

CCOHS

producing  
effective

*workplace*  
& health  
safety

solutions



ANNUAL REPORT OF THE COUNCIL  
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# Producing effective workplace health and safety solutions

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**C**reated in response to a crucial public need, the Canadian Centre for Occupational Health & Safety (CCOHS), and its network of supporters and satisfied customers, demonstrate the value of its service virtually every working day. From a small office in 1978, CCOHS' information service on occupational health and safety has grown into a global leader in its field, trusted and relied upon by working people here and abroad.

The professional staff at CCOHS have established an enviable reputation for their wide-ranging expertise in the field of Occupational Safety and Health (OSH) as well as their ability to gather, store and distribute information. This enables CCOHS to recognize and address everyday problems of health and safety in the workplace, and propose effective solutions.

Almost 20,000 workplace safety-related questions are posed by telephone to CCOHS staff each year through the Centre's free Inquiries Service. Over the past year, the CCOHS web based information service, *OSH Answers*, has responded to an additional 250,000 questions. A major advance in OSH-related services, this new facility makes health and safety information available to all Canadian workers in an easily-accessible format. The telephone and web based free Inquiries Service is jointly funded by federal, provincial and territorial governments.

Among the Centre's revenue-generating products are a series of OSH databases and publications available in print, on CD-ROM and the Internet. These are the most widely-used CCOHS information products and complement a range of other products and services including an Intranet data service, diskette products, print publications, training courses, consultations, memberships, and a variety of other health and safety resources.

These practical, authoritative and affordable products and services continue to receive critical acclaim from the health and safety community. The Centre is capitalizing on the opportunities brought forth by the development of new technologies to expand and extend the original mandate and mission to new horizons.

**W**ith my appointment as the Council's Chairman mid-way through 1998-99, I was succeeding Nicole Senécal who had served as the Chairwoman following her appointment in April 1996. During her tenure, Mrs. Senécal had strongly supported the Centre's initiatives and the building of a solid foundation for its service to Canadians in this, the Centre's third decade.

The theme of the 1998-1999 Annual Report of the Council of Governors, *Producing effective workplace health and safety solutions*, reflects the important role played by the Centre in providing assistance to Canadian workers, employers and federal, provincial and territorial governments in reducing and preventing accidents and illnesses at work.

The Centre has positioned itself as Canada's national occupational health and safety information resource, often by undertaking collaborative projects involving public, private and international institutions to provide service to Canadians. It provides these services by using the latest information technologies while offering high quality, reliable and unbiased information.

During 1998-1999, the free Inquiries Service continued to be expanded through the use of the Internet with *OSH Answers*, which is a collection of more than 2,100 frequently asked questions and answers. Thanks to the continued funding support provided by governments across Canada, this service is expected to answer an additional 200,000 inquiries per year.



This year the Council welcomed two new members: Tom Calkin representing the Province of New Brunswick, and George Heyman representing the Canadian Labour Congress. Three Governors were reappointed for a second term: Tom Farrell representing the Province of Manitoba, David Clark representing the Province of Newfoundland, and Agneta Holländer representing the Canadian Pulp and Paper Association.

**Warren Edmondson**  
Chairman, Council of Governors

**T**echnology has brought our society many benefits, which are especially valued and used at the CCOHS to help Canadians eliminate work-related illnesses and injuries. Thanks to advances such as the Internet and CD-ROM databases, which seemed beyond the realm of possibility when CCOHS was established in 1978, our ability to serve is continually enhanced.

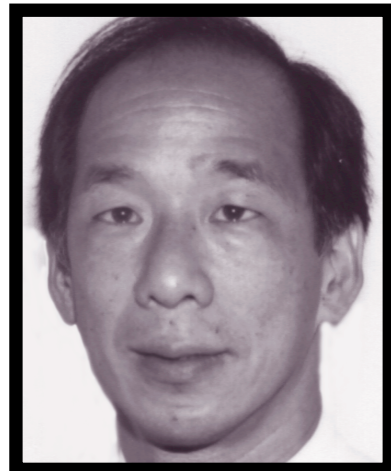
We do not consider these advances, however, as ends in themselves but as means to continually maintain focus on our mission, which is to help everyone in our field attain our collective OH&S goals and objectives. Our success at this task will benefit many groups, including our partners and stakeholders in government and labour; employers and their employees in the workplace; and, by extension, Canadians everywhere.

The delivery of needed and valued products and services to those who need and rely upon them remains crucial to our success.

This is where technology plays a role both vital and dramatic. Interested parties literally anywhere in the world, with access to the Internet, are able to access our web site to pose questions, make inquiries and seek answers. This technology, along with other methods, also enables us to collaborate with a vast range of other groups at every level including local, regional, national and international.

Technology can never achieve its full potential without the human element, of course, and I am proud to say that the CCOHS staff remain as committed to workplace health and safety as ever. Their talent and dedication enables us to deliver outstanding service to Canadians, and provides us with the opportunity of achieving fiscal self-sufficiency.

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



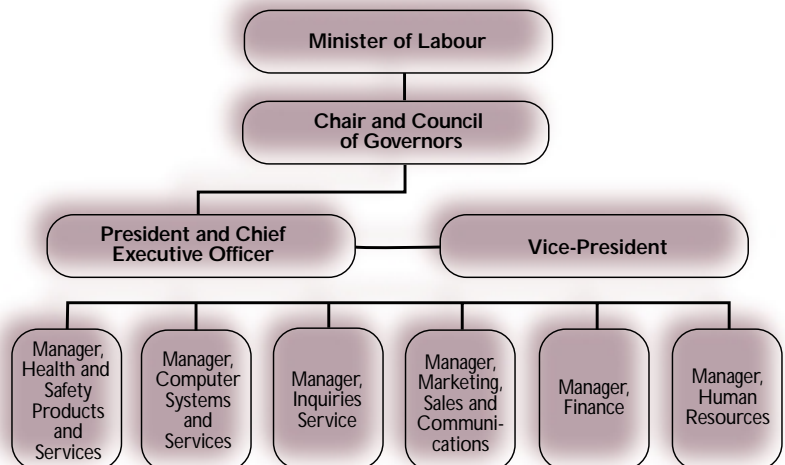
**S. Len Hong**  
President and Chief Executive Officer

