

# WORKER-CENTRED TRUSTED SOURCE



## 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.

“Being ‘worker-centred’ is a touchstone, but it also describes our approach to training and our organization’s priorities.”

**WAYNE SAMUELSON**  
PRESIDENT, WHSC

TABLE OF CONTENTS

Board of Directors..... 4

President’s Report ..... 5

Executive Director’s Report ..... 7

▶ Training Development ..... 9

▶ Training Delivery & Outreach ..... 11

▶ Information Services ..... 13

Volunteer Recognition ..... 15

Secretary-Treasurer’s Report ..... 17

Auditor’s Report ..... 19

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# PRESIDENT'S REPORT

**Workers Health & Safety Centre (WHSC)—**  
what defines us is so much more than our name.

**Being 'worker-centred' is a touchstone, but it also describes our approach to training and our organization's priorities.** As fiscal year 2019/2020 came to a close and we were confronting the unprecedented COVID-19 pandemic, our purpose was never more clear, nor more urgent.

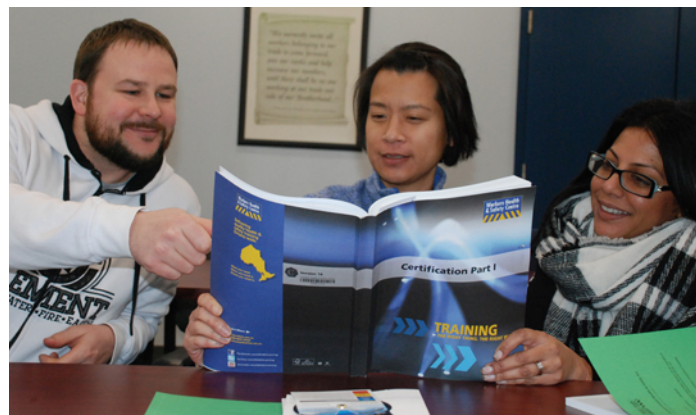
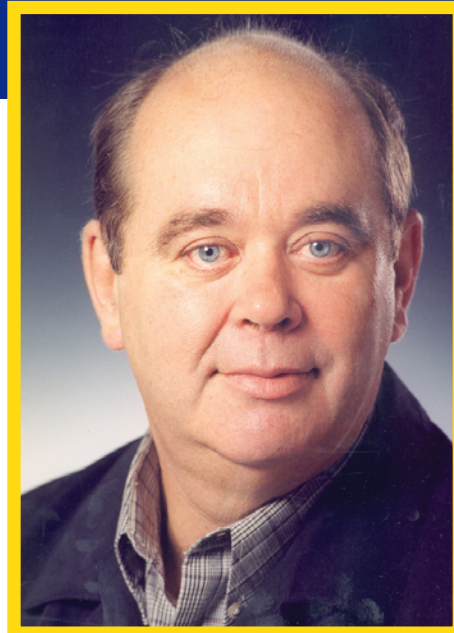
In the early days of the pandemic we quickly began to develop trusted information and training resources to support workplaces in understanding and implementing COVID-19 workplace precautions. We also innovated to find ways to quickly and safely share these resources given the restrictions on in-person gatherings. In these times of great uncertainty, trusted resources become absolutely critical.

For more than 30 years, our labour constituents and workplace clients have come to call WHSC their primary source of health and safety information and training. We embrace this role with pride, but also with humility, because we know many rely upon our resources to help them identify and resolve serious workplace health and safety issues. We can't afford to get it wrong. Mostly, we think we get it right and that's not by chance.

Our resources ring true and reflect real workplace issues because workers' concerns are also our concerns. We listen to those on the frontlines to ensure the issues we address are authentic and direct from the source, through the lived experiences of workers, intimate knowledge of their working conditions and their challenges in seeking safer, healthier work.

Tackling workplace health and safety issues shouldn't be a guessing game when you have access to training which builds on existing knowledge and further develops skill and competence. The stakes are indeed high, but so are the rewards when workplace hazards are resolved and working conditions are improved.

Looking back at the last year, despite a smaller operating grant, we advanced this important work. We provided 331,100 person hours of training to almost 61,000 learners across Ontario, almost the same delivery numbers reached the previous year.



The training we deliver reflects the hazards and challenges in actual workplaces, many of which remain unaddressed. Traditional safety issues demand vigilance and are still a priority for many, legally required Working at Heights training, for example. We also saw sustained and strong demand for other core safety programs too, including Confined Spaces, Electrical Hazards and Lockout. Our suite of Operator Equipment training programs also continued to meet growing needs. All of these courses had some of the highest participation rates last year.

Like many of you, we were equally concerned with emerging issues such as occupational stress, workplace violence and harassment and the mental injuries they cause. Interest in and demand for these programs grows each year as workplaces seek solutions for these challenging health and safety issues. Some organizations such as the Power Workers' Union and Hydro One have worked with us to develop workplace specific training resources.

Others still are seeking knowledge and resources to tackle complex occupational diseases, including work-related cancers. Identifying these and linking them to their workplace exposures can be labour-intensive detective work, but it is made easier with tools gained through WHSC training which focuses on actual root causes—workplace hazards and hazardous exposures. For this reason, among other programs, WHMIS training remains in demand, demand that would certainly be improved upon should the province ever implement a high mandatory standard of training for this critical issue.

