Minutes of the Consumers Advisory Council (CAC) meeting of the Technical Standards and Safety Authority (TSSA) held in Rooms 1433 and 1434 on the 14\textsuperscript{th} Floor, Centre Tower, 3300 Bloor St. W., Toronto, Ontario at 10:00 a.m. on the 26\textsuperscript{th} day of June 2014.

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

In attendance: Erin Estok, Stakeholder Relations (all items except item 14), David Lisle, Director, (item 8), Wilson Lee, 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 Government and Consumers Services (MGCS) (items 1 to 9), and Hussein Lalani, Manager, MGCS (items 1 to 9).

1. Constitution of Meeting

P. Jensen, Chair, welcomed all and called the meeting to order.

2. Approval of Agenda

E. Nielsen requested to have an item added to the end of the agenda: Improving the Effectiveness of Consumer & Public Representatives on Delegated Administrative Authorities document prepared by S. Bulhoes and M. Lio for the Consumers Council of Canada.

Council members approved the revised agenda for the June 26, 2014 meeting.

3. Approval of the Minutes

R. Brady recommended the previous minutes to indicate that he recommended re-considering the use of 3D animation contest during the discussion around Ontario Technological Skills Competition (OTSC). He also recommended considering the use of different sector such as Heating Ventilation and Air Conditioning sector.

Council members approved the minutes of the February 5, 2014 meeting as revised, 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.

E. Nielsen and J. McCarthy will follow up on the outstanding item and will provide update at the next meeting.

5. Council Chair’s Report

Chair’s annual report to the President and CEO: As part of the advanced materials for this meeting, members received the Chair’s annual report to the CEO for 2013/2014, which was treated as read.
The process of the Chair’s annual report was illustrated. The report was shared with the Board of Directors in June of each year as information. It was also noted that all council Chairs are invited to TSSA’s General Annual Meeting (AGM) to meet with the Board of Directors for informal breakfast prior to the public AGM.

**Consumer Outreach Committee Update:** As part of the advanced materials for this meeting, members received the notes of the meeting from February 6, 2014, which was treated as read.

The Committee’s next meeting is scheduled for September 16, 2014. Nicole Stewart and David Breezer were invited to represent the Ministry of Government and Consumer Services (MGCS). The benefits of this committee were highlighted, including enhanced engagement among regulatory bodies, ministry and other consumer related organizations. The September meeting will focus on current and future consultations conducted by MGCS. Council proposed that this committee support consumer advocacy for specific issues facing consumers in Ontario. It was agreed the committee will continue to meet in the future as per needed basis.

The members recommended an agenda item for September meeting exploring ways to utilize this committee in the future.

**ACTION:** Agenda item for the Consumer Outreach Committee- exploring ways to utilize this committee moving forward.

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.

P. Wong, on behalf of M. Beard provided an overview, of the changes to the Ministry of Government and Consumer Services. He noted that TSSA and MGCS were currently working on ways to streamline the regulation review process with more information to be provided under item 7.

He also provided an update on a recent propane incident, which was still under investigation and highlighted the success of first response coordination with the Office of the Fire Marshall of Ontario.

The newly launched internal Training Centre of Excellence at TSSA was highlighted as a great resource that will be monitored and evaluated for ongoing enhancements.

E. Nielsen raised a question regarding the application of the amusement device regulations seeking clarifications around the requirement of hiring local people to fill temporary vacancies as it relates to operators of the rides. P. Wong will follow up with this issue with R. Hadaller offline and will provide information to E. Nielsen.

**ACTION:** P. Wong will follow up with E. Nielsen’s comments regarding the regulation’s stance on temporary workers in AD sector.

7. **Ministry of Government and Consumers Services (MGCS)**

R. Hustwick provided further information to the council around the recent changes to the ministry. In particular, he noted that Ministries of Government Services and Consumer Services have been combined as the Ministry of Government and Consumer Services (MGCS). The new minister is David Orazietti, a Member of Provincial Parliament (MPP) from St. Sault Marie who was previously the Minister for Natural Resources. One of his successes was a Private Members Bill to expand consumer protection for cell phone users.
The new Parliamentary Assistant to the Minister of Government and Consumer Services was also noted as Chris Ballard, who has a history of consumer advocacy provincially and federally.

