



delivering creating planning motivating
inspiring preventing promoting
communicating encouraging educating
customizing



***Canada's National Occupational
Health and Safety Resource***

Contents



2	Fundamental Right
3	Council of Governors
4	President's Message
5	Products & Services
7	Inquiries & Client Services
11	Training & Education Services
19	General Health & Safety Services
25	Chemical Services
33	Communications
40	Financial Report

Fundamental Right



J. Howard Currie (left), Chairman of the Council of Governors, and Federal Labour Minister Charles Caccia (right) at CCOHS opening ceremonies, June 15, 1982.

The act to create the Canadian Centre for Occupational Health and Safety (CCOHS) was based on the concept that all Canadians have ***"... a fundamental right to a healthy and safe working environment."***

A national centre would be an essential requirement to enable people to exercise this right everywhere in the country, a concept launched and supported by stakeholders across Canada. The resulting Act in 1978 had unanimous support from every federal party.

The primary goal of CCOHS was to provide Canadians with access to information on workplace hazards and conditions – a goal firmly entrenched in the CCOHS mandate.

From the Centre's first official day of operation in January 1980 as Canada's National Occupational Health and Safety Centre, CCOHS has been providing information on workplace health and safety conditions to assist all Canadians in reducing injuries and illnesses.

Council of Governors

COHS is governed by a tripartite council representing governments (federal, provincial and territorial), employers, and labour. The Council of Governors assists in delivering a trustworthy and complete occupational health and safety service, and ensures that the information CCOHS disseminates is unbiased.

Chair John McKennirey*, *Government of Canada*

Labour Anthony Pizzino, *Canadian Union of Public Employees/CLC*
Nancy Hutchison, *United Steelworkers*
Mona Sykes, *BC Government & Services Employees' Union / CLC*
Marie Clarke Walker, *Canadian Labour Congress*

Employer Jean Dalton, *Canadian Manufacturers and Exporters*
Otto Peter, *Canadian Vehicle Manufacturers' Association*
Murray Sunstrum, *Canadian Petroleum Safety Council*

Provincial & Territorial Douglas Stanley, *New Brunswick*
David Clark*, *Northwest Territories & Nunavut*
Roberta Ellis, *British Columbia*
Don Hurst, *Manitoba*
Kimberly Dunphy, *Newfoundland and Labrador*
Helle Tosine, *Ontario*
Stuart MacLean, *Nova Scotia*

Executive Board S. Len Hong (Chair)
Otto Peter
Marie Clarke Walker
Roberta Ellis
Murray Sunstrum
Helle Tosine
Nancy Hutchison

Audit Committee John McKennirey* (Chair)
Jean Dalton
Murray Sunstrum (Alt)
Nancy Hutchison
Mona Sykes (Alt)
Stuart MacLean
Don Hurst (Alt)

*Resigned/Term Expired

President's Message

The past year was one of continued evolution and change for the Canadian Centre for Occupational Health and Safety. It was also a rewarding year in which CCOHS met its strategic, operational, and financial goals; responded effectively to new challenges that emerged; and continued to work toward improving and expanding our impact on workplace health and safety and the physical and mental well being of working people in Canada.

Building on the changes that were initiated a year ago that involved establishing a new management process that aligned the key performance areas into Working Groups, and laying a solid foundation to support improved performance, CCOHS is now strongly poised for the future. CCOHS is better positioned to make the right decisions and take the right actions today, while adapting to the evolving needs of a rapidly changing world.

As new challenges arise in our world and in our communities CCOHS has worked to be proactive, to anticipate and respond to the ever-changing needs of Canadians. As part of the endeavour to address the emerging issues and needs of Canadians, CCOHS created a new addition to its collection of web portals that provide access to a single source of credible information. Our newly released Pandemic Planning portal offers resources that can help businesses, workers and communities to plan and be better prepared for an influenza pandemic, and help minimize the impact in our daily lives, work, and activities. In response to the increasing interest of Canadians in the issue, the Bringing Health to Work portal was developed by CCOHS and provides practical tools and resources to help create healthy workplaces. The steady, increasing number of visitors to the site since its release one year ago is a testament to its relevance.

CCOHS continues to increase its focus on education to help create safer workplaces, developing new offerings of e-learning and classroom courses to extend our reach and impact. During the last 12 months CCOHS developed and launched 12 new e-courses,



bringing the total number of courses offered to 23. The fact that 11,541 "seats" were sold this year alone is a clear indication of the strong demand for credible health and safety education.

We continue to work closely with workplaces to determine their OSH needs and how resources are integrated and used to improve health and safety for workers. In response to such needs, CCOHS launched the pilot program for OSH Works, the new management system it created to help Canadian organizations manage and improve their occupational health and safety programs. This system meets the requirements of national and international OHS Management System standards such as CSA Z1000-06 and OHSAS 18001. It includes everything from hazard awareness tools, reports for incidents and audits, sample emergency response plans and other programs.

We are living in times of change and uncertainty as well as great opportunity. CCOHS will continue to take a leadership role in promoting the health, safety and well-being of working Canadians and those around the world.

In closing, I would like to thank CCOHS staff for their efforts and valued contributions. I would also like to extend appreciation to the Council of Governors, who support our work and share our goal – one that remains unchanged: to eliminate workplace injuries, illnesses and deaths, and that, at the end of every working day, Canadians come home healthy and safe.

Len Hong
President and Chief Executive Officer

Products & Services



CCOHS is a recognized leader in providing effective programs, products and services, which are based on the Centre's core knowledge, its collection of OH&S information, and its application of information management technologies. CCOHS strives to operate within a feasible and sustainable financial framework and progressively improve and expand its impact on workplace health and safety and its service level, by working to achieve the improvements needed to:

- ▶ **Broaden the scope of CCOHS services in areas directed by the Council of Governors;**
- ▶ **Expand outreach, user population and impact of services;**

- ▶ **Intensify the identification of specific needs of Canadians and responding well to fulfill those needs;**
- ▶ **Achieve excellence in quality, delivery, responsiveness, and cost-effectiveness of service;**
- ▶ **Gain from the advancing knowledge, experience and relevant developments across Canada and globally for the common benefit of Canadians;**
- ▶ **Strengthen the infrastructure, management process and systems to enhance performance, accountability and continuous improvement; and**
- ▶ **Build a healthy and productive workplace for today and into the future.**



Organization of Staff and Working Groups

- ▶ **Inquiries & Client Services**
- ▶ **Training & Education Services**
 - Courses (classroom & e-courses)**
 - OSH Answers**
 - Publications**
 - Health & Safety Management Systems**
- ▶ **General Health & Safety Services**
 - Legislation**
 - Databases**
 - Projects**
- ▶ **Chemical Services**
 - MSDSs**
 - Databases & (M)SDS Writer**
 - Projects**
- ▶ **Communications**
 - Promoting CCOHS and its Products & Services**
 - Promoting OH&S in Canada**
- ▶ **Systems**
 - Systems & Hardware**
 - Infrastructure**

CCOHS fulfills its mandate to promote workplace health and safety, and encourage attitudes and methods that will lead to improved worker physical and mental health, through a wide range of products and services. These products and services are designed in cooperation with national and international occupational health and safety organizations with an emphasis on preventing illnesses, injuries and fatalities. CCOHS products and services are structured and managed under the following distinct service areas and working groups.

Inquiries & Client Services



Provides a client-friendly, bilingual service to all Canadians who seek assistance or information about any occupational health & safety concern, as well as information regarding any CCOHS product or service.

The Service

The CCOHS Inquiries Service is the national resource centre that provides free and confidential access to occupational health and safety information, in both English and French, to the Canadian working population.

The Inquiries Service responds to telephone, e-mail, mail and in-person inquiries, providing information that is unbiased and relevant to workers, employers, union and governments alike.

In the fiscal year 2006-07, the Inquiries Service received financial support from the following Provincial and Territorial establishments:

British Columbia	WorkSafe BC
Manitoba	Workplace Safety and Health Division, Manitoba Labour and Immigration
New Brunswick	Workplace Health, Safety and Compensation Commission of New Brunswick
Newfoundland / Labrador	Occupational Health and Safety Branch, Department of Government Services
Northwest Territories Nunavut	Workers' Compensation Board of the Northwest Territories and Nunavut
Nova Scotia	Occupational Health & Safety Division Nova Scotia Department of Environment and Labour
Ontario	Workplace Safety and Insurance Board
Prince Edward Island	Occupational Health and Safety Division, Workers' Compensation Board
Saskatchewan	Occupational Health and Safety Division, Saskatchewan Labour

Impact

During the fiscal year April 1, 2006 to March 31, 2007, the Inquiries Service staff answered 15,022 questions received through its traditional person-to-person information service, from every province and territory in Canada. The three largest user provinces of the service are Ontario (57.1%), Alberta (14.2%) and Quebec (9.7%). Table 1 summarizes the Inquiries geographic breakdown by Province.

Table 1

Inquiries Geographic Breakdown by Province Fiscal Year April 1, 2006 to March 31, 2007	
Province	Percent
Alberta	14.2%
British Columbia	6.8%
Manitoba	2.8%
New Brunswick	2.3%
Newfoundland/Labrador	.7%
Nova Scotia	1.7%
Northwest Territories	.2%
Nunavut	.1%
Ontario	57.1%
Prince Edward Island	.7%
Quebec	9.7%
Saskatchewan	3.6%
Yukon	.1%
Total	100.0%



During the same period Inquiries covered subjects and concerns such as chemicals and reproductive hazards, ergonomics, indoor air quality, occupational cancer, avian flu, and a large number of concerns regarding harassment, bullying and violence in the workplace. A breakdown according to the subject categories is given in Table 2.

Table 2

Broad Subject Categories of Inquiries Received Fiscal Year April 1, 2006 to March 31, 2007	
Broad Subject Categories	Percent
Chemical hazards, trade names, industrial processes	15.7%
Physical hazards	6.2%
Statistics	0.4%
Legal – General	4.9%
OH&S – General / Information sources	9.9%
Medical, psychosocial and biological	8.9%
Safety / ergonomics / oh&s administration	28%
Referrals	22%
Other	4%
Total	100%

In January 2006 the Inquiries Service adopted a new monitoring system. In addition to the customer satisfaction survey, information relating to the reach and impact of the service is being collected. Users are asked the number of people with whom the information was shared, how the information was used, and if specific changes in their workplace were implemented or planned.

This fiscal year we have received feedback comments from 676 users of the Inquiries Service.

58% of Inquiries Service respondents said that their use of CCOHS information relates to current or future changes to the workplace that may result in improved occupational health and safety.

Respondents were asked how many individuals within their organization access the information provided by CCOHS. These answers showed substantial use:

11% of respondents indicated that more than 500 individuals did benefit or share CCOHS information in their organization

16% shared CCOHS information with up to 499 individuals

37% shared CCOHS information with up to 99 individuals

25% shared CCOHS information with up to 4 individuals

The information obtained from the CCOHS' Inquiries Service by respondents is put to a number of uses. The most common are:

- Assist in complying with occupational health and safety regulations
- Use with workplace health and safety committees
- Personal use or information

- Health and safety programs or policies
- Education or training purposes
- Develop best practices
- Keep current on health and safety developments
- Academic or other research purposes
- Assist in developing legislation or standards
- Gather information on workplace chemicals
- WCB claims
- Preparing MSDSS

Monitoring and Continuous Improvement

Since its launch, the Inquiries Service has answered over 382,000 questions through its traditional person-to-person service. The Inquiries Service will continue to be a key, core service of CCOHS, with a substantial impact on occupational health and safety performance in Canadian workplaces.

The Inquiries Service is continually monitored to ensure both the quality and efficiency of the responses. Users of the service were asked to rate it for responsiveness, timeliness, clarity and usefulness of information received. During this fiscal year 56.3% of users indicated they were overall very satisfied as shown in Table 3.

Table 3

Inquiries Service Satisfaction Survey Fiscal Year April 1, 2006 to March 31, 2007						
	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Not applicable
Has staff understood your question?	4.3%	3.9%	5.6%	26.3%	58.5%	1.3%
Time required to receive the response	5.4%	4.3%	7.7%	29.2%	52.4%	1.0%
Completeness of the response received	5.5%	5.8%	8.9%	27.3%	51.4%	1.0%
The usefulness of the information	7.3%	5.8%	9.3%	25.8%	50.6%	1.2%
The clarity of the response	4.8%	4.0%	8.0%	27.7%	54.2%	1.2%
The courtesy of the staff	3.7%	0.1%	2.1%	16.6%	72.5%	4.9
Overall, your satisfaction with the response	6.0%	6.4%	6.0%	24.3%	56.3%	1.2%



Employers, government, labour and others are using the service. A breakdown of the usage during the same period is shown in Table 4.

