



prevention working safely
healthy workplaces
inspiration information resources
information promotion

Report of the Council

April 1, 2005 to March 31, 2006



Canada's National Occupational Health

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Fundamental Right



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 of America*
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*
Pat Pietracupa*, *Federally Regulated Employers – Transportation and Communication*
Murray Sunstrum, *Canadian Petroleum Safety Council*

Provincial & Territorial Douglas Stanley, *New Brunswick*
David Clark, *Nunavut (Northwest Territories)*
Roberta Ellis, *British Columbia*
Jeff Parr*, *Manitoba*
Don Hurst**, *Manitoba*
Kimberly Dunphy, *Newfoundland and Labrador*
Roy Mould*, *Ontario*
Helle Tosine**, *Ontario*
Allan Walker, *Saskatchewan*
Stuart MacLean, *Nova Scotia*

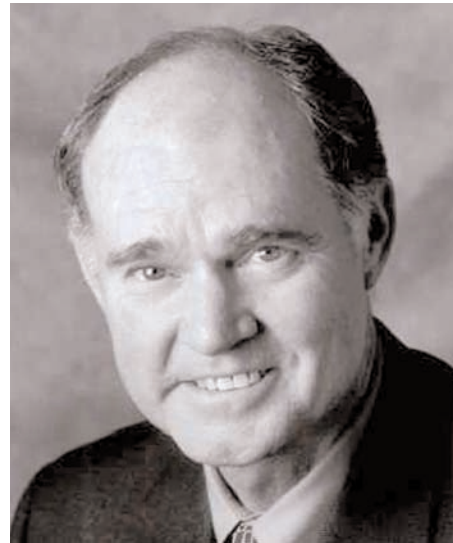
Executive Board S. Len Hong (Chair)
Otto Peter
Marie Clarke Walker
Roberta Ellis
Jeff Parr*
Murray Sunstrum
Helle Tosine**
Nancy Hutchison

Audit Committee John McKennirey (Chair)
Stuart MacLean
Jean Dalton
Murray Sunstrum (Alt)
Nancy Hutchison
Mona Sykes (Alt)
Allan Walker (Alt)

*Resigned/Term Expired

**Awaiting Appointment

Chairman's Message



It has been an honour to serve as Chair of the Council of Governors of the Canadian Centre for Occupational Health and Safety over the past year. This role has given me - and other Council members - the opportunity to take part in some significant initiatives that continue to solidify CCOHS' role as a leader in the promotion of healthier and safer workplaces for all Canadians.

There is growing interest in the connection between the health and well being of people and their work environments. When people feel valued, respected and satisfied in their jobs and work in safe, healthy environments, they are likely to be more productive and committed to their work. To meet the demand for information on healthy workplaces, CCOHS launched a web portal, *Bringing Health to Work*, which provides information, tools and resources that help employees, employers and practitioners participate in making their workplaces healthy and safe.

In 2005 CCOHS contracted with TNS Canadian Facts, Social and Policy Research and KPMG to carry out a program evaluation. Providing information that is essential for addressing health and safety concerns in the workplace to workers and managers is a powerful and cost-effective mechanism. Surveys conducted of CCOHS' diverse clients indicated that 74% or more 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.

The CCOHS Council of Governors held a Strategy Meeting of its members in September 2005. Agreement on future initiatives for CCOHS that build on its solid foundation as a source of reliable information was the result of these two days of in-depth discussions.

An important initiative that lends support to the future of occupational health and safety is the Dick Martin Scholarship Award. The CCOHS Council of Governors established this scholarship fund in 2002 in the memory of Dick Martin, a tireless health and safety advocate and a pioneer of workplace health and safety in Canada. Three national scholarships are awarded annually to students enrolled in occupational health and safety related courses or programs and who are working toward an occupational health and safety certificate, diploma or degree at an accredited college or university in Canada. For 2005, CCOHS awarded a

\$1,000 scholarship to Nicole Dierker, Grande Prairie, Alberta, Hind Sbihi, Vancouver, BC, and Nicolle McKenna, Calgary, Alberta. Each of the recipients shares a common interest in making a difference that will help prevent workplace injuries and illnesses and help people be healthy and safe at work.

The benefits of healthy workplaces are also on the minds of our political leaders. At a recent meeting in Whistler, BC, Federal, Provincial and Territorial Ministers of Labour discussed issues related to workplace health namely occupational health and safety matters; psychological harassment at work; work-related stress as well as mental health problems in the workplace. In a joint statement released after their meeting the ministers stated that healthy work environments result in improved work-life balance for employees and enhanced productivity and performance for employers. Specifically, Ministers agreed, within their respective governmental priorities, to work towards promoting an awareness of the relationships between work and health and an understanding of the need for a comprehensive and integrated approach to workplace health through an appropriate mix of activities such as consultation, research, education, information dissemination, as well as through the integration of these ideas into existing policies and priorities.

I would also like to extend a heartfelt thank you to Pat Pietracupa, Federally Regulated Employers - Transportation and Communication; Jeff Parr, Manitoba; and Roy Mould, Ontario; outgoing Governors of the Council this year, for their service, dedication and contributions. It gives me great pleasure to welcome Helle Tosine, who will represent the Government of Ontario.

John McKennirey
Chair, National Council

President's Message

This past year has been one of evolution and transition at the Canadian Centre for Occupational Health and Safety as we expanded our "OSH" horizon to encompass all aspects of workplace safety, health and wellness, and prepared to meet the new challenges of our changing world, such as pandemics.

The idea that the work environment directly impacts the health and well being of the people in it is more than a notion – it is a fact. We know that a healthy workplace reaps measurable benefits for everyone.

But what exactly does "healthy workplace" mean? It means providing a safe and healthy physical work environment for employees to prevent occupational diseases and injuries. It means enhancing working conditions and providing jobs that offer dignity, personal development and economic security. It involves embracing work organization principles that prevent ill health and stress, and providing a balance between job demands and control over the work. It requires employers and employees to work together to support healthy lifestyles and promote active participation by all - to help improve health and well being at work.

As Canada's national occupational health and safety resource CCOHS is uniquely equipped to provide leadership to help foster the much-needed shift to a more fully integrated health and safety culture. This year we developed and launched a web portal entitled "Bringing Health to Work" to provide employers, employees and practitioners easy access to a comprehensive range of credible resources for creating and promoting healthy workplaces. The website has already been widely used, receiving thousands of visitors in the few months it has been available.

Another shift CCOHS experienced was the heavy demand for customized, tailored information and other services to fulfill the specific needs of organizations. 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. To respond to the changing demands, enhancements were made to CCOHS products and services through the introduction of several new services – including e-learning, MSDS management systems and occupational health and safety management systems as well as modifications to existing products. To facilitate a more focused approach, CCOHS products and services are now structured and managed under nine distinct performance areas each consisting of a particular category of service.



CCOHS staff worked diligently to develop new offerings of e-learning and classroom courses to extend our reach and impact. During the last 12 months CCOHS developed and launched eight new e-learning courses as well as a new classroom course: Health and Safety for Managers and Supervisors in the Canadian Federal Jurisdiction. Also in response to client needs, CCOHS developed the MSDS (Material Safety Data Sheet) Management Service to help employers meet their WHMIS requirements and for workers to easily access important safety information when they need it.

As new challenges arise in our world and in our communities CCOHS has worked to be proactive, to anticipate and respond to the everchanging needs of Canadians. With the relatively new threat of pandemic, we have promoted planning from and within workplaces as an effective strategy for reaching the majority of Canadians, enabling them to take personal actions to prepare for these types of emergencies. We worked to secure interest from the Public Health Agency of Canada (PHAC) to include workplace considerations into the Canadian Pandemic Plan. CCOHS will continue in 2006 to assist workplaces in pandemic planning.

The times in which we are living are filled with change and uncertainty as well as great possibility. CCOHS will continue to take the lead in advancing and advocating for improvements in workplace health to make the health and safety of the employees a priority in Canada and around the world. Our goal remains unchanged: to eliminate workplace injuries, illnesses and deaths, and that, at the end of every working day, Canadians come home healthy and safe.

S. Len Hong
President and Chief Executive Officer

Dick Martin Scholarship



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 fourth time CCOHS has offered the three \$1,000 scholarship awards to students enrolled, either full-time or part-time, in an Occupational Health and 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.

