



# Canadian Centre for Occupational Health and Safety

## Performance Report

For the period ending  
March 31, 2001

Canada

## **Improved Reporting to Parliament Pilot Document**

Each year, the government prepares Estimates in support of its request to Parliament for authority to spend public monies. This request is formalized through the tabling of appropriation bills in Parliament.

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*.

The Estimates, along with the Minister of Finance's Budget, reflect the government's annual budget planning and resource allocation priorities. In combination with the subsequent reporting of financial results in the Public Accounts and of accomplishments achieved in Departmental Performance Reports, this material helps Parliament hold the government to account for the allocation and management of funds.

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## Foreword

In the spring of 2000 the President of the Treasury Board tabled in Parliament the document “Results for Canadians: A Management Framework for the Government of Canada”. This document sets a clear agenda for improving and modernising management practices in federal departments and agencies.

Four key management commitments form the basis for this vision of how the Government will deliver their services and benefits to Canadians in the new millennium. In this vision, departments and agencies recognise that they exist to serve Canadians and that a “citizen focus” shapes all activities, programs and services. This vision commits the government of Canada to manage its business by the highest public service values. Responsible spending means spending wisely on the things that matter to Canadians. And finally, this vision sets a clear focus on results – the impact and effects of programs.

Departmental performance reports play a key role in the cycle of planning, monitoring, evaluating, and reporting of results through ministers to Parliament and citizens. Earlier this year, departments and agencies were encouraged to prepare their reports following certain principles. Based on these principles, an effective report provides a coherent and balanced picture of performance that is brief and to the point. It focuses on results – benefits to Canadians – not on activities. It sets the department’s performance in context and associates performance with earlier commitments, explaining any changes. Supporting the need for responsible spending, it clearly links resources to results. Finally the report is credible because it substantiates the performance information with appropriate methodologies and relevant data.

In performance reports, departments strive to respond to the ongoing and evolving information needs of parliamentarians and Canadians. The input of parliamentarians and other readers can do much to improve these reports over time. The reader is encouraged to assess the performance of the organization according to the principles outlined above, and provide comments to the department or agency that will help it in the next cycle of planning and reporting.

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This report is accessible electronically from the Treasury Board of Canada Secretariat Internet site:

<http://www.tbs-sct.gc.ca/rma/dpr/dpre.asp>

Comments or questions can be directed to this Internet site or to:

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# **Canadian Centre for Occupational Health and Safety**



## **Performance Report**

**For the  
period ending  
March 31, 2001**

The Honourable Claudette Bradshaw  
Minister of Labour



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## **Executive Summary**

The role of the Canadian Centre for Occupational Health and Safety (CCOHS) is to offer comprehensive information on workplace hazards and the various methods of preventing illnesses and injuries at work. CCOHS has been helping Canadians for over 20 years and serves as a model of innovation and communication among similar organizations the world over.

The support of its stakeholders in labour, business and governments – federal, provincial and territorial, is crucial to the success of these initiatives. Sales of products, services and many collaborative projects provide essential funding to support the program as outlined in the legislated mandate.

In an effort to receive feedback from our constituents and address serious concerns about under funding, an independent study was completed by ARC/KPMG. This study has provided important information about CCOHS' success in achieving its strategic objectives. The report outlines the relevance and reach of CCOHS' programs in the context of occupational injuries and fatalities in Canada.

The independent report clearly shows that 75% of respondents who use the inquiries service and the website state that they plan current or future changes to improve workplace health and safety as a result of the information received from CCOHS. There is a very high satisfaction rating given for service provided. The report provides valuable information that can be used to improve programs and services for Canadians.

Services continue to expand through increased web delivery and collaborative projects with partners throughout Canada. In order to ensure the viability of CCOHS, securing an increased and stable funding base is an immediate and important priority for the next year.

## Strategic Outcomes

<b>Canadian Centre for Occupational Health and Safety</b>		
<b>to provide Canadians with:</b>	<b>to be demonstrated by:</b>	<b>achievement reported in:</b>
a national centre dedicated to the advancement and dissemination of unbiased information on occupational health and safety	% level of satisfaction with free inquiries service	% DPR Section II, page 9
	% provision of databases in accessible formats	% DPR Section II, 11
	% increase the availability of health and safety resources for Canadians	% DPR Section II, page 12
	% world wide recognition as a leading contributor to the advancement of occupational health and safety	% DPR Section II, page 13
	% level of satisfaction/confidence by labour, business and all levels of government in the quality and impartiality of the Centre	% DPR Section II, page 14
	% increase the recognition of occupational health and safety as an important issue in educational institutions	% DPR Section II, page 14

## **Section I: The Message**

The act to create the Canadian Centre for Occupational Health and Safety (CCOHS) was based upon the notion that all Canadians had "...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. This concept receives the support of stakeholders including provinces, territories, labour and employer groups through continued involvement with the Centre.