**“On the heels of another successful year, when COVID-19 hit we were able to spring to action.”**

On the heels of another successful year, when COVID-19 hit we were able to spring to action. Our arsenal already included training and information resources on pandemic preparedness along with many documentation tools for joint health and safety committees. We built upon these to develop COVID-specific resources that workplaces and essential workers were desperate to receive.

Throughout March we populated our website with critical information and started preparing the infrastructure to offer webinars and virtual classroom training. The growth in our social media followers and website visitors during the last month of our fiscal year showed how keen working people were for this kind of trusted information. Similarly, we later saw a significant uptake in webinar and virtual classroom training participation.

This growth is welcome validation we remain on the right path. By staying in tune with the resources workers, their representatives, supervisors and employers need and want, we were able to pivot and quickly respond to one of the greatest workplace health and safety threats in recent history.

Our worker-centred approach is what sets us apart from others and in our mind has been the foundation for our success and sustained funding for more than 30 years. With our eyes set firmly on our present pandemic challenge, those on the health and safety frontlines can trust us to provide the resources and support they need. They inspire our efforts. We don't intend to lose their trust.



**WAYNE SAMUELSON | PRESIDENT**

*Wayne Samuelson*



# EXECUTIVE DIRECTOR'S REPORT

The health and safety of Ontario workers has always been our priority. Sadly, it's taken a global pandemic for workers' concerns to be front and centre for many others.



For the Workers Health & Safety Centre (WHSC), workers' issues have never been secondary. What we do now in response to the COVID-19 crisis is largely what we have always done. With our first government grant more than 30 years ago, also came an understanding the WHSC offered something not found elsewhere—a focus on issues that mattered to working people and an approach to help them succeed in resolving workplace health and safety challenges.

For this reason, our labour constituents and workplace clients look to us for trusted training and information services. With the support of our constituency we are able to remain focused on the most relevant issues and ensure we provide the resources that Ontario workers, their representatives, supervisors and employers need and want.

We are not distracted by misguided initiatives, which blame workers for being careless, impaired, uninterested, or worse, incapable of playing their part to help address workplace health and safety concerns. We know better. Workers want to know about the issues which directly impact them, their families and their workplaces. More importantly, they want to be part of the solution.

“Workers want to know about the issues which directly impact them, their families and their workplaces. More importantly, they want to be part of the solution.”

Words are all well and good, but what does this mean in terms of our accomplishments for the fiscal year 2019/2020?

WHSC places worker rights at the centre of workplace health and safety. The “right to know” is so fundamental and is perhaps best upheld and fostered through proper WHMIS training, a standard for which we advocate still. Our updated GHS-WHMIS training and information resources however more than meet this need and helped many workplaces comply with revised training requirements over the year.

So too is our concern to ensure workplace representatives get the quality training they need to carry out their duties in the workplace, fulfilling their “right to participate” for themselves and their colleagues. To this end we continued to update, revise and deliver our Certification training programs throughout 2019/2020.

With the province-wide COVID-19 shutdown in March, 2020, we moved quickly to research and develop tools necessary to observe public health directives. We also moved to ensure training continued and this we achieved with the introduction of our virtual classroom training.

WHSC virtual classroom training allows for live, real-time learning, providing most, if not all of the benefits of traditional in-person training. All that is required of training participants is a high-speed internet connection and a computer with a properly functioning camera and audio. In such a way, we maintain adult-centred learning principles, ensure training integrity and validate learner identity as well. In this space too, training participants can interact and communicate with fellow participants and a highly qualified WHSC instructor, view and discuss learning resources, complete individual and group exercises and achieve learning objectives. All is designed for demonstrated learning necessary to resolve real-world, workplace health and safety concerns.

In 2019/2020 we also learned about and reported on the research evidence demonstrating the value of Ontario's Working at Heights training. In large measure, this training standard is a success because its delivery included adult education methodologies like the ones the WHSC insist upon. Life-saving learning is demonstrated by training participants and observed by training instructors. As such, WHSC Working at Heights training remained a key priority throughout the year.

Just as many are looking for solutions to uncontrolled workplace violence in schools and long-term care homes for instance, we developed training which addresses a variety of psychosocial hazards and workplace mental health issues. Throughout the year we also shared key related reports on social media and developed a special news report of our own on the workplace violence solutions Ontario educators are exploring for their classrooms.

Finally, when it came to the worker right to refuse unsafe work we continued to distribute posters and wallet cards explaining this important right, in addition to the time spent on this important issue in key training programs. For those workers who did exercise their right to refuse we reported on insights from the latest research which sadly suggests worker reprisals still occur far too often in workplaces across this province. To these findings we also added solutions others have advocated for in this province and implemented elsewhere in Canada.

The following reports provide further details of how we continue to keep workers' concerns top of mind throughout 2019/2020 and as we ultimately began the work of confronting COVID-19. As the year finished many more would come to realize what we have always known, resources and training focused on the health and safety needs of workers are indeed absolutely essential not only for the health and safety of workers, but their entire community.

