

APPENDIX A

Inquiries Survey

TELEPHONE SURVEY QUESTIONNAIRE

USERS OF INQUIRIES SERVICE

DISPLAY [Hello, my name is _____ . Could I please speak with
NAME_____]

AL [OKAY TO CONTINUE,
ON HOLIDAY/AWAY FOR SEVERAL DAYS,;I WILL
CALL BACK. THANK YOU.
NUMBER NOT IN SERVICE,
NUMBER CHANGED,
NO ANSWER,
BUSY,
RESPONDENT NEVER AVAILABLE,
REFUSED,
LANGUAGE PROBLEM,
CALLBACK APPOINTMENT];

IF APPOINTMENT REFUSED THANK AND TERMINATE

RESPONDENT INTRODUCTION

DISPLAY [Hello, I am calling on behalf of the Canadian Centre for Occupational
Health and Safety who have contracted us, CF Group, to conduct a
survey for them of persons who have used the Inquiries Service in the
last year. CCOHS has not provided us with any information about why
you contacted them – only that you have used the service. The survey
should take less than 10 minutes of your time and is for the purpose of
evaluating their service to you and improving program delivery. **To
thank you for completing this survey, your name will be entered in
a draw to receive a complete set of CCOHS health and safety
guides.** Any information that you provide to us will be held in the
strictest confidence and will be provided to CCOHS in aggregate form
only that will not allow the identification of anyone who is surveyed.
May we continue?],

AL [YES,
NO,
DID NOT OBTAIN INFORMATION FROM CCOHS,
CALLBACK APPOINTMENT];

IF REFUSED OR DID NOT OBTAIN INFORMATION FROM CCOHS
THANK AND TERMINATE
IF OKAY TO PROCEED

Q0:Q,
QT [Q0 First, how many times have you or your firm used the Inquiries
Service of CCOHS in the last year?],

POST [RECORD VERBATIM];

DISPLAY	IF ONCE IN Q0 SHOW DISPLAY BELOW [In the following questions, I would like to discuss the specific item about which you requested information from the Inquiries Service.],
DISPLAY	IF MORE THAN ONCE IN Q0 SHOW DISPLAY BELOW [In the following questions, I would like to discuss the last item about which you requested information from the Inquiries Service.],
Q1: OPEN QT	[Q1 First, what information did you or your firm call CCOHS to obtain?],
POST	[RECORD VERBATIM];
Q2:S, QT	[Q2 We are interested in knowing how this information was actually used. Was it...: (READ LIST)],
POST	[READ ALL OPTIONS AND RECORD YES OR NO FOR EACH OPTION],
MT	[Used to provide information to be disseminated for education or training purposes, Used for research purposes, Used for developing legislation or standards, Used by workplace health and safety committees, Used to help comply with occupational health and safety regulations, To develop best practices, To improve health and safety programs, Used for writing MSDSs, For personal use or information, Used for WCB claim or appeal, Used to gather information on new workplace chemicals, or Used for some other purpose (SPECIFY), DON'T KNOW/NOT SURE/DON'T REMEMBER];
AL	[YES, NO, DON'T KNOW];
Q3A:S, QT	[Q3A How many persons in your organization used the information provided by CCOHS? (READ LIST)],
AL	[One, Two to ten, 11-100, 101-500 501-1000 Or more than 1000, DON'T KNOW];

Q3B:S, QT	[Q3B How often do you personally use this information provided by CCOHS?],	OTHERS TO Q4
POST AL	<p>[DO NOT READ LIST] [DAILY, MORE THAN ONCE A WEEK, ONCE A WEEK, SEVERAL TIMES A MONTH, MONTHLY, LESS THAN ONCE A MONTH, DO NOT USE PERSONALLY/NEVER USED PERSONALLY, DON'T KNOW/NOT SURE, REFUSED,];</p> <p>IF Q3A >1 READ Q3C IF Q3A = 1 AND Q3B "DO NOT USE PERSONALLY/NEVER USED PERSONALLY" ASK Q3C</p>	
Q3C:S, QT AL	<p>[Q3C How many people did you share this information with or how many benefitted from the information? (READ LIST)], [1, 2-10, 11-100, 101-500, 501-1000, DON'T KNOW/NOT SURE, REFUSED,];</p>	
Q4:S, QT	[Q4 Is the use of the information from the Inquiries Service related to changes in the workplace that might improve occupational health and safety? (READ LIST)],	
AL	[YES@, CURRENT CHANGES, YES@, FUTURE/PLANNED CHANGES, NO, DON'T KNOW];	
DISPLAY	Now I'd like to get your opinion of CCOHS Inquiries Service, based on the information you received. For this I'd like you to use a five point scale, where "1" means "very unsatisfied," 2 means "somewhat unsatisfied," "3" means "neither satisfied nor unsatisfied," "4" means "somewhat satisfied," and "5" means "very satisfied."	
POST	REPEAT SCALE AS NECESSARY	
Q5:S, QT	[Q5 Overall, how satisfied were you with the inquiry service?],	
AL	[1 – VERY UNSATISFIED, 2 – SOMEWHAT UNSATISFIED, 3 – NEITHER SATISFIED NOR UNSATISFIED, 4 – SOMEWHAT SATISFIED, 5 – VERY SATISFIED, DON'T KNOW/NO OPINION, REFUSED,];	

Q6:S, QT	[Q6	And how would you rate your satisfaction with the timeliness of the response?],
AL		[USE ANSWER LIST FROM Q5,];
Q7:S, QT	[Q7	How would you rate your satisfaction with the knowledge and ability of the staff to understand my needs?],
AL		[USE ANSWER LIST FROM Q5,];
Q8:S, QT	[Q8	How would you rate your satisfaction with the courtesy of the staff?],
AL		[USE ANSWER LIST FROM Q5,];
Q9A:S, QT	[Q9a	In the end, did you get what you wanted from CCOHS Inquiries Service?],
AL		[YES@, ALL, YES@, SOME, NO, DON'T KNOW/NOT SURE, REFUSED,];
Q9B:S, QT	[Q9b	What aspect of the information you received did you value most? (READ LIST)],
AL		[Content, Comprehensiveness, Clarity, Reliability, OTHER_____SPECIFY,];
Q10: OPEN QT	[Q10	What would you have done if you had not been able to get this information from CCOHS?],
POST		[RECORD VERBATIM];
Q11: OPEN QT	[Q11	Are there ways in which the Inquiries Service could be improved to meet your needs more effectively?]
POST		[RECORD VERBATIM];
Q12A:S, QT	[Q12A	Are there other sources of occupational health and safety information of the kind you receive from the Inquiries Service that could be used instead of CCOHS?],

AL	[YES, NO, DON'T KNOW/NOT SURE/DON'T REMEMBER];	
	IF YES TO Q12A ASK Q12B AND Q12C	OTHERS TO Q13A
Q12B: OPEN QT	[Q12B What services are these?],	
POST	[RECORD VERBATIM];	
Q12C:S, QT	[Q12C How would you rate the usefulness of the information from these other sources relative to that provided by CCOHS? Are they... (READ LIST)],	
AL	[More useful for my purposes, About the same, or Less useful, DON'T KNOW/NOT SURE/DON'T REMEMBER];	ROTATE LIST
Q13A:S, QT	[Q13A Have you used any other CCOHS products or services in the last two years?],	
AL	[YES, NO, DON'T KNOW/NOT SURE/DON'T REMEMBER];	
	IF YES TO Q13A ASK Q13B to Q13C	OTHERS TO Q14A
Q13B: OPEN QT	[Q13B What services did you use?],	
POST	[RECORD VERBATIM];	
Q13C:S, QT	[Q13C Were you satisfied with the services you used?],	
AL	[YES, NO, DON'T KNOW/NOT SURE/DON'T REMEMBER];	
Q14A:S, QT	[Q14A Are there any products or services related to occupational health and safety that you would like to have provided by CCOHS?],	
AL	[YES, NO, DON'T KNOW/NOT SURE/DON'T REMEMBER];	
	IF YES TO Q14A ASK Q14B and 14C	OTHERS TO DISPLAY BEFORE Q15

Q14B:
OPEN
QT [Q14B What products are these?],

POST [RECORD VERBATIM,
DON'T KNOW/NOT SURE,];

IF PRODUCTS STATED IN Q13B ASK Q13C

Q14C:
QT [Q14 What is the maximum you would be willing to pay for products such
as this?],

