

**REPORT OF THE CANADIAN CENTRE FOR OCCUPATIONAL
HEALTH AND SAFETY (CCOHS)**

THE CIS NATIONAL CENTRE FOR CANADA

for the

44th Annual Meeting September 2006

The changing nature of the demand for information services from CCOHS and the evolving habits of Canadians in the way they fulfill their information needs has required modifications to the structure and content of CCOHS' products and services.

The reorientation strategy for CCOHS products and services is aimed at achieving the continuous improvements needed to:

- Be well apprised of and responsive to the needs of Canadians
- Operate within a feasible and sustainable financial framework
- Expand the service level from CCOHS
- Increase the outreach of CCOHS' services and products
- Broaden and improve the impact of CCOHS services on Canadian Workplace Health and Safety, and
- Enhance the quality and efficiency of CCOHS service delivery

These new developments are being formed by close connection with workplaces to determine their OSH needs, accommodate the OSH demands, and the manner in which OSH resources are acquired, integrated and used to improve health and safety for workers. This range of developments includes e-training, webinars, MSDS management systems and OHS management systems. Work plans are in place to develop and expand our offerings into these areas.

We still need a revised funding formula from the federal government to reduce the negative impacts of the for-profit marketplace and enable CCOHS to fulfill its public service mandate instead of dedicating too many resources to the competitive world of selling products and services.

These are some recent initiatives and concepts that are under investigation;

1. Development of violence prevention tools, resources, training and best practices in collaboration with the British Columbia Government Employees' Union (BCGEU) and BC Government and the BC OHSAS.
2. Incorporating planning for communicable diseases into business continuity planning through connection with our stakeholders - labour programmes, WCBs, employers and unions with the Public Health Agency of Canada (PHAC) Canadian pandemic planning committees. The goals are to assist workplaces to develop long lasting plans for the health of employees at work and at home, as well as improve the sustainability of businesses and reduce the impact on Canadian public health services
3. Expanding training activities to improve accessibility for the vastly dispersed OSH community by partnering with professional bodies and organizations to assist them to provide more, better and accessible education opportunities.

CCOHS products and services are structured and managed under nine distinct performance areas each consisting of a particular category of service. The performance areas are:

- Inquiries Service
- OSH Answers
- Training and Education
- MSDS Service
- General Health & Information Services
- Tailored Services
- Publications Service
- Chemical Health & Safety Information Services
- Communications Service

INQUIRIES SERVICE

The purpose of the Inquiries service is to provide a service that is universally accessible to all Canadians for information in response to their questions on any workplace health and safety concern provided in a manner appropriate and responsive to the circumstances of the inquirer.

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

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

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

From January 1, 2006 to March 31, 2006 feedback comments were received from 196 users of the Inquiries Service.

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

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

- 13% of respondents indicated that more than 500 individuals did benefit or share CCOHS information in their organization.
- 18% shared CCOHS information with up to 499 individuals
- 40% shared CCOHS information with up to 99 individuals

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

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

In April 2005 the Inquiries Service reached a very important milestone. The service has answered 350,000 questions through its traditional person-to-person service.

The Inquiries Service will continue to be a key, core service of CCOHS, with a substantial impact on occupational health and safety performance in Canadian workplaces.

During the fiscal year April 1, 2005 to March 31, 2006, the Inquiries Service staff answered 14,979 questions through its traditional person-to-person information service.

During the same period Inquiries covered subjects and concerns such as chemicals and reproductive hazards, ergonomics, indoor air quality, occupational cancer, avian flu, and a large number of concerns regarding harassment, bullying and violence in the workplace.

The Inquiries Service is continually monitored to ensure both the quality and efficiency of the responses. Users of the service were asked to rate it for responsiveness, timeliness, clarity and usefulness of information received. During the period January-March users indicated they were overall very satisfied. Employers, government, labour and others are using the service.

OSH ANSWERS

The primary objective of OSH Answers Service is to provide a worldwide web based information service in a form suitable for workplace participants to identify, understand, and deal with workplace health and safety concerns.

OSH Answers is a collection of documents written by the Inquiries Service and other CCOHS staff in an easy-to-read, question-and-answer style. There are some 650 documents containing about 3500 questions and answers. These are available in both English and French, and are accessible free-of-charge on the CCOHS web site. A limited number are also available in Spanish via Respuestas OSH. The Inquiries staff also mail or e-mail the documents in response to inquirers' questions.

While OSH Answers does not directly contribute to the financial goals of the organization, it helps by enhancing the visibility and credibility of CCOHS as a whole. OSH Answers is an extremely visible product for CCOHS as it is available free on the website. Indeed, this fact was reflected by many comments received at recent conferences (IAPA, AIHce) where the web presence of CCOHS (both paid products and OSH Answers) and use of our materials was mentioned by many visitors to the booth.

Top 10 documents requested in March 2006 included:

English:

1. Ganglion cyst
2. Methicillin-Resistant Staphylococcus Aureus
3. Workplace Stress
4. Raynaud's Phenomena
5. Carpal Tunnel Syndrome
6. Legionnaire's Disease
7. What is an LD50 and LC50
8. Due Diligence
9. WHMIS – General
10. Hand Washing: Reducing the Risk of Common Infections

French:

1. Hepatitis A
2. Hepatitis B
3. Carpal Tunnel Syndrome
4. Tuberculosis
5. Toxoplasmosis
6. Osteoarthritis
7. Tennis Elbow
8. Sarcoidosis
9. Hepatitis C
10. Tendon Disorders

The primary target audience is all Canadian workers and employers. Its reach has spread beyond Canada and is enjoyed worldwide by millions of users.

