

Canadian Centre for Occupational Health and Safety



Performance Report

**For the
period ending
March 31, 2006**

The Honourable Jean-Pierre Blackburn, P.C., M.P.
Minister of Labour and Minister of the Economic Development Agency of Canada for the
Regions of Quebec

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Executive Summary

CCOHS is dedicated to providing Canadians with information on workplace hazards and conditions to promote health and safety in the workplace and to enhance the physical and mental health of working people.

Through its unique governance structure, CCOHS provides a common focus for and coordination of information in the area of occupational health and safety. Its key stakeholders, government (all levels), employers and labour work closely with CCOHS to promote occupational health and safety and to foster consultations and cooperation with the mutual goal of reducing or eliminating occupational illnesses and injuries.

CCOHS seeks feedback from Canadians via ongoing performance measurement as well as recent Client Satisfaction Survey and an Evaluation.

CCOHS information is used extensively for a variety of purposes in the workplace, which may result in improved working conditions and ultimately reduction in occupational injuries and illnesses.

By working with many international organizations, CCOHS is able to secure up to date information for the benefit of Canadians. By using the Internet as a key delivery methodology, more Canadians can be served efficiently. The Healthy Workplaces portal is an example of providing Canadians with easy access to a wide range of useful information and resources. Also, CCOHS provides web based training so that many more Canadians can be provided with high quality, consistent and inexpensive OHS courses. CCOHS continues to offer publications as another method of reaching workers.

There are many risks for CCOHS associated with cost recovery when 50% of the budget is expected to come from outside sources. CCOHS is exposed to the risk of changing technologies, foreign exchange fluctuations, changes in market conditions and varying demands of the public. Managing a government program within this context is challenging given the many variables beyond its control that can have a negative impact on revenue outcomes. Given these risks, CCOHS proactively works towards increasing revenues through new product lines and updating existing information. The provision of public services is always of utmost priority while prudence is exercised using a limited amount of public funding to serve an ever growing public demand for information to help them prevent illnesses, injuries and fatalities.

Section I: Departmental Overview

A. The Message

CCOHS is dedicated to providing Canadians with information on workplace hazards, risks and conditions to promote health and safety in the workplace and to enhance the physical and mental health of working people.

There is a growing interest in the connection between the health and well being of people and their work environments. CCOHS includes all aspects of workplace safety, health and wellness and is prepared to meet the new challenges of our changing world, such as emerging potential diseases. We know that a healthy workplace reaps measurable benefits for everyone.

A healthy workplace means providing a safe and healthy physical and psychosocial work environment for employees to prevent occupational diseases and injuries. It means enhancing working conditions and providing jobs that offer dignity, personal development and economic security.

CCOHS is a tripartite governed organization with representation from labour, business and provincial, territorial and federal governments. This tripartite structure helps to ensure that CCOHS remains an independent and a trusted source of unbiased information for employers, workers and governments. The methods of delivering information have progressed over the years, but the goal has not changed: to eliminate workplace injuries, illnesses and deaths. By working closely with our stakeholders and citizens, CCOHS is in a unique position to serve Canadians.

The times in which we are living seem to undergo rapid change. In this time of change and uncertainty, CCOHS will continue to take the lead in advancing and advocating for improvements in workplace health, safety and wellness to ensure the fundamental right of all Canadians to a healthy and safe workplace.

S. Len Hong
President and CEO

CCOHS, Your Health and Safety Partner

B. Management Representation Statement

MANAGEMENT REPRESENTATION/ Departmental Performance Report 2005-2006

I submit, for tabling in Parliament, the 2005-06 Departmental Performance Report (DPR) for the Canadian Centre for Occupational Health and Safety.

This document has been prepared based on the reporting principles contained in the *Guide for the Preparation of Part III of the 2005-2006 Estimates: Reports on Plans and Priorities and Departmental Performance Reports*:

- It adheres to the specific reporting requirements outlined in the TBS guidelines;
- It is based on the department's approved Program Activity Architecture structure as reflected in its MRRS;
- It presents consistent, comprehensive, balanced and reliable information;
- It provides a basis of accountability for the results achieved with the resources and authorities entrusted to it; and
- It reports finances based on approved numbers from the Estimates and the Public Accounts of Canada in the DPR

Name: Mr. S. Len Hong

Title: President and Chief Executive Officer

C. Program Activity Architecture

Strategic Outcome: Canadians will be provided with unbiased occupational health and safety information and services for the prevention of work-related illnesses and injuries.

Program Activity: Occupational health and safety information development, delivery services and tripartite collaboration.

The goal of this program is to provide free information on occupational health and safety to support Canadians in their efforts to improve workplace safety and health. Citizens are provided information through a free and impartial personalized service via telephone, e-mail, person-to-person, fax or mail. Alternatively they can independently access a broad range of electronic and print resources developed to support safety and health information needs of Canadians. This may include cost recovery products and services and is supported financially by contributions from various stakeholders.

CCOHS collects, processes, analyzes, evaluates, creates and publishes authoritative information resources on occupational health and safety for the benefit of all working Canadians. This information is used for education and training, research, policy development, development of best practices, improvement of health and safety programs, achieving compliance, and for personal use. When the products or services provided by CCOHS are used by identifiable external recipients with benefits beyond those enjoyed by the general taxpayer, a user fee is charged.

CCOHS promotes and facilitates consultation and cooperation among federal, provincial and territorial jurisdictions and participation by labour, management and other stakeholders in the establishment and maintenance of high standards and occupational health and safety initiatives for the Canadian context. The sharing of resources results in the coordinated and mutually beneficial development of unique programs, products and services. Collaborative projects are usually supported with a combination of financial and non-financial contributions to the programs by stakeholders and result in advancement of occupational health and safety initiatives.

D. Summary Information

The Canadian Centre for Occupational Health and Safety was founded by an Act of Parliament in 1978 with a mandate to promote health and safety in the workplace and to enhance the physical and mental health of working people.

The Canadian Centre for Occupational Health and Safety (CCOHS) operates under the legislative authority of the *Canadian Centre for Occupational Health and Safety Act S.C., 1977-78, c. 29* which was passed by unanimous vote in the Canadian Parliament. The purpose of this Act is to promote the fundamental right of Canadians to a healthy and safe working environment by creating a national institute (CCOHS) concerned with the study, encouragement and cooperative advancement of occupational health and safety.

Total Financial Resources (in thousands \$)

Planned	Authorities	Actual
4,540	4,566	4,501

Total Human Resources

Planned	Authorities	Actual
96	96	87

Planned spending represents the amount authorized through the main estimates process. Authorities represent the total amounts authorized for the entire year, including the main estimates. The increase in total authorities represents funding received for rollover amounts from prior year. Details are provided in our annual report at:

<http://www.ccohs.ca/ccohs/reports.html>

Departmental Priorities

CCOHS has one program activity; occupational health and safety information development, delivery services and tripartite collaboration, developed through one strategic outcome. The department's policies and programs are directed to the pursuit of the following strategic outcome (expected results):

Strategic Outcome: Canadians will be provided with unbiased occupational health and safety information and services for the prevention of work-related illnesses and injuries.

Program Activity: Occupational health and safety information development, delivery services and tripartite collaboration.

Expected Results (use appropriated funding for)	2005-6 Priorities/ Commitments	Type	Planned Spending	Actual Spending	Expected Results and Current Status
Provide Canadians with information	<ul style="list-style-type: none"> • Maintain and exceed current high satisfaction rating through the Inquiries Service • Proactively identify new resources to meet Canadians current information needs • Expand content available on the internet for OSH Answers • Enhance CCOHS' internet usability through improved technology and website design 	ongoing	\$1,800	\$1,784	Results achieved
Accessibility and availability of information for Canadians	<ul style="list-style-type: none"> • Provision of health and safety guide booklets to address current needs • Increase availability of comprehensive databases on the internet • Enhancement of website presentation and its searchability • Provide additional key resources on chemical health and safety 	ongoing	\$1,700	\$1,685	Primarily achieved

	<ul style="list-style-type: none"> • Increase content through partnerships such as the Canadian Health Network • Provide Health and Safety Report as an electronic newsletter delivered to Canadians via the internet • Develop internet chat group capabilities mechanism to assist Canadians to efficiently exchange ideas on health and safety 				
Global advancement of Health and Safety	<ul style="list-style-type: none"> • Enhance relationships with international organizations to exchange information resources and improve services to Canadians • Participate in the North American Agreement on Labour Cooperation (NAALC) committees • Participate in international work groups relating to harmonization of hazardous chemical classification and labelling 	ongoing	\$540	\$535	Results achieved
Unbiased and impartial to maintain confidence of stakeholders	<ul style="list-style-type: none"> • Engage collaborative projects with various governments • Foster collaboration and exchanges in 	ongoing	\$100	\$99	Results exceeded

	<p>ideas through national dialogues, forums and conferences</p> <ul style="list-style-type: none"> • Enhance relationships by assessing and improving relevance to expressed needs • Present Pan Canadian symposium on Occupational diseases hosted by CCOHS 				
Education	<ul style="list-style-type: none"> • Promote the <i>Academic Support Program</i> to post secondary institutions • Collaborate with education sector, youth groups, and partners to improve teaching health and safety in the school system • Promote the CCOHS Youth Zone Resources and expand content on the website 	ongoing	\$400	\$398	Results achieved

E. Departmental Performance

CCOHS has one program activity (PAA), occupational health and safety information development, delivery services and tripartite collaboration.