## council of governors

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

<b>CHAIR</b>	Warren Edmondson, <i>Government of Canada</i> Nicole Senécal, <i>Government of Canada</i>
<b>LABOUR</b>	George Heyman, <i>BC Government and Services Employees Union</i> Richard Martin, <i>Canadian Labour Congress</i> Cathy Walker, <i>Canadian Auto Workers/CLC</i> Robert Wells, <i>Canadian Union of Public Employees/CLC</i>
<b>EMPLOYER</b>	Ian Campbell, <i>Alliance of Manufacturers and Exporters, Canada</i> Agneta Hollander, <i>The Canadian Pulp and Paper Association</i> Gordon Lloyd, <i>Canadian Chemical Producers' Association</i>
<b>PROVINCIAL &amp; TERRITORIAL</b>	Tom Calkin, <i>New Brunswick</i> David Clark, <i>Newfoundland and Labrador</i> Tom Farrell, <i>Manitoba</i> Paavo Kivisto, <i>Ontario</i> James Leblanc, <i>Nova Scotia</i> Jeff Parr, <i>Saskatchewan</i> Joan Perry, <i>Northwest Territories</i>
<b>AUDIT COMMITTEE</b>	Warren Edmondson (Chair) Ian Campbell Gordon Lloyd (Alt) Tom Farrell David Clark (Alt) Richard Martin Robert Wells (Alt)

## structure



## CCOHS: The Way Ahead

*At a meeting of Ministers of Labour (February 10 and 11, 1997) the following guiding principles were approved:*

The Council of Governors of the Canadian Centre for Occupational Health and Safety (CCOHS), representing the federal, provincial and territorial governments, labour and employers, intends these principles to guide the Centre for the short to mid term and to allow for continued growth in cost-recovery.

- 1 The Council reconfirms its support and commitment to CCOHS and the valuable role the Centre provides to Canada's workers and employers. Further, the Council recognizes the importance of its tripartite nature in governing the Centre.  
The Centre is to continue to serve as a source of excellence for unbiased technical information and expertise to support labour, employers, and governments in maintaining safe and healthy workplaces.  
The Centre is to continue to provide critical analysis and interpretation of occupational safety and health information.  
Further, the three caucuses recognize the critical importance of maintaining a free inquiry service to support the right of working Canadians to a healthy and safe working environment.
- 2 The Council and the Centre shall communicate to respective Ministers regarding the excellence and role of the Centre in order to obtain broad public policy support and guidance.
- 3 The Council recognizes the high standard and non-partisan nature of the Centre's undertakings. It recommends the Centre continue in its consulting and research efforts, while meeting the test of fairness in a competitive world. Joint funding of projects that target key areas of information needs should be a special focus of these efforts.  
The Council urges all governments and other organizations to consider the Centre as a potential source of consulting and research services.
- 4 The Council urges governmental and non-governmental organizations, including labour and employers, to work in partnership with the Centre to provide public access to the Centre's CD-ROM, Internet and other services.
- 5 The Council recommends the Centre consider the future possibility of gathering and disseminating occupational health and safety statistical information.
- 6 The Council recognizes that the Centre has become a national repository for MSDSs, and efforts to encourage companies to continue to supply data sheets to the Centre will continue, where practicable and feasible.
- 7 The Council recommends that health and safety materials be available in the form most useful to the user, including hard-copy.
- 8 The Council encourages the development of partnerships, tailored to specific jurisdictions, that enhance the visibility and distribution of CCOHS information. This could also include cooperation between various government inquiry services.
- 9 The Council recommends that jurisdictions and others systematically provide all technical, research, guidelines, codes of practice, and best practices to the Centre.

**The Canadian Centre for Occupational Health and Safety Act allows the Centre to undertake a broad range of activities to promote the fundamental right of Canadians to a healthy and safe working environment.**

## inquiries service

The Inquiries Service of CCOHS is the national information centre which provides free and confidential access to occupational health and safety (OH&S) information, in English or in French, to the Canadian working population.

During the 1998-1999 Fiscal Year, the information and technical staff of the Inquiries Service responded to some 18,000 inquiries from more than 12,000 callers on a wide range of health and safety topics.

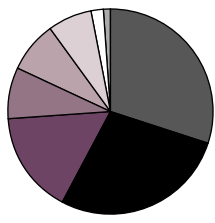
Questions originated from virtually all sectors of society, including workers, employers, government officials, health and safety professionals, health care professionals, union representatives, and associations, although service and manufacturing sectors form the largest users of the service. The person-to-person service is complemented by *OSH Answers*, which provides answers to questions via the Internet.

A shift in the question topics has been noticed over the past few years. Questions relating to chemicals and trade name chemical products now represent about half of all inquiries.

The *Workplace Hazardous Materials Information System (WHMIS)* is Canada's right-to-know legislation, and WHMIS-related inquiries represent the most frequent category among chemical questions. Other commonly-asked questions relate to ergonomics, lifting and manual materials handling, indoor air quality, and repetitive motion injuries (RMIs). Questions on office equipment (eg. radiation from computer monitors and chemical emissions from photocopiers and laser printers) also rank high on the list of frequently-asked questions.

A team of information and subject specialists prepare the responses by searching, compiling and evaluating available information before choosing the most appropriate response. Existing packages of information, previous responses, information identified in the 50 databases comprising CCOHS electronic information service, plus CCOHS publications and other resources in the Centre's library holdings, are used to prepare responses. The responses provide unbiased and reliable information to enable workplace participants to make sound decisions, establish preventive actions, and introduce solutions and improvements to the workplace environment.

A feedback program assesses the effectiveness of the responses in meeting the needs of the inquirers. Once again this year, users awarded a high rating (4.5 out of 5) to the staff for responsiveness, timeliness, clarity and usefulness of the information they obtained.



