



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



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

CCOHS promotes the total well-being – physical, psychosocial and mental health – of working Canadians by providing information, training, education, management systems and solutions that support health and safety programs and the prevention of injury and illness.

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Chair's Message

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

Together with the other Governors, I look forward to guiding and supporting initiatives that reinforce CCOHS' role as a leader in the promotion of the total well-being – physical, psychosocial and mental health – of working Canadians.

CCOHS fulfils an important role by providing services and expertise in the field of occupational health and safety both in Canada and internationally. CCOHS has an excellent record of adapting to changing circumstances and developing innovative ways of delivering its mandate.

I would like to extend my appreciation to Scott Streiner, my predecessor as Chair of the Council of Governors. I hope to continue to build upon the positive work the Council has accomplished during his years as Chair.

I would also like to acknowledge the commitment and excellent work of Len Hong who was instrumental in establishing and reinforcing the high quality reputation of the CCOHS during his years as President and CEO. The excellence of CCOHS today is the lasting legacy of Len Hong, who retired in February 2011.

I also welcome the new President and CEO of CCOHS, Stevan Horvath, and wish him every success in leading CCOHS in the years to come.

On behalf of the Council, I extend our sincere thanks to outgoing Council Governors Harry Phillips, representing Federally Regulated Employers – Transportation and Communications (FETCO); to Douglas Stanley, representing the Government of New Brunswick; and to Sylvester Wong, representing the Government of Northwest Territories and Nunavut for their service, dedication, and contributions to keeping CCOHS vibrant and relevant.



I am impressed by CCOHS' achievements to date and I am excited about its future as a trusted source of high quality services and credible information that guides and supports healthier and safer workplaces for all Canadians. I look forward to working with CCOHS' dedicated professional staff, as well as with the Council of Governors to advance our common goal of ensuring that all Canadians work in healthy and safe environments every day.

Bayla Kolk
Chair, Council of Governors

President's Message



I am honoured to have joined the Canadian Centre for Occupational Health and Safety and would like to begin by thanking the CCOHS staff and Council of Governors for welcoming me to the Centre. I would also like to thank our past President and CEO, Len Hong, for his excellent work in guiding CCOHS to be a world leader in occupational health and safety services.

CCOHS continues to assume a leadership role in innovation and expanding the boundaries of workplace health and safety. I am proud to recognize CCOHS' contributions to the development of the World Health Organization's (WHO) Healthy Workplace Framework and Model to reflect the expanded scope of occupational health and safety in today's globalized economy. In turn, CCOHS has developed the tools and resources necessary for the implementation of the WHO model, and promotes the implementation of the WHO model in Canadian workplaces. The Centre has also incorporated the holistic approach to physical, mental and psychosocial well-being into its own workplace, as they have advocated for all organizations worldwide.

From my experiences in industry and workplace health and safety, I can tell you that CCOHS is indeed a leader – respected within Canada, as well as being held in the highest regard on the world stage for the excellence of its expertise and services. Internationally, CCOHS continues to be a leader in building synergies with partners from all over the globe to collect and develop best practices, and advance knowledge for workplace health and safety. CCOHS then delivers the resulting benefits to Canadians by incorporating them into our products and services.

Canadian workplaces realize it makes good business sense to have safe and healthy employees, not only for the bottom line, but for a consistently productive and engaged workplace. CCOHS needs to remain at the forefront of change leadership by continuing to foster health and safety stewardship as keys to international competitiveness. CCOHS is constantly creating resources to achieve this. "OSH Works" is

one of the services that helps workplaces develop, manage and continuously improve their workplace health and safety programs. It helps workplaces meet requirements, ensure compliance, and ultimately assists the workforce to stay healthy and safe.

Our challenge for the future will be to provide solutions that are relevant and truly reflect our core values and address the root causes of all organizations' and individual's health and safety issues, while staying ahead of the accelerating impact of change. As such, CCOHS continues to cultivate innovative ways to deliver practical and credible services. Over the past year CCOHS has increased accessibility to OH&S resources by adopting the new realm of social media and has continued to increase e-learning capacity to reach Canadians wherever they may be located.

I would like to acknowledge the invaluable guidance, direction and assistance provided by the Governing Council and its Chair in shaping CCOHS and its services.

The reputation of CCOHS is stellar, and I look forward to advancing our innovative methods used in bringing OH&S services to Canadian workplaces. I have committed to building on this foundation of excellence in my role as President, and I look forward to working with the Chair, members of the Council of Governors and staff of CCOHS to provide tomorrow's solutions to today's health and safety issues. Together I know we will succeed in achieving CCOHS' mandate of promoting health and safety in Canadian workplaces, and enhancing the physical and mental health of working people in Canada.

Steve Horvath
President and Chief Executive Officer

Council of Governors

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

Chair

Bayla Kolk, *Government of Canada*
Scott Streiner*

Glennis Bihun, *Saskatchewan*

Sylvester Wong, *Northwest Territories and Nunavut**

Labour

Matthew Firth, *Canadian Union of Public Employees*

Marie Clarke Walker, *Canadian Labour Congress*

Nancy Hutchison, *United Steelworkers*

Denis St-Jean, *Public Service Alliance of Canada*

Executive Board

Stevan Horvath (Chair)

Nancy Hutchison

Marie Clarke Walker

Normand Côté

Harry Phillips*

Stuart MacLean

Employer

Jean Dalton, representing *Canadian Manufacturers and Exporters*

Gordon Lloyd, representing *Canadian Chemical Industry Association*

Harry Phillips, representing *Federally Regulated Employers – Transportation and Communications (FETCO)**

Normand Côté, representing *Canadian Bankers Association*

Audit Committee

Bayla Kolk (Chair)

Scott Streiner (Chair)*

Denis St-Jean

Matthew Firth

Jean Dalton

Normand Côté

Stuart MacLean

Don Hurst

Provincial & Territorial

Douglas Stanley, *New Brunswick**

Don Hurst, *Manitoba*

Leslie Galway, *Newfoundland and Labrador*

Stuart MacLean, *Nova Scotia*

Diana Miles, *British Columbia*

*resigned/retired

Products and Services

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

- > Broaden the scope of CCOHS services in areas directed by the Council of Governors;
- > Expand outreach, user population and impact of services;
- > Intensify the identification of specific needs of Canadians and responding well to fulfill those needs;
- > Achieve excellence in quality, delivery, responsiveness, and cost-effectiveness of service;
- > Gain from the advancing knowledge, experience and relevant developments across Canada and globally for the common benefit of Canadians;
- > Strengthen the infrastructure, management process and systems to enhance performance, accountability and continuous improvement; and
- > Build a healthy and productive workplace for today and into the future.



Organization of CCOHS' Work

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

- > Inquiries and Client Services
- > Training and Education Services
- > General Health and Safety Services
- > Chemical Services
- > Communications
- > Systems



CCOHS in the Community

CCOHS is active, both within their organization and throughout the community. Every year, staff at CCOHS participate in over 25 activities that demonstrate their commitment to healthy workplaces and the community.

This past year, on any given day, CCOHS staff members could be seen staying active at lunch by walking, jogging or playing a variety of sports. They also take part in Healthy Workplace Challenges, such as decorating their workspaces with garden flowers, photos of family and friends, or holiday trimmings; learning more about work-life balance or high blood pressure at various Lunch 'n Learn seminars; eating healthy soups, salads and meals prepared by CCOHS staff; or even playing several rounds of Wii Tennis in an organization-wide tournament.

When not staying active, healthy and safe at work, staff pay it forward with their dedication to the community. This year CCOHS staff members contributed in a variety of ways to several charities:

Brain Injury Association

Canadian Cancer Society
(daffodil sales)

Hamilton Food Share
(donation of over 1800 food items and \$300)

United Way
(pledge challenge and Government of Canada Workplace Charitable Campaign)

MADD

The Lung Association
(tulip sales)

Martha House
(Christmas campaign)

Kidney Foundation of Canada

Epilepsy Canada

Alzheimer Society of Canada

Heart & Stroke Foundation of Canada

Threads of Life
(participation in annual walk)

Over the next year, CCOHS will continue their devotion to their own healthy behaviours and the community through innovative and fun activities, and look forward to surpassing their past goals – and the friendly competition that results.



Inquiries and Client Services



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

The Service

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

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

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

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



9,890 questions received through its traditional person-to-person information service

Reach

This year, the Inquiries Service staff received 9,890 questions through its traditional person-to-person information service, from every province and territory in Canada. The three largest provincial users of the service are Ontario (49.3%), Alberta (15.0%) and Quebec (12.7%). Figure 1 summarizes the inquiries received by geographic breakdown by province.

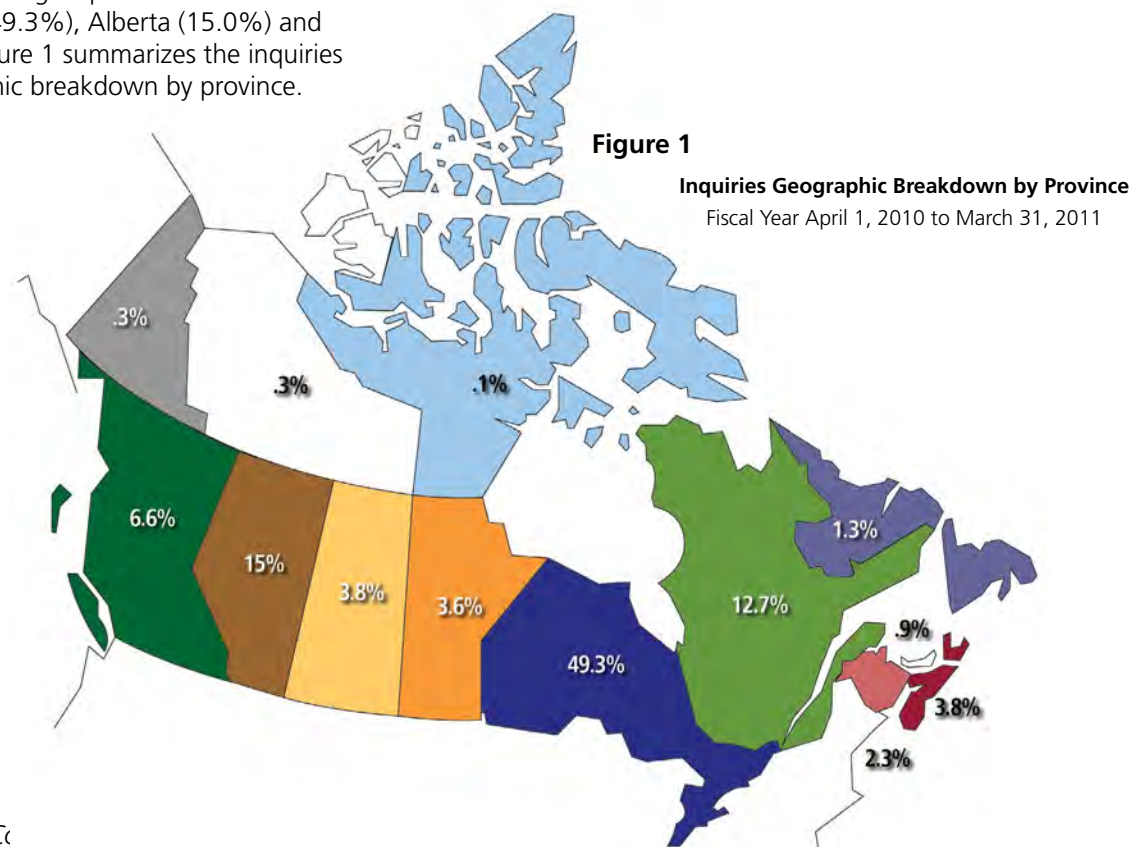


Figure 1
Inquiries Geographic Breakdown by Province
Fiscal Year April 1, 2010 to March 31, 2011

During this period, inquiries received covered subjects and concerns such as chemicals and reproductive hazards, ergonomics, indoor air quality, occupational cancer, H1N1, pandemic planning, and a large number of concerns regarding harassment, bullying and violence in the workplace. A breakdown according to the subject categories is given in Table 1.