The Act to create the Canadian Centre for Occupational Health and Safety (CCOHS) was based on the concept that all Canadians have "... a fundamental right to a healthy and safe working environment." A national centre would be an essential requirement to enable people to exercise this right everywhere in the country, a concept launched and supported by stakeholders across Canada. The resulting Act in 1978 had unanimous support from every federal party.

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

The Centre was created to provide a common focus for and coordination of information in the area of occupational health and safety. Prior to 1978, Canada was the only major industrialized nation that did not have a central body for this task. Given the large, diverse and multi-jurisdictional aspects of Canada, such a service is essential. Its key stakeholders, government (all levels), employers and labour work closely with CCOHS to promote occupational health and safety, and to foster consultations and cooperation with the mutual goal of reducing or eliminating occupational illnesses and injuries.

The stakeholders participate actively in the governance of CCOHS making it unique as a tripartite organization that helps ensure its programs and services are unbiased, credible and meet the ongoing needs of Canadians.

Further information about the strategic direction of CCOHS is located in Section IV.

While directly attributing reductions in injuries and illnesses to CCOHS programs is not feasible due to many variables affecting this outcome, independent evaluations of our services indicate wide spread use of CCOHS information to effect change in work places. The extensive use of this information may result in reductions in injuries and illnesses throughout.

The table below compares data on occupational injuries and fatalities for 2004 and 1970. There have been significant reductions in injuries and fatalities relative to numbers of workers but the numbers remain unacceptably 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 all the stakeholders, their partners and CCOHS.

Occupational Injuries and Fatalities in Canada

Year	Employees (millions)	Injuries	Fatalities	Injuries per million workers	Fatalities per million workers
1970	7.03	301,653	918	42,909	131
2004	16.10	340,502	928	21,149	58

Source: Work Injuries and Diseases National Work Injuries Statistics Program, Association of Workers' Compensation Boards of Canada, Canada 2001-2004 and Labour Force Survey 2004, Statistics Canada.

Research indicates that there are significant benefits of reducing workplace risks and the benefits are more than four times higher than earlier estimates. More specifically, the Gunderson and Hyatt estimates suggest that the benefits to society of reducing the risks that

would lead to one fatality are as high as \$13 million while the benefits of reducing the risks that would lead to one non-fatal injury are approximately \$20,000.¹

While significant improvements have been made over the years, every day in Canada, three people die from a work accident or occupational disease. On average a worker is injured on the job every 9 seconds. To continually reduce these losses the focus has progressed to the prevention of occupational diseases, illnesses, injuries and fatalities. Workplace wellness is also important for the overall health of Canadian workers.

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 workers, workplaces and 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 occupational health and safety information.
- The promotion and evaluation of research on occupational health and safety issues.
- The provision of expert advice and training in occupational health and safety.
- Participation in meetings and conferences to contribute to improving prevention of safety and health problems.
- Other activities consistent with the mandate of promoting improved health and safety in the workplace and the physical and mental health of Canadian workers.

Maintaining the good health of Canadians is an important goal for Canada. Workplace health is an essential component of overall health. CCOHS contributes to Canada's goal of a healthy population, sustainable development, safe communities, and Canada's role in the world. CCOHS works closely with labour, business and all levels of government to establish high standards for occupational health and safety, to foster consultation and cooperation, and reduce or eliminate occupational hazards.

CCOHS contributes to the priorities of Canada as outlined in *Canada's Performance* in the following ways:

Canada's Role in the World

- CCOHS contributes to greater collaboration among nations to promote the sharing of information and knowledge for social and economic programs relating to health and safety to reduce injuries and illness and improve conditions for workers. CCOHS participates in promoting and supporting occupational health and safety initiatives with global organizations such as the Pan American Health Organization (PAHO), World Health Organization (WHO) Collaborating Centres in Occupational Health,

¹ Gunderson, Morley and Douglas Hyatt (2001) "Workplace Risks and Wages: Canadian Evidence from Alternative Models" *Canadian Journal of Economics*, v. 34, no. 2, May.

International Labour Organization, and the European Agency for Safety and Health at Work. CCOHS also participates in representing Canada at the Tri-National Working Group of Government Experts in Occupational Health and Safety. Details of various projects can be found in our annual report at:

<http://www.ccohs.ca/ccohs/reports.html>

Strengthening Canada's Social Foundation

- Occupational diseases, illnesses and death are serious health risks faced by Canadians. The government plans to strengthen our social foundations by improving the overall health of Canadians starting with health promotion to reduce the incidence of avoidable disease. One of the most effective strategies in reducing ill health is prevention of the causes. CCOHS' primary role is to support Canada's capability to improve prevention of work-related illness and disease by providing information and knowledge to enable Canadians to identify hazards and minimize or eliminate risks in the workplace and assist them to address issues and take remedial action. CCOHS continues to engage many health care providers and advocates in the public and private sectors to improve the health of Canadians. Details of specific projects are noted throughout this report and in our annual report. CCOHS also contributes to this priority through its work with the Canadian Health Network (a Health Canada initiative) as the lead for the workplace health affiliate. CCOHS' public forum on occupational diseases supported this government priority.

<http://www.ccohs.ca/headlines/text59.html>

In addition, CCOHS delivers a web portal "Bringing Health to Work". The goal of this website is to develop and provide information, tools and resources and make it easily available to help employees, employers and practitioners participate in making their workplaces healthy and safe.

Sustainable Development

CCOHS provides extensive information on chemicals and their impact on health and the environment. CCOHS is a major source of information and is used by government regulators and the chemical industry, manufacturing industries and most sectors of the economy and many citizens. Environmental management is the shared responsibility of federal, provincial/territorial and municipal governments, and includes the participation of individuals, community groups, non-governmental organizations (NGOs) and businesses. While federal departments and agencies share the responsibility of environmental management with other stakeholders, environmental issues at the international level are mainly the responsibility of the Government of Canada.²

² Canada's Performance 2004

Great Places to Live – A New deal for communities

CCOHS contributes to fostering Safe Communities via its information resources and support of the Safe Communities programs throughout Canada.

Risks and Challenges in Delivering Services

CCOHS is a national centre dedicated to providing Canadians with access to information on workplace hazards and conditions to assist all Canadians to reduce injuries and illnesses. While it is not possible to establish the number of injuries, illnesses and deaths prevented directly as a result of CCOHS programs, its reach and impact can be measured. As many factors influence these variables, determining the independent impact of CCOHS is not feasible. The extent of improvements in workplace conditions, attributed by users to the information disseminated by CCOHS, is used as a proxy measure of the health and safety impact of CCOHS. The analysis in our latest evaluation found that the intended effects on workplace conditions do occur.³

CCOHS measures client satisfaction. A client satisfaction survey was completed in 2004 to measure the satisfaction with various service attributes to determine the expectations of clients and serve as a baseline for service standards development and improvements. Measuring the relevance of the program and the effectiveness and efficiency of the program given the mandate is more difficult task and requires objective evaluations. Therefore, an independent evaluation was conducted in 2005.

CCOHS also conducts ongoing collection of performance data from its clients to receive feedback on the satisfaction, reach and impact of its services. This is done through ongoing surveys.

