





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, management systems and solutions that support health and safety programs and the prevention of injury and illness.

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# President's Message



This has been a transitional year for our organization: it has shown its character and resiliency in these difficult times, becoming more inclusive and accommodating the needs of our stakeholders. It is in this spirit of collaboration, that the Canadian Centre for Occupational Health and Safety (CCOHS) will thrive in the new economy.

This year, we continued our strategy to form collaborative partnerships by aligning ourselves with several national, regional and provincial health and safety networks that strive to improve prevention activities throughout Canada. These strategic alliances provide CCOHS with enhanced visibility and recognition; call public attention to and provide a public platform for our prevention and occupational health agenda; and, provides us with opportunities to learn and mobilize resources towards our shared goals of the elimination of injuries and illnesses amongst working Canadians.

Bridging alternative perspectives is our greatest source of creativity and progress. As a result, we have a vibrant and resilient network of organizations with a rich pool of talent and global experience, with a common goal: promoting a prevention culture amongst our member communities.

It is important that we continue to provide Canadians with tools and knowledge that assists them to make informed decisions about health and safety in their workplaces. The onus is on us, CCOHS, to ensure each and every workplace has access to current information and good practices that enhance health and safety.

At the same time, it is imperative for employers to consider a holistic, comprehensive approach to workplace health and safety. In paying attention to these interrelated elements and their synergy, a progressive injury and disease prevention culture can evolve and create the collaborative environment for workplace health and safety to thrive.

It is in this spirit of collaboration that we will bring together experts, leaders, professionals, and workers from across Canada, in October 2012.

**Forum IV: Better Together** will encourage an open dialogue amongst Canadians that will help identify their recommendations and solutions to improve workplace health and safety.

One of our greatest strengths is our tripartite governance structure, it is a model for the synergy created by divergent perspectives with collaboration, a common goal. As such, we have a deep reservoir of expertise and experience with the singular focus of improving the total well-being of Canadian workers.

I have valued my work with our Council of Governors this past year and appreciate the vision and expertise they contributed. They've helped advance the principles of occupational health and safety throughout Canada, and continue to reflect the core values of our organization. In particular, I want to acknowledge the contribution of our outgoing Chair, Bayla Kolk, for her dedication and commitment to our organization, and for providing me with wise counsel.

In the same regard, it gives me great pleasure to welcome several new members to our Council: Kin Choi, as our new Chair (representing Labour Program of HRSDC); Sophie Dennis (representing Ontario); Dave Grundy (representing the Northwest Territories and Nunavut); Shelly Dauphinee (representing New Brunswick); and John Beckett (representing Federally Regulated Employers). I look forward to working with our new Council members in advancing our leadership role in innovation and building synergies toward our goal of eliminating injuries and illnesses in Canadian workplaces.

Steve Horvath  
President and Chief Executive Officer

# Council of Governors

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

## Chair

Bayla Kolk\*

Don Hurst, *Manitoba*

Stuart MacLean, *Nova Scotia*

Diana Miles, *British Columbia*

## Labour

Marie Clarke Walker, *Canadian Labour Congress*

Matthew Firth, *Canadian Union of Public Employees*

Nancy Hutchison, *United Steelworkers*

Denis St-Jean, *Public Service Alliance of Canada*

## Executive Board

Stevan Horvath (Chair)

Marie Clarke Walker

Normand Côté

Jean Dalton

Sophie Dennis

Nancy Hutchison

Stuart MacLean

## Employer

John Beckett representing *Federally Regulated Employers – Transportation and Communications (FETCO)*

Normand Côté, representing *Canadian Bankers Association*

Jean Dalton, representing *Canadian Manufacturers and Exporters*

Gordon Lloyd, representing *Canadian Chemical Industry Association*

## Audit Committee

Bayla Kolk (Chair)\*

Normand Côté

Jean Dalton

Matthew Firth

Don Hurst

Stuart MacLean

Denis St-Jean

## Provincial & Territorial

Glennis Bihun, *Saskatchewan*

Shelly Dauphnee, *New Brunswick*

Sophie Dennis, *Ontario*

Leslie Galway, *Newfoundland and Labrador*

Dave Grundy, *Northwest Territories and Nunavut*

\*resigned/retired



# Products and Services

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

- > Broaden the scope of CCOHS services in areas directed by the Council of Governors;
- > Expand outreach, user population and impact of services;
- > Intensify the identification of specific needs of Canadians and responding well to fulfill those needs;
- > Achieve excellence in quality, delivery, responsiveness, and cost-effectiveness of service;
- > Gain from the advancing knowledge, experience and relevant developments across Canada and globally for the common benefit of Canadians;
- > Strengthen the infrastructure, management process and systems to enhance performance, accountability and continuous improvement; and
- > Build a healthy and productive workplace for today and into the future.



## Organization of Staff and Working Groups

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

- > Inquiries and Client Services
- > Training and Education Services
- > General Health & Safety Services
- > Chemical Services
- > Communications
- > Systems

# CCOHS in the Community

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 year, on any given day, CCOHS staff members could be seen staying active at lunch by walking, jogging or playing a variety of sports.

When not 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:

## **United Way**

(pledge challenge and Government of Canada Workplace Charitable Campaign)

## **Martha House**

(Christmas campaign)

## **Threads of Life**

(participation in annual walk)

Over the next year, CCOHS 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.



# Inquiries and Client Services



**P**rovides a client-friendly, bilingual service to Canadians who seek assistance or information about any occupational health and safety concern, as well as information regarding any CCOHS product or service.

## **The Service**

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



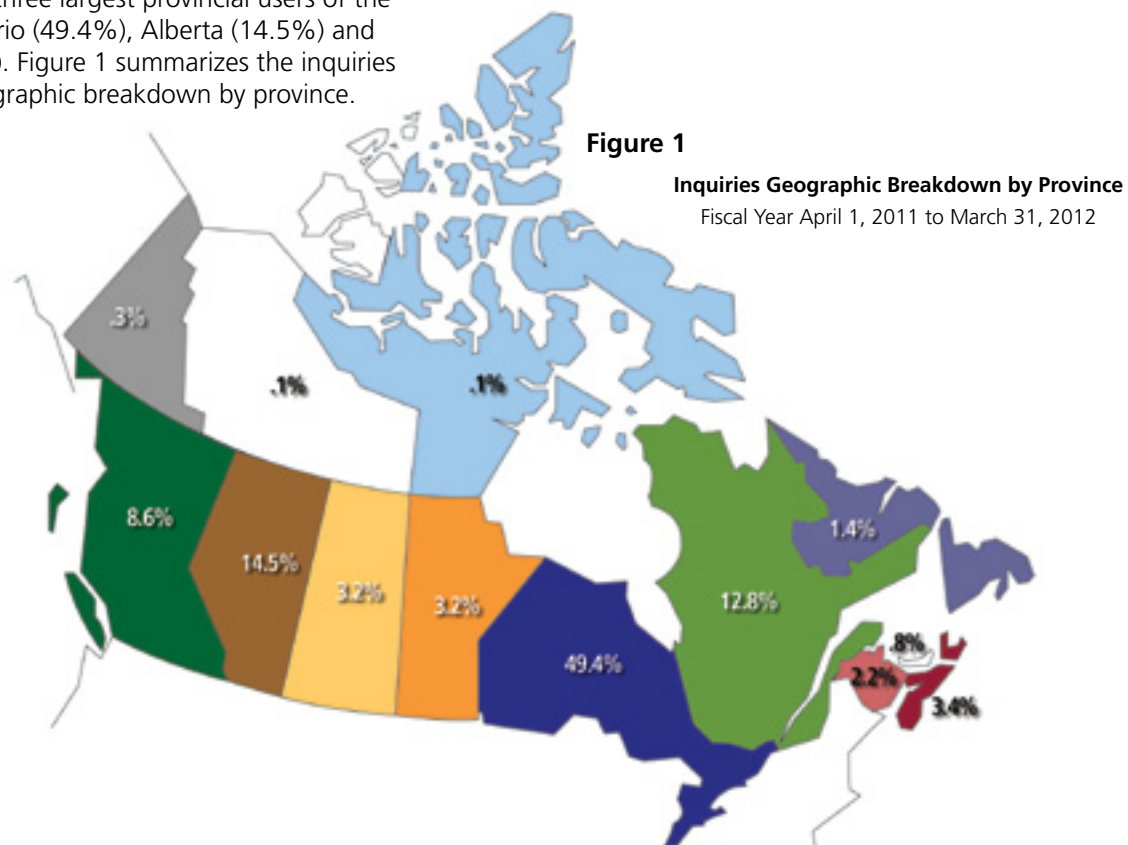


This year, the Inquiries Service received financial support from the following Provincial and Territorial establishments:

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

**Reach**

This year, the Inquiries Service staff received 9,002 questions 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 (49.4%), Alberta (14.5%) and Quebec (12.8%). Figure 1 summarizes the inquiries received by geographic breakdown by province.



