

# **Canadian Centre for Occupational Health and Safety**



## **Performance Report**

**For the  
period ending  
March 31, 2004**

The Honourable Joseph Volpe, P.C., M.P.  
Minister of Human Resources and Skills Development Canada

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## **Executive Summary**

This year marked a milestone, twenty-fifth anniversary for the Canadian Centre of Occupational Health and Safety (CCOHS). The vision of a quarter century ago to eliminate workplace accidents, illnesses and deaths has not changed. Nor has the mission to be the Canadian centre of excellence for initiatives to help prevent occupational diseases, injuries and fatalities. At the heart of this mission is the firm belief that information facilitates responsible decision-making, promotes improvements in the workplace, increases awareness of the need for a healthy and safe working environment, and supports occupational health and safety education and training.

CCOHS continues to focus on finding the most effective methods of assembling, analysing, and disseminating information and advice to achieve this mission. The Centre works closely with Canadian governments, workers' compensation boards and collaborates with organizations internationally to establish strong partnerships on which to build a network of information for prevention.

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 strength of the relationships are evidenced by the many collaborative arrangements and partnerships nationally and internationally.

CCOHS continues to enhance its service to Canadians by improving its internet delivery, increasing the reach of information services and enhancing the information resources available. A Customer Satisfaction Survey was completed in 2004 to measure satisfaction and compare expectations of our key stakeholders. This information is valuable for service improvements to meet the ongoing needs of Canadians.

The delivery of information via the Internet continues to play an important role. CCOHS is able to effectively assist Canadians to access information through many useful web portals for occupational health and safety information from around the globe. These web portals allow Canadians easy access to a reliable source of data world-wide and improve their knowledge in preventing occupational diseases and injuries.

CCOHS is well positioned to achieve even more in helping to prevent both the on-going and the emerging workplace health problems of the next quarter century.

## Section I: The Message

The primary goal of the Canadian Centre for Occupational Health and Safety (CCOHS) is to provide Canadians with access to information about workplace hazards and conditions – A goal firmly entrenched in the CCOHS mandate. Since our founding 25 years ago, we have focused on finding the most effective methods of gathering, analysing, re-designing and disseminating occupational health and safety information and advice. At the heart of this mission is the firm belief that information facilitates responsible decision-making, promotes improvements in the workplace, increases awareness of the need for a healthy and safe working environment, and supports occupational health and safety education and training.

The Act to create the CCOHS was based upon the expectation that all Canadians had; “...a fundamental right to a healthy and safe working environment”. To meet its objectives, CCOHS maintains a portfolio of both free and priced products and services, based on the Centre’s core knowledge base and collection of occupational safety and health information and the application of information management technologies.

The Centre is truly unique resulting from its tripartite governance structure whereby government (federal, provincial and territorial), employer and worker representation ensures an impartial approach, which over the years has enabled CCOHS to become recognized as one of the most trusted and useful OH&S sources in the world.

CCOHS receives invaluable support from its key stakeholders in labour, business, and federal, provincial and territorial governments as well as the support from citizens and clients. The support of these stakeholders is evidenced through the many collaborative agreements and projects initiated each year nationally and internationally. Canadians rely on CCOHS for unbiased and reliable information to assist them to improve health and safety.

CCOHS secures data from around the world and collaborates with organizations nationally and internationally to establish strong partnerships on which to build information resources for use by Canadians, with the ultimate goal *to prevent work related injuries, illnesses and deaths throughout Canada.*

The Centre is well-positioned to achieve even more in helping to prevent both the on-going and the emerging workplace health problems of the next quarter century.

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 2003-2004/ Rapport ministériel sur le rendement**  
**de 2003-2004**

I submit, for tabling in Parliament, the 2003-04 Departmental Performance Report (DPR) for the Canadian Centre for Occupational Health and Safety.

This report has been prepared based on the reporting principles and other requirements in the 2003-04 *Departmental Performance Reports Preparation Guide* and represents, to the best of my knowledge, a comprehensive, balanced, and transparent picture of the organization's performance for fiscal year 2003-04

Je souhaite présenter, pour qu'il soit déposé au Parlement, le Rapport ministériel sur le rendement (RMR) de 2003-2004 pour le Centre canadien d'hygiène et de sécurité au travail.

Ce rapport a été produit aux termes des principes d'établissement des rapports et autres exigences du Guide d'établissement des rapports ministériels sur le rendement en 2003-2004 et brosse, à ma connaissance, un tableau complet, équilibré et transparent du rendement de l'organisation pour l'exercice 2003-2004.

Name/Nom : \_\_\_\_\_  
Title : \_\_\_\_\_  
Date : \_\_\_\_\_

## Section II: Departmental Performance

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

- A. Societal Context
- B. Strategic Outcomes
- 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 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 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 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 in these endeavours, as stated by people interviewed for the 2001 CCOHS Program and Cost Recovery Review. <http://www.ccohs.ca/ccohs/reports/n0451.pdf>

The table below compares data on occupational injuries and fatalities for 2001 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 and their partners and CCOHS.

