



Canadian Centre for Occupational Health and Safety

Performance Report

For the period ending
March 31, 2000

Canada

Improved Reporting to Parliament Pilot Document

The Estimates of the Government of Canada are structured in several parts. Beginning with an overview of total government spending in Part I, the documents become increasingly more specific. Part II outlines spending according to departments, agencies and programs and contains the proposed wording of the conditions governing spending which Parliament will be asked to approve.

The *Report on Plans and Priorities* provides additional detail on each department and its programs primarily in terms of more strategically oriented planning and results information with a focus on outcomes.

The *Departmental Performance Report* provides a focus on results-based accountability by reporting on accomplishments achieved against the performance expectations and results commitments as set out in the spring *Report on Plans and Priorities*.

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Foreword

On April 24, 1997, the House of Commons passed a motion dividing on a pilot basis the *Part III of the Estimates* document for each department or agency into two separate documents: a *Report on Plans and Priorities* tabled in the spring and a *Departmental Performance Report* tabled in the fall.

This initiative is intended to fulfil the government's commitments to improve the expenditure management information provided to Parliament. This involves sharpening the focus on results, increasing the transparency of information and modernizing its preparation.

The Fall Performance Package is comprised of 83 Departmental Performance Reports and the President's annual report, *Managing for Results 2000*.

This *Departmental Performance Report*, covering the period ending March 31, 2000 provides a focus on results-based accountability by reporting on accomplishments achieved against the performance expectations and results commitments as set out in the department's *Report on Plans and Priorities* for 1999-00 tabled in Parliament in the spring of 1999.

Results-based management emphasizes specifying expected program results, developing meaningful indicators to demonstrate performance, perfecting the capacity to generate information and reporting on achievements in a balanced manner. Accounting and managing for results involve sustained work across government.

The government continues to refine its management systems and performance framework. The refinement comes from acquired experience as users make their information needs more precisely known. The performance reports and their use will continue to be monitored to make sure that they respond to Parliament's ongoing and evolving needs.

This report is accessible electronically from the Treasury Board Secretariat Internet site: <http://www.tbs-sct.gc.ca/rma/dpr/dpre.asp>

Comments or questions can be directed to the TBS Internet site or to:

Planning, Performance and Reporting Sector
Treasury Board Secretariat
L'Esplanade Laurier
Ottawa, Ontario, Canada
K1A 0R5
Tel: (613) 957-7167
Fax (613) 957-7044

Canadian Centre for Occupational Health and Safety



Performance Report

**For the
period ending
March 31, 2000**

The Honourable Claudette Bradshaw
Minister of Labour

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Executive Summary

The Canadian Centre for Occupational Health and Safety (CCOHS) is dedicated to promoting the fundamental right of Canadians to a healthy and safe working environment. It accomplishes this task by working diligently with employers, workers and provincial and territorial governments. A tripartite Council representing labour, business, and federal, provincial and territorial governments governs the Centre, which ensures impartiality of the information CCOHS disseminates.

Over the past few years, the Centre has been able to offset the decline in funding with cost recovery through the sale of products and services and reduction in expenditures. While CCOHS has successfully generated a substantial portion of its revenues, the decline in appropriations is a major concern. Even with these financial pressures, service levels have been successfully maintained and even expanded with the use of technology.

CCOHS continues to broaden its reach to Canadians through an expanded Internet service that provides free of charge health and safety information through a question and answer format. This service has enabled information to reach an additional 280,000 individuals in the current year.

The safety of young workers continues to be a priority. Through curriculum development projects and the *Academic Support Program*, CCOHS has promoted health and safety to thousands of young workers across Canada.

Collaborative projects with other institutions have enabled CCOHS to reach many more Canadians to promote occupational health and safety. CCOHS was recently appointed an affiliate partner with the Canadian Health Network, an integrated national health information service, to provide workplace health information.

The Centre remains dedicated to the advancement and dissemination of unbiased occupational health and safety information to support the right of Canadians to a healthy and safe working environment.

Chart of Key Results Commitments

Canadian Centre for Occupational Health and Safety		
to provide Canadians with:	to be demonstrated by:	achievement reported in:
a national centre dedicated to the advancement and dissemination of unbiased information on occupational health and safety	<ul style="list-style-type: none"> ➤ level of satisfaction with free inquiries service ➤ provision of databases in accessible formats ➤ increase the availability of health and safety resources for Canadians ➤ world wide recognition as a leading contributor to the advancement of occupational health and safety ➤ level of satisfaction/confidence by labour, business and all levels of government in the quality and impartiality of the Centre ➤ increase the recognition of occupational health and safety as an important issue in educational institutions 	<ul style="list-style-type: none"> ➤ DPR Section II, page 7 ➤ DPR Section II, pages 9 to 13 ➤ DPR Section II, pages 7 to 13 ➤ DPR Section II, pages 12 and 13 ➤ DPR Section II, pages 7 to 9 ➤ DPR Section II, page 11

Section I: The Message

Workplace health and safety is everybody's business. CCOHS's primary goal is to promote occupational and environmental health and safety to Canadians. Health and safety issues continue to grow in importance around the world, fostering a need for information and guidance. CCOHS is meeting the expectations of Canadian workers and its customers with a responsive service and essential products.