**Figure 1**  
Inquiries Geographic Breakdown by Province  
Fiscal Year April 1, 2011 to March 31, 2012

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 given in Table 1.

**Table 1**

Subject Categories of Inquiries Received Fiscal Year April 1, 2011 to March 31, 2012	
Category	Percent
<b>Safety / ergonomics / OH&amp;S administration</b>	41.8%
<b>Chemical hazards, trade names, industrial processes</b>	16.5%
<b>Referrals</b>	14.1%
<b>Medical, psychosocial and biological</b>	9.5%
<b>Legal – General</b>	6.9%
<b>Physical hazards</b>	4.4%
<b>OH&amp;S – General / Information sources</b>	3.6%
<b>Other</b>	2.6%
<b>Statistics</b>	0.6%
<b>Total</b>	<b>100.0%</b>

From this year's client satisfaction survey, we received feedback from 813 users of the Inquiries Service. Fifty eight percent of respondents stated that their use of 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 or share CCOHS information in their organization
- > 16% shared CCOHS information with up to 499 individuals
- > 40% shared CCOHS information with up to 99 individuals
- > 35% shared CCOHS information with up to 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. This year 86% 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 in Table 2.

**Table 2**

Inquirers – Usage by Tripartite Group Fiscal Year April 1, 2010 to March 31, 2011	
Tripartite Group	Percent
Labour	31%
Employers	33%
Government	2%
Other	34%
<b>Total</b>	<b>100%</b>



## **Users Comments**

*"CCOHS is a very informative site, and it is the first reference site that I would go to, I have also referred other professionals in my field to this same site, and they have been very satisfied with the information and response they have received from using your site."*

*"I am very satisfied for the request that I have made and I will surely use it again due to the quality of your services."*

*"Thank you very much for this information. I am sure it will help my dental practice write health and safety policies and programs."*

## **Client Services**

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

## **Reach**

This year staff answered 5,678 questions (an increase of over 500 users) 90% in English, and 10% in French.



# Training and Education Services



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

- > Classroom-based training
- > e-Learning programs (online education)
- > Publications
- > OSH Answers service
- > Services to support health and safety programs and management systems

## The Service

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

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

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



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

### Training and e-Learning Programs

CCOHS offers both instructor-led classroom and e-learning programs (online courses) to help organizations meet the occupational health and safety education and training needs of working Canadians. This area continues to provide a significant and growing revenue stream for CCOHS. Courses are developed following well-established procedures to ensure they are of the highest quality. CCOHS staff create courses with assistance and advice from outside technical experts when required, while 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.



### Classroom Training

As in previous years, this year, CCOHS noted a decline in interest in classroom training as online courses continued to be in demand, therefore the majority of CCOHS' efforts were directed towards the continued expansion of the e-learning program. Classroom courses currently being offered at CCOHS as well as on-site include:

*Health & Safety Training for Managers and Supervisors; and*

*Health & Safety for Managers and Supervisors in the Federal Jurisdiction.*

### Reach

Nine courses were held across Canada, resulting in a total of 87 participants having been trained throughout the year.

### e-Learning Programs

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 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 on or off the audio option to suit learner needs. E-courses are delivered on a for-fee basis for individuals and organizations while some important general awareness topics are available at no charge

As of the end of the year, CCOHS developed five new e-courses, bringing the total course count to 76. New courses added this year include:

*Incident Investigations in Saskatchewan Workplaces (with Saskatchewan Labour Relations and Workplace Safety)*

*Saskatchewan Workplace Safety (with Saskatchewan Labour Relations and Workplace Safety)*

*Stress in the Workplace*

*Travel Safety for Canadian Businesses (with Integrated Human Risk Solutions)*

*Orientation on Health & Safety for Agricultural Workers (with Canadian Agricultural Safety Association)*

### Reach

This year over 27,000 e-learning seats were purchased.

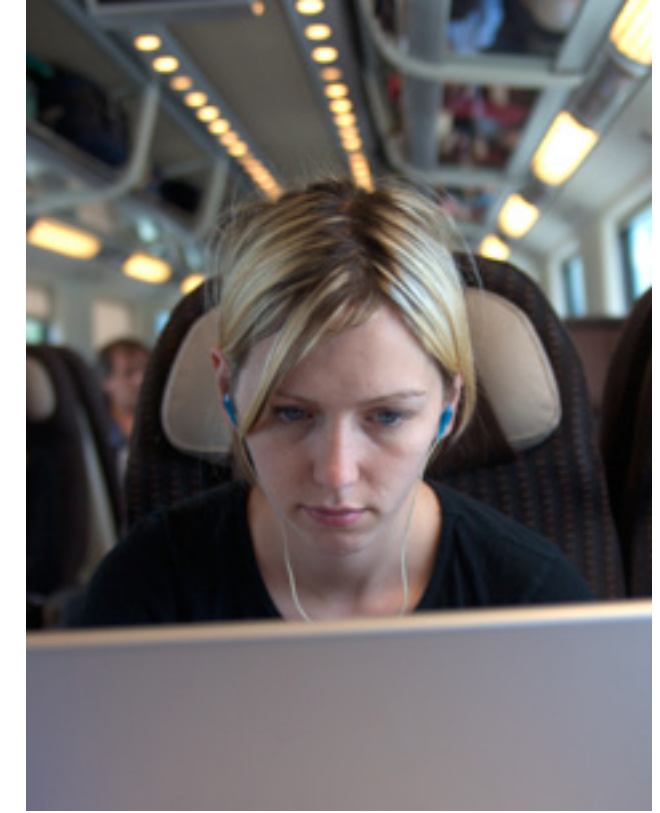
The outreach of our free awareness courses also continues to experience tremendous growth. Collectively, they have been accessed over 85,000 times this year.

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 Continual Improvement

To ensure we are meeting the needs of our users, participants are invited to complete a survey upon completion of the e-course. This year 2,995 participants responded to the survey (an increase of 711 respondents from last year). The survey covers all areas and indicates an overall approval rating exceeding 94%, as outlined in the chart below:

Rating of Content	Strongly Agree	Agree	Overall Approval Rating
Content well laid out and presented	50.4	47.9	98.3
Easy to Understand	51.1	46.5	97.6
Content met my needs	44.5	52.2	96.7
Useful links to information	49.3	47.3	96.6
Rating of Features	Strongly Agree	Agree	Overall Approval Rating
Section quizzes were helpful	46.4	50.5	96.9
Case Studies helped to illustrate the material	44.5	51.3	95.8
Images enhanced my understanding	41.9	52.4	94.3
Satisfaction Rating	Strongly Agree	Agree	Overall Approval Rating
Satisfied with the course	45.6	51.9	97.5





## Monitoring and Continuous Improvement

This year, 332 participants responded to the joint survey with our partners WSPS. The survey covers all areas and indicates an overall approval rating exceeding 94%, as outlined in the chart below:

Rating of Content	Strongly Agree	Agree	Overall Approval Rating
Content well laid out and presented	52.1	45.7	97.8
Easy to Understand	51.1	46.2	97.3
Content met my needs	46.3	49.7	96
Useful links to information	52.0	45.2	97.2
Rating of Features	Strongly Agree	Agree	Overall Approval Rating
Section quizzes were helpful	51.1	45.5	96.6
Case Studies helped to illustrate the material	47.0	47.6	94.6
Images enhanced my understanding	45.5	50.5	96
Satisfaction Rating	Strongly Agree	Agree	Overall Approval Rating
Satisfied with the course	44.0	53.5	97.5



## OSH Answers

OSH Answers is an online information service that provides information to help workers and employers identify and deal with workplace health and safety concerns. There are over 685 documents, each in an easy-to-read, question and answer format, accessible free-of-charge on the CCOHS website. All are available in both English and French and a limited number are available in Spanish via Respuestas OSH.

