
A year like no other



**CCOHS Annual Report of the Council
2020-2021**

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Canadian Centre for Occupational Health and Safety (CCOHS)

As the COVID-19 pandemic has made abundantly clear, the world in which we live and work is constantly changing. However, the need to keep workers safe, healthy and protected on the job has not. The Canadian Centre for Occupational Health and Safety (CCOHS) supports the fundamental rights of all workers in Canada to healthy and safe working environments. For more than 40 years, CCOHS has engaged and shared information with employers, workers, and stakeholders across the country, providing a national perspective on current and emerging issues that affect workers. Our commitment to knowledge sharing and collaboration and our continued efforts to partner and engage with like-minded organizations has allowed us to move closer to our vision of a country where all workers are physically and mentally safe, well, and protected on the job.

CCOHS is a federal departmental corporation reporting to the Parliament of Canada through the Minister of Labour, and is governed by a Council of Governors representing governments (federal, provincial and territorial), employers, and workers; a structure that ensures a balanced, impartial approach.



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*term expired/resigned

Message from the Council Chair and President

As the Chair of the Council of Governors and President and Chief Executive Officer of the Canadian Centre for Occupational Health and Safety (CCOHS), we are happy to share a report of the work of CCOHS for the year, and our contributions on advancing healthy and safe workplaces in Canada.

We can all agree that 2020 was a difficult year for many as the COVID-19 pandemic pressed on, making it difficult for workplaces to stay functional. In April 2020, as workplaces continued to shut down, remote work became a new reality for many, and essential service workers answered the call to serve. CCOHS was ready to provide support with guidance and information to help prevent the spread of infection and protect workers, however we didn't do it alone. Through partnerships and collaborations with national, regional, and provincial health and safety networks, we were able to put COVID-19 resources for safe work into the hands of employers and workers across Canada, and around the world. We partnered with the Public Health Agency of Canada and other stakeholders to develop COVID-19 guidance documents and online tool kits, safety tip sheets and new websites (such as Pandemic Info Share). We received funding from the Labour Program to develop business resumption materials such as e-courses and infographics as well as knowledge transfer initiatives, with the goal of helping as many sectors and industries as possible.

While COVID-19 may have been our primary focus of 2020-21, we also continued to promote safe work practices around priority sectors such as agriculture and healthcare and address topics of concern including harassment and violence, mental health, and occupational disease. With the help of like-minded organizations across Canada, we collaborated and partnered to create e-courses, bolstered our topic-specific microsites, created apps, produced informational podcasts, and hosted virtual events to spread prevention messages and good practices to workplaces and workers alike.

We continued our partnership with the Government of Canada on a national social marketing campaign to promote harassment and violence prevention and mental health in Canadian workplaces. The campaign: Taking Action Against Violence, Harassment and Mental Health in the Workplace, addressed the essential elements of a workplace harassment and violence prevention policy, as well as the procedures that must be in place to respond to incidents of harassment and violence when they do occur. Additionally, CCOHS developed three new e-courses to help employers, managers, and employees in federally regulated work places understand their specific roles and responsibilities in accordance with the *Canada Labour Code, Part II*, including the *Work Place Harassment and Violence Prevention Regulations* that came into force on January 1, 2021. In support of the federal Labour Program, we are hosting a roster of investigators that have been reviewed by an expert working group to investigate complaints under these regulations.

During the year we had several changes to the Council of Governors. We welcomed new appointees Kurt Dieckmann (Yukon), Cheryl Paynter (Prince Edward Island), Daniel Strand (British Columbia), and Candace DiCresce (Rogers Communications). We said farewell to and thanked our outgoing Council members for their commitment and service to CCOHS: Shari Nurse (Canada Post Corporation), Denis St-Jean (Public Service Alliance of Canada), Sari Sairanen (Unifor), Shelly Dauphinee (New Brunswick), Susanna Zagar (Ontario), and Shelley Rowan (Nova Scotia). Finally, we would like to recognize the members of our Council of Governors for their commitment, guidance and leadership during these trying times. To our staff, your unyielding dedication and efforts this year has helped CCOHS advance its mandate, reach more people than ever before, and most importantly, helped make Canadian workplaces safer. It is a testament to the efforts of both Council and staff that CCOHS not only survived a year like no other, but thrived, answering the call, and working with a purpose to serve. We thank you all.



Gary Robertson
Chair of the Council
of Governors



Anne Tennier
President and CEO

Strategic Plan 2018 - 2023

CCOHS, into the third year of the five year strategic plan, continued to explore the impacts of changing work on worker safety and health, and identify sectors and issues that deserved our focus. Enabled by the power of partnerships and collaboration, CCOHS continued to focus on three key strategic priorities that informed and shaped the work of CCOHS this year as well as over the coming years through to 2023.

Key Strategic Priorities

1. Developing national leadership on emerging issues
2. Addressing priority sectors
3. Building a national repository of current knowledge, standards, statistics, and other information tools for the betterment of workplaces in the country

Strategic Plan 2018 - 2023



Answering the Call: CCOHS Responds to COVID-19

The COVID-19 pandemic changed the way Canadians work, and the start of the CCOHS fiscal year on April 1, 2020, was like no other in its 42-year history. Close to 10,000 people in Canada were infected with COVID-19, and most jurisdictions across the country had entered into a lockdown or stay-at-home order, with many people working remotely and only essential services in operation.

Having ended the previous fiscal year with the development of COVID-19 guidance, CCOHS continued to produce and promote information and resources to help workplaces safely stay operational during the ongoing pandemic. The free courses and publications that CCOHS had made available in March 2020 continued to be widely shared to support workplaces struggling to define a new normal with remote work, as well as for those working on the front lines, risking their health to serve.



A total of 18 courses were unlocked for free access, on topics such as pandemic planning, mental health, ergonomics, and musculoskeletal disorders. Uptake was strong with 63,763 seats accessed between April 1, 2020, and March 31, 2021. Additionally, two publications, the Emergency Response Planning Guide and the Telework and Home Office Health and Safety Guide, were made available as free PDFs (5,847 total downloads), and the Flu and Infectious Disease Outbreaks Business Continuity Plan was updated and downloaded 5,725 times.

The established Infectious Disease Outbreaks/Pandemics website became a central online repository of credible information that helped businesses and their workers stay healthy and safe during COVID-19. The website was updated to offer more than 900 resources from provincial, territorial, and federal jurisdictions. Overall, the website generated 131,100 page views over the course of the year.

In May 2020, CCOHS partnered with the Public Health Agency of Canada to develop a series of pandemic-related tip sheets for higher-risk occupations, industries, and essential services. The guidance documents offered good practices both employers and workers could use to help protect

themselves from the spread of infection. The initial batch of tip sheets were released in early April 2020 and over the year, over 60 guidance documents have been published. The uptake of these resources has been strong with 33,507 tip sheets having been downloaded from the CCOHS website.

Through the partnership, CCOHS produced additional COVID-19 related products that have all been made available through the COVID-19 Health and Safety Resources Tool Kit. The tool kit is anchored by the COVID-19: Workplace Health and Safety Guide, which includes information on the responsibilities of employers, and workers, and what workplaces should do to control risks. Topics covered include how the coronavirus spreads, employers' duties, handling work refusals, hazard and risk assessment identification for COVID-19, and how to control the risk and apply the hierarchy of controls in the workplace. Workplaces can download the guide on its own or bundle other industry and workplace-specific tip sheets, infographics, and posters to create a customized and comprehensive COVID-19 tool kit tailored to their needs. Another resource available from the tool kit is the COVID-19 Health and Safety Planning for Employers series, designed to help workplaces establish strong health and safety foundations (updating or implementing policies and programs) to help address COVID-19 and respond to ongoing impacts from the virus. The COVID-19 Prevention for Workers series, also available from the tool kit page, answers common questions from the employee perspective and provides succinct and user-friendly guidance on how workers can protect themselves and others. Since its launch on October 8, 2020, the tool kit has been downloaded 3,226 times.

In December 2020 CCOHS was awarded \$2.5 million dollars from the Labour Program to be used over 2 years to staff the development and execution of a comprehensive business resumption program. The program provides credible information and clear language resources, guidance, knowledge transfer documents and e-learning materials to enable Canadians to safely return to work during an active and, or, post-pandemic environment, with minimal risk. As part of the work of this funding, training courses, videos and infographics were produced for temporary foreign workers around worker rights and responsibilities, safe masking, and how to prevent the spread of COVID-19. These materials were made freely available in English, French and Spanish languages. CCOHS also produced comprehensive court reopening guidance in English and French. Development of training and knowledge transfer materials will continue throughout the coming year.

To enable businesses and organizations to easily share their pandemic-related good practices and resources, CCOHS created the Pandemic Info Share (<http://pandemic.ccohs.ca>) website. The website is free, bilingual, and helps employers accelerate the development and uptake of processes to develop their COVID-19 safety plans. At year-end, 56 resources had been submitted by workplaces across Canada in construction, mining, transportation, health care, manufacturing, policing, and forestry. Resources range from checklists, infographics, webinars, health promotion tools, handbooks, and other resource guides.



Addressing Priority Sectors and Current Health and Safety Issues

CCOHS continued to focus its efforts on key sectors and health and safety issues outlined in the five-year strategic plan. These higher-risk priority sectors include healthcare, construction, agriculture and fishery, and Indigenous enterprises. This year, in addition to COVID-19 guidance, the work of CCOHS addressed harassment and violence, mental health, agriculture, healthcare, and occupational disease.

Harassment and Violence

In 2018, a Canadian survey revealed that 19% of women and 13% of men experienced harassment in their workplace*. When it comes to workplace harassment and violence, employees, managers, health and safety committee members, and employers all have important roles to play. To support each of these groups as they work towards creating environments that are free from harassment and violence, CCOHS developed resources that explain their specific responsibilities and duties along with preventative measures.

*Source: Statistics Canada - Insights on Canadian Society, Harassment in Canadian Workplaces

Harassment and Violence Prevention e-Courses

This year, CCOHS developed three online courses to help employers, managers, and employees in federally regulated work places understand their specific roles and responsibilities in accordance with the *Work Place Harassment and Violence Prevention Regulations* that came into force on January 1, 2021. More information about these courses can be found in the “Educating Workers” section.

Roster of Investigators

The Labour Program, in consultation with a tripartite expert group of federally regulated employers and labour representatives, established the Roster of Investigators, a list of qualified, professional investigators, to support the *Work Place Harassment and Violence Prevention Regulations*. CCOHS maintains the roster on its website making it readily available to organization and individuals across Canada who may need to investigate and address occurrences of workplace harassment and violence to be compliant with the regulations. The 2020-2021 Roster consists of 73 harassment and violence prevention investigators distributed across Canada, with language profiles in both English and French.

Virtual Event: Addressing Domestic Violence in the Workplace

Together, with the Addressing Domestic Violence in the Workplace through Collaboration team (consisting of lawyers, professors, doctors, and researchers), CCOHS hosted a free virtual educational session that highlighted what workplaces are legally required to do under the *Workplace Harassment and Violence Prevention Regulations*. Participants learned when domestic violence becomes a workplace issue and how to assess their own organization’s readiness to address domestic violence in the workplace. The session also covered prevention and policy development strategies and offered guidance on how to recognize and respond to domestic violence incidents in the workplace. The event took place in February 2021, with 59 participants.

Workplace Harassment and Violence Infographic

In January 2021, CCOHS developed an infographic to help spread awareness of workers' rights to a safe workplace that is free of harassment and violence. The free downloadable resource highlights worker rights, employer responsibilities, and examples of harassment and violence, including those of a sexual nature. This infographic also provides tips on committing to, and creating, a workplace that is free of harassment and violence.

Workplace Harassment and Violence
Any action, conduct or comment, including of a sexual nature, that can cause offence, humiliation or other physical or psychological injury or illness

Workplace harassment and violence does not discriminate. It can happen to any worker, in any industry.
It can include:

- verbal abuse
- threatening behaviours
- intimidating actions
- physical attacks

Sexual harassment is any unwelcome sexual advance, request for sexual favour, verbal or physical conduct or messages of a sexual nature, or any other behaviour of a sexual nature that can cause offence or humiliation.

Commit to a workplace that is free of harassment and violence

	Assess the internal risks like workplace culture and activities, and external risks like family violence.		Educate everyone on harassment and violence, including where they can go for help.
	Implement a policy, along with the procedures to respond to incidents of harassment and violence. Outline and assign responsibilities and communicate the policy to all workers.		Provide workers with resources for support, including any medical or psychological services.
			Encourage a respectful workplace by being cooperative, inclusive and respecting boundaries.

RIGHTS and RESPONSIBILITIES

All workers have the right to a safe workplace that is free of harassment and violence.

Employers should know the legal requirements for their jurisdiction regarding workplace harassment and violence, and are responsible for creating a safe workplace.
It is your duty to resolve or investigate, as well as record and report all incidents of harassment and violence as required.

If you are being harassed, think you might have been harassed, or have witnessed harassment, report it.

CCOHS.ca
Canadian Centre for Occupational Health and Safety

Podcast: Understanding Canada's New Federal Harassment and Violence Legislation

In February 2021, the CCOHS podcast team interviewed Kathaleen Nicholson, Senior Policy Analyst, and Ana-Maria Iliescu-Stieghelbauer, Policy Officer, from Employment and Social Development Canada; and Amy Campbell, CCOHS Health and Safety Program Manager, to unpack some of the major components of the new harassment legislation including supports for workers and tips for employers as they take action to protect their employees.

Workplace Mental Health

Historically speaking, worker health and safety has been largely viewed through a lens focused on physical safety. However, we now know that the key to a healthy workplace includes taking a comprehensive and holistic approach that includes mental health. To support organizations in fostering a total healthy workplace, CCOHS offers an extensive collection of resources including e-courses, fact sheets, podcasts, websites, and apps developed in partnership with credible organizations and industry leaders across Canada.

