

# Canadian Centre for Occupational Health and Safety

2018–19

## **Departmental Results Report**

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The Honourable Filomena Tassi  
Minister of Labour

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## Minister's message

As Minister of Labour, I am pleased to present the *2018-2019 Departmental Results Report* for the Canadian Centre for Occupational Health and Safety (CCOHS).

CCOHS is mandated to promote and protect the fundamental right of workers in Canada to a healthy and safe work environment. Offering a national perspective on issues that affect many workers in Canada, CCOHS' resources and services provide credible and unbiased information, quality educational materials, and accessible tools to help prevent work-related (physical and psychosocial) injuries and illness.



This past year the work of CCOHS focused on current workplace concerns including mental health, impairment, harassment and violence, occupational diseases, and the harmonization of safety legislation in Canada, as outlined in the *2018-2019 Report on Plans and Priorities*.

The Government of Canada has a commitment to combat sexual harassment in the workplace and reduce and prevent gender-based violence. CCOHS partnered with the federal government on a national social media campaign to raise awareness of, and encourage action around, workplace harassment and violence. The campaign reached over 3.5 million Canadians.

New relationships with Indigenous communities were formed to help inform the work of CCOHS. CCOHS had opportunities to learn about the strategies and programs of these communities to create safe and respectful workplaces.

I look forward to continuing our work with CCOHS. By working together, I know that we can make progress for workers from coast to coast to coast, and build healthy, inclusive workplaces that serve all Canadians.

The Honourable Filomena Tassi  
Minister of Labour



## Institutional Head's message

I am pleased to present the *2018-2019 Departmental Results Report* for the Canadian Centre for Occupational Health and Safety (CCOHS).



This past year, CCOHS launched a five-year strategic plan to establish the organization's key priorities and to continue to develop national leadership on emerging workplace occupational health and safety issues in sectors such as healthcare, construction, agriculture and fishery, and Indigenous enterprises. With our strategic plan in mind, we partnered and collaborated with organizations across the country to shine light on current and emerging workplace concerns such as workplace mental health, impairment, harassment and violence, occupational disease, and harmonization of safety legislation in Canada.

For many years, the topic of mental health in the workplace has been a focus across workplaces in Canada. To help navigate the different aspects of creating and maintaining workplaces free of psychological harm, we partnered with industry leaders to develop accessible tools that are freely available to users. Partnering with Great-West Life Centre for Mental Health in the Workplace, we also developed the tool Psychologically Safe Leader Assessment. The tool is free to access and helps workplace leaders evaluate their strengths related to psychological health and safety.

One area of focus for CCOHS this year was the unique challenges healthcare workers are faced with each day, such as mental health and violence. We worked with the Mental Health Commission of Canada in developing two additional mental health related tools to help these organizations implement the *National Standard of Canada for Psychological Health and Safety*. Of these new resources, one is tailored to healthcare organizations, while the other addresses the paramedic service community and the unique mental health-related challenges they face.

CCOHS worked alongside the Occupational Health Clinics for Ontario Workers (OHCOW) to develop Prevent Occupational Disease, a resource to help employers and supervisors, safety and health practitioners, and workers, increase their understanding of occupational diseases and how to prevent them.

Lastly, to address and help draw attention to current issues workplaces across Canada are facing, CCOHS hosted Forum 2019: The Changing World of Work in March 2019. The national event hosted leaders and change-makers from across the country to explore how changing demographics, needs, and the nature of how we work impacts occupational health and safety issues in the Canadian workforce.

Anne Tennier, P.Eng.  
President and Chief Executive Officer





## Results at a glance

### What funds were used?

**\$10,560,047**

**Actual Spending**

### Who was involved?

**81**

**Actual FTEs**

### Results Highlights

- Outreach:** 8.5 million users of CCOHS' website made 10.7 million visits to the collection of 647 online OSH Answers fact sheets, while the mobile app had 10,358 downloads; 9.2 million people visited the CCOHS website for health and safety information 12.2 million times; and 8,252 people from across Canada asked for CCOHS' help via Safety InfoLine, a confidential person-to-person inquiry service.
- Partnerships/Collaborations:** Partnered with the Government of Canada on a social marketing campaign to encourage action to prevent harassment and violence in the workplace; collaborated with Great-West Life to rebuild and enhance the Psychologically Safe Leader Assessment Tool; partnered with the Mental Health Commission of Canada to build free online assessment tools to serve healthcare workers and paramedics; and to help workplaces across Canada get ready for the impending legalization of recreational cannabis, CCOHS developed and led a half-day workshop which provided attendees with a policy framework.
- Gender-based analysis plus:** CCOHS' Leadership team attended a workshop on inclusion and diversity, and received training on topics such as: how to manage bias in the hiring process, and mental health in the workplace; Through standardized training all CCOHS staff were trained on topics such as: inclusivity and diversity, and bullying and harassment.

For more information on the Canadian Centre for Occupational Health and Safety's plans, priorities and results achieved, see the "Results: what we achieved" section of this report.



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## Results: what we achieved

### Core Responsibilities

#### Core Responsibility title

National Occupational Health and Safety Resource

#### Description

The goal of this public service program is to provide free information on occupational health and safety to support Canadians in their efforts to work safely and create healthy and safe workplaces. 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, the Canadian Centre for Occupational Health and Safety collects, processes, 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, development of policy and best practices, improvement of health and safety programs, achieving compliance, and for personal use. When the product or service provided by the Canadian Centre for Occupational Health and Safety is offered to identifiable external recipients with benefits beyond those enjoyed by the general public, the product or service becomes part of the cost-recovery program and a fee is charged.

The Canadian Centre for Occupational Health and Safety 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 programs by partners and stakeholders and result in advancement of health and safety initiatives.

### Results

The *2018-19 Departmental Plan* for CCOHS focused on the following goals:

- To provide products and services which are easily accessible to employees and employers alike;
- Increase awareness of occupational health and safety issues; and
- Promote the advancement of workplace health and safety.

This year, CCOHS identified key high-risk priority sectors to highlight, including healthcare, construction, agriculture and fishery, and Indigenous enterprises. CCOHS also focused on providing Canadians with information on current health and safety issues such as workplace mental health, impairment, harassment and violence, occupational disease, and harmonization of safety legislation in Canada.

*“I had trouble finding Globally Harmonized System hazard and precautionary statements in French (for Canada) online. I did find some information, but was not sure if I could trust it. So it was very useful to receive the official information from CCOHS. I was pleased with the fast, courteous and very complete response.”*

CCOHS’ website ([www.ccohs-cchst.ca](http://www.ccohs-cchst.ca)) is the core vehicle used to deliver all of its products. During 2018-19, the web topic pages on workplace impairment, Repetitive Strain Injury Awareness Day (RSI Day), and Day of Mourning were enhanced with additional tools. New projects and apps developed in partnership with other organizations were also made available through the CCOHS website. The website received over 12.2 million visits, from 9.2 million people, with 28% of site usage originating from within Canada. The website also saw a 14% increase in Canadian web sessions.