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 33 applications were received, a 62% increase in the number of essays received the previous year. The \$1,000 scholarship was awarded to each of the three recipients:

- ▶ **Hind Sbihi**, *University of British Columbia*
- ▶ **Nicole Dierker**, *University of Alberta*
- ▶ **Nicolle McKenna**, *University of Alberta*

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 OSH information, and its application of information management technologies. To respond to the needs of working Canadians, a reorientation strategy has been implemented for CCOHS products and services, aimed at achieving the continuous improvements needed to:

- ▶ **Be well apprised of and responsive to the needs of Canadians**
- ▶ **Operate within a feasible and sustainable financial framework**
- ▶ **Expand the service level from CCOHS**
- ▶ **Increase the outreach of CCOHS' services and products**
- ▶ **Broaden and improve the impact of CCOHS services on Canadian Workplace Health and Safety, and**
- ▶ **Enhance the quality and efficiency of CCOHS service delivery**



3. Expanding training activities to improve accessibility for the vastly dispersed OSH community by partnering with professional bodies and organizations to assist them to provide more, better and accessible education opportunities.

CCOHS products and services are structured and managed under the following *nine* distinct performance areas, each consisting of a particular category of service.

- ▶ **Inquiries Service**
- ▶ **OSH Answers Service**
- ▶ **Training & Education**
- ▶ **MSDS Service**
- ▶ **General Health & Safety Information Services**
- ▶ **Tailored Services**
- ▶ **Publications Service**
- ▶ **Chemical Health & Safety Information Services**
- ▶ **Communications Service**

These new developments are being informed by close connection with workplaces to determine their OSH needs, accommodate the OSH demands, and the manner in which OSH resources are acquired, integrated and used to improve health and safety for workers. This range of developments includes e-courses, webinars, MSDS management systems and OHS management systems. Work plans are in place to develop and expand our offerings into these areas.

These are some recent initiatives and concepts that are under investigation;

1. Development of violence prevention tools, resources, training and best practices in collaboration with the British Columbia Government Employees' Union (BCGEU) and BC Government and the BC OHSAS.
2. Incorporating planning for communicable diseases into business continuity planning through connection with our stakeholders - labour programmes, WCBs, employers and unions with the Public Health Agency of Canada (PHAC) Canadian pandemic planning committees. The goals are to assist workplaces to develop long lasting plans for the health of employees at work and at home, as well as improve the sustainability of businesses and reduce the impact on Canadian public health services

Inquiries Service



Providing a service that is universally accessible to all Canadians for information in response to their questions on any workplace health and safety concern provided in a manner appropriate and responsive to the circumstances of the inquirer.

The Service

The CCOHS Inquiries Service is the national resource centre that provides free and confidential access to occupational health and safety information, in English or in French, to the Canadian working population. The Inquiries Service responds to telephone and e-mail inquiries, providing information that is unbiased and relevant to workers, employers, union and governments alike.

In the fiscal year 2005/2006, the Inquiries Service received financial support from the following Provincial and Territorial establishments:

**CCOHS Inquiries Service
Provincial & Territorial Financial Contributors**

British Columbia	Workers' Compensation Board of British Columbia
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

In April 2005 the Inquiries Service reached a very important milestone, of having answered 350,000 questions through its traditional person-to-person information service.

Over the course of the fiscal year April 1, 2005 to March 31, 2006, the Inquiries Service staff answered 14,979 questions – a 4.6% increase over the previous year.

The three provinces with the highest percentage of users in 2005/06 were Ontario at 53.7%; Alberta at 17%; and Quebec at 9.4%.

In July 2005, TNS Canadian Facts, Social and Policy Research and KPMG carried out a program evaluation and an assessment of performance measurement options, for CCOHS. This study provided an assessment of the relevance of CCOHS programs and their effectiveness and efficiency of the programs given the mandate of CCOHS. It also recommended an approach to performance measurement at CCOHS.

Highlights from the findings were:

74% percent 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.

Of the 226 respondents, 39% said that they had used the Inquiries Service at least once a month over the previous twelve months; 13% indicated that 100+ individuals in their organization access the information provided by CCOHS

Provision of free services was strongly supported; respondents indicated that charging a fee for CCOHS' current "free" services, would prohibit workers from accessing information they need to protect themselves

80% of respondents said that CCOHS was either very important or important in meeting the health and safety needs of their organization

Monitoring and Continuous Improvement

In January 2006, as part of CCOHS' commitment to maintaining service standards and seeking input from our clients, the Inquiries Service established an ongoing mechanism for monitoring and feedback. This system measures client satisfaction with various service attributes and also provides reach and impact information on the service. The results to date are consistent with the evaluation conducted by TNS. By having ongoing feedback, CCOHS can better serve its clients and maintain high levels of service.

Respondents use the information obtained from the CCOHS' Inquiries Service in many ways, the most common of which are:

- Resolving workplace issues.
- Improving health and safety programs.
- For use by occupational health and safety committees.
- Developing best practices.
- Complying with occupational health and safety regulations.
- Informing, educating or training.
- Personal use of information.

During the period April 2005 to March 2006, the Inquiries Service received 82 requests for copyright authorization, resulting in 205,974 reproductions of CCOHS information. The information is potentially shared with many more individuals due to the large

readership of many such publications. The organizations included government departments, companies, unions, health care organizations and educational institutions.

CCOHS tripartite governing council has established policies that have resulted in a successful and credible free Inquiries Service that is used by all workplace stakeholders: employers, government, labour and others. The Inquiries Service continues to be a key, core service of CCOHS, with a substantial impact on occupational health and safety performance in Canadian workplaces.

Users Comments

Employer

"Thank you so much for your quick and very detailed response. I will be adding this topic to our next Joint Health & Safety Committee meeting agenda."

"I am writing to thank you very much for the information regarding housekeeping and laundry procedures for long-term care facilities. The information has proven to be invaluable to me in my new career as Director of Support Services."

"Je tiens à vous remercier grandement pour votre aide concernant notre demande pour les versions électroniques des symboles en SST. Ceci répond exactement à nos besoins. Je suis très très contente."

Government

"Thank you so much for your very detailed response to my inquiry. I am so pleased to get all this information. Other than the reference to "Mental Health Works" website, which I was familiar with, the other references were not known to me and, therefore, will definitely add to my knowledge on this subject."

"Wow, thank you very much. You obviously went above and beyond the call of duty to answer my question."

"Thank you for all of the info and the time you have taken to help me. I also appreciate the speedy work in getting back to me."

Labour

"You've answered the questions that I'd asked, plus more, and in a very timely manner! I'm impressed, and will use your services in the future. Thank You."

"Very helpful and courteous. I appreciated the fact that my concerns were taken seriously and I was not made to feel that I was over reacting. Thank you for respecting my feelings in your responses to my questions."

"Je vous remercie pour les réponses que vous m'avez adressées aussi rapidement, d'autant plus que vous fournissez le site français que je n'avais pas trouvé. Je vous en suis très reconnaissant."

Inquirers – Usage by Tripartite Group Fiscal Year April 1, 2005 to March 31, 2006

Tripartite Group	Percent
Employers	29%
Government	2%
Labour	31%
Other	38%
Total	100%

Inquiries Geographic Breakdown by Province Fiscal Year April 1, 2005 to March 31, 2006

Province	Percent
Alberta	17.0%
British Columbia	7.2%
Manitoba	2.8%
New Brunswick	2.8%
Newfoundland/Labrador	.7%
Nova Scotia	1.6%
Northwest Territories	.3%
Nunavut	.1%
Ontario	53.7%
Prince Edward Island	.7%
Quebec	9.4%
Saskatchewan	3.6%
Yukon	.1%
Total	100.0%

OSH Answers



The primary objective of the OSH Answers Service is to provide a global web-based information service in a form suitable for workplace participants to understand, identify and deal with workplace health and safety concerns.

The Service

OSH Answers is a collection of documents written by the Inquiries Service and other CCOHS staff, in an easy-to-read, question-and-answer format. There are some 650 documents containing about 3500 questions and answers based on common queries received by the Inquiries Service. These are available in both English and French, and are accessible free-of-charge on the CCOHS web site. A limited number are also available in Spanish via Respuestas OSH.

While OSH Answers does not directly contribute to the financial goals of the organization, it enhances the visibility and credibility of CCOHS as a whole. OSH Answers is an extremely visible product for CCOHS as it is available free on the website.

The most popular documents/subjects include (in random order):

- 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
- Hand Washing: Reducing the Risk of Common Infections
- Violence in the Workplace
- Shiftwork
- Legislation issues such as WHMIS – Introduction, Due Diligence
- Chemical information such as What is an LD50?, Acetone, Sodium Hydroxide
- Office Ergonomics – various documents (how to buy/set up a chair, stretching, etc)
- Physical Agents – Working in Hot and Cold Environments, Microwave Ovens, Humidex, Thermal Comfort, Ionizing Radiation
- Seasonal items such as Swimming Pools, and Snow Shovelling.

