



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



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



It is an honour to serve as Chair of the Council of Governors of the Canadian Centre for Occupational Health and Safety (CCOHS) and to work with other Governors to guide and support initiatives that reinforce CCOHS' role as a leader in the promotion of healthier and safer workplaces for all Canadians.

The high quality of services and expertise provided by CCOHS to employers, employees, and the general population was evident throughout 2009-2010, but never more so than during the H1N1 flu outbreak. The free tools and resources offered by CCOHS on its website made a critical contribution as Canadians and people around the world prepared for and responded to the risk of a pandemic. My fellow Governors and I are proud of the Centre's achievements on this front.

More generally, it is widely understood that the world of work is changing in fundamental ways and that the knowledge and methods we deploy to keep workplaces safe and healthy have to keep pace. CCOHS has responded by gathering and disseminating cutting-edge research and best practices on topics such as staying safe when working alone, eliminating workplace violence, and cyberbullying. And it has also used innovative strategies to get this information to clients, including podcasts, webinars, and the Young Workers Zone, which provides practical tools for young workers, parents, teachers and employers.

Of particular note this past year was the third bi-annual CCOHS National Forum, which took place in Gatineau, Quebec on March 8-9 and brought together employers, workers, governments, students, and professionals working in the OHS field. The Forum theme, Leading Workplace Change, was well-received and Forum proceedings were available to those unable to attend in person through webcasts.

CCOHS continues to support the future of the OHS profession through its Dick Martin Scholarship Awards. The Council of Governors established this scholarship program in 2002 in memory of Dick Martin, a pioneer and advocate of workplace health and safety in Canada and a former Governor. Each year, three post-secondary students enrolled in Canadian occupational health and safety programs receive a \$3000 award. The recipients of the 2010 scholarships are Heather Kelly and Christi-Lea Kunopaski from Ontario and Jens Lentzen from Alberta. Congratulations to them all!

I wish to extend my appreciation to outgoing Governors, Mona Sykes, BC Government and Service Employees Union and Susanna Zagar, Government of Ontario, both of whom were active participants in Council discussions who contributed to keeping CCOHS relevant and dynamic.

I also want to express a warm welcome to three new Governors: Denis St-Jean, Public Service Alliance of Canada; Sophie Dennis, Ontario Ministry of Labour; and, Leslie Galway, Workplace Health, Safety and Compensation Commission, Newfoundland and Labrador.

My fellow Governors and I look forward to continuing to work with CCOHS' dedicated professional staff to advance our common goal of ensuring that all Canadians, wherever they are employed, can return home safe and sound at the end of each work day.

Scott Streiner
Chair, Council of Governors

President's Message

Today's Canadian and Global workplaces are in a state of constant transition, leaving a large level of uncertainty about the degree and duration of recovery from this current global economic recession. In the world of occupational health and safety, we do know that we can learn from the past to improve the present conditions of work with the goal of improved prevention of occupational illnesses and fatalities.

Nationally (and globally) there is an increasing trend to use evidenced based approaches to determine best practices which improve occupational health and safety in the workplace. Secondly, the scope of occupational health and safety is expanding to encompass a broader range of human health including physical and mental health and the well-being of people. As a result, occupational health and safety in Canada now includes ergonomics, prevention of violence and may soon involve preserving and improving mental health.

The Canadian Centre for Occupational Health and Safety (CCOHS) continues to serve Canadians by leading efforts towards improving occupational health and safety, by recognizing the health and safety needs of today, and providing practical cost effective resources for prevention efforts in the future.

In 2009, the Centre continued to develop and provide information and resources to Canadians for use in the workplace to create lasting improvements in their health and safety initiatives. Working together with our partners, we advocated a comprehensive approach to improve occupational health and safety, so injuries and illnesses would be recognized and avoided by applying prevention practices.

Also this year, CCOHS hosted its third forum: Leading Workplace Change. With this event we set out to provide a platform for meaningful dialogue, and the



exchange of ideas and creative strategizing that would include leading experts and the voices of Canadian workers, employers, and governments. We had a practical goal - to raise awareness of the issues that contribute to the health, and safety and well being of workers – and to generate practical results that could help prevent workplace injury and illness in our country. I believe we have achieved that goal. I am proud to say that every province and territory was represented at this event.

CCOHS continues to develop and provide a wide range of the most needed, relevant and practical information, resources, and training that assist Canadians to improve health and safety. As we look to the near future, we will continue to work with Canadians and global partners to develop the resources and tools that will improve health and safety and contribute to making Canada's workplaces safe.

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

Len Hong
President and Chief Executive Officer

Council of Governors

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

Chair Scott Streiner, *Government of Canada*

Labour Matthew Firth, *Canadian Union of Public Employees*
Marie Clarke Walker, *Canadian Labour Congress*
Nancy Hutchison, *United Steelworkers*
Denis St-Jean, *Public Service Alliance of Canada*

Employer Jean Dalton, representing *Canadian Manufacturers and Exporters*
Gordon Lloyd, representing *Canadian Chemical Industry Association*
Harry Phillips, representing *Federally Regulated Employers – Transportation and Communications (FETCO)*
Normand Côté, representing *Canadian Bankers Association*

Provincial & Territorial Douglas Stanley, *New Brunswick*
Don Hurst, *Manitoba*
Leslie Galway, *Newfoundland and Labrador*
Stuart MacLean, *Nova Scotia*
Diana Miles, *British Columbia*
Glennis Bihun, *Saskatchewan*
Sylvester Wong, *Northwest Territories & Nunavut*
Sophie Dennis, *Ontario*

Executive Board S. Len Hong (Chair)
Nancy Hutchison
Marie Clarke Walker
Jean Dalton
Harry Phillips
Stuart MacLean
Sophie Dennis

Audit Committee Scott Streiner (Chair)
Nancy Hutchison
Denis St-Jean
Jean Dalton
Normand Côté
Stuart MacLean
Don Hurst

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;
- > Build a healthy and productive workplace for today and into the future.



Organization of CCOHS' Work

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 and Safety Services
- > Chemical Services
- > Communications
- > Systems

Inquiries and Client Services



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

The Service

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

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



11,178 questions received through its traditional person-to-person information service

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

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

Reach

This year, the Inquiries Service staff received 11,178 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 (49.7%), Alberta (15.4%) and Quebec (12.2%). Figure 1 summarizes the inquiries received by geographic breakdown by province.

During this period, the inquiries received covered subjects and concerns such as chemicals and reproductive hazards, ergonomics, indoor air quality, occupational cancer, H1N1, pandemic planning, 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.

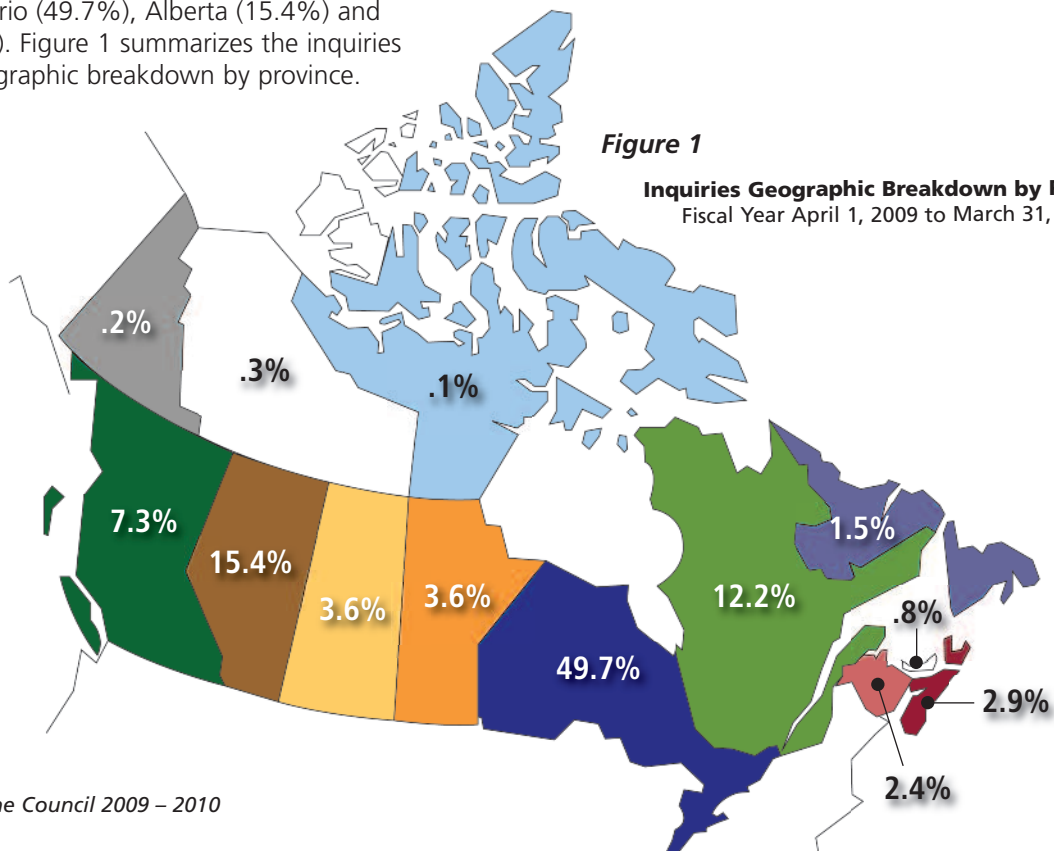


Table 1

Subject Categories of Inquiries Received Fiscal Year April 1, 2009 to March 31, 2010	
Category	Percent
Safety / ergonomics / OH&S administration Referrals	35.5%
Chemical hazards, trade names, industrial processes	16.2%
Medical, psychosocial and biological	8.9%
Legal – General	6.1%
OH&S – General / Information sources	5.0%
Physical hazards	4.4%
Other	4.2%
Statistics	0.5%
Total	100.0%

