Minutes of the Consumers Advisory Council (CAC) meeting of the Technical Standards and Safety Authority (TSSA) held in Boardroom 1433/1433, 3300 Bloor St. W., Toronto, Ontario at 10:00 a.m. on the 16th day of June 2016.

Present: Jane McCarthy (Chair), Robert Brady (all items except 1-9), Dolly Gerrior, and Elizabeth Nielsen.

In attendance: Michael Beard, President and CEO (all items except item 14), David Scriven, VP, Research and Corporate Secretary (all items except 14), David Lisle, Director, (item 9), Kristian Kennedy, Policy Advisor (all items except 14), Maram Khalif, Council Coordinator, (all items except 14), Ellen White, Policy Advisor, Stakeholder Relations (item 8) and Peter Wong, Vice President Operations, (all items except 14).

Guest: Linda Brown, a guest of the Chair and Vino Kajendran, Policy Analyst, Ministry of Government and Consumer Services (MGCS) (all items except 14).

Regrets: Kathryn Woodcock.

1. Constitution of Meeting

J. McCarthy, Chair, welcomed everyone and called the meeting to order. She introduced L. Brown as a guest and prospective Council member. Roundtable introduction followed.

As the safety moment, Council viewed a safety video by KONE Inc. highlighting the consequences of user behaviour in elevators.

2. Approval of Agenda

Council members approved the agenda for the June 16th, 2016 meeting, as presented.

3. Approval of the Minutes

Council approved the minutes of the February 18th, 2016 meeting, as presented.

4. Review Action Items from Last Meeting

D. Scriven reported to Council that the highlighted action items have been completed.

The outstanding action items were updated at the meeting as follows:

- Establishing a committee to evaluate TSSA’s Research and Innovation Grant for Graduate Students (TRIGGS) will remain outstanding item until the new program is operationalized.
- An undertaking by S. Jaggernath to provide additional information on Ontario College of Trades (OCOT) will be addressed under item 8 of the agenda today by V. Kajendran who will provide an update on behalf of S. Jaggernath.
5. Council Chair’s Report

As part of the advanced materials for this meeting, members received the Chair’s annual report to the President and CEO, which was treated as read.

The Chair informed Council that she received letters of acknowledgement and appreciation from TSSA’s Board Chair, and TSSA’s President and CEO in response to the Chair’s annual report for 2016.

6. Recruitment

The Chair noted that she received three recommendations for future Council member from R. Brady, who provided some background information. After the meeting, R. Brady agreed to follow up with the potential members to confirm their interest. He noted that one of the main challenges for prospective members is to take time off from their employment without losing pay or vacation time. D. Scriven, on behalf of TSSA, agreed to provide a letter to the employer of a prospective Council member to outline the value of attendance at meetings if that would assist in addressing this potential barrier.

7. TSSA’s President and 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.

M. Beard highlighted that TSSA will be relocating to 345 Carlingview Drive, Toronto on June 27, 2016.

He further highlighted progress of the regulatory renewal project and the TSSA’s 20/20 Program the latter will result in a complete transformation of systems, and enhance the customer experience. He further noted that phase 1 (human resources system) has been completed.

Discussion ensued around how the current regulations impact the economics of small businesses versus big corporations. M. Beard confirmed that currently many of the regulations are very prescriptive and TSSA does not have the authority to override them to address compliance challenges from small businesses.

8. Ministry of Government and Consumer Services (MGCS)

As part of the advanced materials for this meeting, members received MGCS’ report regarding ongoing activities with TSSA, which was treated as read.

V. Kajendran provided a verbal update of Tony Dean’s recommendations regarding OCOT which is also available online.

She informed Council of the appointment of a new Minister, Honourable Marie-France Lalonde, MPP (Ottawa—Orléans) on Monday, June 13.

On the Upholstered and Stuffed Articles (USA) regulation review, she noted that a proposal paper will be posted at the end of June 2016 and a copy will be sent to USA Council and Consumers prior to posting.

E. Nielsen, reiterated, that as both a consumer and a member of the USA Advisory Council, there is an important need to consult all the appropriate stakeholders in Ontario. To achieve this, she recommended a consultation process similar to the process for the recent Propane regulation review. She also noted that this
approach is essential since the average consumer will not be aware of postings on the Ontario Regulatory
Registry, nor be familiar with the benefits of the current regulation. At a minimum, she recommended that
additional approaches be considered when communicating with stakeholders and consumers.

Council was advised that TSSA will be assisting MGCS in contacting appropriate stakeholders by informing
its USA registrants. MGCS will also communicate to consumer agencies directly.

E. White noted that TSSA has provided MGCS with commentary on the shortcomings of depending on federal
consumer protection legislation and recommendations for modernizing the USA regulation.

