Minutes of the Consumers Advisory Council (CAC) meeting of the Technical Standards and Safety Authority (TSSA) held in Victoria Room, Old Mill Inn, 21 Bloor St. W., Toronto, Ontario at 10:00 a.m. on the 25th day of June 2015.

Present: Jane McCarthy (Chair), 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 item 14), (Maram Khalif, Council Coordinator (all items except item 14); David Lisle, Director (item 8), Travis More, Director, (item 10), David Scriven, VP, Research and Corporate Secretary (all items except item 14); Ellen White, Policy Advisor, Stakeholder Relations (items 1-9), Peter Wong, VP Operations (all items except item 14).

Guest: Tanya Hewitt, Safety Education Research Graduate Scholarship (SERGs) recipient, (items 1 to 9), Richard Hustwick, Senior Policy Analyst, Ministry of Government and Consumer Services (MGCS) (all items except item 14), Shranna Jagernath, Policy Analyst, (MGCS) (all items except item 14), and Kirsten Mania, Consumer Services Operations, (MGCS) (items 1-9).

Regrets: Robert Brady.

1. Constitution of Meeting

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

D. Scriven provided information on the emergency evacuation procedures in case of fire during the meeting.

As part of TSSA’s safety moment, a video was shown highlighting the importance of cleaning and maintaining individually owned BBQs before using them.

M. Presner announced her retirement from the CAC. This will be her last meeting. The Chair acknowledged appreciation for her contributions to this council and the Liquid Fuels Advisory Council.

2. Approval of Agenda

Council members approved the agenda of the June 25, 2015, as presented.

3. Approval of the Minutes

Council approved the minutes of the February 18, 2015 meeting, as presented.

4. Review Action Items from Last Meeting

D. Scriven reported to council that the highlighted action items have been completed. The Safety Education Fund item was tabled under item 10 of today’s agenda.

E. Nielsen and D. Gerrior will share information extracted from “Improving the Effectiveness of Consumer & Public Representatives on Delegated Administrative Authorities” discussions (from February meeting) to be included in the orientation for new council members at the next meeting.
5. Council Chair’s Report

The Chair highlighted the completed Chair’s annual report to the President and CEO for 2015, which highlights the council’s accomplishments and opportunities. The report will be shared with the Governance, Safety and Human Resources Committee of TSSA’s Board of Directors.

The Chair also highlighted the success of Ontario Technological Skills Competition (item 10), which was held May 2015 in Waterloo. She also noted her involvement and the support of E. Nielsen during the Upholstered and Stuffed Articles regulation consultation process.

*Consumer Outreach Group*: The Chair noted an informative presentation by the Electrical Safety Authority at the March 2015 Consumer Outreach Group that focused on a public education strategy to decrease harmful electrical incidents in Ontario. In addition, the challenges facing similar organizations around recruiting and retaining consumer representatives were discussed.

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.

M. Beard highlighted positive progress of safety award program, which will be featured at the Annual General Meeting in September.

The regulatory review process was focused on the Operating Engineers, Boilers and Pressure Vessels, Upholstered and Stuffed Articles (USA) and a new regulation for Liquefied Natural Gas.

M. Beard further highlighted TSSA’s efforts in preparing Toronto for the PanAm games 2015, noting that each program was engaged in ensuring that all required inspectors were up-to-date and subjected devices were identified. Further discussion ensued around TSSA’s involvement in other major sporting events around Ontario.

7. 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.

R. Hustwick introduced S. Jaggernath who will be replacing him as the MGCS’ representative at the CAC’s meetings.

USA regulation review process was discussed and Council requested a copy of KPMG’s presentation that was provided to the USA AC meeting held in June 2015.

An update was provided for two other initiatives: Condominium Act and the Home Inspections.

*Ontario Inspection Authorities (Consumer Protection Act)*: As part of the advanced materials for this meeting, council received a memo and a PowerPoint presentation highlighting the new inspectors’ powers under Consumer Protection Act, which was treated as read.

K. Mania further highlighted the background that led to the creation of new inspector powers for the Consumer Protection Act and how this may impact on the consumer. In relation to TSSA, it was indicated that...
the consumer protection unit of MGCS could collaborate with other regulators to reinforce this initiative where specific areas were targeted. However, it was clarified there was no direct link between TSSA’s inspectors and the new inspection authority. The difference between TSSA’s inspectors and Consumer Protection inspectors was further discussed.

ACTION: CAC to receive KPMG’s report presented at the last USA AC meeting.

8. Priority Safety Issue: User Behaviour Research Update

As part of the advanced materials for this meeting, council received a PowerPoint presentation highlighting applying social and direct marketing to enhance public safety for elevating devices and direct marketing Carbon Monoxide (CO).

D. Lisle shared some of the research insights such as the role of the user and the risk perception of elevating devices. He also highlighted a new dedicated website created for elevator safety: elevatorsafetyontario.ca The use of social marketing approaches to drive the public to that site were outlined. Next steps for the elevating devices initiative are to conduct additional pilot projects to enhance content for the site. Next steps for CO safety will be further developing partnerships and enhancing collaboration with other likeminded organizations.

