

Canadian Centre for Occupational Health and Safety



Performance Report

**For the
period ending
March 31, 2007**

The Honourable Jean-Pierre Blackburn, P.C., M.P.

Minister of Labour and Minister of the Economic Development Agency of Canada for the
Regions of Quebec

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Executive Summary

CCOHS is a national centre dedicated to providing Canadians with access to information on workplace hazards and conditions to promote health and safety in the workplace and to enhance the physical and mental health of working people. The Centre was created to provide a common focus for and coordination of information in the area of occupational health and safety.

CCOHS is an independent government department managed by a Council of Governors comprised of representatives from labour, business and all levels of Canadian government. This unique governance structure helps to ensure that CCOHS remains independent and a trusted source of unbiased information for employers, workers and governments.

CCOHS seeks to improve workplace conditions and practices that enhance the health, safety and well-being of working Canadians through:

- Increased awareness and understanding of occupational health and safety issues in the workplace
- Application of occupational health and safety to improve workplace practices
- Easy access to occupational health and safety information and services.

This is accomplished through an extensive range of products and services to Canadians.

Through its relationships with international organizations, CCOHS is able to obtain up to date information for the benefit of Canadians. By using the internet as a key delivery methodology, more Canadians can be served efficiently. The Pandemic Planning and Healthy Workplaces portals are examples of providing Canadians with easy access to a wide range of useful information and resources. In addition, web based training is offered so that many more Canadians can be provided with high quality, consistent and inexpensive OHS courses. CCOHS continues to offer its Inquiries Service and publications as other methods of reaching workers.

CCOHS information is used extensively for a variety of purposes in the workplace, which may result in improved working conditions and ultimately reduction in occupational injuries and illnesses. Through ongoing performance measurement and periodic evaluations, the needs and satisfaction of our many stakeholders are measured.

CCOHS is exposed to the risk of changing technologies, foreign exchange fluctuations, changes in market conditions and varying demands of the public. As CCOHS must recover 50% of its budget through cost recovery, there are many risks for CCOHS. Managing a government program within this context is challenging given the many variables beyond its control that can have a negative impact on revenue outcomes. Given these risks, CCOHS proactively works towards increasing revenues through new product lines and updating existing information. Providing public services is the primary goal. This goal is served by carefully allocating the limited resources to provide Canadians essential information to help them prevent illnesses, injuries and fatalities.

CCOHS continues to take a leadership role in promoting the health, safety and well-being of working Canadians.

Section I: Departmental Overview

A. The Message

As Canada's national occupational health and safety resource, the Canadian Centre for Occupational Health and Safety (CCOHS) is uniquely equipped to provide leadership to help foster the much-needed shift to a more fully integrated health and safety culture.

As new challenges arise in our workplace, CCOHS works proactively to anticipate and respond to the ever-changing needs of Canadians. As part of the endeavour to address the emerging issues and needs of Canadians, CCOHS created a new addition to its collection of web portals. Our Pandemic Planning portal offers resources that can help businesses and workers and communities to plan and be better prepared for an influenza pandemic.

Healthy workplaces include providing a safe and healthy physical and psychosocial work environment for employees to prevent occupational diseases and injuries. In response to the increasing needs of Canadians, the Bringing Health to Work portal was developed by CCOHS to provide practical tools and resources.

CCOHS continues to increase its focus on education to help create safer workplaces by developing new offerings of e-learning and classroom courses. We work closely with our stakeholders to determine their learning needs.

The vision of CCOHS has not changed: to eliminate workplace injuries, illnesses and deaths, and that at the end of every working day, Canadians come home healthy and safe. CCOHS relies on its tripartite Council of Governors for vision, direction and support. CCOHS is governed with representation from labour, business and provincial, territorial and federal governments. This tripartite structure helps to ensure that CCOHS remains an independent and a trusted source of unbiased information for employers, workers and governments.

We are living in times of change and uncertainty as well as great opportunity. CCOHS will continue to take a leadership role in promoting health, safety and well-being of working Canadians. It is the fundamental right of all Canadians to healthy and safe workplaces.

S. Len Hong
President and CEO

CCOHS, Your Health and Safety Partner

B. Management Representation Statement

***MANAGEMENT REPRESENTATION/DÉCLARATION DE LA DIRECTION
Departmental Performance Report 2006-2007/ Rapport ministériel sur le rendement
de 2006-2007***

I submit, for tabling in Parliament, the 2006-07 Departmental Performance Report (DPR) for the Canadian Centre for Occupational Health and Safety.

This document has been prepared based on the reporting principles contained in the *Guide for the Preparation of Part III of the 2006-2007 Estimates: Reports on Plans and Priorities and Departmental Performance Reports*:

- It adheres to the specific reporting requirements outlined in the Treasury Board Secretariat guidance;
- It is based on the department's approved Strategic Outcome and Program Activity Architecture that were approved by the Treasury Board.
- It presents consistent, comprehensive, balanced and reliable information;
- It provides a basis of accountability for the results achieved with the resources and authorities entrusted to it; and
- It reports finances based on approved numbers from the Estimates and the Public Accounts of Canada in the DPR

Name: Mr. S. Len Hong

Title: President and Chief Executive Officer

C. Program Activity Architecture

Strategic Outcome: Canadians will be provided with unbiased occupational health and safety information and services for the prevention of work-related illnesses and injuries.

Program Activity: Occupational health and safety information development, delivery services and tripartite collaboration.

The goal of this program is to provide free information on occupational health and safety to support Canadians in their efforts to improve workplace safety and health. Citizens are provided information through a free and impartial personalized service via telephone, e-mail, person-to-person, fax or mail. Alternatively they can independently access a broad range of electronic and print resources developed to support safety and health information needs of Canadians. This may include cost recovery products and services and is supported financially by contributions from various stakeholders.

CCOHS collects, processes, analyzes, evaluates, creates and publishes authoritative information resources on occupational health and safety for the benefit of all working Canadians. This information is used for education and training, research, policy development, development of best practices, improvement of health and safety programs, achieving compliance, and for personal use. When the products or services provided by CCOHS are used by identifiable external recipients with benefits beyond those enjoyed by the general taxpayer, a user fee is charged.

CCOHS promotes and facilitates consultation and cooperation among federal, provincial and territorial jurisdictions and participation by labour, management and other stakeholders in the establishment and maintenance of high standards and occupational health and safety initiatives for the Canadian context. The sharing of resources results in the coordinated and mutually beneficial development of unique programs, products and services. Collaborative projects are usually supported with a combination of financial and non-financial contributions to the programs by stakeholders and result in advancement of occupational health and safety initiatives.

D. Summary Information

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

The Canadian Centre for Occupational Health and Safety (CCOHS) operates under the legislative authority of the *Canadian Centre for Occupational Health and Safety Act S.C., 1977-78, c. 29* which was passed by unanimous vote in the Canadian Parliament. The purpose of this Act is to promote the fundamental right of Canadians to a healthy and safe working environment by creating a national institute (CCOHS) concerned with the study, encouragement and co-operative advancement of occupational health and safety.

Total Financial Resources (in thousands \$)

Planned	Authorities	Actual
4,484	4,549	4,506

Total Human Resources

Planned	Authorities	Actual
96	96	90

Planned spending represents the amount authorized through the main estimates process. Authorities represents the total amounts authorized for the entire year, including the main estimates. The increase in total authorities represents funding received for compensation relating to collective bargaining. Details are provided in our annual report at:

<http://www.ccohs.ca/ccohs/reports.html>

Departmental Priorities

CCOHS has one program activity; occupational health and safety information development, delivery services and tripartite collaboration, developed through one strategic outcome. The department's policies and activities are directed to achieving the following expected results:

Strategic Outcome: Canadians will be provided with unbiased occupational health and safety information and services for the prevention of work-related illnesses and injuries.

Program Activity: Occupational health and safety information development, delivery services and tripartite collaboration.

Expected Results (use appropriated funding for)	2006-7 Priorities/ Commitments	Type	Planned Spending	Actual Spending	Expected Results and Current Status
Easy access to occupational health and safety information and service	<ul style="list-style-type: none"> • Satisfaction with and ease of access and retrieval of OHS information from Inquiries Service, web access and other sources • Proactively identify new resources to meet Canadians current information needs • Expand content provided from the internet via OSH Answers • Enhance CCOHS' internet usability through improved technology and website design • Identify emerging high risk OHS issues and needs, and develop appropriate products/services to address the needs, such as guides, web portals and forums • Ongoing development and refinement of existing OHS products and services 	ongoing	\$1,121	\$1,127	Results achieved

<p>Increased awareness and understanding of occupational health and safety issues in the workplace</p>	<ul style="list-style-type: none"> • Hosting national forums on key issues • Promoting healthy workplaces and OHS information through internet, training, conferences and presentations • Enhancement of website presentation and its searchability • Provide additional key resources on chemical health and safety • Increase content through partnerships such as the Canadian Health Network • Provide Health and Safety Report as an electronic newsletter delivered to Canadians via the internet • Develop internet chat group capabilities mechanism to assist Canadians to efficiently exchange ideas on health and safety 	<p>ongoing</p>	<p>\$1,121</p>	<p>\$1,127</p>	<p>Primarily achieved</p>
<p>Application of occupational health and safety information to improve workplace practices</p>	<ul style="list-style-type: none"> • Increase workplace effectiveness through provision of health and safety management systems • Provide unbiased high quality OHS information • Improve application 	<p>ongoing</p>	<p>\$1,121</p>	<p>\$1,126</p>	<p>Results achieved</p>

	<p>in workplace through promotion of healthy workplace</p> <ul style="list-style-type: none"> • Foster collaboration and exchanges in ideas through national dialogues, forums and conferences to increase applications in workplace and improve practices • Collaborate with education sector, youth groups, and partners to expand and improve teaching health and safety in the school system 				
Partial recovery of costs from user fees	<ul style="list-style-type: none"> • Sale of products and services that meet the objective of improving health and safety in the workplace • Increase revenues in new product lines 	ongoing	\$1,121	\$1,126	Result achieved

E. Departmental Performance

CCOHS has one program activity (PAA), occupational health and safety information development, delivery services and tripartite collaboration.

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

The Centre was created to provide a common focus for and co-ordination of information in the area of occupational health and safety. Prior to 1978, Canada was the only major industrialized nation that did not have a central body for this task. Given the large, diverse and multi-jurisdictional aspects of Canada, such a service is essential. Its key stakeholders, government (all levels), employers and labour work closely with CCOHS to promote occupational health and safety, and to foster consultations and co-operation with the mutual goal of reducing or eliminating occupational illnesses and injuries.

The stakeholders participate actively in the governance of CCOHS making it unique as a tripartite organization that helps ensure its programs and services are unbiased, credible and meet the on-going needs of Canadians.

Further information about the strategic direction of CCOHS is located in Section IV.