### Monitoring and Continuous Improvement

This year, five new documents were added, 47 were revised, and three 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.

### Reach

Over 1 million unique Canadian visitors used the OSH Answers service, and 3 million visitors from over 190 countries accessed 6.8 million documents this year.

### 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, 2011 until March 31, 2012, there were 91 requests for copyright authorization, resulting in 183,718 copies (one request was for 100,000 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.



## Publications

CCOHS publishes guides and other documents that respond to the need for information that is practical, authoritative and balanced. The 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 available in both English and French, and as electronic PDF files.

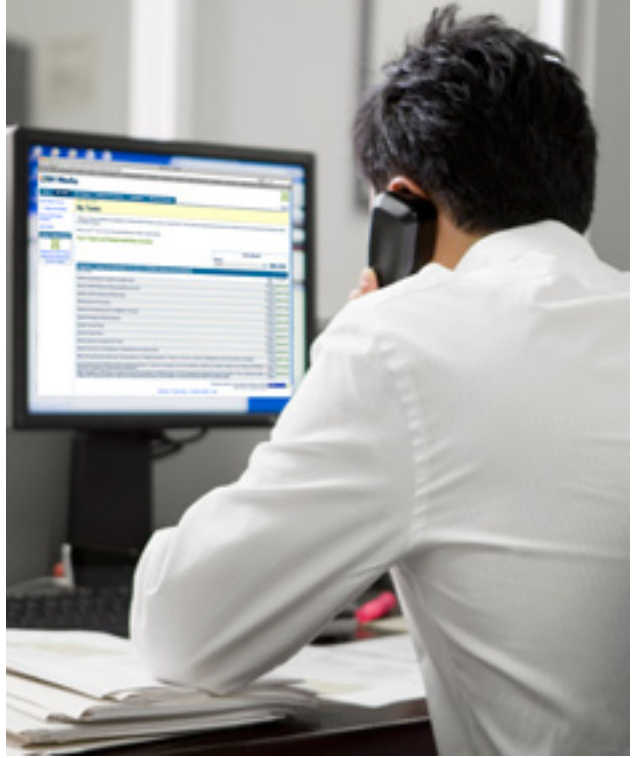
This year, two new publications were introduced and four guides were updated, bringing the total number of guides to 23 in the CCOHS library. In addition, a customized Health and Safety Committee guide was created for the Trucking Safety Council of British Columbia in December 2011.

New guides added to the collection this year were:

- Implementing a Chemical Safety Program (Manual)*
- Musculoskeletal Disorders (MSD) Prevention Manual*

Guides updated this year were:

- Warehouse Workers Safety Guide – 3rd edition (English)*
- Food Service Workers Safety Guide – 6th edition (English)*
- School Workers Health and Safety Guide – 4th Edition (English)*
- Office Ergonomics – 6th edition (English)*



**Reach**

OSH Works has fifteen subscribing organizations. These organizations use OSH Works and are contributing towards its ongoing development. Having experienced the value of this service; four organizations have renewed their subscription for a subsequent year.

**Reach**

With 8,223 publications sold this year, the impact of CCOHS publications extends far beyond the information provided to the thousands of purchasers directly by CCOHS. Surveys of customers show that guides and other publications are used to decide on changes and improved procedures that increase health and safety for many more workers.

**Health and Safety Management Systems**

**OSH Works**

OSH Works is a health and safety management system used 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.

Several versions of the program are available and whether clients using the programs, Comprehensive Workplace Health and Safety Program or OHSMS version of OSH Works, an organization will be able to show continual improvement towards reducing, and eventually eliminating, workplace injuries and illnesses.

In collaboration with Manitoba Workplace Safety and Health, CCOHS developed a version of OSH Works that can be used by Manitoba companies to help them understand and meet the 11 core elements of a Workplace Safety and Health Program that are required for compliance with the Manitoba Workplace Safety and Health Act. Two clients are now using this version of OSH Works.

In collaboration with Ontario's Workplace Safety and Prevention Services (WSPS-formerly IAPA, OSSA, and FSA) CCOHS developed a customized Comprehensive Workplace Health and Safety Program version of OSH Works with Tim Horton's franchise owners for use by Tim Horton's franchisees across Canada. CCOHS now has three Tim Horton's franchisees who have subscribed to the TDL Version of OSH Works.

# General Health and Safety Services



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

- > Legislation Services
- > Databases
- > Collaborative Projects

## **The Service**

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.



## 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 both in Canada and internationally subscribe to the enviroOSH Legislation service in its various 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.

## 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.

### 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.



## Canadian Employment Legislation

Canadian Employment Legislation is a recent addition to the web legislation service 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 is a useful resource on its own, or as a supplement to other CCOHS legislation services.

## Academic Support Program

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

### Reach

ASP has clients across Canada and in the USA, and other countries including Australia, Singapore, South Africa and the UK. The reach of the total subscriptions around the world represents 3.0 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: *NIOSH-TIC®/NIOSH-TIC-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 *CISILO* database in English and French on the web.

## OSH Essentials

OSH Essentials, launched in October 2011, provides employers with a knowledge process and practical information tool to identify specific hazards, evaluate the risks, and implement controls to mitigate workplace issues. The tool helps workplaces build a hazard action plan and includes key sections to relevant legislation by jurisdiction. This new service helps expand current service levels, outreach, user population, and impact on Canadian workplaces.



## THE 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.







## Canadian School Board Safety Zone Web Portal

The Canadian School Board Safety Zone is a bilingual gateway to Canadian school board specific health and safety information, resources and networking opportunities.

The portal focuses on three key areas:

1. Discussion among Canadian school board members 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 regional school boards to increase and enhance their health and safety awareness at a national level.



# Chemical Services



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

- > MSDS Services
- > Chemical Information
- > Chemical Tools
- > Collaborative Projects

## The Service

This performance area includes the following products and services:

MSDS Management Service  
MSDS/FTSS  
CHEMINFO  
RTECS®  
CHEMPENDIUM™  
DSL/NDSL  
CANWrite™  
CANLabel™  
IPCS INCHEM  
IPCS INTOX  
WHMIS after GHS Resources (e-Courses and Posters)  
WHMIS Classification Discrepancy Project  
MSDS Evaluation Study (Lead Products)  
Canadian Forces Projects - Submarine Air Quality





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.

### MSDS Services

Many workplaces make use of chemical substances, including ones that are potentially hazardous to workers and their environment. Use and control of these substances is an important issue for Canadians, and the cornerstone of maintaining a safe workplace is providing accurate, current information about potential hazards and safe work procedures.

For more than 30 years WHMIS has been Canada's national hazard communication system, and in that system MSDSs help to convey both hazard and safe work information to workplaces. CCOHS has a long history of providing tools and services to allow clients to meet their regulatory requirements for distribution of up-to-date MSDS information in the workplace.

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

*MSDS Management Service (MMS)*

*MSDS and FTSS Database (English and French-language)*

### MSDS Management Service (MMS)

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

### Reach

MMS continues to grow significantly each year. This year, MMS achieved over 25% growth in the total number of clients served, as well as a high retention of existing clients with over 93% 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 component of the Academic Support Program targeted at universities and academic institutions.

### 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.

### 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 priorities continue to be focused on maintaining and developing the collection to better meet client needs. CCOHS' goal continues to be that priority chemical records used most frequently by clients are kept updated and current. This year:

- > 17 database records were completely updated and 67 records were modified to reflect current information,
- > 6 new records for high priority chemical product ingredients were added to the database. These records contain chemical/physical property and selected hazard information, and
- > 10 records that contained identifying information and occupational exposure limits were enhanced to provide chemical/physical property, selected hazard information exposure limit values.