Inquiries Received  
by Group Type  
1998 / 1999

■	Service Sector (29%)
■	Goods Producing Industries (25%)
■	Health and Social Institutions (10%)
■	Educational Institutions (8%)
■	Government (7%)
■	Membership Organization (2%)
■	Media (1%)
■	Other Services (18%)



Ninety-five percent (95%) of inquiries were completed within four weeks of receipt (84% within one week). This was made possible by the availability of a large number of *reusable* packages of information—including records from CCINFO discs, publications, CCOHS-created documents and information packages—as well as previous inquiry responses.

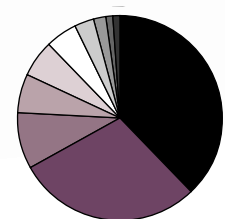
### OSH ANSWERS

In February 1998, the Inquiries Service inaugurated *OSH Answers*, a global information service on the CCOHS Web Site. By the end of this fiscal year *OSH Answers* had covered 385 topics, responding to over 2,100 questions on occupational health and safety. The information is presented in a question-and-answer format, and the topics are based on questions received by the Inquiries Service. *OSH Answers* will cover additional topics as it grows and evolves.

This new service supplements the person-to-person information service available to Canadians for the last nineteen years. During the 1998-1999 Fiscal Year, *OSH Answers* responded to almost 250,000 *inquiries*, defined as accesses to HTML question-and-answer documents, from more than 68,000 distinct computer hosts. Over the same period, the Inquiries Service staff answered approximately 18,000 inquiries from more than 12,000 callers via our traditional person-to-person information service.

About 97% of the inquirers using the person-to-person service were Canadians; approximately 17% of *OSH Answers* users were also Canadian, as identified by their “.ca” domain address. Over seventy countries are represented by inquiries to *OSH Answers*.

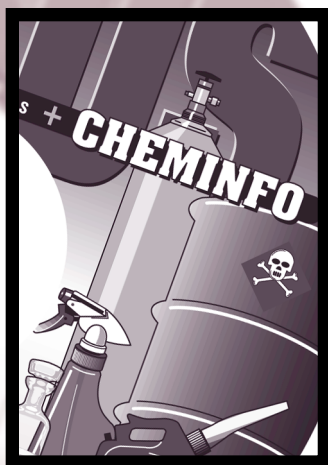
Safety Infograms (one-page summaries) and CCOHS publications formed the basis of many *OSH Answers* documents. Stored in an electronic format, these are easily reformatted and reproduced to create new printed publications such as OSH Answergrams, or edited into revised and updated Safety Infograms. With Web-CD™ software CCOHS created a CD-ROM version of *OSH Answers* with the look and feel of a web site, allowing users to access *OSH Answers* when they do not have access to the Internet.



**Inquiries Received by Broad Subject Category 1998 / 1999**

- Chemical hazards, trade names, industrial processes (29%)
- Safety, occupational health and safety administration (8%)
- Medical, psychosocial and biological (5%)
- Physical hazards (4%)
- Work-related musculoskeletal disorders (4%)
- General legal (2%)
- Ergonomics (1%)
- Statistics (1%)
- Referrals (42%)
- Other (4%)

CCOHS was initially fully funded by the Government of Canada, until April 1989 when it was directed by Treasury Board to become financially self-sufficient through cost recovery initiatives. Since then, CCOHS has managed to increase its revenues to cover a major proportion of its budget with a considerably decreased level of public funding.



The Centre's team of specialists continue to develop and market products and services for use in the workplace in close co-operation with a large range of institutions in Canada and abroad. By maintaining close contact with its customers, CCOHS tailors its products and services to meet their demands and expectations. Distributors in twenty-six countries provide their clients with CCOHS-originated information products, and CCOHS products are now used in more than 50 different countries. Canadians benefit from the international health and safety information that the Centre obtains through its network of partners.

#### MSDS/FTSS

The MSDS database now contains more than 120,000 up-to-date material safety data sheets (MSDS) from some 600 North American manufacturers and suppliers. Enhancements of the Centre's CCFIND software were necessary to ensure the use of the database was as simple as possible for users now that the database size requires two CD-ROMs. Additionally, changes now make it easier for manufacturers and suppliers to provide data to CCOHS in electronic form and in many word-processed formats.

#### CHEMINFO

CCOHS staff prepare detailed chemical profiles for some 1200 industrial chemicals represented in the CHEMINFO database. Each profile provides comprehensive, practical, summarized occupational health and safety information in an MSDS-style format. A significant increase in requests to CCOHS for advice regarding CHEMINFO WHMIS classifications is an indication of how much the users rely on information contained in this database. Updates to the database included the new 1998 ACGIH-TLV booklet and the addition of a new field, *TLV Basics-Critical Effects*. The database also reflects new advice regarding the selection of chemically-resistant protective materials, and a policy change related to Health Canada's interpretation of the WHMIS carcinogenicity criteria.

#### DSL/NDSL

The Domestic Substances/Non-Domestic Substances List (DSL/NDSL) is a Canadian regulatory inventory including some 68,000 commercial chemical substances. Although Environment Canada no longer maintains these databases, CCOHS has undertaken to continue them in recognition of our customers' reliance on this information.

## HSDB

The Hazardous Substances Data Bank (HSDB) from the US National Library of Medicine provides data on toxic effects, environmental fate, and other health and safety topics for 4,500 potentially toxic chemicals. In response to a customer survey, the HSDB database was amalgamated with the other ten databases in the CHEM Source CD-ROM, providing subscribers with greater value for their subscription cost. The newly combined product was released in August 1998, and the CD-ROM was renamed CHEMpendium™ to reflect this significant enhancement .

## TOXLINE

TOXLINE, from the US National Library of Medicine, includes over one million references to world-wide literature on chemicals and toxicology. This CD-ROM set was expanded to five discs with the November 1998 release due to the growth of the database.

## CANADIAN *enviro*OSH LEGISLATION PLUS STANDARDS

The Centre now provides 79 Canadian General Standards Board standards and 344 Canadian Standards Association standards, as well as environmental and occupational health and safety acts and regulations from each provincial, territorial and federal governments. The product will be delivered on the *Folio Views* platform on CD-ROM in mid-1999. It will provide faster, more flexible searches for users of the CD-ROM service.

