



Technical Standards and Safety Authority

Minutes of the Consumers Advisory Council

Tuesday, April 29, 2025

Minutes of the Consumers Advisory Council meeting for the Technical Standards and Safety Authority (TSSA) held by teleconference at **9:00 AM** on Tuesday, April 29, 2025

Present	
Ron Morrison	Rae Dulmage
Jay Jackson	Sunaina Menezes
Kathryn Woodcock	Christine Simpson
David Sobel	
TSSA	
Alexandra Campbell	Iuliana Afanase
Olga Sousa-Dias	Kelly Hart
Ammara Khan	Owen Kennedy
Guests	
Sheila Johnston	

Action Items

Action: A. Campbell to raise the issue of posting public safety information with the MPBSDP communications council. A member suggested the ministry could be sharing more consumer protection information and public safety information. (Open)

Action: TSSA staff to connect offline with the member who will be setting in motion the safety education fund (SEF) process for the proposed waterslide project. (Open)

1. Constitution of Meeting

1.1. Safety Moment

2. Adoption of the Agenda

2.1. The agenda was adopted as presented.

3. Approval of Minutes

3.1. The council approved the minutes as presented.



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4. Chair's Report

The Chair commended TSSA on its transition to an Outcome-Based Regulator (OBR), describing it as a positive and progressive step. He noted ongoing industry concerns related to harmonization and Red Seal endorsement, which remain priorities for consumer advocates. The Chair shared that he will be participating as the consumer representative on the Technical Working Group (TWG) for the Liquid Fuels Handling Code (LFHC) review.

The consumer representative from the BPVOE Advisory Council emphasized the importance of TSSA strengthening its brand recognition, stating that TSSA certification should be recognized as a marker of alignment with rigorous safety standards. The Chair welcomed this comment, adding that enhanced brand recognition would position TSSA as a more effective partner to municipal and local governments, particularly in advancing public safety messaging.

In relation to public outreach, the Chair acknowledged receiving a TSSA brochure by mail featuring safety tips and praised the organization for producing accessible and informative public communication materials.

5. Verbal Updates from Spring 2025 Industry Advisory Council Meetings.

5.1. Elevating Devices Advisory Council (EDAC)

The consumer representative for EDAC highlighted issues raised at the council meeting, including member renewals, billing, workforce planning, and enforcement consistency. A key concern was the absence of standards for elevator availability in new building construction, as noted in the Cunningham Report. TSSA facilitated input from the Ministry of Municipal Affairs and Housing, which confirmed that changes to the building code require political leadership rather than bureaucratic action. EDAC plans to draft a letter to the minister advocating for minimum elevator standards. CAC expressed support for this initiative. There was discussion on the shared responsibility between TSSA and the Ministry in responding to Cunningham Report recommendations.

There are currently no federal, provincial, or municipal standards outlining the minimum number of elevators required in new building construction. While the Ontario Fire Code mandates at least one elevator for fire safety, broader requirements do not exist—unlike other standards such as parking space minimums.



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It was clarified that the provincial building code cannot supersede the federal building code. Therefore, the building code will need to be updated at the federal level.

The consumer representative asked who is responsible for implementing the recommendations from the Cunningham Report. TSSA confirmed it is a shared responsibility with the ministry. While some recommendations fall within TSSA's scope, elevator availability standards are a government-led issue requiring political direction. TSSA will explore engaging the City of Toronto as a pilot jurisdiction to help inform broader code development.

5.2. Amusement Devices Advisory Council (ADAC)

The consumer representative highlighted outcomes from the ADAC meeting, which followed the successful TSSA Safety Forum. Key topics included the ongoing work on mechanics accreditation and the need for strong industry collaboration on curriculum and continuing education. Concerns were raised about the lack of regulation for emerging amusement devices such as trampolines and climbing walls. The consumer representative reiterated that these devices should be registered with TSSA and suggested QR code-based tools to help consumers easily verify device licensing and safety status. There was also discussion on improving the visibility of TSSA licenses across all sectors and clarifying internal processes related to action items and agenda requests.

The Chair sought clarification on whether the council should maintain an ongoing agenda item regarding public visibility of device licensing.

5.3. Boilers, Pressure Vessels, and Operating Engineer Advisory Council (BPVOE AC)

The committee is making significant progress, particularly in reengineering processes related to exams and certification. However, there are concerns about the pace of these changes and whether all safety and business impacts have been fully considered. Improved communication between TSSA and the industry was identified as an area for development.

5.4. Ski Lifts Advisory Council (SLAC)



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TSSA's Strategic Analytics team presented data on incident trends, highlighting accidental chair lift falls, particularly among young riders. The council emphasized the need for improved rider education, including video instructions and multilingual materials. Mechanic accreditation and labour mobility remain critical concerns, with interprovincial trade barriers limiting the ability of certified workers to operate across Canada.