With financial support from many of the provinces and territories, CCOHS offers a free service to provide answers to health and safety questions and concerns by self-service online fact sheets (OSH Answers), and a free, confidential one-on-one support service (Safety InfoLine). OSH Answers serves as the foundation for many CCOHS products, is widely cited by media and organizations, and is the Centre's more commonly used public service. The fact sheets had over 10.7 million visits (up 12.6% over the previous year) with 25% originating within Canada, while the mobile app received 10,358 downloads. Meanwhile, the Safety InfoLine service responded to 8,252 inquiries. 85% of users were very satisfied with the information they received, while 66% said that their use of information obtained from CCOHS would lead to current or future workplace changes designed to improve health and safety.

*“I would like to re-iterate how timely the response was that I received, within a day! The information helped me immensely to understand the issues I was facing.”*

To promote workplace safety and good practices, CCOHS relies heavily on its online newsletter: *The Health and Safety Report*. The newsletter provided information on topics including workplace impairment, farm safety, mental health, stress, respect and civility, transportation and driver safety, plus other high-priority issues. The results from the annual readership survey showed a 97.3% satisfaction rating this year, and 71% of readers said they use the information to

make current or planned changes in their workplace that might improve occupational health and safety.

The audio podcast program Health and Safety to Go! provides listeners with workplace safety related information, tips, and advice every month, in both English and French. The episodes are made available on the CCOHS website, and on iTunes and Spotify with or without a subscription making the product accessible to everyone. This year's episodes featured interviews with family members impacted by workplace tragedy, and occupational health and safety specialists, sharing advice and insights about workplace injuries, impairment in the workplace, mental health, new worker orientation, and workplace bullying. Overall the podcast program had a total of 62,363 listens this year.

CCOHS continued to work on the creation and implementation of a framework for an inclusion and diversity program which includes a commitment for recruitment and development activities to increase social and cultural diversity in the workplace. In addition to providing an inclusive and diverse workplace, CCOHS remains committed to promoting a physically and psychologically healthy workplace that is free from harassment and discrimination, and fosters a culture of openness and respectful transparency between staff and management. During 2018-19, all CCOHS staff and management completed training on topics such as: inclusion and diversity in the workplace, respect and civility, and bullying in the workplace. CCOHS' Institutional Head and Human Resource Leadership completed a Diversity and Inclusion in Corporate Leadership training and initiated full Leadership Team training on managing bias in hiring, and mental health in the workplace.

CCOHS' Institutional Head actively promotes and de-stigmatizes mental health in the workplace by providing leadership to CCOHS' Mental Health Co-Champions and through leadership support of the implementation of recommendations from both the mental health Co-Champions and the organization's Mental Health Committee.

In March 2019, CCOHS hosted a national forum on the Changing World of Work in Winnipeg, Manitoba. The event attracted experts, employers, workers, labour and government representatives to explore health and safety challenges emerging from changes in society, technology, and work organization. This year's event had 152 attendees from 10 provinces and territories. A survey of the attendees revealed that 100% were satisfied with the knowledge enrichment of the forum, 88.6% said they would be able to apply what they learned to their workplace, and 91.4% would attend a future event.

Conferences, trade shows, and speaking engagements are essential platforms for outreach and opportunities to raise awareness of CCOHS services and health and safety issues and to connect directly with stakeholders to better understand the needs of specific sectors and regions. Priority sectors reached included healthcare, construction, transportation, mining, and Indigenous communities on topic areas including impairment, mental health, and harassment and violence. This year, CCOHS participated in a total of 58 events and accepted 36 speaking engagements, reaching approximately 30,980 people in the process.

Impairment, mental health, workplace harassment and violence, and occupational disease continued to be priority areas of focus for CCOHS this year. As a result, through partnerships on the following projects, tools and resources were developed:

- CCOHS teamed up with the Mental Health Commission of Canada to build free online assessment tools to serve healthcare workers. The Caring for Healthcare Workers website went live in March 2019 ([www.caringforhealthcareworkers.com](http://www.caringforhealthcareworkers.com)).
- CCOHS collaborated with Great-West Life to rebuild and enhance the Psychologically Safe Leader Assessment Tool, which allows individuals and organizations to identify and strengthen their psychological health and safety leadership strategies. The assessment tool launched in March 2019 ([www.psychologicallysafeleader.com](http://www.psychologicallysafeleader.com)).
- CCOHS collaborated with the Occupational Health Clinics for Ontario Workers (OHCOW) to create Prevent Occupational Disease, a website that serves as an online repository of current and credible occupational disease resources from Canada and around the world. Prevent Occupational Disease, hosted and maintained by CCOHS, was launched in February 2019 ([www.preventoccdisease.ca](http://www.preventoccdisease.ca)).
- To help workplaces across Canada get ready for the impending legalization of recreational cannabis, CCOHS developed and led a half-day workshop in October 2018. Attendees left with a policy framework covering definitions, accommodation, reporting, and responding to suspected impairment. 76% of participants felt the content met their expectations, and 77% said they would be able to apply what they learned at their workplace.
- This past year, the Government of Canada made a commitment to Canadians through Bill C-65 to help ensure federally regulated workplaces are free from harassment and violence. In alignment with this priority, CCOHS promoted the prevention of workplace harassment and violence, as well as civility and respect in the workplace through social media campaigns that heightened awareness of this issue and directed users to related CCOHS resources. Overall, the campaign had over 3 million impressions and more than 31,000 post engagements (people liking, commenting, clicking on a post or sharing a link).

## Results achieved

Departmental Results	Performance Indicators	Target	Date to achieve target	2018–19 Actual results	2017–18 Actual results	2016–17 Actual results
Canadians can easily access CCOHS' occupational health and safety information and services	Number of Canadian web sessions promoting occupational health and safety information	3 to 4 million web sessions	March 2019	4,200,718	3,531,000	3,851,082
	Number of Social Media impressions promoting occupational health and safety information where CCOHS was referenced as the source	1.5 to 1.6 million impressions	March 2019	2,246,613	1,906,795	1,594,461
	Percentage of Canadian users of CCOHS' website who indicated that information was easy to access	Baseline to be determined March 2019	March 2020	80.3%*	Not available*	Not available*

\*A new web survey was introduced in 2018-19 to measure this result.

## Results achieved

Departmental Results	Performance Indicators	Target	Date to achieve target	2018–19 Actual results	2017–18 Actual results	2016–17 Actual results
Canadians have an increased awareness of occupational health and safety issues in the workplace	Number of National media sightings promoting occupational health and safety information where CCOHS was referenced as the source	550 to 600 media sightings	March 2019	877	779	512
	Number of CCOHS podcast listens promoting occupational health and safety information	70,000 to 80,000 listens	March 2019	62,363**	84,718	74,653
	Percentage of Canadian users of CCOHS' website who indicated that their awareness of occupational health and safety has increased as a result of the information and/or resources provided	Baseline to be determined March 2019	March 2020	84.7%*	Not available*	Not available*

\*A new web survey was introduced in 2018-19 to measure this result.