The safety of youth and safe communities are important issues today. Youth are at great risk of accidents during their first six months on the job. Proper education, training and supervision are required. Everyone has a part to play – unions, employers, supervisors, co-workers, parents and educators. CCOHS has been actively involved in promoting and developing safety training for youth. The Centre has also been involved with making communities safe through its information service and involvement with safe communities.

The Internet has provided an opportunity for CCOHS to reach millions more people with the launch of "*OSH Answers*" and the *Academic Support Program*. Although there are many benefits to providing vast amounts of information, there are many Internet sites that do not provide reliable and unbiased information. The role of the Centre to provide unbiased, current and trustworthy information, has become very important in this environment of mass information.

CCOHS is world renowned for its work in Occupational Health and Safety through involvement with international organizations such as the World Health Organization and the International Labour Organization. Through these collaborative activities, CCOHS contributes to global and international programs on a cost recovery basis. CCOHS assists Canada in its goal toward a safer and more secure world.

S. Len Hong
President and CEO

CCOHS, Your Health and Safety Partner

Section II: Departmental Performance

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

- A. Societal Context
- B. Performance Results Expectations
- C. Key Reviews

A. Societal Context

CCOHS was created in 1978 by an act of Parliament in response to the needs of Canadians to have a national organization dedicated to fulfill the fundamental rights of Canadians to a healthy and safe working environment.

Occupational health and safety is an important issue in Canada. Three Canadian workers die from an occupational accident or illness every working day, and more than 3,000 are injured. Every minute worked costs the Canadian economy \$82,000 in compensation payments to workers for accidents and injuries. The number of workdays lost due to occupational injury is equivalent to the number of hours worked in 71,000 jobs in one year. In 1996 and 1997, an average of one in 18 Canadian workers was injured at work, representing an occupational injury every 9 seconds worked. *(These statistics are from the report from the Research and Analysis division of HRDC.)*

CCOHS's role is to be an impartial provider of reliable high quality health and safety information. The Centre is governed by a tripartite Council representing labour, government and business to ensure that services are provided without bias.

The Centre serves Canadians through a number of free of charge services. It also delivers products on a cost recovery basis.

CCOHS's services promote occupational health and safety to Canadians. The environmental information available also contributes to the preservation of the environment and the health of Canadians who use chemicals in their occupations. CCOHS is actively involved with promoting health and safety to youth and safe communities through its many products and services.

B. Performance Results Expectations
Summary of Performance Expectations

Canadian Centre for Occupational Health and Safety	
to provide Canadians with:	to be demonstrated by:
a national centre dedicated to the advancement and dissemination of unbiased information on occupational health and safety	<ul style="list-style-type: none"> ➤ level of satisfaction with free inquiries service ➤ provision of databases in accessible formats ➤ increase the availability of health and safety resources for Canadians ➤ world wide recognition as a leading contributor to the advancement of occupational health and safety ➤ level of satisfaction/confidence by labour, business and all levels of government in the quality and impartiality of the Centre ➤ increase the recognition of occupational health and safety as an important issue in educational institutions

Planned Versus Actual Spending Tables

Resource Requirements by Organization and Business Line

Comparison of Total Planned Spending to Actual Expenditures, 1999-00 by Organization and Business Line

Business Line	\$
CCOHS	
Planned Spending	1,728,000
Total Authorities	3,043,343
Actual Spending	2,957,617

Note: CCOHS has one business line

Performance Accomplishments

Inquiries Service

The Inquiries Officers are a team of specialists in occupational health and safety and information retrieval that have access to all CCOHS publications, world-wide databases, and an extensive in-house library. The Inquiries Service is available to answer Canadians through its telephone service, e-mail and Internet. During 1999-00, this service provided responses to 15,000 inquiries through its direct service.

An additional 934,000 inquiries were answered through the internet service “*OSH Answers*”. By directing routine questions through the self-serve web site, information is available 24 hours a day, 7 days a week to Canadians. Specialists in workplace health are available through a free of charge telephone service or

15,000 inquiries are answered annually through this free and confidential bilingual service center, in addition to the 934,000 answers provided through the web

e-mail to assist Canadians with more complex questions. This service is confidential and is promoted throughout Canada by the Centre and its stakeholders through various means, such as trade shows, the World Wide Web, the blue pages, and the Centre's literature.

User Satisfaction

Each question is carefully negotiated to ensure that the inquirer's needs are met. The satisfaction ratings of inquirers are continuously monitored. Feedback cards are sent with responses asking users to evaluate the service for the clarity, completeness, usefulness and timeliness of the information. During fiscal year 1999-00, the Service continued to receive high marks – about 89.6% based on a rating of 4.48 on a scale of 1 (low) to 5 (high) – for the information it provides. CCOHS receives 15,000 inquiries annually through direct contact with individuals. User satisfaction questionnaires are sent and a 20% return rate is realized.

