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 5th day of February 2014.

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

In attendance: Michael Beard, President and CEO (all items except item 14), Erin Estoek, Stakeholder Relations (all items except item 14), David Lisle, Director, (item 8), Maram Khalif, Council Coordinator (all items except item 14), David Scriven, VP Research and Corporate Secretary (all items except 14), Peter Wong, VP Operations (all items except item 14).

Guests: Richard Hustwick, Senior Policy Analyst, Ministry of Consumers Services (MCS).

1. Constitution of Meeting

P. Jensen, Chair, introduced B. Horsman as the new member representing Ontario North and called the meeting to order. Due to weather conditions, B. Horsman’s orientation has been postponed. A roundtable introduction took place.

B. Horsman provided brief background information, including his involvement and interest in various building codes, industries and other committees and colleges involving boilers and pressure vessels, as well as referencing his knowledge of Ontario rural needs.

2. Approval of Agenda

D. Scriven requested an opportunity to provide a brief update on the council portal under item 13.

Council members approved the revised agenda for the February 5, 2014 meeting.

3. Approval of the Minutes

Council members approved the minutes of the October 2, 2013 meeting as drafted, as being a true and correct record of that meeting.

4. Review Action Items from Last Meeting

Council reviewed the action items from the previous meeting, noting all actions highlighted were completed, other than an update from MCS.

R. Hustwick provided an update regarding MCS’s list of topics of interest involving TSSA. A handout was provided at the meeting highlighting all those areas of interest for MCS involving TSSA as follows:

- Propane safety panel in which a proposal has been posted on the Government’s Regulatory Registry website for public comments.
- Boilers and Pressure Vessels internal review update including the recruitment of KPMG by MCS to assess the current status and provide a report in the spring of 2014.
- Delegated Administrative Authority (DAA) Oversight Guideline focusing on consistency reporting for all AAs organizations.
- Administrative Monetary Penalties which has been proposed to be available to all AAs organizations.
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- Open Government which is one of the Premier’s priorities which is to focus enhancing public trust and confidence in the government.
- Home Inspections Initiative which includes a 16-member panel. Its recommendations have been posted on Government's Regulatory Registry for public comments.

W. Lee further informed council that MCS was also involved in other projects and issues not noted in the list involving all TSSA’s regulated sectors.

5. Council Chair’s Report

The Chair was not able to attend the last Committee of Council Chairs meeting held on January 15, 2014. However, items covered at the meeting form part of the CAC meeting agenda.

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 the information in the CEO report such as the Carbon Monoxide Initiative and the use of social media to create public awareness as well as the internal infrastructure improvement policy for enhancing TSSA’s contingency planning for weather inclement and other natural disasters.

M. Beard suggested that an opportunity exists to build relations with other stakeholders by attending their meetings, such as public and annual general meetings. This approach could be followed by members of this council.

He also provided an update on discussion with the Ontario College of Trades (OCOT), MCS and Ministry of Training, Colleges and Universities to finalize an agreement to clarify the application jurisdiction between TSSA and OCOT.

TSSA’s leadership for amusement devices harmonization with Canadian Standard Association across Canada was acknowledged.

An offer was also extended to invite members of council to the next TSSA’s Amusement Ride Safety Inspector Forum taking place on February 24 to February 27, 2014. K. Woodcock was scheduled as a speaker.

ACTION: D. Scriven will follow up with the logistics and advise council members of the timing to attend related associations’ Annual General Meetings.

ACTION: M. Khalif to follow up with K. Woodcock on who may be the best fit to attend along with her and follow up with Amusement Devices Safety Program for further details.

7. Ministry of Consumers Services (MCS)

An update was provided under action item update, item 4.

Discussion ensued around the connection between the Home Inspection Initiative and Canadian Standards Association’s (CSA) national home inspectors standard of best practice. MCS’ Consumer Protection Unit is involved with the CSA’s initiatives. Council encouraged MCS to ensure the two initiatives, home inspection and home inspectors standard for best practices, were effectively aligned. It was acknowledged that P.
Jensen is a member representing consumers for the Home Inspection Initiatives and R. Brady is a member also representing consumers for the CSA’s Home Inspectors Standard for the best practices. Both of these initiatives were spearheaded by the Consumer Protection Unit of MCS.

