



Canadian Centre for Occupational Health and Safety



REPORT
of the
COUNCIL
2012-13

- Background
- Leadership
- Highlights
- Culture
- Finance

This Report is also available online at
www.ccohs.ca/ccohs/reports/annual/2012/

The Canadian Centre for Occupational Health and Safety (CCOHS) is ***Canada's National Resource for the Advancement of Workplace Health and Safety.***

CCOHS promotes the total well-being – physical, psychosocial and mental health – of working Canadian by providing information, training, education, management systems and solutions that support health and safety programs and the prevention of injury and illness.

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> Background

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

Established in 1978, CCOHS is a federal departmental corporation reporting to the Parliament of Canada through the federal Minister of Labour, and is governed by a council representing governments (federal, provincial and territorial), employers, and workers; a structure that supports CCOHS' impartial approach.

CCOHS promotes health and safety in the workplace by:

- facilitating consultation and cooperation among federal, provincial and territorial jurisdictions, and participation by labour and management;
- assisting in the development and maintenance of policies and programs;
- serving as a national centre for information relating to occupational health and safety.

CCOHS makes a wide range of occupational health and safety information, as well as training and educational courses, readily available. The materials are written in clear language and available in relevant formats that are appropriate for all users, from the general public to the health and safety professional.

CCOHS partners and collaborates with agencies and organizations from Canada and around the world to improve the quality and quantity of resources and programs, as well as expand the breadth of usage of occupational health and safety information to many different segments of society. CCOHS is a Collaborating Centre of the World Health Organization for occupational health and safety, and is renowned internationally and at home, as an innovative, authoritative occupational health and safety resource.

CCOHS fulfills its mandate to encourage attitudes and methods that will lead to improved worker physical and mental health through a wide range of courses, products and services designed in cooperation with national and international occupational organizations.

CCOHS services for specialty resources are provided on a cost recovery basis. These include classroom courses and an extensive, ever-growing collection of e-courses intended to extend outreach and accessibility to occupational health and safety training; databases (legislation, MSDS); and CHEMINFO – chemical health and safety information database on more than 1,700 workplace chemicals. CCOHS has also developed software solutions such as: OSH Works, an occupational health and safety management system; MSDS Management System (MMS) that provides organizations access to a customized collection of MSDSs specific to their workplace; and CANWrite – an MSDS authoring system.

CCOHS products are offered in English and French as well as in various formats (print, CD-ROM, DVD, PDF, audio, video and Internet). CCOHS offers posters and has sold thousands of health and safety pocket guides and disseminated many thousands of information sheets, articles and other publications to millions of people in Canada and other countries.

CCOHS provides a variety of free, public services including:

- Inquiries Service - the confidential, person-to-person service for Canadians
- OSH Answers - easy-to-read questions and answers on the CCOHS website
- Health and Safety Report - monthly electronic newsletter
- Healthy Workplaces portal with information on creating healthy workplaces
- Webinar presentations on current topics
- WHMIS Classification Database
- Workscape online discussion board to facilitate the professional exchange of ideas and information related to occupational and environmental health and safety.
- Young Workers Zone website for new and young workers

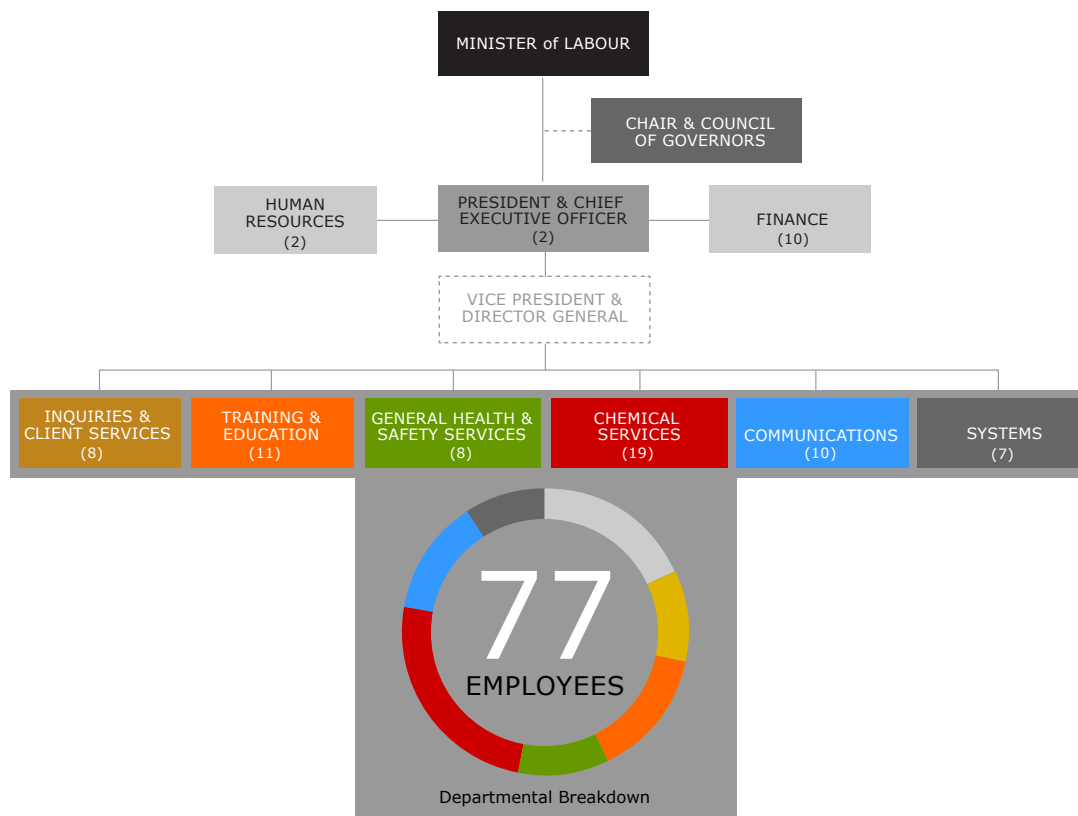
- CANOSH portal with links to OH&S information and service in federal, provincial and territorial governmental agencies.

Since CCOHS began statistical tracking in 1980, tens of millions of individual queries have been handled between the website and the inquiries service. This past year* more than 4.1 million individual visitors accessed health and safety question-and-answers, in English and French, through the free OSH Answers service on the CCOHS web site.

www.ccohs.ca

CCOHS ORGANIZATION

April 1st, 2012 – March 31st, 2013



Numbers shown are for permanent employees as of March 31, 2013. Contract positions, maternity leaves and disability leaves are not included in these numbers and represent 4 positions.

Vacant Position

> Council of Governors

The Canadian Centre for Occupational Health and Safety (CCOHS) is governed by a tripartite council representing governments (federal, provincial and territorial), employers, and labour, which assists in delivering a trustworthy and complete occupational health and safety service, and ensures that the information CCOHS disseminates is unbiased.

Government of Canada



KIN CHOI†
Chairperson

Employer Associations



JOHN BECKETT*+
Federally Regulated
Employers



HELDER BOTELHO
Canadian
Manufacturers &
Exporters



NORMAND CÔTE*+
Canadian Bankers
Assosiation



JEAN DALTON
Canadian
Manufacturers and
Exporters
(term expired)



GORDON LLOYD
Chemistry Industry
Association of
Canada

Labour Organizations



MATTHEW FIRTH
Canadian Union of
Public Employees
(term expired)



NANCY HUTCHISON
United Steelworkers
(term expired)



SARI SAIRANEN
Canadian Auto
Workers (CAW)



DENIS ST. JEAN*+
Public Service Alliance
of Canada (PSAC)



**MARIE CLARKE
WALKER***
Canadian Labour
Congress (CLC)

Provincial and Territorial Governments



GLENNIS BIHUN
Saskatchewan
(term expired)



SHELLY DAUPHINEE
New Brunswick



SOPHIE DENNIS*
Ontario



LESLIE GALWAY
Newfoundland



DAVE GRUNDY
Northwest Territories



DON HURST+
Manitoba



STUART MACLEAN
Nova Scotia
(term expired)



**STEPHEN
MANSELL**
Nunavut



DIANA MILES*
British Columbia



WILLIAM (Bill) REID
Prince Edward Island

* Executive Board + Audit Committee

> Chairman's Message



KIN CHOI
Chairperson

It was an honour to be appointed as Chair of the Council of Governors at the Canadian Centre for Occupational Health and Safety (CCOHS), in May 2012. Over the past fiscal year, I have had the pleasure of working with the other Governors to advance the mandate of CCOHS by providing input into new and innovative initiatives that address and promote the total well-being- physical, psychosocial and mental health- of working Canadians.

CCOHS has had a very satisfying year. CCOHS' Inquiries and Client Services team received 8,226 questions through its traditional person-to-person information service, and over 4.5 million unique visitors accessed the OSH Answers site. Other highlights include the 10th anniversary of the Health and Safety Report, which continues to be a trusted source of occupational health and safety information for Canadians and others around the world.

On the financial side, overall sales of products and services were up, which is a testament to the hard work and dedication of CCOHS staff who are adept at understanding the needs of our clients.

CCOHS continued to be at the forefront of important occupational health and safety issues, with subject matter experts presenting at 23 conferences in the last fiscal year, and conducting 36 media interviews on various subjects. CCOHS continued to develop partnerships at both a national and international level, and I look forward to supporting the organization further to build these relationships in the coming years.

CCOHS clients, and the general public, trust that the information provided by the organization is credible and unbiased. It is for that reason that CCOHS is governed by a tripartite council made up of employers, employees and government representatives. This approach ensures that unique perspectives are brought forth and considered in the overall objective of providing complete occupational health and safety services.

I am proud to chair a Council of Governors that are leaders in Occupational Health and Safety. We had three new members join our Council this year: Stephen Mansell, representing Nunavut, Sari Sairanen, representing the Canadian Auto Workers and Helder Botelho, representing the Canadian Manufacturers and Exporters. They all bring unique experience and viewpoints to the Council, and I am pleased to have the opportunity to work closely with them this fiscal year.

I would also like to extend my appreciation and well wishes to six outgoing Council members – Nancy Hutchison (United Steelworkers), Matthew Firth (Canadian Union of Public Employees), Jean Dalton (Canadian Manufacturers and Exporters), Normand Côté (Canadian Bankers Association), Glennis Bihun (Saskatchewan) and Stuart MacLean (Government of Nova Scotia). Their positive contributions to CCOHS will have a lasting impact.

CCOHS is recognized as a leader, both here in Canada and abroad, in disseminating high-quality and relevant information to aid in the elimination of workplace injuries and illnesses. I look forward to continuing to work with CCOHS staff and the Council of Governors in the pursuit of this important goal.

Kin Choi
Chair, Council of Governors

> President's Message



STEVE HORVATH
President and Chief
Executive Officer

In April 2012, I marked my first year as President and CEO at the Canadian Centre for Occupational Health and Safety. It has been a tremendous honour to be surrounded by staff, stakeholders and clients who are as passionate about workplace health and safety as I am. The 2012-2013 fiscal year has been one of transformation, as we looked inwardly to see how we could become more effective as a customer-centric organization, adopted new technologies to better serve our clients and raised awareness of important workplace health and safety issues in the public sphere.

As Canada's authority on occupational health and safety matters, CCOHS must lead by example and be a catalyst for change. To do so, we have worked on strengthening our relationships with new and existing stakeholders to not only understand their needs, but also their decision-making processes and priorities. In particular, we facilitated cooperation and collaboration amongst diverse stakeholder groups, including provincial governments and national and international bodies to share each other's resources and collaborate on new tools.

CCOHS also made great strides on the technology front. We are more effective at enacting change in a workplace when we understand how our stakeholders intend to use our information, in what format and what they hope to achieve. The information must be presented in plain language and in a format that is universally accessible and flexible enough to adjust to today's fast-paced society and new work environment. We are making our information available in mobile readable formats through apps, online, and via web portals (housing all relevant resources in one central repository). Continued outreach to our audiences through social media channels and podcasts have resulted in building community, and changes and improvements to our website to meet accessibility requirements have resulted in a more user-friendly experience. As an organization, we must not only embrace innovation, but leverage it to make our stakeholders more successful.

It was important for me to see a "transformational" culture evolve throughout the organization. It is an open and networked environment where everything we do will have an impact on our client organizations and promote the understanding that a progressive health and safety strategy is an integral part of any organization's successful competitiveness and growth strategy.

CCOHS had the opportunity to lend its voice to a number of important issues this year. In particular, this was a watershed year for the promotion of mental health in the workplace, as a facet of overall employee well-being. CCOHS spread awareness of the new national Standard for psychological health and safety in Canadian workplaces, unveiled by the Mental Health Commission of Canada and CSA Group on January 16, 2013. Psychosocial and mental health issues were also at the forefront of CCOHS' Forum IV: Better Together, held in Halifax, Nova Scotia in October 2012. I was pleased to be a part of the dialogue that occurred between the experts, leaders, professionals and workers from across Canada on these very important subjects.

I would like to acknowledge the leadership and dedication of our Chair, Kin Choi, our Council of Governors and the CCOHS staff for all they have done to help promote CCOHS and advance the principles of occupational health and safety throughout Canada, as they continue to reflect the core values of our organization.

In closing, as we look outwards and to the future, as an organization, we must nurture a culture of prevention in all Canadians, where an unsafe work environment becomes as socially unacceptable as driving without a seatbelt. It is a shared responsibility and we must all become sensitized to the tragic consequences of not taking action.

Steve Horvath
President and Chief Executive Officer

> Communications

CCOHS is a leader in promoting occupational health and safety in Canada, producing and maintaining a myriad of credible resources to help Canadians work safer, and to create healthier workplaces. Informing Canadians of the resources that are available to them, as well as helping build awareness of the importance of health and safety at work are accomplished through the efforts of the CCOHS Communications Service.

CCOHS develops and, using its various channels, deploys services and initiatives that increase outreach and CCOHS' user population, and help advance health and safety in the workplace, and the physical, mental and total well being of working Canadians. CCOHS fosters stakeholder relations and collaborates with like-minded organizations toward fulfilling this

Information Dissemination

Website
The Health and Safety Report
Social Media and Media Relations
Connecting Throughout Canada
Podcasts, Videos, Webinars
Web Portals

Stakeholder Relations and Community Engagement

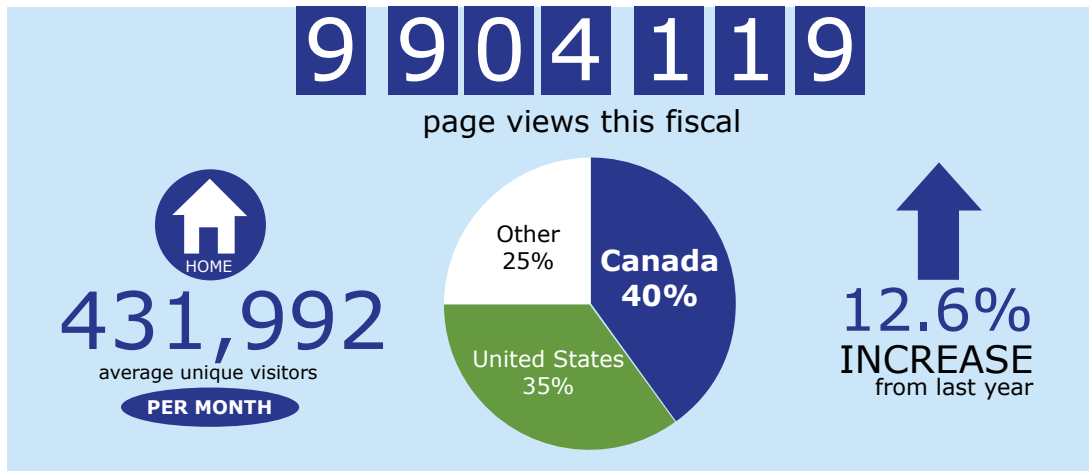
Health and Safety Events
Membership Program
Dick Martin Scholarship
New Alliances
Liaison

Building Awareness

Posters, Pins and Stickers

Information Dissemination

Website

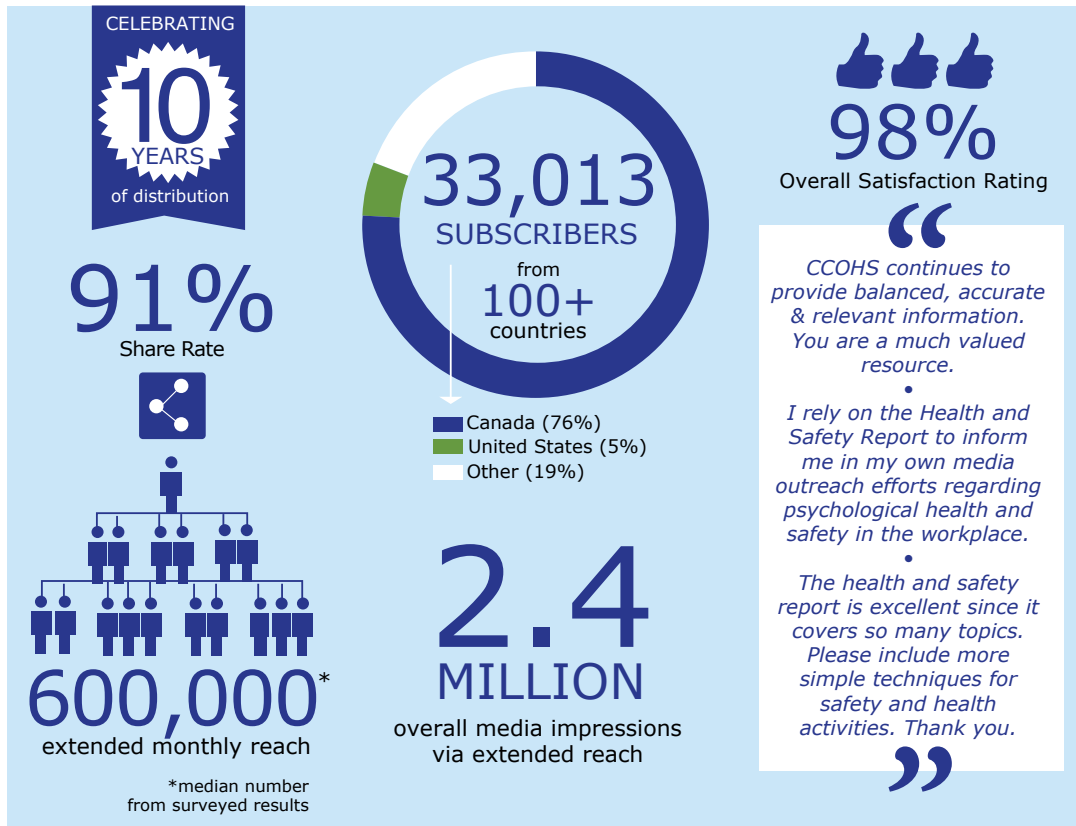


The CCOHS website, a rich source of workplace health and safety and CCOHS product information, is the go-to resource for many looking for looking for advice on occupational health and safety issues. It also provides the delivery platform for many of CCOHS' web-based products.

