

2014/2015 Annual Report

ACTION IN MOTION

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A Message from the Board Chair and CEO



One year ago, PSHSA took on a bold and ambitious strategy focused on transforming, collaborating and innovating to solidify the organization as Ontario's leading health and safety solution provider. Through the actions within our 2014-2017 Strategic Plan, we are driving improvements in occupational health and safety through the advancement of three areas: increased access, increased availability and decreased costs for employers. Over the past year, the strategy has been integrated into the culture of our organization. Not just words, each and every staff member, senior leader and board member embodies our strategy; it guides our everyday work. Today, our objectives are inspired, well-defined and understood, and the path forward has never been clearer.

Not only that, it's working too. Our strategy is enabling us to achieve real results. One year into our strategic plan, we have achieved an increase of approximately 160% in people trained from 2013-14. We have challenged ourselves to reach a quarter million in 4 years.

As we set Action in Motion to achieve maximum impact, PSHSA incorporates Ontario's Integrated Occupational Health and Safety Strategy, "Healthy and Safe Ontario Workplaces" into our own strategy, business model and approach. Providing targeted support to small businesses, vulnerable workers, and high-hazard activities, as well as applying the most appropriate tools and means to enhance service delivery is embedded in what we do.

We understand and appreciate the necessity to balance our clients' individual health and safety needs while addressing issues and priorities at the

system level. Adopting a more systemic and sectoral view, we seek optimal and efficient ways to respond to client needs. We continually ask ourselves: What programs can we create that address systemic issues? How can participants engage collectively to reduce costs? How do we make employers self-sustaining and self-sufficient?

We have continued our focus on expanding eAccess, a core initiative which seeks to enhance prevention by delivering efficient, on-demand access to occupational health and safety solutions, regardless of physical location, by means of eLearning, eConsulting and the



Affiliate Program. eAccess is helping us to reach more workers and employers in Ontario. This idea of a new economic model based on information, accessibility and adaptability has been widely embraced by our clients and partners.

Openness, transparency and collaboration with our funder and stakeholders are, and will continue to be, fundamental principles of our organization. Over the past year we have put a great deal of effort into building a strong accountability framework. Our individual objectives are in alignment with our divisional objectives, which feed into the business plan, and then support the strategic plan, linking with quarterly reporting to the board. Building effective mechanisms to allow for comprehensive measurement, monitoring and reporting of our performance and progress has been a large area of focus, and these results are shared regularly with our funder and stakeholders.

This past year we have also made great strides in increasing our presence and influence within the sectors we serve. We have worked closely with our stakeholders, advisory councils and representatives of employer and employee associations to better understand their needs and to adapt our offerings accordingly. Moreover, our expertise is being recognized. We have been invited to sit on a number of provincial advisory councils, and our work on violence prevention and Ebola Virus Disease infection prevention and control has become a model in approaching system wide issues.



While evaluating and reflecting on the past year is imperative, we are equally focused on where we are headed and how we can continue to recognize and support new and emerging priorities within Ontario's workplaces. Cognitive and mental issues such as Traumatic Mental Stress, Post-Traumatic Stress Disorder (PTSD), and the implications of fatigue on occupational health and safety are important and evolving workplace concerns. PSHSA is actively engaging in the commercialization of leading edge research to mobilize knowledge and awareness around forward-thinking and promising practices. Building evidence-based products and exploring partnerships and new technology around these emerging issues is helping to support and drive change in Ontario workplaces, an initiative that is being recognized by our broader community.

We have seen great progress to date, but remain committed to achieving all objectives as we continue to execute the 2014-2017 Strategic Plan. Looking back on our success, it is easy to get excited about what is still to come. We would like to thank our staff, board members and advisory councils for nothing short of an impressive year. It is truly a period of Action in Motion, and we look forward to continuing the momentum with you all.

Michael Papadakis

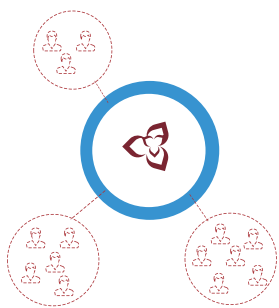
Ron Kelusky

2014-2015

ACTION IN MOTION (AIM)

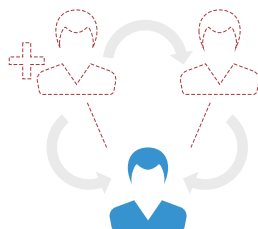
PSHSA set a bold path, with strong strategic actions, aimed at transforming our business model; increasing collaboration to reduce costs and improve accessibility of training, products and services; and targeting innovative approaches to achieve greater occupational health and safety impacts for our clients and stakeholders.

STRATEGIC THEMES & DIRECTIONS



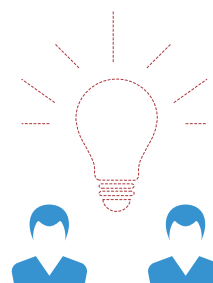
Transforming the Business Model and Developing Solutions

Adapting the business model to reflect new realities – moving from service to solution.



Collaborating and Structuring for Growth

Optimize our solution approach to enable innovation, effective response to clients, support investment in research and design.



Understanding and Innovating to Better Serve the Market

Working with stakeholders to improve understanding of issues, challenges and needs to build new and innovative ways to inform and educate.

Transformation is at the root of putting action in motion. We continue to collaborate with partners. It is a strategic priority to foster new relationships with those inside the System, as well as worker and employer associations, Ministries, research institutions and private and public representatives. We incorporate innovation in everything we do to increase capacity, as well as to ensure that our solutions are scalable and the business is sustainable. PSHSA has identified five Strategic Actions that build on these strategic themes and further the goals and priorities of the integrated strategy.



01 Understand and Respond to the Diversity and Complexity of Health and Safety Needs



02 Organize for Growth and Invest in Talent



03 Grow Business Lines

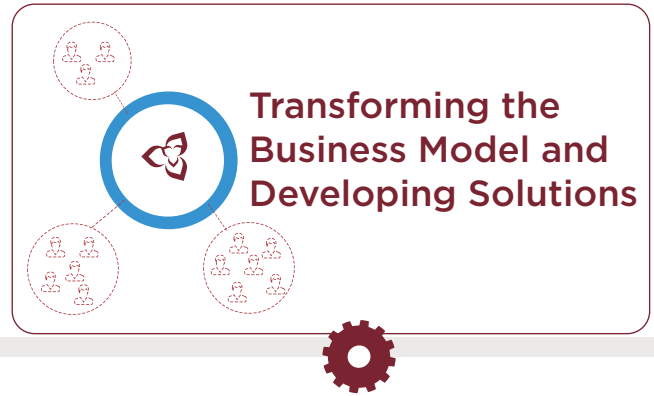


04 Enhance Our Reputation and Brand Awareness



05 Support and Conduct Leading Edge Research and Innovation

The Strategic Plan will
focus the organization
in these 3 areas:



GOAL:

**Become the Leading
Health and Safety
Solution Provider**

STRATEGIC ACTIONS

- 01** Understand and Respond to the and Complexity of Health and S
- 02** Organize for Growth and Invest in Talent
- 03** Grow Business Lines
- 04** Enhance Our Reputation and Brand Awareness
- 05** Support and Conduct Leading Edge Research and Innovation

OUR COMMITMENT

We will:

Our Funder



Deliver on
our mandate.

Workers and Their Families



Understand your
risks, communicate
and influence a
culture of safety.

Communities



Reflect your needs
in our efforts,
and empower
supporters of OHS.

Employ Associa



Engage you in
conversation
right solutions
injuries and ill



ABOUT PSHSA

Our Mandate

Public Services Health and Safety Association (PSHSA) collaborates with Ontario's Public and Broader Public Sector communities to provide consulting, training, resources and scalable solutions to reduce workplace risks and prevent occupational injuries and illnesses. PSHSA is committed to serving its market of 10,000 firms and 1.67 million workers in health and community care, education and culture, municipal and provincial government, public safety and emergency services and First Nations communities. We deliver sustainable and impactful health and safety solutions based on evidence and informed by leading practices to affect positive change.



Your Health. Your Safety. Our Commitment.

Vision

Enable a healthier and safer tomorrow for Ontario's Public Sector Community.

Mission

Create safer workplaces.

We achieve this through collaboration, innovation and knowledge transfer.

Values

I

Innovation:

PSHSA understands that to be leaders in health and safety and cultivate solutions relevant to our stakeholders' needs we must actively dream, change, take risks and be creative.

C

Collaboration:

PSHSA knows that the outcomes of engaging, partnering and sharing ideas to include multiple perspectives will improve our ability to succeed.

A

Accountability:

PSHSA takes pride in our commitment to responsibly own our actions, decisions and obligations. We believe in transparency as well as acknowledging and celebrating accomplishments.

R

Respect & Integrity:

PSHSA will earn the trust and confidence of our stakeholders through living up to the right commitments, while recognizing and valuing differences and diversity.