\*\*Old content was removed, approximately 30% of the total podcast collection, thereby impacting the number of listens.



## Results achieved

Departmental Results	Performance Indicators	Target	Date to achieve target	2018–19 Actual results	2017–18 Actual results	2016–17 Actual results
Occupational health and safety information is used to improve workplace practices	Percentage of subscribers to CCOHS' Health and Safety Report who say they use the information to make current or planned changes in their workplace that might improve occupational health and safety	60 to 72 percent	March 2019	71%	76%	71%
	Percentage of Safety InfoLine users who say they use the information to make current or planned changes in their workplace that might improve occupational health and safety	60 to 65 percent	March 2019	66%	65%	61%

*\*A new web survey was introduced in 2018-19 to measure this result.*

*\*\*Old content was removed, approximately 30% of the total podcast collection, thereby impacting the number of listens.*

## Budgetary financial resources (dollars)

2018–19 Main Estimates	2018–19 Planned spending	2018–19 Total authorities available for use	2018–19 Actual spending (authorities used)	2018–19 Difference (Actual spending minus Planned spending)
\$6,506,024	\$6,506,024	\$12,042,486	\$6,653,617	\$147,593

Actual spending for the program exceeded planned spending by \$147,593, primarily as a result of increased spending on professional services to support additional cost recovery revenue projects; software upgrades; and to support the CCOHS hosted tripartite national event, CCOHS' Forum 2019: The Changing World of work, held in Winnipeg Manitoba.

## Human resources (full-time equivalents)

2018–19 Planned full-time equivalents	2018–19 Actual full-time equivalents	2018–19 Difference (Actual full-time equivalents minus Planned full-time equivalents)
65	63	(2)

Financial, human resources and performance information for the Canadian Centre for Occupational Health and Safety's Program Inventory is available in the [GC InfoBase](#).<sup>i</sup>

## Internal Services

### Description

Internal Services are those groups of related activities and resources that the federal government considers to be services in support of programs and/or required to meet corporate obligations of an organization. Internal Services refers to the activities and resources of the 10 distinct service categories that support Program delivery in the organization, regardless of the Internal Services delivery model in a department. The 10 service categories are:

- ▶ Acquisition Management Services
- ▶ Communications Services
- ▶ Financial Management Services
- ▶ Human Resources Management Services
- ▶ Information Management Services
- ▶ Information Technology Services

- ▶ Legal Services
- ▶ Materiel Management Services
- ▶ Management and Oversight Services
- ▶ Real Property Management Services

## Results

Budgetary financial resources (dollars)

2018–19 Main Estimates	2018–19 Planned spending	2018–19 Total authorities available for use	2018–19 Actual spending (authorities used)	2018–19 Difference (Actual spending minus Planned spending)
\$2,530,121	\$2,530,121	\$3,239,605	\$3,906,430	\$1,376,309

CCOHS' actual spending for Internal Services exceeded planned spending by \$1,376,309 primarily as a result of the creation of a new Information Technology Manager position and realignment of information technology services to better support CCOHS' internal services; additional operating expenditures necessary to support CCOHS' current level of growth; and temporary help services due to unplanned vacancies which were in excess of payroll savings. These unplanned costs were funded by CCOHS' spendable / reinvestment authorities pursuant to *section 6 (1) (g)* of the *CCOHS Act*.

Human resources (full-time equivalents)

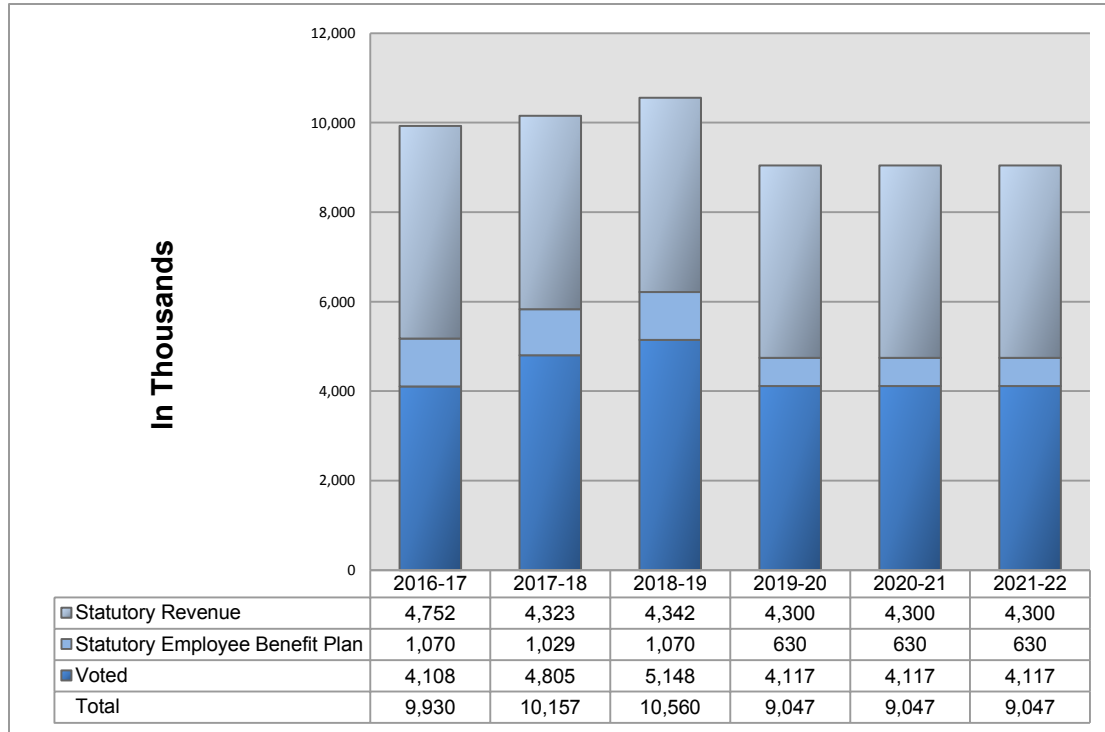
2018–19 Planned full-time equivalents	2018–19 Actual full-time equivalents	2018–19 Difference (Actual full-time equivalents minus Planned full-time equivalents)
20	18	(2)



## Analysis of trends in spending and human resources

### Actual expenditures

#### Departmental spending trend graph



The departmental spending trend graph depicts a decrease in Statutory Employee Benefit Plan (EBP) spending as these costs were expected to be funded from alternate funding sources, effective 2019-20.

