



Canadian Centre for Occupational Health and Safety

For the
period ending
March 31, 1997

Improved Reporting to Parliament —
Pilot Document

Canada

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Foreword

On April 24, 1997, the House of Commons passed a motion dividing what was known as the *Part III of the Estimates* document for each department or agency into two documents, a *Report on Plans and Priorities* and a *Departmental Performance Report*. It also required 78 departments and agencies to table these reports on a pilot basis.

This decision grew out of work by Treasury Board Secretariat and 16 pilot departments to fulfil the government's commitments to improve the expenditure management information provided to Parliament and to modernize the preparation of this information. These undertakings, aimed at sharpening the focus on results and increasing the transparency of information provided to Parliament, are part of a broader initiative known as "Getting Government Right".

This *Departmental Performance Report* responds to the government's commitments and reflects the goals set by Parliament to improve accountability for results. It covers the period ending March 31, 1997 and reports performance against the plans presented in the department's *Part III of the Main Estimates* for 1996-97.

Accounting and managing for results will involve sustained work across government. Fulfilling the various requirements of results-based management – specifying expected program outcomes, developing meaningful indicators to demonstrate performance, perfecting the capacity to generate information and report on achievements – is a building block process. Government programs operate in continually changing environments. With the increase in partnering, third party delivery of services and other alliances, challenges of attribution in reporting results will have to be addressed. The performance reports and their preparation must be monitored to make sure that they remain credible and useful.

This report represents one more step in this continuing process. The government intends to refine and develop both managing for results and the reporting of the results. The refinement will come from the experience acquired over the next few years and as users make their information needs more precisely known. For example, the capacity to report results against costs is limited at this time; but doing this remains a goal.

This report is accessible electronically from the Treasury Board Secretariat Internet site:
<http://www.tbs-sct.gc.ca/tb/key.html>

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Canadian Centre for Occupational Health and Safety

Performance Report

**For the
period ending
March 31, 1997**

The Honourable Lawrence MacAulay
Minister of Labour

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Executive Summary

The Canadian Centre for Occupational Health and Safety (CCOHS) promotes the fundamental right of Canadians to a healthy and safe working environment. The Centre's products and services are recognized worldwide for providing authoritative information on occupational health and safety.

All sectors of the workplace rely on CCOHS as an unbiased occupational health and safety Centre. A tripartite governing Council representing labour, business, and federal, provincial and territorial governments, ensures impartiality of the information CCOHS disseminates.

Since its inception, the Centre has undergone a remarkable transition from fully government-funded in 1978 to 68.9% self-supporting in 1996-97.

While the Centre faces the unique challenge of becoming self-sufficient in a competitive market as an occupational health and safety information resource, it continues to maintain a free Inquiries Service. The purpose of the confidential, bilingual Inquiries Service is to make health and safety information available to Canadians, without cost or information-access barriers.

This fiscal year, the Centre failed to meet its financial goal of increasing its revenues by \$400,000. Despite this shortfall, CCOHS managed to operate within approved funding and continues to reach more Canadians and adapt its products and services to workers' needs.

In addition to enhancing its existing products to address changing occupational health and safety trends, the Centre has introduced new products which have broad market appeal in Canada and worldwide.

A strong software development team ensures that CCOHS' electronic products keep up with advances in technology. These information products on CD-ROM, diskette, and Internet are economical and easy to use. CCOHS is expanding its use of the Internet, not only for the fee-for-use products, but also to provide free occupational health and safety information to a greater number of Canadian inquirers.

The Centre remains dedicated to the advancement and dissemination of unbiased occupational health and safety information. With the help of its cost-recovering activities and its network of supporters worldwide, CCOHS will endeavour to provide Canadians with authoritative information on their occupational health and safety needs while decreasing the cost to Canadians.

Section I: The Message

The Canadian Centre for Occupational Health and Safety has entered a crucial stage in its role and mandate to promote occupational health and safety, advance the state of occupational health and safety, and provide vital information and services to benefit the safety, health and well-being of Canadians. My appointment to the position of President and Chief Executive Officer of CCOHS allows me the opportunity to lead the Centre through this next stage so that it becomes vital to more Canadians, is even better recognized as an international leader for the provision of occupational health and safety information and services, and establishes more strategic partnerships and collaborative endeavours.