1999-00 USER SATISFACTION SURVEY RESULTS

	ACTUAL 1998-99	ACTUAL 1999-00	TARGET 1999-00
	90.8%	89.6%	91%
USER SATISFACTION			
Clarity	90%	88%	91%
Completeness	90%	88%	90%
Usefulness	92%	90%	92%
Timeliness	92%	92%	92%
Overall rating	90%	90%	90%

OSH Answers

OSH Answers covers many topic areas in occupational health and safety. The information is presented in a Question-and-Answer format and the topics are based on questions that the Inquiries Service has received. The Inquiries Service started *OSH Answers* with question-and-answer (Q&A) documents on various hazards - biological, chemical, ergonomic, physical (ie: noise and radiation) and other safety hazards found in workplaces. We also answer questions about the diseases and injuries that can result from the hazardous materials people are exposed to and the kind of work activities they do. Other work-related issues in *OSH Answers* are safety programs, accident and injury prevention, personal protective equipment (PPE), occupational health and safety legislation including Workplace Hazardous Materials Information System (WHMIS right-to-know legislation).

The target audiences for the *OSH Answers* are workers, managers, supervisors, and joint health and safety committee members who are the "end users" of the information in the workplace. In addition, employers, policy makers, family members, people living near workplaces, students, and others will find *OSH Answers* to be a useful source of information that addresses occupational and environmental issues arising from workplace activities. This service surpassed its goal of serving 100,000 inquirers by reaching 280,000 individuals and responding to 934,000 questions over the past year. With this new web site, CCOHS aims to reach many more Canadian employers and workers and assist them by increasing their awareness of occupational health and safety so they can protect their health and share the information with co-workers. This service is expected to reach over 400,000 individuals and provide 1,800,000 answers next year. *OSH Answers* has also been used by other organizations throughout Canada in the delivery of their programs.

While gathering performance information from users of the Inquiries Service has been successful, users of the Internet service have not been providing feedback. CCOHS is investigating methods of gathering results information, which would be more meaningful than only user statistics.

Unbiased and Current Information

CCOHS maintains current information and is unbiased in the information it provides to Canadian workers and workplaces. The tripartite nature of its Council, comprised of representatives from labour, business and governments, assures the unbiased nature of CCOHS services. Council meets three times a year to review operational plans and provides input from its constituents. Canadians benefit by having access to unbiased information that can be used to improve their occupational health and safety. The information is reliable and of high quality. Co-operative arrangements with international organizations help CCOHS to secure and update world-wide information on workplace related illness and injury prevention for delivery to Canadians.

Over 2,000 questions and answers are on the website, which answered over 934,000 inquiries on health and safety this year.

Quote from Inquiries User

"The information was just what I needed to assist in explaining what was happening with my body in the workplace. Thank you so much! I couldn't have done it without your help"

National Information Repository

As the national occupational health and safety information repository, CCOHS exchanges information with leading international health and safety centres throughout the world. This includes our role as a National Centre of the International Occupational Safety and Health Information Centres, International Labour Office. International databases are maintained and made available to Canadians.

CCOHS has developed the International Labour Organization (ILO) Encyclopaedia of Occupational Health and Safety that is distributed on the web and as part of the integrated bibliographic CISILO database.

CCOHS creates information and distributes 40 databases. A summary of these products is shown in Section V. Canadians benefit from having a national resource that collects information internationally and provides access to important health and safety information.

CCOHS was selected as an affiliate partner of the Canadian Health Network (CHN), for leadership and content expertise on workplace health and developing and supporting a network of associate organizations. CCOHS was selected because of its reputation as a trusted, credible organization that can bring together existing workplace health expertise and proven information sources. Through these partnerships, CCOHS is able to bring information to a greater number of Canadians.

As a partner of the Canadian Health Network, CCOHS is developing workplace health information for use by Canadians as part of an integrated national health information service.

Material Safety Data Sheets/Fiches techniques sur la sécurité des substances (MSDS/FTSS)

These databases have grown thanks to increased contact with customers and MSDS suppliers. The database contained 170,000 records in 2000. Canadians benefit from this database by having access to reliable, high quality information at a low cost. It is an efficient way of providing information complementary to the Workplace Hazardous Materials Information System (WHMIS). It is kept current by arrangements with chemical suppliers who provide the information for their products. This collection is available on the web, CD and Intranet versions to meet the different needs of users.

7 Great Reasons to Subscribe to MSDS

Reliable

MSDS are contributed to CCOHS directly by the manufacturers and suppliers of chemical products

Easy to Use

Search for MSDS by product name, by manufacturer or supplier, or by any term used in the MSDS.

Exceptional Value

Unlimited access to MSDS information for about a dollar a day.

Always Current

MSDS are the most recent available from suppliers. You receive an update disc every three months

Monthly Change Notifications

A report of changes in the MSDS database is sent to users by mail or e-mail and is posted on CCOHS' World Wide Web home page.

Accurate

Text are presented exactly as contributed by the suppliers, who are responsible for the content and currency of each MSDS.

Efficient

Find, print, or save the full MSDS in just seconds.

Economical and Current Information

Recognition of Occupational Health and Safety in Educational Institutions

Academic Support Package

Youth have been identified as a very high risk group for occupational injuries. The academic support package brings health and safety information to post-secondary school students through their school's Intranet site. In addition to providing information to students, the program has been developed to assist on-campus health and safety professionals in their academic work and faculty in their educational role to develop students' knowledge and skills about environmental occupational health and safety in all subject areas.

- Health and safety in the workplace is being promoted through the education system by having CCOHS information available to students and faculty through the *Academic Support Package*.
- The databases were made available to 1.8 million students and faculty in 1999/2000

The program was launched in January 1998 and has generated agreements with 77 post-secondary school institutions. CCOHS reached 1.8 million students and faculty after two years of this program, more than three times our original goal of 500,000.