Home Page Reach

There were an average of 431,992 average unique visitors per month (12.6% increase from the previous year) and 9,904,119 page views this fiscal (3.5% increase from previous year). While it is difficult to accurately capture geographic location of the visitors, we can determine that on the English site, approximately 40% of the visits were from Canada, followed by 35% from the United States. On the French site, 26% of the visitors were from Canada and 56% were from France.

The Health and Safety Report



The Health and Safety Report, our free monthly e-newsletter, is CCOHS' largest communications channel. It aspires to help prevent work related injuries and illnesses by providing credible, useful information to the health and safety community, and those who influence occupational health and safety.

The Report is regularly and widely reproduced and reused by organizations to enhance their own health and safety educational and information efforts and to develop health and safety policy. This year marked the tenth anniversary of the newsletter. Over the past decade 114 issues of the newsletter have been produced, containing 569 articles.

In the 2012-13 readership survey, to which 1,684 (5.2%) responded, the Report received a 98.2% overall satisfaction rating with the content and format, with 38.2% being "very satisfied". 96.3% of respondents said that the newsletter provides value to their organization.

Other highlights include:

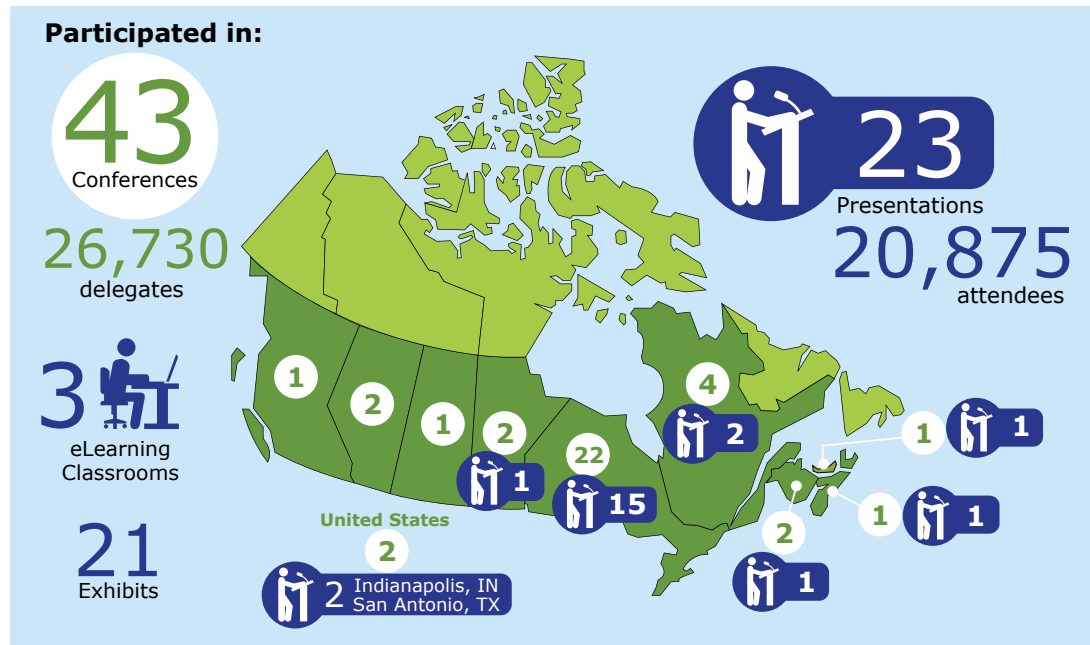
- The information is used for personal use, to develop health and safety policies and procedures, for use by health and safety committees and for posting on bulletin boards;
- 76.8% use the information – 21.3% frequently – to implement changes to make the workplace healthier and safer;
- 91.2% of subscribers share the report with at least one other person; and
- 18.3% share it with 50 or more people.
- use of smartphones/tablets to view the Health and Safety increased this year from 5.5% to 13.3%.

Reach

The scope and reach of this monthly newsletter has grown to 33,013 subscribers in Canada and in 110 other countries. This represents 4.8% growth this year. The high "share" rate of the Report represents an additional 563,000 readers, and combined with the number of subscribers, represents an approximate monthly reach of almost 600,000. The content from the Report was also heavily repurposed by other organizations/ publications this year, resulting in an exponential audience reach of 2.4 million.

CCOHS Speakers Bureau

Connecting throughout Canada



CCOHS strategically selects relevant conferences and trade shows from across occupational sectors and geographical regions in which to exhibit, speak, and participate. Not only are these events opportunities for outreach and face-to-face connections with Canadians, they are also an important channel for promoting and showcasing CCOHS expertise, products, and services and demonstrating how they meet the needs of Canadian workers, employers, and governments.

Total Conferences with CCOHS participation: 43

Conferences attended: 33
 Presentations: 23
 Exhibits: 21
 E-Learning Classrooms: 3
 "Materials Only" Conferences: 3

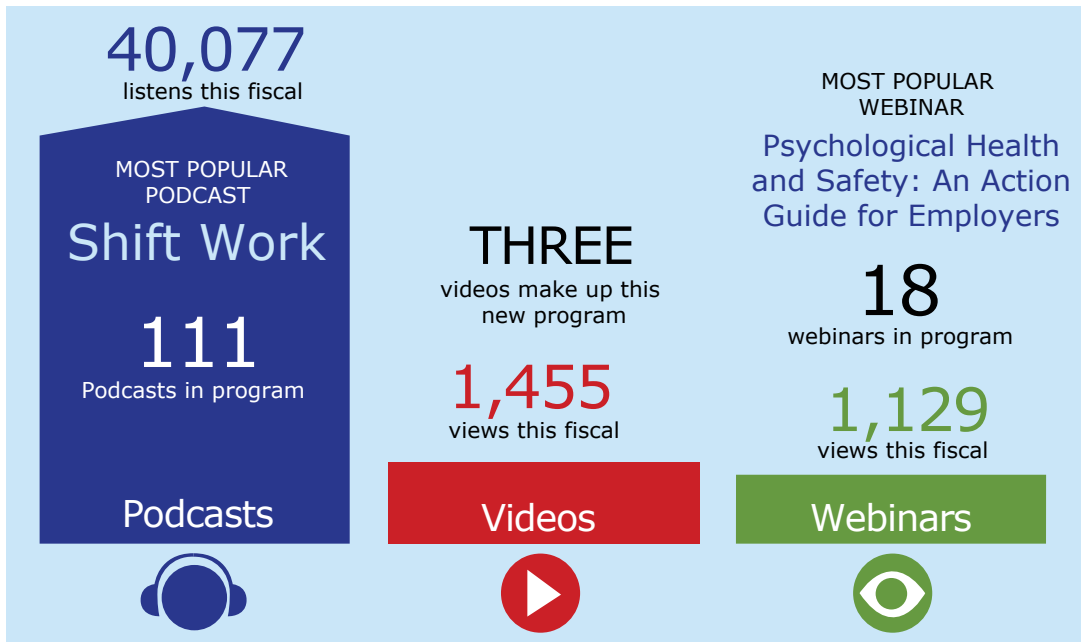
Potential reach: 26,730 attendees

Total Presentations: 23

Manitoba: 1
 New Brunswick: 1
 Nova Scotia: 1
 Ontario: 15
 Prince Edward Island : 1
 Quebec: 2
 United States: 2

Potential reach: 20,875 attendees

Podcasts, Videos, Webinars



PODCAST PROGRAM

CCOHS' podcast program Health and Safety To Go, provides information in a current, portable format suitable for use on devices such as smart phones, tablets and MP3 players, that allow users to download content and access it at their own convenience. The program is offered as a free public service and increases accessibility and expands reach of health and safety resources to wider audiences (including those visually impaired).

Podcasts are created by repurposing CCOHS content - mainly from the Health and Safety Report and OSH Answers - are cost effective to produce, and yield an excellent "reach" return. CCOHS produced a total of 16 podcasts this year, bringing the total number of active episodes in the program to 111. The most-listened to podcasts this fiscal year were: Shift Work, Psychosocial Workplace Issues, and GHS Update.

Reach

Over the year, the podcast program received a total 40,077 listens; 3,340 average listens per month. Generally the French language version of a podcast trends about 25-30% of the English listen rate, and in some instances it has been as high as 50-60%.

WEBINAR PROGRAM

CCOHS' webinar program has become an important initiative in promoting workplace health and safety in Canada, increasing impact as well as cultivating new stakeholder relationships. The program delivers workplace health and safety related informational programs.

NAOSH Week 2012 featured a free webinar, Psychological Health and Safety: An Action Guide for Employers, presented by Dr. Merv Gilbert and Dr. Dan Bilsker. It was the most attended webinar for CCOHS, with 248 locations tuning in to the live event, and at least 354 people viewing from these locations.

We have 18 recorded webinars in the Public Service Program which we continually cross-promote to achieve highest reach and impact possible.

Reach

New Events: 1

Views of all 18 webinars YTD: 1,129 views (248 live + 881 recorded webinar events)

Past webinars are also archived on the CCOHS site and continue to be viewed on demand, representing an estimated additional reach of hundreds more.

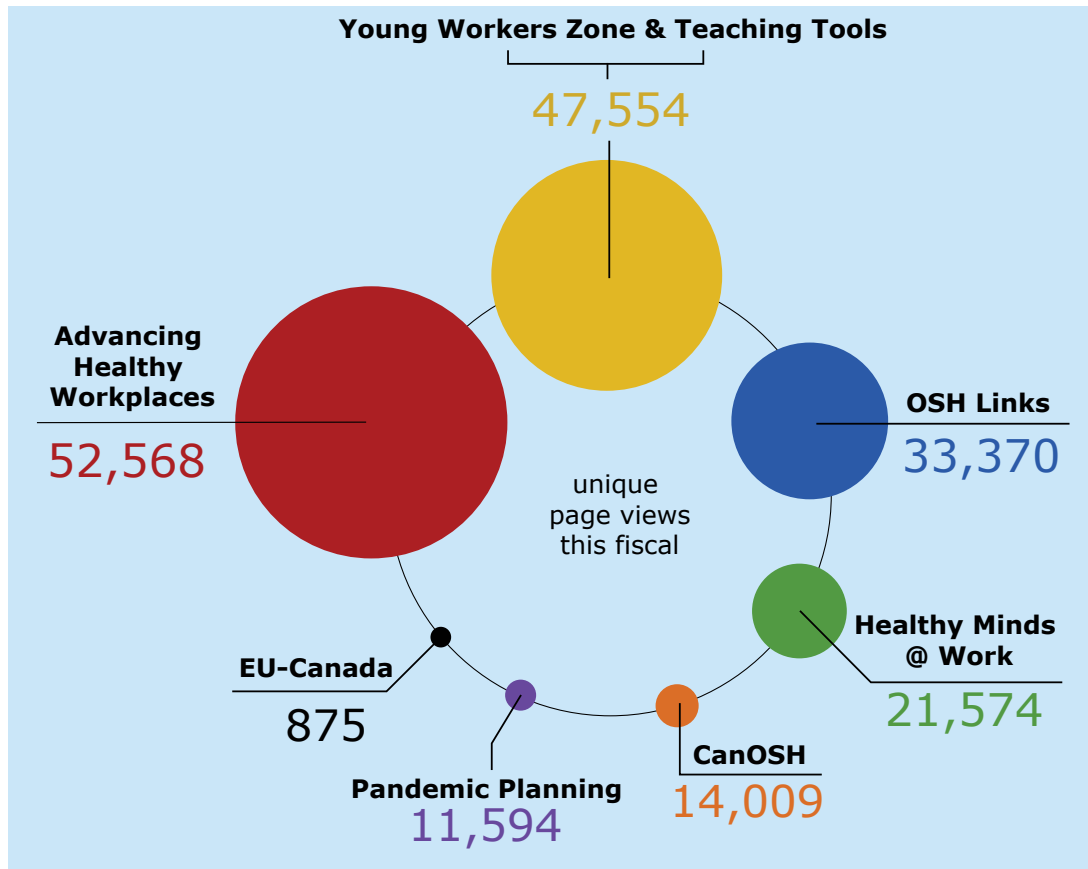
VIDEO PROGRAM

In support of our efforts to make health and safety information available in various formats to increase reach and impact, CCOHS is developing a series of short (1-2 minute long) videos on a variety of timely topics. Every effort is being made to produce both English and French language versions of the videos, which are hosted on the CCOHS YouTube channel. Three videos have been produced on the following topics: proper hand washing, hygiene tips to prevent the spread of germs, and lifting tips. Work on the fourth video on worker rights is underway, and will be released in May 2013.

Reach

Views: 1,455

Web Portals



ADVANCING HEALTHY WORKPLACES

Advancing Healthy Workplaces is a web portal service that provides Canadian employers, employees and practitioners, free and easy access to a comprehensive range of 300+ credible resources and practical tools for creating and promoting healthy workplaces.

Reach

Traffic to the content pages were viewed 52,568 times, and had 21% lower traffic as the previous year

YOUNG WORKERS ZONE and TEACHING TOOLS

The Young Workers Zone (YWZ) on the CCOHS website is a resource targeted to young workers and their parents, employers and teachers, with single-point access to information from all Canadian jurisdictions on workplace health and safety issues that affect young workers.

Reach

The Young Worker Zone had 36,378 unique page views (3,308 monthly average) of the content, and 59,070 total page views (5,370 monthly average).

The Health and Safety Teaching Tools manual was released in print as a cost recovery product (\$129) to help teachers lay a foundation of health and safety with students. In May 2012, two web versions of Teaching Tools were made available: a free, public service basic version, and the comprehensive version - complete with tests, exercises, and viewing slides - available for a fee of \$99.

Results

This year 37 Teaching Tools were sold, and in the six month period since the launch of the web version there were 11,176 unique page views of Teaching Tools content.

OSH LINKS

CCOHS maintains a directory of credible, high quality, occupational health and safety websites, to provide a convenient, single point of access. OSH Links is an extensive resource that organizes information that is easily navigated by major subjects, region, industry sector, or resource type. Although the primary emphasis is Canadian non-commercial occupational health and safety websites, OSH Links does include appropriate “buyer’s guides” and government approved sites that list trainers, consultants, and other designated commercial organizations/suppliers.

HEALTHY MINDS @ WORK

Healthy Minds at Work is a collection of quality online resources that offers information on how to create a healthy, supportive work environment, promote mental health, and effectively handle mental health issues that may exist - to improve workplace mental health for everyone. Later this year CCOHS assumed the hosting function of Guarding Minds at Work and also added this rich resource to the Healthy Minds at Work web portal.

