



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



***Canada's National Occupational
Health and Safety Resource***

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Fundamental Right



J. Howard Currie (left), Chairman of the Council of Governors, and Federal Labour Minister Charles Caccia (right) at CCOHS opening ceremonies, June 15, 1982.

The act to create the Canadian Centre for Occupational Health and Safety (CCOHS) was based on the concept that all Canadians have ***"... a fundamental right to a healthy and safe working environment."***

A national centre would be an essential requirement to enable people to exercise this right everywhere in the country, a concept launched and supported by stakeholders across Canada. The resulting Act in 1978 had unanimous support from every federal party.

The primary goal of CCOHS was to provide Canadians with access to information on workplace hazards and conditions – a goal firmly entrenched in the CCOHS mandate.

From the Centre's first official day of operation in January 1980 as Canada's National Occupational Health and Safety Centre, CCOHS has been providing information on workplace health and safety conditions to assist all Canadians in reducing injuries and illnesses.

Council of Governors

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

Chair Scott Streiner, *Government of Canada*

Labour Anthony Pizzino, *Canadian Union of Public Employees/CLC**
Mona Sykes, *BC Government & Services Employees' Union / CLC*
Marie Clarke Walker, *Canadian Labour Congress*
Nancy Hutchison, *United Steelworkers**

Employer Otto Peter, *Canadian Vehicle Manufacturers' Association**
Jean Dalton, *Canadian Manufacturers and Exporters**
Murray Sunstrum, *Canadian Petroleum Safety Council**

Provincial & Territorial Douglas Stanley, *New Brunswick*
Roberta Ellis, *British Columbia**
Don Hurst, *Manitoba*
Kimberly Dunphy, *Newfoundland and Labrador*
Helle Tosine, *Ontario**
Stuart MacLean, *Nova Scotia**

Executive Board S. Len Hong (Chair)
Otto Peter
Marie Clarke Walker
Roberta Ellis
Helle Tosine
Nancy Hutchison
Murray Sunstrum

Audit Committee Scott Streiner (Chair)
Don Hurst (Alt)
Mona Sykes (Alt)
Murray Sunstrum (Alt)
Stuart MacLean
Nancy Hutchison
Jean Dalton

*Resigned/Term Expired

Chairman's Message

It is an honour to be appointed as Chair of the Council of Governors of the Canadian Centre for Occupational Health and Safety (CCOHS).

CCOHS provides services and expertise that few institutions in Canada, or indeed around the world, can match. It is a unique partnership between experts in the field of occupational health and safety, governments, unions, and employers.

Together with the other Governors, I look forward to guiding and supporting initiatives that reinforce CCOHS' role as a leader in the promotion of the total well-being – physical, psychosocial and mental health – of working Canadians. CCOHS has a solid record of adapting to changing circumstances and developing innovative ways of delivering its mandate.

Last September CCOHS held its second national forum to foster dialogue among a range of stakeholders on issues of common concern. Under the theme, "Emerging Health and Safety Issues in Changing Workplaces: A Canadian Discussion", this two-day event held in Vancouver, British Columbia brought together more than two hundred subject-matter experts, workers, employers and governments from across the country. The participants shared knowledge and experiences, discussed how the health and safety of workers are affected by evolving economic and social conditions, and considered strategies to better protect the health of Canadians at work.

CCOHS also continues to support the future of occupational health and safety through its Dick Martin Scholarship Awards. The Council of Governors established this scholarship program in 2002 in the memory of Dick Martin, a pioneer and advocate of workplace health and safety in Canada and a former governor of CCOHS. After a careful assessment of dozens of worthy applications, CCOHS awarded three \$3000 scholarships. I congratulate the recipients of this year's awards who, each in their own way, are



helping to keep people healthy and safe at work: Dailaan Shaffer of British Columbia, Jeffrey Getz of Alberta and Heather Ryner of Ontario.

I wish to extend my appreciation to John McKennirey, my predecessor as Assistant Deputy Minister of Labour for Canada and Chair of the Council of Governors, and to outgoing Governors Anthony Pizzino, Canadian Labour Congress, Otto Peter, Canadian Vehicle Manufacturers' Association, Helle Tosine, Ontario and Roberta Ellis, British Columbia. Each was a dedicated participant in Council deliberations and contributed to keeping CCOHS vibrant and relevant.

As CCOHS approaches its thirtieth anniversary, I am impressed by its achievements to date and excited about its future as a trusted source of top-notch services and objective information on workplace health and safety issues.

Scott Streiner
Chair, Council of Governors

President's Message



This year marks the thirtieth anniversary for the Canadian Centre for Occupational Health and Safety (CCOHS), and one cannot help but reflect on the evolution that has occurred over three decades, both in workplace health and safety, and at the Centre.

The one thing that has not changed however, is the vision of thirty years ago to eliminate workplace accidents, illnesses and deaths in Canada.

CCOHS has a long tradition of providing useful information, and being innovative and creative in providing solutions, products and services. These include training, education, management systems and solutions that support health and safety programs and the prevention of injury and illness. Over the years we have continuously expanded the quality and quantity of resources and programs we offer, to promote the total well-being – physical, psychosocial and mental health – of working Canadians.

This past year we continued to work closely with workplaces to determine their occupational health and safety (OHS) needs and improve how resources are used. CCOHS launched OSH Works, the new management system to help Canadian organizations establish, manage and improve their occupational health and safety programs. This system meets the requirements of national and international OHS Management System standards such as CSA Z1000-06 and OHSAS 18001. Also this year, we developed material safety data sheets (MSDS) writing software to help support Canadian manufacturers and suppliers that need to produce MSDSs for their products. With the software we are hoping to improve the quality and usability of MSDSs and improve the safe use of chemicals. The software is scheduled for release in the fall of 2008.

As new challenges arise in our world and in our communities CCOHS has worked to be proactive, to anticipate and respond to the ever-changing needs of Canadians. As part of our endeavour to address emerging issues and needs, we held our second national forum, "Emerging Health and Safety Issues in Changing Workplaces: A Canadian Discussion". The event facilitated a dialogue between workplace participants and stakeholder groups searching for ideas, solutions and recommendations, and raised awareness of current occupational health and safety issues in Canada.

CCOHS continues to focus on OHS education and training to help create safer workplaces, developing new offerings of e-courses and classroom courses to extend

our reach and impact. Since the launch of the first e-course in 2004, the number of courses has grown to 34 – and continues to expand. In addition CCOHS added a series of free, public service e-courses to create awareness on important topics such as: Violence in the Workplace, Pandemic Awareness, and Occupational and Environmental Cancer.

CCOHS collaborated with and established working relationships with several organizations to expand our topics and expertise base. Among these partnerships were Environment Canada, the Centre of Research Expertise for the Prevention of Musculoskeletal Disorders, the McMaster University Program in Occupational Health & Environmental Medicine, the Canadian Council of Occupational Hygienists (CCOH), and the Canadian Standards Association (CSA).

Much has been done in the past 30 years by CCOHS, but there is still more to address: the changing needs of an aging and growing multi-ethnic workforce; the difficulties of workplace stress; the health and safety challenges in small businesses; the increasing number of part-time and contract workers; the troubling rates of injury among young and new workers; and threats from occupational and environmental diseases. I am confident that out of these challenges, opportunities will be created to further improve workplace health and safety performance. CCOHS will continue to work to address the needs of the working population and to show leadership in promoting the health, safety and well-being of working Canadians and those around the world.

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

Len Hong
President and Chief Executive Officer

Products & Services



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

- ▶ **Broaden the scope of CCOHS services in areas directed by the Council of Governors;**
- ▶ **Expand outreach, user population and impact of services;**

- ▶ **Intensify the identification of specific needs of Canadians and responding well to fulfill those needs;**
- ▶ **Achieve excellence in quality, delivery, responsiveness, and cost-effectiveness of service;**
- ▶ **Gain from the advancing knowledge, experience and relevant developments across Canada and globally for the common benefit of Canadians;**
- ▶ **Strengthen the infrastructure, management process and systems to enhance performance, accountability and continuous improvement; and**
- ▶ **Build a healthy and productive workplace for today and into the future.**

Organization of Staff and Working Groups

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

- ▶ **Inquiries & Client Services**
- ▶ **Training & Education Services**
 - Courses (classroom & e-courses)**
 - OSH Answers and Publications**
 - Health & Safety Management Systems**
- ▶ **General Health & Safety Services**
 - Legislation**
 - Databases**
 - Projects**
- ▶ **Chemical Services**
 - MSDSs**
 - Databases & (M)SDS Writer**
 - Projects**
- ▶ **Communications**
 - Promoting CCOHS and its Products & Services**
 - Promoting Occupational Health & Safety in Canada**
- ▶ **Systems**
 - Systems Hardware and Software Infrastructure**
 - Information Systems Capabilities for Products and Services**

Inquiries & Client Services



Providing a client-friendly, bilingual service to all Canadians who seek assistance or information about any occupational health & safety concern, as well as information regarding any CCOHS product or service.

The Service

The CCOHS Inquiries and Client Service is the national resource centre that provides free and confidential access to occupational health and safety information, in both English and French, to the Canadian working population.

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

In the fiscal year 2007-08, the Inquiries Service received financial support from the following Provincial and Territorial establishments:

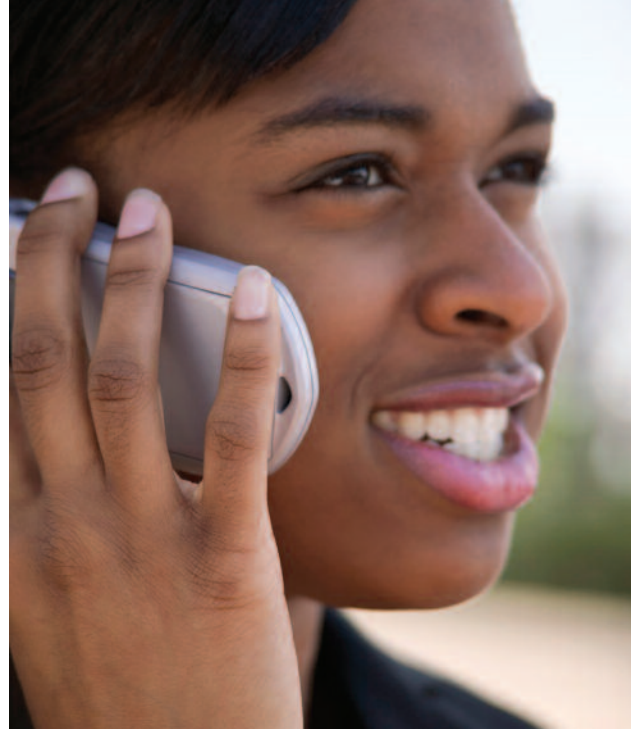
British Columbia	WorkSafe BC
Manitoba	Workplace Safety and Health Division, Manitoba Labour and Immigration
New Brunswick	Workplace Health, Safety and Compensation Commission of New Brunswick
Newfoundland / Labrador	Occupational Health and Safety Branch, Department of Government Services
Northwest Territories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

Impact

During the fiscal year April 1, 2007 to March 31, 2008, the Inquiries Service staff answered 12,914 questions received through its traditional person-to-person information service, from every province and territory in Canada. The three largest user provinces of the service are Ontario (53.4%), Alberta (14.1%) and Quebec (10.1%). Table 1 summarizes the Inquiries geographic breakdown by Province.

Table 1

Inquiries Geographic Breakdown by Province Fiscal Year April 1, 2007 to March 31, 2008	
Province	Percent
Alberta	14.1%
British Columbia	7.7%
Manitoba	3.6%
New Brunswick	2.4%
Newfoundland/Labrador	1.0%
Nova Scotia	2.3%
Northwest Territories	.2%
Nunavut	.1%
Ontario	53.4%
Prince Edward Island	.8%
Quebec	10.1%
Saskatchewan	4.1%
Yukon	.2%
Total	100.0%



During the same period Inquiries covered subjects and concerns such as chemicals and reproductive hazards, ergonomics, indoor air quality, occupational cancer, avian flu, and a large number of concerns regarding harassment, bullying and violence in the workplace. A breakdown according to the subject categories is given in Table 2.

Table 2

Broad Subject Categories of Inquiries Received Fiscal Year April 1, 2007 to March 31, 2008	
Broad Subject Categories	Percent
Safety / ergonomics / OH&S administration	30.5%
Referrals	18.4%
Chemical hazards, trade names, industrial processes	17.3%
Medical, psychosocial and biological	9.3%
OH&S – General / Information sources	8.6%
Legal – General	6.2%
Other	5.0%
Physical hazards	4.3%
Statistics	0.4%
Total	100.0%

In January 2006 the Inquiries Service adopted a new monitoring system. In addition to the customer satisfaction survey, information relating to the reach and impact of the service is being collected. Users are asked the number of people with whom the information was shared, how the information was used, and if specific changes in their workplace were implemented or planned.

This fiscal year we have received feedback comments from 757 users of the Inquiries Service.