CCOHS has been working to expand the level of services by bringing information directly to the people. This is being achieved through continued expansion of "OSH Answers", our on line information service and the continuation of traditional telephone based Inquiries Service.

By using Internet portals, CCOHS is able to direct Canadians quickly help themselves to reliable information from all Canadian jurisdictions. In addition, an international portal has been developed so Canadians can access trustworthy information from other countries to assist with improving or enhancing their health and safety programs.

Through collaborative projects with various levels of government and international organizations, CCOHS works towards the goal of eradicating unnecessary incidents of occupational illness and injury. CCOHS provides many products and services to assist individuals and companies to improve the safety of workplaces throughout Canada.

A recent program and cost recovery review has provided valuable information about the impact of CCOHS in our community. This report provides important feedback from our stakeholders and addresses the issue of financial stability.

Addressing funding at CCOHS is a priority to ensure the continued viability of the Centre in fulfilling its legislated mandate.

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.

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

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

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

The Centre is governed by a tripartite Council representing labour, government and business to ensure that trustworthy and complete services are provided. CCOHS works closely with all Canadian governments, Workmen's Compensation Boards, international health organizations, labour and employer groups on many collaborative projects that provide high quality health and safety information for Canadians.

Further information about the strategic direction of CCOHS is located in Appendix A.

Occupational health and safety is an important issue in Canada. Canadian data sources have correlated occupational injuries and fatalities to the number of workers employed (the population at risk for occupational hazards). For Canada in 1997, the employed population consisted of 12.3 million persons. Of this total, nearly 400,000 suffered an injury requiring time loss from work. Occupational fatalities totaled 818. Every minute worked costs the Canadian economy \$77,500 in compensation payments to workers for illnesses and injuries. In 1998, an average of one in 18 Canadian workers was injured at work, representing an occupational injury every 9 seconds worked.

The table below compares data on occupational injuries and fatalities for 1997 and 1970. There have been significant reductions in injuries and fatalities relative to numbers of workers but the numbers remain high. The reductions likely result from a variety of factors including changing technologies, better educated workers and industry initiatives together with occupational health and safety policies and programs, including the activities of CCOHS.

## Occupational Injuries and Fatalities in Canada

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Year	Employees (millions)	Injuries	Fatalities	Injuries per million workers	Fatalities per million workers
1970	7.03	301,653	918	42,909	131
1997	12.33	398,724	818	32,417	67

Source: Human Resources Development Canada, *Occupational Injuries and their Cost in Canada*, 1999.

Small and achievable reductions in risk can generate large benefits to society. The cost to Canadian society of the risks leading to injuries and fatalities in 1997 and their consequences were approximately \$18 billion. Details of the cost of accidents and illness to society can be found in our evaluation study at <http://www.ccohs.ca>.

If CCOHS activities led to a 1% reduction in these costs and consequences, 4,000 injuries and eight fatalities would be avoided. The research outlined in the reports indicates that Canadian society would assign a value of \$186 million to this reduction.

As a national institute, CCOHS undertakes a wide range of activities to achieve its objectives. These activities include the following:

- The provision of technical documents, data and related safety information to the health and safety community, Canadian workplace communities and the education system. An important element of this activity is to improve the coordination of the flow of workplace health and safety information.
- The promotion and evaluation of research on health and safety issues.
- The provision of expert advice and training in occupational health and safety.
- Participation in meetings and conferences.
- Other activities consistent with the mandate of promoting improved health and safety in the workplace and the physical and mental health of Canadian workers.

## B. Strategic Outcomes

### Planned Versus Actual Spending Tables

#### Resource Requirements by Organization and Business Line

Comparison of Total Planned Spending to Actual Expenditures, 2000-01 by Organization and Business Line

Business Line	\$
CCOHS	
<b>Planned Spending</b>	<b>1,531,000</b>
<b>Total Authorities</b>	<b>2,400,476</b>
<b>Actual Spending</b>	<b>2,359,337</b>

Note: CCOHS has one business line

### Strategic Outcomes

Measuring the effectiveness and reach of programs, which provide information to effect social change is a challenge. Statistical information concerning the number of contacts made with clients and the satisfaction with the service can be achieved. However, it is difficult to establish a direct correlation between the products and services and the reduction of accidents and illness.