E

Excellence:

PSHSA delivers results by setting high standards and goals. We achieve these goals by distinguishing ourselves through persistence, continual improvement, competence and professionalism

160%

Increase in
Participants Trained
and Educated

40%

of Ontario Workplaces
Engaged were Small
Businesses

150+

Free
Downloads

506%

Increase in eLearning
Participants

60%+

Increase in Firms
Engaged

23%

Increase in Classroom,
Conference and
Webinar Participants

48

Collaborative
Partnerships
Established

125%

Increase in Solutions
Launched

103%

Increase in
Website Visits





STRATEGIC OBJECTIVE OVERVIEW







01 Understand and Respond to the Diversity and Complexity of Health and Safety Needs



Our first strategic action focuses on conducting sound market research to better understand the diversity and complexity of health and safety needs. Our business lines will be aligned based on these insights to increase our ability and effectiveness in responding to these needs. This involves identifying priorities and gaps in the market, health and safety System, and for key stakeholders and stakeholder groups, and developing comprehensive sector and subsector-based strategies. The strategies will cover, access points, health and safety risks, needs, and solutions to serve those within our sectors, as well as include distinct approaches for System priority areas such a small businesses, vulnerable workers and high hazard activities.

ACCOMPLISHMENTS TO DATE:

- Improved representation of market on Advisory Councils
- Aligned organization by sector to focus on service and solution strategies
- Established and led critical multi-stakeholder projects to address large sector and cross-sector needs
- Increased delivery of customized consulting services (Risk Assessments, Job Hazard Analysis)

EXPECTATIONS FOR THE FUTURE:

- Leverage insights from Advisory Councils to expand access and target solutions
- Continue and complete projects to drive future health and safety impacts
- Implement the customer journey to inform and validate marketing and service priorities
- Complete and apply lessons learned from assessment of client attitudes, values and decision-making
- Continue focus on understanding and serving small businesses, vulnerable workers and high hazard activities

PROJECT SPOTLIGHT

Managing Aggressive & Responsive Behaviours in Healthcare

Sector: Health & Community Services

In 2014, 680 health and community care workers were directly affected by workplace injuries as a result of violence in the workplace. Work-related aggression and violence within the healthcare and community services sector can compromise organizational effectiveness and negatively impact the provision and quality of care.

PSHSA is leading a two-year initiative that engages key stakeholders at various levels to address the pervasive and impactful issue of workplace violence, a major concern affecting over 75% of the approximately 787,000 healthcare workers in Ontario. The subsectors of Acute Care, Long Term Care and Community Care are the largest segments. Our goal is to deliver a model and toolkit that provides workplaces with a validated, consistent, scalable and consensus-based approach, which can be implemented across sectors to sustainably reduce incidents of aggression and responsive behaviours.



Specific focus is being given to the top five occupations reporting 86% of violence-related injuries in healthcare: nurses' aides and orderlies, community and social service workers, registered nurses, registered practical nurses, visiting homemakers, housekeepers and related occupations. The 5 priority areas for the development of the customized toolkit to assist workplaces are:

1. Organizational Risk Assessment
2. Individual Client Risk Assessment
3. Flagging
4. Security
5. Personal Safety Response System (PSRS)

In addition to the development of a model and toolkit addressing these 5 priority areas, PSHSA is working with the Institute for Work and Health to evaluate the usability of the tools at this first stage and will continue to monitor the tools to contribute to preventing and managing workplace violence in healthcare.

Our experience in working with diverse stakeholders in healthcare enables us to lead the project. By providing resources based on the best available evidence and leading practices, PSHSA can help to prepare employers for their responsibilities in workplace health and safety, and in turn support Ontario healthcare workers.

“MARB embodies the essence of prevention, driving results through collaborative action and partnership.”

- Tina Dunlop, PSHSA Regional Consultant

“Our work for Management Aggressive Responsive Behaviours in the workplace is well underway, ultimately this work will strengthen protection for workers from workplace violence, harassment and domestic violence. We can and are making a difference.”

- Ryan Adam, PSHSA Director Health and Community Services

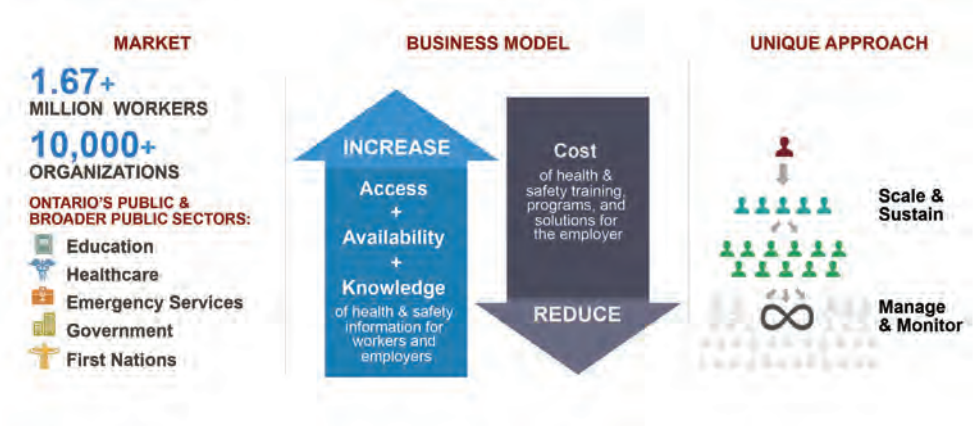


Board of Directors eLearning: Market, Model and Approach

Sector: All

The Health and Safety for Board Members eLearning module is the only one of its kind in Canada. Created in partnership with the Conference Board of Canada, it illustrates how our model of reducing cost, increasing access and providing on demand learning works.

Recognizing the diversity in workforces across Ontario, PSHSA identified a need to build health and safety awareness at all organizational levels. To achieve this alignment PSHSA created a health and safety suite of courses that engages various roles in an interactive and meaningful way. By utilizing our awareness health and safety suite, organizations will establish a baseline for health and safety culture.



This eLearning course completes our health and safety awareness suite ensuring that all levels of an organization understand their basic roles, rights and responsibilities – from the worker to the boardroom. It is groundbreaking in its approach to health and safety in that it positions health and safety as a business risk that board members must be aware of. The Health and Safety for Board Members eLearning module discusses how boards can ensure their due diligence and make an important contribution to improving the risk culture of their organization by assuming formal oversight of workplace health and safety risk. This module is intended for Ontario-based board members with a need for awareness-level information.

Christy Conte, an instructional designer at PSHSA, redesigned the content to work in an eLearning format while taking into account the limited time that Board Members have to do training. Linda Lorenzetti, PSHSA's eLearning developer, then created a professional, convenient and interactive eLearning module that can be taken anywhere, anytime, from any computer with internet access. This project was collaborative from start to finish and is a proud achievement of both the Conference Board of Canada and PSHSA.

Board of Directors eLearning Testimonials:

"I learned specific responsibilities of Board Members and what can be done to enhance our Health and Safety Risk communication to the Board"

"I found myself considering my position on the Board...that I sit on. I like the specific direction for Board members."

"The content of the course was simple and comprehensive and provided helpful information and references to resources that could provide further insight into various Acts, regulations and legislation with regards to Health and Safety."

Using Client Insights and Research Partnerships to Develop Leadership Tools to Improve H&S Outcomes

Sector: All

PSHSA has continued work on the research project *How Leaders Use Benchmarking Information on Occupational Health and Safety Performance*, utilizing client input to inform the design requirements for the development of a benchmarking dashboard and a game-based application.

The dashboard and application are focused on helping leaders make positive change in their health and safety program.

This project brought together our research partner the Institute for Work and Health, PSHSA and the University of Ontario Institute of Technology. PSHSA engaged clients and stakeholders in focus groups and interviews, which were led by the Institute for Work and Health. This included 13 one on one interviews

with leaders in client organizations and 23 focus group participants from across health, municipal and education sectors. The insights gained from these interviews and focus groups will be utilized by PSHSA and UOIT during the design and development of the dashboard and application, which will then be pilot tested with clients later in 2015-16.

“UOIT first started working with the PSHSA on a project to develop and application to aid with training. The project has developed into a thesis for a MSc student in the Faculty of Business and IT. However, while on campus, Glenn and Kim, discovered other areas of overlapping interests and now they are speaking with scientists from the Faculty of Health Sciences and ACE to develop further research projects. UOIT is excited to have PSHSA as a partner and we look forward to research collaborations ahead!”

- Alison Burgess, PhD, Partnerships Officer, Office of Research Services, University of Ontario Institute of Technology

Our Involved Team Delivers Results for the Market

Sector: Health & Community Services, Paramedic Services

Fostering positive work relationships, employing expertise and skills, and sharing ideas across our organization has allowed PSHSA to make inroads in new areas over the past year, and contributed to the success of projects. This is evidenced in initiatives such as the Infection Prevention and Control – Ebola focus.

This year, PSHSA worked collaboratively with the Emergency Management Branch of the Ministry of Health and Long Term Care, Public Health Ontario, Ministry of Labour (MOL) and healthcare and EMS partners to develop an education and communications plan and resources related to Ebola Virus Disease (Ebola) infection prevention. The purpose of the project was to educate workers about personal protective equipment use at point of care to ensure protection from infection when caring for patients with Ebola Virus Disease.