Target Audience

The primary target audience is all Canadian workers and employers. Its reach has spread beyond Canada and is enjoyed worldwide by millions of users.

Impact and Outreach

OSH Answers, and the French counterpart Réponses SST, were created to allow all Canadians to have instant access to reliable and relevant health and safety information 365 days a year, 24 hours a day, 7 days a week. The world has embraced the Internet as a means of providing information and they have embraced OSH Answers in the same capacity. It continues to enjoy tremendous success in transferring health and safety knowledge and in reaching both Canadians and the world. Indeed, statistics prove this fact:



6,190,976 million documents were delivered in the 2005/06 fiscal year;

Approximately 2.3 million unique visitors (English 1,557,878, French 716,715, and Spanish 16,028);

Approximately 16,028 visitors accessed the Spanish language Respuestas OSH site 23,809 times (42% increase over last year); and

Reach has extended to the world with users representing approximately 145 countries (from Australia to Zimbabwe and most points in between).

Overall the number of visitors increased by 62%, and the number of times OSH Answers was accessed increased 42% from the previous year. OSH Answers continues to play a major role in the delivery of free-of-charge information to Canadians and influence and support occupational health and safety in workplaces.

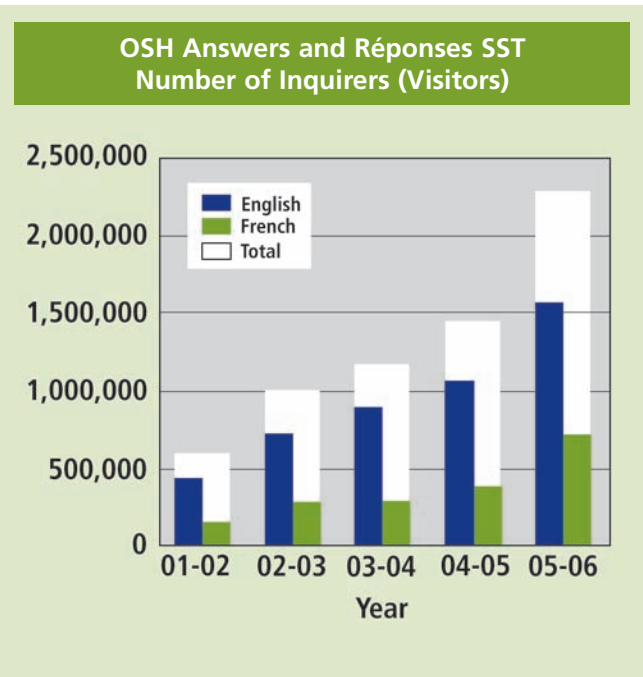
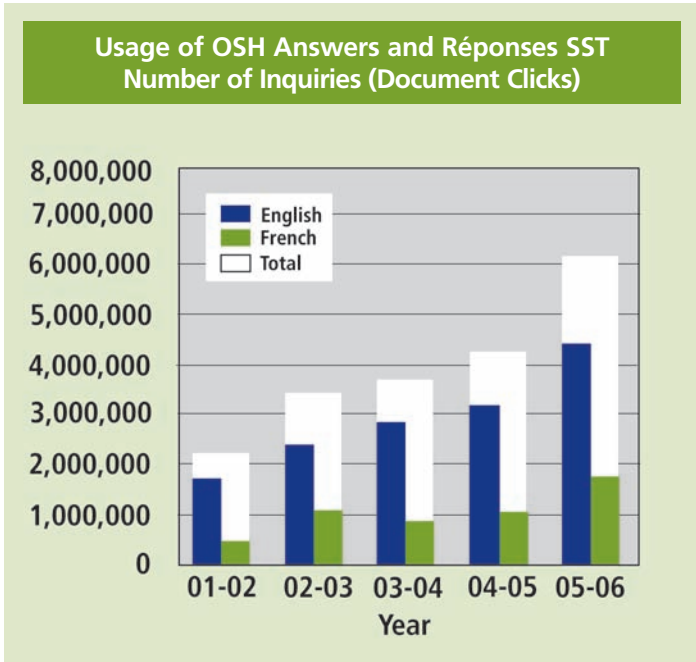
In the survey conducted for CCOHS, 74% of the clients using the Inquiries Service said that their use of CCOHS information relates to current or future changes to the workplace that may result in improved occupational health and safety. We can assume that OSH Answers information is included in this statistic as they are often used to answer Inquiries, and when downloaded directly off the Internet, will likely be used in the same manner.

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.

Monitoring and Continuous Improvement

User surveys are being implemented which will investigate further the reach and impact of OSH Answers, as well as the needs and wants of many worldwide users. Reformatting and reorganizing of the OSH Answers documents is also being examined to create an ease of use for visitors, and to create ways to increase the contribution of OSH Answers by pointing to the relevant products and services at CCOHS. This will further improve their impact on CCOHS promotion and revenue generating efforts. In addition, there is a major focus on reviewing the existing documents to ensure continued accuracy and currency.



Training & Education



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

- ▶ **e-Courses Delivered on the Internet**
- ▶ **Classroom-based Training**
- ▶ **Workshops, Presentations**
- ▶ **Related Projects**

The Service

Training and education are effective means of improving employers' and workers' awareness and knowledge of their rights and responsibilities with regards to OSH, and the understanding to positively influence their actions and decisions with respect to potentially hazardous situations in the workplace. CCOHS offers courses in various environments that include traditional classroom, customized courses delivered on-site, and e-learning to help meet the OSH education and training needs of Canadians. Courses also provide a significant and growing revenue stream for CCOHS.

Course topics are determined by:

- Legislative requirements
- Requests from CCOHS' clients
- Demand for related materials on similar topics – e.g. OSH Answers, publications
- Discussions with stakeholders

The courses are developed following established procedures to ensure they are of the highest quality. CCOHS staff creates the courses with the assistance and advice of 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.

The courses are available in English and French.



► Classroom-based Training

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. In fiscal year 2005/06, 113 people participated in the course.

In response to the needs of federally regulated organizations, a related training course for Health and Safety for Managers and Supervisors in the Federal Sector was developed. This one-day course was delivered for the first time at the end of March in Ottawa, and subsequent course dates are scheduled for the upcoming year, to held in Ottawa and Hamilton.

A half-day course entitled “Health and Safety for Senior Managers” is being developed to meet the expressed needs of our clients, and undergoing internal and external review.

► e-Learning

E-learning is a service line launched in 2004/05 as part of an initiative to extend outreach and accessibility to occupational health and safety training. The objective of the service is to assist Canadians to easily acquire and then apply workplace health and safety information, to help create solutions and 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.

e-Courses offered by CCOHS include:

Health & Safety for Managers and Supervisors (English and French)

WHMIS for Workers (English and French)

Health and Safety Committees (English and French)

Health & Safety for Managers and Supervisors Federal Sector (English and French)

Office Ergonomics (English and French)

Ladder Safety (English and French)

Office Health and Safety (English and French)

WHMIS for Managers and Supervisors (English and French)

Electrical Hazards (English and French)

Personal Protective Equipment: The Basics (English and French)

Preventing Falls from Slips and Trips (English)

Accident Investigation (English)



In addition, e-courses on seven more topics are planned for development in the 2006-2007 fiscal year as well as partnership opportunities pursued to develop courses on topics such as new worker orientation, aboriginal health & safety, and healthy workplaces.

e-Courses in development

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. The following e-courses are in various stages of development and production, for release in the next fiscal year:

- Preventing Falls from Slips and Trips (French)
- Accident Investigation (French)
- Lockout
- Workplace Violence (3 modules):
 - Violence in the Workplace: Awareness (free for public awareness)
 - Violence in the Workplace: Recognize the Risk and Take Action
 - Violence in the Workplace: Establish a Prevention Program
- Understanding MSDSs and Labels
- Confined Space (3 modules):
 - Confined Space: Hazard Awareness
 - Confined Space: Hazard Control
 - Confined Space: Program Implementation
- Transportation of Dangerous Goods (8 modules)



Impact and Outreach

In fiscal year 2005/06, a total of 6,074 e-course seats were delivered to approximately 536 organizations throughout Canada. Canadians from all provinces and two territories have taken CCOHS' e-courses.

