



Training for What Matters Most

2025-2030 Strategic Plan

2030 Outlook

- Financial Stability
- Full operation of training centres across Ontario
- Advantageous Position in the Prevention System
- Strong functioning WHSC network in the greater community





Strategic Focus



WHSC strategic pillars

- **I – Infrastructure** (Bricks & Mortar + Digital)
- **II – Financial Stability** (Ministry Grants + Alternative Sources)
- **III – Prevention Network Strategy** (Integrity + Engagement)
- **IV – Building Networks and Community** (Advisory Committees + Outreach & Awareness)

Community training hubs

- Ensuring training access for individuals and organizations without dedicated, in-house facilities

The screenshot displays the WHSC website's 'TRAINING' page. The top navigation bar includes links for WORKERS, EMPLOYERS, H&S REPS, YOUNG WORKERS, SHOPPING CART, MEMBERS LOGIN, HOME, SUBSCRIBE, FAQ, INQUIRIES, CONTACT US, CAREERS, and SITE MAP. Below this is a secondary navigation bar with TRAINING, RESOURCES, WHAT'S NEW, EVENTS, ABOUT US, MEMBERS, and a search icon. The main content area is divided into two columns. The left column lists various training options under the heading 'TRAINING': TRAINING CATALOGUE (Product Library), TRAINING REGISTRATION (Ergonomics Training, JHSC Certification Training, WHMIS Training, Worker Health and Safety Representative Training, Working At Heights Training, Workplace Mental Health Training), TRAINING BY REGION, and FIRST AID & CPR TRAINING REGISTRATION (First Aid & CPR Product Library). The right column features a large image of a classroom with yellow chairs and white desks, overlaid with a map of Ontario titled 'TRAIN LOCAL'. The map highlights several cities: Sudbury, Ottawa, Markham, Hamilton, and London. Below the image is the heading 'TRAINING BY REGION' and a social media sharing bar with icons for Facebook, Twitter, LinkedIn, Email, Instagram, and YouTube. At the bottom of the right column, there is a text box that reads: 'Need ready access to high quality workplace health and safety training? We can help.'



Instructor-led virtual training

- Commitment to training accessibility and learning standards
- No asynchronous-only options

The screenshot shows the WHSC website interface. At the top left is the WHSC logo with the tagline 'Training for What Matters Most'. To the right are navigation links: WORKERS | EMPLOYERS | H&S REPS | YOUNG WORKERS | SHOPPING CART | MEMBERS LOGIN. Below these are: HOME | SUBSCRIBE | FAQ | INQUIRIES | CONTACT US | CAREERS | SITE MAP. A secondary navigation bar includes: TRAINING | RESOURCES | WHAT'S NEW | EVENTS | ABOUT US | MEMBERS. A search bar is located to the right of this bar. The main content area is titled 'TRAINING' and lists three categories: 'TRAINING CATALOGUE' (Product Sheet Library), 'TRAINING REGISTRATION' (Ergonomics Training, JHSC Certification Training, WHMIS Training, Working At Heights Training, Workplace Mental Health Training), and 'ONSITE TRAINING'. To the right of the text is a grid of 10 small video thumbnails showing diverse individuals, likely instructors, in a virtual meeting setting.



Expanding instructor training investments



Fulfilling our system role



- WHSC: Ontario's only gov't-designated, labour-endorsed health and safety training centre
- Providing quality training to workers, JHSCs, worker trade committees, worker OHS reps, supervisors and employers in all Ontario sectors and regions
- Supporting Ministry Section 21 committees
- Engaging with other Ministry working groups
- Collaborating with other system partners
- Advising on OHS training standards plus system data and KPIs



Building a network



- Working with labour and growing number of community partners
- WHSC program advisory working groups
- Annual strategy & consultation
- Gathering consistent feedback on WHSC training & services
- Ensuring we meet actual needs of workers and their reps in all sectors and regions





Our Working Environment





Strengths

- Our labour roots
- Hard-won worker rights
- Our leadership and staff
- Prioritize worker concerns
- Large training catalogue
- Broad instructor base
- Training for action
- Expanding training facilities
- 40+ French programs
- First Aid & CPR training
- Federal training too
- Ability to customize programs
- Clients from every sector and Ontario region
- Not-for-profit status