Table 4

Inquirers – Usage by Tripartite Group
Fiscal Year April 1, 2006 to March 31, 2007

Tripartite Group	Percent
Employers	28%
Government	2%
Labour	33%
Other	37%
Total	100%

Users Comments

“You spent a lot of time on this. Thank you very much for your help. This information is very good and we intend to use it in our safety meetings and tool safety program. Not many people would take the time to provide this kind of detailed information. Thank you.”

“Merci de m’avoir laisser un e-mail j’espère qu’ils vont trouver un remède pour cette maladie (Hep c). Au plaisir d’avoir des informations. bye.. Un gros merci.”

“Excellent service, received supporting information by e-mail within days. Person who answered my call listened patiently and answered all my questions and concerns. First rate employee.”

“Thanks for gathering all this information and getting back to me so quickly, it will be very helpful!”



Training & Education Services



Provides a high quality and dependable service to fulfill the health & safety related training and education needs of Canadian workplace participants. The service consists of:

- ▶ **Courses (classroom and e-courses)**
- ▶ **Publications**
- ▶ **OSH Answers**
- ▶ **Health & Safety Management Systems**

The Service

Training and education remain one of the most effective ways to improve both employers' and workers' awareness of their rights and responsibilities for health and safety. CCOHS offers both traditional classroom and e-learning courses to help meet the OSH education needs of working Canadians.

Courses continue to provide a significant and growing revenue stream for CCOHS. Courses are developed following established procedures to ensure they are of the highest quality. CCOHS staff create the courses with assistance and advice from outside technical experts when required. The tri-partite external review of courses by representatives of government, management and labour helps ensure balance, accuracy, and understanding by all parties in the workplace.

▶ Classroom Courses

Classroom-based training remains popular, especially for the long-standing Health and Safety for Managers and Supervisors course. This course fills a unique need of the key role and responsibilities of managers and supervisors.

Two new classroom courses were delivered to meet the expressed needs of our clients, in addition to our traditional Health and Safety for Managers and Supervisors (2-day) course:

- A one-day course, *Health and Safety for Managers and Supervisors in the Federal Jurisdiction* aimed primarily at the federal government
- A half-day course entitled *Health and Safety for Senior Managers*

Impact and Reach

Classroom courses had more than 220 participants between the various offerings. This year the reach extended beyond Hamilton as courses were conducted in other cities across the country, including Ottawa, Edmonton, Vancouver, Fort McMurray and Richmond.



▶ e-Courses

CCOHS' e-courses were developed to help Canadians easily acquire and apply workplace health and safety information that could help keep the workplace free from injury and disease. The CCOHS web-based series of e-courses continue to generate significant participation by individuals and organizations. Each course is available in English and French, with voice-overs. Courses are delivered on a fee-basis for individuals, as well as on an organization-wide basis.

CCOHS has developed e-courses in response to many requests from workers, employers and governments for high quality, affordable OH&S programs. The following e-courses were released this year, bringing the overall total to 23 courses available:

- Lockout
- Violence in the Workplace: Awareness
- Violence in the Workplace: Recognize the Risk and Take Action
- Violence in the Workplace: Establish a Prevention Program
- WHMIS: Understanding MSDSs
- Return to Work: The Basics
- Confined Space: The Basics (3 Modules)
 - Part 1: Hazard Awareness
 - Part 2: Hazard Control
 - Part 3: Working Safely
- Confined Space: Management
- Contractor Health and Safety
- Canada Labour Code, Part II: An Overview
- Emergency Preparedness for Workers
- Emergency Response Planning

Development Continues

Since the introduction of the e-courses, users continue to express the need for additional different web-based courses from CCOHS. Work is underway to develop more web-based courses and broaden CCOHS offerings to respond to users needs.

Outreach

E-courses continued to see exponential growth. In this fiscal year alone, 11,541 “seats” were sold throughout Canada, as well as some international organizations. Since the e-courses were first offered in June 2004, over 18,673 “seats” have been sold. Customers represent a wide range of industries and occupations, including universities, insurance and banking, newspapers, longshoremen, manufacturing, construction, and public (primarily federal) organizations.

Monitoring and Continuous Improvement

To ensure that we are indeed meeting the needs of our participants, a more formal feedback form was added to each course. Participants regularly use this feature; of over 280 respondents, 96% indicated they were satisfied with their e-course.

► Customized Courses

Customized e-courses based on existing courses included:

Health & Safety Committees for the University of Ottawa

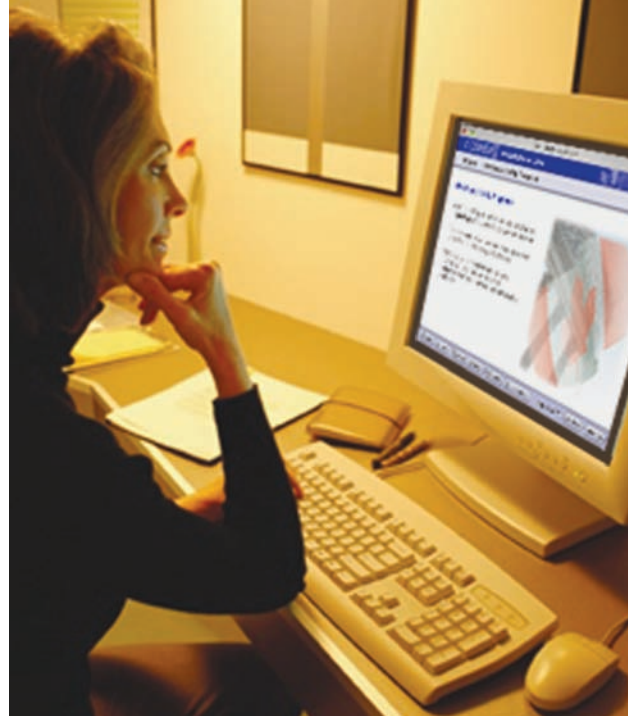
Health & Safety for Managers and Supervisors (8 modules) for Canadian Pacific Railway

Health & Safety for Managers and Supervisors (8 modules) for Unilever

Lockout for Inspectors for CAALL-OSH

For Astra Zeneca Canada, a completely new course on *Health and Safety for Office Managers* was developed. In addition, we are working with Ontario's WSIB to bring the Safe Communities Incentive Program's (SCIP) 9 e-courses into our design and delivery platform.

We are investigating further partnership opportunities to develop this targeted area of learning.



Feedback

The following comments were extracted from the e-course feedback form that participants are invited to complete upon completion of a course:

"For our purposes this course not only met but exceeded our requirements."

"I think everyone should take this course."

"... once I started the program I could not stop. It was very enlightening and well layed out. Thanks."

"Very clear and concise."

"Well organized and useful training."

"Very good course, laid out well with vocal descriptions and illustrations."

"Very easy to understand and complete. Well laid out and able to keep interest of participant."

"I found a lot of useful information and procedures to follow in this course."

"The topics presented are easy to understand and can be used in the workplace."

"For a basic straight forward Electrical Hazards course, I thought that it was very well done. I most certainly will be taking more of these. Thanks."

"... Should be an industry requirement that ALL JHC members have this type of training. Even supervisors should understand this."

"Excellent course. All safety professionals should take it."

"Easy to follow – nice to have the option of the 'read along' instructor, or to be able to 'mute' and work at one's own pace..."

"Excellent course. Very in depth."

► Publications

CCOHS provides a publications service on workplace health and safety concerns delivered through both print and electronic media to fulfill the needs of Canadian workplace participants.

CCOHS publishes guides, Infograms and other documents that respond to the needs in Canadian workplaces for information that is practical, authoritative and balanced. CCOHS' popular health and safety guides inform people of workplace hazards to reduce risk and help prevent injury, and are designed for use on-the-job as reference tools and information sources.

Printed publications are a traditional and effective way to inform and educate people about hazards, safe work practices, and other topics in occupational health and safety. They are popular in all sizes of organizations.

CCOHS publications are widely used as tools for managers, supervisors, workers, and health and safety committee members to become more knowledgeable about issues (e.g. indoor air, ergonomics, workplace violence) or workplace safety functions (e.g. H&S committees or emergency planning).



Another important aspect of publications is that they – like OSH Answers, e-courses, and CHEMINFO – are developed by CCOHS and represent the Centre across Canada and around the world. CCOHS publications are purchased by government agencies for distribution to workplaces – a testament to the credibility and reputation of CCOHS as a trustworthy source.

Impact

With close to 20,000 publications sold each year for use in the workplace, CCOHS publications have substantial impacts on health and safety in Canada.

Most publications are purchased by the employer (e.g. manager with safety or HR responsibility) for distribution and use in the workplace. Health and safety professionals, occupational health professionals, trainers, and consultants also purchase publications.

The impact of CCOHS publications extends far beyond the information provided to the thousands of purchasers directly by CCOHS. In collaboration with CCOHS other organizations such as safety associations distribute customized versions of these to suit their customer needs. Surveys of customers show that guides and other publications are used to decide on changes and improved procedures that increase health and safety for many more workers.

The newest guide *Health and Safety for Custodial Workers* was published late in the fiscal year. Overall sales revenues for 2006-07 were \$142,000.

Going Forward

Future plans for the service include to:

- further expand the service with increased production of new titles.
- establish procedures and standards aimed at high quality and efficient performance
- enhance the promotion of sales of current publications, particularly through well-targeted marketing.
- improve the process for development and preparation of new titles and updating of existing publications



► OSH Answers

OSH Answers provides a global web-based information service in a form suitable for workplace participants to understand, identify and deal with workplace health and safety concerns.

OSH Answers (and the French counterpart Réponses SST) were created to allow all Canadians to have access to reliable and relevant health and safety information 365 days a year, 24 hours a day, 7 days a week. There are now 670 documents, each in an easy-to-read, question and answer format, accessible free-of-charge on the CCOHS website. All are available in both English and French and a limited number are available in Spanish via Respuestas OSH.

While OSH Answers does not directly contribute to the financial goals of CCOHS, it enhances the visibility and credibility of our organization as a whole.

Target Audience

The primary target audience of OSH Answers is all Canadian workers and their employers. However, its reach has spread far beyond just Canada as it is now enjoyed by millions of users worldwide.

Monitoring and Continuous Improvement

This year 12 new documents were added and 32 were revised. These numbers reflect the need to continually concentrate on always providing the most current information to optimizing our impact on the health and safety of Canadian enterprises.

Work plans for 2007-08 continue to emphasize the two most critical aspects for OSH Answers and place utmost importance on this renewed focus – we plan to create approximately 24 new documents (equivalent to 1 new document every two weeks) about new and topical interests to Canadian workers and employers, and other topics to support other CCOHS initiatives (e-learning, publications, The Health & Safety Report).

In addition, in order to maintain our reputation as a dependable and trustworthy source of information, we are also placing a major focus on reviewing the existing 670 documents to ensure continued accuracy and currency that is expected from CCOHS as approximately 500 of these documents are older than 3 years (an age considered “ancient” by most Internet users). Involvement of a number of staff from all of CCOHS is required to accomplish this large but important goal.

Additional project goals include a user survey planned for later in the year that will investigate further the reach and impact of OSH Answers, as well as the needs and wants of our many worldwide users. Reformatting and reorganizing of the OSH Answers documents is also being examined in order to create an ease of use for our visitors, and to create ways to increase the contribution of OSH Answers by pointing to the relevant products and services at CCOHS and thus further improve their impact on CCOHS promotion and revenue generating efforts.

Impact and Outreach

OSH Answers continues to enjoy tremendous success in transferring health and safety knowledge and in reaching both Canadians and the world. Indeed, statistics prove this fact:

- 6.6 million documents delivered in the fiscal year 2006-07
- 2.5 million unique visitors
- 145 countries represented

The use of this free question-and-answer service has increased dramatically – from about 0.5 million unique visitors (or “inquirers”) in 2000 to 2.5 million in 2006-07 (see Figure 1a) and the documents were visited more than 6.6 million times in 2006-07 (see Figure 1b), up from 1.5 million times in 2000. Reach has also extended to the world with almost 145 countries accessing our information (from Australia to Zimbabwe and most points in between).

Additional Reach

The OSH Answers and Réponses SST documents provide additional outreach to the public. Many inquirers have asked to reproduce these documents for education and training use in schools, workplaces and for newsletters, magazine articles, text books, and even for redistribution in offices of health care providers.