Monitoring and Continuous Improvement

To ensure continuous improvement of CCOHS' e-courses, several feed-back mechanisms are provided for the learners: links to contact CCOHS' technical staff during the learning process for assistance or comments; access to CCOHS' client services staff by toll-free telephone or email; and, a feedback form. Courses are also customized for organizations with a large number of e-learners to include organizations' own policies, procedures, and other specific information.



MSDS Service



Chemical health and safety risks are a major concern in Canadian workplaces. The ability to understand and recognize hazards and know how best to deal with them for prevention purposes, as well as dealing with incidents and/or accidents to people and property is imperative. The MSDS Service helps clients support a safer working environment and to efficiently manage all of their MSDSs, while assuring organization-wide measures for legislative compliance under WHMIS.

The Service

This MSDS Service consists of:

- **MSDS *plus* CHEMINFO**
- **FTSS**
- **MSDS/FTSS Combo**
- **MSDS Management Service (MMS)**
- **Related Projects**

► **MSDS and FTSS Databases**

The MSDS and FTSS databases are available on Web, DVD, CD-ROM or Intranet and provide access to over 390,180 data sheets, contributed by some 740

manufacturers/suppliers. This represents a 20% growth in the database from last year. There are over 900 organizations utilizing the services, 636 via the Internet and 271 on DVD or CD-ROM. MSDS is complemented by the CHEMINFO database. Created by CCOHS technical staff, this database contains a collection of more than 1,300 detailed chemical profiles on important workplace chemicals.

► **MSDS Management Service (MMS)**

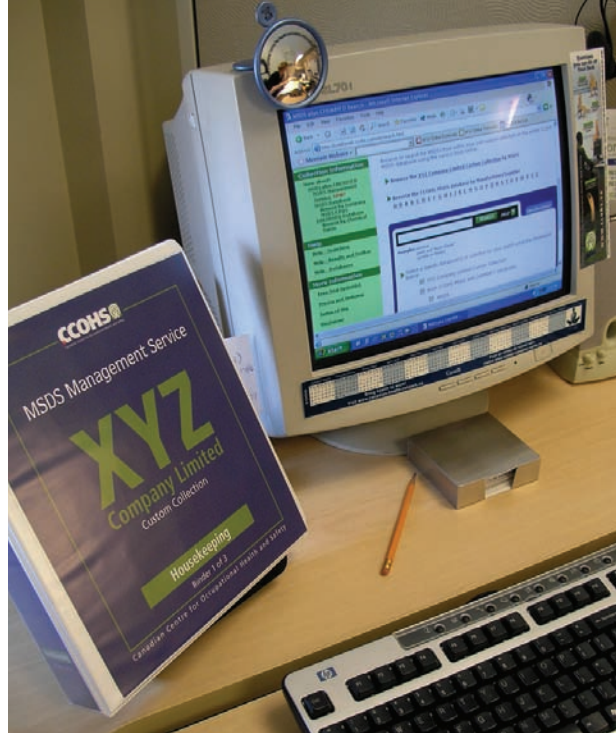
Based on client need for a more customized product, the MSDS Management Service (MMS) was developed and launched within the 2005-2006 fiscal year. The MMS helps clients quickly and easily access data sheets for 100% of the products specific to their workplace, in a secure web-based database.

Customized collections are automatically updated and the subscriber is notified of changes in the MSDS within their custom collection on a monthly basis.

Binders of printed MSDS', a backup CD-ROM, and associated MSDS publications round out the MMS service.

Nineteen (19) companies currently subscribe to the new MSDS Management Service and actively use their custom collection to meet WHMIS MSDS obligations, for inventory control and to identify product location. These companies represent small, medium and large organizations (100-3,300+ MSDS) from diverse areas of business - manufacturing, governments, automotive, and the hospitality industry.

Targeted promotion aimed at increasing the customer base has been successful and several additional organizations are now seriously reviewing the service, with some organizations having more than 15,000 MSDS in their collection.



Monitoring and Continuous Improvement

The services are continuously being improved through client feedback and suggestions. Clients of the MSDS Management Service have continuous and extensive communications with CCOHS staff which helps to shape the services according to the needs of Canadian workplaces. Additional manufacturers and suppliers are being contacted with the co-operation of the MMS clients. This will also serve to further enhance the MSDS and FTSS databases by increasing the number of different MSDS in the services.

General Health & Safety Information Services



Providing a comprehensive service of information on all areas of workplace health and safety - other than Chemical Safety - to fulfill the needs of Canadian workplaces. This service has adopted a comprehensive approach to creating healthy workplaces by improving the total health of the individual – mental, physical and psychosocial. There is a strong connection between the health and well being of people, their work environments and organizational productivity. Healthy workplaces benefit workers and communities, governments and society at large. One essential need shared by all of these groups is health and safety information. CCOHS helps to provide this information through the following products and services:

- ▶ **Canadian enviroOSH Legislation *plus* Standards Services**
- ▶ **OSH Researcher**

- ▶ **OSHLINE with NIOSHTIC**
- ▶ **OSH References (Bibliographic collection)**
- ▶ **National Labour Operations Resources CD-ROM**
- ▶ **ILO Encyclopaedia**
- ▶ **Fatality Reports**
- ▶ **Canadian Health Network (CHN)**
- ▶ **Best Practices Data Base (WSIB)**
- ▶ **WorkSafe Saskatchewan**
- ▶ **OSH for Everyone – Ontario**
- ▶ **Marine Inspectors Bookshelf**
- ▶ **Enhancing OHS in Brazil**
- ▶ **Other related projects**

Impact

Evaluation studies of CCOHS indicate that the majority of people who purchase CCOHS products use this information to promote changes leading to improvements in health and safety in their workplaces. Moreover this information is generally used by one to ten individuals in the workplace, and in some cases by up to thousands. Working through national, provincial and local intermediaries increases the reach of workplace health information in Canada. In turn, the worker, his or her family and the Canadian public at large have come to know and rely on CCOHS information transfer. The reach of particular services and projects is outlined below.



The Services

▶ **Canadian EnviroOSH Legislation *plus* Standards**

This service helps Canadians understand their rights and responsibilities under the law, which is especially important for the proper functioning of the internal responsibility system. While each Canadian jurisdiction now provides its legislation on the web, the CCOHS service provides employers and workers with all the legislation in one place making cross-jurisdictional comparisons very easy. As well the service provides a unique topic approach to legislation, for example detailing references to all the legislation on violence in the workplace or right to refuse. With the inclusion of the full text of CSA and CGSB standards referenced in the legislation, the CCOHS legislation service is just one more example of how CCOHS has worked with key partners – standards setting bodies and governments – to provide high value information to Canadians. The CCOHS approach to standards is unique: all cited versions of a standard are available plus the most recent even if not referenced in the legislation. This allows users to use the most recent version of a standard at their discretion.

Reach

Almost 500 organizations both in Canada and outside subscribe to the enviroOSH legislation service in its various formats: regional, national, PLUS standards, on the Internet and on CD-ROM. We know that these organizations include government departments and agencies, primary industries such as mining, petroleum and forestry, manufacturing industries, health and safety associations, consultants and educational institutions.

▶ **National Labour Operations Resources CD-ROM**

This is produced in cooperation with the Labour Program of the Human Resources and Skills Development Canada. It includes not only federal legislation, particularly the Canada Labour Code, but also CSA and CGSB standards referenced in the Canada Occupational Health and Safety Regulations as well as interpretive documents and databases needed by Labour Affairs Officers (LAOs) working in the federal jurisdiction. The legislation and interpretive

material make this CD-ROM a critical tool for federally regulated industries to ensure compliance.

Reach

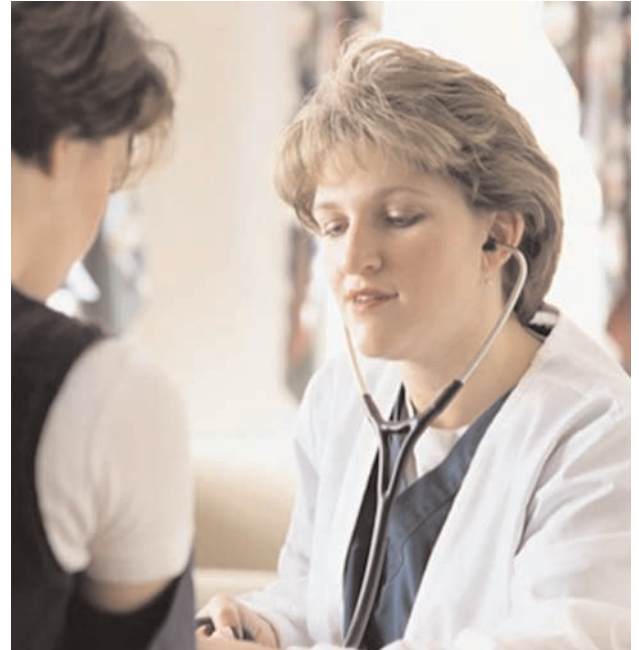
This customized product includes key documents to be used by Labour Affairs Officers on their laptops when visiting clients in the field or investigating incidents. As well, other organizations in federally regulated sectors such as banks subscribe to the CD-ROM because of the unique information it provides. For example, this is the only source of information on cases of Unjust Dismissals.