The use of this free question-and-answer service has increased dramatically – from about 477,000 unique visitors (or “inquirers”) in 2000 to almost 2.3 million in 2005/06 and the documents were visited more than 6.1 million times in the fiscal year 2005/06, up from 1.5 million times in 2000. Reach has also extended to the world with almost 145 countries accessing our information (from Australia to Zimbabwe and most points in between).

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

User surveys are being implemented which will investigate further the reach and impact of OSH Answers, as well as the needs and wants of many worldwide users. Reformatting and reorganizing of the OSH Answers documents is also being examined in order to create an ease of use for visitors, and to create ways of increasing the contribution of OSH Answers by pointing to the relevant products and services at CCOHS and thus further improve their impact on CCOHS promotion and revenue generating efforts. In addition, we are also placing a major focus on reviewing the existing documents to ensure continued accuracy and currency.

TRAINING AND EDUCATION

To provide a high quality and dependable service to fulfill the health and safety related training and education needs of Canadian Workplace participants, the service consists of:

- E-learning courses delivered on the worldwide web
- Classroom-Based Training
- Workshops, Presentations
- Related Projects

CCOHS has developed a series of classroom courses and “e-courses” to help meet the OSH education and training needs of Canadians. Training is known to be an effective method of improving employers’ and workers’ awareness and knowledge of their rights and responsibilities with regards to OSH, to positively influence their actions and decisions in potentially hazardous situations in the workplace, and to improve the health and safety in the workplace.

Course topics are determined by:

- Legislative requirements
- Requests from CCOHS’ clients
- Demand for related materials on similar topics – e.g. OSH Answers, publications
- Discussions with stakeholders

The courses are developed following established procedures to ensure they are of the highest quality. CCOHS staff creates the courses with the assistance and advice of outside technical experts when required.

The tri-partite external review of courses by representatives of government, management and labour - helps ensure balance, accuracy, and understanding by all parties in the workplace.

The courses are available in English and French. Courses also provide a significant and growing revenue stream for CCOHS.

Classroom-Based Training

Classroom-based training remains popular, especially for the long-standing *Health and Safety for Managers and Supervisors* course. This course fills a unique need because of the

key role and responsibilities of managers and supervisors.

For the new *Health and Safety Training for Managers and Supervisors in the Federal Sector* course, the course manual for participants was reviewed. The course was delivered for the first time on March 28, 2006 in Ottawa for 15 participants.

The new half-day course, "Health and Safety for Senior Managers", is in progress and targeted for launch in fall 2006.

We have produced a new participant's manual that can be used by the participants of both the H&S Managers and Supervisors classroom and e-course. Classroom participants receive a manual when they take the course. E-course participants and organization also expressed the need for a printed manual and so the manual will also be available for purchase in PDF format, in English and French.

E-learning

This is a new service line initiated in 2004/05. The CCOHS web-based series of e-courses continue to generate significant uptake by individuals and organizations. Each course is available in English and French, with a voice-over version. Courses are delivered on a fee-basis for individuals, as well as on an organization-wide basis. More information, with a preview of CCOHS e-courses and platform are available at <http://www.ccohs.ca/products/courses/hscourse/>.

The procedure for tri-partite external review of e-courses, which helps ensure balance, accuracy, and understanding by all parties, has been very effective in gathering input from representatives of each sector and in creating exposure of the new courses being developed.

As a result of the external review process for the new Violence courses, one of the reviewers, Dr. Schat from the DeGroote School of Business at McMaster University, was so impressed with the courses that he expressed interest in conducting a research study on the effectiveness of the violence training programs. Numerous other organizations have expressed interest in customizing the CCOHS e-courses to suit their organizational needs and discussions are underway.

Since the introduction of the e-courses, users continue to express the need for additional different web-based courses from CCOHS. Work continues in the development of more web-based courses in the 2006-2007 fiscal year to broaden CCOHS offerings of web-based courses to respond to users needs.

New E-courses Released:

The following e-courses were recently released

- Accident Investigation (English)
- Lockout (English)
- Workplace Violence (the 3 English modules):
 - Violence in the Workplace: Awareness (free for public awareness)
 - Violence in the Workplace: Recognize the Risk and Take Action
 - Violence in the Workplace: Establish a Prevention Program
- WHMIS for Workers (substantially updated and revised) (English)
- The Health and Safety Committees courses were customized for the University of Ottawa (English & French)

E-Courses in development:

The following e-courses are in various stages of development and production, for release in the first half of 2006:

- Preventing Falls from Slips and Trips (French)
- Accident Investigation (French)
- Lockout (French)
- WHMIS for Workers (substantially updated and revised) (French)
- Workplace Violence (the 3 French modules) :

- Violence in the Workplace: Awareness (free for public awareness)
- Violence in the Workplace: Recognize the Risk and Take Action
- Violence in the Workplace: Establish a Prevention Program
- Understanding MSDSs and Labels
- Confined Space (4 modules):
 - Confined Space: Hazard Awareness
 - Confined Space: Hazard Control
 - Confined Space: Program Elements
 - Confined Space Management
- Health & Safety Training for Managers and Supervisors (customized version for Canadian Pacific Railways)
- Transportation of Dangerous Goods (8 modules)
- Emergency Preparedness and Planning
- Return to Work
- Contractor Safety
- WHMIS in Depth: Flammables & Combustibles

In addition, e-courses planned for development in the 2006-2007 fiscal year include:

- Canada Labour Code Part II summary
- Developing a Driving Safety program
- WHMIS in-depth – a series of e-courses with details about working safely with specific classes of chemicals
- WHMIS Refresher
- Ergonomics in various sectors
- Workstation evaluations
- Ontario Part I Certification
- Stress
- Indoor Air Quality
- Back Safety
- Materials Handling
- Due Diligence

Courses are eventually produced in French and English.