The regulation renewal process, which is developing a list of all issues related to the regulations delegated to TSSA, is currently underway. A steering committee has been established to oversee this process, prioritize issues, and identify gaps in the near future. In light of the regulation renewal process being considered, CAC members requested the following areas to be included for consideration: Home elevators, Escalators, Inflatable climbing devices, and Padded undergarments.

Additional updates were provided around ongoing activities as follows:

- Propane regulation review had a comprehensive stakeholder consultation and the feedback was favourable. Final report to come forward later this year.
- An options paper report for the boilers and pressure vessels will be finalized this summer and stakeholder consultation will follow.
- The home inspection consultation public feedback was completed in January 2014. Significant amount of feedback was received from the stakeholders and regulation was supported. Final response will come later this year.
- Ontario’s Condominium Act review ended in January 2014 as well. Proposals were made and those recommendations were posted for comment. The ministry is reviewing the feedback gathered and a final report will follow.

The ministry is still in a “caretaker” mode until all new Cabinet members are in place, so no major policy decision will be made.

ACTION: P. Jensen, on behalf of CAC, will send a letter of congratulations to the Parliamentary Assistant to the Minister of Government and Consumer Services, Mr. C. Ballard, MPP.

8. TSSA’s Corporate Social Responsibility (CSR)

With the aid of a presentation, which forms part of the record of the meeting, W. Lee outlined the purpose of CSR Initiative and presented draft objectives and strategies for the initiative.

One of the main gaps found during the initial development of this initiative related to environmental responsibilities. The Committee discussed the environmental and accessibility issues and members encouraged TSSA to consider adding accessibility as one of the core elements of its CSR strategy. W. Lee agreed that accessibility was an important aspect of the CSR and that it would be further explored under key stakeholder relationships. Distinguishing consumers and industry under the banner of stakeholder was also recommended, as well as further exploring the definition of a stakeholder.

9. TSSA’s Evolving Role in Public Awareness

As part of the advanced materials for this meeting, members received a briefing note regarding TSSA’s public awareness and behavioural initiatives approach, particularly with respect to carbon monoxide (CO), which was treated as read.

D. Scriven reported to council that D. Lisle received the Ontario Fire Marshall’s award for Excellence in Fire Safety recently. The Fire Marshall’s Public Fire Safety Council recognized outstanding contribution to fire protection and prevention in Ontario through its fire safety awards.

Members acknowledged D. Lisle’s recognition.
The issue of user behaviour as the root cause of incidents was discussed. How this is driving the public awareness initiatives was further discussed.

It was noted that user behaviour as the root cause of incidents was highlighted at the last Elevating Devices Advisory Council (EDAC) meeting as an emerging safety issue.

The magnitude of undertaking CO prevention by TSSA was further noted. The need for partnership and larger audience to gain momentum and support was encouraged. The possibility of having government support was noted; however, the challenges with its current deficit were acknowledged and pursuing other partnerships as a next step was perceived as preference of viable next step.

TSSA’s overall approach to user behaviour and its role in mitigating safety risks were further highlighted and support expressed by the Council. It was clarified that TSSA was still examining all risk mitigation opportunities and remains open to consider alternatives including regulation changes, design changes, and public awareness initiatives.

An example of a pilot program focusing on behaviour changes in the amusement devices sector was shared with council. This pilot was introduced to the water parks sector of Amusement Devices industry. This project was successful in reaching the targeted audience and expansion of the program through increased water park participation is currently under discussion with the sector.

10. Safety Education Funds Update

*Summary of Safety Education Fund Status:* The safety education fund status since 2008 was presented as per council’s request. The fund levels were consistent with last year’s activities. The lack of Safety Education Research Graduate Scholarship (SERG) awards was noted as a contributing factor to the consistent balance. Each member of council that attends a scheduled advisory council meeting and special consumer related meeting was matched by TSSA to provide $1000 to the fund.

*Ontario Technological Skills Competition (OTSC):* M. Presner provided a handout at the meeting highlighting the Technological Skills Competition and its benefits to the industry regulated by TSSA. There were three events noted: Elementary Technology Challenges, the Elementary Career Awareness Workshops, and the Career Exploration Showcase.

Discussion ensued around how TSSA can get involved in these events in order to reach out to younger students and encourage them to explore areas where shortage of skills was growing and benefit from public awareness. These events attract large organizations and multiple government levels as well as technical colleges nationally. Broader participation from TSSA was perceived as conceptually beneficial. D. Scriven will discuss this issue with the Human Resource Department, which may have interest in this topic in respect to recruitment, and will provide update or any other opportunities around this topic to the council at the next meeting.

