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 6th day of March 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 item 12, 13, and 16), Judy Harrison, Project Coordinator (item 11), David Lisle, Director, Research and Education (item 10), Maram Khalif, Council Coordinator (all items except 16), David Scriven, Corporate Secretary (all items except item 16).

Guests: Colleen Sonnenberg, Manager, Ministry of Consumers Services (MCS) (all items except item 16).

1. Constitution of Meeting

P. Jensen, Chair, welcomed the CAC members and called the meeting to order. She introduced a new member M. Ying. A roundtable introduction followed.

The Chair congratulated the new President and CEO, M. Beard.

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 October 17, 2012 meeting as being a true and correct record of that meeting.

In regards to the TSSA CEO’s report presented at the last meeting, a discussion ensued around the method for disseminating pertinent safety information to the consumers. A member of the CAC recommended the possibility of utilizing the Safetyinfo.ca website for consumer alerts such as recalls etc. This suggestion will be considered and discussed with the appropriate program directors.

4. Review Action Items from Last Meeting

Council reviewed the action items from previous meetings noting all actions were completed.

5. Council Chair’s Report

The Chair noted that the Committee of Council Chairs met on January 15, 2013 and most of the discussion that took place where pertaining to separate items that were added to the agenda.
6. TSSA CEO’s Report

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

M. Beard acknowledged D. Scriven’s role as the Interim President and CEO for the past few months and noted that moving forward the strategic and business plans will remain the same as he was part of the developing team. He also advised that TSSA will continue to focus on modernization of processes as well as providing high customer value. He acknowledged the importance of continuing to build stronger relationship with MCS, Board of Directors, and the value of the advisory councils.

He also informed council that the search for a Vice President of Operations is currently underway.

7. Ministry of Consumers Services

Home Inspection Initiative: C. Sonnenberg provided an update around the home inspection initiative which was spearheaded by Consumer Protection Program of MCS. She reported that all comments and responses have been received on the consultation paper from home associations and from key industry members. The MCS was reviewing the responses and further information will be provided when it becomes available. She stated that this initiative is still at its early stages of development.

Members of council expressed interest in providing further feedback, when deemed appropriate, specifically regarding cost to consumers and the possibility of this initiative evolving into a regulation.

C. Sonnenberg further informed council of the announcement of a new minister, the Hon. Tracy MacCharles. She noted that foundational briefings were underway and as of this meeting, the mandate of MCS has remained unchanged.

She also reported to council that the consultation paper for the One Call Act is currently underway. She will provide the contact email and council may request the consultation paper and provide feedback to the contact person by March 25, 2013.

ACTION: C. Sonnenberg will provide the contact information of the One Call Act consultation paper to council.

8. Safety Education Fund Update

Safety Education Research Graduate Scholarship (SERGs): P. Jensen informed council that Sidney (Su) Han has taken a leave of absence due to illness. S. Han was the recipient for 2011 SERG and still has one year left in his progress update.

She also noted that SERGs call for nominations for 2013 had been distributed to all universities in Ontario in January 2013. It was acknowledged that the dissemination was very effective as multiple sources were sharing the scholarship information.

P. Jensen noted that a recipient from 2012, whose program has since changed, was interested in this year’s scholarship to support further studies at the PhD level, and was directed to apply as a new candidate.

TSSA website has been updated with information of the past recipients of SERGs as requested by various council members. It was recommended to include their universities’ affiliation.
P. Jensen further provided information around the current SERGs recipients: T. Hewitt will present her research at the next CAC meeting and M.S. Tahmoursati will present at the October meeting.

*Skills Canada:* P. Jensen provided information around TSSA’s continued donations to the Ontario Technological Skills Competition (OTSC). She noted that the 2012 donation was held in a trust since the scope at the competition was different than what was originally agreed upon. She informed council that the same amount of $5000 will be used for this year’s contribution.

The OTSC will be held on May 6-8, 2013 in Waterloo/Kitchener area. M. Presner and R. Brady will attend. E. Nielsen expressed interest in attending the preliminary competitions in her region. There will be representation from TSSA’s management team at the competition in Waterloo.

ACTION: TSSA will include university affiliations in the information posted on TSSA website for the past SERGs recipients.

ACTION: Confirm that the 2012 donation for the amount of $5000 will be used again for 2013 donation to the Skills Canada-Ontario Chapter.

9. Subcommittee on outreach to Electrical Safety Authority (ESA), Canadian Standard Association (CSA) and Consumers Council of Canada (CCC)

P. Jensen provided a report of the February 19, 2013 meeting between TSSA, CSA, ESA, and CCC. She informed council that all organizations noted similarities in their programs and shared their current priorities.