National Occupational Health and Safety Website

The purpose of this site is to enable Canadians to easily and independently locate occupational health and safety information for the purposes of legal compliance, improving workplace health and safety practices and ultimately facilitating the acquisition of information required for reducing workplace injuries and illnesses.

By providing a convenient, single location on the Internet to access the health and safety information provided by federal, provincial and territorial governments of Canada and by the Canadian Centre for Occupational Health and Safety, duplication of government services is reduced and Canadians can easily and efficiently obtain up to date reliable government information.

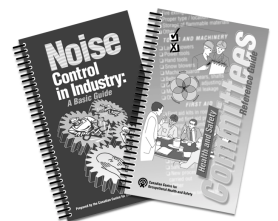
A national website for the 14 governmental jurisdictions of Canada will help Canadians negotiate easily through the maze of regulations and information on health and safety, compensation and labour

www.canoshweb.org

Publications

Two new publications were released this year, *Health and Safety Committees Reference Guide* and a *Noise Guide*. These publications are an inexpensive resources for workers at the work site. The result is that a worker can be educated about health and safety in relation to their workplace and receive practical

- New publications are produced to meet the expressed needs of Canadian
- Publications are an inexpensive method of getting specialized information directly to workers to be used at the work site



advice that can be used to reduce injuries and illness. Many employers are making these

publications widely available to employees through corporate Intranet sites. Other CCOHS publications are available that target specific work sites that employ youth such as restaurants and groundskeeping.

Collaborative Arrangements

The International Programme on Chemical Safety (IPCS) INTOX is a collaborative project providing an integrated operating system for use by poison centres around the world to manage information on poisonings. This system was developed by CCOHS on behalf of, and in collaboration with, IPCS. Funding assistance was provided by the International Development Research Centre (IDRC) and the World Health Organization (WHO).

Collaborative projects with national and international partners bring information to CCOHS that can be used by all Canadians to improve health and safety and reduce work-related illness

The IPCS INCHEM project consolidates information essential for the sound management of chemicals, which affect the environment and human health. It compiles documents and databases from several international bodies, including the World Health Organization (WHO), the United Nations Environment Programme (UNEP), IPCS, the International Labour Organisation (ILO), the Food and Agriculture Organization (FAO), the United Nations Industrial Development Organization (UNIDO), and the Organization for Economic Cooperation and Development (OECD).

The programs have contributed to Canada's place in the world by improving the health of individuals in over 60 countries. Many of these countries are in the developing world and they would not have access to this information without this program. The information provided has assisted with numerous health emergencies ranging from an investigation of a cluster of infant deaths in Egypt to mass dermatological poisonings in Chile. The electronic information allows for detailed searching of medical toxicological information such as on symptoms. While the information and the product are highly specialized and technical in nature, they are used to serve real people in need on a daily basis.

CCOHS completed two research projects for Environment Canada. Other collaborative projects included the development of *OSH for Everyone*, a programmed approach to deliver a variety of OSH information, for the Workplace Safety and Insurance Board (WSIB), used by these governments to assist them to deliver information to Canadians in their jurisdictions.

Projects completed for other government organizations assist with the delivery of services that reduce accidents and illness in the workplace. Delivery costs are reduced as duplication of services can be avoided.

OSH Primer and Resources

CCOHS is leading a collaborative project with the Ontario Ministry of Education and WSIB for the development of a Occupational Health and Safety primer to clarify OHS principles, related hazards, and risks, and systems to manage them effectively. This includes the development of OHS resource materials for use in high schools. Safety of youth in the workplace is a growing concern. CCOHS has focused on broadening the awareness of occupational health in safety in the education sector to address this concern in Canada.

Collaborative arrangements have enabled CCOHS to benefit from the work of others, avoid duplication of efforts, reduce costs, and obtain valuable assistance in the development, maintenance, promotion and sale of its products and services. It provides opportunities to work towards government-wide priorities of helping youth, improving health services, creating stronger communities and contributing to Canada's place in the world.

C. Key Reviews

During the period of this report, no key reviews have been initiated or completed.

III. Consolidated Reporting

Listing of Statutory and Departmental Reports

- Canadian Centre for Occupational Health and Safety Council of Governors' Annual Report to Parliament 1999-00.
- Report on Plans and Priorities 1999-00

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

Section IV

Financial Performance Overview

Revenues from sales of products and services were slightly below target for 1999-2000. However, expenses were well within budget, to offset the reduced revenues and provide for a balanced budget. Supplementary Estimates A were received as part of our funding arrangements with HRDC and Treasury Board.

Additional unexpected funds were received in Supplementary Estimates B. Although these funds were not in the original planned spending, they were applied to projects to improve our service. The funds enabled CCOHS to upgrade its website to be more user friendly and to develop e-commerce. In addition, marketing and public relations materials were professionally re-written to improve communications with Canadians. Technological improvements to hardware and software were also made, providing improved delivery of services to our stakeholders.

The planned decrease in appropriations is a continuing concern at CCOHS. The Centre is committed to maintaining its current level of service to Canadians. All efforts are being made to secure appropriate base funding to ensure that the Centre's role in supporting the fundamental right of Canadians to a healthy and safe working environment is not jeopardized.

