



delivering creating planning motivating
preventing promoting
inspiring encouraging
communicating customizing **educating**



The Canadian Centre for Occupational Health and Safety (CCOHS) is ***Canada's National Resource for the Advancement of Workplace Health & Safety***. CCOHS promotes the total well-being – physical, psychosocial and mental health – of working Canadians by providing information, training, education, management systems and solutions that support health & safety programs and the prevention of injury and illness.

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Chairman's Message

Over the past year, it has been an honour to serve as Chair of the Council of Governors of the Canadian Centre for Occupational Health and Safety (CCOHS). This role has offered me, along with other Governors, the opportunity to guide and support initiatives that reinforce CCOHS' role as a leader in the promotion of healthier and safer workplaces for all Canadians.

The outstanding services and expertise provided by CCOHS to employers, employees, and the general population were particularly evident during the H1N1 flu outbreak in spring 2009. CCOHS offered free tools and resources on its website to assist Canadians and people around the world prepare for a potential pandemic. For example, the Centre made available an on-line course explaining the characteristics of a pandemic and providing important tips on how individuals and companies can proactively work to avert a crisis by limiting the spread of flu in the workplace. Other CCOHS products, such as a Pandemic Toolkit, have assisted businesses and organizations to anticipate and respond to pandemics. The Centre played a critical role in helping Canadians deal with the H1N1 situation, and my fellow Governors and I are proud of its contributions.

A year earlier, in April 2008, the Council held a two-day Strategic Planning Session where Governors had a lively and productive discussion of strategic directions for the organization to pursue in the coming years. These directions include raising CCOHS' visibility not only within, but also beyond the community of OHS practitioners and reinforcing the Centre's role as a recognized and authoritative source of reliable workplace health and safety information.

One way of accomplishing these goals is through national forums on occupational health and safety issues. To date, CCOHS has organized two such forums, which bring together Canadians from all stakeholder groups: employers, workers, governments, and students and professionals working in the field. At the forums, participants gain access to cutting-edge research and innovative practices, have extensive opportunities for discussion and dialogue, and learn about new tools to help in the struggle to reduce and eliminate workplace fatalities and injuries. The third CCOHS National Forum is scheduled to take place in the National Capital Region in early 2010. Its theme will be *Leading Workplace Change*.



CCOHS continues to support the future of the OHS profession through its Dick Martin Scholarship Awards. The Council of Governors established this scholarship program in 2002 in memory of Dick Martin, a pioneer and advocate of workplace health and safety in Canada and a former Governor. Each year, three post-secondary students enrolled in Canadian occupational health and safety programs receive a \$3000 award. The recipients of the 2009 scholarships are Dianne San Juan of Ontario, Chun-Yip Hon of British Columbia, and Erik Mortensen of Alberta. Congratulations to them all!

I wish to extend my appreciation to outgoing Governors, Murray Sunstrum, Canadian Petroleum Safety Council and Allan Walker, Government of Saskatchewan. Each was a dedicated participant in Council discussions and contributed to keeping CCOHS vibrant and relevant.

I also want to express a warm welcome to the following new Governors: Diana Miles, Government of British Columbia; Glennis Bihun, Government of Saskatchewan; Sylvester Wong, Government of the North West Territories; Matthew Firth, Canadian Labour Congress; Gordon Lloyd, Canadian Chemical Producers Association; Harry Phillips, Federally Regulated Employers – Transportation and Communications (FETCO); and Normand Côté, Canadian Bankers Association.

My fellow Governors and I look forward to continuing to work with CCOHS' professional staff to advance our shared goal of ensuring that all Canadians – whether they are employed in mines or office towers, construction sites or hospitals, airports or corner stores – can return home safe and healthy at the end of each work day.

Scott Streiner
Chair, Council of Governors

President's Message

Last year will be remembered as a challenging one as Canadians struggled to handle the turbulence and stress created by the economic downturn. As the employment climate continues to change, the Canadian workforce will have to become even more self reliant to participate in an evolving economy and to deal with economic uncertainty. Individuals will be forced to take control of preparing for their own future welfare and prosperity. This is in stark contrast to the experience of the previous generation with expectations of securing lifelong jobs with employers. CCOHS has worked hard to keep pace with the times, evolving its services and products to assist Canadians with these dramatic changes in employment circumstances.

This past year, the Centre expanded its outreach to Canadians by developing several free communication channels such as Workscape, an online discussion board where people interested in health and safety can share experiences, and exchange ideas and information. To address the importance of educating young and new workers about workplace health and safety, the Centre launched a new *Young Workers Zone* portal, a free resource for young workers, parents, teachers and employers. In addition, we continue to expand our partnerships and cooperation with governments, employer groups, trade unions and other interested organizations to improve the health, safety and total well being of working Canadians.

Also CCOHS developed a myriad of new services, increasing the number and scope of courses, publications, public services, software, and tools we offer to help Canadians work safely and in good health. We launched OSH Works, a web-based occupational health and safety management service to help organizations establish health and safety programs and achieve compliance. CCOHS also



launched *CANWrite*, an MSDS authoring tool to help health and safety professionals easily write WHMIS-compliant MSDSs for their products.

These are demanding times but they are also exciting with much to look forward to in the upcoming year. Planning is already underway for CCOHS' third national forum that will be held March 2010 in Gatineau, Quebec on Leading Workplace Change. The forum will provide a unique opportunity for dialogue between experts, workers, employers and governments; to share knowledge and better understand how the workplace can adapt to meet the challenges that impact the health, safety and well being of workers in our country. And as always, we will continue to foster our existing programs and services, cultivate new partnerships and expand our outreach to better serve Canadians.

I would like to express my thanks and appreciation to the CCOHS staff for their commitment, efforts and valued contributions. I would also like to extend appreciation to the CCOHS Council of Governors, who guide and support our work and share our vision.

Len Hong
President and Chief Executive Officer

Council of Governors

COHS is governed by a tripartite council representing governments (federal, provincial and territorial), employers, and labour. The Council of Governors assists in delivering a trustworthy and complete occupational health and safety service, and ensures that the information CCOHS disseminates is unbiased.

Chair	Scott Streiner, <i>Government of Canada</i>
Labour	Matthew Firth, <i>Canadian Union of Public Employees</i> Marie Clarke Walker, <i>Canadian Labour Congress</i> Nancy Hutchison, <i>United Steelworkers</i> Mona Sykes, <i>BC Government and Service Employees</i>
Employer	Jean Dalton, <i>Canadian Manufacturers and Exporters</i> Gordon Lloyd, <i>Canadian Chemical Producers' Association</i> Harry Phillips, <i>Federally Regulated Employers – Transportation and Communications (FETCO)</i>
Provincial & Territorial	Douglas Stanley, <i>New Brunswick</i> Don Hurst, <i>Manitoba</i> Kimberly Dunphy, <i>Newfoundland and Labrador</i> Stuart MacLean, <i>Nova Scotia</i> Diana Miles, <i>British Columbia</i> Glennis Bihun, <i>Saskatchewan</i> Sylvester Wong, <i>NWT & Nunavut</i> Suzanna Zagar, <i>Ontario</i>

Executive Board	S. Len Hong (Chair) Nancy Hutchison Marie Clarke Walker Jean Dalton Gordon Lloyd Stuart MacLean
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Audit Committee	Scott Streiner (Chair) Nancy Hutchison Mona Sykes Jean Dalton Stuart MacLean Don Hurst
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Products & Services



CCOHS is a recognized leader in providing effective programs, products and services, which are based on the Centre's core knowledge, its collection of OH&S information, and its application of information management technologies. CCOHS strives to operate within a feasible and sustainable financial framework and progressively improve and expand its impact on workplace health and safety and its service level, by working to achieve the improvements needed to:

- ▶ **Broaden the scope of CCOHS services in areas directed by the Council of Governors;**
- ▶ **Expand outreach, user population and impact of services;**

- ▶ **Intensify the identification of specific needs of Canadians and responding well to fulfill those needs;**
- ▶ **Achieve excellence in quality, delivery, responsiveness, and cost-effectiveness of service;**
- ▶ **Gain from the advancing knowledge, experience and relevant developments across Canada and globally for the common benefit of Canadians;**
- ▶ **Strengthen the infrastructure, management process and systems to enhance performance, accountability and continuous improvement; and**
- ▶ **Build a healthy and productive workplace for today and into the future.**

Organization of Staff and Working Groups

CCOHS fulfills its mandate to promote workplace health and safety, and encourage attitudes and methods that will lead to improved worker physical and mental health, through a wide range of products and services. These products and services are designed in cooperation with national and international occupational health and safety organizations with an emphasis on preventing illnesses, injuries and fatalities. CCOHS products and services are structured and managed under the following distinct service areas and working groups.

► Inquiries & Client Services

► Training & Education Services

Courses (classroom & e-courses)

OSH Answers and Publications

Health & Safety Management Systems

► General Health & Safety Services

Legislation

Databases

Projects



► Chemical Services

MSDSs

Databases & CanWrite

Projects

► Communications

Promoting CCOHS and its
Products & Services

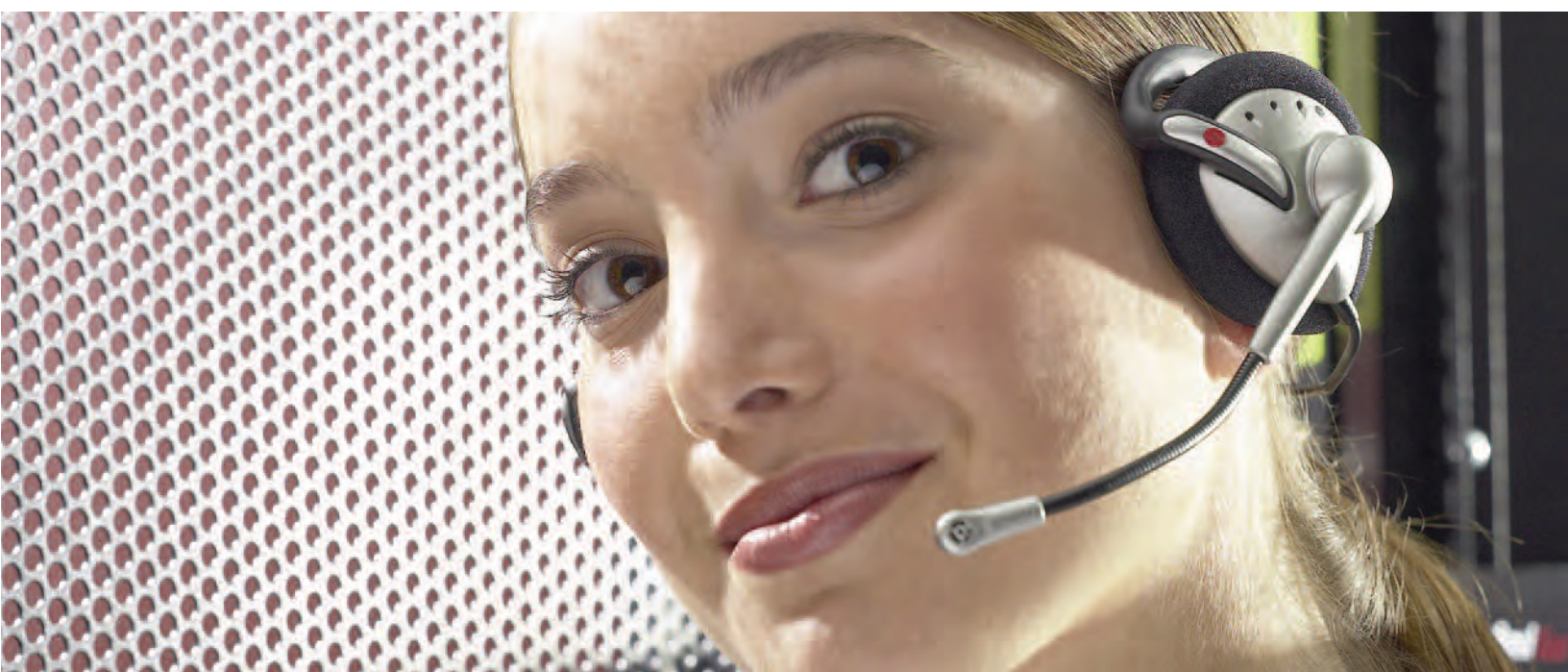
Promoting Occupational Health & Safety
in Canada

► Systems

Systems Hardware and Software
Infrastructure

Information Systems Capabilities for
Products and Services

Inquiries & Client Services



Provides a client-friendly, bilingual service to Canadians who seek assistance or information about any occupational health and safety concern, as well as information regarding all CCOHS products or services.

The Service

Inquiries and Client Services provides free and confidential access to occupational health and safety information, in both English and French, to Canada's working population.

The service responds to telephone, e-mail, mail and in-person inquiries, providing information that is unbiased and relevant to workers, employers, unions and governments alike.