Reach

Total Page Views: 21,574 (1,961 monthly average)

PANDEMIC PLANNING

Pandemic Planning is a web portal service that provides Canadians links to the information, tools and resources they need to learn about, and be prepared in the event of a pandemic. Concern by the Canadian public over this issue seems to have subsided somewhat in that the traffic to the website this year was decreased substantially for the second year in a row.

Reach

This year content pages were viewed 11,594 times, down approximately 20% from last year.

CANOSH

CCOHS offers the CanOSH website as an online information source 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 CCOHS.

Reach

This year traffic to the site was 12% lower with 14,009 unique visitors viewing 45,315 pages of content on the site.

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 information available from Canadian government agencies that have OH&S responsibilities. It is linked from the European Agency for Safety and Health at Work website to provide Europeans easy access to Canadian information.

Reach

This year 875 visitors viewed 1,489 pages of content.

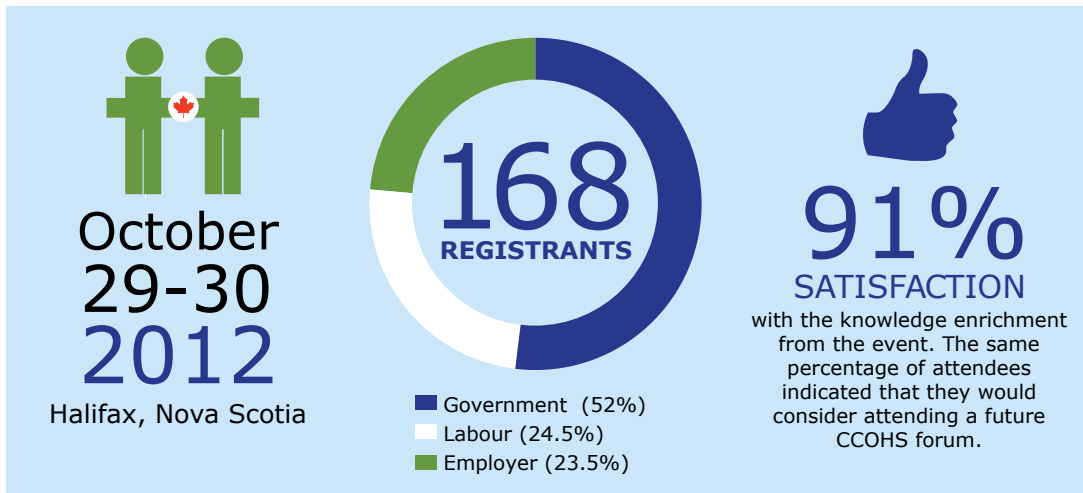
HEALTH AND SAFETY IN YOUR LANGUAGE – Prototype

Migrant workers represent one of the most vulnerable groups with respect to workplace health and safety, as they are often working in a country that does not communicate in a language they understand. This past year CCOHS developed a portal that would be a central point of access for select, practical, health and safety information and guidance from around the world, in the languages in which they were created. The portal provides the facility to accept content reviewed and submitted by the more than 150 ILO-CIS Collaborating Centres. The prototype is completed and work continues to finalize development of submission and contact forms. The final piece of this initiative is identifying the logistics of populating the portal with content that can help protect workers and prevent injuries. Stakeholder Relations and Community Engagement

Stakeholder Relations and Community Engagement

Health and Safety Events

Forum IV – Better Together



As part of our goal to undertake initiatives that lead to increased impact on Canadian workplace health and safety, CCOHS hosted its fourth tripartite, national forum (Forum IV) on October 29-30, 2012 at the Marriot Harbourfront Hotel in Halifax, Nova Scotia.

The program included plenary sessions, a discussion panel of experts and interactive workshops that provided an opportunity to share diverse perspectives and for delegates to participate in the discussion. Lisa Raitt, Minister of Labour, attended day one and delivered opening remarks. The Innovation Showcase highlighted seven new and innovative solutions and tools to enhance workplace health and safety. CCOHS worked with the Mental Health Commission of Canada to facilitate a “soft” regional launch of the Mental Health Standard at the Forum, to further raise the profile of the forum and of the issue of mental health in Canada.

Results

There were 168 registrants for the forum; 150 paid (met target of 150) and 18 complimentary (sponsors, Council etc). There was representation from every province and territory and attendees spanned the three caucus groups as follows: government 52%; labour 24.5%; and employer 23.5%.

The \$86,498 earned revenue more than covered the total event expenses of \$82,709.

Close to 50% of the delegates responded to the evaluation survey: 91.3% were satisfied with the knowledge enrichment from the event – 58% indicated that they thought it was excellent; 91.3% of respondents indicated that they would consider attending a future Forum hosted by CCOHS.

Other Events

NATIONAL DAY OF MOURNING

April 28th is set aside as the National Day of Mourning 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. 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.

CCOHS offers a selection of promotional materials to help Canadians show their support for Day of Mourning as well as their commitment to strengthen the resolve to establish safe conditions in the workplace for all. These include a series of bilingual Day of Mourning posters that can be downloaded for free or purchased in print, buttons, stickers, and free Facebook cover images that can be downloaded.

CCOHS maintains a permanent Day of Mourning section on the website with updated fatality/injury statistics and materials to help promote this important day.

Reach

Overall Day of Mourning web page and poster downloads were lower than the previous year. Eighteen pages of Day of Mourning web content were viewed a total of 18,595 times. In addition, 985 Day of Mourning posters were downloaded to Canadians free of charge.

NORTH AMERICAN OCCUPATIONAL SAFETY AND HEALTH (NAOSH) WEEK

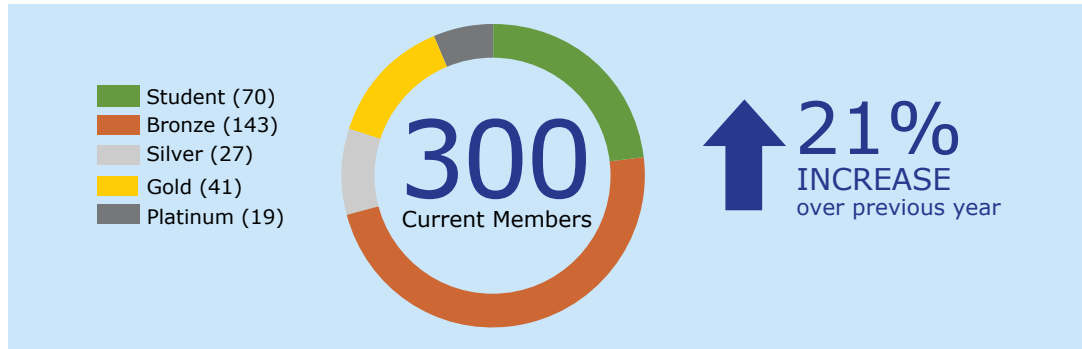
Every year during NAOSH Week communities and businesses throughout Canada, the United States and Mexico work to raise awareness of workplace health and safety issues and help prevent occupational injuries and illnesses. As a partner in NAOSH Week, CCOHS updates and maintains the NAOSH Week web site (English and French versions), and also participates on the planning committee for the national launch. CCOHS President and CEO Steve Horvath spoke at the National Launch of NAOSH Week on Monday May 7, 2012 in Toronto, Ontario.

CCOHS offered a series of free webinars and podcasts and promoted this special week in our newsletters and social media channels. We also worked locally on the committee to plan, promote and host the fifth 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 6, 2012 with the CCOHS Heart and Soles Team numbering a record 46 participants.

Reach

This year, 28,438 unique visitors frequented the NAOSH Week website and viewed content pages 108,920 times.

Membership Program



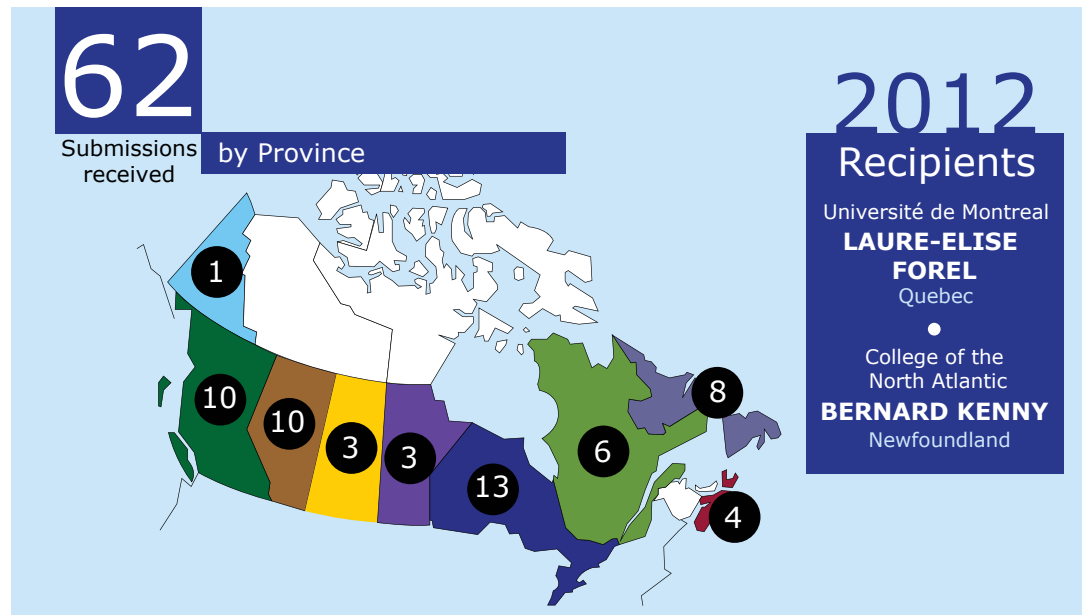
The Annual Membership Program helps build a stronger and more dynamic relationship with our clients. For the past four years the program has consistently exceeded both revenue and membership targets. There are four levels of membership with varying discounts and benefits: Platinum, Gold, Silver and Bronze, as well as a \$25 Student Membership to help establish a strong relationship with future health and safety professionals. The Silver level membership is now merging with the Gold level.

Results

Active members: 300

Revenue: \$46,960 (21% increase over previous year)

Dick Martin Scholarship



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. For the 2012-2013 fiscal year, there were several changes to the administration of the award.

The submissions were divided into two streams – college and university – with a winner chosen from each stream. As well, students applying for the award had a choice of two essay topics – a technical topic or a prevention topic.

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

- Laure-Elise Forel, Quebec (Université de Montreal)
- Bernard Kenny, Newfoundland (College of the North Atlantic)

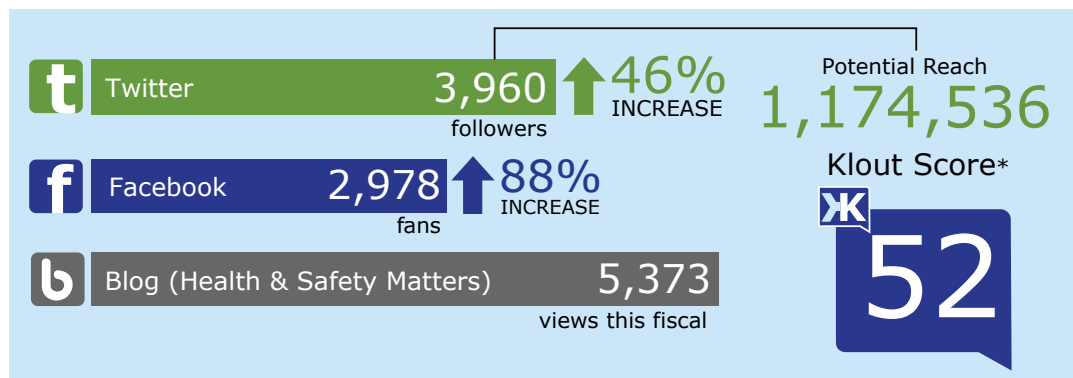
Additionally, the academic institutions attended by the winners received a \$500 award each.

A total of 62 submissions were received – the highest number of submissions ever. The breakdown of submissions by province is as follows (based on 58 eligible submissions).

Province	Applicants	Percentage
Ontario	13	22%
British Columbia	10	17%
Alberta	10	17%
Newfoundland	8	14%
Quebec	6	10%
Nova Scotia	4	7%
Manitoba	3	5%
Saskatchewan	3	5%
Yukon	1	2%

Social Media and Media Relations

Social Media



The use of social media is an important component of CCOHS' initiatives to promote a comprehensive approach to workplace health and safety and to strengthen CCOHS' position as a "go to" resource for tools, information and means to create healthy workplaces. Through our main social media channels of Twitter, Facebook, and the CCOHS Blog we have developed robust online communities that increase engagement and encourage discussion. Recently CCOHS added LinkedIn, Pinterest, and Google+ profiles to the social media mix further expanding its social media presence.

Reach

Twitter: 3,960 followers (an increase of 46% from previous year); 341 tweets; 735 re-tweets with a potential reach of 1,174,536. CCOHS is listed on 215 user-created Twitter lists (up from 175 the previous year).

Facebook: CCOHS now has a community of 2,978 fans, an increase of more than 88% over the previous year.

CCOHS Blog: 5,373 views

Klout Score: 52

* A Klout Score is the measurement of someone's overall online influence. The score ranges from 1 to 100 (the higher the score, the better). Klout measures True Reach, Amplification Probability, and Network Score to represent ones sphere of influence.

Media Relations



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.

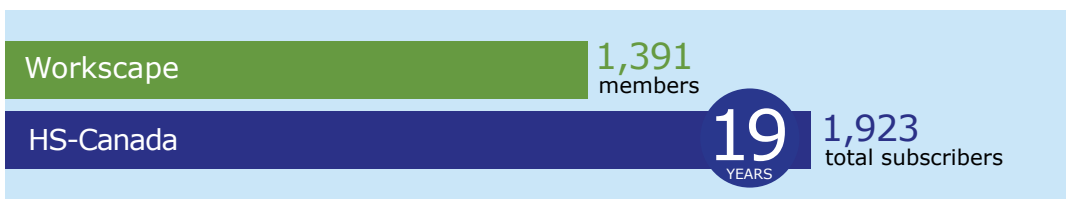
CCOHS released 16 media releases and 10 media advisories, many of which were reprinted/reproduced by related organizations, groups and businesses to enhance their own initiatives.

This year CCOHS received 82 media requests (up from 62 the previous year) and inquiries, and conducted 36 interviews (up from 34 last year) spanning all formats: print, radio and web. Many media requests were able to be fulfilled by supplying CCOHS OSH Answers or other online resources. CCOHS had many mentions in OH&S-specific publications such as COS Magazine, OHS Canada, Canadian Safety Reporter, etc., as well as in many Canadian media outlets such as the Victoria Times Colonist, Huffington Post Canada, Canadian Manufacturing, Plant Magazine, Port Alberni Times, Ottawa Business Journal, CBC.ca and CTV National News- to name a few. CCOHS' reach extended internationally with Health.India.com, Yahoo! Lifestyle UK, and the European Agency for Safety and Health at Work, among others.

Media Sightings

Awareness of CCOHS continues to grow and the Centre continues to be known as a “go to” resource for trustworthy health and safety content, perspective, advice and guidance. This year CCOHS noted more than 309 media sightings in which CCOHS or its staff were quoted or referenced as information sources, or in which CCOHS OSH Answers, articles or media releases were reprinted or run in publications. These various mentions of CCOHS represented an estimated reach in excess of 24,432,478 taking into account the circulation and web traffic of the media citing CCOHS.

Discussion Forums



CCOHS provides two services - an email list service and a web discussion board - to encourage knowledge exchange and community building amongst occupational health and safety professionals, and those with an interest in workplace health and safety.

Workscope, a web discussion board facilitates discussion about and sharing of health and safety information and issues, and helps build and grow a virtual health and safety community. The discussions are visible to anyone, however only members can post and participate in the discussions.

HS Canada, the email list service, has been moderated by CCOHS for over 19 years and has a very active occupational health and safety community.

Reach

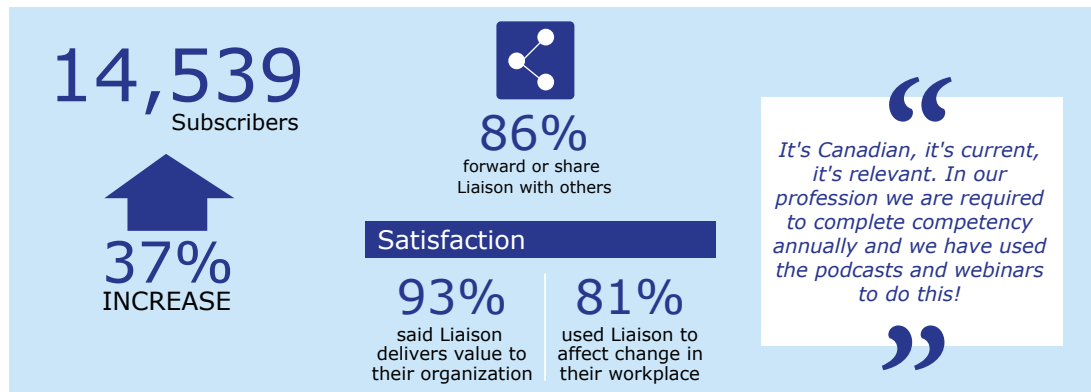
Workscope: 1391 members, 1,140 threads, 1,661 posts

HS Canada: 821 regular subscribers + 1102 digest subscribers = 1923 total subscribers

New Alliances

CCOHS continues to cultivate new relationships with various stakeholders to increase impact on Canadian workplaces even further by partnering on its webinar and podcast programs, and other work on committees and initiatives. CCOHS forged new alliances with the Mental Health Commission of Canada, Heart and Stroke Foundation of Canada and the Arthritis Society of Canada.