Since the introduction of the e-courses in June 2004, a total of 6,689 “course seats” have been sold. Some 196 unique companies have purchased a total of 5,979 additional seats for their employees to date. A total of 710 individuals representing almost as many organizations have registered to take the e-courses. Canadians in all provinces and two territories have registered for e-courses.

E-courses provide the means to educate workers, employers, H&S committee members, and H&S professionals in all regions of Canada. Courses can be delivered at low cost. Through a cooperative process involving CCOHS technical and educational specialists, external experts, and tripartite reviewers, courses of high quality are produced. In addition, courses can be customized and adapted to suit the needs of organizations and the conditions in any workplace. The CCOHS e-courses will help to meet the enormous need for high quality education in OH&S.

To ensure continuous improvement of CCOHS’ e-courses, several feed-back mechanisms are provided for the learners: links to contact CCOHS’ technical staff during the learning process for assistance or comments; access to CCOHS’ client services staff by toll-free telephone or email; and, a feedback form. Courses are also customized for organizations with a large number of e-learners to include organizations’ own policies, procedures, and other specific information.

MSDS SERVICE

A comprehensive service that will enable user organizations to efficiently manage all of their MSDSs and relevant responsibilities under WHMIS in accordance with identified user needs, this service consists of:

MSDS
FTSS
MSDS/FTSS Combo
MSDS Management Service (MMS)
Related Projects

The MSDS and FTSS databases are available on Web, DVD, CD-ROM or Intranet and provide access to over 284,000 English-language Material Safety Data Sheets and over 114,000 French-language data sheets, contributed by some 800 manufacturers/suppliers. This represents a growth of over 15,000 records.

The CHEMINFO database is being withdrawn from the MSDS service and will soon be available as a separate product.

The MSDS Management Service (MMS) continues to evolve, incorporating client suggestions and systems processes for efficiency in updating, accessing and using the service. The MMS helps clients quickly and easily access data sheets for 100% of the products specific to their workplace, in a secure web-based database. Binders of printed MSDS', a backup CD-ROM, and associated MSDS publications round out the MMS service. To date over 7,000 MSDSs have been processed into the custom collections of MMS clients.

Chemicals health and safety risks are a major concern in Canadian workplaces and the ability to understand and recognize hazards and know how best to deal with them for prevention purposes, as well as dealing with incidents and/or accidents to people and property is of necessity. The MSDS Service helps clients to support a safer working environment, while assuring organization-wide measures for legislative compliance under WHMIS.

There are currently 931 organizations utilizing the MSDS and FTSS services, 587 via the Internet and 344 on DVD or CD-ROM.

An additional three companies began a subscription to the MSDS Management Service bringing the total number of MMS clients to 22. These companies continue to represent small, medium and large organizations from diverse areas of business – manufacturing, governments, automotive, and the hospitality industry.

The services are constantly being improved through client feedback and suggestions. Clients of the MMS service have continuous and extensive communications with CCOHS staff, which helps to shape the services according to the needs of Canadian workplaces.

As a result of requests by MMS clients, 64 MSDS collections will be acquired from supplier websites and included in the custom collections as well as the MSDS/FTSS databases. Additionally, 84 companies were contacted and have supplied the data sheets specifically required by MMS clients.

GENERAL HEALTH & SAFETY INFORMATION SERVICES

General Health & Safety Information Services provides a comprehensive service of information on all areas of workplace health and safety other than Chemical Safety to fulfill the needs of Canadian workplaces. This service has adopted a comprehensive approach to creating healthy workplaces by improving the total health of the individual – mental, physical and psychosocial. There is a strong connection between the health and well-being of people, their work environments and organizational productivity. Healthy workplaces benefit workers and communities, governments and society at large. One overarching need of all these groups is health and safety information. CCOHS helps to provide this information through the following products and services:

- Canadian enviroOSH Legislation PLUS Standards Services
- OSH Researcher
- OSHLINE with NIOSHTIC
- OSH References (Bibliographic collection)
- National Labour Operations *Resources* CD-ROM Service

ILO Encyclopaedia
Fatality Reports
Canadian Health Network (CHN)
Best Practices Data Base (WSIB)
WorkSafe Saskatchewan
OSH for Everyone – Ontario
Marine Inspectors Bookshelf
Enhancing OHS in Brazil
Other related projects

The Canadian EnviroOSH Legislation PLUS Standards service helps Canadians understand their rights and responsibilities under the law, which is especially important for the proper functioning of the internal responsibility system. While each Canadian jurisdiction now provides its legislation on the web, the CCOHS service provides employers and workers with all the legislation in one place making cross-jurisdictional comparisons very easy. As well the service provides a unique topic approach to legislation, for example detailing references to all the legislation on violence in the workplace or right to refuse. With the inclusion of the full text of CSA and CGSB standards referenced in the legislation, the CCOHS legislation service is just one more example of how CCOHS has worked with key partners – standards setting bodies and governments – to provide high value information to Canadians. The CCOHS approach to standards is unique: all cited versions of a standard are available plus the most recent even if not referenced in the legislation. This allows users to use the most recent version of a standard at their discretion.