While directly attributing reductions in injuries and illnesses to CCOHS programs is not feasible due to many variables affecting this outcome, independent evaluations of our services indicate wide spread use of CCOHS information to effect change in workplaces. The extensive use of this information may result in reductions in injuries and illnesses throughout.

The table below compares data on occupational injuries and fatalities for 2005 and 1970. There have been significant reductions in injuries and fatalities relative to numbers of workers but the numbers remain unacceptably high. The reductions likely result from a variety of factors including changing technologies, better educated workers and industry initiatives together with occupational health and safety policies and programs, including the activities of all the stakeholders, their partners and CCOHS.

Occupational Injuries and Fatalities in Canada

Year	Employees (millions)	Injuries	Fatalities	Injuries per million workers	Fatalities per million workers
1970	7.03	301,653	918	42,909	131
2005	16.17	337,930	1,097	20,899	68

Source: Work Injuries and Diseases National Work Injuries Statistics Program, Association of Workers' Compensation Boards of Canada, Canada 2001-2005 and Labour Force Survey 2005, Statistics Canada.

Research indicates that there are significant benefits of reducing workplace risks and the benefits are more than four times higher than earlier estimates. More specifically, the Gunderson and Hyatt estimates suggest that the benefits to society of reducing the risks that

would lead to one fatality are as high as \$13 million while the benefits of reducing the risks that would lead to one non-fatal injury are approximately \$20,000.¹

The consequences of occupational injuries can be appreciable: lost work time and income, medical expenses, compensation costs, possible long-term health problems or disability, and a burden on the family of the injured worker². To continually reduce these losses, the focus has progressed to the prevention of occupational diseases, illnesses, injuries and fatalities. Workplace wellness is also important for the overall health of Canadian workers. These risks are documented in recent data collected by the 2003 Canadian Community Health Survey (cycle 2.1) that shows increased risks due to wellness issues such as stress, healthy weight, smoking, drinking and chronic health conditions.

As a national institute, CCOHS undertakes a wide range of activities to achieve its objectives. These activities include the following:

- The provision of technical documents, data and related safety information to workers, workplaces and the health and safety community, Canadian workplace communities and the education system. An important element of this activity is to improve the coordination of the flow of occupational health and safety information.
- The promotion and evaluation of research on occupational health and safety issues.
- The provision of expert advice and training in occupational health and safety.
- Participation in meetings and conferences to contribute to improving prevention of safety and health problems.
- Other activities consistent with the mandate of promoting improved health and safety in the workplace and the physical and mental health of Canadian workers.

Maintaining the good health of Canadians is an important goal for Canada. Workplace health is an essential component of overall health. CCOHS contributes to Canada's goal of a healthy population, sustainable development, safe communities, and Canada's role in the world. CCOHS works closely with labour, business and all levels of government to establish high standards for occupational health and safety, to foster consultation and co-operation, and reduce or eliminate occupational hazards.

CCOHS contributes to the priorities of Canada as outlined in *Canada's Performance* in the following ways:

1 Gunderson, Morley and Douglas Hyatt (2001) "Workplace Risks and Wages: Canadian Evidence from Alternative Models" *Canadian Journal of Economics*, v. 34, no. 2, May.

2 Kathryn Wilkins and Susan G. Mackenzie, "Work Injuries" *Health Reports*, Vol 18 No. 3, August 2007, Statistics Canada, Catalogue 82-003

Healthy Canadians

- Occupational diseases, illnesses and deaths are serious health risks faced by Canadians. “These findings serve as a reminder that despite recent improvements, large numbers of workers are still being injured, and the risks are unevenly distributed within the workforce.”³ Well over half a million Canadian workers were injured on the job in 2003. The government plans to strengthen our social foundations by improving the overall health of Canadians starting with health promotion to reduce the incidence of avoidable disease. One of the most effective strategies in reducing ill health is prevention of the causes. CCOHS’ primary role is to support Canada’s capability to improve prevention of work-related illness and disease by providing information and knowledge to enable Canadians to identify hazards and minimize or eliminate risks in the workplace and assist them to address issues and take remedial action. CCOHS advocates improvements in workplace health in the public and private sectors to improve the health of Canadians. Details of specific projects are noted throughout this report and in our annual report.

CCOHS contributes to the goal of healthy Canadians through its work with the Canadian Health Network (a Health Canada initiative) as the lead for the workplace health affiliate. CCOHS’ public forum on occupational diseases supported this government priority. <http://www.ccohs.ca/headlines/text59.html>. Our upcoming forum on Emerging Health and Safety Issues from Changing Workplaces <http://www.ccohs.ca/events/forum07/> will further stimulate awareness on important health and safety issues.

In addition, CCOHS delivers web portals “Pandemic Planning” and “Bringing Health to Work”. The goal of these websites is to develop and provide information, tools and resources and make it easily available to help employees, employers and practitioners participate in making their workplaces healthy and safe.

Canada’s Role in the World

- CCOHS contributes to greater collaboration among nations to promote the sharing of information and knowledge for social and economic programs relating to health and safety to reduce injuries and illness and improve conditions for workers. CCOHS participates in promoting and supporting occupational health and safety initiatives with global organizations such as the Pan American Health Organization (PAHO), World Health Organization (WHO) Collaborating Centres in Occupational Health, International Labour Organization, and the European Agency for Safety and Health at Work. CCOHS also participates in representing Canada at the Tri-National Working Group of Government Experts in Occupational Health and Safety. Details of various projects can be found in our annual report at: <http://www.ccohs.ca/ccohs/reports.html>

3 Kathryn Wilkins and Susan G. Mackenzie, “Work Injuries” *Health Reports*, Vol 18 No. 3, August 2007, Statistics Canada, Catalogue 82-003

Sustainable Development

CCOHS provides extensive information on chemicals and their impact on health and the environment. CCOHS is a major source of information and is used by government regulators and the chemical industry, manufacturing industries and most sectors of the economy and many citizens. Environmental management is the shared responsibility of federal, provincial/territorial and municipal governments, and includes the participation of individuals, community groups, non-governmental organizations (NGOs) and businesses. While federal departments and agencies share the responsibility of environmental management with other stakeholders, environmental issues at the international level are mainly the responsibility of the Government of Canada.⁴

Risks and Challenges in Delivering Services

CCOHS is a national centre dedicated to providing Canadians with access to information on workplace hazards and conditions to assist all Canadians to reduce injuries and illnesses. While it is not possible to establish the number of injuries, illnesses and deaths prevented directly as a result of CCOHS programs, its reach and impact can be measured. As many factors influence these variables, determining the independent impact of CCOHS is not feasible. The extent of improvements in workplace conditions, attributed by users to the information disseminated by CCOHS, is used as a proxy measure of the health and safety impact of CCOHS. The analysis in our latest evaluation found that the intended effects on workplace conditions do occur.⁵

CCOHS measures client satisfaction on a continuous basis throughout the year. The measurement tools were developed as a result of a baseline client satisfaction survey completed in 2004. This information was used to develop service standards based upon client expectations. We also measure reach and impact through our ongoing performance measurement. Measuring the relevance of the program and the effectiveness and efficiency of the program given the mandate is more difficult task and requires objective evaluations. Given the small size of CCOHS, evaluations are conducted every 3 to 5 years. The latest evaluation was completed in 2005.

Generating 50% of its funding base through the sale of products and services is an increasingly difficult challenge for CCOHS. The results of sales are impacted by the change in the US dollar as all international sales are in US dollars. Over the past 5 years, this has resulted in a decline of approximately \$250,000 in revenue from foreign exchange alone due to the decline in value of the US dollar. When CCOHS' funding was last reviewed, the exchange rate was 1.52 for every US dollar compared with \$1.04 in 2007. We have not been able to generate additional sales to offset this loss of revenue.

4 Canada's Performance 2004

5 CCOHS Program Evaluation and Performance Measurement Study, 2005

Sales of traditional databases that were once a primary source of income for CCOHS have declined steadily over the past several years. With this trend, it became evident that CCOHS would not be financially viable without replacement income. CCOHS addressed this situation with the development of e-learning courses and also with customized MSDS management services.

The availability of free information on the internet continues to strain CCOHS ability to generate sales from information products. It is difficult to balance the role of providing a free of charge public service with our need to generate funds through cost recovery. When operating in a government environment it is difficult to achieve financial success, as the goal of helping people does not always coincide with the demands of seeking a fee for products and services. The need to generate 50% of its funding base consumes a significant amount of resources that must be shared for providing public services.

CCOHS products are information based, which results in substantial fixed costs associated with developing and maintaining information databases. It is necessary to continually upgrade the infrastructure and content in order to provide a comprehensive and efficient delivery of cost recovery products and services, and efficiently provide free information from the Inquiries Service and the website. Keeping information current and credible is very labour intensive but crucial to ensure the mandate of CCOHS. Information, secured from other sources, for CCOHS' information infrastructure and product development, frequently requires payment of royalties and CCOHS is at risk from decisions being made at other organizations.

While the internet allows CCOHS to reach a broad audience, it is also a risk factor. Information is available from many sources, although they may not be reliable. The general public may not be aware of the credibility of various sources. CCOHS seeks to distinguish itself as an unbiased source of trusted and reliable information.

The needs of clients and stakeholders also change on an ongoing basis. This results in new requirements for health and safety that must be addressed. CCOHS strives to serve these additional needs on an ongoing basis with the fixed resources available.

Section II Analysis of Program Activity Performance to Expected Results

Measuring the direct relationship between CCOHS programs and reductions in injuries and illnesses is not possible due to the many variables that would influence the results. This is the case with most organizations that provide information to effect social change. We can however measure the reach of the programs and gain information on how the information is used.

It is known that the use of appropriate information on occupational health and safety will reduce risks. Our evaluations confirm that there is widespread use of CCOHS information in the workplace and that CCOHS' products and services have direct application. The evidence to support this includes survey data from customers, users of the Inquiries Service, users of the web site and key informant interviews. Details on the surveys and links to the reports are included in Section V. According to the evaluation, although these data cannot be linked to accident or illness data, the widespread and frequent use of CCOHS information implies that there will be important workplace impacts. "The evaluation has generated substantial data on the use of CCOHS. There can be little reasonable doubt about its widespread use."⁶

Another measure of effectiveness is value for money. The evaluation reports that there is good value for money from CCOHS and the investment of public dollars and cost-recovery funds is cost-effective. The savings in time costs for health and safety professionals and workers in general who would have to access information in other ways is substantial. The evaluation states that, "it is our assessment that CCOHS produces very large quantities of useful information for a relatively modest public expenditure."⁶

In order to ensure a high level of service, CCOHS seeks feedback from its clients and stakeholders on an ongoing basis. This information helps to improve service, identify needs of stakeholders and identify information needs.