This year, the Inquiries Service received financial support from the following Provincial and Territorial establishments:

British Columbia	WorkSafe BC
Manitoba	Workplace Safety and Health Division, Manitoba Labour and Immigration
New Brunswick	WorkSafe New Brunswick
Newfoundland / Labrador	Occupational Health and Safety Branch, Department of Government Services
Northwest Territories Nunavut	Workers' Compensation Board of the Northwest Territories and Nunavut
Nova Scotia	Occupational Health & Safety Division, Nova Scotia Department of Environment and Labour
Ontario	Workplace Safety and Insurance Board
Prince Edward Island	Occupational Health and Safety Division, Workers' Compensation Board
Saskatchewan	Occupational Health and Safety Division, Saskatchewan Labour

Reach

This year, the Inquiries Service staff received 12,514 questions in both English and French through its traditional person-to-person information service, from every province and territory in Canada. The three largest provincial users of the service are Ontario (50.5%), Alberta (15.5%) and Quebec (10.7%). Table 1 summarizes the inquiries received by geographic breakdown by province.

Table 1

Inquiries Geographic Breakdown by Province Fiscal Year April 1, 2008 to March 31, 2009	
Province	Percent
Alberta	15.5%
British Columbia	7.5%
Manitoba	3.2%
New Brunswick	2.5%
Newfoundland/Labrador	1.4%
Nova Scotia	3.1%
Northwest Territories	.2%
Nunavut	.1%
Ontario	50.5%
Prince Edward Island	.8%
Quebec	10.7%
Saskatchewan	4.3%
Yukon	.2%
Total	100.0%



During this period, inquiries received covered subjects and concerns such as chemicals and reproductive hazards, ergonomics, indoor air quality, occupational cancer, avian flu, and a large number of concerns regarding harassment, bullying and violence in the workplace. A breakdown according to the subject categories is given in Table 2.

Table 2

Subject Categories of Inquiries Received Fiscal Year April 1, 2008 to March 31, 2009	
Category	Percent
Safety / ergonomics / OH&S administration	35.5%
Referrals	19.2%
Chemical hazards, trade names, industrial processes	16.2%
Medical, psychosocial and biological	8.9%
Legal – General	6.1%
OH&S – General / Information sources	5.0%
Physical hazards	4.4%
Other	4.2%
Statistics	0.5%
Total	100.0%

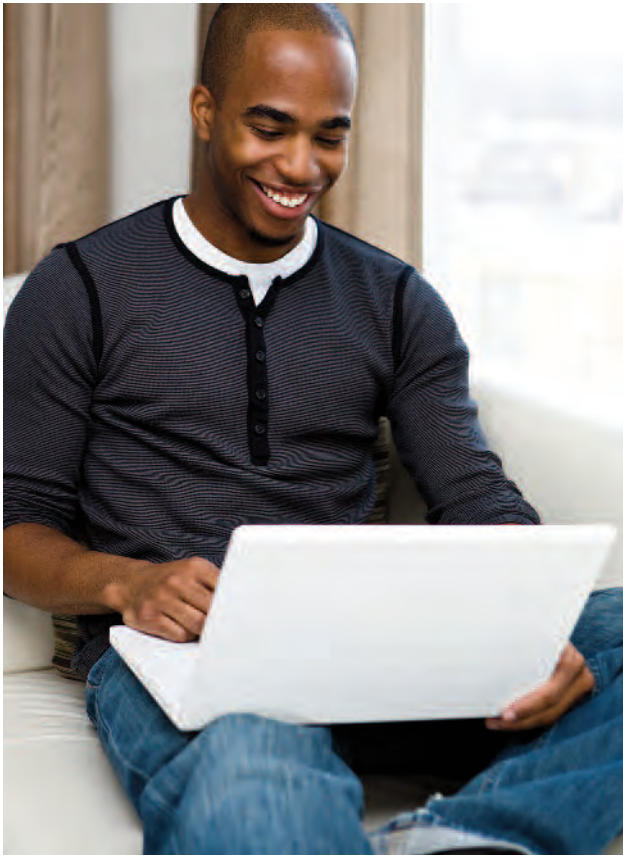
From this year's customer satisfaction survey, we received feedback from 943 users of the Inquiries Service (an increase from the 757 users last year). Sixty-two percent of respondents stated that their use of CCOHS information will lead to current or future changes to the workplace that may result in improved occupational health and safety performance.

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

- 13.2% of respondents indicated that more than 500 individuals did benefit or share CCOHS information in their organization
- 14.3% shared CCOHS information with up to 499 individuals
- 42.6% shared CCOHS information with up to 99 individuals
- 19.5% shared CCOHS information with up to 4 individuals

The information provided to respondents is put to a number of uses such as:

- Assists in complying with occupational health and safety regulations
- Used by workplace health and safety committees
- Education or training purposes
- Health and safety programs or policies
- Develop best practices
- For personal use or information
- Keeping current on health and safety developments
- Academic or other research purposes
- Assists in developing legislation or standards



Monitoring and Continuous Improvement

This year marks a milestone – the Inquiries Service has now answered over 400,000 questions through its traditional person-to-person service. The Inquiries Service continues to be a key, core service of CCOHS, with a substantial impact on occupational health and safety performance in Canadian workplaces.

Through regular monitoring to ensure both the quality and efficiency of the responses provided, users of the service were asked to rate the responsiveness, timeliness, clarity and usefulness of the information received. During this year 88.9% of users indicated they were very satisfied or satisfied overall, representing a significant increase from last year, (60.5%).

Employers, government, labour and others are users of the service. A breakdown of the usage during the period is shown in Table 3.

Table 3

Inquirers – Usage by Tripartite Group Fiscal Year April 1, 2008 to March 31, 2009	
Group	Percent
Employers	29%
Government	4%
Labour	32%
Other	35%
Total	100%



Users Comments

"The website is a wealth of information I use on a regular basis. My requests for information are always handled in a prompt and professional manner. I thank you all for the valuable service you provide."

"CCOHS has responded to my queries in a well communicated timely professional fashion. Also I must say that it appears that CCOHS went above and beyond just answering my query. I have been working in the [occupational health field] for quite a number of years and I was absolutely impressed with the amount of information that either directly or even indirectly related to my concern. Thank you once again to all of your staff and team members involved with my concern."

"Les références que vous m'avez donné étaient super bon, je vais maintenant me référer à votre site pour mes questions, je ne suis pas trop futée à chercher sur l'ordi, mais j'ai super aimé votre site et les réponses rapide."

"I am located in Northern Alberta without access to an in-person OHS service option. Your service has been excellent and most importantly has given me and my staff the information we need to work safely."

Client Services

CCOHS' Client Services respond to telephone and e-mail questions addressing the benefits of CCOHS products and services and how these products and services could be optimally used to achieve compliance and improved occupational health and safety performance.

Reach

This year staff answered 5,072 questions (90% English language; 10% French language). Client Services is continuously monitored to ensure both the quality and efficiency of the responses provided.



Training & Education Services



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

- ▶ **Classroom-based training**
- ▶ **E-learning programs delivered on the World Wide Web**
- ▶ **Publications**
- ▶ **OSH Answers**
- ▶ **Health & Safety Management Systems**

CCOHS has been developing and delivering health and safety training programs for over 15 years to strengthen the knowledge, understanding and skills of people in workplaces and to improve their health and safety performance.

The Service

For most working Canadians, learning about occupational health and safety is not only a benefit – it's a legislated requirement. The Training and Education Service provides Canadian organizations with programs to:

- Achieve compliance;
- Train and educate employees, managers, supervisors, and Health and Safety Committee members;
- Meet regulatory requirements for training; and
- Assist them in improving health and safety in their workplaces.

Training and education remains one of the most effective ways to improve both employers' and workers' awareness of their rights and responsibilities for health and safety. The aim of this service is to provide a high quality and dependable service to fulfill the health and safety related training and education needs of Canadian workplace participants and to educate them about the many aspects of health and safety in the workplace.

► Training & e-Learning Programs

CCOHS offers both instructor-led classroom and e-learning programs (e-courses) to help meet the OH&S education and training needs of working Canadians. This area continues to provide a significant and growing revenue stream for CCOHS. Courses are developed following well-established procedures to ensure they are of the highest quality. CCOHS staff create courses with assistance and advice from outside technical experts when required. The tri-partite external review of courses by representatives of government, employers and labour helps ensure balance, accuracy, and understanding by all parties in the workplace.



► Classroom Training

The instructor-led classroom-based training remains popular, particularly for the long-standing *Health & Safety for Managers and Supervisors* course.

The classroom courses that are delivered at CCOHS as well as off-site include:

Health & Safety Training for Managers and Supervisors, and

Health & Safety Training for Managers and Supervisors in the Federal Jurisdiction

Two new classroom courses are planned for introduction next year in response to client requests:

Noise in the Workplace, and

Health & Safety for Senior Executives

Reach

Participation in classroom courses continues to be steady with over 180 individuals participating during the year:

Health & Safety for Managers and Supervisors

4 on-site courses were offered at CCOHS to more than 25 participants

3 off-site courses were offered in Calgary, Edmonton and Thunder Bay to more than 40 participants

Health & Safety for Managers and Supervisors in the Federal Jurisdiction

9 off-site courses were offered in Calgary, Edmonton, Ottawa, Vancouver and Winnipeg to more than 115 participants

The off-site courses are proving very popular as our reach extends beyond Hamilton to cities across the country. As a general strategy, we are expanding the number and geographic location of classroom courses, making them more available, by bringing on external trainers to deliver the courses.

In addition, we developed and delivered two health and safety courses, in English and French, for an organization with operations in Quebec, Ontario, Alberta and British Columbia.

► e-Learning Programs

e-Learning refers to learning and supportive resources that are made available through a computer. CCOHS' e-courses were developed to help Canadians easily acquire and apply workplace health and safety information that could help keep workers free from injury and disease. CCOHS' series of e-courses continue to generate significant participation by individuals and organizations.

Courses are available for purchase on an individual as well as a multi-user basis for organizations. Multi-user purchases also include the full features of a Learning Management System, providing the means to track learner activities, successful completion and generate reports.

CCOHS develops e-courses in response to requests from workers, employers and governments for high quality, affordable programs that provide education on a variety of OH&S topics. Each course is available in English and French, with the ability to turn on or off the audio option to suit learner needs. Courses are delivered on a for-fee basis for both individuals, as well as organizations. They are suited to a broad range of users – from students or small business employees to professionals. Participants learn at their own pace, anytime, anywhere they have access to an internet-enabled computer.

CCOHS staff create the e-courses with assistance and advice from outside technical experts when required. The tripartite, external review of the courses by representatives of government, employers and labour helps ensure acceptability, balance, accuracy, and understanding by all parties in the workplace. These procedures have been very effective in gathering input from representatives of each stakeholder group, subject experts, trainers, Health and Safety representatives and in creating awareness and support for courses. Over 400 different individuals, from almost as many different organizations, across the country have been involved in the external review process.

As of the end of the year, CCOHS developed 15 new e-courses, bringing the total course count to 48. New courses added this year include:

Contractor Health and Safety in Ontario
(CCOHS/IAPA)

Developing an Occupational Health & Safety Program



Federal Hazard Prevention Program
Health and Safety for Managers and Supervisors in Ontario (8 modules) (CCOHS/IAPA)
Health and Safety for Small Business
Indoor Air Quality: An Introduction
Joint Health and Safety Committees in Ontario (CCOHS/IAPA)
Musculoskeletal Disorders (MSDs): Awareness
Musculoskeletal Disorders (MSDs): Prevention
Orientation on Health and Safety for New Workers
Preventing Falls From Slips and Trips in Ontario (CCOHS/IAPA)
WHMIS After GHS: An Introduction
WHMIS After GHS: How Suppliers Can Prepare
WHMIS for Managers and Supervisors in Ontario (CCOHS/IAPA)
WHMIS Refresher

In addition to paid courses, CCOHS implemented 4 new free e-courses to create awareness on important occupational health and safety topics. Titles released include:

Musculoskeletal Disorders (MSDs): Awareness
Violence in the Workplace: Awareness
Pandemic Awareness
Occupational and Environmental Cancer: Recognition and Prevention

CCOHS and IAPA formed a strategic alliance to work together towards the common objective of preventing illness and injuries in the workplace. Through this alliance, they are promoting awareness, knowledge, the application of relevant standards and industry best practices in the workplace community.

IAPA is adapting the CCOHS e-learning programs to meet the specific needs of Ontario businesses and workplaces. Through this first phase of development the following courses were adapted for Ontario workplaces:

- Joint Health and Safety Committees in Ontario*
- WHMIS for Managers & Supervisors in Ontario*
- Preventing Slips, Trips & Falls in Ontario*
- Contractor Health & Safety in Ontario*
- Health and Safety for Managers & Supervisors in Ontario*

Reach

e-Learning clients represent a wide range of industries, including universities, insurance and banking, newspapers, shipping, manufacturing, construction, and public (primarily federal) organizations.



