

Canadian Centre for Occupational Health and Safety



Performance Report

**For the
period ending
March 31, 2003**

The Honourable Claudette Bradshaw
Minister of Labour

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Executive Summary

The role of the Canadian Centre for Occupational Health and Safety (CCOHS) is to offer Canadians objective information on work place hazards and on methods of preventing illnesses, injuries and death at work. 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.

Our role continues to evolve through participation with Canadian governments and workers compensation boards to develop initiatives for reducing injuries and illnesses based on good evidence and incorporating concepts of holistic health and safety.

CCOHS is governed by a tripartite Council of Governors with representatives from governments (federal, provincial and territorial), employers and labour from across Canada. The support of the stakeholders is evidenced by the many collaborative agreements and projects that are initiated each year nationally and internationally.

CCOHS continues to expand the dissemination of important health and safety information to Canadians. During this fiscal year, the reach of service was improved via the website delivery, development of an e-newsletter, and participation in workplace wellness initiatives. As a high-risk group, youth has been a significant focus for targeted information and service development.

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 proud of its 25 years of service in providing Canadians with unbiased, relevant information that supports responsible decision-making and promotes safe and healthy working environments.

Section I: The Message

The role of the Canadian Centre for Occupational Health and Safety (CCOHS) is to provide Canadians with information about occupational health and safety that is trustworthy, comprehensive and intelligible. 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 Canadian Centre for Occupational Health and Safety (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.

CCOHS receives invaluable support from its key stakeholders in labour, business, and federal, provincial and territorial governments as well as the support from clients. The support of these stakeholders is evidenced through the many collaborative agreements and projects initiated each year nationally and internationally. The tripartite Council of Governors with representatives from governments (federal, provincial and territorial), employers, and labour from across Canada assists in ensuring that CCOHS maintains an impartial approach to information dissemination, health and safety issues and CCOHS activities. Canadians rely on CCOHS for unbiased and reliable information.

CCOHS continues to participate in and develop new initiatives to provide Canadians with more access to relevant and useful occupational health and safety information. Our objective is to assist Canadians to easily acquire and then apply workplace health and safety information to solve occupational health and safety problems. The Young Worker and Spanish language websites are examples of two new projects that CCOHS was involved in which expanded services to young and new workers and Spanish speaking people. CCOHS continues to leverage its technology, products and services for other potential partnerships, information exchanges and revenue generation.

Occupational health and safety issues are continually changing. Each year new hazardous substances, equipment and changing social circumstance make workplaces more complex. Many of these changes pose new risks to workers. Therefore, CCOHS must expand or change its products and services to address safety and health concerns. The Centre's ultimate goal is: *To prevent work related injuries, illnesses and deaths throughout Canada.*

We are committed to the belief that good, reliable knowledge is the most powerful tool in assisting workers and workplaces to prevent injuries, illnesses and improve workplace wellness.

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

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 all the stakeholders and their partners and CCOHS.

Occupational Injuries and Fatalities in Canada

Year	Employees (millions)	Injuries	Fatalities	Injuries per million workers	Fatalities per million workers
1970	7.03	301,653	918	42,909	131
1998	14.00	375,360	798	26,201	56

Source: Human Resources Development Canada, *Occupational Injuries and their Cost in Canada*, 1999. and Statistical Analysis: Occupational Injuries and Fatalities, Canada, 1994-1998, 2000.

http://info.load-otea.hrdc-drhc.gc.ca/~oshweb/oicccurrent/Adobe_e/occupational_injuries_95_99.pdf

<http://info.load-otea.hrdc-drhc.gc.ca/~oshweb/naoshstats/naoshw2000.pdf>

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 and illnesses.

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 improve 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.

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 and their work. 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.

While the throne speech does not specifically mention occupational health, CCOHS contributes to the priorities of the government in the following way:

Canada and the World

- By contributing to solutions of global problems and reducing the growing global divide between rich and poor through collaborations and providing expertise in occupational health and safety to 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. Details of various projects can be found in our annual report at: <http://www.ccohs.ca/ccohs/reports.html>

Putting in Place the Health Care System for the 21st Century

- Occupational diseases and accidents are a serious health risk to Canadians. The government plans to address this through legislation and modern technology with an emphasis on prevention. CCOHS provides information on prevention to enable Canadians to identify risks in the workplace and how to address issues. Details of specific projects are noted throughout this report and our annual report.