In light of the above discussions regarding Technological Skills Competition, council discussed increasing the sponsorship amount for OTSC in the upcoming year. The OTSC event has been successful engaging students and creating awareness of TSSA’s mandate among the youth.

Currently TSSA is under the category of “Friend” at $5000 sponsorship for a scoped project, which includes having TSSA name on their website, a listing in the annual program guide, recognition on electronic signage at the OTSC, and promotional material inserted in competitors’ registration bags. In addition, TSSA sponsors six $1000 student scholarships for award winter. In 2014, the awards became 12 awards of $500 apiece.
Council approved increasing the amount of the sponsorship to the next level of Bronze or Silver for $10,000 and $15,000 respectively, whichever the case might be. However, it was noted increasing the sponsorship may include more involvement from TSSA such as having booths and presentations at the event. Following up with the Human Resources Department to determine the feasibility of more involvement from TSSA’s resources before the increase was finalized was recommended. Additionally, approaching Gail Smyth of OTSC for more information to support these recommendations and obtain what each sponsorship level entails was noted.

Safety Education Research Graduate Scholarship (SERGS) review: This year, there was a single applicant with an excellent proposal but unrelated to TSSA’s mandate, a key requirement for funding. Since this is the second year where an award was not offered, Council devoted considerable time to review the award and its criteria.

The Council Chair facilitated discussion on possible revisions to the current approach and noted the following issues and suggestions for future awards:

- Reposting the proposal including more flexible timelines
- Supervisory constraints
- Extending the RFP to relevant programs in Ontario’s Community Colleges given their enhanced applied research mandate
- Including themes
- Rolling deadlines since they are not aligned with universities’ deadlines
- Involve Industry Advisory Council members for more exposure
- Broadening the scope of the mandate
- Use of social media to reach out to the students
- Review other comparable regulatory bodies scholarship proposals such as Electric Safety Authority etc

Further discussion ensued around lessons learned since its inception and some of the perceived barriers to receiving viable candidates.

J. McCarthy, R. Brady and M. Ying will review the current proposal and provide recommendations to the rest of the council.

ACTION: D. Scriven to follow up to determine if there are any limitation of TSSA’s resources relative to the level of sponsorship approved by the council for OTSC.

ACTION: D. Scriven will also follow up with Human Resource Department around the issue of TSSA’s participation at Technological Skills Competition in general.

ACTION: J. McCarthy and D. Scriven to meet prior to reviewing SERGs to have preliminary discussions regarding the scholarship.

ACTION: J. McCarthy, R. Brady and M. Ying to meet before the next CAC meeting to discuss about the SERG proposal and have recommendations set forthwith for the CAC meeting to consider.

11. Summary Verbal Reports for Winter 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:
Technical Standards and Safety Authority
Minutes of the Consumers Advisory Council Meeting on June 26, 2014

- Elevating Devices Advisory Council (Feb. 12, 2014) and June 18, 2014 no attachment
- Amusement Devices Advisory Council (March 12, 2014)
- Ski Lifts Advisory Council (March 27, 2014)
- Operating Engineers Advisory Council (April 2, 2014)
- Liquid Fuels Advisory Council (May 15, 2014) no attachment
- Upholstered and Stuffed Article Advisory Council (May 28, 2014) no attachment
- Propane Advisory Council (June 3, 2014) no attachment
- Natural Gas Advisory Council January 30, 2014 and June 4, 2014 no attachment

12. Questions on Information Items and Other Businesses

E. Nielsen reported to council that it would be beneficial for the council to discuss the recommendations provided by the Effectiveness of Consumer & Public Representatives on Delegated Administrative Authorities document prepared by S. Bulhoes and M. Lio for the Consumers Council of Canada. The executive summary was distributed at the meeting. She noted the document was drafted in 2006 but the principles were still valid and worthy of discussion at the next meeting.

ACTION: Agenda item for October 1st meeting: the Effectiveness of Consumer & Public Representatives on Delegated Administrative Authorities document prepared by S. Bulhoes and M. Lio for the Consumers Council of Canada by E. Nielsen.

13. In Camera

Council members met in camera without management.

14. Termination

The meeting was terminated at 2:54 p.m. The next meeting is scheduled for October 1, 2014.