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 1st day of October 2014.

Present: Jane McCarthy (Chair), Robert Brady, Dolly Gerrior, Elizabeth Nielsen, Matilda Presner, and Kathryn Woodcock (all items except 11, 12, 13, 14 and 15).

In attendance: Mike Adams, Director, Boilers and Pressure Vessels Safety Program, (item 8); Michael Beard, President and CEO (all items except 7, 8 and 15); Maram Khalif, Council Coordinator (all items except item 15); John Marshall, Director, Fuels Safety Program, (item 8); Travis More, Director, Human Resources (item 10); David Scriven, VP Research and Corporate Secretary (all items except 15); Srikanth Mangalam, Director, Public Safety Risk Management (item 8); Ellen White, Policy Advisor, Stakeholder Relations (all items except item 15); Dara Vorkapic, Director, Upholstered and Stuffed Articles (item 8); and Peter Wong, VP Operations (all items except item 15).

Guests: Tanya Hewitt, Safety Education Research Graduate Scholarship (SERGS) recipient (2012 – 2015) (except item15), Richard Hustwick, Senior Policy Analyst, Ministry of Government and Consumers Services (MGCS) (all items except 15), and Hussein Lalani, Manager, MGCS (all items except 15).

Regrets: Patricia Jensen, Brian Horsman, and Matthew Ying.

1. Constitution of Meeting

J. McCarthy, Chair, welcomed all and called the meeting to order. She noted this was her first meeting as Chair. Three council members who sent their regrets were noted.

Council viewed and discussed a video of distracted driving.

2. Approval of Agenda

Council members approved the agenda of the October 1, 2014, as presented.

The order of the agenda was modified to accommodate a council member; however, the minutes are presented in the order of the agenda as distributed for ease of reference to the materials.

3. Approval of the Minutes

Editorial corrections were made to the previous minutes.

Council approved the minutes of the June 26, 2014 meeting, as revised.

4. Review Action Items from Last Meeting

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

Updates were provided on the other outstanding action items as follows:

- E. Nielsen and J. McCarthy distributed a document at the meeting, which provided information on consumer product identification and traceability of online purchasing and the use of international barcodes in relation to Upholstered and Stuffed Articles Safety Program. The document forms part of the record of the meeting.
P. Wong provided clarification of the requirements for amusement devices operators/attendants and distributed a document illustrating the regulation requirements. The document will also form part of the record of the meeting.

- The last two outstanding items relating to the Safety Education Fund will be addressed under item 10.

5. Council Chair's Report

J. McCarthy reported to the members on her attendance at the most recent Committee of Council Chairs meeting, TSSA’s Annual General Meeting (AGM) and a recent Consumer Outreach Committee meeting.

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 acknowledged positive attendance by Advisory Council Chairs at the AGM. He also highlighted the upcoming TSSA’s safety awards initiative announced at the AGM noting that more information will be provided in the near future.

7. Ministry of Government and Consumers Services (MGCS)

R. Hustwick reported that the Ministry was still considering the recommendation from the Home Inspection Initiative consultation to enact regulations establishing a registration regime.

He also advised that TSSA and MGCS have undertaken a regulatory renewal project, in which a systematic regulation review process will be developed.

8. TSSA’s Annual State of Public Safety Report (ASPR)

As part of the advanced materials for this meeting, members received TSSA’s ASPR summary, which was treated as read.

With the aid of a PowerPoint presentation, which forms part of the record of the meeting, S. Mangalam provided an overview of ASPR FY14 and highlighted the priority safety issues for each program.

Discussion ensued around the priority safety issues regarding fuel-burning appliances in institutions with vulnerable populations including retirement homes, schools, and long-term care facilities, where the primary cause of incidents is poor maintenance.

Council noted the importance of protecting vulnerable populations in Ontario and finding ways to mitigate this issue by exploring partnerships with the Retirement Homes Regulatory Authority (RHRA) and building owners, such as municipalities and/or other related associations.

In response, TSSA and MGCS acknowledged the importance of working in partnership to address this priority safety issue.

With respect to the priority safety issue concerning carbon monoxide (CO) in residences, the Council noted a TSSA sponsored website, which provides valuable information to the public regarding CO related issues: www.cosafety.ca. In addition, the Council highlighted the challenges faced by some homeowners when they called service providers to conduct furnace maintenance and were advised that their furnaces were too new
for maintenance inspection. In response, Council was advised that the Natural Gas Advisory Council working group would be discussing this issue at their regular meetings.

A Council member expressed concern regarding vulnerable members of the population that were at risk when elevators were shut-down due to emergency or other operational reasons. The member requested that MGCS take an active role in the elevator shutdowns due to emergency and other operational reasons. TSSA and MGCS staff clarified Ministry, regulator and owner responsibilities in these situations noting their specific involvement in cases of non-compliance for safety and the limitation to situations involving operational issues. The Council encouraged MGCS to take a proactive and collaborative approach to addressing this matter with other associations and ministries involved dealing with vulnerable populations. To move forward, MGCS will be pleased to receive any data or information from the council that informs on the extent of this issue in Ontario.

9. Fix and Forget or Repair and Report – Tensions at the front line of incident reporting

T. Hewitt, 2012 recipient of SERG, joined the meeting. This report and update were provided as part of her commitment to present her findings to the CAC. Her scholarship with TSSA ends in June 2015.

With the aid of a PowerPoint presentation, which forms part of the record of the meeting, T. Hewitt presented a summary of her research efforts to date addressing front line incident reporting and the importance of education.