## NIOSHTIC®

A plan to develop an enhanced NIOSHTIC® database was developed, anticipating the date when the database is no longer produced by US National Institute for Occupational Safety and Health (NIOSH). This enhanced database would provide our users with updated access to occupational health and safety literature and is expected to be released in mid-1999.

## WEB SITE

The CCOHS web site continues to attract an average 42,000 visitors monthly, and has proved to be an important vehicle in promoting the services and capabilities of CCOHS. Our redesigned web site makes navigation easier, and the CCOHS home page now includes information releases that dynamically change each time the user refreshes this screen. The *OSH Answers* section now includes more than 2,100 answers to the most commonly asked occupational health and safety questions.

[www.ccohs.ca](http://www.ccohs.ca)



## ACADEMIC SUPPORT PROGRAM

More universities and colleges around the world are joining the program which aims at making OSH information available to students, faculty and staff of post-secondary institutions. The program is now reaching over 500,000 university students, faculty and staff across North America and the world who have access to the MSDS and CHEMINFO databases as well as the NIOSHTIC®, RTECS and HSELINE databases.

## CCINFOweb (CCOHS' Internet Database Delivery Service)

An area of primary development, the MSDS, FTSS, CHEMINFO, NIOSHTIC®, HSELINE and Canadian *enviro*OSH Legislation products are all available through this service. The CHEMINDEX database is provided free to assist searchers in locating chemical information through CCOHS databases. Recent enhancements to CCINFOweb include access improvements; and development of cross-database searching capabilities. While the databases are freely searchable, only subscribers are able to view the detailed records.

The CISILO database was added, along with a new service linking three key bibliographic OSH databases (NIOSHTIC®, HSELINE and CISILO) into a consolidated index. This enables users to simultaneously search all three databases or limit their search to just one database.

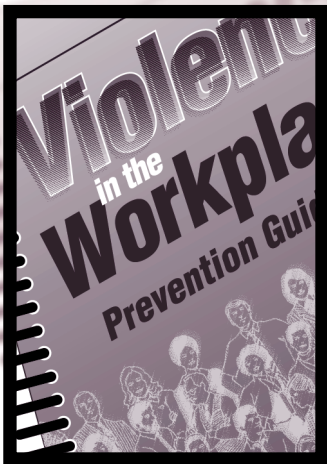
## HEALTH AND SAFETY GUIDES

Three new guides were released. They include: *Welders Health and Safety Guide*; *Violence in the Workplace Prevention Guide*; and *Indoor Air Quality Health and Safety Guide*. Electronic versions of these guides will permit organizations to make them available through their own intranets.

## TRAINING

In addition to regularly scheduled Internet courses, on-site Internet courses were held for the following organizations: Ministry of Labour (Toronto); Ontario Ministry of Agriculture, Food & Rural Affairs; H&S Professional Forum (Guelph); and IAPA.

CCOHS trained more than 100 managers and supervisors as part of the Health and Safety Training for Managers and Supervisors course which was held five times at CCOHS, as well as on-site at Tantalum Mines of Manitoba, and West Coast Energy in British Columbia.





**NORTH AMERICAN OCCUPATIONAL HEALTH AND SAFETY (NAOSH) WEEK**

The three countries, the United States, Canada and Mexico, that signed the North American Agreement on Labour Co-operation (NAALC)—an agreement that complements the North America Free Trade Agreement (NAFTA)—decided to organize the North American Occupational Safety and Health Week to make their respective populations aware of the importance of preventing industrial accidents and occupational illnesses. In partnership with Human Resources Development Canada and the Canadian Society of Safety Engineers, CCOHS developed the web site and support materials for the 1998 and 1999 North American Occupational Safety & Health (NAOSH) week campaigns. In 1998, nearly 2,000 distinct computer hosts downloaded more than 15,000 pages of information from this web site.

**SAFE COMMUNITIES FOUNDATION**

CCOHS and Safe Communities Foundation signed a Memorandum of Understanding to be a *Partner in Community Safety*, encouraging and supporting community-based safety programs across Canada. The Safe Communities concept provides an innovative, flexible and effective approach to identifying potential risks and eliminating injuries at home, work and play, and the Foundation works towards a vision of Canada becoming the safest country in the world. CCOHS and the Foundation will work to provide advice and resources appropriate to the needs of communities, and actively promote each other's range of services and resources.

**BC WORKPLACE SAFETY & HYGIENE LEGISLATION PLUS STANDARDS**

CCOHS produced a CD-ROM containing new British Columbia OSH regulations, legislation and referenced standards to provide labour officers, employers and workers in BC with an efficient means to familiarize themselves with the new rules and guidelines. The CD-ROM contains the Workers Compensation Act and regulations, including the new OSH regulation and all BC and Canada (federal) acts and regulations cited in the new OSH Regulation. It will also incorporate referenced standards from the WCB of BC, Canadian Standards Association, Canadian General Standards Board and WCB of BC Engineering Updates and Technical Commentaries.



The Centre's ability to analyze, develop and customize occupational health and safety information provides customers with highly practical information tailored to their organization's needs.

## PRESENTATIONS, CONFERENCES, EXHIBITS AND COMMITTEE WORK

XVTH WORLD CONGRESS ON  
OCCUPATIONAL SAFETY AND HEALTH  
*(Organization committee and presenter of papers)*

TRANSPORTATION SAFETY  
ASSOCIATION OF ONTARIO  
CONFERENCE

CANADIAN FIRE SAFETY ASSOCIATION  
ANNUAL SEMINAR

UNIVERSITY OF TORONTO  
OCCUPATIONAL MEDICINE PROGRAM  
*(Presentation)*

HEALTH AND SAFETY '98 CONFERENCE

HAMILTON & DISTRICT CHAMBER OF  
COMMERCE SMALL BUSINESS  
SHOWCASE

AMERICAN INDUSTRIAL HYGIENE  
CONFERENCE & EXPOSITION, 1999  
*(Chair of Personnel Committee of the  
Local Conference Committee and member  
of the permanent conference committee)*