Table 1

Subject Categories of Inquiries Received Fiscal Year April 1, 2009 to March 31, 2010	
Category	Percent
Safety / ergonomics / OH&S administration	38.1%
Chemical hazards, trade names, industrial processes	17.6%
Referrals	14.9%
Medical, psychosocial and biological	8.8%
Legal – General	7.6%
OH&S – General / Information sources	4.6%
Physical hazards	4.6%
Other	3.0%
Statistics	0.8%
Total	100.0%

From this year's client satisfaction survey, we received feedback from 897 users of the Inquiries Service. Sixty per cent of respondents stated that their use of CCOHS information will lead to current or future changes to the workplace that may result in improved occupational health and safety performance.

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

- > 11% of respondents indicated that more than 500 individuals did benefit or share CCOHS information in their organization
- > 14% shared CCOHS information with up to 499 individuals
- > 42% shared CCOHS information with up to 99 individuals
- > 33% shared CCOHS information with up to 4 individuals

Monitoring and Continuous Improvement

Through regular monitoring to ensure both the quality and efficiency of the responses provided, users of the service were asked to rate the responsiveness, timeliness, clarity and usefulness of the information received. During this year 87% of users indicated they were very satisfied or satisfied overall.

Employers, government, labour and others are users of the service. A breakdown of the usage during the period is shown in Table 2.

Table 2

Inquirers – Usage by Tripartite Group Fiscal Year April 1, 2010 to March 31, 2011	
Group	Percent
Labour	32%
Employers	32%
Government	3%
Other	33%
Total	100%



Users Comments

"Excellent work. Could not have asked for a better and quicker response. A verbal answer was immediately provided and later followed-up with a written answer as well as helpful links for future use. Thank you very much."

"L'information recu a été tres pertinente a facile a comprendre merci"

"The information provided was clear and well researched. Really.... outstanding! Thanks very much."

Client Services

CCOHS' Client Services respond to telephone and e-mail questions addressing the benefits of CCOHS products and services and how they could be used to achieve compliance and improved occupational health and safety performance.

Reach

This year staff answered 5,146 questions (90% English Language; 10% French Language). Client Services is continuously monitored to ensure both the quality and efficiency of the responses provided.



Training and Education Services



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

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

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

The Service

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

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

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

Training and e-Learning Programs

CCOHS offers both instructor-led classroom and e-learning programs (e-courses) to help meet the occupational health and safety education and training needs of working Canadians. This area continues to provide a significant and growing revenue stream for CCOHS. Courses are developed following well-established procedures to ensure they are of the highest quality. CCOHS staff creates courses with assistance and advice from outside technical experts when required. The tripartite external review of courses by representatives of government, employers and labour helps ensure balance, accuracy and understanding by all parties in the workplace.



Classroom Training

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

Health & Safety Training for Managers and Supervisors; and

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

Reach

While participation in Health and Safety for Managers and Supervisors has declined, interest in Health and Safety for Managers and Supervisors in the Federal Jurisdiction remains viable with over 130 participants having been trained throughout the year.

e-Learning Programs

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

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

CCOHS develops e-courses in response to requests from workers, employers and governments for high quality, affordable programs that provide education on a variety of occupational health and safety topics. Each course is available in English and French, with the ability to turn on or off the audio option to suit learner needs. Most e-courses are delivered on a for-fee basis for individuals and organizations. Some public awareness e-courses are available for free. CCOHS' e-courses are suited to a broad range of users – from students or small business employees to professionals. Participants learn at their own pace, anytime, anywhere they have access to an internet-enabled computer.

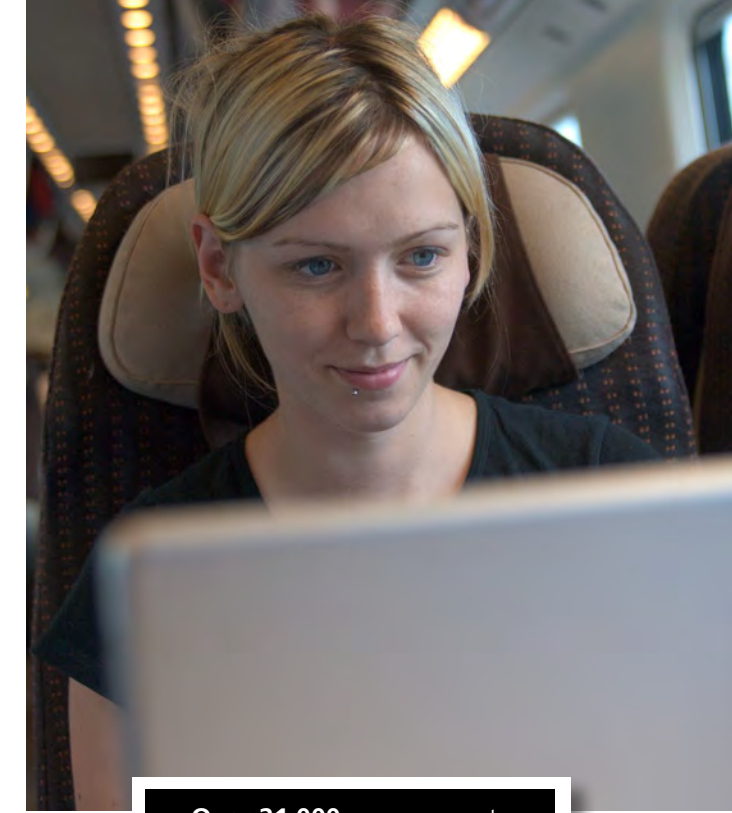
As of the end of the year, CCOHS developed 13 new e-courses, bringing the total course count to 72. New courses added this year include:

- Due Diligence in Occupational Health & Safety*
- WHMIS for Workers in Ontario (CCOHS/IAPA)*
- Developing Your Workplace Violence and Harassment Program in Ontario (CCOHS/IAPA)*
- WHMIS Refresher in Ontario (CCOHS/IAPA)*
- Workplace Inspections*
- Manual Materials Handling*
- Hazard Identification, Assessment & Control*
- Working at Heights*
- Dealing with Difficult or Hostile Customers (CCOHS/Integrated Human Risk Solutions)*
- Dealing with Robbery (CCOHS/Integrated Human Risk Solutions)*
- Dealing with a Hostage Situation (CCOHS/Integrated Human Risk Solutions)*
- WHMIS for Office Environments*
- Core Competencies for First Line Supervisors – Yukon Mining (CCOHS/Yukon Mine Training Association)*

Reach

In the past seven years, CCOHS has sold approximately 70,000 seats (one seat allows one person to access one course) and the e-learning programs continue to experience tremendous growth (as illustrated below). This year over 21,000 e-learning seats were purchased.

Fiscal	Unique Titles	Total Course Titles (English & French)	Total Participants
2004-05	3	5	1,773
2005-06	12	22	6,253
2006-07	22	41	16,128
2007-08	32	59	24,641
2008-09	48	91	35,843
2009-10	56	103	47,980
2010-11	70	125	69,251



Over 21,000 e-course seats sold this year.

The courses with the most seat sales to date are:

- WHMIS for Workers*
- Health & Safety for Managers and Supervisors*
- Office Ergonomics*
- Canada Labour Code, Part II (for committee members, managers and supervisors in the Canadian federal jurisdiction)*
- Violence in the Workplace: Recognize the Risk & Take Action*
- Personal Protective Equipment: The Basics*
- Health & Safety Committees*
- Health & Safety Committees in the Canadian Federal Jurisdiction*
- Ladder Safety*

The outreach of our free awareness courses also continues to experience tremendous growth. Collectively, they have been accessed over 23,000 times in this year.

Many organizations are using CCOHS' e-courses as part of a "blended learning" solution. That is, the course is delivered in a classroom setting to support

the need to educate workers on occupational health and safety, and to discuss the topic as it pertains to their organization's specific issues and practices. Employees then complete the e-course and its evaluation component (final examination) and receive a certificate of completion when a passing grade is obtained.

Monitoring and Continuous Improvement

To ensure that we are meeting the needs of our users, participants are invited to complete a feedback form upon completion of the course. This year, 2,284 participants responded to the survey (an increase of 645 respondents). The survey covers all areas and indicates an overall approval rating exceeding 90% as outlined in the chart below:

Rating of Content	Strongly Agree	Agree	Overall Approval Rating
Content well laid out and presented	50.4	47.7	98.1
Easy to Understand	51.7	46.2	97.9
Content met my needs	45.8	49.9	95.7
Useful links to information	50.1	45.8	95.9
Rating of Features	Strongly Agree	Agree	Overall Approval Rating
Section quizzes were helpful	47.5	48.9	96.4
Case Studies helped to illustrate the material	45.0	50.7	95.7
Images enhanced my understanding	41.7	51.3	93
Satisfaction Rating	Strongly Agree	Agree	Overall Approval Rating
Satisfied with the course	45.0	52.7	97.7

23,000 free awareness courses were accessed this year.



OSH Answers

OSH Answers provides a global web-based information service in a form suitable for workplace participants to understand, identify and deal with workplace health and safety concerns. There are over 685 documents, each in an easy-to-read, question and answer format, accessible free-of-charge on the CCOHS website. All are available in both English and French and a limited number are available in Spanish via Respuestas OSH.

Monitoring and Continuous Improvement

This year, three new documents were added, 48 were revised, and 10 were confirmed current. These numbers reflect the need to continually concentrate on always providing the most current information to optimize our impact on the health and safety of Canadian enterprises. CCOHS continues to maintain a reputation as a dependable and trustworthy source of information. As such, specialists continue to review and update the existing documents to ensure continued accuracy of information.

Reach

OSH Answers continues to enjoy tremendous success in transferring health and safety knowledge and in reaching both Canadians and the world. Indeed, statistics show that over 6.6 million documents were delivered this year and around 4.2 million unique visitors visited the site. The service was also accessed by users from over 190 countries.