In 2006-07, 92 requests were received for copyright publication. We ask the requester for information about how copies will be made (e.g., number of books being printed, circulation size of newspaper or publication, classroom handouts, etc.). These 92 requests resulted in almost 400,000 copies of CCOHS information being made. In addition, the information is potentially shared with many more individuals because of the large readership of many such publications. The organizations included government departments, companies, unions, health care organizations and educational institutions.

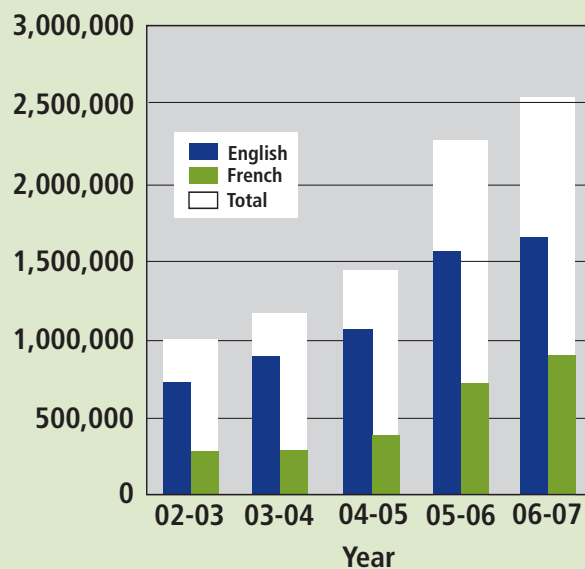
Discussions are also underway to translate selected OSH Answers into Portuguese, via work with Serviço Social da Indústria (SESI) of Brazil.

Interesting Facts

Most popular documents/subjects continue to include (not in exact order):

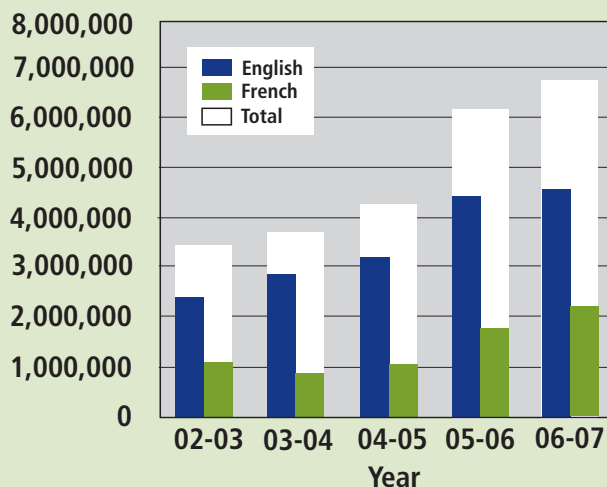
- Office Ergonomics – various documents (how to buy/set up a chair, stretching, etc)
- Diseases, especially ergonomic and RSI related, such as Ganglion cysts, Carpal Tunnel Syndrome, but also includes Raynaud’s Phenomenon, Legionnaires’ disease & Methicillin-Resistant Staphylococcus Aureus
- Stress in the Workplace
- Personal Hygiene documents such as Hand Washing: Reducing the Risk of Common Infections, and Universal Precautions

OSH Answers and Réponses SST
Number of Inquirers (Visitors)



- Bullying, and Violence in the Workplace
- Legislation issues such as Due Diligence
- Chemical information such as WHMIS and What is an LD50?
- Microwave Ovens
- Seasonal subjects such as Extreme Hot and Cold Temperature Conditions, Maximum Temperature Limit for Working, and Driving Tips for Winter

Usage of OSH Answers and Réponses SST
Number of Inquiries (Document Clicks)



► Health & Safety Management Systems

OSH Works

OSH Works, the new Occupational Health and Safety Management Service (OHSMS) from CCOHS, is now in the pilot testing phase and is planned for public release in Summer 2007. It is a customizable system for use in meeting the specific occupational health and safety needs of Canadian enterprises. Focus has been on the development and implementation of this web-based Occupational Health and Safety Management Service to help organizations maintain and enhance their existing OH&S programs, as well as to understand and meet the requirements of the national and international OHSMS standards such as OHSAS 18001 and CSA Z1000.

Occupational health and safety legislation in the Canadian provincial, territorial and federal jurisdictions require organizations to have an occupational health and safety program. Because of this legal requirement, many organizations will already have an occupational health and safety program in place, with all the necessary documentation and records available. Others will be highly motivated to have a demonstrable occupational health and safety program in place. An occupational health and safety management system involves integrating health and safety into all aspects of an operation including production, human resources, administration, finance, maintenance, and purchasing.

OSH Works was created by the Canadian Centre for Occupational Health and Safety to help an organization:

- Improve an existing occupational health and safety program
- Inspire and motivate employees towards improved health, safety and wellness, both at work and at home
- Improve workplace health and safety performance
- Ensure all employees are aware of existing and potential health and safety issues and how to deal with them
- Demonstrate that the organization has an effective occupational health and safety program in place
- Implement an occupational health and safety management system that meets the requirements of national and international occupational health

and safety management system standards, such as CSA Z1000-06 and OHSAS 18001

- Form a flexible framework through which all workplace health and safety standards can be appropriately applied.



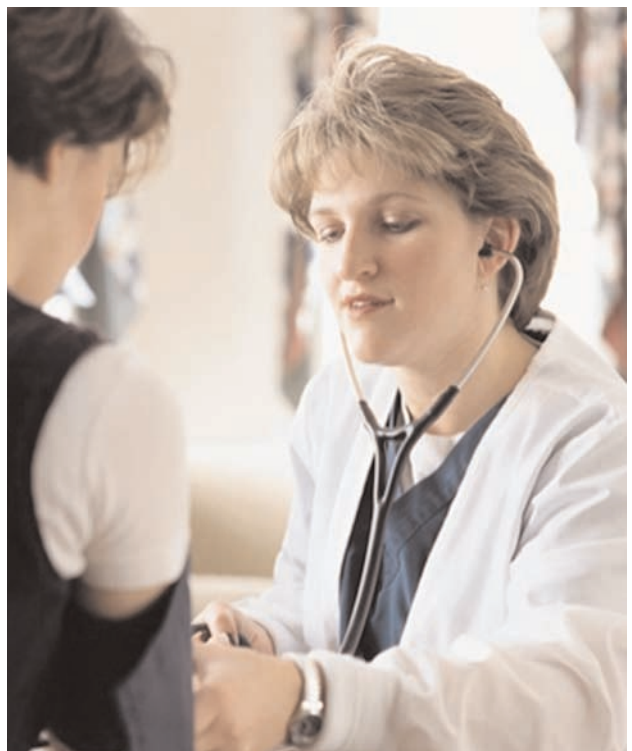
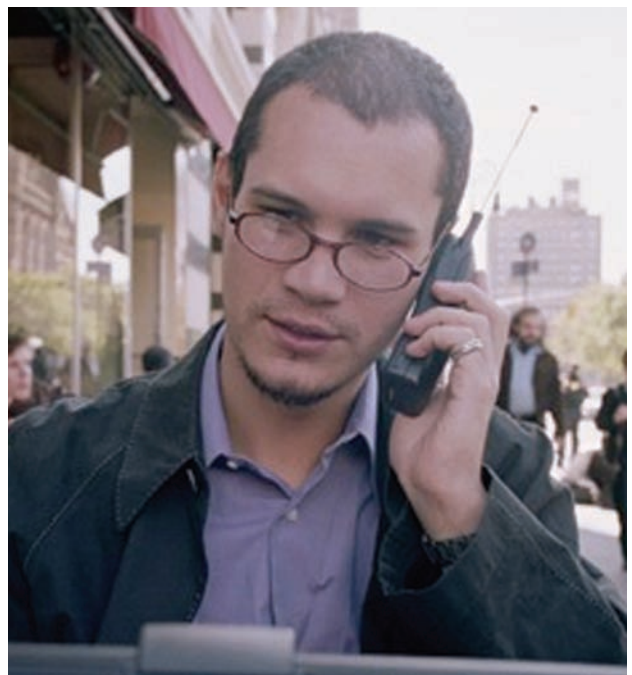
Using OSH Works means that the organization will:

- Integrate occupational health and safety responsibilities into an everyday business management
- Meet and exceed regulatory compliance requirements
- Manage and enhance an occupational health and safety program
- Enhance productivity in a workforce
- Promote a superior safety culture
- Keep their employees and workplace safe and healthy



Using the *Plan, Do, Check, and Act* cycle set out in most of the Occupational Health and Safety Management Service standards, an organization will be able to show continuous improvement towards reducing, and eventually eliminating, workplace injuries and illnesses.

The initial phase for development of the service was contracted to an external organization. When the initial phase was completed, the entire service was migrated to an internal CCOHS server to allow for more effective management and enhancement of the service.



General Health & Safety Services



Provides a comprehensive service of information and supports work-related health and safety initiatives on all areas of workplace health and safety (other than chemical safety) to improve the total health of the individual – mental, physical and psychosocial. CCOHS provides this information through the following products and services:

- ▶ **Canadian enviroOSH Legislation *plus* Standards Services**
- ▶ **National Labour Operations Resources**
- ▶ **Academic Support Program**
- ▶ **Bibliographic Databases and the ILO Encyclopaedia**
- ▶ **WorkSafe Saskatchewan Website**

- ▶ **Prevention Practices Database and OSH for Everyone**
- ▶ **Marine Inspectors' Bookshelf**
- ▶ **Canadian Health Network (CHN)**
- ▶ **Enhancement of Occupational Health & Safety in Brazilian Industry (EOHSBI)**
- ▶ **Indoor Air Quality Tool Kit**
- ▶ **Pandemic Planning Web Portal**
- ▶ **Public Policy Investigation on Occupational Health and Safety of Migrant Laborers in China**

The Services

By providing a comprehensive service of information covering all areas of workplace health and safety, CCOHS helps fulfill the information needs of Canadian workplaces. These services include information sources that assist Canadians in creating safe and healthy workplaces that encompass occupational health and safety practices, well-being initiatives, job design, organizational systems, HR management practices and the culture of the workplace.

► Canadian EnviroOSH Legislation *plus* Standards

This service provides Canadians with the essential legislation and referenced standards to understand rights and responsibilities under the law. Employers and workers can immediately find the current information they need for each jurisdiction in one place, without the time-consuming effort of reviewing official gazettes and other documents. The full text of referenced CSA and CGSB standards provides a key benefit and demonstrates the partnerships that CCOHS undertakes to ensure Canadians have the tools they need to comply with the law.



Reach

Almost 500 organizations both in Canada and internationally subscribe to the enviroOSH legislation service in its various formats: regional, national, PLUS standards, on the Internet and CD-ROM. User feedback provides many insights into the use of the data: for example, writing policies, keeping current for compliance, and implementation of standards such as ISO 14000 and CSA Z1000.

► National Labour Operations Resources CD-ROM

Produced in cooperation with the Labour Program of Human Resources and Social Development Canada, this service provides the full text of the Canada Labour Code and related CSA and CGSB standards as well as interpretive material and guidelines. Other key federal legislation relating to topics such as employment equity is included along with HRSDC publications for the workplace.

Reach

The content of this product is critical to both government inspectors and federally regulated organizations in such industries as transport, banking and broadcasting. For example, its portability ensures that it can be used by HRSDC Labour Affairs Officers in workplaces where Internet access may be unavailable.

► Academic Support Program

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. This program includes MSDS, FTSS, CHEMINFO, RTECS®, Canadiana, CISILO, HSELINE, OSHLINE® with NIOSHTIC®, NIOSHTIC-2, and several free resources as well.

Impact

As of March 31, 2007 CCOHS had 103 ASP clients: 55 in Canada, 32 in USA, and 16 in other countries. The reach of the total subscriptions represents:

- 1.7 million full-time students
- 1.0 million part-time students
- 450,000 faculty/staff

► Bibliographic Databases and the ILO Encyclopaedia

The bibliographic databases and the ILO Encyclopaedia form an important part of the CCOHS Web Information Service. This collection includes OSHLINE, the CCOHS database of references to Occupational Health & Safety journal articles, reports and conference proceedings. The ILO Encyclopaedia project is a collaborative effort between the ILO and CCOHS in which CCOHS delivers the encyclopaedia together with the CIS/ILO database in English and French on the web.

Reach

The bibliographic databases and the ILO Encyclopaedia are used by hundreds of organizations throughout the world particularly research institutes, universities, health and safety associations, government departments and industries. These products represent an invaluable and uniquely focused collection of references to oh&s literature. Whether to support an in depth literature survey on a particular topic, or help answer everyday health & safety questions, these information sources provide credible references when needed. For example a health and safety manager can search for a specific topic such as “health and safety training of temporary employees” and find information ranging from journal articles and reports to the full-text ILO Encyclopaedia and know that this information has been carefully selected and added to the CCOHS collection. A search on this topic on Google uncovers approximately 1 million references and on Google Scholar, 33,000. The references may be good but this is too much information to access and evaluate.