## Occupational Injuries and Fatalities in Canada

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Year	Employees (millions)	Injuries	Fatalities	Injuries per million workers	Fatalities per million workers
1970	7.03	301,653	918	42,909	131
2001	15.00	373,216	920	24,881	61

Source: *Work Injuries and Diseases National Work Injuries Statistics Program, Association of Workers' Compensation Boards of Canada, Canada 1999-2001*

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 <http://www.ccohs.ca/ccohs/reports/n0451.pdf>.

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 strengthening Canada's social foundation, 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.

CCOHS contributes to the priorities of Canada as outlined in the throne speech 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>

## **Strengthening Canada's Social Foundations**

- 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. 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.

## **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**

One of the challenges in reporting performance information in a program that primarily provides information is to measure the prevention of injuries and illnesses that did not occur. Also, there are numerous other factors that impact statistics on occupational health and safety.



Measuring the numerical delivery of information to clients is simply achieved. However, the contact point with CCOHS is counted as one, but the actual reach is far greater since the recipient of the information often shares the CCOHS service with numerous other people. Measuring the satisfaction with the service can also be achieved. CCOHS has completed a customer survey in 2004. However, the impact this information had on an individual or organization is much more difficult to measure as it may take some time for the information to be used for implementation of change. Evaluating the reach and impact of CCOHS services is difficult. A further evaluation study will be completed 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. It is very costly to update technology and product content with limited staffing available to be dedicated to this area. Generating revenues while operating in a government environment is difficult to achieve.

Since most products and services are delivered electronically, it is a continual struggle 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. CCOHS strives to distinguish itself as a reliable and trusted source of unbiased and credible source of information.

CCOHS is committed to addressing the challenges it faces through expanding information services and technology. The goals of modern comptrollership continue to be pursued and are outlined in Part D.

## **B. Strategic Outcomes**

### **Planned Versus Actual Spending Tables**

#### **Resource Requirements by Organization and Business Line**

Comparison of Total Planned Spending to Actual Expenditures, 2003-4 by Organization and Business Line

<b>Business Line</b>	<b>\$</b>
<b>CCOHS</b>	
<b>Planned Spending</b>	<b>4,024,000</b>
<b>Total Authorities</b>	<b>4,172,849</b>
<b>Actual Spending</b>	<b>4,018,412</b>

**Note:** CCOHS has one business line

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 modern comptrollership and rollover amounts. Details are provided in our annual report at: <http://www.ccohs.ca/ccohs/reports.html>

## Strategic Outcomes

Measuring the effectiveness and reach of programs, which provide information to effect social change is a challenge for all organizations. While reporting of statistical information on contacts made and customer satisfaction for service can easily be measured, it is much more difficult to measure reach and impact. CCOHS's products and services are one part of many variables that impacts accidents and illness rates. Statistics on Canadian injuries, illnesses and fatalities continue to show significant improvements.

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. The logical links relating CCOHS programs and activities to improve workplace outcomes are clear.

According to the evaluation study, pg. 51, many individual workers use CCOHS to provide them with assistance on specific workplace health or safety issues. The information products which are sold have direct application in the workplace. The widespread use of CCOHS information implies that there will be important workplace impacts.

CCOHS provides the tools necessary for employers and employees to be informed about the hazards and risks and to be knowledgeable about the actions to take to prevent injuries and illnesses. The changing needs of Canadians are identified and relevant information provided.

CCOHS maintains a program to be in contact with clients and citizens to address their satisfaction with our services. Ongoing feedback is sought through surveys. Our latest independent program evaluation can be reviewed at <http://www.ccohs.ca/ccohs/reports/n0451.pdf> Another evaluation is planned for February 2005.