CCOHS also contributes to this priority through its work with the Canadian Health Network (a Health Canada initiative) as the workplace health partner.

<http://www.ccohs.ca/headlines/text59.html>

The Challenge of Climate Change and The Environment

- 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

Competitive Cities and Healthy 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 accidents 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. 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.

Another challenge facing CCOHS is balancing 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, exchange rates and CCOHS' ability to keep abreast of changing technologies, and global competition in OSH information.

Since most products and services are delivered electronically, it is a constant challenge to keep operating systems and software current to meet the continually changing needs of clients.

The Internet provides many challenges as well as opportunities. CCOHS is able to reach many more clients with the Internet to share many of its information resources. However, clients can also search the world for information and may go to other sources that may not have valid and trustworthy information. The large expansion of free information on the Internet also severely challenges the cost recovery of products and services.

CCOHS is continually addressing the challenges it faces. Details of planned changes can be found in Part D, Section II, Modern Comptrollership. The changes in technologies will also be outlined throughout the performance report.

B. Strategic Outcomes

Planned Versus Actual Spending Tables

Resource Requirements by Organization and Business Line

Comparison of Total Planned Spending to Actual Expenditures, 2002-3 by Organization and Business Line

Business Line	\$
CCOHS	
Planned Spending	1,899,000
Total Authorities	4,156,263
Actual Spending	4,072,919

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. In the fall of 2001, a report called, Program Evaluation and Cost Recovery Study, was completed. CCOHS had been operating for several years in a deficit position that had been funded through supplementary estimates and transfers from other departments. This report recommended stabilization through main estimates funding in the amount of \$4 million per year. This change was not incorporated into the main estimates until the 2003/4 year. However, the funding was provided via supplementary estimates in 2002/3. Additional funding was also received for the Modern Comptrollership program.

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.

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.

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

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 2002-3 is \$4.1 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 http://www.ccohs.ca/ccohs/partner.html :</p>	
Planned Results as per the Report on Plans and Priorities:	Results on Page
<ul style="list-style-type: none"> • Provide Canadians with information through a free inquires service to assist with health and safety concerns. Client satisfaction and results are evaluated annually. • Provide information in many formats to ensure accessibility for all Canadians, see http://www.ccohs.ca/products/subject.html Information sources are reviewed and updated as a result of client feedback. • To be a world wide leader contributing to the advancement of occupational health and safety http://www.ccohs.ca/ CCOHS collaborates with many organizations to enhance world wide knowledge in health and safety. • To satisfy key stakeholders' expectations, labour, business and all levels of government in the quality and impartiality of CCOHS programs and services http://www.ccohs.ca/ccohs/council.html This is evidenced by the many projects and shared initiatives. • 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. http://www.ccohs.ca/education/ 	<p>11, 12</p> <p>13, 14, 15</p> <p>15, 16</p> <p>16, 17</p> <p>17, 18</p>
Program, resources and results linkages	Actual Spending In Millions
<ul style="list-style-type: none"> • Provision of a free Inquiries service http://www.ccohs.ca/oshanswers/ • Development and assessment of world wide information on health and safety http://www.ccohs.ca/products/subject.html • Provide information on health and safety resources for Canadians http://www.ccohs.ca/oshanswers/ http://www.ccohs.ca/ • Academic support program and education programs for youth http://www.ccohs.ca/education/ • Partnerships and collaborations http://www.ccohs.ca/ccohs/partner.html http://www.ccohs.ca/ccohs/reports/annual_rpte_2002.pdf • Key partner satisfaction/ confidence by labour, business and government to ensure the quality and impartiality of the Centre. 	<p>\$1.3</p> <p>\$1.2</p> <p>\$.65</p> <p>\$0.3</p> <p>\$0.6</p> <p>\$.05</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 3.4 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 2002-3, this service provided responses to 15,107 inquiries through its direct service.

15,107 inquiries are personally answered annually through this free and confidential bilingual Inquiries Service center, in addition to the 3.4 million answers provided through the CCOHS website
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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. Approximately 30% are from the service sector, 27% from goods producing industries and 7% from government. The information is requested by workers, management, government and professionals in the health and safety field. In order to prevent barriers to obtaining information that is essential for workers, this service is provided free of charge.

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.

Information obtained from CCOHS is used for 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 or 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 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 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) 1.

CCOHS' 2003 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.

"The service and the quality of the educational material is outstanding. I intend to use this resource often".