Generating 50% of its funding base through the sale of products and services is an increasingly difficult challenge for CCOHS. The results of sales are impacted by the change in the US dollar as all international sales are in US dollars. Over the past 5 years, this has resulted in a decline of \$260,000 in revenue from foreign exchange alone due to a devalued US currency. In addition, generating revenue from information products is difficult given the extent of the internet and the availability of free information obtained from the internet. CCOHS continues to balance the role between providing free of charge public services with our cost-recovery program. However, generating revenues while operating in a government environment is difficult to achieve, since the goal of helping people does not always coincide with the demands of seeking a fee for products and services. The need to generate 50% of its funding base consumes a significant amount of resources that must be shared for providing public services.

CCOHS products are information based, which results in substantial fixed costs associated with developing and maintaining information databases. In order to provide a

³ CCOHS Program Evaluation and Performance Measurement Study, 2005

comprehensive and efficient infrastructure for the development and delivery of cost recovery products and services, and provide free information from the Inquiries Service and the website, investment and maintenance costs are necessary. Keeping information current and credible is very labour intensive but crucial to ensure the mandate of CCOHS. The technologies that deliver this information are also expensive and continually changing. They must be frequently updated to meet the needs of the public.

The Internet enables CCOHS to reach many Canadians, but it is also a risk factor. Information is readily available from many sources, although they may not be reliable. CCOHS differentiates itself by being a trusted source of unbiased and credible information.

The needs of clients and stakeholders also change on an ongoing basis. This results in new requirements for health and safety that must be addressed. CCOHS strives to serve these additional needs on an ongoing basis with the fixed resources available.

Section II Analysis of Program Activity Performance to Expected Results

Measuring the direct relationship between CCOHS programs and reductions in injuries and illnesses is not possible due to the many variables that would influence the results. This is the case with most organizations that provide information to effect social change. We can however measure the reach of the programs and gain information on how the information is used.

It is known that the use of appropriate information on occupational health and safety will reduce risks. Our evaluations confirm that there is wide-spread use of CCOHS information in the workplace and that CCOHS' products and services have direct application. The evidence to support this includes survey data from customers, users of the Inquiries Service, users of the web site and key informant interviews. Details on the surveys and links to the reports are included in Section III. According to the evaluation, although these data cannot be linked to accident or illness data, the widespread and frequent use of CCOHS information implies that there will be important workplace impacts. "The evaluation has generated substantial data on the use of CCOHS. There can be little reasonable doubt about its widespread use."⁴

Another measure of effectiveness is value for money. The evaluation reports that there is good value for money from CCOHS and the investment of public dollars and cost-recovery funds is cost-effective. The savings in time costs for health and safety professionals and workers in general who would have to access information in other ways are substantial. The evaluation states that, "it is our assessment that CCOHS produces very large quantities of useful information for a relatively modest public expenditure."⁴

In order to ensure a high level of service, CCOHS seeks feedback from its clients and stakeholders on an ongoing basis. This information helps to improve service, identify needs of stakeholders and identify information needs.

Expected Result: Provide Canadians with information

Total Financial Resources (in thousands \$)

Planned	Authorities	Actual
1,800	1,810	1,784

Total Human Resources

Planned	Authorities	Actual
36	36	33

4 CCOHS Program Evaluation and Performance Measurement Study, 2005

Inquiries Service

The CCOHS Inquiries Officers are a team of specialists in occupational health and safety and information retrieval that access all CCOHS publications, world-wide databases, and an extensive in-house library to provide up to date and relevant answers.

14,979 inquiries are personally answered annually through this free and confidential bilingual Inquiries Service center, in addition to the 6.2 million answers provided through the CCOHS website

Over 6.2 million inquiries were answered through the CCOHS 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 health, safety and wellness trade shows, the World Wide Web, the blue pages, and the Centres literature. During 2005-6, this service provided responses to 14,979 call in inquiries through its direct service.

The Inquiries Service is available to answer Canadians through its telephone service, e-mail, fax and Internet. The Inquiries come from a variety of sources. This free service is essential to ensure that Canadian workers have access to information that enables them to exercise their right to a healthy and safe workplace. The service is equally important to employers to provide a safe environment and for government to assist with their role in the workplace.

A recent Customer Satisfaction Research Report indicates that clients find the overall quality of the service, the usefulness of the information and the relevance of the information to be the most important to them. With this knowledge, CCOHS can focus efforts in these areas in information delivery. The study also measured client satisfaction on various service attributes. Overall, the Inquiries service resulted in 84% of survey respondents being either satisfied or very satisfied. The complete details are available at <http://www.ccohs.ca/ccohs/reports.html>. Approximately 74% of users’ use of information relates to either current or future changes to the workplace that may result in improved workplace health and safety.

As part of CCOHS’ commitment to maintaining high quality service standards and seeking input from our clients, ongoing measurement of client satisfaction has been developed. We also track information on the reach and impact of the program.

Recent Inquiries users reported how information obtained from CCOHS was used. The most common are:

- Assist in complying with occupational health and safety regulations
- Use with workplace health and safety committees
- Health and safety programs or policies development and improvement
- Education or training purposes
- Develop best practices

- Personal use or information
- Keep current on health and safety developments
- Academic or other research purposes
- Gather information on workplace chemicals
- Assist in developing legislation or standards
- WCB claims
- Preparing a Material Safety Data Sheet.

Our reporting generally records contacts with clients as one. However, we know from past surveys that information is shared with many co-workers and others. CCOHS has requested this information in its continuous client feed back form. The results show that the reach of CCOHS is extensive.

Inquiries respondents were asked how many individuals within their organization access the information provided by CCOHS. These answers showed substantial use:

- 13% indicated more than 500 individuals did benefit or share CCOHS information in their organization
- 18% shared CCOHS information with up to 499 individuals
- 40% shared CCOHS information with up to 99 individuals
- 22% shared CCOHS information with up to 4 individuals.

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

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

Clients also reported that 60% reported that their use of CCOHS information relates to current or future changes to the workplace that may result in improved occupational health and safety. This is based upon requests for feedback issued 2 weeks after receipt of information. Previous evaluations showed that 74% reported the information relates to current or future changes in the workplace when surveying clients within the previous nine months.

CCOHS’ 2006 client feedback indicates an overall satisfaction rating of 4.5 on a scale of 5 for clarity, completeness, usefulness and timeliness. This is consistent with prior year’s results. One of the unique features of the Inquiries service is that telephone calls are answered directly by a highly skilled Inquiries Officer. The needs of the caller are more accurately assessed by this method so the most useful information can be provided. Callers are pleased they have direct access to assistance from one person rather than redirected from one person to another person or to a lengthy voice mail system. The narrative comments on the users’ feed back cards indicate the strong appreciation for this personal service. The survey also shows that satisfaction would increase in some cases if the information were provided on a timelier basis. This feedback is being used to help improve identification of urgent requests and respond accordingly.

One measure of reach is monitoring requests for copyright publication. In 2005-6, 83 requests were received for copyright publication. As a result, information was duplicated over 205,000 times and potentially shared with many more individuals. The organizations included government departments, companies, unions, health care organizations and educational institutions.

CCOHS provides current information on areas of concern to Canadians. In 2005-6 Canadians were concerned about issues such as chemicals and reproductive hazards, ergonomics, indoor air quality, occupational cancer, avian flu, and a large number of questions regarding harassment, bullying and violence in the workplace.

Workers are the primary users of the Inquiries Service again this year, making 31% of the total inquiries received. Another 29% of the questions originated from employers, 2% from government (as legislators and enforcer), and 38% from non-affiliated professionals.

OSH Answers

OSH Answers is a bilingual web-based information service, which covers over 650 topic areas in occupational health and safety.

Over 3,500 questions and answers are on the website, which answered over 6.2 million inquiries on health and safety this year.

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 over the past 27 years.

The most popular documents subjects include:

- diseases, ergonomic and repetitive strain injuries, topics such as Ganglion cysts, Carpal Tunnel Syndrome, Raynaud's phenomenon, legionnaires' disease, and Methicillin Resistant Staphylococcus Aureus (MRSA)
- Stress
- Hand washing: reducing the risk of common infections
- Violence in the workplace
- Shift work
- Legislation issues such as, WHMIS – Introduction, due diligence
- Chemical information such as What is an LD50? Acetone, Sodium Hydroxide
- Office Ergonomics- various documents (how to buy/setup a chair, stretching, etc.)
- Physical Agents – Working in Hot and Cold Environments, Microwave Ovens, Humidex, Thermal comfort, Ionizing Radiation
- Seasonal items such as swimming pools and snow shoveling

The Inquiries Service started the OSH Answers with question-and-answer (Q&A) documents on various hazards - biological, chemical, ergonomic, physical (noise and radiation) and other safety hazards found in workplaces. We also answer questions about the diseases and injuries that can result from the hazards people are exposed to or the risks from the work activities they do.