She highlighted topics of discussions from the meeting: providing feedback on home inspection initiative, developing a portal or communication tool for consumers; and recruitment challenges.

In light of home inspection initiative, she noted that the organizations for this committee were interested in learning more about MCS’ overall and specific consultation process. It was recommended to invite the Manager of Consumer’s Protection Program to a future CAC meeting to present the consultation process of the home inspection initiative.

She also noted that Jeanne Bank shared a link to Don Lenihan’s book, “Rescuing Policy: The Case for Public Engagement” which will be sent to council.

Discussion ensued on ways to engage consumer representatives participating in meetings and have them share the consumer’s perspectives on policy developments.

She highlighted that this was a meaningful meeting and all organizations agreed to have a follow up meeting to crystallize next steps.

TSSA and CSA will be meeting shortly to further discuss ways to materialize a consumer communication tool shared by both organizations as a start to providing an advisory council portal.

D. Scriven informed council that TSSA also joined CCC as an entry level corporate-member.

ACTION: Link of Don Lenihan’s book will be sent to council.

ACTION: C. Sonnenberg to invite Manager, Consumers Protection Program (MCS) or alternate to a future CAC meeting to elaborate on MCS’ consultation process regarding the home inspection initiative.
10. Safety Priority Issue: User Behaviour Research Update

With the aid of a PowerPoint presentation, D. Lisle presented TSSA’s public engagement strategy, TSSA’s research strategy in general, user behaviour research, applying the knowledge of the research and case study.

High level discussion ensued around consumer knowledge of services and products; consumer awareness of professional designation/certifications; and other barriers facing the average consumer.

A further discussion evolved around the consumer’s responsibility, under the regulations, to ensure they are aware of risks associated with the services and products they were purchasing.

D. Lisle informed council that sequential objectives of using public engagement to mitigate risk was to increase awareness and enhance understanding which will consequently improve safety behaviour.

A discussion ensued around TSSA approach to Carbon Monoxide (CO) poisoning. E. Nielsen noted that the standards and international guidance documents for CO was being developed by ISO and the completed paper will be posted publically. P. Jensen and J. McCarthy both expressed interest in providing public input when needed. It was noted that responses to CO risks were becoming recognized internationally and that TSSA will be making presentation at the upcoming annual meeting and workshop of the ISO’s Committee on Consumer Policy (ISO-COPOLCO) in Malta.

S. Mangalam, E. Nielsen and D. Lisle will discuss submitting a proposal to TSSA to develop standard internal guidelines for providers of CO products/devices.

A brief discussion ensued around CAC issues and trends relating to the user behaviour and D. Lisle requested a copy of these issues.

**ACTION:** CAC issues and trends will be sent to D. Lisle.

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

P. Jensen presented all the issues and trends collected from the industry advisory council and issues collected from CAC at the last meeting.

It was noted that aging devices was an overall strategic initiative for TSSA as it impacts multiple programs.

It was noted that the MCS Deputy Minister had an interest in social media and that TSSA may be considering including this in their strategic plans in the future.

A high level discussion ensued on the objectives of the council as well as TSSA’s expectations of dealing with council’s recommendations arising from these issues.

Council discussed ways to align the current issues with the appropriate programs at TSSA in order to monitor accordingly. Council also recommended sharing these issues with the Statutory Directors to ensure that all appropriate actions were addressed and any possible resolutions were identified, where applicable.

C. Sonnenberg also noted that the MCS utilizes the issues and emerging trends to plan for their operational and resource dealings with TSSA.

Moving forward on these issues, P. Jensen will make changes, if any, and these issues will be included in the input industry trends and issues document that is shared with all industry council. The document will be
presented at each meeting to report on any changes or actions taken and to continue collecting any new issues/trends impacting consumers. This document will be used for setting safety priorities in the future.

ACTION: P. Jensen will revise and update the consumers’ issues and trends as discussed at today’s meeting.

ACTION: J. Harrison will include at a high level, the consumers’ issues/trends in the input industry trends and issues document to be included in the industry council meeting packages.


As part of the advanced materials for this meeting, a broader work plan for the CAC (Work Plan for Fiscal Year 2012/2013) were included in the meeting package, which was treated as read.

D. Scriven informed council that all industry councils were establishing safety or priority issues that they would like to address in the next three years.

He noted a few of the CAC issues that were part of the priority issues as follows: aging devices, user behaviour and consumers’ advocacy and engagement.