Under the leadership of PSHSA's Healthcare Executive Director Henrietta Van hulle, our consultants Tina Dunlop and Neil McDermott were engaged to provide occupational health and safety expertise to the Ministry of Health and Long Term Care as they

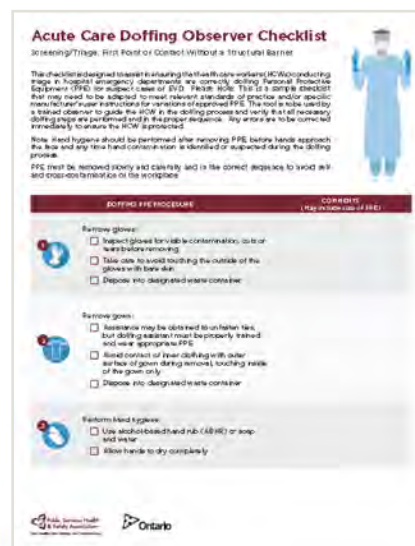
developed directives and training programs for acute care hospitals and Paramedic Services.

Product Services Specialist Anat Goldschmidt ensured the right instructional design principles were embedded and translated scenarios into usable, effective products. Graphic Designer/eLearning Developer Michelle duQuesnay-Jones and Product Developer Breanne Knowles worked to finalize the cohesive set of 30 checklists that resulted in helping 16,000 people across numerous hospitals and paramedic services who require training to be safer at work, and many others beyond.

PSHSA is committed to maintaining an engaged and enabled workforce, and we have seen what doing so can achieve.

“It was the partnership and expertise involved that were key in producing high quality products and training which ensured the safety of Ontarians.”

- Anat Goldschmidt, PSHSA Product Services Specialist





02 Organize for Growth and Invest in Talent

Our second strategic action focuses on the investment in and development of staff to ensure an engaged, diverse, high performing, adaptive and productive workforce that will meet current and future demand. This includes the implementation of a multi-year training and development plan, as well as the alignment of staff skills and expertise to client and business needs.

ACCOMPLISHMENTS TO DATE:

- Designed, Developed & Implemented Talent Management Framework
- Established comprehensive Learning & Development plans (investments, resources)

EXPECTATIONS FOR THE FUTURE:

- Implement talent tools for management and staff
- Maintain industry turnover and achieve time to hire targets
- Implement sectoral performance development strategies

PROJECT SPOTLIGHT

Professional Development for a Dynamic Workforce

Sector: All

PSHSA believes in the investment and commitment to employee learning and upgrading of skills. Knowing our consultants have the latest education and designations as health and safety practitioners is paramount.

Supporting professional development is our way of ensuring the team have ways of learning and growing and is indicative of how we value our employees and their future. Over the last year we have seen many consultants gain CRSP designation as well as several others who are currently working towards this designation. Our enthusiasm and commitment to educating others extends beyond our clients; doing the same for our staff keeps us forward thinking and further builds a culture of lifelong learning. Our staff's skills and subject matter expertise are of value to Ontario's Health and Safety system for important initiatives and, in some instances, staff are seconded for special projects, such as acting as an expert reviewer for applications under the Ministry of Labour's newly introduced Working at Heights Standards for programs and providers.



By focusing on learning and development plans, mentoring and coaching and providing our employees with the right tools for leadership and skills development, PSHSA will excel in expanding skills growth and diversification, retaining knowledge and understanding of how to build successful and dynamic work teams. Our PSHSA team is committed to defining, acquiring and developing the type of talent that is required to meet our strategic objectives.

“In obtaining the CRSP designation, my co-worker and I were motivated by a saying: ‘She believed she could, so she did’. This meant a great deal to us as we hit a high note in 2015 as a result of our hard work and belief in our abilities. We believe in a culture of continuing education and support of one another in our quest for ongoing learning.”

- Carolyn Cuthbertson, PSHSA Regional Consultant

“Embedding talent management into our strategic plan is key. Not only does it demonstrate our commitment to acquiring and developing talent; it is foundational to our continued success. This year we initiated individual learning and development plans separate from our annual performance plans. This initiative will facilitate learning across the organization not only in support of our overall Strategic Plan, but as a learning organization.”

- Kim Takata, PSHSA Manager, Human Resources and Employee Relations

eOfficeErgo: Utilizing our Organizational Design to Build Solutions for a Diverse Market

Sector: All

Our organizational design focuses on the expertise of staff to achieve outstanding outcomes. It's a partnership across the organization that utilizes our broad breadth of talent spanning from the research phase through to new product development and eLearning, graphic design, marketing and finance. It also includes our sectoral and subject matter experts who understand and bring knowledge about hazards and our clients' needs into the organization.

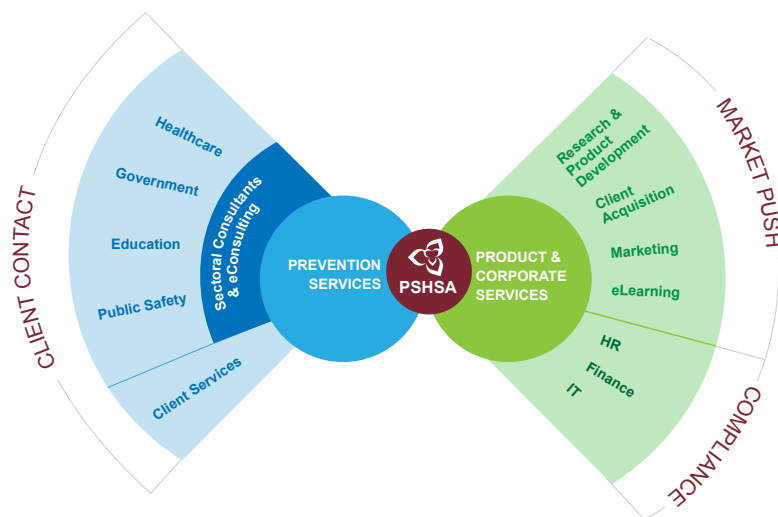
A great example of how the organization's design helps achieve success, is our recently launched eOfficeErgo: Ergonomics eLearning for Office Workers. This online training program was developed with the Institute of Work and Health in partnership with the U.S. based Liberty Mutual Research Institute for Safety and the Centre for Addiction and Mental Health (CAMH) in Toronto. An international scientific panel of academic and practicing ergonomists, including our own Kathleen Walsh, reviewed the content to ensure it complied with current scientific findings and international standards, including the Canadian Standards Association's CSA-Z412-00 (R2011): Guideline on Office

Ergonomics. eLearning is a key example that demonstrates how PSHSA has developed our organizational talent, provided new learning opportunities and supported the team to build out new products for a diverse market. Utilizing our strong talent to build diverse solutions is very much a focus of our strategic plan in order to continue innovating and responding to market needs.

In an effort to mobilize knowledge obtained from the study, Mathew Kennedy, our Manager, Learning Design and Development, worked closely with the IWH team to create an eLearning module. Graphic Designer/eLearning Developer, Michelle duQuesnay-Jones developed the course, transforming it into an innovative and interactive learning solution. Our Marketing and Communications team worked with the Institute for Work and Health to launch the program, creating a joint press release which generated substantial interest in the course. It is now available on PSHSA.ca for free to all workers in Ontario. The course has been taken just under 5000 times since its launch in February 2015.

"IWH was fortunate enough to partner with PSHSA in the re-development of the eOfficeErgo online training program. The expertise of skilled and thoughtful product developers led to the creation of a high-quality product that is sure to help thousands of office workers across the province. We greatly value our relationship with PSHSA, and we look forward to working with them again on future collaborative projects."

- Trevor King, MHK, CCPE, Knowledge Exchange Associate Institute for Work & Health



Expanding Machine Guarding Expertise Across the Province

Sector: Education & Culture

The education sector is required to stay abreast of new technology in order to provide students with current skills for the fast-paced changing needs of the industry. In order to keep students and teachers safe, PSHSA provided staff with the opportunity to upgrade skills and competencies to meet the changing needs within our marketplace.

Strategic Action 2 focuses on this investment in staff development to ensure that high-performing, adaptive and competitive workforce meet the needs of the sectors we serve across the province.

Our skilled technical team is now capable of offering machine guarding consulting services geared to the needs of the education sector across the province. PSHSA invested in training for all education consultants and now has 5 consultants who can provide machine

guarding assessments and consulting to public, private, secondary and post-secondary educational institutions across the province.

We would like to thank Majors McGuire Inc., Western Secondary School and the Greater Essex County District School Board for their strong partnership with us and for providing access to their leading edge facilities, knowledge and state of the art approaches that keep PSHSA engaged at the community level.

“Unsafe or inadequate machine guarding is a hazard crossing many sectors and industries. By investing our time in this training, PSHSA can continue to work closely with the education sector to proactively identify machine guarding risks and implement prevention strategies to keep our classrooms safe.”

- Kim Litchfield, PSHSA Executive Director Education and Culture

Utilizing a Collaborative Culture to Provide Lab Safety Training to the Ministry of Labour and the Ministry of the Environment

Sector: All

Combining the talent, internal capabilities along with utilizing our strong collaborative culture, we were able to provide lab safety training to 120 Ministry of the Environment and Ministry of Labour staff on legislation and recognition of hazards, toxicology, assessment and control. Details were provided regarding how to read and interpret material safety data sheets, use of personal protective equipment, proper ventilation, lab equipment and disposal of hazardous waste. Our 5 PSHSA facilitators led the training and instructed participants on effective lab safety.