H&S AWARENESS FAIR  
(1998 NAOSH WEEK)  
Toronto

INSTITUTE FOR WORK & HEALTH, RSI  
CONFERENCE  
Hamilton *(Panellist)*

LAMBTON SAFE COMMUNITY COUNCIL  
Sarnia

IAPA  
Upper York Division, Markham

MCMASTER UNIVERSITY FUTURE  
SEARCH CONFERENCE  
Preventing & Treating RSI;  
Building Common Ground  
Hamilton

CANADIAN LAW LIBRARIES  
ASSOCIATION  
Hamilton *(Presentation)*

CAW CONFERENCE,  
Occupational Cancer  
Port Elgin

HEALTH AND WELLNESS FAIR  
Burlington

ST JOSEPH'S HOSPITAL SAFETY WEEK  
Hamilton

IAPA SYMPOSIUM  
Biological Effects of Chemicals & Prevention  
Strategies, Oakville

PAN-ASIA R&D GRANTS  
COMMITTEE MEETING  
Lhasa, Tibet

GLOBAL INFORMATION NETWORK  
ON CHEMICALS MEETING  
Tokyo, Japan

*(Participant Intergovernmental Forum on Chemical  
Safety , Intersessional Group 3, Yokohama, Japan)*

IAPA EXECUTIVE COMMITTEE  
Markham *(Presentation)*

ILO & CANADIAN LIBRARY  
ASSOCIATION SEMINAR ON THE  
ILO AND ITS SERVICES  
Ottawa *(Presenter)*

ROCHESTER INSTITUTE OF  
TECHNOLOGY,  
Rochester NY  
*(Presentation on Academic Support Program)*

## ONTARIO MINERVA PROJECT

CCOHS supports the education of university students about occupational health and safety by participating and assisting the Minerva Canada board of directors, national, and regional committees, to organize and raise project funds for the creation of university education resources. Specifically the funds will be used to create occupational health and safety case studies, workshops and educational opportunities that will be used in Canadian universities, business and engineering undergraduate faculties to teach students to advance the integration of health and safety management in Canadian workplaces.

## AMERICAN CONFERENCE OF GOVERNMENTAL INDUSTRIAL HYGIENISTS (ACGIH)

The Centre produced a CD-ROM version of the acclaimed ACGIH publication, Industrial Ventilation Manual. Featuring all the benefits of web technology with the reliability of CD-ROM access, the Industrial Ventilation Manual provides research data and information on the design, maintenance, and evaluation of industrial exhaust ventilation systems.

## NATIONAL POPULATION HEALTH CLEARINGHOUSE PROJECT (NPHC)

This project, funded by Health Canada, is the first phase of a project to provide both the general public and health intermediaries with a gateway to the most credible, timely and accessible health information in the public domain. CCOHS was asked to conduct the network mapping exercise for the Workplace Environmental Health Information subject area, according to specific criteria and survey instruments. The report analyzed survey results and identified strengths, gaps and issues regarding health information and networking.

## IPCS INTOX

This collaborative project between CCOHS and the World Health Organization is an integrated operational system, consisting of a CD-ROM and software, used at Poison Centres around the world to manage vital information. CCOHS continues to add information documents to the CD-ROM. UK Poison Information Documents have been provided for inclusion by the UK National Poisons Information Services. The next version of the software, IPCS INTOX Version IV, will include advanced features and capabilities important to Poison Centres while a new component, the Product Writer, enables users to create their own database registry of products.

## IPCS INCHEM CD-ROM

This database, updated and issued semi-annually by CCOHS, consolidates information essential for the sound management of chemicals affecting the environment and human health. It compiles documents and databases from the World Health Organization, the United Nations Environment Programme, the International Programme on Chemical Safety (IPCS), the International Labour Organisation, the Food and Agriculture Organisation, the United Nations Industrial Development Organisation, and the Organisation for Economic Co-operation and Development.

CCOHS also designed and developed a web site where prospective users may preview the list of documents contained on the CD-ROM prior to making a purchase decision. Full access to documents on the web site is available by subscription.

Among new document collections added is the Concise International Chemical Assessment Documents prepared by an international group of experts from the United Nations Environment Programme, the International Labour Organisation, and the World Health Organization.

**SCHOOL OF OCCUPATIONAL  
HEALTH, MCGILL UNIVERSITY**  
(Presentation on *Vibration Exposure:  
Evaluation and Control*)

**SOCIETY OF TOXICOLOGY  
ROUNDTABLE**  
Denver, Colorado

**ONTARIO OCCUPATIONAL HEALTH  
NURSES ASSOCIATION  
CONFERENCE**  
Mississauga

**IAPA, AWARENESS 98 CONFERENCE**  
Waterloo

**IAPA  
Essex Division Conference, Windsor**  
(Presentations: "Occupational Health and Safety  
Legislation—Using Information Technology" and  
"Assessment of Occupational Noise Exposure and  
Risk of Hearing Loss")

**REGION OF HAMILTON-  
WENTWORTH, POLLUTION  
PREVENTION & CONTROL SEMINAR,**  
Burlington (Presentation)

**CASCON 98 CONFERENCE**  
organized by IBM and the National Research  
Council of Canada, Toronto  
(Presentation seminar entitled "Canadian Health  
and Safety Legislation: Rights and Responsibilities  
of Employees and Employers")

**OCCUPATIONAL HYGIENE  
ASSOCIATION OF ONTARIO FALL  
SYMPOSIUM**

**CANADIAN ENVIRONMENTAL  
INDUSTRY ASSOCIATION SEMINAR**  
Mississauga

**PEST MANAGEMENT REGULATORY  
AGENCY ADVISORY COUNCIL**  
(Participant)

**1998 AMERICAN INDUSTRIAL  
HYGIENE CONFERENCE AND  
EXPOSITION (AIHCE)**  
Atlanta  
(Paper presented "Answering Key Questions  
Via the Web: A New Approach")  
(Co-instruction of Professional Development  
Course on "Radiation in Health Care Facilities")

**ACGIH TLV COMMITTEE MEETING**  
Cincinnati  
(Presentation—"Applying Ionizing Radiation  
Exposure Limits")

**1998 NAOSH WEEK**  
CCOHS, Hamilton  
(Presentations on "Office Ergonomics", "Health  
and Safety Resources on the Internet", and "Free  
Sources of OH&S Information")