Various organizations have embraced the value of e-learning for delivering education to their employees and members. Given the high quality and reputation of the CCOHS e-learning programs, organizations have approached CCOHS to customize or adapt the existing e-courses to suit their specific organizational needs.

In under five years, CCOHS has sold over 35,000 seats (one seat allows one person to access one course) and the e-learning programs continue to experience tremendous growth (as illustrated below). This year 11,715 e-learning seats were purchased.

e-Learning Programs – Service Growth			
Fiscal	Unique Titles	Total Course Titles (English & French)	Total Participants
2004-05	3	5	1,773
2005-06	12	22	6,253
2006-07	22	41	16,128
2007-08	32	59	24,641
2008-09	48	91	35,843

Consistently, the courses with the largest number of seats purchased (cumulatively) are:

- WHMIS for Workers* – 10,642
- Health & Safety for Managers and Supervisors* – 5,261
- Office Ergonomics* – 2,493
- Canada Labour Code, Part II* (for committee members, managers & supervisors in the Canadian federal jurisdiction) – 1,923
- Health & Safety Committees* – 1,773

The outreach of our free awareness courses also continues to experience tremendous growth. The *Occupational and Environmental Cancer: Recognition and Prevention* e-course, developed by members of the National Committee on Environmental and Occupational Exposures (NCEOE) in cooperation with CCOHS and funded through the Canadian Partnership Against Cancer (CPAC), has already been accessed 6,894 times in the first year of release.

A new approach to training and education in OH&S is emerging, referred to as “blended learning”. That is, the course is delivered in a classroom setting to support the need to educate workers on occupational health and safety, and to discuss the topic as it pertains to their organization’s specific issues and practices. Employees then complete the e-course and its evaluation component (final examination) and receive a certificate of completion when a passing grade is obtained.

e-Learning programs provide the means to educate workers, employers, health and safety committee members, and health and safety professionals in all regions of Canada. Courses can be delivered at low cost to the organization.

Monitoring and Continuous Improvement

To ensure that we are meeting the needs of our users, participants are invited to complete a feedback form upon completion of the course. This year, 1,071 participants responded to the survey. The survey covers all areas and indicates an overall approval rating exceeding 90% as outlined in the chart below:

User Comments

“As usual CCOHS has done a wonderful job of putting together a great course that is easy to follow, understand and visually attractive. The external links build on the information provided and help drive home some of the points discussed.”

“Excellent course! Very simply laid out and easy to follow, yet lots of good information.”

“This was a first for me and it was excellent.”

“Fantastic e-learning tool...although much more information is given than actually required for this small office, it is good to know where to go if ever it is required!”

“Great course. Perfect alternative to creating your own training program, and it ensures that everything pertinent is covered in one short hour!”

“Employers and employees can all benefit from this course by receiving better understanding of their duties, rights and obligations.”

Rating of Content	Strongly Agree	Agree	Overall Approval Rating
Content well laid out & presented	53.5	44.4	97.9
Easy to understand	54.4	43.7	98.1
Content met my needs	48.2	46.3	94.5
Useful links to information	53.4	43.6	97.0
Rating of Features	Strongly Agree	Agree	Overall Approval Rating
Section quizzes were helpful	50.1	46.8	96.9
Case studies helped to illustrate the material	47.6	46.8	94.4
Images enhanced my understanding	49.2	42.6	91.8
Satisfaction Rating	Strongly Agree	Agree	Overall Approval Rating
Satisfied with the course	48.8	48.3	97.1
Would recommend this course	48.3	46.3	94.6
Delivers good value for its cost	40.7	39.4	80.1
OH&S	Yes	No	Don't Know
Helped improve understanding of OH&S	94.8	5.2	–
Information will be used to make changes in the workplace	64.2	6.8	29.0

► OSH Answers

OSH Answers provides a global web-based information service in a form suitable for workplace participants to understand, identify and deal with workplace health and safety concerns. The service also enhances the visibility and credibility of the CCOHS organization as a whole. There are now over 650 documents, each in an easy-to-read, question and answer format, accessible free-of-charge on the CCOHS website. All are available in both English and French and a limited number are available in Spanish via Respuestas OSH. Translation is still underway for OSH Answers availability in Portuguese, via work with Serviço Social da Indústria (SESI) of Brazil.

OSH Answers provides a global web-based information service in a form suitable for workplace participants to understand, identify and deal with workplace health and safety concerns. The service also enhances the visibility and credibility of CCOHS.

Target Audience

The primary target audience of OSH Answers is Canadian workers and their employers. However, its reach has spread far beyond just Canada as it is now enjoyed by millions of users worldwide.

Monitoring and Continuous Improvement

This year, 10 new documents were added, 77 were revised, and 20 were confirmed current. These numbers reflect the need to continually concentrate on always providing the most current information to optimize our impact on the health and safety of Canadian enterprises. CCOHS continues to maintain a reputation as a dependable and trustworthy source of information. As such, specialists continue to review and update the existing documents to ensure continued accuracy of information.

Reach

OSH Answers continues to enjoy tremendous success in transferring health and safety knowledge and in reaching both Canadians and the world. Indeed, statistics show that over 8 million documents were delivered this year and around 2.5 million unique visitors visited the site. The service was also accessed by users from 150 countries.



Additional Reach

The OSH Answers and Réponses SST documents provide additional outreach to the public. Many inquirers have asked to reproduce these documents for education and training use in schools and workplaces as well as for publication in newsletters, magazine articles, text books, and for redistribution in offices of health care providers.

This year, 145 requests were received for copyright authorization, resulting in almost 357,400 copies of CCOHS information being made (up from the 125,000 the previous year). The organizations reproducing CCOHS content included government departments, companies, unions, health care organizations and educational institutions. In addition, the information is potentially shared with many more individuals because of the large readership of these documents – safety professionals often tell us that they use our information in their workplaces for training or educational purposes as well.

Emerging Issues and Trends

This year, the top three trends in files accessed included:

WHMIS related documents: *Introduction to WHMIS, Introduction to MSDSs, WHMIS Classification, What is an LD50*

Working conditions: *Working in Extreme Hot or Cold Temperatures, Thermal Comfort, Ergonomics, Job Hazard Analysis*

Specific Workplace Health Topics: *Bullying, Workplace Stress, Raynaud's Phenomenon, Methicillin-Resistant Staphylococcus Aureus*

► Publications

CCOHS publishes guides and other documents that respond to the need in Canadian workplaces for information that is practical, authoritative and balanced. CCOHS' popular health and safety guides inform people of workplace hazards to reduce risk and help prevent injury, and are designed for use on-the-job as reference tools and information sources. These guides are also available as electronic PDF files.

CCOHS publications are widely used as tools for managers, supervisors, workers, and health and safety committee members to become more knowledgeable about issues (e.g. indoor air, ergonomics, workplace violence) or workplace safety functions (e.g. health and safety committees or emergency planning).

Another important aspect of publications is that they – like OSH Answers, e-courses, and CHEMINFO – are developed by CCOHS and represent the Centre across Canada and around the world. CCOHS publications are purchased by government agencies for distribution to workplaces – a testament to the credibility and reputation of CCOHS as a trustworthy source.

Currently 20 health and safety guide titles exist in the CCOHS library. This year, the *Telework and Home-Office Health & Safety Guide* was released, and the *Workplace Health & Wellness Guide* was renamed (formerly *Wellness in the Workplace*) and updated to a second edition in both English and French. *Office Health and Safety Guide* – English & French (1st Edition) was printed and the French version of *Office Ergonomics* – French (5th Edition) was updated.



Reach

With close to 13,000 publications sold this year, the impact of CCOHS publications extends far beyond the information provided to the thousands of purchasers directly by CCOHS. In collaboration with CCOHS, other organizations such as safety associations distribute customized versions of these to suit their customer needs. Surveys of customers show that guides and other publications are used to decide on changes and improved procedures that increase health and safety for many more workers.

► Health & Safety Management Systems

OSH Works

OSH Works is a service to help organizations improve their occupational health and safety performance. It is a customizable system for use in meeting the specific occupational health and safety needs of Canadian enterprises. Focus has been on the implementation and promotion of this web-based Occupational Health and Safety Management Service to help organizations develop, maintain and enhance their workplace health and safety programs, as well as to understand and meet the requirements of the national and international Occupational Health and Safety Management System standards such as OHSAS 18001 and CSA Z1000-06. A number of Canadian organizations are now using the service.

Occupational health and safety legislation in the Canadian provincial, territorial and federal jurisdictions require organizations to have an occupational health and safety program. Because of this legal requirement, many organizations will already have an occupational health and safety program in place, with all the necessary documentation and records available. Others will be highly motivated to have a demonstrable occupational health and safety program in place. With this in mind, CCOHS has developed two versions of OSH Works: a version for organizations that already have an OH&S program in place and are working towards implementing an Occupational Health and Safety Management System (OHSMS); and a version for organizations that are in the process of developing and implementing an OH&S program. An OHSMS involves integrating health and safety into all aspects of an operation including production, human resources, administration, finance, maintenance, and purchasing.



OSH Works was created by CCOHS to help an organization:

- Establish an occupational health and safety program
- Improve an existing occupational health and safety program
- Inspire and motivate employees towards improved health, safety and wellness, both at work and at home
- Improve workplace health and safety performance
- Ensure all employees are aware of existing and potential health and safety issues and how to deal with them
- Demonstrate that the organization has an effective occupational health and safety program in place
- Implement an occupational health and safety management system that meets the requirements of national and international occupational health and safety management system standards, such as CSA Z1000-06 and OHSAS 18001
- Form a flexible framework through which all workplace health and safety standards can be appropriately applied.

Using OSH Works means that the organization will:

- Integrate occupational health and safety responsibilities into everyday business management
- Meet and exceed regulatory compliance requirements
- Manage and enhance an occupational health and safety program
- Enhance workforce productivity
- Promote a superior safety culture
- Keep their employees and workplace safe and healthy

Whether using the Programs or Management Systems version of OSH Works, an organization will be able to show continuous improvement towards reducing, and eventually eliminating, workplace injuries and illnesses.

This year CCOHS began developing information resources, or bundles, related to hazards and risks in various industries, and this work will continue into the 2009-10 fiscal year. These information bundles will help organizations to identify, minimize and eliminate hazards and risks in their workplaces.

OSH Works will also be enhanced in the upcoming year to provide a framework to support the implementation of an integrated OH&S and environmental management system.

General Health & Safety Services



Provides a comprehensive service of information and supports work-related health and safety initiatives on all areas of workplace health and safety (other than chemical safety) to improve the total health of the individual – mental, physical and psychosocial. This service includes:

- ▶ **Legislation Services**
- ▶ **Databases**
- ▶ **Collaborative Projects**

The Service

By providing a comprehensive service of information covering all areas of workplace health and safety, CCOHS helps fulfill the information needs of Canadian workplaces. These services include information sources that assist Canadians in creating safe and healthy workplaces that encompass occupational health and safety practices, well-being initiatives, job design, organizational systems, HR management practices and the culture of the workplace.

► **Canadian *enviro*OSH Legislation *plus* Standards**

This service provides Canadians with the essential legislation and referenced standards to understand rights and responsibilities under the law. Employers and workers can immediately find the current information they need for each jurisdiction in one place, without the time-consuming effort of reviewing official gazettes and other documents. The full text of referenced CSA and CGSB standards provides a key benefit and demonstrates the partnerships that CCOHS undertakes to ensure Canadians have the tools they need to comply with the law.

Reach

Approximately 500 organizations both in Canada and internationally subscribe to the *enviro*OSH Legislation service in its various formats: regional, national, *plus* Standards, on the Internet and on DVD.

Thousands of users access individual pieces of legislation through links from relevant CCOHS e-courses.

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

Produced in cooperation with the Labour Program of Human Resources and Skills Development Canada, this service provides the full text of the Canada Labour Code and related CSA and CGSB standards as well as interpretive material and guidelines. Other key federal legislation relating to topics such as employment equity is included along with HRSDC publications for the workplace.

Reach

The content of this product is critical to both government inspectors and federally regulated organizations in such industries as transport, banking and broadcasting. For example, CD-ROM portability ensures that HRSDC Labour Affairs Officers in workplaces where Internet access may be unavailable can access this information.



► **Academic Support Program**

The CCOHS Academic Support Program (ASP) is offered exclusively to universities and colleges as both a tool to educate students about environmental and occupational health and safety and as a guide to assist universities and colleges in their efforts to achieve a safe and healthy working environment. This program includes MSDS, FTSS, CHEMINFO, RTECS®, Canadiana, CISILO, HSELINE, OSHLINE® with NIOSHTIC®/NIOSHTIC-2, and several free resources.

Reach

As the year ended, there were 105 clients: 59 in Canada, 31 in USA, and 16 in other countries. The reach through these subscriptions represents a total of 3.6 million students, faculty and staff.