By reaching out to more Canadians and determining their important occupational health and safety needs; by connecting with their key communication channels for answering these needs; by broadening the means and support systems to provide answers to their health and safety concerns; CCOHS will re-establish itself as a key Canadian institution.

Plans have already been formulated for CCOHS to implement the latest computer technologies to provide more free health and safety information using the World Wide Web. We have determined the frequent and important questions that have been consistently answered by our Inquiries Service and, through the use of new technology, will be able to provide these needed answers to Internet users. They in turn will be able to use and recirculate this information to their colleagues and co-workers and in this manner assist in broadening the distribution of this information.

Through partnerships with Canadian provinces, territories and federal services, I envision that the Centre will become the host of a "one-stop" occupational health and safety information resource centre that will enable Canadians to easily acquire high quality services. By strengthening and expanding our collaboration with international organizations such as the United Nations and the World Health Organization, I am confident that CCOHS will remain a globally accessed centre of excellence as a safety information and services resource and will stay at the forefront of practical information technology and information delivery.

We are devoting a great deal of effort to become less dependent upon governmental funding. More collaborations will be established with professional sales organizations to achieve high sales revenue. Increased marketing and promotion of CCOHS' products and services to specific targeted clients will occur to expand the range of sales and increase revenues. A detailed educational program by CCOHS is being established to ensure that existing and potential customers learn to use our products and services to effectively solve pressing and practical workplace and environmental concerns. Lastly, the efforts to reduce internal expenses and achieve higher work efficiencies will continue.

In coordination with the Centre's Council of Governors and in tune with their vision for the future of CCOHS, we will continue to provide high quality and appropriate occupational health and safety information and services to help Canadians secure a safer and healthier work environment.

Section II: Departmental Overview

Mandate, Roles, and Responsibilities

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 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.

1. The Council reconfirms its support and commitment to the CCOHS and the valuable role the Centre provides to Canada's 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.
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 cooperation 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:
 - i. Compact Disc - Read Only Memory (CD-ROM)
 - ii. accessible computerized information services
 - iii. publications and guides
 - iv. training
 - v. memberships;
- C. non-biased occupational health and safety information;
- D. a national occupational health and safety collaborating centre for the 13 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 is 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 information is distributed across Canada and to more than 50 countries.

Organizational Structure: CCOHS is located in Hamilton, Ontario. CCOHS reports to the federal Minister of Labour who holds and maintains an office in Ottawa, Ontario. 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 PCEO operates CCOHS from Hamilton, Ontario. CCOHS links its objectives and strategic priorities through an array of service lines.

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

The Centre is managed by its PCEO who directs the work of CCOHS and ensures that occupational health and safety information is provided to Canadians in a usable, widely accessible form and promoted to assist Canadians to be informed about their fundamental right to a healthy and safe working environment.