9. Safety Education Research Graduate Scholarship: Safety Theories

As part of the advanced materials for this meeting, members received a PowerPoint presentation encompassing the history of safety theories.

T. Hewitt presented the background of safety theories and highlighted how organizations apply different safety applications. She further highlighted how organizations utilize those safety applications in different phases of businesses such as during prevention, intervention or postvention.

T. Hewitt noted this was her last presentation completing her scholarship. She acknowledged the council’s support in her research for the past three years.

10. Safety Education Research Graduate Scholarship Review Update

_Ontario Technological Skills Competition (OTSC):_ As part of the advanced materials for this meeting, members received a report on OTSC 2015 written by B. Horsman, which was treated as read.

B. Horsman highlighted the large scale of the event. He noted the positive return on investment for TSSA’s support by being exposed to not only students but other organizations regulated by TSSA. He further encouraged TSSA to continue the sponsorship and consider extending support to elementary schools competition that precede this event.

T. More reiterated B. Horsman’s comments and informed council regarding TSSA’s efforts in support of this event that involved planning and hosting a booth. He acknowledged CAC’s contribution to the event and expressed his appreciation on behalf of TSSA.

Moving forward, T. More informed council of opportunities to improve TSSA’s presence. In particular, he noted that the booth could include more information and clearer messages on safety and career choices for next year.
ACTION: The list of this year's winners will be sent to council.

**Safety Education Research Graduate Scholarship (SERG) progress:** As part of the advanced materials for this meeting, members received a proposed revised SERG documents and supporting information for discussion.

Council discussed the proposed changes of the SERGS program including a proposal to rename the program: TSSA Research and Innovation Grant For Graduate Students (TIGGS) was recommended. The purpose of the grant is to allow network among research community within Ontario while creating sustainable and durable grants in the research community.

Some of the key changes were further discussed, such as the ability of either the student or the supervisor applying for the grants initially and with the renewals becoming the sole responsibility of students. Keeping the funds within Ontario was reiterated. The importance of knowledge transfer to TSSA and relating the research to TSSA's mandate were reinforced. The exclusion of colleges and undergraduates was noted, however, if there were a case of great innovation, they may be considered.

The grants are proposed as they will be easier to audit than scholarships and the council will have more control over the finished project.

Further discussion ensued around avoiding strict criteria that might be barrier to submissions as was previously experienced. It was also noted that the changes included no requirement for a thesis to qualify for the grants as this may attract more candidates.

In light of this discussion, council recommended to the MGCS’ representatives that consideration be given to an education symposium including Electrical Safety Authority and other related regulators to be held in Ontario. They highlighted the benefits to consumers and profiles provided for the safety mandate of regulator bodies.

Council members were encouraged to consider the changes presented today and provide their thoughts prior to the next meeting.

ACTION: Council to provide their comments on the proposed changes to the SERGs prior to the next meeting. Council will make a decision and discuss operationalizing the changes at the next meeting.

**Safety Education Fund Balance Update:** As part of the advanced materials for this meeting, members received summary of education fun activities since last year, which was treated as read.

D. Scriven reiterated to council how the fund is created.

**Dorothy Andres’ Request:** The council determined Ms. Andres’ application falls outside the perimeters of the scholarship (grant) criteria, in particular, a requirement for an affiliation and supervision from an Ontario University, consistent with the program goal to create a network of collaborators in the province’s academic circles.

11. Consumer Education

At the October 2014 meeting the Council 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.

**Access or initiate consumer/public research:** deferred to the next meeting.
12. 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:

- Natural Gas Advisory Council – February 24, 2015
- Amusement Devices Advisory Council – March 5, 2015
  K. Woodcock highlighted some of the council’s focus such as harmonization and global standardization. She noted the need for ways to deal with exemptions of new devices, which has been an ongoing issue for the AD council.
- Propane Advisory Council – March 12, 2015
- Ski Lifts Advisory Council – March 25, 2015
- Operating Engineers Advisory Council – April 22, 2015
- Elevating Devices Advisory Council – April 1, 2015
- Liquid Fuels Advisory Council – May 13, 2015
- Upholstered and Stuffed Articles – January 21, 2015
- Upholstered and Stuffed Articles – June 2, 2015 – no attachment

13. Questions on Information Items and Other Business

CAC members in industry council: E. Nielsen informed council she was unable to attend most of the Natural Gas Advisory Council meetings due to the dates they were usually scheduled. She would like to represent consumers at a different industry council.

M. Ying to consider the industry council to which he will be assigned to represent the consumer’s perspective. He will notify the Chair offline.

D. Gerrior, K. Woodcock, and R. Brady express a desire to continue with their respective councils, Ski Lifts and Amusement Devices and Operating Engineers.

J. McCarthy will follow up with council members to determine which industry council they would like to represent the consumer’s perspective. P. Jensen, E. Nielsen and M. Ying will be assigned to a new industry council.

ACTION: J. McCarthy to finalize a list of council members and their new industry council to TSSA.
14. In Camera

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

15. Termination

The meeting was terminated at 2:35 p.m. The next meeting is scheduled for October 1, 2015.