Other work-related issues on OSH Answers are safety programs, accident and injury prevention, personal protective equipment (PPE), occupational health and safety legislation including WHMIS (right-to-know legislation). OSH Answers will cover more and more topics as it continues to grow and evolve to serve the needs of Canadians.

The target audiences for the OSH Answers are the workers, managers, supervisors, joint health and safety committee members who are the "end users" of the information in the workplace. The internet has played a key role in helping CCOHS to reach millions of Canadians since this service was established several years ago. Workers are the primary users of the Inquiries Service followed by employers and professionals. In 2005-6, CCOHS successfully reached approximately 2.3 million inquirers and responded to over 6.2 million questions, through OSH Answers.

In our 2005 Evaluation, website users were asked how many people in their organization could or would benefit from CCOHS' information. 23% of respondents indicated that 1-10 persons would benefit, 32% said between 11 and 100 persons, 18% said 101 to 500 persons would benefit and 17% said that more than 500 would benefit. Information was being used most for the following:

- Resolving workplace issues
- Improving health and safety programs
- Developing best practices
- Complying with occupational health and safety regulations
- Providing information for health and safety education or training purposes.

CCOHS' goal to satisfy inquiries users and to share as much information as possible in order to affect change in Canadian workplaces is being achieved. Overall the number of visitors increased by 62% and the number of times OSH Answers was accessed increased 42% from the previous year. In order to make the service more accessible, selected OSH Answers are being offered in Spanish. Usage of the Spanish language site increased by 42% in 2005-6.

Expected Result:

Accessibility and Availability of Information for Canadians

Total Financial Resources (in thousands \$)

Planned	Authorities	Actual
1,700	1,709	1,685

Total Human Resources

Planned	Authorities	Actual
36	36	33

CCOHS provides products and services in various formats to serve the needs of Canadians. Information is available in paper copy, Internet, intranet, web, compact disc formats and DVD. Electronic delivery of information is presented in 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. New guides published in 2006 were Health and Safety Guides for Human Resources Professionals, and Working in Hot Environment. Updated guides were Cold Weather Workers Safety Guide, Food Service Workers Safety Guide, Health and Safety Committees Reference Guide, Noise Control in Industry: A Basic Guide, and Office Ergonomics Safety Guide. Each year over 14,000 copies of various guides are sold throughout Canada.

New publications are produced to meet the expressed needs of Canadians. Publications are an inexpensive method of getting specialized information directly to workers to be used at the worksite.

In our recent evaluation, of the clients who purchased CCOHS products and services, 77% said that their use of CCOHS information relates to current or future changes to the workplace that may result in improved occupational health and safety. In terms of the overall importance of CCOHS in meeting the health and safety needs of their organization, 78% of respondents said that CCOHS was either very important or important.⁵

Expected Result:

Unbiased and Impartial to maintain confidence of Stakeholders

Total Financial Resources (in thousands \$)

Planned	Authorities	Actual
100	101	99

⁵ CCOHS Program Evaluation and Performance Measurement Study, 2005

Total Human Resources

Planned	Authorities	Actual
2.4	2.4	2

The tripartite Council of Governors, comprised of representatives from labour, business and governments (federal, provincial and territorial), directs the provision of unbiased CCOHS services. Council meets three times a year to review operational plans and provides input from its constituents. Canadians benefit from the high quality directions set by the governors that are reflected by the development of programs and unbiased information that can be used to improve occupational health and safety. Cooperative arrangements with international organizations help CCOHS to secure up-to-date world-wide information on workplace related illness and injury prevention. The relevant international information is analysed and appropriately selected and provided to Canadians. A summary of the products and services is available at: <http://www.ccohs.ca/products/subject.html>. CCOHS' products and services are reviewed by tripartite volunteers to ensure they are bias free.

CCOHS works with international organizations to secure up to date information for the benefit of Canadians. CCOHS has worked globally to enable the free distribution, via the internet of national collections of OSH information. For example CCOHS developed a web portal for the World Health Organization (WHO) Collaborating Centres in Occupational Health <http://www.whoocchealthccs.org>. This portal provides each national collaborating centre with a site to present its own occupational health information, and links to other information within their country. This web portal, that was recently developed, is in addition to the CIS Centres Information Network <http://www.ciscentres.org>. CCOHS also represents Canada at the Tri-National Working Group of Government Experts in Occupational Safety and Health. This initiative was organized under the provisions of the North American Agreement on Labour Cooperation (NAALC). CCOHS is the Canadian representative in two of the four Technical Working Groups formed – Developing a Tri-national Website and Hazardous Substances. CCOHS maintained and enhanced a website to facilitate communications among working group members from Canada, USA and Mexico, and to provide OSH information from the three countries. http://www.naalcosh.org/index_e.htm

The purpose of CanOsh website is to enable Canadians to easily and independently locate Canadian occupational safety and health (OSH) information for the purpose of legal compliance, improving workplace health and safety practices and ultimately to facilitate the acquisition of information required for reduction in workplace fatalities, injuries and illnesses. It is designed to provide Canadians with a convenient and efficient way to access the health and safety



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.

www.canoshweb.org

information provided by the federal, provincial and territorial government agencies responsible for OSH, Workers' Compensation Boards and CCOHS. This site can be reached at <http://www.canoshweb.org/>. By using this site, Canadians can easily search and navigate 14 governmental jurisdictions and multiple websites.

The Canadian Health Network (CHN) is a bilingual Internet-based health information service that ensures that Canadians have access to trustworthy information on health promotion and disease prevention. Developed in partnership with Health Canada, CHN is built on a "network of networks" with over 600 health information providers contributing resources.

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.
--

It is the first national government and non-government health information partnership of its kind in the world

CCOHS was chosen as an Affiliate Partner and has been responsible for:

- Leadership and content expertise on Workplace Health
- Developing and supporting a network of associate organizations

CCOHS was selected because of:

- Our established record as a trusted, credible organization that can bring together existing Workplace Health expertise and credible information sources
- Our 25-year track record of successfully delivering Workplace Health information to Canadians.

This network provides free access to credible and practical e-health information for Canadians. CCOHS has selected, catalogued and developed over 1,000 resources. CCOHS also fosters a growing network of organizations involved in workplace health and wellness issues. CCOHS is involved in Canada's Healthy Workplace Week and is responsible for updating and maintaining the Resource Well, which prominently display CCOHS and CHN as key sources of reliable and current information on healthy workplaces.

<http://www.healthyworkplaceweek.ca>. CCOHS continues to promote CHN, at meetings, conferences, by delivering presentations and through publication of workplace health and CHN articles. An e-bulletin, Health@work/Sante@untravail, is distributed to more than 830 subscribers.

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/ccohs/reports.html>.

The Health and Safety Report, CCOHS' free e-newsletter, is an initiative that increases impact of Canadian workplace health and safety. In addition to providing relevant content,

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

This service, launched in January 2003, has a distribution of 11,697 subscribers in more than 100 countries (as of Mar 31/06). This represents 40% growth in subscribers from the previous fiscal year. Beginning in January 2006, the Report includes icons in the sidebar linking to OSH Answers and the Bringing Health to Work portal. It is expected that this will help drive traffic to CCOHS' website and promote the free public services CCOHS provides to advance the improvement of workplace health and safety in Canada.

In the January 2006 readership survey, the Report received a

- 100% overall satisfaction rating,
- 65.7% of the respondents being "very satisfied".
- 81.25% print the Report occasionally to frequently - for future reference
- 68% have used the information occasionally or frequently for training
- 51% use it for their own resources or their own organization's newsletter, occasionally or frequently
- 72.2% say they share the report with 4 or more people, and 25.2% of respondents share it with 50 or more people
- The survey also indicated that a third of the readers print the Report and use the information within to develop health and safety policies and procedures, for training purposes and as a resource for their own newsletters, bulletin boards and employee orientation kits.

Seventy-seven percent of the respondents to the survey replied that they will or are planning to use the information in the Report to make changes that may improve health and safety in their workplaces. As the readership of the Report continues to grow, so does CCOHS' commitment and efforts to increase outreach and provide credible, useful information that could help prevent work related injuries and illnesses. This is a cost effective method of reaching many Canadians on important health and safety issues. Results show that readers value this service and do use the information in the workplace for improvement.