Service Lines

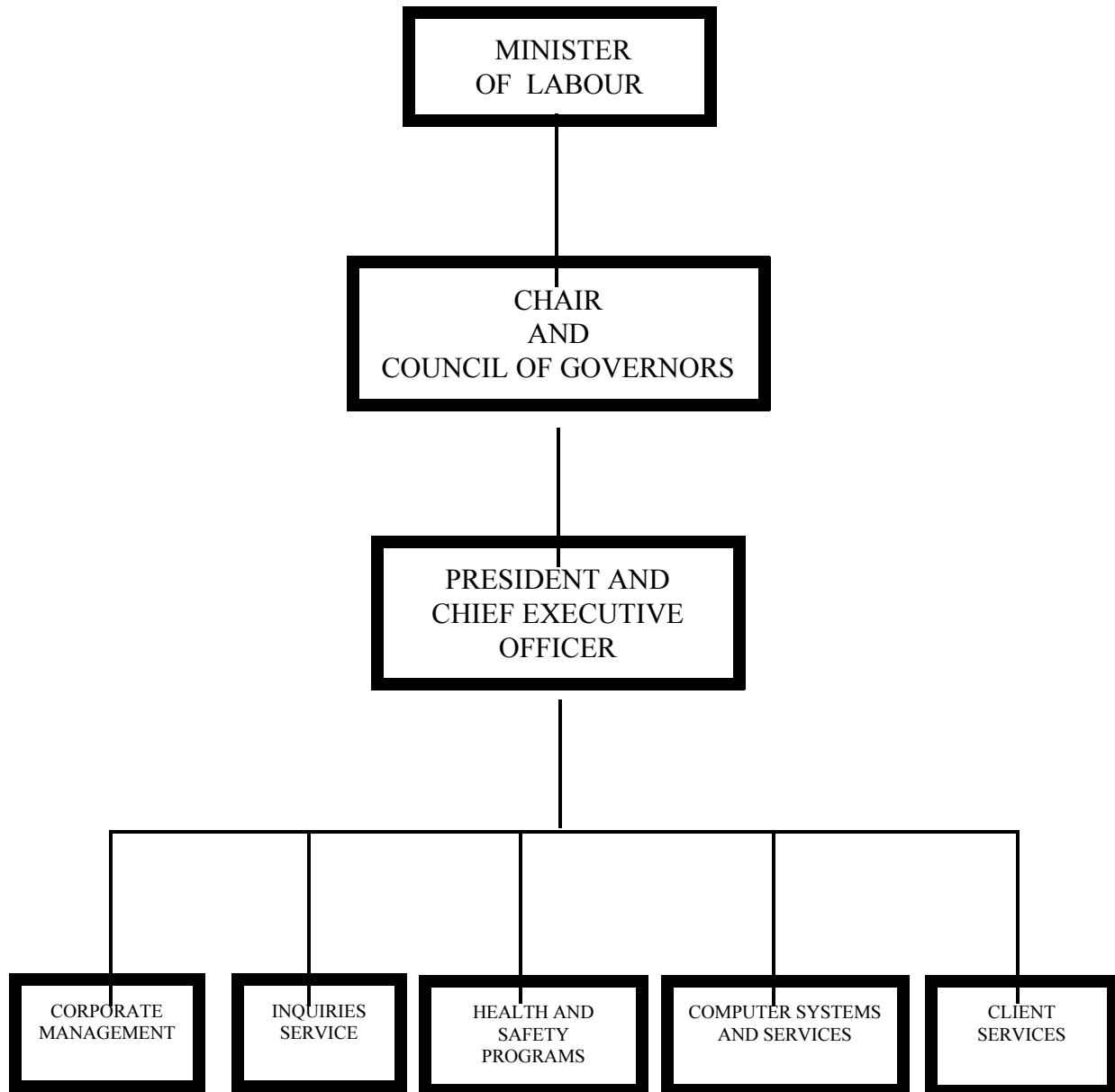
Corporate Management provides the direction and management of operations at CCOHS. The corporate management team ensures that financial controls are followed, human resources management is exercised, facilities are maintained and that the communications with CCOHS' governing partners are open. Corporate Management is vital in initiating, establishing and implementing appropriate cooperative arrangements and partnerships to ensure CCOHS is actively acting as a national occupational health and safety centre for Canadians.

The **Inquiries Service** is Canada's national information service, from which all Canadians can obtain responses to their questions on topics related to occupational health and safety. Since 1992, provincial and territorial governments have jointly funded the direct costs of the service. The service is bilingual, confidential, and free of charge to Canadians via a toll-free telephone number. Based on extensive use of CCOHS' global information resources, previous replies, and CCOHS' internal expertise, thousands of inquirers annually receive comprehensive, understandable and timely replies to their questions, which helps them to deal with health and safety concerns in the workplace.

Health and Safety Products and Services provides occupational health and safety products and services to businesses, labour organizations, governments, health and safety professionals and their organizations, media, and government institutions. The products and services include electronic information services, training products, publications and guides, and customized occupational health and safety services.

Computer Systems and Services provides the technical structure and support services for the production and promotion of occupational health and safety products. This service line focuses primarily on the development of electronic services. A national occupational health and safety web site and a national occupational health and safety information kiosk are two examples of computer-based information services. The unit also develops the information search and retrieval processes to find the best and most relevant occupational health and safety information from worldwide occupational health and safety databases.