► **Bibliographic Databases and the ILO Encyclopaedia**

The bibliographic databases and the ILO Encyclopaedia form an important part of CCOHS' Web Information Service. This collection includes *OSHLINE*, the CCOHS database of references to occupational health and safety journal articles, reports and conference proceedings. In 2008 a new "Popular Searches" feature was implemented to give users quick access to information on topics such as ergonomics, GHS, and stress management. The ILO Encyclopaedia project is a

collaborative effort between the ILO and CCOHS in which CCOHS delivers the encyclopaedia together with the CIS/ILO database in English and French on the web.

Reach

The bibliographic databases and the ILO Encyclopaedia are used by hundreds of organizations throughout the world, particularly research institutes, universities, health and safety associations, government departments and industries. These products represent an invaluable and uniquely focused collection of references to occupational health and safety literature. Whether to support an in-depth literature survey on a particular topic, or help answer everyday health and safety questions, these information sources provide credible references.

THE PROJECTS

► Worksafe Saskatchewan Website

The Worksafe Saskatchewan website was developed in collaboration with Saskatchewan WCB and Saskatchewan Advanced Education, Employment and Labour as an information resource to help prevent workplace injuries and illnesses. The website statistics demonstrate the demand for practical information not just on hazards and their control but also the need for information on setting up basic workplace programs, inspections and prevention programs. New topics are added every year to ensure the website is current and relevant. In 2008 the new topics of Meat Processing, Landscaping, Industrial Ventilation, Occupational Cancer, Telework, Globally Harmonized System, and Home and Long-Term Care were added.

Reach

Use of the Worksafe Saskatchewan website continues to grow. For the 2008 calendar year, 195,904 unique visitors used the site. CCOHS is helping Saskatchewan's WCB and Labour departments to reach a wide range of workplaces – offices, industry, mining – with ready to use and easy to understand information.

In February 2008 the Eye on Safety young workers' quiz was released through the website to reach out to Saskatchewan young workers. Developed by CCOHS for WorkSafe Saskatchewan, the quiz and contest ran through May 2008.



► Prevention Practices Database and OSH for Everyone

Projects such as the web-based WSIB Prevention Practices Database and OSH for Everyone were initiated by outside organizations familiar with the unique skills and products produced by CCOHS. The experience garnered in these projects has been utilized on projects with other jurisdictions. CCOHS continues to collaborate with organizations such as the Ontario WSIB and Ministry of Labour to expand and enhance the Prevention Practices Database site. The new musculoskeletal (MSD) database launched in early 2008, continues to grow and now provides access to more than 500 MSD prevention resources.

Reach

The OSH for Everyone website has for many years been an important injury and illness prevention resource for Ontario workplaces. The website has an average of 25,000 visitor sessions viewing an average of 36,000 pages of hazard and prevention information monthly. Feedback confirms that OSH for Everyone has made an impact in the workplace. Health and safety committee members, employers, and intermediaries use this information to increase and share their knowledge and make changes in their workplaces. The Prevention Practices website averages 18,000 visitors per month – more than double the visitors in the previous year.



► **Marine Inspectors' Bookshelf**

The Marine Inspectors' Bookshelf CD-ROM was created at the request of Transport Canada personnel who were familiar with the work that CCOHS had completed for HRSDC on the National Labour Operations Resources CD-ROM. Previously, it was impractical for those working in marine safety to carry around print publications, and getting accurate information was very time consuming, especially for those aboard ships and in remote areas without Internet access. The Marine Inspectors' Bookshelf is an excellent example of how CCOHS has worked with its partners in Marine Safety to create an innovative and proven solution to improving access to information. Over 300 Transport Canada Marine Inspectors are the sole users of this product. The Marine Inspectors' Bookshelf is now in its 13th release.



Chemical Services



Providing a comprehensive information service on all aspects of chemical safety to fulfill the needs of Canadian workplaces. The service includes:

- ▶ **MSDS Services**
- ▶ **Chemical Information**
- ▶ **Chemical Tools/Software**
- ▶ **Collaborative Projects**

The Service

This performance area includes the following products and services:

IPCS INCHEM and IPCS INTOX
CHEMINFO
RTECS®
CHEMPENDIUM™
DSL/NDL
CANWrite™
Collaborative Projects
WHMIS Classification Discrepancy Project
Ad Hoc Expert Working Group
WHMIS Fact Sheets (Posters)
Occupational and Environmental Cancer e-Course
Alberta Healthcare Best Practices Inventory



Chemical exposures in the workplace and environment are a concern to all Canadians since they may cause injuries, illness and even deaths in some circumstances. Reliable information on the hazards of chemicals and how to work safely with them is a key solution to protect workers and the environment. Through Canada's Workplace Hazardous Materials Information System (WHMIS) and its focus on material safety data sheets (MSDS), labels, and workplace training, the likelihood and severity of potential exposures can be reduced. Reduction in chemical exposures in turn helps to reduce the negative impacts of hazardous chemicals to our Canadian society – to businesses, the medical system and to personal health.

For many years, CCOHS has provided information to Canadians on chemical hazards and the safe handling of chemicals. This information has been of assistance to employers who need to protect their workplaces and employees, to suppliers who prepare MSDSs on hazardous products, or to regulators and policy makers who provide guidance and enforce laws in the workplace. They have a need to know about hazardous chemicals, to access information on those chemicals to better protect themselves and their environment.

Primary prevention of exposure to hazardous chemicals and the adoption of the precautionary principle are also driving forces in promoting safe work with chemicals. Initiatives with the chemical projects area support and enhance these principles while meeting collaborative client needs.

CCOHS is broadening its scope of services to support suppliers, employers and regulators who prepare or evaluate MSDSs for their accuracy, consistency and reliability. New tools will assist these users to access accurate information and to ensure the data they use or provide to the workplace is reliable. The CCOHS MSDS Management Service (MMS) also ensures that workplaces have a well-managed collection of MSDSs on hand to respond to workplace requirements. CCOHS supports every Canadian's right to know about hazardous chemicals through its product and service lines.

► MSDS Services

A common feature of many workplaces is that they make use of chemical substances, including ones that are potentially hazardous to workers their environment. Use and control of these substances is an important issue for Canadians, and the cornerstone of maintaining a safe workplace is providing accurate, current information about potential hazards and safe work procedures. There are many standards for providing information about materials used in the workplace, including the Canadian Workplace Hazardous Materials Information System (WHMIS) legislation, as well as similar regulatory frameworks in other countries.

The composition and structure of Material Safety Data Sheets (MSDSs) is defined in workplace hazard communications standards such as WHMIS. CCOHS has a long history of providing tools and services to allow clients to meet their regulatory requirements for distribution of up-to-date MSDS information in the workplace.

Various levels of service are available with the CCOHS MSDS Service:

- MSDS Management Service (MMS)
- MSDS Database (English-language)
- FTSS Database (French-language)
- Related Projects

MSDS Management Service (MMS)

The MSDS Management Service (MMS) allows employers to build collections of all data sheets required for their workplace, with the support and

assistance of CCOHS. MMS is a web-based service, and provides a number of features to allow for the easy distribution of MSDSs within the workplace. Options are available for distribution of data sheets including providing direct web access, download, CD-ROM and paper binders. The primary goal of the service is to ensure currency of the client's data sheets within the service, since this is an important aspect of meeting all the regulatory requirements of employers.

The MMS service has grown rapidly over the previous year, for new clients this year will result in almost doubling the revenue generated by the service when complete. The MMS continues to serve a wide range of clients from very small companies to larger multi-national organizations. Much of the expansion in the service during the year was through the addition of significant institutional clients with large collections of data sheets to maintain.

MSDS and FTSS Databases

The MSDS Management Service (MMS) has recently been a focus for development and growth, but the basic MSDS and FTSS database services continue to provide a valuable basic service that helps clients meet their MSDS requirements economically. During the course of this year, the number of records viewed by clients has grown by 8% over the previous year. The database records were viewed by over 10,000 unique Internet addresses, which is an approximate measure of the number of individual users. In addition to the web service, the MSDS DVD products continue to be available to meet client needs. The MSDS/FTSS databases are also an important and heavily used component of the Academic Support Program targeted at universities and academic institutions.

Monitoring and Continuous Improvement

As part of the continuing improvement of the MSDS Management Service (MMS), a number of systems and process changes were developed to ensure higher quality and currency standards. Status reports are available to clients on demand, which indicate the collection currency and flag areas of potential concern, such as products in use in the workplace that have been identified as discontinued by suppliers. Information is also available outlining recommended actions for clients to meet their regulatory obligations for WHMIS and MSDSs. The redevelopment of the database



systems has also allowed for faster processing of collections. In addition, customized features requested by clients have been added to the service, including the ability to track inventory and location information in a simple and effective manner. These, and other additional features will be available as a general part of the management service as part of the overall plan to refine and enhance the service.



► IPCS INCHEM

The IPCS INCHEM service has been one of the most important chemical information services delivered by CCOHS for many years, with a current usage rate of millions of users accessing 8,600 authoritative documents.

INCHEM compiles chemical-related health, safety and environment documents and databases from several international organizations – including the World Health Organization (WHO), the United Nations Environment Programme (UNEP), the International Programme on Chemical Safety (IPCS), the International Labour Organisation (ILO), the Food and Agriculture Organization (FAO), the United Nations Industrial Development Organization (UNIDO), and the Organization for Economic Co-operation and Development (OECD).

INCHEM contains information essential for the sound management of chemicals that affect the environment and human health and is available free from its website and through the CCOHS Web Information Service. This service has been funded by the World

Health Organization and with support from Health Canada, Health Canada's Horizontal and International Programs, Safe Environments Programme.

Reach

INCHEM has tremendous impact and reach as a public service. On average 200,000 unique visitors from 170 countries read and use INCHEM information every month. Visitors viewed INCHEM documents more than 4.5 million times during the year.

The INCHEM website was updated with new documents to the CICADS, JECFA monographs, JMPR monographs and Harmonization Project Publications collections. INCHEM is updated a minimum of twice per year. In addition, CCOHS provides indexing links to Global Chemical web Portal to ensure that INCHEM documents are accessible from that website.

► IPCS INTOX

IPCS INTOX is a collaborative programme between CCOHS and the World Health Organisation (WHO) that was initiated in 1988. IPCS INTOX is an integrated operational system to strengthen and enhance the services of Poison Centres around the world to help prevent poisoning, save lives and minimize damage to health from toxic exposures. This programme includes poison data management system software (INTOX DMS), a supporting databank (INTOX Databank) and development of Poison Information Monographs (PIMs) on poisoning agents, used at Poison Centres around the world to manage information on poisonings.

The INTOX Data Management System (INTOX DMS) is a software system that enables a poison centre to compile three integrated databases, for enquiries, substances and products. It is available in English, French, Spanish, Portuguese, and is being developed in Chinese and Russian. Clients are able to conveniently pool data from multiple centres, to allow multi-centre analysis, studies and reporting, and enhance functionality and performance in order to meet the needs and requests by the WHO, as well as from multiple poison centres.

CCOHS develops and maintains the INTOX DMS for its users, it supports and trains new users at training sites globally, and it participates by identifying enhancements to support and grow the service. The INTOX DMS is



being used to support poison control centres in many countries worldwide. Many centres have been using this management system for many years.

INTOX DMS functionality was improved to ensure reliability, new features and the efficient use of data from poison centres from around the world. In particular, new capabilities that allow convenient pooling of data from multiple centres and multi-centre analysis, studies and reporting were implemented. This was accomplished by developing, upgrading and improving: administrative interfaces and fields, creating new fields, new import and export capabilities, enhanced audit and system management features as well as searching capabilities.

A Russian language version is currently in review at a number of Poison Control Centres.

► CHEMINFO

The CHEMINFO database contains summarized, reliable, understandable information on workplace chemicals. It provides key health and safety information needed to control workplace exposures and prevent accidents, and includes scientifically supported regulatory classifications.

CHEMINFO, a unique database created by CCOHS, was developed in response to an overwhelming number of requests to the Inquiries Service for authoritative, unbiased health and safety information on chemicals. It continues to fulfill this function by meeting the needs of diverse clients such as workers, employers, committee members, MSDS writers and evaluators, industrial hygienists, safety officers, physicians, nurses, emergency responders, regulators and inspectors. CHEMINFO is available through many avenues – via revenue generating and public service offerings.

Reach

This year, most CHEMINFO use was through free *partial* records available on the IPCS INTOX databank and through the chemical profile OSH Answers that are based on CHEMINFO content. There were between 40,000 to 60,000 records viewed each month. Paid subscribers used CHEMINFO to view 47,000 records online, while a similar number of subscribers access CHEMINFO through CHEMpendium CD-ROM.



CHEMINFO is created and owned by CCOHS and there is no dependency on outside contributors to provide this content to CCOHS.