WHSC TRAINING

Suspended Access Equipment Training

04.16.19



WHSC TRAINING

Hand Tools Training

09.04.19



WHSC TRAINING

JHSC Certification Refresher Training

10.17.19



DAVE KILLHAM | EXECUTIVE DIRECTOR



# TRAINING DEVELOPMENT

**Our worker-centred approach is no more apparent than in WHSC’s training development work. We apply adult learning principles to all the training programs we develop and deliver. Why? Evidence and experience tell us this approach reflects how adults learn best through active, engaging, problem-solving sessions on issues that are relevant and important to them.**

**The result? Participants acquire essential knowledge and skill which they can apply to identify hazards and recommend controls in their own workplace.**

Whether the learner is a worker, a certified member of a joint health and safety committee or a supervisor, we design our session plans to help our qualified instructors draw upon participants’ knowledge base, workplace experience and challenges. Building upon this base of knowledge and skills, we introduce new information, health and safety theory and practical tasks they can apply to their workplace environments.

We also acknowledge training participants come to our classes with a range of learning styles and literacy levels. And unless required by law, we use non-test evaluation techniques to ensure participants have demonstrated and achieved learning objectives for the program. Accomplishing this, participants leave our classes with the competence and confidence to carry out important tasks from conducting workplace inspections to operating safety-sensitive equipment.

Keeping our training resources current is a critical and ongoing task for the program development department, one often completed with the assistance of research staff from our Information Services group. The group’s Researchers and Communications Officers supply Program Developers with dossiers of the latest research, legislative changes, leading legal decisions and developments in other jurisdictions in anticipation of our biannual Instructor Update Meetings, but also in assistance of identifying possible training gaps to be addressed with new or updated training programs.

Critical to all of our work is the feedback and expertise of our instructors. Their rich workplace and training experience help us maintain and improve WHSC training programs. This proud partnership ensures our programs hit the mark for those who have come to rely upon our training.



**WHSC has a vast suite of hazard-specific modules which can be delivered as standalone programs, but many are offered as part of Certification Part II training curriculum. During the 2019/2020 fiscal year, program development staff updated the content and/or layout on a number of these programs including:**

- ▶ Certification Part I
- ▶ Critical Incident and Post Traumatic Stress
- ▶ Forklift Trucks
- ▶ Hand Tools
- ▶ Hours of Work
- ▶ Moving Machine Parts
- ▶ Transportation of Dangerous Goods



**Many workers require specific knowledge and skills to safely operate tools and equipment or navigate hazardous workplace conditions. WHSC offers a range of training programs to meet these needs. During 2019/2020 we revised a number of these critical programs including:**

- ▶ Confined Space Entry in Construction
- ▶ Ergonomics: Basic Information for Joint Committees
- ▶ Suspended Access Equipment for Operators and Installers
- ▶ Worker Health and Safety Awareness
- ▶ Working at Heights.



Among newly created courses in 2019/2020, we also completed and released Powered Elevating Work Platform Operator – Refresher program a legally required companion program to this high demand operator training. For one workplace and the union representing workers in it we developed a new comprehensive program on psychosocial hazards and how to resolve them, a program that would then be retooled as a program to be offered in all workplaces. As requested by our labour constituents and workplace clients, work too began on hazard training modules for a general stream for Certification Part II training. When complete we expect this new set of modules to be very popular.

The WHSC program development department also supports instructors, helping them learn to deliver new courses and working with our training representative team to keep them up to date on changes to law, research and emerging issues – such as the coronavirus pandemic that began to grip our province just as our fiscal year was coming to a close.



# TRAINING DELIVERY & OUTREACH

**Our name and our tagline — TRAINING. THE RIGHT THING. THE RIGHT WAY — speak to our focus and commitment.**  
**We aim to provide quality training to as many workers, workplaces and communities across the province as possible.**

Every year, thousands look to us for a comprehensive learning experience to fulfill a number of legally mandated training requirements and to support their workplace prevention programs. During the 2019/2020 fiscal year we were able to help on both fronts by delivering a total of 331,100 person hours of training to 60,889 participants across the province.

Last year again we met sustained demand for our Ministry of Labour-approved Working at Heights training and refresher training, delivering some 160,451 classroom hours of training to 30,418 workers.

Our reputation as a leading provider of JHSC Certification training continued strongly in 2019/2020 with 10,061 learners completing 56,208 person hours of WHSC JHSC Certification training. We helped others complete the transition to Globally Harmonized WHMIS by providing 13,239 hours of this essential training to 4,668 participants. Another 1,450 workers would collectively receive 4,232 hours of legally required Worker Health and Safety Awareness training.

Ontario’s robust construction sector continues to fuel demand for WHSC’s suite of construction sector programs, especially our equipment operator training. Released last year, our Powered Elevating Work Platform Operator and Refresher programs are extremely popular. Demand grew this year as we delivered these programs to 3,358 workers for 19,684 hours of training.

Many still rely upon us to provide training on traditional safety issues including lockout, confined space entry and electrical hazards. However, workplace violence and harassment was the most popular hazard training module of 2019/2020 with a total of 859 participants completing 2,577 hours of training. We also saw greater demand for our Stress in the Workplace program which we delivered to 599 workers last year for another 1,787 hours of training.

Some of our clients and constituents choose to work with us directly to develop specific training resources for their workforce. This may involve tailoring an existing program or creating something altogether new. In the last year clients from a variety of sectors chose WHSC to help them assess and address a number of unique workplace training needs.



