

**Workers Health
& Safety Centre**



RAISING THE BAR

**Setting the standard
for prevention**

TRAINING ► THE RIGHT THING. THE RIGHT WAY.

ANNUAL
2016 / 2017
REPORT



VISION STATEMENT

We envision safer, healthier workplaces where, supported by WHSC training, hazards are identified and eliminated through meaningful worker participation and full employer responsibility.

MISSION STATEMENT

Dedicated to our vision, and using our worker-to-worker delivery model, we will provide the highest quality occupational health and safety training for workers, their representatives and employers in every workplace, regardless of sector, size, location or union status.



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BOARD OF DIRECTORS

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WHSC President & Chair

Rhonda Kimberley-Young
WHSC Vice-President
Ontario Teachers' Federation

Lyle Hargrove
WHSC Secretary-Treasurer
Unifor

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Laurie Brown	Ontario Nurses' Association
Debora De Angelis	United Food & Commercial Workers Canada
Sharon DeSousa	Public Service Alliance of Canada
Vern Edwards	Ontario Federation of Labour
John McCann	Teamsters Canada
James St. John	Building Trades
Chris Sutton	Canadian Union of Public Employees
Gord Wilson	President Emeritus

PRESIDENT'S REPORT



Workers Health & Safety Centre (WHSC) believes strongly in mandatory quality training standards. Why? We've seen the power they hold to help all workplaces raise the bar on prevention.

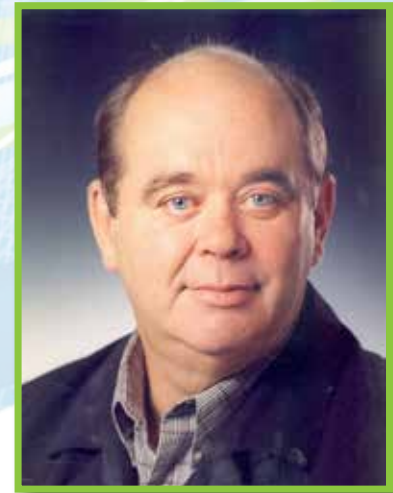
Legislators who drafted and passed the *Occupational Health & Safety Act (the Act)* in 1979 understood employers exercise the greatest control over working conditions, and as such, must have the greatest obligations to provide safe and healthy work. Ontario's health and safety laws, regulations and standards set out many employer obligations, including the duty to provide both general and specific training to workers and their representatives. Apart from a few recent exceptions however, what passes for training has gone mostly unregulated.

Thus, for more than 30 years, WHSC has attempted to fill this policy gap by setting our own high standard for occupational health and safety training. At WHSC we develop and deliver training which meets and surpasses legal requirements, but which also equips learners to effectively and actively participate in addressing workplace health and safety issues. Anything less is, and should be, unacceptable.

By this standard, and based on a considerable body of research that tells us what works, we know the most effective and proven health and safety training is based upon adult education principles. This approach also reflects how adults actually learn and apply knowledge. From this foundation, WHSC develops and delivers training programs which build on workers' experiences, provide opportunities to apply what is learned and allow instructors to observe and confirm learning occurs.

Seven years ago though, Ontario's government-appointed Expert Advisory Panel on Occupational Health and Safety would begin its important work after the 2009 Christmas Eve swing stage tragedy where four workers died and another was left disabled for life. Like WHSC, the Expert Panel also understood the power of mandatory training standards.

When governments support legal training requirements with robust and enforceable standards workers are more likely to receive training that is effective, relevant and protective. Standards also take the guesswork out of determining whether training is 'adequate', or not. When workers' lives and livelihoods are in question, there is no room for uncertainty.



Mandatory training standards benefit workplace parties and regulators alike by:

- ◆ setting a higher bar for training content, methodology, providers and evaluation
- ◆ establishing a greater level of protection for workers
- ◆ levelling the playing field — no fly by night training providers or poorly designed courses
- ◆ providing consistent, quality training — no one is left behind
- ◆ making it easier to enforce legal requirements
- ◆ helping employers exercise due diligence and compliance with the law.

This kind of thinking would be central to the Expert Panel's many priority report recommendations—recommendations which were to be implemented within one year of

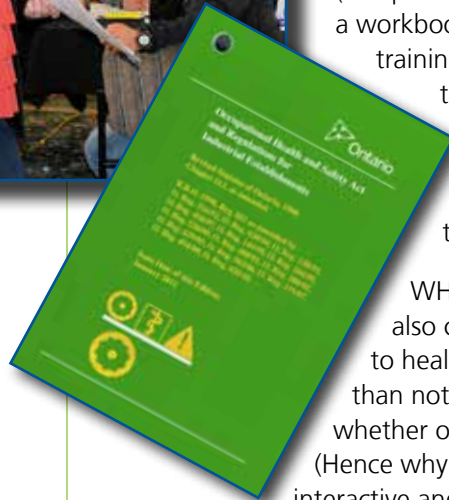
being made and including mandatory working at heights training.

Five years later we would finally see a working at heights standard set by the Ministry of Labour's (MOL) Chief Prevention Officer. Now in its final phase of implementation, by October 1, 2017, Ontario employers must ensure all workers on construction projects complete a Ministry-approved working at heights training program before using a fall restricting system, fall arrest system, safety net, work belt or safety belt. WHSC, one of the first MOL-approved training providers, has delivered this potentially life-saving training to tens of thousands of Ontario workers.

In responding to this tremendous demand though, WHSC has been challenged to step up our game, expand our delivery capacity and strategically use our existing resources. It's made us stronger and smarter in meeting the training needs of all our constituents. Most importantly, workers who receive this training report to work sites with greater knowledge, skill and confidence.

As training is our primary mandate, we also need to know which approaches don't work. In response to another Expert Panel recommendation, and since July 1, 2014, employers in Ontario must ensure workers and supervisors in their employ complete mandatory health and safety awareness training.

To help meet this requirement, the MOL Prevention Office created online information resources and a print workbook, which they deemed would adequately meet their training requirement. We advised before and during their development these kinds of resources would be woefully inadequate. We are now not alone in drawing this conclusion.



Recent research from the Institute for Work & Health (IWH) evaluated programs designed to meet the training requirement, including resources offered by the MOL Prevention Office, and found them to be deficient. Researchers concluded these programs are not effective in increasing awareness and empowerment. The IWH further observes, "Mode of training matters. Passive training (completing OHS awareness training on-line or through a workbook) is less effective than active (instructor-led) training on both awareness and empowerment." For those offering online training options the IWH also advises, "Future programs utilising on-line training need to examine ways to make this type of training more effective (e.g. interactive training modules)."