The material was developed utilizing consultants with cross sector expertise and a lead instructional designer and was presented utilizing multiple facilitators and included webinar capable delivery to other lab locations across the province. The project team was made up of health and safety generalists as well as subject matter experts on occupational hygiene, infection prevention and control, ergonomics and emergency preparedness. The success of this project relied upon the collaboration and expertise from staff across all our sectors and disciplines.



03 Grow Business Lines

The third strategic action focuses on implementing a comprehensive growth strategy for each of PSHSA's business lines. Staff, influencers and partners are being engaged to support and facilitate solution development and expansion, as well as create large-scale opportunities to grow business lines and achieve broader organizational results. In addition, collective capacity and reach is being increased through expansion of partnerships at both the influencer and funder level.

ACCOMPLISHMENTS TO DATE:

- Increase in overall revenue
- 160% increase in participants trained overall; 506% increase in participants trained through eLearning
- Implementation of Product Development Strategy
- Increase in eConsulting inquiries
- Launched the Affiliate Program
- Establishment of 48 collaborative partnerships

EXPECTATIONS FOR THE FUTURE:

- Implement collaborative projects to scale and sustain
- Expand innovative channels to support partnerships, reach and accessibility
- Drive efficiencies through capacity building from partnerships and program development

PROJECT SPOTLIGHT

Mental Health and Traumatic Mental Stress: Addressing Emerging Issues through Partnership

Sector: Emergency Services

Partnering with research, private industry, public sector partners and academic institutions continues to be a cornerstone of how PSHSA approaches emerging issues. The strength gained from deep involvement in understanding emerging issues helps PSHSA bring to market leading practices and real solutions.

In high stress professions such as fire, police and emergency medical services, psychological health can be as much at risk as physical health. For Ontario's emergency service workers, awareness and prevention of mental health issues has become a priority. This past year PSHSA partnered with the Mental Health Commission of Canada (MHCC) and held a forum which brought together a range of leaders from 35 organizations including employers, associations, government officials, researchers, experts and persons with lived experience. The purpose was to increase awareness about the importance of workplace mental health and to support emergency services organizations to take action.



The overall goal was to build relationships, open dialogue, coordinate efforts and identify areas of potential collaboration. It served as a starting point for participants to share knowledge, perspectives and best practices. Outcomes included a clear understanding of the current state including best or promising practices that can be applied to the prevention of traumatic mental stress in first responders and a call to action to implement the National Standard of Canada for Psychological Health and Safety in the Workplace as a foundational step in assessing the risks within organizations and systematically address them.

Mental health issues, including occupational stress injuries and depression, are a growing concern among Ontario workers. PSHSA will be working to address the stigma around mental health in the workplace to give workers the support they need. We will work with our partners and sectors from a systematic perspective with a focus on mental health awareness, prevention tactics, training and education. Our future training products and services will help workers develop personal strategies and coping mechanisms to help prevent mental health and its cumulative effects. With a host of partners PSHSA will continue leveraging our relationships to reach as many workers and organizations as possible by continuing to provide education and resources.

“Its important we integrate programs to address mental health into existing structures within a Health and Safety Management System Framework and that we are working together to address the issue.”

- Monica Szabo, PSHSA Executive Director Government Municipal and Public Safety

“There are clear indicators that unaddressed traumatic mental incidents increase the risk of Post-Traumatic Stress Disorder, compassion fatigue, burnout and depression as well as higher levels of substance use and marital issues. Education is a key factor to prevention.”

- Ron Kelusky, PSHSA CEO

Building New Business Lines to Address Emerging Hazards: Fatigue

Sector: All

Fatigue has been identified as an emerging hazard, and as workplaces begin to understand the impact that it can have on safety and productivity they are looking for solutions. The Fatigue Management Program is a turnkey solution, based in scientific evidence, which workplaces can easily implement into their current business practices. Our expert staff work with organizations who can choose from a menu of options the solution that works best for the workplace – from building awareness to implementing a complete fatigue risk management program.

To increase our ability and capacity to address the risk we have established strong partnerships with academia, private businesses and researchers. The foundation of our offering is based on a wrist-worn, scientifically validated, device developed by Fatigue Science which uses actigraphy to measure sleep opportunity and actual sleep obtained. This provides an accurate and objective assessment of the fatigue risk posed to the organization. Using PSHSA's fatigue management program an organization can then utilize prevention mechanisms to build awareness and implement controls.

To further our understanding of fatigue we have also partnered with Dr. Lora Cavuoto, Assistant Professor at the University of Buffalo to conduct a research study as part of her American Society of Safety Engineers (ASSE) Foundation Project. The project has three key activities to:

1. Evaluate the interaction of sleep-based fatigue and workload;
2. Evaluate fatigue development in industry; and
3. Develop an intervention database and evaluate PSHSA's fatigue management program interventions.



Affiliate Program: Enabling Partners and Reaching Employees and Members

Sector: All

The Affiliate Program makes it simple for organizations to share health and safety resources and information with their employees or members. We work with our Affiliates to provide free health and safety content on their websites through a Health and Safety Resources Webpage.

This is an area of their website containing free health and safety information which is chosen by the Affiliate and tailored specifically to the unique needs of their audience, organization or industry. Affiliates also receive monthly performance reports on the number of clicks each resource has gotten for the period, allowing them to identify trends and gain further insight into the health and safety needs of their communities.

The Affiliate program started very successfully with six Affiliates joining in the first three months. Since that time the program has continued to grow to 15 Affiliates within six months. Currently, through our Affiliates, we provide access to OHS information to over 500,000 members and are on pace to double these numbers within the next year. Our current Affiliates vary from organizations and employee associations to municipalities and educational institutions. These partnerships are allowing us to mobilize knowledge, leverage capacity and increase reach.



“The Affiliate Program makes it easy for organizations to share free health and safety resources with their employees and communities, bringing information to people who wouldn’t necessarily have access to it otherwise. The Program has attracted a high level of interest and usage continues to grow. Six months into launch and thousands of people have already accessed health and safety information through our Affiliates. It’s truly a fantastic partnership opportunity for organizations or associations looking to bolster support for health and safety.”

- Amanda Allan, PSHSA Lead, Market Research & Development

Expanding Reach with On-Demand Access to Health and Safety Expertise Through eConsulting

Sector: All

Our eConsulting initiative aims to increase access and availability of health and safety information while reducing costs for employers, as well as providing support for small businesses in Ontario.

Through our Live Chat application, email and Ask an Expert form, eConsulting capitalizes on existing expertise available within PSHSA to provide users with convenient, free and on-demand access to health and safety expertise.

Since its official launch in December 2014, eConsulting handled over 1,000 inquiries related to a variety of topics, including training, health and safety requirements, legislation and products.



“eConsulting continues to establish itself as a market accepted health and safety knowledge transfer avenue for our clients. We are building a sustainable model as an advanced solution that offers our clients health and safety expertise, when they want it and how they want it. We have innovated to serve the market with an adaptable and flexible method of providing access to information on a larger scale.”

- Glenn Cullen, PSHSA Vice President, Product Development and Corporate Programs

Blended Learning: Expanding Formats to Make Training Flexible and Accessible

Sector: All

PSHSA is responding to our clients' need for flexible yet robust training by implementing a new business line focused on blended learning.



Blended learning is a term used to describe the practice of using both online and in-person learning experiences when teaching learners. It is ideal for independent learners, dispersed workforces, tight budgets and an increasingly

tech-savvy audience. By combining the flexibility, convenience and accessibility of online learning with the benefits of the face-to-face classroom experience PSHSA will enhance the traditional learning experience.

2014-15 served as proving ground for our first Blended offering as we piloted our Certification Part 1 Blended course with the City of Mississauga. Staff from the municipality's education group completed the program and praised it highly. We have continued to work with our clients to create an engaging yet practical approach to blended learning, which led to our first submission of a blended offering to the Ministry of Labour. Blended offerings currently in production are:

Certification Part 1 - Blended

Our Blended Certification Part 1 program will introduce learners to health and safety through 6 self-paced,

interactive eLearning modules. Once the learner has developed a comfort level with the material, they will then attend a two-day classroom session where they'll have the opportunity to explore various topics in more detail. Allowing learners to work with their peers in the classroom as they examine scenarios and case studies will build upon and solidify the knowledge they obtained online.

Working at Heights Blended Training Program

The Working at Heights Blended Training program breaks the subject matter up between theoretical and practical knowledge. A basic theory module is completed online before the learner attends a classroom session. By applying the theoretical knowledge from the eLearning module, learners participate in group activities and even learn how to inspect, don and doff equipment in the classroom.

Clients often express the need for cost-effective, accessible learning due to challenges surrounding time and budget. Blended learning utilizes the advantages of both eLearning and classroom training to create a flexible, robust and valuable learning experience. PSHSA has the ability, the expertise and the drive to create blended solutions of the highest caliber to support this most recent business line.

