as a result of this review. Almost half of these funds will replace appropriations lost over the past few years. Additional funding will be allocated to infrastructure improvements to strengthen programs and provide a basis for stability for future years.

Financial Summary Tables

The following tables are applicable to CCOHS:

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Table 1
Summary of Voted Appropriations
Authorities for 2001-02- Part II of the Estimates

Vote	2001-02		
	Planned Spending	Total Authorities	Actual
Vote 20	2.3	2.3	2.2
Supplementary Estimates (A)	-	0.2	0.2
Supplementary Estimates (B)		0.6	0.6
Adjustments and transfers		0.2	0.2
Total Department	2.3	3.3	3.2

Additional funding was received in year for the modern comptrollership project and as a result of the Program Review and Cost Recovery Review.

Table 2
Comparison of Total Planned Spending to Actual Spending 2001-02

(\$ millions)

Business Line	FTE	Operating	Capital	Grants and Contributions	Total Gross Expenditures	Less: Respendable Revenues	Total Net Expenditures
CCOHS	87	8.1	-	-	7.3	5.8	2.3
Total Authorities	87	9.1	-	-	8.2	5.8	3.3
Actuals	82	7.6	-	-	7.6	4.4	3.2
Other Revenues and Expenditures							
Other Non-respendable Revenues							-
Total Authorities							-
Actuals							-
Cost of services provided by other departments							0.5
Total Authorities							0.5
Actuals							0.5
Net cost of the Program							
Total Authorities							3.8
Actuals							3.7

Variances between authorities and actuals are due to the main estimates being based upon plans for increases in revenues dating back several years. In reality, the revenues targets were too aggressive and expenditures were reduced to compensate. The program as operating in a deficit position, which was being funding annually through supplementary

estimates. This was addressed in the Program Recovery and Cost Recovery Review and as a result, funding was adjusted to reflect the actual financial situation.

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

Business Line	Actual 1999-00	Actual 2000-01	Planned Spending	2001-02	Actual
				Total Authorities	
CCOHS	3.0	2.4	2.3	3.3	3.2
Total	3.0	2.4	2.3	3.3	3.2

Table 4
Responsible Revenues
(\$ millions)

Business Line	Actual 1999-00	Actual 2000-01	Planned Revenues	2001-02	Actual
				Total Authorities	
CCOHS	4.1	4.3	5.8	5.8	4.4
Total Responsible Revenues	4.1	4.3	5.8	5.8	4.4

Table 5
Contingent Liabilities

Claims and Pending and Threatened Litigation:

As at March 31, 2002, there were no outstanding contingent liabilities against the Canadian Centre for Occupational Health and Safety

Other Liabilities:

Vacation Pay	\$ 268,177
Employee Termination Benefits	\$ 549,899
Total	\$ 818,076

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.

