



# Technical Standards and Safety Authority

## Minutes of the Consumers Advisory Council

Wednesday, December 4, 2024

Minutes of the Consumers Advisory Council meeting for the Technical Standards and Safety Authority (TSSA) held by teleconference at **9:00 a.m.** on Wednesday, December 4, 2024

Present	
Rae Dulmage (Chair)	David Sobel
Jay Jackson	Kathryn Woodcock
Christine Simpson	Ronald Morrison
Sunaina Menezes	Kathryn Woodcock
TSSA	
Alexandra Campbell	Kristian Kennedy
Iuliana Afanase	Olga Sousa-Dias
Ammara Khan	Susy Ceolin
Guests	
Sheila Johnston	

### Action Items

There were no actions from the previous meeting.

#### 1. Constitution of Meeting

##### 1.1. Safety Moment

A National Fire Protection Association safety moment was shown on the risks associated with Christmas tree fires.

##### 1.2. Council Administration

###### 1.2.1. New Member – David Sobel for LFAC

D. Sobel introduced himself, noting his professional background and consumer protection activities.

###### 1.2.2. Membership Renewal – Christine Simpson

###### 1.2.3. Membership Renewal – Kathryn Woodcock

K. Woodcock and Christine Simpson renewed their membership on the advisory council.

#### 2. Adoption of the December 4, 2024, Agenda

##### 2.1. The agenda was adopted as presented.

#### 3. Approval of May 9, 2024, Minutes

##### 3.1. The council approved the minutes as presented.



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#### **4. Chair's Update**

The Chair spoke to the board-council roundtable, noting that the issue of demographics and labour shortages were widely recognized as an issue affecting TSSA's mandate. He acknowledged that TSSA has a part to play, albeit a small one. He sees harmonization as encouraging. He also spoke to the issue of awareness around carbon monoxide safety, notably the lack of awareness around the purpose of carbon monoxide detectors.

#### **5. Verbal Reports from Fall 2024 Industry Advisory Council Meetings**

##### **5.1. Elevating Devices – Jay Jackson**

The council member did not attend but was provided the draft minutes of the meeting. He noted the council mostly discussed administrative issues, like inspector consistency, a desire among members to have access to their TSSA generated risk profiles and more knowledge of TSSA's risk methodology, fees for reapplications due to missing information as part of service level agreements, and the knock-on effects of inspections in relation to construction industry timelines. Unrelated to EDAC, the council member noted that British Columbia is issuing a comprehensive survey on elevator availability. It is being open for comment nationally to stakeholders across the country in December.

The consumer representative for BPVOE AC asked if British Columbia was made aware of Ontario's portal and consultation for contractors. The council member indicated that it might be best to connect with Technical Safety B.C. to learn more about the survey.

##### **5.2. Amusement Devices – Kathryn Woodcock**

The council member noted the most important issues for the advisory council are mobile climbing devices and trampoline parks. The council advises that the public believes these devices are regulated, but they are not. There have been fatalities in Ontario and British Columbia. The matter is left with TSSA to follow up as part of its priority-setting process with the amusement device advisory council.

##### **5.3. Ski Lifts – Christine Simpson**

The council member noted consumer matters did not loom large at the last meeting. She noted there are need ski lifts being installed in the province. The mild winter weather put a damper on the industry's season. There is an ongoing issue with mechanics that the sector is working through with TSSA.



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Mostly matters at the council are procedural, related to day-to-day operations.

The consumer representative for EDAC commented on changes in requirements for mechanics directly relates to labour shortage issues and spoke to the issue more broadly in terms of the tension between maintaining safety while relaxing regulatory requirements.

### **5.4. Boilers, Pressure Vessels, & Operating Engineers – Ronald Morrison**

The council member discussed TSSA turnaround times, skills training and insurer inspectors sharing high-risk data with TSSA on inspections undertaken by boiler and pressure vessels insurance companies.

### **5.5. Natural Gas – Sunaina Menezes**

The council member noted that the most substantive agenda item was around engineering service level agreements. She also spoke about the shortage of issues being raised despite efforts to encourage agenda item request forms. Unrelated to the NGAC meetings, she noted that upcoming changes to the Building and Fire Codes will have important changes related to carbon monoxide detectors.

### **5.6. Liquid Fuels – David Sobel**

The council member spoke to harmonization as a theme: engineering harmonization at TSSA, the applicability of variances to limited approvals and code adoption. He noted that the Ministry focus is on front-facing issues, like door-to-door solicitation scams as opposed to public safety issues around hiring qualified and certified people. It might be a good idea for TSSA to encourage the Ministry to post public safety information on the Government of Ontario website.