From this year’s client satisfaction survey, we received feedback from 946 users of the Inquiries Service. Sixty percent of respondents stated that their use of CCOHS information will lead to current or future changes to the workplace that may result in improved occupational health and safety performance.



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

- > 10.0% of respondents indicated that more than 500 individuals did benefit or share CCOHS information in their organization;
- > 14.0% shared CCOHS information with up to 499 individuals;
- > 42.5% shared CCOHS information with up to 99 individuals;
- > 33.5% 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. During this year 86.6% 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, 2009 to March 31, 2010	
Group	Percent
Labour	32%
Employers	30%
Government	4%
Other	34%
Total	100%

Users Comments

“The service was outstanding! The answers were extremely complete, and even anticipated additional information that I might require, based on the question I asked. I honestly cannot remember the last time I have been as impressed with service provided. I will definitely use this service again!”

“C'est la première fois que je faisais appel à vos services et j'ai été très agréablement surprise de la qualité de la réponse. C'était très complet. Excellent service.”

“We found your services precise and to the point. It provided a background thus enabling us to make critical decisions both now and in the future. Your response time was excellent considering the depth of details. Thank you very much.”

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 5,057 questions (90% English Language; 10% French Language). Client Services is continuously monitored to ensure both the quality and efficiency of the responses provided.



Training and Education Services



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

- > Classroom-based training
- > e-Learning programs delivered on the World Wide Web
- > Publications
- > OSH Answers
- > Services to Support Health and Safety Programs and Management Systems

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

The Service

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

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

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

Training and e-Learning Programs

CCOHS offers both instructor-led classroom and e-learning programs (e-courses) to help meet the occupational health and safety education and training needs of working Canadians. 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 creates courses with assistance and advice from outside technical experts when required. The tripartite external review of courses by representatives of government, employers and labour helps ensure balance, accuracy, and understanding by all parties in the workplace.



Classroom Training

This year, the demand for classroom-based training programs continued, however it is not a growth area. The majority of our efforts, therefore, have been directed towards the expansion of our e-learning program. The classroom courses that are delivered at CCOHS as well as off-site include:

Health & Safety Training for Managers and Supervisors; and

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

Reach

While participation in *Health and Safety for Managers and Supervisors* has declined, interest in *Health and Safety for Managers and Supervisors in the Federal Jurisdiction* remains viable with over 50 participants having been trained in four courses throughout the year.

This year, CCOHS also delivered two customized health and safety courses, in English and French, for an organization with operations in Quebec, Ontario, Alberta and British Columbia.

e-Learning Programs

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

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

CCOHS develops e-courses in response to requests from workers, employers and governments for high quality, affordable programs that provide education on a variety of 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. Most e-courses are delivered on a for-fee basis for individuals and organizations. Some public awareness e-courses are available for free. CCOHS' e-courses are suited to a broad range of users – from students or small business employees to professionals. Participants learn at their own pace, anytime, anywhere they have access to an internet-enabled computer.

As of the end of the year, CCOHS developed 12 new e-courses, bringing the total course count to 56. New courses added this year include:

- Accident Investigation in Ontario (CCOHS/IAPA)*
- Business Case for Health and Safety*
- Fire Safety: The Basics*
- Health and Safety for Managers & Supervisors in Ontario (CCOHS/IAPA)*
- Health and Safety for Senior Executives: Legislation & Liability*
- Ladder Safety in Ontario (CCOHS/IAPA)*
- Office Ergonomics in Ontario (CCOHS/IAPA)*
- Orientation on Health and Safety for New Workers*
- PPE for Inspectors*
- Return to Work in Ontario (CCOHS/IAPA)*
- WHMIS After GHS: An Introduction**
- WHMIS After GHS: How Suppliers Can Prepare**

*CCOHS / Health Canada National Office of WHMIS

This year, CCOHS and IAPA formed a strategic alliance to work together towards the common objective of preventing illness and injuries in the workplace. Through this alliance, they are promoting awareness, knowledge, the application of relevant standards and industry best practices in the workplace community. IAPA is adapting the CCOHS e-learning programs to meet the specific needs of Ontario businesses and workplaces. This year, the following e-courses were adapted for Ontario workplaces:

- Accident Investigation in Ontario*
- Health and Safety for Managers & Supervisors in Ontario*
- Ladder Safety in Ontario*
- Office Ergonomics in Ontario*
- Return to Work in Ontario*



12,000 e-course seats sold this year

Reach

In over 6 years, CCOHS has sold approximately 48,000 seats (one seat allows one person to access one course) and the e-learning programs continue to experience tremendous growth (as illustrated below). This year over 12,000 e-learning seats were purchased.

Fiscal	Unique Titles	Total Course Titles (English & French)	Total Participants
2004-05	3	5	1,773
2005-06	12	22	6,253
2006-07	22	41	16,128
2007-08	32	59	24,641
2008-09	48	91	35,843
2009-10	56	103	47,980

Consistently, the courses with the most seat sales to date are:

- WHMIS for Workers* – 11,855 total seats;
- Health & Safety for Managers and Supervisors* – 4,950 total seats;
- Office Ergonomics* – 2,801 total seats;
- Canada Labour Code, Part II* (for committee members, managers and supervisors in the Canadian federal jurisdiction) – 2,409 total seats; and
- Health & Safety Committees* – 2,016 total seats

The outreach of our free awareness courses also continues to experience tremendous growth. Collectively, they have been accessed over 30,000 times in this year.

Many organizations are using CCOHS' e-courses as part of a "blended learning" solution. That is, the course is delivered in a classroom setting to support the need to educate workers on occupational health and safety, and to discuss the topic as it pertains to their organization's specific issues and practices. Employees then complete the e-course and its evaluation component (final examination) and receive a certificate of completion when a passing grade is obtained.

Monitoring and Continuous Improvement

To ensure that we are meeting the needs of our users, participants are invited to complete a feedback form upon completion of the course. This year, 1,639 participants responded to the survey (an increase of 568 respondents). The survey covers all areas and indicates an overall approval rating exceeding 90% as outlined in the chart below:



30,000 free awareness courses were accessed this year.

Rating of Content	Strongly Agree	Agree	Overall Approval Rating
Content well laid out and presented	48.9	49.6	98.5
Easy to Understand	50.6	47.4	98
Content met my needs	42.5	53.5	96
Useful links to information	47.9	48.1	96
Rating of Features	Strongly Agree	Agree	Overall Approval Rating
Section quizzes were helpful	44.2	52.5	96.7
Case Studies helped to illustrate the material	44.7	51.3	96
Images enhanced my understanding	40.4	52.4	92.8
Satisfaction Rating	Strongly Agree	Agree	Overall Approval Rating
Satisfied with the course	43.4	54.1	97.5
Would recommend this course	44.1	51.8	95.9
Delivers good value for its cost	39.8	45.7	85.5
OH&S	Yes	No	Don't Know
Helped improve understanding of OH&S	95.6	4.4	–
Information will be used to make changes in the workplace	66.4	6	27.6

User Comments

"It shows and is evident that a lot of time went in to the creation of this course. Content is excellent!"

"Very well explained, and very informative. I liked that there wasn't too much information and for those who wanted to get more into details you supplied the links. Well done!"

"Le tout est très bien démontré et accessible. Les exercices sont bien expliqués."

"The ability to take this course online is a great asset. It enables a company to allow its employees the freedom to learn at their pace. Not only is it a time factor saver, it's also a monetary one for any company who engages in such courses."

"I found the course very informative. I have taken several courses regarding health and safety and this was very to the point and a good knowledge of responsibilities."