"I found (the Certification Part 1 Blended course) to be informative and well designed. The self-paced eLearning allows the participant ample time to complete the course, while the face-to-face gives the participant the opportunity to speak directly to the trainer and allows the trainer to be satisfied that the participant has sufficiently absorbed the material."

- Dan Ferguson, Manager, Health and Safety City of Mississauga



04 Enhance Our Reputation and Brand Awareness



The fourth strategic action focuses on enhancing our reputation and driving further brand awareness. To drive competitive advantage we must articulate our brand story and positioning clearly and effectively for both employees and clients. Part of this involves implementing strategies to build credibility among stakeholders and being firmly aligned in what our brand stands for. As part of our efforts, building a brand awareness strategy is key to enhance visibility in the marketplace. We are on a continual quest to understand and improve the customer experience.

ACCOMPLISHMENTS TO DATE:

- Collaborated with Ministry of Health, Ministry of Labour and sectoral partners on OHS Ebola-related checklists
- Strengthened awareness and reputation of PSHSA by leading consultative and collaborative projects, such as Management of Aggression and Responsive Behaviours initiative
- Achieved write-ups for mobile location based advertising for Healthcare sector demonstrating PSHSA's leading edge stance with technology and innovation

EXPECTATIONS FOR THE FUTURE:

- Continue to provide and expand on website efforts to drive effective online access for website visitors
- Continue to gain visibility and drive awareness for the PSHSA brand by using Public Relations write-ups and mentions across sector publications

PROJECT SPOTLIGHT

Targeted Mobile Ads to Raise Awareness for Healthcare Workers

Sector: Health & Community Services

PSHSA launched targeted mobile ads as part of an overall campaign designed to raise awareness about the pervasive problem of injury related to workplace violence against healthcare workers. PSHSA utilized the new advertising technology to target people with mobile ads based on the GPS location of their phones – to get the message out.



The campaign showed ads to people in more than 100,000 healthcare facilities in Ontario, including hospitals and rehabilitation centers. Ads appeared in mobile applications people use to play games, read the news or map their routes home. The campaign marked the start of a multi-year process to push for better tools to protect workers. The campaign increased awareness among families of patients who need to inform doctors and nurses if patients have certain triggers or warning signs for violence. The campaign used technology that identifies places by business type or points of interest – in this case, healthcare facilities in Ontario – and through geo-fencing can serve ads to mobile devices inside those facilities.

“PSHSA continues to be an innovative leader in using mobile technology that dramatically increases our audience reach. Targeted mobile ads are new advertising technology, targeting people with mobile ads on the GPS location of their phones. The approach is unique in that it is using location based ads to raise awareness of relevant health and safety issues instead of to gain information to drive retail sales.”

– Glenn Cullen, PSHSA Vice President, Product Development and Corporate Programs

“The issue of violence against healthcare workers is growing. Campaigns of this nature take a preventative approach to building awareness around an issue. The more relevant an ad is, the more likely a person is to engage in the solution.”

– Henrietta Van Hulle, PSHSA Executive Director, Health and Community Services



Using Messaging and Strategic Media Distribution: Using Public Relations to Build Brand Awareness

Sector: All

Using public relations to build general brand awareness can effectively supplement advertising efforts. As well, the visibility gained through articles, write-ups and mentions can further secure partnerships and at the same time establish the PSHSA brand to various sectors in an efficient and budget conscious manner.

This approach is incredibly valuable as once a story is published it lives on in social media, on the website and can be re-purposed for other media outlets and presentations. With the right message and with the right media distribution PSHSA is taking advantage of the many touch points that public relations provides for overall brand building and awareness. PSHSA has worked to gain as many write-ups and mentions as possible to build relationships with publishers and editors. Some of the write-ups have spanned the Globe & Mail Newspaper write up on the location based targeted mobile ads through to Strategy Magazine bringing further awareness to the successful healthcare campaign highlighting its marketing effectiveness.

Moreover, we ensure that we are building brand awareness through communicating timely information on pertinent health and safety issues for our market. For example, PSHSA Project Coordinator, Era Mae Ferron shared comprehensive details on Stopping Workplace Violence In Its Tracks for the Human Resources Director Education Guide for 2015, a leading industry publication. As a subject matter expert, Era Mae brought attention to how workplace violence is fast becoming a major issue for Canadian healthcare employers. She offers solutions to prevent and manage the problem. Such articles elevate the PSHSA brand and regional sector teams as the industry experts and solution providers.



“Frequent and consistent public relations efforts are an effective and persuasive way to build business and product awareness among our target audience. PR generates valuable word of mouth advertising often as a result of the greater credibility and availability of information that can be included using an editorial approach.”

- Joanne Clark, PSHSA Director, Marketing and Communications

Conference Sessions: Increasing our Relevance and Enhancing our Reputation

Sector: All

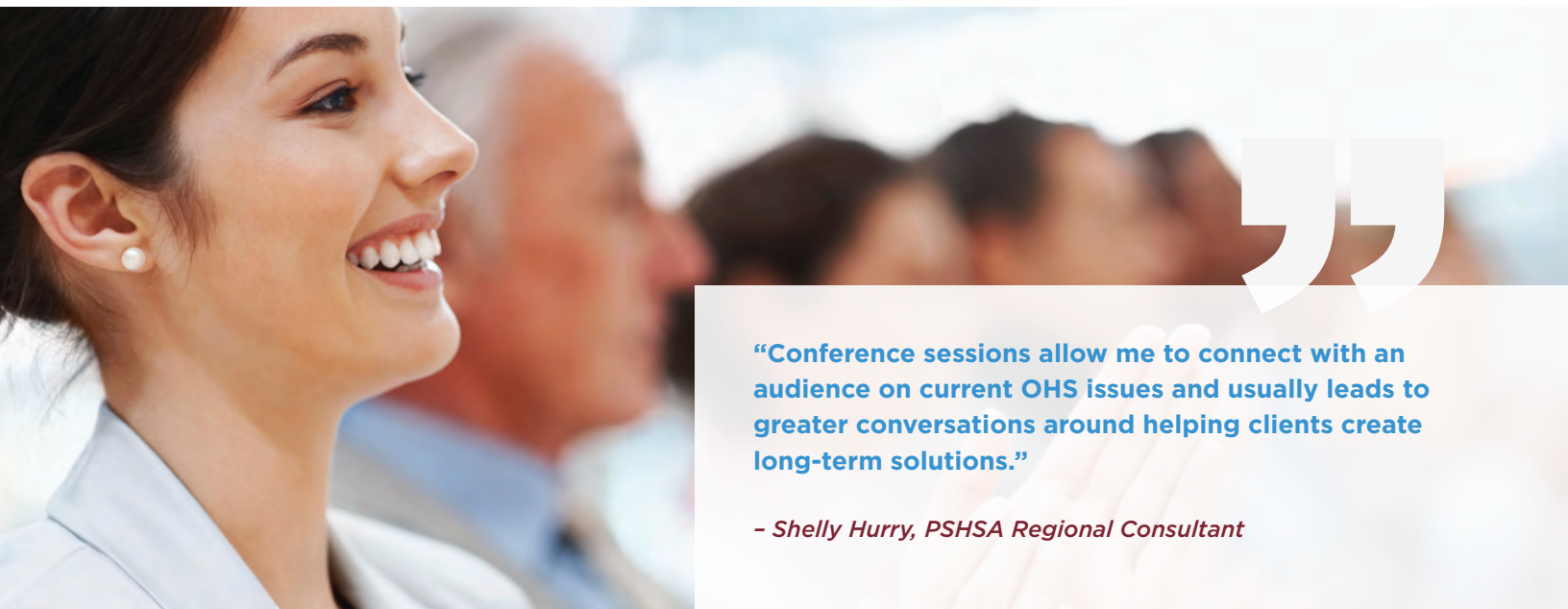
Sectoral conferences and tradeshows can serve as a good opportunity to connect with those inside and outside of the occupational health and safety realm, and speak directly with workers, employers and associations. Conferences, in particular, offer a unique opportunity to bring topical health and safety information to target audiences, and demonstrate our proactive response to core issues impacting those we serve.

This past year, PSHSA provided over 1100 hours of education to 1000+ individuals on a vast breadth of topics from legislative requirements, supporting a health and safety culture, hazard awareness, as well as pertinent emerging issues such as psychological health and workplace violence.

In May 2014, PSHSA regional consultant Shelly Hurry spoke at the Psychological Health and Safety Conference targeted to Human Resource professionals on creating and sustaining workplace culture that promotes psychological health, safety and wellness. The conference was held in Thunder Bay Ontario, and leveraging this opportunity where people were brought together from an otherwise geographically dispersed

area allowed PSHSA to provide expertise to 50 individuals in key roles in nearby northern communities.

Our organization is dedicated to bringing anywhere learning to our market regardless of geographic location, through both traditional and innovative means. And we are committed to ensuring that we are at the forefront of emerging and important OHS issues and ensuring that all those we serve are equipped with the information and knowledge they need. PSHSA leverages conferences as well to connect with stakeholders to involve them in the process of creating and deploying sustainable solutions. Thus, we continue to reinforce our position as a leader in occupational health and safety.