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

## Summary of Strategic Outcomes

Strategic Outcome: All Canadians have a right to a healthy and safe work environment.	
<p>CCOHS provides Canadians with a national centre dedicated to the advancement and dissemination of unbiased information on occupational health and safety. CCOHS 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 illnesses and injuries. Actual spending for 2003-4 is \$4.0 million.</p>	
Key Partners:	
<p>CCOHS is governed by a tripartite Council of Governors with representatives from labour, business and governments (provincial, territorial and federal) representing their constituents from across Canada. Further discussion on partnerships as they relate to our strategic outcome can be found in the performance report.</p> <p>Other key partners include <a href="http://www.ccohs.ca/ccohs/partner.html">http://www.ccohs.ca/ccohs/partner.html</a> :</p>	
Planned Results as per the Report on Plans and Priorities:	Results on Page
<ul style="list-style-type: none"> <li>• Provide Canadians with information through a free inquires service to assist with health and safety concerns. Client satisfaction and results are evaluated annually.</li> <li>• Provide information in many formats to ensure accessibility for all Canadians, see <a href="http://www.ccohs.ca/products/subject.html">http://www.ccohs.ca/products/subject.html</a> Information sources are reviewed and updated as a result of client feedback.</li> <li>• To be a world wide leader contributing to the advancement of occupational health and safety <a href="http://www.ccohs.ca/">http://www.ccohs.ca/</a> CCOHS collaborates with many organizations to enhance world wide knowledge in health and safety.</li> <li>• To satisfy key stakeholders expectations, labour, business and all levels of government in the quality and impartiality of CCOHS programs and services <a href="http://www.ccohs.ca/ccohs/council.html">http://www.ccohs.ca/ccohs/council.html</a> This is evidenced by the many projects and shared initiatives.</li> <li>• To increase the recognition of occupational health and safety as an important educational issue with the ultimate goal of reaching youth to teach OSH in many different parts of the educational curriculum. CCOHS works with many educational institutions to increase knowledge in occupational health and safety issues. <a href="http://www.ccohs.ca/education/">http://www.ccohs.ca/education/</a></li> </ul>	<p>12, 13, 14</p> <p>14, 15, 16</p> <p>17, 18</p> <p>18, 19</p> <p>20</p>
Program, resources and results linkages	Actual Spending In Millions
<ul style="list-style-type: none"> <li>• Provision of a free Inquiries service <a href="http://www.ccohs.ca/oshanswers/">http://www.ccohs.ca/oshanswers/</a></li> <li>• Development and assessment of world wide information on health and safety <a href="http://www.ccohs.ca/products/subject.html">http://www.ccohs.ca/products/subject.html</a></li> <li>• Provide information on health and safety resources for Canadians <a href="http://www.ccohs.ca/oshanswers/">http://www.ccohs.ca/oshanswers/</a> <a href="http://www.ccohs.ca/">http://www.ccohs.ca/</a></li> <li>• Academic support program and education programs for youth <a href="http://www.ccohs.ca/education/">http://www.ccohs.ca/education/</a></li> <li>• Partnerships and collaborations <a href="http://www.ccohs.ca/ccohs/partner.html">http://www.ccohs.ca/ccohs/partner.html</a> <a href="http://www.ccohs.ca/ccohs/reports/annual_rpte_2002.pdf">http://www.ccohs.ca/ccohs/reports/annual_rpte_2002.pdf</a></li> <li>• Key partner satisfaction/ confidence by labour, business and government to ensure the quality and impartiality of the Centre.</li> </ul>	<p>\$1.3</p> <p>\$1.1</p> <p>\$.65</p> <p>\$0.3</p> <p>\$0.6</p> <p>\$0.5</p>

## 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 3.7 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 2003-4, this service provided responses to 16,209 inquiries through its direct service.

16,209 inquiries are personally answered annually through this free and confidential bilingual Inquiries Service center, in addition to the 3.7 million answers provided through the CCOHS website

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. The level of satisfaction with CCOHS products and services for this report appear in Citizens First 2000 (Erin Research) <sup>1</sup>.

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<sup>1</sup> Spears, George and Kasia Seydegart of Erin Research Inc. Citizens First 2000. For the Public Sector Service

CCOHS' 2004 client feedback indicates an overall satisfaction rating of 4.6 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 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.

“Thank you for the information, it has been very helpful in assisting with drafting a policy to handle employees’ confidentiality with regard to AIDS”

“The material on your site is very useful and a great asset to companies who are developing a safety program in their workplace.”

Information obtained from CCOHS is shared with many people, so the reach is far greater than the usage statistics. For example in 2004, 85 requests were received for copyright publication. As a result, information was duplicated over 216,000 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 2003-4, Canadians have been concerned about mould and vermiculite insulation and asbestos. In addition, other topics of interest include the following:

- What are the health hazards of mold & how do I deal with it?
- I've found some loose asbestos in the building materials at home/work. How dangerous is it, & what do I do with it?
- The air in my office/ factory/ shop is awful. What can I do about it?
- I'm facing harassment & potential violence from my employer/ co-worker/ employee. What can I do about it?
- My boss is asking me to lift a heavy load all by myself. Do I have to? Can he force me to do so?
- Do I have to make a new MSDS for a chemical product I'm importing from overseas?
- I'm starting a new business & need info to put a basic OH&S program together - can you help?

### *OSH Answers*

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

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 25 years.

The purpose of OSH Answers is to:

- promote occupational health and safety in Canada.
- provide Canadian workers and workplaces the answers to common occupational health and safety and environmental health concerns.
- provide basic occupational health and safety and environmental health information to help users to make informed decisions while addressing and resolving practical workplace concerns.
- share on the Internet occupational health and safety information for the benefit of Canadian and other workers throughout the world.
- make the occupational health and safety information readily accessible to new users including students, family members, and other people who are not in the workforce yet or who have not had much or any exposure to workplace health and safety issues.

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. In addition, employers, policy makers, family. This program has been extremely successful by serving approximately 1,178,000 inquirers and responding to over 3.7 million questions in 2003-2004.

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 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.

**Performance Indicator: Provision of databases in useable formats**

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

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.

editions of several Health and Safety guides were published in 2003-2004, including *Warehouse Workers Safety Guide*, *Indoor Air Quality Health and Safety Guide* and *Grounds Keepers Safety Guide*. The *Emergency Response Guide* and *Health and Safety Guide for Libraries* were published this year. Each year over 14,000 copies of various guides are sold throughout Canada.

Our evaluation revealed that purchasers of CCOHS Health and Safety Guides, - 92%, of them state that the guides are being used to improve health and safety.

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**

<b>Product</b>	<b>1 to 10 (%)</b>	<b>11 to 100 (%)</b>	<b>101 to 1000 (%)</b>	<b>more than 1000 (%)</b>
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.

### **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 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 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 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 2004, CCOHS expanded its delivery of courses to include internet based e-learning courses. CCOHS provides person to person training 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 Health and 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](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' 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.