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

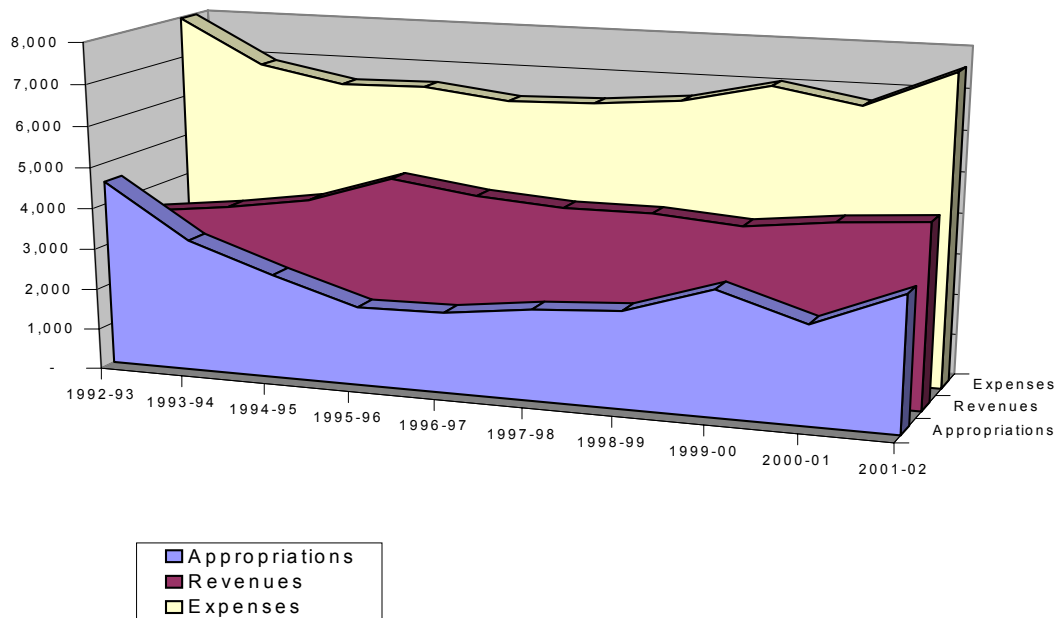


Table 6 – Other Information (applicable only for CCOHS)

Summary of Revenue, Expenses and Appropriations

	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual
(\$000s)	1992-93	1993-94	1994-95	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02
Revenues	3,429	3,671	3,984	4,649	4,373	4,226	4,239	4,086	4,328	4,485
Expenses	7,974	6,915	6,532	6,575	6,340	6,399	6,578	7,044	6,688	7,589
Appropriations	4,545	3,244	2,548	1,926	1,967	2,222	2,359	3,043	2,400	3,276

CONFERENCES & EXHIBITIONS

CCOHS participated in the following conferences and exhibitions during fiscal 2001 – 2002

Section V: 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. 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".

ONTARIO LIBRARY ASSOCIATION
Toronto, ON

THE ENERGY & ENVIRONMENTAL
CONFERENCE
Toronto, ON

THE SAFE COMMUNITIES
FOUNDATION
Hamilton, ON

HEALTH & SAFETY 2001
Toronto, ON

ENVIRONMENTAL MANAGEMENT,
COMPLIANCE & ENGINEERING
CONFERENCE AND 2001 ONTARIO
ENVIRONMENTAL TRADE SHOW
Etobicoke, ON

AMERICAN INDUSTRIAL HYGIENE
CONFERENCE AND EXPOSITION
(AIHCE)
New Orleans,

CONSUMER HEALTH CONFERENCE
Toronto, ON

E-HEALTH CONFERENCE (CHN)
Toronto, ON

PULP AND PAPER
HEALTH & SAFETY ASSOCIATION
Thunder Bay, ON

ST. JOSEPH'S HOSPITAL
WELLNESS DAY
Hamilton, ON

HRDC/CCRA WELLNESS FAIR
Hamilton, ON

NAOSH WEEK NATIONAL LAUNCH /
HAMILTON SAFETY WEEK

The following events were included:
Ribbon cutting ceremony,
Presentations by national and
provincial dignitaries,
Greetings from the City of Hamilton,
Reception.

Free information sessions were given
on the following topics:
Ergonomics,
Strategies for Effective Health
and Safety Committees,
Urban Legends and Myths,
Pre-start Health and Safety Reviews, and
Certification Training – Part Two.

CANADIAN ASSOCIATION FOR
RESEARCH ON WORK AND HEALTH –
FIRST NATIONAL SYMPOSIUM
Toronto, ON

PREVENTION OF WORK-RELATED
ACCIDENTS
Brussels, Belgium

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.

CONFERENCES & EXHIBITIONS

continued...

**NORTH AMERICAN CONGRESS OF
CLINICAL TOXICOLOGY (NACCT)**
Montreal, QC

**THE NEW BRUNSWICK WORKPLACE
HEALTH, SAFETY AND
COMPENSATION COMMISSION
ANNUAL CONFERENCE**
CHN / CCOHS
Moncton, NB

**THE HEALTH, WORK AND WELLNESS
CONFERENCE**
CHN / CCOHS
Calgary, AB

**THE PEEL DISTRICT HEALTH UNIT
WELLNESS CONFERENCE**
CHN / CCOHS
Toronto, ON

**CENTER FOR CHEMICAL
PROCESS SAFETY**
Toronto, ON

**CANADIAN ENVIRONMENTAL
AUDITING ASSOCIATION**
Vancouver, BC

**CANADIAN LABOUR CONGRESS (CLC)
HEALTH SAFETY & ENVIRONMENTAL
CONFERENCE**
Ottawa, ON

**CANADIAN SOCIETY OF SAFETY
ENGINEERS (CSSE) PROFESSIONAL
DEVELOPMENT CONFERENCE**
Vancouver, BC

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);