Almost 500 organizations both in Canada and outside subscribe to the enviroOSH legislation service in its various formats: regional, national, PLUS standards, on the Internet and on CD-ROM. A wide variety of organizations including government departments and agencies, primary industries such as mining, petroleum and forestry, manufacturing industries, health and safety associations, consultants and educational institutions are subscribers.

The National Labour Operations Resources CD-ROM is produced in cooperation with the Labour Program of the Human Resources and Skills Development Canada. It includes not only federal legislation, particularly the Canada Labour Code, but also CSA and CGSB standards referenced in the Canada Occupational Health and Safety Regulations as well as interpretive documents and databases needed by Labour Affairs Officers (LAOs) working in the federal jurisdiction. The CD-ROM is released two times per year.

This customized product includes key documents used by LAOs on their laptops when visiting clients in the field or investigating incidents. As well, other organizations in federally regulated sectors such as banks subscribe to this CD-ROM because of the unique information it provides. For example, this is a source of information on cases of Unjust Dismissals.

The bibliographic databases and the ILO Encyclopaedia form an important part of the CCOHS Web Information Service. This collection includes OSHLINE, the CCOHS database of references to Occupational Health & Safety journal articles, reports and conference proceedings. 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.

The bibliographic databases and the ILO encyclopaedia are used by hundreds of organizations throughout the world particularly research institutes, universities, health and safety associations, government departments and industries. These products represent an invaluable and uniquely focused collection of references to OH&S literature. For example a health and safety manager can search for a specific topic such “health and safety training of temporary employees” and find information ranging from journal articles and reports to the full-text ILO Encyclopaedia and uniquely this information has been carefully selected and added to the CCOHS collection. In contrast, a search on this topic on Google uncovers approximately 20,100,000 references and on Google Scholar, 51,800. These references from Google are too varied and extensive to access and evaluate.

Projects

The Worksafe Saskatchewan website was developed in collaboration with Saskatchewan WCB and Saskatchewan Labour, as an information resource to help prevent workplace injuries and illnesses. The website usage statistics demonstrate the demand for practical information not just on hazards and their control but also the need for information on setting up basic workplace programs, inspections and prevention programs.

Use of the Worksafe Saskatchewan website continues to grow: 2005 saw over 260,000 website sessions from over 120,000 unique visitors. Such traffic indicates that CCOHS is helping Saskatchewan's WCB and Labour departments to reach a large number and a wide range of workplaces with ready to use and readily understood information. Satisfaction indicators suggest that this information is shared in the workplace and used to improve workplace health and safety.

Projects such as the web-based WSIB Prevention Practices Database and OSH for Everyone were initiated by outside organizations familiar with the unique skills and products produced by CCOHS. The experience developed in these projects has been used on projects with other jurisdictions. For example, the OSH for Everyone service created for the Ontario WSIB has led to the creation of similar services for the NWT/Nunavut and Saskatchewan.

The OSH for Everyone website has for many years been an important injury and illness prevention resource for Ontario workplaces. The website has an average of 20,000 visitor sessions viewing 60,000 to 90,000 pages of hazard and prevention information monthly. Analysis of client feedback shows that OSH for Everyone has made a good impact in the workplace. Health and safety committee members, employers, and intermediaries use this information to increase and share their knowledge and make changes in their workplaces. The Prevention Practices website averages 4,000 visitors per month, who take advantage of this database of good practices.

The Marine Inspectors' Bookshelf (MIB) was created at the request of Transport Canada personnel who were familiar with the work that CCOHS had done for HRSDC to develop the National Labour Operations Resources CD-ROM. It is an excellent example of how CCOHS with its partners in Marine Safety have worked together 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 MIB is now in its 8th release.

In the Canadian Health Network project CCOHS staff work closely with leading health organizations throughout Canada as well as the Public Health Agency of Canada (PHAC) to provide a wide variety of free, reliable, up-to-date and relevant e-health promotion, disease, and injury prevention information. CCOHS is responsible for the Workplace Health collection. Additionally, CCOHS staff recently compiled a Guide to Workplace Violence resources with the Violence Affiliate of CHN.

A CCOHS-prepared article on aging workers was featured on the home page of the CHN in May ("Staying on the job - aging workers are changing the workplace".) The CHN uses an e-newsletter HealthLink to notify over 24,000 subscribers of updates to the home page. This ensures that a large number of people will visit and view the articles. CCOHS also promotes CHN and workplace health through our own [@u travail](mailto:Health@Work/Sante) e-bulletin that is produced periodically.

CCOHS' skills and expertise in knowledge transfer are also recognized internationally. As a partner in Enhancement of Occupational Health and Safety in Brazilian Industry, a project funded by the CIDA-ABC Transfer of Technology Fund for Brazil, CCOHS is leading the development of an OSH information portal appropriate for workplace participants in Brazilian industry.

TAILORED SERVICES

Tailored Services provides a management system based service that is customizable for use in meeting the specific needs of Canadian enterprises to establish an effective health and

safety program or management system.

Occupational health and safety legislation in the Canadian provincial, territorial and federal jurisdictions require organizations to have an occupational health and safety program. Because of this legal requirement, many organizations will already have an occupational health and safety program in place, with all the necessary documentation and records available. Others will be highly motivated to have a demonstrable occupational health and safety program in place. An occupational health and safety management system that permits the clients to easily and efficiently incorporate, update and maintain, a health and safety program incorporating workplace specific information, will help Canadians not only to comply with the legislated requirement and improve workplace health and safety performance, but also if desired, to seek OHSAS 18001 or CSA Z1000 certification or self-declaration in a timely manner.