There are many factors that contribute to occupational illnesses and injuries. Our goal is to provide the tools necessary for everyone to be informed about risks and to be knowledgeable about the actions to take to prevent injuries and illnesses.

In order to help us assess our success in reaching Canadians and affecting change, we have commissioned an independent program evaluation study and cost recovery review. This study has helped us to measure outcomes and receive feedback from Canadians. The complete report can be obtained at <http://www.ccohs.ca>.

How are we working towards our strategic outcomes? Success can be demonstrated by the following:

#### Summary of Strategic Outcomes

Canadian Centre for Occupational Health and Safety	
to provide Canadians with:	Performance Indicators 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"> <li>▶ level of satisfaction with free inquiries service</li> <li>▶ provision of databases in accessible formats</li> <li>▶ increase the availability of health and safety resources for Canadians</li> <li>▶ world wide recognition as a leading contributor to the advancement of occupational health and safety</li> <li>▶ level of satisfaction/confidence by labour, business and all levels of government in the quality and impartiality of the Centre</li> <li>▶ increase the recognition of occupational health and safety as an important issue in educational institutions</li> </ul>

## **Performance Indicator: Level of Satisfaction with Free Inquiries Service**

The Inquiries Officers are a team of specialists in occupational health and safety and information retrieval who can access all CCOHS publications, world-wide databases, and an extensive in-house library to provide up to date and relevant answers. Over 1.5 million inquiries were answered through the internet service “*OSH Answers*”. By directing routine questions through the self-serve web site, information is available 24 hours a day, 7 days a week to Canadians. Specialists in workplace health are available through a free of charge telephone service or e-mail to assist Canadians with more complex questions. This service is confidential and is promoted throughout Canada by the Centre and its stakeholders through various means, such as trade shows, the World Wide Web, the blue pages, and the Centre’s literature. During 2000-01, this service provided responses to 14,500 inquiries through its direct service.

14,500 inquiries are personally answered annually through this free and confidential bilingual Inquiries Service center, in addition to the 1.5 million answers provided through the CCOHS web

The Inquiries Service is available to answer Canadians through its telephone service, e-mail, fax and Internet.

As part of the evaluation study, an independent survey of users of the Inquiries Service was conducted through telephone interviews and a web survey. The information obtained from CCOHS’ Inquiry Service by respondents is put to a number of uses, the most common of which are:

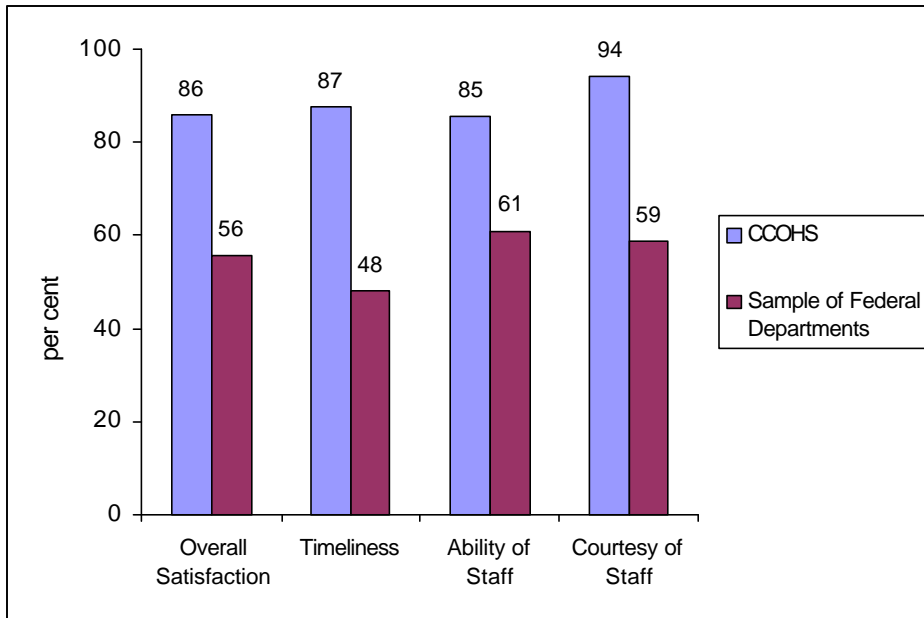
- Improving health and safety programs
- Developing best practices
- Complying with occupational health and safety regulations
- Information for education or training purposes
- Personal use of information.