56% of Inquiries Service respondents said that their use of CCOHS information relates to current or future changes to the workplace that may result in improved occupational health and safety.

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

- 9.3% of respondents indicated that more than 500 individuals did benefit or share CCOHS information in their organization
- 15.4% shared CCOHS information with up to 499 individuals
- 43.2% shared CCOHS information with up to 99 individuals
- 22.1% shared CCOHS information with up to 4 individuals

The information obtained from the CCOHS' Inquiries Service by respondents is put to a number of uses. The most common are:

- Use with workplace health and safety committees
- Assist in complying with occupational health and safety regulations

Health and safety programs or policies

Develop best practices

Education or training purposes

Keep current on health and safety developments

Academic or other research purposes

Assist in developing legislation or standards

WCB claims

Preparing MSDSs

Monitoring and Continuous Improvement

Since its launch, the Inquiries Service has answered over 395,000 questions through its traditional person-to-person service. The Inquiries Service will continue to be a key, core service of CCOHS, with a substantial impact on occupational health and safety performance in Canadian workplaces.

The Inquiries Service is continually monitored to ensure both the quality and efficiency of the responses. Users of the service were asked to rate it for responsiveness, timeliness, clarity and usefulness of information received. During this fiscal year 60.5% of users indicated they were overall very satisfied as shown in Table 3.

Table 3

Inquiries Service Satisfaction Survey Fiscal Year April 1, 2007 to March 31, 2008					
	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Not applicable
Has staff understood your question?	3.4%	4.2%	29.2%	62.2%	1.0%
Time required to receive the response	3.7%	4.7%	35.5%	55.7%	0.4%
Completeness of the response received	4.4%	6.2%	31.5%	57.3%	0.7%
The usefulness of the information	5.4%	7.7%	29.9%	56.5%	0.5%
The clarity of the response	4.3%	4.3%	31.1%	59.3%	1.0%
The courtesy of the staff	3.0%	0.5%	17.9%	74.9%	3.6%
Overall, your satisfaction with the response	4.6%	6.6%	27.6%	60.5%	0.7%

Employers, government, labour and others are using the service. A breakdown of the usage during the period is shown in Table 4.

Table 4

Inquirers – Usage by Tripartite Group Fiscal Year April 1, 2007 to March 31, 2008	
Tripartite Group	Percent
Employers	25%
Government	3%
Labour	35%
Other	37%
Total	100%

Users Comments

“I received some very useful information that has helped to make changes that were necessary at my daughters’ place of work. The information was very eye opening, especially for her as a young person. She now has an idea as to what her rights are re: health and safety and because of this there are changes being made at her workplace. Thank you for all of your help.”

“Information supplied was of extreme help and provided me with all necessary information for my report and presentation. Thank you very much.”

“Hello, I used this service for the first time. I am very impressed by the quality of service you offer and I am extremely satisfied with the answer that I obtained. Congratulations for your excellent work and thank you again.”

“I continue to be impressed with the service from your organization. Thank you very much for your assistance.”

“I use your website on a regular basis – more than any other. I find your information very clear and comprehensive. Thank you!”

Client Services

The Client Services respond to telephone and e-mail questions addressing the benefits of CCOHS products and services and how these products and services could be optimally used to result in compliance and improved occupational health and safety performance beyond legislated requirements.

Impact

During the fiscal year April 1, 2007 to March 31, 2008 the Client Services staff answered 5,245 questions (90% English; 10% French).

Monitoring and Continuous Improvement

The Client Services is continually monitored to ensure both the quality and efficiency of the responses. Table 5 shows the level of client satisfaction during this fiscal year.

Table 5

Client Services Satisfaction Survey Fiscal Year April 1, 2007 to March 31, 2008				
	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied
Service was provided in a fair and equitable manner	4.8% (14)	1.0% (3)	41.1% (120)	53.1% (155)
Assistance/instructions provided for solving a problem	5.4% (15)	2.1% (6)	43.9% (123)	48.6% (136)
The courtesy of the staff	3.9% (11)	0.0% (0)	32.3% (91)	63.8% (180)
The helpfulness of the staff	4.0% (11)	0.7% (2)	33.6% (93)	61.7% (171)
You were served in the official language of your choice	4.5% (13)	0.3% (1)	32.5% (93)	62.6% (179)
The ease of understanding of staff	3.9% (11)	0.4% (1)	36.1% (101)	59.6% (167)

Training & Education Services



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

- ▶ **Classroom-based training**
- ▶ **E-learning programs delivered on the worldwide web**
- ▶ **Publications and OSH Answers**
- ▶ **Health & Safety Management Systems**

The Service

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

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

► Training & e-Learning Programs

CCOHS offers both traditional classroom and e-learning programs (e-courses) to help meet the OSH education and training needs of working Canadians.

Courses continue to provide a significant and growing revenue stream for CCOHS. Courses are developed following established procedures to ensure they are of the highest quality. CCOHS staff create the courses with assistance and advice from outside technical experts when required. The tri-partite external review of courses by representatives of government, employers and labour helps ensure balance, accuracy, and understanding by all parties in the workplace.

These procedures have been very effective in gathering input from representatives of each stakeholder group, subject experts, trainers, Health and Safety representatives and in creating awareness and support for the new courses.



► Classroom Training

Classroom-based training remains popular, especially for the long-standing Health and Safety for Managers and Supervisors course. This course fills a unique need of the key role and responsibilities of managers and supervisors.

The classroom courses are delivered at CCOHS and off-site:

Health and Safety Training for Managers and Supervisors

Health and Safety Training for Managers and Supervisors in the Federal Jurisdiction

Impact and Reach

Classroom courses had more than 340 participants between the various offerings and 124 in fiscal 2007-08 alone:

77 participants for the Health and Safety Training for Managers and Supervisors, and

47 participants for the Health and Safety Training for Managers and Supervisors in the Federal Jurisdiction

The reach extends beyond Hamilton as courses were conducted in cities across the country, including Ottawa, Edmonton, Calgary and Vancouver. Saskatoon will be added as a host site next fiscal. Future plans are to offer the course off-site in eastern Canada as well.

► e-Learning Programs

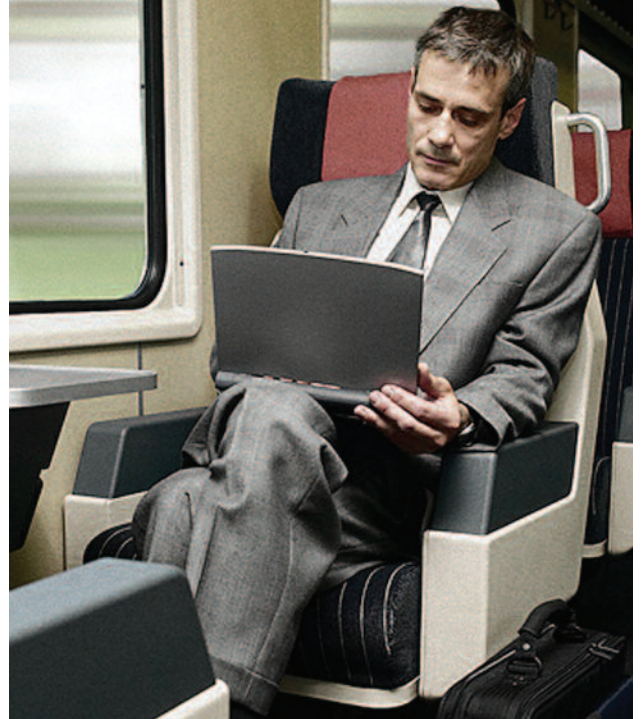
E-Learning refers to learning and supportive resources that are made available through a computer. CCOHS' e-courses were developed to help Canadians easily acquire and apply workplace health and safety information that could help keep the workplace free from injury and disease. The CCOHS web-based series of e-courses continue to generate significant participation by individuals and organizations. Each course is available in English and French, with voice-overs. Courses are available for sale to individuals as well as organizations. They are suited to a broad range of individual users – from students or small business employees to professionals. Participants learn at their own pace, anytime and anywhere they have access to an Internet-enabled computer.

CCOHS has developed e-courses in response to many requests from workers, employers and governments for high quality, affordable occupational health and safety programs. Since the first e-course launched in June 2004, CCOHS has continued to add courses on various topics as well as update existing courses. As a public service and to create awareness, free courses are provided on important topics such as: Violence in the Workplace, Pandemic Awareness, and Occupational and Environmental Cancer.

CCOHS has also customized its e-courses for seven different organizations, and has developed new courses specifically for two organizations.

As of the end of fiscal 2007-08, 34 different e-courses were publicly available including three free public awareness courses:

1. Accident Investigation
2. Canada Labour Code, Part II: An Overview
3. Confined Space Management
4. Confined Spaces: The Basics (3 modules)
5. Contractor Health and Safety
6. Electrical Hazards
7. Emergency Preparedness for Workers
8. Emergency Response Planning
9. Health and Safety Committees
10. Health and Safety Committees in the Canadian Federal Jurisdiction
11. Health and Safety for Managers and Supervisors (8 modules)
12. Health and Safety for Office Managers
13. Health and Safety for Small Business
14. Ladder Safety
15. Lockout
16. Occupational and Environmental Cancer: Recognition and Prevention **FREE**
17. Office Ergonomics
18. Office Health and Safety
19. Pandemic Awareness **FREE**



20. Pandemic Planning
21. Personal Protective Equipment: The Basics
22. Preventing Falls From Slips and Trips
23. Preventing Hearing Loss From Workplace Noise
24. Return to Work: The Basics
25. Transportation of Dangerous Goods (8 modules)
26. TDG: An Overview
27. TDG for Consignors/Consignees (5 modules)
28. TDG for Carriers (6 modules)
29. Violence in the Workplace: Awareness **FREE**
30. Violence in the Workplace: Establish a Prevention Program
31. Violence in the Workplace: Recognize the Risk and Take Action
32. WHMIS for Managers and Supervisors
33. WHMIS for Workers
34. WHMIS: Understanding MSDSs

** for public awareness*

Many new courses are in various stages of development and are planned for release in the next fiscal year.

► Impact and Reach

In the past four years CCOHS has sold approximately 30,000 "seats" (one seat allows one person to access one course). A number of organizations also use the courses for "blended learning", presenting the course in a classroom setting, and supplementing by providing access to the e-courses.

The free "awareness" courses are a recent initiative, and are already proving to be popular. For example, the "Violence in the Workplace: Awareness" course – only available for a few months – is already averaging 250-300 people accessing it per month.

Customers represent a wide range of industries and occupations, including universities, insurance and banking, newspapers, longshoremen, manufacturing, construction, and public (primarily federal) organizations.

The e-courses are very well received and highly regarded. Increasingly, organizations are interested in using CCOHS e-courses as the basis for developing customized versions to suit their organizational needs. The following e-courses have been customized to meet the specific needs of these clients:

Health & Safety Committees – *University of Ottawa*

Health & Safety for Managers and Supervisors – *CPR*

Health & Safety for Managers and Supervisors – *Unilever*

Health & Safety for Office Managers – *AstraZeneca*

Health & Safety for Field Managers – *AstraZeneca*

Lockout for Inspectors – a prototype was developed in partnership with CAALL-OSH, Yukon and New Brunswick. CAALL-OSH is now developing a national program for inspectors across Canada to be delivered later in 2008.

WHMIS for Saskatchewan Workers: 2 modules, Introduction to WHMIS and WHMIS: Understanding MSDS.

CPR has requested a U.S. version of the Health and Safety for Managers and Supervisors course.

They are currently using this course for training their Canadian managers and supervisors and want to offer the same to their U.S. counterparts. The course will be developed first as an addition to the CCOHS e-learning offerings and then customized for CPR.

Some organizations with an e-learning department or Learning Management System (LMS) in place find it more suitable to enter into a license with CCOHS to purchase the course content. Such clients include: Cineplex Odeon, SESI (Brazil) and VersaCold Inc.

For organizations with established memberships in specific sectors or jurisdictions, partnering with CCOHS enables both organizations to deliver training that addresses the specific needs of their membership, and expand the impact and outreach of the e-learning programs. CCOHS has established a number of such key partnerships.

Monitoring and Continuous Improvement

To ensure that CCOHS is meeting the needs of the participants, a formal feedback form is provided upon completion of the course. In the period March 2007 to February 2008, 940 people responded to the survey. The survey results show:

Over 90% agreed that the course they took was well presented and laid out

Over 90% agreed that the course was easy to understand

Over 88% said that the topic content met their needs

Over 89% said they were satisfied with the course

Over 89% said they would recommend the course to someone else.





► OSH Answers

OSH Answers provides a global web-based information service in a form suitable for workplace participants to understand, identify and deal with workplace health and safety concerns. The service also enhances the visibility and credibility of the CCOHS organization as a whole.