Past discussions around the exemption for the certain inflatable devices in the amusement devices regulations were also noted. W. Lee informed council in light of evolving technology and the interest of public safety; that discussions with MCS to date have been focused on the identifying priorities as noted earlier and a desire to establish regular scheduled regulation reviews rather than the current practice of conducting ad hoc requests for regulation reviews. He emphasized this will require a comprehensive approach and may take some time to materialize.

The relationship between TSSA and MCS was highlighted as being very positive and opportune timing to have the discussion regarding developing regular scheduled regulation reviews as a great opportunity.

8. Priority Safety Issue: User Behaviour Research with emphasis on Carbon Monoxide (CO)

As part of the advanced materials for this meeting, members received a briefing note highlighting the results of user behaviour with emphasis on CO, which was treated as read.

With the aid of a presentation which forms part of the record of the meeting, D. Lisle outlined the objective, foundation and results of a significant initiative to achieve behavioural change to address the CO safety risk.

Discussions followed after the presentation regarding how this research could be used to identify vulnerabilities among the renter sector of the population; the role of utility companies; and ways the tools can be utilized by the public safety organizations. The home owners’ responsibility versus the service providers’ role in the chain of CO was thoroughly discussed. In particular, the council discussed the challenges presented to consumers by the confusing and inconsistent “inspection” options provided by different providers. The possibility of partnership opportunities between regulators and service providers to provide education and awareness to the consumer was also discussed.

The overall economic impact of CO in Ontario was noted and suggests that there is an economic as well as safety benefit to finding a province wide solution to the CO risk.

9. Consumer Outreach Committee

As part of the advanced materials for this meeting, members received the Consumer Outreach Committee meeting notes from October 15, 2013, which was treated as read.

The committee was scheduled to meet on February 6, 2014 and an update will be provided at the next meeting.

10. Safety Education Funds Update

Safety Education Research Graduate Scholarship (SERGS) review: A revised Request for Proposal (RFP) document was sent as part of the advanced materials for this meeting. The RFP and the application were posted at the end of January 2014.

Summary of Safety Education Fund Status: The safety education fund status since 2008 was presented as per council’s request. Council decided to receive the safety education fund status at the June meeting in order to reflect the appropriate fund status at TSSA’s fiscal year ending April 30th.
ACTION: Summary of the Safety Education Fund status will be presented to council at the next meeting.

Skills Canada Review of Commitment of Projects: A 3D animation video selected as a winning effort at the Ontario Technological Skills Competition 2013 was shown at the meeting. Discussion ensued around the scope of the project and if it was meeting the Council’s expectations. R. Brady recommended re-considering the use of 3D animation contest. He also recommended considering the use of different sector such as Heating Ventilation and Air Conditioning sector. Members of council expressed support for the continuation of the project. The details of the actual event were shared such as how long it took the students to create the video. The possibility of making future recommendations such as focus on CO was proposed. Providing more structure to the students was also recommended. TSSA is gaining recognition among youth and those interested in trades through this initiative.

The video production was received positively other than the fact that it did not identify a positive solution for the issue. It was recommended that the video be linked to TSSA’s web site with commentary contextualizing the video and including information about the students, their age and how long it took to produce the video, as well as highlighting safety positively.

ACTION: TSSA’s Stakeholder Relations to provide context for the video when posting to public sites.


The Chair informed council that she was stepping down as the Chair of CAC effective September 2014 due to personal reasons and to provide an opportunity for refreshment in Council leadership. She informed council that three members have expressed an interest in replacing her as Chair. Each new candidate made a short statement and Council voted on the second ballot, J. McCarthy was elected to be the Chair and R. Brady was elected as Vice Chair.

E. Nielsen will remain with the Natural Gas Advisory Council and B. Horsman will join the Propane Advisory Council.

ACTION: J. McCarthy and P. Jensen to attend the next planning meeting for CAC scheduled meeting in June.