Approximately 75% of respondents’ use of CCOHS information relates to either current or future changes to the workplace that may result in improved workplace health and safety.

Key performance indicators such as timeliness, ability of staff and courtesy of staff, along with the overall satisfaction with the service to provide a series of measures against which to measure the quality of the service. Respondents rated the CCOHS Inquiry Service very highly for all indicators. Ratings for the CCOHS with a comparison sample of federal departments providing an information service are summarized below.

## Level of Satisfaction with CCOHS' Inquiries Service

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Benchmarks of client satisfaction used for comparing the level of satisfaction with CCOHS products and services for this report appear in *Citizens First 2000* (Erin Research).

In addition to serving the actual individual contacting CCOHS, the study shows that approximately 9% of respondents indicated that more than 100 individuals in their organization access CCOHS information. This would indicate that CCOHS is achieving its strategic goal of reaching Canadian workers to improve working conditions.

### Number of Individuals Using CCOHS Information

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



## OSH Answers

OSH Answers covers over 500 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. This website was developed in order to increase the level of service to Canadians.

Over 2,500 questions and answers are on the website, which answered over 1.5 million inquiries on health and safety this year.

With 20 years of providing the Inquiries service, CCOHS was in a position to know what the most frequently asked questions have been. Bilingual service can be provided 365 days per year, 24 hours per day at a low cost. The Internet brings the information to the people who need it the most, instantly.

The target audiences are the end users of the information. This program has been extremely successful by serving approximately 450,000 inquirers and responding to over 1.5 million questions in the past year.

The feedback received by website users indicate that the information is being shared with others on average 10 other people in their organization. Fifty six per cent of respondents indicated that the use of information from CCOHS related to either current or future changes to the workplace that may improve occupational health and safety. This suggests that the information available on CCOHS' web site is being used to improve workplace health and safety and thus decrease the number of work-related injuries and deaths.

CCOHS has achieved its strategic goal to satisfy inquiries users and to share as much information as possible in order to affect change in the workplace.

### **Performance Indicator: Provision of databases in useable formats**

CCOHS continues to provide information in many formats to satisfy the needs of the end user.

Information is available in paper copy, internet, intranet, web and compact disc formats. All electronic delivery of information is presented in a highly useable and searchable formats to serve the client. CCOHS provides over 60 databases within its product line. New and revised publications are developed each year to meet the needs of Canadian Workers. *Noise Control in Industry*, as well as new editions of *Violence Prevention in the Workplace*, *Health and Safety Committees*, *School Workers*, *Food Service Workers* and *Office Ergonomics* were released in 2000.

- 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

CCOHS has over 3,000 customers who use its priced products. The survey indicates that the products are used extensively and the information is shared with many individuals.

## Number of Persons in Organization Using CCOHS Information

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Product	1 to 10 (%)	11 to 100 (%)	101 to 1000 (%)	more than 1000 (%)
MSDS, ChemInfo	56	26	15	3
Chempendium	69	22	6	3
RTECS	83	7	7	3
OSHLINE, NIOSHTIC	58	16	11	16
OSH Candata	64	29	7	0
Health and Safety Guides	87	13	0	0
OHS Legislation	69	28	3	0
INCHEM	90	10	0	0
INTOX	80	0	0	20
All products	67	21	9	4

Source: Survey of CCOHS customers

The rationale for CCOHS indicates that the extent of the use of CCOHS products and services for the purpose of promoting changes, both current and future, in the workplace should be reflected in improved occupational health and safety and thus fewer accidents and injuries. Overall, fifty six per cent of purchasers responding to the survey indicated that CCOHS products were being used to promote changes leading to improvements in workplace health and safety. Purchasers of CCOHS Health and Safety Guides were by far the most likely, 92%, to state that the guides are being used to improve health and safety.

### **Performance Indicator: Increase the availability of unbiased and reliable health and safety resources for Canadians**

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. The relevant international information is provided to Canadians.

An example of an international partnership is the CCOHS development of a Canadian website, in collaboration with the European Union. This Internet portal is an international collaboration that shares high quality information presented in the same format for each country, such as best practices, research, statistics and legislation/regulations. Now through these agreements, Canadians have an efficient method of gathering reliable and unbiased

information on various topics from all over the world from the convenience of a international portal. This site can be reached at <http://www.eu-ccohs.org>.