OSH Answers (and the French counterpart Réponses SST) were created to enable all Canadians to have access to reliable and relevant health and safety information 365 days a year, 24 hours a day, 7 days a week. There are now over 670 documents, each in an easy-to-read, question and answer format, accessible free-of-charge on the CCOHS website. All are available in both English and French and a limited number are available in Spanish via Respuestas OSH. Translation is also underway for OSH Answers availability in Portuguese, via work with Serviço Social da Indústria (SESI) of Brazil.

Target Audience

The primary target audience of OSH Answers is Canadian workers and their employers. However, its reach has spread far beyond just Canada as it is now enjoyed by millions of users worldwide.

Monitoring and Continuous Improvement

This year 21 new documents were added and 40 were revised or confirmed current. These numbers reflect the need to continually concentrate on always providing the most current information to optimizing our impact on the health and safety of Canadian enterprises.

Work plans for 2008-09 continue to emphasize the two most critical aspects for OSH Answers and place utmost importance on this renewed focus – we plan to create approximately 24 new documents (equivalent to 1 new document every two weeks) about new and topical interests to Canadian workers and employers, and other topics to support other CCOHS initiatives (e-learning, publications, the Health & Safety Report).

Continued focus is directed to maintaining our reputation as a dependable and trustworthy source of information. As such, specialists are specifically reviewing the existing documents to ensure continued accuracy and currency that is expected from CCOHS as approximately 500 of these documents are older than 3 years (an age considered “ancient” by most Internet users). Involvement of a number of staff from all of CCOHS is required to accomplish this large but important goal.

A general reformatting and reorganizing of OSH Answers has recently taken place to meet client needs. The new format also helps increase the contribution of OSH Answers by pointing to relevant, complementary CCOHS products and services thereby further impacting CCOHS promotion and revenue generating efforts. Feedback from the reformatting (including title display, and print pages) has been very positive.

Impact and Outreach

OSH Answers continues to enjoy tremendous success in transferring health and safety knowledge and in reaching both Canadians and the world. Indeed, statistics prove this fact:

6.8 million documents delivered in the fiscal year 2007-08

2.5 million unique visitors (based on monthly totals)

150 countries represented

The use of this free question-and-answer service has increased dramatically – from about 0.5 million unique visitors (or “inquirers”) in 2000 to 2.5 million in 2007-08 (see Figure 1a). The documents were visited more than 6.8 million times in 2007-08 (see Figure 1b), up from 1.5 million times in 2000. Reach has also extended to the world with almost 150 countries accessing our information.

Additional Reach

The OSH Answers and Réponses SST documents provide additional outreach to the public. Many inquirers have asked to reproduce these documents for education and training use in schools, workplaces and for newsletters, magazine articles, text books, and even for redistribution in offices of health care providers.

In 2007-08, 149 requests were received for copyright authorization (up from 92 the previous fiscal year), resulting in almost 125,000 copies of CCOHS information being made. In addition, the information is potentially shared with many more individuals because of the large readership of publications. The organizations reproducing CCOHS content included government departments, companies, unions, health care organizations and educational institutions.

Interesting Facts

In February and March 2008, a satisfaction survey was conducted for OSH Answers. Visitors were asked what they saw as “emerging issues” in the next three to five years”. Most popular responses included:

- Ergonomics – general

- General awareness and training (common response) with a few more responses that specifically mentioned multicultural needs, and changing workforce (demographics, contract workers, downsizing, lean production, etc)

- Violence, including bullying and harassment

- Workplace stress

- Wellness, workplace health, mental health

- Aging workers

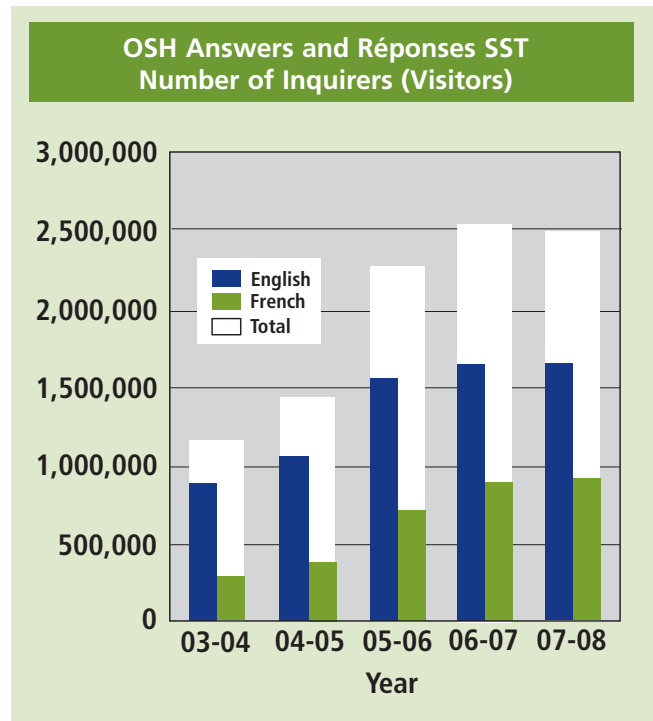
- Safety – general

- MSD (Musculoskeletal Disorders)

- Leadership, workplace culture, and management buy-in

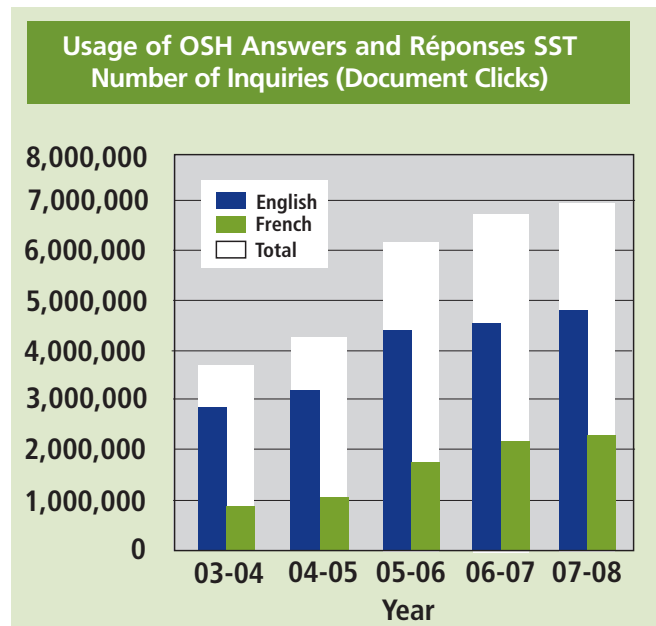
- Management – specifically use of management systems, but also compliance, legislation requirements, and due diligence.

Figure 1a



Nanotechnology and “greener” workplaces were the next most popular responses. Issues such as emergency response, biological agents, working alone, and various chemical, safety, or physical hazards completed the list.

Figure 1b



► Publications

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

Printed publications are a traditional and effective way to inform and educate people about hazards, safe work practices, and other topics in occupational health and safety. They are popular in all sizes of organizations. Guides are also available as electronic PDF files.

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

Another important aspect of publications is that they – like OSH Answers, e-courses, and CHEMINFO – are developed by CCOHS and represent the Centre across Canada and around the world. CCOHS publications are purchased by government agencies for distribution to workplaces – a testament to the credibility and reputation of CCOHS as a trustworthy source.

Current Titles

In CCOHS' traditional "pocket guide" format:

- Cold Weather Workers Safety Guide
- Health and Safety Guide for Custodial Workers
- Emergency Response Planning Guide
- Food Service Workers Safety
- Groundskeepers Safety Guide
- Health & Safety Committees Reference Guide*
- Health & Safety Guide for Libraries
- Health and Safety Guide for Human Resources Professionals
- Indoor Air Quality Health and Safety Guide
- Mould in the Workplace
- Noise Control in Industry



- Office Ergonomics Safety Guide
- Office Health and Safety Guide
- School Workers Health and Safety Guide*
- Violence in the Workplace Prevention Guide*
- Warehouse Workers Safety Guide
- Welders Health and Safety Guide
- Wellness in the Workplace
- Working in Hot Environments: Health and Safety Guide

**top sellers for fiscal 2007-08*

Other publications available:

- Influencing Attitudes
- Job Safety Analysis
- MSDS – A Practical Guide to First Aid
- Understanding MSDS (bundles of 50)

Impact

With close to 20,000 publications sold this year, CCOHS publications have a substantial impact on health and safety in Canada.

Employers (e.g. managers with safety or HR responsibility) typically purchase publications for distribution and use in the workplace. Health and safety professionals, occupational health professionals, trainers, and consultants also purchase publications. As such, we know that the information in guides is "passed on" to many more Canadian workers. This fiscal year, we also had a significant purchase of the "Violence the

Workplace Prevention Guide” by a provincial regulatory agency who distributed the guide to workplaces in their jurisdiction to help inform all workplaces of the importance of managing violence.

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

The newest guide “Office Health and Safety” was published late in the fiscal year. Overall sales revenues for 2007-08 were \$212,500 (includes revenue from a customized publication “Working Safely in the Heat and Cold” for \$37,500 written for a government agency).

Going Forward

Future plans for the service include to:

- Further expand the service with production of new titles

- Continue to meet established procedures and standards aimed at high quality and efficient performance for both new titles and updating existing guides

- Enhance the promotion of sales of current publications, particularly through well-targeted marketing



► Health & Safety Management Systems

OSH Works

OSH Works, the new service from CCOHS to help organizations improve their occupational health and safety performance, has been tested by pilot clients, and is now available. It is a customizable system for use in meeting the specific occupational health and safety needs of Canadian enterprises. Focus has been on the development and implementation of this web-based Occupational Health and Safety Management Service to help organizations maintain and enhance their existing workplace health and safety programs, as well as to understand and meet the requirements of the national and international OHSMS standards such as OHSAS 18001 and CSA Z1000-06.

Occupational health and safety legislation in the Canadian provincial, territorial and federal jurisdictions require organizations to have an occupational health and safety program. Because of this legal requirement, many organizations will already have an occupational health and safety program in place, with all the necessary documentation and records available. Others will be highly motivated to have a demonstrable occupational health and safety program in place. An occupational health and safety management system involves integrating health and safety into all aspects of an operation including production, human resources, administration, finance, maintenance, and purchasing.

OSH Works was created by CCOHS to help an organization:

- Establish an occupational health and safety program
- Improve an existing occupational health and safety program
- Inspire and motivate employees towards improved health, safety and wellness, both at work and at home
- Improve workplace health and safety performance



Ensure all employees are aware of existing and potential health and safety issues and how to deal with them

Demonstrate that the organization has an effective occupational health and safety program in place

Implement an occupational health and safety management system that meets the requirements of national and international occupational health and safety management system standards, such as CSA Z1000-06 and OHSAS 18001

Form a flexible framework through which all workplace health and safety standards can be appropriately applied.



Using OSH Works means that the organization will:

Integrate occupational health and safety responsibilities into everyday business management

Meet and exceed regulatory compliance requirements

Manage and enhance an occupational health and safety program

Enhance workforce productivity

Promote a superior safety culture

Keep their employees and workplace safe and healthy

Using the *Plan, Do, Check* and *Act* cycle set out in most of the Occupational Health and Safety Management Service standards, an organization will be able to show continuous improvement towards reducing, and eventually eliminating, workplace injuries and illnesses.

In fiscal 2008-2009, CCOHS will develop information resources, or “bundles”, related to hazards and risks in various industries. These information bundles will help organizations to identify, minimize and eliminate hazards and risks in their workplaces.

Since occupational health and safety and environmental concerns are often interrelated, OSH Works will also be enhanced to provide a framework to support the implementation of an integrated OH&S and environmental management system.

General Health & Safety Services



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

- ▶ **Legislation Services**
- ▶ **Databases**
- ▶ **Collaborative Projects**

The Services

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

► Canadian EnviroOSH Legislation *plus Standards*

This service provides Canadians with the essential legislation and referenced standards to understand rights and responsibilities under the law. Employers and workers can immediately find the current information they need for each jurisdiction in one place, without the time-consuming effort of reviewing official gazettes and other documents. The full text of referenced CSA and CGSB standards provides a key benefit and demonstrates the partnerships that CCOHS undertakes to ensure Canadians have the tools they need to comply with the law. Because of the amount of material included in the service we switched from CD-ROM to DVD format for the 2008-1 issue in March.

Reach

Almost 500 organizations both in Canada and internationally subscribe to the Canadian enviroOSH Legislation service in its various formats: Regional, National, *plus Standards*, on the Internet and DVD. A recent user survey indicated:

The wide diversity in clients and the types of organizations that they represent

Almost 40% of the clients are in manufacturing

Reliability and currency were rated as the most important features

The vast majority of the respondents were satisfied or very satisfied with the service

► National Labour Operations Resources CD-ROM

Produced in cooperation with the Labour Program of Human Resources and Social Development Canada, this service provides the full text of the Canada Labour Code and related CSA and CGSB standards as well as interpretive material and guidelines. Other key federal legislation relating to topics such as employment equity is included along with HRSDC publications for the workplace.