Canadian Association of Administrators of Labour Legislation (CAALL)'s Strategic Labour Policy Committee: Mental Health Jurisdictional Scan

This year, CCOHS undertook a mental health jurisdictional scan and review of workplace mental health tools currently offered by various organizations, for the Canadian Association of Administrators of Labour Legislation (CAALL)'s Strategic Labour Policy Committee on behalf of the Ministry of Labour Deputy Ministers across Canada.

The goal of the cross-country legislative scan and interview study was to identify tools that provide tangible improvements in workplace mental health that, if used across Canada, could lead to improvements to workplace mental health.

Guarding Minds at Work: Canada Life

In partnership with Canada Life, CCOHS hosts and supports users of Guarding Minds at Work, an online survey tool for organizations to assess and address psychological health and safety in their workplace. The tool serves as a key resource for those implementing the *National Standard of Canada for Psychological Health and Safety in the Workplace*. In July 2020, CCOHS completed its fourth major overhaul of the website. Guarding Minds at Work was updated to ensure that it remained current with emerging employer and organizational needs, research, practice, and regulatory developments. Updates included changes to both the survey questions and resources, new benchmark data collected in collaboration with Queen's University, and functionality and report improvements to facilitate ease of use. CCOHS will continue to maintain the third iteration of the website until September 2021 to assist organizations who are still completing ongoing assessments.

Psychologically Safe Leader Assessment: Canada Life

The *National Standard of Canada for Psychological Health and Safety in the Workplace* requires leaders to be competent to manage employees in a psychologically safe way. CCOHS collaborated with Canada Life to rebuild and enhance the Psychologically Safe Leader Assessment tool, which allows individuals and organizations to identify and strengthen their psychological health and safety

leadership strategies. CCOHS continues to provide support for the tool and plans are underway to enhance the content, functionality, and layout for a better user experience for all users. Work is expected to start in Spring 2021.

Agriculture and Fishing

In Canada, temporary foreign workers play an important role in the economy, making up 15.5% of the agriculture, forestry, fishing, and hunting industries' job force*. While it is a fact that every temporary foreign worker is protected by Canada's labour laws, their rights may not always be communicated by the employers or understood by the workers themselves. Through partnerships and collaborations, CCOHS developed e-courses, fact sheets, infographics and other guidance materials for the agriculture industry and temporary foreign workers, with the goal of protecting all agriculture workers.

**Source: Statistics Canada*

COVID-19 Guidance for Agriculture Workers

To help temporary foreign workers and their employers navigate the changing landscape of working safely through the COVID-19 pandemic, CCOHS created a hub of free online resources including guidance documents, online courses, infographics, tip sheets, and videos on mask safety and worker rights and responsibilities, for temporary foreign workers. The resources were widely shared across all of the CCOHS communications channels, including newsletters and social media.

Prevent the Spread of COVID-19: Guidance for Temporary Foreign Workers e-Course

This free online course provides temporary foreign workers and their employers with guidance on how to protect themselves and others from COVID-19 at work. The course explains factors that significantly contribute to the introduction and spread of COVID-19 in the workplace, the control measures to take to protect against the virus while working, living and travelling to and from work, and what to do if they become sick with COVID-19. The course is available in English, French, and Spanish and was launched on February 23, 2021.

Orientation on Health and Safety for New Agricultural Workers e-Course

Created in collaboration with the Canadian Agricultural Safety Association (CASA) and Farm Credit Canada Ag Safety Fund (FCC), this e-course provides new agricultural workers with important information to work safely, outlining their health and safety rights and responsibilities, important legislation, hazards, and safe work principles. While CCOHS has offered this course for many years, it was recently updated and features an improved look and enhanced user functionality to enrich the learning experience.



Healthcare

In 2020, healthcare workers across the world answered the call to serve and support those infected with COVID-19. Combine that unprecedented situation with ongoing factors such as extended workdays, periods of intense trauma, and exposure to violent situations, and it's clear that healthcare workers face many issues day in, day out, all within a challenging environment. Throughout it all, CCOHS was ready to support with guidance, tools, and resources to help keep these essential workers safe and healthy.

Mental Health Assessment Tools for Healthcare and Paramedic Workers

In 2019, CCOHS partnered with the Mental Health Commission of Canada to develop two free online assessment tools (Caring for Healthcare Workers and Caring for the Paramedic Community) to specifically address the psychological stressors faced by healthcare and paramedic workers. Each tool consists of an organizational self-assessment review plus a confidential survey for workers to provide their perspectives on psychosocial health and safety within their workplace. Healthcare and paramedic service organizations can use the results to determine the critical areas of strength and concern for follow-up. Links to resources are also provided to help organizations take action to improve the health and well-being of their workers and develop a culture of psychological safety. Since the launch of these websites, CCOHS has continued to host, maintain, and provide user support for each tool.

Occupational Disease

Workers are regularly exposed to chemicals and hazards while at work and since people spend roughly one-third of their waking lives at work, this can have a significant impact on their long-term health. Many of these exposures can cause cancers and other diseases, and to help protect Canadians from occupational diseases, CCOHS has partnered with organizations to create tools and resources that promote awareness of these hazardous risks.

Prevent Occupational Disease: Occupational Health Clinics for Ontario Workers (OHCOW)

A collaborative project between CCOHS and the Occupational Health Clinics for Ontario Workers (OHCOW), the Prevent Occupational Disease website (www.preventoccdisease.ca) provides employers, supervisors, safety and health practitioners, and workers with an increased understanding of occupational diseases and how to prevent them. CCOHS continues to host and maintain the website. The most recent updates included an enhancement to the search engine and an expansion of the Physician/Clinician's Toolkit section of the website. Overall, the website received 9,387 page views.

Ontario Occupational Disease Statistics: Occupational Cancer Research Centre (OCRC)

CCOHS partnered with the Occupational Cancer Research Centre on a two-year project to build a database and tool to effectively disseminate and share research and statistics related to occupational disease with stakeholders in Ontario as well as nationally. The website, Ontario Occupational Disease Statistics (www.occdiseasestats.ca/) launched on November 23, 2020, with data and supporting infographics and resources on five occupational groups. To date, there have been 1,125 users (76.8% from Canada) and 3,677 page views. The project continues as data on additional occupations, sectors and exposures are released to the website, and a comprehensive knowledge translation plan is developed and executed.

Construction

As one of Canada's largest employers, the construction industry employs over 1.4 million* workers. While these workers contribute significantly to Canada's economy each year, they also represent some of the most vulnerable, or at risk. Workers in construction are typically exposed to high-risk situations and hazards such as working at heights and with substances that can cause occupational diseases that could lead to long-term illnesses and deaths. This past year, they, like many others, were faced with the unprecedented challenge of how to work safely during the COVID-19 pandemic.

Throughout the year CCOHS was ready to offer support and guidance to this group. From media interviews and trade magazine articles to creating a specific tip sheet for construction workers, the messages recommended physical distancing and ventilation, and focused on how to keep worksites sanitized and safely manage crews and projects on job sites.

**Source: Canadian Construction Association*

COVID-19 Tip Sheet: Construction

This free tip sheet on COVID-19 health and safety guidance specifically for workers and employers in the construction industry was created in partnership with the Public Health Agency of Canada. Topics include on-site sanitation, site and crew management, personal protective equipment, physical distancing measures, and training workers on COVID-19 safety protocols.

Web Tools and Mobile Apps

CCOHS has made it a priority to collaborate with provincial and territorial health and safety agencies to develop web tools and mobile apps to help workers access health and safety legislation. The apps provide users with easy-to-access information about their legislative authority as well as resources available to address specific safety hazards to which their workforce is exposed. CCOHS continues to work with the Workers Compensation Board of Prince Edward Island, Construction Safety Nova Scotia, and WorkplaceNL to host and maintain these tools. More information about each of these projects can be found in the “Partnering for Impact” section.

Indigenous Enterprises

CCOHS continues to foster and develop relationships with Indigenous communities across the country, learning about their needs and challenges so that we can better serve them. This year, CCOHS worked with Indigenous Services Canada to provide a customized e-course on the transportation of dangerous goods, which is scheduled for completion in April 2021.

CCOHS also strengthened its working relationship with members of the Nokiiwin Tribal Council, participating in the Nokiiwin Tribal Council Education Week in December 2020 by hosting a harassment and violence prevention workshop and delivering the co-presentation, Grandfather Teachings and Recognize, Assess, Control and Evaluate Health and Safety in Action. CCOHS was also invited to participate in the Nokiiwin Tribal Council Education Week again in March 2021 where representatives from the Centre engaged participants in a presentation about communications, civility, and respect.

CCOHS will continue to provide support to Indigenous enterprises during the next fiscal year.

Impairment

Since the sale and use of recreational cannabis became legal across Canada in 2018, CCOHS has made guidance documents, e-courses, infographics, fact sheets, podcasts and newsletter articles readily available to help employers address concerns of impairment in the workplace.

This year CCOHS supported the Canadian Standards Association by participating on the CSA Z1008 Impairment in the Workplace technical committee. The committee was tasked with developing a new standard (*Z1008 Management of Impairment in the Workplace*) and implementation guide that will provide guidance to small, medium, and large organizations on how to best apply CSA Z1008. The Standard and companion implementation guide were released in March 2021.



Serving Canada to Improve the Lives of Workers

Having reliable information is essential to keeping workers in Canada healthy and safe on the job. CCOHS plays a role in both developing and sharing credible tools and resources, in a variety of accessible formats, freely available, to make sure that everyone has the information they need to participate in the health, safety and well-being of their workplace.

Answering Questions

OSH Answers Fact Sheets and Mobile App

Written by the team of CCOHS occupational health and safety specialists, the OSH Answers online fact sheet collection is the Centre's most widely used public service. The fact sheets serve people around the world with reliable and credible information to improve worker health, safety, and well-being. The collection has grown to 674 topics this year, providing accessible guidance on emerging health and safety issues. This year, the team made updates to 89 documents ensuring the most up-to-date information is available to users. Additionally, thirteen new fact sheets were added on topics surrounding harassment and violence in the workplace (legislation), fall protection, transportation of dangerous goods, carer-friendly workplaces and occupational profiles (nail salons, teachers, call centers, and underground miners).



TOP FACT SHEETS ENGLISH

- Risk Assessment
- Hazard and Risk
- WHMIS 2015 - Pictograms

TOP FACT SHEETS FRENCH

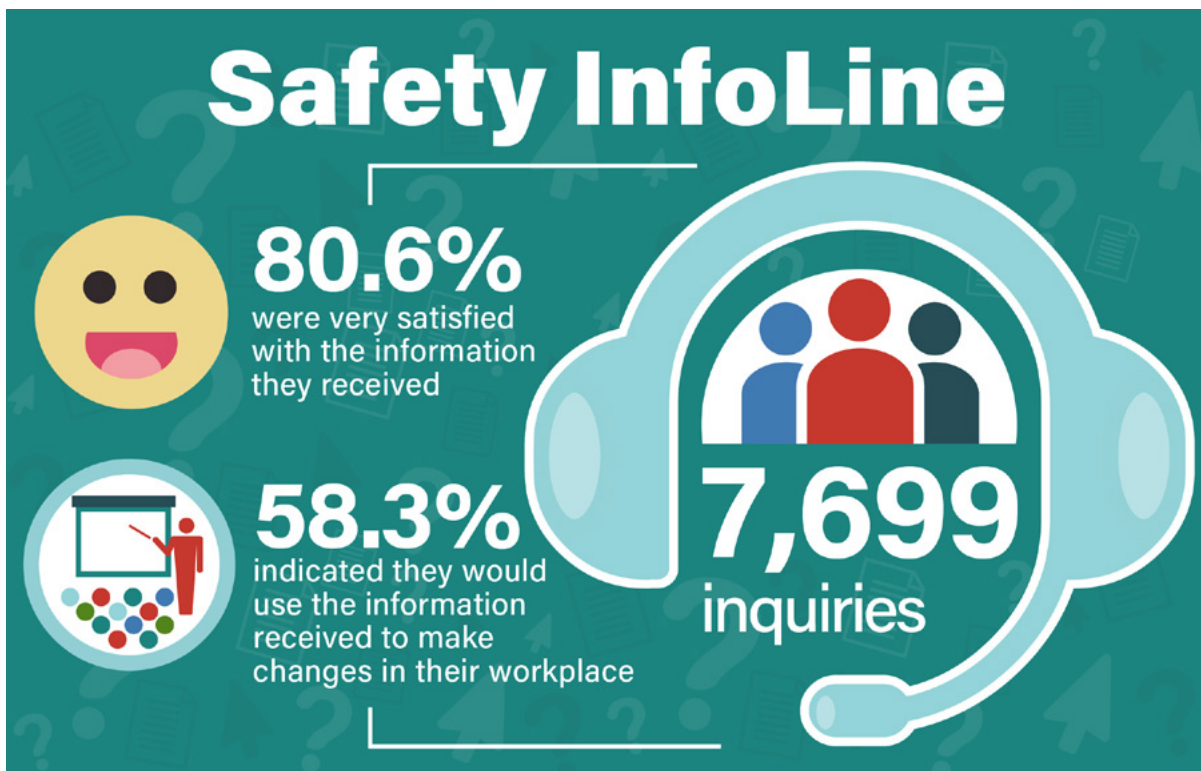
- Phénomène de Raynaud
- Syndrome du canal carpien
- Syndrome du défilé thoraco-brachial

OSH Answers grew in popularity again this year, as 10.6 million users (15% year over year increase) made over 13.1 million visits to the fact sheets, an increase of 13% over the previous year. Canadian usage increased as well with 2.9 million users (7% increase) accessing the fact sheets almost 4 million times. Additionally, the OSH Answers mobile app was downloaded 7,871 times. Next year, the online fact sheets will undergo some updates including a freshened-up home page, and a new search bar function to enhance the overall user experience.