Expected Result: Easy Access to Occupational Health and Safety Information and Service

Total Financial Resources (in thousands \$)

Planned	Authorities	Actual
1,121	1,137	1,127

Total Human Resources

Planned	Authorities	Actual
24	24	23

6 CCOHS Program Evaluation and Performance Measurement Study, 2005

CCOHS strives to provide easy access to occupational health and safety information and services. A broad range of products and services is available to the public ranging from our Inquiries Services, OSH Answers web service, publications, various web portals and various information products. Content is continuously reviewed, updated and developed to meet the ever-changing needs of the public. User needs are identified through various methods of contact and sources of information.

This area is also subject to risks in delivering these services. The Inquiries Service is partially funded by voluntary contributions from most Canadian provinces and territories. These funds are subject to the political changes and financial constraints in their respective jurisdictions, which change frequently. Contributions from these stakeholders are made to support the Centre, which is a federal entity.

Another risk in delivering this service is the vast amount of information available over the Internet. To address this area, CCOHS continually expands its internet presences and develops partnerships with credible information resources. Establishing CCOHS, as a trusted and reliable source of information and by keeping content relevant to user needs directly addresses this risk.

Inquiries Service

The CCOHS Inquiries Officers are a team of specialists in occupational health and safety and information retrieval. They access all CCOHS publications, worldwide databases, and an extensive in-house library to provide up to date and relevant answers to Canadian inquiries.

Over 6.5 million inquiries were answered through the CCOHS internet service “*OSH Answers*”. By directing routine questions through the self-serve web site, information is available 24 hours a day, 7 days a week to Canadians. Specialists in workplace health are available through a free of charge telephone service or e-mail to assist Canadians with more complex questions. This service is confidential and is promoted throughout Canada by the Centre and its stakeholders through various means, such as health, safety and wellness trade shows, the World Wide Web, the blue pages, and the Centres literature. During 2006-7, this service provided responses to 15,088 calls in inquiries through its direct service.

15,088 inquiries are personally answered annually through this free and confidential bilingual Inquiries Service center, in addition to the 6.5 million answers provided through the CCOHS website
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The Inquiries Service is available to answer Canadians through its telephone service, e-mail, fax and internet. The Inquiries come from a variety of sources. This free service is essential to ensure that Canadian workers have access to information that enables them to exercise their right to a healthy and safe workplace. The service is equally important to employers to provide a safe environment and for government to assist with their role in the workplace.

A recent Customer Satisfaction Research Report indicates that clients find the overall quality of the service, the usefulness of the information and the relevance of the information to be the most important to them. With this knowledge, CCOHS can focus efforts in these areas of information delivery. The study also measured client satisfaction on various service attributes. Overall, the Inquiries service resulted in 84% of survey respondents being

either satisfied or very satisfied. The complete details are available at <http://www.ccohs.ca/ccohs/reports.html>. Approximately 74% of users' use of information relates to either current or future changes to the workplace that may result in improved workplace health and safety.

As part of CCOHS' commitment to maintaining high quality service standards and seeking input from our clients, ongoing measurement of client satisfaction has been developed. We also track information on the reach and impact of the program.

Recent Inquiries users reported how information obtained from CCOHS was used. The most common are:

- Assist in complying with occupational health and safety regulations
- Use with workplace health and safety committees
- Personal use or information
- Health and safety programs or policies development and improvement
- Education or training purposes
- Develop best practices
- Keep current on health and safety developments
- Academic or other research purposes
- Gather information on workplace chemicals
- Assist in developing legislation or standards
- WCB claims
- Preparing a Material Safety Data Sheet.

Our reporting generally records contacts with clients as one. However, we know from past surveys that information is shared with many co-workers and others. CCOHS has requested this information in its continuous client feed back form. The results show that the reach of CCOHS is extensive.

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

- 11% indicated more than 500 individuals did benefit or share CCOHS information in their organization
- 16% shared CCOHS information with up to 499 individuals
- 37% shared CCOHS information with up to 99 individuals
- 25% shared CCOHS information with up to 4 individuals.

While the contact with the client is counted as one, the sharing of information results in over 1.5 million being impacted by CCOHS information, based upon the above percentages.

“You spent a lot of time on this. Thank you very much for your help. This information is very good and we intend to use it in our safety meetings and tool safety program. Not many people would take the time to provide this kind of detailed information. Thank you,”

“Excellent service, received supporting information by e-mail within days. Person who answered my call listened patiently and answered all my questions and concerns. First rate employee.”

Clients also reported that 58% reported that their use of CCOHS information relates to current or future changes to the workplace that may result in improved occupational health and safety. This is based upon requests for feedback issued 2 weeks after receipt of information. Previous evaluations showed that 74% reported the information relates to current or future changes in the workplace when surveying clients within the previous nine months. The variance is attributed to the length of time the respondents had access to the information.

CCOHS' 2007 client feedback indicates high satisfaction ratings for understanding, timeliness, completeness, usefulness, clarity and courtesy. Satisfaction survey is sent two weeks after the client has been sent their information. In 2007, CCOHS has a 22% response rate, which is typical for this type of survey.

Inquiries Service Satisfaction Survey April 1, 2006 to March 31, 2007						
	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	not applicable
Has staff understood your question?	4.3%	3.9%	5.6%	26.3%	58.5%	1.3%
Time required to receive the response	5.4%	4.3%	7.7%	29.2%	52.4%	1.0%
Completeness of the response received	5.5%	5.8%	8.9%	27.3%	51.4%	1.0%
The usefulness of the information	7.3%	5.8%	9.3%	25.8%	50.6%	1.2%
The clarity of the response	4.8%	4.0%	8.0%	27.7%	54.2%	1.2%
The courtesy of the staff	3.7%	0.1%	2.1%	16.6%	72.5%	4.9%
Overall, your satisfaction with the response	6.0%	6.4%	6.0%	24.3%	56.3%	1.2%

The survey also shows that satisfaction would increase in some cases if the information were provided on a timelier basis. This feedback is being used to help improve identification of urgent requests and respond accordingly. This includes improved communications to the client when specialized responses require additional time to complete. The client is advised of this at the time the question is received so their expectations can be met. The survey results also indicated a lack of understanding with information being provided to the client. While the answers were included in the documents sent, the clients had difficulties extracting this information and applying it directly to their question. With this in mind, summaries are being added to the cover letter to assist the client with interpreting the information and applying it directly to their question. The

satisfaction with clarity of the response will be closely monitored to see if this change improves the results in future years.

One of the unique features of the Inquiries Service is that telephone calls are answered directly by a highly skilled Inquiries Officer. The needs of the caller are more accurately assessed by this method so the most useful information can be provided. Callers are pleased they have direct access to assistance from one person rather than redirected from one person to another person or to a lengthy voice mail system. The satisfaction levels for courtesy are very high.

One measure of reach is monitoring requests for copyright publication. In 2006-7, 92 requests were received for copyright publication. As a result, information was duplicated over 400,000 times and potentially shared with many more individuals. The organizations included government departments, companies, unions, health care organizations and educational institutions.

CCOHS provides current information on areas of concern to Canadians. In 2006-7 Canadians were concerned about issues such as chemicals and reproductive hazards, ergonomics, indoor air quality, occupational cancer, avian flu, and a large number of questions regarding harassment, bullying and violence in the workplace.

Workers are the primary users of the Inquiries Service again this year, making 33% of the total inquiries received. Another 28% of the questions originated from employers, 2% from government (as legislators and enforcer), and 37% from non-affiliated professionals.

OSH Answers

OSH Answers is a bilingual web-based information service, which covers over 670 topic areas in occupational health and safety.

Over 6,000 questions and answers are on the website, which answered over 6.6 million inquiries on health and safety this year.

OSH Answers covers many topic areas in occupational health and safety. The information is presented in a Question-and-Answer format and the topics are based on questions that the Inquiries Service has received over the past 28 years.

The most popular documents subjects include:

- diseases, ergonomic and repetitive strain injuries, topics such as Ganglion cysts, Carpal Tunnel Syndrome, Raynaud's phenomenon, legionnaires' disease, and Methicillin Resistant Staphylococcus Aureus (MRSA)
- Stress in the workplace
- Personal Hygiene documents such as Hand Washing: Reducing the Risk of Common Infections, and Universal Precautions

- Bullying, and Violence in the Workplace
- Shift work
- Legislation issues such as, due diligence
- Chemical information such as what is an LD50? WHMIS
- Microwave ovens
- Office Ergonomics- various documents (how to buy/setup a chair, stretching, etc.)
- Seasonal subjects such as Extreme Hot and Cold Temperature Conditions, Maximum Temperature Limit for Working, and Driving Tips for Winter

The Inquiries Service started the OSH Answers with question-and-answer (Q&A) documents on various hazards - biological, chemical, ergonomic, physical (noise and radiation) and other safety hazards found in workplaces. We also answer questions about the diseases and injuries that can result from the hazards people are exposed to or the risks from the work activities they do.

Other work-related issues on OSH Answers are safety programs, accident and injury prevention, personal protective equipment (PPE), occupational health and safety legislation including WHMIS (right-to-know legislation). OSH Answers will cover more and more topics as it continues to grow and evolve to serve the needs of Canadians.

The target audiences for the OSH Answers are the workers, managers, supervisors, joint health and safety committee members who are the "end users" of the information in the workplace. The internet has played a key role in helping CCOHS to reach millions of Canadians since this service was established several years ago. Workers are the primary users of the Inquiries Service followed by employers and professionals. In 2006-7, CCOHS successfully reached approximately 2.5 million inquirers and responded to over 6.6 million questions, through OSH Answers.

In order to meet the changing needs of Canadians, CCOHS' information resources are continually reviewed and updated. OSH Answers updated 32 OSH ANSWERS and added 12 new documents. A customized survey will be completed in 2007 to identify and further assess the reach and impact of CCOHS information. Existing OSH Answers are being reformatted and reorganized to increase an ease of use for visitors.

In our 2005 evaluation, website users were asked how many people in their organization could or would benefit from CCOHS' information. 23% of respondents indicated that 1-10 persons would benefit, 32% said between 11 and 100 persons, 18% said 101 to 500 persons would benefit and 17% said that more than 500 would benefit. Information was being used most for the following:

- Resolving workplace issues
- Improving health and safety programs
- Developing best practices
- Complying with occupational health and safety regulations
- Providing information for health and safety education or training purposes.

CCOHS' goal to satisfy inquiries users and to share as much information as possible in order to affect change in Canadian workplaces is being achieved. Overall the number of visitors increased by 8% and the number of times OSH Answers was accessed increased 6% from the previous year. In order to make the service more accessible, selected OSH Answers are being offered in Spanish. Usage of the Spanish language has grown to 38,000 hits per month from over 3,000 unique users.

CCOHS provides products and services in various formats to serve the needs of Canadians. Information is available in paper copy, internet, intranet, web, compact disc formats and DVD. Electronic delivery of information is presented in highly useable and searchable formats to serve the client. CCOHS provides many databases and other information sources within its product line.