WHSC welcomes this kind of important research. It also confirms our long held belief that when it comes to health and safety training, something isn't better than nothing. We have long maintained information, whether online or offline, is no substitute for proper training. (Hence why the few online programs we do offer are highly interactive and include real-time demonstration of learning.)

The benefits of mandatory training standards are too great to ignore. They have the potential to lift levels of awareness and empowerment throughout Ontario workplaces. Ontario has the power to raise the bar on training and set it firmly on prevention, but as we have seen it requires the regulatory weight and political will of the MOL Prevention Office. With sufficient resources, WHSC can play an even larger role in their delivery. The following reports document our efforts in 2016/2017 to set and maintain a high level of quality training. After all, as ever, workers and their representatives rely upon us to provide the right training, in the right way.

A handwritten signature in black ink that reads 'Wayne Samuelson'.

Wayne Samuelson
President

EXECUTIVE DIRECTOR'S REPORT



As Ontario's government-designated occupational health and safety training centre, WHSC does all in our control to ensure quality training remains an accessible option for constituents, clients and future clients. Every year this grows more challenging. What defines health and safety training in this province is increasingly under threat. It's a disturbing trend.

Our President's Report convincingly explains what we've long known, quality training offers many benefits. Growing research evidence supports this too. The province's own Expert Panel identified several priority recommendations for more mandatory health and safety training and noted the need to offer training in various formats, including classroom-based, to help address the literacy and language challenges of our diverse and changing workplaces. The Minister of Labour at the time accepted all of these recommendations. That was seven years ago. Few of these training-related recommendations have been acted upon and what progress has been made, we at WHSC would not characterize it as progress at all.

Are our concerns overstated? We think not. For instance, consultations with occupational health and safety (OHS) system partners on mandatory training for worker health and safety representatives in small workplaces as recommended by the Expert Panel has us greatly concerned. Given the Prevention Office's stated direction, the Ministry of Labour is poised yet again to offer this new training as online information only, rather than substantive in-class training. The duration they propose is one day, or six hours. They propose this even though recent research as referred to in our President's report demonstrates the ineffectiveness of this option.

The MOL proposes this even though worker representatives in small workplaces have many of the same legal responsibilities as JHSC members in larger workplaces. Even though smaller workplaces, as Dr. Joan Eakin, director of the Centre for Critical Qualitative Health Research at the University of Toronto, tells us, "are universally recognized as a 'problem'." A researcher specializing in occupational health and safety in small business, Eakin says small companies



have higher injury, illness and death rates than larger firms in similar sectors because, among other things, occupational health and safety is "framed from a management perspective, largely ignoring the worker perspective." Quality training for worker representatives would go a long way towards reframing this perspective and improving work environments. For research also tells us when properly trained, worker representatives can help create safer and healthier work.

And what of Expert Panel-proposed mandatory entry level construction training? This too was a priority recommendation in a sector with some of the highest reported rates of injuries, illnesses and deaths. The proposed duration for this training has been arbitrarily cut by the Prevention Office from two days to one day, while supposedly keeping the same number of learning objectives. Left in this form this entry level training will not be quality training. The only thing possible is an information dump that will benefit few if any.

When it came to training to address “high” hazards, the Expert Panel prioritized a working at heights training standard. Although this standard is now in place, we would be remiss too, if we fail to evaluate standards after they are enacted. Feedback from our instructors tells us the MOL Working at Heights training standard can be greatly improved upon, as the time allotted to cover all learning objectives in a meaningful way is very challenging.

Of course the Expert Panel also envisioned and recommended mandatory standards for worker entry level training in other sectors and for other “high” hazards. We have yet to hear of any discussions about other sectors, all of which would benefit from entry level training standards. When it comes to other “high” hazards, through our involvement in the MOL’s Occupational Disease Action Plan working group though, WHSC is repeating our constituents’

calls for a proper WHMIS training standard. Handing workers WHMIS videos, and telling them they have been trained, just doesn’t cut it. Occupational disease is the leading cause of work-related death in Ontario. Surely workers need and deserve meaningful training to help protect their health from hazardous workplace exposures. This longstanding policy failure must be addressed, although to date our insistence on it has largely been ignored.

Ultimately, training for the sake of training wastes government and employer resources but worse, it fundamentally fails workers. New training standards which do not acknowledge proven adult education principles or set unrealistic objectives, do little to support real prevention efforts.

So where do we go from here? We continue to focus our training on the real source of worker injury, illness and death — the hazards themselves. We refuse to follow a path which blames workers for their injuries and labels them careless and distracted. We do this knowing that without standards to level the playing field, we may be penalized for offering superior rather than inferior training.

Last June we went back to our base. We organized a learning conference to explore these threats and others, but also how to ensure learning does occur in those training sessions over which we have control, namely WHSC courses. You will find a detailed summary of the conference below (see pages 12-13) along with other reports highlighting our many activities in 2016/2017. Working with our constituents, clients and community partners, we will continue working to set a high standard for prevention. We won’t settle for less.



Dave Killham
Executive Director



Training Development

In 30 plus years, the Workers Health & Safety Centre has created an extensive catalogue of courses to meet a wide range of worker and workplace training needs. This requires dedicated attention and adequate resources. Almost every day new research, amended standards or laws, improved workplace practices and emerging issues requires us to track, respond and often revise our programs to keep current. We also continue to add new programs to our catalogue after carefully considering the identified needs of our constituents and related resource implications.

A major initiative in recent years has seen us respond to the growing demand for operator equipment training. We have created and now offer a suite of courses for workers who must meet competency requirements under the *Occupational Health and Safety Act (the Act)*. Most of these programs are also designed to meet standards set by the Canadian Standards Association and as such need to be updated when those standards change.

Under *the Act*, employers must develop and maintain a health and safety policy and a program to implement the policy. For us, an effective workplace health and safety program must systematically focus on hazards and their control. To this end, a large part of our work in 2016/2017 saw us continue to incorporate our hazard control approach into our hazard-specific training modules. WHSC has developed this integrated system to help worker representatives and joint health and safety committees (JHSC)s organize their efforts. This approach helps ensure hazards identified through workplace inspections as well as workplace incidents, including accidents, illnesses and work refusals, are tracked and incorporated into an overall hazard inventory. With this in place, hazard controls can be routinely monitored, maintained and improved upon.

Improvement of WHSC training programs is similarly an ongoing commitment. WHSC distributes an instructor feedback form with each course. All forms returned to the program development department are reviewed and, where needed, assigned to a program development officer for correction or revision. In tandem with this effort and with the same end in mind, all participants complete exit evaluations.