### Reach

CHEMINFO clients viewed 35,000 records online (over 100 records each day of the year) while a similar number of subscribers accessed CHEMINFO via the CHEMpendium CD-ROM. In addition, a CHEMINFO spin-off in OSH Answers named Chemical Profiles was viewed 37,000 times each month (27,000 in English and 10,000 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 15,000 times last year, a 100% increase from the previous year.

### Registry of Toxic Effects of Chemical Substances (RTECS®)

RTECS contains critical toxicological information with citations on more than 172,000 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 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. 40% are from the United States, while 25% of subscribers are from Canada (the remaining are from 33 other Countries). The online version was used 68,300 times this year, with 25% of subscribers using 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/NDSL)
- > Hazardous Substances Data Bank (HSDB)
- > 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 52,700 database records were viewed online. Online subscription purchases remained steady, as approximately 65% of CHEMpendium subscribers use this database collection online.

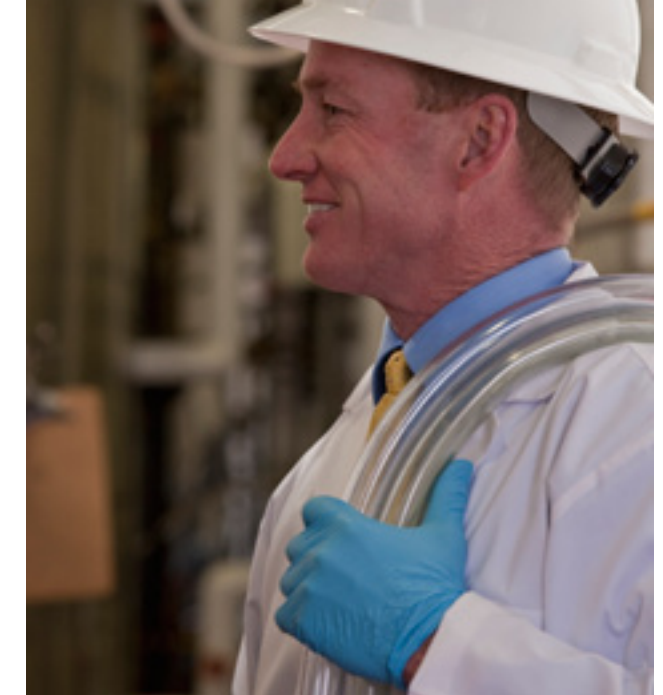
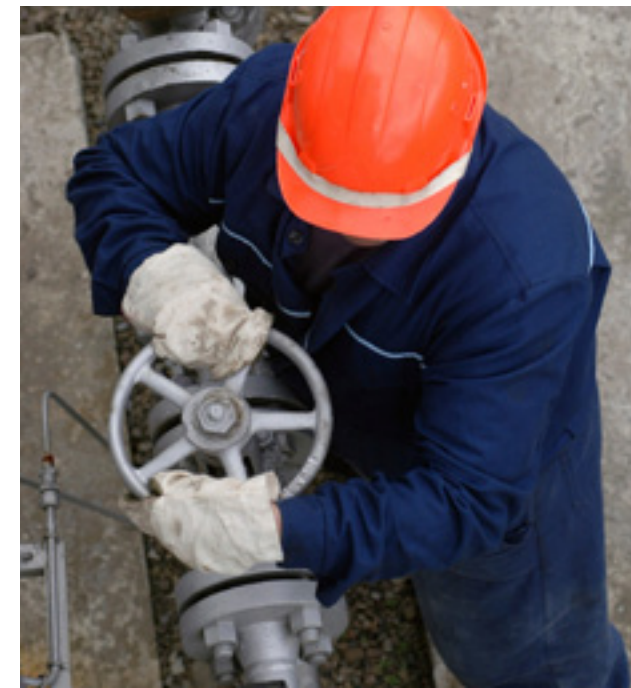
### DSL/NDSL

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 26,785 substances and the NDSL contains 48,922 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.



### CHEMICAL TOOLS

#### CANWrite™

CANWrite is software which helps chemical suppliers to author MSDSs. 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, Brazilian Portuguese and Latin American Spanish.

OSHA implementation of GHS requirements in the United States will begin in May 2012 with full implementation by June 2015. These plans caused increased interest and sales this year since many Canadian chemical supplier companies ship workplace chemical products to the United States.

While CANWrite was designed with GHS in mind, the GHS version was partially developed this year, with the final GHS version to be released by March 2013. The US OSHA-GHS requirements for classification and SDS are expected to be harmonized with Canadian WHMIS requirements, but this information will likely be available before the end of the next fiscal year. There is no firm time-frame for Canadian WHMIS-GHS implementation but there is some expectation that Canada will have implemented GHS in WHMIS by June 2015.



## Reach

Interest in CANWrite from small and medium-sized chemical manufacturers this year has increased significantly and 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. It was launched as a demonstration service for several months starting in April 2011, with subscription services being made available for OSHA and WHMIS labels in September 2011. Later, GHS labels were introduced in December 2011. Clients have the option of subscribing annually or monthly and have continual access to the labels regardless of period.

## COLLABORATIVE PROJECTS

### IPCS INCHEM

The IPCS INCHEM service has been one of the most important chemical information services delivered by CCOHS for many years. 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 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 Organisation (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. Classroom training was held in November 2011 in Wales, and personal client training is provided using remote web technologies year-round.

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 20 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

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 question we receive is 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. It is likely that we will see proposed regulations possibly in 2012-2013, with regulations by 2014-2015.

## Reach

Over 5,000 users accessed the e-courses and fact sheets last year (15% French and 85% English). Almost 90% of users were from Canada and included employers, workers and trainers.

## 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. This year CCOHS and the CSST exchanged information and reached consensus on the WHMIS classification of acrylonitrile, and n-butyl acetate. In addition, advice was provided to NOW regarding the classification of manganese.

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

NOW 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 is 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. During Phase 2, which will be completed by June 30, 2012, the selected MSDSs will be audited, and the data collected will be analyzed.

### **Reach**

The study will provide 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.

### **Canadian Forces Air Quality Project - Submarine Air Quality- Newfoundland**

The Canadian Forces (CF) Health Services Group asked CCOHS to review and assess the CF exposure guidelines for submarine breathing air constituents and contaminants to assure that these limits are protective of workers. There were 25 chemicals reviewed for toxicity and health concerns, at low concentration levels and long exposure periods. The CF limits were compared to guidelines and standards cited by NASA, US Navy and other country submarine standards as well as the ACGIH TLVs. An assessment was undertaken for each chemical to determine whether the limits are appropriate or whether they should be changed. In some cases, changes were recommended to bring the Canadian standards into line with international norms. Improved standards will ensure optimum protection of workers in submarines.



# Communications



**P**rovides a comprehensive communications service for CCOHS that includes

- > Promoting Occupational Health and Safety in Canada and Stakeholder Relations
- > Promoting CCOHS and its Products and Services

## **The Service**

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.





The service consists of two primary communications streams: Promoting CCOHS and its Products and Services, and Promoting Occupational Health and Safety in Canada. 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 vision.

## PROMOTING OCCUPATIONAL HEALTH AND SAFETY IN CANADA

### Health & Safety Report e-Newsletter

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 newsletter 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.

In this year's readership survey, to which 1,828 (5.7%) responded, the newsletter received a 99.3% overall

satisfaction rating with the content and format, with 42.3% being "very satisfied". 97.3% 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 training purposes and as a resource for their own newsletters, bulletin boards and employee orientation kits;
- > 81.8% use the information (24.9% frequently) to implement changes to make the workplace healthier and safer;
- > 92.4% of subscribers share the report with at least one other person; and
- > 18.1% share it with 50 or more people.

### Reach

The scope and reach of this monthly newsletter has grown to 31,320 subscribers in Canada and in 122 other countries. This represents 5.7% growth this year. The high share rate of the newsletter represents an additional 387,000 readers, and combined with the number of subscribers, represents an approximate monthly reach of 418,400. The content was also heavily repurposed by other organizations/publications this year, resulting in an exponential audience reach of 1,666,231.