The Chair spoke to an anecdote in which a municipality would not share TSSA safety information.

A. Campbell indicated that TSSA can raise this matter with the Ministry communications council and note that the TSSA Consumers Advisory Council supports raising the issue.

**5.6.1. Action:** A. Campbell to raise the issue with the MPBSDP communications council.

### **5.7. Propane – Rae Dulmage**



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The Chair spoke to both the Propane Advisory Council and the Propane Compliance Standard meetings. He informed the meeting that there is a separate compliance standard for propane cages, an issue of consumer interest. He noted that at the advisory council meeting there was discussion of engineering service level agreements, risk score follow-up, liquid propane certification changes for gas technicians, propane evacuation changes which resulted, bulk truck permitting related to Transport Canada requirements, and proposals for expanding the Gas Utility Technician certification to propane operators.

#### 6. Safety Education Fund

K. Kennedy noted that TSSA will connect offline with K. Woodcock to set in motion the process of executing on her research proposal through the Safety Education Fund.

The consumer representative for LFAC asked if anyone has looked at the degree of awareness penetration of the English as a second language community as an area of study. The Chair indicated that he is not aware of any such activities. A. Campbell concurred with the Chair.

The consumer representative for EDAC noted that there were three or four recommendations for the Safety Education Fund. He asked if there could be a report on decisions around disbursements. K. Kennedy explained that the minutes of the CAC are where progress on SEF disbursements are recorded and communicated. Any offline activity in between meetings related to the SEF is communicated back to the advisory council because of the consultative role the CAC plays in relation to the SEF.

**6.1. Action:** TSSA staff to connect offline with K. Woodcock to set in motion the SEF process for the proposed waterslide project.

#### 7. TSSA Public Awareness Campaign

A. Khan and S. Ceolin presented a report on the success of TSSA's public awareness, education and behaviour-related initiatives over the last year and objectives going forward. TSSA's educational initiatives are primarily focused on carbon monoxide awareness and fuels awareness, both of which remain areas of risk.

The consumer representative for EDAC noted the advisory council has asked TSSA to react on the refilling of one pound propane tanks. He appreciates the campaign on encampments but is hoping TSSA will consider adding refillable



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cannister education to its fuels safety awareness activities. Second, he asked if any consideration is being given to encouraging technicians to distribute TSSA communications materials. A. Campbell noted it is illegal for businesses to refill cylinders and TSSA should be notified so it can act against non-compliances where such activities are known to take place. Where the public does this activity at private dwellings there is less that can be done from an enforcement perspective.

On one pound propane cylinders, S. Ceolin mentioned that A. Campbell did bring the issue to the TSSA communications team's attention. A communications plan and strategy are under development at TSSA on these devices. The Chair noted he shared the council member's concern about propane refilling adaptors. Overall, public awareness at TSSA is much more substantial now than it was in previous years.

On one-pound cylinders, A. Campbell noted there is an appreciate TSSA needs to do both, however encampments are being prioritized as there are more incidents associated with it presently. One-pound cylinders are not seeing the same level of incidents now.

The consumer representative for BPVOE AC commented that using a licensed contractor is the core message that ought to be communicated instead of "trunkslammers," which is not as obvious, and the public does not understand. The consumer representative for EDAC noted the CAC had the same observation about the "trunkslammer" concept when the project first started, noting it has golf connotations. The consumer representative for ADAC said TSSA is trying to use the term work, but it does not: "Fly-by-night" is more self-explanatory to describe such persons. What might be catchier might be a cartoonish imagery like other regulators use. On ski symbols, she noted people may understand the signage – clear sign, clear symbol – but not know when to act on it.

#### **8. Rae Dulmage: Training and Certification (Labour Shortage)**

The Chair reiterated the point that multiple TSSA-regulated industries have raised the issue of labour shortages.

K. Kennedy enumerated a list of areas where TSSA is working singly or in partnership with other organization to address labour shortage matters where TSSA can do so.

#### **9. Industry Prioritization List**

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### **9.1. New Priorities**

#### **9.1.1. Rae Dulmage: Regulation of Bouncy Castles on Private Dwellings**

The Chair explained that his daughter was able to rent a bouncy castle without any obvious safety considerations noted. There was discussion around looking to homeowners' insurance or municipal bylaws since TSSA is constrained by private dwelling-place considerations. Insurance would probably be the best option, accordingly to the consumer representative for ADAC.

### **10. Adjournment**

#### **10.1. The meeting adjourned at 11:25 AM.**