**Workers Health & Safety Centre**

**WHSC is a Leading Provider of Globally Harmonized System WHMIS training.**

**Register today!**

## The following provides a breakdown of WHSC 2019/2020 training hours:

WHSC Program Type	Person Hours of Training
▶ Certification	▶ 56,208
▶ Fee-for-service	▶ 28,119
▶ Instructor Development	▶ 4,824
▶ Labour Education	▶ 16,822
▶ Worker training	▶ 225,127
	<b>TOTAL: 331,100</b>

A pillar of our worker-centred approach is our network of worker instructors who deliver training in workplaces and communities across Ontario. Throughout the year, Training Services staff plan and coordinate activities to ensure our qualified instructors are up-to-date and equipped to deliver a growing suite of programs. In 2019/2020 WHSC facilitated 25 regional Instructor Update Meetings attended by more than 200 instructors. These meetings help 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. To further ensure we meet ever-changing training needs last year we trained 67 new instructors who bring workplace experience from a variety of sectors.

Along with coordinating training programs across Ontario, WHSC Training Services staff also support activities and events intended to raise health and safety awareness and communicate a prevention message in the broader community. In 2019/2020 our staff helped coordinate Day of Mourning events focusing on the need to make work safe and healthy by supporting constituent efforts in close to 50 communities. WHSC staff also helped coordinate a dozen events designed to recognize the efforts of volunteer worker health and safety activists. All of these efforts recognize and help sustain this frontline health and safety prevention community.



# INFORMATION SERVICES

The WHSC Information Services group provides key support to promote our organization's training services, meet the ongoing needs of our constituent and client base for trusted occupational health and safety information and help raise public awareness about the need for improved workplace health and safety including trusted quality training.

In a world where fast facts can supplant formal training and where myths replace evidence-based information, our work is a constant challenge.

**In 2019/2020 WHSC Information Services worked to meet all these important responsibilities by:**

- ▶ Marketing WHSC training schedules and in-house training delivery options
- ▶ Communicating on legislative training requirements such as those related to globally harmonized WHMIS, working at heights, joint health and safety committee certification and federal employment standards.
- ▶ Launching the release of new or newly-updated programs including Hand Tools, Certification Part I and Suspended Access Equipment for Operators and Installers
- ▶ Developing reports on evidence of emerging occupational health and safety issues and what action, if any, is being taken on them—issues such as:
  - ▶ Crisis levels of harassment and violence in schools and a special report from an educators' symposium seeking solutions to this issue
  - ▶ Growing rates of silicosis among stone countertop fabricators
  - ▶ Chronic lung disease among nurses and links to disinfectant use
  - ▶ Renewed calls to address breast cancer risks among night shift workers
  - ▶ Impact of workplace interventions to improve worker well-being
  - ▶ Occupational cancer resources including a film documenting the plight of workers at the GE plant in Peterborough
- ▶ Sharing occupational health and safety news from other trusted outlets and organizations via our social media platforms
- ▶ Promoting key events like Day of Mourning and Repetitive Strain Injury Awareness Day




**Distributed** by the Ontario Nurses' Association (ONA) to their members.

**“In a world where fast facts can supplant formal training and where myths replace evidence-based information, our work is a constant challenge.”**

**WHSC**  
SCHEDULED TRAINING COURSES

INVEST IN PREVENTION.  
BEGIN WITH QUALITY TRAINING.



**Certification Part I**  
▶ Certification Part I – \$475.00

**Certification Refresher**  
▶ Certification Refresher – \$120.00

**Certification Part II**  
▶ Office & Professional – \$573.00

**Certification Part II**  
▶ Health Care & Social Services – \$573.00

**Certification Part II**  
▶ Manufacturing & Fabricating – \$955.00

**Supervisor**  
▶ Supervisor H&S – \$191.00

**GHS WHMIS**  
▶ Globally Harmonized WHMIS – \$75.00

**For a full list of our available training courses:**  
please visit us at [www.whsc.on.ca/Training/Training-Catalogue](http://www.whsc.on.ca/Training/Training-Catalogue)

WHSC also offers **Working at Heights** and **Working at Heights Refresher** training scheduled on a continuous basis in locations across Ontario.

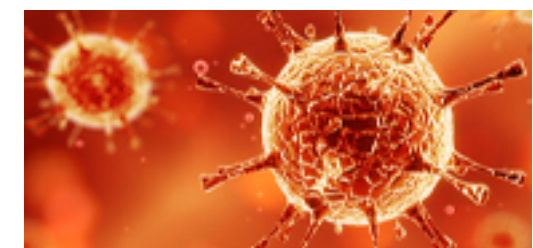
**Published 2019-2020**  
WHSC Scheduled Training Brochure

- ▶ Maintaining a free inquiry service for all interested in safer, healthier work by providing comprehensive, written responses to a number of concerns raised with us including:
  - ▶ Fentanyl exposures for front-line emergency responders and approaches to help control these exposures
  - ▶ The law and its interpretations for section 52 of the *Occupational Health and Safety Act* and notification requirements for non-fatal and non-critical incidents
  - ▶ Potential exposures for welders working with aluminum and how to control for these exposures
  - ▶ Toxic exposures posed by thermal paper receipts and alternatives to eliminate these exposures
  - ▶ Measures that should be in place to protect hospital security from COVID-19 in the workplace.