"The information supplied will be a great asset in creating safe work practices in our 7 facilities across Canada".

Information obtained from CCOHS is shared with many people, so the reach is far greater than the usage statistics. For example in 2003, 85 requests were received for copyright publication. As a result, information was duplicated over 117,000 times and potentially shared with many more individuals. The organizations included government departments, companies, unions, health care organizations and educational institutions.

CCOHS continues to monitor emerging issues in the field of health and safety. Information is quickly made available for issues such as SARS and West Nile virus.

OSH Answers

OSH Answers is a web-based information service which covers over 600 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 3,000 questions and answers are on the website, which answered over 3.4 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 1,000,000 inquirers and responding to over 3.4 million questions in 2002-2003.

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

1 Spears, George and Kasia Seydegart of Erin Research Inc. Citizens First 2000. For the Public Sector Service Delivery Council and the Institute of Public Administration of Canada, 2001.

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, compact disc formats and DVD.

Electronic delivery of information is presented in highly useable and searchable formats to serve the client. CCOHS provides over 60 databases within its product line. New and revised publications are developed each year to meet the needs of Canadian Workers. New editions of several Health and Safety guides were published in 2002-2003. Several new guides were completed this year, *Wellness in the Workplace*, *Library Workers Guide* as well as the *Indoor Air Quality Guide* and *Warehouse Workers Guide*, both customized for the Ontario Service Safety Alliance (OSSA). Several new guides are in development for release next year. Over 14,000 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. 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 is made available free of charge. The need for free chemical health and safety information is evidenced by the more than 262,000 hits per month on this website.

In order to make the information more readily available, CCOHS made several changes to its website. In addition to cosmetic enhancements of the CCOHS web site, the site search was significantly improved. The site search capabilities were expanded to incorporate additional information available from the "INCHEM" and the "Canadian enviroOSH Legislation plus Standards". Site search capability changes are also in progress for the database collection delivered on the web – "CCINFOweb".

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. The most frequent use for CCOHS products and services was for employee reference and research. Other uses include verification of compliance with OSH regulations and answering technical inquiries from employees, their membership or the public. Information purchased from CCOHS is shared extensively.

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. A summary of the products and services is available at: <http://www.ccohs.ca/products/subject.html> .

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.whoochealthccs.org> . This web portal that was recently developed is in addition to the CIS Centres Information Network <http://www.ciscentres.org> . CCOHS has also been involved with the development of a Canadian website, in collaboration with the

European Union. This convenient web portal brings easy access to information on topics such as good practice, research, statistics and legislation from Canada and all over Europe. This site can be reached at <http://www.eu-ccohs.org>.

A good example of bringing information to Canadians is the web portal for the 14 governmental jurisdictions of Canada. The purpose of this site 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 the Canadian Centre for Occupational Health and Safety (CCOHS) 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 (CHN), which is a collaboration between major health organizations across Canada and Health Canada to provide an electronic gateway to credible, practical health information. 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 750 resources. CCOHS also fosters a growing network of organizations involved in workplace health and wellness issues. CCOHS hosts an on-line 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.nqi.ca/chww/well.htm>.

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

In order to disseminate information quickly and directly to those in need, CCOHS has developed *The Health and Safety Report – e-Newsletter*. This free newsletter provides Canadians with current occupational health and safety information and is delivered by e-mail. Visitors to our website can register for this monthly newsletter at <http://www.ccohs.ca/resources/communications/maillinglists/enews.html>.

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

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%

The support of various levels of government and industry 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: developed a pilot training CD-ROM to distribute to 200 apprenticeship and training programs.
- Canadian Insurance Law Service: produces quarterly folio based CD-ROM for the Canadian Insurance Law Service
- OSH for Everyone: collection of concise OSH information resources; Ontario <http://www.oshforeveryone.org/wsib/> , Saskatchewan <http://www.worksafesask.ca/> and North West Territories <http://www.oshforeveryone.org/ntnu/>
- Ontario Workplace Safety and Insurance Board: Best Practices Collection (2 year project)
- Canadian Health Network: Workplace Health Affiliate <http://www.ccohs.ca/headlines/text59.html>
- Health Canada: WHMIS classification discrepancy project
- Transport Canada: Marine Safety Inspectors bookshelf CD-ROM and TDG Inspector’s virtual bookshelf CD-ROM
- Ontario Service Safety Alliance: customized publications, specialized Inquiries Service
- Human Resources Development Canada (HRDC): CD-ROM that includes HRDC Labour Program databases, interpretative and guidance documents, legislation, Case Law, CSA and CGSB standards
- 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

- Health and safety in the workplace is being promoted through the education system by making CCOHS information available to students and faculty through the *Academic Support Package*.
- The databases were made available to over 2.6 million students and faculty in 2002-2003
- Over 91 post secondary institutions participate

students' knowledge and skills about environmental occupational health and safety in all subject areas.