Additional Reach

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

This year, 77 requests were received for copyright authorization, resulting in almost 71,230 copies of CCOHS information being made. The organizations reproducing CCOHS content included government departments, companies, unions, health care organizations and educational institutions. In addition, the information is potentially shared with many more individuals because of the large readership of these documents – safety professionals often tell us that they

use our information in their workplaces for training or educational purposes as well.

Emerging Issues and Trends

As a sample of the range of interest by visitors, the top 20 hits in March 2011 included:

1. Ionizing Radiation
2. OSH Answers Home Page
3. What is an LD50?
4. Hazards and Risks
5. WHMIS – Classification
6. WHMIS – MSDS
7. WHMIS – Introduction
8. Job Hazard Analysis
9. Raynaud's Phenomenon
10. Violence in the Workplace
11. Accident Investigation
12. Thermal Comfort
13. Needlestick Injuries
14. Emergency Showers
15. Bullying in the Workplace
16. Housekeeping
17. Courses in OH&S in Canada
18. Risk Assessment
19. Microwave Ovens
20. Hazard Control

6.6 million OSH Answers documents delivered this year.



Publications

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

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

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

Currently 22 health and safety guide titles exist both in English and French in the CCOHS library.

New guides this year were:

- Implementing an Occupational Health and Safety (OH&S) Program*
- Guide santé sécurité sur l'orientation des nouveaux travailleurs*
- Le SIMDUT après le SGH : se préparer au changement*

Guides updated this year were:

- Health and Safety Committees Reference Guide, 4th edition*
- Office Ergonomics Safety Guide, 6th edition*
- Warehouse workers safety guide, 3rd edition*
- Guide santé sécurité des services alimentaires (Food Service), 5th edition*
- Prévention de la violence en milieu de travail (Violence), 3rd edition*
- Guide santé sécurité des travailleurs scolaires (School Workers), 4th edition*



Reach

With 9,795 publications sold this year, the impact of CCOHS publications extends far beyond the information provided to the thousands of purchasers directly by CCOHS. Surveys of customers show that guides and other publications are used to decide on changes and improved procedures that increase health and safety for many more workers.

9,795 publications sold
this year.

Health and Safety Management Systems

OSH Works

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

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

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

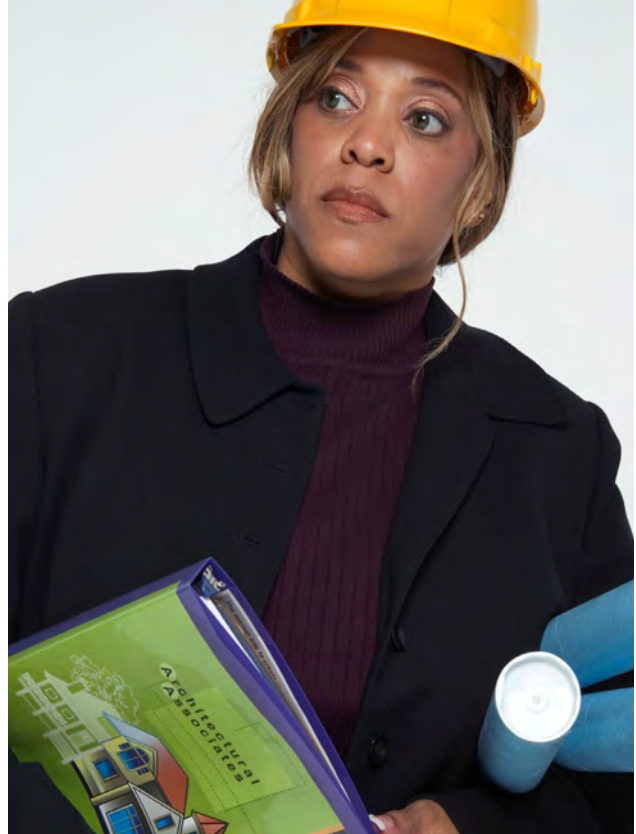
community involvement. CCOHS has created the Comprehensive Workplace Health and Safety version of OSH Works for organizations that want to address these "avenues of influence" in their programs.

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

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

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





Using OSH Works means that the organization will:

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

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

In collaboration with Manitoba Workplace Safety and Health, CCOHS developed a version of OSH Works that can be used by Manitoba companies to help them understand and meet the 11 core elements of a Workplace Safety and Health Program that are required for compliance with the Manitoba Workplace Safety and Health Act. Two pilot clients are now using this version of OSH Works.

In collaboration with Ontario's Workplace Safety and Prevention Services (WSPS-formerly IAPA, OSSA, and FSA) CCOHS was engaged in a pilot project to provide a customized Comprehensive Workplace Health and Safety Program version of OSH Works to TDL Group (Tim Horton's) at its franchises across Canada. After successful completion of a five month pilot project, CCOHS now has two Tim Horton's store owners who have subscribed to the TDL Version of OSH Works.

Reach

OSH Works is being actively promoted, and now has eight subscribing organizations. These organizations use OSH Works and are contributing towards its ongoing development. Having experienced the value of this service; two organizations have renewed their subscription for a second year.

To date, over 120 organizations have had personalized demonstrations of the service, and over 1,030 organizations have viewed a recorded demonstration.

Monitoring and Continuous Improvement

A Technical Specialist will be assigned to each client account to provide the necessary support needed to set-up the service and to improve the health and safety program. CCOHS staff check in with each client quarterly to monitor the progress and to identify areas of the service for improvement. CCOHS has made many enhancements in the last year based on client feedback. Some are listed below:

- > Improved reporting for managers and supervisors
- > Enhanced incident reporting
- > Simplified staff interface
- > Improved notification of assigned and completed tasks

General Health and Safety Services

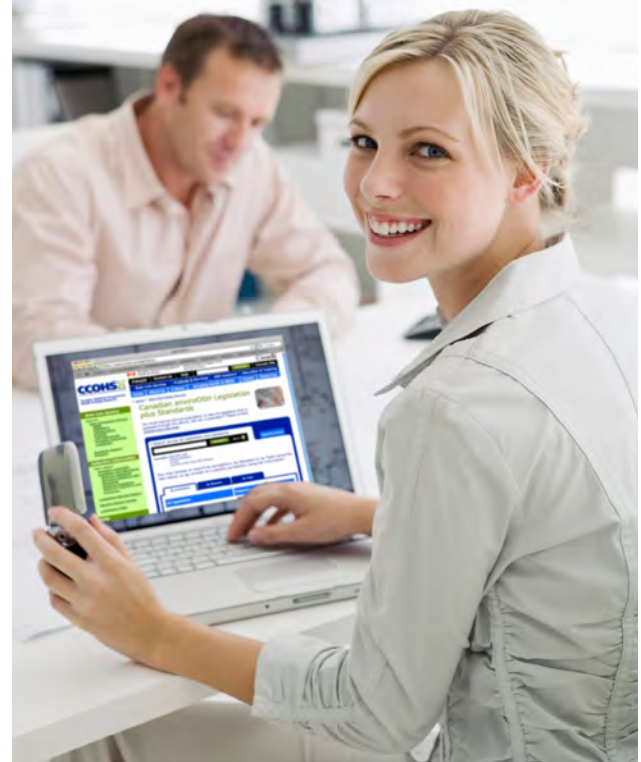


Provides a comprehensive service of information and supports work-related health and safety initiatives in all areas of workplace health and safety (other than chemical safety) to improve the total health of the individual – mental, physical and psychosocial. This service includes:

- > Legislation Services
- > Databases
- > Collaborative Projects

The Service

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



Canadian enviroOSH Legislation plus Standards

This service provides Canadians with the essential legislation and referenced standards to identify and understand their rights and responsibilities under the law. Employers and workers can immediately find the current information they need for each jurisdiction in one place, without the time-consuming effort of viewing multiple government websites. The full text of referenced Canadian Standards Association (CSA) and Canadian General Standards Board (CGSB) standards provides a key benefit, and demonstrates the partnerships that CCOHS has undertaken to ensure Canadians have the tools they need to comply with the law.

Reach

Over 400 organizations both in Canada and internationally subscribe to the enviroOSH Legislation service in its various formats: regional, national, PLUS Standards, on the Internet and on DVD. Thousands of additional users access individual pieces of legislation through links from relevant CCOHS e-courses.

National Labour Operations Resources CD-ROM

Produced in cooperation with the Labour Program of Human Resources and Skills Development Canada (HRSDC), this service provides the full text of the Canada Labour Code and related CSA and CGSB standards as well as interpretive material and guidelines. Other key federal legislation relating to topics such as employment equity is included along with HRSDC publications for the workplace. In addition to the CD-ROM, a web-based version was released in August 2010.

Reach

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

Canadian Employment Legislation

A new legislation product is currently under development for release May 1, 2011. Canadian Employment Legislation will be a web-based service including employment standards, industrial relations, human rights and privacy acts, regulations and guides from all jurisdictions. Designed to help support human resources and related duties and responsibilities under the legislation, this new service will be a useful resource on its own, or as a supplement to other CCOHS legislation services.

Academic Support Program

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

Reach

As the year ended, ASP had 92 clients: 55 in Canada, 26 in USA, and 11 in other countries. The reach through these subscriptions represents a total of 2.8 million students, faculty and staff.

Bibliographic Databases and the ILO Encyclopaedia

The bibliographic databases and the *ILO Encyclopaedia* form an important part of CCOHS' Web Information Service. This collection includes *OSHLINE*, the CCOHS database of references to occupational health and safety journal articles, reports and conference proceedings. Other databases include: *NIOSH TIC*®/*NIOSH TIC-2* from the US, *HSELINE* from the UK, *CISILO* from Geneva, *INRS Bibliographie* from France, CCOHS' own *Canadiana*, and a customized *PubMed* health and safety subset from the US National Library of Medicine. Adding almost 60,000 references on occupational health and safety topics, the *PubMed* subset enriches and expands available content, and allows clients to conveniently search *PubMed* references alongside our other databases.

The *ILO Encyclopaedia* project is a collaborative effort between the ILO and CCOHS, in which CCOHS delivers the encyclopaedia together with the *CIS/ILO* database in English and French on the web.

Reach

The bibliographic databases and the *ILO Encyclopaedia* are used by hundreds of organizations throughout the world, particularly research institutes, universities, health and safety associations, government departments and industries. As the year ended, *OSH References* had 91 clients and *ILO Encyclopaedia* had 32 clients. These products represent an invaluable and uniquely focused collection of references to occupational health and safety literature. Whether to support an in-depth literature survey on a particular topic or help answer everyday health and safety questions, these information sources provide credible references.

OSH Essentials

CCOHS is in the process of developing a new service called OSH Essentials for small and medium-sized workplaces to help them take action on, and manage their hazards. OSH Essentials is a web-based 'package' of practical information that provides employers with a knowledge process to identify specific hazards, evaluate the risks, and implement control programs to mitigate workplace issues. This new service will help to expand current service levels, outreach, user population and impact on Canadian workplaces.