This last inquiry is one but a number of inquiries that would flood into WHSC as we approached our fiscal year end and as the magnitude of the COVID-19 threat became apparent in Ontario. **In addition to answering individual inquiries, we established an information hub on our website where we began populating it with key resources explaining:**

- ▶ What a COVID-19 pandemic plan for the workplace should take into account
- ▶ Safeguards to meet employers' responsibility to take every reasonable precaution to protect workers from COVID-19 exposures
- ▶ How best to clean and disinfect workplaces surfaces
- ▶ How to evaluate disinfectants for their effectiveness against COVID-19
- ▶ Considerations for gloves at work
- ▶ Eye and respiratory protection to safeguard against COVID-19.

For us the experience of March 2020 was important reminder of why WHSC was first established and the trust we have earned along the way. In all we do, we put workers first. After all, it is their lives and livelihoods that are affected most when workplace hazards, including the COVID-19 virus, go uncontrolled.



**Published March 25, 2020**  
UPDATE: WHSC efforts to help contain COVID-19 expanded



# VOLUNTEER RECOGNITION

Volunteer worker health and safety activists play a crucial role in improving working conditions. When they do, volunteers give freely of the personal time we all prize, sacrificing time that could have been spent with family, friends or otherwise enjoying themselves.

Unlike full-time, paid representatives whose job it is help safeguard workers, volunteers are activists for no other reason than they value the health and safety of co-workers, see hazards that need to be addressed and have the courage to act on their convictions.

WHSC proudly supports their volunteer efforts with training and information services to help them gain competence and confidence as workplace prevention leaders. We also believe these selfless contributions are well worth celebrating. In conjunction with local labour councils, we recognized these many contributions as part of its 24rd annual Volunteer Health and Safety Recognition Campaign. Together in 2019/2020, we acknowledged the following worker volunteers for their extraordinary efforts to secure safer, healthier workplaces.



## HONOURED VOLUNTEERS

### 2019/2020

▶ Andy LaDouceur Sault Ste. Marie & District Labour Council	▶ Jeannine Bourdon-Leclair North Bay & District Labour Council	▶ Samantha Woods Brantford District Labour Council
▶ Catherine Fenech Injured Workers Community Legal Clinic	▶ John Conley London & District Labour Council	▶ Sandi Jones Barrie & District Labour Council
▶ Chris Richards Durham Region Labour Council	▶ Kim Clarke-Dawdy Brantford District Labour Council	▶ Sheldon Speedie Grey Bruce Labour Council
▶ Chris (Christine) Stockie Waterloo Regional Labour Council	▶ Kristi Tella Kenora & District Labour Council	▶ Teresa Graham Kingston & District Labour Council
▶ Dave Ward Peterborough & District Labour Council	▶ Laura Maclure Guelph & District Labour Council	▶ Volker Stark Orangeville & District Labour Council
▶ Eric Longbotham Toronto & York Region Labour Council	▶ Luis Talledo Kingston & District Labour Council	▶ Workers' Action Centre Toronto & York Region Labour Council
▶ Jackie Baskett Brantford District Labour Council	▶ Marc Arsenault Peel Regional Labour Council	
▶ Jason Card Thunder Bay & District Labour Council	▶ Rick Lopes Central Ontario Building Trades	





# SECRETARY TREASURER'S REPORT

**Workers will be the first to tell you and certainly ongoing research confirms this — there is no shortage of workplace hazards to confront.**



**For instance, as news reports from WHSC Information Services in 2019/2020 told us, workers are facing crisis levels of violence in schools.** Work-related silicosis, once in decline, has re-emerged at alarming levels among fabricators of stone countertops. New research confirmed regular use of disinfectants by nurses is linked with chronic lung disease. And amid an opioid crisis, front-line emergency responders are desperate for approaches to control potentially deadly Fentanyl exposures on the job.

Then, as our fiscal year was about to end, COVID-19 descended upon us all. Health experts have long warned about another inevitable infectious disease pandemic, but few were prepared for this unprecedented event.

For our part, WHSC carried on the way we know best, helping workers and workplaces confront these hazards, by providing the information and training resources to systematically identify and root them out in our workplaces.

When COVID-19 struck, as other reports in this document have confirmed, we quickly began to develop resources to help workplaces understand the need for and strategies to implement precautionary measures. Information like that provided by WHSC helps, but hazard-based, worker-oriented training where workers and other workplace parties can arrive at strategies together is even better. This is what we do best. It's also what workplaces need each and every day to address hazards, but especially when that hazard is a life-threatening virus. This is why we quickly retooled to offer virtual classrooms and develop a COVID-19 prevention training program.

**“For our part, WHSC carried on the way we know best, helping workers and workplaces confront these hazards, by providing the information and training resources to systematically identify and root them out in our workplaces.”**



**AT LEAST ONCE  
PER MONTH**  
How often inspections should be performed by JHSC members.

On the financial front, our fiscal year began with a challenge of a different nature, a funding cut. Despite this setback, thanks to the commitment of WHSC staff across the organization, we succeeded in providing 331,100 person hours of training, very close to levels of training delivered last year. Our Training Services Representatives are to be especially commended. Their extensive campaigns

on the ground bore fruit increasingly as the year progressed. Their efforts were aided by a solid partnership with our labour constituency, who helped raise our profile as Ontario's leading provider of occupational health and safety training. With this success and assistance came a much-needed revenue boost. Together, we were able to bridge the gap between the funding cut and the funds needed to meet our operational requirements.