Among our efforts in 2016/2017 we revised the following programs:

- Working at Heights
- Globally Harmonized WHMIS
- Basic Certification
- Certification Refresher Training
- Mini Excavator Operator
- Chainsaw Operator
- Rough Terrain Forklift Operator
- Forklift Operator
- Skid Steer Operator
- Propane Handling (CH-02 licence)
- Level I – Construction Legislation
- Workplace Violence and Harassment (Certification Part II module)
- Infectious Diseases (Certification Part II module)
- Stress in the Workplace (Certification Part II module).

Training Delivery & Outreach

The 2016/2017 fiscal year was an outstanding one for WHSC. We continued to deliver the quality and quantity of training programs our clients and constituents have come to expect. Through our broad-based network of WHSC-qualified instructors, last year we delivered a total of **484,498** person hours of training to **73,409** participants, an increase of more than a third over the previous year.

Government-mandated working at heights training continued to be a major focus for WHSC program delivery efforts. However, demand for WHSC training increased on a number of fronts. Person hours of training also increased for JHSC Certification and our labour education programs compared to 2015/16. We also had an uptake in our fee-for-service training, delivering custom programs to several clients, including Ontario Power Generation and the Labourers' International Union of North America.

The following provides a breakdown of WHSC 2016/2017 training hours:

WHSC Program type	Person Hours of Training
Certification	77,581
Fee-for-service	5,976
Instructor development	11,547
Labour education	25,438
Worker training	363,956
TOTAL	484,498

With the increased demand for our training courses came an increased draw upon our network of WHSC-qualified instructors. Hundreds were at the ready to deliver WHSC training in workplaces and communities across the province. Growing demand, especially for our competency-based programs, also saw WHSC expanding the number of instructor training programs this year.

A range of activities support our growing network of WHSC-qualified instructors around the province. In 2016/2017 we:

- ♦ offered 17 instructor training programs, including one scholarship-based program for our labour constituents which in total added 160 persons to our qualified-instructor ranks, and
- ♦ scheduled 24 instructor update sessions in the spring and fall to maintain and build our instructors' health and safety knowledge of WHSC programs, changes to health and safety laws, standards and policies, emerging research and significant legal decisions.

A host of ongoing WHSC activities additionally raised health and safety awareness and communicated a prevention message in the broader community. In 2016/2017 we:

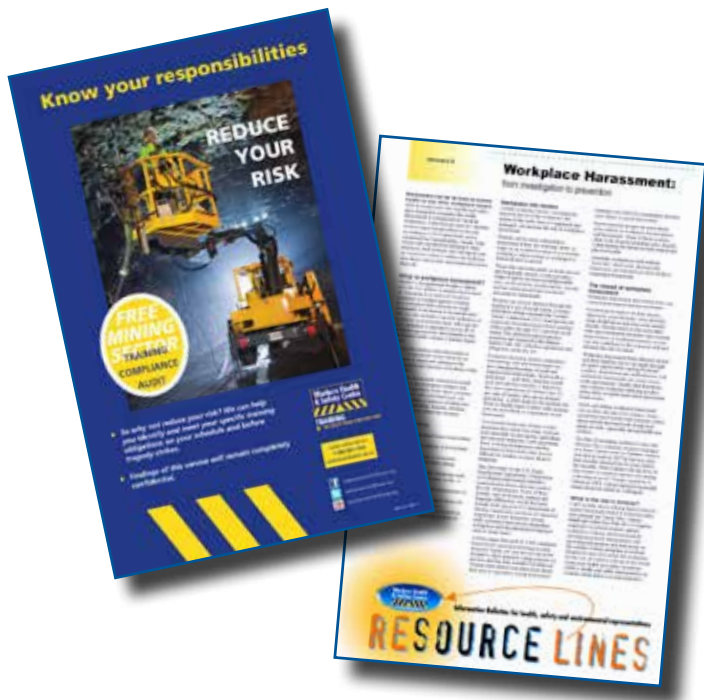
- ⇒ Offered specially-priced ergonomics and patient handling training during February in over 20 Ontario communities to support MSD prevention efforts and in recognition of Repetitive Strain Injury Awareness Day
- ⇒ Helped promote Day of Mourning events and the need for safer, healthier work by placing an editorial and advertisement in a special Ontario-wide Day of Mourning newspaper supplement and by supporting constituent efforts in more than 50 communities with brochures featuring individual event details, plus additional fact sheets, armbands, speakers' notes, e-bulletins, and finally web and social media posts
- ⇒ Helped coordinate 13 events to recognize volunteer health and safety activists.

Information Services

WHSC Information Services group promotes all aspects of the WHSC, particularly our training services. Through various media channels we also regularly provide up-to-date health and safety information to workplace representatives to support their health and safety prevention efforts. In 2016/2017 we:

- ★ Adopted a new mass email system, better providing list segmentation, automated maintenance, optimized marketing, e-commerce features and advanced analytics





- ★ Launched the first portion of a web-based member area where clients, constituents and WHSC-qualified instructors can maintain their own profiles, view extensive e-publication archives and access value-added resources, such as the complete library of our Hazard Resource Lines
- ★ Maintained all other portions of WHSC website and continued its search engine optimization
- ★ Continued to leverage capabilities of WHSC social media platforms
- ★ Marketed scheduled and in-house WHSC training options with new print and online resources and using email and social media platforms
- ★ Developed and implemented a concerted campaign to highlight WHSC's significant capacity to deliver much needed mandatory Working at Heights training
- ★ Added to the WHSC marketing mix with radio advertisements, google advertisements and ads placed in targeted publications
- ★ Created new resources to promote WHSC services in the mining sector
- ★ Updated several existing Hazard Resource Lines and created a new one to address workplace harassment programs and interventions
- ★ Reviewed and revised our entire library of program product sheets, making them available in print and

electronic formats, and translating to French product sheets for those programs which are offered in French

- ★ Researched the available literature and reported on the many failings of existing Health and Safety Management Systems and effective alternatives to them
- ★ Supported WHSC program development with research for a number of key training programs, including WHSC's newest iteration of Certification Refresher Training
- ★ Continued to deliver a free inquiry service to clients, constituents and members of the public, providing comprehensive responses to concerns around issues such as transportation of dangerous goods and WHMIS-GHS requirements, joint health and safety committee composition, emergency response plans, plus the prevention of exposures to a host of hazards including shift work, electromagnetic fields, ultraviolet radiation, silica, prolonged standing, arc flash and elevated work platforms.
- ★ Published a variety of electronic news bulletins to meet the needs of WHSC constituents, clients and instructors, and covering issues such as campaigns to win a federal asbestos ban; regulatory changes including MOL's new Code of Practice on Workplace Violence & Harassment; reporting on MOL OHS enforcement activity; interventions and campaigns to prevent occupational cancer, including European progress on workplace chemical substitution; current research on workplace exposures to diesel exhaust and radon; resources and tools to aid workplace prevention efforts including the Occupational Health Clinics for Ontario Workers' (OHCOW) new app to assess indoor air quality and IWH's workplace vulnerability measure.