The Projects

► Worksafe Saskatchewan Website

Worksafe Saskatchewan website was developed in collaboration with Saskatchewan WCB and Saskatchewan Labour, as an information resource to help prevent workplace injuries and illnesses. The website statistics demonstrate the demand for practical information not just on hazards and their control but also the need for information on setting up basic workplace programs, inspections and prevention programs. New topics, such as workplace health and mental health, along with the addition of fragrances in the workplace to the indoor air quality topic, ensure that the web service is timely and relevant.



Reach

Use of the Worksafe Saskatchewan website continues to grow: 2006 saw over 270,000 website sessions from over 128,000 unique visitors. Such traffic indicates that CCOHS is helping Saskatchewan’s WCB and Labour departments to reach a wide range of workplaces with ready to use and readily understood information for use in a variety of workplaces: offices, industry, mining. Satisfaction indicators suggest that this information is shared in the workplace and used to improve workplace health and safety.

► Prevention Practices Database and OSH for Everyone

Projects such as the web-based WSIB Prevention Practices Database and OSH for Everyone were initiated by outside organizations familiar with the unique skills and products produced by CCOHS. The experience developed in these projects has been used on projects with other jurisdictions. For example, the OSH for Everyone service created for the Ontario WSIB has led to the creation of similar services for the NWT/Nunavut and Saskatchewan.

Reach

Over 10,000 OSH for Everyone CD-ROMs have been issued while the OSH for Everyone website has for many years been an important injury and illness prevention resource for Ontario workplaces. The website has an average of 22,000 visitor sessions viewing 62,000 to 79,000 pages of hazard and prevention information monthly. We know from the

feedback that OSH for Everyone has made an impact in the workplace. Health and safety committee members, employers, and intermediaries use this information to increase and share their knowledge and make changes in their workplaces. The Prevention Practices website averages 6,500 visitors per month, who take advantage of this database of good practices.

► **Marine Inspectors' Bookshelf**

The Marine Inspectors' Bookshelf was created at the request of Transport Canada personnel who were familiar with the work that CCOHS had done for HRSDC on the National Labour Operations Resources CD-ROM. Previously, it was impractical for those working in marine safety to carry around print publications, and getting accurate information was very time consuming, especially for those aboard ships and in remote areas without Internet access. The Marine Inspectors' Bookshelf is an excellent example of how CCOHS with its partners in Marine Safety have worked together to create an innovative and proven solution to improving access to information. Over 300 Transport Canada Marine Inspectors are the sole users of this product. The Marine Inspectors' Bookshelf is now in its 10th release.

► **Canadian Health Network**

The Canadian Health Network is another outstanding CCOHS partnership. CCOHS staff members work with other leading Canadian health organizations as well as the Public Health Agency of Canada (PHAC) to provide a wide variety of free, reliable, up-to-date and relevant e-health promotion, disease, and injury prevention information. The aim of CHN is to give people the information they need to help prevent disease and make healthy choices for themselves and their communities.

Reach

CCOHS is responsible for the Workplace Health collection. We promote CHN through articles for the CHN homepage, our periodic Health@Work/Sante @u travail e-bulletin, conferences and workshops. In the fall of 2006 visits to the CHN Workplace Health section reached an all time high, due to wide

promotion of the website and a feature article on workplace health prepared by CCOHS. An online survey of users in the fall of 2006 highlighted leading topics of interest (such as workplace stress); that most visitors are finding information to meet their needs and that almost all respondents indicated they would refer the Workplace Health section to family, friends or colleagues. The top three user groups are workplace health and safety practitioners, workers, and workplace health promoters in all regions of Canada.

► **Enhancement of Occupational Health and Safety in Brazilian Industry (EOHSBI)**

CCOHS is a member of a consortium of Canadian public and private sector organizations who formed a Brazilian-Canadian partnership to address occupational health and safety needs within selected industrial sectors in small and medium-sized industries in Brazil. In this project which is funded by the CIDA-ABC Transfer of Technology Fund for Brazil, CCOHS is leading the development of an OSH information portal appropriate for workplace participants in Brazilian industry. In April 2006, two CCOHS staff conducted a workshop in Brazil where all the specifications for a mature system were finalized. In December 2006, two CCOHS staff delivered a workshop in Brazil, reviewing the functionality of the mature system during its final development. In





February 2007, representatives of SESI participated in an extensive training session at CCOHS on how to promote the OSH web portal, using CCOHS' services and activities as case studies.

EOHSBI is coordinated by the National Department of the Brazilian Social Service of Industry (SESI), and by Ryerson University in Canada.

Impact

The international scope of the EOHSBI project has given CCOHS the opportunity to showcase the wide range of products and projects that we undertake as well as benefit from the on-going partnership with the consortium participants. It is anticipated that all the tools developed for the project will have a positive impact on improving health and safety in the workplaces of Brazil.

► Indoor Air Quality Tool Kit

This project was undertaken for Alberta Employment, Immigration and Industry to develop a practical resource for Alberta office and other workers. The publication will provide a basic introduction to indoor air quality (IAQ), identify key workplace problems, provide survey tools, a primer on HVAC systems, provide help in assessing and resolving a wide range of IAQ issues, plus provide current standards and guidelines that are of Canadian interest. The

publication was delivered in March 2007 and also identified best practices in IAQ related topics.

Reach

Alberta HRE will disseminate this publication to Alberta workplaces. Based on information gathered during the publication development CCOHS will also re-use the IAQ information to update and create new IAQ OSH Answers documents, plus update its own IAQ H&S Guide.

► Pandemic Planning Web Portal

CCOHS created the Pandemic Planning website to provide a credible, single source of practical pandemic information and planning resources for Canadian businesses and workers. CCOHS developed practical content and tools for this resource-rich website, specifically for use in the community, at home, and at work. These planning resources are designed to be helpful and easy to use by businesses and employees in developing both personal and business pandemic plans. The goal is to provide information that can help keep workplaces healthy and working and people thriving during an influenza pandemic. This endeavour was funded by HRSDC. The website was released in English and French in early March.

Reach

In the first month of its launch in March 2007, the Pandemic Planning Portal already has had 783 visitors accessing the site 1559 times, and subsequent statistics point to a steady growth in users.

► Public Policy Investigation on Occupational Health and Safety of Migrant Laborers in Chongqing, China

CCOHS has joined with key legal and governmental organizations in Chongqing, China in a project to address the issues of injury prevention and insurance for migrant workers. The organizations are the Chongqing Bureau of Labor and Social Security (CQBLSS), the Southwest University of Political Science and Law (SWUPL), and the Office of Arbitration of the Labor and Social Security Bureau of Chongqing.



Their goals are:

1. To work toward protection of the rights of migrant workers with work-related injuries and illnesses,
2. To enhance the health and safety and quality of working life of migrant workers, and
3. To develop local legislation, which will provide guidance for national legislation through the research and experience of Chongqing.

The role of CCOHS is to organize the study tours in Canada which will enable members of the organizations:

1. To learn from Canada about our experience of workplace health and safety and insurance of new and migrant workers, and
2. To use the Canadian experience to help perfect the local legislation of Chongqing.

CCOHS staff travelled to China in December 2006 to meet with the organizations involved in the project and plan the visits to Canada in April 2007.



Chemical Services



Provides a comprehensive information service covering all aspects of chemical safety (other than those related to the management of MSDSs) to fulfill the needs of Canadian workplaces. This performance area includes the following products and services:

- ▶ **MSDS Service**
- ▶ **IPCS INCHEM**
- ▶ **IPCS INTOX**
- ▶ **CHEMINFO**
- ▶ **RTECS®**
- ▶ **CHEMpendium™**
- ▶ **DSL/NDSL**

- ▶ **(M)SDS Writer**
- ▶ **WHMIS Classification Discrepancy Project**
- ▶ **Health Canada Ad Hoc Expert Working Group**
- ▶ **Projects**

Overview

Chemical exposures in the workplace and environment pose serious health and safety concerns to Canadians. Exposures to chemicals occur at work, in the home and through the environment resulting in significant costs to Canadian society - to business, the medical system and in personal costs through the impact on personal health.



► MSDS Service

The MSDS Service consisting of MSDS, FTSS, MSDS/FTSS Combo and the MSDS Management Service (MMS) provides a comprehensive service that enables user organizations to efficiently manage all of their MSDSs, while assuring organization-wide measures for legislative compliance under WHMIS.

Chemical substances are a vital component for many uses in the modern world, and their potential effect on people and the environment remain an important issue for Canadians. One of the goals of legislation such as WHMIS is to ensure that appropriate information about hazards and how to deal with them be made available in workplaces.

One of the keys to providing this information is the Material Safety Data Sheet, and the CCOHS MSDS Service helps Canadians provide a safer working environment by ensuring that organizations using the services meet their legislative obligations to make current and accurate MSDS documents widely available within the workplace.

MSDS and FTSS Databases

The MSDS and FTSS databases are available on the Web, DVD, and Intranet and consist of approximately 450,000 data sheets which represents a 14% growth over last year in the overall size of the collection. In the past year, users of the MSDS and FTSS databases were provided with MSDSs about 220,000 times, which averages out to over 600 viewed per day. Although there has been some transition in the past several years from the CD-ROM and DVD versions of the databases, usage of the web version continues to grow with about 6% increase in the number of data sheets viewed by over 700 clients.

MSDS Management Service (MMS)

The MSDS Management Service (MMS) was designed to complement the existing MSDS/FTSS Database Service, in that this new customized service would help clients achieve 100% coverage of the data sheets required for their workplace. MMS includes a broad range of features including automatic maintenance and updating of datasheets in a

Almost all human health effects known about various industrial chemicals have been the result of reported exposures in the workplace. In workplaces the concerns to workers are clear – reducing contact with hazardous chemicals. When chemicals are handled responsibly and safely in the workplace, the impact on workers is controlled and the impact on the environment can be expected to be minimal.

Canadians are concerned about the hazards of chemicals in their workplace, passing through their communities and into their environment, and government has set up regulatory and advisory systems to assist them. They have a need to know about hazardous chemicals, to access information on those chemicals to better protect themselves and their environment.

The Service

The CCOHS Chemical Health & Safety Service helps Canadians to understand:

- what chemicals pose hazardous risks,
- how to control those risks
- how to reduce injuries and illness at work, in communities, and in the environment, and
- what the regulatory requirements are and how to comply with them

CCOHS supports the need to know the hazards of chemicals and to control these hazards through a number of key product and service lines. These are outlined with objectives and a brief description below.

collection, printed binders or archive CD-ROMs, and MSDS publications. CCOHS also works closely with MMS clients and suppliers to resolve any compliance issues that arise. As the MMS service continues to be refined, additional options and levels of service are being investigated to help an even broader range of clients achieve their objectives for making material safety information available to their staff and meet their WHMIS obligations.

Impact and Reach

There has been substantial growth in the MMS service over the past year, which now provides customized service for 34 clients, representing a wide range of industries including manufacturing, governments, automotive, and the hospitality industry. The increase in the size of the MMS service has resulted in almost tripling of revenue.

Continuous Improvement

The services are continuously being improved through client feedback and suggestions. In particular, customized services such as the MSDS Management Service provide an opportunity to work closely with various clients to identify and fill specific needs from various types of workplaces. In addition, further refinement of processes for auditing and dealing with compliance issues in a transparent way will ensure that clients meet their regulatory requirements at all times.

► IPCS INCHEM

The IPCS INCHEM service compiles chemical-related health, safety and environment documents and databases from several international organizations - including the World Health Organization (WHO), the United Nations Environment Programme (UNEP), the International Programme on Chemical Safety (IPCS), the International Labour Organisation (ILO), the Food and Agriculture Organization (FAO), the United Nations Industrial Development Organization (UNIDO), and the Organization for Economic Co-operation and Development (OECD).

The IPCS INCHEM service, containing information essential for the sound management of chemicals that affect the environment and human health, is available free from its website and through the CCOHS Web Information Service. It is also provided free via CD-ROM to hundreds of organizations in developing countries. This service has been funded by the International Programme on Chemical Safety (IPCS) of the World Health Organization as well as some funding support from Health Canada.

IPCS INCHEM has achieved worldwide recognition for its high quality service, disseminating authoritative and peer-reviewed publications from trusted intergovernmental organizations to help prevent workplace injury and illness.