12. Summary for fall/winter 2013/2014 industry advisory council meeting, 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 meeting on October 16, 2013
- Amusement Devices Advisory Council meeting on October 23, 2013
- Propane Advisory Council meeting on October 30, 2013
- Elevating Devices Advisory Council meeting on November 13, 2013
- Liquid Fuels Advisory Council meeting on November 27, 2013

A verbal update was provided for the following recent meetings:

- **Operating Engineers (OE) Advisory Council meeting on November 26, 2013**: R. Brady distributed the draft minutes at the meeting highlighting that the progress of the Future of Power Engineers Risk Reduction Group as well as recent developments around having a panel to review the regulations instead of establishing a Risk Reduction Group.

- **Upholstered and Stuffed Articles (USA) Advisory Council meeting on January 22, 2014**: J. McCarthy reported to council that the USA Advisory Council received its evaluation and engagement survey results, which were mainly perceived as positive except for some discouragement noted regarding...
the lack of success of the advocacy efforts to rescind the padded undergarments exemption. The impact of online purchasing on the regulations was also noted. Discussion around how the federal government as well as Health Canada approaches this issue was also highlighted.

CAC members also discussed the business of traceability of products and the use of international barcodes which were prevalent within the federal regulations. Working with Health Canada in this regard was perceived by the council as a very positive step to undertake. E. Nielsen provided her knowledge and contacts in Health Canada to assist. She would also like to look into this further and assess if she can offer support to TSSA on how to move forward without reinventing the wheel for strategizing in regards to the changes of technology in the USA industry.

**ACTION:** E. Nielsen to follow up with J. McCarthy and USA Safety Program to provide support in regards to online purchasing and how it may relate to traceability of product and the use of international barcodes.

- **Natural Gas Advisory Council meeting on January 30, 2014:** E. Nielsen reported to council the focus on the conflict resolution policy which TSSA is developing in recognition of a request from the natural gas sector but is intended to be used for all programs. She reported some challenges facing the industry around invoicing and billing as well as consistency issues, such as, time spent on standardized inspections. She also noted the focus on CO and lack of maintenance being one of the biggest issues. The newly enacted Bill 77 which is enforced by the Office of the Fire Marshall and its impact on many safety programs was also noted.

- **Elevating Devices Advisory Council:** P. Jensen reported on the EDAC compliance and safety performance results for the past year. Elevators continue to present issues with fatalities (a 13% increase over 2012) whereas there are very few fatalities on escalators and moving walks. User behaviour continues to be identified as the most significant source of elevator and escalator incidents, 75% and 97% respectively. She encouraged TSSA to examine the real sources of user behaviour based incidents as this is a catch-all for incidents that cannot be attributed to an elevator or escalator. A key issue that is being addressed is encouraging greater building owner engagement at council as building owners are the key link in rolling out the Maintenance Control Program. Priority safety issues to be addressed in the coming year are: aging devices compliance rates, communication to owners/managers, and public education awareness.

- **Ski Lifts Advisory Council:** D. Gerrior summarized 2 key issues: Council is addressing concerns about the engineering design process; and there are 2 public safety programs – one is focusing on the Lift, Stand and Leave initiative (focus on leaving), and the other focuses on 85% compliance among youth who were targeted for a safety message prior to skiing.

- **Liquid Fuels Advisory Council:** M. Presner informed members of inspection backlogs in rural Ontario which is an issue for single operators. TSSA leadership is being sought to ensure the new CSA code for oil boilers (allowing harmonization with other provinces) is understood by the industry. Priority safety issues for the coming year will focus on: leaks, spills protocol; compliance of contractors and distributors; and public education.

### 13. Questions on Information Items and Other Businesses

With the aid of slides presentations, D. Scriven provided an update around the development of council portal and highlighted some of the features that may enhance communication among council and TSSA between meetings. The portal is scheduled to be in service by the next meeting date.
14. In Camera

Council members met in camera without management.

15. Termination

The meeting was terminated at 2:54 p.m. The next meeting is scheduled for June 26, 2014.