WHSC Learning Conference – A Special Report

Working to raise the bar and set a high standard for occupational health and safety training has always been a challenge for the WHSC, particularly when confronted by those who would adopt minimalist approaches to training. What makes the issue an increasingly pressing one however, is the pressure for minimalist approaches coming from those charged with establishing training standards, namely Ontario's Prevention Office (and as outlined above by WHSC Executive Director, Dave Killham).

Faced with this pressure, WHSC determined it important to pull together WHSC-qualified instructors and worker advocates in the field of health and safety and adult education to discuss this significant challenge and others. To this end, WHSC hosted a day and a half long conference in June 2016. Those in attendance included representatives from a wide variety of work environments and a good blend of new and experienced activists, although 61 per cent reported more than 10 year's involvement in worker health and safety efforts.

Participant priorities

Assisted by personal response technology, conference participants were invited to share immediate feedback throughout the conference. To begin, almost half of all participants told us the most important adult education principle was "Learners need to practice what they learn." Meantime, they reported their top concern about training evaluation was, "Bad evaluation means we don't know if the learner has the needed skill and knowledge." And not surprisingly, their top motive for attending the conference was to "Better understand adult learning principles."

In his opening remarks, Wayne Samuelson, WHSC President, provided further context. "In worker health and safety training, solidarity means everyone learns the health and safety knowledge and skill they need – including those facing barriers to learning," said Samuelson. "And this solidarity in training isn't just a slogan – we evaluate learning because we need to be sure workers have the health and safety skill and knowledge they need. If they

haven't yet got what they need when we evaluate, it means the training isn't over yet. We don't want to fail any worker; we don't want to turn them back to the hazards of work without the skill and knowledge they need."

Primacy of adult education principles

How we evaluate is just as important Samuelson observed. Like the conference participants, he was clear this should be a demonstration of learning, but we need to avoid "the simplistic view we should be testing workers with written, exam-like tests. I am sure you all understand how this off-loads responsibility from the

instructor to the learner," said Samuelson. "And once the responsibility is shifted to the learner, instructors can train with lectures and reading assignments. This is a violation of adult education principles. And be clear – adult education principles aren't frills or 'nice to have' ideas, they're a reflection of how adults actually learn."

Via video Professors Budd Hall and Tara Fenwick, leading experts in the field of adult

education also shared key insights into the purposes of adult education and the art of evaluation. Hall cautioned adult education shouldn't be about "knowledge transfer," rather adult education should be about "knowledge mobilization." Fenwick meantime, encouraged authentic evaluation, "Evaluation should be right at the centre of learning, not an add-on," she said.

Following these presentations through smaller breakout sessions, participants processed what adult education means to them. They came to a number of important conclusions. Andragogy or adult education, as opposed to pedagogy or the teaching of children, provides the respect adults expect, engages them in the learning process and addresses real-world issues. By design, adult education also draws and builds on life experience and promotes conversation, reflection, integration and ultimately learning. Successful adult education also provides a safe place to practice application of key learning objectives and works

“..... this solidarity in training isn't just a slogan – we evaluate learning because we need to be sure workers have the health and safety skill and knowledge they need. If they haven't yet got what they need when we evaluate, it means the training isn't over yet.”

— Wayne Samuelson, WHSC President

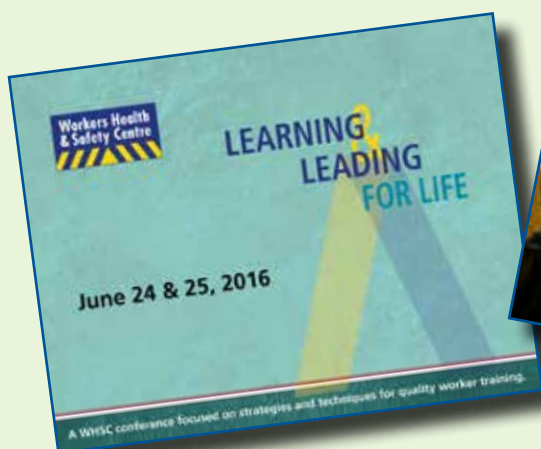
for change. Conference participants also concluded training must build in time to include among other things, small group discussion, the sharing of stories, role play to build confidence and case studies to apply knowledge gained.

Offering solutions

During the second part of the conference, through round table and panel discussions, participants explored a number of challenges to evaluation and learning. These discussions included: training issues associated with low literacy and English as a second language; exclusion related to ethno-cultural diversity; limits of computer-based education; employer and government preferences for learning evaluation; Working at Heights training demands; unfair test/fail methodology; pedagogical approaches such as lectures that stifle participation; and training participants whose ability to learn may be compromised by experiences of violence, trauma and neglect.

For each challenge many solutions were offered including: the use of multi-lingual instructors and pictograms; instructor emphasis on what participants have in common; live on-camera sessions and activities for online participants; continuing to educate on the importance of quality training standards; pushing for participant-centred learning activities as they provide the opportunity for fair evaluation; delivering technical information in short segments; and the need to better train instructors to recognize important cues from participants.

By conference end, the vast majority of conference participants reported absolute clarity on the importance of adult education approaches for occupational health and safety training, as well as feeling refreshed and re-committed to their role as worker educators and activists. Many also commented they were appreciative of being able to connect and share with others responsible for worker education and of WHSC's continuing commitment to improving our programs.



VOLUNTEER RECOGNITION

2016 / 2017

Volunteer workplace health and safety activists play a crucial role in improving working conditions. WHSC proudly supports their efforts with training and information services to help them gain competence and confidence in becoming workplace prevention leaders.

The WHSC, in conjunction with local labour councils, recognized these many contributions as part of its 21st annual Volunteer Health and Safety Recognition Campaign. together in 2016/2017, we acknowledged the following volunteers for their extraordinary efforts to secure safer, healthier workplaces.