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](http://www.canoshweb.org)

CCOHS is the Workplace Health partner of the Canadian Health Network (CHN). 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 1,000 resources. CCOHS also fosters a growing network of organizations involved in workplace health and wellness issues. CCOHS hosts an on-line

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.



discussion forum 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. CCOHS also actively participated in the national Healthy Workplace Steering Committee and Healthy Workplace Week. This included the “Resource Well” section of the Healthy Workplace Week website <http://www.healthyworkplaceweek.ca>. One example of a collaboration is a *Workplace Stress Resource Guided* developed with the Hamilton Public Library.

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. A readership survey was conducted in 2004 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:

- 75% to implement change in the workplace occasionally and frequently
- 71% occasionally/frequently use the information for their own organization’s newsletter
- 62% use it for their Health and Safety Committee
- 55% have used it occasionally or frequently to develop their own policies and procedures
- 72% share the report with 3 or more people

Some of the topics recently covered include:

- Balancing hurried families and the changing workplace
- Let there be (proper) light
- West Nile Virus
- Partnering to work safe in Saskatchewan
- Hazard Alerts

Subscriptions to this free service can be submitted to:

<http://www.ccohs.ca/resources/communications/maillinglists/enews.html>. CCOHS has over 4,500 subscriptions to this service and continues to grow at a significant rate each quarter.

**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 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. 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.

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 Organizations (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.

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.

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

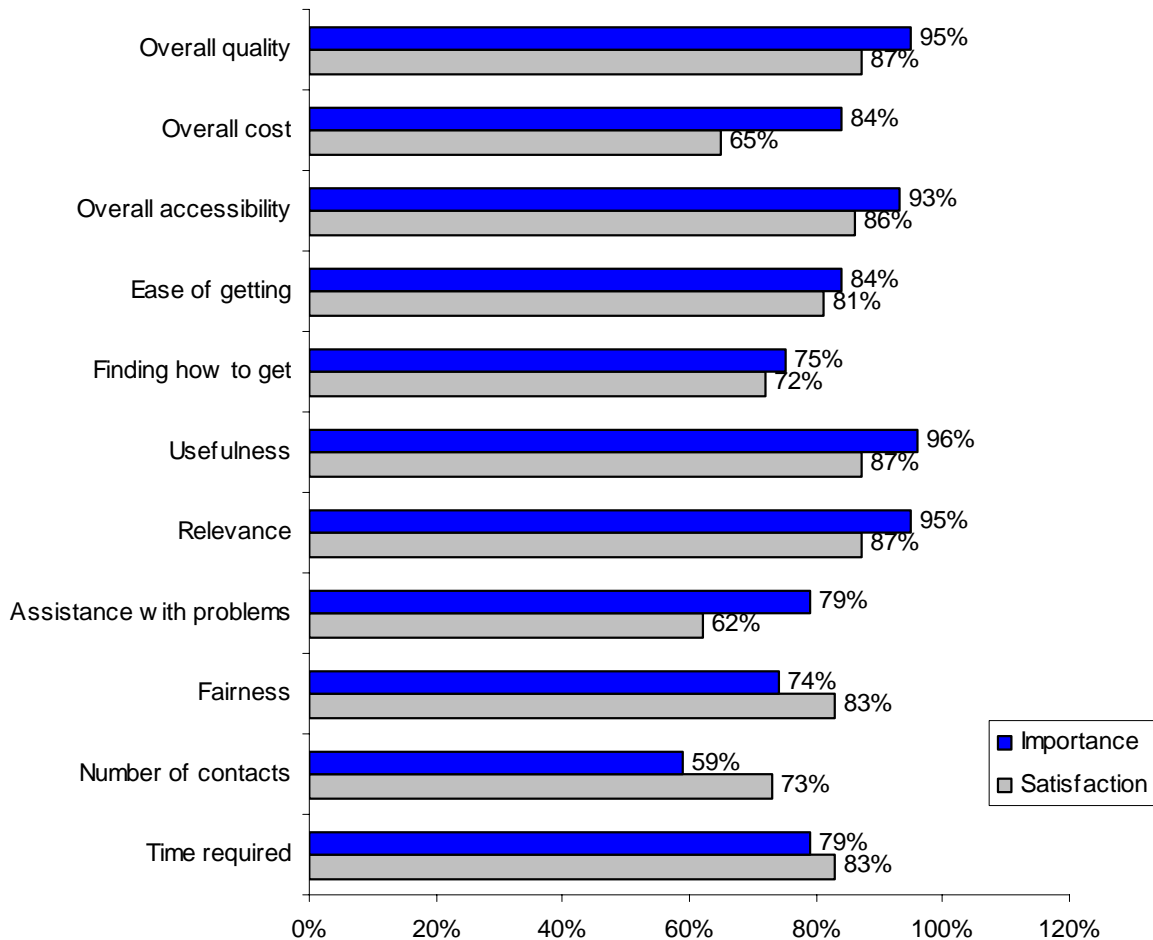
The tripartite Council of Governors, composed from representatives of labour, business and governments, assures the unbiased and relevant nature of CCOHS services. Council meets three times a year to review operational plans and provides input from its constituents. The satisfaction of the stakeholders 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:

Product	Usefulness	Clarity	Scientific Validity	Reliability of Information
All products	84%	88%	83%	87%

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](http://www.jobsafecanada.ca).