6 million OSH Answers documents delivered this year

Reach

OSH Answers continues to enjoy tremendous success in transferring health and safety knowledge and in reaching both Canadians and the world. Indeed, statistics show that over 6 million documents were delivered this year and around 3.5 million unique visitors visited the site (an increase of 1 million from last year). The service was also accessed by users from 214 countries (up from 150 countries last 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.

This year, 122 requests were received for copyright authorization, resulting in almost 249,000 copies of

OSH Answers

OSH Answers provides a global web-based information service in a form suitable for workplace participants to understand, identify and deal with workplace health and safety concerns. There are over 680 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, 9 new documents were added, 81 were revised, and 12 were confirmed current. These numbers reflect the need to continually concentrate on always providing the most current information to optimize our impact on the health and safety of Canadian enterprises. CCOHS continues to maintain a reputation as a dependable and trustworthy source of information. As such, specialists continue to review and update the existing documents to ensure continued accuracy of information.



CCOHS information being made. The organizations reproducing CCOHS content included government departments, companies, unions, health care organizations and educational institutions. In addition, the information is potentially shared with many more individuals because of the large readership of these documents – safety professionals often tell us that they use our information in their workplaces for training or educational purposes as well.

Emerging Issues and Trends

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

- > WHMIS related documents: *What is an LD50, Introduction to WHMIS, WHMIS Classification, Introduction to MSDSs;*
- > Working conditions: *Thermal Comfort, Emergency Showers and Eyewash Stations, Job Hazard Analysis, Working in Extreme Hot or Cold Temperatures, Ionizing Radiation;* and
- > Specific Workplace Health Topics: *Workplace Stress, Raynaud's Phenomenon, Needlestick injuries, Tennis Elbow, Methicillin-Resistant Staphylococcus Aureus, Violence in the Workplace, Ganglion Cyst, Bullying, Microwave Ovens, Hepatitis B, Hazard and Risk.*

Publications

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

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

Another important aspect of publications is that they – like OSH Answers, e-courses, and CHEMINFO – are developed by CCOHS and represent the Centre across Canada and around the world. CCOHS publications are purchased by government agencies for distribution



to workplaces – a testament to the credibility and reputation of CCOHS as a trustworthy source.

Currently 21 health and safety guide titles exist both in English and French in the CCOHS library. This year the Business Continuity Plan-Infectious Diseases publication, a free PDF booklet in English and French was produced. The School Workers Health and Safety Guide was updated to a 4th edition in English and the Violence in the Workplace Prevention Guide was also updated and revised to a 3rd edition in English.

This year, the Centre was contracted to update and research new material for Health Canada's Indoor Air Quality in Office Buildings: A Technical Guide. This guide was completed and delivered on schedule. In addition, a customized Violence in the Workplace Prevention Guide was created for Canada Post.

Reach

With 11,842 publications sold this year, the impact of CCOHS publications extends far beyond the information provided to the thousands of purchasers directly by CCOHS. In collaboration with CCOHS, other organizations such as safety associations distribute customized versions of these to suit their customer needs. Surveys of customers show that guides and other publications are used to decide on changes and improved procedures that increase health and safety for many more workers.

11,482 publications sold
this year

Health and Safety Management Systems

OSH Works

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

Occupational health and safety legislation in Canadian provincial, territorial and federal jurisdictions requires organizations to have an occupational health and safety program. Because of this legal requirement, many organizations will already have an occupational health and safety program in place, with all the necessary documentation and records available. Others will be highly motivated to have a demonstrable occupational health and safety program in place. CCOHS created the Programs version of OSH Works for these organizations.

The trend with health and safety programs today is to go beyond the consideration of traditional workplace hazards, and to take a more holistic approach. As well as considering the physical work environment, organizations are considering the psychosocial work environment; personal health resources; and enterprise community involvement. CCOHS has created the

Comprehensive Workplace Health and Safety version of OSH Works for organizations that want to address these “avenues of influence” in their programs.

Organizations with well established health and safety programs may choose to implement an Occupational Health and Safety Management System (OHSMS) and receive certification to either the Canadian OHSMS standard CSA Z1000 or one of the international OHSMS standards such as OHSAS 18001. An OHSMS involves integrating health and safety into all aspects of an operation including production, human resources, administration, finance, maintenance, and purchasing. CCOHS has created an OHSMS version of OSH Works to provide a framework for organizations implementing and continually improving an OHSMS.

Overall, OSH Works was created by CCOHS to help organizations:

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



Using OSH Works means that the organization will:

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

Whether using the Programs, Comprehensive Workplace Health and Safety or OHSMS version of OSH Works, an organization will be able to show continual improvement towards reducing, and eventually eliminating, workplace injuries and illnesses.

This year, 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. At the end of this year, the Manitoba Programs version of OSH Works was made available to pilot companies.



General Health and Safety Services



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

- > Legislation Services
- > Databases
- > Collaborative Projects

The Service

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

Canadian *enviro*OSH Legislation *plus* Standards

This service provides Canadians with the essential legislation and referenced standards to 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 500 organizations both in Canada and internationally subscribe to the *enviro*OSH Legislation service in its various formats: regional, national, PLUS Standards, on the Internet and on DVD. Thousands of additional users access individual pieces of legislation through links from 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 CD-ROM service provides the full text of the Canada Labour Code and related Canadian Standards Association (CSA) and Canadian General Standards Board (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. A web-based version is currently in development.

Reach

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



Academic Support Program

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

Reach

As the year ended, ASP had 98 clients: 58 in Canada, 27 in USA, and 13 in other countries. The reach through these subscriptions represents a total of three 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.

This year, a customized subset from the US National Library of Medicine's *PubMed* service was added to the OSH References Collection. Almost 60,000 references on occupational health and safety topics enrich and expand available content, and allow clients to conveniently search PubMed references alongside our other databases. The *ILO Encyclopaedia* project is a collaborative effort between the ILO and CCOHS in which CCOHS delivers the encyclopaedia together with the *CIS/ILO* database in English and French on the web.

Reach

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

THE PROJECTS

Worksafe Saskatchewan Website

The WorkSafe Saskatchewan website was developed in 2002 in collaboration with Saskatchewan Workers' Compensation Board (WCB) and Saskatchewan Advanced Education, Employment and Labour, as an information resource to help prevent workplace injuries and illnesses. With over 1,600 documents on 100 work-related topics, the website has grown steadily in its topic coverage over the years, including topics on a wide variety of issues such as stress, return-to-work, occupational health and safety programs, young workers and telework. The website usage statistics demonstrated a steady increase in demand for practical information not just on hazards and their control, but also the need for information on setting up basic workplace programs, inspections and prevention programs.

Reach

Use of the Worksafe Saskatchewan website continued to grow this year, with 136,875 unique visitors accessing the site. The WorkSafe Saskatchewan website was withdrawn in November 2009 when our Saskatchewan partners mounted their own site.



Prevention Practices Database and OSH for Everyone

Projects such as the web-based Workplace Safety & Insurance Board (WSIB) *Prevention Practices* database and *OSH for Everyone* were initiated by outside organizations familiar with the unique skills and products produced by CCOHS. The Prevention Practices website has a separate area devoted to musculoskeletal disorders (MSDs) including a MSD database of good practices that provides access to information based on sectors, job titles, tasks and common topics and a new MSD toolbox of valuable resources. The database provides more than 500 good practices to prevent MSDs.

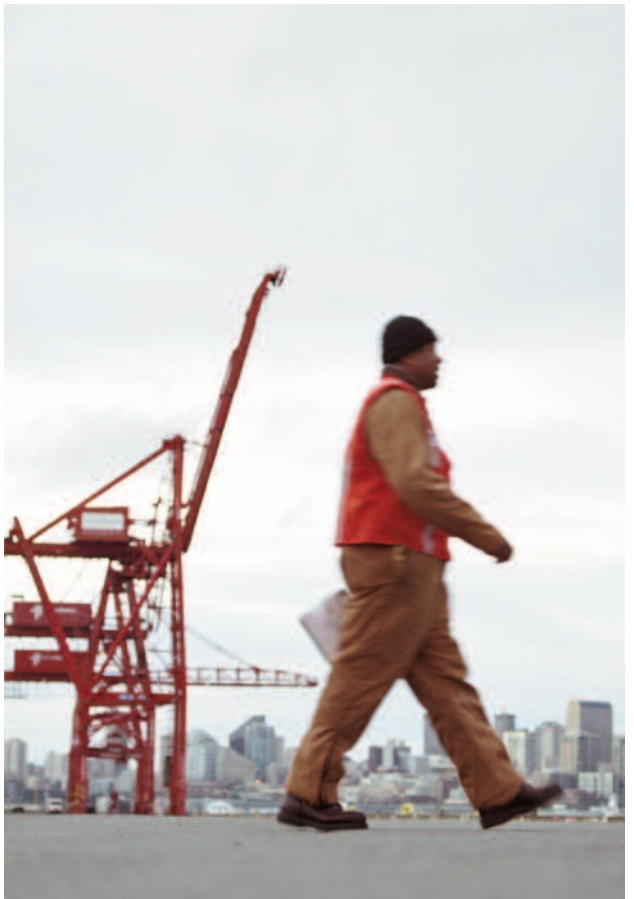
The WSIB decided to consolidate the *OSH for Everyone* content with the *Prevention Practices* website and other areas of the WSIB Prevention site. *OSH for Everyone* was removed from the CCOHS website in December 2009 after a 10 year run.