Subscriptions to this free service can be submitted to:

<http://www.ccohs.ca/resources/communications/maillinglists/enews.html>.

CCOHS seeks ongoing feedback from its stakeholders as part of its role to deliver independent and unbiased services. Through its evaluations, the level of satisfaction in the quality and impartiality of the centre is reviewed. In addition, CCOHS utilizes tripartite participation in the review of new programs, products and services to provide objective advice for the relevancy, credibility of new unbiased products and services. The Council of Governors, composed from representatives of labour, business and governments, assures that CCOHS is independent and operates as a tripartite organization. The Council meets three times a year to review operational plans and provides input from its constituents. All Governors are volunteers representing most provinces and territories throughout Canada.

In the 2005 evaluation, the key informant interviewees reported that CCOHS has a strong reputation within Canada. OHS experts, professional leadership, unions, workers and employers with health and safety committees tend to be quite familiar with CCOHS. The high level of awareness was attributed primarily to CCOHS' own efforts and from partnerships with other organizations and the high level of visibility maintained by CCOHS executive. Respondents also noted that CCOHS does a good job of synthesizing research findings into unbiased information products that are useful and easy to understand for health and safety professionals, employers and workers alike.⁶

The satisfaction of the stakeholders is also demonstrated by the many collaborative projects completed throughout Canada. Details are available in our annual report <http://www.ccohs.ca/ccohs/reports.html>.

The quality of the Centre's products as measured in an independent evaluation study rates the overall satisfaction as follows for percentage of respondents who were very satisfied or satisfied:

Level of Satisfaction with CCOHS Products (% of respondents indicating either very satisfied or satisfied)

Indicator	% satisfied
Timeliness	89%
Completeness	85%
Usefulness	92%
Clarity	86%
Reliability	87%
Overall satisfaction	80%

Source: Data for CCOHS is from a survey of users conducted by TNS Canadian Facts in 2005.

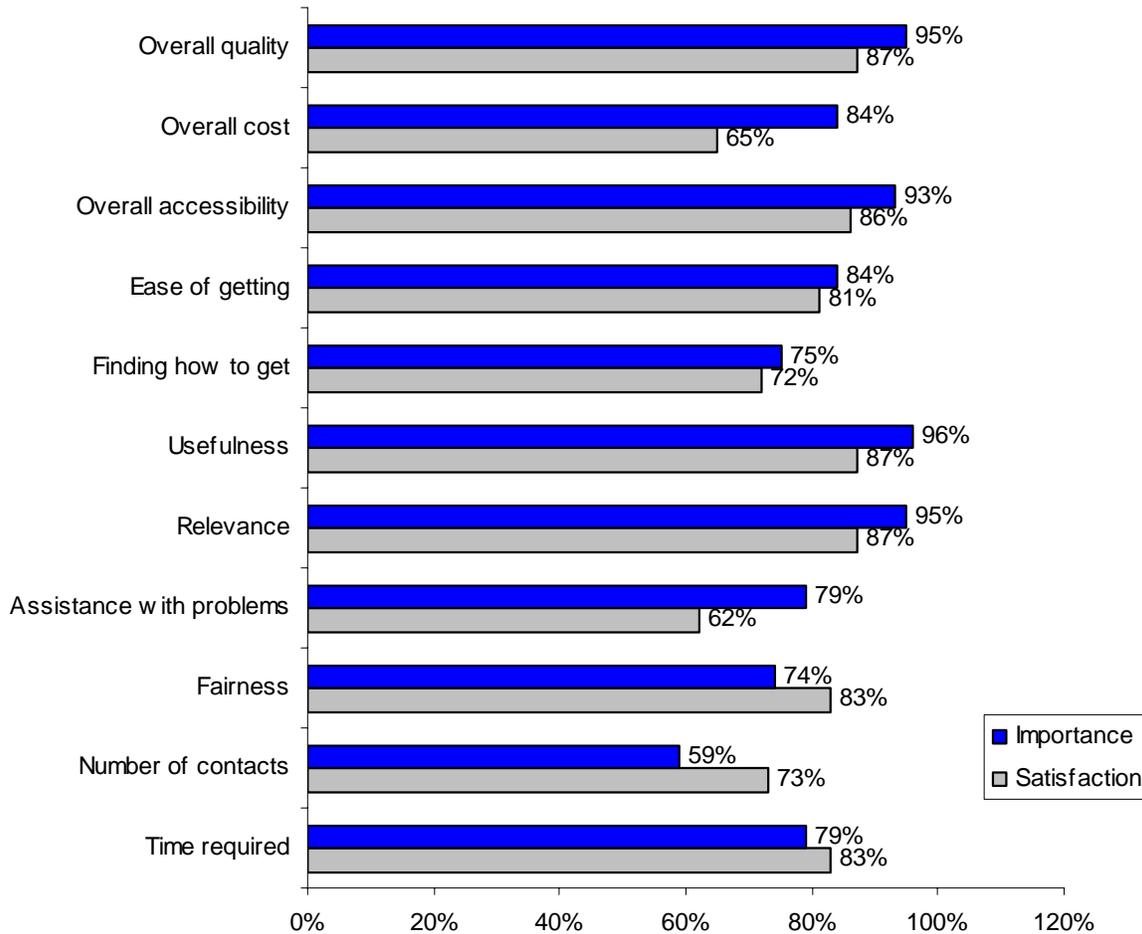
In terms of value for money, 96% of respondents who answered this question said that CCOHS products were above average value for money or average value. In addition, In terms of overall importance of CCOHS in meeting the health and safety needs of their organization, 78% of respondents said that CCOHS was very important or important to them.

In 2004, CCOHS had an independent client satisfaction survey completed to measure the satisfaction with services and products, in keeping with the Common Measurement Tool and Citizen's First Research. The purpose was to identify satisfaction with various product /service attributes and compare to the importance of these attributes. This can be used as a

⁶ CCOHS Program Evaluation and Performance Measurement Study, 2005

baseline for future client satisfaction research. Overall, performance scores were high and are summarized below.

Satisfaction With and Importance of Product/Service Attributes



The support of various levels of government and industry for CCOHS can be demonstrated by various collaborative projects, which were led by CCOHS during the year. Some of the initiatives include:

- **National Young Worker Web Site:** In collaboration with the Canadian Association of Administrators of Labour Legislation (CAALL) this web portal was designed to help prevent injuries and illnesses to new and young workers by assisting them to find relevant health and safety information. It provides a one point access to information from all Canadian jurisdictions on young workers OSH issues, for young workers, teachers and parents. The site can be viewed at

www.jobsafecanada.ca . In fiscal 2005-6, 22,758 visitors accessed this site more than 231,000 times.

- Canadian Health Network: Workplace Health Affiliate <http://www.ccohs.ca/headlines/text59.html>. This includes extensive partnerships with numerous health organizations to keep Canadians informed of their health.
- WorkSafe Saskatchewan website was developed in collaboration with the Saskatchewan Labour Department as an information resource to help prevent workplace injuries and illnesses. In 2005, over 260,000 website sessions were logged.
- Prevention Practices database and OSH for Everyone – Ontario: a development for the Workplace Safety Insurance Board of Ontario reached an average of 20,000 visitor sessions viewing 60,000 – 90,000, monthly. The prevention practices website averages 4,000 visitors per month.
- Transport Canada: Security and Emergency Preparedness Bookshelf CD-ROM. Contains information about pertinent legislation, equipment, guidelines, etc. This is used by over 300 Transport Canada Marine Inspectors.
- Enhancement of Occupational Health and Safety in Brazilian Industry: CCOHS is leading the development of an OSH information portal appropriate for workplace participants in Brazilian industry.
- Customized courses for private companies and government organizations.
- Presentations and representation at various conferences and events for labour, business and government throughout Canada.
- Bringing Health to Work Web Portal Service: provides Canadian employers, employees and practitioners easy access to a comprehensive range of credible resources and practical tools for creating and promoting healthy workplaces.

Information about these and other collaborative projects is included in our annual report. The continued support of government, business, and all levels of government is a strong indicator of satisfaction with CCOHS.