Our labour roots

- First established by OFL
- Workers needed quality training to exercise their newly won OHS rights
 - The right to know about hazards and controls
 - The right to participate in OHS matters
 - The right to refuse unsafe work
- AND insist on employer compliance, including the duty to take every reasonable precaution to protect workers



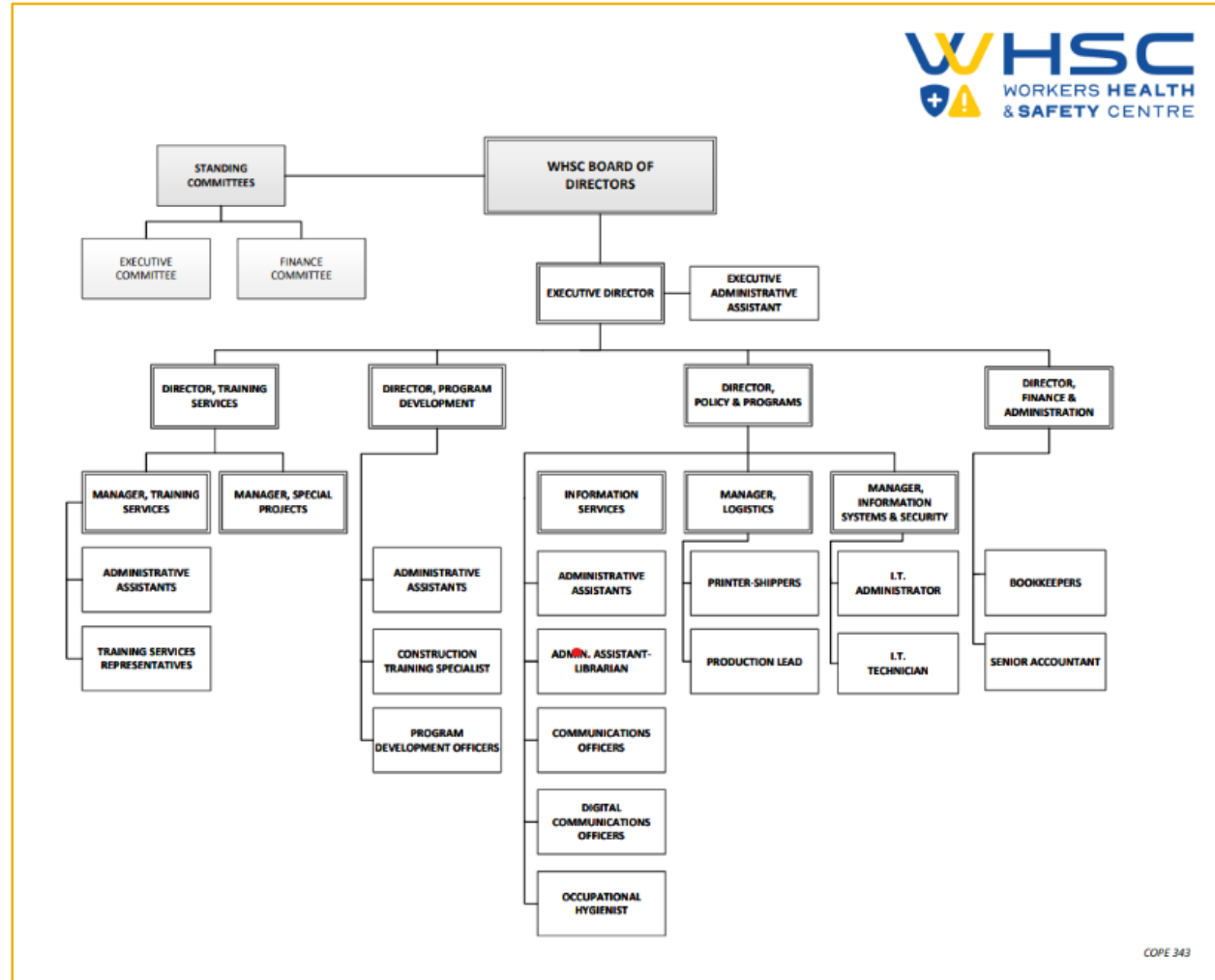
Drawing strength from our past

Since winning Ontario's *Occupational Health and Safety Act* workers have also won:

- Funding for WHSC, OHCOW and eventually the OFL's Prevention Link,
- Designated Substance and WHMIS regulations,
- Threshold limit values for chemical and biological hazards,
- Recognition of violence and harassment as workplace hazards in need of OHS policy and program requirements,
- Mandatory training standards for JHSC Certification and Working at Heights in construction.