Liaison



Distributed six times per year via e-mail, the Liaison newsletter includes the latest CCOHS corporate news, product updates, and special marketing promotions. The readership includes both CCOHS clients and non-clients who have opted in to subscribe, further extending the reach of this important communications channel.

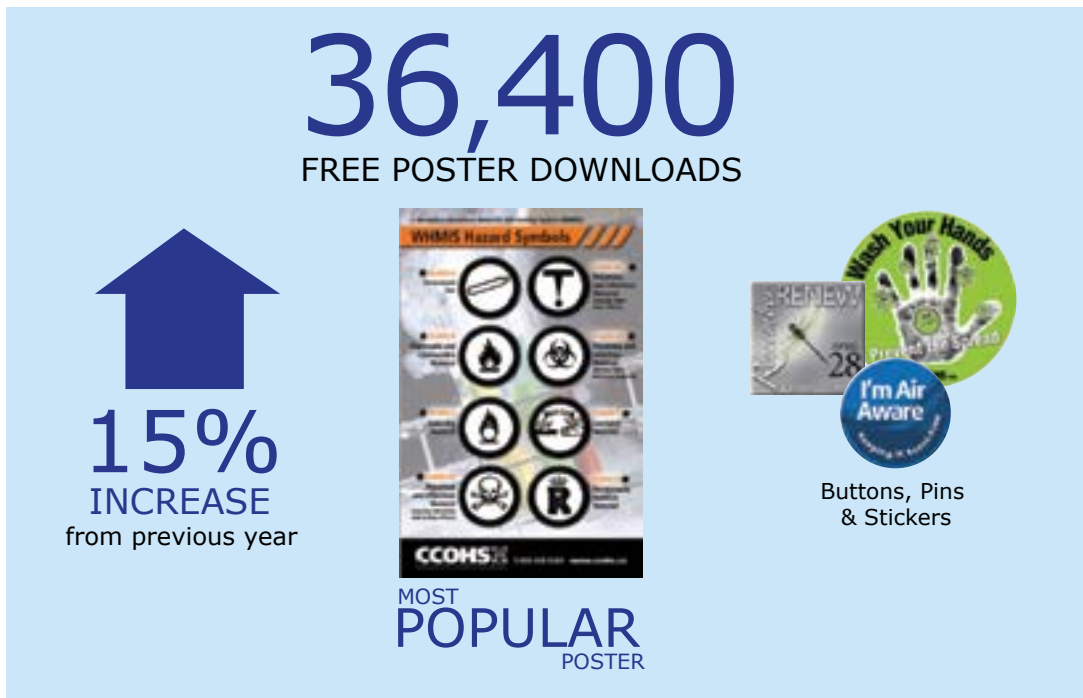
Reach

Liaison’s subscriber base increased 37% over the previous year from 10,570 to 14,539. The six electronic issues published averaged a 28% open rate, and a 33.3% click-through rate, which is higher than the government average of 10.9%.

From the 576 responses received from the annual readership survey conducted in January 2013, 92.6% of respondents felt that, overall, Liaison delivers value to their organization. 81% said that they used information from Liaison in relation to current or planned changes in their workplace to improve health and safety. In addition, Liaison has excellent pass-along value, with over 86% of respondents indicating that they forward or share the newsletter with others.

Building Awareness

Posters, Pins and Stickers



CCOHS expanded the awareness program to include several other products such as buttons, pins, and stickers that convey important health and safety messages, to help meet the demand for cost effective health and safety awareness tools. Used in conjunction with the respective posters they are designed to help enhance organizations' internal awareness campaigns.

CCOHS' poster program consists of 23 posters that are available as free downloads from the CCOHS website and for sale in print. Recent poster topics include: Chemical Entry Points to the Body; Three Basis Rights of Workers in Canada and GHS pictograms. The top three downloaded posters include WHMIS Hazard Symbols; How Workplace Chemicals Enter the Body and tied for third are GHS Pictograms and Safe Lifting Tips.

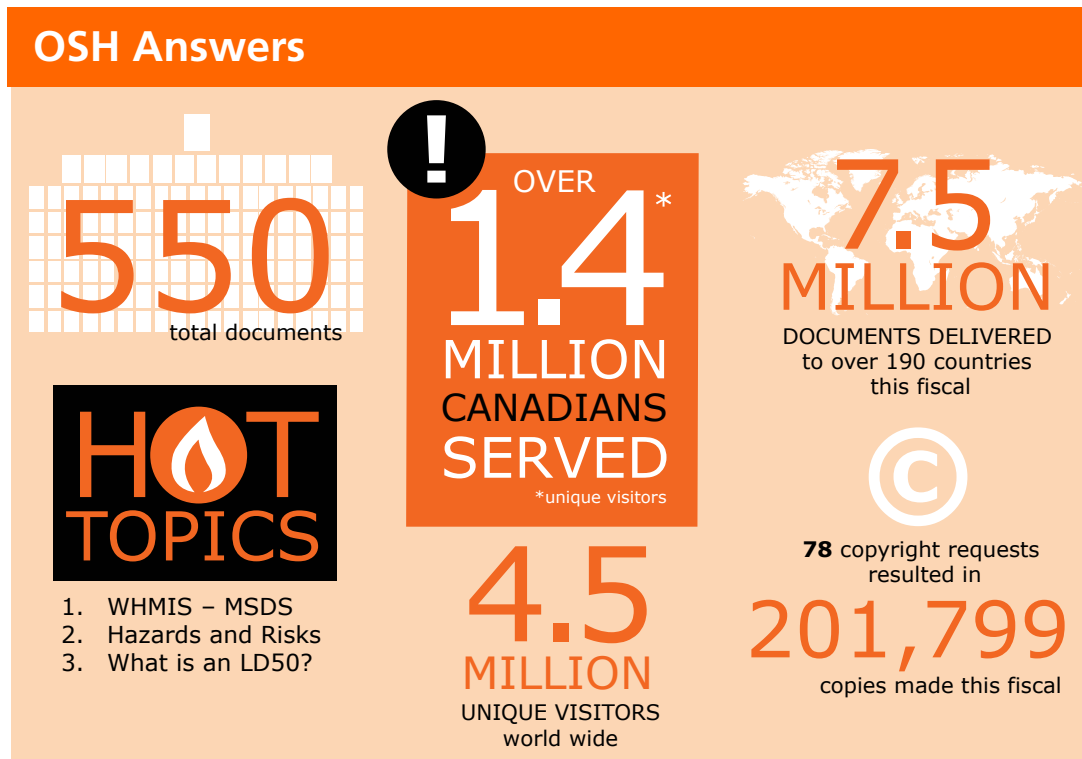
Reach

Approximately 3,105 printed posters were sold and an additional 31,825 (15% increase from previous year) free electronic versions were downloaded.

> Training and Education Services

Providing a high quality and dependable service to fulfill the health and safety related training and education needs of Canadian workplace participants.

CCOHS offers both instructor-led classroom and e-learning programs (e-courses) to help meet the occupational health and safety education and training needs of working Canadians. E-learning 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 tripartite external review of courses by representatives of government, employers and labour helps ensure balance, accuracy and understanding by all parties in the workplace.



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. There are currently around 550 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.

Monitoring and Continuous Improvement

This year, eight new documents were added, 83 were revised, and 15 were confirmed current. These numbers reflect the need to continually concentrate on 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 7.5 million documents were delivered this year and almost 4.5 million unique visitors visited the site. The service was also accessed by users from over 190 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, magazines, text books, and for redistribution in offices of health care providers.

From April 1, 2012 until March 31, 2013, there were 78 requests for copyright authorization, resulting in 201,799 copies of CCOHS information being made. 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.

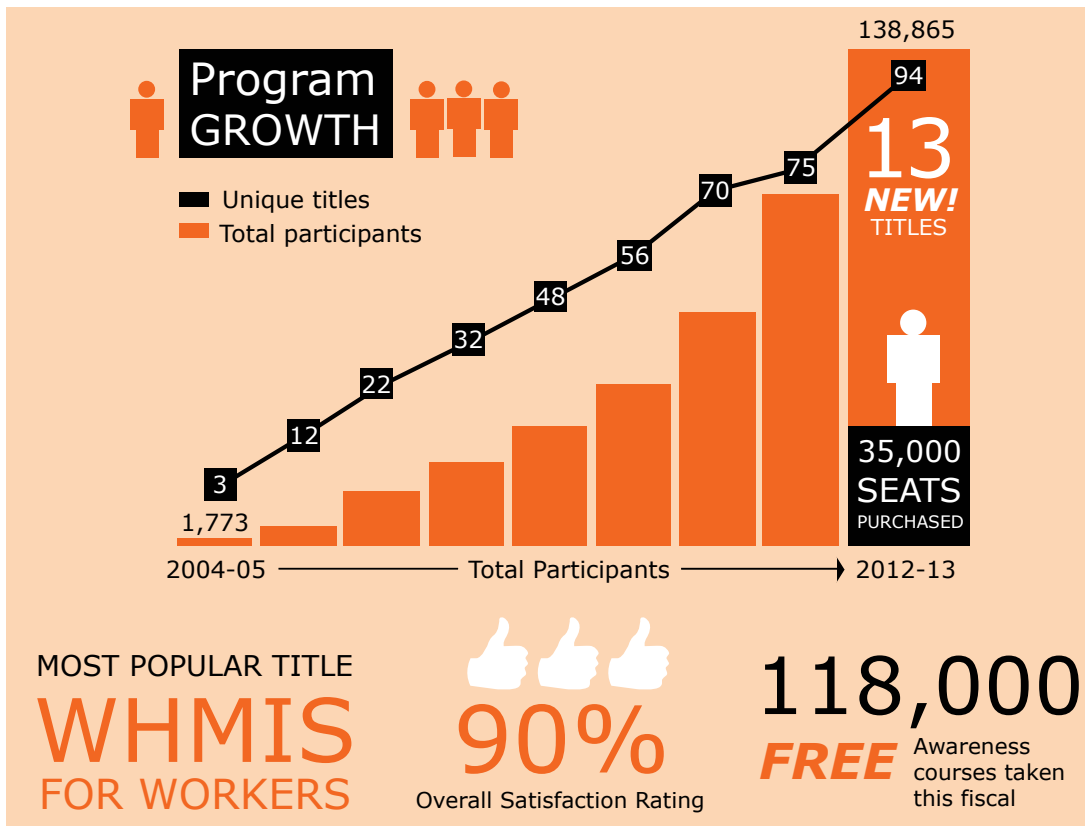
Emerging Issues and Trends

As a sample of the range of interest by visitors, the 20 most requested topics for this period included:

1. WHMIS – MSDS
2. Hazards and Risks
3. What is an LD50?
4. Bill C-45 - Overview
5. WHMIS – Classification
6. OSH Answers Home Page
7. WHMIS – Introduction
8. Risk Assessment
9. Housekeeping
10. Bullying in the Workplace
11. What are the Effects of Dust on the Lungs?
12. Hazard Control
13. Raynaud's Phenomenon
14. Accident Investigation
15. Job Hazard Analysis
16. WHMIS - Labelling Requirements
17. Legionnaire's Disease
18. Thermal Comfort
19. Needlestick Injuries
20. Extreme Hot or Cold Temperature Conditions

Training and e-Learning

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 occupational health and safety topics. Each course is available in English and French, with the ability to turn the audio option on or off to suit learner needs. Participants learn at their own pace, anytime, anywhere they have access to an internet-enabled computer.

As of the end of the year, CCOHS had developed 13 new e-courses, bringing the total course count to 94. New courses added this year include:

- Biological/Organic Hazards
- Compressed Gases
- Environmental Management Systems
- HazCom 2012 for Workers
- Mental Health: Awareness
- Mental Health: Communication Strategies
- Mental Health: Health & Wellness Strategies
- Mental Health: Psychologically Healthy Workplaces
- Mental Health: Signs, Symptoms and Solutions
- OHS Management Systems
- OHS/Environmental Management Systems
- OHS/Environmental Management Systems: Awareness
- Safe Driving: Backing Up

Reach

In the past nine years, CCOHS has delivered approximately 138,000 seats (one seat allows one person to access one course) and the e-learning programs continue to experience tremendous growth (as illustrated above). This year over 35,000 e-learning seats were purchased.

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
2009-10	56	103	47,980
2010-11	70	125	69,251
2011-12	75	133	104,491
2012-13	94	173	138,865

The courses with the most seat sales to date are:

- WHMIS for Workers
- Health and Safety for Managers and Supervisors
- Canada Labour Code, Part II: An Overview
- WHMIS for Saskatchewan Workers
- Office Ergonomics

- Violence in the Workplace: Recognize the Risk and Take Action
- Ladder Safety
- Health and Safety Committees
- Accident Investigation
- Health and Safety Committees in the Canadian Federal Jurisdiction

The outreach of our free awareness courses also continues to experience tremendous growth. Collectively, they have been accessed over 118,000 times in this year.

Many organizations are using CCOHS' e-courses as part of a "blended learning" solution. 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.

Monitoring and Continuous Improvement

To ensure we are meeting the needs of our users, participants are invited to complete a feedback form upon completion of the e-course. This year, 2,410 participants responded to the survey (a decrease of 19% from last year). The survey covers all areas including content, comprehension, imagery and functionality and indicates an overall approval rating exceeding 90%.

Classroom Training

This year, the demand for public classroom-based training programs declined, however there was continuing interest in on-site courses. Classroom training, however is not a growth area, therefore the majority of our efforts have been directed towards the expansion of our e-learning program. The classroom courses that are delivered at CCOHS as well as on-site include:

- Health and Safety Training for Managers and Supervisors; and
- Health and Safety for Managers and Supervisors in the Federal Jurisdiction.

Reach

Fourteen courses have been held in various cities in Canada, for a total of 175 participants.

Publications

7,359

publications distributed



BEST SELLER

THREE
Formats



PDF



ePUB



PRINT

MOST POPULAR

29

TITLES

English | French

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. Some titles are also available in ePub format.

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.

There are currently 29 titles in both English and French in the CCOHS library. Guides updated this year were:

- Safety Data Sheet: A Guide to First Aid Recommendations (English and French)
- WHMIS After GHS: Preparing for Change (English and French)

Work has begun on new titles, including:

- WHMIS (After GHS) Trainer's Tool Kit (will include instructor manual, PowerPoint slides and participant workbook)
- PPE for Workers

Reach

Seventy six percent of purchasers state that guides and other publications are used to decide on changes and improved procedures that increase health and safety for many more workers. With 7,359 publications purchased this year, the impact of CCOHS publications extends beyond the information provided to the thousands of purchasers directly by CCOHS.

Health and Safety Management

OSH Works

OSH Works is a service to help organizations improve their occupational health and safety performance. It provides a framework and guidance material to help organizations develop and improve workplace health and safety programs to meet regulatory compliance; develop comprehensive workplace health and safety programs; or achieve certification to national or international Occupational Health and Safety Management System standards.

Occupational health and safety legislation in Canadian provincial, territorial and federal jurisdictions requires 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. CCOHS created the Program version of OSH Works for these organizations.

The trend with health and safety programs today is to go beyond the consideration of traditional workplace hazards, and to take a more holistic approach. As well as considering the physical work environment, organizations are considering the psychosocial work environment; personal health resources; and enterprise community involvement. For organizations that want to address these 'avenues of influence', CCOHS created the Comprehensive Workplace Health and Safety version of OSH Works. Organizations with well established health and safety programs may choose to implement an Occupational Health and Safety Management System (OHSMS) and receive certification to either the Canadian OHSMS standard CSA Z1000 or one of the international OHSMS standards such as OHSAS 18001. An OHSMS involves integrating health and safety into all aspects of an operation including production, human resources, administration, finance, maintenance, and purchasing. CCOHS has created an OHSMS version

of OSH Works to provide a framework for organizations implementing and continually improving an OHSMS.

OSH Works benefits organizations by helping them to establish an occupational health and safety program, improve an existing OH&S program and/or create a healthy workplace through effective employee awareness programs and implementation of standards. As a result of using any of the OSH Works programs, organizations will not only be able to meet or exceed regulatory compliance, but create a healthier workforce, enhance productivity and foster a culture of safety and prevention of injury and illness.