► **Bibliographic Databases and ILO Encyclopaedia**

These two services 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. 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 20,100,000 references and on Google Scholar, 51,800. 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.

Reach

Use of the Worksafe Saskatchewan website continues to grow: 2005 saw over 260,000 website sessions from over 120,000 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

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 20,000 visitor sessions viewing 60,000 to 90,000 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 4,000 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. It 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 8th release.

► **Canadian Health Network**

In the Canadian Health Network project CCOHS staff work closely with major health organizations throughout Canada 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 and disease and injury prevention information. CCOHS is responsible for the Workplace Health collection.

Reach

October 2005 saw over 2,600 visitors to the Workplace Health collection, the highest number ever. Statistics indicate that most of these visitors also linked to the CCOHS home page and OSH Answers from the CHN.

► **Enhancement Of Occupational Health And Safety In Brazilian Industry (EOHSBI)**

CCOHS' skills and expertise in knowledge transfer are also recognized internationally. 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 enterprises in Brazil. As a partner in Enhancement of Occupational Health and Safety in Brazilian Industry, a project 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. EOHSBI is coordinated by the National Department of the Brazilian Social Service of Industry (SESI), and by Ryerson University in Canada.

Tailored Services



Providing a management system based service that is customizable for use in meeting the specific needs of Canadian enterprises to establish an effective health and safety program or management system.

The Service

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 that permits the clients to easily and efficiently incorporate, update and maintain, a health and safety program incorporating workplace specific information, will help Canadians not only to comply with the legislated requirement and improve workplace health and safety performance,

but also if desired, to seek OHSAS 18001 or CSA Z1000 certification or self-declaration in a timely manner.

A comprehensive occupational health and safety management system (OHSMS) based on the CSA Z1000 standard will help Canadian enterprises to:

Manage OHS risks of the enterprise using a defined and documented management system

Comply with OHS legislative requirements

Promote health and safety among managers, supervisors and employees

Undertake systematic risk (hazard) identification, evaluation and management

Develop and **implement** effective health and safety programmes following best practices

Ensure effective communication, consultation and collaboration

Establish health and safety performance measures and undertake effective monitoring of performance

Assess, audit, evaluate, report and continually **improve** health and safety performance to contribute to business success

Target Audience

The target audience for the OHS Management Systems Service is Canadian organizations seeking Occupational Health & Safety Management System (OHSMS) registration, as well as organizations that wish to implement effective occupational health and safety programs, in accordance with OSH legislation requirements.

Organizations that do not have a complete OHS program in place may choose to hire a consultant to do a hazard assessment of their workplace and help them develop the necessary documentation for an OHS program that can be used and upgraded to meet the requirements of an OHSMS. The system also will provide all the necessary information (other than worksite specific information) to enable clients to implement the system by themselves. CCOHS will work with the consultants and health and safety associations to market, promote and distribute the management service.

Content

The OHS Management Service from CCOHS will provide a self-guided OHSMS service that is highly interactive, flexible, and easy to use. Available as part of the service will be a wide range of context specific resources to help organizations implement their management system, including guidance documents and information on:

- Corporate OHS policy
- Goals and objectives
- Responsibility and accountability of managers, supervisors and employees and related training
- Assessment, auditing, evaluation and reporting on performance with respect to compliance with legislated requirements and management policies
- Performance measure and monitoring
- Employee involvement and empowerment
- Continuous improvement in performance and sustained excellence
- Policies, procedures and programs
- Means for effective communication, consultation and collaboration
- Hazard identification and risk assessment
- Planning and implementing risk management
- Emergency preparedness plans
- Internal communication strategies for promoting their OHSMS to their employees
- Links to the Canadian EnviroOSH Legislation Web service, where available, including the Legislation Notification service

The development of the CCOHS OHSMS, a new CCOHS service line, is well underway with a planned implementation of this service in fiscal 2006/07.

Publications Service



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

The Service

CCOHS has been publishing pocket guides, Infograms and other publications since the early 1980s. These publications respond to the needs in Canadian workplaces for information that is practical, authoritative and balanced. CCOHS' signature health and safety guides are pocket-sized handbooks intended to serve as front line prevention tools. They 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. Clients frequently contact CCOHS to suggest new topics for guides.

The strategy for development of the Publications Service is the synergy between publications, e-courses, and OSH Answers. While each service has a unique

role to play, the same team of experts are usually involved in all three services. The plan for the Publications service makes use of previous and on-going work in the other services.

The promotion of healthy workplaces is a common theme of CCOHS publications. Recent guides focus on wellness and HR professionals, while planned guides will address stress, tele-work and home-based businesses. Future topics will be identified by consultation with clients.

Impact

A 2004 survey of buyers, conducted by Applied Research Consultants (ARC), an independent consulting group, indicated that on average the information in each publication benefited more than 130 workers.

Close to 150,000 CCOHS publications have been purchased for use by employers, workers, health and safety committee members, and health and safety practitioners. The workplace-friendly Health and Safety Pocket Guides represent 98% of current sales. Over the last five years over 90,000 of these guides have been distributed. Sales of publications continue to grow steadily.

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.



Chemical Health & Safety Information Services



Providing a comprehensive information service on 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:

- ▶ **CHEMpendium™**
- ▶ **CHEMINFO**
- ▶ **RTECS®**
- ▶ **WHMIS Classification Discrepancy Project**
- ▶ **INCHEM**
- ▶ **INTOX**
- ▶ **DSL/NDSL**

- ▶ **(M)SDS Writer**
- ▶ **Health Canada Ad Hoc Expert Working Group**
- ▶ **Alternative Products, and**
- ▶ **Other Related 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.



► 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, 170,000 unique visitors from 170 countries access and use INCHEM information every month.

INCHEM documents (over 8,100 documents) were viewed more than 2 million times last year, with Environmental Health Criteria publications being viewed over 940,000 times and Poison Information Monographs viewed over 810,000 times.

The INCHEM web survey was implemented in January 2006. 90% of all respondents felt the INCHEM service was very useful, while 88.5% considered the service to be important or very important.

The respondents of the survey representing users from 110 countries are distributed in the regions as follows. North America 30.09%, Europe 29.55%, Asia 21.39%, South America 6.79%, Africa 6.25%, Oceania 3.53%. The highest number of responses from one country was from the United States at

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 and safety information 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.

20%. By comparison the response from Canada was 7.6%. A summation of the number of respondents for Member countries of the European Union amounts to a percentage of 24%. Of interest is the number of responses from third world and developing countries with limited access to other research materials.

▶ **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 databank is available on the Internet free of charge and is also available on CD ROM by subscription. Free of charge subscriptions to the CD-ROM are made available to developing countries users nominated by IPCS.

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

In March 2006, 81,567 unique visitors from over 148 countries used the website to access information about pesticides, pharmaceuticals, pure chemicals, bacteria and fungi.

The highest single country outside of the US was Brazil with 8,400 users per month, followed by Canada, Mexico, the United Kingdom, France and Spain with 1,500 to 3,500 users per month.

▶ **CHEMINFO**

The CHEMINFO Database with summarized chemical information on chemicals offers hundreds of distinct fields of health and safety data needed to protect workers, control workplace exposures, prevent accidents, fires, etc. The service is described as up-to-date, reliable, understandable, summarized, OSH chemical information including scientifically supported regulatory classifications.

CHEMINFO was originally developed in the early 1980s 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 including workers, employers, Health and Safety Committee members, MSDS writers, industrial hygienists, safety officers, physicians, nurses, emergency responders, regulators and their enforcement staff. CHEMINFO is available through many avenues – some revenue generating and some public service.



CHEMINFO is regarded as a premier source of data on many industrial chemicals in that chemical manufacturers use it to support their product safety and MSDS writing programs. It is important to a segment of our clients that CHEMINFO is fully referenced. CHEMINFO content is also used by provincial regulators and their enforcement staff.