Expected Results:

Global advancement to Health and Safety

Total Financial Resources (in thousands \$)

Planned	Authorities	Actual
540	543	535

Total Human Resources

Planned	Authorities	Actual
12	12	11

CCOHS maintains a web portal for the International Labour Organization/CIS national and Collaborating Centres. There are some 120 CIS National and Collaborating Centres in 102 countries. The portal also contains an e-mail based discussion group for exchanging information among the Centres. The number of accesses on the web per month was over 84,000. Another international collaborative project is the INSITE Portal for the partners of the Forum on The Advancement Of Healthy Workplaces.

CCOHS creates information and distributes 60 databases. A summary of these products is shown on our website <http://www.ccohs.ca/products/subject.html> . Through arrangements with many international organizations, CCOHS obtains the latest global health and safety information to share with Canadians.

CCOHS is recognized as a world leader in the advancement in occupational health and safety. This can be demonstrated by CCOHS' development of the IPCS INTOX program, for the World Health Organizations (WHO), International Programme on Chemical Safety (IPCS). It provides an integrated operational system, consisting of a databank and software, used at Poison Centres around the world to manage information on poisonings. Another project is the IPCS INCHEM, also produced through cooperation with WHO. The program consolidates information essential for the sound management of chemicals that affect the environment and human health. IPCS INCHEM is an authoritative source of chemical related health, safety and environment reports from inter-governmental organizations.

This information has been released free of charge to enable access to people from developing countries. This service compiles chemical-related health, safety and environment documents and databases from several international organizations. On average, 170,000 visitors per month visit this site. A recent survey found that 90% of respondents felt the INCHEM service was useful. The wide spread global use indicates the need for this program.

IPCS INCHEM has achieved worldwide recognition for its high quality service, disseminating authoritative and peer-reviewed publications from trusted intergovernmental organizations to help prevent workplace injury and illnesses.

CCOHS' skills and expertise in information development and knowledge transfer are also recognized internationally. CCOHS is a member of a consortium of Canadian public and private sector organizations which formed a Brazilian-Canadian partnership to address occupational health and safety needs within selected industrial sectors in small and medium sized enterprises in Brazil. CCOHS is leading the development of an OSH information portal appropriate for workplace participants in Brazilian industry.

Respondents in the key informant interviews reported CCOHS is perceived as one of the world’s leading sources of OHS information, with a higher level of recognition than many other OHS national institutions.

The report also states “by providing accessible information products that synthesize recent research including international research sources (e.g. WHO, UN) CCOHS has clearly increased the amount of information available, and has therefore contributed to the growth of knowledge of OHS”⁷. The international relationships have enhanced the availability of information to benefit all Canadians.

Strategic Outcome:

Education

Total Financial Resources (in thousands \$)

Planned	Authorities	Actual
400	403	398

Total Human Resources

Planned	Authorities	Actual
9.6	9.6	8.0

Training and education are effective means of improving employers’ and workers’ awareness and knowledge of their rights and responsibilities with regard to OSH. CCOHS offers courses in various environments that include traditional classroom, customized courses and e-learning to help meet the needs of Canadians. Courses are reviewed by tri-partite external reviewers to ensure relevancy and comprehensiveness.

In 2006, CCOHS continued to expand its delivery of internet based e-learning courses. Currently there are thirteen courses available on-line and in addition 13 are in development. There have been almost 7,000 seats sold.

Academic Support Package

The CCOHS Academic Support Program (ASP) is offered exclusively to universities and colleges as both a resource to support the education of students about environmental and occupational health and safety and to assist Universities and Colleges in their efforts to provide a safe and healthy working environment. In the ASP program there are 98

- Health and safety in the workplace is being promoted through the education system by making CCOHS information available to students and faculty through the *Academic Support Package*.
- The databases were made available to over 3.1million students and faculty in 2005-2006
- Over 98 post secondary institutions participate

“We make available several key products and research guides to develop our students’ knowledge and skills about environmental and occupational health and safety... One of the most popular is OSHLINE™ with NIOSHTIC.”

7 CCOHS Program Evaluation and Performance Measurement Study, 2005

universities and colleges, many of them very prominent, serving over 3.1 million students, faculty and staff.

This information serves students, faculty, researchers and on-site health and safety staff, and workers. As future leaders, today's students need to be aware of occupational health and safety and how to prevent injuries and illnesses.

CCOHS also established an occupational health and safety scholarship fund in the memory of Dick Martin, a pioneer of workplace health and safety in Canada, to support post secondary students to study subjects in occupational health and safety. Information about the program and the winners for 2005-6 are posted at:

<http://www.ccohs.ca/scholarship/winners/>.

Recently, almost 110,000 young people were seriously injured on the job in one year alone. These statistics mean injured young people (ages 15-29) represent one in every four injured workers in Canada.

It is funded through private donations and by stakeholders. This program is promoted to 26 post secondary schools across Canada, and provides monetary awards to students who are successful in an annual competition for this scholarship.

Conferences, Exhibitions, Workshops and Presentations

CCOHS' objective of promoting OSH is supported by the activities in engaging diverse audiences by attending more than 38 events over this fiscal year through participation in meetings, conferences and presentations in most regions of Canada. Participation in these events serves both marketing and communications objectives by providing opportunities to showcase the wide range of products and services of the Centre. Specific audiences can be targeted to promote healthy workplaces throughout Canada. Important interaction between the participants and CCOHS helps ensure we are in touch with the needs of our Canadian workers.

NAOSH Week National Launch
Yellowknife, NT – May 2, 2005
Participated

CANECT 2005
Toronto, ON – May 11-12, 2005
Exhibited

NAOSH Week Health & Safety Day
Ohsweken, ON – May 2, 2005
Exhibited

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

PIASS Annual Safety Seminar
Banff, AB – May 3-6, 2005
Exhibited

Transportation Health & Safety
Association of Ontario
Toronto, ON – May 25-26, 2005
Exhibited

Hamilton-Wentworth School Board
Health & Safety Day
Hamilton, ON – May 4, 2005
Speaker/ Exhibited

Treasury Board of Canada OHS
Conference
Saint-Sauveur, QC – May 30-Jun 2, 2005
Speaker/ Exhibited

Federation of Canadian Municipalities
St John's, NF – Jun 2-4, 2005
Exhibited

American Society of Safety Engineers
New Orleans, LA – Jun 12-15, 2005
Exhibited

City of Toronto Annual Joint
Health & Safety Day
Toronto, ON – Jun 17, 2005
Speaker

15th World Congress on Disaster
Management
Toronto, ON – Jul 10-13, 2005
Exhibited

AWCBC Public Forum
Vancouver, BC – Jul 24-26, 2005
Exhibited

PSAC National Component Convention
Quebec City, QC – Aug 15-19, 2005
Attended / Exhibited

Association of Canadian Ergonomists
Halifax, NS – Aug 15-18, 2005
Materials only

Six Nations Annual Health & Safety
Conference
Ohsweken, ON – Sept 21-22, 2005
Exhibited

Oil Sands Safety Conference
Fort McMurray, AB – Sept 15, 2005
Materials only

CSSE Professional Development
Conference
Edmonton, AB – Sept 18 -21, 2005
Speaker / Exhibited

NSC + XV11 World Congress on
Safety & Health at Work
Orlando, FL – Sept 21-23, 2005
Exhibited

International Occupational Hygiene
Association Conference
South Africa – Sept 19-23, 2005
Speakers/ Exhibit Table

Workers Health & Safety Centre
Don Mills, ON – Sept 25-29, 2005
Exhibited

IAPA Muskoka Conference
Rama, ON – Sept 28, 2005
Speaker

CUPE Biannual Convention
Winnipeg, MB – Oct 3-7, 2005
Exhibited

CEAA Technical Conference & AGM
Toronto, ON – Oct 5-6, 2005
Exhibited

Le Grand Rendez-Vous
Montreal, QC – Oct 6, 2005
Exhibited

Health, Work and Wellness Conference
Montreal, QC – Oct 20- 22, 2005
Exhibited

Workplace Health, Safety &
Compensation Commission of NB
St John, NB – Oct 24-25, 2005
Speaker

Centre for Health, Environment & Safety
3rd Annual Conference & Expo
London, ON – Oct 27, 2005
Speaker / Exhibited

4th Annual AB Health & Safety
Conference Calgary, AB – Nov 7-9, 2005
Exhibited

Wellness in the Workplace Conference
Niagara Falls, ON – Nov 23, 2005
Exhibited

Hamilton-Wentworth Catholic School
Board, Safety Officers Event
Hamilton, ON – Dec 2, 2005
Speaker