Another strategic outcome can be demonstrated by the national portal of government agencies responsible for occupational health and safety and workers compensation in all Canadian jurisdictions.



CANOSH represents a single point of access for Canadians searching for high-quality, reliable occupational health and safety information from government agencies. This site can be reached at <http://www.canoshweb.org>.

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

<http://www.canoshweb.org>

CCOHS has also partnered with the Canadian Health Network, which is a national, bilingual Internet-based service designed to improve access to timely, relevant, and credible information related to health and well-being and to strengthen health promotion networks across Canada.

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.

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 creating these partnerships, CCOHS bringing information to a greater number of Canadians.

Details of other partnerships and collaborations that help contribute to this objective can be found in the Centre's Annual report which is available on our website <http://www.ccohs.ca>.

**Performance Indicator: World wide recognition as a leading contributor to the advancement of occupational health and safety**

As the national occupational health and safety information repository, CCOHS 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 creates information and distributes 60 databases. A summary of these products is shown on our website. Through arrangements with many international organizations, CCOHS obtains the latest health and safety information to share with Canadians.

The recognition of CCOHS as a world leader in the advancement in occupational health and safety is demonstrated by partnerships with world organizations. For example, CCOHS is responsible for the production of IPCS Intox, which is the World Health Organization's (WHO) International Programme on Chemical Safety (IPCS). More than 100 experts from 75 countries are involved in the project. The aim is to improve the ability of countries to deal with emergencies arising from toxic exposure. Another project is the INCHEM, also produced through co-operation with WHO. This information is essential for the sound management of chemicals affecting the environment and human health. As of June 2001, this information is free of charge on the Internet.

**Performance Indicator: level of satisfaction/confidence by labour, business and all levels of government in the quality and impartiality of the Centre**

The tripartite Council, 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. The satisfaction of the stakeholders can be demonstrated by the many collaborative projects completed throughout Canada. Details are available in our annual report.

The quality of the Centre’s products as measured in an independent study rates the over all satisfaction as follows for percentage very or fairly satisfied:

Product	Usefulness	Clarity	Scientific Validity	Reliability of Information
All products	84%	88%	83%	87%

**Performance Indicator: Recognition of Occupational Health and Safety in Educational Institutions**

*Academic Support Package*

In order to increase the knowledge of youth and future leaders in industry, the Academic Support Package was developed. For a very low cost, post secondary institutions can make a collection of CCOHS products available through their internal intranet services.

- 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 over 2 million students and faculty in 2000-2001
- Over 87 post secondary institutions participate

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.

Since youth are at a high risk of accidents in the workplace, this information will help to provide technical data and increase awareness.

Working towards the goal of increased awareness in educational institutions, CCOHS participated in a national conference on youth and health and safety. This led to valuable information being received from youth and the creation of a “Youth Zone” on our website to provide practical information geared towards young people entering the workforce.

As part of the long-term goal of reaching youth, CCOHS developed in collaboration with the Ontario Ministry of Labour and the Ontario Ministry of Education an OSH resources manual to be used in the Ontario high school curricula. Direct outcomes from this initiative are difficult to measure and may take several years for the full impact to be realized.

### **III. Consolidated Reporting**

#### **Listing of Statutory and Departmental Reports**

- C Canadian Centre for Occupational Health and Safety Council of Governors' Annual Report to Parliament 2000-01.
- C Report on Plans and Priorities 2000-01
- C Program Evaluation and Cost Recovery Study 2001

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

## **Section IV**

### **Financial Performance Overview**

Revenues from sales of products and services were slightly above revenue levels last year. Expenditures were well within budget. Supplementary Estimates A were received as part of our funding arrangements with HRDC and Treasury Board.