- Canadian Health Network: Workplace Health Affiliate  
<http://www.ccohs.ca/headlines/text59.html>
- Transport Canada: Security and Emergency Preparedness Bookshelf CD-ROM. Contains information about pertinent legislation, equipment, guidelines etc.
- Canadian Agricultural Safety Association: assisted in a cross-country consultation to determine current knowledge and attitudes regarding health and safety in the agricultural industry in Canada.
- 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.

### **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. 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 96 universities and colleges, many of them very prominent, serving over 3 million students, faculty and staff.

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.

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.

- 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 3 million students and faculty in 2003-2004
- Over 96 post secondary institutions participate

- *"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.."*

- Canadian statistics show that one in seven young workers is injured on the job. Leading causes of death among young people include machine injuries and electrocutions

Information about the program and the winners for 2004 is posted at [http://www.ccohs.ca/ccohs/releases/DMSA\\_2003Winners\\_7May04.html](http://www.ccohs.ca/ccohs/releases/DMSA_2003Winners_7May04.html) 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.

### **C. Key Reviews**

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

### **D. Modern Comptrollership**

CCOHS completed its Modern Comptrollership Capacity Assessment. The complete report is available at <http://www.ccohs.ca/ccohs/reports.html>. 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 during the past decade. The additional funding received recently has resolved the past financial problems.

CCOHS has been working on the action plan during 2003-4. During this fiscal year, CCOHS successfully completed a customer satisfaction survey and web survey, training on performance measurement and integrated risk management. Also, ethics and values policies were completed. CCOHS is committed to the principles of the modern comptrollership initiative and is continuing to enhance its performance in the key performance elements.

## **Section III. Consolidated Reporting**

### **Listing of Statutory and Departmental Reports**

- C Canadian Centre for Occupational Health and Safety Council of Governors' Annual Report to Parliament 2003-04.
- C Report on Plans and Priorities 2003-04
- C Program Evaluation and Cost Recovery Study 2001
- C Modern Comptrollership Capacity Assessment 2002
- C Customer Satisfaction Research Report 2004

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

## Section IV

### 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.

CCOHS continues to generate approximately 50% of its budget from the sale of products and services. Expenditures are consistent with prior years. However, additional one-time expenditures were incurred relating to the move to a new location on August 8, 2003. CCOHS carefully monitors its expenditures and adjusts for changes in revenues as required.

One time funding for various modern comptrollership projects was received during the year. The audited financial statements are available in Section VI, Part C.

### Financial Summary Tables

The following tables are applicable to CCOHS:

Table 1 Summary of Voted Appropriations .....	23
Table 2 Comparison of Total Planned Spending to Actual Spending.....	23
Table 3 Historical Comparison of Total Planned Spending to Actual Spending.....	24
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**Table 1**  
**Summary of Voted Appropriations**  
**Authorities for 2003-04 Part II of the Estimates**

Vote	2003-04		
	Planned Spending	Total Authorities	Actual
Vote 20	4.0	4.0	3.8
Supplementary Estimates (A)	-	-	-
Supplementary Estimates (B)	-	0.1	0.1
Adjustments and transfers	-	0.1	0.1
<b>Total Department</b>	<b>4.0</b>	<b>4.2</b>	<b>4.0</b>

Additional funding was received during the year for the modern comptrollership initiatives relating to training and a customer survey. In addition, amounts were received for vote 5 and roll over provisions.

**Table 2**  
**Comparison of Total Planned Spending to Actual Spending 2003-04**  
**(\$ 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	8.5	-	-	8.5	4.3	4.2
Actuals	87	7.8	-	-	7.8	3.8	4.0
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							4.9
Actuals							4.7

Expenditures were lower due to declines in revenues. Revenue estimates are generally high and are only estimates. Expenditures relating to revenue generation are lower when revenues decline. The cost of services provided by other departments represents accommodation services provided by PWGS and audit services provided by the OAG.

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

Business Line	Actual 2001-02	Actual 2002-03	Planned Spending	2003-04	
				Total Authorities	Actual
CCOHS	3.2	4.1	4.0	4.2	4.0
<b>Total</b>	<b>3.2</b>	<b>4.1</b>	<b>4.0</b>	<b>4.2</b>	<b>4.0</b>

**Table 4**  
**Respendable Revenues**  
(\$ millions)

Business Line	Actual 2001-02	Actual 2002-03	Planned Spending	2003-04	
				Total Authorities	Actual
CCOHS	4.4	4.1	4.3	4.3	3.8
<b>Total</b>	<b>4.4</b>	<b>4.1</b>	<b>4.3</b>	<b>4.3</b>	<b>3.8</b>

Respendable 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:**

As of March 31, 2004, there were no outstanding contingent liabilities against the Canadian Centre for Occupational Health and Safety

**Other Liabilities:**

Vacation Pay	\$ 336,364
Employee Termination Benefits	\$ 652,862
<b>Total</b>	<b>\$ 989,226</b>