Reach

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

► Academic Support Program

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

Impact

As of March 31, 2008 CCOHS had 103 ASP clients: 58 in Canada, 29 in USA, and 16 in other countries. The reach and impact of the total subscriptions represent:

- 1.7 million full-time students
- 1.0 million part-time students
- 450,000 faculty/staff



► Bibliographic Databases and the ILO Encyclopaedia

The bibliographic databases and the ILO Encyclopaedia form an important part of the CCOHS Web Information Service. This collection includes OSHLINE, the CCOHS database of references to Occupational Health & Safety journal articles, reports and conference proceedings. However in November 2007 it was decided to stop production of OSHLINE but continue to make the archive database available through the web service. The ILO Encyclopaedia project is a collaborative effort between the ILO and CCOHS in which CCOHS delivers the encyclopaedia together with the CIS/ILO database in English and French on the web.

Reach

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

The Projects

► Worksafe Saskatchewan Website

Worksafe Saskatchewan website was developed in collaboration with Saskatchewan WCB and Saskatchewan Advanced Education, Employment and Labour as an information resource to help prevent workplace injuries and illnesses. The website statistics demonstrate the demand for practical information not just on hazards and their control but also the need for information on setting up basic workplace programs, inspections and prevention programs. New topics, such as pandemic planning and drug-resistant organisms, are added every year to ensure the website is current and relevant.

Reach

Use of the Worksafe Saskatchewan website continues to grow. In 2007, 168,000 unique visitors used the site 320,000 times. CCOHS is helping Saskatchewan's



WCB and Labour departments to reach a wide range of workplaces – offices, industry, mining – with ready to use and easy to understand information.

In February 2008 the Eye on Safety young workers' quiz was released through the website to reach out to Saskatchewan young workers. Developed by CCOHS for WorkSafe Saskatchewan, the quiz and contest will run until May 2008.

Also released in February 2008 was the WHMIS for Saskatchewan Workers e-course. Developed by CCOHS in cooperation with WorkSafe Saskatchewan, the course is aimed at workers who regularly use or are exposed to WHMIS-controlled products.

► Prevention Practices Database and OSH for Everyone

Projects such as the web-based WSIB Prevention Practices Database and OSH for Everyone were initiated by outside organizations familiar with the unique skills and products produced by CCOHS. The experience garnered in these projects has been used on projects with other jurisdictions. CCOHS continues to collaborate with organizations such as the Ontario WSIB and Ministry of Labour to expand and enhance the Prevention Practices Database site. As part of a targeted strategy to reduce musculoskeletal disorders (MSD), CCOHS developed a new portal to MSD resources including a new MSD database.

Reach

The OSH for Everyone website has for many years been an important injury and illness prevention resource for Ontario workplaces. The website has an average of 23,000 visitor sessions viewing 27,000 to

40,000 pages of hazard and prevention information monthly. Feedback confirms that OSH for Everyone has made an impact in the workplace. Health and safety committee members, employers, and intermediaries use this information to increase and share their knowledge and make changes in their workplaces. The Prevention Practices website averages 7,600 visitors per month.

► **Marine Inspectors' Bookshelf**

The Marine Inspectors' Bookshelf CD-ROM was created at the request of Transport Canada personnel who were familiar with the work that CCOHS had done for HRSDC on the National Labour Operations Resources CD-ROM. Previously, it was impractical for those working in marine safety to carry around print publications, and getting accurate information was very time consuming, especially for those aboard ships and in remote areas without Internet access. The Marine Inspectors' Bookshelf is an excellent example of how CCOHS has worked with its partners in Marine Safety to create an innovative and proven solution to improving access to information. Over 300 Transport Canada Marine Inspectors are the sole users of this product. The Marine Inspectors' Bookshelf is now in its 12th release.

► **Canadian Health Network**

CCOHS staff have worked for the last 9 years with other leading Canadian health organizations as well as the Public Health Agency of Canada (PHAC) to provide a wide variety of free, reliable, up-to-date and relevant e-health promotion, disease, and injury prevention information. The aim of the Canadian Health Network (CHN) was to give people the information they need to help prevent disease and make healthy choices for themselves and their communities. CCOHS was responsible for the Workplace Health collection. In November 2007 it was announced that funding for the project was ending on March 31, 2008 and the subsequent months were spent winding down the project. CCOHS will continue to collect comprehensive workplace health material and make it available to Canadians in our various information products and services.



Reach

CCOHS promoted CHN through the periodic Health@Work/Santé @u travail e-bulletin, conferences, workshops and employee health fairs across Canada. CHN gave CCOHS the opportunity to promote workplace health to a wide variety of consumers and health intermediaries outside of its core health and safety audience. CCOHS also wrote several articles for the CHN home page. Feedback received on one of these, entitled "Finding work after 50", was very positive. For example, 87% of respondents said that the "article gave specific examples of actions I can take and ways I can improve my own health or the health of my family". One specific comment that stood out: "As there are more middle age and senior people in Canada now it is important to create articles like this to encourage people that they are still a useful and competent part of the workforce."

► **Enhancement of Occupational Health and Safety in Brazilian Industry (EOHSBI)**

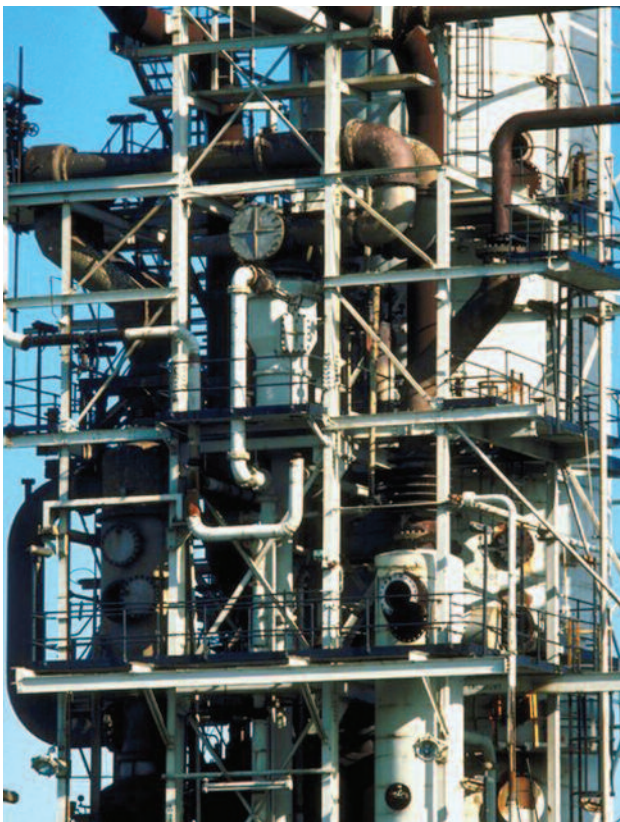
CCOHS' skills and expertise in knowledge transfer are recognized internationally. As a partner in *Enhancement of Occupational Health and Safety in Brazilian Industry*, a project funded by the CIDA-ABC Transfer of Technology Fund for Brazil, CCOHS is leading the development of an OSH information portal appropriate for workplace participants in Brazilian industry in collaboration with Serviço Social da Indústria (SESI). In May 2007 CCOHS staff participated in the final testing of the system in Brazil prior to its release in late July.

In June 2007, four CCOHS staff participated in training SESI representatives from 27 states in Brazil who will be creating and maintaining content on the OSH information portal.

Another aspect of the project is the promotion of workplace health and safety related to equity, particularly gender and young workers. In May 2007, two CCOHS staff members conducted focus groups in Brazil to determine the current situation, identify gaps and help create an effective action plan. Representatives from Serviço Social da Indústria (SESI) spent three weeks in Hamilton in June developing proposals for the pilot projects, focusing on equity and diversity.

Impact

The EOHSBI project provided CCOHS the opportunity to not only showcase its wide range of products and projects, but also to realize many benefits resulting from the on-going partnership with the consortium participants. It is anticipated that all the tools developed for the project will have a wide impact in the workplaces of Brazil and that the relationship that has been developed with SESI will lead to further projects and product development in Brazil for CCOHS.



► Public Policy Investigation on Occupational Health & Safety of Migrant Laborers in Chongqing, China

CCOHS has joined with key legal, educational, and governmental organizations in Chongqing, China in a project to address the issues of injury prevention and insurance for migrant workers. The organizations are the Chongqing Bureau of Labor and Social Security (CQBLSS), the Southwest University of Political Science and Law (SWUPL), and the Office of Arbitration of the Labor and Social Security Bureau of Chongqing. Their goals are:

1. To work toward protection of the rights of migrant workers with work-related injuries and illnesses;
2. To enhance the health and safety and quality of working life of migrant workers; and,
3. To develop local legislation, which will provide guidance for national legislation through the research and experience of Chongqing.

During 2007 CCOHS organized two study tours in Canada which have enabled members of the organizations to:

1. Learn from Canada about our experience of workplace health and safety and insurance of new and migrant workers; and,
2. Use the Canadian experience to help improve the local legislation of Chongqing.

The first study tour included 13 senior officials from Chongqing who spent 11 days in Canada learning about the Canadian OH&S system, labour rights, and the workers compensation system and their application to the protection of migrant workers in Chongqing. In the second study tour 6 Chinese experts undertook more detailed studies regarding OH&S policy and legislation, best practices, gender and labour rights, and the implementation of programs relevant to the health, safety and compensation of migrant workers. Among the organizations visited in the study tours were workers' compensation boards, ministries of labour, safety associations, research organizations and universities.

The final component of the project was a seminar in Chongqing in January 2008. At this seminar experts from the Chongqing organizations reviewed the reports of the project's findings and discussed the implications for China to improve the safety and work quality for migrant workers. A number of initiatives have already resulted from the project. One participant described the clinic which has recently opened in Chongqing to treat and rehabilitate injured migrant workers. Another participant outlined proposed changes to labour laws for the protection of workers' rights and improved working conditions. A conference is planned for the fall in 2008 to discuss the findings of the project with experts from other parts of China.



Chemical Services



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

- ▶ **MSDS Database / MSDS Management Service**
- ▶ **Chemical Databases and CANWrite™**
- ▶ **Collaborative Projects**

The Service

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



For many years, CCOHS has provided information to Canadians on chemical hazards and the safe handling of chemicals. This information has been of assistance to employers who need to protect their workplaces and employees, to suppliers who prepare MSDSs on hazardous products, or to regulators and policy makers who provide guidance and enforce laws in the workplace. They have a need to know about hazardous chemicals, to access information on those chemicals to better protect themselves and their environment.

Primary prevention of exposure to hazardous chemicals, and the adoption of the precautionary principle are also driving forces in promoting safe work with chemicals. Initiatives with the chemical projects area support and enhance these principles while meeting collaborative client needs.

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

MSDS Service

A cornerstone of any system to provide for the safety in workplaces is the availability to workers of accurate, current information about potential hazards. Standards for communication of information regarding the ingredients and hazards of various products used in the workplace are outlined in the Canadian Workplace Hazardous Materials Information System (WHMIS) legislation, as well as similar regulatory frameworks in other countries.

The Material Safety Data Sheet (MSDS), as defined in workplace hazard communications standards such as WHMIS, allows for everyone exposed to products and chemical substances in the workplace to be made aware of the potential hazards. The CCOHS MSDS Service provides tools to allow for easy distribution and updating of MSDSs, and allows for employers to meet their regulatory requirements for availability of this information.

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

- MSDS Management Service (MMS)
- MSDS Database (English-language)
- FTSS Database (French-language)
- Related Projects

MSDS Management Service (MMS)

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

The MMS has once again continued to grow this fiscal year, as it provides a valuable service for clients. The number of clients served has expanded considerably over the course of the fiscal year, and revenue has increased by approximately 36%. A wide range of clients is now served with MMS, representing a broad range of clients in the public

and private sectors, including organizations ranging from very small companies to large multi-nationals.

MSDS and FTSS Databases

Although MMS continued to be the focus for growth of the overall MSDS service in the past fiscal year, the core of the management service is the large collection of MSDSs maintained by CCOHS. The MSDS and FTSS databases are available on the web, on DVD, and Intranet. Use of the MSDS and FTSS databases on the web has grown by about 16% in terms of the number of records viewed by clients over the year. There were over 10,000 unique “users” connecting from computers on the Internet. There continues to be a transition from the DVD to the web version of the MSDS database, and a large number of clients continue to rely on the database for general access to MSDSs, at a very low cost. The MSDS/FTSS databases are also an important component of the Academic Support Program targeted at universities and academic institutions.

Monitoring and Continuous Improvement

The primary focus on improving the MSDS Service at CCOHS has been to ensure that high quality in currency of information is maintained for MMS client collections. An “internal audit” function has been established during the course of the year, with the capability of the system to generate summary reports indicating any areas of concern within client collections. Information can then be provided to clients to outline their obligations under regulations and to ensure that any issues identified are resolved appropriately. Some of the issues covered include the disposition of products that have been identified as “discontinued” by a supplier, as well as appropriate processes for handling non-controlled products or non-responsive suppliers. Additional work has been undertaken to refine the technology employed for the MSDS/FTSS database, and to allow for more rapid updating of data sheets. Finally, additional development activities have been implemented which allow for the addition of new features requested by MMS clients.