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.

As a result of participation in a national conference on youth in 1999, CCOHS developed a specialized web site to promote safety amongst youth <http://www.ccohs.ca/youngworkers> to increase awareness of occupational health and safety issues. In addition, CCOHS collaborated with the Canadian Association of Administrators of Labour Legislation (CAALL) and The Association of Workers Compensation Boards of Canada (AWCBC) to design and develop a young workers web portal, called Job Safe Canada <http://www.jobsafecanada.ca>.

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. 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 were no key reviews completed. However, the details of our latest evaluation report are noted below.

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.

An action plan has been developed and is currently being implemented to address issues identified in the capacity assessment. In 2003-4, two key projects are planned. They include an independent Customer Satisfaction Survey and the development of a Results-based Management Accountability Framework.

Section III. Consolidated Reporting

Listing of Statutory and Departmental Reports

- Canadian Centre for Occupational Health and Safety Council of Governors' Annual Report to Parliament 2002-03.
- Report on Plans and Priorities 2002-03
- Program Evaluation and Cost Recovery Study 2001
- Modern Comptrollership Capacity Assessment 2002

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 and sales to government clients. Appropriations were higher due to the increase in funding as a result of the Evaluation and Cost Recovery Study.

The additional funding will replace the 50% appropriations lost over the past few years. Additional funding was allocated to infrastructure improvements to strengthen programs and provide a basis for stability for future years. In addition, expenditures were incurred relating to the relocation to a different office location scheduled for August 8, 2003.

Financial Summary Tables

The following tables are applicable to CCOHS:

Table 1 Summary of Voted Appropriations.....	21
Table 2 Comparison of Total Planned to Actual Spending.....	21
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Table 1**Summary of Voted Appropriations
Authorities for 2002-03 Part II of the Estimates****Financial Requirements by Authority (\$ millions)**

Vote	2002-03		
	Planned Spending	Total Authorities	Actual
Vote 20	1.9	1.9	1.8
Supplementary Estimates (A)	-	2.1	2.1
Supplementary Estimates (B)		0.1	0.1
Adjustments and transfers		0.1	0.1
Total Department	1.9	4.2	4.1

Additional funding was received in year for the modern comptrollership project and as a result of the Program Review and Cost Recovery Review. These funds will be incorporated to the main estimates for 2003-4. Adjustments and transfers reflect funding received for Modern Comptrollership and in year compensation changes.

Table 2**Comparison of Total Planned Spending to Actual Spending 2002-03
(\$ millions)**

Business Line	FTE	Operating	Capital	Grants and Contri- butions	Total Gross Expendi- tures	Less: Respend- able Revenues	Total Net Expendi- tures
CCOHS	87	7.7	-	-	7.7	5.8	1.9
Total Authorities	87	10.0	-	-	10.0	5.8	4.2
Actuals	85	8.3	-	-	8.3	4.2	4.1
Other Revenues and Expenditures							
Other Non-responsible Revenues							-
Total Authorities							-
Actuals							-
Cost of services provided by other departments							0.6
Total Authorities							0.6
Actuals							0.6
Net cost of the Program							2.5
Total Authorities							4.8
Actuals							4.7

The main estimates were 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. This is reflected in the variances between total authorities and actual spending. The program operated in a deficit position, and was being funded annually through supplementary estimates. This was addressed in the Program Recovery and Cost Recovery Review and as a result, funding was readjusted to reflect the actual financial situation. Current actual expenditures are in line with funding available via responsible revenues and appropriations.