**HRDC SUMMER STUDENT CENTRE**  
(Presentation on "Health and Safety  
for Young Workers")

**CHEMICAL INDUSTRY PREVENTION  
ASSOCIATION MEETING**  
(Presentation on *Material Safety Data Sheets  
and WHMIS*)

**ASSE CONFERENCE**  
Seattle, Washington  
(Presentation on *OSH Answers*)

**NATIONAL AERONAUTICS AND  
SPACE ADMINISTRATION (NASA)**  
(Panel participant on "Health Surveillance and  
Maintenance in the Workplace")

**INSTITUTE FOR WORK  
AND HEALTH**  
Toronto  
(Participant in developing guidelines for  
ergonomic regulations)

## **INFLUENCING ATTITUDES TOWARD WORKPLACE ILLNESSES AND INJURIES**

CCOHS undertook a study on behalf of the Association of Workers' Compensation Boards of Canada, courtesy of the New Brunswick Workplace Health, Safety and Compensation Commission. The objective of the study was to evaluate the various methodologies used to successfully change social attitudes toward workplace illnesses and injuries. In addition, a selection will be made among a variety of methods to develop ways and means of making harmful events such as accidents and injuries unacceptable by society in general, and in the workplace in particular.

## **HUMAN RESOURCES DEVELOPMENT CANADA (HRDC)—LABOUR PROGRAM**

This integrated collection of documents includes the entire Canada Labour Code, complete with tables and illustrations as well as associated regulations, interpretative documents and guidance documents on CD-ROM. The continuous processing of updates on this disc involves a number of activities, including discussions held with the HRDC Labour Program to ensure that future copies of various standards referenced in the legislation are included. These revisions are expected to be released with the next issue of the CD-ROM.

## **OSH FOR EVERYONE**

To further the efforts of Canadian governments in preventing occupational illness and injuries, CCOHS developed the concept of *OSH for Everyone*. A CD-ROM based product that will give workers and employers easy access to important, useful and understandable prevention information which can be readily applied to the workplace. *OSH for Everyone*, uses web-browser technology to present searchable information related to health and safety programs as well as specific workplace hazards. Information included ranges from practical checklists and procedures, safety guides, hazard summaries, training materials, publications, reports and other technical material, hazard alerts, excerpts of legislation and interpretive documents. Discussions are ongoing with some provincial governments to explore collaborating on *OSH for Everyone* projects involving Workers Compensation Boards, Ministry of Labour, and provincial safety associations. CCOHS and the Ontario Workplace Safety and Insurance Board (WSIB) have agreed on the development of a prototype *OSH for Everyone* which will contain core documents relating to 25 priority topics contributed by the WSIB, the Ontario Ministry of Labour and safe workplace associations.



## PAN-ASIA RESEARCH AND DEVELOPMENT GRANTS PROGRAMME

This programme, a product of Canada's International Development Research Centre, funds development and research projects in the Asia and Pacific region for networking applications, technologies and regulatory issues to address the region's economic, social and environmental problems as selected by the Pan-Asia Research and Development Committee. CCOHS was contracted to administer the Programme, which will bring CCOHS into direct contact with educational and research organizations in the Asian region and provide opportunities to reach potential subscriber organizations for CCOHS products.

## CANOSH WEB SITE

The purpose of this site, released during North American Occupational Health and Safety (NAOSH) Week in May 1998, is to provide Canadians with independent, easily accessible occupational health and safety information. This information can be used to ensure legal compliance, improve workplace health and safety practices, and ultimately reduce workplace injuries and illnesses via a single location on the Internet. Health and safety information is provided by federal, provincial and territorial governments of Canada, and by the CCOHS.

## ILO ENCYCLOPAEDIA OF OCCUPATIONAL HEALTH AND SAFETY

CCOHS has developed and distributed the fourth edition of this publication, widely recognized by occupational health and safety professionals around the world, together with the CISILO database on the World Wide Web. The web delivery provides users immediate access through a standard web browser that includes both simple and advanced searching levels. The combination of these two internationally respected, authoritative information sources provides users with a unique reference library.

## KOREA INDUSTRIAL SAFETY CORPORATION (KISCO)

CCOHS and KISCO reached an agreement whereby the Korean organization would translate the Food Service Workers Safety Guide into Korean, and market, sell and distribute the Korean version. This work was completed early in 1999.

## JOURNAL AND MAGAZINE ENTRIES

### "NEED OCCUPATIONAL SAFETY INFORMATION? CONSULT YOUR NATIONAL CENTRE"

Construction Safety Association of Ontario

### "THE PROBLEM SOLVER"

A column for *Canadian Occupational Safety* on these topics: Sick building syndrome, Operating a computer mouse, Working in hot environments, Violence prevention, Improving forklift safety, Ergonomically correct workstations for home offices.

### "THE SAFETY NET"

A column for *Canadian Occupational Safety* on these topics: HS-Canada, Mailing Lists, Health Care Resources, Shiftwork, Radiation Safety, Repetitive Strain Injuries.

### "OSH ANSWERS"

Government of Newfoundland and Labrador newsletter

### "MAKING CHEMICAL SAFETY COMMON KNOWLEDGE"

Canadian Chemical News

### "OSH ANSWERS"

Technology in Government

### "THE DEVELOPMENT OF A WEB SITE: ANSWERING OSH QUESTIONS VIA THE WEB"

The Synergist (American Industrial Hygiene Association)

### "OCCUPATIONAL NOISE: MEASUREMENT AND CONTROL"

OH&S Canada magazine

### "HAZARD PREVENTION AND CONTROL IN THE WORK ENVIRONMENT: AIRBORNE DUST"

A review to be published by the World Health Organization

### "OSH ANSWERS"

World Health Organization newsletter

### "CCOHS PRODUCTS & SERVICES"

Education Safety Association of Ontario newsletter

## MANAGEMENT REPORT

We have prepared the accompanying financial statement of the Canadian Centre for Occupational Health and Safety in accordance with the reporting requirements and standards of the Receiver General for Canada. The financial statement was prepared in accordance with the significant accounting policies set out in Note 2 of the statement on a basis consistent with that of the preceding year.