**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.

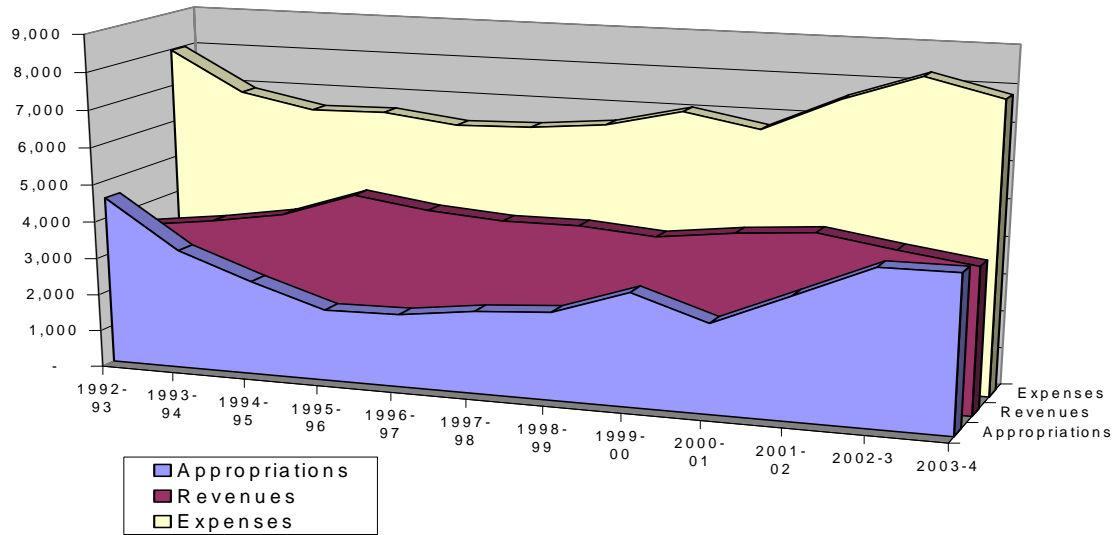
**Sick Leave:**

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 Centres 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	Actual
(\$000s)	1993-94	1994-95	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04
Revenues	3,671	3,984	4,649	4,373	4,226	4,239	4,086	4,328	4,485	4,185	3,910
Expenses	6,915	6,532	6,575	6,340	6,399	6,578	7,044	6,688	7,589	8,275	7,806
Appropriations	3,244	2,548	1,926	1,967	2,222	2,359	3,043	2,400	3,276	4,156	4,173

**Table 7 Other Information: User Fees**

A. User Fee	Fee Type	Fee Setting Authority	Date Last Modified <sup>B</sup>	2003-04				Planning Years			
				Forecast Revenue (\$000)	Actual Revenue (\$000)	Full Cost (\$000)	Performance Standard	Performance Results	Fiscal Year	Forecast Revenue (\$000)	Estimated Full Cost (\$000)
Suscriptions- CCINO disc	(O)	Canadian Centre for Occupational Health and Safety Act for all user fees	1997/98	Indicate the projected revenue for 2003-04 in \$000	653,046	824,821	Baseline study Customer Satisfaction Research measured client expectations  <a href="http://www.ccohs.ca/ccohs/reports.html">http://www.ccohs.ca/ccohs/reports.html</a>	Outlined in detail in Customer Satisfaction Research.	2004-05 2005-06 2006-07	650,000 650,000 650,000	825,000 825,000 825,000
Subscription – Specialty Products	(O)		1997/98.		273,118	204,384	As above	As above	2004-05 2005-06 2006-07	275,000 275,000 275,000	205,000 205,000 205,000
CCINFOWEB	(O)		1997/98.		672,980	824,821	As above	As above	2004-05 2005-06 2006-07	673,000 673,000 673,000	825,000 825,000 825,000
Specialty products – web	(O)		1997/98		516,418	260,126	As above	As above	2004-05 2005-06 2006-07	517,000 517,000 517,000	261,000 261,000 261,000
Publications	(O)		1995		111,478	119,690	As above		2004-05 2005-06 2006-07	135,000 135,000 135,000	120,000 120,000 120,000
Miscellaneous	(O)		N/A		15,350	0	Not applicable/not usual cost recovery fees	Not applicable/not usual cost recovery fees	0		
Collaborative Projects	(O)		N/A		615,576	514,812	Specific objectives as outline in the memorandum of understanding (MOU) with the client	Payment made based upon deliverables in MOU	2004-05 2005-06 2006-07	620,000 620,000 620,000	515,000 515,000 515,000
<a href="#">CCOHS Corporate Reports</a> for further details on products and CCOHS in the annual report				Sub-Total (R) Sub-total (O) Total	Sub-Total \$0 (R) Sub-total (O) 2,857,966 Total 2,575,966	Sub-Total (R) \$0 Sub-total (O) \$2748,654 T,otal\$2748,654			2004-05 Sub-total: 2005-06 Sub-total: 2006-07 Sub-total:	2,870,000 2,870,000 2,870,000	2,751,000 2,751,000 2,751,000

## 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 Human Resources and Skills Development. 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

#### CONFERENCES & EXHIBITIONS

CCOHS participated in the following conferences and exhibitions during fiscal 2003 – 2004