THE PROJECTS

Marine Inspectors' Bookshelf

The *Marine Inspectors' Bookshelf* (MIB) CD-ROM was created at the request of Transport Canada personnel who were familiar with the work that CCOHS had completed for HRSDC on the *National Labour Operations Resources* CD-ROM. Previously, it was impractical for those working in marine safety to carry around print publications, and getting accurate information was very time consuming, especially for those aboard ships and in remote areas without Internet access. The MIB is an excellent example of how CCOHS has worked with its partners in Marine Safety to create an innovative and proven solution to improving access to information. Over 300 Transport Canada Marine Inspectors are the sole users of this product. The 18th release of the MIB was issued in March 2011.





Canadian School Board Safety Zone Web Portal

The Canadian School Boards Web Portal is a bilingual gateway to Canadian school board specific health and safety information, resources and networking opportunities.

The Web Portal focuses on three key areas:

1. Discussion among school boards throughout Canada on school board-specific health and safety via the customized discussion board.
2. Sharing policies, procedures, best practices and other health and safety resources among school boards across Canada through a members-only repository.
3. Easy access to evidence-based CCOHS resources including OSH Answers and the School Workers Health and Safety Guide.

This is an opportunity for all school boards to increase health and safety awareness at a national level.

Chemical Services



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

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

The Service

This performance area includes the following products and services:

MSDS Management Service
MSDS/FTSS
CHEMINFO
RTECS®
CHEMPENDIUM™
DSL/NDSL
CANWrite™
CANLabel
IPCS INCHEM
IPCS INTOX



Health Canada

- > WHMIS Fact Sheets (e-Courses and Posters)
 - > WHMIS Classification Discrepancy Project
 - > MSDS Evaluation Study
 - WHMIS Training for Safety Inspectors – Newfoundland
 - > Implementation of GHS Classification Criteria to WHMIS
- #### Canadian Forces Projects
- > Diving Air Quality
 - > Submarine Air Quality

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

CCOHS is broadening its scope of services to support suppliers, employers and regulators who prepare or evaluate MSDSs for their accuracy, consistency and reliability. New tools will assist these users to access

accurate information and to ensure the data they use or provide to the workplace is reliable. The CCOHS MSDS Management Service (MMS) also ensures that workplaces have a well-managed collection of MSDSs on hand to respond to workplace requirements. CCOHS supports every Canadian's right to know about hazardous chemicals through its product and service lines.

MSDS Services

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

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

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

- MSDS Management Service (MMS)*
- MSDS and FTSS Database (English and French-language)*

MSDS Management Service (MMS)

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

Reach

MMS is used by small and large organizations in both the public and private sector. The service continues to expand rapidly with a net growth of 37% in number of new clients using this service in the past fiscal year. Client satisfaction is high with over 94% of existing clients continuing with the service.

MSDS and FTSS Databases

The basic MSDS and FTSS database service has been available from CCOHS for over 25 years. While the focus on recent development has been to provide a more full-featured management service, there is still a need for a general product for those clients that wish to self-manage their collection of data sheets, or who require access to a general library of MSDSs. The MSDS/FTSS databases are also an important component of the Academic Support Program targeted at universities and academic institutions.

Reach

MSDS and FTSS databases are heavily used by CCOHS subscribers with approximately 220,000 records viewed online. About 15% of MSDS/FTSS clients continue to use DVD versions of the database as well.

Continuous Improvement

The MSDS services have undergone a number of changes to ensure that high quality standards are maintained during a period of rapid growth in size of the MSDS Management Service. As much of the work in updating and managing data sheets is labour intensive, it is very important to continue to improve the systems and processes to ensure that the quality standards are maintained while keeping the costs of providing the service manageable. Some changes have also been undertaken to provide greater flexibility in the service options available to clients, and to broaden and standardize the process of client relationship management to ensure continued growth in new clients.



CHEMICAL INFORMATION

CHEMINFO

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

CHEMINFO, a unique database created by CCOHS, was developed in response to an overwhelming number of requests to the Inquiries Service for authoritative, unbiased health and safety information on chemicals. It continues to fulfill this function by meeting the needs of diverse clients such as workers, employers, committee members, MSDS writers and evaluators, industrial hygienists, safety officers, physicians, nurses, emergency responders, regulators and inspectors. CHEMINFO is available through many avenues – via revenue generating and public service offerings. CHEMINFO is created and owned by CCOHS and there is no dependency on outside contributors to provide this content to CCOHS.

CHEMINFO priorities continue to be focused on maintaining and developing the collection to better meet client needs. This year:

- > 18 database records were completely updated and 58 records were modified to ensure they reflect current information,

- > 43 new records for high priority chemical product ingredients were added to the database. These records contain chemical/physical property and selected hazard information, and
- > Three new records for chemicals with occupational exposure limits were added to the database. These records contain key identifying information with the relevant occupational exposure limit values.

Reach

Paid subscribers used CHEMINFO to view 35,700 records online, while a similar number of subscribers access CHEMINFO through CHEMpendium CD-ROM. Approximately 37,000 chemical profiles were viewed each month in OSH Answers (27,000 in English, 10,000 in French). Users came from more than 170 countries world-wide, with the USA (50%) and Canada (17%) being the most frequent visitors. The WHMIS classifications made available through the free WHMIS Classifications database are taken from CHEMINFO records. Approximately, 7,100 records were viewed throughout the year.



Registry of Toxic Effects of Chemical Substances (RTECS®)

RTECS® contains critical toxicological information with citations on more than 172,000 chemical substances, from 2,500 plus sources. RTECS® includes toxicological data such as:

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

Toxicologists, MSDS writers, industrial hygienists, product safety specialists, health and safety specialists and pharmacologists need this database to find out what the reported toxic effects are on specific chemicals, including LD50 and LC50 data, carcinogenicity status, as well as sensitization and reproductive effects. For many clients, access to this type of chemical data assists them with OSH and environmental compliance requirements such as determining hazardous waste designations.

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

Reach

RTECS is used by about 500 subscribers with 30% from the US, 25% from Canada and the rest from a variety of countries. Online it was used 98,700 times this year and is also used by 25% of subscribers using the CD-ROM service.

CHEMpendium™

CHEMpendium is a collection of essential databases that meets the broad needs of environmental, health and safety practitioners. CHEMpendium, a comprehensive resource of chemical hazard information for workplaces and the environment, covers transport of hazardous materials and includes descriptions of chemical toxicity, fact sheets on the hazards and safe use of industrial chemicals and environmental contaminants, and much more.

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

Reach

CHEMpendium offers information on 91,000 chemicals and is available online or via CD-ROM.

The CHEMpendium database collection usage via the web remained steady over the past year with more than 61,400 database records being viewed online. Online subscription purchases also remained steady, as approximately 65% of our CHEMpendium subscribers use this database collection via the web service.



DSL/NDSL

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

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

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

Currently the DSL contains about 26,589 substances and the NDSL contains about 48,828 substances. These substances are searchable in a database as part of the CHEMpendium™ collection on the Web Information Service (WIS) and the Disc Information Service (DIS). The DSL and NDSL are not static lists. Regulatory amendments, additions and deletions may occur at any time, so the DSL/NDSL database is an important way to ensure users remain in compliance. Live updating of the database on WIS provides current regulatory changes including Significant New Activity (SNAc) Notices for regulated substances.

CHEMICAL TOOLS

CANWrite™

CANWrite is CCOHS' software which helps chemical suppliers to author MSDSs – efficiently and accurately. It features the CCOHS authoring order, built-in assisted logic and MSDS templates. It also provides users with the ability to auto-populate exposure limits and acute toxicity data, while providing seamless access to critical resources, such as CHEMINFO, RTECS® and a new CCOHS regulatory database.

CANWrite was developed so that users can rely on a standard phrase library which follows clear language principles to help ensure that the information on MSDSs is understandable to a broad audience. The software offers these clear language phrases in English, French, Brazilian Portuguese and Latin American Spanish. MSDSs written using these CANWrite and custom user translated phrases are automatically produced in the other languages offered “on the fly”.

CANWrite software is available as a direct sale product (non-subscription), which includes a first year of technical support and chemical database subscription service. Clients with current software can elect to purchase ongoing annual technical support and subscriptions to the CCOHS databases in future years.

Development of a GHS version of the software is currently on hold pending an understanding of the US and Canadian requirements. A webinar featuring a guided tour of the CANWrite software is available online through the product page at www.ccohs.ca/products/CANWrite.

CANLabel

During the past year CCOHS has been developing a web-based tool to produce supplier and workplace labels. This service will allow users to produce labels which comply with WHMIS, OSHA and GHS label requirements. A unique feature of the service will be a “demo” access so anyone can build labels online for free (watermarks stay on the label until users purchase a subscription).

The CANLabel service provides phrases based on the hazard classification of the product. It also features WHMIS symbols (GHS and their pictograms will be launched next fiscal year), the ability to translate standard phrases or add custom phrases, the ability to



work with multiple label sizes and can be used with off the shelf adhesive stationary.

The Demo release version of the software is planned for early next fiscal year, with a full version of the software expected to be available by the fall of 2011.

COLLABORATIVE PROJECTS

IPCS INCHEM

The IPCS INCHEM service has been one of the most important chemical information services delivered by CCOHS for many years. Currently 2 million users, from over 200 countries access this collection of 8,835 authoritative documents.

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

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



Reach

INCHEM has tremendous impact and reach as a public service. On average 171,000 unique visitors from more than 220 countries read and use INCHEM information every month. Visitors viewed INCHEM documents more than 3.8 million times during the year.

The INCHEM website was updated with new documents to the CICADS, JECFA monographs, JMPR monographs, International Chemical Safety Cards and Harmonization Project Publications collections. A new set of documents entitled, UK Poison Information Documents (UKPID) were added in the most recent update of the website. INCHEM is updated a minimum of twice per year. In addition, CCOHS provides indexing links to Global Chemical web Portal to ensure that INCHEM documents are accessible from that website.

IPCS INTOX

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

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

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

Training will be held in Dunedin, New Zealand in late March for five Pacific Island Poison Centres. Informal training was provided to new users in Guatemala City, Guatemala via a virtual meeting.

In order to improve long term maintenance and reliability, a decision was made to update INTOX DMS using current technologies. A more sustainable programming platform has been chosen and interface design is well underway. The updating of the INTOX DMS platform and technologies will be completed during next fiscal year. These measures will allow INTOX DMS to move forward with less difficulty as technology continues to advance and ensure more reliable client accessibility and support.

HEALTH CANADA PROJECTS

WHMIS after GHS

CCOHS worked with Health Canada's National Office of WHMIS (NOW) to develop, release and host free resources on the topic of WHMIS after GHS, to support Canadian workplaces and suppliers to these workplaces. These were developed with the financial support from NOW. The National Office continues to provide financial support to CCOHS to host the free e-courses in the 2010-11 fiscal and plans to support the updating of the WHMIS after GHS resources in the 2011-12 fiscal year.