In the second half of the fiscal year, CCOHS began developing a simplified compliance version of OSH Works, intended for small to medium sized enterprises. This new version will be available in fiscal 2013-2014.

Reach

OSH Works is being actively promoted, and has ten subscribing organizations. These organizations use OSH Works and are contributing towards its ongoing development.

Monitoring and Continuous Improvement

A Technical Specialist is assigned to each client account to provide the necessary support needed to set-up the service and to improve the health and safety program. CCOHS staff check in with each client quarterly to monitor the progress and to identify areas of the service for improvement.

> Inquiries and Client Services

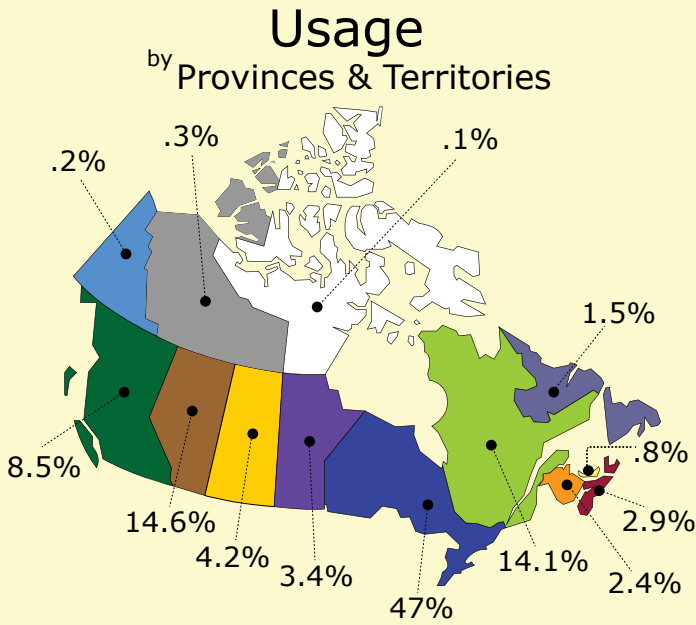
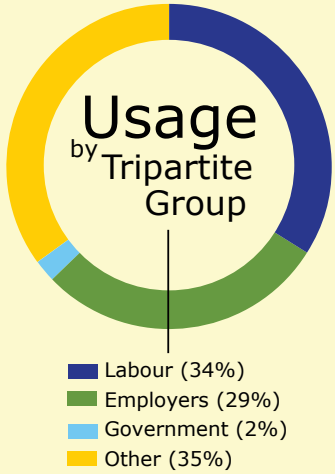
Inquiries and Client Services provides free, confidential access to occupational health and safety information, in both English and French, to Canada's working population. The service responds to telephone, e-mail and in-person inquiries, providing information that is unbiased and relevant to workers, employers, unions and governments alike. The service also provides information regarding CCOHS products and services.

Inquiries



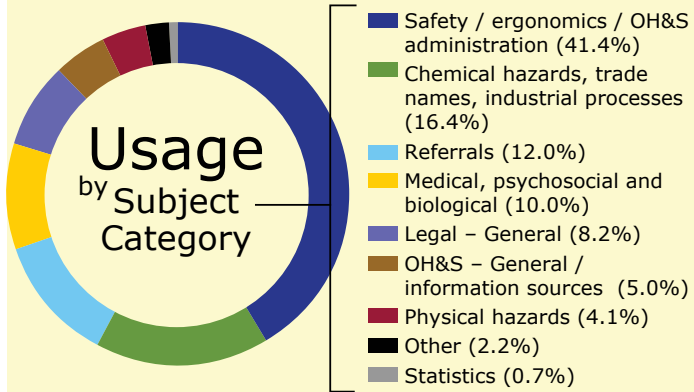
8,226

QUESTIONS RECEIVED
through the person-to-person
inquiries service



856,244*

individuals reached



Satisfaction



85%

of users indicating they were very satisfied or satisfied overall with the service received

58%

of respondents stated that their use of CCOHS information will lead to current or future changes to the workplace

*median number from surveyed results

The staff member I spoke to was clear and concise in answering my inquiries. The information I received was very helpful and the service was prompt. Thank you so very much. You have helped make my workplace safer and gave me the tools to bring to our safety reps for consideration and action. Thank you.

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

Province	Establishment
British Columbia	WorkSafeBC
Manitoba	Workplace Safety and Health Division, Manitoba Labour and Immigration
New Brunswick	WorkSafeNB
Newfoundland and Labrador	Occupational Health and Safety Branch Department of Government Services
Northwest Territories and Nunavut	Workers' Safety & Compensation Commission
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

8,226 questions were received 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 (47%), Alberta (14.6%) and Quebec (14.1%). The map above summarizes the inquiries received by geographic breakdown by province.

Categories of Inquiries Received

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

Client Satisfaction Survey

From this year's client satisfaction survey, we received feedback from 765 users of the Inquiries Service. Fifty eight 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:

- 9% of respondents indicated that more than 500 individuals did benefit from or share CCOHS information in their organization
- 14% shared CCOHS information with up to 499 individuals
- 32% shared CCOHS information with 1-99 individuals
- 45% shared CCOHS information with 1-4 individuals

Monitoring and Continuous Improvement

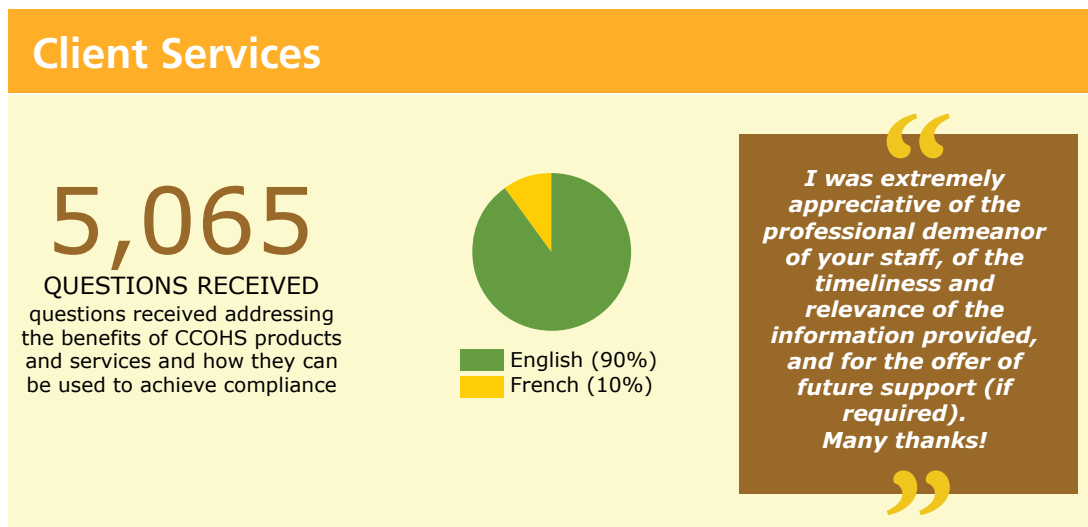
Through regular monitoring to ensure both the quality and efficiency of the responses provided, users of the service were asked to rate the responsiveness, timeliness, clarity and usefulness of the information received. During this year 85% of users indicated they were very satisfied or satisfied overall.

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

Users Comments

"The staff member I spoke to was clear and concise in answering my inquiries. The information I received was very helpful and the service was prompt. Thank you so very much. You have helped make my workplace safer and gave me the tools to bring to our safety reps for consideration and action. Thank you."

"J'ai utilisé à plusieurs reprises vos services et à chaque fois la réponse était tout à fait satisfaisante et émise dans des délais raisonnables. Souvent ma référence pour les questions en santé-sécurité dont je n'arrive pas à trouver les réponses dans les différentes réglementations."



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

Reach

This year staff answered 5,065 questions (90% English language; 10% French language). Client Services is continuously monitored to ensure both the quality and efficiency of the responses provided.

Users Comments

"I was extremely appreciative of the professional demeanor of your staff, of the timeliness and relevance of the information provided, and for the offer of future support (if required). Many thanks!"

> Chemical Services

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

CCOHS has for many years provided support to thousands of its clients - suppliers, employers and regulators who prepare or evaluate MSDSs for their accuracy, consistency and reliability. New tools have been developed to create more reliable and accurate MSDSs, label information and also to support and manage workplace programs. 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.

Special Projects include: WHMIS after GHS, WHMIS Classification Discrepancy, MSDS Evaluation Study, GHS Implementation Variances, WHMIS/GHS Education and Communication Ad Hoc Committee.

The service includes the following performance areas and products and services:

MSDS Services

MSDS Management Service

MSDS/FTSS Databases

Chemical Information

CHEMINFO

RTECS®

CHEMPENDIUM™

DSL/NDSL

Chemical Tools

CANWrite™

CANLabel

Collaborative Projects

International Programme on Chemical Safety (IPCS)

Health Canada

MSDS Services

MSDS Management Service



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 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.

Reach

MMS continues to grow significantly each year. This year, MMS achieved over 20% growth in the total number of clients served, as well as a high retention of existing clients with over 95% renewing their service for another year.

MMS serves client organizations in diverse industries and organizations of many different sizes. Much of the recent growth has been from smaller organizations, which indicates that the benefits of a management service for compliance are being understood by small businesses.

MSDS and FTSS Databases



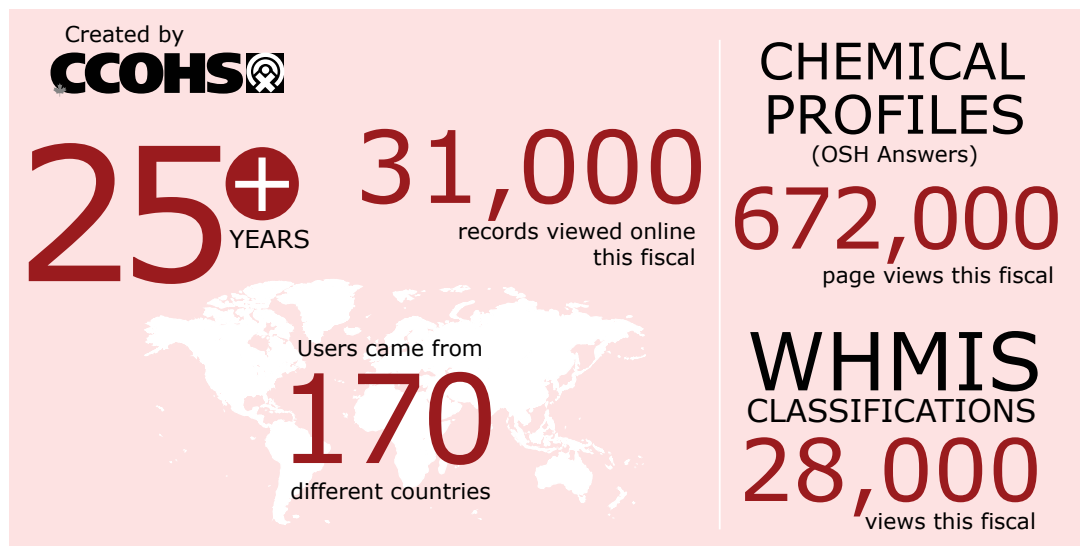
The basic MSDS and FTSS database service has been available from CCOHS for over 25 years and was developed to support Canadian workplaces for WHMIS compliance. Clients who already have internal management systems or who require access to a general library of MSDSs find that the MSDS database product meets their needs. The MSDS/FTSS databases are also an important resource for universities and academic institutions through the Academic Support Program.

Reach

MSDS and FTSS databases are key resources for organizations meeting their WHMIS workplace requirements. MSDS' were viewed by subscribers close to 900 times per working day this year, indicating that the service continues to have an active group of users, even as more organizations choose to use the more comprehensive MSDS Management Service. A decision was reached to retire the CD-ROM service.

Chemical Information

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 more than 25 years ago to support the need for authoritative and reliable 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. CHEMINFO is created, developed and provided exclusively by CCOHS.

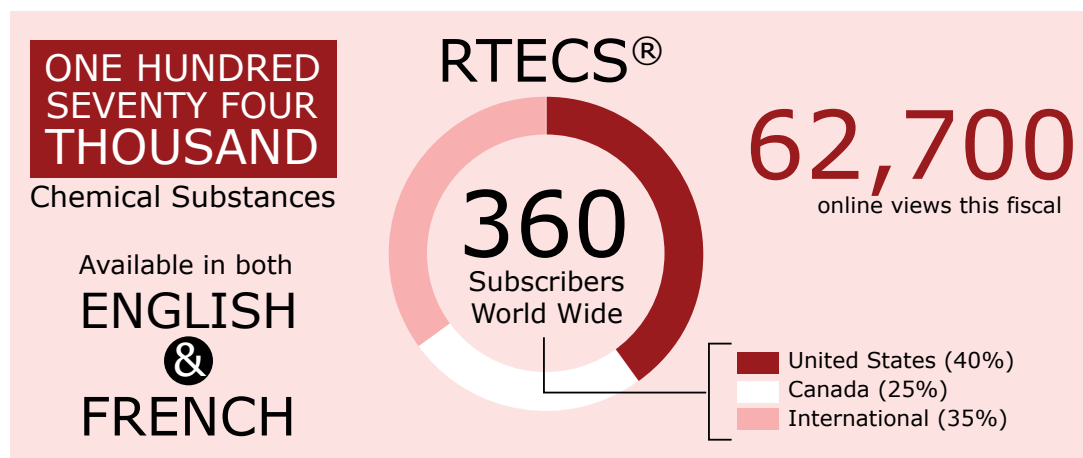
CHEMINFO priorities continue to be focused on maintaining and developing the collection to better meet client needs. The CHEMINFO database had significant updates and new chemical records added this past year. Based on client use and feedback, nine new records were added (eight long), 46 priority records were updated (36 long), and 91 records were modified (e.g. for exposure guidelines, and carcinogenicity evaluations). Thirty-three regulatory records were enhanced to short records and 3 long records were retired due to low use.

Reach

CHEMINFO clients viewed almost 31,000 records online with additional use from CD-ROM. In addition, a CHEMINFO spin-off in OSH Answers named Chemical Profiles was viewed 45,000 times each month in English and 11,000 in French.

Users came from 170 different countries. CHEMINFO's spin-off product the WHMIS Classifications Database (available as a public service on the CCOHS website) was used 28,000 times last year.

Registry of Toxic Effects of Chemical Substances



RTECS contains critical toxicological information with citations on more than 174,000 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; and
- References to toxicological reviews; international workplace exposure limits; analytical methods; and exposure and hazard survey data.

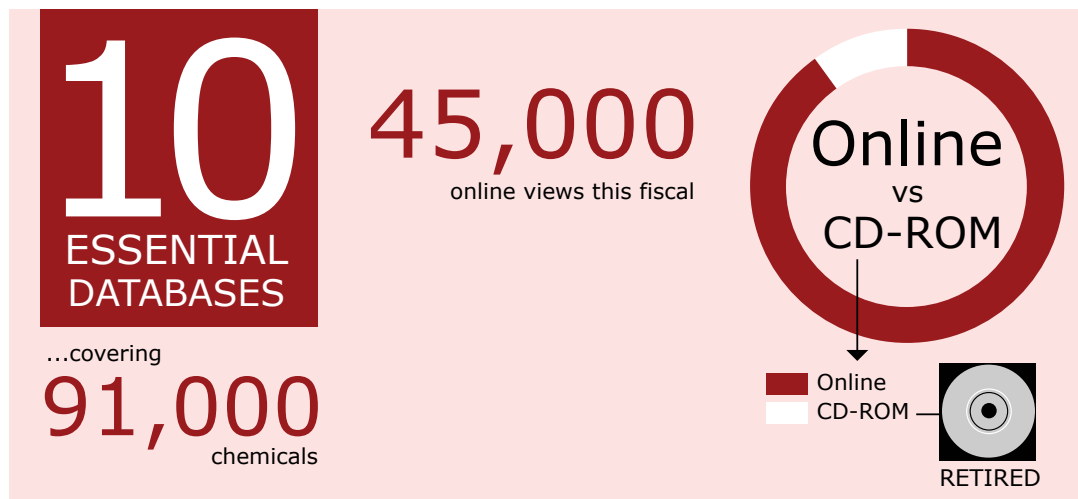
Toxicologists, MSDS writers, industrial hygienists, product safety specialists, health and safety specialists and pharmacologists need this database to find out what the reported toxic effects are on specific chemicals, including LD50 and LC50 data, carcinogenicity status, as well as sensitization and reproductive effects. For many clients, access to this type of chemical data assists them with OSH and environmental compliance requirements such as determining hazardous waste designations. The addition of two new acute toxicity fields this year: Aquatic Toxicity and In Vitro Toxicity enhance the value of RTECS to our clients.