HEALTH AND SAFETY 2003  
CONFERENCE  
AND TRADE SHOW  
Toronto, ON

4TH ANNUAL OH&S SAFETY  
CONFERENCE  
Charlottetown, PEI

NEWFOUNDLAND AND LABRADOR  
INDUSTRIAL SAFETY AND HEALTH  
ASSOCIATION  
St. John's, NL

RESPONSIBLE CARE CONFERENCE  
Miami, FL, USA

NAOSH WEEK 2003  
NATIONAL LAUNCH  
Edmonton, AB

25<sup>e</sup> CONGRÈS DE L'ASSOCIATION  
QUÉBÉCOISE POUR L'HYGIÈNE, LA  
SANTÉ ET LA SÉCURITÉ DU TRAVAIL  
(AQHSST), « CULTURE PRÉVENTIVES –  
DES ATTITUDES...AUX HABITUDES! »  
Trois-Rivières, Québec

AMERICAN INDUSTRIAL HYGIENE  
CONFERENCE AND EXPOSITION  
(AIHCE)  
Dallas, TX, USA

ONTARIO ENVIRONMENTAL  
TRADESHOW  
Toronto, ON

TRANSPORTATION HEALTH AND  
SAFETY ASSOCIATION 60TH ANNUAL  
GENERAL MEETING (THSAO)  
Toronto, ON

ENVIRONMENT AND ENERGY  
CONFERENCE (EECO) 2003  
Toronto, ON

THE EDUCATION SAFETY  
ASSOCIATION OF ONTARIO (ESAO)  
ANNUAL HEALTH AND SAFETY  
CONFERENCE AND TRADE SHOW  
Toronto, ON

FEDERATION OF CANADIAN  
MUNICIPALITIES (FCM)  
Winnipeg, MB

CANADIAN INTERNATIONAL  
PETROLEUM CONFERENCE/ GAS AND  
OIL EXPOSITION 2003 (GO EXPO)  
Calgary, AB

ROGERS KITCHENER CALL CENTRE  
"WELLNESS WEEK"  
Kitchener, ON

WEST NIAGARA COMMUNITY  
SAFE-FUN FAIR  
Grimsby, ON

CANADIAN LIBRARY ASSOCIATION  
(CLA) CONFERENCE  
Toronto, ON

14TH WORLD CONFERENCE ON  
DISASTER MANAGEMENT  
Toronto, ON

CAMPUS SAFETY, HEALTH AND  
ENVIRONMENTAL MANAGEMENT  
ASSOCIATION EXECUTIVE (CHSEMA)  
Nashville, TN, USA



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.

**CONFERENCES & EXHIBITIONS**  
continued...

- HEALTH & SAFETY CONFERENCE OF ALBERTA  
Calgary, AB
- HEALTHY INDOORS PARTNERSHIPS CONFERENCE  
Montreal, Quebec
- MANITOBA SAFETY COUNCIL ANNUAL OH&S CONFERENCE  
Winnipeg, MB
- ONTARIO LIBRARY ASSOCIATION (OLA) CONFERENCE  
Toronto, ON
- SASKATCHEWAN SAFETY COUNCIL: 31ST ANNUAL INDUSTRIAL SAFETY SEMINAR  
Saskatoon, SK
- HUMAN RESOURCE PROFESSIONAL ASSOCIATION OF ONTARIO (HRPAO) CONFERENCE AND TRADE SHOW  
Toronto, ON
- MAPLE LODGE FARMS TOTAL WOMAN SHOW  
Hamilton, ON
- EMPLOYERS ADVOCACY COUNCIL: SAFETY GROUP LEADERSHIP CONFERENCE  
Cambridge, ON
- NOVA SCOTIA SAFETY COUNCIL 22ND ANNUAL CONFERENCE & TRADESHOW  
Halifax, NS
- MOL INDUSTRIAL INSPECTORS - WESTERN REGION CONFERENCE  
Stratford, ON
- SOCIETY OF PETROLEUM ENGINEERS CONFERENCE  
Calgary, AB

World Health Organization, International Occupational Safety and Health Information Centre);

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.

### MEETINGS & COMMITTEES

CCOHS participated in the following:

SOCIETY FOR CHEMICAL HAZARD  
COMMUNICATION SPRING MEETING

CANADA'S HEALTHY WORKPLACE  
COUNCIL

CHN PROJECT MANAGERS  
COMMITTEE MEETINGS

CHN WORKING GROUPS AND  
SUBCOMMITTEES: INTRANET,  
FRANCOPHONE, INFORMATION AND  
CONTENT SPECIALISTS FORUM  
(I&CS FORUM)

HEALTHY WORKPLACE WEEK  
STEERING COMMITTEE

TDG GENERAL POLICY ADVISORY  
COUNCIL,  
Ottawa, ON

PMRA MEETING  
Ottawa, ON

TOXICOLOGY INFORMATION  
ROUND TABLE  
Wilmington, Delaware

WORKSHOP ON IMPLEMENTING  
THE GLOBAL HARMONIZATION  
SYSTEM IN CANADA,  
Toronto, ON

WHMIS COORDINATORS MEETING  
Ottawa, ON

ACGIH TLV COMMITTEE MEETING  
Toronto, ON

CSSE MEETING ON ERGONOMICS,  
Burlington, ON

PUBLIC SERVICE OHS  
COORDINATOR'S FORUM MEETING  
Ottawa, ON

ONTARIO HOSPITAL ASSOCIATION  
MEETING,  
Toronto, ON

**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.

## **PRESENTATIONS & WORKSHOPS**

CCOHS participated in the following presentations and workshops during fiscal 2003 – 2004