“Conference sessions allow me to connect with an audience on current OHS issues and usually leads to greater conversations around helping clients create long-term solutions.”

- Shelly Hurry, PSHSA Regional Consultant



05 Support and Conduct Leading Edge Research and Innovation



The fifth strategic action focuses on supporting and conducting leading edge research and innovation. PSHSA's goal is to engage research organizations and innovation champions to implement product development strategies that result in new, leading edge products and services for our clients.

ACCOMPLISHMENTS TO DATE:

- Established mechanisms to mobilize knowledge
- Exceeded targets for research participation and funded proposals
- Established PSHSA as a research and innovation partner
- Participated in 33 proposals and in partnership research and knowledge

EXPECTATIONS FOR THE FUTURE:

- Lead development of proposals and lead innovative research projects
- Drive funding diversification through targeted research approaches
- Mobilize outcomes of research

PROJECT SPOTLIGHT

Innovative Partnership with Radiation Safety Institute to Increase Awareness About Radiation Hazards in Emergency Services, Long Term Care and Acute Care Environments

Sector: Emergency Services, Health & Community Services

Healthcare professionals spend their lives taking care of others, but even those who work to heal illness, disease and injuries are exposed to dangers and risks in the workplace. In the healthcare industry, radiation exposure is more common than you might think.



First responders, long-term care facility workers and hospital support staff often come in contact with sources of radiation and it's important that they are aware of the potential risks.

The Radiation Safety Institute of Canada in partnership with PSHSA developed radiation safety awareness training for the healthcare, long term care and emergency responders' work environments. Based on Radiation Safety Institute practices and research, this web-based series contains several educational products that combine video and interactive eLearning which PSHSA developed and produced. Healthcare and long term care workers and first responders can learn more about managing their potential risk of exposure by taking the free online training. With

research backed information and resources the mission was to translate complex evidence backed findings into simple and relatable language to communicate to a relevant audience.

Efforts like this combined partnership demonstrate PSHSA's dedication to innovative solutions and finding new ways of exploring product development.

"It was amazing to see the product come together. PSHSA contributed so much to this project, I cannot imagine what we would have done without your support and professionalism. It has been such a pleasure and, I am sure, there are more projects to come."

- Natalia Mozayani, Executive Director Radiation Safety Institute

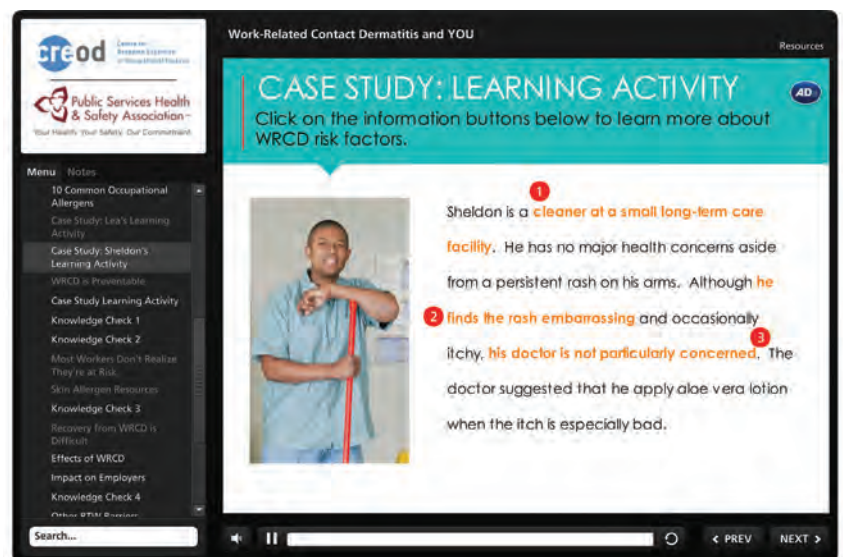
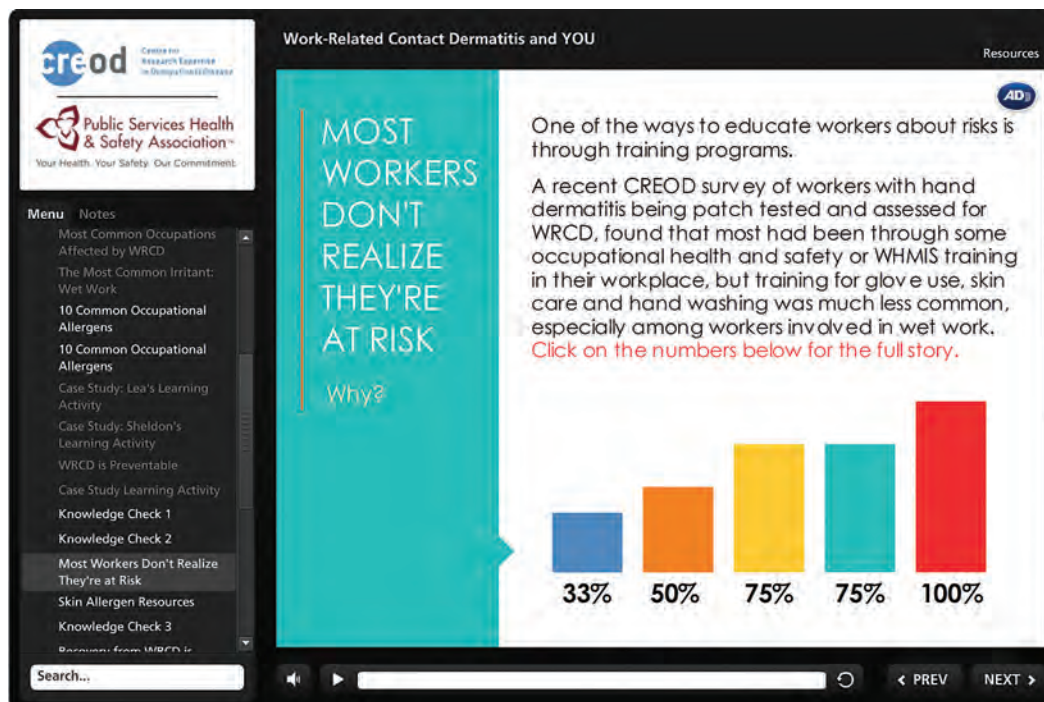
"Radiation is not only used in the nuclear industry, it is used or encountered by millions of Canadians at work every day, including those in the healthcare fields. That's why radiation safety awareness and education is becoming increasingly important for healthcare workers across Canada."

- Steve Mahoney, President and CEO of the Radiation Safety Institute of Canada

Translating Occupational Disease Research Outcomes into Impactful and Interactive Learning on Dermatitis

Sector: All

PSHSA in partnership with Centre for Research Expertise in Occupational Disease (CRE-OD) and other system partners conducted research into the level of awareness about Work Related Contact Dermatitis (WRCD) across the Province including workers, employers and health and safety professionals.

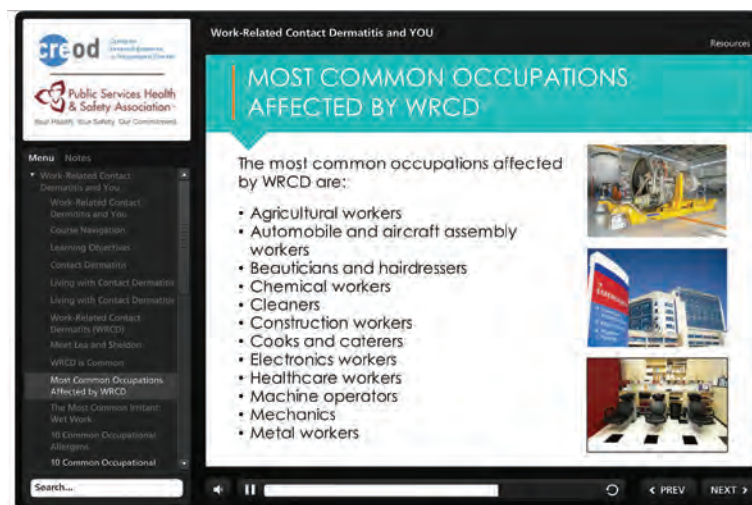


With WRCD, workers suffer a broad range of negative effects from pain and itching to impaired hand function and lost time at work. However workers, employers and even some medical professionals have trouble recognizing and addressing the hazard. During the research phase it was found that awareness about this occupational disease needed to be built along with messaging to communicate that with appropriate and timely intervention, WRCD can be prevented and the negative effects greatly reduced or eliminated..

An interactive awareness eLearning module was developed to transfer the knowledge and expertise from the researchers to the health and safety system, employers, workers and medical professionals.

The program provides an awareness of WRCD and actions that can be taken to prevent its occurrence. By completing this module, participants will learn that:

- WRCD is common
- WRCD is preventable
- Many workers in Ontario are at risk for WRCD, but don't know it
- Recovery from WRCD can be difficult for a variety of reasons
- Early medical intervention is critical; the earlier a person with WRCD is diagnosed and treated the more likely they are to get better.



“Over the course of the last year, PSHSA consultants and eLearning specialists provided highly professional and responsive technical support to the development of an interactive online learning module on skin health at work for use by HAS consultants and their clients. Our collaboration resulted in a very strong product. We value our working relationship with PSHSA and their willingness to contribute their time and resources to a product of value to the broad health and safety system.”