Financial Summary Tables

The following tables are applicable to CCOHS:

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Table 1

**Summary of Voted Appropriations
Authorities for 1999-00- Part II of the Estimates**

Financial Requirements by Authority (\$ millions)

Vote	1999-00		
	Planned Spending	Total Authorities	Actual
Vote 35	1.7	1.7	1.7
Supplementary Estimates (A)	-	0.6	0.6
Supplementary Estimates (B)	-	0.5	0.5
Vote 15		0.2	0.2
Total Department	1.7	3.0	3.0

Table 2

**Comparison of Total Planned Spending to Actual Spending 1999-00
(\$ millions)**

Business Line	FTE	Operating	Capital	Grants and Contri- butions	Total Gross Expendi- tures	Less: Respend- able Revenues	Total Net Expendi- tures
CCOHS	87	7.5	-	-	7.5	5.8	1.7
Total Authorities	87	8.8	-	-	8.8	5.8	3.0
Actuals	82	7.1	-	-	7.1	4.1	3.0
Other Revenues and Expenditures							
Other Non-respendable Revenues							-
Total Authorities							-
Actuals							-
Cost of services provided by other departments							0.3
Total Authorities							0.3
Actuals							0.3
Net cost of the Program							
Total Authorities							3.3
Actuals							3.3

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

Business Line	Actual 1997-98	Actual 1998-99	Planned Spending	1999-00	Actual
				Total Authorities	
CCOHS	2.2	2.4	1.7	3.0	3.0
Total	2.2	2.4	1.7	3.0	3.0

Table 6
Responsible Revenues

(\$ millions)

Business Line	Actual 1997-98	Actual 1998-99	Planned Revenues	1999-00	Actual
				Total Authorities	
CCOHS	4.2	4.2	5.8	5.8	4.1
Total Responsible Revenues	4.2	4.2	5.8	5.8	4.1

Table 15
Contingent Liabilities

Claims and Pending and Threatened Litigation:

As at March 31, 2000, there were no outstanding contingent liabilities against the Canadian Centre for Occupational Health and Safety

Other Liabilities:

Vacation Pay	\$ 251,165
Employee Termination Benefits	\$ 458,566
Total	\$ 709,731

Vacation Leave:

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

Employee Termination Benefits:

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

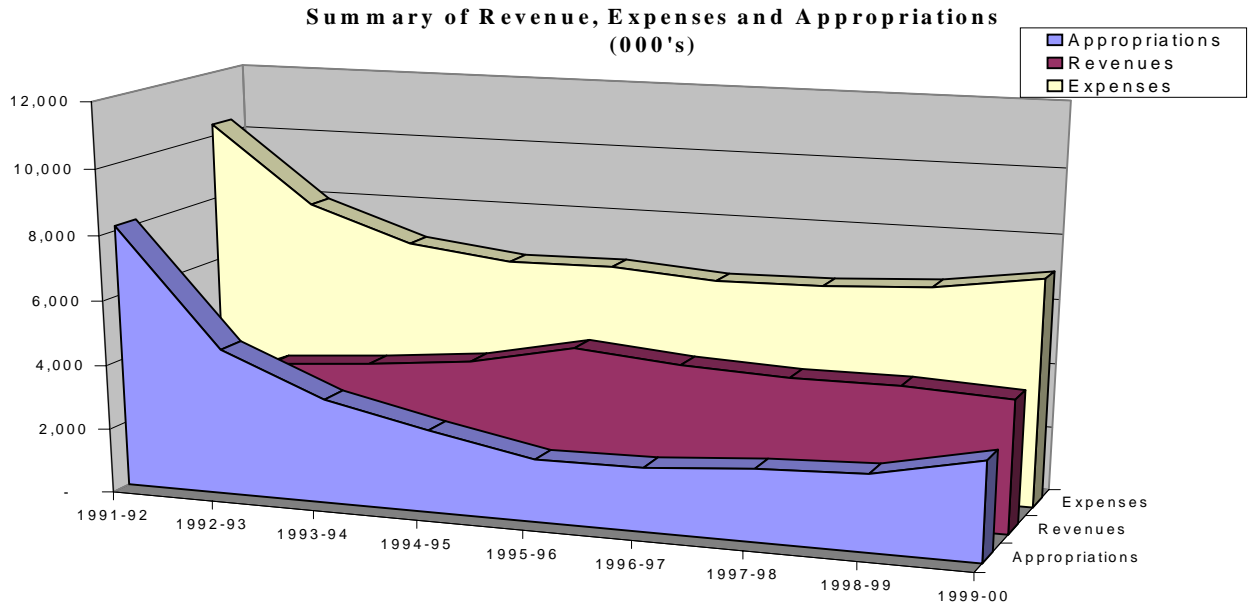
Sick Leave:

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

Pension Plan:

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

Table 17 – Other Information (applicable only for CCOHS)



Summary of Revenue, Expenses and Appropriations

	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual
(\$000s)	1991-92	1992-93	1993-94	1994-95	1995-96	1996-97	1997-98	1998-99	1999-00
Revenues	2,220	3,429	3,671	3,984	4,649	4,373	4,226	4,239	4,086
Expenses	10,362	7,974	6,915	6,532	6,575	6,340	6,399	6,578	7,044
Appropriations	8,142	4,545	3,244	2,548	1,926	1,967	2,222	2,359	3,043

Section V: Departmental Overview

Mandate, Vision and Mission: The Canadian Centre for Occupational Health and Safety (CCOHS) was created in 1978 by the *Canadian Centre for Occupational Health and Safety Act* (R.S., 1985, c. C-13) which mandates the Centre to promote the fundamental right of Canadians to a healthy and safe working environment.