POST [RECORD VERBATIM]; C\$_____

Q15:M
OPEN
QT [Q15 Are you aware of OSH Answers, the free question and answer
section on the CCOHS website?],

AL [YES,
NO,
DON'T KNOW];

DISPLAY [Now I would like to get some information about you and your firm, to
help classify your responses];

Q16:
OPEN
QT [Q16 What type of organization is this?],

POST [RECORD VERBATIM; TO BE POST-CODED];

Q17:Q, RANGE 0-1000, DEFAULT 0
QT [Q17 How many locations does your organization have in Canada?],

POST [IF REFUSED CODE 0],

Q [---];

Q18:Q, RANGE 0-100,000, DEFAULT 0
QT [Q18 How many employees does your organization normally have,
including yourself (IF MORE THAN ONE LOCATION IN Q15
ADD: in all of your locations in Canada)?],

POST [IF REFUSED CODE 0],

Q [-----];

Q19:Q, RANGE -1 - 100, DEFAULT 0
QT [Q19 Approximately what percentage of these employees would be
covered by a collective agreement?],

POST [IF REFUSED CODE -1],

Q [---];

DO NOT USE REFUSED IN
AVERAGE

Q20:M,
OPEN
QT

[Q20 So that my work can be verified, could I please record your name?],

POST

[RECORD VERBATIM];

Q21:M,
OPEN
QT

[Q21 And what is your job title?],

POST

[RECORD VERBATIM];

INCENTIVE DRAW INFORMATION? ***To thank you for completing this survey, your name will be entered in a draw to receive a complete set of CCOHS health and safety guides.*** OBTAIN PERMISSION

Thank you very much for taking part in this survey. All information provided by you will be held in strictest confidence.

GENDER OF RESPONDENT
LANGUAGE OF INTERVIEW
PROVINCE

TELEPHONE SURVEY RESULTS

Table A-1 Number of Times Inquiries Service Used

Number	Frequency	Percent
Once	138	50
2 to 5	101	37
6 to 10	16	6
Over 11	19	7
Total	274	100

Table A-2 Information Sought from Inquiry Service

Information	Frequency	Percent
Chemical in the workplace	26	9
MSDS	18	6
Radiation - office equipment	11	4
Ergonomics	10	3
WHIMIS training info.	8	3
Fragrances	7	2
Soldering/welding fumes	6	2
Cleaning products/solvents	6	2
Fork lift equipment	6	2
Violence/harassment	6	2
Carinogens	5	2
Trips/fall (protection)	5	2
Mould	4	1
Eyewash	4	1
Carpal tunnel	4	1
Heat/temperature in the workplace	4	1
Photoceptic emissions	3	1
Asbestos	3	1
Lead in paint	3	1
Bird droppings	3	1
Use of ladders	3	1
Silica	2	1
Diesel fumes	2	1
Smoking	2	1
Laser safety	2	1
Dust	1	0
Mercury	1	0
Acid	1	0
Other	121	40

Table A-3 How the Information was Used

Used for...	Frequency	Percent
Information for education or training purposes?	167	57
Research	142	48
Developing legislation or standards	60	20
Workplace H&S committees	159	54
Complying with OHS regulation	192	66
Developing best practices	192	66
Improving H&S programs	210	71
Writing MSDSs	34	12
Information	163	55
WCB claim or appeal	30	10
Information on new workplace chemicals	69	23
Other	64	22

Table A-4 Number of Individuals Using CCOHS Information

Number	Frequency	Percent
1	71	25
2-10	105	38
11-100	66	24
101-500	18	6
501-1000	8	3
Or more than 1000	11	4
Total	279	100

Table A-5 Number of Times CCOHS Information Used by Purchaser

Number	Frequency	Percent
Daily	23	8
More than once per week	5	2
Once per week	7	3
Several times per month	11	4
Monthly	36	13
Less than once per month	165	60
Do not use	28	10
Total	275	100

Table A-6 Use of CCOHS Information Related to OHS Changes in Workplace

	Frequency	Percent
Yes, Current Changes	163	56
Yes, Future/Planned Changes	55	19
No	74	25
Total	292	100

Table A-7 Required Information Received from CCOHS?

	Frequency	Percent
Yes, all	221	75
Yes, some	42	14
No	33	11
Total	296	100

Table A-8 Most Valued Characteristic of Information Received

Aspect of Info.	Frequency	Percent
Content	147	52
Comprehensiveness	32	11
Clarity	35	12
Reliability	45	16
All of above	12	4
All other mentions	14	5
Total	285	100

Table A-9 Alternative Sources of Information

Source	Frequency	Percent
Internet	64	43
American web sites	19	13
Library	18	12
IAPA	8	5
Government web sites	8	5
Workers' H&S Centre	7	5
Provincial Ministry (Labour)	5	3
WSIB	5	3
Health Canada	4	3
Univerity web sites	4	3
Books/Texts/Magazines	3	2
Ont. Nursing Association	2	1
Doctors/hospitals	1	1
Other	110	74
Total	148	100

Table A-10 Satisfaction with CCOHS Inquiry Service

Rating	Overall		Timeliness of Response		Knowledge&Ability of Staff		Courtesy of Staff	
	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent
Very unsatisfied	10	3	6	2	7	2	1	0
Somewhat unsatisfied	9	3	9	3	10	3	1	0
Neither unsatisfied nor satisfied	22	7	23	8	33	11	11	4
Somewhat satisfied	99	33	89	30	88	30	51	18
Very satisfied	157	53	169	57	153	53	212	77
Total	297	100	296	100	291	100	276	100

Table A-11 Possible Improvements to CCOHS Products/Services

Response	Frequency	Percent
Yes	125	51
No	121	49
Total	246	100

Table A-12 Existence of Other Sources of OHS Information

Possible Improvements	Frequency	Percent
Direct assess to information on-line	22	21
Shorter response time	17	16
Other mentions	13	12
Increase staffing	10	10
More specific/in depth information	9	9
Decrease price/free	7	7
Up to date information	6	6
Provide answers over phone	6	6
Easier access to information	5	5
Improve web site in general	4	4
Improve links to other web-sites	3	3
Provide training/education	3	3
Total	105	100

Table A-13 Alternative Sources of OHS Information

Sources	Frequency	Percent
Other libraries	28	24
Internet	25	21
IAPA	9	8
Regional H&S Centres	8	7
Ministry of Labour	6	5
NIOSH web site	5	4
CSST	5	4
WCB	5	4
Other libraries	5	4
OSHA web site	4	3
Health Canada	4	3
Books/periodicals/texts	4	3
Safe Workplace Association	4	3
MEDLINE	3	3
University libraries	2	2
CSA	1	1
Total	118	100

Table A-14 Use of Other CCOHS Products/Services in Previous Two Years

	Frequency	Percent
Yes	79	27
No	209	73
Total	288	100

Table A-15 Other Products/Services Used in Previous Two Years

Product/Service	Frequency	Per cent
Web site	26	34
OSH Answers	4	5
MSDS CD	10	13
Chemical Information (ChemSo	4	5
Publications/books	20	26
Other	13	17
Total	77	100

Table A-16 Products/Services CCOHS Should be Providing (but is not)

Product/Service	Frequency	Percent
More databases	10	14
WHMIS information/training	7	10
MSDS database	5	7
Training courses	5	7
Brochures/newsletter	5	7
More environmental information	3	4
Videos	3	4
Manuals/booklets	3	4
Ergonomics information	2	3
Other	27	39
Total	70	100

Table A-17 Awareness of Existence of OSH Answers

	Frequency	Percent
Yes	164	56
No	131	44
Total	295	100

Table A-18 Type of Responding Organization

Type	Frequency	Percent
Government	52	18
Education	17	6
Health Care/Hospital	28	9
H&S Organizations/con:	16	5
Other consulting	13	4
Non-profit organizations	10	3
Unions	8	3
Manufacturer	71	24
Other	82	28
Total	297	100

Table A-19 Number of Locations in Canada

Number	Frequency	Per cent
Less than 5	212	71
5 – 19	49	16
20 – 49	13	4
50 – 99	12	4
100 and more	14	5
Total	300	100

Table A-20 Number of Employees in Canada

Number	Frequency	Per cent
<20	102	34
20 – 49	21	7
50 – 99	28	9.3
100 – 499	54	18
500 – 999	19	6.4
1,000 – 9,999	59	19.6
over 10,000	17	5.7
Total	300	100