A comprehensive occupational health and safety management system (OHSMS), based on the CSA Z1000 standard, will help Canadian enterprises to:

- Manage OHS risks of the enterprise using a defined and documented management system
- Comply with OHS legislative requirements
- Promote health and safety among managers, supervisors and employees
- Undertake systematic risk (hazard) identification, evaluation and management
- Develop and implement effective health and safety programmes following best practices
- Ensure effective communication, consultation and collaboration
- Establish health and safety performance measures and undertake effective monitoring of performance
- Assess, audit, evaluate, report and continually improve health and safety performance to contribute to business success

The target audience for the OHS Management Systems Service will be Canadian organizations seeking Occupational Health & Safety Management System (OHSMS) registration, as well as organizations that wish to implement effective occupational health and safety programs, in accordance with OSH legislation requirements.

Organizations who do not have a complete OHS program in place may choose to hire a consultant to do a hazard assessment of their workplace and help them develop the necessary programs, processes and documentation for an OHS program that can be used and upgraded to meet the requirements of an OHSMS. The system also will provide all the necessary information (other than worksite specific information) to enable clients to implement the system by themselves. CCOHS will work with the consultants and health and safety associations to market, promote and distribute the management system service.

The OHS Management Service from CCOHS will provide a self-guided OHSMS service that is highly interactive, flexible, and easy to use. Available as part of the service will be a wide range of context specific resources to help organizations implement their management system, including guidance documents and information on:

- Corporate OHS policy
- Goals and objectives
- Responsibility and accountability of managers, supervisors and employees and related training
- Assessment, auditing, evaluation and reporting on performance with respect to compliance with legislated requirements and management policies
- Performance measure and monitoring
- Employee involvement and empowerment
- Continuous improvement in performance and sustained excellence
- Policies, procedures and programs
- Means for effective communication, consultation and collaboration
- Hazard identification and risk assessment
- Planning and implementing risk management
- Emergency preparedness plans

- Internal communication strategies for promoting their OHSMS to their employees
- Links to the Canadian EnviroOSH Legislation Web service, where available, including the Legislation Notification service

The development of the CCOHS OHSMS, a new CCOHS service line, is well underway with a planned implementation of this service in fiscal 2006-07.

PUBLICATIONS SERVICES

To provide a publications service on workplace health and safety concerns delivered through both print and electronic media to fulfill the needs of Canadian workplace participants, CCOHS has been publishing guides, Infograms and other documents since the early 1980s. These publications respond to the needs in Canadian workplaces for information that is practical, authoritative and balanced. Clients frequently contact CCOHS to suggest new topics for guides.

The strategy for development of the Publications Service is the synergy between publications, e-courses, and OSH Answers. While each service has a unique role to play, the same staff are usually involved in all three services. The plan for the Publications service makes use of previous and on-going work in the other services.

The promotion of healthy workplaces is a common theme of CCOHS publications. Recent guides focus on wellness and HR professionals, while planned guides will address stress, tele-work and home-based businesses. Future topics will be identified by consultation with clients.

A 2004 survey of buyers, conducted by Applied Research Consultants (ARC), an independent consulting group, indicated that on average the information in each publication benefited more than 130 workers.

Close to 150,000 CCOHS publications have been purchased for use by employers, workers, health and safety committee members, and H&S practitioners. The specific line of workplace-friendly Health and Safety Guides represent 98% of current sales. Over the last five years over 90,000 of these guides have been distributed.

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

CHEMICAL HEALTH & SAFETY INFORMATION SERVICES

The Chemical Health & Safety Information Services performance area provides a comprehensive information service on all aspects of chemical safety other than those related to the management of MSDSs to fulfill the needs of Canadian workplaces.

This performance area includes the following products and services:

- CHEMPENDIUM
- CHEMINFO
- RTECS
- WHMIS Classification Discrepancy Project
- INCHEM
- INTOX
- DSL/NDL
- (M)SDS Writer
- Health Canada Ad Hoc Expert Working Group
- Alternative Products and

Other Related Projects

The CCOHS chemical health and safety information service helps Canadians to understand:

- what chemicals pose hazardous risks,
- how to control those risks
- how to reduce injuries and illness at work, in communities, and in the environment,
- and
- what the regulatory requirements are and how to comply with them

CCOHS supports the need to know the hazards of chemicals and to control these hazards through a number of key product and service lines. These will be outlined with objectives and a brief description.

IPCS INCHEM - Authoritative chemical related health, safety and environment reports from inter-governmental organizations

The IPCS INCHEM service is available free via its website and through the CCOHS Web Information Service and is also provided free via CD-ROM to hundreds of organizations in developing countries. This service has been funded by the International Programme on Chemical Safety (IPCS) of the World Health Organization as well as some funding support from Health Canada.

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

Key facts outlining the audience, impact and reach of this service during this reporting period:

- 170,000 unique visitors from 170 countries access and use INCHEM information every month on average.
- INCHEM documents (over 8,100 documents) were viewed more than 2 million times last year, with Environmental Health Criteria publications being viewed over 940,000 times and Poison Information Monographs viewed over 810,000 times.
- The INCHEM web survey was implemented in January 2006. 90% of all respondents felt the INCHEM service was very useful, while 88.5% considered the service to be important or very important.
- The respondents of the survey representing users from 110 countries are distributed in the regions as follows. North America 30.09%, Europe 29.55%, Asia 21.39%, South America 6.79%, Africa 6.25%, Oceania 3.53%. The highest number of responses from one country was from the United States at 20%. By comparison the response from Canada was 7.6%. The number of respondents for Member countries of the European Union amounts to a percentage of 24%. Of interest is the number of responses from third world and developing countries with limited access to other research materials.