### Subscribers comments

*"The information is great. The topics are usually very relevant and current. Links are great to provide more resources and information. Has been very helpful when reviewing topics to post on news headlines and update programs and policies."*

*"I think that this resource is invaluable. As a Director in my organization, it helps to keep me informed about health and safety changes that impact my workplace. I make sure that it is posted on our internal wiki for everyone to read."*

*"I enjoy the newsletter and find it informative from a work and personal level."*

*"Thank you for providing a credible resource for up to date OHS information and Canadian content. It's my first recommendation to others."*



## HEALTH AND SAFETY AWARENESS TOOLS

### Poster Program

CCOHS expanded the poster program to include several other products such as buttons, pins, and stickers to 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 were designed to help enhance organizations' internal awareness campaigns.

The poster program aims to help raise awareness of workplace health and safety issues. This year we launched the first of a new stream of technical posters, *MSDS -> SDS: Not Just Dropping the "M"*. The program currently consists of 18 awareness posters on topics ranging from scent-free workplaces, bullying, workplace mental health, and lifting tips as well as technical posters, the first of which was released this year. The awareness posters are made available as free downloads from the CCOHS website and are also available for sale in print. An additional six are planned for release in the upcoming year.

### Reach

Approximately 2,916 printed posters were sold and an additional 27,684 free electronic versions were downloaded.

### 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, both public services and cost recovery.

### Public Service Webinars

CCOHS technical specialists presented 3 free webinars around special workplace health and safety events such as North American Occupational Safety and Health (NAOSH) Week (May 2011) and Healthy Workplace Month (October 2011).

During NAOSH Week, CCOHS presented two live webinars: *Help Your New Workers Stay Safe* and *The Aging Workforce: OHS Solutions*. During Healthy Workplace Month, CCOHS presented a webinar, *Making Sense of Scent-Free Workplaces*.

### Reach and Impact

Events:	3
YTD views:	1002
Locations:	12 provinces/ territories

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

### Cost Recovery Webinars

The cost recovery program awards continuing education points for completion and is targeted to the professional audience who must maintain certifications. The first event, Radiation Safety in the Workplace was held in October 2012 with the Radiation Safety Institute of Canada. CCOHS then partnered with the Ontario Lung Association to produce two live webinars on occupational asthma in February and March 2012.

### Reach and Impact

Episodes produced in this period:	3
Locations:	11 provinces and territories

### Podcast Program

CCOHS' podcast program *Health and Safety To Go!* provides information in current, relevant formats to increase accessibility and expand reach of health and safety resources to wider audiences (including those visually impaired).

Podcasts are offered as a free public service and are created by repurposing CCOHS content mainly from the *Health and Safety Report* and *OSH Answers*. The podcast program permits timely content and is cost effective to produce – and yields an excellent "reach" return.





Focus this year shifted to inviting guest speakers from outside organizations to extend our reach to other vertical markets, and creating new partnerships (Ontario Lung Association, Radiation Safety Institute of Canada) and distribution channels.

CCOHS produced a total of 29 podcasts this year, bringing the total number of active episodes in the program to 83. There was concentrated focus to add distribution channels for the extensive podcast collection, in addition to iTunes and the CCOHS website. We uploaded RSS feeds onto 12 podcast directory listings and several organizations, educational institutions and companies requested permission to list links to CCOHS podcasts from their own sites.

The top three most-listened to podcasts this year were: *Prolonged Sitting: Risks of Sitting Too Long*, *Noise Control in the Workplace*, and *Water Safety*.

**Reach**

Over the year, the podcast program received a total 48,037 listens (27.6% increase over last year); 4,003 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%..

**Workscope Web Discussion Board and HS-Canada List-Serv**

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.

The Workscope web discussion board was established to facilitate the sharing and discussion of health and safety information and issues, and to help build and grow a virtual health and safety community. The discussions are transparent, visible to anyone visiting the board, however only members can post and participate in the discussions.

HS Canada, the email list service has been moderated by CCOHS for over 18 years, and has a very active occupational health and safety community.

**Reach**

Workscope: 1335 members, 970 threads, 1479 posts

HS Canada: 826 regular subscribers + 1096 digest subscribers = 1922 total subscribers

**National Day of Mourning – April 28**

April 28 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 four bilingual Day of Mourning posters available for a fee and makes single printed posters and electronic downloads available free of charge as a public service that serves as a powerful reminder to Canadians to strengthen the resolve to establish safe conditions in the workplace for all. The cost recovery component of the poster program helps subsidize the free service.

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 web page and poster downloads were lower than the previous year. 18 pages of Day of Mourning web content were viewed a total of 27,331 times, down 8.4% from the previous year. In addition, 1,369 Day of Mourning posters were downloaded to Canadians free of charge. This represents an 11% decrease in poster activity from the previous year.

**North American Occupational Safety and Health (NAOSH) Week May 1-7, 2011**

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 in Fort McMurray, Alberta, on Monday May 2, 2011.

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 1, 2011 with the number of participants exceeding that of last year’s event.

**Reach**

This year, 31,285 unique visitors frequented the NAOSH Week website (41% more than the previous year), and viewed content pages 128,475 times.



**Dick Martin Scholarship Award**

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

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

- Jennifer Hogan – *Newfoundland & Labrador*
- Heather Young – *Newfoundland & Labrador*
- Peter Wowchuk - *Alberta*

A total of 60 submissions were received. The breakdown of submissions by province is as follows:

Province	Applicants	Percentage
British Columbia	5	8.3%
Alberta	21	35%
Manitoba	2	3.3%
Ontario	15	25%
Quebec	4	6.7%
New Brunswick	4	6.7%
Nova Scotia	3	5.0%
Newfoundland & Labrador	6	10%
<b>Total</b>	<b>60</b>	<b>100%</b>

**Forum IV**

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

*CCOHS’ Forum IV: Better Together* will bring together subject experts, workers, employers, and government representatives to share their collective knowledge and experience around the issues of mental health in the workplace, harassment and bullying, healthy workplaces, and the impact of psychosocial work factors on musculoskeletal disorders (MSDs).

The program is finalized and all of the speakers are confirmed. Promotion of the event started with the launch of the Forum website and a ‘Save the Date’ postcard for use during the 2011 spring and fall

conference season. Promotional efforts are underway – the website has been launched, as has the sponsorship campaign. Promotional efforts will intensify over the upcoming months. Council members will be invited to facilitate workshops as well as to introduce and thank speakers - a schedule will be developed over the upcoming months.

### Healthy Minds at Work Website



To help workplaces recognize, understand and address mental health issues, CCOHS launched the new Healthy Minds at Work website in September 2011. This collection of quality online resources offers advice 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.

The portal URL is [www.ccohs.ca/healthyminds/](http://www.ccohs.ca/healthyminds/) (English), [www.cchst.ca/healthyminds/](http://www.cchst.ca/healthyminds/) (French).

#### Reach (September – March 2012)

Total Page Views: 25,723 (3,675 monthly average)

### Young Workers Zone

The Young Workers Zone 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.

The Health and Safety Teaching Tools manual was released in print two years ago to enhance the “Teachers” portion of the portal and provide additional resources for teachers to lay a foundation of health and safety with the students. This year work centered on the development of the web version of Teaching Tools, to make them more widely accessible. Two web versions of Teaching Tools will be available in May 2012: the free basic version, and the comprehensive version, complete with tests, exercises and viewing slides, that will be available for purchase.

#### Reach

This year 34 Teaching Tools manuals were sold.

The Young Worker Zone had 42,734 unique page views of the content, a 16% increase from the previous year, and 74,258 total page views (22% increase).

### 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. The portal URL is [www.ccohs.ca/healthyworkplaces/](http://www.ccohs.ca/healthyworkplaces/) (English) [www.cchst.ca/healthyworkplaces/](http://www.cchst.ca/healthyworkplaces/) (French).

#### Reach

The content pages were viewed 52,568 times, and had virtually the same traffic as the previous year.