Impact and Reach

Information from CHEMINFO in one form or another is accessed approximately 250,000 times/year, through free partial records available on the IPCS INTOX databank, through free CCOHS website records as well as through subscriptions services via the CCOHS Web Information Service. CHEMINFO makes CCOHS MSDS database and related MSDS Management Service unique in the marketplace. As CHEMINFO is created and owned by CCOHS, there is no dependency on outside contributors to provide this content.



► RTECS®

The Registry of Toxic Effects of Chemical Substances (RTECS®) contains critical toxicological information with citations on over 416,000 chemical names and synonyms and more than 160,000 chemical substances, from 2,500 plus sources. RTECS® includes toxicological data and reviews; international workplace exposure limits; references to US standards and regulations; analytical

methods; and exposure and hazard survey data. The content is kept updated by MDL Information Systems.

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.

CCOHS is unique in offering an English, French and Spanish language version of the database.

Notable highlights include:

- RTECS web usage increased 45% over the same period one year ago.
- Internal systems infrastructure work was completed and the database was migrated from the HP system to a Filemaker system. This will ensure reliable operations and a unified platform for future work.
- Over 900 new chemicals were added to the database.
- A survey of former subscribers was conducted to provide information about user needs.

These results will ensure targeting our efforts for new sales to appropriate audiences.

► 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/NDL), 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.

A survey of former subscribers was conducted to garner information about user needs to help us tailor our efforts to the appropriate audiences. The CHEMpendium database collection usage via the web remained steady over the past year, during which approximately 72,000 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 the Canadian domestic inventory, 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.

The database is used by chemical manufacturers, suppliers and importers who may potentially have to submit information under CEPA. It is also used by government regulators and enforcers, MSDS writers and regulatory compliance specialists to help meet their compliance requirements.

Currently the DSL contains about 24,000 substances and the NDSL contains about 48,000 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:

- 833 new records were added.
- CCOHS participated in the ICG CEPA Update Conference in October 2005. 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.

- Significant New Activity (SNAc) Substances are now searchable in the database.

► **WHMIS Classification Discrepancy Project**

CCOHS continues to collaborate with the Quebec CSST and Health Canada WHMIS Division to harmonize WHMIS classifications available on the CCOHS and CSST websites. The information and evaluations of chemicals for which discrepancies exist are being shared by CCOHS and CSST and issues are jointly being resolved. Policy issues regarding interpretation of the Controlled Products Regulations are referred to Health Canada for broader consultation among WHMIS regulators and other interested parties, including industry and labour.

This project is winding down, as most discrepancies have been resolved. There is currently an ongoing commitment between the 3 organizations (CCOHS, the CSST and Health Canada) that any new discrepancies identified be shared and resolved as they arise.

► 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.



Communications Service



Providing a comprehensive communications service for CCOHS that includes:

- ▶ **Promoting OHS in Canada**
- ▶ **Promoting CCOHS and its role in Canadian OHS**
- ▶ **Promoting CCOHS Products and Services**
- ▶ **Undertaking Web Portal Related Projects**
- ▶ **Advancing the Academic Support Program**

Promoting Occupational Health and Safety in Canada

▶ **Bringing Health to Work Web Portal Service**

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 this fiscal year as a crucial component of a wider healthy workplaces initiative through funding support from HRSDC.

This web portal service is dedicated to providing Canadian employers, employees and practitioners, free and easy access to a comprehensive range of credible resources and practical tools for creating and promoting healthy workplaces.

The portal URL is www.ccohs.ca/healthyworkplaces.

Bringing Health to Work offers "one stop" access to more than 300 of the most authoritative and reliable sources of workplace health and well-being information on the Web! It is a virtual clearinghouse of key websites for research, programs and tools, case studies, policies, resources and more. And this is only the beginning. CCOHS will be continually improving and expanding the content to enhance and make it an even richer resource - one that offers help to improve the health of Canadian organizations, their employees and their work environments.

From December 2005 – March 2006, 6,157 visitors have been served by *Bringing Health to Work*, accessing the English-language portal 15,764 times.



► Webinars

As part of the effort to establish CCOHS as a leader in promoting healthy workplaces in Canada, CCOHS conducted several webinars (live broadcasts) to coincide with OH&S events:

International RSI Awareness Day – February 28, 2006

Ergonomics for Occupational Hygienists

Presenter: Dr. Richard Wells BSc, MEng, PhD. Director of the Centre of Research Expertise for the Prevention of Musculoskeletal Disorders (CRE-MSD)

This event was offered on a cost recovery basis and consisted of a 90-minute live broadcast from McMaster University. To make this event as accessible as possible, members of the Canadian

Council of Occupational Hygiene (CCOH) hosted 16 separate "hub" locations across Canada. In total, 185 attendees participated from across Canada, with representatives from Petrochemical/Petroleum, Municipal and Provincial Governments, Labour Organizations, Steel Manufacturing, Automotive, Environmental Management, plus private Health and Safety Consultancies, to name just a few.

Healthy Workplace Week – October 2005

Discovering Workplace Health and Wellness Resources

Presenter: Sandra Clark, CCOHS

Offered as a free public service to Canadians

Integrating Workplace Health

Presenter: Jan Chappel, CCOHS

Offered as a free public service to Canadians

The Powerpoint version of the presentation had been downloaded 3,289 times from the CCOHS website, as of the end of March 2006.

NAOSH Week – May 1-7, 2005

Driving Safety

Global Harmonization System (GHS): An Introduction
Occupational Disease Resources on the Internet
e-Learning in Health and Safety Management: The CCOHS Experience

Presented by various CCOHS Subject Specialists

Offered as a free public service to Canadians

The next step will be to make the recorded webinars more widely available on the CCOHS website, for accessing by users at their own convenience.

► **North American Occupational Safety and Health (NAOSH) Week May 1-7, 2005**

The theme for NAOSH Week 2005 was *Equip, Educate, Empower*. In keeping with the theme, CCOHS presented a complimentary series of Webinars from May 2-10 to provide information and knowledge to



Canadians that support prevention initiatives. Live web presentations were delivered by CCOHS subject specialists throughout the week on a variety of topics including: *Driving Safety*, *Global Harmonization System (GHS)*, *Occupational Disease Resources on the Internet*, and *e-Learning in Health and Safety Management: The CCOHS Experience*.

People were encouraged to run the webinars in boardrooms and venues, as an easy way to share the information. It was promoted as an effective way for Health and Safety Committee Members, Managers, Supervisors and Health and Safety Professionals to participate in the session and also serve as a platform for further discussion. The virtual seats were sold out for each presentation.

CCOHS President and CEO Len Hong participated in the National Launch in North American Occupational Safety and Health Week in Yellowknife, Northwest Territories on May 2, 2005. CCOHS also participates in the planning of the National Launch and manages the NAOSH week website – www.naosh.ca.

► **Forum 2005 Survey Report – Recognizing and Preventing Occupational Disease: Strategies and Recommendations from Canadians**

In 2005 the Canadian Centre for Occupational Health and Safety (CCOHS) hosted a national event in Toronto, *New Strategies for Recognizing and Preventing Occupational Diseases*. Forum 2005 brought together 350 participants, a unique cache of government, employer and labour representatives, which also provided an opportunity for researchers, health and safety practitioners, healthcare personnel, and others to exchange ideas, discuss how to improve recognition of occupational diseases, and recommend strategies to prevent disease and control exposures to hazardous agents.

CCOHS consolidated the key recommendations which emerged through the efforts of the Forum 2005 participants and launched a web-based survey to provide all Canadians the opportunity to weigh in on what they believe are important workplace illness and disease elimination strategies. Hundreds of Canadians seized the opportunity to be heard on this issue through the online poll.

As part of our goal to undertake initiatives that lead to increased impact on Canadian workplace health and safety, CCOHS released the results of the survey of the Forum recommendations in a document entitled, *Recognizing and Preventing Occupational Disease: Strategies and Recommendations from Canadians*. This 67-page report is available in PDF for downloading, free of charge, on the CCOHS website: www.ccohs.ca/products/publications/surveyreport.html.

The Report has been downloaded or accessed 14,001 times since it was made available on the website in November 2005.

Promotion of CCOHS and Its Role in Canadian OHS

► **Conferences, Presentations and Exhibitions**

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





CCOHS' outreach efforts included attending more than 40 events over this fiscal year and maintained its vigorous participation in meetings, conferences and presentations in each region of Canada.

Promoting CCOHS Products and Services

► The Health & Safety Report e-Newsletter

The Health and 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, the Report is regularly and widely reproduced by organizations to enhance their health and safety educational and information efforts.