Staff resources allocated to CHEMINFO were reduced as the team priority was completing CANWrite™, CCOHS's new MSDS writing software. CHEMINFO priorities continued to be focused on maintaining and growing the collection to better meet client needs.

Accomplishments include the addition of 55 new chemical ingredient records containing chemical and physical property and hazard information, and 5 new records for regulated chemicals (e.g. chemicals with workplace exposure limits). One new comprehensive review (complete hazard identification and control information) was added to the database; 476 records were modified to reflect updated advice on chemical-resistant materials; 181 records were reviewed and modified as required to reflect current respiratory protection guidelines for solids; 21 records were modified to reflect new information (e.g. IARC carcinogenicity evaluations); 10 existing records were completely updated; and essential toxicological information was added to 11 records.

► RTECS®

The Registry of Toxic Effects of Chemical Substances (RTECS®) contains critical toxicological information with citations on more than 169,000 chemical substances, from 2,500 plus sources. RTECS® includes toxicological data such as:

LD50 and LC50 values for short and long term exposures;

Skin and eye irritation data;

Carcinogenicity, reproductive, embryotoxic effects;

References to toxicological reviews; international workplace exposure limits; analytical methods; and exposure and hazard survey data.

Toxicologists, MSDS writers, industrial hygienists, product safety specialists, health and safety specialists and pharmacologists need this database to find out what the reported toxic effects are on specific chemicals, including LD50 and LC50 data, carcinogenicity status, as well as sensitization and reproductive effects. For many clients, access to this type of chemical data assists them with OSH and environmental compliance requirements.

The content was originally developed by the U.S. National Institute for Occupational Safety and Health (NIOSH). It is now kept updated under licence through Symyx Software, Inc. CCOHS is unique in offering an English, French and Spanish language version of the database as well as subscriptions to an intranet version of the database to further meet the needs of our clients. With the implementation of REACH (Registration, Evaluation, Authorisation and Restriction of Chemicals) in the EU, and in preparation for the implementation of GHS (Globally Harmonised System), RTECS is expected to gain prominence for its toxicological data. Improved marketing of the database and the intranet version will increase usage and reach. A marked increase in online RTECS subscription sales is the result of the release of our new e-commerce system.



► CHEMpendium™

CHEMpendium™ is a collection of essential databases that meets the broad needs of environmental, health and safety practitioners. CHEMpendium, a comprehensive resource of chemical hazard information for workplaces and the environment, covers transport of hazardous materials and includes descriptions of chemical toxicity, fact sheets on the hazards and safe use of industrial chemicals and environmental contaminants, and much more.

CHEMpendium improves productivity and effectiveness by offering reliable information with cross-database searching of the following authoritative databases: Chemical Evaluation Search and Retrieval System (CESARS), Chemical Hazards Response Information System (CHRIS), CHEMINFO, Domestic/Non-Domestic Substances List (DSL/NDL), Hazardous Substances Data Bank (HSDB), New Jersey Hazardous Substance Fact Sheets, NIOSH Pocket Guide to Chemical Hazards, Transport of Dangerous Goods (TDG) and Transport of Hazardous Materials databases.

Reach

CHEMpendium offers information on 91,000 chemicals and is available online or via CD-ROM. The CHEMpendium database collection usage via the web remained steady over the past year. Online subscription purchases are steadily improving with the launch of our new e-commerce service.





► DSL/NDSL

CCOHS created the Domestic Substances List and the Non-Domestic Substances List (DSL/NDSL) as a resource for Canadians as well as international manufacturers and importers who needed access to Canada's domestic inventory list. This regulatory list was created under the Canadian Environmental Protection Act (CEPA) by Environment Canada.

The lists act to identify chemicals or other substances that are manufactured or used in Canada or those that, while not used in Canada, are used in world commerce. These lists are an important way for the government to be aware of new substances and to assess them for safety before widespread use occurs in Canada.

Chemical manufacturers, suppliers and importers who may have to submit information under CEPA, use the database, which is updated regularly. Government regulators and enforcers, MSDS writers and regulatory compliance specialists find that the DSL/NDSL database helps them to meet their compliance requirements.

Currently the DSL contains about 26,759 substances and the NDSL contains about 47,717 substances. These substances are searchable in a database as part of the CHEMpendium™ collection on the Web Information Service (WIS) and the Disc Information Service (DIS). The DSL and NDSL are not static lists. Regulatory amendments, additions and deletions may occur at any time, so the DSL/NDSL database is an important way to ensure users remain in compliance. A new process is in place to provide frequent live updating of the database on WIS.

► CANWrite™

CCOHS undertook an initiative to support Canadian organizations – both manufacturers and suppliers, and employers who wanted to develop reliable and WHMIS-compliant MSDSs. The development of this Material Safety Data Sheet (MSDS) writing software involved evaluating regulatory and hazard communication requirements, analyzing and assessing guidance and resources to ensure a well-designed product.

Use of best practices for hazard communication means that this product meets Canadian manufacturer and supplier needs for today and can be rapidly adapted to meet GHS requirements for the future. The software is a web hybrid solution using CCOHS web chemical information resources along with the software located on the client's own computer systems. The service capitalizes on CCOHS' rich resources in chemical information, using CHEMINFO, RTECS, HSDB, DSL/NDSL, as well as other regulatory and advisory lists needed by clients.

The software produces both English and French MSDSs – with translation of English phrases to French "on the fly". Development of other language MSDSs (Brazilian Portuguese and Latin American Spanish) is currently underway. Development of a US version and GHS version of the software is planned for next year.

The software is ready for market and we have recently acquired our first client. The software continues to be demonstrated to new potential clients.



► **CANEvaluate**

CCOHS is designing software to assist MSDS users to systematically review the accuracy of MSDS content. The target audience for this software is primarily employers and government inspectors. This software tool will use CCOHS information resources to help the user verify the accuracy of the information provided on the MSDS. A design prototype has been developed but will be reviewed in light of input from MSDS evaluators in workplaces. Further work on design specifications and implementation of the service is planned for next year.

COLLABORATIVE PROJECTS

► **WHMIS After GHS**

CCOHS has received many requests for information about the impact that the Globally Harmonised System of Classification and Labelling of Chemicals (GHS) will have on WHMIS requirements in Canada. CCOHS discussed these needs with Health Canada's National Office of WHMIS (NOW) and agreed to implement two collaborative initiatives to support Canadian workplaces and suppliers to these workplaces.

WHMIS after GHS – Posters (Infosheets)

CCOHS developed in collaboration with NOW, a series of seven WHMIS after GHS Infosheets. These provide information about the potential impact of GHS on WHMIS, as well as information about hazard classes, labels, safety data sheets, etc. The content is integrated into e-courses described below, but will also be delivered via the Health Canada website. This work was funded by NOW.

WHMIS after GHS – e-Courses

CCOHS developed in partnership with NOW, two e-courses, which will be hosted by CCOHS next year and provided free to anyone who registers for the courses. This work was funded by NOW.

Both courses are based on the best available information about how the implementation of GHS may occur in WHMIS, but since a number of issues are still unknown, NOW will continue to support CCOHS for hosting and updating this course as necessary over the next few years. CCOHS and NOW will work closely and notify registered users of these changes when they occur. The courses are:



WHMIS After GHS: An Introduction

This course is very brief - approximately 20 minutes long and outlines what GHS is and how it may impact WHMIS. It is intended for all audiences: including workers, employers, and suppliers. It has printable resources (WHMIS After GHS Infosheets).

WHMIS After GHS: How Suppliers Can Prepare

This e-course is about 50 minutes long and provides more detail about how GHS will specifically impact Suppliers and Importers of controlled products. There is more detailed information about hazard classes, pictograms, safety data sheet requirements and label requirements. This course provides an overview to the specific classification and labelling requirements located in the GHS Purple Book.

► **WHMIS Classification Discrepancy**

CCOHS continues to collaborate with the Quebec Commission de la santé et de la sécurité du travail (CSST) and the Health Canada National Office of WHMIS (NOW) to harmonize WHMIS classifications available on the CCOHS and CSST websites and to respond to classification questions submitted by stakeholders.

CCOHS collaborated with representatives from NOW and the Quebec CSST to resolve outstanding classification issues related to:



- the use of human information to classify materials as Class D1 – Acute Lethality (e.g. ethylene glycol, diethylene glycol, sodium chlorate and hydrogen peroxide solutions of 35% and greater),
- the use of OECD Test Guideline 423 to classify materials as Class D1 – Acute Lethality,
- propylene carbonate (with respect to Class D2B – Eye Irritation),
- a product that contained an oxidizing agent in water solution (with respect to Class C – Oxidizing Material).

CCOHS also collaborated with the CSST to resolve discrepancies related to methyl ethyl ketone (with respect to Class D2A - Teratogenicity/Embryotoxicity), cyclohexane (with respect D2B - Skin Irritation) and sulfuric acid, benzene, phenol and n-hexane (with respect to Class D2A/B – Chronic Toxicity).

The impact of these activities is that when any party raises concerns or challenges about WHMIS classifications – whether industry, labour or government, the issues can be discussed and resolved through collaborative efforts of this group, providing an authoritative resource for all Canadians.

CCOHS participates and provides support for these national activities as a public service. CCOHS' involvement in this committee is seen as vital for supporting Canadian WHMIS activities and harmonization.

► **Cancer e-Course for Healthcare Professionals**

The *Occupational and Environmental Cancer: Recognition and Prevention* e-learning course was released in April 2008, and the French language version was released in January 2009. The e-course is interactive, has case studies, a final exam and many pages of resources particularly lists of carcinogens.

This course is aimed at the family doctor and health professional but is of great interest to the workplace health and safety community. It supports the recognition of occupational and environmental exposures and occupational cancers. It was developed by members of the National Committee on Environmental and Occupational Exposures (NCEOE) in cooperation with CCOHS and funded by the Canadian Partnership Against Cancer (CPAC).

The English course has had more than 450 registrants to date and survey feedback for the course has been very positive. CCOHS plans to work with CPAC to promote the course more widely. For 2009, CPAC continues to support the hosting of this course at CCOHS, however they have implemented the course on a e-learning service (MD Briefcase) reaching out and certifying Canadian physicians and they have indicated they may not be able to support services on both platforms in the future.

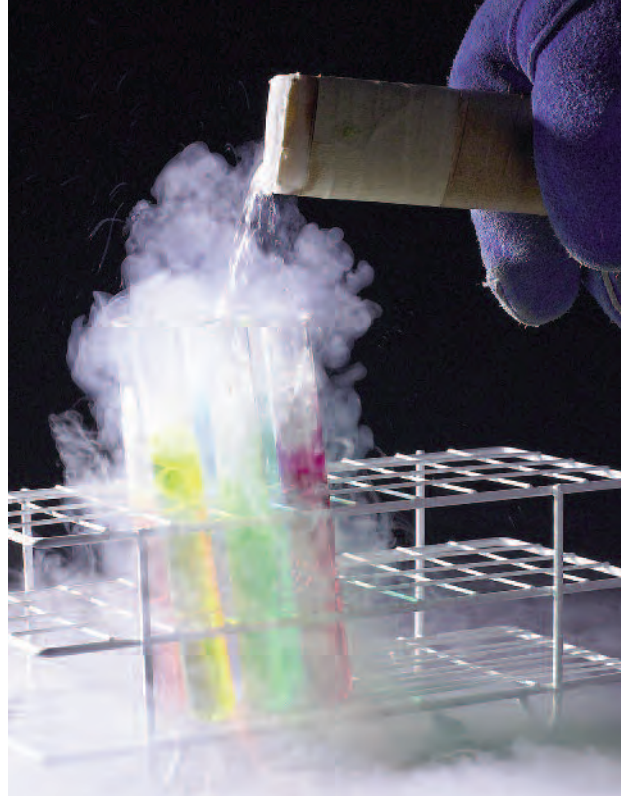
► **WHMIS Training for Safety Inspectors**

CCOHS, with the financial support of NOW, developed a classroom course for provincial safety inspectors which may be piloted in Atlantic Canada later in 2009. It is a two-day course which acts as a WHMIS refresher as well as a chemical safety course. It will support improved knowledge for chemical and WHMIS workplace inspections and strengthen the cooperation between the national and provincial departments.

It may also be adapted into smaller webinar-based courses which could be used by each jurisdiction via an on-demand blended-learning opportunity.

► **MSDS Evaluation Study**

CCOHS with the financial support of NOW, has completed the first phase of a research study into the accuracy of MSDSs. This research will eventually review MSDSs for chemical products used in Canada, which contain diisocyanates as chemical ingredients. The evaluation will include the statistical frequency with which the MSDSs correctly identify known WHMIS classifiable health hazards for these products.