Reach

The *OSH for Everyone* website has for many years been an important injury and illness prevention resource for Ontario workplaces. The website has had an average of 25,000 visitor sessions viewing an average of 36,000 pages of hazard and prevention information monthly. Feedback confirmed that *OSH for Everyone* made an impact in the workplace. Health and safety committee members, employers, and intermediaries used this information to increase and share their knowledge and make changes in their workplaces.

Marine Inspectors' Bookshelf

The *Marine Inspectors' Bookshelf (MIB)* CD-ROM was created at the request of Transport Canada personnel who were familiar with the work that CCOHS had completed for HRSDC on the *National Labour Operations Resources* CD-ROM. Previously, it was impractical for those working in marine safety to carry around print publications, and getting accurate information was very time consuming, especially for those aboard ships and in remote areas without Internet access. The MIB is an excellent example of how CCOHS has worked with its partners in Marine Safety to create an innovative and proven solution to improving access to information. Over 300 Transport Canada Marine Inspectors are the sole users of this product. The 16th release of the MIB was issued in March 2010.



Chemical Services



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

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

The Service

This performance area includes the following products and services:

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



MSDS Services

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

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

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

MSDS Management Service (MMS)

MSDS Database (English-language)

FTSS Database (French-language)

Related Projects

MSDS Management Service (MMS)

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

Reach

The rapid growth of the *MSDS Management Service* continues the trend from previous years, and now accounts for the majority of revenue generated by

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

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

CCOHS through MSDS services. The MMS has been growing at an aggregate growth rate of 66% over the last four years, and continues to serve a wide range of clients of all sizes in both the public and private sectors. A very high renewal rate of 98% is a strong indication that the service is meeting client needs, and that they remain satisfied with the quality of the service.

MSDS and FTSS Databases

The basic MSDS and FTSS database service has been available from CCOHS for nearly 25 years. While the focus on recent development has been to provide a more full-featured management service, there is still a need for a general product for those clients that wish to self-manage their collection of data sheets, or who require access to a general library of MSDSs.

The MSDS/FTSS databases are also an important component of the Academic Support Program targeted at universities and academic institutions. The usage in terms of number of records viewed continues at similar levels to the previous year, with approximately 250,000 records viewed.

Continuous Improvement

The MSDS services have undergone a number of changes this year to ensure that high quality standards are maintained during a period of rapid growth in size of the MSDS Management Service, while keeping the production costs manageable. Additional customization of the MMS has been implemented to respond to specific client needs. As well, work to update and modernize the basic technology used to deliver the services on the web has been undertaken. The new technology platform will better allow new features such as label printing, inventory management and on-demand production of archive discs to be more easily made available as features of the service. Continuing work is underway to further refine the pricing and product development strategies to ensure that all potential clients can be served by appropriate levels of service.

250,000 MSDS/FTSS records
viewed.



IPCS INCHEM

For many years, the IPCS INCHEM service has been one of the most important chemical information services delivered by CCOHS, with a current usage rate of 2 million users, from over 200 countries accessing this collection of 8,700 authoritative documents.

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

INCHEM contains information essential for the sound management of chemicals that affect the environment and human health and is available free from its website and through the CCOHS Web Information Service. This service has been funded by the World Health Organization and with support from Health Canada, Health Canada's Horizontal and International Programs, Safe Environments Programme.

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

Reach

On average 240,000 unique visitors from 200 countries used INCHEM information every month (an increase of 40,000 visitors and 30 countries from last year) this year. In addition, visitors viewed INCHEM documents more than 4.5 million times during the year.

240,000 unique monthly visitors to INCHEM this year.



IPCS INTOX

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

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

CCOHS develops and maintains the INTOX DMS for its users, it supports and trains new users at training sites globally, and it participates by identifying enhancements to support and grow the service. The INTOX DMS is being used to support poison control centres in many countries worldwide. Many centres have been using this management system for many years.

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

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

In order to ensure the long-term stability of the INTOX DMS, a review of its system technology was undertaken this year, as well as analysis of current user requirements to determine systems needs. In order to improve long term maintenance and reliability, a decision was made to update INTOX DMS using current technologies. A more sustainable programming platform has been chosen and initial interface design has begun. The updating of the INTOX DMS platform and technologies will be completed during next fiscal year, allowing INTOX DMS to move forward with less difficulty as technology continues to advance and ensure more reliable client accessibility and support.

CHEMINFO

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

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

This year, the addition of 41 new records containing physical/chemical property and hazard information for product ingredients were introduced as well as: 7 new records for regulated chemicals (i.e. chemicals with workplace exposure limits) and 4 new comprehensive reviews (complete hazard identification and control information). In addition, 50 existing records which are frequently used by our clients were completely updated; 205 records were modified to improve the corrosive to metals information to support Globally Harmonized System (GHS) hazard classification; and 40 records were up-dated to reflect new information (e.g. updated exposure limits, carcinogenicity evaluations, and toxicity information). Finally, 26 records which were not being regularly accessed by our clients were removed from the database.



Reach

Paid subscribers used CHEMINFO to view 38,000 records online, while a similar number of subscribers access CHEMINFO through the CHEMpendium CD-ROM. Approximately 25,000 chemical profiles were viewed each month in OSH Answers. Users came from more than 160 countries world-wide, with the USA (33%) and Canada (11%) being the most frequent visitors. The WHMIS classifications made available through the free WHMIS Classifications database are taken from CHEMINFO records. Approximately, 8,200 records were viewed throughout the year. As IPCS INTOX.org website is no longer available, there is no longer access to free partial CHEMINFO records via this option.

RTECS®

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

- > LD50 and LC50 values for short and long term exposures;
- > Skin and eye irritation data;
- > Carcinogenicity, reproductive, embryotoxic effects;
- > References to toxicological reviews; international workplace exposure limits; analytical methods; and exposure and hazard survey data.

Toxicologists, MSDS writers, industrial hygienists, product safety specialists, health and safety specialists and pharmacologists need this database to find out what the reported toxic effects are on specific

chemicals, including LD50 and LC50 data, carcinogenicity status, as well as sensitization and reproductive effects. For many clients, access to this type of chemical data assists them with OSH and environmental compliance requirements.

The content was originally developed by the U.S. National Institute for Occupational Safety and Health (NIOSH). It is now kept updated under licence through Symyx Software, Inc. CCOHS is unique in offering an English, French and Spanish language versions of the database as well as subscriptions to an intranet version of the database to further meet the needs of our clients. With the implementation of REACH (Registration, Evaluation, Authorisation and Restriction of Chemicals) in the European Union (EU), and in preparation for the implementation of GHS (Globally Harmonised System), RTECS is expected to gain prominence for its toxicological data.

RTECS continues to be one of our most heavily viewed chemical databases. The average number of records viewed in the last quarter of the year increased by more than 60 percent compared to the first quarter from 12,100 records to 20,400 records with a total of more than 60,900 records viewed over the year. Records viewed in the French version increased sharply in the second half of the year.

To further increase usage and reach of RTECS, marketing initiatives this year included a targeted email campaign and the creation and launch of a Flash promotional ad on the CCOHS website. Online RTECS subscription sales increased by 13 percent since this year.

Reach

This year, subscriptions to RTECS reached 465 users, and approximately 70 percent of subscribers used this service via the web.

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, descriptions of chemical toxicity, fact sheets on the hazards and safe use of industrial chemicals and environmental contaminants, and 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) and Transport of Hazardous Materials databases.

Reach

CHEMpendium offers information on 91,000 chemicals and is available online or via CD-ROM. The CHEMpendium database collection usage via the web remained steady over the past year with more than 56,000 database records being viewed online. Online subscription purchases also remained steady, as approximately 60% of our 400 CHEMpendium subscribers use this database collection via the web service.

DSL/NDSL

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

The lists act to identify chemicals or other substances that are manufactured or used in Canada or those that, while not used in Canada, are used in world commerce.



These lists are an important way for the government to be aware of new substances and to assess them for safety before widespread use occurs in Canada.

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

Currently the DSL contains about 26,447 substances and the NDSL contains about 48,378 substances. These substances are searchable in a database as part of the CHEMpendium™ collection on CCOHS' 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.