The total spending reported in 2016-17 through 2018-19 includes Parliamentary appropriations and revenue sources including main estimates, recoveries and the use of cash responsible revenues pursuant to *section 6(1)(g)* of the *Canadian Centre for Occupational Health and Safety Act*.

Fiscal 2019-20 to 2021-22 planned spending authorities represents authorities approved in the 2018-19 Main Estimates and do not represent the use of CCOHS' responsible revenues, as responsible revenues are only reported upon the actual disbursement of the funds within the fiscal year.

## Budgetary performance summary for Core Responsibilities and Internal Services (dollars)

Core Responsibilities and Internal Services	2018-19 Main Estimates	2018-19 Planned spending	2019-20 Planned spending	2020-21 Planned spending	2018-19 Total authorities available for use	2018-19 Actual spending (authorities used)	2017-18 Actual spending (authorities used)	2016-17 Actual spending (authorities used)
National Occupational Health and Safety Resource	\$6,506,024	\$6,506,024	\$6,106,928	\$6,106,928	\$12,042,486	\$6,653,617	\$6,849,062	\$7,118,136
Internal Services	\$2,530,121	\$2,530,121	\$2,940,373	\$2,940,373	\$3,239,605	\$3,906,430	\$3,307,911	\$2,812,261
<b>Total</b>	<b>\$9,036,145</b>	<b>\$9,036,145</b>	<b>\$9,047,301</b>	<b>\$9,047,301</b>	<b>\$15,282,091</b>	<b>\$10,560,047</b>	<b>\$10,156,973</b>	<b>\$9,930,397</b>

There was a slight increase in actual spending authorities used in fiscal 2018-19 compared with 2016-17 and 2017-18 which was attributable to additional operating expenditures required to support project based revenues and to cover unplanned vacancies. These costs were funded by CCOHS' spendable / reinvestment authorities as per *section 6(1)(g)* of the *CCOHS Act*.

## Actual human resources

### Human resources summary for Core Responsibilities and Internal Services (full-time equivalents)

Core Responsibilities and Internal Services	2016-17 Actual full-time equivalents	2017-18 Actual full-time equivalents	2018-19 Planned full-time equivalents	2018-19 Actual full-time equivalents	2019-20 Planned full-time equivalents	2020-21 Planned full-time equivalents
National Occupational Health and Safety Resource	65	65	65	63	68	68
Internal Services	18	18	20	18	22	22
<b>Total</b>	<b>83</b>	<b>83</b>	<b>85</b>	<b>81</b>	<b>90</b>	<b>90</b>

At the end of 2018-19 CCOHS was recruiting to fill four vacant full-time equivalent roles. CCOHS is planning to increase the services and products that it offers for public service and for cost recovery services. As a result, CCOHS expects that staffing levels will increase in future years, as illustrated above, with the cost being offset by the increase in cost recovery revenues.

## Expenditures by vote

For information on the Canadian Centre for Occupational Health and Safety's organizational voted and statutory expenditures, consult the [Public Accounts of Canada 2018-2019](#).<sup>ii</sup>

## Government of Canada spending and activities

Information on the alignment of the Canadian Centre for Occupational Health and Safety's spending with the Government of Canada's spending and activities is available in the [GC InfoBase](#)<sup>iii</sup>.

## Financial statements and financial statements highlights

### Financial statements

The Canadian Centre for Occupational Health and Safety's financial statements (unaudited) for the year ended March 31, 2019, are available on the [departmental website](#)<sup>iv</sup>.

### Financial statements highlights

Condensed Statement of Operations (unaudited) for the year ended March 31, 2019 (dollars)

Financial information	2018–19 Planned results	2018–19 Actual results	2017–18 Actual results	Difference (2018–19 Actual results minus 2018–19 Planned results)	Difference (2018–19 Actual results minus 2017–18 Actual results)
Total expenses	11,340,211	11,771,209	11,472,743	430,998	298,466
Total revenues	5,500,000	7,173,056	5,337,068	1,673,056	1,835,988
Net cost of operations before government funding and transfers*	5,840,211	4,598,153	6,135,675	(1,242,058)	(1,537,522)

\*Net cost of operations includes the spending of available cash revenues pursuant to section 6(1)(g) of the CCOHS Act.

CCOHS was successful in exceeding the total cost recovery target during 2018-19, which made fiscal year 2018-19 the highest year for cost recovery revenues. The continued strength in demand for Workplace Hazardous Material Information System (WHMIS) online training products continued to be the principal driver for the increase in revenues versus planned results.

The gains achieved in the higher than planned cost recovery revenues in fiscal year 2018-19 are forwarded for use by CCOHS in subsequent years pursuant to section 6(1)(g) of the CCOHS Act. Under the direction of CCOHS' tripartite Council of Governors CCOHS applies the surplus spendable / reinvestment authorities which are designated to facilitate one-time expenditures, reinvestment in capital equipment or program development in accordance with the CCOHS' strategic plan. Further details on the planned application of the CCOHS spendable /

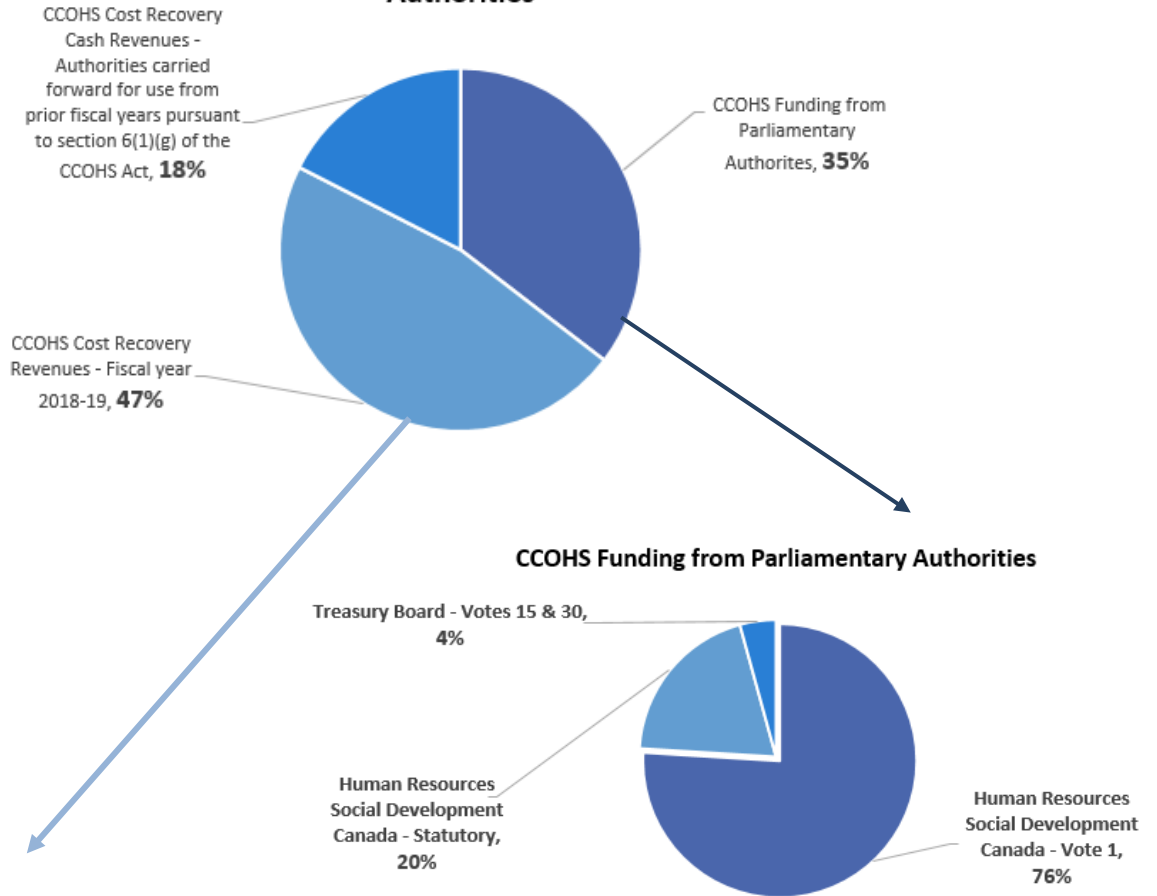
reinvestment authorities for fiscal years 2019-20 to 2023-24 are reported in Note 14, on page 73, of the [annual financial statements](#)<sup>v</sup> contained in the CCOHS Report to Council, 2018-2019.