HONOURED VOLUNTEERS

Lou Ann Binning

Niagara Regional Labour Council

Rejean Bruneau

Kingston & District Labour Council

Kellie Cochrane

Northumberland Labour Council

Denis Collin

Ottawa & District Labour Council

Bonnie Cummings

Oakville District Labour Council

Patrick Genest

Cornwall & District Labour Council
Hawkesbury Region

Dan Gravelle

Lindsay & District Labour Council

Joe Grogan

Toronto & York Region Labour Council

Ralph Heath

Central Ontario Building Trades

Christine Jackman

Guelph & District Labour Council

Faye Loverock

Ontario Nurses' Association

Anthony Marano

Durham Region Labour Council

Shane McComb

Oakville District Labour Council

Nancy Pendegast

Orangeville District Labour Council

Christine Post

Peterborough & District Labour Council

Wendy Setchell

North Bay & District Labour Council

Dwayne Shouldice

Waterloo Regional Labour Council

Augusta Waddell

Cornwall & District Labour Council

Ned Wardrop

Grey Bruce Labour Council

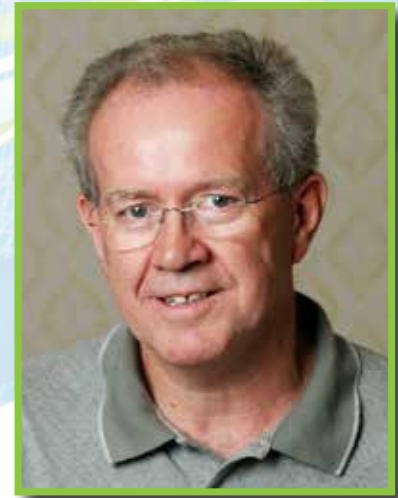
Jenny, Jia Yu Zhou

Injured Workers' Consultants

SECRETARY TREASURER'S REPORT



Quality occupational health and safety training matters. Done right, this training can help ensure workers return to their families whole and well at the end of each work day. No small matter indeed.



Reports from our President and Executive Director also help make a compelling case for the necessity of mandatory training requirements. Some might think their judgements on the lack of progress around training standards to be harsh. These judgements however, are made sincerely and constructively. They come from a perspective that places workers first. This perspective after all is why WHSC was established and funded in the first place. But to be equally frank, even once the best standards are achieved, those tasked with implementing them are hard-pressed to offer a quality product if we lack resources.

This is especially true for the Workers Health & Safety Centre (WHSC), Ontario's designated health and safety training centre. Our ability to deliver the type of training our constituents and clients have come to rely upon is increasingly threatened. Far too many, including those who set standards, are willing to accept online information in lieu of proper training. This sets the bar dangerously low, so low we fear it may jeopardize worker health and safety.

If 2016/2017 is any indication though, we've seen how mandatory training standards can work and work well. WHSC training was up in almost every category. We reached more than 70,000 participants through our training programs. A good portion of this activity was related to delivery of mandatory working at heights training. While standards certainly help drive training, we also invested substantial resources into a successful marketing campaign, increased our instructor base and purchased additional working at heights equipment kits, all to meet the high demand for our program.

Having said that, WHSC still faces continued financial pressures. WHSC has not had a sustainable funding increase from the government since 2008 and suffered a sustained funding cut in 2015/2016. Accounting for the erosion of inflation, our real funding has decreased \$1.2 million between 2008 and 2016. This means WHSC's non-MOL sources of revenue need to be diverted from operations and reinvested in its long term liability commitments, such as employee severance and future benefit funds.

Despite this, we also continue to manage critical back office organizational activities to ensure we are best positioned to provide as much training to as many as we can. During 2016/2017 our information technology group continued with essential maintenance and improvement of our customer relationship management (CRM) system. This involved software upgrades, improving interface between Course Manager and CRM software, creating additional reports and views for CRM users, and providing ongoing support through our Helpdesk function. And not to be overlooked, IT staff lent considerable support during the move to our new Markham head office.

WHSC's printing/shipping work group saw enormous demands on its resources in 2016/2017. As noted in the earlier reports, WHSC training numbers were up across the board. The high demand for working at heights training continued, resulting in a high print volume of WHSC modules, including some customized for clients.

Printing/shipping also took charge of acquiring, assembling and maintaining our working at heights equipment kits which are an essential learning tool.

We also met these challenges head on by fully utilizing our order fulfillment and inventory management systems to maximize capacity. By end of year the printing/shipping work group had printed well over 10 million impressions.

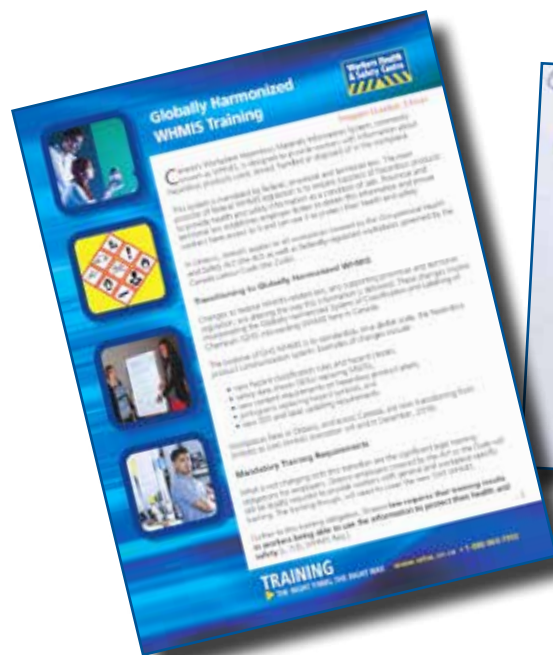
WHSC does much with the funds we receive to fulfill the mandate we're given. We could do a lot more. With additional resources and with the ability to reinvest training revenues, we could train thousands more who have yet to benefit from quality health and safety training. Ontario's health and safety prevention system has the ability to deliver the training working Ontarians need and deserve. Until then, WHSC will do the heavy lifting to raise the bar on prevention. Only then can we ensure all workers return home healthy and safe each and every day.

Financial Explanation: A final word about our 2016/2017 finances. The financial statements of the Workers Health & Safety Centre have been prepared in accordance with generally accepted accounting principles for organizations of our nature. In summary, our finances break down as follows:

• MOL Funding	\$9,245,880
• Self-Generated Revenues	\$3,033,885
• Operating Expenses	\$11,847,585
• Operating Surplus (Deficit)	\$443,554



Lyle Hargrove
Secretary-Treasurer



AUDITOR'S REPORT



Financial Statements

WORKERS HEALTH & SAFETY CENTRE FEDERATION OF ONTARIO

(operating as Workers Health & Safety Centre)

March 31, 2017

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Independent Auditor's Report

To the Officers and Members of
Workers Health and Safety Centre Federation of Ontario
(operating as **Workers Health & Safety Centre**)

We have audited the accompanying financial statements of **Workers Health and Safety Centre Federation of Ontario**, which comprise the statement of financial position as at March 31, 2017 and the statements of operations and changes in net assets and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

Management's responsibility for the financial statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian public sector accounting standards for government not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatements, whether due to fraud or error.

Auditor's responsibility

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

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

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

Opinion

In our opinion, the financial statements present fairly, in all material respects, the financial position of **Workers Health and Safety Centre Federation of Ontario** as at March 31, 2017 and the results of its operations and its cash flows for the year then ended in accordance with Canadian public sector accounting standards for government not-for-profit organizations.

