Minutes of the Consumers Advisory Council (CAC) meeting of the Technical Standards and Safety Authority (TSSA) held in Rooms 1433 and 1434 on the 14th Floor, Centre Tower, 3300 Bloor St. W., Toronto, Ontario at 10:00 a.m. on the 18th day of February 2015.

Present:  Jane McCarthy (Chair), Robert Brady, Dolly Gerrior, Brian Horsman, Patricia Jensen, Elizabeth Nielsen, Matilda Presner, Kathryn Woodcock, and Matthew Ying.

In attendance:  Michael Beard, President and CEO (all items except 15); Sandra Cooke, Compliance Manager (item 12), Maram Khalif, Council Coordinator (all items except item 15); Jessica Myrie, Intake Agent (item 7), David Scriven, VP, Research and Corporate Secretary (all items except 15); Ellen White, Policy Advisor, Stakeholder Relations (items 1-9).

Regrets:  Richard Hustwick, Senior Policy Analyst, Ministry of Government and Consumer Services (MGCS), and Hussein Lalani, Manager, MGCS.

1. Constitution of Meeting

J. McCarthy, Chair, welcomed all and called the meeting to order.

Council viewed and discussed a safety video about the prevention of Carbon Monoxide. The video was prepared for the public and it was posted on TSSA’s web site. It was also shared with other partners in public safety, such as, the Office of the Ontario Fire Marshall. Adding closed caption to the video will be considered for the near future.

2. Approval of Agenda

Council members approved the agenda of the February 18, 2015, as presented.

3. Approval of the Minutes

Council approved the minutes of the October 1, 2014 meeting, as revised.

4. Review Action Items from Last Meeting

D. Scriven reported to council that the highlighted action items have been completed. The two outstanding items were tabled on the agenda under items 10 and 11.

5. Council Chair’s Report

The Chair noted she did not attend the last Committee of Council Chairs.

D. Scriven reported to council that Frank Denton, Assistant Deputy Minister, and Nicole Stewart, Director, Public Safety Branch, attended the last Chairs’ meeting and provided a broad update around the MGCS’ mandate and activities on economic recovery and accountability.

6. TSSA President & CEO's Report

As part of the advanced materials for this meeting, members received the President and CEO’s report regarding TSSA’s key activities over the last quarter, which was treated as read.
In addition to the CEO’s report, M. Beard reported to council that TSSA’s Board of Directors approved a recommendation to freeze the fees for an additional year, effective from the last fee change date (May 2014). He noted that MGCS has indicated that oversight fee changes would be nominal. Council discussed the oversight fee and MGCS’ accountability to the public.

M. Beard highlighted that MGCS undertook a consultation to develop an Oversight Guidebook for the Delegated Administrative Authorities (DAAs) which would mainly focus on areas related to financial tools. MGCS is also undertaking a broader review of DAAs, similar to standard past reviews.

M. Beard also highlighted TSSA’s Northern Fuels Strategy. He provided a brief background around the challenges northern fuel site operators face when complying with fuels regulations, such as, lack of contractors, short construction season due to long winters and seasonal operations of many of the sites. He noted that the Northern Fuels Strategy provides additional flexibility for owner/operators to comply with fuels regulations.

Discussion ensued around the costs involved in complying with fuels regulations in the north. The Northern Heritage Fund was discussed as a possible source of funds for those in need of capital.

7. TSSA’s External Safety Awards

With the aid of a PowerPoint presentation, which forms part of the record of the meeting, J. Myrie provided an overview of the eligibility and the selection criteria, as well as the nomination and recognition processes.

The program will be launched in spring 2015 and will be communicated via TSSA’s Exchange Blog, Twitter and other social media.

As the program progresses, it will be monitored and evaluated.

8. Ministry of Government and Consumer Services

MGCS’ representatives sent their regrets.

E. White highlighted joint initiatives of TSSA and MGCS. She provided background information on the regulatory review project, which was intended to develop a systematic way of reviewing all regulations. The current priorities were highlighted as follows: Boilers and Pressure Vessels (ongoing), Operating Engineers, Liquid Natural Gas, and Upholstered and Stuffed Articles. A Propane regulation review was completed recently.

E. White further reported that MGCS informed TSSA that they are engaging consultants to assist with the areas prioritized for review, which include BPV, LNG, OE and USA.