WHMIS After GHS – e-courses

Two free e-courses originally released in September 2009 and updated in December 2009 to reflect changes to the GHS Purple Book 3rd Revised Edition. All registered users were contacted to inform them of these changes.

WHMIS After GHS– Fact Sheets

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



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

WHMIS After GHS: An Introduction

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

WHMIS After GHS: How Suppliers Can Prepare

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

Impact and Reach

In their first year the WHMIS after GHS e-courses have been accessed over 2,300 times (both the Introduction and Supplier courses, in both languages). Use has been primarily from Canada though users come from more than 30 countries. Feedback from user surveys on the courses has been very positive.

The WHMIS after GHS fact sheets were released late in January 2010 and have been downloaded by more than 1,200 users, with more than 90% coming from Canada. These users indicate they will use, post or adapt the fact sheets for WHMIS after GHS awareness in order to inform others. The estimated outreach to date (based on the reported size of these workplaces) is almost 185,000 workers.

WHMIS Classification Discrepancy

CCOHS continues to collaborate with the Quebec Commission de la santé et de la sécurité du travail (CSST) and NOW to harmonize WHMIS classifications available on the CCOHS and CSST websites and to respond to classification questions submitted

by stakeholders. CCOHS and the CSST exchanged information and agreed to modify the WHMIS classification for 1,6-hexamethylene diisocyanate (1,6-HDI; CAS No. 822-06-0) based on new scientific information.

The impact of these activities is that when any party raises concerns or challenges about WHMIS classifications – whether industry, labour or government, the issues can be discussed and resolved through collaborative efforts of this group, providing an authoritative resource for all Canadians.

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

MSDS Evaluation Study

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

WHMIS Training for Safety Inspectors – Newfoundland

CCOHS with the financial support of NOW, delivered a customized version of the two-day WHMIS and Chemical Safety classroom course for 30 provincial safety inspectors plus another 10 monitoring managers and Hazardous Products Act WHMIS inspectors. The course was held on November 2-3, 2010, in Mount Pearl, Newfoundland.

The course reviewed WHMIS compliance issues important for safety inspectors, as well chemical safety issues which arise in the workplace. Safety inspectors reported that the course improved their knowledge and understanding about WHMIS and specific provincial workplace inspection concerns. The training which was delivered by CCOHS and Health Canada helps to strengthen the cooperation between the national and provincial departments.

Based on positive feedback from the participants, as well as the WHMIS HPA inspectors who monitored the course, it is likely that the course will be offered to other provincial/territorial jurisdictions.

Implementation of GHS Classification Criteria to WHMIS

CCOHS was asked by Health Canada's Bureau of Program Development to research and respond to a series of questions about specific GHS hazard classification criteria, and possible impacts or gaps in coverage upon implementation of these criteria in WHMIS. CCOHS completed seven reports in February 2011. These reports will likely be reviewed within Health Canada, and then possibly by the WHMIS Current Issues Committee as GHS implementation within WHMIS proceeds further.

The classification topics reviewed were:

- > Dangerously Reactive Materials and Self-Reactive Substances and Mixtures
- > Flashback and Flammable Aerosols
- > Explosives
- > Acute Toxicity
- > Skin Irritation/Corrosion Category 3
- > Corrosion of the Respiratory Tract
- > Aspiration



Canadian Forces Air Quality Projects

Diving Air Quality

The Canadian Forces (CF) Health Services Group asked CCOHS to undertake a review and assess the CF Diving Air Quality Standard: Purity of Compressed Breathing Air and Gases for Divers - D-87-003-000/SG-001. A critical component of the assessment was to compare the Standard with other compressed breathing air guidelines which direct the purity of compressed air sources including sources such as submarines such as NATO, US and CSA guidelines. Compressed breathing air quality can be impacted by the source of that air – which can include air from within the submarine if necessary, as the source to fill its life saving emergency breathing sources. As a result, the health risk of exposure to contaminants in the ambient air of a submarine must also consider the risks and limitations when the air is used as a compressed breathing air source.

CCOHS began this project in October 2010. Toxicity reviews of all air contaminant and constituents cited in the CF standard, comparing these to other guidelines was completed in February. A final report with the final toxicity reviews and recommendations on maximum permissible concentration limits (based on comparisons with other standards) was delivered by the end of March 2011.



Photo from Government of Canada Photo Archives

Submarine Air Quality

The CF Health Services Group asked CCOHS to review and assess the CF exposure guidelines for submarine breathing air constituents and contaminants (C-29-537-000/MS-001 Draft C) to assure that these limits are protective of workers. Approximately 25 chemicals will be reviewed for their toxicity and health concerns, at low concentration levels and long time periods. The CF limits will be compared to guidelines and standards cited by NASA, other country submarine standards and the ACGIH TLVs. An assessment will be undertaken for each chemical to determine whether the limits are appropriate or whether they should be changed and why. CCOHS began this project early in 2011 and will complete the project next fiscal year.

Communications



Provides a comprehensive communications service for CCOHS that includes:

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

The Service

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



PROMOTING OCCUPATIONAL HEALTH AND SAFETY IN CANADA

Health & Safety Report e-Newsletter

The Health and Safety Report is CCOHS' free monthly e-newsletter. It aspires to help prevent work related injuries and illnesses by providing credible, useful information to the health and safety community, and those who influence occupational health and safety.

The Report is regularly and widely reproduced and reused by organizations to enhance their own health and safety educational and information efforts and to develop health and safety policy.

Reach

The scope and reach of this monthly newsletter has grown to 29,687 subscribers in Canada and in 122 other countries. This represents 8.3% growth this year.

The repurposing of the content from the Report by other organizations/publications resulted in an exponential audience reach of 93,078.

In the 2010-11 readership survey, to which 1,288 (4.3%) responded, the Report received a 97.9% overall satisfaction rating with the content and format, with 40.9% being "very satisfied". 96.7% of respondents said that the newsletter provides value to their organization.

Other highlights include:

- > The information is used for personal use, to develop health and safety policies and procedures, for training purposes and as a resource for their own newsletters, bulletin boards and employee orientation kits;
- > 76.4% use the information – 25.9% frequently – to implement changes to make the workplace healthier and safer;
- > 91.5% of subscribers share the report with others; and
- > 20.1% share it with 50 or more people.

Subscribers comments

" Please keep these articles coming. They are very helpful to me and my staff. I take safety very seriously here and appreciate all help from other resources."

" I look forward to receiving the Health and Safety Report, it gives me new ideas on things to discuss at our monthly safety meetings."

"Great newsletter - I have e-mailed other Directors with your contact information. Goes into enough detail without being overwhelming. Pitched just right for our non-profit organization."

" As a high school coop teacher, I use the information I find in your newsletter to help my students understand the importance of safety/ knowledge in the workplace for today and in their future."

"The only comment is I always look forward to reading the next edition."

29,687 active Health and Safety Report subscribers

Poster Program

The poster program provides tools to help raise awareness of workplace health and safety issues. The program currently consists of 14 posters on topics ranging from workplace violence and bullying, WHMIS symbols and crane hand signals, to lifting tips. The posters are made available as free downloads from the CCOHS website and are also available for sale in print. An additional six are planned for release in the upcoming year.



Reach

Approximately 3,941 printed posters were sold and an additional 30,479 free electronic versions were downloaded, an increase of 24.2% from the previous year.

Webinar Program

CCOHS' webinar program has become an important initiative in promoting workplace health and safety in Canada, increasing impact as well as cultivating new stakeholder relationships. The program delivers workplace health and safety related informational programs, both public services and cost recovery.

Public Service (Free) Webinars

NAOSH Week 2010

CCOHS celebrated NAOSH Week 2010 with a program of free webinars and podcasts. Ontario Bill 168 – *Violence & Harassment in the Workplace*, by CCOHS technical specialist Jessie Callaghan and *Short but Tweet: Ten Twitter Tips for Health and Safety*, by CCOHS Marketing Communications Officer Krista Travers.

Healthy Workplace Month (October)

Two free live webinars were presented in October for Healthy Workplace Month with partner speakers from Alberta Centre for Active Living, Fit for Life and the Ontario Public Health Association.

Reach

Events: 4
YTD views: 873
Locations: 10 provinces/ territories

Past webinars are archived on the CCOHS site and continue to be viewed on demand, representing an estimated additional reach of hundreds more.

Cost Recovery Webinars

The cost recovery program awards continuing education points for completion and is targeted to the professional audience who must maintain certifications. CCOHS partnered with the Institute for Work and Health to present two webinars on different aspects of Return to Work. CCOHS subject specialists also participated in the program, presenting on musculoskeletal disorders, manual materials handling as well as on mould and indoor air quality.

Reach and Impact

Revenue: \$10,969
Episodes produced in this period: 4

Podcast Program

CCOHS' podcast program Health and Safety To Go, is intended to provide information in current, relevant formats to increase accessibility and expand reach of health and safety resources to wider audiences (including those visually impaired).

Use of handheld devices – smart phones, MP3 players etc. – are on the increase and more than ever, people expect to be able to receive their information in portable formats that allow them to download content and access it at their own convenience.

Podcasts are offered as a free public service and are created by repurposing CCOHS content mainly from the Health and Safety Report and OSH Answers. The podcast program permits timely content and is cost effective to produce – and yields an excellent "reach" return.

CCOHS produced a total of 36 podcasts this year, bringing the total number of active episodes in the program to 54. Currently podcasts are distributed over the Internet from iTunes and the CCOHS website, with work underway to find additional distribution channels.

The top three most-listened to podcasts were: *Workplace Injuries* with Bill Bowman, *New Workers: Orientation is Key*, and *WHMIS After GHS* with Lorraine Davison.

Reach

Over the year, the podcast program received a total 37,637 listens; 3,136 average listens per month. Generally the French language version of a podcast is trending about 25-30% of the English listen rate. In some instances it has been as high as 50-60%.

Workscope Web Discussion Board and HS-Canada List-Serv

CCOHS provides two services, a list serv and a web discussion board, to encourage knowledge exchange and community building amongst occupational health and safety professionals and those with an interest in workplace health and safety.

The Workscope web discussion board was established to facilitate the sharing and discussion of health and safety information and issues, and to help build and grow a virtual health and safety community. One thousand, one hundred and seventy five people have become members of the discussion board and tens of thousands more have viewed the discussions.

HS Canada, the list-serv of 819 members (1085 receive the digest version for a total of 1904) has been moderated by CCOHS for over 17 years, and has a very active occupational health and safety community.

National Day of Mourning – April 28

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

CCOHS offers three bilingual Day of Mourning posters available for a fee and makes single printed posters and electronic downloads available free of charge as a public service that serves as a powerful reminder to Canadians to strengthen the resolve to establish safe conditions in the workplace for all. The cost recovery component of the poster program helps subsidize the free public service.