Responsibility for the integrity and objectivity of data in this financial statement rests with the management of the Centre. In order to assure maximum objectivity and freedom from bias, the financial data contained in this financial statement has been examined by the Audit Committee of the Centre.

The information included in the financial statement is based on management's best estimates and judgements with due consideration to materiality. To fulfill this accounting and reporting responsibilities, the Centre maintains a set of accounts which provides a centralized record of the Centre's financial transactions. Financial information contained in the ministerial statements and elsewhere in the Public Accounts of Canada is consistent with this financial statement, unless indicated otherwise.

The Centre's directorate of financial services develops and disseminates financial management and accounting policies, and issues specific directives, which maintain standards of accounting and financial management. The Centre maintains systems of financial management and internal control which gives due consideration to costs, benefits and risks. They are designed to provide reasonable assurance that transactions are properly authorized by Parliament and are executed in accordance with prescribed regulations, and are properly recorded so as to maintain accountability of Government funds and safeguard the Centre's assets. The Centre also seeks to assure the objectivity and integrity of data in its financial statement by the 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 its regulations, policies, standards and managerial authorities are understood throughout the organization.

Management presents this financial statement to Auditor General of Canada who audits and provides an independent opinion which has been appended to this financial statement.

Approved by:



**S. Len Hong**  
President and Chief Executive Officer



**Bonnie Easterbrook CGA**  
Manager, Finance/Senior Financial Officer

1999 06 04



## AUDITOR'S REPORT

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

I have audited the statement of operations of the Canadian Centre for Occupational Health and Safety for the year ended March 31, 1999. This financial statement is the responsibility of the Centre's management. My responsibility is to express an opinion on this financial statement based on my audit.

I conducted my audit in accordance with generally accepted auditing standards. Those standards require that I plan and perform an audit to obtain reasonable assurance whether the financial statement is free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statement. 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, this financial statement presents fairly, in all material respects, the results of operations of the Centre for the year ended March 31, 1999 in accordance with the accounting policies set out in Note 2 to the financial statement.

A handwritten signature in black ink, appearing to read 'R. Flageole'.

Richard Flageole, FCA  
Assistant Auditor General  
for the Auditor General of Canada

Ottawa, Canada  
June 4, 1999

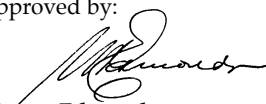
STATEMENT OF OPERATIONS  
for the year ended March 31, 1999

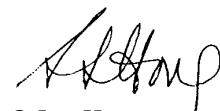
**Expenditures**

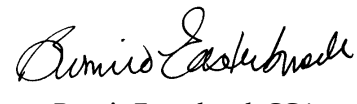
	1999	1998
<i>Operations</i>	\$	\$
Salaries and employee benefits	4,192,238	4,431,222
Employee termination benefits	162,181	44,945
Professional and special services	879,778	717,516
Accommodation	320,160	320,160
Utilities, materials and supplies	299,177	190,427
Information	273,978	261,595
Capital assets	225,819	162,676
Transportation and communications	192,923	263,426
Purchased repair and upkeep	69,538	63,966
Rentals	40,299	49,214
	<b>6,656,091</b>	<b>6,505,147</b>
<i>Administration</i>		
Salaries and employee benefits	199,541	179,700
Travel	26,364	23,287
Governors and committees	10,980	11,869
Professional and special services	4,494	3,898
Utilities, materials and supplies	702	553
	<b>242,081</b>	<b>219,307</b>
<b>Total expenditures</b>	<b>6,898,172</b>	<b>6,724,454</b>
<b>Non-tax Revenue</b>		
<i>Revenue credited to the vote (Notes 3, 8 and 9)</i>		
Proceeds from sales	3,066,438	3,123,940
Cost Recoveries	1,172,868	1,102,465
	<b>4,239,306</b>	<b>4,226,405</b>
Refunds of previous years' expenditures	—	2,840
Proceeds from disposal of surplus crown assets	448	371
<b>Total non-tax revenue</b>	<b>4,239,754</b>	<b>4,229,616</b>
<b>Net cost of operations (Note 4)</b>	<b>2,658,418</b>	<b>2,494,838</b>

The accompanying notes are an integral part of this statement.

Approved by:

  
Warren Edmondson  
Chairperson

  
S. Len Hong  
President and Chief  
Executive Officer

  
Bonnie Easterbrook CGA  
Manager, Finance/  
Senior Financial Officer

Notes to the Statement of Operations — March 31, 1999

**1. Authority and purpose**

The Centre 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 the Centre are to promote the right of Canadians to a healthy and safe working environment and to enhance the physical and mental health of workers. The Centre's operating expenditures are funded in part by its operating revenue and by a budgetary lapsing appropriation.

**2. Significant accounting policies**

The statement of operations has been prepared in accordance with the reporting requirements and standards established by the Receiver General for Canada for departmental corporations. The most significant accounting policies are as follows:

- a) *Expenditure recognition*—All expenditures are recorded on an accrual basis, with the exception of termination benefits and vacation pay which are recorded on the cash basis.
- b) *Revenue recognition*—Revenue is recorded on the cash receipts basis.
- c) *Capital purchases*—Acquisitions of capital assets are charged to operating expenditures in the year of purchase.
- d) *Refunds of previous years' expenditures*—Refunds of previous years' expenditures are recorded as revenues when received and are not deducted from expenditures.
- e) *Foreign currency translation*—Revenue and expenses contracted in foreign currency are translated into Canadian dollars at the exchange rate in effect on the transaction date.
- f) *Services provided without charge*—Estimates of amounts for services provided without charge from government departments are included in expenditures.
- g) *Pension plan*—Employees participate in the Public Service Superannuation Plan administered by the Government of Canada. The employees and the Centre contribute to the cost of the Plan. The Centre's contributions are charged to expenditures on a current basis and represent the total liability to the Centre.