This year, WHSC had to nimbly respond to changing circumstances on a few other fronts as well. Our information Technology (IT) staff, who maintain and improve our critical IT infrastructure, had to make year-end improvements to our Customer Relationship Management (CRM) system software to accommodate development of WHSC's new Virtual Classrooms. Throughout the year, they also improved various software interfaces with our critical CRM, enhanced system security to reduce the effects of computer virus attacks, upgraded our accounting software, continued maintenance of all WHSC servers, and provided essential IT support for all WHSC staff and clients.

During 2019/2020 our Printing/Shipping staff continued to provide core support enabling WHSC to meet a high, sustained demand for our training programs, especially in the fourth quarter before COVID-19 struck. This year again, we saw a continued high volume of print production for Working at Heights and Globally Harmonized WHMIS training modules in particular. Replacement of key finishing equipment allowed for better performance and faster print production. A transition to more in-house production of resources had begun, but had to be temporarily paused due to pressing COVID-19 demands. Regardless, we met the challenges posed to us by a funding cut and the cessation of traditional classrooms that came with a province-wide shut down in mid-March. I, for one, am very proud of what WHSC was able to accomplish in 2019/2020 on behalf of working people in this province.



**Published October 02, 2019**  
Violence, harassment in elementary schools at crisis levels, report



**Published December 04, 2019**  
Lung disease in nurses linked to disinfectant use at work

## Financial Explanation:

WHSC began the fiscal year 2019/2020 with significant funding uncertainty. We initially faced a 9.7 per cent funding cut, but through the Executive Director's engagement with the Chief Prevention Officer's office, we saw this reduced to a 4.8 per cent cut or a \$448,371 reduction. According to the CPO's office, this was to be a one-time funding cut. As the COVID-19 pandemic took hold, it started to have an impact in the last month of the fiscal year. We took measures to minimize impacts on training delivery and other operational spending was deferred or delayed in a fiscally responsible manner. As a result, WHSC managed to successfully navigate this difficult period. Despite the funding cut, strong fourth quarter training delivery resulted in excess funds at the end of the fiscal year of \$523,994. Combined, these measures resulted in a positive impact on WHSC's net assets after accounting for all costs, including amortization and other non-cash expenses. However, WHSC's net assets still remain in a negative position and as in previous years, we are not allowed to reinvest any excess funds towards our long-term liability commitments, which continue to grow each year.

▶ <b>MOL Funding: \$8,797,509</b>	▶ <b>Operating Expenses: \$10,992,397</b>
▶ <b>Non-MOL Sources of Revenue: \$2,718,882</b>	▶ <b>Excess Funds (before amortization and other non-cash items): \$523,994</b>

**LYLE HARGROVE | SECRETARY-TREASURER**  
*Lyle Hargrove*



# AUDITOR'S REPORT

Financial Statements



# TABLE OF CONTENTS

Independent Auditor’s Report ..... 21

Statement of Financial Position ..... 23

Statement of Operations and  
Changes in Net Assets ..... 24

Statement of Cash Flows ..... 25

Notes to the Financial  
Statements ..... 26-33

Schedule of Operating Expenses ..... 34

## WORKERS HEALTH & SAFETY CENTRE

FEDERATION OF ONTARIO

(operating as Workers Health & Safety Centre)  
March 31, 2020

## TRAINING

► THE RIGHT THING. THE RIGHT WAY.



# Independent Auditor's Report

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

## Opinion

We have audited the financial statements of Workers Health & Safety Centre Federation of Ontario (the "Organization"), which comprise the statement of financial position as at March 31, 2020, and the statements of operations, changes in net assets and cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of Workers Health & Safety Centre Federation of Ontario as at March 31, 2020, and the results of its operations 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 Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Organization 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 these financial statements in accordance with Canadian public sector accounting standards, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

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

## Auditor's 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 auditor's 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 these 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 Organization'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 Organization's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's 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 auditor's report. However, future events or conditions may cause the Organization 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.

We 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.

Toronto, Canada  
June 9, 2020

*Grant Thornton LLP*

Chartered Professional Accountants  
Licensed Public Accountants



# Workers Health and Safety Centre Federation of Ontario


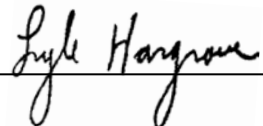
(Operating as Workers Health & Safety Centre)

## Statement of Financial Position

March 31	2020	2019
<b>Assets</b>		
Current assets		
Cash	\$ 2,869,176	\$ 1,675,223
Accounts receivable	626,955	635,280
Prepaid expenses	72,931	41,447
	<u>3,569,062</u>	<u>2,351,950</u>
Severance fund (Note 2)	2,394,938	2,349,058
Employee future benefits fund (Notes 2 and 6)	3,864,823	4,372,352
Capital assets (Note 3)	<u>1,133,352</u>	<u>1,641,864</u>
	<u>\$ 10,962,175</u>	<u>\$ 10,715,224</u>
<b>Liabilities</b>		
Current liabilities		
Accounts payable and accrued charges (Note 4)	\$ 653,045	\$ 792,024
Unexpended proceeds from fundraising event	28,198	17,861
Deferred revenue and funding (Note 5)	253,594	185,360
Current portion of lease inducement and rent liability (Note 7)	71,195	90,040
Current portion of obligations under capital lease (Note 8)	<u>168,729</u>	<u>168,729</u>
	<u>1,174,761</u>	<u>1,254,014</u>
Severance benefit liability	1,664,571	1,643,686
Employee future benefits (Note 6)	7,514,615	7,057,669
Deferred lease inducement and rent liability (Note 7)	301,842	287,722
Obligations under capital lease (Note 8)	<u>707,620</u>	<u>876,349</u>
	<u>11,363,409</u>	<u>11,119,440</u>
<b>Net assets (deficiency)</b>		
Internally restricted		
Invested in Capital Assets	257,003	596,786
Externally restricted		
Young Worker Awareness deficiency	-	(154,589)
Unrestricted net asset deficiency	<u>(658,237)</u>	<u>(846,413)</u>
	<u>(401,234)</u>	<u>(404,216)</u>
	<u>\$ 10,962,175</u>	<u>\$ 10,715,224</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