Ontario Safety Partners Health, Safety &
Wellness Conference
Stoney Creek, ON – Dec 8, 2005
Exhibited

Human Resource Professionals
Association of Ontario Conference
Toronto, ON – Feb 1-3, 2006
Exhibited

Manitoba Construction Safety Conference
Winnipeg, MB – Feb 7-8 Exhibited

McMaster University, RSI Day Fair
Hamilton, ON – Feb 28, 2006
Exhibited

United Steelworkers of America
Convention
Montreal, QC – Mar 4-6, 2006
Exhibited

Nova Scotia Safety Council Conference
Halifax, NS – Mar 22-23, 2006
Exhibit/Presentation

Brant County Health Unit Conference
Brantford, ON – Mar 29, 2006
Exhibited

Section III. Supplementary Information

Financial Performance Overview

Revenues from sales of products and services continue to decline in many product areas. This is primarily due to changes in the market place for information due to competition from internet providers of OSH information. In addition, the decline in the US currency has reduced the total sales revenue as all sales outside of Canada are in US dollars. To offset these losses, CCOHS has expanded its training service to include e-learning and has also added a MSDS Management System Service. Appropriations are consistent with prior years. In order to remain within budget, an in year spending freeze was implemented.

In this fiscal year, CCOHS switched from paying employee health benefits directly to PWGSC to the same system other government department's use. This involves funding being received from Treasury Board from a statutory vote and a corresponding flat rate being charged to CCOHS.

CCOHS continues to generate approximately 50% of its budget from the sale of products and services. Expenditures are consistent with prior years. Audited financial statements are published in our Annual Report.

Financial Summary Tables

The following tables are applicable to CCOHS:

Table 1 Summary of Voted Appropriations	34
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Table 1**Summary of Voted Appropriations
Authorities for 2005-06 Part II of the Estimates****Financial Requirements by Authority (\$ millions)**

Vote	2005-06		
	Planned Spending	Total Authorities	Actual
Vote 20	4.5	4.5	4.4
Supplementary Estimates (A)	-	0.1	0.1
Total Department	4.5	4.6	4.5

Additional funding was received during the year for rollover provisions less amounts deducted for expenditure savings.

Table 2**Comparison of Total Planned Spending to Actual Spending 2005-06
(\$ millions)**

Business Line	FTE	Operating	Capital	Grants and Contri- butions	Total Gross Expendi- tures	Less: Respend- able Revenues	Total Net Expendi- tures
CCOHS	96	8.8	-	-	8.8	4.3	4.5
Total Authorities	96	8.9	-	-	8.9	4.3	4.6
Actuals	87	8.3	-	-	8.3	3.8	4.5
Other Revenues and Expenditures							
Other Non-respendable Revenues							-
Total Authorities							-
Actuals							-
Cost of services provided by other departments							0.7
Total Authorities							0.7
Actuals							1.2
Net cost of the Program							5.2
Total Authorities							5.3
Actuals							5.7

Revenue estimates were not achieved since it has become increasingly difficult to achieve sales targets due to the rapid change in technologies and availability of alternative information. Expenditures relating to revenue generation were lowered to balance the decline in revenues. The cost of services provided by other departments represents accommodation services provided by PWGSC and audit services provided by the OAG. In addition, costs of health and dental benefits were added for the first time this year. This was not included on the Report on Plans and Priorities, but was disclosed in the audited financial statements.

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

Business Line	Actual 2003-04	Actual 2004-05	Planned Spending	2005-06	
				Total Authorities	Actual
CCOHS	4.0	4.4	4.5	4.6	4.5
Total	4.0	4.4	4.5	4.6	4.5

Table 4
Respendable Revenues
(\$ millions)

Business Line	Actual 2003-04	Actual 2004-05	Planned Spending	2005-06	
				Total Authorities	Actual
CCOHS	3.8	3.8	4.3	4.3	3.8
Total	3.8	3.8	4.3	4.3	3.8

Respendable revenues represent monies generated from the sale of goods and services. CCOHS generates approximately 50% of its operating budget from its cost-recovery activities. Sales of goods and services are impacted by general market conditions, foreign exchange fluctuations, government budgets, changes in technology, and competition.

Table 5
Contingent Liabilities

Claims and Pending and Threatened Litigation:

CCOHS is involved in a dispute originating in the normal course of business. An amount, consistent with legal opinion obtained from our legal counsel, has been accrued as an account payable at year-end.

Other Liabilities:

Vacation Pay	\$ 372,232
Employee Termination Benefits	\$ 980,416
Total	\$ 1,352,648

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:

CCOHS employees are entitled to severance benefits based on their years of service and salary at the time of departure. The cost of these benefits is accrued as the employees render the services necessary to earn them. Management determined the accrued benefit obligations using its best estimates of the accrued obligations at the year-end. These benefits represent the only employee benefits obligations of CCOHS that entails settlement by future payments.

Sick Leave:

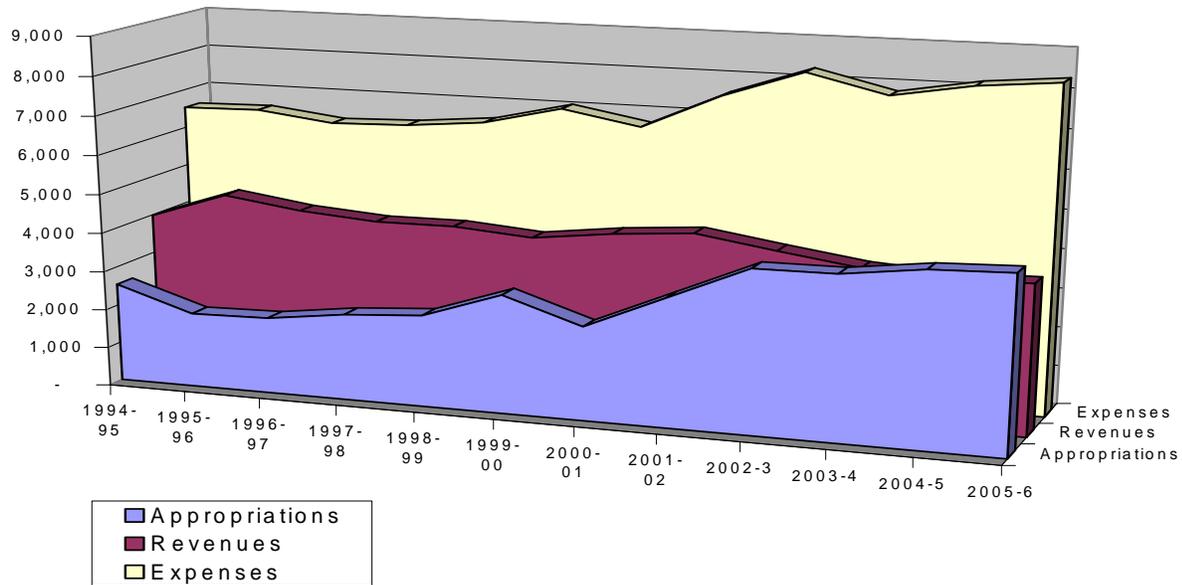
Employees are permitted to accumulate unused sick leave. However, such sick leave entitlements do not vest and can be used only in the event of illness. The amount of accumulated sick leave entitlements, which will become payable in future years cannot reasonably be determined and accordingly have not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

Pension Plan:

Eligible employees participate in the Public Service Pension Plan administered by the Government of Canada. CCOHS' contributions to the Plan reflect the full cost of the employer contributions. This amount is currently based on a multiple of the employee's required contributions and may change over time depending on the experience of the Plan. CCOHS' contributions are expensed during the year in which the services are rendered and represent the total pension obligation of the Centre. CCOHS is not currently required to make contributions with respect to any actuarial deficiencies of the Public Service Pension Plan.

Table 6 – Other Information (applicable only for CCOHS)

**Summary of Revenue, Expenses and Appropriations
(000's)**



Summary of Revenue, Expenses and Appropriations (\$ thousands)

	Actual 1994- 95	Actual 1995- 96	Actual 1996- 97	Actual 1997- 98	Actual 1998- 99	Actual 1999- 00	Actual 2000- 01	Actual 2001- 02	Actual 2002- 03	Actual 2003- 04	Actual 2004- 05	Actual 2005- 06
Revenues	3,984	4,649	4,373	4,226	4,239	4,086	4,328	4,485	4,185	3,910	3,781	3,830
Expenses	6,532	6,575	6,340	6,399	6,578	7,044	6,688	7,589	8,275	7,806	8,150	8,332
Appropriations	2,548	1,926	1,967	2,222	2,359	3,043	2,400	3,276	4,156	4,173	4,369	4,501

Table 7 A 2005-6 User Fee Reporting

The User Fees Act is not applicable to the revenues generated by CCOHS.