CCOHS is Canada's national resource for occupational health and safety information. It serves to promote health and safety in the workplace, to help establish high standards for occupational health and safety, and to foster consultation and co-operation among governments, labour and employers to reduce or eliminate occupational hazards.

The vision is for CCOHS to become the [one-stop] occupational health and safety information resource centre that will enable Canadians to easily acquire high quality services.

CCOHS is accountable to Parliament through the Minister of Labour. It is a departmental corporation under Schedule II of the *Financial Administration Act*.

Objectives

To provide Canadians with information about occupational health and safety which is trustworthy, comprehensive, and intelligible. The information facilitates responsible decision-making, promotes changes in the workplace, increases awareness of the need for a healthy and safe working environment, and supports education and training.

Strategic Priorities

CCOHS is governed and directed by a tripartite Council of Governors comprised of members from labour, business and government leaders representing their respective constituents across Canada. The Council meets three times a year to review policy and monitor progress of CCOHS. In January 1997, the Council adopted the following set of guiding principles for the Centre's future, which have been supported by federal, provincial and territorial Ministers responsible for occupational health and safety:

The *Canadian Centre for Occupational Health and Safety Act* allows the Centre to undertake a broad range of activities "to promote the fundamental right of Canadians to a healthy and safe working environment".

The Council of Governors intends these principles to guide the Centre for the short to mid term and to allow for continued growth in cost-recovery.

PRESENTATIONS, CONFERENCES, EXHIBITS AND COMMITTEES

Selected CCOHS staff participated in a record number of conferences and meetings during fiscal 1999-2000.

1 9 9 9

XVTH WORLD CONGRESS ON OCCUPATIONAL HEALTH & SAFETY, São Paulo, Brazil

WSIB MEETING ON YOUTH AND OSH EDUCATION, Toronto, Ontario

CANADIAN SOCIETY OF SAFETY ENGINEERING MEETING, Hamilton, Ontario

ACGIH, TLVS COMMITTEE MEETING, Los Angeles, CA

YOUTH AND OSH EDUCATION MEETING, Hamilton, Ontario

PAHO PROJECT MEETING, Washington, DC

STRATEGIC PLANNING MEETING OF COLLABORATING CENTRES IN WORKERS' HEALTH, REGION OF THE AMERICAS, Washington, DC

NAOSH WEEK CEREMONIES, Ottawa, Toronto, Hamilton

INAUGURAL STEERING COMMITTEE MEETING OF HAMILTON-WENTWORTH SAFE COMMUNITIES, Hosted by CCOHS, Hamilton

ENVIROTECH CANADA PRESENTATION, Toronto, Ontario

ONTARIO SERVICE SAFETY ALLIANCE PRESENTATION, Toronto, Ontario

PRESENTATION ON ACADEMIC SUPPORT PROGRAM, McMaster University, Hamilton

AMERICAN INDUSTRIAL HYGIENE CONFERENCE AND EXPOSITION, Toronto, Ontario

PAN ASIA R&D GRANTS PROGRAMME COMMITTEE MEETING, Negombo, Sri Lanka

FOURTH NETWORK MEETING OF WHO COLLABORATING CENTRES, Helsinki, Finland

INTERNATIONAL SOCIAL SECURITY ASSOCIATION MEETING, London, UK

Hosted

THE HON. CLAUDETTE BRADSHAW, (MINISTER OF LABOUR), and the ADM, WARREN EDMONDSON, Hamilton, Ontario

INSTITUTE FOR HEALTH & WORK INTERNATIONAL WCB CONFERENCE, Toronto, Ontario

CUPE HEALTH AND SAFETY CONFERENCE, Hamilton, Ontario

COMMUNITY SAFETY FORUM (SAFE COMMUNITIES), London, Ontario

WORLD CONFERENCE ON DISASTER MANAGEMENT, Hamilton, Ontario

HEALTH CANADA ROUNDTABLE ON WOMEN'S HEALTH ISSUES, Ottawa, Ontario

HEALTH EFFECTS OF POWERLINE MAGNETIC FIELDS AT CANADIAN AIRLINES, Toronto, Ontario

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

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

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

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

2. The Council and the Centre shall communicate to respective Ministers regarding the excellence and role of the Centre in order to obtain broad public policy support and guidance.
3. The Council recognizes the high standard and non-partisan nature of the Centre's undertakings. It recommends the Centre continue in its consulting and research efforts, while meeting the test of fairness in a competitive world. Joint funding of projects that target key areas of information needs should be a special focus of these efforts.
The Council urges all governments and other organizations to consider the Centre as a potential source of consulting and research services.
4. The Council urges governmental and non-governmental organizations, including labour and employers, to work in partnership with the Centre to provide public access to the Centre's CD-ROM, Internet and other services.