Safety InfoLine [person-to-person]

For more in-depth information and support, the Safety InfoLine service connects users to the CCOHS team of occupational health and safety technical specialists. The team researches and responds to incoming inquiries by phone and e-mail to help people make informed decisions about health and safety issues in their workplaces.

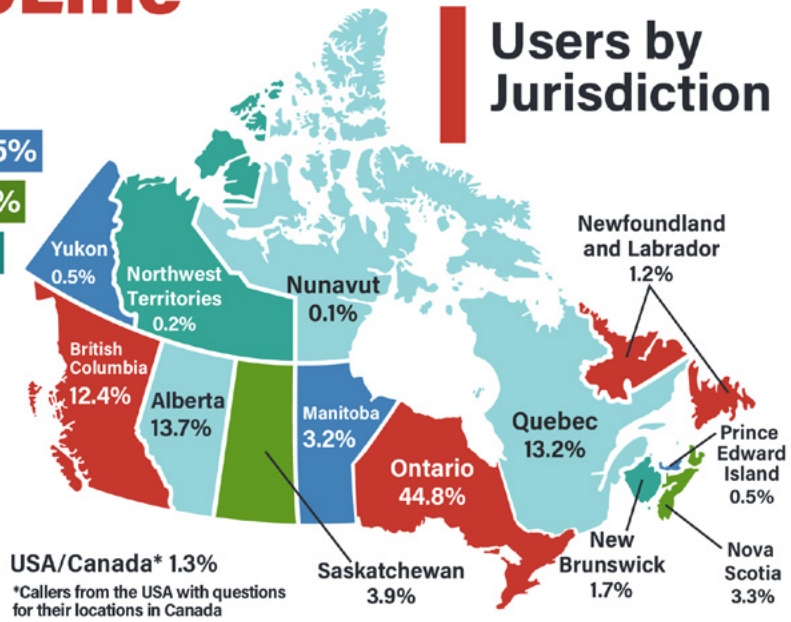
This year Safety InfoLine responded to 7,699 inquiries – 1,375 of which were coronavirus-related. Other areas of concern for users of the service included biological hazards, chemicals in the workplace (WHMIS), mental health, workplace harassment and violence in the workplace. The service was accessed most frequently by employers (47.5%), followed by labour (38.7%), the general public (11.4%), and governments (2.4%).



Users of the service are surveyed to monitor the quality and effectiveness of the service. This year's survey results revealed that 80.6% of users were very satisfied with the information they received, and 58.3% indicated they would use the information received to make changes in their workplace. The survey also asked users if they would share the information with their peers. The results also revealed that the information shared had a potential reach of more than 1.2 million people.

Safety InfoLine Users

Employers	47.5%
Labour	38.7%
General Public	11.4%
Governments	2.4%



Testimonials

The service provided was outstanding. I passed this along to the person who assisted me with the inquiry. Very happy as always with the service I receive from CCOHS.

No further improvements. Your staff replied to my inquiry and was very thoughtful and thorough with their response. They took the time to understand the question and provide a full, complete, and helpful answer! Thank you!!

I have relied on CCOHS for over 20 years and never been disappointed with the replies and information you have provided. I feel the service CCOHS provides is invaluable especially since the change over to WHMIS 2015. My inquires to CCOHS has been to confirm my understanding on current legislation so I can ensure SDS and labelling on products being purchased are compliant. Thank you again for all your hard work.

I have been a regular user of CCOHS services for many years and have recommended you to many colleagues. Most recently I recommended you to a contractor who advised me that he too used your services regularly - great! Word is out that you are the "go-to" people. Have a safe holiday season and keep up the great work!!!

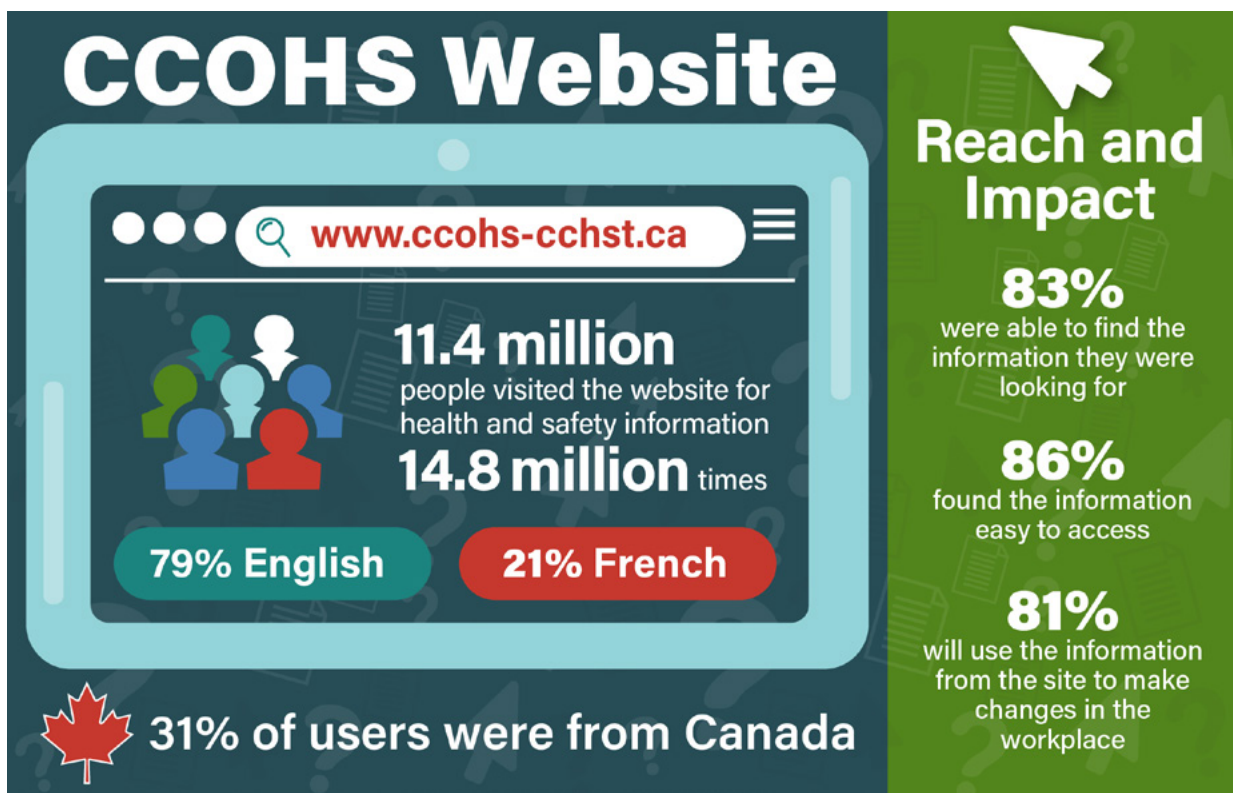


Providing Access to Information

The CCOHS website serves as the main entry point for its products, services, and resources. From fact sheets, e-courses, podcasts, management systems, micro websites/portals, infographics and topic pages, the website is a comprehensive repository of credible, reliable, and accessible information.

CCOHS Website

The CCOHS website (*ccohs-cchst.ca*) is the core vehicle used to deliver all our information, resources, tools, apps, microsites, programs, and services. This year the website was updated almost daily with new information (podcast episodes, fact sheets, COVID-19 tip sheets, e-courses, infographics) to help Canadians work safer. To help users find information quicker and more efficiently, a new search engine was implemented in June 2020.



These enhancements contributed positively to overall website usage. This year, the website received over 14.8 million visits (up 12% over the previous year), from 11.4 million users (a 15% increase over the previous year). Of these visits, 31% of the users were Canadian (79% of visits were to the English website, and 21% were to the French website). To help measure the impact of the website, CCOHS continued to deploy pop-up web surveys throughout the year. The increase in traffic yielded an increase in responses to 18,953, up 11% from the previous year. Most notably, 81% of users said they would use the information obtained from the website to make changes in their workplace.

Topic-specific Websites

The CCOHS topic-specific websites offer users streamlined access to information and resources on specific health and safety issues. These websites are heavily relied upon to provide users with credible safety information, tools, and resources from Canada and around the world on current, critical, and emerging topics such as infectious disease outbreaks and mental health.

Infectious Disease Outbreak/Pandemic

The Infectious Disease Outbreaks/Pandemics website (www.ccohs.ca/outbreaks) proved to be a focal point this year as the world grappled with how to live, work, and thrive safely during the COVID-19 pandemic. The site was updated to include CCOHS' COVID-19 Tool Kit, e-courses, tip sheets, posters, infographics and resources on public health measures, infection prevention and control measures, and workplace health and safety guidance. Resources were added from numerous credible sources including the Public Health Agency of Canada, the Government of Canada (including a link to the COVID Alert App), provincial and territorial authorities, professional associations (such as the Mental Health Commission of Canada) and international organizations (such as the World Health Organization). The website also links to the CCOHS Pandemic Info Share website, which enables businesses to share their pandemic-related good practices and resources that other workplaces may find helpful when developing their own business continuity plans.

Over the year, the website grew to house more than 900 English and French resources and was widely shared and promoted as a one-stop-shop for pandemic and business continuity planning. Overall, the website generated 131,100 page views over the course of the year.

Healthy Minds at Work

The Healthy Minds at Work website (www.ccohs.ca/healthyminds) is a robust website filled with tools and resources to help both workers and employers implement strategies to improve their mental health at work. Healthy Minds at Work hosts five online tools and web apps that were created in partnership with organizations across Canada and include Guarding Minds at Work, Caring for Healthcare Workers, Psychologically Safe Leader Assessment, Caring for the Paramedic Community, and StressAssess. This year the website was enhanced with new resources on topics such as domestic violence, the *Carer-Friendly Workplace Standard*, workplace violence and harassment, and palliative care. Overall website usage increased by 27% this year bringing the total page views to 58,513.

Healthy Workplaces

The Healthy Workplaces website (www.ccohs.ca/healthyworkplaces) brings together information, tools and resources to help employers, workers and practitioners participate in making their workplaces healthy and safe. Users will find resources on issues that can have an impact on the physical and mental well-being of workers, including stress, harassment and violence, work-life balance, and organizational culture. This year the website was updated to include additional resources about harassment and violence in the workplace, domestic violence, and carer-friendly workplaces. Healthy Workplaces was used as the source for many of the Centre's organic social media campaigns, and as a result the website received 47,208 page views this year, a 37% increase from last year.

Young Workers Zone and Teaching Tools

In 2019, the Association of Workers' Compensation Boards of Canada (AWCBC) reported 925 workplace fatalities in Canada – 29 of them were young workers aged 15 to 24. To help young workers understand their rights and responsibilities and give them access to tools and resources to help them work safely, CCOHS hosts the Young Workers Zone (www.ccohs.ca/youngworkers) website. The website also helps teachers, employers, parents, and youth groups create awareness of and promote prevention practices for workplace safety. Overall, the website had 45,526 page views, and the Health and Safety Teaching Tools saw a small increase in traffic with 141,831 page views.

Gender, Work, and Health

The Gender, Work, and Health website (www.ccohs.ca/genderhealth/) provides information and resources from credible sources that provide a gender lens to help employers understand how the physical differences and psychosocial factors influence the rate of injury and illness among men, women, and non-binary people working identical jobs. This year a new section on caregiving was added to the website, and several new resources were added. The website saw a 7% increase in views this year, with 7,362 visits.

Promoting Health and Safety

CCOHS knows that for the greatest reach and impact, prevention messages must directly reach workplaces and workers, in addition to professionals in occupational health and safety. To help workplaces from all industries and sectors enhance their safety programs, CCOHS packages information in ways that are easy to access, presented in plain language, and at no charge.

Infographics and Posters

Now in its seventh year, the CCOHS infographics program continues to be a popular health and safety resource. By presenting guidance in an easy-to-read, visually appealing, and accessible way, these free infographics are widely shared and talked about on social media. CCOHS added three new infographics this year, bringing the overall number to 33: Controlling COVID-19 in the Workplace, Incident Investigations, and Workplace Harassment and Violence. The web page was viewed 537,062 times, and the infographics were downloaded 33,341 times (87% English, 13% French).

The most popular infographics are adapted into fast fact cards and handouts to highlight key safety tips. Their portable size is ideal for use as educational material for new worker orientations, as handouts in health and safety seminars, and as visual reminders to workers on how to stay healthy and safe. The fast fact cards and handouts web page had 25,877 page views this year, and the most popular titles were Psychologically Healthy and Safe Workplaces, Musculoskeletal Disorders, and WHMIS 2015.

To help promote awareness of safe work practices during the COVID-19 pandemic, CCOHS released three free downloadable posters, Prevent the Spread of Infections, Take the Time to Wash Your Hands, and How to Use Hand Sanitizer, with tips on hand hygiene and physical distancing. And in time for Repetitive Strain Injury Awareness Day, CCOHS updated the How to Lift Safely and Prevent the Pain of Repetitive Strain Injuries posters. Overall, the posters received 36,671 downloads (84% English, 16% French), with the top three comprising of Handwashing, Prevent the Spread, and WHMIS 2015.

TOP INFOGRAPHICS ENGLISH

- Controlling COVID-19 in the Workplace
- Prevent the Spread
- Working in the Heat

TOP INFOGRAPHICS FRENCH

- La prévention de la COVID-19 en milieu de travail
- Le travail en position assise
- La prévention des chutes par glissement ou trébuchement

CCOHS Podcasts

Available from a range of platforms including the CCOHS website, iTunes, Google Play, and Spotify, the podcast program offers listeners a variety of health and safety information using two engaging formats: quick tips and advice, and in-depth interviews with industry experts.