CCOHS' Safety InfoLine service is partially funded by voluntary contributions from jurisdictional partners across Canada. These funds represent 7% of the \$7.1 million of the operating revenues earned during fiscal 2018-19.

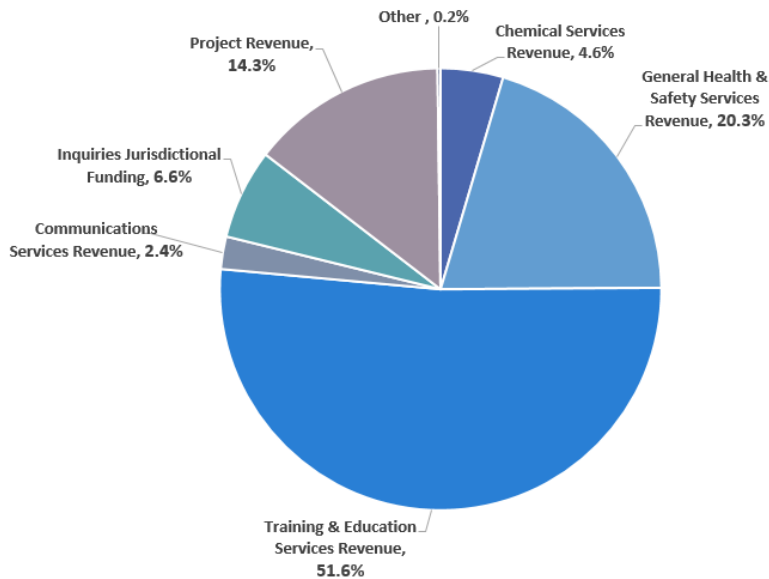
Actual expenditures in the year were above planned spending by 2.63%, resulting primarily from an increase in professional administrative services required to support both an increase in project income cost recovery revenue and for administrative support for the increase in infrastructure demands at CCOHS. Other costs incurred to support the infrastructure demands include software upgrades, the creation of a new Information Technology Manager position, and additional costs incurred for CCOHS to host a national forum on the Changing World of Work in Winnipeg, Manitoba.

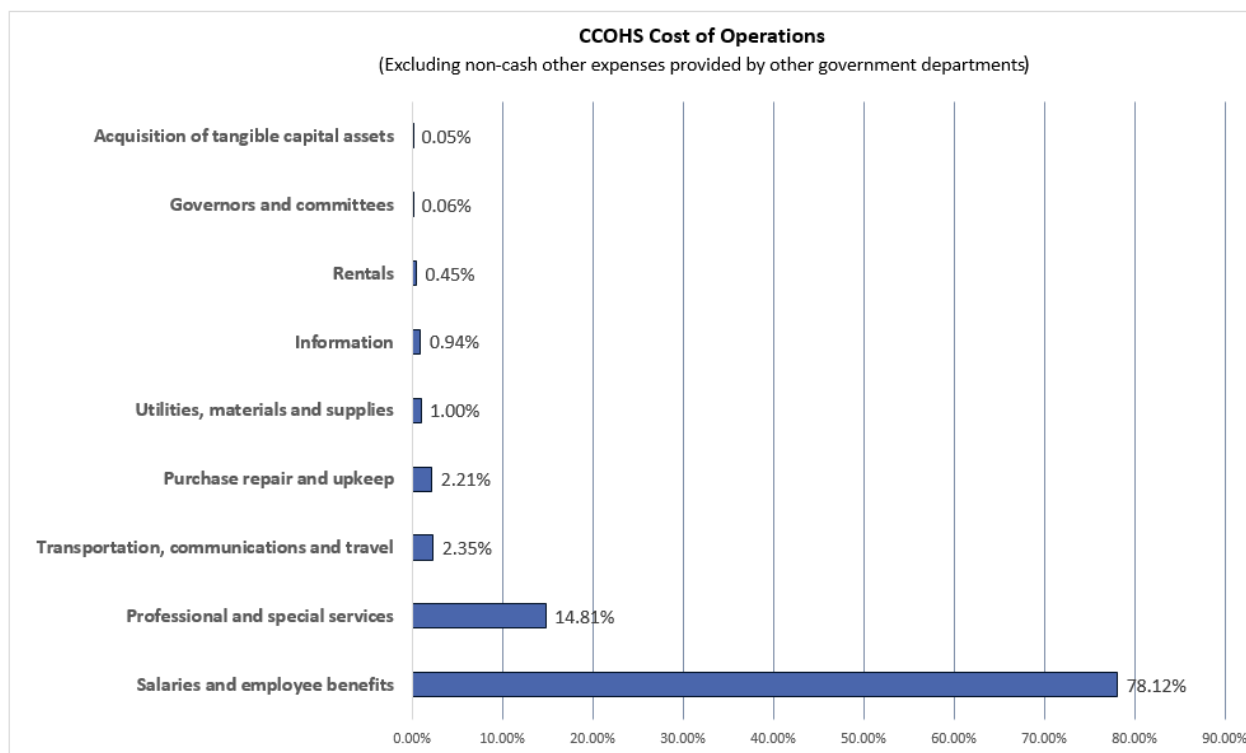


### CCOHS - Total Cost Recovery Revenues and Parliamentary Authorities



### CCOHS Cost Recovery Revenues, Fiscal Year 2018-19





Condensed Statement of Financial Position (unaudited) as of March 31, 2019  
(dollars)

Financial Information	2018-19	2017-18	Difference (2018-19 minus 2017-18)
Total net liabilities	4,304,807	4,107,053	197,754
Total net financial assets	2,549,221	2,003,521	545,700
Departmental net debt	1,755,586	2,103,532	(347,946)
Total non-financial assets	354,102	483,309	(129,207)
Departmental net financial position	(1,401,484)	(1,620,223)	218,739

CCOHS' increase in net liabilities is mainly due to an increase in payables at year end for accrued royalty fees and retroactive salaries resulting from the signing of the collective-bargaining agreement. These costs were offset by a reduction of deferred revenues for web based subscriptions received in the prior year.