Impact

- On average, 182,000 unique visitors from 170 countries read and use INCHEM information every month.
- Visitors viewed the over 8,100 INCHEM documents more than 10.5 million times during 2006. On average, someone in the world is using an IPCS INCHEM document every three seconds.

- Visitors from the United States, Canada and Australia were the most frequent viewers of INCHEM documents. Other frequent viewers were from Australia, the United Kingdom, Japan and Germany.

► IPCS INTOX

IPCS INTOX is a collaborative project with the World Health Organization that supports the work of numerous poison centres worldwide through integrated operational systems containing data management software and the IPCS INTOX Databank.

The INTOX Data Management System (INTOX DMS) is a software system that enables a poisons centre to compile three integrated databases, for enquiries, substances and products. The system is currently available in English, French, Portuguese and Spanish and is being translated into Chinese.

The IPCS INTOX Databank is a collection of documents aimed at those working in poisons centers or who are involved in the diagnosis and management of poisoning or in dealing with health aspects of chemical incidents. The content includes internationally peer-reviewed documents on industrial chemicals, pharmaceuticals, agricultural chemicals and plant, fungal and animal toxins, and about the treatment of poisoning, analytical toxicology and poisons center operations.



The IPCS INTOX databank is available free on its website. The software system is provided via CD-ROM. This service has been funded by IPCS of the World Health Organization as well as through Health Canada.

Impact

- During fiscal year 2006-07 over 67,500 unique visitors from over 145 countries used the website to access information about pesticides, pharmaceuticals, pure chemicals, bacteria and fungi
- INTOX documents were viewed more than 2.4 million times this year. Each month, on average, INTOX documents were viewed over 204,500 times.
- Visitors from the United States, Brazil and Mexico were the most frequent viewers of INTOX documents. Other frequent viewers were from Canada, Australia and France.

► CHEMINFO

The CHEMINFO database contains summarized, reliable, understandable information on workplace chemicals. It provides key health and safety information needed to control workplace exposures and prevent accidents, and includes scientifically supported regulatory classifications.

CHEMINFO was originally developed in response to an overwhelming number of requests to the Inquires Service for authoritative, unbiased health and safety information on chemicals. It continues to fulfill this function along with meeting the needs of the broader OH&S community. CHEMINFO helps many different types of people such as workers, employers, Health and Safety Committee members, MSDS writers, industrial hygienists, safety officers, physicians, nurses, emergency responders, regulators and inspectors. CHEMINFO is available through many avenues – via revenue generating and public service offerings.

Impact and Reach

CHEMINFO has a remarkable impact on workplaces. Information from CHEMINFO, in one form or another, is accessed approximately 250,000 times annually – almost 1,000 each working day. Access is through a variety of methods reaching different user groups:

- Most CHEMINFO use is through free 'partial' records available on the IPCS INTOX databank and through the chemical profile OSH Answers that are based on CHEMINFO content.
- About one quarter of the use is through paid subscription services through the CCOHS Web Information Service.
- Half of the approximately 75,000 accesses annually from paid subscription use are by staff, faculty and students at universities and colleges across North America through the Academic Support Program.
- CHEMINFO also supports CCOHS MSDS Management Service clients making it a unique service in the marketplace.

CHEMINFO is created and owned by CCOHS and there is no dependency on outside contributors to provide this content.

Initiatives

During 2006-07, significant effort was invested in enhancing the value of CHEMINFO for our users. In addition to ongoing database maintenance and currency work, the following noteworthy content enhancements and initiatives were achieved based on user needs:

- Key chemical ingredients in workplace products were identified as high priority additions for CHEMINFO. Over 200 of these chemical "ingredient" records were added to CHEMINFO. These database records follow the short style format with credible data on physical, chemical and other hazard properties.
- Any chemical with an occupational exposure limit is a critical chemical for most workplaces. To ensure good coverage of these chemicals almost 100 new "short" records were added to CHEMINFO. Now all chemicals with an exposure limit (ACGIH TLV® or AIHA WEEL) are represented in the database.
- Many clients require LD50 data or skin and eye irritation information on hazardous chemicals. This selected toxicity data was added to over 400 existing CHEMINFO short records that previously contained no toxicity information, and to over 60 of our new ingredient records.



- CHEMINFO was launched as a stand-alone subscription product at the beginning of July 2006.

In the new fiscal year, a user satisfaction survey is planned as well as surveys of clients and stakeholders to identify user needs and requirements for chemical information. Results will help us focus our resources to better meet our user needs.

► RTECS®

The Registry of Toxic Effects of Chemical Substances (RTECS®) contains critical toxicological information with citations on more than 165,000 chemical substances, from 2,500 plus sources. RTECS® includes toxicological data such as:

- LD50 and LC50 values for short and long term exposures
- Skin and eye irritation data
- Carcinogenicity, reproductive, embryotoxic effects
- References to toxicological reviews; international workplace exposure limits; analytical methods; and exposure and hazard survey data.

Toxicologists, MSDS writers, industrial hygienists, product safety specialists, health and safety specialists and pharmacologists need this database to find out what the reported toxic effects are on specific



chemicals, including LD50 and LC50 data, carcinogenicity status, as well as sensitization and reproductive effects.

In 2006, over 5,000 new records were added to the database – ensuring excellent coverage for users. Users of RTECS on the web accessed information on toxic effects of chemical substances more than 41,000 times in 2006.

The content is kept updated by MDL Information Systems. CCOHS is unique in offering an English, French and Spanish language version of the database.

► **CHEMpendium™**

CHEMpendium™ is a collection of essential databases that meets the broad needs of environmental, health and safety practitioners (i.e. industrial hygienists, emergency responders, occupational health nurses and physicians, regulators and environmental, health and safety coordinators). CHEMpendium™, a comprehensive resource of chemical hazard information for workplaces and the environment, covers transport of hazardous materials and includes descriptions of chemical toxicity, fact sheets on the hazards and safe use of industrial chemicals and environmental contaminants, pesticide label text, and much more.

CHEMpendium improves productivity and effectiveness by offering reliable information with cross-database searching of the following authoritative databases: Chemical Evaluation Search and Retrieval System (CESARS), Chemical Hazards Response Information

System (CHRIS), CHEMINFO, Domestic/Non-Domestic Substances List (DSL/NDSL), Hazardous Substances Data Bank (HSDB), New Jersey Hazardous Substance Fact Sheets, NIOSH Pocket Guide to Chemical Hazards, Transport of Dangerous Goods (TDG) and Transport of Hazardous Materials databases. CHEMpendium is available as an online service or on CD-ROM.

The CHEMpendium database collection usage via the web remained steady over the past year, during which more than 75,000 records were viewed.

► **DSL/NDSL**

CCOHS created the Domestic Substances List and the Non-Domestic Substances List (DSL/NDSL) as a resource for Canadians as well as international manufacturers and importers who needed access to Canada's domestic inventory list. This regulatory list was created under the Canadian Environmental Protection Act (CEPA) by Environment Canada.

The lists act to identify chemicals or other substances that are manufactured or used in Canada or those that, while not used in Canada, are used in world commerce. These lists are an important way for government to be aware of new substances and to assess them for safety before widespread use occurs in Canada.

Chemical manufacturers, suppliers and importers who may have to submit information under CEPA, use the database, which is updated regularly. Government regulators and enforcers, MSDS writers and regulatory compliance specialists find that the DSL/NDSL database helps them to meet their compliance requirements.

Currently the DSL contains about 26,870 substances and the NDSL contains about 47,000 substances. These substances are searchable in a database as part of the CHEMpendium™ collection on the Web Information Service (WIS) and the Disc Information Service (DIS). The DSL and NDSL are not static lists. Regulatory amendments, additions and deletions may occur at any time, so the DSL/NDSL database is an important way to ensure users remain in compliance.

Highlights during this period include:

- 1,800 new records were added.
- CCOHS participated in the ICG CEPA Update Conference in March 2007. The focus of this meeting was to review amendments to the New

Substances Notification Regulations and review the status of the Existing Substances Program including activities related to the categorization and screening of substances on the DSL.

► (M)SDS Writer

In 2006, CCOHS undertook a new initiative to help support Canadian small and medium sized companies who produce chemical products. The initiative is the development of Material Safety Data Sheet (MSDS) Writer software. This product is built on the best practices available for hazard and safety communication and is designed to meet Canadian manufacturer and supplier needs for today and will be adapted to meet GHS needs in the future.

Through its communication with clients and stakeholders, CCOHS became aware of the need to have software developed to meet user needs for creating and maintaining good product safety data sheets. The software will be a web hybrid solution using CCOHS web chemical information resources along with the software located on the client's own computer systems.

The service will capitalize on CCOHS' rich resources in chemical information, using CHEMINFO, RTECS, HSDB, DSL/NDSL and other new resources needed by these clients. CHEMINFO content is being enhanced to support the (M)SDS Writer development (see the CHEMINFO section for more details on chemical content changes).

Currently the production team has completed a number of key milestones in the development of the software including technical specifications, functional capabilities, field specifications and section layouts. Phrases will be completed for dozens of fields and logic drivers will enhance control phrase selection. The collection of SDS content phrases and the accompanying help will assist clients in selecting appropriate information in various fields.

CCOHS hopes to pilot the software during 2007, releasing a bilingual version before the year-end.

Health Canada Projects

► WHMIS Classification Discrepancy Project

CCOHS continues to collaborate with the Quebec CSST and Health Canada National Office of WHMIS (NOW) to harmonize WHMIS classifications available on the CCOHS and CSST websites and to respond to classification questions submitted by stakeholders.

During this period, discrepancies were resolved on nine chemicals. In addition, specific requests for input were received from Health Canada NOW on WHMIS classification interpretation issues related to titanium dioxide (carcinogenicity), sodium hydroxide (corrosivity), and perlite (carcinogenicity). These issues were discussed and resolved in accordance with Health Canada's standard operating procedure (SOP) on responding to classification information requests.

CCOHS also participated in meetings with the CSST and NOW to prioritize outstanding policy issue submissions and to discuss issues of interpretation of the Controlled Products Regulations specifically regarding the criteria for classifying chemicals or products as D2A/B chronic toxicity hazards.

The impact of these activities is that when any party raises concerns or challenges about WHMIS classifications – whether industry, labour or government, the issues can be discussed and resolved through collaborative efforts of this group, providing an authoritative resource for all Canadians. CCOHS participates and provides support for these national activities.



► **Health Canada Ad Hoc Expert Working Group**

CCOHS continues to participate in the Health Canada Ad Hoc Expert Working Group: Chronic Hazards. This Expert Group is examining whether chemical products regulated under the Consumer Chemicals and Containers Regulations, 2001 of the Hazardous Products Act should include consideration of the Globally Harmonized System (GHS) chronic hazard classes (i.e., mutagenicity, carcinogenicity, reproductive toxicity, respiratory or skin sensitization, and target organ systemic toxicity - repeated dose). Currently, consumer chemical products are not classified for these hazard classes. The Ad Hoc Expert Working Group will provide recommendations to the Consumer Chemical Sectoral Working Group, who will then review the recommendation and make a final recommendation to government. The work of this Working Group is nearing completion.

► **Ingredient Disclosure List Report**

As Health Canada prepares to engage stakeholders in consultations regarding the implementation of the Globally Harmonized System for the Classification and Labelling of Chemicals (GHS), CCOHS was asked to prepare a report that provides background on the WHMIS Ingredient Disclosure List (IDL). Information about the origin and process of IDL development in the context of WHMIS development, accuracy of the IDL relative to WHMIS classifications, possible procedures and costs for ongoing development of an IDL program were included.

► **WHMIS Label Report**

Health Canada's National Office of WHMIS requested that CCOHS research and prepare a report on the WHMIS label format and border. This request was the result of multi-stakeholder consultations regarding the implementation of the Globally Harmonized System for the Classification and Labelling of Chemicals (GHS). The report reviews the various systems used for labels in Canada and internationally. It outlines characteristics

of labelling systems that have demonstrated benefits for effective hazard communication. The report will help to inform and guide decisions on the development of GHS label formats in Canada.

► **Pan-Canadian WHMIS Hazard Communication Symposium**

CCOHS facilitated this symposium on February 8 and 9, 2007 in Ottawa. CCOHS assisted the hosts of the meeting, Health Canada's National Office of WHMIS, who invited a variety of governmental, industry and labour participants. Over 40 participants took part in the two-day symposium which focused on prevention of chronic disease arising from occupational exposure through hazard communication WHMIS compliance; and the quality of health and safety information disclosed on labels and MSDSs. The workshop summary is posted on the WHMIS meeting event web page on the CCOHS website.