▶ IPCS INCHEM

The IPCS INCHEM service has been one of the most important chemical information services delivered by CCOHS for many years, with a current usage rate of millions of users accessing 8,500 authoritative documents from over 150 countries.

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

INCHEM contains information essential for the sound management of chemicals that affect the environment and human health and is available free from its website and through the CCOHS Web Information Service. This service has been funded by the International Programme on Chemical Safety (IPCS) of the World Health Organization as well as Health Canada, including Health Canada’s Horizontal and International Programs and Safe Environments Programme.

► Impact

INCHEM has tremendous impact and reach as a public service. On average 200,000 unique visitors from 170 countries read and use INCHEM information every month. Visitors viewed INCHEM documents more than 10.5 million times during 2007. On average, someone in the world is using an IPCS INCHEM document every 3 seconds. Visitors from the United States, Canada and Australia were the most frequent viewers of INCHEM documents. Other frequent viewers were from the United Kingdom, Japan and Germany.

This collection is authoritative, containing important and relevant information, which is highly visible and popular. Survey results done in 2007 demonstrated the widespread use of the system globally and the high satisfaction rates with the service.

INCHEM service users come from sectors such as manufacturing and goods production, government, education, health and safety, healthcare and not-for-profit organizations. Users reported that they found INCHEM to be high quality, as well as useful and important to their work. Users use the information for health and safety, training, research and regulatory compliance.

► IPCS INTOX

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

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

There are three key aspects to the IPCS INTOX Programme including the INTOX Databank available on the World Wide Web, as well as INTOX Poison Information Monographs (PIMs) and the INTOX DMS. The INTOX (PIMs) support INTOX users through ongoing updating and sharing of new resources.

CCOHS develops and maintains the INTOX DMS for its users, supports and trains new users at training sites globally, and participates by identifying enhancements to support and grow the service.

Financial income for INTOX comes from three distinct sources including INTOX DMS subscription sales, enhancements to the INTOX supported through agreements with the WHO and through Health Canada which also has supported this service over the years.



Initiatives

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

CCOHS also developed a web interface and a series of PIM templates (there are seven distinct types) to allow authors to create new PIMs as well as to allow users to upload these into their respective DMS.

Impact

- The INTOX DMS is being used to support poison control centres in many countries worldwide.
- On average, over 76,500 unique visitors from over 145 countries used the website to access information about pesticides, pharmaceuticals, pure chemicals, bacteria and fungi over the last year.
- INTOX documents were viewed more than 2.6 million times last year. Each month, on average, INTOX documents were viewed over 250,000 times.
- Visitors from the United States, Brazil and Mexico were the most frequent viewers of INTOX documents. Other frequent viewers were from Spain, Canada, Australia and France.

► CHEMINFO

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

CHEMINFO was originally developed in response to an overwhelming number of requests to the Inquiries Service for authoritative, unbiased health and safety



information on chemicals. It continues to fulfill this function by meeting the needs of different types of people such as workers, employers, committee members, MSDS writers and evaluators, industrial hygienists, safety officers, physicians, nurses, emergency responders, regulators and inspectors. CHEMINFO is available through many avenues – via revenue generating and public service offerings. CHEMINFO is created and owned by CCOHS and there is no dependency on outside contributors to provide this content to CCOHS.

Initiatives over the last year have resulted in the addition of hundreds of new chemical ingredient records containing chemical and physical property and hazard information, as well as records for regulated chemicals (e.g. chemicals with workplace exposure limits).

Impact and Reach

CHEMINFO has a significant impact on workplaces. Client surveys indicate that CHEMINFO is used to improve health and safety in the workplace, to evaluate and write MSDSs and to help workplaces comply with regulations. Other key uses include training, emergency preparedness and response, as well as improving chemical management programs. Based on client responses, every CHEMINFO user on average supports several hundred workers or off-site clients. Applying this to all CHEMINFO clients this means that half a million employees benefit from CHEMINFO directly through subscriptions.

CHEMINFO was accessed more than 500,000 times last year – 2,000 times each working day, through all sources:



Most CHEMINFO use is through updated free 'partial' records available on the IPCS INTOX databank and through the chemical profile OSH Answers that are based on CHEMINFO content. There are between 50,000 to 60,000 records viewed each month.

Of paid subscription use, approximately 72,000 accesses annually (40%), is by staff, faculty and students at universities and colleges across North America through the Academic Support Program.

CHEMINFO also supports CCOHS' MSDS Management Service clients making it a unique service in the marketplace.

► RTECS®

The Registry of Toxic Effects of Chemical Substances (RTECS®) contains critical toxicological information with citations on more than 167,000 chemical substances, from 2,500 plus sources. RTECS® includes toxicological data such as:

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

Toxicologists, MSDS writers, industrial hygienists, product safety specialists, health and safety specialists

and pharmacologists need this database to find out what the reported toxic effects are on specific chemicals, including LD50 and LC50 data, carcinogenicity status, as well as sensitization and reproductive effects. In 2007, over 75,000 records were viewed online by subscribers.

The content was originally developed by the U.S. National Institute for Occupational Safety and Health (NIOSH). It is now kept updated under license through Symyx Software, Inc. CCOHS is unique in offering English, French and Spanish language versions of the database. Over the last year more than 2,200 new substances were added and updates for more than 11,000 chemicals completed ensuring RTECS clients have current and accurate toxicological data.

► CHEMpendium™

CHEMpendium™ is a collection of essential databases that meets the broad needs of environmental, health and safety practitioners (i.e. industrial hygienists, emergency responders, occupational health nurses and physicians, regulators and environmental, health and safety coordinators). CHEMpendium, a comprehensive resource of chemical hazard information for workplaces and the environment, covers transport of hazardous materials and includes descriptions of chemical toxicity, fact sheets on the hazards and safe use of industrial chemicals and environmental contaminants, and much more.

CHEMpendium improves productivity and effectiveness by offering reliable information with cross-database searching of the following authoritative databases: Chemical Evaluation Search and Retrieval System (CESARS), Chemical Hazards Response Information System (CHRIS), CHEMINFO, Domestic/Non-Domestic Substances List (DSL/NDSL), Hazardous Substances Data Bank (HSDB), New Jersey Hazardous Substance Fact Sheets, NIOSH Pocket Guide to Chemical Hazards, Transport of Dangerous Goods (TDG) and Transport of Hazardous Materials databases.

Impact

CHEMpendium offers information on 91,000 chemicals and is available online or via CD-ROM. The CHEMpendium database collection usage via the web remained steady over the past year, during which more than 75,000 records were viewed.

► DSL/NDSL

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

The lists act to identify chemicals or other substances that are manufactured or used in the Canada or those that, while not used in Canada, are used in world commerce. These lists are an important way for government to be aware of new substances and to assess them for safety before widespread use occurs in Canada.

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

Currently the DSL contains about 27,088 substances and the NDSL contains about 47,146 substances. These substances are searchable in a database as part of the CHEMpendium™ collection on the Web Information Service (WIS) and the Disc Information Service (DIS). The DSL and NDSL are not static lists. Regulatory amendments, additions and deletions may occur at any time, so the DSL/NDSL database is an important way to ensure users remain in compliance.

► CANWrite™

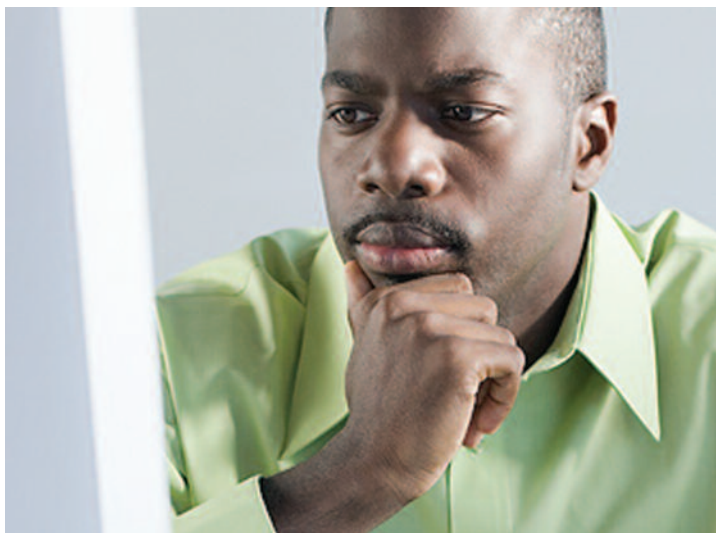
CCOHS undertook an initiative to support Canadian organizations – both manufacturers and suppliers – and also employers who wanted to develop reliable and WHMIS-compliant MSDSs. The development of this Material Safety Data Sheet (MSDS) Writer software involved evaluating regulatory and hazard communication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

Use of best practices for hazard communication means that this product will meet Canadian manufacturer and supplier needs for today and can be rapidly adapted to meet Globally Harmonized System (GHS) requirements for the future. The

software will be a web hybrid solution using CCOHS' chemical information resources along with the software located on the client's own computer systems. The service capitalizes on CCOHS' rich resources in chemical information, using CHEMINFO, RTECS, HSDB, DSL/NDSL, as well as other regulatory and advisory lists needed by clients.

Currently the production team has completed many key milestones in the development of the software including technical specifications, functional capabilities, field specifications, section layouts, data entry systems, etc. Guidance for fields, sections and WHMIS classification support client use. Clear language phrases have been written for all relevant fields, and logical hazard drivers (e.g. corrosive, reactive) support users to make appropriate content choices.

The software will be shown to focus groups and used by potential clients in the summer of 2008 with release by the fall 2008.



Projects

► WHMIS Classification Discrepancy

CCOHS continues to collaborate with the Quebec Commission de la santé et de la sécurité du travail (CSST) and Health Canada National Office of WHMIS (NOW) to harmonize WHMIS classifications available on the CCOHS and CSST websites and to respond to classification questions submitted by stakeholders. During this year, CCOHS has participated in meetings with representatives from Health Canada and the Quebec CSST to resolve outstanding classification

issues related to isopropanol (teratogenicity / embryotoxicity), the use of human evidence to apply a D1 WHMIS classification and several issues surrounding the interpretation of the Controlled Products Regulations criteria for chronic toxicity. In addition, CCOHS commented on Health Canada substance-specific issues sheets on 2-ethylhexanoate and titanium dioxide and notified the CSST of two new discrepancies identified through our CHEMINFO updating process. These discrepancies were quickly resolved based on the new information located.

The impact of these activities is that when any party raises concerns or challenges about WHMIS classifications – whether industry, labour or government, the issues can be discussed and resolved through collaborative efforts of this group, providing an authoritative resource for all Canadians. CCOHS participates and provides support for these national activities as a public service. CCOHS' involvement in this committee is seen as vital for supporting Canadian WHMIS activities and harmonization.

► **Ad Hoc Expert Working Group**

CCOHS continued to participate in the Health Canada Ad Hoc Expert Working Group: Chronic Hazards. This Expert Group examined whether chemical products regulated under the Consumer Chemicals and Containers Regulations, 2001 of the Hazardous Products Act should include consideration of the Globally Harmonized System (GHS) chronic hazard classes (i.e., mutagenicity, carcinogenicity, reproductive toxicity, respiratory or skin sensitization, and target organ systemic toxicity - repeated dose). Currently, consumer chemical products are not classified for these hazard classes. The Ad Hoc Expert Working Group completed its work and has provided its recommendations to the Consumer Chemical Sectoral Working Group.

► **WHMIS Quick Facts (Posters)**

CCOHS has developed another series of WHMIS Quick Facts posters for Health Canada. The English versions have been completed and the French versions are being developed in March 2008. The topics will further enhance the existing collection of about 15 WHMIS posters already available :

Dangerously Reactive Materials;
Storage Requirements;
Spill or Leak – Emergency Preparedness;
Workplace Control Measures;
Personal Protective Equipment;
Risk vs. Hazard;
Education and Training Requirements.

► **Canadian Partnership Against Cancer – Occupational and Environmental Cancer: Recognition and Prevention e-Course (for Health Professionals)**

The Occupational and Environmental Cancer: Recognition and Prevention e-learning course is aimed at the family doctor and health professional. This e-course is intended to provide a resource for the recognition of occupational and environmental exposures and potential disease, focusing primarily on occupational cancers. It was developed by members of the National Committee on Environmental and Occupational Exposures (NCEOE) in cooperation with CCOHS and funded by the Canadian Partnership Against Cancer (CPAC).

The e-course is interactive, with case studies, a final exam and many resources, particularly lists of carcinogens. The course will be piloted for 6 months. The course will be set up to provide a learning certificate and continuing education points. It will be produced in French during 2008.

