Minutes of the Consumers Advisory Council (CAC) meeting of the Technical Standards and Safety Authority (TSSA) held in Boardroom 1434, 14th Floor, Centre Tower, 3300 Bloor Street West, Toronto, Ontario at 10:00 a.m. on 19th day of June 2013.

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

In attendance: Michael Beard, President and CEO (all items except 13), Maram Khalif, Council Coordinator (all items except 13), David Scriven, VP Research and Corporate Secretary (all items except item 13), Srikanth Mangalam, Director, (item 12), Lynn Ramsey, Stakeholder Coordinator (item 8), Jonathan Tsao, Policy Advisor (all items except 13), & Peter Wong, VP Operations (all items except 13).

Guests: Colleen Sonnenberg, Manager, Ministry of Consumers Services (MCS) (all items except item 13), and T. Hewitt, SERGs recipient of Safety Education Research Graduate 2012-2015, (all items except item 13).

1. Constitution of Meeting

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

P. Wong, VP Operations at TSSA was introduced and roundtable introductions followed.

2. Approval of Agenda

Council members approved the March 6, 2013 meeting agenda, as presented.

3. Approval of the Minutes

Members approved the minutes of the March 6, 2013 meeting as being a true and correct record of that meeting.

Corrections were made to the spelling of Hon. T. MacCharles’ name in the minutes and all other industry minutes attached to the meeting package.

4. Review Action Items from Last Meeting

Council reviewed the action items from the previous meeting noting all actions were completed. Corrections were made the spelling of a few names.

5. Council Chair’s Report

The Chair provided the Chair’s annual report to the President and CEO highlighting the council’s major achievements in the past 12 months as well as emphasizing key opportunities in the future.

It was noted that the Governance Safety and Human Resources Committee of the Board of Directors received all Chairs’ annual reports to the CEO and were pleased with the council’s progress. The Board Chair plans to acknowledge the Board’s appreciation for the reports.
Regarding the key opportunities of the report, P. Jensen provided some clarifications in regards to the standards on Carbon Monoxide and requested that it include that TSSA's participation on this project. She informed council that, in future years, she will share the Chair's annual report with the council prior to submission.

She also provided an update around the Consumer Outreach Group meeting held on June 3, 2013. The meeting members consisted of TSSA/CAC, Electric Safety Authority/CAC, Canadian Standard Associations (CSA) and Consumers Council of Canada. The Chair highlighted some of the topics that were on the agenda such as consultations in progress (Condominium Act and propane review), home inspection initiatives; and possible development of scoping paper on vulnerable consumers by the CSA. The committee also discussed ways to support each other in the member recruitment process, the importance of young consumers, as well as ways to enhance remote consumer engagement.

P. Jensen acknowledged that R. Brady was accepted as a consumer representative to the home inspection standards committee at CSA.

**ACTION:** P. Jensen to send a link that provides consumer interest research news by Canadian academics to all members.

### 6. TSSA CEO's Report

As part of the advanced materials for this meeting, members received a written report from the President and CEO regarding TSSA's key activities over the last quarter. This report was treated as read.

M. Beard provided information around TSSA's position and a high level update around the International Union of Elevator Constructors (IUEC) strike that commenced in May. He noted that TSSA had processes in place to assist the public directly during the strike. He reassured the council of TSSA’s commitment to maintain public safety during the strike.

### 7. Ministry of Consumers Services

**Home Inspection Initiative:** C. Sonnenberg reported to council that there have not been any significant changes to this initiative since the last meeting. She noted that the Consumer Protection Program of MCS has been focused on many different consultations such as Payday Loans Act and Condominium Act.

She noted that the MCS will be meeting next Tuesday, June 25, 2013 to discuss a new proposal consultation process and a further update will be provided at the next meeting.

Council further discussed the importance of having a consultation process that engages consumers. The issue of Ontario OneCall was discussed in detail and how improving this process can streamline consumer’s needs. The challenges related to this initiative work for the general public, such as having a dedicated number like 311 which provides multiple services’ contact information, time limitations once contact has been made, liability issues, and need for a dedicated phone to receive messages.

Council would like to discuss the process of Ontario OneCall at the next meeting. Inviting Steve Waugh of Ontario OneCall to the next meeting was also recommended.

**ACTION:** Council would like Ontario OneCall on the next meeting’s agenda and will extend an invite to S. Waugh to attend.
8. Safety Education Fund Update

a) *Facilitators and Barriers to Incident Reporting by T. Hewitt:* With the aid of a PowerPoint presentation, T. Hewitt presented hospital based views and practices on safety and incident reporting, which was treated as read.

She provided analysis around the facilitators and barriers to reporting incidents through the following lenses: operational aspects (technical, temporal and organizational); awareness of cultural aspects (group norms and social pressures); and professional aspects (practices and expectations).

She highlighted many different scenarios captured in her case studies including near misses and positive outcome incidents that were not formally captured formally in the incident reports.

She concluded by presenting ways to overcome the barriers which include, but not limited to: local adaptation of corporate initiatives; the importance of supporting structures; cultural elements’ critical impact; and demonstrating the value of incident reporting to workers.