PRESENTATIONS & WORKSHOPS

CCOHS participated in the following presentations and workshops during fiscal 2001 – 2002

OCCUPATIONAL SAFETY AND HEALTH COUNCIL OF HONG KONG
CCOHS products and services / CCOHS developments for provision of solutions and databases
Hong Kong

HONG KONG UNIVERSITY OF SCIENCE TECHNOLOGY
CCOHS products and services
Hong Kong

"IMPROVING HEALTH AND SAFETY IN THE WORKPLACE NATIONWIDE – A REALITY CHECK"
Toronto, ON

THE ENERGY & ENVIRONMENTAL CONFERENCE
"Making Legislation Part of Your Environmental Management System"
Toronto, ON

HEALTH & SAFETY 2001
"Canadian Health Network Training Session"
"Health and Safety Research on the Internet"
"CanOSH–Canadian OSH Information on the Internet"
"Violence in the Workplace"
"Health and Safety Urban Legends and Myths"
"Clear Language Workshop"
"CHN – Canadian Health Network"
"Writing and Reviewing MSDSs (PDC Course)"
Toronto, Ontario

NORTH AMERICAN CONGRESS OF CLINICAL TOXICOLOGY (NACCT)
"Global Challenges in the Area of Toxicology: National and International Responses."
Montreal, QC

EUROPEAN AGENCY FOR SAFETY AND HEALTH AT WORK
"Accident Prevention Program for SMEs: Defining an Implementation Model"
Bilbao, Spain

OCCUPATIONAL HEALTH, HYGIENE AND TOXICOLOGY ROUNDS
"Violence in the Workplace"
McMaster University, Hamilton, ON

WINDSOR PUBLIC LIBRARY
CCOHS products and services and CHN
Windsor, ON

CSSE BREAKFAST MEETING
"Urban Legends"
Burlington, ON

IAPA BREAKFAST MEETING
"Urban Legends"
Niagara Falls, ON

PULP AND PAPER HEALTH AND SAFETY ASSOCIATION
CCOHS products and services
Etobicoke, ON

CAALL-OSH ANNUAL GENERAL MEETING
CANOSH website / development of a secure web-based discussion forum for members of CAALL-OSH.
Ottawa, ON

CAALL MEETING
CCOHS products and partnerships / Discussion on OSH and the Young Worker.
Toronto, ON

E. a national occupational health and safety information repository.

Business and Service Line and Organization Composition

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 distribution across Canada and to more than 60 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 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.

PRESENTATIONS & WORKSHOPS

continued...

NIOSH WORKSHOP
"FOCUS ON DISSEMINATION OF
OCCUPATIONAL SAFETY AND HEALTH
INFORMATION"

*"Dissemination of Occupational
Health and Safety Information:
Web-based Approaches and Issues." /
CCOHS products and services.
Washington, DC*

IPCS INTOX
CCOHS products and services
Geneva, Switzerland

IAPA REGIONAL CONFERENCE
"Health and Safety Research
on the Internet"

EDUCATION SAFETY ASSOCIATION
OF ONTARIO
"Workplace Violence"
Toronto, ON

NASA
Trends in OH&S in Canada
Washington, DC

ONTARIO CONSTRUCTION USER
COUNCIL
"Violence Prevention" /
CCOHS products and services
Toronto, ON

CORPORATE OH&S WORKERS,
CITY OF TORONTO
CCOHS products and services
Toronto, ON

INTERNATIONAL CONGRESS OF THE
ASIA-PACIFIC ASSOCIATION OF
MEDICAL TOXICOLOGY (APAMT)
"The Role of Information
Communication Technology (ICT)
in Medical Toxicology." /
CCOHS products and services
Penang, Malaysia