► **Alberta Healthcare Best Practices Inventory**

CCOHS staff researched and developed an inventory of best practices for healthcare work settings. These best practices include governmental advisory reports or guidelines, industry recommended practices, case studies, research interventions and systematic reviews. The best practices are focused on healthcare topics and with healthcare staff in mind. Documents from around the world were collected into a database and this will be provided to the Alberta Employment, Immigration and Industry (EII) Healthcare Best Practices group. The database will be readily modified and updated by the Alberta EII staff.

Communications



Providing a comprehensive communications service for CCOHS that includes:

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

The Service

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



► Forum 2007

As part of the goal to undertake initiatives that lead to increased impact on Canadian workplace health and safety, CCOHS hosted its second national forum September 17-18, 2007. Forum '07 was held in Vancouver, British Columbia with Emerging Health & Safety Issues in Changing Workplaces: A Canadian Discussion as the theme.

CCOHS conducted a research project that identified changing workplaces as a current workplace health and safety issue of concern to Canadians. With the Forum, CCOHS set out to facilitate a pan-Canadian discussion on this topic, to explore ways and means of solving problems; change attitudes so safe workplaces are created; and support provincial/federal OH&S bodies by proactively identifying issues.

CCOHS assembled an authoritative, prestigious line-up of experts from Canada and Australia to present on topics related to the theme:

Dr. Michael Quinlan (Australia), presented "The Evolving Workplace"

Dr. Katherine Lippel (Canada), presented "Gaps in Protection, Accountability and Responsibility for OH&S in the Changing Workplace"

Dr. Linda Duxbury (Canada), presented "Standing Still is Not An Option: Why Organizations Need to Focus on Employee Well-being"

Dr. Catherine M. Burns (Canada), presented "Emerging Technologies and Processes"

The Forum successfully met the objectives for the event: to encourage a dialogue between workplace participants and stakeholder groups searching for ideas, solutions and recommendations; increase impact and awareness of current occupational health and safety issues in Canada; and to be revenue/expense neutral (cost recovery). The extensive promotional effort paid off particularly in the west where CCOHS is not as well known. The event drew 203 paid delegates with 41% from BC; 25% from Ontario and 14% from Alberta. Eight provinces and three other countries (Australia, Chile and the United States) were represented. Caucus representation was 44% government, 18% labour and 38% employer.

Delegates provided excellent feedback from the event, indicating they are pleased with the format, a two-day program, with an opportunity for both plenary and break out sessions, which engages them in an open, national discussion. Feedback was very positive resulting in an average overall satisfaction rate of 4.2 out of 5.

Delegate Comments

"As a 23-year-old just entering the workforce, this event was a fantastic introduction to OH&S issues. It has opened my eyes to the many aspects of workplace health and safety affecting workers like me."

"An excellent opportunity to meet new people, to be exposed to new ideas, to know what other safety professionals do at their jobs on a daily basis, to know what challenges people from different businesses and industries face/have. A great place for networking and knowledge exchange."

"Great exposure to critical players who form/impact the direction of OHS in Canada."

The dialogue that was started at the Forum continues. Canadians were invited to take a survey – on the CCOHS website – on changing workplaces and provide feedback on this critical, rapidly developing area of workplace health and safety. A report of the results was made available to the public on the CCOHS website. In addition, CCOHS will present results of the Forum and this survey at a session to be held at the XVIII World Congress on Safety and Health at Work, June 29-July 2, 2008 in Seoul, Korea.

► The Health & Safety Report e-Newsletter

The Health & Safety Report, CCOHS' free monthly e-newsletter, is an initiative that aspires to increase impact on Canadian workplace health and safety by providing relevant content to a broad audience. The Report is regularly and widely reproduced by organizations to enhance their health and safety educational and information efforts.

Impact and Outreach

This service, launched in January 2003, now has a distribution of 20,934 subscribers in more than 100 countries. This represents 28.2% growth in subscribers from the previous fiscal year.

In the March 2008 readership survey, the Report received a 100% overall satisfaction rating, with 66.6% of the respondents being "very satisfied". 96.3% responded that the newsletter provides value to their organization. The survey also indicated that 35.2% of the readers print the Report frequently and use the information within to develop health and safety policies and procedures, for training purposes and as a resource for their own newsletters, bulletin boards and employee orientation kits. In fact, over 81.1% of the respondents to the survey said they use the information – 26.9% frequently – to implement changes to make the workplace safer. 89.9% of subscribers share the report with others; 20.8% share it with 50 or more people.

As the readership of the Report continues to grow, so does CCOHS' commitment and efforts to increase outreach and provide credible, useful information that could help prevent work related injuries and illnesses.

Subscribers to The Health & Safety Report provided the following comments:

"The report is easy to understand and it is also helpful to implement change in the workplace to be safer and healthier."

"It is current, clear, the information is very timely and easily understood by all workers, not just those with Health and Safety training."

"I read the reports faithfully each month and find that they enhance my awareness especially on subjects that are not day to day issues. Thank you."

"As a student studying OH&S, I find that information provided is a very good resource as a learning tool. I often refer to articles from the CCOHS news letter in class in relation to relevant topics."

► Liaison

Liaison, the value-added quarterly print newsletter mailed to CCOHS clients, underwent a major makeover in September 2007, with a change in audience, focus, format, and schedule. Over the past year, Liaison evolved from a technical, tips-oriented newsletter to an effective corporate communications vehicle, marketing channel and sales tool. The newsletter fulfills a promotional void in existing CCOHS communications, providing a vehicle to freely market and share knowledge on a timely basis, with a greater audience.

To extend the reach of the latest news and updates about CCOHS products and services, the readership base was broadened. Beginning with the Fall 2007 issue, Liaison distribution was expanded to non-CCOHS clients who requested a subscription and is now published in an e-mail format. In January 2008, print production of Liaison ceased, and the frequency of the newsletter increased from quarterly to bi-monthly.





Impact

Liaison has grown substantially from an initial base of 2,569 CCOHS clients to 3,425 subscribers – a growth of 33.3%. This is largely attributed to promotion efforts through client letters, the Health and Safety Report e-newsletter, events and conferences, website headlines, and an easy-to-access sign-up form. The three electronic issues published this year have enjoyed a 37.3% open rate and a 25% click-through rate, well above industry averages of 32% and 10% respectively (E-mail Marketing Benchmarks for Small Business, MailChimps, 2006).

In a readership survey conducted in January 2008, 73% of respondents indicated that they were specifically interested in receiving CCOHS products and services information. Overall, 91% of respondents believe that Liaison provides value to them and/or their organization.

► Bringing Health to Work Web Portal

A web portal service that makes healthy workplaces information and knowledge widely and easily accessible to Canadians titled Bringing Health to Work was created and launched in December 2005 as a crucial component of a wider healthy workplaces initiative through funding support from HRSDC.

This web portal service provides Canadian employers, employees and practitioners, free and easy access to a comprehensive range of more than 300 credible resources and practical tools for creating and promoting healthy workplaces.

The URL for this portal is www.ccohs.ca/healthyworkplaces/.

Impact and Outreach

In this fiscal year *Bringing Health to Work* served 29,979 visitors, who accessed the portal 49,559 times.

► National Day of Mourning – April 28

To honour those workers across the country whose lives have been lost, who have been injured or disabled on the job, or suffer from occupational diseases, April 28th is set aside as the National Day of Mourning. This day of observance offers employees and employers the opportunity to remember the dead, injured and ill as well as publicly renew their commitment to improve health and safety in the workplace.

For 2007 CCOHS produced a new two-sided, bilingual poster and made it available free of charge to serve as a powerful reminder to Canadians to strengthen the resolve to establish safe conditions in the workplace for all. The promotion of this important day, included a feature story in the CCOHS Health and Safety Report and Liaison newsletters, banner ad and headline on the home page of the CCOHS website, linking to our permanent National Day of Mourning pages.

In February 2008 a new bilingual poster was designed and produced in a larger-sized, glossy format and for the first time, multiple copies were offered for sale on the CCOHS website. Single printed posters and electronic downloads continued to be offered free of charge as a public service. The cost recovery component of the poster program helps subsidize the free public service.

Impact

In 2007-08, 4,352 unique visitors accessed the Day of Mourning web pages 7,238 times. The number of poster requests doubled over the previous year to 315, resulting in 2,944 posters being distributed, free of charge, to Canadians.

► Webinars

As part of the effort to establish CCOHS as a leader in promoting healthy workplaces in Canada, CCOHS conducted a series of webinars (live and recorded broadcasts) to coincide with occupational health and safety events. People were encouraged to fill their boardrooms and meeting rooms and tune into the webinars in a group, as an easy, efficient means to share the information.

NAOSH Week May 6-12, 2007

Presented by CCOHS Subject Specialists and guest speakers and offered as a free public service to Canadians:

Pandemic Planning – Jan Chappel, CCOHS – 62 locations

Workplace Violence Awareness – Glen French, Canadian Initiative on Workplace Violence – 60 locations

GHS Update – Otto Peter, General Motors of Canada – 61 locations

e-Learning as a Training Tool – Heather Reichheld, CCOHS – 27 locations

Impact 210 locations with multiple attendees.

Healthy Workplace Week – October 2007

Offered as a free public service to Canadians:

Healthy Workplace All year

Impact 37+ locations with multiple attendees

In addition, the planning for the NAOSH Week 2008 webinar program is well underway. CCOHS is partnering with 3 new stakeholders – Environment Canada, Mental Health Works and the Institute for Work and Health – to deliver public service webinars on extreme weather, mental health in the workplace and ergonomics during this week.

CCOHS continues to develop a plan to leverage webinar technology to deliver occupational health and safety related informational programs (both public services and cost recovery) as well as promote the use of CCOHS products and services that can help organizations meet their workplace health and safety objectives.

North American Occupational Safety and Health (NAOSH) Week, May 6-12 2007

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

The 2007 theme *Safety and Health: A Commitment for Life – Start Today* served as a reminder

that efforts to prevent workplace injuries and illnesses can't wait. In keeping with the theme, CCOHS presented a complimentary series of recorded webinars that ran during the week to provide information and knowledge to Canadians that support prevention initiatives. Topics of the webinars included: Pandemic Planning, Workplace Violence Awareness, GHS Update and E-Learning as a Training Tool.

CCOHS worked locally with a committee to promote and host the first Hamilton Steps for Life 5 km walk fundraising event. This annual event, sponsored by Threads of Life, is intended to raise awareness about the devastating impact of workplace fatalities, life-altering injuries and occupational disease and the importance of injury prevention. The walk kicked off NAOSH Week on Sunday May 6, 2007.



CCOHS promoted NAOSH Week through a media release, web headlines, newsletter articles and promotional e-mails. CCOHS also participated in the planning of the National Launch and continues to participate on the Ontario committee, CCOHS President and CEO Len Hong participated in the National Launch of North American Occupational Safety and Health Week in Halifax, Nova Scotia, on Monday, May 7, 2007.

As a partner in NAOSH Week, CCOHS is responsible for the NAOSH week web site. In this fiscal year CCOHS redesigned the site with enhancements to improve the user experience. CCOHS developed a web utility that allows users to submit details of their NAOSH events and have them listed automatically on the site.

Planning for NAOSH Week 2008 is well under way. CCOHS will once again be presenting a series of free webinars during the week as well as promoting and participating in the Hamilton Steps for Life fundraising event.

Impact

This year the NAOSH Week website had 39,469 visitors using the site 109,214 times. The site had 280,913 hits.

CCOHS webinars were webcast in 210 locations with, on average approximately 4 participants at each location thereby reaching more than 800 Canadians.

► Manual Materials Handling Workshop / Webinar

CCOHS partnered with the Centre of Research Expertise for the Prevention of Musculoskeletal Disorders (CRE-MSD) to host a full day workshop and webinar, *Pushing, Pulling, Lifting and Lowering: A Workshop on Manual Materials Handling in the Workplace*. The event facilitated a discussion on manual materials handling from the perspective of research, consultants, injured workers, disability management, labour, management, and regulations.

CCOHS promoted the event using its established channels and provided administrative, organizational and technical support to ensure the event was professionally executed and well attended.

Impact and Reach

This event on manual materials handling attracted 42 attendees to the conference and 51 webinar locations with approximately 128 participants. The webinar participants were located in ten Canadian provinces/territories and three states (USA).

► Dick Martin Scholarship Award

In 2002 the CCOHS Council of Governors established The *Dick Martin Scholarship Award*, an annual, national award to foster interest in and promote careers in the field of workplace health and safety. The award, available to post-secondary students enrolled in occupational health and safety programmes in Canada, was created in recognition of Mr. Martin's contribution to CCOHS as one of its governors and his powerful voice for the rights of workers.

The scholarship awards are offered to students enrolled, either full-time or part-time, in an occupational health & safety related course or program at an accredited college or university in Canada leading to an OH&S certificate, diploma or degree. Programs include mine safety, occupational or industrial health and safety, industrial hygiene, safety management or other related health and safety degree programs.