How we are organized



COPE 343

Expanding workplace training

- 200+ ready-to-deliver programs for workers, equipment operators, JHSCs, H&S reps, supervisors
- Meeting and exceeding general duties AND specific requirements
- Available for tailoring to specific workplaces



Training for action: ensured, empowering learning

- Instructor-led, participant-focused training
- Engaging in-person or virtual classrooms (when appropriate) only
- Learning demonstrated, observed and shared



French language training

CSST
CENTRE DE SANTÉ ET
SÉCURITÉ DES TRAVAILLEURS
Une formation pour ce qui vous tient à cœur

TRAVAILLEURS | EMPLOYEURS | REPRÉSENTANTS S & S | PANIER D'ACHAT | ACCÈS POUR LES MEMBRES
ACCUEIL | CONTACTEZ-NOUS | PLAN DE SITE

FORMATION | RESSOURCES | À PROPOS DE NOUS

RESSOURCES

POUR LES TRAVAILLEURS
Ressources pour les affiches

POUR LES EMPLOYEURS

POUR LES REPRÉSENTANTS DE LA SANTÉ ET DE LA SÉCURITÉ
Ressources pour la certification CMSS
Outils de documentation sur la santé et la sécurité

Formation en santé et sécurité au travail : ressources essentielles du CSST

Accédez aux documents clés relatifs à la santé et sécurité pour une prévention améliorée

Les travailleurs, leurs employeurs, leurs superviseurs et leurs représentants ont tous besoin d'une source fiable d'informations sur la santé et la sécurité. Après tout, les efforts de prévention sur le lieu de travail se poursuivent

First Aid and CPR training

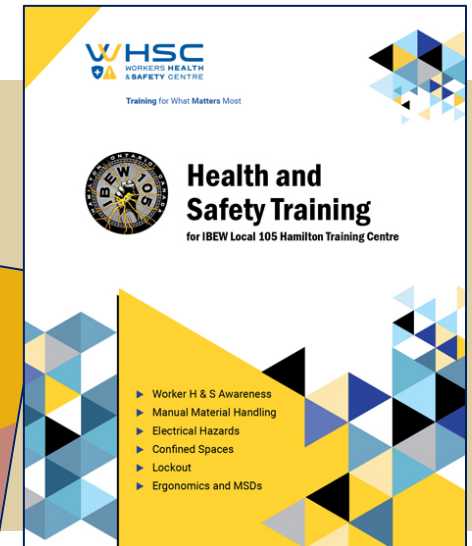
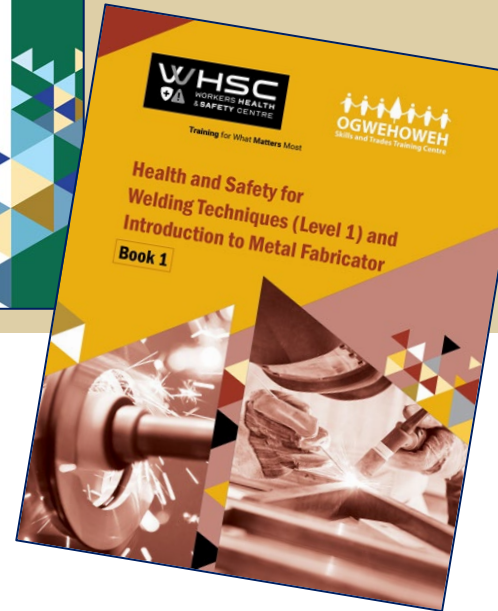
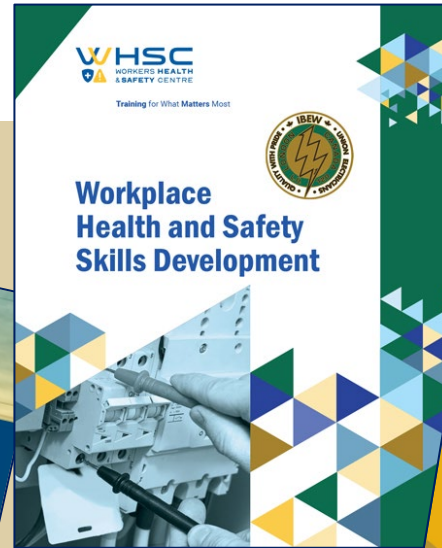
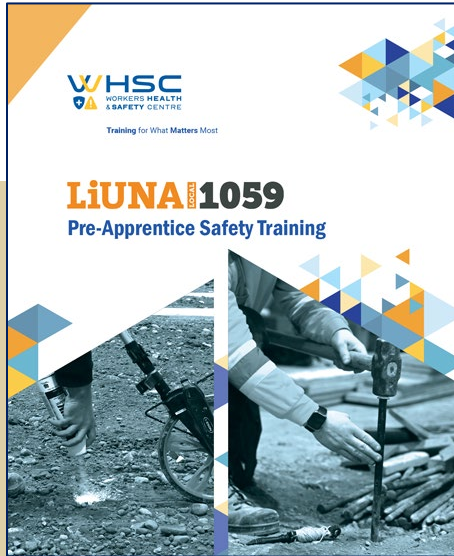
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Training for Federal jurisdiction workers