- Dr. D. Linn Holness, Director Centre for Research Expertise in Occupational Disease

Thank You

We value our colleagues' knowledge, hard work and dedication to the advancement of occupational health and safety in Ontario. Thank you for your important contributions over the past year. Together, we are making a real difference.

Rita Abuyuan
Ryan Adam
Amanda Allan
Mike Atkinson
Suthan Balasubramaniam
Jim Bell
Ernie Beltran
Kurt Bohme
Dean Case
Toni Cavaliere
Olena Chapovalov
Joanne Clark
Patricia Clausen
Christy Conte
Glenn Cullen
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Tina Dunlop
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Janice Gallant
Gloria Garcia
Mary Lou Giglio

Anat Goldschmidt
Ed Hager
Jeremy Holden
Shelly Hurry
Beth Hu
Lotoya Jackson
Carolyn James
Christine Joli-Coeur
Bria Jordan
Emad Karras
Ronald Kelusky
Mathew Kennedy
Hillarie Klass
Breanne Knowles
Blaine Larock
Connie Limnidis
Robyn Lloyd
Linda Lorenzetti
Christina Machowski
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Monica Szabo
Kim Takata
Mark Urquhart
Henrietta van Hulle
Kathleen Walsh
Brett Webb
Allison Whyte
Mark Wilson
Marla Wolfe
Patricia Yu
Frances Ziesmann

Governance & Guidance

We continue to receive excellent support as we work toward our common objectives. We would like to express our sincere appreciation to our Board of Directors, voting members, Advisory Council members and partners for their assistance and encouragement over the past year. Our work is truly collaborative, and we could not have realized our many achievements without your help.

2014-2015 BOARD OF DIRECTORS

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Vivien Wharton-Szatan

OUR VOTING MEMBERS

Association des conseils scolaires des écoles publiques de l'Ontario
Association franco-ontarienne des conseils scolaires catholiques
Association of Colleges of Applied Arts and Technologies of Ontario
Association of Local Public Health Agencies
Association of Municipal Managers, Clerks and

Treasurers of Ontario
Canadian Mental Health Association, Ontario
Canadian Union of Public Employees
Council of Ontario Universities

Independent School Associations of Ontario

Ontario Association of Chiefs of Police

Ontario Association of Community Care Access Centres

Ontario Association of Fire Chiefs

Ontario Association of Medical Laboratories

Ontario Association of Medical Radiation Sciences

Ontario Association of Non-Profit Homes and Services for Seniors

Ontario Association of Paramedic Chiefs

Ontario Catholic School Trustees' Association

Ontario Community Support Association

Ontario Home Care Association

Ontario Hospital Association

Ontario Library Association

Ontario Long Term Care Association

Ontario Medical Association

Ontario Municipal Administrators Association

Ontario Municipal Health and Safety Representative Association

Ontario Municipal Human Resources Association

Ontario Museums Association

Ontario Nurses Association

Ontario Professional Firefighters Association

Ontario Public School Boards Association

Ontario Public Service Employees Union

Ontario Recreation Facilities Association Inc.

Ottawa-Carlton Association for Persons with Developmental Disabilities

Police Association of Ontario

Service Employees International Union

OUR PARTNERS

CRE-MSD

CRE-OD

Electrical Safety Authority

Infrastructure Health and Safety Association

Institute for Work and Health

Ministry of Health and Long Term Care

Ministry of Labour

Occupational Health Clinics for Ontario Workers

Radiation Safety Institute

Workers Health and Safety Centre

Workplace Safety and Prevention Services

Workplace Safety North

2014-2015 ADVISORY COUNCILS

Health & Community Services

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Mary Barber
Andrea Baumann
Angelina Bowman
David Borwick
Erna Bujna
Liliana Catapano
Ray Copes
Nick Dzudz
Leon Genesove
Jayne Graham
Linn Holness
Lisa McCaskell
Adam Nagler
Nelson Ribeiro
Ron Saunders
Eugene Versteeg
Bert Wierenga

Education & Culture

Christi Cooper
Bob Cullens
Sandra Deike

Summary Financial Statements

Sustain Good Governance & Fiscal Accountability: Direction to Performance

Sector: All

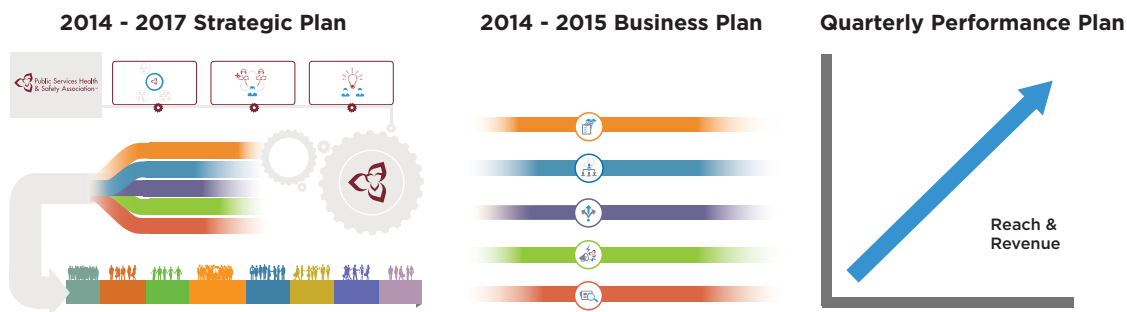
Through our 2014-17 Strategic Plan, PSHSA made commitments to all of our stakeholders, and through our accountability structures, the oversight of our board, and balanced fiscal management we continue to move forward to meet and exceed these commitments.

Our 2014-15 Business Plan translated Strategic Action into targets, and we actively monitor performance throughout the year. Implementation of the Strategic Plan is on track, and we are driving impact as we work towards our vision and mission.

However, PSHSA is more than a going concern – we are an organization striving to optimize results in a constrained environment. Under the guidance of the Board, PSHSA's Director of Finance, Susan Sun, and the executive team balance prudent financial management with forward-looking investments to

ensure sustainability and impact. We put Action in Motion this year by investing in the right areas at the right times. This can be seen in the expansion of our eAccess portfolio, including the launch of the Affiliate program leading to increases in reach, accessibility and growth in capacity.

Delivering value for money is critical within the market we serve, and continuing along our path implementing the unique business model we can grow the value and continue to deliver on our mandate to reduce workplace injuries and illnesses.



“Compliance and accountability are not only a requirement, they are our commitment.”

– Susan Sun, PSHSA Director Finance and Administration

Independent Auditor's Report

To the Members of Public Services Health and Safety Association

The accompanying summary financial statements, which comprise the summary balance sheet as at March 31, 2015, the summary statement of operations and changes in net assets for the year then ended, and summary note are derived from the audited financial statements of Public Services Health and Safety Association for the year ended March 31, 2015. We expressed an unmodified audit opinion on those financial statements in our report dated June 25, 2015 .

The summary financial statements do not contain all the statements and disclosures required by Canadian accounting standards for not-for-profit organizations. Reading the summary financial statements, therefore, is not a substitute for reading the audited financial statements of Public Services Health and Safety Association.

Management's Responsibility for the Summary Financial Statements

Management is responsible for the preparation of a summary of the audited financial statements in accordance with the basis described in Note 1.

Auditor's Responsibility

Our responsibility is to express an opinion on the summary financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard (CAS) 810, *Engagements to Report on Summary Financial Statements*.

Opinion

In our opinion, the summary financial statements derived from the audited financial statements of Public Services Health and Safety Association for the year ended March 31, 2015 are a fair summary of those financial statements, in accordance with the basis described in Note 1.



Chartered Accountants, Licensed Public Accountants
Markham, Ontario
June 25, 2015

Summary Financial Statements

Summary Balance Sheet

March 31	2015	2014
Assets		
Current		
Cash	\$ 935,947	\$ 1,698,967
Short term investments	3,081,355	2,549,985
Accounts receivable	693,295	795,274
Inventory	109,123	78,830
Prepaid expenses	160,033	62,296
	4,979,753	5,185,352
Investments	204,222	187,833
Capital assets	192,383	138,839
	\$ 5,376,358	\$ 5,512,024
Liabilities and Net Assets		
Current		
Accounts payable and accrued liabilities	\$ 1,166,502	\$ 1,285,933
Customer deposits	145,268	1,330,879
Deferred revenue	614,741	
	1,926,511	2,616,812
Deferred lease inducement	37,531	51,179
Deferred capital contributions	174,380	138,839
Employee future benefits	1,968,700	1,825,400
	4,107,122	4,632,230
Net assets	1,269,236	879,794
	\$ 5,376,358	\$ 5,512,024