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. Over 80,000 of these guides have been distributed. New and revised publications are developed each year to meet the needs of Canadian workers. In 2007, the newest guide, *Health and Safety for Custodial Workers* was published. Two other guides were updated. Each year over 20,000 copies of various guides are sold throughout Canada.

New publications are produced to meet the expressed needs of Canadians. Publications are an inexpensive method of getting specialized information directly to workers to be used at the worksite.

In our recent evaluation, of the clients who purchased CCOHS products and services, 77% 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. In terms of the overall importance of CCOHS in meeting the health and safety needs of their organization, 78% of respondents said that CCOHS was either very important or important.⁷

CCOHS recently began measuring its client satisfaction with the delivery of services relating to products. The survey was sent to clients contacting customer service for information, service requests and product orders or technical support. We measured their satisfaction with five service elements, similar to the common measurement tool. Client satisfaction was extremely high with an overall average of 88%. Most clients had one contact (66%) and 2 contacts (21%) to receive what they wanted. This is in line with client expectations as outlined in our 2004 Client Satisfaction Survey. Clients stated they received what they needed in 87.3% of the time and part of what they need 6.7% of the time.

7 CCOHS Program Evaluation and Performance Measurement Study, 2005

Expected Result:

Increased Awareness and Understanding of Occupational Health and Safety Issues in the Workplace

Total Financial Resources (thousands \$)

Planned	Authorities	Actual
1,121	1,138	1,127

Total Human Resources

Planned	Authorities	Actual
24	24	23

CCOHS' goal is to increase awareness and understanding of occupational health and safety issues in the workplace. This is accomplished through many means of public promotion, training, web information, partnerships and information delivery.

The risk in achieving this goal is directly impacted by the financial and human resources available. This includes funding and cost-recovery to generate the required funding. CCOHS also relies on partnerships with many other organizations and therefore relies on funding and other resources to achieve this goal. Some of the primary programs to increase awareness and understanding are highlighted below.

The Canadian Health Network (CHN) is a bilingual Internet- based health information service that ensures that Canadians have access to trustworthy information on health promotion and disease prevention. Developed in partnership with Health Canada, CHN is built on a "network of networks" with over 600 health information providers contributing resources.

CCOHS has been involved in the Canadian Health Network (CHN) since 1999. It is

- A not for profit internet-based health information service
- A website that ensures that Canadians have access to trustworthy information on health promotion and disease and injury prevention by showcasing only high-quality, reliable, non-commercial resources.
- Developed in partnership with the Public Health Agency of Canada.

CHN is built on information providers and network contributors with over 1,600 health information providers contributing resources. It is the first national government and non-government partnership of its kind in the world. CHN features information on 27 major health topics and demographic groups including Workplace Health.

CCOHS was selected as the affiliate partner because:

- We are a trusted, credible organization that can bring together existing Workplace Health expertise and proven information sources
- We have successfully delivered Workplace Health information to Canadians for over 27 years.

As the affiliate partner, CCOHS is responsible for:

- Leadership and content expertise on Workplace Health

Developing and supporting a growing network of over 80 organizations providing workplace health and wellness issues

Researching high-quality, reliable, non-commercial resources. Currently there are almost 1700 resources in English and French in the collection.

In 2006 a CHN Workplace Health user survey indicated that

- Workplace stress/mental health at work is the leading topic of interest.
- Most visitors are finding information 'often' at the workplace section that satisfies their information needs.
- An overwhelming 95% of respondents indicated they would refer the Workplace Health section to family, friend or colleagues.
- The top three categories of respondents were: workplace health and safety practitioners, workers, and workplace health promoters.

CCOHS promotes CHN, at meetings, conferences, by delivering presentations and through publication of workplace health and CHN articles. An e-bulletin, Health@work/Sante@u travail, is distributed to more than 830 subscribers. CHN and CCOHS are also prominently featured in the Resource Well of Canada's Healthy Workplace Week website. CCOHS is responsible for updating and maintaining the Resource Well.

The Health and Safety Report, CCOHS' free e-newsletter, is an initiative that increases impact of Canadian workplace health and safety. In addition to providing relevant content, the Report is regularly and widely reproduced by organizations to enhance their health and safety educational and information efforts.

This service, launched in January 2003, has a distribution of 16,325 subscribers in more than 100 countries (as of Mar 31/07). This represents 40% growth in subscribers from the previous fiscal year. Beginning in January 2006, the Report includes icons in the sidebar linking to OSH Answers and the Bringing Health to Work portal. It is expected that this will help drive traffic to CCOHS' website and promote the free public services CCOHS provides to advance the improvement of workplace health and safety in Canada.

In the February 2007 readership survey, the Report received a

- 98.4% overall satisfaction rating
- 69.4% of the respondents being "very satisfied"
- 68% have used the information occasionally or frequently for training

- 51% use it for their own resources or their own organization's newsletter, occasionally or frequently
- 74% say they share the report with 4 or more people, and 14% of respondents share it with 50 or more people
- The survey also indicated that a third of the readers print the Report 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
- 83.7% of respondents say they use the information to make the workplace safer
- 88% say they find the information provided helpful

Seventy-five percent of the respondents to the survey replied that they will or are planning to use the information in the Report to make changes that may improve health and safety in their workplaces. 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. This is a cost effective method of reaching many Canadians on important health and safety issues. Results show that readers value this service and do use the information in the workplace for improvement.

Subscriptions to this free service can be submitted to:

<http://www.ccohs.ca/resources/communications/maillinglists/enews.html> .

As part of its awareness campaign, CCOHS also promotes the National Day of Mourning, to remember the occupationally caused deaths, and ill or injured workers, and to give employees and employers an opportunity to publicly renew their commitment to improve health and safety in the workplace. Promotions include a website presence, national media releases, a memorial event, a banner headline and promotion through the Health and Safety Report. While overall access was low, there was a 60% increase in the users of the web site. A free poster was also created and 2,944 copies were distributed, a 93% increase from previous years.

Awareness campaigns also include participation in The North American Occupational Health and Safety Week. <http://www.naosh.org/> This included offering live webinars, hosting the website and participating in the national NAOSH Canadian launch event.

CCOHS seeks ongoing feedback from its stakeholders as part of its role to deliver independent and unbiased services. Through its evaluations, the level of satisfaction in the quality and impartiality of the centre is reviewed. In addition, CCOHS utilizes tripartite participation in the review of new programs, products and services to provide objective advice for the relevancy, credibility of new unbiased products and services. This has been invaluable in the development of e-learning courses and publications. The Council of Governors, composed from representatives of labour, business and governments, assures that CCOHS is independent and operates as a tripartite organization. The Council meets three times a year to review operational plans and provides input from its constituents. All

Governors are volunteers representing most provinces and territories throughout Canada, major employer groups and labour unions.

In the 2005 evaluation, the key informant interviewees reported that CCOHS has a strong reputation within Canada. OHS experts, professional leadership, unions, workers and employers with health and safety committees tend to be quite familiar with CCOHS. The high level of awareness was attributed primarily to CCOHS' own efforts and from partnerships with other organizations and the high level of visibility maintained by CCOHS executive. Respondents also noted that CCOHS does a good job of synthesizing research findings into unbiased information products that are useful and easy to understand for health and safety professionals, employers and workers alike.⁸

The satisfaction of the stakeholders is also demonstrated by the many collaborative projects completed throughout Canada. Details are available in our annual report <http://www.ccohs.ca/ccohs/reports.html> .

The support of various levels of government and industry for CCOHS can be demonstrated by various collaborative projects, which were led by CCOHS during the year. Some of the initiatives include:

- **Pandemic Planning Web Portal:** this portal was developed to provide credible, single source of practical pandemic information and planning resources for Canadian businesses and workers. This was funded by HRSDC.
- **Public Policy Investigation on Occupational Health and Safety of Migrant Labourers in Chongqing, China:** a project to address the issues of injury prevention and insurance for migrant workers. This project funded by CIDA will enable members of the organizations to learn from Canada about our experience in workplace health and safety and insurance of new and migrant workers. They will also use the Canadian experience to help improve the local legislation of Chongqing.
- **National Young Worker Web Site:** In collaboration with the Canadian Association of Administrators of Labour Legislation (CAALL) this web portal was designed to help prevent injuries and illnesses to new and young workers by assisting them to find relevant health and safety information. It provides a one point access to information from all Canadian jurisdictions on young workers OSH issues, for young workers, teachers and parents. The site can be viewed at www.jobsafecanada.ca. In fiscal 2006-7, 24,472 visitors accessed this site more than 207,477 times.
- **Canadian Health Network: Workplace Health Affiliate** <http://www.ccohs.ca/headlines/text59.html> This includes extensive partnerships with numerous health organizations to keep Canadians informed of their health.
- **WorkSafe Saskatchewan website** was developed in collaboration with the Saskatchewan Labour Department as an information resource to help prevent

8 CCOHS Program Evaluation and Performance Measurement Study, 2005

workplace injuries and illnesses. Content expanded to include workplace health, mental health, fragrances and indoor air quality. In 2006, over 270,000 website sessions were logged. Satisfaction indicators suggest that this information is shared in the workplace and used to improve workplace health and safety.

- Prevention Practices database and OSH for Everyone – Ontario: a development for the Workplace Safety Insurance Board of Ontario reached an average of 22,000 visitor sessions viewing 62,000 – 79,000, monthly. The prevention practices website averages 6,500 visitors per month.
- Transport Canada: the Marine Inspectors' Bookshelf was created for those working in remote areas without internet access to assist inspectors carry out their duties. Over 300 Transport Canada Marine Inspectors use this.
- Enhancement of Occupational Health and Safety in Brazilian Industry: CCOHS is leading the development of an OSH information portal appropriate for workplace participants in Brazilian industry.
- Customized courses for private companies and government organizations.
- Presentations and representation at various conferences and events for labour, business and government throughout Canada.
- Bringing Health to Work Web Portal Service: provides Canadian employers, employees and practitioners easy access to a comprehensive range of credible resources and practical tools for creating and promoting healthy workplaces. Statistics indicate 25,002 visitors accessing the portal 42,429 times for English-language information and 6,646 visitors accessing 10,252 times for French language information.

Information about these and other collaborative projects is included in our annual report. The continued support of government, business, and all levels of government is a strong indicator of satisfaction with CCOHS.

CCOHS is recognized as a world leader in the advancement in occupational health and safety. This can be demonstrated by CCOHS' development of the IPCS INTOX program, for the World Health Organizations (WHO), International Programme on Chemical Safety (IPCS). It provides an integrated operational system, consisting of a databank and software, used at Poison Centres around the world to manage information on poisonings. Another project is the IPCS INCHEM, also produced through co-operation with the WHO. The program consolidates information essential for the sound management of chemicals that affect the environment and human health. IPCS INCHEM is an authoritative source of chemical related health, safety and environment reports from inter-governmental organizations.