- C-45: The Westray Bill
- Federal Committees and Representatives
- Globally Harmonized WHMIS
- Transportation of Dangerous Goods (by Road)



Training for job readiness



Training for sectoral concerns

- Construction
- Health care
- Mining
- Industrial
 - Manufacturing
 - Education
 - Office and Professional
 - Retail, etc.



Supporting information resources



- We also provide:
 - Free inquiry service
 - Hazard bulletins
 - Rights posters & wallet cards
 - Relevant e-publications
 - Hazard bulletins
 - Documentation tools.





Weaknesses

- Staff in every work group under-resourced
- Large catalogue – limited resources to maintain it
- Website needs a complete overhaul
- Limited resources for marketing and awareness
- Quality training takes time and wages
- Instructors can't always be released from work
- Lack of training for non-English or French workers
- Turnover in clients, gov't & WHSC staffing – relationship/knowledge gaps



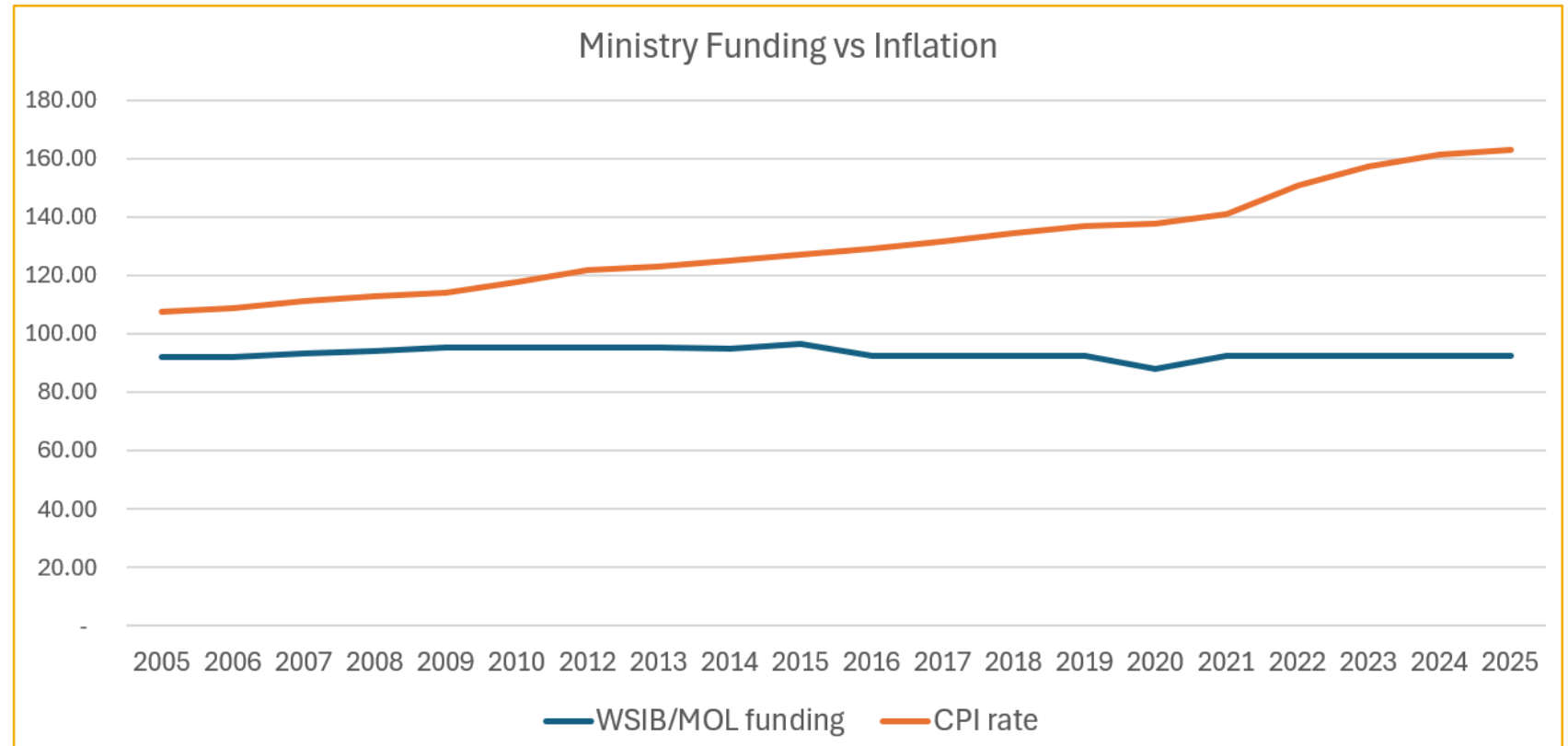


Threats

- Ongoing flat-lined budgets in face of inflation
- Lost link with WSIB funding
- Misconceptions about WHSC role in system
- For-profit trainers
- Too few training standards
- Growing e-learning trend
- Lack of public service funding for training
- Overall economic environment and market forces
- Prevention system reorganization



The face of austerity



The threat of “e-learning”



➤ Why not?



- Real time, instructor-led training works
- No evidence “e-learning” works for workers and OHS
- Some standards already include “distance” learning in virtual classrooms
- Technology for more interactive “e-learning” expensive – for developers, employers and workers
- Still doesn’t address related issues of learner isolation and inability to validate learners’ identity
- Workers don’t get to choose delivery “option” that works for them
- Unscrupulous employers may force workers to “participate” on personal time