Table 7 B User Fee Reporting Template – Policy on Service Standards for External Fees

In preparation for implementation of the Policy on Service Standards for External Fees, CCOHS has conducted a Client Satisfaction Research Report and an Evaluation to seek feedback on user expectations and satisfaction relating to CCOHS cost recovery products and services. These reports will be used as a baseline for development of service standards for CCOHS. CCOHS generates revenues from user fees from the sale of its products and services. A complete description is available at:

<http://www.ccohs.ca/products/>

A. External Fee	Service Standard	Performance Result	Stakeholder Consultation
Subscription Services	Baseline study to determine standard Policy statement	See reports	http://www.ccohs.ca/ccohs/reports/cust_survey.htm
Publications	Baseline study to determine standard Policy statement Clients determine standards for each project	See reports	http://www.ccohs.ca/ccohs/reports/studies/performanceJan06.html
Special Projects		Not applicable to contracts	Not applicable to contracts
B. Other Information Subscription services are based upon an agreement with the client for levels of services. CCOHS monitors its service delivery by requesting client feedback, conducting periodic formal evaluations and client satisfaction surveys. There were not significant results to formulate a report for 2006. However, to increase response rates, CCOHS directly contacted clients to assess our products and services. Results will be reported in the 2007 Departmental Performance Report. CCOHS' service pledge, standards and complaints policy are located at: www.ccohs.ca/ccohs/standards.html . Links are also provided to our ongoing feedback reporting system.			

Table 8 Travel Policies

CCOHS follows the TBS Special Travel Authorities and the TBS Travel Directive, Rates and Allowances.

Section IV: 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 cooperation 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 and Minister of the Economic Development Agency of Canada for the Regions of Quebec. 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.

Guiding Principles

CCOHS is governed and directed by a tripartite Council of Governors comprised of members from labour, business and government (federal, provincial and territorial) 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 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 Centres 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 Centres 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:
 - Compact Disc - Read Only Memory (CD-ROM)
 - Digital Video Discs (DVD)
 - 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.

CCOHS Council of Governors holds strategic planning meetings approximately every three years to focus on the future direction of CCOHS. In its latest session in 2005, the Council reaffirmed the above guiding principles. They also agreed to focus on the following priorities:

- keep focused on "serving as a national center for information related to occupational health and safety". Continue to offer valued and needed information.
- Keep offering our core products and services. This includes continuing to improve products and services so they remain useful and relevant for Canadian workplaces and workers.
- Become the national center for statistics on occupational health and safety.
- Continue to promote health and safety in the workplace in Canada, including the physical and mental health of working people.

Organization Composition

Organizational Structure: CCOHS reports to the federal Minister of Labour and Minister of Economic Development Agency of Canada for the Regions of Quebec.

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 and review policy direction and priorities.

Executive Management: The Centre is managed by its President and Chief Executive Officer who directs the work of CCOHS to fulfil its mandate.

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

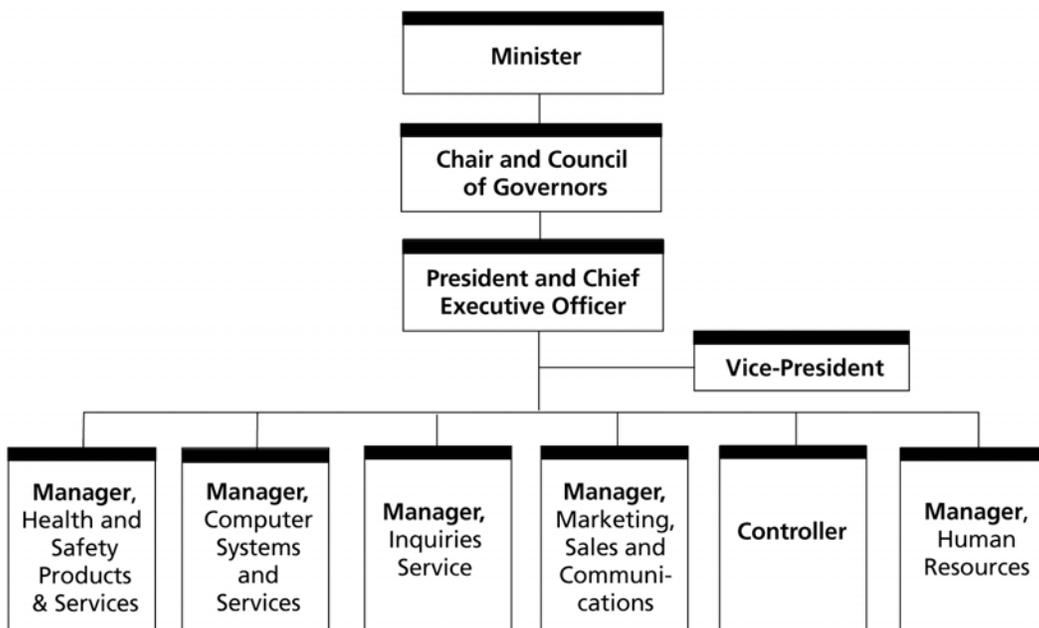
The Inquiries Service is a free national service available to Canadians to provide responses to their questions on topics related to occupational health and safety.

Health and Safety Products and Services provide health and safety products and services to businesses, labour organizations, governments and health and safety professionals on a cost recovery basis.

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

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

Organization Chart



Section V: Other items of Interest

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

135 Hunter Street East

Hamilton ON L8N 1M5

Tel: 905-572-2981

1-800-668-4284 Canada and US

Fax: 905-572-2206

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- 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. Key Reviews

During the period of this report, there were no new reports. All previous reports, evaluations and reviews can be accessed at: <http://www.ccohs.ca/ccohs/reports.html> .

D. Audited Financial Statements

- C Canadian Centre for Occupational Health and Safety Audited Financial Statements are available in the Annual Report to Parliament 2005-6 at <http://www.ccohs.ca/ccohs/reports.html>

E. Listing of Statutory and Departmental Reports

- C Canadian Centre for Occupational Health and Safety Council of Governors' Annual Report to Parliament 2005-06.
- C Report on Plans and Priorities 2005-06
- C Program Evaluation and Cost Recovery Study 2001
- C CCOHS Program Evaluation and Performance Measurement Study, 2005
- C Modern Comptrollership Capacity Assessment 2002
- C Customer Satisfaction Research Report 2004

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

Details of the recent surveys quoted in the report:

CCOHS Program Evaluation and Performance Measurement Study, 2005

This study included four surveys during July 4 to July 19, 2005 as follows:

- a) Product customers – Invitations were sent via e-mail to 1,299 customers from CCOHS existing client database. There were 262 responses or 20% response rate. This survey focused on clients who paid for products or services offered by CCOHS.
- b) Inquiries clients – Invitations were sent via e-mail to 1,196 clients who recently used the service. There was a response rate of 20% (factoring in non-deliverable e-mails). This survey focused on users of the free public information service.

Two e-mail reminders were sent. A response rate of 20% is typical for this type of survey.

- c) Web-site survey response of 513 for this self-selecting sample. This survey focused on users of CCOHS' website and was positioned on the home page and OSH Answers homepage, individual pages of OSH Answers and Web Information Services home page.
- d) Key Informant interviews (20) representing a range of CCOHS stakeholders, including business, labour, government and non-governmental organizations.

Customer Satisfaction Research Report 2004

This study included two surveys:

- a) Customer (Client) Survey: An invitation was mailed to current clients and customers to invite them to participate in an on-line survey from February 19 to March 26, 2004. There were 3,736 surveys mailed to users of the Inquiries Service and products. The survey was completed by 549 respondents for a response rate of 15%, which was less than anticipated. This is likely due to the mixed mode of mailed invitations with an on-line completion requirement.
- b) Web Visitor Survey: The survey was posted on the CCOHS web site from February 13 to March 9, 2004. There were 603 visitors from this self-selecting sample. The target population was any user of CCOHS' website.