ACTION: S. Jaggernath to provide an update at the next meeting regarding how consultation processes are
determined for each regulation review at MGCS.

9. Priority Safety Issue: Elevating Devices User Behaviour Update and Root Cause
Analysis related to ED

With the aid of a PowerPoint presentation, which forms part of the record of the meeting, D. Lisle provided an
update of recent user behaviour research in the area of elevating devices, including focus groups and digital
campaigns and their results.

D. Scriven noted that TSSA has adopted a root cause analysis for elevating device related incidents based on
a collaboration between Roger Neate, ED Statutory Director and K. Woodcock.

10. Ontario Technological Skills Competition (OTSC) and TSSA’s Research and
Innovation Grant for Graduate Students (TRIGG)

Ontario Technological Skills Competition (OTSC): The Chair displayed pictures from the OTSC event at the
meeting and highlighted the success of the event this year. The Chair advised that thank you notes were sent
to Travis More. R. Brady echoed the Chair’s notes on OTSC.

The Chair suggested ways to improve TSSA’s booth for next year. She suggested including a tour to the
event or adding interactive games to attract younger students in order to increase exposure. D. Scriven will
follow up with T. More about ways to improve TSSA’s booth in 2017.

Council discussed the need for providing grants to college and high school students as part of the safety
education funds. This will be further discussed under TSSA’s Research and Innovation Grant for Graduate
Students (TRIGGS) item on the agenda.

TSSA’s Research and Innovation Grant for Graduate Students (TRIGGS): Council would like to support high
school students in their efforts to create and present at the OTSC. Council noted that the current drafting of
the grant is too confined to include college and high school students and is considering developing a new
funding criteria for high school students.

After a brief discussion, Council agreed to explore a different approach for high school students. High school
students will be offered a scholarship rather than a grant.

The TRIGG document will be revised as discussed at the meeting and will be considered final.

Council will discuss the logistic details of a grant approach for high school students via the portal or by email.
It was reiterated that the programs supported by safety education funds should be promoted at each Advisory Council.

ACTION: T. More will share the thank you notes received from OTSC with Council.

ACTION: D. Scriven will follow up with T. More on opportunities to improve TSSA’s booth at the OTSC venue.

ACTION: Council will discuss the details of a new grant program to support high school students.

11. Consumer Education

*Make tough decision when called upon and assess facts in formulating positions as part of their critical thinking skills:* The Chair led discussion on ways that consumer representatives can differentiate industry issues versus regulatory issues or consumer/public issues. Having access to information critical to assessing facts was also noted as key. To that end, the benefits of having Chairs of Advisory Council meet with new Council members was noted. The benefits of field trips for Consumer Council members in their assigned sector was also noted as being very beneficial to their understanding of issues facing each industry. It was reiterated that the Consumer Advisory Council’s first priority is safety rather than technical issues which may be more relevant for industry council members.

When a consumer representative is changing his/her industry council, it is important to have the departing consumer representative and the new representative overlap so the new representative gets up to speed on issues facing the industry council in question.

12. Summary Verbal Reports for Fall/Winter 2015 Industry Advisory Council Meetings Highlighting Consumer/Public Perspectives

*Natural Gas Advisory Council - February 23, 2016:* D. Gerrior attended this meeting. She highlighted the special building initiative and its benefit to vulnerable members of the public. Minutes attached for further details.

*Amusement Devices Advisory Council – March 3, 2016:* E. Nielsen, on behalf of K. Woodcock, referenced comments regarding potential gaps in AD regulations that she has shared D. Scriven and R. Neate to take action, as appropriate. Minutes attached for further details.

*Propane Advisory Council – March 12, 2016:* D. Scriven advised that there were no issues noted impacting consumer perspective at the last meeting. Minutes attached for further details.

*Ski Lifts Advisory Council – March 21, 2016:* D. Gerrior informed Council that the ski lifts industry did not have a productive season due to the weather in 2015/2016. She highlighted that the Council focused on incident reporting discussions. No minutes were attached for this meeting.

*Elevating Devices Advisory Council – April 20, 2016:* J. McCarthy did not provide any highlights. No minutes were attached for this meeting.

*Operating Engineers Advisory Council – April 27, 2016:* R. Brady did not attend the last OEAC meeting. No minutes were attached for this meeting.
13. Questions on Information Items and Other Business

A brief discussion regarding the timing and administration of the Advisory Councils’ Evaluations and Engagement survey ensued.

14. In Camera

Council members met in camera without management and guests.

15. Termination

The meeting was terminated at 1:11 p.m. The next meeting is scheduled for October 6, 2016 at Carlingview Drive, Toronto.