CHN – SOUTH CENTRAL WORKPLACE
WORKGROUP MEETING
(Ontario Public Health Units)
Brantford, ON

CHN – OCCUPATIONAL HEALTH
NURSES, IMPERIAL OIL LIMITED
"Canadian enviroOSH
Legislation series"
Toronto, ON

THE TRI-NATIONAL CONFERENCE ON
VIOLENCE AS A WORKPLACE RISK
(Organized by the Office for Inter-American
Labour Cooperation, Human Resources
and Development Canada)
"Workplace Violence Prevention"
Montreal, QC

CONFERENCE DES RECTEURS ET DES
PRINCIPAUX DES UNIVERSITÉS
DU QUÉBEC
"Workplace Violence Prevention"
Montreal, QC

SUNLIFE CANADA
"Workplace Violence Prevention"
Montreal, QC

M^cMASTER UNIVERSITY,
FACULTY OF ENGINEERING
"Occupational Health and Safety"
Montreal, QC

M^cGILL UNIVERSITY,
SCHOOL OF OCCUPATIONAL HEALTH
"Occupational Health and Safety"
Montreal, QC

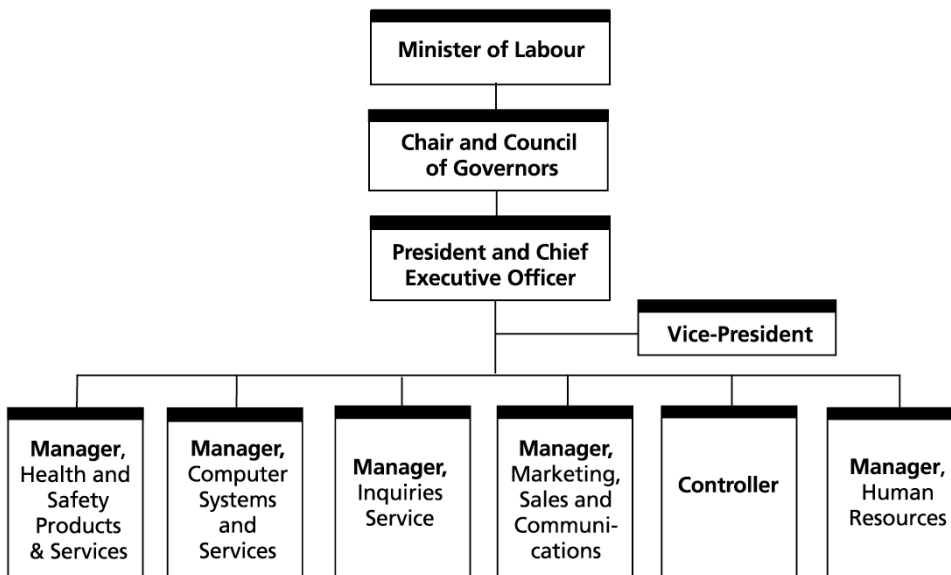
Service Lines: Corporate management provides the direction and management of operations at CCOHS. This includes finance, facilities, human resources and collaborative arrangements with partners.

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.



Section VI: Supplementary Information

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:

CCOHS

250 Main Street East

Hamilton ON L8N 1H6

Tel: 905-572-2981

1-800-668-4284 Canada and US

Fax: 905-572-2206

www.ccohs.ca

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- Anne Gravereaux
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anneg@ccohs.ca
- Roger Cockerline
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rogerc@ccohs.ca
- Eleanor Irwin
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eleanori@ccohs.ca
- David Brophy
Manager, Computer Systems and Services
905-572-2981, ext 4498
davidb@ccohs.ca
- Louise Henderson
Manager, Human Resources
905-572-2981, ext 4404
louiseh@ccohs.ca

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. Listing of Statutory and Departmental Reports

- Canadian Centre for Occupational Health and Safety Council of Governors □ Annual Report to Parliament 2001-02.
- Report on Plans and Priorities 2001-02

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