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 the 7th day of March 2012.

Present: Patricia Jensen (Chair), Robert Brady, Dolly Gerrior, Jane McCarthy, Elizabeth Nielsen, Matilda Presner, & Keith Winslow.

In attendance: Michael Beard, Vice President, Operations (all except item 13), Maram Khalif, Council Coordinator (all items including item 13), David Scriven, Corporate Secretary (all items including item 13), Melissa Zanetta, Advisor, Government Relations (all except items 12 &13).

Guests: Colleen Sonnenberg, Manager, Technical Safety Unit, Ministry of Consumer Services (MCS) (all except item 13) & Debbie Kontos, Senior Policy & Program Analyst, MCS (all except item 13).

Regrets: Kathryn Woodcock.

1. Constitution of Meeting

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

2. Approval of Agenda

Council members approved the March 7, 2012 meeting agenda, as presented.

3. Approval of the Minutes

Members approved the minutes of the October 19, 2011 meeting as being a true and correct record of that meeting, as presented.

Following up on recommendations from the minutes, members discussed having field trips such as shadowing with TSSA’s inspectors with the sector they represent and also extending this practice for any new members recruited in the future.

ACTION: D. Scriven will provide information to CAC members on attending in the field with an inspector.

4. Review Action Items from Last Meeting

Council reviewed the outstanding action items from previous meetings.

D. Scriven advised the members that despite best efforts, there have not been any changes to the plain language information and the posting of Risk Informed Decision Making (RIDM) on the TSSA web site. This was still in progress and will be completed before the end of the calendar year.

With regards to having a member of Ministry of Labour (MOL) being invited to a CAC meeting, D. Scriven reported challenges with getting a response from at MOL and C. Sonnenberg offered to assist him in this regard.

The rest of action items were completed.
ACTION: C. Sonnenberg to assist in getting a response from Ministry of Labour in regard to a request for them to present their process of incident reporting.

5. Council Chair’s Report

The Chair provided an update from the Committee of Council Chairs (CCC) meeting on January 11, 2012.

N. Inkster, Chief Safety and Risk Officer (CSRO) who has resigned since that meeting, attended at the CCC meeting and shared some comments regarding opportunities to enhance TSSA’s public safety performance reporting insofar and highlighted some of the challenges for behaviour modification programs, including addressing language barriers.

CCC also discussed the findings of advisory survey results for which most council agreed to have individual meetings and came up with their own action plans.

D. Scriven reported on the recommendations from the survey that applied to all advisory by highlighting the following three areas of improvement:

- Balancing agenda for council with TSSA information, industry related topics and consumer related
- Industry council focusing on their specific issues
- Improving communication between meetings (industry council meets twice a year)

To address the latter opportunity, TSSA is exploring having a portal for the advisory council to mitigate any communication issues between meetings.

The fee review framework and process was also discussed at the CCC meeting. The Chairs agreed to establish fee review subcommittees to meet prior to scheduled industry advisory meetings and have follow up meetings to finalize all feedback from the industry before final revisions are made and presented to TSSA’s Board of Directors.

Following the meeting, L. Hall, Chair of Upholstered and Stuffed Article (USA), approached P. Jensen to seek her help to prepare a draft letter requesting the new MCS Minister to reconsider removal of the padded undergarments exemption in the regulation for the USA.

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, on behalf of the President and CEO, provided an overview of the report. He confirmed that Georgian College has been approved for the provision of a power engineering program for the 4th class certification in 2011.

M. Beard reported that TSSA is working on reviewing and finalizing strategic plans and its budget plans. M. Beard advised members that budget restraints will likely not impact TSSA’s contributions to the Safety Education Fund.

M. Beard also provided a brief update on the Sunrise trial and members requested that they be kept abreast on the progress of this trial.

A brief discussion ensued around TSSA’s performance measurement and evaluation plans.
7. Ministry of Consumer Services (MCS)

As part of the handout materials at the meeting, C. Sonnenberg provided an update on schools that train home inspectors in Ontario as a follow up from the Natural Gas Advisory Council meeting on September 21, 2011. This handout forms part of the record of this meeting. She informed that there were no regulatory requirements for home inspectors; however, Ontario Association of Home Inspectors (OAHI), a self regulating professional body, offers a "Registered Home Inspector" designation which home owners can access when needed.

A brief discussion ensued on the impact Ontario’s Drummond Report may have on Delegated Administrative Authority model.

8. Safety Education Fund

Safety Education Research Graduate Scholarship (SERGS) Update:
As part of the advanced materials for this meeting, member received a proposed project work plan from S. (Su) Han illustrating a project overview and estimated timelines for reporting back to the CAC. The next project progress report will be presented at the next meeting in July 2012.

Discussion ensued around the USA portion of the proposed project work plan with consideration given to whether information that has been collected to support the exemption of the shoulder pads and padded undergarments could assist S. Han. E. Nielsen and P. Jensen will follow up with S. (Su) Han on how to proceed with this data in conjunction with his project.

As part of the advanced materials for this meeting, members also received a summary of TSSA education fund activities from May 01, 1997 to January 31, 2012.

Skills Canada Update:
R. Brady provided an update on the CAC’s partnership with Skills Canada and the scope of support from CAC. He highlighted the history of CAC’s support promoting trade and technology careers to youth in Ontario to date and a detailed description on how the skills competition process is conducted.

R. Brady differentiated two proposed initiatives in support of the Skills Canada competition. He noted the first was providing $1000 scholarships for the winners of the three TSSA related (welding, heating and refrigeration for secondary and post secondary levels) skills competitions (as was done last year) and the second was supporting the 2012 3D animation contest which will incorporate TSSA’s logo and values into their work with a contribution of $5000. With respect to the 3D animation contest, R. Brady noted that students will be marked on story telling; character design, art direction; & animation. If the animation is successful, it will become TSSA’s property for its own future use.