Toronto, Canada
June 13, 2017

Grant Thornton LLP
Chartered Professional Accountants
Licensed Public Accountants

Workers Health and Safety Centre Federation of Ontario

(operating as Workers Health & Safety Centre)

Statement of Financial Position

March 31

2017

2016

Assets

Current assets

Cash	\$ 376,526	\$ 828,895
Accounts receivable	962,632	687,473
Prepaid expenses	195,798	28,906
	<u>1,534,956</u>	<u>1,545,274</u>

Severance fund (Note 2)	2,290,075	2,258,290
Employee future benefits fund (Note 2 and 6)	4,299,748	3,676,801
Capital assets (Note 3)	<u>1,984,345</u>	<u>2,011,834</u>
	<u>\$ 10,109,124</u>	<u>\$ 9,492,199</u>

Liabilities

Current liabilities

Accounts payable and accrued charges (Note 4)	\$ 941,070	\$ 1,046,392
Unexpended proceeds from fundraising event	21,001	16,201
Deferred revenue and funding (Note 5)	265,954	213,553
Current portion of lease inducement (Note 7)	41,957	-
Current portion of obligations under capital lease (Note 8)	<u>202,234</u>	<u>186,118</u>
	<u>1,472,216</u>	<u>1,462,264</u>

Severance benefit liability	1,575,268	1,658,290
Employee future benefits (Note 6)	6,071,387	5,439,472
Deferred lease inducements and rent liability (Note 7)	300,630	-
Obligations under capital lease (Note 8)	<u>674,944</u>	<u>872,261</u>
	<u>10,094,445</u>	<u>9,432,287</u>

Net assets

Internally restricted

Invested in Capital Assets	1,107,167	953,455
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Externally restricted

Young Worker Awareness	(154,589)	(154,589)
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Unrestricted

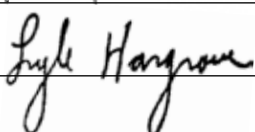
	<u>(937,899)</u>	<u>(738,954)</u>
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	<u>14,679</u>	<u>59,912</u>
	<u>\$ 10,109,124</u>	<u>\$ 9,492,199</u>

Commitments and contingencies (Note 11)

Approved on behalf of the Board of Directors

 President

 Secretary-Treasurer

See accompanying notes and schedule to the financial statements.

Workers Health and Safety Centre Federation of Ontario

(Operating as Workers Health & Safety Centre)

Statement of Operations and Changes in Net Assets

Year ended March 31

2017

2016

	Invested in Capital Assets	Young Worker Awareness	Unrestricted	Total	Invested in Capital Assets	Young Worker Awareness	Unrestricted	Total
Revenue								
Ministry of labour	\$ -	\$ -	\$ 9,245,880	\$ 9,245,880	\$ -	\$ -	\$ 9,245,880	\$ 9,245,880
Recovered costs (Note 9)	-	-	2,751,415	2,751,415	-	-	2,370,705	2,370,705
Fee revenue (Note 10)	-	-	282,470	282,470	-	-	258,030	258,030
Amortization of deferred capital assets	-	-	11,374	11,374	-	-	83,813	83,813
	-	-	12,291,139	12,291,139	-	-	11,958,428	11,958,428
Operating expenses – schedule (Page 14)	-	-	11,847,585	11,847,585	-	-	11,846,515	11,846,515
Excess of revenue over expenses before other item	-	-	443,554	443,554	-	-	111,913	111,913
Amortization of capital assets	-	-	(488,787)	(488,787)	-	-	(447,398)	(447,398)
Deficiency of revenue over expenses	-	-	(45,233)	(45,233)	-	-	(335,485)	(335,485)
Net assets, beginning of year	953,455	(154,589)	(738,954)	59,912	203,584	(154,589)	346,402	395,397
Capital lease repayments	181,201	-	(181,201)	-	201,594	-	(201,594)	-
Purchase of capital assets	461,248	-	(461,248)	-	995,675	-	(995,675)	-
Amortization of capital assets	(488,737)	-	488,737	-	(447,398)	-	447,398	-
Net assets, end of year	\$ 1,107,167	\$ (154,589)	\$ (937,899)	\$ 14,679	\$ 953,455	\$ (154,589)	\$ (738,954)	\$ 59,912

See accompanying notes and schedule to the financial statements.

Workers Health and Safety Centre Federation of Ontario

(Operating as Workers Health & Safety Centre)

Statement of Cash Flows

Year ended March 31

2017

2016

Operating activities

Deficiency of revenue over expenses	\$ (45,233)	\$ (335,485)
Items not affecting cash		
Amortization of capital assets	488,737	447,398
Amortization of lease inducement	(34,093)	-
Severance benefit liability	(83,022)	41,860
Employee future benefits	631,915	747,771
Deferred revenue and funding recognized (Note 5)	<u>(643,413)</u>	<u>(703,603)</u>
	314,891	197,941
Changes in non-cash operating working capital items		
Accounts receivable	(275,159)	(297,648)
Prepaid expenses	(166,892)	(1,158)
Accounts payable and accrued charges	(105,322)	299,824
Unexpended proceeds from fundraising event	4,800	5,269
Due to Ministry of Labour	<u>-</u>	<u>(22,042)</u>
	<u>(227,682)</u>	<u>182,186</u>

Investing activities

Severance fund	(31,785)	(41,860)
Purchase of capital assets	<u>(461,248)</u>	<u>(995,675)</u>
	<u>(493,033)</u>	<u>(1,037,535)</u>

Financing activities

Funding and revenue received in advance (Note 5)	695,814	668,463
Employee future benefits fund	(622,947)	(34,773)
Lease inducement advance	376,680	-
Capital lease repayments	<u>(181,201)</u>	<u>(201,594)</u>
	<u>268,346</u>	<u>432,096</u>

Net decrease in cash	(452,369)	(423,253)
Cash, beginning of year	<u>828,895</u>	<u>1,252,148</u>
Cash, end of year	\$ <u>376,526</u>	\$ <u>828,895</u>

See accompanying notes and schedule to the financial statements.

Workers Health and Safety Centre Federation of Ontario

(Operating as Workers Health & Safety Centre)

Notes to the Financial Statements

March 31, 2017

1. Incorporation and purpose of the Centre

The Workers Health and Safety Centre Federation of Ontario (the “Centre”) was incorporated by letters patent issued under the Ontario Corporations Act and was established to carry on safety education and training programs.

The Centre is designated to carry out this role under the Occupational Health & Safety Act and is primarily funded, subject to annual review, by the Province of Ontario through the Ministry of Labour (MOL). Prior to April 1, 2012 the Centre was funded by the Workplace Safety and Insurance Board (“WSIB”).

The Centre had accepted an assignment by the MOL to act as the manager of a special project, the Young Worker Awareness Project. This project is not part of the general operating budget of the Centre.