There was discussion about who can restart a ski lift after an incident. While some situations still require a certified mechanic, others may allow on-site restart depending on the issue. TSSA noted changes to the CAD, though some inconsistencies remain.

The Chair noted that the International Organization for Standardization (ISO) will be releasing standards for school trip education. He stressed the importance of ensuring children are adequately prepared before participating in ski activities, drawing comparisons to swim safety expectations.

5.5. Natural Gas Advisory Council (NGAC)

The council discussed issues related to gas meter disconnections in the context of decarbonization efforts when customers choose to discontinue gas service. There was a request to circulate meeting minutes earlier. NGAC is also encouraging more agenda item request forms, which may indicate fewer pressing concerns within the industry.

5.6. Liquid Fuels Advisory Council (LFAC)

The consumer representative highlighted interests related to the retail mobile refueling industry. Concerns were raised as traditional gas stations are closing, leading to mobile refueling services coming directly to consumers—potentially in locations such as mall parking lots, underground garages, or indoor spaces. There is currently limited information from TSSA regarding the scope and direction of this initiative. A consumer representative inquired whether traditional major gas retailers would provide this service and sought clarity on how licensing and training for this emerging model would be managed. These points represent notable consumer concerns.

A. Campbell clarified that retail mobile fueling is recognized within TSSA's Corporate Strategic plan.



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The Chair noted that relevant research from other major metropolitan areas with established regulations could inform TSSA's approach. A. Campbell added that while retail mobile fueling has fluctuated as an area of focus in Ontario, it remains on TSSA's radar for prioritization. O. Kennedy further explained that as TSSA reviews the Liquid Fuels Handling Code (LFHC), aligning the code with retail mobile fueling practices is a key objective.

5.7. Propane Advisory Council (PAC)

Dave Karn, the outgoing Chair of the PAC, has stepped down from the chair position. Rob Leonhart will assume the role of Chair at the upcoming meeting. The council continues to prioritize discussions on labour mobility, compliance standards, and quality assurance programs.

The consumer representative emphasized the importance of keeping consumer interests at the forefront during any ongoing changes. Safety concerns were raised related to gas-fired dryer incidents, noting that different provinces classify these incidents differently and adopt varying codes. The consumer representative expressed concern that some regulators might fear losing their roles if harmonization occurs, stressing that safety must remain the primary goal and that regulatory jobs should not become obsolete. Harmonization efforts must carefully consider the ultimate objectives and direction of regulatory practices.

6. Safety Education Fund

I. Afanase provided an overview of TSSA's involvement in the Safety Education Fund (SEF) project.

The consumer representative from EDAC requested that TSSA circulate the student's research proposal related to the study. The consumer representative from ADAC further elaborated on the desired reporting standards, emphasizing the need for incident reports to include more detailed information on "human factors" and how these can be mitigated. Questions were raised about whether additional rider education is necessary before using slides, and if physical factors such as G-forces might influence rider behavior. The discussion focused on understanding the factors contributing to incidents to improve safety outcomes.

7. Gas-Fired Dryer Safety



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TSSA's O. Kennedy provided an overview on the issue of gas-fired dryer safety and emphasized the importance of cleaning the lint trap after every use, particularly in high-use areas where risks are elevated.

The consumer representative for NGAC noted that there are two lint trap locations to clean, but most users are aware of only one, indicating a knowledge gap. This is especially relevant for fire departments and condominium buildings. Fire departments can issue fire safety risk notices or directives to condo boards, enabling building management to engage vendors for lint and vent cleaning across all apartments, typically at minimal cost.

The consumer representative for LFAC inquired whether increased sales of gas dryers may be contributing to the rising risk. O. Kennedy responded that no data currently exists, but TSSA can consult manufacturers to identify consumer trends. He noted that newer developments, especially outside downtown Toronto, tend to install more gas dryers.

The consumer representative for EDAC offered to facilitate national-level communications if TSSA pursues outreach efforts.

The consumer representative for BPVOE asked whether data on electric dryer fires is collected. O. Kennedy replied that TSSA does not gather such data. The consumer representative for LFAC noted the potential risks of electric dryers running hotter and having open flames, but O. Kennedy emphasized that lint buildup and lack of maintenance remain the primary issues.

The consumer representative for PAC and A. Campbell highlighted that human behaviour plays a significant role, not only in dryer safety but also in areas such as furnaces and fireplaces. O. Kennedy added that failures often stem from neglecting routine maintenance or placing inappropriate items in dryers. He stressed that some maintenance should be performed by qualified vendors or third parties.

8. Adjournment

8.1. The meeting adjourned at approximately 10:53 a.m.