CANWrite™

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

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

Important enhancements were launched this year with the release of CANWrite version 1.1. Improvements to the software were made based on client feedback and requests to improve authoring efficiency.

- > The updated software now produces translations from English to French, Brazilian Portuguese and Latin American Spanish. The software allows translation of the English phrases, including translated custom phrases, to these other languages "on the fly".
- > The software is user friendly with key ingredient information being pushed into and "auto-populating" parts of product MSDSs.

There has been a significant and growing interest in the product, and sales campaigns generated useful prospective clients this fiscal. Potential clients have indicated that the software is well designed and has many benefits, but some have indicated that they require a label writer or GHS version in order to proceed with a purchase. A label writer software will be part of next year's development plan.

In order to further understand client needs and their situation, CCOHS surveyed MSDS authors to assist with further development of CANWrite. The majority of individuals who completed the survey (76%) worked for small companies (with 100 employees or less). Ninety percent of respondents were currently using word processing software to write MSDSs. In addition to English MSDSs, approximately 40% were writing French MSDS, and approximately 20% have produced MSDSs in Spanish. Three quarters of respondents indicated they wanted an integrated label writer.

CANevaluate

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



COLLABORATIVE PROJECTS

WHMIS After GHS

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

WHMIS After GHS Fact Sheets

This series of seven WHMIS after GHS Fact sheets provides information about the potential impact of GHS on WHMIS, as well as information about hazard classes, labels, safety data sheets, etc. The content is integrated into e-courses, but are also available as a PDF via the CCOHS website to registrants.

WHMIS After GHS e-Courses

Two free e-courses were released this year, with updates being made to reflect changes to the *GHS Purple Book*, 3rd revised edition.

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

WHMIS After GHS: An Introduction

This 20-minute course outlines what GHS is and how it may impact WHMIS. It is intended for all audiences: including workers, employers, and suppliers, and includes printable resources such as WHMIS After GHS Infosheets.

WHMIS After GHS: How Suppliers Can Prepare

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

Impact and Reach

This year the *WHMIS After GHS* e-courses were accessed 1,140 times. Use has been primarily from Canada, though users come from more than 20 countries.

The *WHMIS After GHS* fact sheets were released late in January 2010 and have been downloaded by 624 users from 22 countries, with more than 90% coming from Canada. These users indicate they will use, post or adapt the fact sheets for WHMIS After GHS awareness in order to inform others. The estimated reach (based on the reported size of these workplaces) is almost 100,000 workers.

WHMIS Classification Discrepancy

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

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

- > xylene meeting the definition of a complex mixture;
- > the classification of ethanol;
- > the classification of mercury as a skin sensitizer; and
- > the influence of particle size on the classification of crystalline silica.

CCOHS also collaborated with the CSST by sharing information to avoid introducing new discrepancies or to resolve existing discrepancies related to: beryllium (acute lethality); methylene chloride (mutagenicity); trichloroethylene (skin sensitization); potassium carbonate (eye irritation), n-hexane (skin irritation); styrene (eye irritation, mutagenicity); sulfur dioxide (chronic toxicity); chlorine (chronic toxicity) and 4,4'-methylenediphenyl diisocyanate (MDI) and polymeric MDI (acute lethality, skin irritation, eye irritation).

The impact of these activities is that when any party raises concerns or challenges about WHMIS

classifications – whether industry, labour or government, the issues can be discussed and resolved through collaborative efforts of this group, providing an authoritative resource for all Canadians.

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

MSDS Evaluation Study

CCOHS, with the financial support of NOW, completed work on the second phase of a research study into the accuracy of MSDSs. The study reviewed 177 MSDSs from 130 unique sources for chemical products used in Canada, which contain diisocyanates as chemical ingredients. The statistical frequency with which the MSDSs identified known WHMIS classifiable health hazards and occupational exposure limits for these products was evaluated.





Cancer e-Course for Healthcare Professionals

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

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

The English course has been viewed by 900 registrants since its release and survey feedback for the course has been extremely positive. Of the 100 course registrants surveyed, all indicated that they would recommend this course to others and were completely satisfied by the course. CCOHS will continue to host, update and maintain the e-courses for next year.

WHMIS Training for Safety Inspectors – Pilot Course

CCOHS, with the financial support of NOW, developed and delivered a classroom course for provincial safety inspectors, piloted in Atlantic Canada in March 2010. The two-day course acted as a review of WHMIS compliance, as well as chemical safety issues. It was well-received and helped improve knowledge and understanding about chemical and WHMIS workplace inspection concerns, plus it helped to strengthen the cooperation between the national and provincial departments. It was delivered to 16 safety inspectors from departments representing Alberta, Yukon, Prince Edward Island, Nova Scotia and New Brunswick.

Patty's Industrial Hygiene and Toxicology

Patty's Industrial Hygiene and Toxicology is a very highly regarded occupational toxicology and industrial hygiene text. In response to an invitation from the editors, CCOHS staff prepared a chapter on chemical toxicity information sources for the 6th edition of Patty's, which will be published in 2012.

Communications



Provides a comprehensive communications service for CCOHS that includes:

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

The Service

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



PROMOTING OCCUPATIONAL HEALTH AND SAFETY IN CANADA

Health & Safety Report e-Newsletter

The Health and Safety Report is CCOHS' free monthly e-newsletter. It aspires to impact Canadian workplace health and safety by providing credible, useful information to the health and safety community and those who influence occupational health and safety, that could help prevent work related injuries and illnesses. The Report is regularly and widely reproduced and reused by organizations to enhance their own health and safety educational and information efforts.

The newsletter was enhanced in December 2009 to comply with the Government of Canada's Common Look and Feel requirements as well as allow greater variety in the content and to make printing easier and more efficient.

Reach

The Health and Safety Report has a distribution of 27,410 subscribers in more than 110 countries (a 12% growth in subscribers this year). Articles from and complete issues of the newsletter were reprinted 16 times by other organizations, further increasing potential reach to an additional 4,932,545 readers.

In the 2009-10 readership survey, to which 1,981 (7.2%) responded, the Report received a 99.3%

27,410 active Health and Safety Report subscribers.

overall satisfaction rating with the content and format, with 44.8% being "very satisfied". 92.6% 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;
- > 80.8% use the information – 26.1% frequently – to implement changes to make the workplace healthier and safer;
- > 93.4% of subscribers share the report with others; and
- > 18.4% share it with 50 or more people.

Subscribers comments

"As a member of the JOSH it is important to be informed of issues pertaining to safety. The H&S Report provides this information and is viewed by myself as an indispensable tool towards ensuring the safety of all, not only in the work place but everywhere. Thanks"

"The H&S Report adds value in my day to day activities as a practising occupational hygienist and safety practitioner. Keep up the good work."

"I commend you for your generosity in providing such vital information. We are getting enlightened especially we in the developing countries. We are getting some where. Please keep it up!"

"I believe the H&S Report provides a visually appealing, concise and relevant reference for safety and health no matter where you are, or what your business is...."

Poster Program

The poster program provides tools to help raise awareness of workplace health and safety issues. The program currently consists of 10 posters on topics ranging from WHMIS symbols and crane hand signals, to hygiene practices such as good hand washing techniques and lifting tips. The posters are made



available as free downloads from the CCOHS website and are also available for sale in print. An additional four are planned for release in the upcoming year.

Reach

Approximately 3,100 printed posters were sold and an additional 24,537 free electronic versions were downloaded this year.

Forum III

CCOHS hosted a tripartite, national event to discuss the role leadership and responsibility play in improving and building safer and healthier workplaces. Forum III took place March 8 and 9, 2010, in Gatineau, Quebec.

With *Leading Workplace Change* as the theme, this two-day event brought representatives from Canadian, provincial and territorial governments, employers and labour organizations together with subject experts to share their knowledge, perspectives and collective experience around effective leadership and its impact on workplace health and safety.

Forum III provided a unique opportunity for participants to explore and better understand how leadership can positively impact the health and safety needs of Canadian workplaces. Delegates took part in interactive, informative workshops in addition to attending plenary sessions by leading Canadian experts.

A new addition to the Forum this time around was the Innovation and Sponsorship Showcase which featured health and safety innovations (websites, DVDs, videos, prevention tools) from organizations across Canada. To further increase accessibility and reach for Canadians and beyond, the key presentations were webcast live, and made available after the event as recorded webcasts on a cost recovery basis.

Forum III was CCOHS' third national forum effort to stimulate creative solutions among Canadians to help ensure people can be safe and healthy at work.

Reach

191 delegates attended the conference, with representation from every province and territory in Canada. Ontario and Quebec had the strongest showing with 47.5% of delegates and 29.4% respectively.