Client Services provides the promotion, communication, and customer service for the products and services available from CCOHS. This service line engages a large number of print media, publishers, governments, labour and business organizations as well as trade associations about CCOHS products and services so that they report about CCOHS to their clients and stakeholders.



Section III: Departmental Performance

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

- A. performance expectations and the planned vs actual spending tables of 1996-97
- B. performance accomplishments in 1996-97
- C. key reviews completed in 1996-97.

A. Performance Expectations

Planned Versus Actual Spending Tables

Resource Requirements by Organization and Business Line

Comparison of Total Planned Spending to Actual Expenditures, 1996-97 by Organization and Business Line (\$ millions)

Organization	Business Line	TOTALS
	CCOHS	
CCOHS	1.8	1.8
	2.0	2.0
TOTALS	1.8	1.8
	2.0	2.0
Available for use	2.0	2.0
% of TOTAL	100	100

Note: Shaded numbers denote actual expenditures/revenues in 1996-97.

Comparison of Total Planned Spending to Actual Expenditures, 1996-97 by Business Line

(\$ millions)

Business Line	FTE	Operating ¹	Capital	Voted Grants and Contributions	Subtotal: Gross Voted Expenditures	Statutory Grants and Contributions	Total Gross Expenditures	Less: Revenue Credited to the Vote	Total Net Expenditures	Total Available For Use
CCOHS	81	6.8	-	-	6.8	-	6.8	5.0	1.8	2.0
	76	6.3	-	-	6.3	-	6.3	4.4	2.0	2.0
Other Revenues and Expenditures									-	-
Revenue credited to the Consolidated Revenue Fund									-	-
Cost of services provided by other departments									0.3	0.3
Net Cost of the Program									2.3	2.3

Note: Shaded numbers denote actual expenditures/revenues in 1996-97.

Due to rounding, columns and rows may not add to the totals shown.

1. Operating includes contributions to employee benefit plans.

Departmental Planned versus Actual Spending by Business Line

(\$ millions)

Business Line	Actual 1993-94	Actual 1994-95	Actual 1995-96	Total Planned 1996-97	Actual 1996-97	Total Available For Use
CCOHS	3.2	2.5	1.9	1.8	2.0	2.0
Total	3.2	2.5	1.9	1.8	2.0	2.0

Summary of Performance Expectations

Canadian Centre for Occupational Health and Safety has a budget of \$1,356,000 in 1997/98	
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 ➤ Growth of domestic and international sales of occupational health and safety services and products ➤ 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