IPCS INTOX

IPCS INTOX is a collaborative project with the World Health Organization that supports the work of numerous poison centres worldwide through integrated operational systems containing data management software and the IPCS INTOX Databank.

The INTOX Data Management System (INTOX DMS) is a software system that enables a poisons centre to compile three integrated databases, for enquiries, substances and products. The system is currently available in English, French, Portuguese and Spanish and is being translated into Chinese.

The IPCS INTOX Databank is a collection of documents aimed at those working in poisons centers or who are involved in the diagnosis and management of poisoning or in dealing

with health aspects of chemical incidents. The content includes internationally peer-reviewed documents on industrial chemicals, pharmaceuticals, agricultural chemicals and plant, fungal and animal toxins, and about the treatment of poisoning, analytical toxicology and poisons center operations. The databank is available on the Internet free of charge and is also available on CD ROM by subscription. Free of charge subscriptions to the CD-ROM are made available to developing countries users nominated by IPCS.

The IPCS INTOX databank is available free via it's website. The software system is provided via CD-ROM. This service has been funded by IPCS of the World Health Organization as well as through Health Canada.

In April 2006, almost 74,000 unique visitors from over 130 countries used the website to access information about pesticides, pharmaceuticals, pure chemicals, bacteria and fungi

The highest single country outside of the US was Brazil with over 10,000 users per month, followed by Canada, Mexico, Australia, the United Kingdom and France.

CHEMINFO Database with summarized chemical information on chemicals

CHEMINFO offers hundreds of distinct fields of health and safety data needed to protect workers, control workplace exposures, prevent accidents, fires, etc. Described as up-to-date, reliable, understandable, summarized, OSH chemical information including scientifically supported regulatory classifications.

CHEMINFO was originally developed in the early 1980s in response to an overwhelming number of requests to the Inquires Service for authoritative, unbiased health and safety information on chemicals. It continues to fulfill this function along with meeting the needs of the broader OH&S community including workers, employers, Health and Safety Committee members, MSDS writers, industrial hygienists, safety officers, physicians, nurses, emergency responders, regulators and their enforcement staff. CHEMINFO is available through many avenues – some revenue generating and some public service.

CHEMINFO is such a premier source of data on many industrial chemicals that chemical manufacturers use it to support their product safety and MSDS writing programs. It is important to some of our clients that CHEMINFO is fully referenced. CHEMINFO content is also used by provincial regulators and their enforcement staff.

Information from CHEMINFO in one form or another is accessed approximately 250,000 times/year, through free partial records available on the IPCS INTOX databank, through free CCOHS website records as well as through subscriptions services via the CCOHS Web Information Service. It is one of CCOHS' most popular databases.

As of June 1, CHEMINFO will be offered separately via the Web Information Service and as of August 1 it will be offered on CD-ROM only through the CHEMpendium collection. It is being discontinued on the MSDS CD and DVD collections in order to increase income and to differentiate the product lines.

CHEMINFO makes CCOHS MSDS Management Service unique in the marketplace.

CCOHS work on CHEMINFO and its reputation for providing quality chemical information makes CCOHS a credible, trustworthy resource, leading to invitations to participate in Health Canada initiatives and working groups such as GHS, WHMIS, TDG, PMRA etc). The Centre's relationship with CSST has been enhanced because of the WHMIS classification discrepancy resolution project. Our CHEMINFO work has also lead to revenue generating projects with HMIRC, Health Canada (e.g., WHMIS posters, WHMIS classifications database), Ontario Ministry of Labour.

CCOHS, through the CHEMINFO and its WHMIS Classification database is seen as the Canadian source for WHMIS chemical classifications.

Supports the majority of CCOHS' chemical related work (e.g. MSDS publications, OSHAnswers on chemical related questions)

Contributes to CCOHS public service initiatives, for example, INTOX; OSHAnswers chemical

profiles; WHMIS classifications database, WHMIS Discrepancy Resolution project, Inquiries Service

As CHEMINFO is created and owned by CCOHS, there is no dependency on outside contributors to provide this content.

Notable Highlights

During this reporting period, CHEMINFO is undertaking new plans and directions for growth in order to meet the needs of clients. As part of the Chemical Working Group's plan for development of the (M)SDS Writer Product, CHEMINFO is undertaking several content initiatives:

- Identification of key chemical ingredients in workplace products via analysis of CCOHS MSDS records as well as high volume chemical lists, and other resources.
- Plans for the addition of 640 new records on high priority ingredients to bring the CHEMINFO database up to 2,000 chemicals. These records will follow the short style format with credible data on physical, chemical and other hazard properties.
- Plans for the addition of key reliable toxicity data (acute lethality, skin and eye irritation, skin and respiratory sensitization) for 300 priority CHEMINFO short records.

In addition, CHEMINFO database continued to progress in other ways:

- Release and update of high quality and evaluated records for a number of important chemicals including Hydrotreated Kerosene and six petroleum distillates, a series of six chemicals related to the propylene glycol family and 1-Hexanol and 1-Butanol and five other chemicals, all used in chemical products.
- Anticipating the development of the Globally Harmonized System, internal development continued towards achieving GHS classifications. This included completion of classifications for Oxidizing Solid, Liquid and Gas and the review of 80 Skin/Eye classifications (total to date 319).

RTECS

The Registry of Toxic Effects of Chemical Substances (RTECS) contains critical toxicological information with citations on over 160,000 chemical substances from more than 2,500 sources. The content is kept updated by MDL Information Systems.