The funding arrangement with HRDC and Treasury Board is in place for 2001-2002. However, the shortfall in the funding is being reviewed with Treasury Board this year. A long term resolution is being sought to address the deficit. While finances are an ongoing concern, CCOHS 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 2000-01- Part II of the Estimates****Financial Requirements by Authority (\$ millions)**

Vote	2000-01		
	Planned Spending	Total Authorities	Actual
Vote 20	1.5	1.5	1.5
Supplementary Estimates (A)	-	0.6	0.6
Adjustments, warrants and transfers		0.3	0.3
<b>Total Department</b>	<b>1.5</b>	<b>2.4</b>	<b>2.4</b>

*Total Authorities are Main Estimates plus Supplementary Estimates*

**Table 2****Comparison of Total Planned Spending to Actual Spending 2000-01**

**(\$ millions)**

Business Line	FTE	Operating	Capital	Grants and Contri- butions	Total Gross Expendi- tures	Less: Respend- able Revenues	Total Net Expendi- tures
CCOHS	87	7.3	-	-	7.3	5.8	1.5
Total Authorities	87	8.2	-	-	8.2	5.8	2.4
Actuals	82	6.7	-	-	6.7	4.3	2.4
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							2.7
Actuals							2.7

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

Business Line	Actual 1998-99	Actual 1999-00	Planned Spending	2000-01	Actual
				Total Authorities	
CCOHS	2.4	3.0	1.5	2.4	2.4
<b>Total</b>	<b>2.4</b>	<b>3.0</b>	<b>1.5</b>	<b>2.4</b>	<b>2.4</b>

**Table 4**  
**Responsible Revenues**  
(\$ millions)

Business Line	Actual 1998-99	Actual 1999-00	Planned Revenues	2000-01	Actual
				Total Authorities	
CCOHS	4.2	4.1	5.8	5.8	4.3
Total Responsible Revenues	4.2	4.1	5.8	5.8	4.3



**Table 5**  
**Contingent Liabilities**

**Claims and Pending and Threatened Litigation:**

As at March 31, 2001, there were no outstanding contingent liabilities against the Canadian Centre for Occupational Health and Safety

**Other Liabilities:**

Vacation Pay	\$ 268,177
Employee Termination Benefits	\$ 503,033
<b>Total</b>	<b>\$ 771,210</b>

**Vacation Leave:**

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

**Employee Termination Benefits:**

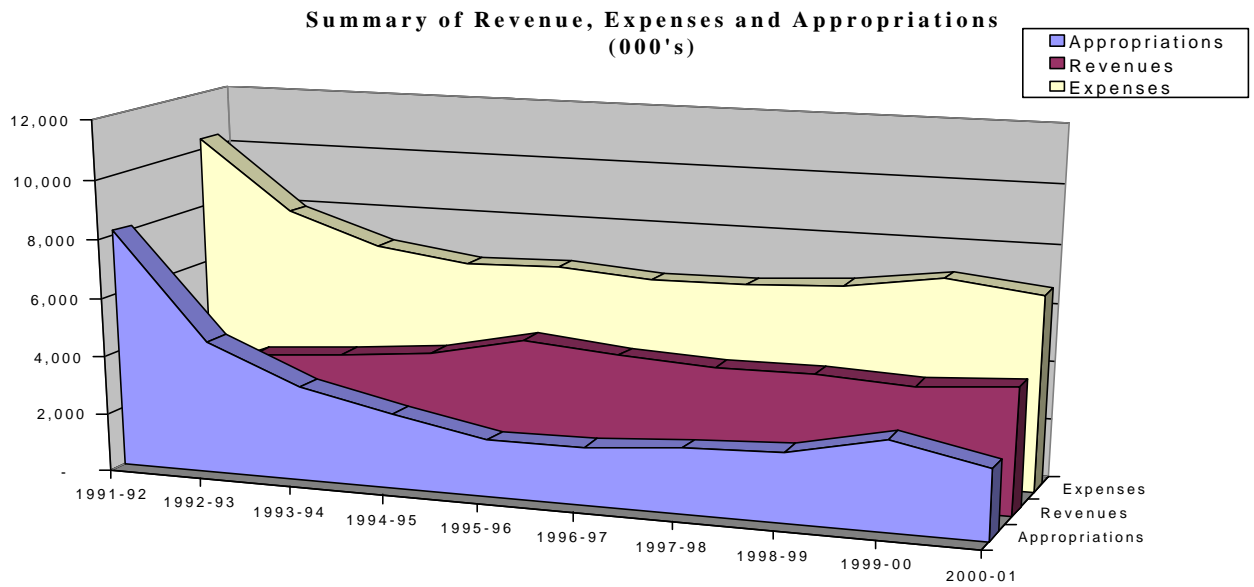
Employee termination benefits are calculated for all employees on the basis of two weeks pay for the first complete year of continuous employment and one-week pay for each additional complete year of continuous employment. These costs are recognized only when paid.