	1999	1998
<b>3. Revenue credited to the vote</b>		
<i>Proceeds from sales:</i>	\$	\$
Subscription–CCINFOdisc	1,994,009	2,149,841
Subscription–Specialty discs	682,058	733,002
CCINFOWeb	260,759	102,079
Single Copy Publications	84,049	94,765
Diskette-based products	27,808	32,981
Products for resale	9,025	—
Memberships	5,406	7,275
Other	3,324	3,997
	<b>3,066,438</b>	<b>3,123,940</b>
<i>Cost recoveries:</i>		
Technical services	691,953	589,913
Inquiries Service	454,000	480,400
Travel expenses	26,915	32,152
	<b>1,172,868</b>	<b>1,102,465</b>
	<b>4,239,306</b>	<b>4,226,405</b>

	\$	\$
<b>4. Parliamentary appropriations</b>		
Human Resources Development – Vote 35	1,022,000	1,356,000
Human Resources Development – Vote 35A	—	339,298
Human Resources Development – Vote 35B	874,505	526,000
Human Resources Development – Vote 35C	462,758	—
	<b>2,359,263</b>	<b>2,221,298</b>
Amount lapsed	21,955	52,303
	<b>2,337,308</b>	<b>2,168,995</b>
Collection agency fees	579	3,665
Spending of proceeds from the disposal of surplus Crown Assets	819	929
Total use of appropriations	2,338,706	2,173,589
Add: Services provided without charge by other Government departments	320,160	324,460
Less: Non-tax revenue other than revenue credited to the vote	(448)	(3,211)
Net cost of operations	<b>2,658,418</b>	<b>2,494,838</b>

#### 5. Crown capital assets and accumulated amortization

The accounting policies of the Government of Canada do not require the capitalization of capital assets. However, internal controls are maintained to safeguard assets and the following supplemental information reflects historical cost and amortization if the assets were amortized over their useful lives. Capital assets are amortized using the straight-line method over 5 years.

<i>Crown capital assets at cost</i>	March 31 1998	Acquisitions	Disposal	March 31 1999
	\$	\$	\$	\$
Computer equipment	1,926,716	124,329	121,124	1,929,921
Furniture and equipment	833,945	101,490	63,805	871,630
Leasehold improvements	632,719	—	—	632,719
Measuring equipment	2,673	—	—	2,673
	<b>3,396,053</b>	<b>225,819</b>	<b>184,929</b>	<b>3,436,943</b>

<i>Accumulated amortization</i>	March 31 1998	Amortization	Disposal	March 31 1999
	\$	\$	\$	\$
Computer equipment	1,656,422	93,370	120,923	1,628,869
Furniture and equipment	816,584	13,147	63,761	765,970
Leasehold improvements	632,719	—	—	632,719
Measuring equipment	2,673	—	—	2,673
	<b>3,108,398</b>	<b>106,517</b>	<b>184,684</b>	<b>3,030,231</b>

#### 6. Accounts receivable

At year end, current accounts receivable from the sale of goods and services are as follows:	March 31 1999	March 31 1998
	\$	\$
Outside parties	359,508	359,341
Government of Canada	15,269	53,157
	<b>374,777</b>	<b>412,498</b>

The revenues associated with the accounts receivable are not reflected in the statement of operations.

<b>7. Liabilities</b>	<b>March 31 1999</b>	<b>March 31 1998</b>
<i>a) Recorded liabilities</i>	\$	\$
Accounts payable and accrued charges	760,312	392,006
Accrued salaries and employee benefits	24,725	165,837
	<u>785,037</u>	<u>557,843</u>
<i>b) Other liabilities</i>		
Vacation pay	234,925	237,942
Employee termination benefits	935,254	923,376
	<u>1,170,179</u>	<u>1,161,318</u>
<i>c) Prepayment on products</i>		
Outside parties	147,453	158,640
Government of Canada	5,500	6,225
	<u>152,953</u>	<u>164,865</u>

The costs represented by the accounts payable and accrued salaries and benefits are reflected in the statement of operations.

The costs associated with other liabilities are not included in the statement of operations. These costs are recognized only when paid (see Note 2(a)).

The vacation pay represents the amount of vacation pay credits outstanding at the end of the year.

The employee termination benefits are calculated for all employees on the basis of two weeks' pay for the first complete year of continuous employment and one week pay for each additional complete year of continuous employment.

The prepayment on products represents cash received in advance of product delivery. The majority of cash received is for CCOHS' subscription products. These products are shipped in subsequent periods. These prepayments are recorded as revenue credited to the vote in the statement of operations.

#### **8. Related party transactions**

The revenue credited to the vote includes \$234,914 (1998: \$263,291) from transactions with various Canadian government departments.

#### **9. Specified Purpose Account-IDRC Pan Asia Research and Development Grants Program**

CCOHS is administering the Pan Asia Research and Development Grants Program on behalf of the International Development Research Centre. In the first phase of the project, the Centre will distribute various grants totaling \$300,000 to support research and development and research projects in Asia and Pacific region in networking applications, technologies and regulatory issues. The projects will address the region's economic, social and environmental problems.

Revenues collected by CCOHS to administer the funds are recorded as cost recoveries.

Project funds received during the year:	\$300,000
Grants made to recipients	(64,700)
Administrative expenses charged	(5 026)
Balance of fund, as at March 31, 1999	<u>\$230,274</u>

#### **10. Donations**

The Centre, 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. The Centre did not receive donations in 1998/1999 (\$500 – 1997/1998) leaving donations on hand at the end of March 1999 at \$81,021. These funds are recorded in a special account in Consolidated Revenue Fund.

#### **11. Uncertainty due to the Year 2000 Issue**

The Year 2000 Issue arises because many computerized systems use two digits rather than four to identify a year. Date-sensitive systems may recognize the year 2000 as 1900 or some other date, resulting in errors when information using year 2000 dates is processed. In addition, similar problems may arise in some systems which use certain dates in 1999 to represent something other than a date. The effects of the Year 2000 Issue may be experienced before, on, or after January 1, 2000, and if not addressed, the impact on operations and financial reporting may range from minor errors to significant systems failure which could affect an entity's ability to conduct normal business operations. It is not possible to be certain that all aspects of the Year 2000 Issue affecting the entity, including those related to the efforts of customers, suppliers, or other third parties, will be fully resolved.