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 17th day of October 2012.

Present: Patricia Jensen (Chair), Robert Brady, Dolly Gerrior Jane McCarthy, and Matilda Presner.

In attendance: Mike Adams, Director, Boilers and Pressure Vessels/Operating Engineers (item 7 only), Michael Beard, VP Operations (all items except item 14), Maileen Gan, Advisor Government Relations (items 1 to 11), Maram Khalif, Council Coordinator (all items except 14), Rob Kremer, Manager Engineering (item 7 only), Srikanth Mangalam, Director, Public Safety and Risk Management (item 7 only), John Marshall, Director, Fuels Safety (item 7 only), David Scriven, Corporate Secretary and Interim President and CEO (all items except item 14), and Dara Vorkapic (item 7 only).

Guests: Colleen Sonnenberg, Manager, Ministry of Consumers Services (MCS) (items 1 to 8).

Regrets: Elizabeth Nielsen and 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 October 17, 2012 meeting agenda, as presented. While the order of certain items was revised throughout the meeting, they are presented in these minutes in the order of the agenda to facilitate reference to the supporting materials.

3. Approval of the Minutes

Members approved the minutes of the July 12, 2012 meeting as being a true and correct record of that meeting.

4. Review Action Items from Last Meeting

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

P. Jensen completed a field trip within the Elevating Devices Safety Program on May 1, 2012. E. Nielsen also completed a field trip within the Natural Gas sector in Ottawa area on August 8, 2012. K. Woodcock was noted to pass this opportunity as she had done multiple field trips within Amusement Devices Safety Program in the past and continued to do so.

M. Presner, D. Gerrior and J. McCarthy were still interested in having a field trip within Fuels Safety Program, Ski Lifts Safety Program and Upholstered and Stuffing Articles Safety Program respectively.

ACTION: M. Khalif to connect the appropriate staff to conduct field trips with the CAC members.

5. Council Chair’s Report

The Chair welcomed the Interim President and CEO, David Scriven.
She provided a high-level update of the Committee of Council Chairs’ meeting on September 12, 2012 highlighting the introduction of the new Chief Safety and Risk Officer (CSRO), Daniel Hoornweg and TSSA’s recent hire, Robert Pope, in a new position of Chief Information Officer.

The Chair also provided an update on TSSA’s Annual General Meeting held on September 25, 2012 noting that the TSSA’s Board Chair, G. Irwin has stepped down due to term limitations. She noted that, in recognition of their respective contributions by G. Irwin and K. Milsom, the Board has made a contribution of $2000 to TSSA’s Safety Education Fund.

The Chair informed council that she and Jane McCarthy had interviewed Matthew Ying for the youth vacancy on council and is recommending his appointment. He will join the council at the next meeting.

D. Scriven informed council that he had communicated with a former TSSA’s Board of Director who had worked in Northern Ontario to assist recruiting a council member from that region of the province.

P. Jensen informed council that MCS was considering mandatory minimum qualifications for home inspectors and has posted preliminary information on its website that it would be facilitating the consultation process with home inspector associations, consumers, representatives from the real estate sector and other industry stakeholders. It was noted this was also an issue of interest at the Natural Gas Advisory Council. CAC members would like to be part of the consultative process.

ACTION: On behalf of G. Irwin, former Chair of TSSA’s Board of Directors and K. Milsom, outgoing TSSA’s President and CEO, $2000 ($1000 each) donation will be deposited into TSSA’s Safety Education Fund for 2012.

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.

D. Scriven acknowledged the support and the efforts of his senior team. He also noted that a search for a permanent President and CEO was underway.

D. Scriven provided a high-level update of the status of a significant elevator incident involving one fatality that happened in Thunder Bay early October 2012. He also noted that the Ministry of Labour (MOL) has been asked to provide oversight of the investigation consistent with a protocol that forms part of the Memorandum of Understanding with Ministry Consumers Services (MCS).

Council recommended that TSSA provide a method of disseminating information similar to this incident to the public. It was noted that there was a website where safety information was posted: safetyinfo.ca

A further discussion ensued around prevention for vulnerable population and the benefits of having more building owners, especially public housing management, appointed to the Elevating Devices Advisory Council (EDAC).