CCOHS maintains a permanent Day of Mourning section on the website with updated fatality/injury statistics and materials to help promote this important day.

Reach

This year, 18 pages of Day of Mourning web content were viewed a total of 29,927 times (26,830 English +3,097 French). In addition, 1,540 Day of Mourning posters were downloaded to Canadians free of charge.



North American Occupational Safety and Health (NAOSH) Week May 2-8, 2010

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

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

CCOHS offered a series of free webinars during NAOSH Week on Twitter Tips and Bill 168 (workplace violence). We also participated in the planning of the National Launch and continue to participate on the Ontario committee. CCOHS President and CEO Len Hong participated in the National Launch of NAOSH Week in Charlottetown, Prince Edward Island, on Monday May 3, 2010.

CCOHS worked locally with a committee to promote and host the fourth Hamilton Steps for Life 5 km walk. This annual fundraising event sponsored by Threads of Life, is intended to raise awareness about the devastating impact of workplace fatalities, life-altering injuries and occupational disease and the importance of injury prevention. Steps for Life kicked off NAOSH Week on Sunday May 2, 2010 with the number of participants exceeding that of last year's event.

Reach

This year, 22,213 unique visitors frequented the site, and viewed content pages 99,261 times.

Dick Martin Scholarship Award

The CCOHS Council of Governors established this annual, national award available to post-secondary students enrolled in degree/diploma granting occupational health and safety programs in Canada, to encourage interest in the field of workplace health and safety.

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

Terri Romaine – Alberta (in photo)

Kayla Smith – Newfoundland & Labrador

Shala Newton – British Columbia



A total of 40 submissions were received. The breakdown of submissions by province is as follows:

Province	Applicants	Percentage
British Columbia	3	8%
Alberta	18	45%
Ontario	7	18%
Quebec	5	13%
New Brunswick	1	3%
Nova Scotia	1	3%
Newfoundland & Labrador	5	13%
Total	40	

Forum IV

As part of its goal to undertake initiatives that lead to increased impact on Canadian workplace health and safety, CCOHS is hosting its fourth tripartite, national forum (Forum IV) on October 29-30, 2012, at the Marriot Harbourfront Hotel in Halifax, Nova Scotia.

Event planning and program development is well underway. Pre-promotion started with the launch of the Forum website and a 'Save the Date', with the main promotional push planned for September.

Young Workers Zone

The Young Workers Zone on the CCOHS website is a resource targeted to young workers and their parents, employers and teachers, with single-point access to information from all Canadian jurisdictions on workplace health and safety issues that affect young workers. The Health and Safety Teaching Tools manual was released in print to enhance the "Teachers" portion of the portal and provide additional resources for teachers to lay a foundation of health and safety with the students. Work is underway to release Teaching Tools on the web in the next fiscal year.

Reach

This year 24 Teaching Tools manuals were sold. There were 36,812 unique page views of the content, and 61,125 total page views of the Young Worker Zone pages.





Advancing Healthy Workplaces

Advancing Healthy Workplaces is a web portal service that provides Canadian employers, employees and practitioners, free and easy access to a comprehensive range of 300+ credible resources and practical tools for creating and promoting healthy workplaces. The portal URL is www.ccohs.ca/healthyworkplaces/ (English) www.cchst.ca/healthyworkplaces/ (French).

Reach

This year, content pages were viewed 52,751 times (44,952 English and 7,800 French).

Pandemic Planning

Pandemic Planning is a web portal service that provides Canadians links to the information, tools and resources they need to learn about, and be prepared in the event of a pandemic. Concern by the Canadian public over this issue seems to have subsided somewhat in that the traffic to the website this year was substantially lower than what it was last year. The portal URL is www.ccohs.ca/pandemic/ (English) www.cchst.ca/pandemic/ (French).

Reach

This year content pages were viewed 17, 563 times as opposed to last year's number of 241,382 views.

CanOSH

CCOHS offers the CanOSH website as an online information source to enable Canadians to easily find and access health and safety information provided by the federal, provincial and territorial government agencies, Workers' Compensation Boards and CCOHS. The URL for this website is www.canoshweb.org/ (English) www.canoshweb.org/fr/ (French)

Reach

This year 18,584 unique visitors viewed 59,141 pages of content on the site.

EU-Canada Collaboration

Developed and maintained by CCOHS, the Canada/European Union Cooperation on Workplace Safety & Health website provides links to occupational safety and health information available from Canadian government agencies that have OSH responsibilities. It is linked from the European Agency for Safety and Health at Work website to provide Europeans easy access to Canadian information. The URL for this site is www.eu-ccohs.org/.

Reach

This year 1,546 visitors viewed 3,227 pages of content.

Canadian Healthy Workplaces Month

This web-based initiative provides an avenue to help increase awareness of the importance of workplace health for the success of organizations and for the well being of their employees. Canada's Healthy Workplace Month (CHWM) is held in October and provides workplaces with tools to plan, promote, and execute programs and activities to benefit and contribute to the health of their employees. CCOHS is retained on a cost recovery basis by the National Quality Institute (NQI) to co-manage CHWM and maintain the website, as well as design and produce promotional campaigns and brochures. The URL for the site is www.healthyworkplacemonth.ca/.

Reach

This year 21,395 unique visitors visited the site and viewed pages of content 88,541 times.

Stakeholder Relations

CCOHS continues to cultivate new relationships with various stakeholders to lead to increased impact on Canadian workplaces even further by partnering in 2010-11 on its webinar and podcast programs. CCOHS strengthened its relationship with the Canadian Institute for Work and Health (IWH) and the National Quality Institute, and forged new alliances with the Canadian Centre for Substance Abuse, Alberta Centre for Active Living, Fit for Life, Ontario Public Health Association, City of Hamilton Public Health and City of Ottawa Fire Services.

PROMOTING CCOHS, ITS PRODUCTS AND SERVICES

Conferences, Presentations and Exhibitions

CCOHS actively participates in conferences, exhibitions and presentations in various regions of Canada. Participation at conferences and exhibitions provides opportunities for outreach, awareness building and promotion of CCOHS products and services across Canada. These events also provide a forum for showcasing and demonstrating how the products and services meet the needs of Canadian workers, employers and governments. Tools have been developed to enable better quality lead collection, and the production process has been streamlined and formalized to provide greater support to the staff working at the conference.

Reach

CCOHS' outreach included exhibiting at 37 conferences and sending materials to seven additional events. CCOHS staff also delivered 12 presentations. The potential reach of the conferences CCOHS attended represents an estimated 21,275 attendees.

PROMOTION

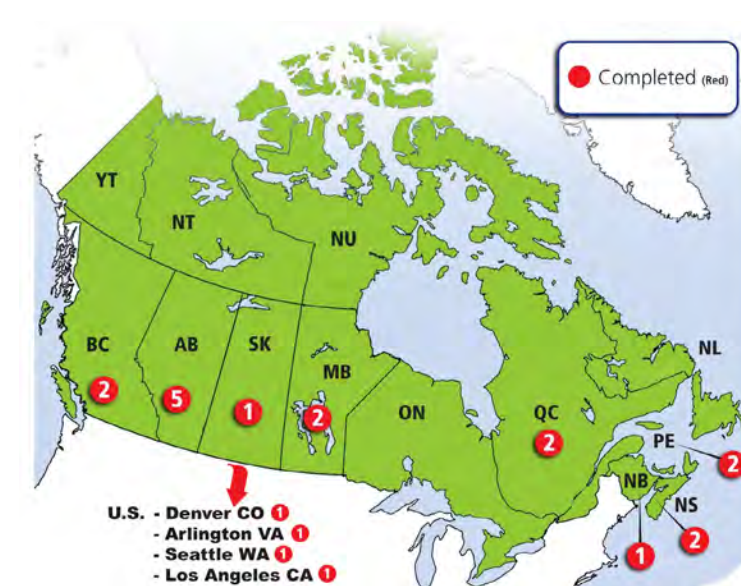
Web site

The CCOHS web site is a rich source of OH&S information and CCOHS corporate and product information. It also provides the delivery platform for many of the CCOHS subscription services.

Reach

For the 2010-11 fiscal year the home page, on average, had 347,829 unique visitors per month and 9,371,759 page views year-to-date. While it is difficult to accurately capture geographic location of the visitors we can determine that on the English site, approximately 40% of the visits were from Canada, followed by 35% from the United States. On the French site, 26% of the visitors were from Canada and 56% were from France.

347,829 unique visitors to the CCOHS home page.



2010/2011 Conferences Attended

Liaison

E-mailed bi-monthly to clients and to those who have expressed interest in being kept up to date on CCOHS products and services, Liaison continues to provide timely delivery of organizational developments, new resources, and promotional offers to its subscribers. The creation of an online archive of past issues in January 2011 further extends the reach and longevity of Liaison beyond its initial e-mail distribution.

Reach

Liaison's subscriber base increased from 6,726 to 8,664 (29%), easily surpassing the fiscal target of 7,800. The six electronic issues published this year have enjoyed a 29% open rate, which sits above the industry average of 21.3%, and a 32.5% click-through rate, which is higher than the government average of 10.9%.

According to the annual readership survey conducted in January 2011, 95% of respondents felt that, overall, Liaison delivers value to their organization. 74% said that they used information from Liaison in relation to current or planned changes in their workplace to improve health and safety. In addition, Liaison has tremendous pass-along value, with over 90% of respondents indicating that they forward or share the newsletter with others.

Survey comments

"Provides latest and greatest in OSH."

"Excellent source of information."

"Content always relevant."

"I use the information to discuss at our health and safety meetings."

"Up to date information and easy to access."

"Easy accessibility to other CCOHS products and information through links in articles."

CCOHS Membership Program

To help build a stronger and more dynamic relationship with its clients, CCOHS offers an Annual Membership Program. There are four levels of membership from which to choose, with varying discounts and benefits: Platinum, Gold, Silver and Bronze.

Results

The Annual Membership Program garnered 87 new members. Response to the program has exceeded expectation, as well as membership and revenue targets.

Media

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

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

This year CCOHS received 62 media requests (almost double over last year) and inquiries, and conducted 34 interviews (up from 16 last year) spanning all formats: print, radio and web. CCOHS had many mentions in OH&S-specific publications such as COS Magazine, OHS Canada, Canadian Safety Reporter, CIEN Magazine, etc., as well as in many Canadian publications such as the Vancouver Sun, The Weather Network, Financial Post, National Post, Montreal Gazette, Toronto Sun, MacLeans, CBC the Current, Globe and Mail, Edmonton Sun and Edmonton Journal (to name a few). CCOHS' reach extended

internationally with The San Diego Union-Tribune, Huffington Post, Chicago Tribune, LA Times, CNBC.com, Modern Ghana and The Ghanaian Chronicle – to name a few.