She highlighted major themes in incident reporting systems and their consequences. She also highlighted positive ways to get people to report incidents, such as, ensuring organizations take the necessary actions when they receive incident reports, including, acknowledgment and sharing of the findings with employees.

10. Safety Education Research Graduate Scholarship Review Update

Two issues were discussed under this item.

Ontario Technological Skills Competition (OTSC): R. Brady informed council that he met with TSSA’s Human Resources Director, Travis More, to discuss ways CAC and TSSA could collaborate to participate in the OTSC. He also highlighted the importance of supporting industries and trades related to TSSA’s regulations, such as Heating, Ventilation, Air Conditioning (HVAC).

R. Brady proposed to TSSA the following breakdown of contributions to the OTSC from the Safety Education Fund:

- CAC continues to contribute $6,000 towards scholarship award winners in support of HVAC competitions and eliminate scholarships toward welding (which was not specific in the previous contributions)
- CAC increases the sponsorship to OTSC from $5,000 to $10,000

These recommendations were made based on the following commitments:

- TSSA will provide promotional materials, such as, banners, etc. (as required)
- TSSA will provide a corporate representative at the ceremony and;
- CAC will also provide a representative(s)

T. More reported on preliminary discussions with G. Smyth of Skills Ontario to clarify and confirm the sponsorship details. He also provided background information around OTSC involvement from a recruitment perspective.

Council discussed the CAC representatives who may attend the ceremony in support of OTCS.
All present members agreed to R. Brady’s proposal, as discussed at the meeting.

Council agreed to the use of the Safety Education Funds to increase the sponsorship for OTSC 2015 to $10,000 and to continue providing $6,000 for scholarship awards to winners in the HVAC competitions.

Safety Education Research Graduate Scholarship: J. McCarthy reiterated discussion at the last meeting on this issue, highlighting the challenges of receiving acceptable candidates over the past two years. The Council identified an opportunity to approach educational associations or universities and/or extend the scholarship to community colleges, especially those accredited by TSSA.

Council also discussed easing some of the administrative factors, such as, providing an open deadline or changing the percentage amount a supervisor can assist the applicant in the application process including drafting the proposal.

D. Scriven reported to council that he was exploring options within the organization that may identify specific safety related topics and/or academic collaboration in conjunction with S. Mangalam.

Moving forward, J. McCarthy, E. Nielsen, and R. Brady will present a proposal on how to improve SERGs’ direction and process at the next meeting.

11. Consumer Outreach Committee

J. McCarthy reported to council on the highlights of Consumer Outreach Committee meeting, which included receiving a report on consultation initiatives presented by MGCS’s representatives.

She informed council that the committee was interested in collectively finding ways to enhance consumer input on MGCS’ consultation processes and noted that the committee discussed the challenges of defining the consumer sector and finding consumer representatives.

The members of the committee consists of TSSA CAC, Electric Safety Authority (ESA) and its Consumer Advisory Council, Consumers Council of Canada, and Canadian Standard Association.

J. McCarthy requested that management post to council a call for nomination from the Canadian Standard Association Group (CSA) seeking a consumer representative for CSA’s Technical Committee on Residential Carbon Monoxide Alarming Devices (JB109).

The next Consumer Outreach Committee meeting will be in March 2015 and will be hosted by ESA.

ACTION: M. Khalif to post CSA’s call for nomination regarding CO alarms to the appropriate council members on the Advisory Council Portal.

12. The Effectiveness of Consumer and Public Representatives on Delegated Administrative Authorities

As part of the advanced materials for this meeting, council received the Consumers Council of Canada’ document called “Improving the Effectiveness of Consumer & Public Representatives on Delegated Administrative Authorities” written by S. Bulhoes and M. Lio, which was treated as read.

As part of the advanced materials for this meeting, council also received E. Nielsen’s highlights of the above-mentioned document, which was also treated as read.
Some of the highlighted recommendations consisted of discerning the difference between the public interest and the narrower consumer interest; providing orientation programs (i.e. including a meeting for the Chair and the new member); providing educational based agenda for consumers; and self-evaluations of each council or meeting.

High-level discussion ensued around how TSSA utilizes some of the recommendations in regards to its Board of Directors’ and to the advisory council members, where applicable.

Council recommended having educational item as a standing item on the agenda. Council will bring forward a brief discussion around factors (referenced by the above-mentioned document) that would contribute to an effective board or public representativeness.

D. Gerrior will lead a short discussion around factor one: discerning the difference between the public interest and the narrower consumer interest at the next meeting.

E. Nielsen will lead a short discussion around factor two: list the consumer rights and responsibilities and apply them as a screen to decision items.

ACTION: CAC’s next meeting agenda will include standing item called “Consumer Education” in which D. Gerrior and E. Nielsen will provide brief discussions around factor one and factor two from Improving the Effectiveness of Consumer & Public Representatives on Delegated Administrative Authorities document respectively.

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:

- Elevating Devices Advisory Council (June 18, 2014)
- Liquid Fuels Advisory Council (May 15, 2014)
- Upholstered and Stuffed Article Advisory Council (May 28, 2014)
- Propane Advisory Council (June 3, 2014)
- Natural Gas Advisory Council (September 17, 2014) – no attachment

Regarding the Upholstered and Stuffed Article Advisory Council minutes, council noted the need for further clarifications on comments stating that most manufactures were not based in Ontario.

14. Questions on Information Items and Other Businesses

There was no discussion under this item.

15. In Camera

Council members met in camera without management and guests.

16. Termination

The meeting was terminated at 2:37 p.m. The next meeting is scheduled for February 18, 2015.