This information has been released free of charge to enable access to people from developing countries. This service compiles chemical-related health, safety and environment documents and databases from several international organizations. On average, 182,000 unique visitors from 170 countries per month visit this site. A recent

survey found that 90% of respondents felt the INCHEM service was useful. The wide spread global use indicates the need for this program.

IPCS INCHEM has achieved worldwide recognition for its high quality service, disseminating authoritative and peer-reviewed publications from trusted intergovernmental organizations to help prevent workplace injury and illnesses.

IPCS INTOX is a collection of documents aimed at those working poison centers or who are involved in the diagnosis and management of poisoning or in dealing with the health aspects of chemical incidents. On an annual basis 67,500 unique visitors from over 145 countries accessed information last year. INTOX documents were accessed more than 2.4 times last year. Many users rely on this information for primary care relating to chemical exposures and poisonings.

CCOHS' skills and expertise in information development and knowledge transfer are also recognized internationally. CCOHS is a member of a consortium of Canadian public and private sector organizations which formed a Brazilian-Canadian partnership to address occupational health and safety needs within selected industrial sectors in small and medium sized enterprises in Brazil. CCOHS is leading the development of an OSH information portal appropriate for workplace participants in Brazilian industry and conducting training to health professionals.

In our last evaluation, respondents in the key informant interviews reported CCOHS is perceived as one of the world's leading sources of OHS information, with a higher level of recognition than many other OHS national institutions.

The report also states that "by providing accessible information products that synthesize recent research including international research sources (e.g. WHO, UN) CCOHS has clearly increased the amount of information available, and has therefore contributed to the growth of knowledge of OHS". The international relationships have enhanced the availability of information to benefit all Canadians.

Expected Result:

Application of Occupational Health and Safety Information to Improve Workplace Practices

Total Financial Resources (\$ thousands)

Planned	Authorities	Actual
1,121	1,137	1,126

Total Human Resources

Planned	Authorities	Actual
24	24	22

9 CCOHS Program Evaluation and Performance Measurement Study, 2005

The expected result of CCOHS activities is to improve the application of occupational health and safety to improve workplace practices. This includes several priorities to achieve this goal. These priorities include providing high quality occupational health and safety information and management systems. This also includes application of integrated occupational safety and health principles in the workplace through the promotion of a healthy workplace. Fostering collaboration and exchanges through national dialogues, forums and conferences to increase applications in the workplace and improve practices. CCOHS also works closely with the education sector, youth groups and partners to expand and improve teaching of health and safety in schools and providing them with resources.

CCOHS works with international organizations to secure up to date information for the benefit of Canadians. CCOHS has worked globally to enable the free distribution, via the internet of national collections of OSH information. For example CCOHS developed a web portal for the World Health Organization (WHO) Collaborating Centres in Occupational Health <http://www.whoocchealthccs.org> . This portal provides each national collaborating centre with a site to present its own occupational health information, and links to other information within their country. This web portal, that was recently developed, is in addition to the CIS Centres Information Network <http://www.ciscentres.org> . CCOHS also represents Canada at the Tri-National Working Group of Government Experts in Occupational Safety and Health. This initiative was organized under the provisions of the North American Agreement on Labour Cooperation (NAALC). CCOHS was the Canadian representative in two of the four Technical Working Groups formed – Developing a Tri-national Website and Hazardous Substances. CCOHS maintained and enhanced a website to facilitate communications among working group members from Canada, USA and Mexico, and to provide OSH information from the three countries. http://www.naalcosh.org/index_e.htm

To assist Canadians with the application of occupational health and safety information in the workplace, CCOHS created the CanOsh website. The purpose of CanOsh website is to enable Canadians to easily and independently locate Canadian occupational safety and health (OSH) 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 OSH, Workers' Compensation Boards and CCOHS. This site can be reached at <http://www.canoshweb.org/>. By using this site, Canadians can easily search and navigate 14 governmental jurisdictions and multiple websites. In 2006-07, 62,425 people accessed this site 363,626 times.



A national website for the 14 governmental jurisdictions of Canada will help Canadians negotiate easily through the maze of regulations and information on occupational health and safety, compensation and labour.

www.canoshweb.org

The quality of the Centre’s products as measured in an independent evaluation study rates the over all satisfaction as follows for percentage of respondents who were very satisfied or satisfied:

Level of Satisfaction with CCOHS Products (% of respondents indicating either very satisfied or satisfied)

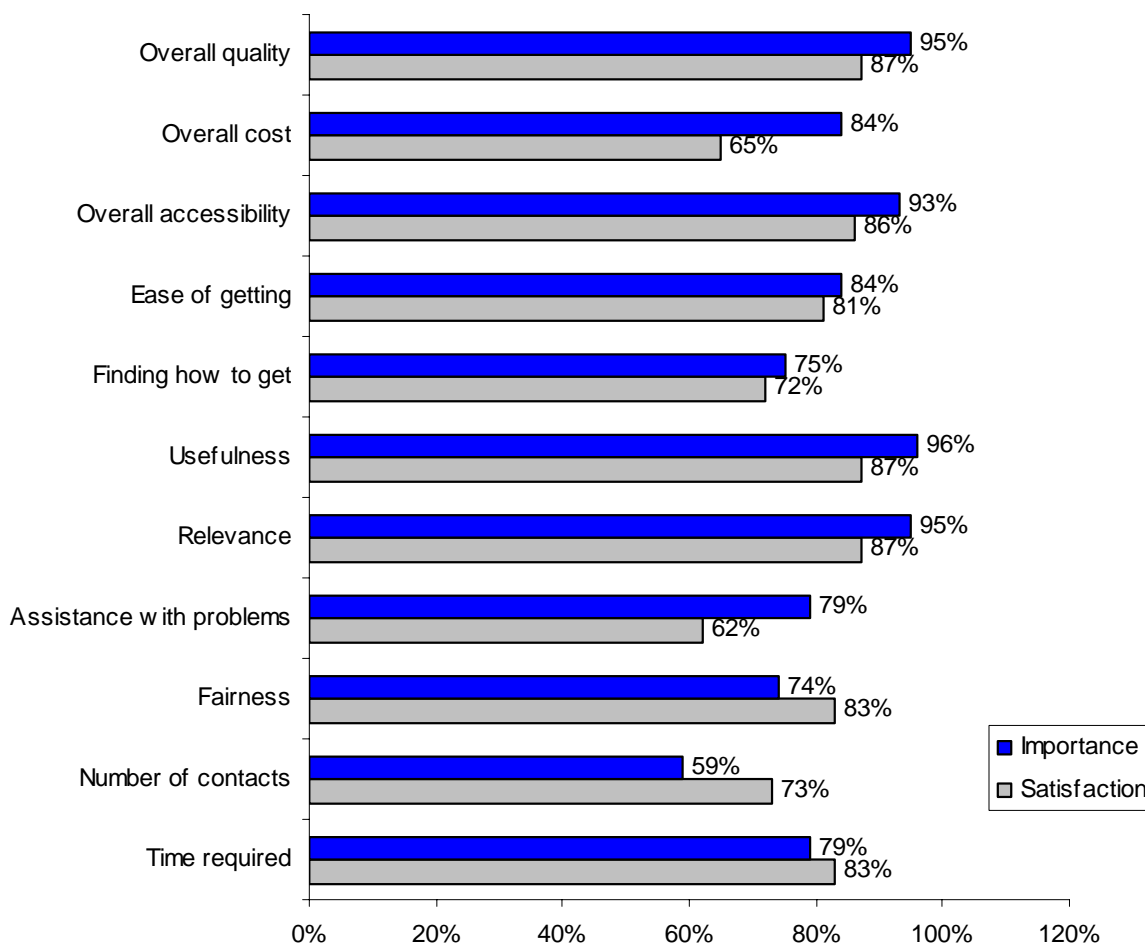
Indicator	% satisfied
Timeliness	89%
Completeness	85%
Usefulness	92%
Clarity	86%
Reliability	87%
Overall satisfaction	80%

Source: Data for CCOHS is from a survey of users conducted by TNS Canadian Facts in 2005.

In terms of value for money, 96% of respondents who answered this question said that CCOHS products were above average value for money or average value. In addition, In terms of overall importance of CCOHS in meeting the health and safety needs of their organization, 78% of respondents said that CCOHS was very important or important to them.

In 2004, CCOHS had an independent client satisfaction survey completed to measure the satisfaction with services and products, in keeping with the Common Measurement Tool and Citizen’s First Research. The purpose was to identify satisfaction with various products /service attributes and compare to the importance of these attributes. This can be used as a baseline for future client satisfaction research. Overall, performance scores were high and are summarized below.

Satisfaction With and Importance of Product/Service Attributes



Training and education are effective means of improving employers’ and workers’ awareness and knowledge of their rights and responsibilities with regards to OSH and are directly applicable to the workplace. CCOHS offers courses in various environments that include traditional classroom, customized courses and e-learning to help meet the needs of Canadians. Courses are reviewed by tri-partite external reviewers to ensure relevancy and comprehensiveness.

In 2007, CCOHS continued to expand its delivery of Internet based e-learning courses. Currently there are twenty-three courses available on-line (English and French) and in addition there are three in development. There have been 11,541 seats sold this year. User feedback indicates a high satisfaction rate with

- “faculty through the *Academic Support Package*. We make available several key products and research guides to develop our students' knowledge and skills about environmental and occupational health and safety... One of the most popular is OSHLINE™ with NIOSHTIC..”

this service with 96.5% satisfied and a recommendation rate of 94%. The courses undergo an extensive tri-partite review prior to release. Course participants also have the opportunity to seek clarifications from a CCOHS instructor. These features are unique to CCOHS. Customized courses have been completed and additional partnerships are continually being sought.

Academic Support Package

The CCOHS Academic Support Program (ASP) is offered exclusively to universities and colleges as both a resource to support the education of students about environmental and occupational health and safety and to assist Universities and Colleges in their efforts to provide a safe and healthy working environment. In the ASP program there are 103 universities and colleges, many of them very prominent, serving over 3 million students, faculty and staff.

- Health and safety in the workplace is being promoted through the education system by making CCOHS information available to students and
- The databases were made available to over 3 million students and faculty in 2006-2007
- Over 103 post secondary institutions participate

This information serves students, faculty, researchers and on-site health and safety staff, and workers. As future leaders, today's students need to be aware of occupational health and safety and how to prevent injuries and illnesses.

CCOHS also established an occupational health and safety scholarship fund in the memory of Dick Martin, a pioneer of workplace health and safety in Canada, to support post secondary students to study subjects in occupational health and safety. Information about the program and the winners for 2006-7 are posted at:

Recently, almost 110,000 young people were seriously injured on the job in one year alone. These statistics mean injured young people (ages 15–29) represent one in every four injured workers in Canada.