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

Business Line	Actual 2000-01	Actual 2001-02	Planned Spending	2002-03	
				Total Authorities	Actual
CCOHS	2.4	3.2	1.9	4.2	4.1
Total	2.4	3.2	1.9	4.2	4.1

Table 4
Respendable Revenues
(\$ millions)

Business Line	Actual 2000-01	Actual 2001-02	Planned Revenues	2002-03	
				Total Authorities	Actual
CCOHS	4.3	4.4	5.8	5.8	4.1
Total Respendable Revenues	4.3	4.4	5.8	5.8	4.1

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, 2003, there were no outstanding contingent liabilities against the Canadian Centre for Occupational Health and Safety

Other Liabilities:

Vacation Pay	\$ 314,684
Employee Termination Benefits	\$ 594,574
Total	\$ 909,258

Vacation Leave:

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

Employee Termination Benefits:

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

Sick Leave:

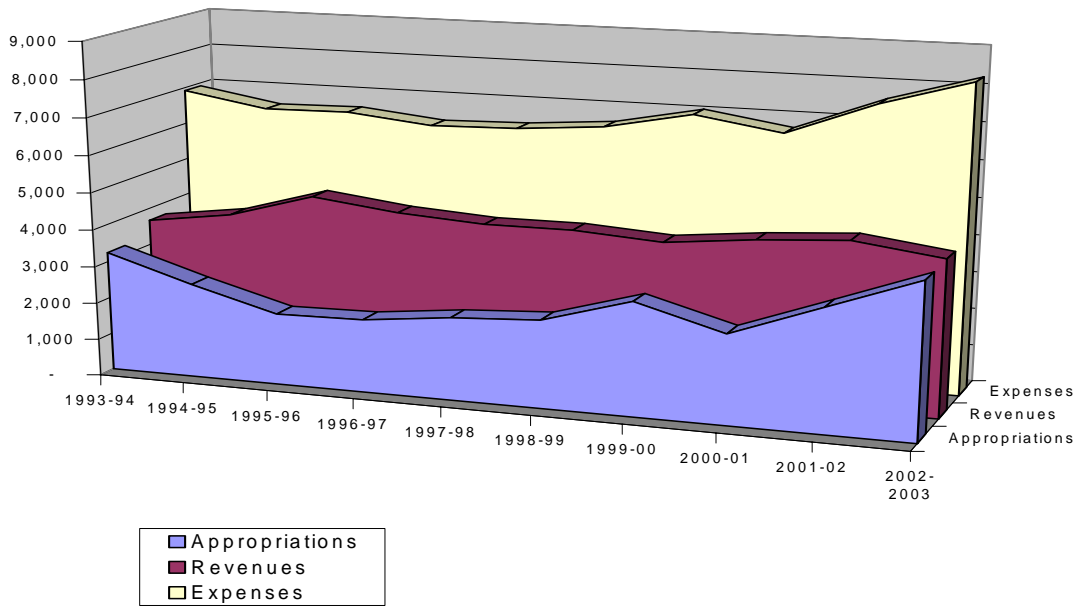
Employees are permitted to accumulate unused sick leave. However, such sick leave entitlements do not vest and can be used only in the event of illness. The amount of accumulated sick leave entitlements, which will become payable in future years cannot reasonably be determined and accordingly have not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

Pension Plan:

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

Table 6 – Other Information (applicable only for CCOHS)

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



Summary of Revenue, Expenses and Appropriations

	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
Revenues	3,671	3,984	4,649	4,373	4,226	4,239	4,086	4,328	4,485	4,185
Expenses	6,915	6,532	6,575	6,340	6,399	6,578	7,044	6,688	7,589	8,276
Appropriations	3,244	2,548	1,926	1,967	2,222	2,359	3,043	2,400	3,276	4,156

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".

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.

CONFERENCES & EXHIBITIONS

CCOHS participated in the following conferences and exhibitions during fiscal 2002 - 2003