**Sick Leave:**

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

**Pension Plan:**

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



**Table 6 – Other Information (applicable only for CCOHS)**

**Summary of Revenue, Expenses and Appropriations**

	Actual	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	2000-01
Revenues	2,220	3,429	3,671	3,984	4,649	4,373	4,226	4,239	4,086	4,328
Expenses	10,362	7,974	6,915	6,532	6,575	6,340	6,399	6,578	7,044	6,688
Appropriations	8,142	4,545	3,244	2,548	1,926	1,967	2,222	2,359	3,043	2,400

## Section V: Departmental Overview

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

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

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

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

### Objectives

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

### Strategic Priorities

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

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

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

#### PRESENTATIONS & WORKSHOPS

CCOHS participated in the following presentations and workshops during fiscal 2000 - 2001

OSH 2000  
Occupational Toxicology PDC  
(Professional Development Course)  
Health and Safety and the Internet  
Forum on Violence in the Workplace  
Common Misconceptions About  
Computer Workstations  
Legislation and Information  
Technology  
Information Resources on  
Environmental Health  
How to Answer Day-to-Day  
Health & Safety Questions  
Toronto, Ontario

SASKATCHEWAN SAFETY  
COUNCIL CONFERENCE  
2000 Industrial Safety Seminars  
Saskatoon, Saskatchewan

CANADIAN SOCIETY OF SAFETY  
ENGINEERING MEETING  
Internet/CCOHS Resources  
Toronto, Ontario

ONTARIO MUNICIPAL HEALTH AND  
SAFETY REPRESENTATIVES  
ASSOCIATION  
Internet/CCOHS Resources  
Brampton, Ontario

MCMASTER UNIVERSITY  
OCCUPATIONAL HEALTH ROUNDS  
Internet/CCOHS Resources  
Hamilton, Ontario

E-OSHE WORLD: SEEING THE FUTURE  
4th International Occupational  
Safety, Health and Environment  
Information Conference  
Dublin, Ireland

NEW HORIZONS  
HEALTH & SAFETY CONFERENCE  
Workplace Violence Prevention  
Chatham, Ontario

SPECIAL LIBRARIES ASSOCIATION  
ANNUAL CONFERENCE  
OSHLINE  
Pittsburgh, Pennsylvania

CANADIAN ASSOCIATION OF  
ADMINISTRATORS OF LABOUR LAW  
(CAALL)  
Social Marketing  
Whitehorse, Yukon Territory

ASSOCIATION OF WORKERS'  
COMPENSATION BOARDS OF  
CANADA CONFERENCE  
How CCOHS Can Assist WCBs  
in Their Prevention Activities  
Charlottetown, PEI

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 & WORKSHOPS

continued...

CANADIAN ASSOCIATION OF  
LABORATORY ANIMAL  
MANAGEMENT  
Responsibilities Under Canadian  
OH&S Legislation  
Ottawa, Ontario

GREY-BRUCE HUMAN RESOURCE  
ASSOCIATION  
Workplace Violence Prevention  
Owen Sound, Ontario

WHSC ANNUAL PLANNING RETREAT  
AND CONSTITUENCY CONSULTATION  
SESSION  
Health and Safety  
in an Era of Globalization  
and Technological Change  
Alliston, Ontario

UNIVERSITY OF TORONTO  
MHS Graduate Students  
OH&S Information Resources:  
Computerized Resources from CCOHS  
Toronto, Ontario

UNIVERSITY OF BRITISH COLUMBIA  
OH&S Information Resources:  
Computerized Resources from CCOHS  
Vancouver, BC

MCMASTER UNIVERSITY,  
OCCUPATIONAL HEALTH, HYGIENE  
AND TOXICOLOGY ROUNDS  
Violence in the Workplace  
Hamilton, Ontario

WINDSOR PUBLIC LIBRARY  
CCOHS Products & Services and  
Canadian Health Network (CHN)  
Windsor, Ontario

CANADIAN SOCIETY OF SAFETY  
ENGINEERING (CSSE) BREAKFAST  
MEETING  
Urban Legends  
Burlington, Ontario

INDUSTRIAL ACCIDENT PREVENTION  
ASSOCIATION (IAPA) BREAKFAST  
MEETING  
Urban Legends  
Niagara Falls, Ontario

MEASURING AND MANAGING  
OH&S CONFERENCE  
Improving Health & Safety  
in the Workplace Nationwide  
A Reality Check  
Toronto, Ontario