► **Nanotechnology OHS Working Group**

Health Canada's National Office of WHMIS recommended that CCOHS participate in this meeting held March 26-27, 2007 in Ottawa as experts in WHMIS and human health toxicology and risk assessment. The objective of the workshop was to discuss nanotechnology and its applications, and identify knowledge gaps concerning the potential risks associated with nanoparticles in an occupational health and safety context. The results of the discussions will help develop risk communication tools and support policy and regulatory development.

► **WHMIS Refresher Course**

CCOHS was asked to send a WHMIS expert to participate in a WHMIS refresher course for federal inspectors. This course was held in Toronto on March 27-28, 2007. The participation in this course will lead to further developments in assisting Health Canada NOW with WHMIS inspector training to be held in Vancouver in June 2007.

Communications



Provides a comprehensive communications service for CCOHS that includes:

- ▶ **Promoting Occupational Health & Safety and Stakeholder Relations in Canada**
- ▶ **Promoting CCOHS and its Products & Services**

The Service

Communications are key to ensuring Canadians know of the national resources available to them as well as help in building awareness of the importance of occupational health and safety in keeping them safe and healthy at work. Through two primary communications campaigns – Promoting CCOHS and its products and services, and Promoting OSH in Canada – CCOHS will develop and deploy initiatives that enhance outreach, CCOHS' user population, the impact of advancing health & safety in the workplace, and the physical and mental well-being of working Canadians.



► Forum 2007

As part of our goal to undertake initiatives that lead to increased impact on Canadian workplace health and safety, CCOHS is hosting a national forum to explore health and safety issues that are emerging from changing workplaces. Forum '07 will be held September 17-18, 2007 in Vancouver, British Columbia with *Emerging Health & Safety Issues in Changing Workplaces: A Canadian Discussion* as the theme.

The Forum venue, program and speakers have been confirmed and an informational website was launched to promote the event and keep visitors up to date. Promotion of the event is ongoing and registrations for delegates and exhibitors are in progress.

It is expected that Forum '07 will generate an interest and enthusiasm similar to that of Forum '05, and will help stimulate creative solutions among Canadians to help ensure people can be safe and healthy at work.

► The Health & Safety Report e-Newsletter

The Health & Safety Report, CCOHS' free e-newsletter, is an initiative that aspires to increase impact on Canadian workplace health and safety. In addition to providing relevant content to a broad audience, the Report is regularly and widely reproduced by organizations to enhance their health and safety educational and information efforts.

Impact and Outreach

This service, launched in January 2003, now has a distribution of 16,325 subscribers in more than 100 countries. This represents 39.6% growth in subscribers from the previous fiscal year.

In the February 2007 readership survey, the Report received a 98.4% overall satisfaction rating, with 69.4% of the respondents being "very satisfied". 74% say they share the Report with 4 or more other people. The survey also indicated that a third of the readers print the Report and use the information within to develop health and safety policies and procedures, for training purposes and as a resource for their own newsletters, bulletin boards and employee orientation kits. In fact, over 83.7% of the respondents to the survey said they use the information – 35% frequently – to make the workplace safer. 76% replied that they will or are planning to use the information in the Report to make changes that may improve health and safety in their workplaces. As the readership of the Report continues to grow, so does CCOHS' commitment and efforts to increase outreach and provide credible, useful information that could help prevent work related injuries and illnesses.

Subscribers to The Health & Safety Report provided the following comments:

" I try to use the information for handouts to employees in the mill on anything that I think they will read, and maybe keep in mind the safety at their work areas. "

" Provides knowledge for employees in an appropriate context and easily comprehended even by those with English as a second language."

" The Information comes from a trusted source that I could refer to if required."

► Bringing Health to Work Web Portal

A web portal service that makes healthy workplaces information and knowledge widely and easily accessible to Canadians titled *Bringing Health to Work* was created and launched December 2005 as a crucial component of a wider healthy workplaces initiative through funding support from HRSDC.

This web portal service provides Canadian employers, employees and practitioners, free and easy access to a comprehensive range of more than 300 credible resources and practical tools for creating and promoting healthy workplaces. The URL for this portal is www.ccohs.ca/healthyworkplaces/.

Impact and Outreach

For fiscal year April 2006 – March 2007 the *Bringing Health to Work* portal has served:

- 25,002 visitors, accessing the English-language portal 42,429 times.
- 6,646 visitors to the French language version of the portal, accessing it 10,252 times (June 2006 – March 2007)

► National Day of Mourning – April 28

The National Day of mourning offers employees and employers the opportunity to remember the dead, injured and ill as well as publicly renew their commitment to improve health and safety in the workplace.

The promotion of this important day, includes a banner ad and headline on the home page of the CCOHS website, linking to our permanent National Day of Mourning pages. For 2006 Day of Mourning 2,234 people in March and April 2006 accessed the Day of Mourning web pages 5,875 times. CCOHS filled 163 requests (1,000 English and 144 French) for the free poster designed by CCOHS staff to increase awareness of this important issue and day. The poster, redesigned and produced in a bilingual format for 2007, was well received and requests for the free poster were brisk.

► Webinars

As part of the effort to establish CCOHS as a leader in promoting healthy workplaces in Canada, CCOHS conducted several webinars (live and recorded broadcasts) to coincide with OH&S events. People were encouraged to run the webinars in boardrooms and venues, as an easy, efficient means to share the information.

NAOSH Week – May 1-6, 2006

Presented by CCOHS Subject Specialists and offered as a free public service to Canadians:

OHS Best Practices

Orientation Training for Workers in Canada

Violence in the Workplace: Awareness

Discovering Workplace Health

Integrating Workplace Health

Impact: 100+ locations participated.

Healthy Workplace Week – October 2006

Offered as a free public service to Canadians:

Discovering Workplace Health on the Web

Impact: 27+ locations participated.

CCOHS continues to develop a plan to leverage webinar technology to deliver OH&S related informational programs (both public services and cost recovery) as well as promote the use of CCOHS products and services that can help organizations meet their OH&S objectives.





North American Occupational Safety and Health (NAOSH) Week – April 30 – May 6, 2006

Every year during NAOSH Week communities and businesses throughout Canada, the United States and Mexico work to raise awareness of workplace health and safety issues and help prevent occupational injuries and illnesses.

The 2006 theme of *Review. Refresh. Revitalize* served as a reminder for all of us to take stock of our workplace environments, and then work together to bring about the changes in policies and practices necessary to create healthy workplaces.

In keeping with the theme, CCOHS presented a complimentary series of recorded webinars that ran May 1-5th to provide information and knowledge to Canadians that support prevention initiatives. Topics of the webinars included: OHS Best Practices, Orientation Training for Workers in Canada, Violence in the Workplace: Awareness, Discovering Workplace Health, and Integrating Workplace Health.

As a partner in NAOSH Week, CCOHS is responsible for the NAOSH week web site and promoted the event through a media release, web headlines, newsletter articles and promotional emails.

CCOHS also participates in the planning of the National Launch and continues to participate on the Ontario committee, and manages the NAOSH week website – www.naosh.ca. CCOHS President and CEO Len Hong participated in the National Launch of North American Occupational Safety and Health Week in Vancouver, British Columbia, on Monday, May 1, 2006.

► **Stakeholder Relations**

Initial discussions have been held with the Ontario Municipal Health and Safety Association and with Environment Canada Weather Service to explore opportunities for future collaborations. A full plan for development of key initiatives will be developed for fiscal 2007-08.

► **Dick Martin Scholarship Award**

The CCOHS Council of Governors established this annual, national award available to post-secondary students enrolled in occupational health and safety programmes in Canada, to foster interest in the field of workplace health and safety. The Dick Martin Scholarship Award (DMSA) was created in 2002 in recognition of Mr Martin’s contribution to CCOHS as one of its governors; his powerful voice for the rights of workers; his commitment to securing justice for working men and women; and, promoting action to protect people’s environments inside and outside the workplace.

This is the fifth year CCOHS has offered the scholarship awards to students enrolled, either full-time or part-time, in an occupational health & safety related course or program at an accredited college or university in Canada leading to an OH&S certificate, diploma or degree. Programs include mine safety, occupational or industrial health and safety, industrial hygiene, safety management or other related health and safety degree programs.

This year Council agreed to increase the amount of the Dick Martin Scholarship Award (DMSA) awards from \$1,000 each to \$3,000 each.

Applicants submit an essay on a topic that best fits their aspirations in the field of occupational health and safety. The essays are scored anonymously by a CCOHS scoring team according to published criteria. A total of 41 submissions were received, a 24% increase in the number of essays received the previous year. The breakdown of submissions by province is as follows:

British Columbia	9
Alberta	6
Saskatchewan	1
Ontario	13
Quebec	10
Nova Scotia	1
Newfoundland & Labrador	1

A \$3,000 scholarship was awarded to each of the following three recipients:

Craig Journey – Milton, Nova Scotia,
Brent Macdonald – Saskatoon, Saskatchewan
Robin Van Driel – Vancouver, British Columbia.

► Conferences, Presentations and Exhibitions

Participation at conferences and exhibitions provides opportunities for outreach, and promotion of CCOHS products and services across Canada. They also provide a forum for showcasing and demonstrating how the products and services meet the needs of Canadian workers, employers and governments.

CCOHS' outreach efforts included more than 32 events over this fiscal year and maintained its vigorous participation in meetings, conferences and presentations in each region of Canada. *See the Conferences, Presentations and Exhibitions listing on page 41.*

► Promotion

In continuing efforts to increase awareness of CCOHS as a national occupational health and safety resource and promote the free public services available to Canadians, a complement of print and electronic advertising ran in a variety of print trade publications and websites in that first part of the fiscal year.

Media releases and product announcements are important tactics in:

- promoting the role of CCOHS in improving workplace health and safety in Canada.
- publicizing the ways in which CCOHS products, services and activities can support the improvements on health and safety of Canadian enterprises.

The broader value of a media release, over and above the face value of the information contained within, is the impact it has on increasing our ranking with web searches (makes us easier to find) as well as providing opportunities to keep CCOHS top of mind with the various audiences we serve.

CCOHS released thirty media releases and web announcements – many of which were reprinted/ reproduced by related organizations, groups and businesses to enhance their own initiatives.

► CCOHS Sightings – in the Media and Other Places

Awareness of The Canadian Centre for Occupational Health and Safety continues to grow and the Centre is becoming known as a “go to” resource for trustworthy health and safety content, perspective, advice and reference. In fiscal 2006-07 CCOHS noted more than 111 media sightings in which CCOHS was quoted as the source of information, CCOHS OSH Answers, articles or media releases were reprinted in publications, and/or CCOHS staff were quoted or referenced. These various “mentions” of CCOHS represented a minimum potential reach of 4 million when the circulation and web traffic of the media citing CCOHS was considered.

More than ever CCOHS' information and website is being referenced and linked in blogs – almost too many to mention. This represents a more informal – but growing grassroots type of outreach. In fact, the users who post CCOHS on their blogs are actually pushing out our information and helping to expand outreach and awareness.



CCOHS' free public services continue to be prime sources of essential information on work-related health and safety issues for Canadians.

► **ILO/CIS National and Collaborating Centres Web Portal**

CCOHS maintains a web portal for the International Labour Organization/CIS National and Collaborating Centres. There are some 140 CIS National and Collaborating Centres in 102 countries.

The portal presents a structure consisting of various categories of occupational health and safety information and can provide information from the respective countries of the CIS National and Collaborating Centres. The input of information content is being coordinated by CIS. A powerful search engine allows searching of information under various categories from any one Centre or a selected combination of Centres. This web portal structure is trilingual (English, French and Spanish) and will accommodate the information contained in any language. It also contains an e-mail-based discussion group for exchanging information among the CIS National and Collaborating Centres. This work is performed on a cost-recovery basis. In fiscal 2006-07 more than 71,102 visitors accessed the portal 1,658,154 million times. The URL is www.ciscentres.org.

► **Network of WHO Collaborating Centres In Occupational Health**

The network of Collaborating Centres makes an extensive contribution to the goal of occupational health for all. Collaboration is being further developed with the sharing of information and experiences between countries and institutions.

CCOHS collaborated with the World Health Organization (WHO) to create a web portal for WHO Collaborating Centres. This website provides information about the Network of WHO Collaborating Centres in Occupational Health, including the activities, priorities and plans of individual centres. The WHO portal provides each collaborating centre with a site to present its own occupational health information, and links to other information within its country. This fiscal year 21,821 visitors accessed the portal 574,000 times.