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.

CCOHS is unique in offering an English, French and Spanish language version of the database.

RTECS web usage is up 45% over the same period one year ago (April 2005-April 2006). Over 2000 new chemicals were added to the database

Marketing activities for the upcoming months include plans to use association mailing lists for email promotional campaigns during 2006. Plans to improve cross-promotion of the database to users of INTOX and INCHEM will be reviewed.

CHEMpendium™

CHEMpendium is a collection of essential databases that meets the broad needs of environmental, health and safety practitioners including industrial hygienists, firefighters and other emergency responders, product safety specialists, occupational health nurses and physicians, regulatory affairs personnel, health and safety regulators, chemical manufacturers, librarians, and environmental, health and safety coordinators.

Information provided and updated in CHEMpendium is often hard to find and may be costly both in multiple subscription fees and resources. The cross-database searching capability improves productivity and effectiveness with reliable information from authoritative sources. This collection is available via the Web Information Service and the Disc Information Service (DIS)

The CHEMpendium database collection usage via the web remains steady over a one-year period (April 2005/April 2006). An additional 72,000 records were viewed.

Marketing activities for the upcoming months include plans to use association mailing lists for email and mail promotional campaigns in 2006. Plans include improving cross-promotion of the database to users of RTECS, INTOX and INCHEM.

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 the Canadian domestic inventory, or those that, while not used in Canada, are used in world commerce. These lists are an important way for government to be aware of new substances and to assess them for safety before widespread use occurs in Canada.

The database is used by: chemical manufacturers, suppliers and importers who may potentially have to submit information under CEPA. It is also used by: government regulators and enforcers, MSDS writers and regulatory compliance specialists to help meet their compliance requirements.

Currently the DSL contains about 24,000 substances and the NDSL contains about 48,000 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. 1090 new records have been added.

(M)SDS Writer

CCOHS has begun development of a Safety Data Sheet Writer software, which will help many Canadian small and medium sized companies create and maintain good product safety data sheets. The software will be a hybrid solution using CCOHS web resources along with the client's own computer systems. The service will capitalize on CCOHS' rich resource set of chemical information from CHEMINFO as well as the development of additional resources needed by these clients. The development will benefit from input of our chemical database users who are in the product safety area. The product team ambitiously expects to test the product during the summer and release a public version by this fall. In addition to the "Writer" software, future partner products or modules will be developed to help Canadian workplaces evaluate MSDSs.

WHMIS Classification Discrepancy Project

CCOHS continues to collaborate with the Quebec CSST and Health Canada WHMIS Division to harmonize WHMIS classifications available on the CCOHS and CSST websites. The information and evaluations of chemicals for which discrepancies exist are being shared by CCOHS and CSST and issues are jointly being resolved. Policy issues regarding interpretation of the Controlled Products Regulations are referred to Health Canada for broader consultation among WHMIS regulators and other interested parties, including industry and labour.

This project is slowing down, as most discrepancies have been resolved. During this period, discrepancies were resolved on eleven chemicals. Due to limited resources CCOHS will continue to notify its partners of any new discrepancies identified but the process of resolving these will be on hold until the new fiscal year.

Health Canada Ad Hoc Expert Working Group

CCOHS continues to participate in the Health Canada Ad Hoc Expert Working Group: Chronic Hazards. This Expert Group is examining whether chemical products regulated under the Consumer Chemicals and Containers Regulations, 2001 of the Hazardous Products Act should include consideration of the Globally Harmonized System (GHS) chronic hazard classes (i.e., mutagenicity, carcinogenicity, reproductive toxicity, respiratory or skin

sensitization, and target organ systemic toxicity - repeated dose). Currently, consumer chemical products are not classified for these hazard classes. The Ad Hoc Expert Working Group will provide recommendations to the Consumer Chemical Sectoral Working Group, who will then review the recommendation and make a final recommendation to government.

HMIRC Contract

CCOHS completed work under Memorandum of Understandings for the Hazardous Materials Information Review Commission (HMIRC). CCOHS conducted literature searches, and acquired, reviewed, evaluated and summarized the relevant literature to prepare Toxicological Profile Summaries (TPS) on 4 chemicals. In addition, we delivered quick reference card summaries of recently released OECD Guidelines for the Testing of Chemicals.

COMMUNICATIONS SERVICE

To provide a comprehensive communications service for CCOHS that includes:

- Promoting OHS in Canada
- Promoting CCOHS and its role in Canadian OHS
- Promoting CCOHS Products and Services
- Undertaking Web Portal Related Projects
- Advancing the Academic Support Program

Promoting Occupational Health and Safety in Canada

National Day of Mourning April 28

In Canada, some 835 employees die from accidents at work each year, averaging more than 2 deaths every day. From 1993 to 2004, more than 10,026 people lost their lives due to workplace incidents. Another 900,000 per year are injured.

The National Day of mourning 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. It is our hope that the annual observance of this day will strengthen the resolve to establish safe conditions in the workplace for all.

To commemorate this important day, a banner ad and headline were run on the home page of the CCOHS website, linking to our permanent National Day of Mourning pages. The statistics were updated as well. The day was promoted in the events of the February and March Health and Safety Report newsletters and a Day of Mourning image icon was developed for the April issue of the Health and Safety Report. In March and April 2,234 people accessed the Day of Mourning web pages 5,875 times. For over five years CCOHS has offered a poster designed by CCOHS staff, free to Canadians. This year CCOHS filled 163 requests for a total of 1,000 English and 144 French posters. The poster is planned for a redesign in the upcoming year.