2020

2019

	Invested in Capital Assets	Young Worker Awareness	Unrestricted	Total	Invested in Capital Assets	Young Worker Awareness	Unrestricted	Total
Revenue								
Ministry of labour	\$ -	\$ -	\$ 8,797,509	\$ 8,797,509	\$ -	\$ -	\$ 9,245,880	\$ 9,245,880
Recovered costs (Note 9)	-	-	2,511,782	2,511,782	-	-	2,381,405	2,381,405
Fee revenue (Note 10)	-	-	207,100	207,100	-	-	227,665	227,665
Operating expenses – schedule (Page 14)	-	-	11,516,391	11,516,391	-	-	11,854,950	11,854,950
Excess of revenue over expenses before other item	-	-	523,994	523,994	-	-	536,132	536,132
Amortization of capital assets	-	-	(521,012)	(521,012)	-	-	(535,268)	(535,268)
Excess of revenue over expenses	-	-	2,982	2,982	-	-	864	864
Net assets, beginning of year	596,786	(154,589)	(846,413)	(404,216)	851,448	(154,589)	(1,101,939)	(405,080)
Transfer from unrestricted (Note 2)	-	154,589	(154,589)	-	-	-	-	-
Capital lease repayments	168,729	-	(168,729)	-	186,215	-	(186,215)	-
Purchase of capital assets	12,500	-	(12,500)	-	94,391	-	(94,391)	-
Amortization of capital assets	(521,012)	-	521,012	-	(535,268)	-	535,268	-
Net assets, end of year	\$ 257,003	\$ -	\$ (658,237)	\$ (401,234)	\$ 596,786	\$ (154,589)	\$ (846,413)	\$ (404,216)

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	2020	2019
<b>Operating activities</b>		
Excess (deficiency) of revenue over expenses	\$ 2,982	\$ 864
Items not affecting cash		
Amortization of capital assets	521,012	535,268
Amortization of lease inducement and rent liability	(38,730)	(30,887)
Severance benefit liability	20,885	15,763
Employee future benefits	456,946	437,316
Deferred revenue and funding recognized (Note 5)	(487,679)	(551,001)
	475,416	407,323
Changes in non-cash operating working capital items		
Accounts receivable	8,325	(145,848)
Prepaid expenses	(31,484)	(13,293)
Accounts payable and accrued charges	(138,979)	26,938
Unexpended proceeds from fundraising event	10,337	(10,298)
	323,615	264,822
<b>Investing activities</b>		
Severance fund	(45,880)	(37,448)
Employee future benefits fund	507,529	(49,489)
Purchase of capital assets	(12,500)	(94,391)
	449,149	(181,328)
<b>Financing activities</b>		
Funding and revenue received in advance (Note 5)	555,913	549,811
Lease inducement advance and increase in rent liability	34,005	35,105
Capital lease repayments	(168,729)	(186,215)
	421,189	398,701
Net increase in cash	1,193,953	482,195
Cash, beginning of year	1,675,223	1,193,028
Cash, end of year	\$ 2,869,176	\$ 1,675,223

Workers Health and Safety Centre Federation of Ontario

(Operating as Workers Health & Safety Centre)

Notes to the Financial Statements

March 31, 2020

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”).

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 records general funding, investing, programming and administrative activities and reports on unrestricted resources available for immediate use.

The Young Worker Awareness fund records funds restricted by the MOL arising from funding, programming and administrative activities associated with the Young Worker Awareness program of the Centre. During the year, the Board approved a transfer from unrestricted fund of \$154,589 to cover the remaining deficiency and close out the fund.

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

Financial instruments

Under PS 3450 – Financial Instruments, 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	Amortized cost

See accompanying notes and schedule to the financial statements.



Notes to the Financial Statements  
March 31, 2020

2. Significant accounting policies (continued)

Financial instruments (continued)

Financial instruments measured at fair value are initially and subsequently recorded 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 appropriated in support of the severance benefit liability 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.

Notes to the Financial Statements  
March 31, 2020

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 inducement and rent liability

Deferred lease inducement represent a 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, 2020

#### 3. Capital assets

	Cost	Accumulated Amortization	2020 Net Book Value	2019 Net book value
Furniture and equipment	\$ 841,622	\$ 829,360	\$ 12,262	\$ 18,157
Computer equipment and software	4,652,126	4,565,025	87,101	135,060
Leasehold improvements	1,919,098	1,712,491	206,607	478,560
Equipment - capital lease	2,190,836	1,363,454	827,382	1,010,087
	<u>\$ 9,603,682</u>	<u>\$ 8,470,330</u>	<u>\$ 1,133,352</u>	<u>\$ 1,641,864</u>

#### 4. Accounts payable and accrued charges

Included in accounts payable and accrued charges are government remittances of \$2,778 (2019 - \$Nil).