Communications



Providing a comprehensive communications service for CCOHS that includes:

- ▶ **Promoting Occupational Health & Safety in Canada and Stakeholder Relations**
- ▶ **Promoting CCOHS and its Products & Services**

The Service

Communications are key to ensuring Canadians know of the national resources available to them as well as to help build awareness of the importance of occupational health and safety in keeping them safe and healthy at work. Through two primary communications streams – Promoting CCOHS and its Products and Services, and Promoting OSH in Canada – CCOHS develops and deploys initiatives that enhance outreach, CCOHS' user population, the impact of advancing health and safety in the workplace, and the physical and mental well being of working Canadians.



PROMOTING OCCUPATIONAL HEALTH & SAFETY IN CANADA

► The Health & Safety Report e-Newsletter

CCOHS' Health & Safety Report newsletter aspires to increase OH&S knowledge and awareness in Canadian workplaces. In addition to providing relevant content, the Report is regularly and widely reproduced and reused by organizations to enhance their own health and safety educational and information efforts.

Reach

Now in its seventh year, The Health & Safety Report has a distribution of 24,477 subscribers in more than 105 countries. This represents a 16.9% growth in subscribers this year.

In the 2008-09 readership survey, the Report received a 100% overall satisfaction rating for the second consecutive year, with 66.3% of the respondents being "very satisfied". 93.7% of respondents said that the newsletter provides value to their organization.

The survey also indicated that readers print the Report frequently and use the information within for personal use, to develop health and safety policies and procedures, for training purposes and as a resource for their own newsletters, bulletin boards and employee orientation kits. In fact, 70.5% respondents said the use of the information from the Report is directly /indirectly related to changes in their workplace that might improve health and safety.

Over 80.6% of the respondents to the survey said they use the information – 30.6 frequently – to implement changes to make the workplace safer. 90% of subscribers share the report with others; 26.3% share it with 50 or more people.

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.

Subscribers comments:

"I send this to my network members who are all administrative people. It's astounding the information that is contained in the newsletters; most have never read anything about the topics you present"

"'In the News' provides timely, relevant information. I use the H&S Report to stay current without having to daily/weekly search a multitude of sites; when info is presented on which I would like more, I can easily now search for more"

"I have a very busy schedule but the front cover does it for me. If it looks interesting and grabs my attention (which it always does) then I will take the time to review it. The articles are always interesting, short and informative. Great magazine!"

"Regularly e-mailed to me. Current issues that are discussed - informative and timely. It is a well thought out format and has proven to be very useful in training and safety enhancement."

► Poster Program

To meet the need for providing tools to help raise awareness of workplace health and safety issues, CCOHS launched a new poster program in September 2008. The program currently consists of 8 posters on topics ranging from WHMIS symbols and crane hand signals, to hygiene practices such as good hand washing techniques and preventing the spread of infections. The posters are made available as free downloads from the CCOHS website and are also available for sale in print. An additional 6 are planned for release in the upcoming year.

Reach

Approximately 1,100 printed posters were sold and an additional 23,139 free electronic versions (PDF) were downloaded.



► Workspace – Web Discussion Board

To encourage knowledge exchange and community building amongst OH&S professionals and those with an interest in workplace health and safety, CCOHS launched Workspace, a web discussion board. Since its launch in September 2008, almost 800 people have become members of the discussion board and thousands more have viewed the discussions.

► Forum III

As part of our goal to undertake initiatives that lead to increased impact on Canadian workplace health and safety, CCOHS will be hosting its third national forum (Forum III) in March 2010. With Leading Workplace Change as the focus, work is well underway to develop a meaningful, productive program. It will be held in the Ottawa/Gatineau region. Promotional efforts for this event will start in April 2009 with the launch of the Forum III website. For the first time, presentations from Forum III will be made available as webinars (and possibly webcasts), further increasing accessibility and reach for Canadians and beyond.

► Webinar Program

As part of the effort to establish CCOHS as a leader in promoting healthy workplaces in Canada, CCOHS conducted a series of webinars (live and recorded broadcasts) to coincide with occupational health and safety events. People were encouraged to fill their boardrooms and meeting rooms and tune into the webinars in a group, as an easy, efficient means to share the information.

Public Service (Free) Webinars

NAOSH Week (May 4-11, 2008)

CCOHS celebrated NAOSH Week '08 by presenting a series of 4 free, live webinars. We partnered with 3 new stakeholders – Environment Canada, Mental Health Works and the Institute for Work and Health – to deliver public service webinars on extreme weather, mental health in the workplace and ergonomics during this week. CCOHS staff also presented a session on pandemic planning.

Reach

The *NAOSH Week* free webinar program exceeded the target of 200 with a total of 290 locations participating across Canada. On average at each location there were 3-4 attendees – bringing our estimated audience to over 1,000 individuals. Overall, survey respondents on average rated the content of the webinars at 3.9 out of 5 and the overall quality at 4.1 out of 5. CCOHS had attendees from every province and territory in Canada as well as from several states.

The webinars are archived on the CCOHS site and since May 2008, 347 locations have viewed the recorded webinars on demand. This represents an estimated additional reach of more than 832 participants. Additionally, PDF documents of the presentations have been downloaded more than 15,000 times.

Healthy Workplace Month (Sept. 29 – Oct. 26) –

CCOHS partnered with the Healthy Workplace Coalition and Trillium Health Centre to produce a free webinar that recounted Trillium's journey in creating a healthy workplace. Journey to a Healthier Workplace was delivered live October 21st during Healthy Workplace Month.



Reach

This webinar set a new attendance record for a CCOHS paid webinar, with 69 locations (164 estimated attendees) viewing the live event, and an additional 5 locations viewing the recorded version of the session.

National Day of Mourning – April 28

To honour those workers across the country whose lives have been lost, who have been injured or disabled on the job, or suffer from occupational diseases, April 28th is set aside as the National Day of Mourning. This day of observance offers employees and employers the opportunity to remember the dead, injured and ill as well as publicly renew their commitment to improve health and safety in the workplace.

For 2008 CCOHS produced a new two-sided, bilingual poster and for the first time, multiple copies were offered for sale on the CCOHS website. Single printed posters and electronic downloads continued to be offered free of charge as a public service to serve as a powerful reminder to Canadians to strengthen the resolve to establish safe conditions in the workplace for all. The cost recovery component of the poster program helps subsidize the free public service.

The promotion of this important day included a feature story in the CCOHS Health and Safety Report and Liaison newsletters, banner ad and headline on the home page of the CCOHS website, with linkages to our permanent National Day of Mourning pages.

In January 2009 a new bilingual poster – *Forget-them-not* – was designed and produced in a new double-sided bilingual format.

Reach

This year, more than 7,000 unique visitors accessed the Day of Mourning web pages over 11,000 times. The number of free printed poster requests increased 43% over the previous year to 449. An additional 4,000+ posters were downloaded to Canadians, free of charge.

Reach

Journey to a Healthier Workplace set a new attendance record for the CCOHS webinar program with 247 locations (estimated 494 participants). Since the live event, an additional 99 locations have viewed the webinar and the PDF document of the presentation has been downloaded 7,491 times.

Cost Recovery Webinars

Learn by Committee On-Demand Series – A series of four webinars was produced in the second half of this year, targeted to health and safety committees as a meeting resource. Each webinar runs 25-35 minutes and includes “companion” resources. The low price point (\$39 – \$49 each) is intended to minimize cost barriers for users and promotes wider accessibility while providing a residual, low overhead revenue stream.

Reach

The webinars were viewed in 8 locations.

An Update on GHS Implementation Planning in WHMIS – In January CCOHS produced this cost recovery webinar with Abey Klugerman (pictured above) from Health Canada as the presenter. It was the first webinar that CCOHS utilized Voice-over Internet Protocol (VOIP) technology, allowing attendees to receive both audio and visuals over the Internet, thereby eliminating the need for phone lines. VOIP provides better quality sound and reduces the cost to deliver webinars.

► North American Occupational Safety and Health (NAOSH) Week (May 4-10 2008)

Every year during NAOSH Week communities and businesses throughout Canada, the United States and Mexico work to raise awareness of workplace health and safety issues and help prevent occupational injuries and illnesses.

As a partner in NAOSH Week, CCOHS is responsible for the NAOSH Week web site. This year CCOHS redesigned the site with enhancements to improve the user experience with a cleaner, updated look. We also developed a web utility that allows users to submit details of their NAOSH events and have them listed automatically on the site. The English site launched the end of February and the French version launched in April 2008.

CCOHS offered a series of free webinars during NAOSH Week that included speakers from CCOHS, Institute for Work and Health, Environment Canada, and Mental Health Works. We also participated in the planning of the National Launch and continue to participate on the Ontario committee. CCOHS President and CEO Len Hong participated in the National Launch of NAOSH Week in Ottawa, Ontario, on Monday, May 5, 2008.

CCOHS worked locally with a committee to promote and host the second Hamilton Steps for Life 5 km walk. This annual fundraising event sponsored by Threads of Life, is intended to raise awareness about the devastating impact of workplace fatalities, life-altering injuries and occupational disease and the importance of injury prevention. Steps for Life kicked off NAOSH Week on Sunday May 4, 2008 with the number of participants exceeding that of last year's event.

Reach

Although this year's web statistics for the site are incomplete, the data shows a monthly average of 4,010 visitors and 15,400 sessions. The results tracked higher than the previous year's monthly average of 3,800 visitors and 11,000 sessions.



► Dick Martin Scholarship Award

The CCOHS Council of Governors established this annual, national award available to post-secondary students enrolled in degree/diploma granting occupational health and safety programs in Canada, to encourage interest in the field of workplace health and safety.

An aggressive promotional campaign targeted to colleges and universities was undertaken in the fall to solicit entries. This included direct mail, promotional posters, web promotion and media releases.

Applicants submitted an essay on a topic that best fit their aspirations in the field of occupational health and safety. A CCOHS team evaluated the essays and selected three winners.

A \$3,000 scholarship was awarded to each of the following three recipients:

Dianne San Juan, ON

Chun-Yip Hon, BC

Erik Mortensen, AB (*pictured above*)

A total of 39 submissions were received, a 25% drop from the previous year. The breakdown of submissions by province is as follows:

British Columbia	10	26.5%
Alberta	8	20.5%
Ontario	13	33.3%
Quebec	5	12.8%
Nova Scotia	1	2.6%
Newfoundland & Labrador	2	5.2%
Total	39	



► Young Workers Zone

To provide one single, comprehensive resource for young workers and their parents, employers and teachers, CCOHS harmonized the Job-One site with the CCOHS Young Workers Zone. The site provides one-point access to information from all Canadian jurisdictions on workplace health and safety issues that affect young workers. The site underwent a total redesign to appeal to its audience and the content was updated and enhanced. The revitalized Young Worker Zone was launched in January 2009 and work continues on developing other enhancements (teaching tools, handbooks, resource kits, and orientation). The URL for this website is www.ccohs.ca/youngworkers/.

Reach

Combining the statistics of Job-One and Young Workers, on average more than 2,200 visitors access the sites monthly. This year, more than 26,000 visitors accessed the site with more than 82,000 sessions.

► Bringing Health to Work Web Portal

Bringing Health to Work is a web portal service that provides Canadian employers, employees and practitioners, free and easy access to a comprehensive range of over 300 credible resources and practical tools for creating and promoting healthy workplaces. The site is a crucial component of a wider healthy workplaces initiative through initial funding support provided by HRSDC. The portal URL is www.ccohs.ca/healthyworkplaces/ (English) www.cchst/thehealthyworkplaces.ca (French).

Reach

This year more than 37,000 unique visitors accessed the portal 71,616 times.

► CanOSH

CCOHS offers the CanOSH website as an online information source designed to enable Canadians to easily find and access health and safety information provided by the federal, provincial and territorial government agencies, Workers' Compensation Boards and the Canadian Centre for Occupational Health and Safety (CCOHS). This year work was started to completely redesign the site to make it easier for users to find the information they need and update the content. The new site is nearing completion and is expected to launch in April 2009.

Reach

More than 54,000 people accessed the site 160,000 times this year. The URL for this website is www.canoshweb.org/.

► EU-Canada Collaboration

Developed and maintained by CCOHS, the Canada/ European Union Cooperation on Workplace Safety & Health website provides links to occupational safety and health (OSH) information available from Canadian government agencies that have OSH responsibilities. It is linked from the European Agency for Safety and Health at Work website to provide Europeans easy access to Canadian information. This year a cosmetic and content refresh of the EU-Canada Collaboration sites was started and the new site is expected to launch in April 2009. The URL for this site is www.eu-ccohs.org/

Reach

This year more than 16,500 visitors accessed the site more than 83,000 times.

► Canadian Healthy Workplaces Month

This web-based initiative provides an avenue to help increase awareness of the importance of workplace health for the short- and long-term successes of organizations and for the well being of their employees. Canada's Healthy Workplace Month (CHWM) provides workplaces with tools to plan, promote, and execute programs and activities to benefit their employees. CCOHS is retained on a cost recovery basis by the National Quality Institute (NQI) to co-manage CHWM and maintain the website. The URL for the site is www.healthyworkplacemonth.ca/



► Stakeholder Relations

CCOHS aims to foster stakeholder relations and work in support of and in collaboration with like-minded organizations toward fulfilling the goal to advance the physical, psychosocial and mental well being of working people in Canada.