The quick tip format episodes provide workers with timely information on topics such as preventing repetitive strain injuries, mental health support in these trying times, and how to complete workplace inspections during the COVID-19 pandemic. This on-the-go format has proven to be ideal for listeners who are seeking high-level advice or insight on issues related to occupational health and safety, equipping them with an overview of each topic, and prompting them to learn more through our online programs and services.

TOP PODCAST

Workplace Inspections
During the COVID-19
Pandemic

2,458 listens

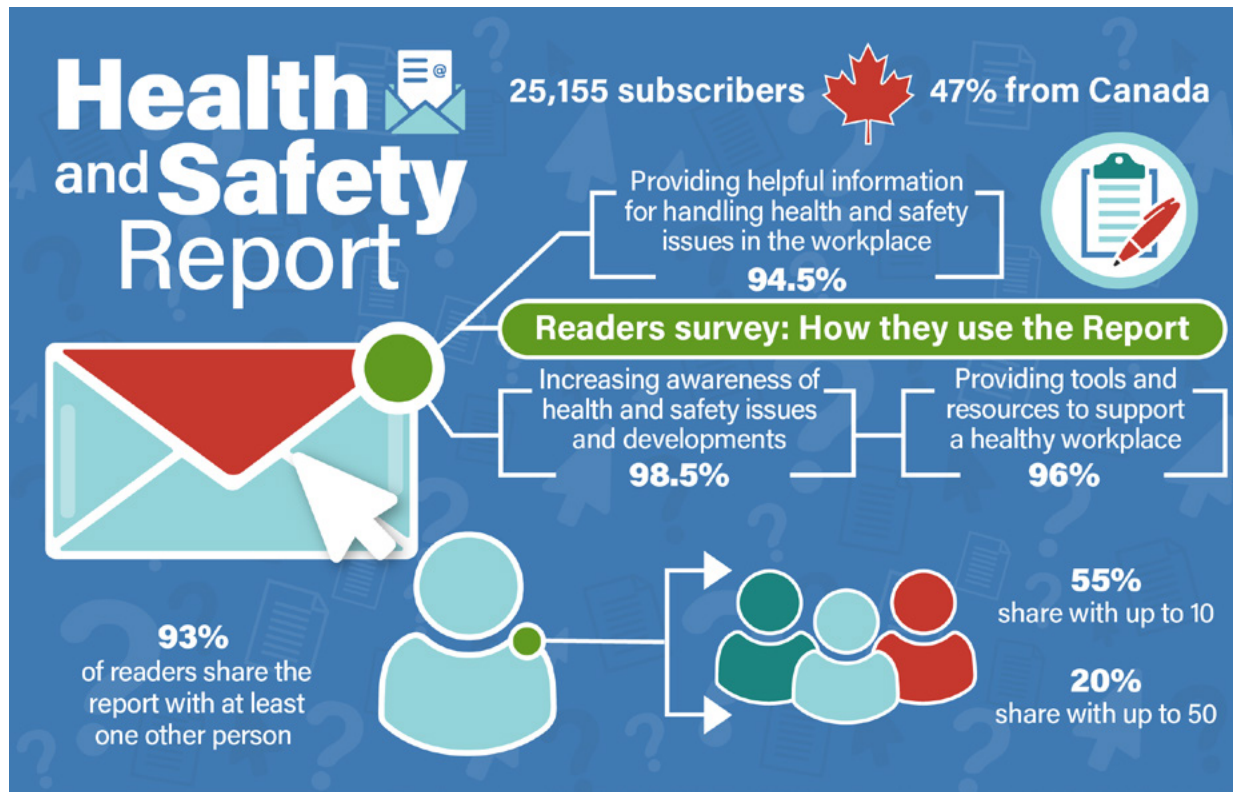


As the podcast program has evolved in listenership, so too has its format. This year, CCOHS further developed the interview podcast style. With longer episodes, this format offers listeners the chance to dive into topics like compassionate workplaces, women leaders in health and safety, and Canada's new federal harassment and violence legislation. Experts in their respective fields take the audience on a journey of learning, answering questions that span from how to mindfully take your earned breaks all the way to leadership advice for building safe, healthy, and inclusive workplaces.

This year the podcasts accumulated a total of 65,979 listens, with the most popular episode being Workplace Inspections During the COVID-19 Pandemic which generated 2,458 unique listens since its release in May 2020. CCOHS will continue to experiment and refine the podcast program to engage listeners and provide content that they find helpful and relevant.

The Health and Safety Report Newsletter

The monthly Health and Safety Report newsletter provides timely and relevant information on emerging workplace health and safety issues and is delivered to 25,155 email subscribers* each month. The readership ranges from health and safety and human resources professionals, committee members, workers, and employers from Canada (47%) and around the world. About 10% are French language subscribers.



This year the newsletter covered vulnerable workers, temporary foreign workers, emotional intelligence, preventing harassment and violence in the workplace, workplace support for carers, staying safe during the pandemic, returning to work after injury, and the importance of mask safety.

To gauge the newsletter's relevance and usefulness, readers are invited to respond to an annual survey. This year, results confirmed that readers value the newsletter as a high-quality information source with a 98.4% satisfaction rating. Additionally, 95% of subscribers indicated the newsletter provides value to their organization, and 68% (up 2% from the previous year) revealed they use its information to help make significant health and safety changes in their workplace.

**This 68% increase from last year's number was largely due to a technical correction within the e-mail service provider software.*

Testimonials

I have found the information to be very helpful in bettering my knowledge and understanding of a multitude of H&S related topics.

I've relied on the guidance given by CCOHS for over 20 years. Thank you all for your hard work!

I always recommend CCOHS to staff to use as a great resource. There are so many articles, posters and updates to review and use in our daily practices. Great to have.

International Repetitive Strain Injury (RSI) Awareness Day

Repetitive Strain Injury (RSI) Awareness Day (February 29 or February 28 in non-leap years) is a day devoted to raising awareness of repetitive strain injuries, also known as musculoskeletal disorders. These injuries affect tendons, muscles, nerves and joints in the neck, upper and lower back, chest, shoulders, arms, and hands and can be quite painful. To inspire workplaces to spread prevention messages about these workplace injuries, CCOHS ran an organic social media campaign encouraging Canadians to share the collection of free images using the hashtag #PreventRSI on social media to help spread the word about repetitive strain injuries. Organizations were also encouraged to provide workers with information about RSI Day by downloading and posting a website badge that linked to CCOHS' free resources and tools on musculoskeletal disorders and other ergonomic concerns. As a result of the campaign, the RSI Day web page (www.ccohs.ca/events/rsi) had 5,072 views.



Scholarship Awards

The CCOHS Council of Governors established two scholarship awards to honour the memory of past governors Dick Martin and Chad Bradley who were pioneers in health and safety.

Dick Martin Scholarship Award

The Dick Martin Scholarship Award is offered annually to students pursuing a career in the field of occupational health and safety. The scholarship was started in 2002 and is offered to two post-secondary students enrolled in a degree or diploma-granting occupational health and safety-related program in Canada. Each year, two scholarships of \$3,000 each are awarded to a university and college student and \$500 is granted to each winner's institution. This year, the winning students were Dave Elniski (University of Alberta), and Annissa Chau (Fanshawe College in London, Ontario).

Chad Bradley Scholarship Award

The Chad Bradley Scholarship Award is offered annually to women pursuing careers in the field of occupational health and safety. Created in memory of the late Chad Bradley, a former CCOHS governor, the Council established this scholarship in recognition of her efforts as a pioneer in health and safety, with the hope to inspire and encourage more women to pursue careers in the field. Each year, the \$3,000 scholarship award is offered to one student enrolled either full-time or part-time, in an occupational health and safety related course or program leading to an occupational health and safety certificate, diploma or degree at an accredited college or university in Canada. The scholarship program launched in the Summer of 2020, with Nicole Boeder (University of Fredericton) announced as the inaugural winner in December 2020.



Connecting with Canadians

The COVID-19 pandemic made it more challenging for CCOHS to physically connect with its stakeholders across the country. CCOHS traditionally engaged with stakeholders in several ways. From crossing the country to attend conference exhibits and participate in speaking events, to engaging workers on social media, we ensure that CCOHS always has a presence in each corner of the country to connect, listen, and learn about each province, territory, or industry sector-specific issues and priorities. With COVID-19, CCOHS had to quickly reinvent the outreach program in order to have an ear to the ground and understand what information and resources workplaces needed.

Exhibits and Speaking Engagements

Events, including conferences, trade shows, speaking engagements and workshops are important outreach and awareness activities to fulfill CCOHS' mandate. Traditionally, in an average year, CCOHS exhibits, speaks or facilitates at more than 55 in-person events. But when the COVID-19 pandemic took hold in March 2020, CCOHS had to quickly shift its plans. The outreach team had to revisit the speaking engagement strategy, pivoting quickly to find virtual options to participate in as well as virtual events to host. In a spirit of cooperation and with a dedication to providing prevention information and tools to industries and organizations throughout Canada, CCOHS forged ahead and completed 22 events during the year. These activities included 21 speaking opportunities, of which two were CCOHS-hosted live Zoom events: Women in Health and Safety Leadership and Addressing Domestic Violence in the Workplace.



As CCOHS established a new outreach program, getting up to speed with emerging virtual, online technologies and addressing ongoing remote-work technical considerations, we made sure that challenges were balanced with establishing important, new relationships and partnerships.

In terms of geographic reach and impact, many of our events were national and some remained regionalized, with notable examples from Labrador, Singapore, and Nokiiwin Tribal Council in Thunder Bay, Ontario, all whom requested invitation-only meetings for live dialogue with CCOHS representatives.

The conference and speakers bureau program this year was both meaningful and purposeful, helping groups that aligned with our strategic plan, including agriculture enterprises, Indigenous communities, the transportation sector, and federal government groups throughout Canada – both in regional centres and nationally. CCOHS co-developed many new presentation topics to help support industries and organizations, including remote flexible work design and healthy workplaces for virtual environments; domestic/family violence prevention; harassment and violence prevention combined with civility and respect for general audiences and Indigenous communities; plus, mental health and well-being combined with COVID-19 pandemic information for both virtual work and essential work environments, including agriculture and transportation.

CCOHS learned from these experiences and has documented their efficiencies and challenges with the aim to continue to improve and learn new formats and delivery methods to meet public health needs and realities as they evolve. For instance, next year the team plans to record its live virtual events and share the recordings via its podcast and video programs.

Social Media

Social media continues to be an important vehicle for providing timely and topical updates on workplace health and safety. The CCOHS accounts across Facebook, Twitter, Instagram, LinkedIn and YouTube have continued their steady growth in follower size, further extending the reach and potential engagement and impact of the messages to stakeholders across the country.

By cross-posting to multiple channels in English and French nearly every single working day (a yearly total of 1,978 posts across Facebook, Twitter, Instagram, and LinkedIn), CCOHS is able to reach Canadians on their preferred networks. Facebook remains the most widely used social media platform in Canada, with 77% of its users visiting daily*, but activity is also significant on the other channels.

The strengths of social media, in particular its immediacy, responsiveness and reputation as a go-to resource for users seeking information, were aptly demonstrated during the continued COVID-19 pandemic, where employers and workers shared and applied timely information posted on CCOHS' platforms. The single most popular post among all social media networks, which communicated availability of COVID-19 workplace-specific tip sheets, garnered over 41,117 impressions and 1,724 engagements (likes, comments, shares, and link clicks) on Facebook.

As always, posts on all channels are kept open and monitored for comments and questions so CCOHS can better address health and safety challenges and gain an understanding from different perspectives.

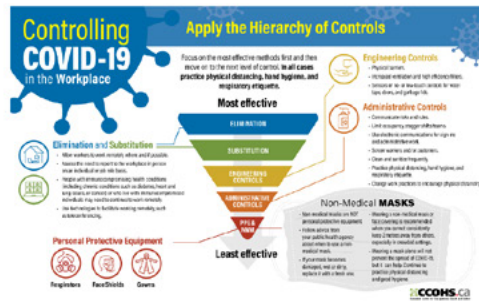
*Source: Gruzd & Mai. (2020). *The State of Social Media in Canada 2020*. Ryerson University Social Media Lab. Version 5. DOI: 10.5683/SP2/XIW8EW

Social Media

LinkedIn

22,803 followers
533 posts
728,939 impressions

Most popular post:
Controlling COVID-19 in the Workplace
12,424 impressions
1,813 engagements



Twitter

14,265 followers
633 tweets
19,466 engagements
1,369,719 impressions

Most popular post:
Radon Action Month
36,926 impressions
349 engagements



Facebook

15,843 page likes
587 posts
764,073 reach
11,365 engagements

Most popular post:
Tip Sheets
41,117 impressions
1,724 engagements

Coronavirus (COVID-19) Tips

Banks and Credit Unions

This tip sheet is intended for employees and employers in the banking and credit union industry, as an overview of recommended controls to help reduce the risk of exposure to COVID-19 in the workplace. Banks and credit unions provide an important service during the pandemic, ensuring that Canadians continue to have access to their finances. For general COVID-19 prevention practices, both employers and employees can refer to: https://www.ccohs.ca/CCOHS/COVID-19/COVID-19_Tips.pdf

Instagram

1,277 followers
255 posts
3,740 engagements
63,228 impressions

YouTube

854 subscribers
33,371 views

Social Marketing Campaign Partnership with the Government of Canada

Workplace mental health continues to be a priority for both CCOHS and the Government of Canada. CCOHS received \$100,000 in funding to work in partnership with the Government of Canada to raise awareness about harassment and violence prevention, and mental health in Canadian workplaces. Running in two phases, the campaign promoted positive messaging that models a productive response and approach to factors affecting mental health, including harassment and violence, within a healthy workplace context. The campaign also addressed the essential elements of a workplace harassment and violence prevention policy, as well as the procedures that must be in place to respond to incidents of harassment and violence when they do occur.