ENVIRONMENTAL MANAGEMENT & COMPLIANCE 2002 CONFERENCE AND TRADESHOW
Toronto, ON

TREASURY BOARD
(H&S Federal Representatives)
North Montreal, QC

3RD ANNUAL OH&S SAFETY CONFERENCE (PEI)
Charlottetown, PE

IAPA HEALTH & SAFETY 2002 CONFERENCE & TRADE SHOW
Toronto, ON

11TH INTERNATIONAL AND 5TH NATIONAL CONFERENCE ON SAFE COMMUNITIES (CHN)
Fort Francis, ON

ASSOCIATION QUÉBÉCOISE POUR L'HYGIÈNE, LA SANTÉ ET LA SÉCURITÉ DU TRAVAIL (AQHSST) CONFÉRENCE
Montreal, QC

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

XVITH WORLD CONGRESS ON SAFETY AND HEALTH AT WORK
Vienna, Austria

THE EDUCATION SAFETY ASSOCIATION OF ONTARIO (ESAO) 4TH ANNUAL HEALTH & SAFETY CONFERENCE & TRADE SHOW
Toronto, ON

CANADIAN HEALTH LIBRARIES ASSOCIATION CONFERENCE
Kitchener, ON

AMERICAN INDUSTRIAL HYGIENE CONFERENCE AND EXPOSITION (AIHCE)
San Diego, CA

23RD CONSTITUTIONAL CONVENTION OF THE CANADIAN LABOUR CONGRESS
Vancouver, BC

CAMPUS SAFETY, HEALTH AND ENVIRONMENTAL MANAGEMENT ASSOCIATION EXECUTIVE (CHSEMA)
Toronto, ON

ONTARIO OCCUPATIONAL HEALTH NURSES ASSOCIATION (OOHNA) CONFERENCE
Toronto, ON

ONTARIO SAFETY SERVICE ALLIANCE (OSSA) CONFERENCE
Toronto, ON

1. The Council reconfirms its support and commitment to the CCOHS and the valuable role the Centre provides to Canadian workers and employers. Further, the Council recognizes the importance of its tripartite nature in governing the Centre.

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

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

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

2. The Council and the Centre shall communicate to respective Ministers regarding the excellence and role of the Centre in order to obtain broad public policy support and guidance.

3. The Council recognizes the high standard and non-partisan nature of the Centre's undertakings. It recommends the Centre continue in its consulting and research efforts, while meeting the test of fairness in a competitive world. Joint funding of projects that target key areas of information needs should be a special focus of these efforts.

The Council urges all governments and other organizations to consider the Centre as a potential source of consulting and research services.

4. The Council urges governmental and non-governmental organizations, including labour and employers, to work in partnership with the Centre to provide public access to the Centre's CD-ROM, Internet and other services.

5. The Council recommends the Centre consider the future possibility of gathering and disseminating occupational health and safety statistical information.

6. The Council recognizes that the Centre has become a national repository for MSDS, and efforts to encourage companies to continue to supply data sheets to the Centre will continue, where practicable and feasible.

CONFERENCES & EXHIBITIONS

continued...

- CANADIAN ENVIRONMENTAL AUDITORS ASSOCIATION (CEAA) CONFERENCE
Halifax, NS

- SOCIETY FOR CHEMICAL HAZARD COMMUNICATION
Arlington, VA

- HEALTH, WORK & WELLNESS CONFERENCE (CHN)
Lake Louise, AB

- HAMILTON-HALTON CONSTRUCTION ASSOCIATION
Hamilton, ON

- CITY OF HAMILTON EMPLOYEE HEALTH AND WELLNESS FAIR
Hamilton, ON

- OCCUPATIONAL HYGIENE ASSOCIATION OF ONTARIO (OHAO) FALL SYMPOSIUM
Toronto, ON

- WHSCC CONFERENCE 2002
St. John, NB

- CANADIAN SOCIETY OF SAFETY ENGINEERING (CSSE)
Toronto, ON

- ONTARIO LIBRARY ASSOCIATION (OLA) CONFERENCE
Toronto, ON

- MINI-MED SCHOOL, MCMASTER UNIVERSITY
Hamilton, ON

- SASKATCHEWAN SAFETY COUNCIL: 30TH ANNUAL INDUSTRIAL SAFETY SEMINAR
Saskatchewan, SK

- MANITOBA SAFETY COUNCIL ANNUAL OH&S CONFERENCE
Winnipeg, MB

- HUMAN RESOURCE PROFESSIONAL ASSOCIATION OF ONTARIO (HRPAO) CONFERENCE AND TRADE SHOW
Toronto, ON

- FARM SAFETY ASSOCIATION CONFERENCE
Niagara Falls, ON

- NOVA SCOTIA SAFETY COUNCIL 21ST ANNUAL CONFERENCE & TRADESHOW
Halifax, NS

7. The Council recommends that health and safety materials be available in the form most useful to the user, including hard copy.
8. The Council encourages the development of partnerships, tailored to specific jurisdictions, that enhance the visibility and distribution of CCOHS information. This could also include co-operation between various government inquiry services.
9. The Council recommends that jurisdictions and others systematically provide all technical, research, guidelines, codes of practice, and best practices to the Centre.