E. Nielsen noted she may have information relative to the USA program and would like to share it with E. White.

ACTION: E. White will follow up with E. Nielsen and J. McCarthy’s interest in the USA regulation review.


As part of the advanced materials for this meeting, members received a briefing note providing council with an update on TSSA’s public awareness and behavioural initiatives conducted and in progress from May – November 2014. The document was treated as read.
On behalf of D. Lisle, D. Scriven provided overview of the results of other ongoing research, including; elevating devices education. A more detailed presentation will be provided at the next meeting.

10. Safety Education Research Graduate Scholarship Review Update

**Ontario Technological Skills Competition (OTSC):** R. Brady informed council that he met with TSSA’s Human Resources Director, Travis More, to finalize the new sponsorship approved by the council. Both TSSA staff and a CAC member will operate a booth at the event. A schedule will be developed for two days (May 4 and May 5). Council was encouraged to consider attending to assist with the booth. Anyone interested should contact J. McCarthy by the end of March 2015 to confirm attendance.

**Safety Education Research Graduate Scholarship (SERG) and Term of Reference:** Council made changes to the Terms of Reference. The revised version will be attached to the minutes and will be posted to the portal.

The SERGs program was discussed briefly and council agreed that it required further consideration. A shortened form of the Request for Proposal (RFP) was recommended.

P. Jensen and K. Woodcock will work on revising the SERGs proposal and will present it at the next meeting in June.

**ACTION:** P. Jensen and K. Woodcock to present their recommendations on the SERG in June.

11. Consumer Education

At the October 2014 meeting we discussed the document; “Improving the Effectiveness of Consumer & Public Representatives On Delegated Administrative Authorities – Report prepared by the Consumers Council of Canada” and Council recommended initiating discussions on the recommendations from the above report at each meeting.

**Discern the difference between public interest and narrower consumer interest:** E. Nielsen presented ideas supporting the above recommendation including the different perspective of scope for public safety and a consumer interest, especially areas of cost. For example, a compliance for public safety may have a cost implication for the average consumer.

**List of consumer rights and responsibilities and applying them as a screen to decision items:** D. Gerrior presented ideas supporting the above recommendation including the history of Consumer Bill of Rights. She also provided information contained in a document she prepared called “Consumer Representation” published by the Network Young Consumers of Ontario.

**ACTION:** E. Nielsen and D. Gerrior will prepare a few points from this discussion to be provided during orientations for new members.

**ACTION:** At the next meeting, E. Nielsen will present number three of the recommendations – access or initiate consumer/public research. B. Horsman will present number four of the recommendations – represent a minority view without fear.

12. TSSA’s Ombudsman Office

As part of the advanced material for this meeting, council received TSSA’s ombudsman charter, which was treated as read.
With the aid of a PowerPoint presentation, which forms part of the record of the meeting, S. Cooke presented the background information on how the ombudsman's office was developed; examples of how the office can help the industry; and her contact information.

The Ombudsman’s office has received more complaints from the public in the recent weeks due to the weather. Some of the complaints were around gas fitters and certificate holders. It was reiterated that the mandate of the Ombudsman was not to resolve issues but to escalate them for processing and resolving them. In regards to the details of types of issues received by the Ombudsman’s office, summary reports can be provided when needed.

13. **Summary Verbal Reports for summer 2014 Industry Advisory Council Meetings Highlighting Consumer/Public Perspectives**

As part of the advanced materials for this meeting, draft minutes of the following meetings were attached and treated as read:

- **Ski Lifts Advisory Council – October 15, 2014**
  Council focused on BM Chairs and its variance process.

- **Amusement Devices Advisory Council – October 22, 2014**

- **Propane Advisory Council – October 30, 2014**
  A regulation review was completed.

- **Operating Engineers Advisory Council – November 12, 2014**
  Council is preparing for the upcoming regulation review. There are two active Risk Reduction Groups.

- **Elevating Devices Advisory Council – November 19, 2014**

- **Liquid Fuels Advisory Council – December 2, 2014**
  A three years pilot project has been developed to deal with non-compliance affecting vulnerable populations.

- **Upholstered and Stuffed Articles – January 21, 2015 – no attachment**

14. **Questions on Information Items and Other Business**

D. Gerrior and P. Jensen will confirm their memberships with the Chair.

15. **In Camera**

Council members met *in camera* without management and guests.

16. **Termination**

The meeting was terminated at 2:45 p.m. The next meeting is scheduled for June 25, 2015.