CCOHS Sightings – in the Media and Other Places

Awareness of CCOHS continues to grow and the Centre continues to be known as a "go to" resource for trustworthy health and safety content, perspective, advice and guidance. This year CCOHS noted more than 411 media sightings (44% increase from last year), in which CCOHS or its staff were quoted or referenced as information sources, or in which CCOHS OSH Answers, articles or media releases were reprinted or run in publications. These various mentions of CCOHS represented a conservative estimated reach in excess of 19,705,583 taking into account the circulation and web traffic of the media citing CCOHS.

Social Media

CCOHS' social media objectives are to build relationships, increase issue awareness, improve reputation, and spread information. CCOHS has an established history of adopting new and emerging technologies in order to enhance its mission of advancing workplace health and safety. Its continued efforts on social media channels – mainly on Twitter, Facebook and SlideShare – are a natural evolution of this spirit. In addition, a formal social media strategy that includes social media usage principles for employees was drafted in January 2011. By leveraging social media, CCOHS promotes health and safety and builds awareness of the organization and its products and services.

Reach

- > **Twitter** – 1406 followers (up from 610 followers the previous year); 229 tweets; 569 Re-tweets (up from 214) with a reach of 742,408 (up from 254,332). CCOHS is listed on 131 user-created Twitter lists (up from 58 the previous year).
- > **Facebook** – CCOHS now has a community of 1015 fans, more than doubling its previous year total of 472 fans.
- > **SlideShare** – 6 presentations added, for a total of 7,467 views.



Providing a comprehensive computer systems service for CCOHS that includes:

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

The Service

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



This year on-going improvements to IT systems infrastructure were undertaken and several upgrades were made to further improve the reliability of the CCOHS website developments included:

- > New features added to the CCOHS e-commerce system including: virtual terminal enhancements, ability to sell new services, and improvements to the checkout process
- > Sales via the CCOHS e-commerce system were 10% higher than the previous year
- > IT security awareness training was provided to CCOHS staff, additional program certifications were issued and various procedures improved
- > Web site analytics improved to include tracking of e-commerce sales
- > Completion of the major project to upgrade or replace various components of the accounting and order entry systems
- > Significant changes were made to the internal Planning Tool including a new time tracking and staff performance reporting features.



Financial Review

STATEMENT OF MANAGEMENT RESPONSIBILITY INCLUDING INTERNAL CONTROL OVER FINANCIAL REPORTING

Responsibility for the integrity and objectivity of the accompanying financial statements for the year ended March 31, 2011, and all information contained in these statements rests with the management of the Canadian Centre for Occupational Health and Safety (CCOHS). These financial statements have been prepared by management in accordance with Treasury Board accounting policies, which are based on Canadian generally accepted accounting principles for the public sector. The presentation and results using the stated accounting policies do not result in any significant differences from Canadian generally accepted accounting principles, except as disclosed in Note 12- Net Debt Indicator.

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

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

Management is also responsible for maintaining an effective system of internal control over financial reporting designed to provide reasonable assurance that financial information is reliable, that assets are safeguarded and that transactions are properly authorized and recorded in accordance with the Financial Administration Act and other applicable legislation, regulations, authorities and policies.

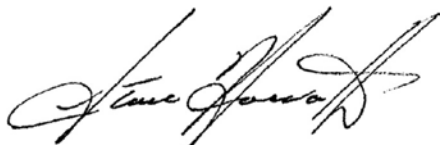
Management seeks to ensure the objectivity and integrity of data in its financial statements through careful selection, training, and development of qualified staff; through organizational arrangements that provide appropriate divisions of responsibility; through communication programs aimed at ensuring that regulations, policies, standards, and managerial authorities are understood throughout CCOHS and through conducting an annual assessment of the effectiveness of the system of internal control over financial reporting (ICFR).

An assessment for the year ended March 31, 2011 was completed in accordance with the Policy on Internal Control and the results and action plans are summarized in the annex. The annex is available on CCOHS' website at the following location: http://www.ccohs.ca/ccohs/reports/2011_ICFR.pdf

The system of ICFR is designed to mitigate risks to a reasonable level based on an on-going process to identify key risks, to assess effectiveness of associated key controls, and to make any necessary adjustments.

The Office of the Auditor General, the independent auditor for the Government of Canada, has expressed an opinion on the fair presentation of the financial statements of CCOHS which does not include an audit opinion on the annual assessment of the effectiveness of CCOHS' internal controls over financial reporting.

Approved by:



Steve Horvath
President and Chief Executive Officer



Bonnie Easterbrook, CGA
Chief Financial Officer

Hamilton, Canada
June 21, 2011

INDEPENDENT AUDITOR'S REPORT

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

I have audited the accompanying financial statements of the Canadian Centre for Occupational Health and Safety, which comprise the statement of financial position as at 31 March 2011, and the statement of operations, statement of equity of Canada and statement of cash flow for the year then ended, and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian public sector accounting standards, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

My responsibility is to express an opinion on these financial statements based on my audit. I conducted my audit in accordance with Canadian generally accepted auditing standards. Those standards require that I comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

Opinion

In my opinion, the financial statements present fairly, in all material respects, the financial position of the Canadian Centre for Occupational Health and Safety as at 31 March 2011, and the results of its operations and its cash flows for the year then ended in accordance with Canadian public sector accounting standards.



Lucie Cardinal, CA
Principal
for the Interim Auditor General of Canada

21 June 2011
Ottawa, Canada

STATEMENT OF FINANCIAL POSITION

At March 31 (in dollars)

ASSETS

Financial assets:

Due from the Consolidated Revenue Fund	\$ 478,468	\$ 494,597
Accounts receivable (note 6)	425,532	213,453
	<u>904,000</u>	<u>708,050</u>

Non-financial assets:

Inventory for resale	36,559	68,042
Tangible capital assets (note 5)	190,393	255,508
	<u>226,952</u>	<u>323,550</u>
	<u>1,130,952</u>	<u>1,031,600</u>

LIABILITIES AND EQUITY OF CANADA

Liabilities

Accounts payable and accrued liabilities (note 7)	369,814	412,533
Deferred revenues – web based subscriptions	842,433	910,976
Vacation pay and compensated leave	403,705	401,221
Employee severance benefits (note 9)	1,745,134	1,774,640
Deferred revenues – donations (note 8)	97,807	95,807
Deferred revenues – contributions to inquiries service	42,500	108,000
	<u>3,501,393</u>	<u>3,703,177</u>

Equity of Canada

	<u>(2,370,441)</u>	<u>(2,671,577)</u>
	<u>1,130,952</u>	<u>1,031,600</u>

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

STATEMENT OF OPERATIONS

For the year ended March 31 (in dollars)

2011
Planned Results

Revenues

Proceeds from sales	\$ 3,120,471	\$ 2,858,681	\$ 2,853,382
Projects and collaborative agreements	1,000,000	1,112,568	1,005,363
Total revenues	<u>4,120,471</u>	<u>3,971,249</u>	<u>3,858,745</u>

Expenses

Operations

Salaries and employee benefits	7,995,524	7,864,975	7,709,163
Professional and special services	1,050,540	1,019,940	1,166,666
Accommodation	713,537	713,537	713,537
Transportation and communications	150,000	97,790	147,877
Purchased repair and upkeep	132,000	123,152	125,538
Utilities, materials and supplies	153,000	112,083	112,165
Information	137,000	107,288	105,331
Rentals	23,000	35,010	56,116
	<u>10,354,601</u>	<u>10,073,775</u>	<u>10,136,393</u>

Administration

Salaries and employee benefits	300,000	329,824	292,862
Governors and committees	18,000	16,784	19,787
Travel	21,000	29,735	16,915
Professional and special services	500	1,642	386
Utilities, materials and supplies	50	14	20
	<u>339,550</u>	<u>377,999</u>	<u>329,970</u>

Other expenses

Amortization of tangible capital assets	66,684	114,222	128,694
Loss on disposal of tangible capital assets	—	245	106
	<u>66,684</u>	<u>114,467</u>	<u>128,800</u>

Total expenses	<u>10,760,835</u>	<u>10,566,241</u>	<u>10,595,163</u>
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Net cost of operations

	<u>(6,640,364)</u>	<u>(6,594,992)</u>	<u>(6,736,418)</u>
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The accompanying notes form an integral part of these financial statements.

STATEMENT OF EQUITY OF CANADA

For the year ended March 31 (in dollars)

	2011	2010
Equity of Canada, beginning of year	\$ (2,671,577)	\$ (2,586,238)
Net cost of operations	(6,594,992)	(6,736,418)
Services received without charge from other government departments (note 10)	1,307,765	1,294,601
Net cash provided by Government	5,604,492	5,257,960
Change in due from the Consolidated Revenue Fund	(16,129)	98,518
Equity of Canada, end of year	<u>(2,370,441)</u>	<u>(2,671,577)</u>

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

Segmented information (note 11)

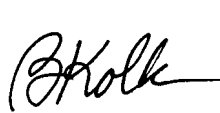
STATEMENT OF CASH FLOW

For the year ended March 31 (in dollars)

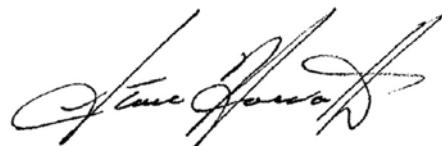
	2011	2010
Operating Activities		
Net cost of operations	\$ 6,594,992	\$ 6,736,418
Non-cash items:		
Amortization of tangible capital assets (note 5)	(114,222)	(128,694)
Loss on disposal of tangible capital assets	(245)	(106)
Services received without charge from other government departments (note 10)	(1,307,765)	(1,294,601)
Variations in Statement of Financial Position:		
Decrease in accounts payable and deferred revenues	111,262	79,587
Decrease (increase) in liability for vacation pay and compensatory leave	(2,484)	4,224
(Increase) decrease in liability for employee severance benefits	29,506	(41,522)
(Decrease) increase in accounts receivable	212,079	(95,554)
(Decrease) in inventory	(31,483)	(25,333)
(Increase) in deferred revenue – donations	(2,000)	—
(Increase) decrease in contributions to inquiries service	65,500	(63,000)
Cash used by operating activities	5,555,140	5,171,419
Capital investment activities		
Acquisitions of tangible capital assets (note 5)	49,352	86,541
Financing activities		
Net cash provided by Government of Canada	<u>5,604,492</u>	<u>5,257,960</u>

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

Approved by:



Bayla Kolk
Chairperson



Steve Horvath
President and Chief Executive Officer



Bonnie Easterbrook, CGA
Chief Financial Officer

NOTES TO THE FINANCIAL STATEMENTS

1. Authority and Objectives

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

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

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

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

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

Internal Services are groups of related activities and resources that are administered to support the needs of programs and other corporate obligations of an organization. These groups are: Management and Oversight Services; Communications Services; Legal Services; Human Resources Management Services; Financial Management Services; Information Management Services; Information Technology Services; Real Property Services; Material Services; Acquisition Services; and Travel and Other Administrative Services. Internal Services include only those activities and resources that apply across an organization and not to those provided specifically to a program.