The campaign ran on CCOHS' Facebook, Instagram, Twitter, and LinkedIn social channels and resulted in 10.2 million impressions, 274,800 video views and over 42,500 clicks to CCOHS' mental health and violence prevention topic pages.



Media

The media relations program was buzzing this year as the team fielded requests related to COVID-19, harassment and violence, home office ergonomics, remote work, and mental health. Overall, CCOHS media presence increased by 27% to 1,218 media sightings* (43% of those centered around COVID-19) generating over 1.4 billion impressions in English and French news outlets across Canada and around the world (up 1.2% over previous year). News outlets sharing information from CCOHS included Global News, Canadian Manufacturing Magazine, COS Magazine, PLANT Magazine, Turf and Rec Magazine, Hospital News, OHS Canada Magazine, Today's Trucking Magazine, Winnipeg Sun, Canadian Pizza Magazine, Comptables professionnels agréés du Canada (CPA Canada), Electrical Industry News Week, Forbes.com, CBC News, Huffington Post UK, and The New York Times.

*A media sighting is when a CCOHS subject specialist is quoted, the Centre is mentioned as an information source, or when other publications repurpose CCOHS' content or resources.



Educating Workers

Employers in Canada must take every reasonable precaution to ensure the workplace is safe, and that includes training employees on any potential hazards. To support workplaces in developing a positive safety culture and empower workers with the knowledge they need to their jobs safely, CCOHS offers a comprehensive inventory of online courses and publications.

e-Learning

The CCOHS collection of online courses offers a convenient and accessible way to learn about many aspects of workplace health and safety. Employers and workers can educate themselves on a variety of topics using tablets, mobile phones, and desktop computers.

This year, CCOHS launched three new courses to help employers, managers, and employees in federally regulated work places understand their specific roles and responsibilities in accordance with the *Canada Labour Code, Part II*, including the *Work Place Harassment and Violence Prevention Regulations* that came into force on January 1, 2021.

Harassment and Violence Prevention for Employees provides employees in federally regulated work places with the definition of work place harassment and violence, and ways to minimize and prevent it. It provides an overview of the uncertainty, fear and stigma around witnessing or experiencing such incidents, and reviews reporting and supportive measures.

Harassment and Violence Prevention for Managers and Committees/Representatives provides supervisors, managers, and committee members a deeper understanding of the roles and legal responsibilities of the employer. The course covers the steps involved in implementing a properly developed work place harassment and violence prevention program in compliance with the current legislation, and the duties required of employer representatives, the power and role of the committee (right of participation), and legislative aspects.

Harassment and Violence Prevention for Designated Recipients and Employers discusses the duties of the employer in relation to work place harassment and violence including policy development, investigation techniques, processes, program evaluation and the role of the designated recipient. The course prepares employers in preventing and responding to harassment and violence in their work place and shares guidance on how to carry out required responsibilities.

Additionally, CCOHS added new titles to its collection of free awareness courses: Pandemic Planning: Reopening for Business and Prevent the Spread of COVID-19: Guidance for Temporary Foreign Workers which was translated and launched as a Spanish course (Prevenir la propagación de la COVID-19 : Guía para trabajadores extranjeros temporales). Collectively, these new courses have been accessed over 4,200 times.

CCOHS continued to upgrade its online courses to an improved look and feel and to enhance the user experience. This year nine courses were refreshed with new content and converted into the new format. In total, 227,190 e-course seats were purchased, and the free awareness courses were accessed 109,086 times. From over 5,000 user satisfaction surveys, 87.5% of respondents were strongly satisfied with the course they took, and 85.4% said they would recommend the course to someone else.

TOP COURSES ENGLISH

- WHMIS 2015 for Workers
- Harassment and Violence Prevention for Employees
- Canada Labour Code Part II: An Overview

TOP COURSES FRENCH

- Le Code canadien du travail, Partie II : un aperçu
- SIMDUT 2015 pour les travailleurs
- La sécurité-incendie : les rudiments

Testimonials

Thank you so much for your time and assistance in helping me purchase and access your online courses.

I am thoroughly impressed with how user-friendly your system is and look forward to purchasing more courses in future.

Publications

CCOHS produces a wide variety of publications on workplace health and safety. The guides, offered in electronic format, cover topics from emergency response planning, health and safety for human resources professionals, food service safety, indoor air quality, and violence prevention. CCOHS traditionally had produced publications in print formats however due to COVID-19 restrictions, the production and shipping of all printed materials was suspended indefinitely.

In March 2020, to support workplaces during the COVID-19 pandemic, CCOHS made two health and safety guides available as free downloads. The guides (Emergency Response Planning Guide and Telework and Home Office Health and Safety Guide) were downloaded 5,847 times this fiscal year, bringing the total to over 8,400 since they were unlocked for free in March 2020. Additionally, the Flu and Infectious Disease Outbreaks Business Continuity Plan guidance document had 5,725 downloads.

The WHMIS 2015 Instructor's Toolkit, comprised of an instructor's guide, participants' guide and PowerPoint slides, continues to be a valuable resource amongst Canadian workplaces. The toolkit was updated in February 2021 and 457 kits were purchased (a 34% increase over last year). Overall, 8,098 publications were purchased and/or downloaded this year.



Partnering for Impact

When it comes to spreading awareness on topical health and safety issues, joining forces with like-minded partners can have a much greater impact. CCOHS is always looking to make information from around the country and the world available to workplaces in Canada, and packages this in various ways, from websites, e-courses, special projects, publications, research and more. Work with international partners, including the World Health Organization (WHO) and the European Union, has helped to advance global workplace health and safety. These partnerships, in addition to its position as one of the Collaborating Centres of the International Labour Organization (ILO) and Pan American Health Organization – World Health Organization, allow CCOHS to provide Canadians with information from highly reputable international sources via websites, e-courses, and publications, and to share its knowledge and expertise in return.

Collaborations with Jurisdictions

PEI Guide to OHS Legislation

CCOHS partnered with the Workers Compensation Board of Prince Edward Island (PEI) to develop the PEI Guide to OHS Legislation (<https://ohsguide.wcb.pe.ca/>), a web tool and mobile app for regulatory compliance. With an initial focus on construction, the tool serves as a one-stop access point for occupational health and safety legislation, consisting of clear language summaries of health and safety requirements under PEI legislation, links to the legislation itself, and links to resource documents and websites. A total of 20 new topics were created and uploaded to the site in October 2020 including workplace harassment, supervision, ventilation, asbestos and new worker safety orientation. Additional topics are being planned for release in the summer of 2021.

Construction Safety Nova Scotia

In the summer of 2020 CCOHS collaborated with Construction Safety Nova Scotia to launch Construction Safety Nova Scotia Guide to OHS Legislation (<https://ohs.guide.constructionsafetyns.ca/>) a web tool and mobile app focusing on compliance in the construction industry in Nova Scotia. The tool includes fact sheets and information on 20 subjects relating to construction hazards such as working in confined spaces, fall protection, ladder safety, excavating and trenching and personal protective equipment.

WorkplaceNL

In December 2020, CCOHS partnered with WorkplaceNL and ServiceNL to launch Guide to OHS Legislation Newfoundland and Labrador (<https://ohsguide.workplacnl.ca/>) a legislation-related web tool and mobile app. The tool covers 20 occupational health and safety-related topics such as working alone, noise, traffic control, chemical management, notification and reporting, psychological health and safety, and occupational health and safety responsibilities.

New Brunswick Guide to OSH Legislation

The New Brunswick Guide to OSH Legislation (<https://ohsguide.worksafenb.ca/>), developed in collaboration with WorkSafeNB, is an easy-to-use, bilingual website and mobile app for New Brunswick users that features construction-related topics with links to resources, including interpretations, summaries, legislation, hazard alerts, and safety talks. This year, over 50 topics were updated, including air quality, confined spaces, conveyer safety, electrical safety and fall protection. CCOHS continues to maintain and host the website and mobile app, and additional topics will be added next year.

Workers' Safety and Compensation Commission (WSCC) Northwest Territories and Nunavut

Through a collaboration with the Workers' Safety and Compensation Commission (WSCC) Northwest Territories and Nunavut, this bilingual website and mobile app WSCC OHS App – Guide to OHS Legislation, helps stakeholders access occupational health and safety legislation from a single access point. Once a user has downloaded the app, it can be used without Internet or mobile data, ensuring that users in remote areas with limited or no Internet are still able to access important safety information. The tool provides workers with a clear language summary on 29 occupational health and safety-related topics, along with applicable legislation and useful resources. CCOHS continues to host and maintain this service, while first aid topics were updated this year.

Occupational Health Clinics for Ontario Workers (OHCOW)

CCOHS collaborated with the Occupational Health Clinics for Ontario Workers (OHCOW), to develop the Prevent Occupational Disease website (www.preventoccdisease.ca). CCOHS continues to host and maintain the website and recently enhanced the search engine and expanded the Physician/Clinician's Toolkit section of the website. Overall, the website received 9,387 page views.

Occupational Cancer Research Centre (OCRC)

CCOHS partnered with the Occupational Cancer Research Centre to build a database and tool to effectively disseminate and share research and statistics related to occupational disease with stakeholders in Ontario, as well as nationally. The Ontario Occupational Disease Statistics website (www.occdiseasestats.ca/) launched in November 2020, with data and supporting infographics and resources on occupational groups. The project continues as data on occupations, sectors and exposures are added, and a knowledge translation plan is developed and executed to raise awareness of this important tool.

National Stage

WHMIS.org: Canada's National WHMIS Portal

WHMIS.org is an online information hub for Canadians who need access to information and resources related to WHMIS 2015. The website is a collaborative project between CCOHS and the Workplace Hazardous Materials Bureau of Health Canada, as well as each federal, provincial, and territorial occupational health and safety regulatory jurisdiction across Canada.

This year a number of resources were added to the online hub, including three Health Canada policy documents related to COVID-19: COVID-19 Cleaning Products for Use, Handling or Storage in Workplaces; List of Forms Received for Cleaning Products for Use, Handling or Storage in Workplaces; and Health Canada Form for Importation of Cleaning Products for Use, Handling or Storage in Workplaces.

Additionally, the Safety Data Sheet Compliance Tool was launched on the website. The new tool helps suppliers with the preparation of a safety data sheet for a hazardous product by providing key information about specific regulatory requirements and best practices to address the most common safety data sheet non-compliances identified by Health Canada.

New links to Manitoba's Communication and Resources pages were also added, and the Health Canada Consultation on the Consumer Product Exclusion in the *Hazardous Products Act Survey* was included. The survey closed on March 31, 2021.

In the first quarter of the year, WHMIS.org surpassed 500,000 users since its launch in December 2014. Overall, this year the website had 92,335 visits (78,475 originating in Canada) from every province and territory, with the top three being Ontario, Alberta, and British Columbia.

Focus on Safety National Youth Video Contest

Every year, CCOHS, along with the provinces and territories, invite youth across Canada to use their creativity to develop an original video to illustrate to younger workers the importance of working safely on the job. The Focus on Safety National Youth Video Contest offers contestants and their institutions a chance to win cash prizes and provincial/territorial, regional and national recognition. To offer youth from provinces that were not holding a youth video contest an opportunity to participate, CCOHS runs a Regional Qualifier Contest. The winning individual or team receives \$1,000 and the winning video is entered in the national contest, along with the other provincial/territorial winners.

COVID-19 delayed the judging of the nine entries for the 2020 contest however the winners of the 2020 National Focus on Safety Youth Video Contest were finally announced in July, 2020.

First place winners

Roxanne Lagacé and collaborators: Anne Tardif, Éliane Lebel Lavoie, LéaFilion, Alyson Theberge, Anne-Sara Cousineau, Emmy Ouellet and Sarah-Maude Sirois of Cégep de Rivière-du-Loup, Quebec

Second place winners

Milla Richards, Haley Kutz, Jackson Ali, Nicole Lavallée, Charlotte Brandao, Tristan Fredrickson, Sydney Morris, Brennan McDonald, Ryan Wall, Connor Fletcher and Rudy Kreutzer of Ecole Park High School, Manitoba

Third place winners

Conor Madill and Mattias Fardy of Matthew McNair Secondary School, British Columbia

Just as the 2020 contest wound down, preparations began for the 2021 contest. The panel of national judges was established consisting of Shirley Hickman, Executive Director, Threads of Life; Audrey Gilbeau, Executive Director/Governance Advisor, Nokiiwin Tribal Council; and Troy Winters, Senior Health and Safety Officer, Health & Safety, Research, and Job Evaluation, Canadian Union of Public Employees (CUPE). The 2021 contest closes April 15, 2021 with the winners to be announced during Safety and Health Week in May, 2021.

Safety and Health Week - May 3 to 9, 2020

Held annually in May across North America, Safety and Health Week is a time for employers, workers, and the public to focus collectively on injury and illness prevention. CCOHS hosts and maintains the Safety and Health Week website which acts as a hub of information and tools to help increase engagement and promote awareness about the week and related events. This year Safety and Health Week was celebrated a little differently. With physical distancing measures in place during the pandemic, CCOHS encouraged workplaces to turn to virtual activities and events. To help workplaces develop their own virtual events, a collection of podcasts and several e-courses were made available for all to use.

National Day of Mourning

On April 28 each year, workplaces in Canada remember, renew, and commit to making workplaces safer for all. To help raise awareness of this National Day of Mourning and share its value, CCOHS maintains a permanent Day of Mourning page on its website with updated fatality and injury statistics from the Association of Workers' Compensation Boards of Canada (AWCBC), podcast interviews with family members and workers impacted by workplace tragedies, posters, and shareable social media cards. This year the poster and social media cards were updated and heavily promoted in CCOHS newsletters and social media channels to help spread awareness of the day and remind workplaces

to renew their commitment to preventing future injuries and deaths. Traditionally, employers, unions and workers have observed the National Day of Mourning by lighting candles, laying wreaths, or wearing commemorative pins, ribbons, or black armbands. This year, due to the pandemic and stay-at-home orders in several provinces, CCOHS encouraged Canadians to host, attend or support virtual ceremonies, and pause for a moment of silence at 11:00 a.m. Uptake of the website and free resource tools increased this year as the web page had 35,691 page views (up 10% over last year).