<http://www.ccohs.ca/scholarship/winners/>.

It is funded through private donations and by stakeholders. This program is promoted to 26 post secondary schools across Canada, and provides monetary awards to students who are successful in an annual competition for this scholarship.

CCOHS fosters collaboration and exchanges in ideas through increase applications in the workplace and improve practices through educational presentations and participation in conferences and workshops.

CCOHS will be hosting a national forum to explore health and safety issues that are emerging from changing workplaces. With “*Emerging Health & Safety Issues in Changing Workplaces: A Canadian Discussion*” as the theme, this two-day event will bring together subject experts, workers, employers and governments to share their knowledge and experience around this pan-Canadian issue and to discuss problems and solutions.

This will be CCOHS' second national forum. The first one held in 2005 brought together nearly 350 Canadians who shared concerns, debated issues and made recommendations on the issue of occupational disease. The benefits of the forum were extended to thousands more who reviewed the information and outcomes which were posted on the CCOHS website. It is expected that Forum '07 will generate a similar interest and enthusiasm, and will help stimulate creative solutions among Canadians to help ensure people can be safe and healthy at work.

We also facilitate an on-line list serve, HS-Canada, as a means of distributing messages to a group of individuals with interests in occupational health and safety in a Canadian context.

Some of the events that CCOHS participated in are listed below:

Conferences, Exhibitions, Workshops and Presentations

CCOHS' objective of promoting OSH is supported by the activities in engaging diverse audiences by attending more than 31 events over this fiscal year through participation in meetings, conferences and presentations in most regions of Canada. Participation in these events serves both marketing and communications objectives by providing opportunities to showcase the wide range of products and services of the Centre. Specific audiences can be targeted to promote healthy workplaces throughout Canada. Important interaction between the participants and CCOHS helps ensure we are in touch with the needs of our Canadian workers.

Saskatchewan Association of Health
Organizations (SAHO) Conference 2006
Regina, SK – Apr 9-11
Exhibit

63rd OASBO Annual Conference &
Education
Industry Show
Ottawa, ON – April 27
Table Exhibit

Workplace Workgroup – Healthy
Workplace Innovation Series
Hamilton, ON – Apr 19
Task Force Committee

Corrections and Public Safety and Justice
Saskatchewan OH&S Conference
Saskatchewan – May 1
Materials Only

OPSEU
Toronto, ON – Apr 20-21
Exhibit

NAOSH Week National Launch
Vancouver, BC – May 1
Speaker / Table Exhibit

Truck World 2006
Toronto, ON – Apr 20-22
Exhibit

IAPA Health and Safety 2006
Toronto, ON – May 1-3
Exhibit / Speakers

Canadian Occupational Health Nurses
Assoc National Conference
Halifax, NS – Apr 26-28
Exhibit

McMaster University's NAOSH Week
2006
Hamilton, ON – May 4
Table Exhibit

Canadian Conference on Disaster
Management and Emergency Planning
Toronto, ON – May 1-2
Exhibit

PIASS Annual Safety Seminar 2006
Banff, AB – May 3-5
Exhibit

Western Conference on Safety 2006
Vancouver, BC – May 8-9
Materials Only

AQHSST-28 Congress
Quebec City, PQ – May 9-11
Exhibit

Automotive Parts Manufacturers Assoc
Annual Conference and Exhibition
Hamilton, ON – May 10-11
Table Exhibit

OALT / ABO 2006 Conference
St. Catherines, ON – May 10-14
Speaker

American Industrial Hygiene Conference
and Exposition (AIHCE) 2006
Chicago, IL – May 13-18
Exhibit / Speakers

Transportation Health and Safety Assoc
of Ontario (THSAO)
64th Annual General Meeting
Toronto, ON – May 24-25
Exhibit

International Conference of Safety Net
and Canadian Assoc for Research on
Work and Health (CARWH)
St. John's, NL – Jun 7-10
Exhibit / Speaker

Canadian Institute for the Relief of Pain
and Disability
Vancouver, BC – Jul 7-9
Materials Only

Canadian Society for Safety Engineering
(CSSE) Conference 2006
Ottawa, ON – Sept 10-13
Exhibit / Speaker

2006 Professional Conference on
Industrial Hygiene
San Jose, CA – Sept 16-19
Exhibit

International Forum on Chemical Safety
Budapest, Hungary – Sept 25-28
Attended

Chemical Hazard Communication
Meeting
Washington, DC – Sept
Attended

Le Grande Rende-Vous en sante et
securite du travail
Quebec – Oct 11-12
Exhibit

Health, Work and Wellness Conference
2006
Vancouver, BC – Oct 12-14
Materials Only

WHSCC New Brunswick 25th Annual
Health and Safety Conference
St. John, NB – Oct 22-23
Exhibit

Peterborough Health Unit
Peterborough, ON – Oct
Speaker

Alberta Health & Safety Conference And
Trade Fair
Edmonton, AB – Nov 21-22
Speaker

Human Resource Professionals
Conference of Ontario (HRPAO) 2007
Toronto, ON – Jan 31-Feb 2
Exhibit / Speaker

McMaster Faculty of Engineering
Hamilton, ON – Jan
Speaker

Occupational Hygiene Association of
Ontario Spring Symposium
Mississauga, ON – Mar 28
Speaker

Expected Result:**Partial Recovery of Costs from User Fees****Total Financial Resources (in \$ thousands)**

Planned	Authorities	Actual
1,121	1,137	1,126

Total Human Resources

Planned	Authorities	Actual
24	24	22

CCOHS receives approximately 50% of its funding from appropriations and the balance of funds are generated through cost recovery initiatives and support from other organizations. CCOHS was a fully funded organization until 1989. A Cabinet decision was made at that time directing CCOHS to become revenue self-sufficient. Appropriations were reduced a couple of years later with a directive that CCOHS cost recover to fund the Centre's program. It has been a long a difficult struggle to establish products and services and generate sufficient funds to offset costs. In 2002, a program review recommended re-aligning the funding balance to 50% appropriations and 50% cost-recovery. Products and services are developed with CCOHS goal of improving occupational health and safety.

Over the years CCOHS developed many products and services. Recent market changes with the internet and ready access to information has resulted in a significant strain on CCOHS ability to generate funds. In addition, the decline in the US dollar has resulted in loss of income. Many of CCOHS' products are sold in the US and internationally. Given the recent changes in market conditions, CCOHS' has made changes to increase revenues. Recently e-learning was added as a tool to increase course offerings throughout Canada. In addition, a MSDS management system was added. These new additions have helped offset the losses in our traditional product lines and US dollar losses. CCOHS is developing an occupational health and safety management system for use in meeting the specific needs of Canadian enterprises. This web based program will help organizations maintain and enhance their existing OH&S programs, as well as to understand and meet the requirements of the national and international standards.

CCOHS fulfils 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.

A summary of our revenues is listed below:

Revenue

	2007	2006
	\$	\$
Proceeds from sales		
Subscription – CCINFOdisc	417,646	436,061
Subscription - Specialty discs	255,198	308,187
CCINFOWeb	740,940	670,696
Specialty products - web	650,297	617,127
Single copy publications	144,230	154,147
Training and education	403,549	188,299
Other	12,432	12,479
	<u>2,624,292</u>	<u>2,386,996</u>
Projects and collaborative agreements		
Collaborative projects	863,263	986,883
Contributions to Inquiries Service	454,000	454,000
Recovery of travel expenses	57,093	28,414
	<u>1,374,356</u>	<u>1,469,297</u>
	<u><u>3,998,648</u></u>	<u><u>3,856,293</u></u>

Revenues above are recorded using the full accrual method of reporting, recognizing revenues when earned. These amounts may differ from reporting for government reporting purposes as revenue is recognized when collected or credited to the vote. The difference in reporting methods is outlined and reconciled in the notes to the audited financial statements.

Section III. Supplementary Information

Financial Performance Overview

Revenues from sales of products and services continue to decline in many product areas. This is primarily due to changes in the market place for information due to competition from Internet providers of OSH information. In addition, the decline in the US currency has reduced the total sales revenue approximately \$250,000. To offset these losses, CCOHS has expanded its training service to include e learning and this has been very successful. A MSDS Management System Service has also been added and revenues are steadily increasing. Appropriations are consistent with prior years.

CCOHS switched from paying employee health benefits directly to PWGSC to the same system other government department's use. This involves funding being received from Treasury Board from a statutory vote and a corresponding flat rate being charged to CCOHS. In services provided without charge CCOHS is recognizing health and dental benefits provided by TBS to be consistent with the presentation by other departments.

CCOHS continues to generate approximately 50% of its budget from the sale of products and services. Expenditures are consistent with prior years other than the costs associated with new product development. Audited financial statements are published in our Annual Report.

Financial Summary Tables

The following tables are applicable to CCOHS:

Table 1 Summary of Voted Appropriations	39
Table 2 Comparison of Total Planned Spending to Actual Spending.....	39
Table 3 Historical Comparison of Total Planned Spending to Actual Spending.....	40
Table 4 Respendable Revenues	40
Table 5 Contingent Liabilities.....	41
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Table 7 Other Information: User Fees.....	42

Table 1
Summary of Voted Appropriations
Authorities for 2006-07 Part II of the Estimates

Vote	2006-07		
	Planned Spending	Total Authorities	Actual
Vote 35	4.5	4.3	4.3
Supplementary Estimates (A)	-	0.2	0.2
Total Department	4.5	4.5	4.5

Additional funding was received during the year for rollover provisions less amounts deducted for expenditure savings.

Table 2
Comparison of Total Planned Spending to Actual Spending 2006-07
(\$ millions)

Business Line	FTE	Operating	Capital	Grants and Contributions	Total Gross Expenditures	Less: Respendable Revenues	Total Net Expenditures
CCOHS	96	8.8	-	-	8.8	4.3	4.5
Total Authorities	96	8.8	-	-	8.8	4.3	4.5
Actuals	90	8.4	-	-	8.4	3.9	4.5
Other Revenues and Expenditures							
Other Non-respendable Revenues							-
Total Authorities							-
Actuals							-
Cost of services provided by other departments							0.7
Total Authorities							1.2
Actuals							1.2
Net cost of the Program							5.2
Total Authorities							5.7
Actuals							5.7

Revenue estimates were difficult to achieve given the significant decline in the value of the US dollar. It has become increasingly difficult to achieve sales targets due to the rapid change in technologies and availability of alternative information. Expenditures relating to revenue generation were lowered to balance the decline in revenues. The cost of services provided by other departments represents accommodation services provided by PWGSC and audit services provided by the OAG. In addition, costs of health and dental benefits were added this year. This was not included on the Report on Plans and Priorities, but was disclosed in the audited financial statements.