Table A-21 Proportion of Employees Covered by Collective Agreement

% of Employees	Frequency	Per cent
less than 10	132	44
11 – 25	7	2
26 – 50	25	8
51 – 75	29	10
76 – 90	55	18
91 - 100	52	17
Total	300	100

APPENDIX B

Web Survey

WEB SURVEY QUESTIONNAIRE

WEB SURVEY

DISPLAY	[This survey is being conducted by CF Group, a survey research firm. We have been commissioned to conduct a survey of persons who are using the web site of the Canadian Centre for Occupational Health and Safety.],
DISPLAY	This survey will take only a few minutes of your time. <i>If incentive: To thank you for completing this survey, your name will be entered in a draw to receive a free year's subscription to all of the CCOHS products.</i> However, the information you provide to us in the survey will be held in strictest confidence and will be provided to CCOHS in aggregate form only.
Q1:Q, QT	[Q1 How many times have you visited the CCOHS website in the last year?],
POST	[RECORD VERBATIM];
Q2: OPEN QT	[Q2 In this visit, what information did you or your firm access the CCOHS website to obtain?],
POST	[RECORD VERBATIM];
Q3:S, QT	[Q3 We are interested in knowing how this information was actually used. Was it...],
POST	[RECORD YES OR NO FOR EACH OPTION],
MT	[Used to provide information to be disseminated for education or training purposes, Used for research purposes, Used for developing legislation or standards, Used by workplace health and safety committees, Used to help comply with occupational health and safety regulations, To develop best practices, To improve health and safety programs, Used for writing MSDSs, For personal use or information, Used for WCB claim or appeal, Used to gather information on new workplace chemicals, or Used for some other purpose (SPECIFY), DON'T KNOW/NOT SURE/DON'T REMEMBER];

AL	[YES, NO, DON'T KNOW];
Q4: QT	[Q4 How many persons in your organization used the information provided by CCOHS?],
AL	[One, Two to ten, 11 – 100, 101 – 500, 501 – 1000, Or more than 1000, DON'T KNOW];
Q5:S, QT	[Q5 Is the use of the information from the CCOHS website related to changes in the workplace that might improve occupational health and safety?],
AL	[YES@, CURRENT CHANGES, YES@, FUTURE/PLANNED CHANGES, NO, DON'T KNOW];
DISPLAY	Please provide your degree of satisfaction with the CCOHS website. For this, please answer on a five point scale, where “1” means “very unsatisfied,” 2 means “somewhat unsatisfied,” “3” means “neither satisfied nor unsatisfied,” “4” means “somewhat satisfied,” and “5” means “very satisfied.”
Q6:S, QT	[Q6 Overall, how satisfied were you with the CCOHS web site?],
AL	[1 – VERY UNSATISFIED, 2 – SOMEWHAT UNSATISFIED, 3 – NEITHER SATISFIED NOR UNSATISFIED, 4 – SOMEWHAT SATISFIED, 5 – VERY SATISFIED, DON'T KNOW/NO OPINION, REFUSED,];

WEB SURVEY RESULTS

Table B-1 Number of Times CCOHS Web Site Visited

Number of times visited	Number of respondents	Percent
Less than 5	331	66
5 to 19	79	16
20 to 49	47	9
50 to 100	35	7
Over 100	7	1
Total	499	100

Table B-2 How Information from CCOHS was Used

Used to...	Frequency	Percent
To provide information to be disseminated for education or training purposes	229	46
Used for research purposes	147	30
Used for developing legislation or standards	30	6
Used by workplace health and safety committees	154	31
Used to help comply with OHS regulations	173	35
To develop best practices	163	33
To improve health and safety programs	206	41
For writing MSDS	30	6
For personal information	188	38
For WCB claim or appeal	7	1
Gathering information on new workplace chemicals	46	9
None	11	2

Table B-3 Number of Persons in Organization Using CCOHS Information

Number	Frequency	Percent
One	120	30
Two to ten	149	37
11 - 100	83	20
101 - 500	28	7
501 - 1000	7	2
More than 1000	19	5
Total	406	100

Table B-4 Use of CCOHS Information Related to OHS Changes in Workplace

	Frequency	Percent
Yes, Current Changes	125	32
Yes, Future/Planned Changes	156	40
No	111	28
Total	392	100

Table B-5 Satisfaction with CCOHS Web Site

Satisfaction	Frequency	Percent
Very Unsatisfied	68	16
Somewhat Unsatisfied	36	9
Neither Satisfied Nor Unsatisfied	20	5
Somewhat Satisfied	114	27
Very Satisfied	182	43
Total	420	100

APPENDIX C

Current Customer Survey

Survey of CCOHS Information Clients

This questionnaire has been sent to you as part of an Evaluation of the Canadian Centre for Occupational Health and Safety's information products. You have been selected for this survey because CCOHS's records indicate you ordered **PRODUCT 1**. An independent firm, ARC Applied Research Consultants, is conducting this survey. *Your responses will be kept confidential. CCOHS will be provided with grouped data only.*

Please complete the questionnaire and return it by fax to ARC at 613-232-7102 by June 22, 2001. If you have questions about this survey, please call Doug Smith at 613-230-4394.

The names of all those completing this survey will be entered into a draw for a free year's subscription to the core products of CCOHS. The contact information below will be used solely for survey research and verification purposes, and to enter you in the draw.

Organization Name: _____

Your Name: _____

Your Title: _____

Address: _____

City: _____ Province: _____

Postal Code: _____ Tel: () _____

Please answer the following questions about **PRODUCT 1**
(If you do not recall ever seeing or ordering this product, check here and fax back this page.
Thank you very much.)

1. How did your organization use this product? PLEASE CHECK ANY THAT APPLY:

For academic research ₁

For education or training ₂

To assist in developing legislation or standards ₃

To use with workplace health and safety committees ₄

For preparing MSDSs ₅

To assist in complying with occupational health and safety regulations ₆

For WCB claims ₇

To gather information on workplace chemicals ₈

To improve health and safety programmes ₉

Other [PLEASE SPECIFY]: _____

2. For how many years have you purchased **PRODUCT 1** from CCOHS?

One year ₁ Two years ₂ Three to five years ₃ Over five years ₄

3. How frequently is the information provided by CCOHS used.....? PLEASE CHECK ONLY ONE FOR EACH OF A) AND B)

	A) By you personally	B) By others in your organization
Daily	<input type="checkbox"/> ₁	<input type="checkbox"/> ₁
More than once a week	<input type="checkbox"/> ₂	<input type="checkbox"/> ₂
Once a week	<input type="checkbox"/> ₃	<input type="checkbox"/> ₃
Several times a month	<input type="checkbox"/> ₄	<input type="checkbox"/> ₄
Monthly	<input type="checkbox"/> ₅	<input type="checkbox"/> ₅
Less than once a month	<input type="checkbox"/> ₆	<input type="checkbox"/> ₆
Do not use	<input type="checkbox"/> ₇	<input type="checkbox"/> ₇
Don't know/not sure	<input type="checkbox"/> ₈	<input type="checkbox"/> ₈

4. How many persons in your organization directly or indirectly use the information provided by CCOHS? PLEASE CHECK ONLY ONE

One ₁ Two to ten ₂ 11 - 100 ₃ 101-1000 ₄ More than 1000 ₅ Don't know ₆

5. Are you using **PRODUCT 1** to promote changes in the workplace that might improve occupational health and safety? PLEASE CHECK ONLY ONE

Yes, current changes ₁ Yes, future changes ₂ Yes, current and future changes ₃ No ₄ Don't know ₅

If yes, please provide an example: _____

6. Does this product: PLEASE CHECK ANY THAT APPLY

Change attitudes ₁ Affect equipment purchases ₂ Affect workplace practices ₃

7. How would you rate your level of satisfaction with the benefits you receive from **PRODUCT 1**.....?

	Not at all satisfied	Somewhat unsatisfied	Neutral	Somewhat satisfied	Very satisfied	Don't know/ not sure
a) Completeness	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
b) Usefulness	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
c) Clarity	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
d) Scientific validity	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
e) Reliability of information	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆

8. How would you rate your level of satisfaction with the **customer support** for **PRODUCT 1**?

	Not at all satisfied	Somewhat unsatisfied	Neutral	Somewhat satisfied	Very satisfied	Don't know/ not sure	Support not used
a) Technical support	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇
b) Content support	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇
c) Timeliness of response to support requests	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇

9. If you are not satisfied with support timeliness, please indicate what timeframe for response you would find acceptable:

10. How could **PRODUCT 1** be improved?

11. Thinking of the current price that you now pay for **PRODUCT 1**, how high would the price have to be for you to discontinue purchasing it?