ACTION: TSSA to consider additional prevention opportunities in regards to advising the public on safe behavior in the event of an elevator becoming stopped between floors.

ACTION: P. Jensen will follow up recommending changes to the EDAC matrix to include more owners/property management with the EDAC.
7. **TSSA Annual Public Safety Performance Report Update (ASPR)**

With the aid of a PowerPoint presentation, S. Mangalam presented ASPR update which will be part of the record for this meeting.

He outlined modifications and structural enhancements that were put in place and provided key safety and compliance results. The statutory directors provided a broad overview of the safety strategies being considered by them in response to the safety and compliance results. The discussions also included TSSA's current work on addressing aging devices and equipment. He provided some status updates on two of the pilots recently completed that will yield in decisions that go beyond the current expectations in the code.

M. Adams presented the following highlights for the Boilers and Pressure Vessels (BPV)/Operating Engineers to address the results:

- Working with insurance industry to review their inspection quality programs and to determine the status of all insured pressure vessels in Ontario
- Continue to fulfill responsibility of inspecting uninsured pressure vessels
- Work with industry advisory council to investigate means for capturing near-misses, if any
- Communication plan to remind the owners of boilers and pressure vessels and TSSA-certified boiler and pressure vessel repair organizations of their regulatory reporting obligations
- Continue to refine the risk-informed inspection process for operating plants under Operating Engineers

R. Kremer on behalf of R. Hadaller highlighted the following key actions for the Elevating/Amusement Devices and Ski Lifts program to address the results:

- Continue risk informed strategy for addressing aging elevating devices with focus on elevators with single and two speed motion control
- Partnering with the Association of Day Care Operators of Ontario, the Older Adult Centres Association of Ontario, Brookfield Properties, Cadillac Fairview, Oxford Properties Group and the Toronto Transit Commission to promote escalator safety to over 660,000 higher risk riders
- In order to improve compliance levels on elevating devices, providing data to contractors on their performance compared to the industry average.
- Continue to work with amusement park operators on its public education program in an effort to reduce incidents related to user behaviour
- Continue work with risk reduction group on addressing aging issues with amusement devices

J. Marshall also presented the following highlights for the Fuels Safety Program to address the results:

- Conduct a pilot inspection program to determine the extent of non-compliances at facilities and institutional building in regards to uncertified equipment, venting problems, lack of maintenance and combustion air problems
- Fuel supplier audits pilot may evolve into a formal program as a way to review compliance and address carbon monoxide risks in private dwellings
- Continue to monitor the impact of the Director’s Order in reducing CO incidents associated with natural draft boilers
- Continue work on the comprehensive education program for the general public building on past research and insights
- Explore refining/expanding its existing initiatives and engaging industry partners to determine other effective ways to get appropriate safety information to the general public
- Introduce increased fees for pipeline damage inspections

D. Vorkapic also highlighted the following areas for the key actions in the Upholstered and Stuffed Article program to address the results:
Ongoing work on standardization of inspection orders will improve quality of information on non-compliances
Through inspections, continue to ensure contaminated furniture and mattresses are not being sold after investigations uncovering mouldy sofa sets and rusty mattress coils
Increased diligence in identifying non-conformance from all domestic manufacturers changing their manufacturing process in response to competition
Addressing new challenges posed by increased level of third party, e.g. International Agents, brokering orders between importer/distributor and manufacturers through education on regulatory requirements

Overall in the fuels sector, the risk due to carbon monoxide exposures was thoroughly discussed. Some suggestions were made around how to monitor and encourage carbon monoxide devices distributors. It was noted that TSSA can only enter commercial and institutional buildings for the purpose of inspections under the regulations. The usage of different languages for CO messaging was also recommended.

In regards to the BPV program, discussion ensued around options to build increased understanding of the installed base, such as licensing, to ensure all boilers in Ontario were registered.

In regards to the USA program, discussion ensued around reinforcing inclusion of country of origin as well as country of registration, and the challenges inherent to dealing with third parties”.

ACTION: ASPR presentation will be included in the council’s next meeting package for information only.


P. Jensen provided a report of the August 2, 2012 meeting between CSA and TSSA. She informed council this was a very satisfactory meeting and both organizations noted similarities in their programs and areas for possible collaborations. She highlighted one of the area discussed for collaboration was electronic tool for connecting all consumer representatives to share ideas, information and collaborations (which may also support a TSSA commitment to establish a portal for advisory councils).