Applicants submitted an essay on a topic that best fits their aspirations in the field of occupational health and safety. A CCOHS selection team evaluated the essays according to published criteria, and three recipients were selected.

An aggressive promotional campaign targeted to colleges and universities was undertaken in the fall to solicit entries. This included direct mail, promotional posters, web promotion and media releases.

A total of 52 submissions were received, a 27% increase in the number of essays received the previous year. The breakdown of submissions by province is as follows:

British Columbia	10	19.1%
Alberta	12	23.1%
Saskatchewan	3	5.8%
Manitoba	1	2.0%
Ontario	16	30.7%
Quebec	6	11.5%
Nova Scotia	3	5.8%
Newfoundland & Labrador	1	2.0%
Total	52	

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

Heather Ryner – Ontario
 Jeffrey Getz – Alberta
 Dailaan Shaffer – British Columbia



► Conferences, Presentations and Exhibitions

Participation at conferences and exhibitions provides opportunities for outreach, awareness building and promotion of CCOHS products and services across Canada. They also provide a forum for showcasing and demonstrating how CCOHS products and services meet the needs of Canadian workers, employers and governments.

CCOHS' outreach efforts included more than 37 events this year, maintaining its vigorous participation in meetings, conferences and presentations in various regions of Canada.

See the Conferences, Presentations and Exhibitions listing on page 47.

► Promotion

Media

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

CCOHS released thirty-four media releases and web announcements – many of which were reprinted/reproduced by related organizations, groups and businesses to enhance their own initiatives.

This year CCOHS received 34 requests and inquiries from media representing all formats: print, TV, radio and web, and ranging from local to national in scope.

► Stakeholder Relations

CCOHS aims to foster stakeholder relations and work in support of and in collaboration with like-minded organizations toward fulfilling the goal to advance the physical, psychosocial and mental well being of working people in Canada.

This year CCOHS established working relationships with several organizations and partnered with them to expand our topics and expert base to offer a richer program for our clients. These partnerships included:

Developing weather related OSH Answers documents and newsletter articles with Environment Canada, May 2007.

Partnering with Canadian Council of Occupational Hygienists (CCOH), and the Canadian Standards Association (CSA) to produce a live webinar on CSA Z1000-06: *Canada's First Consensus-Based Occupational Health and Safety Management Standard*, October 2007.

Partnering with the Centre of Research Expertise for the Prevention of Musculoskeletal Disorders (CRE-MSD) to co-host a one-day conference and webinar on manual materials handling in Toronto, March 2008.

Partnering with the Occupational & Environmental Medicine Section of the Ontario Medical Association and the McMaster University Program in Occupational Health & Environmental Medicine to record the *Day in Occupational Health – Work Related Asthma* half-day event, March 2008.

In addition, CCOHS continues to cultivate new relationships with various stakeholders to lead to increased impact on Canadian workplaces even further by partnering in 2008 on several initiatives, primarily in our webinar program. In the upcoming year CCOHS will be further strengthening its relationship with Environment Canada, as well as forging new partnerships with the Institute for Work

and Health (IWH) and the Canadian Mental Health Association – by partnering with them to deliver public service webinars on extreme weather, ergonomics, and mental health in the workplace (respectively).

In 2008-09 CCOHS will develop a comprehensive plan to identify key stakeholders and initiatives to cultivate and strengthen these relationships to achieve wider outreach and increased impact on Canadian workplace health and safety.

► **Network of WHO Collaborating Centres In Occupational Health**

The network of Collaborating Centres makes an extensive contribution to the goal of occupational health for all. Collaboration is being further developed with the sharing of information and experiences between countries and institutions.

CCOHS collaborated with the World Health Organization (WHO) to create a web portal that provides information about the Network of WHO Collaborating Centres in Occupational Health, including the activities, priorities and plans of individual centres. The WHO portal provides each collaborating centre with a site to present its own occupational health information, and links to other information within its country.

Impact

This fiscal year 18,611 visitors accessed the portal 452,140 times.

► **Tri-National Website**

CCOHS maintains a website to facilitate communications among the Working Group Of Government Experts In Occupational Safety And Health members from Canada, USA and Mexico, and to provide a source of government occupational health and safety information from the three countries. CCOHS is also providing discussion forums for members of the Working Group and four Subgroups. The site provides valuable information links to promote public involvement and education as well as to encourage the exchange of good practices on programs, projects and activities focusing on OH&S. The site is delivered in English, French and Spanish. The URL for this website is www.naalcosh.org/.

► **National Young Worker Website**

CCOHS continues to host and maintain JobOne.ca, a national website for young workers. The site provides one-point access to information from all Canadian jurisdictions on workplace health and safety issues that affect young workers. The information is targeted to young workers as well as their teachers and parents.

Impact

On average almost 2,000 visitors access the site monthly. In fiscal 2007-08, 23,669 visitors access the site more than 181,594 times. The URL for this website is job-one.ccohs.ca/

► **CanOSH**

CCOHS created and maintains CanOSH as an online information source for Canadians. The purpose of this site is to enable Canadians to easily and independently locate Canadian occupational safety and health information for the purpose of legal compliance, improving workplace health and safety practices and ultimately to facilitate the acquisition of information required for reduction in workplace fatalities, injuries and illnesses. It is designed to provide Canadians with a convenient and efficient way to access the health and safety information provided by the federal, provincial and territorial government agencies responsible for workplace health and safety, Workers' Compensation Boards and the Canadian Centre for Occupational Health and Safety (CCOHS).

Impact

In fiscal 2007-08 61,954 people accessed the site 335,400 times. The URL for this website is www.canoshweb.org/.



Providing a comprehensive computer systems service for CCOHS that includes:

- ▶ **Systems Hardware and Software Infrastructure**
- ▶ **Information Systems Capabilities for Products and Services**

The Service

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



One of the major initiatives to enhance the level of service delivery was the development and implementation of an enhanced e-commerce system. This new system allows clients to purchase products and services easily and instantly from the CCOHS website and the revised products and services pages make it easier for clients to find product information. As part of this initiative the pricing structure for CCOHS products and services was analyzed and a more streamlined structure was implemented. As a result, discounts for database products were simplified and all sales are now conducted in Canadian dollars.

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

- Improved network infrastructure to add more capacity and robustness
- Improved IT security
- Provided IT security awareness training for all staff, and
- Improved SPAM blocking.



Conferences, Presentations & Exhibitions

Healthy Workplaces

Kingston, ON – April 13

Exhibit

Industrial Accident Prevention Association (IAPA)

Health and Safety 2007

Toronto, ON – April 16-18

Exhibit & Speakers

2007 City of Mississauga's Health, Wellness and Safety Fair

Mississauga, ON – April 17

Exhibit

International Association of Labour Inspectors (IALI)

Toronto, ON – April 18-20

Exhibit & Speaker

Weston Foods National Health and Safety Conference

Toronto, ON – April 24

Exhibit

Society for Chemical Hazard Communication (SCHC)

San Antonio, TX – April 24-25

Speaker

Workers Compensation Board of PEI

Charlottetown, PE – April 25-26

Exhibit & Speaker

North American Occupational Health and Safety Week

National Launch

Halifax, NS – May 7

Exhibit & Speaker

Western Conference on Safety 2007

Vancouver, BC – May 7-8

Exhibit

Petroleum Industry's Annual Safety Seminar (PIASS)

Banff, AB – May 9-10

Exhibit

Ontario Association of Library Technicians (OALT)

Toronto, ON – May 11

Speaker and Materials

AQHSST Annual Conference

Sagueney, QC – May 16-18

Exhibit

Transportation Health and Safety Association of Ontario (THSAO)

Toronto, ON – May 24

Exhibit

Education Safety Association of Ontario (ESAO)

Toronto, ON – May 30-31

Exhibit

American Industrial Hygiene Conference and Exposition (AIHCE)

Philadelphia, PA – June 14

Exhibit

Canada Revenue Agency, EAP & Wellness Fair

Hamilton, ON – June 4-6

Exhibit & Speaker

Ontario Occupational Health Nurses Association (OOHNA)

Niagara-On-The-Lake, ON – June 20

Speakers & Exhibit

Canadian Society for Safety Engineering (CSSE)

Victoria, BC – Sept 9-12

Exhibit & Speaker

McMaster University Occupational Health Rounds

Hamilton, ON – Sept 12

Speaker

CCOHS Forum 2007

Vancouver, BC – Sept 17-18

Special Event

CBC Health Fair

Toronto, ON – Sept 26

Materials displayed

Municipal Health and Safety Association (MHSA) Annual Conference

Toronto, ON – October 1-3

Exhibit

Health, Work and Wellness

Toronto, ON – October 17-20

Exhibit

Canadian Drivers' Safety Association – Sled Transport – Health & Safety Day

Kitchener, ON – Oct 27

Speaker + Exhibit

Healthy Hamilton Innovation Series

Hamilton, ON – Nov 8

Exhibit & Speaker

City of Brampton

Brampton, ON – Nov 14

Exhibit

Department of National Defence

Canadian Forces Base Esquimalt

Victoria, BC – Nov 19-26

Speaker & Exhibit

Le Grand Rendez-Vous

Montreal, QC – Nov 21-22

Exhibit

Niagara Health Fair

Niagara-on-the-Lake, ON – Nov 22

Exhibit

INAC Ontario Region

Toronto, ON – Dec 17

Speaker

Sick Kids Wellness Fair

Toronto, ON – Jan 30-31

Materials Displayed

Human Resources Professionals Association of Ontario (HRPAO)

Toronto, ON – Jan 30-Feb 1

Exhibit

Canadian Food & Consumer Goods Pan Industry Pandemic Tabletop Session

Toronto, ON – Feb 28

Speaker

WSIB Health and Wellness Fair

Hamilton, ON – Feb 28

Exhibit

Farm Safety Association Conference

Guelph, ON – March 16-17

Materials Displayed

Nova Scotia Safety Council (NSSC) 2008

Halifax, NS – March 26-28

Exhibit

Healthy Workplaces Conference

Niagara-On-The-Lake, ON – March 25-27

Exhibit

Financial Review

MANAGEMENT RESPONSIBILITY FOR FINANCIAL STATEMENTS

Responsibility for the integrity and objectivity of the accompanying financial statements for the year ended March 31, 2008 and all information contained in these statements rests with Canadian Centre for Occupational Health and Safety (CCOHS) management. These financial statements have been prepared by management in accordance with Treasury Board accounting policies which are consistent with Canadian generally accepted accounting principles for the public sector and year-end instructions issued by the Office of the Comptroller General.

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

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

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

The financial statements of CCOHS have been audited by the Auditor General of Canada, the independent auditor for the Government of Canada.

Approved by:



S. Len Hong
President and Chief Executive Officer



Bonnie Easterbrook, CGA
Controller/Senior Financial Officer

Hamilton, Canada
June 6, 2008



Auditor General of Canada
Vérificatrice générale du Canada

AUDITOR'S REPORT

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

I have audited the statement of financial position of the Canadian Centre for Occupational Health and Safety as at March 31, 2008 and the statements of operations, equity of Canada, and cash flow for the year then ended. These financial statements are the responsibility of the Centre's management. My responsibility is to express an opinion on these financial statements based on my audit.

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

In my opinion, these financial statements present fairly, in all material respects, the financial position of the Centre as at March 31, 2008 and the results of its operations and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles.