### 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. The portal URL is [www.ccohs.ca/pandemic/](http://www.ccohs.ca/pandemic/) (English) [www.cchst.ca/pandemic/](http://www.cchst.ca/pandemic/) (French).

#### Reach

This year content pages were viewed 14,161 times, down 25% 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. The URL for this website is [www.canoshweb.org/](http://www.canoshweb.org/) (English) [www.canoshweb.org/fr/](http://www.canoshweb.org/fr/) (French).

#### Reach

This year traffic to the site remained steady with 18,078 unique visitors viewed 57,075 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 OSH responsibilities. It is linked from the European Agency for Safety and Health at Work website to provide Europeans easy access to Canadian information. The URL for this site is [www.eu-ccohs.org/](http://www.eu-ccohs.org/).

#### Reach

This year 1,425 visitors viewed 2,874 pages of 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. Resources are selected from a variety of sources including credible national, provincial, and local agencies, and non-profit organizations, and enables users to suggest additions to the collection. 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.



### Canadian Healthy Workplaces Month

Canada’s Healthy Workplace Month (CHWM) is held in October and provides workplaces with tools to plan, promote, and execute programs and activities to benefit and contribute to the health of their employees. For the past several years Excellence Canada, formerly the National Quality Institute, has retained CCOHS on a cost recovery basis to maintain and support the website. The partnership agreement expired during this fiscal year and work is in progress to make a seamless transition of the website to Excellence Canada. The URL for the site is [www.healthyworkplacemonth.ca/](http://www.healthyworkplacemonth.ca/).

#### Reach

Traffic to the site was 21% lower than the previous year. 21,395 unique visitors visited the site and viewed pages of content 69,878 times.

### Stakeholder Relations

CCOHS continues to cultivate new relationships with various stakeholders to lead to increased impact on Canadian workplaces even further by partnering in 2011-12 on its webinar and podcast programs. CCOHS forged new alliances with the Radiation Safety Institute of Canada, the Ontario Lung Association, and the Mental Health Commission of Canada.



**PROMOTING CCOHS AND ITS PRODUCTS & SERVICES**

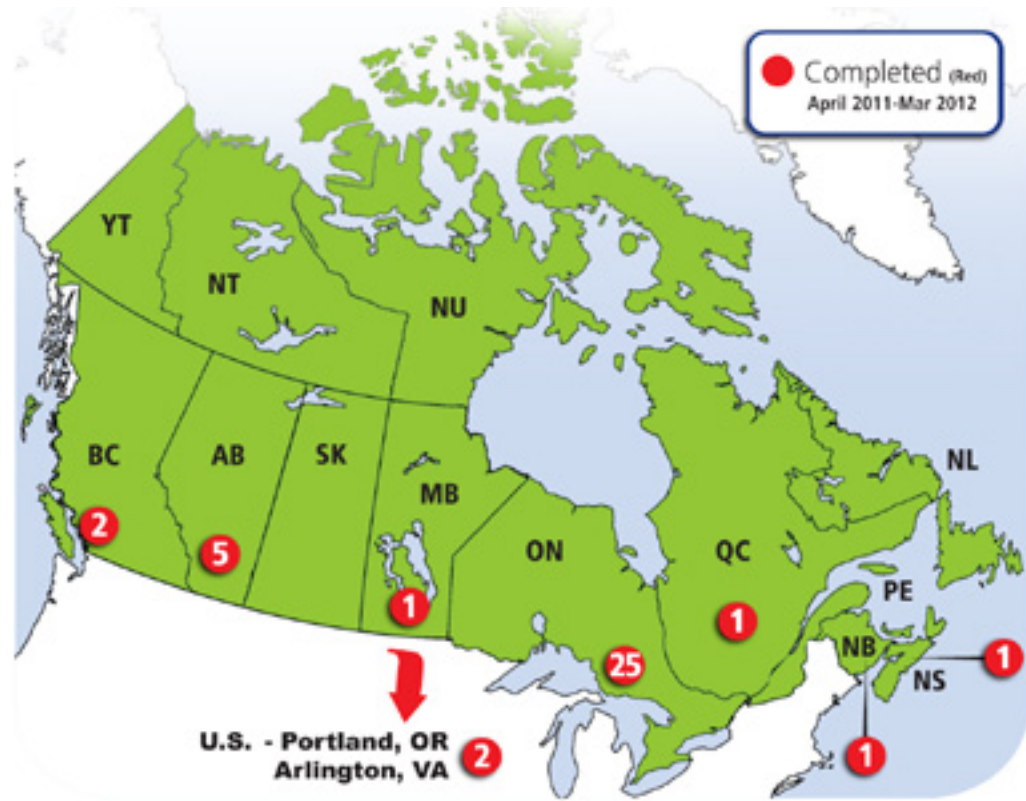
**Conferences, Presentations and Exhibitions**

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.

**Reach**

Total Conferences: 37  
 Conferences attended: 33  
 Sent materials: 4 additional events  
 Presented: 22 speaking engagements  
 Exhibited: 25 venues  
 Potential reach: 27,045 attendees

**2011-2012 Conferences Attended**



**PROMOTION**

**Web site**

The CCOHS web site is a rich source of occupational health and safety, corporate and product information. It also provides the delivery platform for many of the CCOHS subscription services.

**Reach**

This year, the home page had 383,817 unique visitors per month (11% increase from the previous year) and 9,568,247 page views year-to-date. 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.

**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 22% over the previous year from 8,664 to 10,570. The six electronic issues published averaged a 27.3% open rate, and a 28.7% click-through rate, which is higher than the government average of 10.9%.

According to the annual readership survey conducted in January 2012, 91% of respondents felt that, overall, Liaison delivers value to their organization. 74% 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 82% of respondents indicating that they forward or share the newsletter with others.

**Survey Comments**

"Easy to read simple layout and the ability to read more about what interests me."  
 "Timely and accurate information which is in a format that is easy to share."  
 "Gives me a broader context of OH&S concepts than just my current work environment."  
 "Timely and relevant articles. Great links."

**CCOHS Membership Program**

The Annual Membership Program was developed to help build a stronger and more dynamic relationship with our clients. In the three years since its launch, response to the program has exceeded expectation and membership has steadily increased. There are four levels of membership with varying discounts and benefits: Platinum, Gold, Silver and Bronze.

In September 2011, a new Student Membership level was added to help establish a strong relationship with future health and safety professionals. The program targets continue to be exceeded.

Active members: 211

Student	29	13.74%
Bronze	98	46.45%
Silver	40	18.96%
Gold	28	13.27%
Platinum	16	7.58%
Total	211	100%

**Media**

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



CCOHS released 22 media releases and seven media advisories, many of which were reprinted/ reproduced by related organizations, groups and businesses to enhance their own initiatives.

This year CCOHS received 67 media requests and inquiries, and conducted 43 interviews (up from 34 last year) spanning all formats: print, radio and web. CCOHS had many mentions in occupational health and safety specific publications such as OHS Canada, CIEN Magazine, Ecolog, HSO Network Magazine, PEM Magazine, COS Magazine, Canadian Safety Reporter, etc., as well as in many Canadian publications such as the Ottawa Business Journal, Globe and Mail, Orangeville Citizen, Canadian Business Magazine, Stoney Creek News (to name a few).

### **CCOHS Sightings – in the Media and Other Places**

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 330 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 a conservative estimated reach in excess of 15,282,848 taking into account the circulation and web traffic of the media citing CCOHS.



### **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 Slideshare, we have developed robust online communities that increase engagement and encourage discussion. In January 2012 the CCOHS blog, Workplace Health and Safety Matters, which shares CCOHS President Steve Horvath’s perspectives, was launched and added to the social media mix.

#### **Reach**

**Twitter** – 2708 followers, up 92.6% from 1406 followers the previous year); 248 tweets; 637 re-tweets (up from 569) with a reach of 1,773,998 (up from 742,408). CCOHS is listed on 175 user-created Twitter lists (up from 131 the previous year).

**Facebook** – CCOHS now has a community of 1,638 fans, an increase of more than 61% over the previous year.



**P**roviding a comprehensive computer systems service for CCOHS that includes:

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

## **The Service**

Systems 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 fundamental technical support to other working groups in various projects.