Table 3
Historical Comparison of Total Planned to Actual Spending
(\$ millions)

Business Line	Actual 2004-05	Actual 2005-06	Planned Spending	<u>2006-07</u> Total Authorities	Actual
CCOHS	4.4	4.5	4.5	4.5	4.5
Total	4.4	4.5	4.5	4.5	4.5

Table 4
Responsible Revenues
(\$ millions)

Business Line	Actual 2004-05	Actual 2005-06	Planned Revenue	<u>2006-07</u> Total Authorities	Actual
CCOHS	3.8	3.8	4.3	4.3	3.9
Total	3.8	3.8	4.3	4.3	3.9

Responsible revenues represent monies generated from the sale of goods and services. CCOHS generates approximately 50% of its operating budget from its cost-recovery activities. Sales of goods and services are impacted by general market conditions, foreign exchange fluctuations, government budgets, changes in technology, and competition.

Table 5

Contingent Liabilities

Claims and Pending and Threatened Litigation:

CCOHS is involved in a dispute originating in the normal course of business. An amount, consistent with legal opinion obtained from our legal counsel, has been accrued as an account payable at year-end.

Other Liabilities:

Vacation Pay	\$ 376,314
Employee Termination Benefits	\$ 1,447,902
Total	\$ 1,824,216

Vacation Leave:

Employees are permitted to accumulate unused vacation leave from year to year to a maximum of 30 days. These costs are recognized only when paid.

Employee Termination Benefits:

CCOHS employees are entitled to severance benefits based on their years of service, salary and age at the time of departure. The cost of these benefits is accrued as the employees render the services necessary to earn them. Management determined the accrued benefit obligations using its best estimates of the accrued obligations at the year-end. These benefits represent the only employee benefits obligations of CCOHS that entails settlement by future payments.

Sick Leave:

Employees are permitted to accumulate unused sick leave. However, such sick leave entitlements do not vest and can be used only in the event of illness. The amount of accumulated sick leave entitlements, which will become payable in future years cannot reasonably be determined and accordingly have not been recorded in the information provided. Payments of sick leave are included in current operations as incurred.

Pension Plan:

Eligible employees participate in the Public Service Pension Plan administered by the Government of Canada. CCOHS' contributions to the Plan reflect the full cost of the employer contributions. This amount is currently based on a multiple of the employee's required contributions and may change over time depending on the experience of the Plan. CCOHS' contributions are expensed during the year in which the services are rendered and represent the total pension obligation of the Centre. CCOHS is not currently required to make contributions with respect to any actuarial deficiencies of the Public Service Pension Plan.

**Summary of Revenue, Expenses and Appropriations
(000's)**

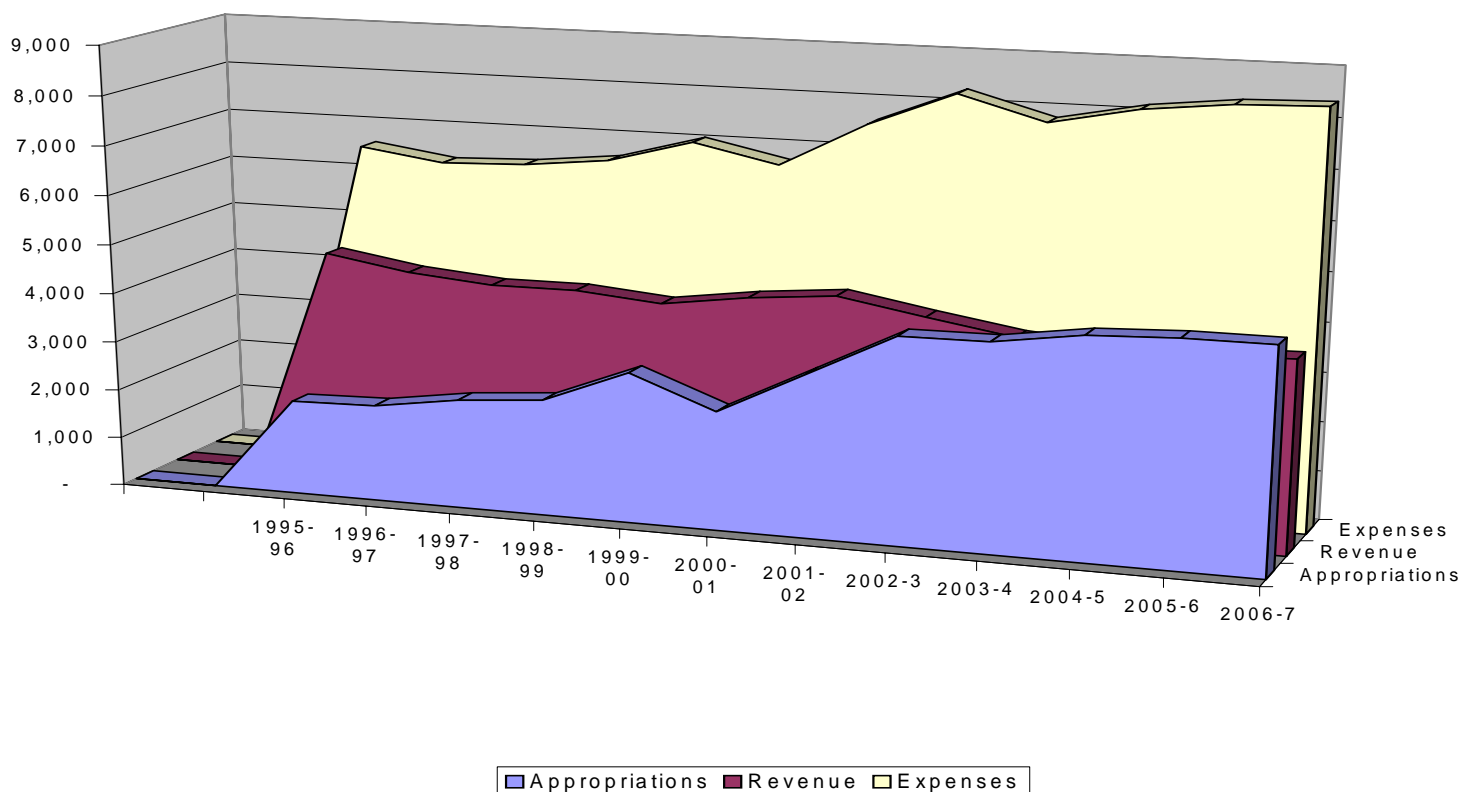


Table 6 – Other Information (applicable only for CCOHS)

Summary of Revenue, Expenses and Appropriations (\$ thousands)

	Actual 1995- 96	Actual 1996- 97	Actual 1997- 98	Actual 1998- 99	Actual 1999- 00	Actual 2000- 01	Actual 2001- 02	Actual 2002- 03	Actual 2003- 04	Actual 2004- 05	Actual 2005- 06	Actual 2006- 07
Revenues	4,649	4,373	4,226	4,239	4,086	4,328	4,485	4,185	3,910	3,781	3,830	3,876
Expenses	6,575	6,340	6,399	6,578	7,044	6,688	7,589	8,275	7,806	8,150	8,332	8,382
Appropriations	1,926	1,967	2,222	2,359	3,043	2,400	3,276	4,156	4,173	4,369	4,501	4,506

Table 7 2006-7 User Fee Reporting

The User Fees Act is not applicable to the revenues generated by CCOHS.

Section IV: Departmental Overview

Mandate, Vision and Mission: The Canadian Centre for Occupational Health and Safety (CCOHS) was created in 1978 by the *Canadian Centre for Occupational Health and Safety Act* (R. S., 1985, c. C-13) which mandates the Centre to promote the fundamental right of Canadians to a healthy and safe working environment.

CCOHS is Canada's national resource for occupational health and safety information. It serves to promote health and safety in the workplace, to help establish high standards for occupational health and safety, and to foster consultation and co-operation among governments, labour and employers to reduce or eliminate occupational hazards.

The vision is for CCOHS to become the preferred occupational health and safety information resource centre that will enable Canadians to easily acquire high quality services.

CCOHS is accountable to Parliament through the Minister of Labour and Minister of the Economic Development Agency of Canada for the Regions of Quebec. It is a departmental corporation under Schedule II of the *Financial Administration Act*.

Objectives

To provide Canadians with information about occupational health and safety which is trustworthy, comprehensive, and intelligible. The information facilitates responsible decision-making, promotes changes in the workplace, increase awareness of the need for a healthy and safe working environment, and supports education and training.

Guiding Principles

CCOHS is governed and directed by a tripartite Council of Governors comprised of members from labour, business and government (federal, provincial and territorial) leaders representing their respective constituents across Canada. The Council meets three times a year to review policy and monitor progress of CCOHS. In January 1997, the Council adopted the following set of guiding principles for the Centre's future, which have been supported by federal, provincial and territorial Ministers responsible for occupational health and safety:

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

The Council of Governors intends these principles to guide the Centre for the short to mid term and to allow for continued growth in cost-recovery.

1. The Council reconfirms its support and commitment to the CCOHS and the valuable role the Centre provides to Canadian workers and employers. Further, the Council recognizes the importance of its tripartite nature in governing the Centre.

The Centre is to continue to serve as a source of excellence for unbiased technical information and expertise to support labour, employers, and governments in maintaining safe and healthy workplaces.

The Centre is to continue to provide critical analysis and interpretation of occupational safety and health information.

Further, the three caucuses recognize the critical importance of maintaining a free inquiry service to support the right of working Canadians to a healthy and safe working environment.

2. The Council and the Centre shall communicate to respective Ministers regarding the excellence and role of the Centre in order to obtain broad public policy support and guidance.

3. The Council recognizes the high standard and non-partisan nature of the Centres undertakings. It recommends the Centre continue in its consulting and research efforts, while meeting the test of fairness in a competitive world. Joint funding of projects that target key areas of information needs should be a special focus of these efforts.

The Council urges all governments and other organizations to consider the Centre as a potential source of consulting and research services.

4. The Council urges governmental and non-governmental organizations, including labour and employers, to work in partnership with the Centre to provide public access to the Centres CD-ROM, Internet and other services.

5. The Council recommends the Centre consider the future possibility of gathering and disseminating occupational health and safety statistical information.

6. The Council recognizes that the Centre has become a national repository for MSDS, and efforts to encourage companies to continue to supply data sheets to the Centre will continue, where practicable and feasible.

7. The Council recommends that health and safety materials be available in the form most useful to the user, including hard copy.

8. The Council encourages the development of partnerships, tailored to specific jurisdictions that enhance the visibility and distribution of CCOHS information. This could also include co-operation between various government inquiry services.
9. The Council recommends that jurisdictions and others systematically provide all technical, research, guidelines, codes of practice, and best practices to the Centre.