She acknowledged J. Bank, Manager, Standards and C. Frederickson, Manager, Member Education and Committee Services of CSA’s support for moving forward. She also acknowledged E. Nielsen’s involvement and connection to both organizations.

She highlighted that this was an exploratory meeting and both organizations agreed to meet on February 19, 2013 to crystallize next steps.

She also informed council that Electrical Safety Authority (ESA) and Consumers Council of Canada were to be contacted and inquired regarding their interest in also participating in this outreach initiative. In particular, she recommended inviting A. Leblanc, President of Consumers Council of Canada to be invited to the scheduled meeting.

D. Scriven informed council that he contacted ESA’s N. Evans Vice President, Communication and Stakeholder Relations and she informed him that she would be interested in investing in this initiative provided more information was presented to them. N. Evans also recommended that P. Jensen contact J. Pajunen, Chair of ESA’s Consumers Advisory Council.

ACTION: An invitation is to be extended to the Consumers Council of Canada’s President, A. Leblanc to attend February 19, 2013 meeting.

ACTION: P. Jensen will follow up on ESA’s recommendation to contact J. Pajunen, Chair ESA’s CAC.
9. Safety Education Fund Update

Safety Education Research Graduate Scholarship (SERGs): P. Jensen informed council that she met with the 2012 recipients: T. Hewitt and M. S. Tahmoursati.

She also met with S. Han, ongoing recipient (2011) to assist him with his work plan. His revised project work plan was part of the advanced materials for this meeting, which was treated as read.

TSSA contacts were provided to the recipients as follows: D. Lisle of TSSA for S. Han to assist user messaging and A. Veeramany of TSSA for T. Hewitt and M.S. Tahmoursati to assist risk related research.

P. Jensen informed council that the scope 3D project from Skills Canada - Ontario was not developed this year due a misunderstanding with vendors at Skills Canada – Ontario. G. Smyth, Executive Director, had acknowledged the oversight and sent her apology. The $5000 funds will be against next year’s project.

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

10. 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 included in the meeting package, which was treated as read.

- Liquid Fuels Advisory Council (LFAC) meeting on June 20, 2012
- Upholstered and Stuffed Article Advisory Council (EDAC) meeting on May 16, 2012

D. Gerrior provided an update around Ski Lifts Advisory Council (SLAC) meeting on October 10, 2012. She highlighted that the council noted a continuing decline of market share and school programs pending teacher strikes. She also highlighted discussions around the PACE ski injury prevention program, endorsed by the Canadian Ski Patrol, which TSSA will continue to explore ways to assist this program.

11. Emerging Consumer Trends and Issues

With the aid of a PowerPoint presentation, D. Scriven presented all the issues and trends collected from the industry advisory council. This was the intent but council chose to review these on their own once copies were made available.

P. Jensen reminded the CAC of an agreement to brainstorm on general emerging issues affecting consumers as a complement to the tracking of emerging industry issues discussions held at industry advisory council meetings. It was recommended to have J. Harrison of TSSA to lead this item in the future and provide updates of their status as they relate to the TSSA regulated sectors.

Council brainstormed all the emerging trends for consumers.

ACTION: The input industry trends and issues PowerPoint presentation will be sent to council for information.

ACTION: P. Jensen will share the brainstorming information on consumer emerging trends with the council via email.
12. Evaluation and Engagement Survey Results and Chair’s Report to the CEO

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

D. Scriven informed council that all action items and issues were tracked and followed up on as shown in the shaded area.

The two outstanding items, CAC member field trips and consumer engagement, were discussed earlier in the meeting.

13. Questions on Information Items and Other Businesses

The Chair noted that Matthew Ying will fill the sector for Ontario Youth and the CAC nomination will be reposted to reflect the search for Northern Ontario Resident.

ACTION: CAC nomination will be reposted on TSSA’s website to continue searching a member from Northern Ontario (for regional sector fulfillment).

Action: D. Scriven to send a letter to Matthew Ying to welcome him as a new member of the Consumers Advisory Council

14. In Camera

The CAC members met in camera without guests and managements.

15. Termination

The meeting was terminated at 2:15 pm. The next meeting date is March 6, 2013.