**PRESENTATIONS, CONFERENCES,
EXHIBITS AND COMMITTEES
*cont.***

**AMERICAN CONFERENCE OF
GOVERNMENTAL INDUSTRIAL
HYGIENISTS PERMANENT
CONFERENCE COMMITTEE MEETING,**
Washington, DC

**HEALTH & SAFETY '99
CONFERENCE**
Toronto, Ontario

**ST. JOSEPH'S HEALTH AND
WELLNESS FAIR**
Hamilton

CAW/FORD CONFERENCE,
Grand Bend, Ontario

CAW/GM CONFERENCE
Barrie, Ontario

**"VIOLENCE IN THE WORKPLACE"
WORKSHOP
OHS PROFESSIONALS FORUM,
MINISTRY OF COMMUNITY AND
SOCIAL SERVICES**
Toronto

**46TH ANNUAL CONFERENCE ON
CAMPUS SAFETY**
Madison, WI

**CSSE PROFESSIONAL DEVELOPMENT
CONFERENCE AND EXPO**
Hamilton

**ELECTRONIC MSDS DEVELOPMENT,
US DEFENCE LOGISTICS
INFORMATION SERVICE MEETING**
Richmond, VI

**ASSOCIATION OF WORKERS
COMPENSATION BOARDS CONGRESS**
Yellowknife, NWT

**CLIENT SERVICE HEALTH AND
SAFETY COUNCIL OF WESTERN
ONTARIO MEETING**
Hamilton, Ontario

**SOCIETY FOR CHEMICAL HAZARD
COMMUNICATION FALL MEETING,**
Arlington, VI

**PAN ASIA R&D GRANTS
PROGRAMME COMMITTEE MEETING**
Manila, Philippines

**35TH MEXICAN NATIONAL
SAFETY CONGRESS,
KEYNOTE ADDRESS**
Mexico City, Mexico

**ALBERTA LABOUR WORKPLACE
HEALTH AND SAFETY
General Staff Meeting**
Edmonton, Alberta

**YOUTH AND OSH MEETING,
ONTARIO MINISTRY OF LABOUR/
WORKPLACE SAFETY AND
INSURANCE BOARD**
Toronto

**JOINT CONFERENCE OF EUROPEAN
HEALTH AND SAFETY
ORGANIZATIONS,
KEYNOTE ADDRESS**
Bilbao, Spain

**PAN-AMERICAN HEALTH
ORGANIZATION MEETING**
San Jose, Costa Rica

**SOCIETY FOR CHEMICAL HAZARD
COMMUNICATION MEETING**
Seattle, WA

WHSCC CONFERENCE
Moncton, New Brunswick

5. The Council recommends the Centre consider the future possibility of gathering and disseminating occupational health and safety statistical information.
6. The Council recognizes that the Centre has become a national repository for MSDS, and efforts to encourage companies to continue to supply data sheets to the Centre will continue, where practicable and feasible.
7. The Council recommends that health and safety materials be available in the form most useful to the user, including hard copy.
8. The Council encourages the development of partnerships, tailored to specific jurisdictions, that enhance the visibility and distribution of CCOHS information. This could also include co-operation between various government inquiry services.
9. The Council recommends that jurisdictions and others systematically provide all technical, research, guidelines, codes of practice, and best practices to the Centre.

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

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

Business and Service Line, Organization Composition, and Resource Plans

Business Line: CCOHS is Canada's national institute, which promotes the fundamental right of Canadians to a healthy, and safe working environment. The Centre is independent from other federal and provincial departments and maintains a tripartite (labour, business, and government) governing council to help ensure that intelligible, unbiased information, studies and analyses are delivered to Canadians and their workplaces. Information is provided to clients via a toll-free telephone-based inquiries service or on a fee-for-service basis using the latest print and electronic technology. Information is gathered from numerous Canadian and international health and safety institutions and thereby provides Canadians with the most comprehensive, current, and reliable information. This collection of information is analysed and reorganized as products, services and solutions for distribution across Canada and to more than 60 countries.

Organizational Structure: CCOHS reports to the federal Minister of Labour. The Council of Governors are non-paid positions and hold their respective offices throughout Canada. The Chair of the Council is a non-paid position, which is currently occupied by the federal Assistant Deputy Minister, Labour. The President and Chief Executive Officer operates CCOHS from Hamilton, Ontario. CCOHS links its objectives and strategic priorities through an array of service lines.

Governance: The Centre is governed by a tripartite Council of Governors consisting of a Chair and Governors representing employers, labour, and Canadian governments (federal, provincial, and territorial). Four Governors represent workers; four represent employers, and up to thirteen represent provincial and territorial governments. The Chair represents the federal government. All are appointed by the Governor General - in- Council. The Council meets three times a year to discuss policy direction, priorities, review progress and approve guidelines.

Executive Management: The Centre is managed by its President and Chief Executive Officer who directs the work of CCOHS and ensures that occupational health and safety information products and services are provided to Canadians in a usable, widely accessible form and promoted to assist Canadians by informing them of their fundamental right to a healthy and safe working environment.