\$_____ Price I currently pay (specify US\$ or CDN\$)

\$_____ Price at which I would no longer purchase (specify US\$ or CDN\$)

12. If you stopped purchasing the product at the price shown above, would you:

Stop using this type of product altogether ₁

Collect the information myself ₂

Buy a related product from another vendor ₃ > Please specify _____

13a) Do you use the Inquiries Service of CCOHS?

Yes ₁

No ₂

Don't know/not sure ₃

13b) How many times have you used this service in the last year? _____ times

13c) How satisfied are you with the quality of this service?

Not at all satisfied

₁

Somewhat unsatisfied

₂

Neutral

₃

Somewhat satisfied

₄

Very satisfied

₅

Don't know/ not sure

₆

14a) Do you use the CCOHS website?

Yes ₁ No ₂ Don't know/not sure ₃

14b) How many times have you used this website in the last year? _____ times

14c) How satisfied are you with the quality of this website?

Not at all satisfied	Somewhat unsatisfied	Neutral	Somewhat satisfied	Very satisfied	Don't know/ not sure
<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆

15. How important to you is it for CCOHS to offer free services of the type provided through the Inquiries Service and OSH Answers on the CCOHS website?

Not at all important	Somewhat unimportant	Neutral	Somewhat important	Very important	Don't know/ not sure
<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆

16. Are there other products/services from organizations other than CCOHS that could be used instead of **PRODUCT 1**? If so, please describe them:

17. How do you rate the usefulness of these other products/services relative to those provided by CCOHS?

More useful ₁ About the same ₂ Less useful ₃ Not applicable ₄

18a) Are there occupational health and safety products that you buy from other sources, in addition to the items you receive from CCOHS?

Yes ₁ No ₂ Don't know/not sure ₃

18b) Please describe the two products from other sources that you use most frequently

18c) How do you rate the usefulness of these products/services compared to those provided by CCOHS?

Product 1

More useful ₁ About the same ₂ Less useful ₃ Not applicable ₄

Product 2

More useful ₁ About the same ₂ Less useful ₃ Not applicable ₄

19a) Are there other products/services related to occupational health and safety that you would like to have provided by CCOHS?

Yes ₁

No ₂

Don't know/not sure ₃

19b) Please describe these products:

19c) For each item you mentioned in the previous question, what is the maximum you would be willing to pay for this new product/service?

Product 1 \$ _____ **Product 4** \$ _____

Product 2 \$ _____ **Product 5** \$ _____

Product 3 \$ _____ **Product 6** \$ _____

(Specify US\$ or CDN\$)

20. In what other formats you would prefer to receive CCOHS products?

On the Web (HTML) ₁ DVD ₂ Adobe Acrobat (PDF) ₃ CD-ROM ₄

Other (PLEASE SPECIFY): _____

21. Overall, how important is CCOHS in supporting the occupational health and safety needs of your organization?

**Not at all
important**

₁

**Somewhat
unimportant**

₂

Neutral

₃

**Somewhat
important**

₄

**Very
important**

₅

**Don't know/
not sure**

₆

The following questions will help us to classify your responses:

22. What is your organization's main product or service? _____

23. How many locations does your organization have in Canada? _____

24. How many employees does your organization normally have in Canada? _____

25. Approximately what percentage of these employees are covered by a collective agreement? _____ %

We would welcome any further comments regarding CCOHS's information products and services. USE
ADDITIONAL SHEET IF NECESSARY

Thank you for your assistance with this survey.

Your responses will remain confidential.

Please fax your completed questionnaire to ARC at 613-232-7102 by June 22, 2001.

FAX SURVEY RESULTS (HARD COPY ONLY)

APPENDIX D

Former Customer Survey

FORMER CUSTOMER QUESTIONNAIRE

N0451 CCOHS FORMER CLIENTS INTERVIEW PROTOCOL

NAME: _____

TITLE: _____

COMPANY: _____

TEL #: _____

DATE OF INTERVIEW: _____

TIME START: _____

INTRO:

Hello, my name is and I'm calling from ARC Applied Research Consultants, an independent firm, on behalf of the Canadian Centre for Occupational Health and Safety. Our firm has been hired to conduct an evaluation of CCOHS's products and services. I am calling you because you are listed as a past purchaser of CCOHS products. Could I take about 10 minutes of your time to ask you some questions about the CCOHS product you purchased and your satisfaction with it and the service you received?

1. Which CCOHS products did you purchase?

Subscription for databases (web site and/or CD ROM)

Contract with CCOJS for special projects or products

Publications/resources

2. For how many years had you purchased this product?

3. Why did you stop purchasing this product?

No longer require this type of information (*probe why not*)

Found alternative source of information (*identify and compare with CCOHS in terms of cost and quality*)

Product too expensive (*at what price would you have been willing to continue purchasing?*)

Other reason(s)

4. Do you use the CCOHS Inquiries Service? Y N
 IF YES: How many times in a typical month?
5. Do you use the CCOHS web site? Y N
 IF YES: How many times in a typical month?
6. Are there other products or services related to occupational health and safety that you would like to have provided by CCOHS? Y N

PRODUCT	DESCRIBE	MAXIMUM \$\$ WILLINGNESS TO PAY
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
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_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Any other comments about products or CCOHS services?

Thank you etc.

TIME END: _____

COMMENTS:

FORMER CUSTOMER SURVEY RESULTS

A. TELEPHONE INTERVIEWS WITH FORMER CLIENTS OF CCOHS

Telephone interviews with a random sample of former clients of CCOHS's information products and services were carried out from June 11 to June 14, 2001. Completions were achieved with 30 Canadian respondents, 15 US and 5 International (in England, Italy, Sweden, Japan and Belgium). Respondents were in commercial firms as well as educational and government institutions.

The products for which the respondents had contacted CCOHS ran the gamut from one-time booklet purchases to multi-year database subscriptions, although more of the former than the latter was encountered during the interviews. Some could not recall the purchase clearly while others had the material at their fingertips. A number of the named respondents were organizational librarians or procurement professionals who had merely ordered what had been requested by others, and thus were unfamiliar with the use of the products, why they had not been reordered, or what other products their organization might need in future.

Use of CCOHS products and services varied from a one-time purchase to multi-year relationships (with some stating they had dealt with CCOHS going back 10 years or more). The average length of familiarity or purchase relationship was approximately 3.5 years.

Regarding why they no longer purchased the products in question, respondents fell into two main categories:

- 1) They had ordered the materials for a specific project or purpose and this had been served; the materials were no longer needed on an on-going basis (they had ordered a sufficient quantity for the time, or the project was completed). Most of these respondents stated that they would be very willing to purchase additional products from CCOHS if the need arose in the future.
- 2) They were unaware that the subscription had lapsed or were planning to (or had just) re-subscribed.

Only one respondent reported that he had found another supplier on an ongoing basis over an issue of price. A few respondents indicated that the portion of the product for which they had need originally was now available to them via the Internet, or at no additional cost via a supplier from whom they were already obtaining other materials. In some cases, CCOHS's own web site and e-group were cited as the source that replaced their need for the purchased item.

Roughly half of the Canadian respondents indicated they had used the CCOHS Inquiries service at least once. Very few reported using it frequently, more than once a month. Only four of the fifteen US respondents indicated they had used it. No International respondents indicated use of the Inquiries service.

Most of the Canadian respondents (20/26) indicated they had been to the CCOHS web site at least once. Few reported visiting frequently, several times a month. Seven of the 15 US respondents had been to the web site, but on an infrequent/occasional basis. Four of the five International respondents said that they had been to the CCOHS web site, with one indicating daily visits.