Sylvain Ricard, CA
Assistant Auditor General
for the Auditor General of Canada

Ottawa, Canada
June 6, 2008

STATEMENT OF FINANCIAL POSITION

At March 31

Assets	2008	2007
Financial assets:		
Due from the Consolidated Revenue Fund	\$ 297,092	\$ 203,580
Inventory for resale	91,192	103,578
Accounts receivable (note 6)	477,935	449,140
	<u>866,219</u>	<u>756,298</u>
Non-financial assets:		
Tangible capital assets (note 5)	347,903	363,530
	<u>1,214,122</u>	<u>1,119,828</u>
Liabilities		
Accounts payable and accrued liabilities (note 7)	572,308	457,580
Deferred revenues	21,192	34,697
Vacation pay	383,241	376,314
Employee severance benefits (note 9)	1,537,536	1,447,902
Deferred revenues – donations (note 8)	94,057	98,177
	<u>2,608,334</u>	<u>2,414,670</u>
Equity of Canada	<u>(1,394,212)</u>	<u>(1,294,842)</u>
	<u>1,214,122</u>	<u>1,119,828</u>

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

STATEMENT OF OPERATIONS

For the year ended March 31

Revenues (note 4)	2008	2007
Proceeds from sales	\$ 2,568,084	\$ 2,624,292
Projects and collaborative agreements	1,437,784	1,374,356
Total revenues	<u>4,005,868</u>	<u>3,998,648</u>
Expenses		
Operations		
Salaries and employee benefits	7,041,823	6,935,415
Professional and special services	873,756	905,511
Accommodation	713,537	713,537
Information	152,386	211,147
Transportation and communications	265,786	218,733
Purchased repair and upkeep	131,789	107,552
Utilities, materials and supplies	123,627	131,276
Rentals	41,687	22,525
	<u>9,344,391</u>	<u>9,245,696</u>
Administration		
Salaries and employee benefits	282,657	261,777
Governors and committees	11,557	27,247
Travel	32,531	34,573
Professional and special services	919	126
Utilities, materials and supplies	28	86
	<u>327,692</u>	<u>323,809</u>
Other expenses		
Amortization of tangible capital assets	223,146	226,565
Loss on disposal of tangible capital assets	1,657	2,528
	<u>224,803</u>	<u>229,093</u>
Total expenses	<u>9,896,886</u>	<u>9,798,598</u>
Net cost of operations	<u>(5,891,018)</u>	<u>(5,799,950)</u>

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

STATEMENT OF EQUITY OF CANADA

For the year ended March 31

	2008	2007
Equity of Canada, beginning of year	\$ (1,294,842)	\$ (1,160,464)
Net cost of operations	(5,891,018)	(5,799,950)
Services received without charge from other government Departments (note 10)	1,162,761	1,174,584
Net cash provided by Government	4,535,375	4,552,791
Change in due from the Consolidated Revenue Fund	93,512	(61,803)
Equity of Canada, end of year	(1,394,212)	(1,294,842)

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

STATEMENT OF CASH FLOW

For the year ended March 31

Operating Activities

	2008	2007
Net cost of operations	\$ 5,891,018	\$ 5,799,950
Non-cash items:		
Amortization of tangible capital assets (note 5)	(223,146)	(226,565)
Loss on disposal of tangible capital assets	(1,657)	(2,528)
Services received without charge from other government departments (note 10)	(1,162,761)	(1,174,584)
Variations in Statement of Financial Position:		
Decrease (increase) in accounts payable and deferred revenue	(101,223)	(50,208)
Decrease (increase) in liability for vacation pay and compensatory leave	(6,927)	(4,082)
(Increase) in liability for employee severance benefits	(89,634)	(105,499)
Increase in accounts receivable	28,795	190,746
(Decrease) increase in inventory	(12,386)	(11,887)
(Increase) in deferred revenue – donations	4,120	(7,750)
Cash used by operating activities	4,326,199	4,407,593

Capital investment activities

Acquisitions of tangible capital assets (note 5)	209,176	145,198
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Financing activities

Net cash provided by Government of Canada	4,535,375	4,552,791
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The accompanying notes form an integral part of these financial statements.

Approved by:



Scott Strainer
Chairperson



S. Len Hong
President and Chief Executive Officer



Bonnie Easterbrook, CGA
Controller/Senior Financial Officer

NOTES TO THE FINANCIAL STATEMENTS – March 31, 2008

1. Authority and Objectives

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

CCOHS has one program activity for reporting purposes. The activity is occupational health and safety information development, delivery services and tripartite collaboration.

2. Significant Accounting Policies

These financial statements have been prepared in accordance with Treasury Board accounting policies which are consistent with Canadian generally accepted accounting principles for the public sector and year-end instructions issued by the Office of the Comptroller General. Significant accounting policies are as follows:

a) Parliamentary appropriations

CCOHS is financed in part by the Government of Canada through Parliamentary appropriations. Appropriations provided to CCOHS do not parallel financial reporting according to generally accepted accounting principles since appropriations are primarily based on cash flow requirements. Consequently, items recognized in the statement of operations and the statement of financial position are not necessarily the same as those provided through appropriations from Parliament. Note 3 provides a high-level reconciliation between the bases of reporting.

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

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

c) Revenues

Revenues are accounted for in the period in which the underlying transaction or event occur that give rise to the revenues. Subscriptions revenues are recognized in the period when the initial shipment is made or web access is given. Subscriptions are for information products delivered on CD-ROM, DVD or web access. Subscriptions are based upon the right to use the information for a specified period. Information may be updated during the subscription period.

Revenues that have been received but not yet earned are recorded as deferred revenue. The deferred revenue represents cash received in advance of initial product delivery or granting of web access. The majority of cash received is for CCOHS' subscription information products. These products are shipped in subsequent periods.

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

Vacation pay and compensatory leave are expensed as the benefits accrue to employees under their respective terms of employment.

Services provided without charge by other government departments for accommodation, the employer's contribution to the health and dental insurance plans and audit services are recorded as operating expenses at their estimated cost.

e) Employee future benefits

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

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

f) Accounts receivable

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

g) Contingent liabilities

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

h) Foreign currency transactions

Transactions involving foreign currencies are translated into Canadian dollar equivalents using rates of exchange in effect at the time of those transactions. Monetary assets and liabilities denominated in foreign currencies are translated using the rate of exchange in effect on March 31st. Gains and losses resulting from foreign currency transactions are included in the statement of operations according to the activities to which they relate.

i) Inventories for resale

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

j) Tangible capital assets

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

Asset Class	Amortization Period
Computer equipment	3 years
Furniture and equipment	5 years
Software	1-5 years
Leasehold improvements	5 years
Measuring equipment	5 years

k) Measurement uncertainty

The preparation of these financial statements in accordance with Treasury Board accounting policies which are consistent with Canadian generally accepted accounting principles for the public sector and year-end instructions issued by the Office of the Comptroller General requires management to make estimates and assumptions that affect the reported amounts of assets, liabilities, revenues and expenses reported in the financial statements. At the time of preparation of these statements, management believes the estimates and assumptions to be reasonable. The liability for employee future benefits and the estimated useful life of tangible capital assets are the most significant items where estimates are used. Actual results could differ significantly from those estimated. Management's estimates are reviewed periodically and, as adjustments become necessary, they are recorded in the financial statements in the year they become known.

3. Parliamentary Appropriations

CCOHS receives its funding through annual Parliamentary appropriations and external revenues. Items recognized in the statement of operations and the statement of financial position in one year may be funded through Parliamentary appropriations in prior, current or future years. Accordingly, CCOHS has different net results of operations for the year on a government funding basis than on an accrual accounting basis. These differences are reconciled in the following tables:

a) Reconciliation of net cost of operations to current year appropriations used:

	2008	2007
Net cost of operations	\$ 5,891,018	\$ 5,799,950
Adjustments for items affecting net cost of operations but not affecting appropriations		
Less		
Amortization of tangible capital assets (note 5)	(223,146)	(226,565)
Services provided without charge from other Government departments	(1,162,761)	(1,174,584)
Loss on disposal of tangible capital assets	(1,657)	(2,528)
Bad debts	(2,651)	(4,408)
	4,500,803	4,391,865
Changes in accounts not affecting current year use of appropriations		
Add (Less)		
Inventory for resale	(12,386)	(11,887)
Employee severance benefits	(89,634)	(105,499)
Vacation pay and compensatory leave	(6,927)	(4,082)
Revenue not available for spending	50,595	90,217
	4,442,451	4,360,614

Adjustments for item not affecting net cost of operations but affecting appropriations

Add

Acquisition of tangible capital assets	209,176	145,198
Current year appropriations used	<u>4,651,627</u>	<u>4,505,812</u>

b) Appropriations provided and used:

	2008	2007
Human Resources and Social Development Canada – Vote 35	\$ 3,560,000	\$ 3,418,000
Human Resources and Social Development Canada – statutory	979,039	962,477
Human Resources and Social Development Canada – Vote 35A	186,969	—
Human Resources and Social Development Canada – Vote 35B	—	7,000
Treasury Board – Vote 15 – collective agreements	122,000	162,000
Treasury Board – Vote 23 – payroll shortfalls	135,213	—
	<u>4,983,221</u>	<u>4,549,477</u>
Less:		
Lapsed appropriations – operating	331,594	39,624
Frozen allotment	—	4,041
Current year appropriations used	<u>4,651,627</u>	<u>4,505,812</u>

c) Reconciliation of net cash provided by Government to current year appropriation used:

	2008	2007
Net cash provided by Government	\$ 4,535,375	\$ 4,552,791
Revenue not available for spending	50,595	90,217
Bad debts	(2,651)	(4,408)
Decrease in accounts receivable	(28,795)	(190,746)
Increase in accounts payable and deferred revenue	101,223	50,208
Increase (decrease) in deferred revenue – donations	(4,120)	7,750
Current year appropriations used	<u>4,651,627</u>	<u>4,505,812</u>

4. Revenue

Proceeds from sales

	2008	2007
Subscription – Disc Information Service	\$ 389,169	\$ 417,646
Subscription – Specialty Discs	200,903	255,198
Subscription – Web Information Service	707,941	740,940
Specialty Products - Web	637,596	650,297
Publications	211,716	144,230
Training and Education	405,685	403,549
Other	15,074	12,432
	<u>2,568,084</u>	<u>2,624,292</u>

Projects and collaborative agreements

Collaborative projects	748,210	863,263
Forum	121,780	—
Contributions to Inquiries Service	454,000	454,000
Recovery of travel expenses	113,794	57,093
	<u>1,437,784</u>	<u>1,374,356</u>
	<u>4,005,868</u>	<u>3,998,648</u>

5. Tangible Capital Assets

	Cost				Accumulated Amortization					
	Opening Balance	Acquisitions	Disposals and Writeoffs	Closing Balance	Opening Balance	Amortization	Disposals and Writeoffs	Closing Balance	Net Book Value 2008	Net Book Value 2007
Computer equipment	1,505,708	108,366	470,302	1,143,772	1,276,047	122,099	470,106	928,040	215,732	229,661
Furniture and equipment	510,554	21,248	15,412	516,390	477,061	29,530	15,412	491,179	25,211	33,493
Software	565,360	56,039	—	621,399	475,604	63,321	—	538,925	82,474	89,756
Leasehold improvements	33,534	23,523	12,524	44,533	22,914	8,196	11,063	20,047	24,486	10,620
Measuring equipment	2,673	—	—	2,673	2,673	—	—	2,673	—	—
	2,617,829	209,176	498,238	2,328,767	2,254,299	223,146	495,581	1,980,864	347,903	363,530

Amortization expense for the year ended March 31, 2008 is \$223,146 (2007 – \$226,565).

6. Accounts Receivable

The following table presents details of accounts receivable:

	2008	2007
External parties	\$ 320,731	\$ 281,082
Other Federal Government departments and Agencies	157,204	168,058
	<u>477,935</u>	<u>449,140</u>

Based on historical experience and analysis of clients, no allowance for doubtful accounts is deemed necessary.

7. Accounts Payable and Accrued Liabilities

The following table presents details of accounts payable and accrued liabilities:

	2008	2007
External parties	\$ 530,163	\$ 419,707
Other Federal Government departments and Agencies	42,145	37,873
	<u>572,308</u>	<u>457,580</u>

8. Deferred Revenue – Donations

CCOHS, by virtue of subsection 6(3) of its Act, may acquire money or other property by gift or otherwise and expend or dispose of those donations subject to their terms, if any. CCOHS received \$3,630 in donations in 2007-2008 (2006-07 – \$7,750). The balance at March 31, 2008 is \$94,057 (2007 – \$98,177).

9. Employee Benefits

a) Pension Benefits

CCOHS employees participate in the Public Service Pension Plan, which is sponsored and administered by the Government of Canada. Pension benefits accrue up to a maximum period of 35 years at a rate of 2 percent per year of pensionable service, times the average of the best five consecutive years of earnings. The benefits are integrated with Canada/Quebec Pension Plans benefits and they are indexed to inflation.

Both the employees and CCOHS contribute to the cost of the Plan. The 2007-08 expense amounts to \$713,719 (2006-07 – \$709,345), which represents approximately 2.6 times the contributions by employees.

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

b) Employee Severance Benefits

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

	2008	2007
Accrued benefit obligation, beginning of year	\$ 1,447,902	\$ 1,342,403
Expense for the year	182,266	213,857
Benefits paid during the year	(92,632)	(108,358)
Accrued benefit obligation, end of year	1,537,536	1,447,902

10. Related Party Transactions

CCOHS is related in terms of common ownership to all Government of Canada departments, agencies and Crown corporations. CCOHS enters into transactions with these entities in the normal course of business. Revenues include \$672,678 (2007 – \$687,776) from transactions with various Canadian government departments. The transactions with related parties are carried out on similar terms and conditions with those applicable to transactions with external parties.

In addition to transactions previously disclosed, during the year ended March 31, 2008:

- a) CCOHS received accommodations provided without charge from Public Works and Government Services Canada amounted to \$713,537 (2007 – \$713,537).
- b) CCOHS received audit services without charge from the Office of the Auditor General of Canada amounted to \$47,000 (2007 – \$42,000).
- c) Employer’s contribution to the health and dental insurance plans paid by the Treasury Board Secretariat amounted to \$402,224 (2007 – \$419,047).

The Government has structured some of its administrative activities for efficiency and cost-effectiveness purposes so that one department performs these on behalf of all without charge. The costs of these services, which include payroll and cheque issuance services provided by Public Works and Government Services Canada are not included in CCOHS’ Statement of Operations because no estimate is currently available.