The content was originally developed by the U.S. National Institute for Occupational Safety and Health (NIOSH). It is now kept updated under license through Accelrys, Inc. CCOHS is unique in offering an English and French 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 GHS (Globally Harmonized System for Classification and Labelling of Chemicals), RTECS is expected to continue to be essential for its toxicological data.

Reach

RTECS is used by 360 subscribers. Forty percent are from the United States, while 25% of subscribers are from Canada (the remaining are from 33 other countries). The online version was used 62,700 times this year and a decision was reached to retire the CD-ROM service.

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)
- International Chemical Safety Cards (ICSCs)
- New Jersey Hazardous Substance Fact Sheets
- NIOSH Pocket Guide to Chemical Hazards
- Transport of Dangerous Goods (TDG)
- 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 dropped slightly this year as 45,000 database records were viewed online. A decision was reached to retire the CD-ROM service.

DOMESTIC/NON-DOMESTIC SUBSTANCE LISTS (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.

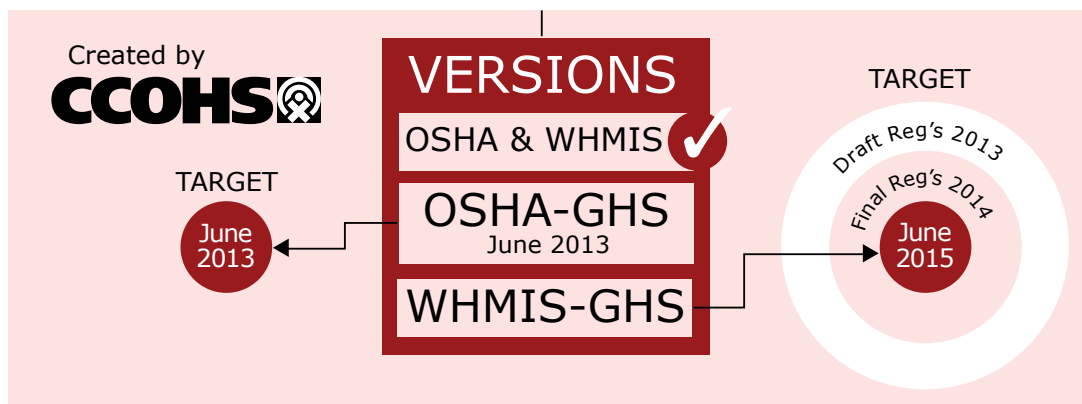
Chemical manufacturers, suppliers and importers who may have to submit information under CEPA, use the database, which is updated regularly. Government regulators and enforcers, MSDS writers and regulatory compliance specialists find that the DSL/NDSL database helps them to meet their compliance requirements.

Currently the DSL contains 26,935 substances and the NDSL contains 49,099 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. Live updating of the database on WIS provides current regulatory changes including Significant New Activity (SNAC) Notices for regulated substances. Steady database traffic – approximately 5,000 searches through out the year, shows strong client loyalty to this database.

Chemical Tools

CANWrite™

MSDS and SDS Authoring Software



CANWrite is CCOHS' own software which was developed to support suppliers and manufacturers of chemical products to author MSDSs and SDSs in English and French – efficiently and accurately. It features the CCOHS authoring order, built-in assisted logic and MSDS templates. It also provides users with the ability to auto-populate exposure limits and acute toxicity data, while providing seamless access to critical resources, such as CHEMINFO, RTECS® and a new CCOHS regulatory database.

CANWrite was developed so that users can rely on a standard phrase library which follows clear language principles to help ensure that the information on MSDSs is understandable to a broad audience. The software offers these clear language phrases in English, French and Latin American Spanish, and it also allows the author to save their own "custom translated" phrases. Authors can then generate multi-language versions of MSDSs automatically.

US OSHA implementation of GHS requirements began in May 2012 with full SDS compliance required by June 2015. These developments have resulted in increased interest in, and sales of,

CANWrite since many Canadian chemical supplier companies ship workplace chemical products to the United States, and CANWrite was developed with GHS in mind.

CCOHS is finalizing the development of CANWrite GHS 2013, a version which will produce an OSHA GHS compliant SDS. In Canada, the GHS requirements which will be implemented in WHMIS, are expected to be harmonized with the US OSHA requirements. Canada is expected to finalize GHS requirements in WHMIS by 2014, and once these requirements are known an update to CANWrite which will comply with both US OSHA and Canadian WHMIS requirements will be released. There is some expectation that Canada will have GHS requirement in WHMIS "in force" by June 2015.

Reach

Interest in CANWrite from small and medium-sized chemical manufacturers this year has increased significantly. Sales have come primarily from Canadian suppliers however, there have also been sales to suppliers in the United States, as well as to consultants specializing in MSDS authoring in the United States and United Kingdom.

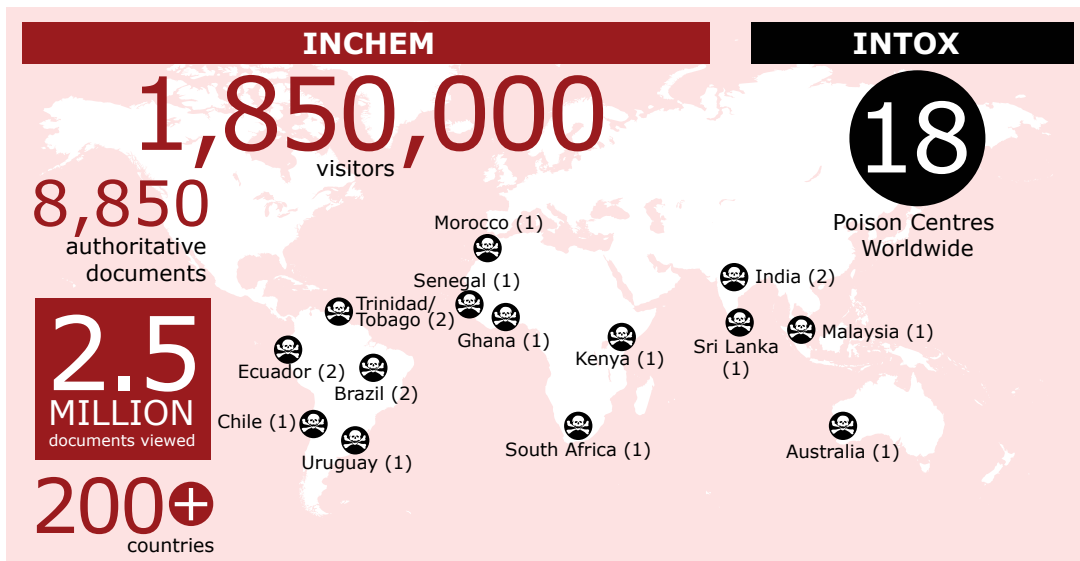
Sales of this product are expected to continue their steady increase over the next few years as organizations convert to the 16-heading SDS format, and implement GHS classifications.

CANLabel

CANLabel is an online service that creates WHMIS, OSHA and GHS labels, and includes label management, custom phrases, translated phrases and Workplace labels for employers. Clients have the option of subscribing annually or monthly and have continual access to the labels regardless of period.

Collaborative Projects

International Programme on Chemical Safety (IPCS)



IPCS INCHEM

For many years the IPCS INCHEM service has been one of the most important chemical information services delivered by CCOHS. Located at INCHEM.org this resource contains thousands of 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. Support for hosting and updating of INCHEM is funded by the World Health Organization.

This year INCHEM was updated with new documents to the CICADS, JECFA monographs, JMPR monographs, International Chemical Safety Cards and Harmonization Project Publications collections. INCHEM is updated annually. In addition, CCOHS provides indexing links to Global Chemical web Portal to ensure that INCHEM documents are accessible from that website.

Reach

INCHEM has tremendous impact and reach as a public service. There were close to 2 million visits from over 200 countries this year to INCHEM. The collection of 8,850 authoritative documents were viewed over 2.5 million times.

IPCS INTOX

IPCS INTOX has been a collaborative program between CCOHS and the World Health Organization (WHO) for almost 25 years. IPCS INTOX is an integrated operational system that strengthens and enhances Poison Centres around the world saving lives and minimizing 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 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.

CCOHS develops and maintains the INTOX DMS and supports and trains new users.

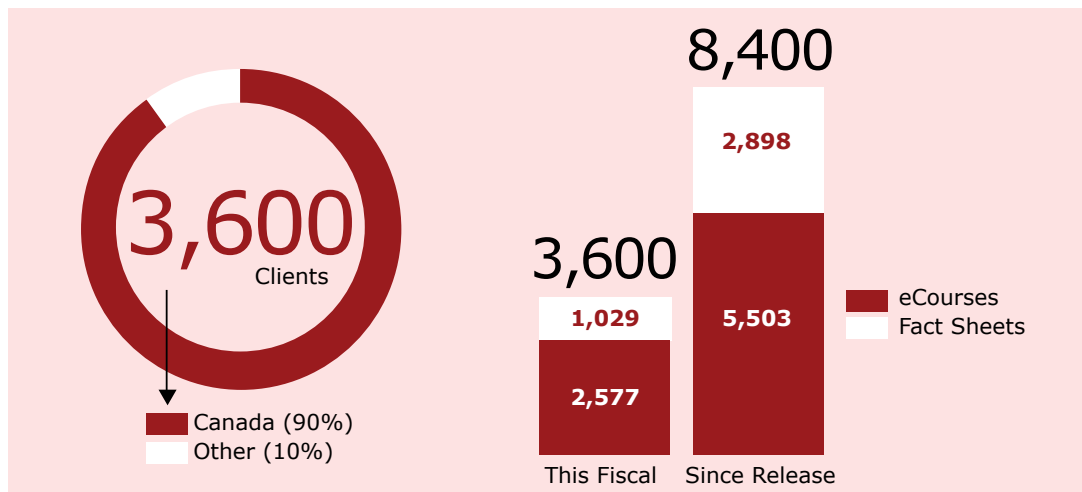
INTOX DMS is being developed to use current technologies and an updated programming platform. These measures will allow INTOX DMS to move forward with less difficulty as technology continues to advance and ensure more reliable client accessibility and support.

Reach

The INTOX DMS is being used to actively support 18 Poison Control Centres in countries around the world. Many centres have been using this management system for many years. These centres in turn support national, provincial or state-wide populations.

Health Canada Projects

WHMIS After GHS Resources



GHS will be implemented into Canadian Workplace Hazardous Materials Information System (WHMIS) laws in the next few years. CCOHS, with the financial support of Health Canada's National Office of WHMIS (NOW) developed, released and have hosted free awareness resources since 2009. There is an ongoing agreement between our organizations to keep these resources updated over the next few years. These resources are available in English and French and include two e-courses (An Introduction, How Suppliers Can Prepare) as well as WHMIS After GHS fact sheets.

The most frequent questions we receive are related to: when GHS may be adopted in WHMIS?; when will suppliers be expected to issue new labels and SDSs?; and when will workplaces be expected to start training? These dates are still unknown in Canada however, it usually takes two years for Canada to implement proposed regulations into final laws.

Reach

Over 3,600 users accessed the e-courses and fact sheets last year (13% French and 87% English). Almost 90% of users were from Canada and included employers, workers and trainers.

WHMIS after GHS e-course	2012-13	2009-13
• Introduction		
– English	1,881	3,912
– French	228	538
• Suppliers		
– English	405	886
– French	63	167
TOTAL e-Course Reach	2,577	5,503

WHMIS after GHS Fact Sheets	2012-13	2010-13
– English	871	871
– French	158	158
– Combined English/French		1,869
TOTAL Fact Sheet Reach	1,029	2,898

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. During this fiscal year, CCOHS and the CSST exchanged information and reached consensus on the WHMIS classification of propylene and hydrogen iodide.

CCOHS' participation in WHMIS Classification Discrepancy impacts WHMIS stakeholders across Canada, in that technical agreement on WHMIS classifications – when challenges or concerns are raised by industry, labour or government – are achieved, providing a mechanism for resolution of concerns for Canadians.

CCOHS participates and provides support for this national activity as a public service. CCOHS' involvement in this committee over more than a decade has been seen as vital for supporting Canadian WHMIS harmonization.

MSDS Evaluation Study

Health Canada and CCOHS have a mutual interest in the quality of Material Safety Data Sheets (MSDSs) as a hazard communication tool in Canada. Research evaluating the quality of MSDSs for workplace chemicals has shown that many MSDSs fail to adequately communicate health hazards. The overall objective of this work was to use a research approach to review, and evaluate the accuracy of hazard information disclosed on MSDSs for products containing lead compounds that are intended for use in Canadian workplaces. During Phase 1 of the study, which was completed in March 2012, CCOHS identified the lead compounds of interest, the health effects to be evaluated, and approximately 90 MSDSs for evaluation. Phase 2 of the study was completed in June, 2012. The selected MSDSs were audited, the data collected was analyzed, and a final report was submitted to Health Canada.

Reach

The study provided information to help improve the quality of MSDSs for products used in Canadian workplaces. The results will help support WHMIS enforcement at the federal, provincial and territorial levels.

GHS Implementation Variances Project

At the request of Health Canada, CCOHS analyzed the impact of several potential variances between the U.S. OSHA implementation of the GHS and the proposed Canadian WHMIS implementation. CCOHS assessed the potential scope and magnitude of the implications of specific variances and identified the general value of retaining the variance from a health and safety perspective.

Principles which guide the implementation of the GHS in WHMIS include:

- a) harmonization to the greatest extent possible both internationally and with other sectors in Canada;
- b) no reduction to the current level of protection for workers in Canada;
- c) respect of the GHS building block approach; and
- d) that recommendations should be founded on consensus agreements by regulators, industry, organized labour and employers, to the extent possible.

In addition, the Government of Canada, as part of the Canada-U.S. Regulatory Cooperation Council (RCC), has agreed to work with US-OSHA to use the implementation of GHS as an opportunity to achieve as much regulatory alignment as possible between Canada's workplace hazard system (WHMIS) and that of the US.

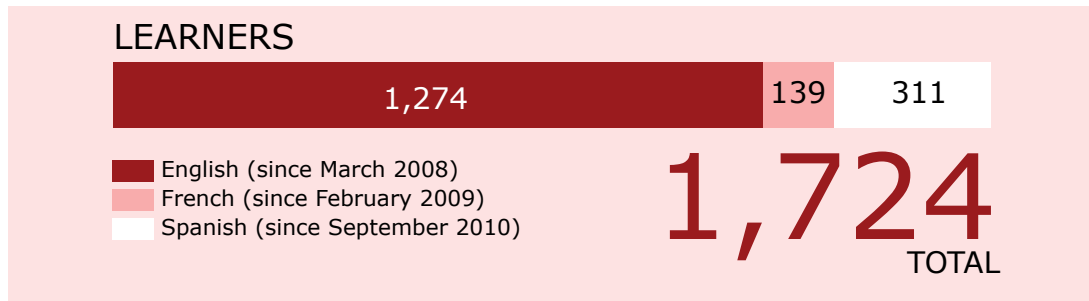
Reach

CCOHS provided information to Health Canada and its stakeholders to assist in identifying the impact of retaining or eliminating variances between the Canadian implementation of the GHS as compared to the U.S. implementation. This work helped increase harmonization of chemical hazard classification and communication between Canada and the US, while maintaining the current level of worker protection in Canada.

WHMIS/GHS Education and Communication Ad Hoc Committee

CCOHS has been asked to participate on the CAALL-OSH/AWCBC/Health Canada Ad Hoc Committee for WHMIS/GHS Education and Communication. This committee will encourage cooperation and sharing among jurisdictions to ensure efficient and timely resources for workers, suppliers and regulators.

Occupational and Environmental Cancer e-Course



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 been viewed by 1274 learners since its release in March 2008, the French version by 139 learners since its release in 2009 and the Spanish version by 311 learners since its release in 2010. Survey feedback for the course has been extremely positive. Of the 160 registrant that provided feedback, all indicated that they would recommend this course to others and 99% were completely satisfied with the course. CCOHS will continue to host, update and maintain the e-courses for next year.

> General Health and Safety Services

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, compliance, HR management practices and the culture of the workplace.

Legislation Services

Canadian enviroOSH Legislation *plus* Standards



This service provides Canadians with the essential legislation and referenced standards to identify and understand their 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 viewing multiple government websites. The full text of referenced Canadian Standards Association (CSA) and Canadian General Standards Board (CGSB) standards provides a key benefit, and demonstrates the partnerships that CCOHS has undertaken to ensure Canadians have the tools they need to comply with the law.

Reach

Over 400 organizations in Canada and internationally subscribe to the enviroOSH Legislation service in its various packages and formats: regional, national, PLUS Standards, on the Internet and on DVD. Thousands of additional users access individual pieces of legislation through links from relevant CCOHS e-courses.

CANADIAN EMPLOYMENT LEGISLATION

Canadian Employment Legislation was added to the web legislation service in May 2011 offering employment standards, industrial relations, human rights and privacy acts, regulations and guides from all jurisdictions. Designed to help support human resources and related duties and responsibilities under the legislation, this service was discontinued in November 2012 due to lower than expected sales.