► **Tri-National Website**

CCOHS maintains a website to facilitate communications among the Working Group Of Government Experts In Occupational Safety And Health members from Canada, USA and Mexico, and to provide a source of government OH&S information from the three countries. CCOHS is also providing discussion forums for members of the Working Group and four Subgroups. The site provides valuable information links to promote public involvement and education as well as to encourage the exchange of good practices on programs, projects and activities focusing on OH&S. The site is delivered in English, French and Spanish. The URL for this website is www.naalcosh.org/

► **National Young Worker Website**

CCOHS continues to work with the Cross-Canada Youth Advisory Committee to enhance the content of *JobOne.ca*, a national website for young workers. The site provides one-point access to information from all Canadian jurisdictions on OSH issues that affect young workers. The information is targeted to young workers as well as their teachers and parents and the number of visitors to the site continues to grow across Canada. An average of more than 2,000 visitors access the site monthly. In fiscal 2006-07, 24,742 visitors access the site more than 207,477 times. The URL for this website is www.jobsafecanada.ca

► **CanOSH**

CCOHS created and maintains CanOSH as an online information source for Canadians. 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). In fiscal 2006-07 62,425 people accessed the site 363,626 times. The URL for this website is www.canoshweb.org/

Conferences, Presentations & Exhibitions

Saskatchewan Association of Health Organizations (SAHO) Conference 2006

Regina, SK – Apr 9-11
Exhibit

Workplace Workgroup – Healthy Workplace Innovation Series

Hamilton, ON – Apr 19
Task Force Committee

OPSEU

Toronto, ON – Apr 20-21
Exhibit

Truck World 2006

Toronto, ON – Apr 20-22
Exhibit

Canadian Occupational Health Nurses Assoc National Conference

Halifax, NS – Apr 26-28
Exhibit

63rd OASBO Annual Conference & Education Industry Show

Ottawa, ON – April 27
Table Exhibit

Corrections and Public Safety and Justice Saskatchewan OH&S Conference

Saskatchewan – May 1
Materials Only

NAOSH Week National Launch

Vancouver, BC – May 1
Speaker / Table Exhibit

IAPA Health and Safety 2006

Toronto, ON – May 1-3
Exhibit / Speakers

McMaster University's NAOSH Week 2006

Hamilton, ON – May 4
Table Exhibit

Canadian Conference on Disaster Management and Emergency Planning

Toronto, ON – May 1-2
Exhibit

PIASS Annual Safety Seminar 2006

Banff, AB – May 3-5
Exhibit

Western Conference on Safety 2006

Vancouver, BC – May 8-9
Materials Only

AQHSST-28 Congres

Quebec City, PQ – May 9-11
Exhibit

Automotive Parts Manufacturers Assoc Annual Conference and Exhibition

Hamilton, ON – May 10-11
Table Exhibit

OALT / ABO 2006 Conference

St. Catherines, ON – May 10-14
Speaker

American Industrial Hygiene Conference and Exposition (AIHCE) 2006

Chicago, Ill – May 13-18
Exhibit / Speakers

Transportation Health and Safety Assoc of Ontario (THSAO) 64th Annual General Meeting

Toronto, ON – May 24-25
Exhibit

International Conference of SafetyNet and Canadian Assoc for Research on Work and Health (CARWH)

St. John's, NL – Jun 7-10
Exhibit / Speaker

Canadian Institute for the Relief of Pain and Disability

Vancouver, BC – Jul 7-9
Materials Only

Canadian Society for Safety Engineering (CSSE) Conference 2006

Ottawa, ON – Sept 10-13
Exhibit / Speaker

2006 Professional Conference on Industrial Hygiene

San Jose, CA – Sept 16-19
Exhibit

International Forum on Chemical Safety

Budapest, Hungary – Sept 25-28
Attended

Chemical Hazard Communication Meeting

Washington, DC – Sept
Attended

Le Grande Rende-Vous en sante et securite du travail

Quebec – Oct 11-12
Exhibit

Health, Work and Wellness Conference 2006

Vancouver, BC – Oct 12-14
Materials Only

WHSCC New Brunswick 25th Annual Health and Safety Conference

St. John, NB – Oct 22-23
Exhibit

Peterborough Health Unit

Peterborough, ON – Oct
Speaker

Alberta Health & Safety Conference And Trade Fair

Edmonton, AB – Nov 21-22
Speaker

Human Resource Professionals Conference of Ontario (HRPAO) 2007

Toronto, ON – Jan 31-Feb 2
Exhibit / Speaker

McMaster Faculty of Engineering

Hamilton, ON – Jan
Speaker

Occupational Hygiene Association of Ontario Spring Symposium

Mississauga, ON – Mar 28
Speaker

Financial Review

MANAGEMENT RESPONSIBILITY FOR FINANCIAL STATEMENTS

Responsibility for the integrity and objectivity of the accompanying financial statements for the year ended March 31, 2007 and all information contained in these statements rests with Canadian Centre for Occupational Health and Safety (CCOHS) management. These financial statements have been prepared by management in accordance with Treasury Board accounting policies which are consistent with Canadian generally accepted accounting principles for the public sector and year-end instructions issued by the Office of the Comptroller General.

Management is responsible for the integrity and objectivity of the information in these financial statements. Some of the information in the financial statements is based on management's best estimates and judgment and gives due consideration to materiality. To fulfill its accounting and reporting responsibilities, management maintains a set of accounts that provides a centralized record of CCOHS' financial transactions. Financial information submitted to the Public Accounts of Canada and included in the CCOHS' *Departmental Performance Report* is consistent with these financial statements.

Management maintains a system of financial management and internal control designed to provide reasonable assurance that financial information is reliable, that assets are safeguarded and that transactions are in accordance with the *Financial Administration Act*, are executed in accordance with prescribed regulations, within Parliamentary authorities, and are properly recorded to maintain accountability of Government funds. Management also seeks to ensure the objectivity and integrity of data in its financial statements by careful selection, training and development of qualified staff, by organizational arrangements that provide appropriate divisions of responsibility, and by communication programs aimed at ensuring that regulations, policies, standards and managerial authorities are understood throughout CCOHS.

An Audit Committee appointed by the Council of Governors of CCOHS has reviewed these statements with management and the auditors, and has reported to the Council of Governors. The Council of Governors has approved the financial statements.

The financial statements of CCOHS have been audited by the Auditor General of Canada, the independent auditor for the Government of Canada.

Approved by:



S. Len Hong
President and Chief Executive Officer



Bonnie Easterbrook, CGA
Controller/Senior Financial Officer

Hamilton, Canada
June 1, 2007



Auditor General of Canada
Vérificatrice générale du Canada

AUDITOR'S REPORT

To the Council of Governors of the
Canadian Centre for Occupational Health and Safety
and the
Minister of Labour

I have audited the statement of financial position of the Canadian Centre for Occupational Health and Safety as at March 31, 2007 and the statements of operations, equity of Canada, and cash flow for the year then ended. These financial statements are the responsibility of the Centre's management. My responsibility is to express an opinion on these financial statements based on my audit.

I conducted my audit in accordance with Canadian generally accepted auditing standards. Those standards require that I plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

In my opinion, these financial statements present fairly, in all material respects, the financial position of the Centre as at March 31, 2007 and the results of its operations and its cash flow for the year then ended in accordance with Canadian generally accepted accounting principles.

Richard Flageole, FCA
Assistant Auditor General
for the Auditor General of Canada

Ottawa, Canada
June 1, 2007

STATEMENT OF FINANCIAL POSITION

At March 31

Assets	2007	2006
Financial assets:		Restated (note 12)
Due from the Consolidated Revenue Fund	\$ 203,580	\$ 265,383
Inventory for resale	103,578	115,465
Accounts receivable (note 6)	449,140	258,394
	<hr/> 756,298	<hr/> 639,242
Non-financial assets:		
Tangible capital assets (note 5)	363,530	447,425
	<hr/> 1,119,828	<hr/> 1,086,667
Liabilities		
Accounts payable and accrued liabilities (note 7)	457,580	406,404
Deferred revenues	34,697	35,665
Vacation pay	376,314	372,232
Employee severance benefits (note 9)	1,447,902	1,342,403
Deferred revenues - donations (note 8)	98,177	90,427
	<hr/> 2,414,670	<hr/> 2,247,131
Equity of Canada	<hr/> (1,294,842)	<hr/> (1,160,464)
	<hr/> 1,119,828	<hr/> 1,086,667

The accompanying notes form an integral part of these financial statements.

STATEMENT OF OPERATIONS

For the year ended March 31

Revenues (note 4)	2007	2006
Proceeds from sales	\$ 2,624,292	\$ 2,386,996
Projects and collaborative agreements	1,374,356	1,469,297
Total revenues	<hr/> 3,998,648	<hr/> 3,856,293
Expenses		
Operations		
Salaries and employee benefits	6,935,415	7,436,168
Professional and special services	905,511	955,521
Accommodation	713,537	732,390
Information	211,147	225,521
Transportation and communications	218,733	216,220
Purchased repair and upkeep	107,552	128,348
Utilities, materials and supplies	131,276	115,143
Rentals	22,525	20,076
	<hr/> 9,245,696	<hr/> 9,829,387
Administration		
Salaries and employee benefits	261,777	290,100
Governors and committees	27,247	13,790
Travel	34,573	33,063
Professional and special services	126	453
Utilities, materials and supplies	86	102
	<hr/> 323,809	<hr/> 337,508
Other expenses		
Amortization of tangible capital assets	226,565	255,303
Loss on disposal of tangible capital assets	2,528	301
	<hr/> 229,093	<hr/> 255,604
Total expenses	<hr/> 9,798,598	<hr/> 10,422,499
Net cost of operations	<hr/> (5,799,950)	<hr/> (6,566,206)

The accompanying notes form an integral part of these financial statements.

STATEMENT OF EQUITY OF CANADA

For the year ended March 31

	2007	2006 Restated (note 12)
Equity of Canada, beginning of year	\$ (1,160,464)	\$ (315,022)
Net cost of operations	(5,799,950)	(6,566,206)
Services received without charge from other government Departments (note 10)	1,174,584	1,223,043
Net cash provided by Government	4,552,791	4,834,347
Change in due from the Consolidated Revenue Fund	(61,803)	(336,626)
Equity of Canada, end of year	(1,294,842)	(1,160,464)

The accompanying notes form an integral part of these financial statements.

STATEMENT OF CASH FLOW

For the year ended March 31

	2007	2006 Restated (note 12)
Operating Activities		
Net cost of operations	\$ 5,799,950	\$ 6,566,206
Non-cash items:		
Amortization of tangible capital assets (note 5)	(226,565)	(255,303)
Loss on disposal of tangible capital assets	(2,528)	(301)
Services received without charge from other government departments (note 10)	(1,174,584)	(1,223,043)
Variations in Statement of Financial Position:		
Decrease (increase) in accounts payable and deferred revenue	(50,208)	309,956
Decrease (increase) in liability for vacation pay and compensatory leave	(4,082)	239
(Increase) in liability for employee severance benefits	(105,499)	(623,647)
Increase in accounts receivable	190,746	4,388
(Decrease) increase in inventory	(11,887)	(1,609)
(Increase) in deferred revenue – donations	(7,750)	—
Cash used by operating activities	4,407,593	4,776,886
Capital investment activities		
Acquisitions of tangible capital assets (note 5)	145,198	57,461
Financing activities		
Net cash provided by Government of Canada	4,552,791	4,834,347

The accompanying notes form an integral part of these financial statements.

Approved by:



S. Len Hong
President and Chief Executive Officer



Bonnie Easterbrook, CGA
Controller/Senior Financial Officer

NOTES TO THE FINANCIAL STATEMENTS – March 31, 2007

1. Authority and Objectives

The Canadian Centre for Occupational Health and Safety (CCOHS) was established in 1978 under the *Canadian Centre for Occupational Health and Safety Act* and is a departmental corporation named in Schedule II to the *Financial Administration Act*. The objectives of CCOHS are to promote the right of Canadians to a healthy and safe working environment and to enhance the physical and mental health of workers. CCOHS' operating expenditures are funded in part by its operating revenue and by a budgetary lapsing appropriation.

CCOHS has one program activity for reporting purposes. The activity is occupational health and safety information development, delivery services and tripartite collaboration.