Health and Safety Week (NAOSH) 2006 Apr 30- May 6

When people feel valued, respected and satisfied in their jobs and work in safe, healthy environments, they are more likely to be productive and committed to their work. Every year, this commitment is renewed with a week-long initiative called Safety and Health Week (also known as NAOSH Week). From April 30 - May 6 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.

This year's theme of *Review. Refresh. Revitalize* served as a reminder for all of us to take stock of our workplace environments, and then work together to bring about the changes in policies and practices necessary to create healthy workplaces.

Bringing Health to Work Web Portal Service

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

This web portal service is dedicated to providing Canadian employers, employees and practitioners, free and easy access to a comprehensive range of credible resources and practical tools for creating and promoting healthy workplaces. The portal URL is www.ccohs.ca/healthyworkplaces/.

Bringing Health to Work offers "one stop" access to more than 300 of the most authoritative and reliable sources of workplace health and well-being information on the Web! It is a virtual clearinghouse of key websites for research, programs and tools, case studies, policies, resources and more. And this is only the beginning. CCOHS will be continually improving and expanding the content to enhance and make it an even richer resource - one that offers help to improve the health of Canadian organizations, their employees and their work environments.

Since its launch, more than 11,000 visitors have been served by *Bringing Health to Work*, accessing the English-language portal 19,502 times.

Webinars

As part of the effort to establish CCOHS as a leader in promoting healthy workplaces in Canada, CCOHS conducted several webinars (live broadcasts) to coincide with OH&S events:

Health and Safety Week (NAOSH) May 1- 5

To equip, educate and empower during 2006 Safety & Health Week, CCOHS hosted a series of five complimentary pre-recorded webinars on a variety of health and safety issues. CCOHS' subject specialists recorded their webinar presentations to increase accessibility to these sessions at the complete convenience of the users.

- *Violence in the Workplace: Awareness*
- *OH&S Best Practices*
- *Orientation Training for Workers in Canada*
- *Discovering Workplace Health and Wellness on the Web*
- *Integrating Workplace Health*

International RSI Awareness Day – February 28

Ergonomics for Occupational Hygienists

Presenter: Dr. Richard Wells BSc, MEng, PhD. Director of the Centre of Research Expertise for the Prevention of Musculoskeletal Disorders (CRE-MSD)

This event was offered on a cost recovery basis and consisted of a 90-minute live broadcast from McMaster University. To make this event accessible to as many occupational health and safety professionals as possible, members of the Canadian Council of Occupational Hygiene (CCOH) hosted 16 separate "hub" locations across Canada, assisted by CCOHS as the technology partner.

Since March, Dr. Wells' presentation has been accessed and/or downloaded from the CCOHS website 1,863 times, as Canadian continue to use this valuable resource.

Healthy Workplace Work - October 2006

Discovering Workplace Health and Wellness Resources

Presenter: Sandra Clark, CCOHS

Offered as a free public service to Canadians

Integrating Workplace Health

Presenter: Jan Chappel, CCOHS

Offered as a free public service to Canadians

The PowerPoint version of the presentation has been downloaded 3,289 times from the CCOHS website.

The next step will be to extend past the PowerPoint versions and make the actual recorded webinars widely available on the CCOHS website, for accessing by users at their own

convenience.

Forum 2005 Survey Report - "Recognizing and Preventing Occupational Disease: *Strategies and Recommendations from Canadians*"

As part of our goal to undertake initiatives that lead to increased impact on Canadian workplace health and safety, CCOHS released the results of a survey focusing on Canadian strategies for preventing occupational disease. Hundreds of Canadians seized the opportunity to be heard on the issue of occupational disease through an online poll and at a two-day national forum organized by CCOHS. The results of the survey of the Forum recommendations were released in a document entitled, "Recognizing and Preventing Occupational Disease: *Strategies and Recommendations from Canadians*". This 67-page report is available in PDF for downloading, free of charge, on the CCOHS website: www.ccohs.ca/products/publications/surveyreport.html.

Since the November posting of the Report to the website, it has been downloaded 15,358 times.

Promotion of CCOHS and its role in Canadian OHS:

CCOHS' participation at conferences and exhibitions provides opportunities for outreach, and promotion of OH&S across Canada. They also provide a forum for showcasing CCOHS products of services and demonstrating how they meet the needs of Canadian workers, employers and governments.

Promoting CCOHS Products and Services

Media releases and product announcements are important tactics in

- promoting the role of CCOHS in improving workplace health and safety in Canada.
- publicizing the ways in which CCOHS products, services and activities can support the improvements on health and safety of Canadian enterprises.

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 our ranking with web searches (makes us easier to find) as well as providing opportunities to keep CCOHS top of mind with the various audiences we serve.

CCOHS released numerous announcements- many of which were reprinted/ reproduced by related organizations, groups and businesses to enhance their own initiatives.

Health & Safety Report e-Newsletter

The Health and Safety Report, launched in January 2003 is an initiative that aspires to increase impact on Canadian workplace health and safety. In addition to providing relevant content, the Report is regularly and widely reproduced by organizations to enhance their health and safety educational and information efforts.

The April 2006 issue of The Health and Safety Report was distributed to 11,073 English and 1,038 French subscribers, for a total of 12,111. This represents a 45% growth in subscribers in the last twelve months. Starting with the January 2006 issue, the Report included icons in the sidebar linking to OSH Answers and the Bringing Health to Work portal, to help drive traffic to CCOHS' website and promote the free public services CCOHS provides to advance the improvement of workplace health and safety in Canada.