Databases

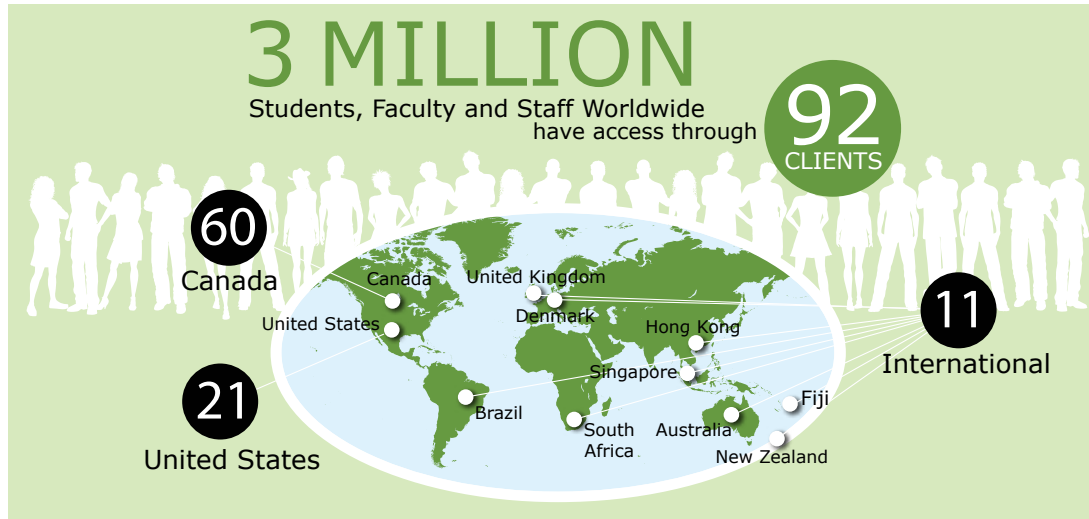
National Labour Operations Resources CD-ROM

Produced in cooperation with the Labour Program of Human Resources and Skills Development Canada (HRSDC), 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. In addition to the CD-ROM, a web-based version is also available.

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

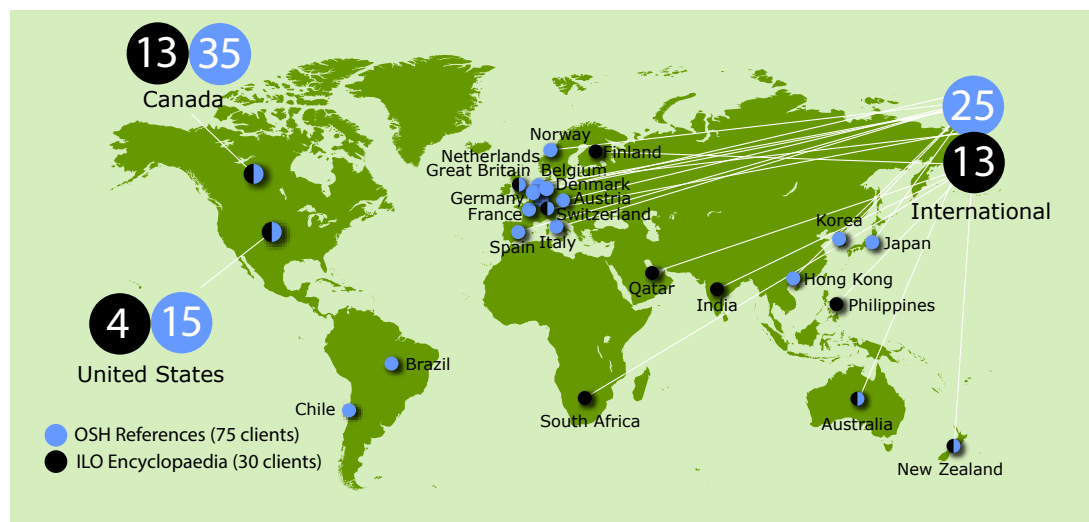


The CCOHS Academic Support Program (ASP) is offered exclusively to universities and colleges as both a tool to educate students about environmental and occupational health and safety and as a guide to assist academic institutions in their efforts to achieve a safe and healthy working environment. This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

Reach

The Academic Support Program has clients across Canada and in the USA, as well as in other countries including Australia, Singapore, South Africa and the United Kingdom, New Zealand, Denmark, Fiji, and Hong Kong. The reach of the total subscriptions around the world represents 3 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. Other databases include: NIOSHTIC®/ NIOSHTIC-2 from the US, HSELINE from the UK, CISILO from Geneva, INRS Bibliographie from France, CCOHS' own Canadiana, and a customized PubMed health and safety subset from the US National Library of Medicine. Adding over 100,000 references on occupational health and safety topics, the PubMed subset enriches and expands available content, and allows clients to conveniently search PubMed references alongside our other databases.

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

OSH References and the ILO Encyclopedia have subscribers in Canada, the USA, and other countries including Spain, Brazil, Japan, Italy, France, Australia and Germany. Clients throughout the world include research institutes, universities, health and safety associations, government departments and industries. These bilingual products represent an invaluable and uniquely focused collection of references to OH&S literature.

Collaborative Projects

Marine Inspectors' Bookshelf

The Marine Inspectors' Bookshelf (MIB) 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 MIB 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 22nd release of the MIB was issued in March 2013 and the 10th anniversary of this collaborative project was celebrated in 2012.

Canadian School Board Safety Zone Web Portal

The Canadian School Boards Web Portal is a bilingual gateway to Canadian school board specific health and safety information, resources and networking opportunities.

The web portal focuses on three key areas:

1. Discussion among school boards throughout Canada on school board-specific health and safety issues via the customized discussion board;
2. Sharing policies, procedures, best practices and other health and safety resources among school boards across Canada through a members-only repository;
3. Easy access to evidence-based CCOHS resources including OSH Answers and the School Workers Health and Safety Guide.

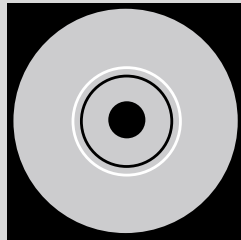
This is an opportunity for all school boards to increase and enhance their health and safety awareness at a national level. Measures to encourage school boards across Canada to join the portal and share their efforts with each other have been undertaken.

> Systems

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 equipment 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 systems analysis, programming and technical support to other working groups in various projects.

Product Delivery

RE•TIRED [def. - having finished one's active working life.]



1986–2012

END OF AN ERA

24

years delivering information
using CD and DVD
technology



www.ccohs.ca

<http://www.ccohs.ca>

The software and processes necessary to ship products on CD/DVD-ROM reached their end of life in February. The discs shipped in February 2013 will be supported until the end of the calendar year. The retirement of this format represents our transition to a new era of technological development- in recognition that Canadians are accessing information differently and that we must respond proactively with innovation. As such, CCOHS is incorporating current and emerging technologies with online versions of our databases and other programs, progressive web portals, downloadable versions of packages for clients with inconsistent internet service, social media tools and mobile apps. These apps, along with mobile accessible versions of our services, provide our stakeholders with additional options when it comes to the retrieval of OH&S information.

eCommerce

Sales via the CCOHS e-commerce system were 29% higher than the previous year. The e-commerce system is continually monitored and updated to improve security, usability for clients, and overall quality. The order fulfillment email sent to clients upon completion of their purchase was redesigned to better highlight the important information for clients and to reduce the number of questions directed to Client Services. The programming for tighter integration with the finance systems and electronic renewals was completed. Testing is underway with a launch of these enhancements in 2013-2014. Internal reporting functions were improved to provide better sales intelligence to staff.

Support

Annual IT security awareness training was provided to all staff. This succeeded in improving staff's ability to recognise and deal with malware threats. Threat and risk assessments were conducted to identify potential vulnerabilities and provide mitigation of the vulnerabilities. Security certificates are renewed yearly and deployed to provide proper encryption of sensitive information (e.g. credit card numbers and passwords). A new corporate firewall was deployed, which provides improved protection, flexibility, and reliability. The end result is an improvement to the overall security posture of CCOHS.

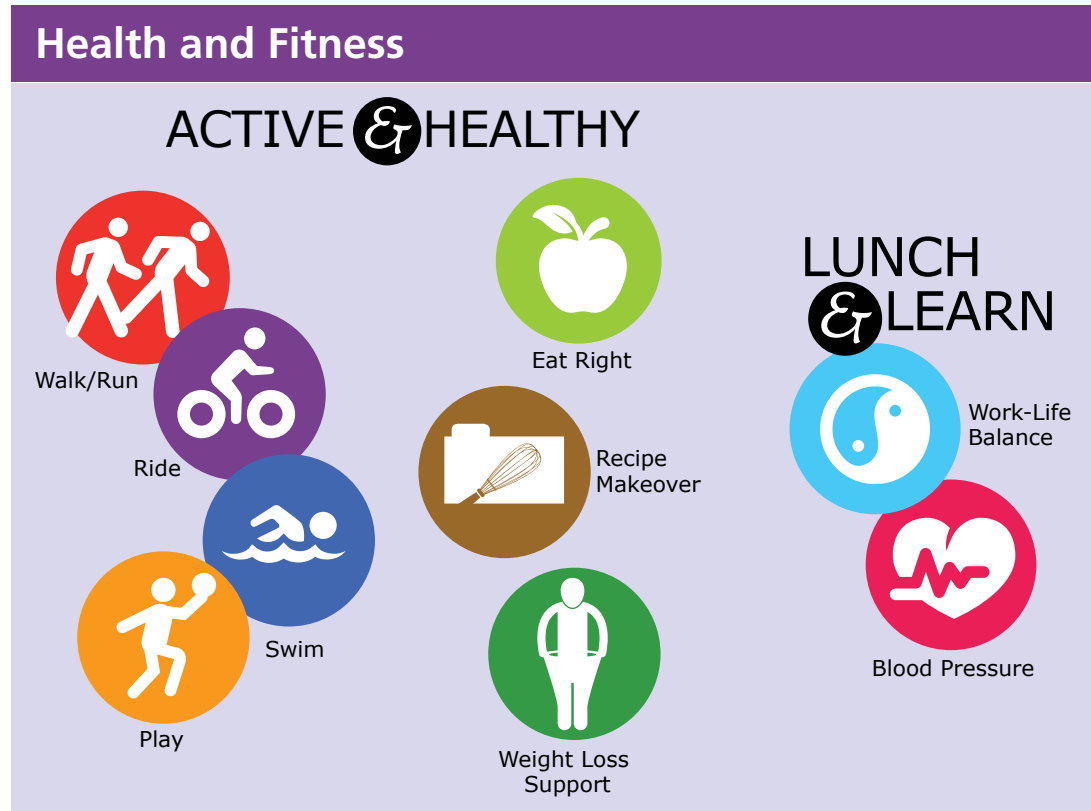
Numerous enhancements were completed to improve the performance and usability of CCOHS' internal Planning Tool. Connections between the various internal systems were enhanced to further improve data transfers and work processes.

Technical support is provided to internal users on a regular basis. Regular maintenance was performed on workstations and servers for both hardware and software required to allow internal users to complete their daily work. New servers, workstations and disk units were deployed to improve the reliability and performance for internal users and outward facing services.

Support is also provided to Inquiries and Client Services to help solve problems with CCOHS products and services encountered by clients.

> Corporate Culture

CCOHS is active, both within their organization and throughout the community. Every year, staff at CCOHS participate in over 25 activities that demonstrate their commitment to healthy workplaces and the community.



This past year, on any given day, CCOHS staff members could be seen staying active at lunch by walking, jogging or playing a variety of sports. They also take part in Healthy Workplace Challenges, such as decorating their workspaces with garden flowers, photos of family and friends, or holiday trimmings; learning more about work-life balance or high blood pressure at various Lunch 'n Learn seminars; taking part in a Recipe Makeover to Healthier Versions challenge, eating nutritious soups, salads and meals prepared by CCOHS staff and organizing a weight loss/weight maintenance support group. This year, the Healthy Workplace Committee even organized a desk drop of cold/flu packages, containing instant soup mix, pack of tissues, cough drops and hand sanitizer, for all employees.

Giving Back



In addition to staying active, healthy and safe at work, staff pay it forward with their dedication to the community. This year CCOHS staff members contributed in a variety of ways to several charities:

- **Steps For Life** – supporting Threads of Life
- **Hamilton Food Share** – 2 separate events (baby food drive) and (donation of 300 pounds of food and \$225 in staff donations)
- **Pink Shirt Day** – against bullying
- **Purple Day** – Wear Purple for Epilepsy Awareness
- **Canadian Cancer Society** – daffodil sales
- **United Way** – pledge challenge and Government of Canada Workplace Charitable Campaign
- **The Lung Association** – tulip sales
- **Martha House** – Christmas campaign

Over the next year, CCOHS employees will continue their devotion to their own healthy behaviours and the community through innovative and fun activities, and look forward to surpassing their past goals – and the friendly competition that results.

Recognition

Eleanor Westwood, Manager of Communications, was awarded the prestigious Queen Elizabeth II Diamond Jubilee Medal, given to Canadian citizens who have demonstrated distinguished service to their fellow citizens, their community and their country.

Two CCOHS employees were recognized for having volunteered for the United Way for over 20 years. Flora Simpson, Technical Specialist, and Steve Angelo, Programmer Analyst were given plaques honouring their dedication by the United Way of Burlington and Greater Hamilton.

Dr. P.K. Abeytung, CCOHS' Vice-President and Director General (now retired) received the 2012 APEX Award for Career Contribution, presented by the Association of the Professional Executives of the Public Service of Canada and the Certified General Accountants Association of Canada.

STATEMENT OF MANAGEMENT RESPONSIBILITY INCLUDING INTERNAL CONTROL OVER FINANCIAL REPORTING

Responsibility for the integrity and objectivity of the accompanying financial statements for the year ended March 31, 2013, and all information contained in these statements rests with the management of the Canadian Centre for Occupational Health and Safety (CCOHS). These financial statements have been prepared by management in accordance with the Government's accounting policies, which are based on Canadian public sector accounting standards. The presentation and results using the stated accounting policies do not result in any significant deficiencies from Canadian public sector accounting standards.

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 the Centre's financial transactions. Financial information submitted in the preparation of the Public Accounts of Canada, and included in CCOHS' Annual Report and *Departmental Performance Report*, is consistent with these financial statements.

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.

Management is also responsible for maintaining an effective system of internal control over financial reporting designed to provide reasonable assurance that financial information is reliable, that assets are safeguarded and that transactions are properly authorized and recorded in accordance with the *Financial Administration Act* and other applicable legislation, regulations, authorities and policies.

Management seeks to ensure the objectivity and integrity of data in its financial statements through careful selection, training, and development of qualified staff; through organizational arrangements that provide appropriate divisions of responsibility; through communication programs aimed at ensuring that regulations, policies, standards, and managerial authorities are understood throughout CCOHS and through conducting an annual assessment of the effectiveness of the system of internal control over financial reporting (ICFR).

An assessment for the year ended March 31, 2013 was completed in accordance with the Treasury Board's *Policy on Internal Control* and the results and action plans are summarized in the annex. The annex is available on CCOHS' website at the following location: http://www.ccohs.ca/ccohs/reports/other_reports.html

The system of ICFR is designed to mitigate risks to a reasonable level based on an on-going process to identify key risks, to assess effectiveness of associated key controls, and to make any necessary adjustments.

The Office of the Auditor General, the independent auditor for the Government of Canada, has expressed an opinion on the fair presentation of the financial statements of CCOHS which does not include an audit opinion on the annual assessment of the effectiveness of CCOHS' internal controls over financial reporting.

Approved by:



Steve Horvath
President and Chief Executive Officer



Bonnie Easterbrook, CGA
Chief Financial Officer

Hamilton, Canada
June 27, 2013



INDEPENDENT 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 accompanying financial statements of the Canadian Centre for Occupational Health and Safety, which comprise the statement of financial position as at 31 March 2013, and the statement of operations and net financial position, statement of change in net debt and statement of cash flow for the year then ended, and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian public sector accounting standards, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

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 comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

Opinion

In my opinion, the financial statements present fairly, in all material respects, the financial position of the Canadian Centre for Occupational Health and Safety as at 31 March 2013, and the results of its operations, changes in its net debt, and its cash flow for the year then ended in accordance with the Canadian public sector accounting standards.