The President and Chief Executive Officer (PCEO) and CCOHS staff is committed to following these principles and plan to fulfil the Council's strategic priorities for the Centre by ensuring CCOHS provides:

- A. a confidential occupational health and safety inquiries service to Canadians;
- B. Economical fee-for-service occupational health and safety products and services which are delivered by various means, including:
 - Compact Disc - Read Only Memory (CD-ROM)
 - Digital Video Discs (DVD)
 - Accessible computerized information services
 - Publications and guides
 - Training
 - Memberships;
- C. Non-biased occupational health and safety information;
- D. A national occupational health and safety collaborating centre for the 14 Canadian jurisdictions and serving as Canada's representative as an international centre (i.e. World Health Organization, International Occupational Safety and Health Information Centre);
- E. A national occupational health and safety information repository.

CCOHS Council of Governors holds strategic planning meetings approximately every three years to focus on the future direction of CCOHS. In its latest session in 2005, the Council reaffirmed the above guiding principles. They also agreed to focus on the following priorities:

- Keep focused on "serving as a national center for information related to occupational health and safety". Continue to offer valued and needed information.
- Keep offering our core products and services. This includes continuing to improve products and services so they remain useful and relevant for Canadian workplaces and workers.
- Become the national center for statistics on occupational health and safety
- Continue to promote health and safety in the workplace in Canada, including the physical and mental health of working people.

Organization Composition

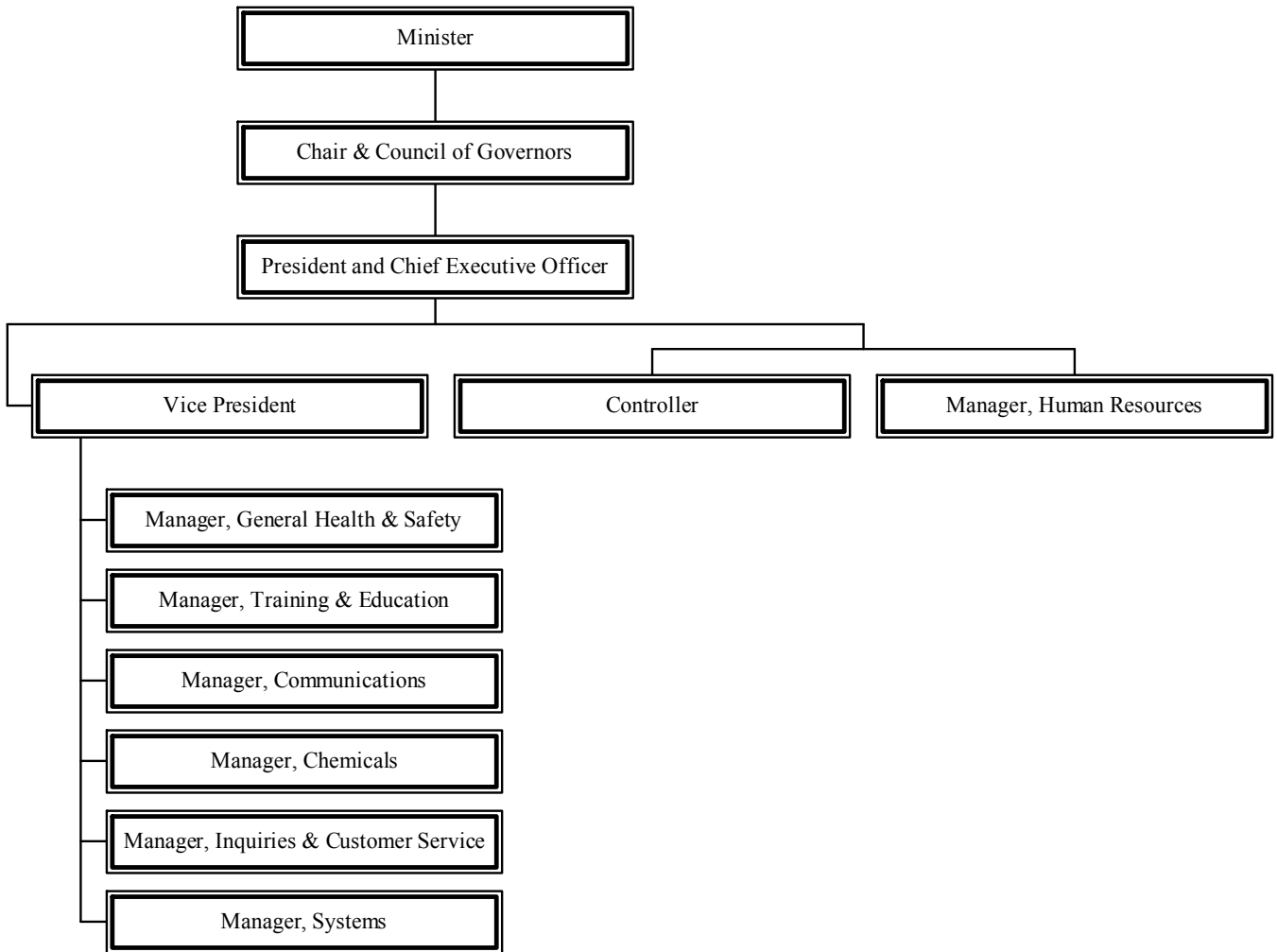
Organizational Structure: CCOHS reports to the federal Minister of Labour and Minister of Economic Development Agency of Canada for the Regions of Quebec. The Council of Governors are non-paid positions and hold their respective offices throughout Canada. The Chair of the Council is a non-paid position, which is normally occupied by the federal Assistant Deputy Minister, Labour. The President and Chief Executive Officer operate CCOHS from Hamilton, Ontario. CCOHS links its objectives and strategic priorities through an array of service lines.

Governance: The Centre is governed by tripartite Council of Governors consisting of a Chair and Governors representing employers, labour, and Canadian governments (federal, provincial, and territorial). Four Governors represent workers; four represent employers, and up to thirteen represent provincial and territorial governments. The Chair represents the federal government. All are appointed by the Governor General - in- Council. The Council meets three times a year to discuss and review policy direction and priorities.

Executive Management: The Centre is managed by its President and Chief Executive Officer who directs the work of CCOHS to fulfil its mandate.

Service Lines: The internal departments have recently been reorganized in 2006-7. This change aligns resources by service and program area so that every area includes the technical, marketing and subject specialists necessary for delivery. Systems will maintain the infrastructure necessary to deliver products and support the products and services developed and the web. The Inquiries Service provides direct free front line service to Canadians via telephone, fax, mail and internet. They also provide customer service for cost- recovery products. Communication will continue to promote the use of CCOHS products and services, communications to Canadians and marketing activities. The Controller's group provides services to the departments including finance, operations support, facilities management and internal computer systems. Human resources support all departments.

Organization Chart



Section V: Other items of Interest

A. Contacts for Further Information

For further information about this document or any of the products and services available from the Canadian Centre for Occupational Health and Safety please contact:

CCOHS

135 Hunter Street East

Hamilton ON L8N 1M5

Tel: 905-572-2981

1-800-668-4284 Canada and US

Fax: 905-572-2206

www.ccohs.ca

- S Len Hong
President and Chief Executive Officer
905-572-2981, ext 4433
hongl@ccohs.ca
- P K Abeytunga
Vice-President and Director General
905-572-2981, ext 4537
abey@ccohs.ca
- Bonnie Easterbrook
Controller
905-572-2981, ext 4401
bonniee@ccohs.ca
- Norma Gibson MacDonald
Manager, General Health and Safety Products and Services
905-572-2981, ext 4527
normag@ccohs.ca
- Renzo Bertolini
Manager, Inquiries and Client Services
905-572-2981, ext 4477
renzob@ccohs.ca
- Eleanor Westwood
Manager, Communications
905-572-2981, ext 4408
eleanorw@ccohs.ca
- David Brophy
Manager, Computer Systems and Services
905-572-2981, ext 4498
davidb@ccohs.ca
- Louise Henderson
Manager, Human Resources
905-572-2981, ext 4404
louiseh@ccohs.ca
- Chris Moore
Manager, Training and Education
905-572-2981, ext 4462
chrism@ccohs.ca
- Lorraine Davison
Manager, Chemical Services
905-572-2981, ext 4466
lorraind@ccohs.ca

B. Legislation Administered by Name of Department

The federal Minister of Labour has sole responsibility to Parliament for the following Acts:

Canadian Centre for Occupational Health and Safety Act R.S., 1985, c. C-13

C. Key Reviews

During the period of this report, there were no new reports. All previous reports, evaluations and reviews can be accessed at: <http://www.ccohs.ca/ccohs/reports.html> .

D. Audited Financial Statements

- C Canadian Centre for Occupational Health and Safety Audited Financial Statements are available in the Annual Report to Parliament 2006-7 at <http://www.ccohs.ca/ccohs/reports.html>

E. Listing of Statutory and Departmental Reports

- C Canadian Centre for Occupational Health and Safety Council of Governors' Annual Report to Parliament 2006-07.
- C Report on Plans and Priorities 2006-07
- C Program Evaluation and Cost Recovery Study 2001
- C CCOHS Program Evaluation and Performance Measurement Study, 2005
- C Modern Comptrollership Capacity Assessment 2002
- C Customer Satisfaction Research Report 2004

These items are available at <http://www.ccohs.ca/ccohs/reports.html> .

Details of the recent surveys quoted in the report:

CCOHS Program Evaluation and Performance Measurement Study, 2005

This study included four surveys during July 4 to July 19, 2005 as follows:

- a) Product customers – Invitations were sent via e-mail to 1,299 customers from CCOHS existing client database. There were 262 responses or 20% response rate. This survey focused on clients who paid for products or services offered by CCOHS.
- b) Inquiries clients – Invitations were sent via e-mail to 1,196 clients who recently used the service. There was a response rate of 20% (factoring in non-deliverable e-mails). This survey focused on users of the free public information service.

Two e-mail reminders were sent. A response rate of 20% is typical for this type of survey.

- c) Web-site survey response of 513 for this self-selecting sample. This survey focused on users of CCOHS' website and was positioned on the home page and OSH Answers homepage, individual pages of OSH Answers and Web Information Services home page.
- d) Key Informant interviews (20) representing a range of CCOHS stakeholders, including business, labour, government and non-governmental organizations.

Customer Satisfaction Research Report 2004

This study included two surveys:

- a) Customer (Client) Survey: An invitation was mailed to current clients and customers to invite them to participate in an online survey from February 19 to March 26, 2004. There were 3,736 surveys mailed to users of the Inquiries Service and products. The survey was completed by 549 respondents for a response rate of 15%, which was less than anticipated. This is likely due to the mixed mode of mailed invitations with an on-line completion requirement.
- b) Web Visitor Survey: The survey was posted on the CCOHS web site from February 13 to March 9, 2004. There were 603 visitors from this self-selecting sample. The target population was any user of CCOHS' website.

F. Supplementary information on Service Standards for External Fees can be found at: http://www.tbs-sct.gc.ca/rma/dpr3/06-07/index_e.asp