Delegate Breakdown by Tripartite Group

Government	53.4%
Labour	28.8%
Employer	17.6%

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 (Free) Webinars

NAOSH Week (May 3-10, 2009)

During *NAOSH Week '09* CCOHS presented a series of free webinars that included *Evaluating MSDS First Aid Advice* by CCOHS; *Toxic vs. Healthy Workplaces* with Donna Hardaker from the Canadian Mental Health Association and *Preventing Musculoskeletal Disorders* with Anne Duffy from the Ontario Ministry of Labour.

Healthy Workplace Month (October)

In celebration of Canada's Healthy Workplace Month CCOHS offered two free events presented by CCOHS staff: *Planning for the Pandemic* with Jan Chappel and *Promoting Health and Safety Through Social Media* by Krista Travers.



Reach

The 5 events resulted in 868 locations (388 live and 480 recorded) participating in the events. The live events had viewers from 12 Canadian provinces and territories.

Past webinars are archived on the CCOHS site and continue to be viewed on demand, representing an estimated additional reach of hundreds more. Additionally PDF documents of the presentations have been downloaded more than 15,000 times.

Cost Recovery Webinars

Listen up: Chemical Exposure and Hearing Loss in the Workplace

In October 2009, Dr. Thais Morata of NIOSH presented a webinar on the link between chemical exposure and hearing loss in the workplace. Through client feedback it has become apparent that for the cost recovery program to be successful, it must provide opportunities for participants to earn certification maintenance points. The program is being retooled for the new year.

Reach

This webinar was attended by 23 locations.

Forum III Webcasts

For the first time, CCOHS webcast selected presentations from Forum III live, in both official languages. The webcast was part of an effort to extend outreach to all regions of Canada and provide a cost effective alternative for those unable to

personally attend the event. While only three locations registered for the webcasts, it is hoped that more people will access the recorded versions of the presentations that have been mounted on the CCOHS website.

Podcast Program

CCOHS' podcast program *Health and Safety To Go*, was a new addition this year as part of the ongoing effort to provide information in current, relevant formats. Podcast technology is being used to increase accessibility and expand reach of health and safety resources to wider audiences (including those visually impaired). Podcasts are offered as a public service and are created by repurposing CCOHS content from OSH Answers, the Health and Safety Report, and the health and safety guide publications.

The program launched in April 2009 with one episode per month on various topics including young workers, working in the heat, healthy hygiene habits and bridging the generation gap at work. In September, production was increased to three podcasts per month: one guest interview style and an English and French version of a health and safety tips style episode. Eighteen episodes were produced this year. The French language podcasts have proven to be very popular and track anywhere from 25-60% of the English listens.

Reach

The podcast program received a total 12,401 listens; 1,033 average listens per month. The top three most-listened to podcasts were: *Working in Heat*, *Young Workers* and *Leading Your Team to a Healthier Workplace*.

Workspace Web Discussion Board and HS-Canada List-Serv

CCOHS provides two services, a list serv 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 Workspace 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.

1,230 people have become members of the discussion board and tens of thousands more have viewed the discussions.

HS Canada, the list-serv of 800 members (with a total of 1500 receiving the digest version) has been moderated by CCOHS for over 16 years, and has a very active occupational health and safety community.

National Day of Mourning – April 28

April 28th is set aside as the National Day of Mourning to honour those workers across the country whose lives have been lost, who have been injured or disabled on the job, or who 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 two 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 their resolve to establish safe conditions in the workplace for all. The cost recovery component of the poster program helps subsidize the free public 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

This year, 18 pages of Day of Mourning web content were viewed a total of 25,458 times (23,211 English and 2,247 French). In addition, 1,353 Day of Mourning posters were downloaded to Canadians free of charge.

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:

Christi-Lea Kunopaski, ON (*left*)

Heather Kelly, ON (*right*)

J. Lentzen, AB (*absent*)

A total of 41 submissions were received, a slight increase from the previous year. The breakdown of submissions by province is as follows:

Province	Applicants	Percentage
Alberta	7	17.1%
British Columbia	8	19.5%
Manitoba	3	7.3%
New Brunswick	3	7.3%
Ontario	15	36.6%
Quebec	1	2.4%
Saskatchewan	2	4.9%
Out of country	2	5%
Total	41	

North American Occupational Safety and Health (NAOSH) Week May 3-9, 2009

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

As a partner in NAOSH Week, CCOHS is responsible for updating and maintaining the NAOSH Week web site (English and French versions).



CCOHS offered a series of free webinars during NAOSH Week that included speakers from Mental Health Works, and the Ministry of Labour. We also participated in the planning of the National Launch and continue to participate on the Ontario committee. CCOHS President and Chief Executive Officer Len Hong participated in the National Launch of NAOSH Week in Winnipeg, Manitoba, on Monday, May 4, 2009.

CCOHS worked locally with a committee to promote and host the third 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 3, 2009 with the number of participants exceeding that of last year's event.

Reach

This year, 25,805 unique visitors frequented the site, viewing 127,525 pages of content.

Young Workers Zone

The *Young Workers Zone* section of the CCOHS website provides one-point access to information from all Canadian jurisdictions on workplace health and safety issues that affect young workers. The second phase of the Young Workers Zone web portal involves creating and launching Teaching Tools 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. The URL for this website is www.ccohs.ca/youngworkers/.

Reach

This year there were 40,263 unique pageviews (English: 35,906 and French 3,357) of the content, and 68,205 total page views.

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/ (English) www.cchst/thehealthyworkplaces.ca (French).

Reach

This year, content pages were viewed 62,280 times (51,906 English and 10,374 French).

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. Being informed and knowing what to do will help minimize the impact on the workplace, home and community, and the daily lives of Canadians. The portal URL is www.ccohs.ca/pandemic/ (English) www.cchst.ca/pandemic/ (French)

Reach

This year, content pages were viewed 241,382 times (195,791 English and 45,591 French).

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. In April 2009 the site was completely redesigned to make it easier for users to find the information they need and the content was updated and enhanced. The URL for this website is www.canoshweb.org/.

Reach

This year 18,958 unique visitors viewed 69,109 pages of content on the new 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. CCOHS redesigned the site in April 2009. The URL for this site is www.eu-ccohs.org/.

Reach

This year more than 2,600 visitors viewed 5,191 pages of content.

Canadian Healthy Workplaces Month

This web-based initiative provides an avenue to help increase awareness of the importance of workplace health for the success of organizations and for the well being of their employees. 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. CCOHS is retained on a cost recovery basis by the National Quality Institute (NQI) to co-manage CHWM and maintain the website, as well as design and produce promotional campaigns and brochures. The URL for the site is www.healthyworkplacemonth.ca/.

Stakeholder Relations

CCOHS continues to cultivate new relationships with stakeholders to lead to increased impact on Canadian workplaces even further by partnering in 2009-10 on several initiatives, primarily in our webinar program. CCOHS further strengthened its relationship with the Canadian Mental Health Association, the Ontario Ministry of Labour, the Ontario Healthy Workplace Coalition and NIOSH - by partnering with them to deliver webinars and podcasts.

PROMOTING CCOHS, ITS PRODUCTS AND SERVICES

Conferences, Presentations and Exhibitions

CCOHS maintains a vigorous participation in conferences, exhibitions and presentations in various regions of Canada. These events provide opportunities for outreach, awareness building and promotion of CCOHS products and services across Canada. They also provide a forum for showcasing CCOHS products and services and demonstrating how they meet the needs of Canadian workers, employers and governments.

Reach

CCOHS' outreach included exhibiting at 32 conferences and sending materials to 6 additional events. CCOHS staff also delivered 22 presentations this year. The potential reach of the conferences CCOHS attended represents an estimated 31,000 attendees.

PROMOTION

Liaison

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

Reach

This year, the number of subscribers grew from 5,203 to 6,726 (an increase of 23% over last year). The six electronic issues published this year have enjoyed a 31.8% open rate, which is well above the overall industry average of 21.3%, and a 34.3% click-through rate, which is significantly higher than the government average of 10.9%.

From the annual readership survey conducted in January 2010, 65% of respondents indicated that they were specifically interested in receiving news and updates on CCOHS products and services. 83% share their issue of *Liaison* with at least one other person, with 31% sharing *Liaison* with more than 15 people. 75% said that they use the information in relation to current or planned changes in their workplaces.

Overall, 89% of respondents believe that Liaison provides value to them and/or their organization.

Survey comments

“ Easy to follow. ”

“ I like that it's sent automatically and electronically so I am reminded to review OH & S information on a regular basis. ”

“ Keeps me up to date and provides ideas I can use as a safety professional. ”

“ Clear and accurate. ”

“ The variety of information that is offered, there is always something for everyone if they read through the whole posting. ”

CCOHS Membership Program

To help build a stronger and more dynamic relationship with its clients, CCOHS developed an annual membership loyalty program which launched in May 2009. There are four levels of membership from which to choose, with varying discounts and benefits: Platinum, Gold, Silver and Bronze.