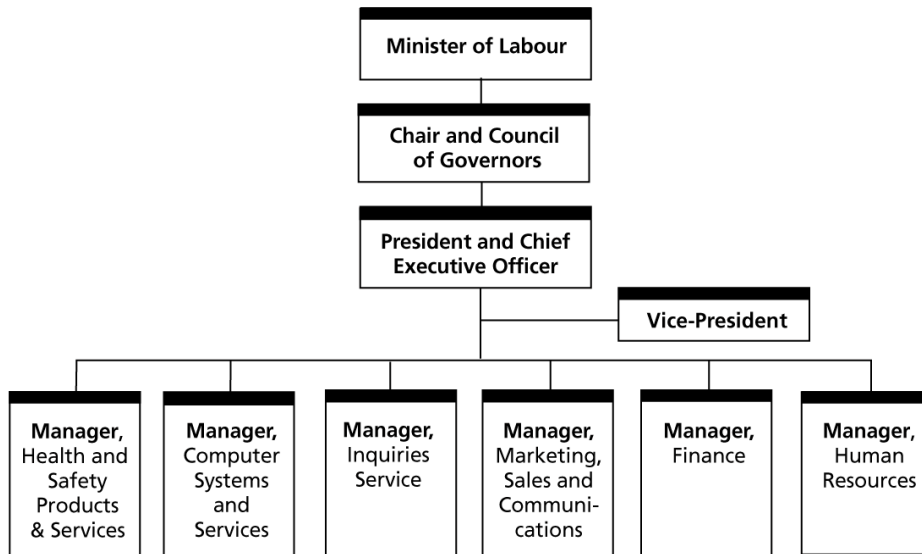
Service Lines: Corporate management provides the direction and management of operations at CCOHS. This includes finance, facilities, human resources and collaborative arrangements with partners.

The Inquiries Service is a free national service available to Canadians to provide responses to their questions on topics related to occupational health and safety.

Health and Safety Products and Services provide health and safety products and services to businesses, labour organizations, governments and health and safety professionals.

Computer Systems and Services provide the technical structure and support services for the production and promotion of the products developed.

Marketing, Sales and Communications provide the promotion, communications and customer service for the products and services available from CCOHS.



Section VI: Supplementary Information

A. Contacts for Further Information

For further information about this document or any of the products and services available from the Canadian Centre for Occupational Health and Safety please contact:

CCOHS
250 Main Street East
Hamilton ON L8N 1H6
Tel: 905-572-2981
1-800-668-4284 Canada and US
Fax: 905-572-2206
www.ccohs.ca

- S Len Hong
President and Chief Executive Officer
905-572-2981, ext 4433
hongl@ccohs.ca
- P K Abeytung
Vice-President and Director General
905-572-2981, ext 4537
abey@ccohs.ca
- Bonnie Easterbrook
Manager, Finance
905-572-2981, ext 4401
bonniee@ccohs.ca
- Anne Gravereaux
Manager, Health and Safety Products and Services
905-572-2981, ext 4487
anneg@ccohs.ca
- Roger Cockerline
Manager, Inquiries Service
905-572-2981, ext 4523
rogerc@ccohs.ca
- Eleanor Irwin
Manager, Sales, Marketing and Communications
905-572-2981, ext 4408
eleanori@ccohs.ca
- David Brophy
Manager, Computer Systems and Services
905-572-2981, ext 4498
davidb@ccohs.ca
- Louise Henderson
Manager, Human Resources
905-572-2981, ext 4404
louiseh@ccohs.ca

The following is a comprehensive list of databases and information collections available in CCOHS' suite of products

CANADA LABOUR CODE
CANADIAN HEALTH, SAFETY,
ENVIRONMENTAL LEGISLATION
CANADIAN STUDIES
CANADIANA
CASE LAW
CESARS
(Chemical Evaluation Search and
Retrieval System)
ChemADVISOR
CHEMINDEX
CHEMINFO
CHRIS
(Chemical Hazards Response
Information System)
CISILO
DIRECTORY OF OCCUPATIONAL
SAFETY AND HEALTH LEGISLA-
TION IN CANADA
DIDS
(Document Information Directory System)
DSL/NDSL
(Domestic/Non Domestic
Substances Lists)
EAP
(Employee Assistance Providers)
FATALITY REPORTS
FTSS
(Fiches techniques sur la sécurité
des substances)
HSDB® on CCINFodisc
(Hazardous Substance Data Bank)
HSELine
INET-RESEARCH PROJECTS (INRS)
INOR-ORGANIZATIONS (INRS)
INRS-BIBLIOGRAPHIE
INTERNATIONAL DIRECTORY OF
OSH INSTITUTIONS
MSDS
(Material Safety Data Sheets)
NEW JERSEY HAZARDOUS
SUBSTANCE FACT SHEETS
NIOSH MANUAL OF ANALYTI-
CAL METHODS (NMAM)
NIOSH POCKET GUIDE TO
CHEMICAL HAZARDS (NPG)
NIOSHITIC®
NOISE LEVELS
OCCUPATIONAL HEALTH AND
SAFETY SOFTWARE PACKAGES
RTECS®
(Registry of Toxic Effects of Chemical
Substances)
RIPP
(Regulatory Information on
Pesticide Products)
RESOURCES
TOXLINE® on CCINFodisc
TRANSPORT 49CFR
TRANSPORT TDG
TSCA
UNJUST DISMISSAL

B. Legislation Administered by Name of Department

The federal Minister of Labour has sole responsibility to Parliament for the following Acts:

Canadian Centre for Occupational Health and Safety Act R.S., 1985, c. C-13

C. Listing of Statutory and Departmental Reports

- Canadian Centre for Occupational Health and Safety Council of Governors' Annual Report to Parliament 1999-00.
- Report on Plans and Priorities 1999-00

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