The increase in CCOHS' net financial assets is primarily a result of an increase in accrued expenses and accrued salaries and benefit costs from the Consolidated Revenue Fund (CRF). Amounts due from the CRF are the result of timing differences at year end and between when a transaction affects authorities and when it is processed through the CRF. Amounts due from the CRF represent the net amount of cash that CCOHS is entitled to draw from the CRF without further authorities to discharge liabilities.

The decrease in CCOHS' non-financial position is mainly due to a decrease in the value of tangible capital assets resulting from the value of amortization expense exceeding the in-year purchases of capital assets.



## Supplementary information

### Corporate information

#### Organizational profile

**Appropriate minister:** The Honourable Patricia A. Hajdu, Minister of Employment, Workforce Development and Labour

**Institutional head:** Anne Tennier, P.Eng., President and Chief Executive Officer

**Ministerial portfolio:** Employment and Social Development Canada, Labour Program

**Enabling instrument:** *Canadian Centre for Occupational Health and Safety Act*<sup>vi</sup>

**Year of incorporation / commencement:** 1978

### Raison d’être, mandate and role: who we are and what we do

#### Raison d’être

“Raison d’être, mandate and role: who we are and what we do” is available on the [Canadian Centre for Occupational Health and Safety’s website](#)<sup>iv</sup>.

The Canadian Centre for Occupational Health and Safety (CCOHS) was founded by an Act of Parliament in 1978 with a mandate to promote health and safety in the workplace and to enhance the physical and mental health of working Canadians. CCOHS operates under the legislative authority of the *Canadian Centre for Occupational Health and Safety Act* (S.C., 1977–78, c. 29) which was passed by unanimous vote in the Canadian Parliament. CCOHS functions as an independent departmental corporation under Schedule II of the *Financial Administration Act* and is accountable to Parliament through the Minister of Employment, Workforce Development and Labour.

Its funding is derived from a combination of appropriations, cost recoveries and collaboration with the provinces.

#### Mandate and role

As Canada's national occupational health and safety resource, CCOHS is dedicated to the advancement of workplace health and safety. We do this by providing information and knowledge transfer services; training and education; cost-effective tools for improving occupational health and safety performance; management systems services supporting health and safety programs; injury and illness prevention initiatives and promoting the total well-being – physical, psychosocial and mental health - of working people.

CCOHS is a recognized leader in providing effective programs, products and services, which are based on the centre's core knowledge, collection of occupational health and safety information, and application of information management technologies.

CCOHS has a broad range of collaborative arrangements with many national and international health and safety organizations. These include the International Labour Organization (ILO), the Centre for Applied Research in Mental Health and Addiction (CARMHA), the Radiation Safety Institute of Canada, CAREX Canada, World Health Organization (WHO), North American Occupational Safety and Health Week (NAOSH), European Agency for Safety and Health at Work, and Health Canada. Further information on the many partnerships is available at [www.ccohs.ca/ccohs/partner.html](http://www.ccohs.ca/ccohs/partner.html) and in CCOHS' annual report.

Collaborative projects serve many purposes at CCOHS. These opportunities enhance CCOHS' occupational health and safety information resources, and allow CCOHS to collaborate with partners worldwide to access and share global perspectives. This collaboration among nations serves to promote the sharing of information and knowledge for social and economic programs relating to health and safety, reduce injuries and illness, and improve conditions for workers. They also contribute to Canada's leadership role in the world and bring the wealth of global occupational health and safety information for use by CCOHS to improve the health and safety of working people in Canada.

For more general information about the department, see the "Supplementary information" section of this report.

## **Operating context and key risks**

### **Operating context**

Information on operating context and key risks is available on the [Canadian Centre for Occupational Health and Safety's website](#)<sup>iv</sup>.

CCOHS is governed by a tripartite council representing governments (federal, provincial and territorial), employers, and labour organizations. The Council of Governors (Council) assists in overseeing a policy framework for a trustworthy and complete occupational health and safety service, and ensures that the information CCOHS disseminates is unbiased. CCOHS' Council members are directly involved in the policy, governance and strategic planning for the organization. Council also assists with reviews of programs and services to help ensure that CCOHS' information is impartial and relevant. Along with federal government support, CCOHS' inquiries service is supported and partially funded from contributions provided by provincial and territorial governments.

## Key risks

To deliver on its mandate, to promote health and safety in the workplace and to enhance the physical and mental health of working Canadians, CCOHS requires a strong complement of tripartite Governors ensures that a broad range of perspectives is represented on Council to:

- be ambassadors for CCOHS to understand, endorse and promote CCOHS' mission, vision and values;
- lead the strategic directions and goals;
- reflect the diversity of Canada;
- ensure fiscal responsibility;
- be accountable, through the Minister of Employment, Workforce Development and Labour, to Parliament for decisions made, resources expended and results achieved;
- approve policies and programs aimed at the governance of CCOHS;
- support the President;
- establish and approve bylaws for the conduct and management of the affairs for CCOHS;
- understand the principal risks facing CCOHS and ensure that appropriate systems are in place to mitigate and monitor these risks;
- ensure that policies and systems are in place at CCOHS to support a work environment that attracts, develops and retains talented people;
- demonstrate leadership in health, safety and overall wellness; and
- promote an environment of diversity and inclusion.

Vacancies on the tripartite Council of Governors, whose members are appointed by Privy Council by Order in Council and whose members must provide representation from the employer, labour and provincial/territorial caucuses presents an ongoing potential risk to CCOHS' ability to deliver on its mandate. Through its governance policies the Council of Governors and its Chair work to mitigate the risk of vacancies.

CCOHS faces ongoing funding risks as it relies heavily on cost recovery programs and contributions from partners to supplement its parliamentary appropriations and cover fixed costs. The CCOHS funding model is based upon the target of receiving fifty percent of its operating budget through its cost recovery efforts. Therefore, CCOHS' products and services must be continually updated to be marketable.

CCOHS also works very closely with various government and non-profit partners. Changes to its partners' funding can have a direct impact on its revenues and ability to deliver its products and services to workers and employers in Canada. CCOHS is proactively managing this risk by improving its cost recovery program and by continually seeking on-going partnerships with a variety of organizations.