When asked about additional OH&S products they would like to see CCOHS provide, the majority of respondents could not think of any. The tendency for those that did was to cite specialized topics for booklets. Two references were made to a need for training materials (booklets, CDs or videos), with one respondent indicating she would be very open to seeing CCOHS get into this area, because of their reputation and history of producing good quality products. One person thought that a pay-per-use inquiry service that he could call and ask about hazards and safe handling practices for a specific chemicals on an as-needed basis would be better than the “overkill” of information he felt he had received via the CD he had ordered. Respondents were reluctant to set prices on their somewhat vague ideas for products but on the whole respondents wanted “more bang for their buck,” with booklets under \$10 and the CD or video training packages to be from \$150 to \$500 and more if interactive.

Respondents were largely very positive when they spoke about both the products they obtained and the way in which they were treated by CCOHS staff. Respondents spoke about their satisfaction with the quality of the products and with the timeliness of their delivery. They felt CCOHS staff members with whom they had dealt were professional and courteous, although one respondent did state he thought they could be abrupt when busy. “Very good service” “polite” and “very impressed” were statements heard frequently.

APPENDIX E

Key Informant Interviews

CCOHS EVALUATION

INTERVIEW PROTOCOL FOR KEY INFORMANTS

Name: _____

Affiliation: _____

Interview Date: _____

Phone/email: _____

A. INTRODUCTION

The Canadian Centre for Occupational Health and Safety (CCOHS) has asked ARC Applied Research Consultants to conduct an evaluation of the operation of CCOHS and a review of the cost recovery initiatives launched by CCOHS.

As part of the assessment we are conducting interviews with individuals who have been selected because of their experience with and knowledge of CCOHS.

We will be interviewing many people as part of this evaluation. No individual responses will be provided to CCOHS. The data will be aggregated to protect the confidentiality of your responses.

CCOHS has approved this data collection instrument. If you wish to verify this survey or have any questions please contact Ms. Bonnie Easterbrook at CCOHS. [905-572-2981 x-4401]

B. BACKGROUND OF RESPONDENT: SECTIONS B AND C IF USER OF CCOHS PRODUCTS AND SERVICES, OTHERWISE, SKIP TO D

I would like to begin by asking you about the CCOHS products and services your organization has used over the past year.

1. Which of the CCOHS products and/or services your organization has used?
2. Have you or has your organization promoted the use of CCOHS products services and capabilities?
3. Describe how have these products/services been used in your organization.

4. In addition to those products/services you purchase from CCOHS, does your organization obtain or buy Occupational Health and Safety (OHS) products/services from other organizations as well?
5. Have there been any changes in your organization's use of CCOHS products/services over time?
6. There is the view that the price that CCOHS charges for some products/services is inhibiting the ability to access the information. Others, however, suggest that given the value of the information, CCOHS could in fact charge more. What are your views on this?

C. ASSESSMENT OF THE PRODUCTS/SERVICES PROVIDED BY CCOHS

Thinking about the products/services your organization has purchased from CCOHS,

1. To what extent have CCOHS products/services:
 - a) Met your organization's needs?
 - b) Addressed a need that cannot be met by another information sources?
2. From your organization's perspective, what could be done to improve CCOHS products/services?

D. IMPACT OF CCOHS IN THE OHS COMMUNITY

Now I would like to ask you some questions about the impact of CCOHS in the OHS community, as a whole. (Note that for the purposes of this study, the OHS community includes anyone responsible for, or working on, OHS.)

1. How well known would you say CCOHS is:
 - a) Among people in the OHS community in Canada?
 - b) Internationally?
2. What is CCOHS best know for:
 - a) Among people in the OHS community in Canada?
 - b) Internationally?
3. To what extent do you think CCOHS has:
 - a) Contributed to the growth of knowledge and research in OHS in Canada?
 - b) Served as a catalyst to improve safety practices and/or change the workplace
 - In general?
 - In your organization?
 - In your jurisdiction/region?

4. What role, if any, has CCOHS played in facilitating partnerships among workers, unions, employers and government with respect to OHS?
5. What additional public services should CCOHS provide?

E. REVENUE GENERATION

CCOHS provides a number of products/services with no fee. This includes the inquiries service and information on the web site. Other products have a price attached.

1. How important is it for CCOHS to provide an extensive range of products/services for which there is no fee?
2.
 - a) Can you describe what, in your opinion represents the proper balance between information for which there is no charge for users and information products that are sold?
 - b) Which types of information should be made available at no cost, and why?
3. How do you think current buyers of CCOHS products and services would react if CCOHS were to:
 - a) Charge higher prices for existing services?
 - b) Charge for services that are currently provided for free?

In order to provide information without a price to users, the costs of providing this service must be covered in some other way. Currently, revenues from sales cover approximately 60% of the total costs of operating CCOHS.

4. In your opinion, how should the costs not covered by sales be dealt with?
5. What role should provincial funding play?
6. What role should federal funding play?
7. Do you have other comments that you would like to make about CCOHS?

LIST OF KEY INFORMANTS

Name	Title	Affiliation
Cathy Walker	Director, National Health and Safety	National Automobile, Aerospace, Transportation and General Workers' Union of Canada
Marianne Levitsky	Director, Best Practices Branch Prevention Division	Workplace Safety and Insurance Board (WSIB)
Elizabeth Mills	General Manager and CEO	Ontario Service Safety Alliance (OSSA)
Donna Gill	Regulatory Information Administrator	Imperial Oil Products and Chemicals, Environment and Safety
Karin Jarin		CSA International
Dave Lindeman	Senior Program Specialist, Best Practices Branch, Prevention Division	Workplace Safety and Insurance Board (WSIB)
Maureen Shaw	President and CEO	Industrial Accident Prevention Association
Ed McCloskey	Director, Occupational Health and Safety Branch	Ontario Ministry of Labour
Pat Coursey	President	Safe Communities Foundation
Lisa Hawkins		Workers' Health and Safety Centre
Doug Green	Program Advisor	Construction Health and Safety
Vern P. Anderson	Chief, Technical Information Branch	National Institute for Occupational Safety and Health (NIOSH)
Jeff Parr	Executive Director, Occupational Health and Safety Division	Saskatchewan Labour
David Clark	Director of Financial Services	Workers' Compensation Board of the NWT and NU
Roberta Ellis	Vice President, Prevention Division	Workers' Compensation Board of BC
Ron Angus	Assistant Director, Risk Management Services	McMaster University
Maritza Tennessee	Regional Advisor for Occupational Health	Pan-American Health Organization (PAHO)
Elizabeth Malinowski		Shell Canada
Lance Nordstrom	Librarian	Workers' Compensation Board of BC
Andy Rauska	Director, Consulting Services	Workplace Health, Safety and Compensation Commission of NB
Michèle Parent	Director, Health and Safety	Bell Canada
Lawrence Segal	Toxicologist	Formerly with Health Canada, currently with Huntsman (Belgium)
Robert Wells		Canadian Union of Public Employees (Atlantic Region)
Jukka Takala	Director, INFocus Programme Safe Work	International Labour Office (ILO)
David Bennett	National Director, Department of	Canadian Labour Congress

	Health, Safety and Environment	
Anthony Pizzino	Senior Officer, Health and Safety Branch	Canadian Union of Public Employees
Ian Howcroft	Vice President, Ontario	Canadian Manufacturers and Exporters
Roy Hickman	Formerly Senior Director General, Health Protection Branch (retired)	Health Canada
Jim Allan	Formerly of Bell Canada	Currently with the Canadian Society of Safety Engineers
Kelly Gibney	formerly of BC Hydro	
Michael J. Hewitt	consultant in Nova Scotia	private consultant
Anya Keefe	Director, Research Secretariat	Workers' Compensation Board of BC
Wendy Newman	Chief Librarian	Brantford Public Library
Dave Keenan	Industrial Hygiene	Dow Chemical
Gordon Lloyd	Vice President	Canadian Chemical Producers' Association
Tim Meredith	Coordinator, International Programme on Chemical Safety (IPCS)	World Health Organization
Tom Farrell	Deputy Minister	Department of Labour and Immigration, Manitoba
Michel Pérusse		Noranda
Phillip Germain		Prairie Implement Manufacturers' Association (PIMA)
Carol Eamer		Formerly with the government of Alberta, currently with Keyspan Energy Canada
Deborah Smith		Private consultant
Warren Edmondson	Assistant Deputy Minister – Labour	Human Resources Development Canada
Ralph Stuart		University of Vermont
George Heyman	President	BC Government and Service Employees' Union (BCGEU)
William Worona	Director, Occupational Safety and Health and Fire Prevention Operations	Human Resources Development Canada
Barry Warrack	Chief of Strategy, Coordination, Workplace Safety and Health Division	Manitoba Labour
Hans-Horst Konkolewsky	Director	European Agency for Safety and Health at Work
Richard Blais		Workplace Health and Safety Commission, NB
Steve Will	General Manager	Pulp and Paper Health and Safety Association
Jenny Matkin		HSE Information Centre, Directorate of Information and Advisory Services, Health and Safety Executive
Wayne Miles	Chief	Immigration and Refugee Board

SUMMARY OF KEY INFORMANT INTERVIEWS

ARC Applied Research Consultants conducted interviews with key informants from a range of organizations, including business, labour, non-governmental organizations (both national and international and including Workers' Compensation Boards) and government (national and regional). A list of possible interviewees was provided to ARC by CCOHS. Interviews were conducted by phone during June and July 2001. The length of interviews ranged from approximately 20 minutes to one hour.