Discussion followed after the presentation and the importance and the impact of incident reporting in managing public safety was emphasized.

b) *Safety Education Funds Update:* Council was provided with an updated balance of the Safety Education Funds. D. Scriven reminded members of TSSA’s commitment to make a contribution to the fund for every meeting CAC members attend.

**ACTION:** Going forward TSSA will present only the last three years of the Safety Education Fund balance to council.

c) *TSSA to profile Safety Education Research Graduate (SERG) and Ontario Technological Skills Competition (OTSC) at the Annual General Meeting (AGM):*

L. Ramsey noted that moving forward; TSSA would like to profile the recipient(s) of SERGs at TSSA’s AGM.

It was also recommended that SERGs recipient(s) and OTSC winners be profiled in TSSA’s annual report.

d) *OTSC May 2013 Update:* R. Brady and M. Presner provided an update on the OTSC 2013 that took place in Waterloo. They informed council that next year they will be attending the ceremony rather than the breakfast as has been in practice.

This was the first year that the TSSA sponsored 3D animation project. This project and other TSSA supported projects were delivered successfully. The winning 3D animation will become the property of TSSA. This will also be showcased on the appropriate websites where prospect students can view prior to the next competition in 2014.

Further discussion ensued around other ways for TSSA to be involved in this event in the future, such as enhancing the involvement of women and visible minorities, as well as utilizing social media. It was noted that Skills Canada puts a lot of effort to have this event be inclusive.

Additionally, providing TSSA’s safety literature at the event days was noted. In respect to TSSA’s involvement, the importance of delivering its broader safety message was highlighted.
9. Safety Education Research Graduate Awards for 2013

P. Jensen noted three applications were received this year. However, the review committee was unable to recommend an award recipient as proposals failed to adequately address the major requirement for funding - the need to address how the research would enhance TSSA mandated public safety programs.

Based on the report, CAC agreed that there would be no awards for SERGs for 2013. All applicants will be notified after the meeting and will be encouraged to reapply if their research aligns with TSSA’s mandated public safety programs.

10. Emerging Consumer Trends and Issues: Input Industry trends and issues

As part of the advanced materials for this meeting, members received a list of priority safety issues and emerging trends established at the last meeting. This document was treated as read.

P. Jensen informed council that these trends and issues will be monitored and updated as necessary.

Council discussed the vulnerable consumers as indicated in the CAC’s emerging trends and CSA’s scoping paper on vulnerable consumers as was discussed under item #5. This paper was a result of a fringe meeting of the ISO/COPOLSO WG on the Global Marketplace held in conjunction with the 2012 COPOLCO Plenary meeting and workshops.

She encouraged council to support the development of the above mentioned standard. Council acknowledged the benefits of having international standard or guidance for vulnerable consumers. Council further discussed the definition of vulnerable consumers which varies depending on any given situation.


As part of the advanced materials for this meeting, draft minutes of the following meetings were attached:
Amusement Devices Advisory Council (ADAC) meeting on March 20, 2013
Ski Lifts Advisory Council (SLAC) meeting on March 27, 2013
Operating Engineers Advisory Council (OEAC) meeting on April 3, 2013
Propane Advisory Council (PAC) meeting on April 10, 2013
Elevating Devices Advisory Council (EDAC) meeting on April 24, 2013
Liquid Fuels Advisory Council (LFAC) meeting on May 15, 2013

The above documents were treated as read. The following discussions ensued in regards to some consumer perspective highlights since the above meetings.

K. Woodcock reported that ADAC was aware of CAC’s concerns about excluded devices, among which are climbing walls (both inflatable and truck-mounted), trampoline parks, and others. She highlighted some of the challenges inherent to inclusion/exclusion criteria set by the MCS for reviewing regulations. She also reiterated that MCS advised the Consumers Advisory Council previously that Ministry reconsiders those criteria based on evidence based data. However, the challenge lies in the inability to collect data on devices that are not subjected to regulatory oversight.

E. Nielsen noted PAC’s main discussion at the last meeting focused on a new propane regulation review and ways to engage rural consumers in the consultation process, as well as the logistics of establishing this consultation process.
J. McCarthy provided a verbal update of Upholstered and Stuffed Articles Advisory Council meeting held on June 5, 2013. She provided a brief update around the resale of used articles and the challenges with labeling used products. She also noted that the council established priority safety issues with one of the issues focusing on the resale of products and labeling issues.

The Natural Gas Advisory Council meeting will be held on June 27, 2013 and an update will be provided at the next meeting.

12. Questions on Information Items and Other Businesses

a) Members to provide field trips update: all members have completed their field trips for their respective industry.

b) ADAC regulation review discussion: K. Woodcock provided an update under item #11.

c) New standard consumer product safety: With the aid of a PowerPoint presentation, E. Nielsen presented a consumer product safety practical guidance for suppliers and its relevance to TSSA's public safety strategy, which was treated as read.

d) Public risk guidance and CO poisoning and appliances: With the aid of a PowerPoint presentation, S. Mangalam reviewed a presentation on addressing risks from CO poisoning as well as public risk management standard – a Canadian perspective. All presentations were treated as read.

13. In Camera

The CAC members met in camera without guests and management.

14. Termination

The meeting was terminated at 2:20 pm. The next meeting date is October 2, 2013.