CCOHS continues to cultivate new relationships with various stakeholders that lead to increased impact in Canadian workplaces through partnering on several initiatives, primarily in our webinar program. CCOHS strengthened its relationship with Environment Canada and the Institute for Work and Health (IWH), as well as forged new partnerships with the Canadian Mental Health Association and the Ontario Healthy Workplace Coalition.

PROMOTING CCOHS AND ITS PRODUCTS & SERVICES

► Conferences, Presentations and Exhibitions

Participation at conferences and exhibitions provides opportunities for outreach, awareness building and promotion of CCOHS products and services across Canada. They also provide a forum for showcasing and demonstrating how CCOHS products and services meet the needs of Canadian workers, employers and governments.

CCOHS' outreach efforts included attending 39 events and sending materials to 17 more. CCOHS staff also made 27 presentations maintaining our vigorous participation in meetings, conferences and presentations in various regions of Canada.

PROMOTION

► Liaison

The bi-monthly e-mail newsletter, Liaison is an effective corporate communications vehicle, marketing channel and sales tool. The readership includes both CCOHS clients and non-clients who have requested a subscription, further extending the reach of the latest news and updates about CCOHS products and services.

Reach

The number of subscribers has grown from 3,425 to 5,203 – an increase of 51% since last year. The growth is a result of a number of factors including: new client additions, events and conferences, Health & Safety Report cross-promotion, client communications, and an easy-to-use sign-up form. The six electronic issues published this year have enjoyed a 35.2% open rate, which is well above the overall industry average of 21.3%, and a 31.1% click-through rate, which is significantly higher than the government average of 10.9%.

In a readership survey conducted in January 2009, 73% of respondents indicated that they were specifically interested in receiving CCOHS products and services information, and 37% share Liaison with at least 15 people. 41.5% said that they use the information in relation to future or planned changes in their workplaces.

Survey comments

"Love the articles! More is even better."

"It gives me information that I can pass onto staff. It also helps me training and planning for staff."

"E-mail delivery means I never miss an issue."

"Brings up topics I would not have thought of but need to be addressed at my workplace."

Overall, 85% of respondents believe that Liaison provides value to them and/or their organization.



► CCOHS Membership Program

To help build a stronger and more dynamic relationship with its clients, CCOHS is developing a Membership Program. Membership programs serve a number of goals: increasing awareness of our range of products and services as well as enhancing interest in CCOHS' commitment to its mandate and objectives. Clients and potential clients alike will be able to choose from four levels of membership with varying discounts and benefits: Platinum, Gold, Silver and Bronze. Development of the program was largely completed this year with an expected launch in May 2009.

► Media

In continuing efforts to increase awareness of CCOHS as a national occupational health and safety resource and promote the free public services available to Canadians, media releases and product announcements are important tactics. The broader value of a media release, over and above the face value of the information contained within, is the impact it has on increasing ranking with web searches (makes CCOHS easier to find) as well as providing opportunities to keep CCOHS top of mind with the various audiences we serve.

CCOHS released 28 media releases and web announcements many of which were reprinted/reproduced by related organizations, groups and businesses to enhance their own initiatives.

This year CCOHS received 37 requests and inquiries from media representing all formats: print, TV, radio and web, and ranging from local to national in scope

such as the National Post, CBC Radio/Newsworld, The Toronto Star, CTV The National, and Canwest-Global and the Globe and Mail.

► CCOHS Sightings – in the Media and Other Places

Awareness of CCOHS continues to grow and the Centre is becoming known as a "go to" resource for trustworthy health and safety content, perspective, advice and reference. This year CCOHS noted more than 157 media sightings (an increase from 105 last fiscal) in which CCOHS was quoted as the source of information, CCOHS OSH Answers, articles or media releases were reprinted in publications, and/or CCOHS staff were quoted or referenced. These various "mentions" of CCOHS represented a minimum potential reach in excess of 7 million taking into account the circulation and web traffic of the media citing CCOHS.

More than ever CCOHS' information and website is being referenced and linked in blogs – far too many to mention. This represents a more informal – but growing grassroots type of outreach. In fact, the users who post CCOHS on their blogs are actually pushing out the information and helping to expand outreach and awareness.

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

► Social Media

Social media is an effective, low cost means of increasing our reach and impact across the country. This year CCOHS extended its reach and impact of the center and OH&S news to a larger audience by establishing Twitter, Slideshare and Facebook accounts. A comprehensive social media plan is in development to establish how best CCOHS can strategically utilize these tools to stimulate dialogue and information exchange between Canadians and the Centre, and to share health, safety and wellness related news and developments. The use of social media will be an important component of the initiative to promote both workplace health and safety as well as strengthen CCOHS' position as the "go to" resource.

Systems



Providing a comprehensive computer systems service for CCOHS that includes:

- **Systems Hardware and Software Infrastructure**
- **Information Systems Capabilities for Products and Services**

The Service

The Systems group is responsible for system design and implementation, and providing technical support for CCOHS systems hardware and software related infrastructure, including network, servers, desktops, supporting equipments and application systems. The team works with internal staff and outside technical resources to ensure that CCOHS systems infrastructure work effectively and run smoothly. It also provides fundamental technical support to other working groups in various projects.

This year several upgrades were made to further improve the reliability of the website. Other enhancements include:

- Enhanced e-commerce system resulted in 107% increase in sales via e-commerce over the previous year.

- French version of e-commerce released

- Many new features added to the e-commerce service

- Additional IT security awareness training for all staff

- All technical details involved in Common Look and Feel (CLF) 2.0

- Updated the infrastructure supporting the CCOHS web site

- Moved to a new, more efficient way of measuring web site analytics

- Ongoing improvements to IT systems infrastructure



Financial Review

MANAGEMENT RESPONSIBILITY FOR FINANCIAL STATEMENTS

Responsibility for the integrity and objectivity of the accompanying financial statements for the year ended March 31, 2009 and all information contained in these statements rests with Canadian Centre for Occupational Health and Safety (CCOHS) management. These financial statements have been prepared in accordance with Treasury Board accounting policies and year-end instructions issued by the Office of the Comptroller General which are consistent with Canadian generally accepted accounting principles for the public sector.

Management is responsible for the integrity and objectivity of the information in these financial statements. Some of the information in the financial statements is based on management's best estimates and judgment and gives due consideration to materiality. To fulfill its accounting and reporting responsibilities, management maintains a set of accounts that provides a centralized record of CCOHS' financial transactions. Financial information submitted to the Public Accounts of Canada and included in the CCOHS' Departmental Performance Report is consistent with these financial statements.

Management maintains a system of financial management and internal control designed to provide reasonable assurance that financial information is reliable, that assets are safeguarded and that transactions are in accordance with the *Financial Administration Act*, are executed in accordance with prescribed regulations, within Parliamentary authorities, and are properly recorded to maintain accountability of Government funds. Management also seeks to ensure the objectivity and integrity of data in its financial statements by careful selection, training and development of qualified staff, by organizational arrangements that provide appropriate divisions of responsibility, and by communication programs aimed at ensuring that regulations, policies, standards and managerial authorities are understood throughout CCOHS.

An Audit Committee appointed by the Council of Governors of CCOHS has reviewed these statements with management and the auditors, and has reported to the Council of Governors. The Council of Governors has approved the financial statements.

The financial statements of CCOHS have been audited by the Auditor General of Canada, the independent auditor for the Government of Canada.

Approved by:



S. Len Hong
President and Chief Executive Officer



Bonnie Easterbrook, CGA
Chief Financial Officer

Hamilton, Canada
June 5, 2009



AUDITOR'S REPORT

To the Council of Governors of the
Canadian Centre for Occupational Health and Safety
and the Minister of Labour

I have audited the statement of financial position of the Canadian Centre for Occupational Health and Safety as at March 31, 2009 and the statements of operations, equity of Canada, and cash flow for the year then ended. These financial statements are the responsibility of the Centre's management. My responsibility is to express an opinion on these financial statements based on my audit.

I conducted my audit in accordance with Canadian generally accepted auditing standards. Those standards require that I plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

In my opinion, these financial statements present fairly, in all material respects, the financial position of the Centre as at March 31, 2009 and the results of its operations and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles.

Sylvain Ricard, CA
Assistant Auditor General
for the Auditor General of Canada

Ottawa, Canada
June 5, 2009

STATEMENT OF FINANCIAL POSITION

At March 31
(in dollars)

Assets

Financial assets:

Due from the Consolidated Revenue Fund
Accounts receivable (note 7)

Non-financial assets:

Inventory
Tangible capital assets (note 6)

Liabilities

Accounts payable and accrued liabilities (note 8)
Deferred revenues (note 3)
Vacation pay and compensatory leave
Employee severance benefits (note 10)
Deferred revenue – donations (note 9)
Contributions to inquiries service received in advance

Equity of Canada

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

	2009	2008 <i>restated (note 3)</i>
	\$ 396,079	\$ 297,092
	309,007	477,935
	705,086	775,027
	93,375	91,192
	297,767	347,903
	391,142	439,095
	1,096,228	1,214,122
	546,688	572,308
	856,408	773,061
	405,445	383,241
	1,733,118	1,537,536
	95,807	94,057
	45,000	—
	3,682,466	3,360,203
	(2,586,238)	(2,146,081)
	1,096,228	1,214,122

STATEMENT OF OPERATIONS

For the year ended March 31
(in dollars)

Revenues (note 5)

Proceeds from sales
Projects and collaborative agreements
Total revenues

Expenses

Operations

Salaries and employee benefits
Professional and special services
Accommodation
Transportation and communications
Information
Purchased repair and upkeep
Utilities, materials and supplies
Rentals

Administration

Salaries and employee benefits
Governors and committees
Travel
Professional and special services
Utilities, materials and supplies

Other expenses

Amortization of tangible capital assets
Loss on disposal of tangible capital assets

Total expenses

Net cost of operations

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

	2009	2008 <i>restated (note 3)</i>
	\$ 2,772,664	\$ 2,553,034
	817,587	1,437,784
	3,590,251	3,990,818
	7,397,534	7,041,823
	1,059,049	873,756
	713,537	713,537
	138,858	265,786
	136,397	152,386
	127,579	131,789
	98,809	123,627
	30,037	41,687
	9,701,800	9,344,391
	281,123	282,657
	17,285	11,557
	34,355	32,531
	2,303	919
	53	28
	335,119	327,692
	143,911	223,146
	4,954	1,657
	148,865	224,803
	10,185,784	9,896,886
	(6,595,533)	(5,906,068)

STATEMENT OF EQUITY OF CANADA

For the year ended March 31
(in dollars)

	2009	2008 <i>restated (note 3)</i>
Equity of Canada, beginning of year	\$ (2,146,081)	\$ (2,031,662)
Net cost of operations	(6,595,533)	(5,906,068)
Services received without charge from other government departments (note 11)	1,243,046	1,162,761
Net cash provided by Government (note 4)	4,813,343	4,535,376
Change in due from the Consolidated Revenue Fund	98,987	93,512
Equity of Canada, end of year	(2,586,238)	(2,146,081)

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

STATEMENT OF CASH FLOW

For the year ended March 31
(in dollars)

Operating Activities

	2009	2008 <i>restated (note 3)</i>
Net cost of operations	\$ 6,595,533	\$ 5,906,068
Non-cash items:		
Amortization of tangible capital assets (note 6)	(143,911)	(223,146)
Loss on disposal of tangible capital assets	(4,954)	(1,657)
Services received without charge from other government departments (note 11)	(1,243,046)	(1,162,761)
Variations in Statement of Financial Position:		
(Increase) in accounts payable and deferred revenues	(57,727)	(116,272)
(Increase) in liability for vacation pay and compensatory leave	(22,204)	(6,927)
(Increase) in liability for employee severance benefits	(195,582)	(89,634)
(Decrease) increase in accounts receivable	(168,928)	28,795
Increase (decrease) in inventory	2,183	(12,386)
(Increase) decrease in deferred revenue – donations	(46,750)	4,120

Cash used by operating activities 4,714,614 4,326,200

Capital investment activities

Acquisitions of tangible capital assets (note 6) 98,729 209,176

Financing activities

Net cash provided by Government of Canada 4,813,343 4,535,376

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

Approved by:



Scott Strainer
Chairperson



S. Len Hong
President and Chief Executive Officer



Bonnie Easterbrook, CGA
Chief Financial Officer

NOTES TO THE FINANCIAL STATEMENTS

1. Authority and Objectives

The Canadian Centre for Occupational Health and Safety (CCOHS) was established in 1978 under the *Canadian Centre for Occupational Health and Safety Act* and is a departmental corporation named in Schedule II to the *Financial Administration Act*. The objectives of CCOHS are to promote the right of Canadians to a healthy and safe working environment and to enhance the physical and mental health of workers. CCOHS' operating expenditures are funded in part by its operating revenue and by a budgetary lapsing appropriation.