## **CCOHS' E-commerce System**

Sales via the CCOHS e-commerce system were 26% higher than the previous year. The e-commerce system is continually monitored and updated to improve security, usability for clients and to improve quality. Changes were also made to allow for the sales of new types of products. Software development and release procedures were enhanced to improve the quality of the software running the web site and to help improve the business planning process.

## **Website Upgrades**

Several upgrades were made this year to further improve the reliability of the CCOHS website. Changes were completed to provide more frequent updating of the web site content. A major project involved updating the web site to comply with the web accessibility standards mandated by the Treasury Board. This involved significant programming and structural changes to many areas of the web site.

## **IT Security Awareness Training – Internal**

Annual IT security awareness training was provided to all staff again this year. The training helps to educate users about IT security threats and makes users better prepared to recognise possible malware. In addition, new and improved anti-virus software was installed on all user computers, while 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). The end result is an improvement to the overall security posture of CCOHS.

## **Continuous Improvement**

The software and processes necessary to ship products on CD/DVD-ROM were maintained and approved this year as a result; discs and other shipments were sent to customers on time each quarter.

Software changes were implemented as necessary to accommodate new versions of operating systems and web browsers; and investigations were conducted into the use of different media. This resulted in products being distributed via USB drives as well as discs.

Numerous enhancements were completed to improve the performance and usability of the internal planning tool.

Connections were also made between various internal systems to 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.



# Financial Review

## 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, 2012, 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, 2012 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](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 26, 2012

## 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 2012, 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 judgment, 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 2012, and the results of its operations, changes in its net debt and its cash flows for the year then ended in accordance with Canadian public sector accounting standards.



Lucie Cardinal, CA  
Principal  
for the Auditor General of Canada

26 June 2012  
Ottawa, Canada

## STATEMENT OF FINANCIAL POSITION

At March 31 (in dollars)

	2012	2011
<b>Liabilities</b>		
Accounts payable and accrued liabilities (note 8)	\$ 372,843	\$ 369,814
Deferred revenues – web based subscriptions	914,704	842,433
Vacation pay and compensated leave	409,131	403,705
Employee severance benefits (note 10)	1,891,556	1,745,134
Deferred revenues – donations (note 9)	99,307	97,807
Deferred revenues – contributions to inquiries service	42,500	42,500
<b>Total liabilities</b>	<u>3,730,041</u>	<u>3,501,393</u>
<b>Financial assets:</b>		
Due from the Consolidated Revenue Fund	450,892	478,468
Accounts receivable (note 7)	339,731	425,532
<b>Total Financial assets</b>	<u>790,623</u>	<u>904,000</u>
<b>Net Debt (note 3)</b>	<u>(2,939,418)</u>	<u>(2,597,393)</u>
<b>Non-financial assets:</b>		
Inventory for resale	51,838	36,559
Tangible capital assets (note 6)	178,265	190,393
<b>Total non-financial assets</b>	<u>230,103</u>	<u>226,952</u>
<b>Net Financial Position</b>	<u>(2,709,315)</u>	<u>(2,370,441)</u>

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)

	2012 Planned results	2012	2011
<b>Expenses</b>			
<b>Operations</b>			
Salaries and employee benefits	\$ 7,924,843	\$ 8,216,110	\$ 7,864,975
Professional and special services	1,050,000	1,002,369	1,019,940
Accommodation	713,537	713,537	713,537
Transportation and communications	100,000	109,491	97,790
Purchased repair and upkeep	110,000	157,626	123,152
Utilities, materials and supplies	125,000	67,621	112,083
Information	100,000	87,372	107,288
Rentals	25,000	31,123	35,010
	<u>10,148,380</u>	<u>10,385,249</u>	<u>10,073,775</u>
<b>Administration</b>			
Salaries and employee benefits	275,000	239,139	329,824
Governors and committees	18,000	15,106	16,784
Travel	21,000	27,363	29,735
Professional and special services	500	261	1,642
Utilities, materials and supplies	50	116	14
	<u>314,550</u>	<u>281,985</u>	<u>377,999</u>
<b>Other expenses</b>			
Amortization of tangible capital assets	75,000	91,966	114,222
Loss on disposal of tangible capital assets	-	36	245
	<u>75,000</u>	<u>92,002</u>	<u>114,467</u>
<b>Total expenses</b>	<u>10,537,930</u>	<u>10,759,236</u>	<u>10,566,241</u>
<b>Revenues (note 5)</b>			
Proceeds from sales	3,100,000	2,977,954	2,858,681
Projects and collaborative agreements	900,000	820,927	1,112,568
<b>Total revenues</b>	<u>4,000,000</u>	<u>3,798,881</u>	<u>3,971,249</u>
<b>Net cost of operations before government funding</b>	<u>(6,537,930)</u>	<u>(6,960,355)</u>	<u>(6,594,992)</u>
<b>Government Funding</b>			
Net cash provided by government	5,317,308	5,332,467	5,604,492
Change in due from the Consolidated Revenue Fund	50,000	(27,577)	(16,129)
Services provided without charge			
From other government departments (note 11)	1,301,677	1,316,590	1,307,765
	<u>6,669,085</u>	<u>6,621,480</u>	<u>6,896,128</u>
Net cost of Operations after government funding	131,055	(338,874)	301,136
<b>Net Financial Position at Beginning of Year</b>	<u>(2,466,380)</u>	<u>(2,370,441)</u>	<u>(2,671,577)</u>
<b>Net Financial Position at End of year</b>	<u>(2,335,325)</u>	<u>(2,709,315)</u>	<u>(2,370,441)</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)

	2012 Planned results	2012	2011
<b>Net Cost of Operations after government funding</b>	<b>\$ 131,055</b>	<b>\$ (338,874)</b>	<b>\$ 301,136</b>
<b>Changes due to Tangible Capital Assets</b>			
Acquisitions of tangible capital assets	(100,000)	(79,874)	(49,352)
Amortization of tangible capital assets	75,000	91,966	114,222
Loss on sale of tangible capital assets	-	36	245
<b>Total Change Due to Tangible Capital Assets</b>	<b>(25,000)</b>	<b>12,128</b>	<b>65,115</b>
Decrease (increase) in inventory	-	(15,279)	31,483
Net (decrease) increase in net debt	<u>106,055</u>	<u>(342,025)</u>	<u>397,734</u>
<b>Net debt, at Beginning of year</b>	<u>(2,730,695)</u>	<u>(2,597,393)</u>	<u>(2,995,127)</u>
<b>Net debt, at End of year</b>	<u>(2,624,640)</u>	<u>(2,939,418)</u>	<u>(2,597,393)</u>

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



## STATEMENT OF CASH FLOW

At March 31 (in dollars)

	2012	2011
<b>Operating Activities</b>		
Net cost of operations before government funding	\$ 6,960,355	\$ 6,594,992
Non-cash items:		
Amortization of tangible capital assets (Note 6)	(91,966)	(114,222)
Loss on disposal of tangible capital assets	(36)	(245)
Services received without charge from other government departments (Note 11)	(1,316,590)	(1,307,765)
Variations in Statement of Financial Position:		
Decrease in accounts payable and deferred revenues	(75,300)	111,262
Decrease (increase) in liability for vacation pay and compensatory leave	(5,426)	(2,484)
(Increase) decrease in liability for employee severance benefits	(146,422)	29,506
(Increase) in deferred revenue – donations	(1,500)	(2,000)
(Increase) decrease in contributions to inquiries service	-	65,500
(Decrease) increase in accounts receivable	(85,801)	212,079
(Decrease) in inventory	15,279	(31,483)
<b>Cash used in operating activities</b>	<b>5,252,593</b>	<b>5,555,140</b>
<b>Operating Activities</b>		
Acquisitions of tangible capital assets	79,874	49,352
<b>Net cash provided by Government of Canada</b>	<b>5,332,467</b>	<b>5,604,492</b>

## CANADIAN CENTRE FOR OCCUPATIONAL HEALTH AND SAFETY NOTES TO THE FINANCIAL STATEMENTS

For the year ended March 31 (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 2011-12 Report on Plans and Priorities.