Carer-Friendly Workplace Standard

A care gap is emerging and worker-carers are having to pitch in and care for loved ones. Approximately 5.6 million of 8.1 million Canadians who provide unpaid caregiving are also juggling paid work (the majority on a full-time basis). Many working families are experiencing new challenges during COVID-19, as they must manage both work and an increase in child and adult caregiving responsibilities. This unpaid work falls primarily onto women's shoulders. In alignment with the CCOHS strategic priority to apply a gender-based lens to health and safety, it is important to recognize these gendered inequities in caregiving and how they potentially impact workers.

Without effective workplace supports, employees who must balance work and care responsibilities are more likely to experience reduced performance, burnout, and increased absenteeism, or decide to retire early or quit their jobs. This year, McMaster University developed the Quick Start Implementation Guide to help organizations apply the *Carer-Inclusive and Accommodating Organizations Workplace Standard (CSA B701-17)* that helps employers create practical and effective workplace accommodations that address the stigma and challenges of worker-carers. This guide is for all organizations, regardless of employer size or industry sector.

Having made the resources free, McMaster University partnered with CCOHS to help create a heightened awareness of the issue and to drive downloads of the standard and guide via an integrated organic and paid social media campaign. From December 2020 to January 2021, the campaign garnered 2,399,965 impressions, 23,644 engagements, and 36 guide downloads. CCOHS continues to serve on the advisory and technical committees related to this standard and grant work.

Health Canada: Workplace Hazardous Materials Bureau (WHMB)

CCOHS continued to collaborate with the Workplace Hazardous Materials Bureau (WHMB) of Health Canada and completed year two of the three-year agreement to support stakeholders complying with WHMIS 2015. This year CCOHS drafted 24 charts for WHMIS classification, which will be added to WHMIS.org when completed. Several web tools and databases were also hosted and maintained that, when released, will further support WHMIS 2015. CCOHS issues a quarterly report to update stakeholders about WHMIS.org and WHMIS 2015 for Workers e-learning activity in their jurisdiction, as well as information about new WHMIS 2015 resources and tools.

Health Canada: WHMIS 2015 Committees

CCOHS is a member of the WHMIS Current Issues Committee (CIC) which facilitates information and knowledge-sharing between government regulators and affected stakeholders (workers, employers, and suppliers). CCOHS developed secure portals to provide committee members access to documents and resources. CCOHS also joined the Compliance Promotion Subcommittee in 2019 to review documents and to participate in the development of a tool that will assist suppliers to better comply with the *Hazardous Products Act and Regulations*. In collaboration with Health Canada, CCOHS developed three draft documents to support workplace safety. Also, CCOHS is an observer of the Intergovernmental WHMIS Co-ordinating Committee (IWCC), a forum for regulators from federal, provincial and territorial governments to exchange information and ideas related to the implementation of the *Hazardous Products Act and Regulations*. The members of the IWCC participated in a review of the updated WHMIS 2015 for Workers course prior to its launch. CCOHS is also an observer of the Canadian WHMIS Coordinators Committee (CWC), a forum for regulators from federal, provincial, and territorial governments to exchange information and ideas related to the implementation of WHMIS 2015 in their individual jurisdictions.

WHMIS 2015 for Workers e-Course

To help Canadians work safely with hazardous products, CCOHS partnered with the Workplace Hazardous Materials Bureau of Health Canada to create the WHMIS 2015 for Workers e-course. This year the course was updated to a more user-friendly format and the course content was refreshed. Overall, 62,707 seats were sold this year bringing the total amount sold since its inception to 550,993. The top three provinces accessing the course continue to be Ontario, Alberta, and British Columbia.

Society of Chemical Hazard Communications (SCHC)

CCOHS is a long-standing member of the Society of Chemical Hazard Communications (SCHC), an organization that strives to promote awareness and knowledge in all areas of chemical hazard communication. This year, CCOHS participated in their Fall virtual conference.

Pan American Health Organization (PAHO)-World Health Organization (WHO) Collaborating Centre

In its role as a Pan American Health Organization (PAHO)-World Health Organization (WHO) Collaborating Centre, CCOHS contributes to the advancement of global workplace health and safety through its involvement in several projects. In turn, the relationships forged as a Collaborating Centre provide CCOHS with a global perspective on health and safety that helps to inform its efforts serving workplaces in Canada. One of the most notable, ongoing contributions made by CCOHS as a Collaborating Centre is the IPCS INCHEM database, a critical chemical information service for the sound management of chemicals that affect the environment and human health. In September 2020, CCOHS was re-designated as a PAHO/WHO Collaborating Centre for the next four years. CCOHS will continue to maintain the IPCS INCHEM database and will work towards updating its occupational and environmental cancer prevention e-course to include occupational exposures to carcinogens in the workplace. CCOHS will also support PAHO/WHO in the development of a violence in the workplace database as well as the creation of violence prevention pamphlets in Spanish for Latin American workplaces.

Transport Canada: TDG Regulatory Sandbox on Electronic Shipping Documents

Would electronic shipping documents – as opposed to printed documents that can get lost or destroyed – for the transport of dangerous goods be beneficial? That's the question being studied in Transport Canada's Regulatory Sandbox project, and the answer depends on input from stakeholders. Last year Transport Canada partnered with CCOHS to launch the TDG Regulatory Sandbox on Electronic Shipping Documents to serve as an online repository for informational updates and collection of user feedback. From September to November 2020, CCOHS ran an introductory promotional campaign to disseminate messaging to the first responder community and signed a second ILA to complete additional promotional activities through to March 2022. Included are newsletter articles, social media outreach, and multimedia assets geared towards first responders and the road transport industry.



Managing Health and Safety

Making sure that workers are healthy and safe is essential to running a successful business. CCOHS helps support employers in meeting their specific industry and sector needs, whether that involves safety data sheet management, compliance with the law, or working safely with potential hazards.

CANWrite™ – Safety Data Sheet Authoring Software

The CCOHS CANWrite™ authoring tool helps workplaces across Canada meet the challenges of producing accurate and compliant safety data sheets. Users can produce safety data sheets that meet the requirements of the legislation in both Canada and the United States, helping workplaces stay compliant with the *Canadian Hazardous Products Act and Regulations* (WHMIS 2015) and the *U.S. Hazard Communication Standard (HCS 2012)*.

To help small businesses who need to author WHMIS 2015 compliant data sheets, CCOHS offers a free template that provides the minimum information elements required by WHMIS 2015. Available in English and French, the template was downloaded 514 times (91% of these were from Canada).

Testimonials

I've been using this software for a long time and have loved it. It is incredibly user friendly. The changes made during the transition to WHMIS 2015 were very helpful (eg. automatic pictogram selection upon selecting hazards).

The customer service support and tech support has been wonderful. You folks obviously have a great team and the end-product is solid. I just wanted to take a couple minutes and let someone know what a solid group you have and how that translates into excellent services for seasoned (old!) professionals like me. Thanks for providing a great product (CANWrite), great customer support, and great tech support.

CANManage

CANManage is an online service designed to help workplaces manage and maintain their safety data sheets. CCOHS builds customized online collections to provide businesses with seamless access to the safety data sheets for the products they use. The service supports small to medium-sized companies in meeting their WHMIS compliance obligations by ensuring that their safety data sheet collections are accessible, current, and complete.

In August 2020, a new user interface featuring faster and more reliable searching for clients was launched to enhance the overall experience. CCOHS also deployed a multi-pronged social media promotional campaign that ran from October to November. The campaign was well received, attracting 355,000 social media impressions and over 800 clicks through on the ad, which resulted in 87 leads as well as several viable sales opportunities. To date, the service has 235 clients.

Plans for upgrades and new features are in place for release next year and include an interactive interface to increase communication channels with clients, providing a chat function, self-serve options, and a dashboard status report. A new mobile app will also be launched to provide offline access to safety data sheets and hazard information.



CANManage
pulls all your safety data sheets into one central location to help you meet your compliance requirements.

[Book a demo](#)

Testimonials

CANManage has been very useful for the Science and Engineering Directorate in meeting our compliance requirements with WHMIS 2015. Maintaining safety data sheets (SDS) can be resource heavy if there are numerous products on site. The service ensures that our SDS are always update for the products we have on sites. Adding or removing products is straightforward and seamless and we are informed when there any updates to our subscription.

As a CANManage subscriber we added e-learning to assist in meeting our WHMIS 2015 training objectives. The multi seat option allowed us to train all our employees and maintain additional seats for any new employees/students. The e-training is available in both official languages and is selected by the administrator at time of registration. It is self administered so there is no delay in assigning the training and the user can complete on their schedule.

The improvements look good and have definitely enhanced the end user experience.

Find the new updates much more user friendly and quicker to finding the safety sheets. Great Job CCOHS!

Canadian enviroOSH Legislation plus Standards

Organizations with a need to access legislation and referenced standards to identify and understand their rights and responsibilities under the law rely on the CCOHS Canadian enviroOSH Legislation plus Standards service. The service has 229 clients.

INCHEM

CCOHS maintains and hosts the International Programme on Chemical Safety (IPCS) INCHEM database, a collection of international peer-reviewed information on chemicals commonly used throughout the world, which may also occur as contaminants in the environment and food. INCHEM consolidates information from several intergovernmental organizations which also assist in the sound management of chemicals.

This year 1,700 International Chemical Safety Cards (ICSCs) were replaced, and an additional 10 documents from various collections were added bringing the total number of documents up to 8,426. INCHEM.org continued to be popular, having over 1.1 million visits (up 7% over last year), with over 50,000 of those visits from users in Canada. The top three provincial users of the service this year were Ontario (54%), Nova Scotia (24%), and British Columbia (12%).

CHEMINFO

The CHEMINFO database, developed and hosted by CCOHS, provides important chemical health and safety information to help identify hazards, control workplace exposures, and prevent accidents on 1,845 workplace chemicals. This year, CHEMINFO users accessed 41,595 online records. CCOHS also maintains two CHEMINFO spin-offs: Chemical Profiles, and the WHMIS 1988 Classification Database, both of which are offered as free public services.



CCOHS: A Safe Place to Work

Putting our values in action this past year has meant that the health, safety, and wellness of all our workers remained a top priority.

To minimize the risk of COVID-19 transmission, CCOHS rapidly virtualized the most critical of the organization's work processes. The rapid deployment of our staff to remote work resulted in a number of ergonomic injuries. We responded by providing appropriate equipment for employee use and conducting virtual ergonomic assessments and coaching sessions to help optimize home-office set-ups and prevent further injuries.

We recognized that each employee experienced the pandemic in a unique way. For this reason, we adopted a flexible work arrangement to minimize stress, particularly aimed at supporting those in caregiving roles.

With remote work in full effect, CCOHS planned virtual activities and events to help keep everyone engaged and connected with one another. With support from the Workplace Health and Safety Committee, Healthy Workplace Team, and Social Committee, a virtual employee wellness campaign was implemented and deployed in early July 2020. Wellness Wednesdays offered staff an opportunity to connect, socialize and participate in activities that supported their well-being. While participation was voluntary, all activities were aimed at maintaining social cohesion and work-life balance.

Employees participated in bingo, a peer-led book club, guided meditation sessions, fitness challenges, fundraisers, holiday trivia and other social gatherings. These initiatives complemented our existing Fitness Lunch program, employee assistance services, and benefit programs.

Engagement by employees through participation in surveys, virtual town hall meetings and wellness activities remained strong throughout the year.

Add in the support of the United Way Committee, and CCOHS continued to foster a workplace culture that emphasized community involvement, social connections and a positive environment from which we could continue to serve Canadians.

Financial Report

MANAGEMENT RESPONSIBILITY FOR FINANCIAL STATEMENTS

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, 2021, and all information contained in these financial statements rests with the management of the Canadian Centre for Occupational Health and Safety (“CCOHS” or the “Centre”). These financial statements have been prepared by management in accordance with the Government’s accounting policies, which follow Canadian public sector accounting standards.

Management seeks to ensure the integrity and objectivity of the information in its 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 Centre’s financial transactions. Financial information submitted in the preparation of the Public Accounts of Canada, and included in CCOHS’ Annual Report and *Departmental Results Report*, is consistent with these financial statements.

An Audit Committee appointed by the Council of Governors of CCOHS has reviewed these financial 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 (ICFR) 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 risk-based assessment of the effectiveness of the system of internal control over financial reporting (ICFR).

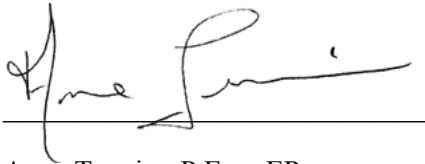
The system of ICFR is designed to mitigate risks to a reasonable level based on an on-going process to identify key risks, to assess effectiveness of associated key controls, and to make any necessary adjustments.

The Canadian Centre for Occupational Health and Safety is subject to periodic Core Control Audits performed by the Office of the Comptroller General and uses the results of such audits to comply with the Treasury Board *Policy on Financial Management*.

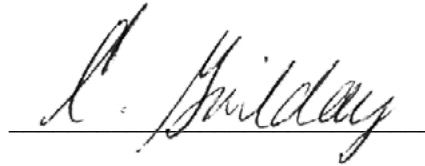
A Core Control Audit was performed in 2014-2015 by the Office of the Comptroller General of Canada (OCG). The Audit Report and related Management Action Plan are posted on the departmental web site at: <http://www.ccohs.ca/ccohs/reports.html>.