2. Significant accounting policies

Basis of presentation

These financial statements have been prepared by management in accordance with Canadian public sector accounting standards for government not-for-profit organizations. Significant accounting policies are summarized below.

Fund accounting

The Unrestricted fund in net assets records general funding, investing, programming and administrative activities and reports on unrestricted resources available for immediate use.

The Young Worker Awareness fund in net assets records funds restricted by the MOL arising from funding, programming and administrative activities associated with the Young Worker Awareness program of the Centre.

The Invested in Capital Assets fund in net assets records capital asset purchases less related costs.

Financial instruments

Under PS 3450, all financial instruments included on the statement of financial position are measured either at fair value or amortized cost based on the characteristics of the instrument and the Centre’s accounting policy choices.

The Centre has classified each of its financial instruments into the following accounting categories:

Cash	Fair value
Accounts receivable	Amortized cost
Severance fund	Fair value
Employee future benefits fund	Fair value
Accounts payable and accrued charges	Amortized cost

Workers Health and Safety Centre Federation of Ontario

(Operating as Workers Health & Safety Centre)

Notes to the Financial Statements

March 31, 2017

2. Significant accounting policies (continued)

Financial instruments (continued)

Financial instruments measured at fair value are initially recognized at cost and subsequently carried at fair value. Transaction costs related to financial instruments in the fair value category are expensed as incurred.

Financial instruments measured at amortized cost are initially recognized at fair value, and subsequently carried at amortized cost. Transaction costs related to financial instruments in the amortized cost category are added to the carrying value of the instrument.

Write-downs on financial assets in the amortized cost category are recognized when the amount of a loss is known with sufficient precision, and there is no realistic prospect of recovery. Financial assets are then written down to net recoverable value with the write-down being recognized in the statement of operations and changes in net assets.

Severance benefit liability and related fund

The severance benefit liability represents amounts due to employees upon voluntary or involuntary departure, retirement or death. A severance fund is segregated and is invested in interest bearing accounts, which are stated at fair value.

Employee future benefits and related fund

The Centre accounts for the costs of providing retirement and other post-employment benefits to its employees on an accrual basis as entitlements are earned by employees through service. Actuarial determinations are periodically used to estimate the liability and current expense for these programs.

The employee future benefits fund is appropriated in support of the future employee benefit liability and is invested in interest bearing accounts, which are stated at fair value.

Capital assets

The MOL has mandated the use of a standard amortization policy for Designated Entities, including the Centre. The policy uses the straight-line method at annual rates applicable to each capital asset class as follows:

Furniture and equipment	20%
Computer equipment and software	33 1/3%
Leasehold improvements	Lower of the number of years remaining on the lease or 10 years
Assets under capital lease	Lower of the lease term, economic life of the asset or 40 years

The remaining lease term used for the purpose of calculating amortization on leasehold improvements has been deemed to be 10 years.

Workers Health and Safety Centre Federation of Ontario

(Operating as Workers Health & Safety Centre)

Notes to the Financial Statements

March 31, 2017

2. Significant accounting policies (continued)

Revenue recognition

The Centre follows the restricted fund method of accounting for contributions. Restricted contributions with an associated restricted fund are recognized upon receipt. Restricted contributions without an associated restricted fund are recognized as deferred revenue and funding.

Fee revenue is recognized as fees are earned through the delivery of related programs.

Deferred revenue and funding

Amounts received in advance have been deferred to be recognized as revenue, if related to operations, at the time the Centre performs the funded operating activity. Amounts relating to capital assets are amortized to revenue at the amortization rates applicable to the corresponding capital assets.

Deferred lease inducements and rent liability

Deferred lease inducement represent cash tenant allowance received from the landlord pursuant to the lease agreement for premises occupied by the Centre. The lease inducement is amortized against rent expense over the term of the lease. Rent liability represents the difference between the minimum rent as specified in the lease including rent free periods and rent calculated on a straight line basis.

Use of estimates

The preparation of the Centre's financial statements in accordance with Canadian public sector accounting standards requires management to make estimates and assumptions that affect the reported amounts in the financial statements and accompanying notes. Due to inherent uncertainty in making estimates, actual results could differ from those estimates. Balances which require some degree of estimation are:

- Accounts receivable (allowance for doubtful accounts);
- Accounts payable and accrued charges (accrual estimates);
- Capital assets (amortization rates);
- Employee future benefits (actuarial assumptions); and
- Deferred revenue and funding (recognition performance).

Workers Health and Safety Centre Federation of Ontario

(Operating as Workers Health & Safety Centre)

Notes to the Financial Statements

March 31, 2017

3. Capital assets

	<u>Cost</u>	<u>Accumulated Amortization</u>	<u>2017 Net Book Value</u>	<u>2016 Net book value</u>
Furniture and equipment	\$ 817,026	\$ 817,026	\$ -	\$ 601
Computer equipment and software	4,498,535	4,405,672	92,863	78,489
Leasehold improvements	1,919,098	896,634	1,022,464	868,146
Equipment - capital lease	<u>1,634,488</u>	<u>765,470</u>	<u>869,018</u>	<u>1,064,598</u>
	<u>\$ 8,869,147</u>	<u>\$ 6,884,802</u>	<u>\$ 1,984,345</u>	<u>\$ 2,011,834</u>

4. Accounts payable and accrued charges

Included in accounts payable and accrued charges are government remittances of \$80,447 (2016 - \$Nil).

5. Deferred revenue and funding

	<u>WSIB surplus retention</u>		<u>2017 Deferred revenue</u>	<u>Total</u>
	<u>Capital</u>	<u>Operating</u>		
Balance – beginning of year	\$ 37,556	\$ -	\$ 175,997	\$ 213,553
Funding and revenue received in advance	-	-	695,814	695,814
Recognized in revenue	<u>(11,374)</u>	<u>-</u>	<u>(632,039)</u>	<u>(643,413)</u>
Balance – end of year	<u>\$ 26,182</u>	<u>\$ -</u>	<u>\$ 239,772</u>	<u>\$ 265,954</u>

Workers Health and Safety Centre Federation of Ontario

(Operating as Workers Health & Safety Centre)

Notes to the Financial Statements

March 31, 2017

6. Employee future benefits

The Centre provides supplemental hospital, extended health care (including prescription drugs), vision care and dental benefits on a post-retirement basis to its employees.