B. Performance Accomplishments

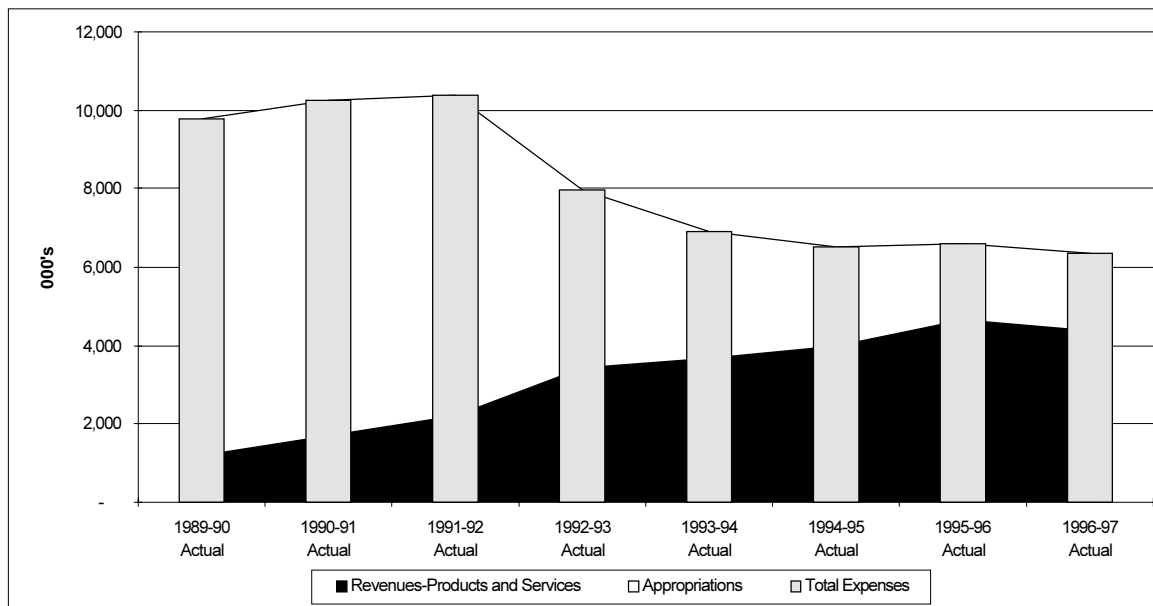
Departmental Performance

The Centre fulfills its mandate *to promote the fundamental right of Canadians to a healthy and safe working environment* while striving for self-sufficiency by remaining competitive throughout the world as a leading occupational health and safety information provider.

CCOHS' goal for 1996-97 was to decrease its dependence on the 1995-96 level of government funding by a minimum of \$400,000, thereby becoming a 73.5% self-supporting program.

(\$000s)	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual
	1989-90	1990-91	1991-92	1992-93	1993-94	1994-95	1995-96	1996-97
Revenues	1,191	1,689	2,220	3,429	3,671	3,984	4,649	4,373
Expenses	9,792	10,277	10,362	7,974	6,915	6,532	6,575	6,340
Appropriations	8,601	8,588	8,142	4,545	3,244	2,548	1,926	1,967

The \$400,000 reduction in dependence was never realized. The program reached a 68.9% self-supporting level. The major cause of this shortfall was the diminishing resources from some of CCOHS' older products and services. Adjustments are currently underway to enhance the existing products and services and to introduce new ones.



The following are some recent additions to CCOHS' product line. These new information products have broad market appeal and high potential for revenue generation and global distribution.

- **TOXLINE®** and **HSDB®** (Hazardous Substances Databank) are two leading databases produced by the US National Library of Medicine (NLM) which CCOHS now distributes on CD-ROM at an affordable cost. **TOXLINE® on CCINFOdisc** contains over one million references to worldwide literature on chemicals and toxicology and is one of the most comprehensive and up-to-date information sources worldwide. **HSDB® on CCINFOdisc** provides detailed toxicological, environmental, and health and safety information on over 4,500 hazardous chemicals. Both products use CCOHS' own easy-to-use search and retrieval software.
- The **NIOSH Pocket Guide to Chemical Hazards** is a practical source of information for recognizing and controlling chemical hazards in the workplace and the environment. CCOHS now distributes the database version as an addition to the chemical hazard information CD-ROM, *CHEMSource*, and as a diskette product.
- **Health and Safety Guides**--CCOHS added three new titles to its popular series of printed guides: *School Workers Safety Guide*, *Office Ergonomics* and *Food Service Workers Safety Guide*. These pocket-sized booklets present simple, concise text and diagrams which help workers and their supervisors to prevent, recognize, and respond to hazards, and to understand their legal duties and rights. They make ideal on-the-job reference tools or training session hand-outs.
- **Understanding an MSDS**--CCOHS published this four-page leaflet which summarizes what people need to know when reading material safety data sheets (MSDS). It is designed primarily for use as a handout for Workplace Hazardous Materials Information System (WHMIS) training courses or to insert into the front of MSDS binders. It is sold in bundles of 50 and is available in English and French. It has already been widely distributed.
- **IPCS INCHEM CD-ROM**--CCOHS produced this new CD-ROM for the World Health Organization. The IPCS (International Programme on Chemical Safety) INCHEM CD-ROM consolidates information essential for the sound management of chemicals which affect the environment and human health. It compiles documents from several international bodies. The number of documents on the disc increased by 15% in the first year, and continues to grow. The first issue was released in May 1996 and by the third issue, there were some 300 subscriptions from all parts of the world.

In addition to developing new health and safety information products, CCOHS continues to enhance and offer new variations of its existing products. CCOHS has diversified the content of its CD-ROMs with a goal of retaining existing customers and attracting new subscribers.