CCOHS has one program activity for reporting purposes. The activity is occupational health and safety information development, delivery services and tripartite collaboration.

2. Significant Accounting Policies

These financial statements have been prepared in accordance with Treasury Board accounting policies and year-end instructions issued by the Office of the Comptroller General which are consistent with Canadian generally accepted accounting principles for the public sector. Significant accounting policies are as follows:

a) Parliamentary appropriations

CCOHS is financed in part by the Government of Canada through Parliamentary appropriations. Appropriations provided to CCOHS do not parallel financial reporting according to generally accepted accounting principles since appropriations are primarily based on cash flow requirements. Consequently, items recognized in the statement of operations and the statement of financial position are not necessarily the same as those provided through appropriations from Parliament. Note 4 provides a high-level reconciliation between the bases of reporting.

b) Due from the Consolidated Revenue Fund and net cash provided by Government

CCOHS operates within the Consolidated Revenue Fund (CRF). The CRF is administered by the Receiver General for Canada. All cash received by CCOHS is deposited to the CRF and all cash disbursements made by CCOHS are paid from the CRF. Due from the CRF represents the amount of cash that CCOHS is entitled to draw from the CRF, without further appropriations, in order to discharge its liabilities. Net cash provided by Government is the difference between all cash receipts and all cash disbursements including transactions with departments of the federal government.

c) Revenues

Revenues are accounted for in the period in which the underlying transaction or event occurred that gave rise to the revenues. Subscriptions revenues are recognized in the period when the initial shipment is made for all physical goods, such as CD-ROM, and DVD. Revenues for subscriptions of internet based products are recognized over the term of the subscription.

Subscriptions are based upon the right to use the information for a specified period. Information may be updated during the subscription period.

Cash that have been received but not yet earned is recorded as deferred revenue. The deferred revenue represents cash received in advance of initial and ongoing product delivery or granting of website - access.

d) Expenses – Expenses are recorded on the accrual basis:

Vacation pay and compensatory leave are expensed as the benefits accrue to employees under their respective terms of employment.

Services provided without charge by other government departments for accommodation, the employer's contribution to the health and dental insurance plans and audit services are recorded as operating expenses at their estimated cost.

e) Employee future benefits

- i) Pension benefits: Eligible employees contribute to the Public Service Pension Plan, a multiemployer plan administered by the Government of Canada. CCOHS' contributions to the Plan are charged to expenses in the year incurred and represent CCOHS' total obligation to the Plan. Current legislation does not require CCOHS to make contributions for any actuarial deficiencies of the Plan.
- ii) Severance benefits: Employees are entitled to severance benefits under labour contracts or conditions of employment. These benefits are accrued as employees render the services necessary to earn them and are estimated based on employees' salaries, duration of service and age.

f) Accounts receivable

Accounts receivable are stated at amounts expected to be ultimately realized. An allowance is made for receivables from external parties where recovery is considered uncertain.

g) Contingent liabilities

Contingent liabilities are potential liabilities that may become actual liabilities when one or more future events occur or fail to occur. To the extent that the future event is likely to occur or fail to occur, and a reasonable estimate of the loss can be made, an estimated liability is accrued and an expense recorded. If the likelihood is not determinable or an amount cannot be reasonably estimated, the contingency is disclosed in the notes to the financial statements.

h) Foreign currency transactions

Transactions involving foreign currencies are translated into Canadian dollar equivalents using rates of exchange in effect at the time of those transactions. Monetary assets and liabilities denominated in foreign currencies are translated using the rate of exchange in effect on March 31st. Gains and losses resulting from foreign currency transactions are included in the statement of operations according to the activities to which they relate.

i) Inventories

Inventories are valued at the lower of cost and net realizable value. Inventories are primarily print materials held for resale.

j) Tangible capital assets

All tangible capital assets and leasehold improvements with an acquisition cost of \$1,000 or more are capitalized at cost. Tangible capital assets are amortized over their estimated useful life on a straight-line basis, as follows:

Asset Class	Amortization Period
Computer equipment	3 years
Furniture and equipment	5 years
Software	1-5 years
Leasehold improvements	5 years
Measuring equipment	5 years

k) Measurement uncertainty

The preparation of these financial statements are in accordance with Treasury Board accounting policies which are consistent with Canadian generally accepted accounting principles for the public sector and year-end instructions issued by the Office of the Comptroller General. This requires management to make estimates and assumptions that affect the reported amounts of assets, liabilities, revenues and expenses reported in the financial statements. At the time of preparation of these statements, management believes the estimates and assumptions to be reasonable. The liability for employee future benefits and the estimated useful life of tangible capital assets are the most significant items where estimates are used. Actual results could differ significantly from those estimated. Management's estimates are reviewed periodically and, as adjustments become necessary, they are recorded in the financial statements in the year they become known.

3. Prior period adjustment

The financial statement results for the year ended March 31, 2008 have been restated to reflect the correction of an error with respect to revenue recognition. Web based subscription sales should be recognized over the term of the subscription period. CCOHS had been recognizing this revenue at the time of the sale occurred resulting in an over statement of revenue of \$15,050 and an understatement of deferred revenue of \$751,869 for the year ending March 31, 2008. The March 31, 2008 opening equity of Canada was also overstated by \$736,819.

4. Parliamentary Appropriations

CCOHS receives its funding through annual Parliamentary appropriations and external revenues. Items recognized in the statement of operations and the statement of financial position in one year may be funded through Parliamentary appropriations in prior, current or future years. Accordingly, CCOHS has different net results of operations for the year on a government funding basis than on an accrual accounting basis. These differences are reconciled in the following tables:

a) Reconciliation of net cost of operations to current year appropriations used:	2009	2008 <i>restated (note 3)</i>
Net cost of operations	\$ 6,595,533	\$ 5,906,068
Adjustments for items affecting net cost of operations but not affecting appropriations		
Less		
Amortization of tangible capital assets (note 6)	(143,911)	(223,146)
Services provided without charge from other Government departments	(1,243,046)	(1,162,761)
Loss on disposal of tangible capital assets	(4,954)	(1,657)
Bad debts	(12,439)	(2,651)
	<u>5,191,183</u>	<u>4,515,853</u>
Changes in accounts not affecting current year use of appropriations		
Add (Less)		
Inventory for resale	2,183	(12,386)
Employee severance benefits	(195,582)	(89,634)
Vacation pay and compensatory leave	(22,204)	(6,927)
Revenue not available for spending	(149,108)	35,545
	<u>4,826,472</u>	<u>4,442,451</u>
Adjustment for item not affecting net cost of operations but affecting appropriations		
Add		
Acquisition of tangible capital assets	98,729	209,176
Current year appropriations used	<u>4,925,201</u>	<u>4,651,627</u>
b) Appropriations provided and used:	2009	2008
Human Resources and Skills Development Canada – Vote 35	\$ 3,682,000	\$ 3,560,000
Human Resources and Skills Development Canada – statutory	995,592	979,039
Human Resources and Skills Development Canada – Vote 35A	368,103	186,969
Treasury Board – Vote 15 – collective agreements	161,796	122,000
Treasury Board – Vote 23 – payroll shortfalls	104,071	135,213
	<u>5,311,562</u>	<u>4,983,221</u>
Less:		
Lapsed appropriations – operating	386,361	331,594
Current year appropriations used	<u>4,925,201</u>	<u>4,651,627</u>
c) Reconciliation of net cash provided by Government to current year appropriation used:	2009	2008 <i>restated (note 3)</i>
Net cash provided by Government	\$ 4,813,343	\$ 4,535,376
Revenue not available for spending	(149,108)	35,545
Bad debts	(12,439)	(2,651)
Decrease (increase) in accounts receivable	168,928	(28,795)
Increase in accounts payable and deferred revenue	57,727	116,272
Increase (decrease) in deferred revenue – donations	46,750	(4,120)
Current year appropriations used	<u>4,925,201</u>	<u>4,651,627</u>

5. Revenues

	2009	2008 <i>restated (note 3)</i>
Chemical Products and Services	\$ 1,129,552	\$ 1,040,963
General Health and Safety Products and Services	1,238,981	1,610,533
Training and Education	680,551	607,363
Communications	56,370	139,119
Inquiries Contributions	454,000	454,000
Other Income	30,797	138,840
	<u>3,590,251</u>	<u>3,990,818</u>

6. Tangible Capital Assets

Cost					Accumulated Amortization					
	Opening Balance	Acquisitions	Disposals and Writeoffs	Closing Balance	Opening Balance	Amortization	Disposals and Writeoffs	Closing Balance	Net Book Value 2009	Net Book Value 2008
Computer equipment	\$1,143,772	\$62,575	\$70,805	\$1,135,542	\$928,040	\$81,322	\$66,488	\$942,874	\$192,668	\$215,732
Furniture and equipment	516,390	13,180	4,674	524,896	491,179	9,853	4,037	496,995	27,901	25,211
Software	621,399	22,974	—	644,373	538,925	45,580	—	584,505	59,868	82,474
Leasehold improvements	44,533	—	—	44,533	20,047	7,156	—	27,203	17,330	24,486
Measuring equipment	2,673	—	—	2,673	2,673	—	—	2,673	—	—
	<u>2,328,767</u>	<u>98,729</u>	<u>75,479</u>	<u>2,352,017</u>	<u>1,980,864</u>	<u>143,911</u>	<u>70,525</u>	<u>2,054,250</u>	<u>297,767</u>	<u>347,903</u>

Amortization expense for the year ended March 31, 2009 is \$143,911 (2008 - \$223,146).

7. Accounts Receivable

The following table presents details of accounts receivable:

	2009	2008
External parties	\$ 259,911	\$ 320,731
Other Federal Government departments and Agencies	60,560	157,204
	<u>320,471</u>	<u>477,935</u>
Allowance for doubtful accounts	(11,464)	—
	<u>309,007</u>	<u>477,935</u>

8. Accounts Payable and Accrued Liabilities

The following table presents details of accounts payable and accrued liabilities:

	2009	2008
External parties	\$ 513,730	\$ 530,163
Other Federal Government departments and Agencies	32,958	42,145
	<u>546,688</u>	<u>572,308</u>

9. Deferred Revenue – Donations

CCOHS, by virtue of subsection 6(3) of its Act, may acquire money or other property by gift or otherwise and expend or dispose of those donations subject to their terms, if any. CCOHS received \$1,750 in donations in 2009 (2008- \$3,630). The balance at March 31, 2009 is \$95,807 (2008 - \$94,057).

10. Pension and Employee Severance Benefits

a) Pension Benefits

CCOHS employees participate in the Public Service Pension Plan, which is sponsored and administered by the Government of Canada. Pension benefits accrue up to a maximum period of 35 years at a rate of 2 percent per year of pensionable service, times the average of the best five consecutive years of earnings. The benefits are integrated with Canada/Quebec Pension Plans benefits and they are indexed to inflation.

Both the employees and CCOHS contribute to the cost of the Plan. The 2009 expense amounts to \$718,781 (2008 - \$713,719), which represents approximately 2.6 times the contributions by employees.

CCOHS' responsibility with regard to the Plan is limited to its contributions. Actuarial surpluses or deficiencies are recognized in the financial statements of the Government of Canada, as the Plan's sponsor.

b) Employee Severance Benefits

CCOHS provides severance benefits to its employees based on eligibility, years of service and final salary. These severance benefits are not pre-funded. Benefits will be paid from future appropriations. Information about the severance benefits, measured as at March 31, is as follows:

	2009	2008
Accrued benefit obligation, beginning of year	\$ 1,537,536	\$ 1,447,902
Expense for the year	277,852	182,266
Benefits paid during the year	(82,270)	(92,632)
Accrued benefit obligation, end of year	1,733,118	1,537,536

11. Related Party Transactions

CCOHS is related in terms of common ownership to all Government of Canada departments, agencies and Crown corporations. CCOHS enters into transactions with these entities in the normal course of business. Revenues include \$443,447 (2008 - \$672,678) from transactions with various Canadian government departments. The transactions with related parties are carried out on similar terms and conditions with those applicable to transactions with external parties.

In addition to transactions previously disclosed, during the year ended March 31, 2009:

- CCOHS received accommodations provided without charge from Public Works and Government Services Canada amounted to \$713,537 (2008 - \$713,537).
- CCOHS received audit services without charge from the Office of the Auditor General of Canada amounted to \$57,000 (2008 - \$47,000).
- CCOHS received employer's contribution to the health and dental insurance plans from Treasury Board Secretariat amounted to \$472,509 (2008 - \$402,224).

The Government has structured some of its administrative activities for efficiency and cost-effectiveness purposes so that one department performs these on behalf of all without charge. The costs of these services, which include payroll and cheque issuance services provided by Public Works and Government Services Canada are not included in CCOHS' Statement of Operations because no estimate is currently available.