A. BACKGROUND OF RESPONDENTS

A total of 51 interviews were conducted with representative of business, government, labour and non-governmental organizations. The distribution of respondents based on the type of organization they represent is summarized in Exhibit E-1.

Exhibit E-1 Number and Distribution of Respondents, by Type of Organization

Type of Organization	Number of Respondents
Non-governmental Organizations – including Workers' Compensation Boards	22
Business	12
Government	11
Labour	6
Total	51

1. Products/Services Used

Of the 51 respondents, 43 indicated that they are direct users of CCOHS products/services while 6 are non-users. Two respondents were unable to answer some questions because the responsibility for purchase and use of CCOHS products rests with other individuals in their organization.

We asked respondents which products/services their organization has used in the past year. In many cases interviewees were unable to remember the name of the product/service or all the products purchased or used by their organization. The most often mentioned products/services cited by each group of respondents is summarized in Exhibit E-2. Percentages correspond to the proportion of respondents, by type, indicating that the product/service is used or purchased by their organization.

Exhibit E-2 Types of Products Purchased or Used by Respondents' Organizations

CCOHS Product/Service	Business (n=12)	Government (n=11)	NGOs (n=22)	Labour (n=6)	Total (n=51)
Inquiry Line	3 (25%)	1 (9%)	7 (32%)	3 (50%)	14 (27%)
Legislation disks	3 (25%)	5 (42%)	5 (23%)	1 (17%)	14 (27%)
MSDS	4 (33%)	3 (27%)	5 (23%)	2 (33%)	14 (27%)
CCOHS web-site	1 (8%)	-	8 (36%)	3 (50%)	12 (23%)
ChemInfo.	2 (17%)	1 (9%)	5 (23%)	1 (17%)	9 (18%)
Guides/publications	2 (17%)	1 (9%)	2 (9%)	2 (33%)	7 (14%)
Consulting services of CCOHS, including developing CD-Roms to the specifications of the organization	1 (8%)	3 (27%)	3 (14%)	-	7 (14%)
OSH Enviro	3 (25%)	-	2 (9%)	1 (17%)	6 (12%)

Based on responses from interviewees, labour organizations are the most frequent users of free services (CCOHS Inquiries Service and CCOHS web-site). Non-governmental organizations (NGOs) tend to use a broad range of CCOHS products and services. A number of representatives of NGOs at both the national and international levels indicated that their organization has a strong working relationship with CCOHS. This may explain the broad range of products used by NGOs since they may be more familiar than other organizations with the range of products and services available from CCOHS. Of the 6 non-users of CCOHS products/services, four represented organizations at the national level and 2 are retired.

2. Promotion of CCOHS Products/Services

Of respondents who are users of CCOHS products/services, 40% indicated that their organization promotes the use of CCOHS products and services. Of the 6 non-users of CCOHS products interviewed, 3 indicated they promote the use of CCOHS products/services outside their organization.

3. How CCOHS Products/Services Used

Respondents from organizations that used or purchased CCOHS products/services were asked how their organization uses these products/services. The most frequently cited answers are summarized in Exhibit E-3.

Exhibit E-3 Uses for CCOHS Products and Services

CCOHS products/information used for:	Business	Government	NGOs	Labour	Total
Employee reference and research both on and off-site.	3	2	5	-	10
Verification of compliance with OHS regulations	5	2	-	-	7
Answering technical inquiries from employees, membership or public.	-	1	4	2	7
Source of information for newsletters and fact sheets for employees and members.	1	-	2	2	5
Interjurisdictional comparisons of H&S regulations	-	2	2	-	4
Development of training packages.	1	-	1	2	4

As can be noted from Exhibit E-3, business tends to use CCOHS product/services most frequently for verifying compliance with OHS regulations. NGOs are the most frequent user of CCOHS information for research and off-site uses. WCBs in particular tend to equip their inspectors with CCOHS CDs. Respondents from six organizations indicated that CCOHS information was available to employees on their organizations' intranet site thus providing access to CCOHS information to a larger number of employees.

4. Purchase of Other Health and Safety Products/Services

Respondents were asked whether their organization buys occupational health and safety (OHS) products/services from other sources. Twenty four respondents indicated that their organization purchased products/services from other sources besides CCOHS, 17 do not and 10 did not respond. In general, respondents whose organizations do purchase OHS products from other sources do so because similar products are not available from CCOHS or because they are used by the organization to complement material purchased from CCOHS. Material bought from other organizations that is not available from CCOHS includes Genium (material safety data sheets), posters, brochures, videos and course materials and some legal documents/legislative standards (particularly from the United States). One respondent noted that their organization purchases Silverplatter as a

complement to the CCOHS material but that Silverplatter is much more expensive and CCOHS is considered their primary source of information.

5. Changes in Use of CCOHS Products/Services

Interviewees were asked to comment on any trends or changes in their organization's use of CCOHS products/services.

- Three respondents indicated that their use of CCOHS products/services increased after having used contractual services provided by CCOHS.
- One indicated that their organization's use of CCOHS products has decreased since staff received training from CCOHS on how to search the internet for OHS information.
- Two respondents indicated that their organization uses CCOHS products/services less because increasingly more information is readily available for free on the Internet.
- Three respondents indicated that the number of employees using CCOHS information has increased since the information became available on their organization's Intranet.
- Two respondents believe that the use of CCOHS information by their membership/employees has increased because people want more and better information more quickly than in the past. The Centre's methods of delivering that information mean that more people are able to access CCOHS information.

6. Free Versus For Fee

We asked respondents to comment on the question of charging for CCOHS products/services and providing products/services for free. Twelve respondents noted that the issue of charging should be looked at from the perspective of the different groups accessing/purchasing the information. These respondents noted that the ability to pay and the level of information required by employees, unions and different sizes of businesses (small, large) differs. This led to the following suggestions for approaching the issue of which information to provide for free and which information to charge for:

- Discretionary pricing based on the size of the organization and ability to pay. Some of these respondents noted that some workers would not be able to pay for CCOHS information if there was a charge. (7 respondents)
- Distinguish between 'basic' information and information of a more technical nature. This view suggests that basic health and safety information should be available to anyone who wants it for free. More technical or specialized information should be charged for. (4 respondents)

- Developing a broader range of products and services to meet a wider range of needs. (2 respondents)

There was an overall acceptance among respondents that CCOHS cannot on its own provide all products/services free of charge. In order for CCOHS to continue to provide free information, additional government funding will be required or CCOHS will have to continue to charge for some products/services. Three respondents feel that CCOHS' prices are fair. Another three respondents remarked that a substantial amount of occupational health and safety information is available for free over the Internet.

B. ASSESSMENT OF PRODUCTS/SERVICES PROVIDED BY CCOHS

1. Ability of CCOHS Products/Services to Meet Needs Not Met by Other Sources

Of the 43 respondents whose organizations are users of CCOHS products/services, 34 indicated that the products/services used by their organization meet their needs, 3 indicated that they did not completely meet their needs and 6 were unable to answer. Of those who reported that CCOHS products/services did not completely meet their needs, two reported the information provided by CCOHS meets most of their organization's needs but that the information is not comprehensive enough. Both noted that it would be difficult to have all their organization's information needs met by CCOHS alone. All but one respondent indicated that the products/services are of a high quality and well able to meet most of their organization's OHS information requirements.

Eighteen users of CCOHS products/services believe that CCOHS products/services meet needs that cannot be met by other sources, 13 believe that their needs could be met by other sources and 12 did not answer. Three respondents indicated that the credibility and unbiasedness of CCOHS information made it irreplaceable. Among those who believe that there are substitutes for CCOHS products/information, the most frequently cited were Silverplatter and Internet searches.