2. Significant Accounting Policies

These financial statements have been prepared in accordance with the Treasury Board accounting policies stated below, which are consistent with Canadian generally accepted accounting principles for the public sector. The presentation and results using the stated accounting policies do not result in any significant differences from Canadian generally accepted accounting principles, except as disclosed in Note 12 – Net Debt Indicator. Significant accounting policies are as follows:

a) Parliamentary authorities

CCOHS is financed in part by the Government of Canada through Parliamentary authorities. Financial reporting of authorities provided to CCOHS do not parallel financial reporting according to generally accepted accounting principles since authorities are primarily based on cash flow requirements. Consequently, items recognized in the statement of operations and the statement of financial position are not necessarily the same as those provided through authorities from Parliament. Note 3 provides a high-level reconciliation between the bases of reporting. The planned results amounts in the Statement of Operations are the amounts reported in the future-oriented financial statements included in the 2010-11 Report on Plans and Priorities.

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

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

c) Revenues

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

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

Contributions to inquiries service received in advance are recognized in the next fiscal year as this relates to the service period for the contribution.

Cash that has been received but not yet earned is recorded as deferred revenue. The deferred revenue represents cash received in advance of initial and ongoing product delivery, services or granting of access to the website.

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

Vacation pay and compensatory leave are accrued as the benefits earned by employees under their respective terms of employment.

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

e) Employee future benefits

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

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

f) Accounts receivable

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

g) Contingent liabilities

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

h) Foreign currency transactions

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

i) Inventories

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

j) Tangible capital assets

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

Asset Class	Amortization Period
Computer equipment	5 years
Furniture and equipment	5 years
Software	1-5 years
Leasehold improvements	lesser of the remaining term of the lease or useful life of the improvement
Measuring equipment	5 years

k) Measurement uncertainty

The preparation of these financial statements requires management to make estimates and assumptions that affect the reported amounts of assets, liabilities, revenues and expenses reported in the financial statements. At the time of preparation of these statements, management believes the estimates and assumptions to be reasonable. The liability for employee future benefits and the estimated useful life of tangible capital assets are the most significant items where estimates are used. Actual results could significantly differ from those estimated. Management's estimates are reviewed periodically and, as adjustments become necessary, they are recorded in the financial statements in the year they become known.

3. Parliamentary Authorities

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

	2011	2010
a) Reconciliation of net cost of operations to current year authorities used:		
Net cost of operations	\$ 6,594,992	\$ 6,736,418
Adjustments for items affecting net cost of operations but not affecting authorities		
Less		
Amortization of tangible capital assets (note 5)	(114,222)	(128,694)
Services provided without charge from other Government departments	(1,307,765)	(1,294,601)
Loss on disposal of tangible capital assets	(245)	(106)
	5,172,760	5,313,017
Changes in accounts not affecting current year authorities		
Add (Less)		
Decrease in inventory for resale	(31,483)	(25,333)
Employee severance benefits	29,506	(41,522)
Vacation pay and compensatory leave	(2,484)	4,224
Revenue not available for spending	220,156	(90,946)
	5,388,455	5,159,440
Adjustment for items not affecting net cost of operations but affecting authorities		
Add		
Acquisition of tangible capital assets	49,352	86,541
Current year authorities used	5,437,807	5,245,981
b) Authorities provided and used:		
	2011	2010
Human Resources and Social Development Canada – Vote 25	\$ 3,999,573	\$ 3,828,048
Human Resources and Social Development Canada – statutory	1,114,798	1,116,586
Human Resources and Social Development Canada – Vote 25A	323,525	399,100
Treasury Board – Vote 15 – collective agreements	(86,401)	85,124
Treasury Board – Vote 23 – payroll shortfalls	264,514	150,024
	5,616,009	5,578,882
Less:		
Lapsed authorities – operating	178,202	332,901
Current year authorities used	5,437,807	5,245,981

4. Revenues

	2011	2010
General Health and Safety Products and Services	\$ 1,196,780	\$ 1,278,806
Chemical Products and Services	1,102,461	1,093,833
Training and Education	1,111,150	830,860
Inquiries Contributions	430,000	454,000
Communications	92,083	180,303
Other Income	38,775	20,943
	<u>3,971,249</u>	<u>3,858,745</u>

5. Tangible capital assets

	Cost				Accumulated Amortization				Net Book Value 2011	Net Book Value 2010
	Opening Balance	Acquisitions	Disposals and Writeoffs	Closing Balance	Opening Balance	Amortizations	Disposals and Writeoffs	Closing Balance		
Computer equipment	\$1,114,122	\$22,952	\$76,374	\$1,060,700	\$940,155	\$62,289	\$76,129	\$926,315	\$134,385	\$173,967
Furniture & equipment	516,275	12,325	1,038	527,562	493,023	9,870	1,038	501,855	25,707	23,252
Software	676,299	14,075	—	690,374	630,636	37,358	—	667,994	22,380	45,663
Leasehold improvements	44,533	—	—	44,533	31,907	4,705	—	36,612	7,921	12,626
Measuring equipment	2,673	—	—	2,673	2,673	—	—	2,673	—	—
	<u>2,353,902</u>	<u>49,352</u>	<u>77,412</u>	<u>2,325,842</u>	<u>2,098,394</u>	<u>114,222</u>	<u>77,167</u>	<u>2,135,449</u>	<u>190,393</u>	<u>255,508</u>

Amortization expense for the year ended March 31, 2011 is \$114,222 (2010 – \$128,694).

6. Accounts receivable

The following table presents details of accounts receivable from:

	2011	2010
External parties	\$ 405,344	\$ 224,917
Other federal government departments and agencies	31,652	—
	<u>436,996</u>	<u>224,917</u>
Allowance for doubtful accounts on receivables from external parties	(11,464)	(11,464)
	<u>425,532</u>	<u>213,453</u>

7. Accounts payable and accrued liabilities

The following table presents details of accounts payable and accrued liabilities, all of which are due within the next 12 months:

	2011	2010
External parties	\$ 281,063	\$ 290,790
Other federal government departments and agencies	88,751	121,743
	<u>369,814</u>	<u>412,533</u>

8. Deferred revenue – donations

CCOHS, by virtue of subsection 6(3) of its Act, may acquire money or other property by gift or otherwise and expend or dispose of those donations subject to their terms, if any. CCOHS received \$2,000 in donations in 2011 (2010- Nil). The balance at March 31, 2011 is \$97,807 (2010- \$95,807).

9. Employee future benefits

a) Pension benefits

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

Both the employees and CCOHS contribute to the cost of the Plan. The 2011 expense amounts to \$782,588 (2010 – \$806,175), which represents approximately 1.9 times the contributions by employees.

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

b) Employee severance benefits

CCOHS provides severance benefits to its employees based on eligibility, years of service and final salary. The method used to estimate the liability reflects the salary at the end of the fiscal year and provides for one week of salary per year of service up to 30 years. These severance benefits are not pre-funded. Benefits will be paid from future appropriations. Information about the severance benefits, measured as at March 31, is as follows:

	2011	2010
Accrued benefit obligation, beginning of year	\$ 1,774,640	\$ 1,733,118
Expense for the year	191,292	159,067
Benefits paid during the year	(220,798)	(117,545)
Accrued benefit obligation, end of year	<u>1,745,134</u>	<u>1,774,640</u>

10. Related party transactions

CCOHS is related as a result of common ownership to all Government departments, agencies, and Crown Corporations. CCOHS enters into transactions with these entities in the normal course of business and on normal trade terms. During the year, CCOHS received common services which were obtained without charge from other Government departments as disclosed below.

During the year, CCOHS received services without charge from certain common service organizations, related to accommodation, audit services, the employer's contribution to the health and dental insurance plans. These services provided without charge have been recorded in the Statement of Operations as follows:

	2011	2010
Employer's contribution to health and dental insurance plans	\$ 539,228	\$ 526,064
Accommodation	713,537	713,537
Audit services	55,000	55,000
Total	<u>1,307,765</u>	<u>1,294,601</u>

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

	2011	2010
Accounts receivable from other government department and agencies	\$ 31,652	\$ —
Accounts payable to other government departments and agencies	88,781	121,743
Expenses – Other Government departments and agencies	293,696	239,599
Revenues – Other Government departments and agencies	494,661	423,860

11. Segmented information

Presentation by segment is based on CCOHS' program activity architecture. The presentation by segment is based on the same accounting policies as described in summary of significant accounting policies in note 2. The following table presents the expenses incurred and revenues generated for the main program activities, by major object of expense and by major type of revenues. The segment results for the year are as follows:

	Internal Services	Health & Safety	2011 Total	2010 Total
Salaries and employee benefits	\$ 2,239,848	\$ 5,954,947	\$ 8,194,795	\$ 8,002,025
Professional and Special Services	194,227	843,505	1,037,732	1,185,875
Accommodation	206,926	506,611	713,537	713,537
Transportation and communications	85,628	42,471	128,099	165,645
Information	48,138	59,150	107,288	105,331
Purchased repair and upkeep	106,837	16,315	123,152	125,546
Utilities, materials and supplies	82,041	30,043	112,084	112,164
Rental	26,336	8,751	35,087	56,240
Other expenditures	33,195	81,272	114,467	128,800
Total Expenses	3,023,176	7,543,065	10,566,241	10,595,163
Revenues	—	3,971,249	3,971,249	3,858,745
Net cost from continuing operations	3,023,176	3,571,816	6,594,992	6,736,418

12. Net Debt Indicator

The presentation of the net debt indicator and a statement of net debt is required under Canadian generally accepted accounting principles. Net debt is the difference between a government's liabilities and its financial assets and is meant to provide a measure of the future revenues required to pay for past transactions and events. A statement of change in net debt would show changes during the period in components such as tangible capital assets, prepaid expenses and inventories. Departments are financed by the Government of Canada through appropriations and operate within the Consolidated Revenue Fund (CRF), which is administered by the Receiver General for Canada. All cash received by departments is deposited to the CRF and all cash disbursements made by departments are paid by the CRF. Under this government business model, assets reflected on the CCOHS' financial statements, with the exception of the Due from the CRF, are not available to use for the purpose of discharging the existing liabilities of the CCOHS. Future appropriations and any responsible revenues generated by CCOHS' operations would be used to discharge existing liabilities.

Liabilities	2011	2010
Accounts payable and accrued liabilities (note 7)	\$ 369,814	\$ 412,533
Deferred revenues – web based subscriptions	842,433	910,976
Vacation pay and compensated leave	403,705	401,221
Employee severance benefits (note 9)	1,745,134	1,774,640
Deferred revenues – donations (note 8)	97,807	95,807
Deferred revenues – contributions to inquiries service	42,500	108,000
Total liabilities	3,501,393	3,703,177
Financial assets:		
Due from the Consolidated Revenue Fund	478,468	494,597
Accounts receivable (note 6)	425,532	213,453
Total Financial Assets	904,000	708,050
Net Debt Indicator	(2,597,393)	(2,995,127)