In its efforts to further mitigate funding risks, CCOHS modified its federal funding model to allow for full cash surpluses to be carried forward for investment use in future years. This funding model change has enhanced CCOHS' ability to plan strategically for investments in its product and services and to further expand CCOHS' reach as a national occupational health and safety leader.

Investments in technology are monitored closely by CCOHS as continuous improvements in technology have significant impact on its operations and on its ability to deliver its mandate. CCOHS delivers the majority of its products and services to workers and employers in Canada through electronic delivery, and must stay up to date on new technology as traditional delivery methods for its content can quickly become unsustainable or out-dated. CCOHS has responded to this risk by expanding its on-line resources to include more specialized web portals, e-learning programs, webinars, podcasts, Facebook and Twitter promotion and on-line discussion groups. CCOHS also continues to develop mobile apps to help workers proactively assess hazards and risks. These new channels are integral to supporting CCOHS' priority to expand its reach and impact on Canadians on a daily basis. CCOHS continues to invest in the technology required to support these new communication channels and is challenged to do so with a limited operating budget.

In addition to actively managing governance, funding and technology risks CCOHS also must manage the risk of becoming impartial. The loss of impartiality from losing the CCOHS.ca domain from which to deliver services would have a direct impact on CCOHS' ability to fulfill its mandate. The purpose of the *CCOHS Act* is to promote the fundamental right of Canadians to a healthy and safe working environment and cooperative advancement of occupational health and safety, in whose governing body represents the interests and concerns of workers, trade unions, employers, federal, provincial and territorial authorities, professional and scientific communities and the general public. CCOHS delivers on its mandate through evaluations where the level of satisfaction in the quality and impartiality of the organization is reviewed. In addition, CCOHS utilizes tripartite participation in the review of new programs, products and services to provide objective advice for the relevancy, credibility of new unbiased products and services.



## Key risks

Risks	Risk response strategy and effectiveness	Link to department's Core Responsibilities	Link to mandate letter commitments and any government-wide or departmental priorities (as applicable)
<p>Funding Risk</p> <p>Operating deficit due to the reliance from partners.</p> <p>Changes to our partners' funding can have a direct impact on our revenues and our ability to deliver our products and services to Canadians.</p>	<p>CCOHS maintains regular contact with all partners and proactively seeks new partnerships. In collaboration with these partners, new products and services are developed which will service the partner's jurisdiction.</p> <p>The learnings from these collaborative jurisdictional partnerships further enhance CCOHS' development of tripartite occupational health and safety information which can be shared with a broader range of workers and employers across Canada.</p> <p>CCOHS is increasing its focus on cost recoveries in order to continue to enhance its ability to provide easy access to occupational health and safety information and services on a broad range of topics to workers and employers in Canada with a focus to promote awareness and improved workplace practices.</p>	<p>National Occupational Health and Safety Resource</p>	<p>Canadians can easily access CCOHS' occupational health and safety information and services.</p> <p>Canadians have an increased awareness of occupational health and safety issues in the workplace.</p> <p>Occupational health and safety information is used to improve workplace practices.</p>

Risks	Risk response strategy and effectiveness	Link to department's Core Responsibilities	Link to mandate letter commitments and any government-wide or departmental priorities (as applicable)
<p>Technology Risk</p> <p>Technology changes are impacting the way in which we must deliver our products.</p> <p>The majority of CCOHS' products and services are delivered electronically so it is essential that CCOHS stay up-to-date on new technology.</p>	<p>CCOHS has discontinued the sale of CD based products and expanded its internet-based products and information channels.</p> <p>CCOHS continues to develop apps to deliver its key services to mobile devices.</p> <p>CCOHS also continues to expand its reach by adopting new methods by which to deliver its services such as podcasts and through social media.</p>	<p>National Occupational Health and Safety Resource</p>	<p>Canadians can easily access CCOHS' occupational health and safety information and services.</p> <p>Canadians have an increased awareness of occupational health and safety issues in the workplace.</p> <p>Occupational health and safety information is used to improve workplace practices.</p>
<p>Impartiality Risk</p> <p>Loss of CCOHS.ca domain from which to deliver services.</p>	<p>CCOHS will have an Institutional Profile on the Government of Canada.ca website while maintaining a separate CCOHS website.</p>	<p>National Occupational Health and Safety Resource</p>	<p>Canadians can easily access CCOHS' occupational health and safety information and services.</p> <p>Canadians have an increased awareness of occupational health and safety issues in the workplace.</p> <p>Occupational health and safety information is used to improve workplace practices.</p>

## Reporting framework

The Canadian Centre for Occupational Health and Safety’s Departmental Results Framework and Program Inventory of record for 2018–19 are shown below.

<b>Departmental Results Framework</b>	<b>Core Responsibility: National Occupational Health and Safety Resource</b>		<b>Internal Services</b>
	<p><b>Departmental Results:</b> Canadians can easily access the Canadian Centre for Occupational Health and Safety’s occupational health and safety information and services</p>	<p><b>Indicator:</b> Number of Canadian web sessions promoting occupational health and safety information</p>	
	<p><b>Departmental Results:</b> Canadians have increased awareness of occupational health and safety issues in the workplace</p>	<p><b>Indicator:</b> Number of Social Media impressions promoting occupational health and safety information where the Canadian Centre for Occupational Health and Safety was referenced as the source</p>	
	<p><b>Departmental Results:</b> Occupational health and safety information is used to improve workplace practices</p>	<p><b>Indicator:</b> Percentage of Canadian users of the Canadian Centre for Occupational Health and Safety’s website who indicated that information was easy to access</p>	
<b>Program Inventory</b>	<b>Program: Occupational health and safety information and services</b>		
	<p><b>Indicator:</b> Number of National media sightings promoting occupational health and safety information where the Canadian Centre for Occupational Health and Safety was referenced as the source</p>	<p><b>Indicator:</b> Number of Canadian Centre for Occupational Health and Safety podcast listens promoting occupational health and safety information</p>	
<p><b>Indicator:</b> Percentage of Canadian users of the Canadian Centre for Occupational Health and Safety’s website who indicated that their awareness of occupational health and safety has increased as a result of the information and/or resources provided</p>	<p><b>Indicator:</b> Percentage of subscribers to the Canadian Centre for Occupational Health and Safety’s Health and Safety Report who say they use the information to make current or planned changes in their workplace that might improve occupational health and safety</p>		
<p><b>Indicator:</b> Percentage of Safety InfoLine users who say they use the information to make current or planned changes in their workplace that might improve occupational health and safety</p>			

## Supporting information on the Program Inventory

Financial, human resources and performance information for the Canadian Centre for Occupational Health and Safety's Program Inventory is available in the [GC InfoBase](#)<sup>vii</sup>.