2. Significant Accounting Policies

These financial statements have been prepared in accordance with Treasury Board accounting policies which are consistent with Canadian generally accepted accounting principles for the public sector and year-end instructions issued by the Office of the Comptroller General. Significant accounting policies are as follows:

a) Parliamentary appropriations

CCOHS is financed in part by the Government of Canada through Parliamentary appropriations. Appropriations provided to CCOHS do not parallel financial reporting according to generally accepted accounting principles since appropriations are primarily based on cash flow requirements. Consequently, items recognized in the statement of operations and the statement of financial position are not necessarily the same as those provided through appropriations from Parliament. Note 3 provides a high-level reconciliation between the bases of reporting.

b) Due from the Consolidated Revenue Fund and net cash provided by government

CCOHS operates within the Consolidated Revenue Fund (CRF). The CRF is administered by the Receiver General for Canada. All cash received by CCOHS is deposited to the CRF and all cash disbursements made by CCOHS are paid from the CRF. Due from the CRF represents the amount of cash that CCOHS is entitled to draw from the CRF, without further appropriations, in order to discharge its liabilities. Net cash provided by government is the difference between all cash receipts and all cash disbursements including transactions with departments of the federal government.

c) Revenues

Revenues are accounted for in the period in which the underlying transaction or event occurred that gave rise to the revenues. Subscriptions revenues are recognized in the period when the initial shipment is made or web access is given. Subscriptions are for information products delivered on CD-ROM, DVD or web access. Subscriptions are based upon the right to use the information for a specified period. Information may be updated during the subscription period.

Revenues that have been received but not yet earned are recorded as deferred revenue. The deferred revenue represents cash received in advance of initial product delivery or granting of web access. The majority of cash received is for CCOHS' subscription information products. These products are shipped in subsequent periods.

d) Expenses – Expenses are recorded on the accrual basis:

Vacation pay and compensatory leave are expensed as the benefits accrue to employees under their respective terms of employment.

Services provided without charge by other government departments for accommodation, the employer's contribution to the health and dental insurance plans and audit services are recorded as operating expenses at their estimated cost.

e) Employee future benefits

i) Pension benefits: Eligible employees contribute to the Public Service Pension Plan, a multiemployer plan administered by the Government of Canada. CCOHS' contributions to the Plan are charged to expenses in the year incurred and represent CCOHS' total obligation to the Plan. Current legislation does not require CCOHS to make contributions for any actuarial deficiencies of the Plan.

ii) Severance benefits: Employees are entitled to severance benefits under labour contracts or conditions of employment. These benefits are accrued as employees render the services necessary to earn them and are estimated based on employees' salaries, duration of service and age.

f) Accounts receivable

Accounts receivable are stated at amounts expected to be ultimately realized. An allowance is made for receivables from external parties where recovery is considered uncertain.

g) Contingent liabilities

Contingent liabilities are potential liabilities that may become actual liabilities when one or more future events occur or fail to occur. To the extent that the future event is likely to occur or fail to occur, and a reasonable estimate of the loss can be made, an estimated liability is accrued and an expense recorded. If the likelihood is not determinable or an amount cannot be reasonably estimated, the contingency is disclosed in the notes to the financial statements.

h) Foreign currency transactions

Transactions involving foreign currencies are translated into Canadian dollar equivalents using rates of exchange in effect at the time of those transactions. Monetary assets and liabilities denominated in foreign currencies are translated using the rate of exchange in effect on March 31st. Gains and losses resulting from foreign currency transactions are included in the statement of operations according to the activities to which they relate.

i) Inventories for resale

Inventories are valued at the lower of cost and net realizable value. Inventories are primarily print materials held for resale.

j) Tangible capital assets

All tangible capital assets and leasehold improvements with an acquisition cost of \$1,000 or more are capitalized at cost. Tangible capital assets are amortized over their estimated useful life on a straight-line basis, as follows:

Asset Class	Amortization Period
Computer equipment	3 years
Furniture and equipment	5 years
Software	1-5 years
Leasehold improvements	5 years
Measuring equipment	5 years

k) Measurement uncertainty

The preparation of these financial statements in accordance with Treasury Board accounting policies which are consistent with Canadian generally accepted accounting principles for the public sector and year-end instructions issued by the Office of the Comptroller General. This requires management to make estimates and assumptions that affect the reported amounts of assets, liabilities, revenues and expenses reported in the financial statements. At the time of preparation of these statements, management believes the estimates and assumptions to be reasonable. The liability for employee future benefits and the estimated useful life of tangible capital assets are the most significant items where estimates are used. Actual results could differ significantly from those estimated. Management's estimates are reviewed periodically and, as adjustments become necessary, they are recorded in the financial statements in the year they become known.

3. Parliamentary Appropriations

CCOHS receives its funding through annual Parliamentary appropriations and external revenues. Items recognized in the statement of operations and the statement of financial position in one year may be funded through Parliamentary appropriations in prior, current or future years. Accordingly, CCOHS has different net results of operations for the year on a government funding basis than on an accrual accounting basis. These differences are reconciled in the following tables:

a) Reconciliation of net cost of operations to current year appropriations used:

	2007	2006 Restated (note 12)
Net cost of operations	\$ 5,799,950	\$ 6,566,206
Adjustments for items affecting net cost of operations but not affecting appropriations		
Add (Less)		
Amortization of tangible capital assets (note 5)	(226,565)	(255,303)
Services provided without charge from other Government departments	(1,174,584)	(1,223,043)
Loss on disposal of tangible capital assets	(2,528)	(301)
Bad debts	(4,408)	(3,920)
	4,391,865	5,083,639

Changes in accounts not affecting current year use of appropriations

Add (Less)		
Inventory for resale	(11,887)	(1,609)
Employee severance benefits	(105,499)	(623,647)
Vacation pay	(4,082)	237
Revenue not available for spending	90,217	(14,682)
	<u>4,360,614</u>	<u>4,443,938</u>

Adjustments for items not affecting net cost of operations but affecting appropriations

Add		
Acquisition of tangible capital assets	145,198	57,461
Current year appropriations used	<u>4,505,812</u>	<u>4,501,399</u>

b) Appropriations provided and used:

	2007	2006
Human Resources Skills Development Canada – Vote 35	\$ 3,418,000	—
Human Resources Skills Development Canada – Vote 25	—	3,498,000
Human Resources Skills Development Canada – statutory	962,477	1,018,614
Human Resources Skills Development Canada – Vote 35B	7,000	—
Treasury Board - Governor General special warrants	—	50,029
Treasury Board – Vote 15 – collective agreements	162,000	—
	<u>4,549,477</u>	<u>4,566,643</u>
Less:		
Lapsed appropriations – operating	39,624	65,244
Frozen allotment	4,041	—
Current year appropriations used	<u>4,505,812</u>	<u>4,501,399</u>

c) Reconciliation of net cash provided by Government to current year appropriation used:

	2007	2006
Net cash provided by Government	\$ 4,552,791	\$ 4,834,347
Revenue not available for spending	90,217	(14,684)
Bad debts	(4,408)	(3,920)
(Increase) decrease in accounts receivable	(190,746)	(4,388)
(Decrease) increase in accounts payable and deferred revenue	50,208	(309,956)
Increase (decrease) in deferred revenue – donations	7,750	—
Current year appropriations used	<u>4,505,812</u>	<u>4,501,399</u>

4. Revenue

Proceeds from sales

	2007	2006
Subscription – Disc Information Service	\$ 417,646	\$ 436,061
Subscription – Specialty Discs	255,198	308,187
Subscription – Web Information Service	740,940	670,696
Specialty Products - Web	650,297	617,127
Single Copy Publications	144,230	154,147
Training and Education	403,549	188,299
Other	12,432	12,479
	<u>2,624,292</u>	<u>2,386,996</u>

Projects and collaborative agreements

Collaborative projects	863,263	986,883
Contributions to Inquiries Service	454,000	454,000
Recovery of travel expenses	57,093	28,414
	<u>1,374,356</u>	<u>1,469,297</u>
	<u>3,998,648</u>	<u>3,856,293</u>

5. Tangible Capital Assets

	Cost				Accumulated Amortization					
	Opening Balance	Acquisitions	Disposals and Writeoffs	Closing Balance	Opening Balance	Amortization	Disposals and Writeoffs	Closing Balance	Net Book Value 2007	Net Book Value 2006
Computer equipment	1,543,005	74,930	112,227	1,505,708	1,255,234	130,512	109,699	1,276,047	229,661	287,771
Furniture and equipment	509,464	1,645	555	510,554	446,326	31,290	555	477,061	33,493	63,138
Software	496,737	68,623	—	565,360	417,548	58,056	—	475,604	89,756	79,189
Leasehold improvements	33,534	—	—	33,534	16,207	6,707	—	22,914	10,620	17,327
Measuring equipment	2,673	—	—	2,673	2,673	—	—	2,673	—	—
	2,585,413	145,198	112,782	2,617,829	2,137,988	226,565	110,254	2,254,299	363,530	447,425

Amortization expense for the year ended March 31, 2007 is \$ 226,565 (2006 – \$255,303).

6. Accounts Receivable

The following table presents details of accounts receivable:

	2007	2006
External parties	\$ 281,082	\$ 188,074
Other Federal Government departments and Agencies	168,058	70,320
	<u>449,140</u>	<u>258,394</u>

Based on historical experience and analysis of clients, no allowance for doubtful accounts is deemed necessary.

7. Accounts Payable and Accrued Liabilities

The following table presents details of accounts payable and accrued liabilities:

	2007	2006
External parties	\$ 419,707	\$ 392,424
Other Federal Government departments and Agencies	37,873	13,980
	<u>457,580</u>	<u>406,404</u>

8. Deferred Revenue – Donations

CCOHS, by virtue of subsection 6(3) of its Act, may acquire money or other property by gift or otherwise and expend or dispose of those donations subject to their terms, if any. CCOHS received \$7,750 in donations in 2006-07 (2005-06 – nil). The balance at March 31, 2007 is \$98,177. (2006 – \$90,427).

9. Employee Benefits

a) Pension Benefits

CCOHS employees participate in the Public Service Pension Plan, which is sponsored and administered by the Government of Canada. Pension benefits accrue up to a maximum period of 35 years at a rate of 2 percent per year of pensionable service, times the average of the best five consecutive years of earnings. The benefits are integrated with Canada/Quebec Pension Plans benefits and they are indexed to inflation.

Both the employees and CCOHS contribute to the cost of the Plan. The 2006-07 expense amounts to \$709,345 (2005-06 – \$753,774), which represents approximately 2.6 times the contributions by employees.

CCOHS' responsibility with regard to the Plan is limited to its contributions. Actuarial surpluses or deficiencies are recognized in the financial statements of the Government of Canada, as the Plan's sponsor.

b) Employee Severance Benefits

CCOHS provides severance benefits to its employees based on eligibility, years of service and final salary. These severance benefits are not pre-funded. Benefits will be paid from future appropriations. Information about the severance benefits, measured as at March 31, is as follows:

	2007	2006 Restated (note 12)
Accrued benefit obligation, beginning of year	\$ 1,342,403	\$ 718,756
Expense for the year	213,857	650,427
Benefits paid during the year	(108,358)	(26,780)
Accrued benefit obligation, end of year	<u>1,447,902</u>	<u>1,342,403</u>

The employee severance benefit was increased as described in note 12.

10. Related Party Transactions

CCOHS is related in terms of common ownership to all Government of Canada departments, agencies and Crown corporations. CCOHS enters into transactions with these entities in the normal course of business. Revenues include \$687,776 (2006 – \$779,146) from transactions with various Canadian government departments. The transactions with related parties are carried out on similar terms and conditions with those applicable to transactions with external parties.

In addition to transactions previously disclosed, during the year ended March 31, 2007:

- a) CCOHS received accommodations provided without charge from Public Works and Government Services Canada amounted to \$713,537 (2006 – \$732,390).
- b) CCOHS received audit services without charge from the Office of the Auditor General of Canada amounted to \$42,000 (2006 – \$42,000).
- c) CCOHS received employer's contribution to the health and dental insurance plans from Treasury Board Secretariat amounted to \$419,047 (2006 – \$448,653).

The Government has structured some of its administrative activities for efficiency and cost-effectiveness purposes so that one department performs these on behalf of all without charge. The costs of these services, which include payroll and cheque issuance services provided by Public Works and Government Services Canada are not included in CCOHS' Statement of Operations because no estimate is currently available.

11. Comparative Amounts

Comparative figures have been reclassified to conform to the current year's presentation.

12. Restated Amounts

During 2006-07, CCOHS discovered that the estimate for employee severance benefit did not take into account the earliest retirement eligibility. CCOHS' collective agreement allows for additional benefits upon retirement or when the employee is entitled to an immediate allowance under the Public Service Super Annuation Act, which may occur at age fifty. The impact of this change is \$361,987 increase in salaries and employee benefits expense and employee severance benefits liability and a decrease in equity of Canada for 2005-06. There is no impact on the current year amounts.