Results

In the ten months since its launch, the annual membership program has garnered 56 members (4 Platinum, 8 Gold, 11 Silver, 33 Bronze). Response to the program has been excellent, with both the membership and revenue targets being exceeded.

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 20 media releases and 6 media advisories, many of which were reprinted and reproduced by related organizations, groups and businesses to enhance their own initiatives.

This year CCOHS received 33 requests and inquiries from media representing all formats: print, radio and web, and ranging from local to national in scope such as the Globe and Mail, CBC Radio, Chatelaine Magazine, The Toronto Star and The Edmonton Journal.

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 reference. This year CCOHS noted more than 285 media sightings (an increase of 128 from last fiscal) in which CCOHS was quoted as the source of information, CCOHS OSH Answers, articles or media releases were reprinted in publications, and/or CCOHS staff were quoted or referenced. These various mentions of CCOHS represented a conservative estimated reach in excess of 188 million taking into account the circulation and web traffic of the media citing CCOHS.

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

Social Media

Social media can be an effective, low cost means of increasing CCOHS' reach and impact across the country, by building and participating in online communities. With a presence on *Twitter*, *Slideshare* and *Facebook*, we strategically utilize these tools to stimulate dialogue and information exchange between Canadians and the Centre, and to share health, safety and wellness related news and developments. The use of social media is becoming an important component of the initiative to promote both a comprehensive approach to workplace health and safety, as well as strengthen CCOHS' position as the “go to” resource for the tools, information and means to create healthy workplaces.

Reach

- > Twitter – 610 followers. 220 tweets, 214 re-tweets with a reach of 254,332 (based on follower numbers of retweeters). CCOHS is listed on 58 user-created Twitter lists.
- > Facebook – CCOHS now has a community of 472 fans.

Systems



Providing a comprehensive computer systems service for CCOHS that includes:

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

The Service

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

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

- > The ability to sell the popular e-courses through CCOHS' e-commerce system beginning in April 2009 ;
- > New features added to the CCOHS e-commerce system including: promotion codes, a virtual terminal, special membership program registration, Forum III online registration, and support for Google Analytics;
- > Improved Government of Canada Common Look and Feel 2.0 compliance;
- > Sales via the CCOHS e-commerce system were 112% higher than the previous year;
- > IT security awareness training was provided to CCOHS staff;
- > Numerous updates to the infrastructure supporting the CCOHS web site to improve efficiencies and reliability;
- > Ongoing improvements to IT systems infrastructure; and
- > A major project was initiated to upgrade or replace the components of the accounting and order entry systems. This work is nearing completion.



3,260,222 unique visitors to the CCOHS website.



Financial Review

MANAGEMENT RESPONSIBILITY FOR FINANCIAL STATEMENTS

Responsibility for the integrity and objectivity of the accompanying financial statements for the year ended March 31, 2010 and all information contained in these statements rests with Canadian Centre for Occupational Health and Safety (CCOHS) management. These financial statements have been prepared in accordance with Treasury Board accounting policies and year-end instructions issued by the Office of the Comptroller General which are consistent with Canadian generally accepted accounting principles for the public sector.

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

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

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

The financial statements of CCOHS have been audited by the Auditor General of Canada, the independent auditor for the Government of Canada. The auditor General of Canada has expressed an opinion on the fair presentation of the financial statements of CCOHS.

Approved by:



S. Len Hong
President and Chief Executive Officer



Bonnie Easterbrook, CGA
Chief Financial Officer

Hamilton, Canada
May 28, 2010



Auditor General of Canada
Vérificatrice générale du Canada

AUDITOR'S REPORT

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

I have audited the statement of financial position of the Canadian Centre for Occupational Health and Safety as at March 31, 2010 and the statements of operations, equity of Canada, and cash flow for the year then ended. These financial statements are the responsibility of the Centre's management. My responsibility is to express an opinion on these financial statements based on my audit.

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

In my opinion, these financial statements present fairly, in all material respects, the financial position of the Centre as at March 31, 2010 and the results of its operations and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles.

Robert Wilson, CA
Principal
for the Auditor General of Canada

Ottawa, Canada
May 28, 2010

STATEMENT OF FINANCIAL POSITION

At March 31 (in dollars)

	2010	2009
ASSETS		
Financial assets:		
Due from the Consolidated Revenue Fund	\$ 494,597	\$ 396,079
Accounts receivable (note 6)	213,453	309,007
	<u>708,050</u>	<u>705,086</u>
Non-financial assets:		
Inventory for resale	68,042	93,375
Tangible capital assets (note 5)	255,508	297,767
	<u>323,550</u>	<u>391,142</u>
	<u><u>1,031,600</u></u>	<u><u>1,096,228</u></u>
LIABILITIES AND EQUITY OF CANADA		
Liabilities		
Accounts payable and accrued liabilities (note 7)	412,533	546,688
Deferred revenues – web based subscriptions	910,976	856,408
Vacation pay and compensated leave	401,221	405,445
Employee severance benefits (note 9)	1,774,640	1,733,118
Deferred revenues – donations (note 8)	95,807	95,807
Deferred revenues – contributions to inquiries service	108,000	45,000
	<u>3,703,177</u>	<u>3,682,466</u>
Equity of Canada	<u>(2,671,577)</u>	<u>(2,586,238)</u>
	<u><u>1,031,600</u></u>	<u><u>1,096,228</u></u>

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

STATEMENT OF OPERATIONS

For the year ended March 31
(in dollars)

	2010 Planned results Unaudited	2010	2009
Revenues			
Proceeds from sales	\$ 2,750,000	\$ 2,853,382	\$ 2,772,664
Projects and collaborative agreements	1,000,000	1,005,363	817,587
Total revenues	<u>3,750,000</u>	<u>3,858,745</u>	<u>3,590,251</u>
Expenses			
Operations			
Salaries and employee benefits	7,537,736	7,709,163	7,397,534
Professional and special services	900,000	1,166,666	1,059,049
Accommodation	713,537	713,537	713,537
Transportation and communications	160,000	147,877	138,858
Purchased repair and upkeep	130,000	125,538	127,579
Utilities, materials and supplies	120,000	112,165	98,809
Information	150,000	105,331	136,397
Rentals	50,000	56,116	30,037
	<u>9,761,273</u>	<u>10,136,393</u>	<u>9,701,800</u>
Administration			
Salaries and employee benefits	300,000	292,862	281,123
Governors and committees	13,000	19,787	17,285
Travel	38,000	16,915	34,355
Professional and special services	1,700	386	2,303
Utilities, materials and supplies	300	20	53
	<u>353,000</u>	<u>329,970</u>	<u>335,119</u>
Other expenses			
Amortization of tangible capital assets	225,000	128,694	143,911
Loss on disposal of tangible capital assets	—	106	4,954
	<u>225,000</u>	<u>128,800</u>	<u>148,865</u>
Total expenses	<u>10,339,273</u>	<u>10,595,163</u>	<u>10,185,784</u>
Net cost of operations	<u><u>(6,589,273)</u></u>	<u><u>(6,736,418)</u></u>	<u><u>(6,595,533)</u></u>

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

STATEMENT OF EQUITY OF CANADA

For the year ended March 31
(in dollars)

2010

2009

Equity of Canada, beginning of year

\$ (2,586,238) \$ (2,146,081)

Net cost of operations

(6,736,418) (6,595,533)

Services received without charge from other government departments (note 10)

1,294,601 1,243,046

Net cash provided by Government

5,257,960 4,813,343

Change in due from the Consolidated Revenue Fund

98,518 98,987

Equity of Canada, end of year

(2,671,577) (2,586,238)

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

Segmented information (note 11)

STATEMENT OF CASH FLOW

For the year ended March 31
(in dollars)

2010

2009

Operating Activities

Net cost of operations

\$ 6,736,418 \$ 6,595,533

Non-cash items:

Amortization of tangible capital assets (note 5)

(128,694) (143,911)

Loss on disposal of tangible capital assets

(106) (4,954)

Services received without charge from other government departments (note 10)

(1,294,601) (1,243,046)

Variations in Statement of Financial Position:

(Increase) in accounts payable and deferred revenues

79,587 (57,727)

(Increase) in liability for vacation pay and compensatory leave

4,224 (22,204)

(Increase) in liability for employee severance benefits

(41,522) (195,582)

(Decrease) increase in accounts receivable

(95,554) (168,928)

Increase (decrease) in inventory

(25,333) 2,183

(Increase) decrease in contributors to inquiries service

(63,000) (46,750)

Cash used by operating activities

5,171,419 4,714,614

Capital investment activities

Acquisitions of tangible capital assets (note 5)

86,541 98,729

Financing activities

Net cash provided by Government of Canada

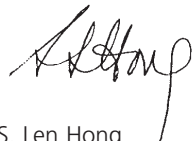
5,257,960 4,813,343

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

Approved by:



Scott Strainer
Chairperson



S. Len Hong
President and Chief Executive Officer



Bonnie Easterbrook, CGA
Chief Financial Officer

NOTES TO THE FINANCIAL STATEMENTS

1. Authority and Objectives

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

CCOHS has one program activity for reporting purposes, 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 in accordance with the Treasury Board accounting policies stated below, which are consistent with Canadian generally accepted accounting principles for the public sector. The presentation and results using the stated accounting policies do not result in any significant differences from Canadian generally accepted accounting principles. 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 the statement of financial position are not necessarily the same as those provided through authorities from Parliament. Note 3 provides a high-level reconciliation between the bases of reporting. The planned results amounts in the Statement of Operations are the amounts reported in the future-oriented financial statements included in the 2009-10 Report on Plans and Priorities.