Further discussion determined that the council would like to continue to maintain user behaviour and Consumers’ advocacy and engagement as a priority safety issue for the CAC. It was noted that aging devices will be considered as business as usual and updates will be provided as part of TSSA’s ongoing report to the council.

All other issues and trends will be presented as part of the input industry trends and issues and their status or progress update, if any, will be provided to council at each meeting.

Discussion ensued around the council field trips updates. Council would like this to be a standing item for the next meeting.

ACTION: Council members will provide update around their industry field trips at the next CAC meeting.

13. Evaluation and Engagement Survey Results Action Items and Chair’s Report Action Items to the CEO

As part of the advanced materials for this meeting, action items from the evaluation and engagement council survey as well as action items from the Chair’s report to the CEO were included in the meeting package, and were treated as read.

D. Scriven informed council that all action items and issues were tracked and were completed.

The two outstanding items, CAC member field trips and consumer engagement have been completed since last meeting.

D. Scriven informed council that TSSSA will be conducting an evaluation and engagement council survey in May/June 2013. He noted that the survey is conducted every two years and inquired if the council had any feedback on the frequency of the survey.

Council discussed the frequency of the council survey and recommended that a three years cycle would be more appropriate.

As part of the advanced materials for this meeting, draft minutes of the following meetings were attached:
Amusement Devices Advisory Council meeting on October 24, 2012
Operating Engineers Advisory Council meeting on November 21, 2012
Elevating Devices Advisory Council meeting on November 29, 2012
Propane Advisory Council meeting on December 10, 2012
Liquid Fuels Advisory Council meeting on December 12, 2012

These were treated as read. The following discussions ensued in regards to each industry meeting:

K. Woodcock informed council that there were some new technology and devices that have been operating in Ontario in recent years that were exempt (or had never been included) in the regulations, such as inflatable mobile devices and climbing devices for zip-lining. Council discussed the issues surrounding these new devices and recommended that these issues be brought forward to the ADAC for discussions to recommend their inclusion in the regulations. Council expressed concerns about the operation of the new devices without regulations. C. Sonnenberg reminded council that there have been no recent review or changes to the ADAC regulations.

R. Brady reported that OEAC recruited two new members and was at full capacity. He noted that Thermal Oil System RRG was completed and council recommended that industry preferred strong supporting evidence for any inclusions in the regulations. Moving forward, the industry will continue to monitor Thermal Oil Systems. He also noted the challenges facing OEAC in regards to skills shortage in the industry and provided a brief description of the steam turbine governor risk reduction group.

P. Jensen noted that the EDAC agreed to add a public housing representative to their membership matrix. She reported the EDAC Chair will be retiring after the next EDAC meeting. She also noted the development of the contractors’ performance report card which was appreciated by the industry. She further provided an update around the focus on single/two speed elevators for which a Director’s Order has been issued to retrofit and the cost related impact this may have on the industry.

E. Nielsen noted that the council focused mainly on the fee review process, fee changes and the cost impact on the industry. It was noted that the Propane Advisory Council’s concerns around the fees were taken into consideration and as a result some changes were made. She further noted the use of the Declaration of Compliance to offset some of the fee changes and its benefits to the industry.

M. Presner noted the challenges the apprenticeship program has encountered, specifically the challenges with employers who were not providing the work schedules needed for certification progress due to cost etc. She also noted the liquid fuels backlog which was being handled as an organizational priority. A brief update was also provided around M. Presner’s field trip with her observations.

J. McCarthy provided a brief update around an incident involving used mattresses that were sold as new. This incident occurred in Ontario, Quebec and Alberta is still under investigation. She also shared with council her observations from her field trip regarding the possibility of using hand held devices for inspections as well as registration with Service Ontario for retailers.

The Natural Gas Advisory Council meeting was held on February, 27, 2013 and, a verbal update was provided by P. Jensen. She noted that council discussed the CO campaigns conducted by TSSA’s Research and Education department and consumers’ retention of the messages. She noted that skills shortage for the industry was also discussed as well as the challenges in certification of gas fitters/technicians in regards to the newly established Ontario College of Trades.
15. Questions on Information Items and Other Businesses

The Chair noted that the Northern Ontario consumer resident sector vacancy has been reposted and will remain posted until the position is filled.

R. Brady has renewed his membership to the CAC for another three years. K. Woodcock and E. Nielsen will follow up with the Chair regarding renewing their memberships.

ACTION: K. Woodcock and E. Nielsen will report on their membership status at the next CAC meeting.

16. In Camera

The CAC members met in camera without guests and managements.

17. Termination

The meeting was terminated at 3:11 pm. The next meeting date is June 19, 2013.