Information about the plans, which represent contractual obligations of the Centre, is as follows:

	<u>2017</u>	<u>2016</u>
Accrued post-retirement benefit cost		
Accrued post-retirement benefit obligation, beginning of year	\$ 8,128,515	\$ 8,025,166
Current service cost	314,048	317,895
Interest cost	278,344	258,912
Actuarial loss accrued on post-retirement obligation	(249,474)	(235,659)
Benefits paid	<u>(343,900)</u>	<u>(237,799)</u>
Accrued post-retirement benefit obligation, end of year	8,127,533	8,128,515
Unamortized actuarial losses	<u>(2,056,146)</u>	<u>(2,689,043)</u>
	6,071,387	5,439,472
Plan assets	<u>4,299,748</u>	<u>3,676,801</u>
Accrued post-retirement benefit obligation, in excess of plan assets	\$ <u>1,771,639</u>	\$ <u>1,762,671</u>
Net periodic post-retirement benefit cost		
Current service cost for benefits earned during the year	\$ 314,048	\$ 317,895
Interest cost on accrued post-retirement benefit obligation	278,344	258,912
Net amortization or deferral	<u>383,423</u>	<u>408,763</u>
Net periodic post-retirement benefit cost	\$ <u>975,815</u>	\$ <u>985,570</u>

The significant actuarial assumptions adopted in estimating the Centre's accrued benefit amounts are as follows:

	<u>2017</u>	<u>2016</u>
Discount rate per return	3.40%	3.40%
Rate of increase in future benefits		
Supplementary hospital and prescriptions drugs	2.00%	2.00%
Extended health care, dental care and other benefits		
Health trend rates – 0.00% per annum in 2014 grading up to 4.50% per annum in 2023 (2017 – 1.50%)		
Dental trend rates – 0.00% per annum in 2014 grading up to 3.00% per annum in 2020 (2017 – 1.50%)		

The most recent full actuarial valuation was performed as at March 31, 2017 for the year then ended.

Workers Health and Safety Centre Federation of Ontario

(Operating as Workers Health & Safety Centre)

Notes to the Financial Statements

March 31, 2017

7. Deferred lease inducements and rent liability

During fiscal 2017, the Centre entered into a lease agreement which included a tenant allowance at the commencement of the lease, the first three months rent free for the second year of the lease and the first two months rent free for the next two years of the lease.

	<u>2017</u>
Tenant allowance advance	\$ 371,914
Rent liability	4,766
Amortization of lease inducement	<u>(34,093)</u>
	342,587
Current portion	<u>41,957</u>
	\$ <u>300,630</u>

8. Obligations under capital lease

The Centre has obligations under capital lease as follows:

	<u>2017</u>	<u>2016</u>
Equipment repayable in semi-annual instalments of \$130,387, including interest calculated at 5% and maintenance charges of \$8,712 per instalment	\$ 1,047,813	\$ 1,248,501
Maintenance charges and interest included in instalments	<u>(170,635)</u>	<u>(190,122)</u>
	877,178	1,058,379
Current portion	<u>202,234</u>	<u>186,118</u>
	\$ <u>674,944</u>	\$ <u>872,261</u>

9. Recovered costs

	<u>2017</u>	<u>2016</u>
Course and registration fees	\$ 2,723,870	\$ 2,329,473
Interest earned	27,545	32,755
Miscellaneous	<u>-</u>	<u>8,477</u>
	\$ <u>2,751,415</u>	\$ <u>2,370,705</u>

Workers Health and Safety Centre Federation of Ontario

(Operating as Workers Health & Safety Centre)

Notes to the Financial Statements

March 31, 2017

10. Certification delivery

The Government of Ontario revised the Occupational Health and Safety Act in November 1992, requiring employers to provide certification training for members of their health and safety committees. As a result, the Centre began to offer certification courses in May 1993. The program is expected to be self-financed such that fees collected will cover expenses related to certification deliveries. Any excess of fee revenue over expenses are to be carried forward to subsequent years for this program.

11. Commitments and contingencies

a) Commitments

The Centre leases its head office and satellite locations under operating leases. Minimum lease payments annually to the end of the leases are:

2018	\$ 488,628
2019	479,182
2020	430,078
2021	471,551
2022	471,551
Thereafter	<u>2,039,079</u>
	\$ <u>4,380,069</u>

b) Contingencies

The Centre must comply with the *2012 Standards for Designated Entities* in order to be eligible for funding by the MOL. Section 1.2(c) of these standards states that upon dissolution of the Centre, all of its remaining assets after payment of its liabilities revert to the MOL. If this situation were to occur, there are additional severance provisions in the employment contracts for all non-bargaining unit staff that would be payable. These amounts would add an additional \$1,039,000 (approximately) to the severance liability. Management does not consider it likely that this event will occur, and no amounts related to these severance provisions have been included in the financial statements.

Workers Health and Safety Centre Federation of Ontario

(Operating as Workers Health & Safety Centre)

Notes to the Financial Statements

March 31, 2017

12. Financial instrument risks

The main risks the Centre is exposed to through its financial instruments are credit risk, interest risk and liquidity risk. There were no significant changes in exposure from the prior year.

Credit risk

The Centre has determined that the financial assets with credit risk exposure are accounts receivable since failure of any of these parties to fulfil their obligations could result in significant financial losses for the Centre. At March 31, 2017, the allowance for doubtful accounts is \$147,038 (2016 - \$10,282). The Centre manages its credit risk through proactive collection policies.

Interest rate risk

Interest rate price risk is the risk that the fair value of an interest bearing financial instrument will fluctuate because of market changes in interest rates. The Centre is exposed to interest rate risk with respect to investments that bear interest at a fixed rate. The Centre manages this risk by investing in short term instruments, which limits exposure to this risk.

Liquidity risk

Liquidity risk is the risk that the Centre will encounter difficulty in meeting obligations associated with its financial liabilities. The Centre is, therefore, exposed to liquidity risk with respect to its accounts payable. The Centre reduces its exposure to liquidity risk by ensuring that it documents when authorized payments become due and maintaining adequate cash reserves to repay creditors.

13. Comparative amounts

Certain comparative amounts have been reclassified from those previously presented to conform to the presentation of the 2017 financial statements.

Workers Health and Safety Centre Federation of Ontario

(Operating as Workers Health & Safety Centre)

Schedule of Operating Expenses

March 31

	2017		2016	
	Young Worker Awareness	Unrestricted	Young Worker Awareness	Unrestricted
		Total		Total
Wages and benefits	\$ -	\$ 8,357,131	\$ -	\$ 8,674,087
Program expenses	-	1,372,611	-	1,096,571
Employee future benefits	-	631,915	-	747,771
Occupancy and rental	-	534,784	-	580,754
Staff travel	-	259,493	-	292,876
IT costs	-	245,677	-	210,620
Finance and tax expenses	-	213,080	-	72,562
Advertising and promotion	-	106,227	-	93,490
Professional fees	-	103,122	-	73,796
Other business expenses	-	23,545	-	3,988
	\$ -	\$ 11,847,585	\$ -	\$ 11,846,515



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