This service, launched in January 2003, now has a distribution of 11,697 subscribers in more than 100 countries. This represents 40% growth in subscribers from the previous fiscal year. Beginning in January 2006, the Report includes icons in the sidebar linking to OSH Answers and the Bringing Health to Work portal. It is expected that this will help drive traffic to CCOHS' website and promote the free public services CCOHS provides to advance the improvement of workplace health and safety in Canada.

Impact

In the January 2006 readership survey, the Report received a 100% overall satisfaction rating, with 65.7% of the respondents being "very satisfied". 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 77% of the respondents to the survey 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.

► 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; and
- 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 twenty 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 2005/06 CCOHS noted

more than 95 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 3.6 million when the circulation and web traffic of the media citing CCOHS was considered.

Some notable examples of media sightings this year include: CCOHS staff quoted in article in the National Post on asbestos-related disease growing; CCOHS staff quoted in article in the Toronto Star regarding working alone (teen night cashier slain in Montreal); CCOHS mentioned in article and staff member quoted in The Globe and Mail on workplace violence (Is your co-worker dangerous?); and The Safety Mosaic (Ontario Service Safety Alliance publication) reprinted information from OSH Answers for an article on workplace violence prevention legislation.

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

Undertaking Web Portal Related Projects

► Forum on the Advancement of Healthy Workplaces – INSITE Portal

INSITE is a secure website, developed and hosted by CCOHS, accessible solely to the partners of the Forum on the Advancement of Healthy Workplaces. The Forum consists of key stakeholders from various health and safety disciplines, organizations, governments, and other invested groups and was formed to share ideas on how to work together to promote healthy workplaces. The INSITE portal provides a forum for collaboration and sharing of information between the partners. The site serves as a repository of best practices, initiatives, and projects as well as a comprehensive resource with key links, background and research material, all related to healthy workplaces.

It is intended to facilitate easy, meaningful communication amongst the partners and generate and leverage synergies to promote healthy workplaces.

► 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 120 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. The URL is www.ciscentres.org.

The portal 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 2005/06 the average number of accesses on the Web, per month was 84,339.



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

The web portal for WHO Collaborating Centres, which CCOHS created in collaboration with the World Health Organization (WHO), is now in the implementation stage. 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.

► **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.

► **National Young Worker Website**

CCOHS continues to work with the Cross-Canada Youth Advisory Committee to enhance the content of JobSafeCanada.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 1,800 visitors access the site monthly. In fiscal 2005/06, 22,758 visitors access the site more than 231,000 times.



Conference, Presentations & Exhibitions

NAOSH Week National Launch

Yellowknife, NT – May 2, 2005
Participated

NAOSH Week Health & Safety Day

Ohswegen, ON – May 2, 2005
Exhibited

PIASS Annual Safety Seminar

Banff, AB – May 3-6, 2005
Exhibited

Hamilton-Wentworth School Board Health & Safety Day

Hamilton, ON – May 4, 2005
Speaker/ Exhibited

CANECT 2005

Toronto, ON – May 11-12, 2005
Exhibited

AIHce

Anaheim, CA – May 22-25, 2005
Speaker / Exhibited

Transportation Health & Safety Association of Ontario

Toronto, ON – May 25-26, 2005
Exhibited

Treasury Board of Canada OHS Conference

Saint Sauveur, QC – May 30-Jun 2, 2005
Speaker/ Exhibited

Federation of Canadian Municipalities

St John's, NF – Jun 2-4, 2005
Exhibited

American Society of Safety Engineers

New Orleans, LA – Jun 12-15, 2005
Exhibited

City of Toronto Annual Joint Health & Safety Day

Toronto, ON – Jun 17, 2005
Speaker

15th World Congress on Disaster Management

Toronto, ON – Jul 10-13, 2005
Exhibited

AWCBC Public Forum

Vancouver, BC – Jul 24-26, 2005
Exhibited

PSAC National Component Convention

Quebec City, QC – Aug 15-19, 2005
Attended / Exhibited

Association of Canadian Ergonomists

Halifax, NS – Aug 15-18, 2005
Materials only

Six Nations Annual Health & Safety Conference

Ohswegen, ON – Sept 21-22, 2005
Exhibited

Oil Sands Safety Conference

Fort McMurray, AB – Sept 15, 2005
Materials only

CSSE Professional Development Conference

Edmonton, AB – Sept 18 -21, 2005
Speaker / Exhibited

NSC + XV11 World Congress on Safety & Health at Work

Orlando, FL – Sept 21-23, 2005
Exhibited

International Occupational Hygiene Association Conference

South Africa – Sept 19-23, 2005
Speakers/ Exhibit Table

Workers Health & Safety Centre

Don Mills, ON – Sept 25-29, 2005
Exhibited

IAPA Muskoka Conference

Rama, ON – Sept 28, 2005
Speaker

CUPE Biannual Convention

Winnipeg, MB – Oct 3-7, 2005
Exhibited

CEAA Technical Conference & AGM

Toronto, ON – Oct 5-6, 2005
Exhibited

Le Grande Rendez-Vous

Montreal, QC – Oct 6, 2005
Exhibited

Health, Work and Wellness Conference

Montreal, QC – Oct 20- 22, 2005
Exhibited

Workplace Health, Safety & Compensation Commission of NB

St John, NB – Oct 24-25, 2005
Speaker

Centre for Health, Environment & Safety 3rd Annual Conference & Expo

London, ON – Oct 27, 2005
Speaker / Exhibited

4th Annual AB Health & Safety Conference

Calgary, AB – Nov 7-9, 2005
Exhibited

Wellness in the Workplace Conference

Niagara Falls, ON – Nov 23, 2005
Exhibited

Hamilton-Wentworth Catholic School Board, Safety Officers Event

Hamilton, ON – Dec 2, 2005
Speaker

Ontario Safety Partners Health, Safety & Wellness Conference

Stoney Creek, ON – Dec 8, 2005
Exhibited

Human Resource Professionals Association of Ontario Conference

Toronto, ON – Feb 1-3, 2006
Exhibited

Manitoba Construction Safety Conference

Winnipeg, MB – Feb 7-8
Exhibited

McMaster University, RSI Day Fair

Hamilton, ON – Feb 28, 2006
Exhibited

United Steelworkers of America Convention

Montreal, QC – Mar 4-6, 2006
Exhibited

Nova Scotia Safety Council Conference

Halifax, NS – Mar 22-23, 2006
Exhibit/Presentation

Brant County Health Unit Conference

Brantford, ON – Mar 29, 2006
Exhibited

Financial Review

MANAGEMENT RESPONSIBILITY FOR FINANCIAL STATEMENTS

Responsibility for the integrity and objectivity of the accompanying financial statements for the year ended March 31, 2006 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 2, 2006



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, 2006 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, 2006 and the results of its operations and its cash flows 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 2, 2006

STATEMENT OF OPERATIONS

For the year ended March 31

	2006	2005
Revenues (note 4)		
Proceeds from sales	\$ 2,198,697	\$ 2,320,319
Projects and collaborative agreements	1,657,596	1,486,954
Total revenues	<u>3,856,293</u>	<u>3,807,273</u>
Expenses		
Operations		
Salaries and employee benefits	7,074,181	5,825,596
Professional and special services	955,521	1,117,955
Accommodation	732,390	713,383
Information	225,521	308,554
Transportation and communications	216,220	171,405
Purchased repair and upkeep	128,348	139,754
Utilities, materials and supplies	115,143	174,954
Rentals	20,076	38,309
	<u>9,467,400</u>	<u>8,489,910</u>
Administration		
Salaries and employee benefits	290,100	251,133
Governors and committees	13,790	2,461
Travel	33,063	25,150
Professional and special services	453	4,247
Utilities, materials and supplies	102	156
	<u>337,508</u>	<u>283,147</u>
Other expenses		
Amortization of tangible capital assets	255,303	276,754
Loss on disposal of tangible capital assets	301	1,287
	<u>255,604</u>	<u>278,041</u>
Total expenses	<u>10,060,512</u>	<u>9,051,098</u>
Net cost of operations	<u>(6,204,219)</u>	<u>(5,243,825)</u>