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

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

c) Revenues

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

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

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.

d) 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.

e) Employee future benefits

i) Pension benefits: Eligible employees participate in the Public Service Pension Plan, a multiemployer plan administered by the Government of Canada. CCOHS’ contributions to the Plan are charged to expenses in the year incurred and represent CCOHS’ total obligation to the Plan. Current legislation does not require CCOHS to make contributions for any actuarial deficiencies of the Plan.

ii) Severance benefits: Employees are entitled to severance benefits under labour contracts or conditions of employment. These benefits are accrued as employees render the services necessary to earn them and are estimated based on employees’ salaries, duration of service and age.

f) Accounts receivable

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

g) Contingent liabilities

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

h) Foreign currency transactions

Transactions involving foreign currencies are translated into Canadian dollar equivalents using rates of exchange in effect at the time of those transactions. Monetary assets and liabilities denominated in foreign currencies are translated using the rate of exchange in effect 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.

i) Inventories

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

j) Tangible capital assets

All tangible capital assets and leasehold improvements 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	lessor of the remaining term of the lease or useful life of the improvement
Measuring equipment	5 years

k) Measurement uncertainty

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

CCOHS receives its funding through annual Parliamentary authorities and external revenues. Items recognized in the statement of operations and the statement of 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 in the following tables:

a) Reconciliation of net cost of operations to current year authorities used:	2010	2009
Net cost of operations	\$ 6,736,418	\$ 6,595,533
Adjustments for items affecting net cost of operations but not affecting authorities		
Less		
Amortization of tangible capital assets (note 5)	(128,694)	(143,911)
Services provided without charge from other Government departments	(1,294,601)	(1,243,046)
Loss on disposal of tangible capital assets	(106)	(4,954)
Bad debts	—	(12,439)
	<u>5,313,017</u>	<u>5,191,183</u>
Changes in accounts not affecting current year authorities		
Add (Less)		
Inventory for resale	(25,333)	2,183
Employee severance benefits	(41,522)	(195,582)
Vacation pay and compensatory leave	4,224	(22,204)
Revenue not available for spending	(90,946)	(149,108)
	<u>5,159,440</u>	<u>4,826,472</u>
Adjustment for items not affecting net cost of operations but affecting authorities		
Add		
Acquisition of tangible capital assets	86,541	98,729
Current year authorities used	<u>5,245,981</u>	<u>4,925,201</u>
b) Authorities provided and used:	2010	2009
Human Resources and Social Development Canada – Vote 25	\$ 3,828,048	\$ 3,682,000
Human Resources and Social Development Canada – statutory	1,116,586	995,592
Human Resources and Social Development Canada – Vote 25A	399,100	368,103
Treasury Board – Vote 15 – collective agreements	85,124	161,796
Treasury Board – Vote 23 – payroll shortfalls	150,024	104,071
	<u>5,578,882</u>	<u>5,311,562</u>
Less:		
Lapsed authorities – operating	332,901	386,361
Current year authorities used	<u>5,245,981</u>	<u>4,925,201</u>

4. Revenues

	2010	2009
General Health and Safety Products and Services	\$ 1,278,806	\$ 1,238,981
Chemical Products and Services	1,093,833	1,129,552
Training and Education	830,860	680,551
Inquiries Contributions	454,000	454,000
Communications	180,303	56,370
Other Income	20,943	30,797
	3,858,745	3,590,251

5. Tangible Capital Assets

	Cost				Accumulated Amortization					
	Opening Balance	Acquisitions	Disposals and Writeoffs	Closing Balance	Opening Balance	Amortization	Disposals and Writeoffs	Closing Balance	Net Book Value 2010	Net Book Value 2009
Computer equipment	\$1,135,542	\$50,851	\$72,271	\$1,114,122	\$942,874	\$69,446	\$72,165	\$940,155	\$173,967	\$192,668
Furniture and equipment	524,896	3,764	12,385	516,275	496,995	8,413	12,385	493,023	23,252	27,901
Software	644,373	31,926	—	676,299	584,505	46,131	—	630,636	45,663	59,868
Leasehold improvements	44,533	—	—	44,533	27,203	4,704	—	31,907	12,626	17,330
Measuring equipment	2,673	—	—	2,673	2,673	—	—	2,673	—	—
	2,352,017	86,541	84,656	2,353,902	2,054,250	128,694	84,550	2,098,394	255,508	297,767

Amortization expense for the year ended March 31, 2010 is \$128,694 (2009 - \$143,911).

6. Accounts Receivable

The following table presents details of accounts receivable from:

	2010	2009
External parties	\$ 224,917	\$ 259,911
Other Federal government departments and agencies	—	60,560
	224,917	320,471
Allowance for doubtful accounts on receivables from external parties	(11,464)	(11,464)
	213,453	309,007

7. 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:

	2010	2009
External parties	\$ 290,790	\$ 513,730
Other federal Government departments and Agencies	121,743	32,958
	412,533	546,688

8. Deferred Revenue – Donations

CCCOHS, 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 NIL in donations in 2010 (2009- \$1,750). The balance at March 31, 2010 is \$95,807 (2009- \$95,807).

9. 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 2010 expense amounts to \$806,175 (2009 - \$718,781), which represents approximately 2.6 times the contributions by employees.

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

b) Employee Severance Benefits

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

	2010	2009
Accrued benefit obligation, beginning of year	\$ 1,733,118	\$ 1,537,536
Expense for the year	159,067	277,852
Benefits paid during the year	(117,545)	(82,270)
Accrued benefit obligation, end of year	<u>1,774,640</u>	<u>1,733,118</u>

10. Related Party Transactions

The department is related as a result of common ownership to all Government departments, agencies, and Crown Corporations. The Department 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.

During the year, CCOHS received services without charge from certain common service organizations, related to accommodation, legal 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 as follows:

	2010	2009
Employer's contribution to health and dental insurance plans	\$ 526,064	\$ 472,509
Accommodation	713,537	713,537
Audit services	55,000	57,000
Total	<u>1,294,601</u>	<u>1,243,046</u>

The Government has centralized some of its administrative activities for efficiency and cost-effectiveness purposes so that one department performs these on behalf of all without charge. The costs of these services, which include payroll and cheque issuance services provided by Public Works and Government Services Canada are not included in CCOHS' Statement of Operations.

	2010	2009
Accounts receivable from other government department and agencies	\$ —	\$ 60,560
Accounts payable to other government departments and agencies	121,743	32,958
Expenses – Other Government departments and agencies	239,599	283,316
Revenues – Other Government departments and agencies	423,860	443,447

11. 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 and Safety	2010 Total	2009 Total
Salaries and employee benefits	\$ 2,216,954	\$ 5,785,071	\$ 8,002,025	\$ 7,678,657
Professional and Special Services	255,228	930,647	1,185,875	1,061,352
Accommodation	206,926	506,611	713,537	713,537
Transportation and communications	96,932	68,713	165,645	173,213
Information	61,441	43,890	105,331	136,397
Purchased repair and upkeep	88,578	36,968	125,546	127,579
Utilities, materials and supplies	88,673	23,491	112,164	98,862
Rental	46,428	9,812	56,240	30,233
Other expenditures	37,352	91,448	128,800	165,954
Total Expenses	3,098,512	7,496,651	10,595,163	10,185,784
Revenues	—	3,858,745	3,858,745	3,590,251
Net cost from continuing operations	3,098,512	3,637,906	6,736,418	6,595,533

12. Adoption of Revised Treasury Board Accounting Standard

During the year, the Centre adopted the revised Treasury Board accounting standard (TBAS) 1.2 – Departmental and Agency Financial Statements.

The adoption of the revised standard had no impact on the Centre's net cost of operations or statement of financial position for the current or prior year. No changes were made to the Centre's significant accounting policies. The major changes to the financial statements of the Centre were the presentation of planned results on the statement of operations and the presentation of segmented information in Note 11.