A motion was made on March 2, 2011 meeting and was seconded and approved by all CAC members who were present to support contributions of $6000 and $5000 to Skills Ontario.

ACTION: E. Nielsen and P. Jensen will follow up with S. (Su) Han on how to proceed with the data collected on shoulder pads and padded undergarments in conjunction with his project.
9. Report from Subcommittee on Outreach to Electric Safety Authority (ESA), Canadian Standard Association (CSA) and CAC

D. Scriven provided an update on a meeting of the CAC subcommittee to possible collaboration of TSSA and ESA respective CACs. He noted ESA needed more information on what this collaboration may entail before committing fully. D. Scriven noted that this meeting identified a number of opportunities for outreach on consumer advocacy. In particular, CSA was identified as a potential partner and an initial discussion with them indicated they were enthusiastic about collaborations with TSSA’s CAC.

In particular, this interest has manifested in an invitation to all CAC members to attend CSA’s 2012 Annual General Meeting in Quebec which includes both national and international speakers on multitude of topics. In addition, CSA has indicated that they are supportive of establishing an Ontario Network for technical safety consumer advocates, which could also include ESA and other Ontario based consumer representatives.

CSA offered to host the first session at their facility with TSSA taking steps to invite the Minister of Consumer Services as a keynote speaker. This was generally viewed as a great opportunity, recognizing that many details needed to be sorted out before inviting a keynote speaker and selecting a date. The potential audience was considered to be in the area of approximately 50 consumer advocates.

ACTION: D. Scriven will connect P. Jensen and J. Banks of CSA for further discussions around CSA proposals on establishing Ontario Network for technical safety and 2012 CSA’s Annual General Meeting.

ACTION: D. Scriven will follow up to determine ESA’s interest in collaboration with TSSA and CSA and will update members of his findings at the next meeting.

10. Public Confidence Research Update

With the aid of a PowerPoint presentation that forms part of the record of the meeting, D. Lisle presented research on public confidence on sectors regulated by TSSA.

The primary purpose of this research is to examine the confidence that people living in Ontario have with respect to safety and to measure their confidence with respect to the various types of devices, fuels and activities are within TSSA’s mandate.

The objectives of the research were as follows:
- Examining Ontarians’ engagement in risk based activities
- Measuring the level of confidence regarding public safety in general
- Measuring perceived level of risk and confidence to activities associated with TSSA
- Identifying key drivers for public trust and confidence
- Exploring factors associated with responsibility and confidence in delivery of public safety services/information
- Examining safety behaviours across key sectors in Ontario
- Creating a profile of Ontarians as it relates to safety

Some of the high level results of the research were as follows:
- Level of confidence with public safety in Ontario (62% indicate somewhat or extremely confident)
- Ontarians do not perceive high-levels of risk associated with TSSA sectors and generally high levels of confidence with activities in TSSA sectors
- Inspectors by third party most important factor in comparison to non-government and/or private sector
Consumer, manufacturers and government most responsible for safety

ACTION: Council requested to have the public confidence presentation sent to them.

11. Summary of reports for Fall/Winter 2011 Industry Advisory Council Meetings (highlighting consumer/public perspective)

As part of the advanced materials for this meeting, draft minutes of each industry meeting was treated as read. Each member highlighted consumer and public perspective points of the draft minutes. The following meetings were updated:

- Amusement Devices Advisory Council (ADAC) meeting on October 26, 2011 - noted as for your information since K. Woodcock was not present at the meeting.
- Elevating Devices Advisory Council (EDAC) meeting on November 2, 2011 – updated by D. Gerrior on behalf of P. Jensen.
- Operating Engineers Advisory Council (OEAC) meeting on November 10, 2011- updated by R. Brady.
- Propane Advisory Council (PAC) meeting on November 23, 2011 – updated by K. Winslow.
- Liquid Fuels Advisory Council (LFAC) meeting on December 15, 2011 – updated by M. Presner.
- Upholstered and Stuffed Article Advisory Council (USA) meeting on February 8, 2012 – updated by J. McCarthy.

R. Brady provided a verbal update on the Operating Engineers Advisory Council meeting on March 1, 2012. He noted this Council focus were on review of regulations for Operating Engineers and on the Future of Power Engineers.

The Natural Gas Advisory Council has established an ad hoc group to determine how best to address one of the priorities identified last year dealing with outreach, and partnership to get information out to stakeholders including consumers. E. Nielsen will be helping from the consumer perspective.

12. Questions on Information Items and Other Businesses

K. Winslow has advised that he would not be seeking an additional term on the CAC and his attendance at the upcoming Propane Advisory Council on March 21, 2012 will be his last attendance.

P. Jensen acknowledged K. Winslow's input and dedication and wished him luck in his next venture.

13. In Camera

Council members met in camera with TSSA staff and continue to have in camera session without TSSA staff.

ACTION: R. Brady will join Boilers and Pressure Vessels Advisory Council (BPV) in the interim of recruiting a consumer member for this advisory council. M. Khalif will send the previous minutes of BPV to R. Brady.

ACTION: E. Nielsen will join the Propane Advisory Council (PAC) in the interim of recruiting a consumer member for K. Winslow’s replacement for November 14th meeting. M. Khalif will send previous minutes of PAC to E. Nielsen.
ACTION: D. Gerrior's & P. Jensen have renewed their terms to serve CAC for additional 3 years starting March 2012.

ACTION: E. Nielsen and J. McCarthy will be Vice Chairs primarily and secondarily respectively for the event that P. Jensen is unavailable for attending AGM or EDAC.

14. Termination

The meeting was terminated at 2:25 pm. The next meeting date is July 12, 2012.