KPMG LLP, the independent auditors for CCOHS, have 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:



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



Chandra Guilday, CPA, CMA
Accounting Manager

Hamilton, Canada June 23, 2021



KPMG LLP
Commerce Place
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Canada
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Fax 905-523-2222

INDEPENDENT AUDITORS' REPORT

To the Administrators of the Canadian Centre for Occupational Health and Safety:

Opinion

We have audited the financial statements of the Canadian Centre for Occupational Health and Safety (the Entity), which comprise:

- the statement of financial position as at end of March 31, 2021
- the statement of operations and net financial position for the year then ended
- the statement of change in net debt for the year then ended
- the statement of cash flows for the year then ended
- and notes to the financial statements, including a summary of significant accounting policies

(Hereinafter referred to as the “financial statements”).

In our opinion the accompanying financial statements present fairly, in all material respects, the financial position of the Entity as at March 31, 2021 and the results of operations, change in net debt and its cash flows for the year then ended in accordance with Canadian public sector accounting standards.

Basis for Opinion

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the “***Auditors’ Responsibilities for the Audit of the Financial Statements***” section of our auditors’ report.

We are independent of the Entity in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada and we have fulfilled our other ethical responsibilities in accordance with these requirements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.



Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of the 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.

In preparing the financial statements, management is responsible for assessing the Entity's ability to continue as a going concern, disclosing as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Entity or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Entity's financial reporting process.

Auditors' Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion.

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit.

We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion.

The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

- Obtain an understanding of internal control relevant to the audit 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.



- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditors' report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditors' report. However, future events or conditions may cause the Entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.
- Communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

KPMG LLP

Chartered Professional Accountants, Licensed Public Accountants
Hamilton, Canada
June 23, 2021

STATEMENT OF FINANCIAL POSITION

As at March 31, 2021 with comparative information for 2020
(in dollars)

	2021	2020
	\$	\$
Liabilities		
Accounts payable and accrued liabilities (note 4)	1,780,647	1,850,687
Deferred revenues - web based subscriptions	1,109,797	1,011,742
Vacation pay and compensated leave	592,640	362,528
Employee severance benefits (note 5 b)	303,481	486,529
Deferred revenues - donations (note 6)	113,452	113,452
Total liabilities	3,900,017	3,824,938
Financial assets		
Due from the Consolidated Revenue Fund, without interest	1,894,099	1,959,170
Accounts receivable (note 7)	315,085	350,739
Total financial assets	2,209,184	2,309,909
Net debt (note 8)	(1,690,833)	(1,515,029)
Non-financial assets		
Prepaid expenses	142,947	101,551
Inventory	-	18,862
Tangible capital assets (note 9)	237,934	303,385
Total non-financial assets	380,881	423,798
Accumulated deficit	(1,309,952)	(1,091,231)

Contractual obligations (note 11)

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

Approved by:



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



Chandra Guilday, CPA, CMA
Accounting Manager

STATEMENT OF OPERATIONS AND NET FINANCIAL POSITION

For the year ended March 31, 2021 with comparative information for 2020

(in dollars)

Expenses	2021 \$ Planned Results	2021 \$	2020 \$
Operations			
Salaries and employee benefits	8,662,944	9,328,545	8,198,798
Professional and special services	1,487,272	875,488	952,005
Transportation and communications	364,150	138,117	224,661
Purchased repair and upkeep	429,868	306,664	268,145
Utilities, materials and supplies	172,838	171,816	159,238
Information	137,600	193,242	82,357
Rentals	24,438	50,223	22,076
Total	11,279,110	11,064,095	9,907,280
Administration			
Salaries and employee benefits	667,640	569,468	619,475
Governors and committees	11,225	3,100	12,755
Professional and special services	152,875	2,887	118,933
Travel	82,900	245	46,653
Total	914,640	575,700	797,816
Other expenses – non cash			
Employer's contribution to health and dental Insurance plans (note 12)	-	721,466	698,256
Accommodation (note 12)	-	676,937	676,937
Amortization of tangible capital assets	171,441	139,728	121,561
Total	171,441	1,538,131	1,496,754
Total expenses	12,365,191	13,177,926	12,201,850
Revenues (note 10)			
Sales	3,952,108	4,320,957	4,818,426
Projects and collaborative agreements	1,674,000	2,121,691	1,133,478
Total revenues	5,626,108	6,442,648	5,951,904
Spending of cash revenues pursuant to section 6(1)(g) of the CCOHS Act (note 14)	-	-	-
Net cost of operations before government funding	(6,739,083)	(6,735,278)	(6,249,946)
Government funding			
Net cash provided by government	6,932,642	5,183,224	5,186,988
Change in due from the Consolidated Revenue Fund	-	(65,071)	(1,983)
Services provided without charge from other government departments (note 12)	-	1,398,403	1,375,193
Total government funding	6,932,642	6,516,556	6,560,198
Net revenue (cost) of operations after government funding	193,559	(218,722)	310,252
Accumulated deficit at beginning of year	(1,091,231)	(1,091,231)	(1,401,483)
Net revenue (cost) of operations after government funding	193,559	(218,721)	310,252
Accumulated deficit at end of year	(897,672)	(1,309,952)	(1,091,231)

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

STATEMENT OF CHANGE IN NET DEBT

For the year ended March 31, 2021 with comparative information for 2020
(in dollars)

	2021	2021	2020
	\$	\$	\$
	Planned Results		
Net revenue (cost) of operations after government funding	193,559	(218,721)	310,252
Changes in tangible capital assets			
Acquisitions of tangible capital assets (note 9)	(365,000)	(74,277)	(169,321)
Amortization of tangible capital assets (note 9)	171,441	139,728	121,561
Total change in tangible capital assets		65,451	(47,760)
Increase in prepaid expenses	-	(41,396)	(31,577)
Decrease in inventory	-	18,862	9,642
	-	(22,534)	(21,935)
Net (increase) decrease in net debt	-	(175,804)	240,557
Net debt at beginning of year	(1,515,029)	(1,515,029)	(1,755,586)
Net decrease in net debt	-	(175,804)	240,557
Net debt at end of year (notes 8 and 14)	(1,515,029)	(1,690,833)	(1,515,029)

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

STATEMENT OF CASH FLOW

For the year ended March 31, 2021 with comparative information for 2020
(in dollars)

	2021	2020
Operating activities:	\$	\$
Net revenue of operations before government funding	6,735,278	6,249,946
Non-cash items:		
Amortization of tangible capital assets (note 9)	(139,728)	(121,561)
Services received without charge from other government departments (note 12)	(1,398,403)	(1,375,193)
Changes in Statement of Financial Position:		
Increase in accounts payable & accrued liabilities	70,040	(2,685)
Decrease in deferred revenue	(98,055)	206,757
Decrease in vacation pay and compensatory leave	(230,112)	13,683
Decrease in employee severance benefits	183,048	262,414
Increase in deferred revenues - donations	-	(300)
(Decrease) increase in accounts receivable	(35,654)	(237,329)
Increase (decrease) in prepaid expenses	41,395	31,577
Decrease in inventory for resale	(18,862)	(9,642)
Cash used in or provided by operating activities	5,108,947	5,017,667
Capital investing activities		
Acquisition of tangible capital assets	74,277	169,321
Net cash provided by Government of Canada	5,183,224	5,186,988

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

NOTES TO THE FINANCIAL STATEMENTS

For the year ended March 31, 2021
(in dollars)

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 workers in Canada 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, budgetary appropriations and authorities available for use from previous years.

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 workers in Canada in their efforts to improve workplace safety and health. Workers 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 workers in Canada. 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 workers in Canada. 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 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.

NOTES TO THE FINANCIAL STATEMENTS

For the year ended March 31, 2021
(in dollars)

Note 1 Authority and objectives (continued)

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; and Acquisition 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 using the department's accounting policies stated below, which are based on Canadian public sector accounting standards. The representation and results using the stated accounting policies do not result in any significant differences from Canadian public sector accounting standards.

a) Parliamentary authorities and revenue spending authority

CCOHS is financed in part by the Government of Canada through Parliamentary authorities. Included in the authorities provided and used is a revenue spending authority, which allows CCOHS to spend program revenue. 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 Financial Position and in the Statement of Operations and Net Financial Position are not necessarily the same as those provided through authorities from Parliament. Note 3 provides a reconciliation between the bases of reporting.

The planned results amounts in the "Expenses" and "Revenues" sections of the Statement of Operations and Departmental Net Financial Position are the amounts reported in CCOHS' operating budget approved on March 12th, 2020 at CCOHS' 128th Meeting of the Council of Governors, which were held in Nova Scotia. Planned results pursuant to the spending of Parliamentary authorities are reported in the 2020-21 Departmental Plan and may not represent the full costs of the department, as additional costs are budgeted to be covered by additional cash revenues pursuant to section 6(1)(g) of the *CCOHS Act*.

In the fiscal year ending March 31, 2016, CCOHS was given authority pursuant to section 6(1)(g) of the *CCOHS Act* to spend revenue from fees it charges for products and services in the fiscal year in which the revenue was received or in subsequent fiscal years. Government transfers are recognized as revenue when authorized and when the organization has satisfied any eligibility criteria. CCOHS had updated the Departmental Reporting Framework and Departmental Plans to reflect the newly approved authorities given to CCOHS pursuant to section 6(1)(g) of the *CCOHS Act*.

NOTES TO THE FINANCIAL STATEMENTS

For the year ended March 31, 2021
(in dollars)

Note 2 Significant accounting policies (continued)

b) 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. The net cash provided by Government is the difference between all cash receipts and all cash disbursements, including transactions between departments of the Government.

c) Amounts due from or to the CRF

Amounts due from or to the Consolidated Revenue Fund (CRF) are the result of timing differences at year-end between when a transaction affects authorities and when it is processed through the CRF. Amounts due from the CRF represents the net amount of cash that CCOHS is entitled to draw from the CRF, without further authorities, in order to discharge its liabilities. This amount is not considered a financial instrument.

d) Revenues

Revenues are recognized in the period in which the underlying transaction or event that gave rise to the revenue takes place. Revenues for subscription-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.

Funds received from external parties for specified purposes but not 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. Revenues are then recognized in the period in which the related expenses are incurred.

NOTES TO THE FINANCIAL STATEMENTS

For the year ended March 31, 2021
(in dollars)

Note 2 Significant accounting policies (continued)

e) Expenses

Expenses are recorded on the accrual basis.

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

Services provided without charge by other government departments for accommodation and the employer's contribution to the health and dental insurance plans are recorded as operating expenses at their estimated cost. A corresponding amount is reported as government funding.

f) Employee future benefits

Pension benefits: All eligible employees participate in the Public Service Pension Plan, a multi-employer plan administered by the Government of Canada. CCOHS' contributions are currently based on a multiple of an employee's required contributions and may change over time depending on the experience of the Plan. CCOHS' contributions to the Plan are charged to expenses in the year in which the services are rendered and represent its total obligation to the Plan. Current legislation does not require CCOHS to make contributions for any actuarial deficiencies of the Plan.

Severance benefits: Employees are entitled to severance benefits under labour contracts or conditions of employment. These benefits were accrued as employees rendered the services necessary to earn them and were estimated based on employees' salaries and duration of service. This arrangement was closed to new entrants effective April 1, 2011 and the benefits accruing to participants are only adjusted for annual salary and wage increases. The remaining balance are paid upon departure from the public service.

Accumulated sick leave: Employees are eligible to accumulate sick leave benefits until the end of employment, according to their labour contract and conditions of employment. Sick leave benefits are earned based on employee services rendered and are paid upon an illness or injury related absence. However, sick leave entitlements do not vest and may only be used in the event of illness or injury related absence. Unused sick leave upon employee termination is not payable to the employee. No amount has been accrued in these financial statements and payments of sick leave benefits are included in current operations as incurred.

g) 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.

NOTES TO THE FINANCIAL STATEMENTS

For the year ended March 31, 2021
(in dollars)

Note 2 Significant accounting policies (continued)

h) 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.

i) 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 and net financial position according to the activities to which they relate.

j) Inventories

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

k) Tangible capital assets

All tangible capital assets having an initial cost of \$5,000 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 - 10 years
Furniture and equipment	5 - 10 years
Software	1-5 years
Leasehold improvements	lesser of the remaining term of the lease or useful life of the improvement

Tangible capital assets are written down when conditions indicate that they no longer contribute to CCOHS' ability to provide goods and services or when the value of the future economic benefits associated with the tangible capital assets are less than the net book value.

NOTES TO THE FINANCIAL STATEMENTS

For the year ended March 31, 2021
(in dollars)

Note 2 Significant accounting policies (continued)

l) Prepaid Expenses

Prepaid expenses are accounted for as non-financial assets as they can be used to provide services in the future.

m) Measurement uncertainty

The preparation of these financial statements are in accordance with Canadian public sector accounting standards and 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.

n) Related party transactions

Related party transactions, other than inter-entity transactions, are recorded at the exchange amount. Inter-entity transactions are transactions between commonly controlled entities. Inter-entity transactions, other than restructuring transactions, are recorded on a gross basis and are measured at the carrying amount, except for the following:

- i) Services provided on a recovery basis are recognized as revenues and expenses on a gross basis and measured at the exchange amount.
- ii) Certain services received on a without charge basis are recorded for departmental financial statement purposes at the carrying amount. Other related party transactions, other than inter-entity transactions, are recorded at the exchange amount.