**PSAC NATIONAL COMPONENT  
ONTARIO REGIONAL SEMINAR**  
*Presentation on CCOHS OSH  
Resources*  
Barrie, ON

**SCHOOL OF OCCUPATIONAL HEALTH,  
MCGILL UNIVERSITY**  
*Three hour course on Occupational  
Vibration Exposure*

**IAPA'S ANNUAL GENERAL MEETING**  
*Presentation on "OSH Global Portals"*  
Toronto, ON April

**IAPA CONFERENCE**  
*Presentations on "Occupational  
Health and Safety Legislation" and  
"Discovering Workplace Health  
& Wellness on the Web"*  
Toronto, ON

**INDUSTRIAL HYGIENE CONFERENCE**  
*Presented a paper entitled "Global  
Prospective on Occupational  
Health and Safety"*  
Dallas, Texas

**CANADIAN SOCIETY OF SAFETY  
ENGINEERS**  
*Presentation on Job Safety Analysis*  
Burlington, ON

**CANADIAN PYROTECHNIC COUNCIL  
ANNUAL SEMINAR**  
*Presentation on "Health and Safety  
Resources on the Internet"*  
Toronto, ON

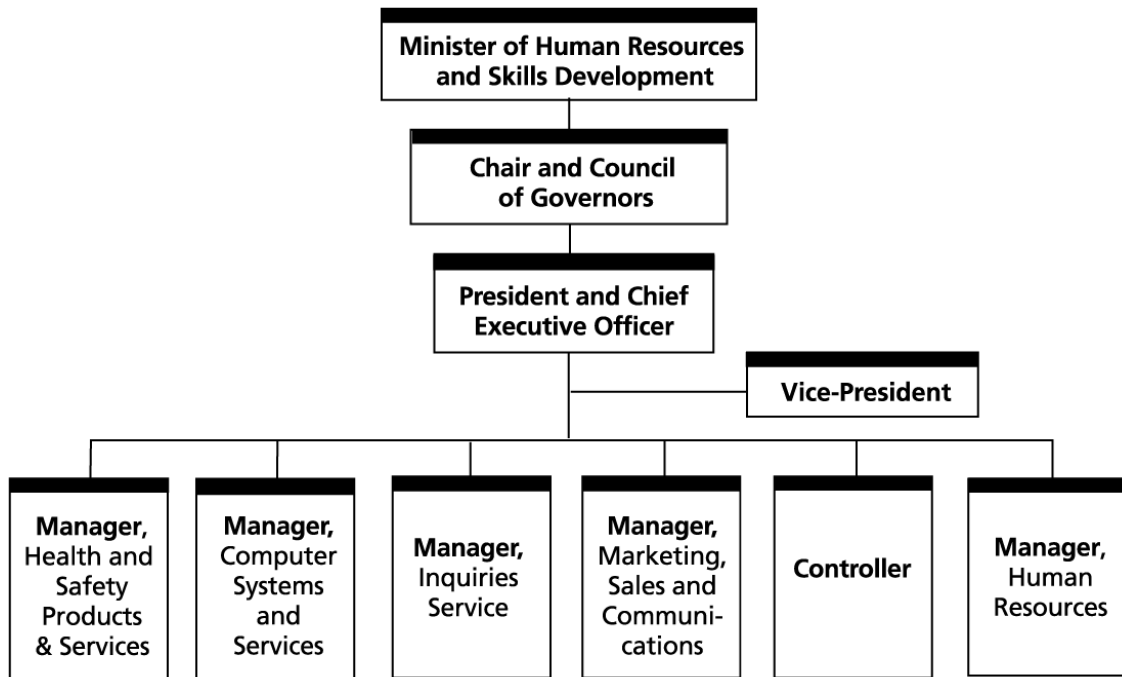
**UNIVERSITY OF TORONTO**  
*Lecture on Occupational Cancer*  
Toronto, ON

**ELECTRICAL UTILITIES SAFETY  
ASSOCIATION (EUSA) LEADERS  
FORUM SERIES**  
*Presentation on "Reliable OSH  
Resources on the Internet"*  
Toronto, ON

**HEALTHY INDOORS PARTNERSHIPS  
CONFERENCE**  
*Presentation on Indoor Air Quality  
Communication Needs*



## Organization Chart



## 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:

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135 Hunter Street East

Hamilton ON L8N 1M5

Tel: 905-572-2981

1-800-668-4284 Canada and US

Fax: 905-572-2206

[www.ccohs.ca](http://www.ccohs.ca)

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[davidb@ccohs.ca](mailto:davidb@ccohs.ca)
- Louise Henderson  
Manager, Human Resources  
905-572-2981, ext 4404  
[louiseh@ccohs.ca](mailto: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. Audited Financial Statements**

- C Canadian Centre for Occupational Health and Safety Audited Financial Statements are available in the Annual Report to Parliament 2003-4 at <http://www.ccohs.ca/ccohs/reports.html>

## **D. Listing of Statutory and Departmental Reports**

- C Canadian Centre for Occupational Health and Safety Council of Governors' Annual Report to Parliament 2003-04.
- C Report on Plans and Priorities 2003-04

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