Some gaps in need of a response



➤ Promised mandatory training standards for:

- Worker HSRs in smaller workplaces
- High hazards in addition to WAH
- Entry level worker training
- WHMIS.

➤ Reinstatement of toxic use reduction laws

➤ New regulations to address specific hazards

- Heat stress
- Ergonomic
- Workplace violence prevention plans
- Harassment (prevention not just reporting requirements)
- Psychosocial hazards.



Opportunities



- Broader OHS & WHSC awareness by leveraging events like Day of Mourning
- Partnerships with Labour and Indigenous communities and organizations
- Training Ministry inspectors
- Participation in Ministry Section 21 committees & initiatives
- Technology for efficiencies and effectiveness
- Outreach to other partners on ESL & literacy issues
- Other underserved markets
- Potential prevention system reorganization
- Distinctive new WHSC brand



Public events for awareness

- WHSC helps Ontario labour coordinate Day of Mourning events and others with
 - custom promo for each event
 - a web listing of all events
 - digital advertising
 - fact sheets documenting the true toll of worker suffering
 - videos highlighting central messaging
 - extensive coverage of events across social media platforms.



**NATIONAL DAY
OF MOURNING FOR WORKERS**

APRIL 28

Remember, recommit,
and train, close to home!
Learn more and attend an event.

▶▶▶ **WHY IT MATTERS**

#MakeWorkSafe. More than a hashtag.

The graphic features a central image of hands holding a bouquet of white flowers, framed by a geometric design of overlapping triangles in blue and yellow.

Indigenous Partners – helping pave a path towards reconciliation





WHSC | **CSST**
WORKERS HEALTH & SAFETY CENTRE | CENTRE DE SANTÉ ET SÉCURITÉ DES TRAVAILLEURS

TRAINING
FORMATION

whsc.on.ca | whsc.on.ca/accueil

www.whsc.on.ca
1-888-869-7950
contactus@whsc.on.ca



#MakeWorkSafe

CONNECT WITH US