2. Improvements to CCOHS Products/Services

Respondents were asked to comment on what could be done to improve CCOHS products/services. Twenty six respondents made suggestions, including:

- Promotion and expansion of free services. One respondent suggested that more free products and services be made available on the internet. (4 respondents)
- More frequent updates of CD Roms/databases. (3 respondents)
- Broader range of products and services. (3 respondents)
- Improved user-friendliness. (3 respondents)

- Decreased cost for some customers. (2 respondents)
- Better vetting of MSDS for errors and/or emissions. (2 respondents)
- Expand chemical CDs. (2 respondents)
- Better control of shipping activities. According to one respondent errors are occasionally made in the shipping process. (1 respondent)
- Legislative CD could include energy and utilities information including a Code of Practice and municipal by-laws. (1 respondent)
- Improved user-support. (1 respondent)
- Making CCOHS a repository for WHMIS. (1 respondent)

C. IMPACT OF CCOHS IN THE OHS COMMUNITY

1. How Well Known is the CCOHS?

Respondents were asked to comment on how well known they believed CCOHS was among people in the OHS community in Canada. Overall, 21 believe CCOHS is very well known, 17 believe it is moderately well known, 6 believe not at all known and 7 did not respond. Of respondents indicating that CCOHS is moderately well known in Canada, 8 noted that CCOHS is much less known or unknown among workers and small and medium sized businesses. An additional four respondents who believe that CCOHS is only moderately known in Canada indicated that CCOHS is far less known outside of Ontario. These four respondents believe that CCOHS needs to increase its profile outside of Ontario. Suggestions on how to do this include; satellite offices in regions outside of Ontario; increased partnering with regional Workers' Compensation Offices (WCBs); and partnering with universities that provide OHS training.

ARC also asked interviewees to comment on how well known they believed CCOHS was internationally. Twenty three believe it is well known internationally, 8 believe it is moderately well known internationally, 3 that it is not known and 17 did not answer. Of the respondents who believe that CCOHS is well or moderately well known internationally, twelve noted that CCOHS appears to be better known internationally than in Canada. In the words of one interviewee, "Nobody in Canada recognizes the value of CCOHS. There is support from the trade unions and business associations but CCOHS doesn't have a broad based advocacy and they don't have the resources to build this." Two respondents believe that CCOHS is better known within Canada.

2. What CCOHS is Known For

Respondents were asked what they believe CCOHS is known for in Canada and internationally. Exhibit E-4 summarizes the most frequently cited responses for Canada by type of organization.

Exhibit E-4 What CCOHS is Best Known for in Canada

CCOHS known for:	Business	Government	NGOs	Labour	Total
CDs/databases	8	3	7	3	21
Quality of information	2	5	6	1	14
Free information	1	2	2	2	7
Publications	-	-	3	1	4

Interviewees commented that the information provided by CCOHS is seen to be credible and unbiased as a result of the tripartite Board of Governors.

Exhibit E-5 summarizes the most frequently cited responses to what CCOHS is best known for internationally.

Exhibit E-5 What CCOHS is best known for Internationally

CCOHS known for internationally:	Business	Government	NGOs	Labour	Total
CDs/databases	2	2	7	3	14
Quality of information	1	4	1	1	7
Innovative concepts with regards to communicating and managing OHS information	-	-	4	1	5
Publications	-	-	1	-	1

3. Contribution of CCOHS to Improved Workplace Safety

Thirty respondents believe that CCOHS has contributed to the growth of knowledge and research into OHS in Canada, 6 believe it has not and 15 did not answer. Some respondents remarked that they did not believe that CCOHS has done much in the way of research into OHS although they did believe that CCOHS has contributed to the growth of knowledge on OHS.

Twenty three respondents indicated that CCOHS has served as a catalyst to improving workplace safety in Canada, 3 believe it has not and 25 were unable to respond. Respondents commented that although they believed that was the case they were unable to assess the extent to which this has serviced to improving workplace safety practices. The general sense was that CCOHS must have had a positive impact but that it was impossible to measure quantitatively.

4. Facilitating Partnerships Among Stakeholders

One of key mandates of CCOHS is to facilitate partnerships among workers, unions, employers and government with respect to OHS. Respondents were asked to comment on the extent to which CCOHS has fulfilled this mandate. Twenty one respondents feel that CCOHS has done this to some extent, 14 believe it has not and 16 were unable to respond. Some respondents noted that CCOHS has done as much as can reasonably be expected within its budget constraints.

5. Additional Public Services?

Respondents were asked whether there were any other public services that CCOHS should be providing. Additional public services suggested by respondents included:

- Sponsoring and organizing national/regional conferences or forums. (7 respondents)
- Facilitating partnerships among stakeholder groups. (7 respondents)
- Increased marketing/publicity with regards to the existence of CCOHS and the services available. (3 respondents)
- Broader distribution of free information, particularly to workers. (3 respondents)
- CCOHS as a national repository for WHMIS data. (2 respondents)

D. REVENUE GENERATION

1. Importance of Providing Services

Most respondents (43 of 51) believe that it is crucial for CCOHS to continue to provide products/services for which it does not charge. Three respondents do not believe it is important. Respondents representing labour felt particularly strongly about this. They felt that workers must have a credible source of information for which there is no fee.

2. Balance Between No Fees and Fees For Service

The general sense among interviewees is that basic\general information should be provided free of charge while more specific and specialized products/services should be charged for. Information that individual workers may require in order to protect themselves should be available for free. One respondent from a labour organization believes that OHS complements universal health care in that each accident prevented means one less individual in the health care system.

Most respondents recognize that CCOHS cannot provide all products/services for free since these must be paid for somehow, either through government funding or revenues from sales.

3. Increasing Fees

We asked respondents to comment on what they think the reaction would be to higher prices for CCOHS products/services. Thirty six respondents felt able to comment, their responses are summarized in Exhibit E-6.

Exhibit E-6 Impact of Increasing Fees

Impact	Business (n=12)	Government (n=11)	NGOs (n=22)	Labour (6)	Total (51)
No impact	6 (50%)	3 (27%)	2 (9%)	1 (17%)	12 (24%)
Decreased sales/purchases of CCOHS products/services	-	1 (9%)	7 (32%)	3 (50%)	11 (22%)
Depends on the increase	1 (17%)	3 (27%)	3 (14%)	-	7 (14%)
Depends on the number and quality of substitutes	1 (17%)	1 (9%)	2 (9%)	-	4 (8%)
Depends on the size of the firm (larger firms are better able to absorb the increase)	-	1 (9%)	2 (9%)	-	3 (6%)

Twenty four per cent of interviewees believe that there would be no impact if CCOHS were to increase fees for products it currently charges for. In general these respondents feel that as long as CCOHS products remain competitively priced then the impact on buyers will be minimal, particularly for large businesses or organizations.

Representatives from labour were much less optimistic, 50 per cent of respondents from this group believe that increased prices will result in decreased purchases of CCOHS products/services. NGOs also strongly indicated that a price increase would result in decreased purchases of CCOHS products/services. Overall, there are indications that the ability to pay has a bearing on how organizations perceive the potential impact of an increase in the price of CCOHS products/services. Larger organizations are better able to absorb the price increases.

Interviewees were also asked to comment on the potential impact of CCOHS charging fees for products/services that are currently free. Of interviewees who responded to this question, only two believe that the reaction would be minimal. Anticipated reactions to fees for services currently provided for free include decreased use by employees and a move towards the use of free internet services. One representative from labour believes that labour unions would cease to promote CCOHS. Another respondent, from government, believes that provincial support for CCOHS would cease because the provinces currently provide some funding for the Inquiry Line.

4. Solutions to the CCOHS' Operating Deficit

According to financial reports of CCOHS, revenues from sales cover approximately 60% of the total operating costs of CCOHS. Respondents were asked to suggest how the shortfall could be dealt with. The following are suggestions provided:

- Complete funding from the federal government. (14 respondents)
- Co-funding between provinces and federal government. (3 respondents)
- Corporate funding. (3 respondents)
- Increased marketing and visibility.(2 respondents)
- Increasing partnering with business. (2 respondents)
- Increase the cost of some products but continue to provide some free services. (2 respondents)

Some respondents who believe that the federal government should fully fund CCOHS explained that CCOHS provides a service that benefits all Canadians. Individuals from labour and NGOs were particularly strong in their opinions that more government funding is required, especially at the federal level. It was noted by some of these respondents that the funding required by CCOHS is quite small relative to the current federal surplus and the long-term cost of work-related accidents in Canada.