Lucie Cardinal, CPA, CA
Principal
For the Auditor General of Canada

27 June 2013

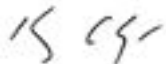
STATEMENT OF FINANCIAL POSITION

At March 31 (in dollars)

	2013	2012
	\$	\$
Liabilities		
Accounts payable and accrued liabilities (note 8)	204,048	372,843
Deferred revenues – web based subscriptions	924,731	914,704
Vacation pay and compensated leave	458,025	409,131
Employee severance benefits (note 10)	1,260,606	1,891,556
Deferred revenues – donations (note 9)	106,402	99,307
Deferred revenues – contributions to inquiries service	—	42,500
	<hr/>	<hr/>
Total liabilities	2,953,812	3,730,041
 Financial assets:		
Due from the Consolidated Revenue Fund	282,942	450,892
Accounts receivable (note 7)	322,437	339,731
	<hr/>	<hr/>
Total Financial assets	605,379	790,623
Net Debt (note 3)	(2,348,433)	(2,939,418)
 Non-financial assets:		
Inventory for resale	29,062	51,838
Tangible capital assets (note 6)	181,517	178,265
	<hr/>	<hr/>
Total non-financial assets	210,579	230,103
	<hr/>	<hr/>
Net Financial Position	(2,137,854)	(2,709,315)

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

Approved by:



Kin Choi
Chairperson



Steve Horvath
President and Chief Executive Officer



Bonnie Easterbrook, CGA
Chief Financial Officer

STATEMENT OF OPERATIONS AND NET FINANCIAL POSITION

For the year ended March 31 (in dollars)

	2013 Planned results	2013	2012
	\$	\$	\$
Expenses			
Operations			
Salaries and employee benefits	7,822,142	7,742,560	8,216,110
Professional and special services	805,600	1,040,378	1,002,369
Accommodation	713,537	713,537	713,537
Transportation and communications	110,000	116,496	109,491
Purchased repair and upkeep	125,000	110,133	157,626
Utilities, materials and supplies	99,800	65,369	67,621
Information	110,000	72,890	87,372
Rentals	25,000	48,504	31,123
	<u>9,811,079</u>	<u>9,909,867</u>	<u>10,385,249</u>
Administration			
Salaries and employee benefits	250,000	253,800	239,139
Governors and committees	16,000	4,886	15,106
Travel	40,000	18,172	27,363
Professional and special services	1,400	1,751	261
Utilities, materials and supplies	200	86	116
	<u>307,600</u>	<u>278,695</u>	<u>281,985</u>
Other expenses			
Amortization of tangible capital assets	111,600	83,367	91,966
Loss on disposal of tangible capital assets	—	37	36
	<u>111,600</u>	<u>83,404</u>	<u>92,002</u>
Total expenses	<u>10,230,279</u>	<u>10,271,966</u>	<u>10,759,236</u>
Revenues (note 5)			
Proceeds from sales	3,180,000	3,192,814	2,977,954
Projects and collaborative agreements	820,000	798,985	820,927
Total revenues	<u>4,000,000</u>	<u>3,991,799</u>	<u>3,798,881</u>
Net cost of operations before government funding	<u>(6,230,279)</u>	<u>(6,280,167)</u>	<u>(6,960,355)</u>
Government Funding			
Net cash provided by government	5,276,351	5,670,122	5,332,467
Change in due from the Consolidated Revenue Fund	(67,500)	(167,950)	(27,576)
Services provided without charge from other government departments (note 11)	1,314,677	1,349,456	1,316,590
	<u>6,523,528</u>	<u>6,341,628</u>	<u>6,621,481</u>
Net surplus (cost) of operations after government funding	293,249	571,461	(338,874)
Net Financial Position at Beginning of Year	<u>(2,193,883)</u>	<u>(2,709,315)</u>	<u>(2,370,441)</u>
Net Financial Position at End of year	<u>(1,900,634)</u>	<u>(2,137,854)</u>	<u>(2,709,315)</u>

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

STATEMENT OF CHANGE IN NET DEBT

For the year ended March 31 (in dollars)

	2013	2013	2012
	Planned results		
	\$	\$	\$
Net Cost of Operations after government funding	293,249	571,461	(338,874)
Changes due to Tangible Capital Assets			
Acquisitions of tangible capital assets	(150,000)	(86,656)	(79,874)
Amortization of tangible capital assets	111,600	83,367	91,966
Loss on disposal of tangible capital assets	-	37	36
Total Change Due to Tangible Capital Assets	(38,400)	(3,252)	12,128
Decrease (increase) in inventory	-	22,776	(15,279)
Net decrease (increase) in net debt	254,849	590,985	(342,025)
Net debt, at Beginning of year	(2,425,483)	(2,939,418)	(2,597,393)
Net debt, at End of year	(2,170,634)	(2,348,433)	(2,939,418)

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

STATEMENT OF CASH FLOW

For the year ended March 31 (in dollars)

	2013	2012
	\$	\$
Operating Activities		
Net cost of operations before government funding	6,280,167	6,960,355
Non-cash items:		
Amortization of tangible capital assets (Note 6)	(83,367)	(91,966)
Loss on disposal of tangible capital assets	(37)	(36)
Services received without charge from other government departments (Note 11)	(1,349,456)	(1,316,590)
Variations in Statement of Financial Position:		
Decrease (increase) accounts payable and accrued liabilities and deferred revenues	158,768	(75,300)
(Increase) in vacation pay and compensatory leave	(48,894)	(5,426)
(Increase) decrease in employee severance benefits	630,950	(146,422)
(Increase) in deferred revenue – donations	(7,095)	(1,500)
(Increase) decrease in contributions to inquiries service	42,500	—
(Decrease) increase in accounts receivable	(17,294)	(85,801)
(Decrease) increase in inventory for resale	(22,776)	15,279
Cash used in operating activities	5,583,466	5,252,593
Capital investing activities		
Acquisitions of tangible capital assets	86,656	79,874
Net cash provided by Government of Canada	5,670,122	5,332,467

NOTES TO THE FINANCIAL STATEMENTS

For the year ended March 31, 2013 (in dollars)

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, in addition to internal services. The activity is occupational health and safety information development, delivery services and tripartite collaboration.

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

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

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

Internal Services are groups of related activities and resources that are administered to support the needs of programs and other corporate obligations of an organization. These groups are: Management and Oversight Services; Communications Services; Legal Services; Human Resources Management Services; Financial Management Services; Information Management Services; Information Technology Services; Real Property Services; Material Services; Acquisition Services; and Travel and Other Administrative Services. Internal Services include only those activities and resources that apply across an organization and not to those provided specifically to a program.

2. Significant Accounting Policies

These financial statements have been prepared using the Government's accounting policies stated below, which are based on Canadian public sector accounting standards. The presentation and results using the stated accounting policies do not result in any significant differences from Canadian public sector accounting standards.

Significant accounting policies are as follows:

a) Parliamentary authorities

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

The planned results amounts in the Statement of Operations and Net Financial Position are the amounts reported in the future-oriented financial statements included in the 2012-13 Report on Plans and Priorities.

Liquidity risk is the risk that the Centre will encounter difficulty in meeting its obligations associated with financial liabilities. The entity's objective for managing liquidity risk is to manage operations and cash expenditures within the appropriation authorized by Parliament or allotment limits approved by the Treasury Board.

The entity's risk exposure and its objectives, policies and processes to manage and measure this risk did not change significantly from the prior year.

b) 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. The net cash provided by Government is the difference between all cash receipts and all cash disbursements, including transactions between departments of the Government.

c) Amounts due from or to the Consolidated Revenue Fund (CRF) are the result of timing differences at year-end between when a transaction affects authorities and when it is processed through the CRF. Amounts due from the CRF represents the net amount of cash that CCOHS is entitled to draw from the CRF, without further authorities, in order to discharge its liabilities. This amount is not considered to be a financial instrument.

d) 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.

Contributions to inquiries service received in advance are recognized in the next fiscal year as this relates to the service period for the contribution.

Cash that has 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, services or granting of access to the website.

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

Vacation pay and compensatory leave are accrued as the benefits earned by 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. A corresponding amount is reported as government funding.

f) Employee future benefits

(i) Pension benefits: All eligible employees participate in the Public Service Pension Plan, a multiemployer plan administered by the Government of Canada. CCOHS' contributions are currently based on a multiple of an employee's required contributions and may change over time depending on the experience of the Plan. CCOHS' contributions to the Plan are charged to expenses in the year in which the services are rendered and represent its 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 laboured contracts or conditions of employment. These benefits were accrued as employees render the services necessary to earn them and are estimated based on employees' salaries, duration of service and age. Entitlements stopped accruing on April 1, 2011. The remaining balance will be paid upon termination.

(iii) Accumulated sick leave: employees are entitled to sick leave benefits that accumulate but do not vest. No amount has been recorded in the financial statements in respect of these benefits as they are not significant.

g) Accounts receivable

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

Credit risk is the risk that one party to a financial instrument will cause a financial loss for the other party by failing to discharge an obligation. The entity is not exposed to significant credit risk. The entity provides services to other government departments and agencies and to external parties in the normal course of business. Accounts receivable are due on demand. The maximum exposure the entity has to credit is risk equal to the carrying value of its accounts receivables.

h) 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.

i) 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 at year end. Gains and losses resulting from foreign currency transactions are included in the statement of operations and net financial position according to the activities to which they relate.

j) Inventories for resale

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

k) Tangible capital assets

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

Asset Class	Amortization Period
Computer equipment	5 years
Furniture and equipment	5 years
Software	1-5 years
Leasehold improvements	lesser of the remaining term of the lease or useful life of the improvement
Measuring equipment	5 years

l) Measurement uncertainty

The preparation of these financial statements are in accordance with Canadian public sector accounting standards and 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 significantly differ 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. Net Debt

The net debt is calculated as the difference between liabilities and financial assets. Employee severance benefits and vacation pay obligations represent the most significant components of net debt as these obligations are paid from future parliamentary authorities.

4. Parliamentary Authorities

CCOHS receives its funding through annual Parliamentary authorities and external revenues. Items recognized in the Statement of Operations and Net Financial Position and the Statement Financial Position in one year may be funded through Parliamentary authorities 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 as follows:

a) Reconciliation of net cost of operations to current year authorities used:	2013	2012
	\$	\$
Net cost of operations before Government funding	6,280,167	6,960,355
Adjustments for items affecting net cost of operation but not affecting authorities:		
Amortization of tangible capital assets (note 6)	(83,367)	(91,966)
Services provided without charge from other Government departments	(1,349,456)	(1,316,590)
Loss on disposal of tangible capital assets	(37)	(36)
Decrease (Increase) in employee severance benefits	630,950	(146,422)
(Increase) in vacation pay and compensatory leave	(48,894)	(5,426)
Bad debts	(1,359)	—
Total items affecting net cost of operation but not affecting authorities	(852,163)	(1,560,440)
Adjustments for items not affecting net cost of operations but affecting authorities:		
Add (Less)		
Inventory for resale	(22,776)	15,279
Respendable revenue not yet collected	(34,569)	(204,744)
Acquisition of tangible capital assets	86,656	79,874
Total items not affecting net cost of operations but affecting authorities	29,311	(109,591)
Current year authorities used	5,457,315	5,290,324
b) Authorities provided and used:	2013	2012
	\$	\$
Human Resources Social Development Canada – Vote 25	3,853,172	3,853,172
Human Resources Social Development Canada – statutory	1,103,322	1,123,994
Human Resources Social Development Canada – Vote 25A	142,463	202,283
Treasury Board – Vote 30 – payroll shortfalls	770,252	245,480
Current year authorities provided	5,869,209	5,424,929
Less:		
Lapsed authorities – operating	(411,894)	(134,605)
Current year authorities used	5,457,315	5,290,324

5. Revenues

	2013	2012
	\$	\$
General Health and Safety Products and Services	1,143,506	1,125,824
Chemical Products and Services	1,063,242	1,063,898
Training and Education	1,175,372	1,077,068
Inquiries Contributions	414,000	414,000
Communications	168,517	99,050
Other Income	27,162	19,041
	3,991,799	3,798,881

6. Tangible capital assets

	Cost				Accumulated Amortization				Net Book Value 2013	Net Book Value 2012
	Opening Balance	Acquisitions	Disposals and Writeoffs	Closing Balance	Opening Balance	Amortization	Disposals and Writeoffs	Closing Balance		
	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
Computer equipment	989,938	64,995	37,446	1,017,487	856,357	55,857	37,409	874,805	142,682	133,581
Furniture & equipment	530,164	3,458	9,442	524,180	510,388	9,226	9,442	510,172	14,008	19,776
Software	709,050	18,203	—	727,253	687,358	15,068	—	702,426	24,827	21,692
Leasehold improvements	44,533	—	—	44,533	41,317	3,216	—	44,533	—	3,216
Measuring equipment	2,673	—	—	2,673	2,673	—	—	2,673	—	—
	2,276,358	86,656	46,888	2,316,126	2,098,093	83,367	46,851	2,134,609	181,517	178,265

Amortization expense for the year ended March 31, 2013 is \$ 83,367 (2012 – \$91,966).

7. Accounts receivable

The following table presents details of accounts receivable from:

	2013	2012
	\$	\$
External parties	306,393	287,437
Other Federal government departments and agencies	27,508	63,758
	333,901	351,195
Allowance for doubtful accounts on receivables from external parties	(11,464)	(11,464)
	322,437	339,731

8. Accounts payable and accrued liabilities

The accounts payable and accrued liabilities are measured at cost, all of which are due within the next 12 months. The following table presents details of accounts payable and accrued liabilities:

	2013	2012
	\$	\$
External parties	183,945	339,727
Other federal government departments and agencies	20,103	33,116
	204,048	372,843

9. Deferred revenue

a) 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 \$7,095 in donations in 2013 (2012 – \$1,500). The balance at March 31, 2013 is \$106,402 (2012 – \$99,307).

b) Contributions to Inquiries Service

CCOHS receives contributions from agreements with provincial parties to support the Inquiries Service for a fiscal year. The contributions are meant to be used in the year of contribution by the provincial organization, which may differ from the year end of CCOHS. Deferred contributions may occur when cash is received in advance of the funded year.

10. Employee future 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 2013 expense amounts to \$787,772 (2012 – \$808,152), which represents approximately 1.7 (2012 – 1.8) 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 which provides for one week of salary per year of service up to 30 years. These severance benefits are not pre-funded. Benefits will be paid from future authorities. Information about the severance benefits, measured as at March 31, is as follows:

As part of the collective agreement negotiations and changes to conditions of employment for other employees, the accumulation of severance benefits under the employee severance pay program ceased for these employees commencing in 2012. Employees subject to these changes have been given the option to be immediately paid the full or partial value of benefits earned to date or collect the full or remaining value of benefits on termination from CCOHS. These changes have been reflected in the calculation of the outstanding severance benefit obligation.

	2013	2012
	\$	\$
Accrued benefit obligation, beginning of year	1,891,556	1,745,134
Expense for the year	34,376	323,679
Benefits paid during the year	(665,326)	(177,257)
Accrued benefit obligation, end of year	<u>1,260,606</u>	<u>1,891,556</u>

11. Related party transactions

CCOHS is related as a result of common ownership to all Government departments, agencies, and Crown Corporations. CCOHS enters into transactions with these entities in the normal course of business and on normal trade terms. During the year, CCOHS received common services which were obtained without charge from other Government departments as disclosed below.

a) Services Provided Without Charge by other government departments

During the year, CCOHS received services without charge from certain common service organizations, related to accommodation, audit services, the employer's contribution to the health and dental insurance plans. These services provided without charge have been recorded in the Statement of Operations and Net Financial Position as follows:

	2013	2012
	\$	\$
Employer's contribution to health and dental insurance plans	555,919	548,053
Accommodation	713,537	713,537
Audit services	80,000	55,000
Total	<u>1,349,456</u>	<u>1,316,590</u>

The Government has centralized 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 and Net Financial Position.

b) Other Transactions With Related Parties

	2013	2012
	\$	\$
Accounts receivable from other government departments and agencies	27,508	63,758
Accounts payable to other government departments and agencies	20,103	33,116
Expenses – Other Government departments and agencies	268,648	249,565
Revenues – Other Government departments and agencies	467,596	380,303

12. Segmented information

Presentation by segment is based on CCOHS' program activity architecture. The presentation by segment is based on the same accounting policies as described in summary of significant accounting policies in note 2. The following table presents the expenses incurred and revenues generated for the main program activities, by major object of expense and by major type of revenues. The segment results for the year are as follows:

	Internal Services	Health & Safety	2013 Total	2012 Total
	\$	\$	\$	\$
Salaries and employee benefits	1,952,279	6,044,081	7,996,360	8,455,250
Professional and Special Services	223,274	823,741	1,047,015	1,016,788
Accommodation	206,926	506,611	713,537	713,537
Transportation and communications	97,270	37,398	134,668	137,803
Information	42,725	30,165	72,890	87,372
Purchased repair and upkeep	89,299	20,834	110,133	157,626
Utilities, materials and supplies	61,358	4,097	65,455	67,712
Rental	40,702	7,802	48,504	31,146
Other expenditures	24,187	59,217	83,404	92,002
Total Expenses	2,738,020	7,533,946	10,271,966	10,759,236
Revenues			3,991,799	3,798,881
Cost from continuing operations			6,280,167	6,960,355