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

- A. a confidential occupational health and safety inquiries service to Canadians;
- B. economical fee-for-service occupational health and safety products and services which are delivered by various means, including:
 - Compact Disc - Read Only Memory (CD-ROM)
 - Digital Video Discs (DVD)
 - accessible computerized information services
 - publications and guides
 - training
 - memberships;
- C. non-biased occupational health and safety information;
- D. a national occupational health and safety collaborating centre for the 14 Canadian jurisdictions and serving as Canada's representative as an international centre (i.e. World Health Organization, International Occupational Safety and Health Information Centre);
- E. a national occupational health and safety information repository.

Business 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

PRESENTATIONS & WORKSHOPS

CCOHS participated in the following presentations and workshops during fiscal 2002 - 2003

**IAPA CONFERENCE AND
TRADE SHOW**
Presentations
April 22 - 24, 2002
Toronto, ON

**PETROLEUM INDUSTRY'S ANNUAL
SAFETY SEMINAR**
Presentation
April 30 - May 3, 2002
Banff, AB

**OSSA PROFESSIONAL
DEVELOPMENT WEEK**
Presentation
April 8 - 12, 2002
Toronto, ON

NAOSH WEEK WORKSHOPS
"Effective Health and Safety
Committee Strategies"
"Integrating Wellness
into the Workplace"
"Due Diligence"
"Business Results Through
Health and Safety"
Hamilton, ON

**FACULTY OF ENGINEERING,
McMASTER UNIVERSITY**
Presentation
Hamilton, ON

WORKPLACE HEALTH WORKS!
Sponsored by the Canadian Labour
and Business Centre
CCOHS and Canadian Health
Network Services
Vancouver, BC

**NOVA SCOTIA SAFETY COUNCIL
CONFERENCE**
"Reliable OSH Resources
on the Internet"
Halifax, NS

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.

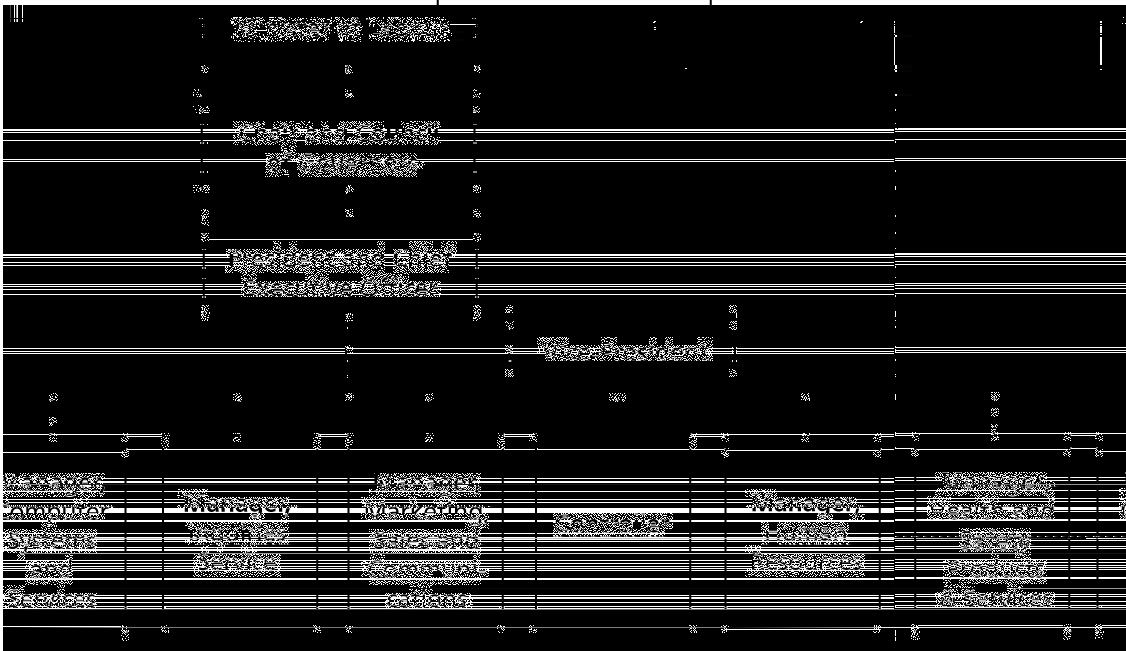
Service Lines: Corporate management provides the direction and management of operations at CCOHS. This includes finance, facilities, human resources and collaborative arrangements with partners.

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:

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- Louise Henderson
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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 2002-03.

○ Report on Plans and Priorities 2002-03

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