5. Roles for Federal and Provincial Funding

We asked interviewees what role they feel federal and provincial funding should play. Of respondents who were able to answer (7 respondents are from jurisdictions outside Canada), 18 believe that the federal and provincial governments should share the financial responsibility for CCOHS. Seven respondents believe that CCOHS is the sole responsibility of the federal government because it is a federal entity and because it provides services that benefit all Canadians.

APPENDIX F

Key Informant Interviews – Pricing & Cost Recovery

CCOHS EVALUATION

KEY INFORMANT INTERVIEWS—PRICING AND COST RECOVERY

Name: _____
Position: _____
Organization: _____
Interview Date: _____
Phone: _____
Fax: _____
email: _____

INTRODUCTION

The Canadian Centre for Occupational Health and Safety (CCOHS) has asked ARC Applied Research Consultants and KPMG Consulting to conduct an evaluation of the operation of CCOHS and its approach to cost recovery.

As part of the assessment we are conducting interviews with a sample of individuals who have purchased and used CCOHS products to investigate the role product pricing plays in the demand for such products. We will be interviewing many people as part of this evaluation. No individual responses will be provided to CCOHS. The data will be aggregated to protect the confidentiality of your responses.

Should you have any questions regarding this or any other aspect of the evaluation you can contact either the Project Manager—Doug Smith at ARC Applied Research Consultants in Ottawa (613 - 230-4394)—or the Project Authority at CCOHS in Hamilton, Bonnie Easterbrook ((905) 572-2981 x.4401).

CONTEXT

1. Please briefly describe the nature of your role and the organization you work for.
2. Which of the CCOHS products are currently used in your organization?

(For example: MSDS plus CHEMINFO
CHEMpendium
RTECS (Registry of Toxic Effects of Chemical Substances)
Canadian enviroOSH Legislation series—National, Regional (Ontario or Eastern or Western), WCB Collection, Legislation plus Standards.)

3. How is this product (or these products) used by your organization?
4. What special advantages or benefits do the CCOHS products provide that are not available from other sources or suppliers?
5. And what weaknesses or disadvantages do they have?
6. In addition to the products you purchase from CCOHS, does your organization also buy or obtain Occupational Health and Safety (OHS) information products from other organizations? (IF YES) What are these products and who are their suppliers?

FACTORS CONSIDERED WHEN SELECTING OSH INFORMATION PRODUCTS

7. What factors do you consider when deciding to buy or obtain occupational health and safety (OSH) information products such as those offered by CCOHS?
8. Which of these factors would you say is most important in your decision making? And which would be second, and third, in importance?
9. (*If price not mentioned in Q.7.*) What order of importance does the price of the OSH information products have?

PRICING IMPACTS

10. Can you recall how much you pay for each of the CCOHS products that you currently use?
11. What impact would a 5% price increase have on your demand for CCOHS information products? And a 10%, or 15% increase?
12. And how would you satisfy your needs for occupational health and safety information if you were no longer able to afford the CCOHS products?
13. How significant is the cost of CCOHS information products for your organization? In other words, what percentage of your organization's total operating expenditures is spent of CCOHS products (or what percentage of your budget for OHS information)?
14. How do you think other buyers of CCOHS information products, would react if CCOHS were to:
 - a) Charge higher prices for its existing priced products?
 - b) Introduce prices for services that are currently free, for example, access to information through their Inquiries service or the "OSH Answers" on their web site?

PUBLIC ROLE AND VALUE OF CCOHS AND OSH INFORMATION PRODUCTS

15. CCOHS is funded through a combination of public funding and revenues from the sale of value-added information products. It has been suggested that by charging for some of its products that CCOHS is inhibiting access to this information by potential users. Others suggest that—because of the value of the information or the way in which various different pieces of information are “packaged” and maintained—CCOHS should be charging more.

What are your views on this?

- a) What approach should CCOHS be taking to the pricing of its products?
- b) How should costs that cannot be recovered from users be funded?

16. Is there a way to set an appropriate balance between the provision of free and priced OSH information products?

For example, are there certain types, or forms (e.g., on CD-ROM, Internet versus hard copy), of information that should be provided free of charge or for a nominal fee?

17. If YES—Why is that? What types of information fall into this category and which should be priced?
IF NO—Why is that?

* * * *

18. Would you like to make any other comments on CCOHS and its products?

* * * *

LIST OF KEY INFORMANTS – PRICING & COST RECOVERY

List of Responding Firms:

- Abitibi Consolidated
- Janssen Cilag Farmaceutica
- Resort Municipality of Whistler
- ICWUC-UFCW
- Ontario Power Generation
- First Air
- Stochem Inc.
- University of Vermont
- HJ Heinz
- Envirome Inc
- Canon Canada
- Nexfor Inc.
- Industrial Colours and Chemicas
- Certified IND Hygiene Ltd

KEY INFORMANT INTERVIEWS – PRICING AND COST RECOVERY

Interviews relating specifically to pricing and cost recovery issues were conducted with 14 key informants representing business, labour, government, and non-governmental organizations. Products purchased by interviewees consist largely of CDs.

CCOHS products were used for a variety of reasons, however, the main reason was as a reference tool for:

- Ensuring compliance with changes in environmental laws and regulations.
- Answering technical inquiries from employees/workers.
- Development/writing of internal health and safety standards and programs.
- Looking up the registration status on pesticides used on products that are purchased.

Overall, the CCOHS products were viewed quite favourably. Only one client felt he didn't need the product, however, he had just taken over his position. Some of the key advantages of CCOHS products cited by respondents include:

- Easy to use/ user friendly.
- Most convenient source.
- Price.
- Quality of information/instant information.
- Saves time.
- Current/ regularly updated
- Nothing else comparable in the marketplace/few substitutes.

The key weaknesses of CCOHS products cited by interviewees include:

Cumbersome for some staff who are not familiar with computer systems (partly the system is not user-friendly, partly the staff require more computer training).

Hard to print – always need to reformat the document.

Updates are not frequent enough, only happen every 3-months. Internet is a source that is more real-time.

Some packages are prohibitively expensive and 99% of the information can be found in other less expensive CCOHS products (For example Chempendium – most of this information can be found in other CCOHS products).

Not always comprehensive – they still have to check other sources

While CCOHS highlights when changes have been made to the document, they do not note when parts of the legislation have been removed.

Clients mainly rely on CCOHS for Occupational Health and Safety information. Clients will occasionally do their own Internet searches. Sites used include: American Conference on Governmental Industrial Hygienists; safetyinfo.com, etc. Some respondents also buy journals, and books.

None of the 14 interviewees would take issue with paying a price increase of 5 per cent. Six interviewees would accept a price increase of 25% or more; two respondents indicated that price was not an issue.

Respondents were asked to cite the factors they considered when deciding to buy or obtain occupational health and safety material. The key factors, according to respondents include:

- Price.
- Completeness of information.
- Reliability of information.
- Quality of information.
- Suitability of product to organization's needs.

Respondents were asked to describe how they would adapt if their organizations could no longer afford the cost of CCOHS products. Many noted that they would have to do their own Internet searches. **Their time is free.** Some respondents will have to rely on the written materials supplied by manufacturers. They would have to keep a manual database that is seen as cumbersome and inefficient.

In general, the cost of CCOHS information products is minimal (less than a fraction of a percentage) relative to operating expenditures. Only one respondent noted that CCOHS products account for 60% of the literature budget. Overall, if the existing CDs were cheaper respondents say they would buy more of them. For example, if they were \$200.

Many respondents believe that if CCOHS were to start charging a fee for services that are currently free, then clients will stop using them. Clients will simply go elsewhere on the Internet where services remain free. As well, it is difficult for many employees to get approval for certain expenses. Some noted that it is time consuming to fill in an expense report simply to pay a nominal fee in order to get a response to a question.

Responses vary significantly with regards to the ability to search for comparable information on the Internet. Some information (e.g., information on pesticides) can be found on the PMRA website, other information (e.g., updates on environmental laws and regulations) can not be found on the Internet.