- **MSDS (Material Safety Data Sheets) and FTSS (Fiches techniques sur la sécurité des substances)**--The number of data sheets contained in the MSDS and FTSS databases increased by 10,000. The databases now contain over 128,000 MSDS from Canadian and international manufacturers and suppliers. To help users understand the content of an MSDS and the Canadian and international legislated requirements, four relevant documents written by CCOHS' technical staff have been added to the MSDS and FTSS CD-ROMs. The documents are easily accessible from the databases.
- CCOHS' **Canadian enviroOSH Legislation** series provides the full text of all Canadian legislation on occupational health and safety and the environment, in a compact and easy-to-search electronic format. This series has been offered on CD-ROM for many years and, as of October 1996, is now also available on the World Wide Web with monthly updates. Anyone can now access a directory of all the Canadian occupational health and safety legislation for free. The full text of the legislation is available at the same subscription rate as the CD-ROM. CCOHS has also developed an Intranet version.

The series was renamed **Canadian enviroOSH Legislation** to reflect the wide range of content from the environmental and health and safety fields.

The Canadian Health and Safety Legislation Plus Standards disc (now entitled **Canadian enviroOSH Legislation PLUS Standards**) was released in January 1996. This full-text CD-ROM contains the environmental and occupational health and safety legislation from all Canadian jurisdictions, plus the standards referenced in the legislation. Many users of the *Legislation* disc upgraded their subscription to the *Legislation Plus* product as soon as it was released.

- **CHEMINFO**--CCOHS' own database of chemical profiles gives summarized and evaluated information, including WHMIS classification, on common chemicals in the workplace. During the past year, 25 new CHEMINFO records were created by CCOHS' scientific staff and added to the database. CHEMINFO now contains over 1,200 records. In addition, all records now include new regulatory and advisory information, including European Economic Community and U.S. Department of Transport information.
- **Publications**--CCOHS' collection of over 200 publications was added to OSH CanData, a CD-ROM of unique occupational health and safety databases. The publications are written by CCOHS staff and provide information in non-technical language on all aspects of occupational health and safety, with a focus on prevention. In their new electronic form they can be accessed, downloaded or printed at any time for reference or training in the workplace. User feedback has been very positive.

- The **NIOSH Manual of Analytical Methods** is a widely used reference guide with over 250 sampling and analytical methods, for monitoring exposure to toxic substances in air and biological samples. CCOHS now offers this database both on diskette and on CD-ROM.
- CCOHS' chemical hazard information disc **CHEMSource** now contains two valuable new databases: the **NIOSH Pocket Guide to Chemical Hazards**, a practical source of information for recognizing and controlling chemical hazards in the workplace and the environment; and **CHEMINDEX**, CCOHS' own time-saving aid for users of its many chemical information databases.
- The **HRDC** (Human Resources Development Canada) disc was enhanced by the addition of the **EAP Providers database**. This unique database provides information on employee assistance programs (EAPs) available throughout Canada. A collection of HRDC - Labour Programs publications has also been added to the disc.

Partnerships

CCOHS has expanded its network of partnerships with international bodies. These partnerships have resulted in new products, increased international exposure, and a strong network of support from participating institutions worldwide. Some of CCOHS' major partners include the World Health Organization, the International Programme on Chemical Safety, and the United Nations Environment Programme. To date, there are over 25 international partnership arrangements.

IPCS INTOX Package--CCOHS continues to enhance and sell the IPCS INTOX Package, a comprehensive database management system for poison centres worldwide. Consisting of an information management system and a CD-ROM, the package was developed by CCOHS on behalf of, and in collaboration with, the International Programme on Chemical Safety. The CD-ROM contains over 600 unique documents from international sources, and the software system is presently available in English, French, Portuguese and Spanish versions. Over 100 poison centres in some 60 countries currently subscribe.

Distributors

The Centre's distributor network plays an increasingly important role in sales growth. CCOHS' health and safety information products are now distributed by at about 80 distributors in over 25 countries.