5. 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

## MEETINGS & FORUMS

CCOHS participated in the following meetings and forums during fiscal 2000 - 2001

TRANSPORTATION OF DANGEROUS GOODS (TDG) ADVISORY COUNCIL  
Ottawa, Ontario

PEST MANAGEMENT ADVISORY COMMITTEE  
Ottawa, Ontario

ONTARIO YOUNG WORKERS HEALTH & SAFETY WEBSITE COORDINATING TEAM  
Toronto, Ontario

MINERVA CANADA BOARD OF DIRECTORS MEETING  
Toronto, Ontario

TRANSPORTATION HEALTH AND SAFETY ASSOCIATION OF ONTARIO ANNUAL MEETING  
Toronto, Ontario

AMERICAN INDUSTRIAL HYGIENE ASSOCIATION PERMANENT CONFERENCE COMMITTEE  
Washington, DC

JOINT CONSULTATION SESSION ON SUSTAINABLE DEVELOPMENT AND HEALTHY CANADIANS  
Ottawa, Ontario

SOCIETY FOR CHEMICAL HAZARD COMMUNICATIONS FALL MEETING  
Washington, DC

THE INTERNATIONAL OCCUPATIONAL SAFETY AND HEALTH INFORMATION CENTRE (CIS) NATIONAL CENTRES ANNUAL MEETING  
Dublin, Ireland

INTERGOVERNMENTAL FORUM ON CHEMICAL SAFETY (IFCS) MEETINGS  
Salvador, Brazil

PETERBOROUGH CLIENT SERVICE GROUP  
Peterborough, Ontario

AMERICAN CONFERENCE OF GOVERNMENTAL INDUSTRIAL HYGIENISTS (ACGIH) THRESHOLD LIMIT VALUES (TLVs) COMMITTEE MEETING  
San Jose, California

CANADIAN HEALTH NETWORK (CHN) AFFILIATE PARTNERS FORUM  
Ottawa, Ontario

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.

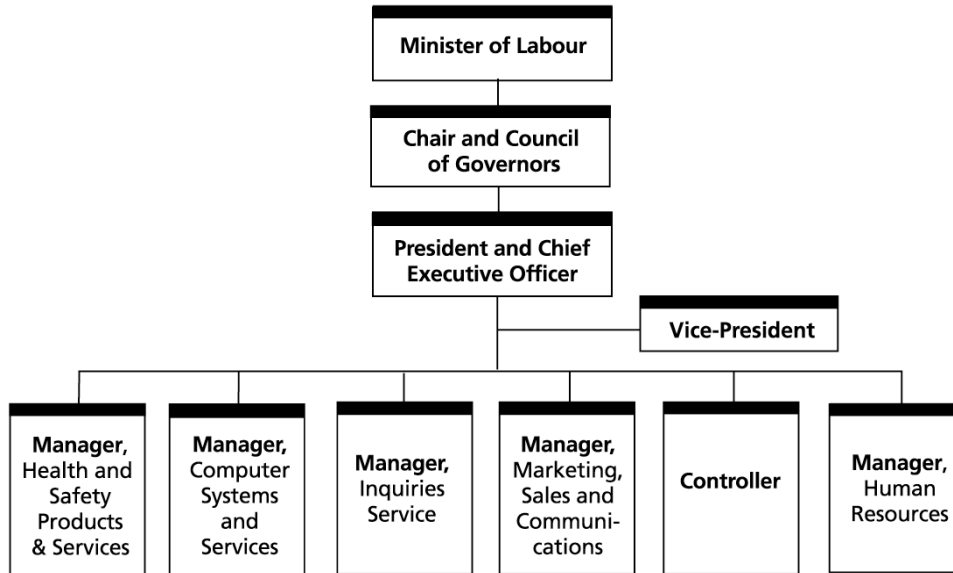
**Service Lines:** Corporate management provides the direction and management of operations at CCOHS. This includes finance, facilities, human resources and collaborative arrangements with partners.

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  
<http://www.ccohs.ca>

- S Len Hong  
President and Chief Executive Officer  
905-572-2981, ext 4433  
hongl@ccohs.ca
- P K Abeytunga  
Vice-President and Director General  
905-572-2981, ext 4537  
abey@ccohs.ca
- Bonnie Easterbrook  
Controller  
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



## **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**

C Canadian Centre for Occupational Health and Safety Council of Governors□ Annual Report to Parliament 2000-01.

C Report on Plans and Priorities 2000-01

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