NOTES TO THE FINANCIAL STATEMENTS

For the year ended March 31, 2021

(in dollars)

3. Parliamentary authorities

CCOHS receives its funding through annual Parliamentary authorities and external revenues. Items recognized in the Statement of Operations and Net Financial Position 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. Current year authorities used which is accounted below is on a cash basis based on Government funding as received. These differences are reconciled as follows:

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

	2021	2020
	\$	\$
Net cost of operations before Government funding	6,735,278	6,249,946
Adjustments for items affecting net cost of operations but not affecting authorities:		
Revenue collected under 6(1)(g) of the <i>CCOHS Act</i>	6,442,648	5,951,904
Amortization of tangible capital assets (note 9)	(139,728)	(121,561)
Services provided without charge from other Government departments (note 12)	(1,398,403)	(1,375,193)
Refunds received in the current year for prior year expenditures	16,112	-
Other working capital adjustments		9,492
Decrease in employee severance benefits	183,048	262,414
Decrease in vacation pay and compensatory leave	(230,112)	13,683
Bad debts	-	(951)
Total items affecting net cost of operations but not affecting authorities:	4,873,565	4,739,788
Adjustments for items not affecting net cost of operations but affecting authorities:		
Add (deduct) change in:		
Increase (Decrease) in Prepaid Expenses	41,396	31,577
Decrease in inventory	(18,862)	(9,642)
Acquisition of tangible capital assets	74,277	169,321
Total items not affecting net cost of operations but affecting authorities:	96,811	191,256
Current year authorities used	11,705,654	11,180,990

NOTES TO THE FINANCIAL STATEMENTS

For the year ended March 31, 2021
(in dollars)

Note 3 Parliamentary authorities (continued)

b) Authorities provided and used:

	2021	2020
	\$	\$
Human Resources Social Development Canada - Vote 1	6,227,480	4,117,347
Human Resources Social Development Canada - Statutory	1,279,977	1,139,284
Treasury Board – Vote 15 – economic allocations	-	-
Treasury Board - Vote 30 - payroll shortfalls	1,242,044	473,316
Treasury Board – COVID-19 business redemption shortfalls	-	-
Authorities available for use in subsequent years from prior year	5,433,795	4,722,046
Authorities available for use in subsequent years from current year	2,857,462	711,749
Spending of cash revenues pursuant to section 6(1)(g) of the CCOHS Act	3,867,982	5,451,043
Total current year authorities provided	20,908,740	16,614,785
Less:		
Lapsed authorities reallocated to FY2021-22 – operating	(911,829)	-
CCOHS Respendable / Reinvestment Authorities available for use in subsequent years (note 14)	(8,291,257)	(5,433,795)
Current year authorities used	11,705,654	11,180,990

4. Accounts payable and accrued liabilities

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

	2021	2020
	\$	\$
External Parties	744,941	764,829
Payroll	333,213	538,124
Other Federal Government departments and agencies	702,493	547,734
Total accounts payable & accrued liabilities	1,780,647	1,850,687

5. 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/Québec Pension Plans benefits and they are indexed to inflation.

Both the employees and CCOHS contribute to the cost of the Plan. Due to the amendment of the *Public Service Superannuation Act* following the implementation of provisions related to Economic Action Plan 2012, employee contributors have been divided into two groups – Group 1 relates to existing plan members as of December 2012 and Group 2 relates to members joining the Plan as of January 1, 2013. Each group has a distinct contribution rate.

NOTES TO THE FINANCIAL STATEMENTS

For the year ended March 31, 2021
(in dollars)

Note 5 Employee future benefits (continued)

a) Pension benefits (continued)

The 2020-2021 expense amounts to \$873,456 (\$789,296 in 2019-20). For Group 1 members, the expense represents approximately 1.01 times (1.01 times in 2019-20) the employee contributions and, for Group 2 members, approximately 1.00 times (1.00 times in 2019-20) the employee contributions.

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) Severance benefits

Severance benefits provided to CCOHS employees were previously based on an employee's eligibility, years of service and salary at termination of employment. However, since 2011 the accumulation of severance benefits for voluntary departures progressively ceased for substantially all employees. Employees subject to these changes were given the option to be paid the full or partial value of benefits earned to date or collect the full or remaining value of benefits upon departure from the public service. By March 31, 2021 all settlements for immediate cash out were completed. Severance benefits are unfunded and, consequently, the outstanding obligation will be paid from future authorities.

The changes in the obligations during the year were as follows:

	2021	2020
	\$	\$
Accrued benefit obligation - opening balance	486,529	748,943
Expense for the year	1,920	16,292
Benefits paid during the year	(184,968)	(278,706)
Accrued benefit obligation, end of year	303,481	486,529

6. Deferred revenues – 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 \$Nil in donations in 2021 (2020 - \$300). The balance at March 31, 2021 remains \$113,452 (2020 - \$113,452).

NOTES TO THE FINANCIAL STATEMENTS

For the year ended March 31, 2021
(in dollars)

7. Accounts receivable

The following table presents details of CCOHS' accounts receivable:

	2021	2020
	\$	\$
External Parties	330,085	360,771
Other Federal Government departments and agencies	-	4,968
	330,085	365,739
Allowance for doubtful accounts on receivables from external parties	(15,000)	(15,000)
Total accounts receivable	315,085	350,739

8. Net debt

The net debt is calculated as the difference between liabilities and financial assets. Employee severance benefits, as detailed in note 5 b), and vacation pay obligations represent the most significant components of net debt as future Government of Canada Parliamentary authorities will be required in order to discharge those obligations.

	2021	2020
	\$	\$
Net debt at end of year	(1,690,833)	(1,515,029)
Net debt to be funded by future Government of Canada Parliamentary authorities		
Allowance for vacation pay	592,640	362,528
Allowance for employee severance benefits (note 5 b)	303,481	486,529
Allowance for funded payroll (note 3 b)	193,263	312,112
Total net debt to be funded by future Government of Canada Parliamentary authorities	1,089,384	1,161,169
Net debt funded by CCOHS' Respendable / Reinvestment Authorities*	(601,449)	(353,860)

**Balance of net debt funded by CCOHS consists of unfunded payroll costs and operating payables outstanding at end of year.*

NOTES TO THE FINANCIAL STATEMENTS

For the year ended March 31, 2021
(in dollars)

9. Tangible capital assets

The following table presents details of the tangible capital assets held by CCOHS during the fiscal year:

Tangible capital assets	Opening balance	Acquisitions	Disposals and write-offs	Closing balance
	\$	\$	\$	\$
Computer equipment	428,967	64,574	51,281	442,260
Furniture and equipment	201,595	9,703	-	211,298
Software	453,458	-	-	453,458
Leasehold improvements	184,442	-	-	184,442
	<u>1,268,462</u>	<u>74,277</u>	<u>51,281</u>	<u>1,291,458</u>

Accumulated amortization	Opening balance	Amortization	Disposals and write-offs	Closing balance
	\$	\$	\$	\$
Computer equipment	365,361	32,188	51,281	346,268
Furniture and equipment	199,253	2,142	-	201,395
Software	364,506	60,853	-	425,359
Leasehold improvements	35,957	44,545	-	80,502
	<u>965,077</u>	<u>139,728</u>	<u>51,281</u>	<u>1,053,524</u>

Net book value	2021	2020
	\$	\$
Computer equipment	95,992	63,606
Furniture and equipment	9,903	2,342
Software	28,099	88,952
Leasehold improvements	103,940	148,485
	<u>237,934</u>	<u>303,385</u>

Amortization expense for the year ended March 31, 2021 was \$139,728. (2020 – \$121,561)

10. Revenues

	2021	2020
	\$	\$
General Health and Safety Services	1,381,300	1,524,825
Chemical Products and Services	365,667	389,636
Training and Education Services	2,910,160	3,317,902
Inquiries Contribution	460,705	473,172
Communications and Marketing Services	207,116	229,737
Public Health Agency Canada Partnership	1,015,000	-
Business Development	95,967	-
Other Income	6,733	16,632
Total Revenue	<u>6,442,648</u>	<u>5,951,904</u>

NOTES TO THE FINANCIAL STATEMENTS

For the year ended March 31, 2021
(in dollars)

11. Contractual obligations

The nature of CCOHS' activities can result in multi-year contracts and obligations whereby CCOHS will be obligated to make future payments when the goods and services are received. Significant contractual obligations that can be reasonably estimated are summarized as follows:

	2022	2023	2024	2025	2026	Total
	\$	\$	\$	\$	\$	\$
Operating Leases	676,937	676,937	700,000	700,000	700,000	3,453,874

CCOHS has a multi-year lease contract with related parties for \$676,937 annually that expires during fiscal year 2024. Costs for operating leases during 2024, 2025 and 2026 has been estimated at \$700,000. As per note 12, this accommodation is provided without charge by the Government of Canada.

12. 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. The transactions are measured at the exchange amount agreed to by the related parties. During the year, CCOHS received common services, which were obtained without charge from other Government departments as disclosed below.

a) Services provided without charge by other government departments

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

	2021	2020
	\$	\$
Employer's contribution to health & dental insurance plans	721,466	698,256
Accommodation	676,937	676,937
Total	1,398,403	1,375,193

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 and Net Financial Position.

NOTES TO THE FINANCIAL STATEMENTS

For the year ended March 31, 2021
(in dollars)

Note 12 Related party transactions (continued)

b) Other transactions with related parties

	2021	2020
	\$	\$
Accounts receivable from other government departments (note 7)	-	4,968
Accounts payable to other government departments and agencies (note 4)	702,494	547,734
Expenses-Other Government departments and agencies	300,111	189,159
Revenue-Other government departments and agencies	1,927,113	789,193

13. 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 and Safety	2021	2020
	\$	\$	\$	\$
Salaries and employee benefits	3,931,812	6,687,667	10,619,479	9,516,529
Professional and special services (incl. Governors and committees)	165,687	715,788	881,475	1,083,693
Accommodation	216,620	460,317	676,937	676,937
Transport and communications	24,830	113,532	138,362	271,314
Information	81,787	111,455	193,242	82,357
Purchased repair and upkeep	47,906	258,758	306,664	268,145
Utilities, materials and supplies	96,461	75,355	171,816	159,238
Rental	46,287	3,936	50,223	22,076
Other expenditures	-	139,728	139,728	121,561
Total Expenses	4,611,390	8,566,536	13,177,926	12,201,850
Revenues	-	-	6,442,648	5,951,904
Cost from continuing operations			6,735,278	6,249,946

NOTES TO THE FINANCIAL STATEMENTS

For the year ended March 31, 2021
(in dollars)

14. CCOHS Responsible / Reinvestment Authorities:

In 2015-16, the Treasury Board Secretariat facilitated a change in the funding structure for CCOHS. As a result, CCOHS was given unrestricted authority (pursuant to section 6 (1) (g) of the CCOHS Act) to spend revenue from fees charged for its products and services within the fiscal year in which the revenue was received or in subsequent fiscal years.

The purpose of CCOHS' responsible / reinvestment authorities are to provide CCOHS with funding to facilitate one-time expenditures, reinvestment in capital equipment or program development in accordance with CCOHS' strategic plan.

	2021
	\$
Balance, beginning of year	5,433,795
Annual operating surplus (cost)	(218,721)
Tangible capital assets purchased with internal funds	(74,277)
Amortization of internally funded tangible capital assets	139,728
Other working capital changes	-
Internal revenue carried forward to subsequent year pursuant to section 6(1)(g) of the <i>CCOHS Act</i>	3,010,732
Balance, end of year	8,291,257
Allocated responsible / reinvestment authorities	
Deferred revenues for projects in 2020-2021	(1,109,797)
Deferred revenues – donations (note 6)	(113,452)
Net debt funded by CCOHS (note 8)	(601,449)
Planned operational and capital investments - 2020 to 2025	(3,046,555)
Total allocated responsible / reinvestment authorities	(4,871,253)
Unallocated responsible / reinvestment authorities	3,420,004

15. Transfer of transition payments for implementing salary payments in arrears

The Government of Canada implemented salary payments in arrears in 2014-15. As a result, a one-time payment was issued to employees and will be recovered from the government in the future. The transition to salary payments in arrears forms part of the transformation initiative that replaces the pay system and also streamlines and modernizes the pay process. This change to the pay system had no impact on the expenses of CCOHS. Prior to year-ended March 31, 2021, the transition payments for implementing salary payments in arrears were transferred to a central account administered by Public Works and Government Services Canada, who is responsible for the administration of the Government pay system.

NOTES TO THE FINANCIAL STATEMENTS

For the year ended March 31, 2021
(in dollars)

16. Financial instruments and risk management

a) Liquidity risk:

Liquidity risk is the risk that CCOHS will encounter difficulty in meeting its obligations associated with financial liabilities. The entity's objective for managing liquidity risk is to manage operations and cash expenditures within the appropriation authorized by Parliament or allotment limits approved by the Treasury Board. As described in note 8, government sources of liquidity are required to fund the net debt position.

The entity's risk exposure and its objectives, policies and processes to manage and measure this risk did not change significantly from the prior year.

b) Credit risk:

Credit risk is the risk that one party to a financial instrument will cause a financial loss for the other party by failing to discharge an obligation. CCOHS is not exposed to significant credit risk. CCOHS provides services to other government departments and agencies and to external parties in the normal course of business. Accounts receivable are due on demand. The maximum exposure the entity has to credit is risk equal to the carrying value of its accounts receivables.

c) COVID-19:

In March 2020, the COVID-19 outbreak was declared a pandemic by the World Health Organization and has had a significant financial, market and social dislocating impact across the world. This has resulted in governments worldwide, including the Canadian and Ontario governments, enacting emergency measures to combat the spread of the virus.

In response to the pandemic, an agreement was entered into between CCOHS and the Public Health Agency of Canada (PHAC) for CCOHS to deliver services for the development of sector-specific COVID-19 workplace guidance materials; the development and maintenance of an on-line hub of COVID-19 workplace information and guidance for Canadian employment sectors; and expert advisory services in relation to some of PHAC's guidance materials. The agreement with PHAC spans over two years with total funding of \$1.5 million, of which \$1.015 million was recognized in the current year. Also during the year, additional funding was provided to CCOHS under Business Resumption Funding to cover personnel, operating costs and certain employee benefit plans. The agreement is also a two year agreement in the aggregate amount of \$2,500,000 of which approximately \$1.28 million was recognized during the year.