Software Development

In response to changes in customer needs and advances in technology, CCOHS has enhanced its information technology capabilities in several key areas. CCOHS' information technology enhancements have resulted in more products being delivered across more platforms within an increasingly more effective infrastructure. Below is a summary:

Table: Key Results of Development Plans

Key Technology	1995-96 Baseline	1996-97 Key <u>New</u> Additions
CD-ROM (database delivery)	MS-DOS 3.x, Apple Macintosh	Apple Macintosh (PowerPC), MS-Windows 3.1x, MS-Windows 95 MS-Windows NT
On-line (database delivery)	Datapac, Telnet (Internet)	World Wide Web (Internet)
On-line (full-text delivery)	-	World Wide Web (Internet)
Hybrid (full-text and database delivery)	-	Intranet
Relational Database Management System (RDBMS)	Proprietary	Open Standards *
Infrastructure (operating systems)	Mixed Environment (Proprietary, UNIX)	Open Standards Client/Server (POSIX, UNIX, Internet) *

* Denotes key results that were accomplished within 1996-97, **some** of which will not be deployed organization-wide until 1997-98.

Inquiries Service

The Centre's free, confidential Inquiries Service continues to help Canadians by answering their questions on occupational health and safety. The Inquiries Officers are a team of specialists in occupational health and safety and information retrieval who have access to all CCOHS publications, worldwide databases, and an extensive in-house library. To cope efficiently with the large number of inquiries, the Inquiries Service has been exploring new ways to improve its efficiency and reach a wider audience.

With the acquisition of new computer equipment, Inquiries staff can now receive and answer inquiries by e-mail, which is faster and more economical than phone or postal communication. CCOHS staff are investigating the benefits and costs of installing telephone equipment capable of utilizing interactive voice response (IVR) and computer-telephone integrated systems.

The Inquiries Service is reformatting some of its information to publish it free-of-charge on the CCOHS Web Site, so that inquirers may access information 24 hours any day of the year. This will allow the Inquiries Service to respond more quickly to a greater number of questions. A fax-back service is also planned for inquirers without internet access, who will also be able to obtain information outside regular business hours.

User Satisfaction

Each question is carefully negotiated to ensure that the inquirer's needs can be met. The satisfaction ratings of the inquirers are continuously monitored. Feedback cards are sent with responses asking the users to evaluate the service for the clarity, completeness,

usefulness and timeliness of the information they received. During fiscal year 1996-97, the Service continued to receive high marks — about 89% based on a rating of 4.45 on a scale of 1 (low) to 5 (high) — for the information it provides, as shown below.

	FORECAST 1997-1998	ACTUAL 1996-1997	FORECAST 1996-1997
	88%	89%	84%
USER SATISFACTION			
Clarity	88%	88%	84%
Completeness	88%	88%	84%
Usefulness	88%	90%	84%
Timeliness	88%	90%	84%
Overall rating	88%	88%	84%

C. Key Reviews

During the period of this report, there have not been any key reviews initiated or completed.

Section IV: Supplementary Information

A. Listing of Statutory and Departmental Reports

- Canadian Centre for Occupational Health and Safety Council of Governors
Annual Report to Parliament

This item is available at <http://www.ccohs.ca>

B. 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:

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C. Financial Summary Tables

Summary of Voted Appropriations

Authorities for 1996-97 - Part II of the Estimates

Financial Requirements by Authority (\$ millions)

Vote (millions of dollars)	1996-97 Main Estimates¹	1996-97 Actual
Program		
Vote 40	1.8	2.0
Total Department	1.8	2.0

Revenues to the Vote by Business Line

(\$ millions)

Business Line	Actual 1993-94	Actual 1994-95	Actual 1995-96	Total Planned 1996-97	Actual 1996-97
CCOHS	3.7	4.0	4.6	5.0	4.4
Total Revenues to the Vote	3.7	4.0	4.6	5.0	4.4

Contingent Liabilities

Contingent Liabilities (\$ millions)	
List of Contingent Liabilities	Current Amount of Contingent Liability
Claims and Pending and Threatened Litigation:	
As at March 31, 1997, there were no outstanding contingent liabilities against the Canadian Centre for Occupational Health and Safety	
Other Liabilities:	
Vacation Pay	243,982
Employee Termination Benefits	861,578
Total	1,105,560

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.

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