#### 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.
- 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 labour contracts or conditions of employment. These benefits are accrued as employees render the services necessary to earn them and are estimated based on employees' salaries, duration of service and age.  
(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.
- 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 according to the activities to which they relate.
- j) Inventories  
Inventories are valued at the lower of cost and net realizable value. Inventories 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 generally accepted accounting principles for the public sector 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. Post-employment 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:

	2012	2011
Net cost of operations before Government funding	\$ 6,960,355	\$ 6,594,992
Adjustments for items affecting net cost of operation but not affecting authorities:		
Amortization of tangible capital assets (note 6)	(91,966)	(114,222)
Services provided without charge from other Government departments	(1,316,590)	(1,307,765)
Loss on disposal of tangible capital assets	(36)	(245)
Decrease (Increase) in employee severance benefits	(146,422)	29,506
(Increase) in vacation pay and compensatory leave	(5,426)	(2,484)
Total items affecting net cost of operation but not affecting authorities	(1,560,440)	(1,395,210)
Adjustments for items not affecting net cost of operations but affecting authorities:		
Add (Less)		
Inventory for resale	15,279	(31,483)
Respendable revenue not yet collected	(204,744)	220,156
Acquisition of tangible capital assets	79,874	49,352
Total items not affecting net cost of operations but affecting authorities	(109,591)	238,025
Current year authorities used	5,290,324	5,437,807

b) Authorities provided and used:

	2012	2011
Human Resources Social Development Canada – Vote 25	\$ 3,853,172	\$ 3,999,573
Human Resources Social Development Canada - statutory	1,123,994	1,114,798
Human Resources Social Development Canada – Vote 25A	202,283	323,525
Treasury Board – Vote 15 – collective agreements	-	(86,401)
Treasury Board – Vote 30 – payroll shortfalls	245,480	264,514
Current year authorities provided	<u>5,424,929</u>	<u>5,616,009</u>
Less:		
Lapsed authorities – operating	(134,605)	(178,202)
Current year authorities used	<u>5,290,324</u>	<u>5,437,807</u>

## 5. Revenues

	2012	2011
General Health and Safety Products and Services	\$ 1,125,824	\$ 1,196,780
Chemical Products and Services	1,063,898	1,102,461
Training and Education	1,077,068	1,111,150
Inquiries Contributions	414,000	430,000
Communications	99,050	92,083
Other Income	19,041	38,775
	<u>3,798,881</u>	<u>3,971,249</u>

## 6. Tangible capital assets

	Cost				Accumulated Amortization				Net Book Value 2012	Net Book Value 2011
	Opening Balance	Acquisitions	Disposals and Writeoffs	Closing Balance	Opening Balance	Amortizations	Disposals and Writeoffs	Closing Balance		
Computer equipment	\$1,060,700	\$56,683	\$127,445	\$989,938	\$926,315	\$57,451	\$127,409	\$856,357	\$133,581	\$134,385
Furniture & equipment	527,562	4,515	1,913	530,164	501,855	10,446	1,913	501,388	19,776	25,707
Software	690,374	18,676	—	709,050	667,994	19,364	—	687,358	21,692	22,380
Leasehold improvements	44,533	—	—	44,533	36,612	4,705	—	41,317	3,216	7,921
Measuring equipment	2,673	—	—	2,673	2,673	—	—	2,673	—	—
	<u>2,325,842</u>	<u>79,874</u>	<u>129,358</u>	<u>2,276,358</u>	<u>2,135,449</u>	<u>91,966</u>	<u>129,322</u>	<u>2,098,093</u>	<u>178,265</u>	<u>190,393</u>

Amortization expense for the year ended March 31, 2012 is \$ 91,966 (2011 – \$114,222).

## 7. Accounts receivable

The following table presents details of accounts receivable from:

	2012	2011
External parties	\$ 287,437	\$ 405,344
Other Federal government departments and agencies	63,758	31,652
	<u>351,195</u>	<u>436,996</u>
Allowance for doubtful accounts on receivables from external parties	(11,464)	(11,464)
	<u>339,731</u>	<u>425,532</u>

## 8. Accounts payable and accrued liabilities

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

	2012	2011
External parties	\$ 339,727	\$ 281,063
Other Federal government departments and agencies	33,116	88,751
	<u>372,843</u>	<u>369,814</u>

## 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 \$1,500 in donations in 2012(2011- \$2,000). The balance at March 31, 2012 is \$99,307 (2011- \$97,807).

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 2012 expense amounts to \$808,152 (2011 - \$782,588), which represents approximately 1.8 (2011- 1.9) 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.

	2012	2011
Accrued benefit obligation, beginning of year	\$ 1,745,134	\$ 1,774,640
Expense for the year	323,679	191,292
Benefits paid during the year	(177,257)	(220,798)
Accrued benefit obligation, end of year	<u>1,891,556</u>	<u>1,745,134</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:

	2012	2011
Employer's contribution to health and dental insurance plans	\$ 548,053	\$ 539,228
Accommodation	713,537	713,537
Audit services	55,000	55,000
<b>Total</b>	<b>1,316,590</b>	<b>1,307,765</b>

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

	2012	2011
Accounts receivable from other government department and agencies	\$ 63,758	\$ 31,652
Accounts payable to other government departments and agencies	33,116	88,781
Expenses – Other Government departments and agencies	249,565	293,696
Revenues – Other Government departments and agencies	380,303	494,661

### 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	2012 Total	2011 Total
Salaries and employee benefits	\$ 2,317,947	\$ 6,137,304	\$ 8,455,250	\$ 8,194,795
Professional and Special Services	209,626	807,162	1,016,788	1,037,732
Accommodation	206,926	506,611	713,537	713,537
Transportation and communications	110,468	27,336	137,803	128,099
Information	38,481	48,891	87,372	107,288
Purchased repair and upkeep	137,293	20,333	157,626	123,152
Utilities, materials and supplies	58,404	9,308	67,712	112,084
Rental	22,118	9,028	31,146	35,087
Other expenditures	26,681	65,321	92,002	114,467
Total Expenses	3,127,943	7,631,294	10,759,237	10,566,241
Revenues		3,798,881	3,798,881	3,971,249
<b>Cost from continuing operations</b>	<b>3,127,943</b>	<b>3,832,413</b>	<b>6,960,356</b>	<b>6,594,992</b>

### 13. Accounting Changes

During 2011, amendments were made to Treasury Board Accounting Standard 1.2- Departmental and Agency Financial Statements to improve financial reporting by government departments and agencies. The amendments are effective for financial reporting of fiscal years ending March 31, 2012, and later. The significant changes to CCOHS's financial statements are described below. These changes have been applied retroactively, and comparative information for 2010-11 has been restated.

Net debt (calculated as liabilities less financial assets) is now presented in the Statement of Financial Position. Accompanying this change, CCOHS now presents a Statement of Change in Net Debt and no longer presents a Statement of Equity.

Revenue and related accounts receivable are now presented net of non-responsible amounts in the Statement of Operations and Net Financial Position and Statement of Financial Position if applicable. Normally all CCOHS' revenues are fully responsible. Therefore, this change had no impact on CCOHS.

Government funding and transfers, as well as the credit related to services provided without charge by other government departments, are now recognized in the Statement of Operations and Net Financial position below "Net cost of operations before government funding". In previous years, CCOHS recognized these transactions directly in the Statement of Equity of Canada. The effect of this change was to decrease the net cost of operations after government funding by \$6,621,480 in 2012 (decrease of \$6,896,128 in 2011).

	2011 As previously stated	Effect of Change	2011 Restated
Statement of Operations and Net Financial Position			
Government funding			
Net Cash provided by government	-	\$ 5,604,492	\$ 5,604,492
Changes in Due from the Consolidated Revenue Fund	-	(16,129)	(16,129)
Services provided without charge from other government departments	-	1,307,765	1,307,765
Total Government Funding	-	6,896,128	6,896,128
Net cost of operations after government funding	-	(301,136)	301,136