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

STATEMENT OF FINANCIAL POSITION

At March 31

	2006	2005
Assets		
Financial assets		
Due from the Consolidated Revenue Fund	\$ 265,383	\$ 602,009
Inventory for resale	115,465	117,074
Accounts receivable (note 6)	258,394	254,006
	<u>639,242</u>	<u>973,089</u>
Non-financial assets		
Tangible capital assets (note 5)	447,425	645,568
	<u>1,086,667</u>	<u>1,618,657</u>
Liabilities		
Accounts payable and accrued liabilities (note 7)	406,404	703,573
Deferred revenues	35,665	48,452
Vacation pay and compensatory leave	372,232	372,471
Employee severance benefits (note 9)	980,416	718,756
Deferred revenues - donations (note 8)	90,427	90,427
	<u>1,885,144</u>	<u>1,933,679</u>
Equity of Canada	<u>(798,477)</u>	<u>(315,022)</u>
	<u>1,086,667</u>	<u>1,618,657</u>

Contingent Liabilities (note 10)

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

STATEMENT OF EQUITY OF CANADA

For the year ended March 31

	2006	2005
Equity of Canada, beginning of year	\$ (315,022)	\$ (151,332)
Net cost of operations	(6,204,219)	(5,243,825)
Services received without charge from other government Departments (note 11)	1,223,043	749,383
Net cash provided by Government	4,834,347	4,207,883
Change in due from the Consolidated Revenue Fund	(336,626)	122,869
Equity of Canada, end of year	(798,477)	(315,022)

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

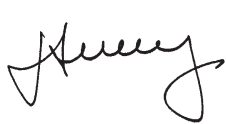
STATEMENT OF CASH FLOW

For the year ended March 31

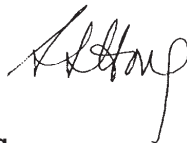
	2006	2005
Operating Activities		
Net cost of operations	\$ 6,204,219	\$ 5,243,825
Non-cash items:		
Amortization of tangible capital assets (note 5)	(255,303)	(276,754)
Loss on disposal of tangible capital assets	(301)	(1,287)
Services received without charge from other government departments (note 11)	(1,223,043)	(749,383)
Variations in Statement of Financial Position:		
Decrease (increase) in accounts payable and deferred revenue	309,956	(190,564)
Decrease (increase) in liability for vacation pay and compensatory leave	239	(36,107)
(Increase) in liability for employee severance benefits	(261,660)	(65,894)
Increase (decrease) in accounts receivable	4,388	(86,509)
(Decrease) increase in inventory	(1,609)	37,567
Decrease in deferred revenue – donations	—	131,909
Cash used by operating activities	4,776,886	4,006,803
Capital investment activities		
Acquisitions of tangible capital assets (note 5)	57,461	201,080
Financing activities		
Net cash provided by Government of Canada	4,834,347	4,207,883

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

Approved by:



John McKennirey
Chairperson



S. Len Hong
President and Chief Executive Officer



Bonnie Easterbrook, CGA
Controller/Senior Financial Officer

NOTES TO THE FINANCIAL STATEMENTS – March 31, 2006

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 instruction 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 and duration of service. This is the first year that CCOHS has estimated severance benefits related to retirement provisions in employees' labour contracts or conditions.

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. 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:

	2006	2005
Net cost of operations	\$ 6,204,219	\$ 5,243,825
Adjustments for items affecting net cost of operations but not affecting appropriations		
Add (Less)		
Amortization of tangible capital assets (note 5)	(255,303)	(276,754)
Services provided without charge from other Government departments	(1,223,043)	(749,383)
Loss on disposal of tangible capital assets	(301)	(1,287)
Bad debts and other write-offs	(3,920)	(1,206)
	<u>4,721,652</u>	<u>4,215,195</u>

Changes in accounts not affecting current year use of appropriations

Add (Less)		
Inventory for resale	(1,609)	—
Employee severance benefits	(261,660)	(65,894)
Vacation pay and compensatory leave	237	(36,107)
Revenue not available for spending	(14,682)	4,612
	<u>4,443,938</u>	<u>4,117,806</u>

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

Add		
Inventory acquired	—	37,567
Deferred revenue	—	12,754
Acquisition of tangible capital assets	57,461	201,080
Current year appropriations used	<u>4,501,399</u>	<u>4,369,207</u>

b) Appropriations provided and used:

	2006	2005
Human Resources and Social Development Canada – Vote 25	\$ 3,498,000	—
Human Resources and Social Development Canada – statutory	1,018,614	—
Treasury Board – Governor General special warrants	50,029	—
Human Resources Development Canada – Vote 20	—	4,032,000
Human Resources Development Canada – Vote 20A	—	180,876
Treasury Board – Vote 15 – collective agreements	—	156,000
Treasury Board – Vote 5 – compensation	—	60,360
	<u>4,566,643</u>	<u>4,429,236</u>
Less:		
Lapsed appropriations – operating	65,244	60,029
Current year appropriations used	<u>4,501,399</u>	<u>4,369,207</u>

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

	2006	2005
Net cash provided by Government	\$ 4,834,347	\$ 4,207,883
Revenue not available for spending	(14,684)	(18,742)
Bad debts	(3,920)	(1,206)
(Increase) decrease in accounts receivable	(4,388)	86,509
Other adjustments	—	36,108
(Decrease) increase in accounts payable and deferred revenue	(309,956)	190,564
(Decrease) in the trust accounts	—	(131,909)
Current year appropriations used	<u>4,501,399</u>	<u>4,369,207</u>

4. Revenue

	2006	2005
Proceeds from sales		
Subscription – Disc Information Service	436,061	534,419
Subscription – Specialty Discs	308,187	358,569
Subscription – Web Information Service	670,696	684,749
Specialty products - web	617,127	580,831
Single copy publications	154,147	143,928
Other	12,479	17,823
	<u>2,198,697</u>	<u>2,320,319</u>
Projects and collaborative agreements		
Collaborative projects	1,175,182	1,107,869
Contributions to Inquiries Service	454,000	360,000
Recovery of travel expenses	28,414	19,085
	<u>1,657,596</u>	<u>1,486,954</u>
	<u>3,856,293</u>	<u>3,807,273</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 2006	Net Book Value 2005
Computer equipment	1,706,884	37,721	201,600	1,543,005	1,323,318	133,517	201,601	1,255,234	287,771	383,566
Furniture and equipment	564,233	440	55,209	509,464	467,519	33,714	54,907	446,326	63,138	96,714
Software	477,437	19,300	—	496,737	336,183	81,365	—	417,548	79,189	141,254
Leasehold improvements	33,534	—	—	33,534	9,500	6,707	—	16,207	17,327	24,034
Measuring equipment	2,673	—	—	2,673	2,673	—	—	2,673	—	—
	2,784,761	57,461	256,809	2,585,413	2,139,193	255,303	256,508	2,137,988	447,425	645,568

Amortization expense for the year ended March 31, 2006 is \$ 255,303 (2005 - \$276,754).

6. Accounts Receivable

The following table presents details of accounts receivable:

	2006	2005
External parties	\$ 188,074	\$ 202,579
Other Federal Government departments and Agencies	70,320	51,427
	<u>258,394</u>	<u>254,006</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:

	2006	2005
External parties	\$ 392,424	\$ 680,344
Other Federal Government departments and Agencies	13,980	23,229
	<u>406,404</u>	<u>703,573</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 did not receive any donations in fiscal 2005/06 (2004/05 - \$500). The balance at March 31, 2006 is \$90,427 (2005 - \$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 2005/06 expense amounts to \$753,774, which represents approximately 2.6 times the contributions by employees. The 2004/05 expense of \$352,616 equals the contributions by employees. The increase in CCOHS' contribution to the plan this year is due to a change in the source of appropriations provided.

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:

	2006	2005
Accrued benefit obligation, beginning of year	\$ 718,756	\$ 652,862
Expense for the year	288,440	65,894
Benefits paid during the year	(26,780)	—
Accrued benefit obligation, end of year	980,416	718,756

10. Contingent Liabilities

A claim has been made against CCOHS in the normal course of operations. Legal proceedings were still pending at March 31, 2006. Based on the legal opinion of the CCOHS' legal counsel, a portion of the claim has been accrued as a liability and an expense recorded in the financial statements. The remainder of the potential liability may become actual liability when one or more future events occur or fail to occur. In the opinion of management, the dispute will not have a material adverse effect on the financial position of CCOHS.

11. 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 \$779,146 (2005 - \$572,399) 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, 2006:

- a) CCOHS received accommodations provided without charge from Public Works and Government Services Canada amounted to \$732,390 (2005 - \$713,383).
- b) CCOHS received audit services without charge from the Office of the Auditor General of Canada amounted to \$42,000 (2005 - \$36,000).
- c) CCOHS received employer's contribution to the health and dental insurance plans from Treasury Board Secretariat amounted to \$448,653. This is a new estimate provided by Treasury Board Secretariat in fiscal year 2005/06.

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.

12. Comparative Amounts

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