#### 5. Deferred revenue and funding

	2020	2019
Balance, beginning of year	\$ 185,360	\$ 186,550
Funding and revenue received in advance	555,913	549,811
Recognized in revenue	<u>(487,679)</u>	<u>(551,001)</u>
Balance, end of year	<u>\$ 253,594</u>	<u>\$ 185,360</u>

## Workers Health and Safety Centre Federation of Ontario

(Operating as Workers Health & Safety Centre)

### Notes to the Financial Statements

March 31, 2020

#### 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:

	2020	2019
<b>Accrued post-retirement benefit cost</b>		
Accrued post-retirement benefit obligation, beginning of year	\$ 7,749,959	\$ 7,654,471
Current service cost	236,454	242,235
Plan Amendments	-	(267,703)
Interest cost	248,198	256,340
Actuarial loss accrued on post-retirement obligation	675,991	207,543
Benefits paid	<u>(332,434)</u>	<u>(342,927)</u>
Accrued post-retirement benefit obligation, end of year	8,578,168	7,749,959
Unamortized actuarial losses	<u>(1,063,553)</u>	<u>(692,290)</u>
Employee future benefits obligation	7,514,615	7,057,669
Plan assets	<u>3,864,823</u>	<u>4,372,352</u>
Accrued post-retirement benefit obligation, in excess of plan assets	<u>\$ 3,649,792</u>	<u>\$ 2,685,317</u>
<b>Net periodic post-retirement benefit cost</b>		
Current service cost for benefits earned	\$ 236,454	\$ 242,235
Interest cost on accrued post-retirement benefit obligation	248,198	256,340
Net amortization or deferral	<u>304,728</u>	<u>281,668</u>
Net periodic post-retirement benefit cost	<u>\$ 789,380</u>	<u>\$ 780,243</u>

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

	2020	2019
Discount rate per return	3.20%	3.20%
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 – 4.00% per annum (2019 – 2.50% per annum)

Dental trend rates – 4.00% per annum (2019 – 4.50% per annum)

The most recent full actuarial valuation was performed as at March 31, 2020 for the year then ended.



Notes to the Financial Statements

March 31, 2020

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.

	2020	2019
Tenant allowance advance	\$ 371,914	\$ 371,914
Rent liability	146,790	112,785
Amortization of lease inducement	(145,667)	(106,937)
	373,037	377,762
Current portion	71,195	90,040
	\$ 301,842	\$ 287,722

8. Obligations under capital lease

The Centre has obligations under capital lease as follows:

	2020	2019
Equipment repayable in semi-annual instalments of \$119,929, including interest calculated at 5% and maintenance charges of \$10,602 per instalment	\$ 1,155,408	\$ 1,324,137
Maintenance charges and interest included in instalments	(279,059)	(279,059)
	876,349	1,045,078
Current portion	168,729	168,729
	\$ 707,620	\$ 876,349

9. Recovered costs

	2020	2019
Course and registration fees	\$ 2,437,742	\$ 2,304,425
Interest earned	74,040	76,980
	\$ 2,511,782	\$ 2,381,405

Notes to the Financial Statements

March 31, 2020

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:

2021	\$ 578,688
2022	578,688
2023	574,440
2024	569,465
2025	522,125
Thereafter	561,917
	\$ 3,385,323

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 \$1,040,000 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.

The MOL also monitors and performs reconciliations for variances between approved budget funding and actual expenditures that may result in deficits or surpluses. In the event of surpluses, the MOL will notify the Centre if it intends repayment back to the MOL or if it will allow the retention of surpluses by the Centre. Management is uncertain as to the status of such reconciliations and no amounts related to any potential repayment of surpluses have been included in the financial statements.

Notes to the Financial Statements  
March 31, 2020

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 risk 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, 2020, the allowance for doubtful accounts is \$75,780 (2019 - \$99,530). 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. COVID-19

Since January 1, 2020, the spread of Covid-19 has severely impacted many local economies around the globe. In many countries, including Canada, organizations and businesses are being forced to cease or limit operations for long or indefinite periods of time. Measures taken to contain the spread of the virus, including travel bans, quarantines, social distancing, and closures of non-essential services have triggered significant disruptions to organizations worldwide, resulting in an economic slowdown. Global stock markets have also experienced great volatility and a significant weakening. Governments and central banks have responded with monetary and fiscal interventions to stabilize economic conditions.

The Centre has determined that these events have not had a significant financial impact on its ongoing operations. The duration and impact of the Covid-19 pandemic, as well as the effectiveness of government and central bank responses, remains unclear at this time. It is not possible to reliably estimate the duration and severity of these consequences as well as their impact on the financial position and results of the Centre, if any, for future periods. In the meantime, management continues to manage the budget and provide continuing levels of operations and service.

Schedule of Operating Expenses  
March 31

	2020	2019
Wages and benefits	\$ 8,186,479	\$ 8,414,302
Program expenses	992,644	1,157,809
Occupancy and rental	596,925	586,947
Employee future benefits	456,946	437,316
Staff travel	245,829	251,583
IT costs	217,946	227,838
Professional fees	55,815	64,915
Advertising and promotion	63,568	39,567
Finance and tax expenses	162,670	112,618
Other business expenses	13,575	25,923
	\$ 10,992,397	\$ 11,318,818





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