## Supplementary information tables

The following supplementary information tables are available on [the Canadian Centre for Occupational Health and Safety's website](#)<sup>viii</sup>:

- ▶ Gender-based analysis plus

## Federal tax expenditures

The tax system can be used to achieve public policy objectives through the application of special measures such as low tax rates, exemptions, deductions, deferrals and credits. The Department of Finance Canada publishes cost estimates and projections for these measures each year in the [Report on Federal Tax Expenditures](#).<sup>ix</sup> This report also provides detailed background information on tax expenditures, including descriptions, objectives, historical information and references to related federal spending programs. The tax measures presented in this report are the responsibility of the Minister of Finance.

## Organizational contact information

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## Appendix: definitions

### **appropriation (crédit)**

Any authority of Parliament to pay money out of the Consolidated Revenue Fund.

### **budgetary expenditures (dépenses budgétaires)**

Operating and capital expenditures; transfer payments to other levels of government, organizations or individuals; and payments to Crown corporations.

### **Core Responsibility (responsabilité essentielle)**

An enduring function or role performed by a department. The intentions of the department with respect to a Core Responsibility are reflected in one or more related Departmental Results that the department seeks to contribute to or influence.

### **Departmental Plan (plan ministériel)**

A report on the plans and expected performance of an appropriated department over a three-year period. Departmental Plans are tabled in Parliament each spring.

### **Departmental Result (résultat ministériel)**

A Departmental Result represents the change or changes that the department seeks to influence. A Departmental Result is often outside departments' immediate control, but it should be influenced by program-level outcomes.

### **Departmental Result Indicator (indicateur de résultat ministériel)**

A factor or variable that provides a valid and reliable means to measure or describe progress on a Departmental Result.

### **Departmental Results Framework (cadre ministériel des résultats)**

Consists of the department's Core Responsibilities, Departmental Results and Departmental Result Indicators.

### **Departmental Results Report (rapport sur les résultats ministériels)**

A report on an appropriated department's actual accomplishments against the plans, priorities and expected results set out in the corresponding Departmental Plan.

### **experimentation (expérimentation)**

Activities that seek to explore, test and compare the effects and impacts of policies, interventions and approaches, to inform evidence-based decision-making, by learning what works and what does not.

**full-time equivalent (équivalent temps plein)**

A measure of the extent to which an employee represents a full person-year charge against a departmental budget. Full-time equivalents are calculated as a ratio of assigned hours of work to scheduled hours of work. Scheduled hours of work are set out in collective agreements.

**gender-based analysis plus (GBA+) (analyse comparative entre les sexes plus [ACS+])**

An analytical process used to help identify the potential impacts of policies, Programs and services on diverse groups of women, men and gender-diverse people. The “plus” acknowledges that GBA goes beyond sex and gender differences. We all have multiple identity factors that intersect to make us who we are; GBA+ considers many other identity factors, such as race, ethnicity, religion, age, and mental or physical disability.

**government-wide priorities (priorités pangouvernementales)**

For the purpose of the 2018–19 Departmental Results Report, those high-level themes outlining the government’s agenda in the 2015 Speech from the Throne, namely: Growth for the Middle Class; Open and Transparent Government; A Clean Environment and a Strong Economy; Diversity is Canada’s Strength; and Security and Opportunity.

**horizontal initiative (initiative horizontale)**

An initiative where two or more departments are given funding to pursue a shared outcome, often linked to a government priority.

**non-budgetary expenditures (dépenses non budgétaires)**

Net outlays and receipts related to loans, investments and advances, which change the composition of the financial assets of the Government of Canada.

**performance (rendement)**

What an organization did with its resources to achieve its results, how well those results compare to what the organization intended to achieve, and how well lessons learned have been identified.

**performance indicator (indicateur de rendement)**

A qualitative or quantitative means of measuring an output or outcome, with the intention of gauging the performance of an organization, program, policy or initiative respecting expected results.

**performance reporting (production de rapports sur le rendement)**

The process of communicating evidence-based performance information. Performance reporting supports decision making, accountability and transparency.

**plan (plan)**

The articulation of strategic choices, which provides information on how an organization intends to achieve its priorities and associated results. Generally a plan will explain the logic behind the strategies chosen and tend to focus on actions that lead up to the expected result.

**planned spending (dépenses prévues)**

For Departmental Plans and Departmental Results Reports, planned spending refers to those amounts presented in Main Estimates.

A department is expected to be aware of the authorities that it has sought and received. The determination of planned spending is a departmental responsibility, and departments must be able to defend the expenditure and accrual numbers presented in their Departmental Plans and Departmental Results Reports.

**priority (priorité)**

A plan or project that an organization has chosen to focus and report on during the planning period. Priorities represent the things that are most important or what must be done first to support the achievement of the desired Strategic Outcome(s) or Departmental Results.

**Program (programme)**

Individual or groups of services, activities or combinations thereof that are managed together within the department and focus on a specific set of outputs, outcomes or service levels.

**result (résultat)**

An external consequence attributed, in part, to an organization, policy, program or initiative. Results are not within the control of a single organization, policy, program or initiative; instead they are within the area of the organization's influence.

**statutory expenditures (dépenses législatives)**

Expenditures that Parliament has approved through legislation other than appropriation acts. The legislation sets out the purpose of the expenditures and the terms and conditions under which they may be made.

**Strategic Outcome (résultat stratégique)**

A long-term and enduring benefit to Canadians that is linked to the organization's mandate, vision and core functions.

**target (cible)**

A measurable performance or success level that an organization, program or initiative plans to achieve within a specified time period. Targets can be either quantitative or qualitative.

**voted expenditures (dépenses votées)**

Expenditures that Parliament approves annually through an Appropriation Act. The Vote wording becomes the governing conditions under which these expenditures may be made.



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## Endnotes

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- i. GC InfoBase, <https://www.tbs-sct.gc.ca/ems-sgd/edb-bdd/index-eng.html#start>
- ii. Public Accounts of Canada 2018–2019, <http://www.tpsgc-pwgsc.gc.ca/recgen/cpc-pac/index-eng.html>
- iii. GC InfoBase, <https://www.tbs-sct.gc.ca/ems-sgd/edb-bdd/index-eng.html#start>
- iv. Canadian Centre for Occupational Health and Safety website, <https://www.ccohs.ca/ccohs/reports.html>
- v. Canadian Centre for Occupational Health and Safety annual financial statements  
<https://www.ccohs.ca/ccohs/reports.html>
- vi. Canadian Centre for Occupational Health and Safety Act, <https://laws-lois.justice.gc.ca/eng/acts/C-13/>
- vii. GC InfoBase, <https://www.tbs-sct.gc.ca/ems-sgd/edb-bdd/index-eng.html#start>
- viii. Canadian Centre for Occupational Health and Safety website, <https://www.ccohs.ca/ccohs/reports.html>
- ix. Report on Federal Tax Expenditures, <http://www.fin.gc.ca/purl/taxexp-eng.asp>