Summary Statement of Operations and Changes in Net Assets

For the year ended March 31	2015	2014
Revenue		
Ministry of Labour - operations	\$ 8,482,836	\$ 8,242,482
Training and publication recoveries	2,497,992	2,802,581
Special projects and other income	483,990	24,948
Amortization of deferred capital contributions	31,835	29,558
Investment income	72,590	22,371
	11,569,243	11,121,940
Expenditures		
Personnel costs	8,477,211	8,185,149
Program delivery expenses	976,496	875,694
Occupancy costs	313,149	320,480
Consulting and professional fees	235,921	194,180
Travel and business meetings	215,519	280,027
Office and general	218,785	207,749
Advertising and promotion	173,367	202,934
Communications	184,425	153,927
Amortization of capital assets	35,435	29,558
Governance	33,076	28,586
Insurance	26,153	26,153
Finance charges and bad debts	16,639	44,222
Subscriptions and publications	5,222	4,858
	10,911,398	10,553,517
Excess of revenue over expenditures from current year operations	657,845	568,423
Utilization of surplus - capital and operating	(166,547)	(49,817)
Excess of revenue over expenditures	491,298	518,606
Net assets, beginning of year	879,794	249,288
Employee future benefits remeasurement gain (loss)	(101,856)	111,900
Net assets, end of year	\$ 1,269,236	\$ 879,794
Net assets is comprised of:		
Restricted for utilization of surplus	\$ 677,031	\$
Unrestricted	592,205	879,794
	\$ 1,269,236	\$ 879,794

Summary Note to Financial Statements

March 31, 2015

1. Summary Financial Statements

The summary financial statements are derived from the complete audited financial statements, prepared in accordance with Canadian accounting standards for not-for-profit organizations, as at March 31, 2015 and March 31, 2014 and for the years then ended.

The preparation of these summary financial statements requires management to determine the information that needs to be reflected so that they are consistent in all material respects with, or represent a fair summary of, the audited financial statements.

Management prepared these summary financial statements using the following criteria:

- a. the summary financial statements include the balance sheet and the statement of operations and changes in net assets;
- b. management determined that the statement of cash flows does not provide additional useful information and as such, have not included it as part of the summary financial statements;
- c. information in the summary financial statements agrees with the related information in the complete audited financial statements including comparative information and all major subtotals and totals; and
- d. in all material respects, the summary financial statements contain the information necessary to avoid distorting or obscuring matters disclosed in the related complete audited financial statements, including significant accounting policies and the notes thereto.

Copies of the March 31, 2015 audited financial statements are available at the office of Public Services Health and Safety Association • Suite 1505, 4950 Yonge Street, North York, Ontario, Canada.



Trends

The following are sector and injury trends for PSHSA. Data was derived from WSIB and does not include clients that we service that are not covered by WSIB.

TRENDS

	# of PSHSA Firms
# PSHSA clients, Schedule 1	9,135
# PSHSA clients, Schedule 2	436
Schedule 1 Total Insurable Earnings 2014	\$32,487,320,328
Schedule 1 FTE Workers 2014	680,560.20

Data source: WSIB PSHSA Schedule 1 & 2 Detailed HSA Entity Reports, June 2015 snapshot.

% PSHSA Schedule 2 firms by sector

Sector	# Schedule 2 firms	% of sch 2 client base
Education & Culture	142	32.56%
Health and Community Services	43	9.86%
Government, Municipal & Public Safety	251	57.56%
Total	436	99.98%
(Based on total firm count of 9,571) Data source: CRM, June 2015 data snapshot.		Based on 436 sch 2 firms.

of workers by Sector - Schedule 1

Schedule 1 FTEs by Rate Group and Sector	2014 FTEs
810 - SCHOOL BOARDS	19,976.0
817 - EDUCATIONAL FACILITIES	125,719.6
Education & Culture Total	145,695.6
590 - AMBULANCE SERVICES	2,101.3
845 - LOCAL GOVERNMENT SERVICES	39,804.5
Government, Municipal & Public Safety Total	41,905.8
851 - HOMES FOR NURSING CARE	75,704.5
852 - HOMES FOR RESIDENTIAL CARE	14,709.7
853 - HOSPITALS	209,031.9
857 - NURSING SERVICES	53,046.8
858 - GROUP HOMES	18,542.1
861 - TREATMENT CLINICS AND SPECIALIZED SERVICES	76,021.6
875 - PROFESSIONAL OFFICES AND AGENCIES	45,902.2
Health & Community Services Total	492,958.8
Grand Total	680,560.2

Data source: WSIB EIW Firm Experience Schema, June 2015 snapshot.

Schedule 1 & 2 firms by Sector:

Sector	# Firms
Education & Culture	1,392
Health & Community Services	7,278
Government, Municipal & Public Safety	901
Total	9,571

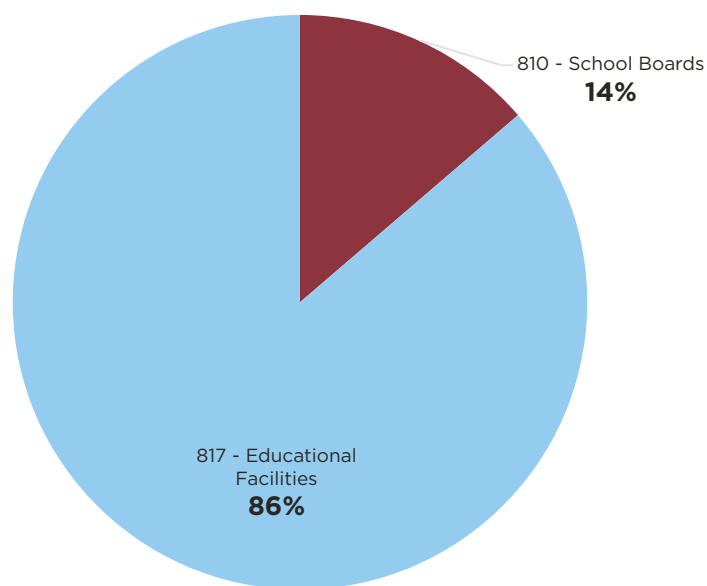
Data source: WSIB EIW Employer Coverage Schema and CRM (for the sectors), June 2015 snapshot.

Education & Culture

# of Sch 1 & 2 clients	1,392	
% of small business (Sch 1 only) based on <50 FTEs:	87% *	Data source: WSIB EIW Employer Coverage Schema and CRM (for the sectors), June 2015 snapshot.
% of Sch 1 Education firms:	89.81%	Data source: WSIB EIW Employer Coverage Schema and CRM (for the sectors), June 2015 snapshot.
% of Sch 2 Education firms:	10.19%	Data source: WSIB EIW Employer Coverage Schema and CRM (for the sectors), June 2015 snapshot.
# of rate groups:	2 plus Schedule 2	
largest employer groups:	see chart	
% of total FTEs:	see chart	

* Note: % of small business (Sch 1 only) is an estimate. 47 of 1,250 firms could not be identified as either small or large businesses.

Education & Culture Schedule 1 Derived FTEs by Rate Group 2014



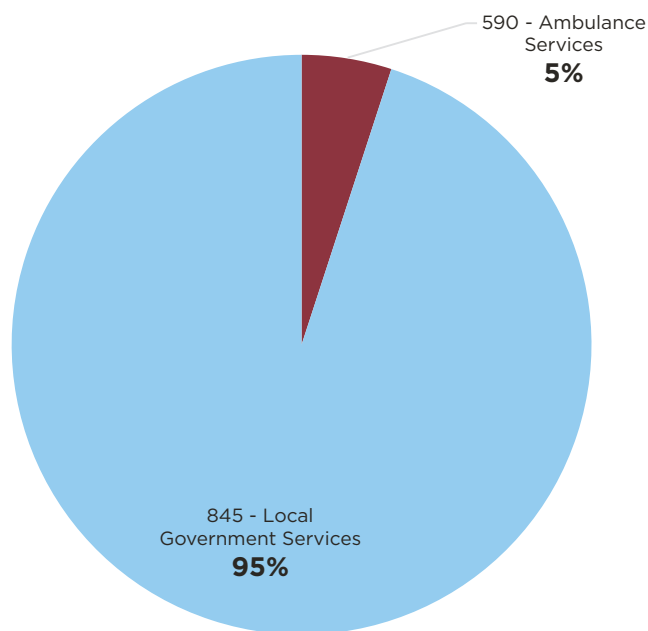
Data source: WSIB EIW Firm Experience Schema, June 2015 snapshot.

Government, Municipal & Public Safety

# of Sch 1 & 2 clients	901	Data source: WSIB EIW Employer Coverage Schema and CRM (for the sectors), June 2015 snapshot.
% of small business (Sch 1 only) based on <50 FTEs:	67%*	Data source: WSIB EIW Employer Coverage Schema and CRM (for the sectors), June 2015 snapshot.
% of Sch 1 Municipal & Government Sector firms:	73.58%	Data source: WSIB EIW Employer Coverage Schema and CRM (for the sectors), June 2015 snapshot.
% of Sch 2 Municipal & Government Sector firms:	26.42%	Data source: WSIB EIW Employer Coverage Schema and CRM (for the sectors), June 2015 snapshot.
# of rate groups:	2 plus Schedule 2	
largest employer groups:	see chart	
% of total FTEs:	see chart	

* Note: % of small business (Sch 1 only) is an estimate. 8 of 663 firms could not be identified as either small or large businesses.

Government, Municipal & Public Safety Schedule 1 Derived FTEs by Rate Group 2014



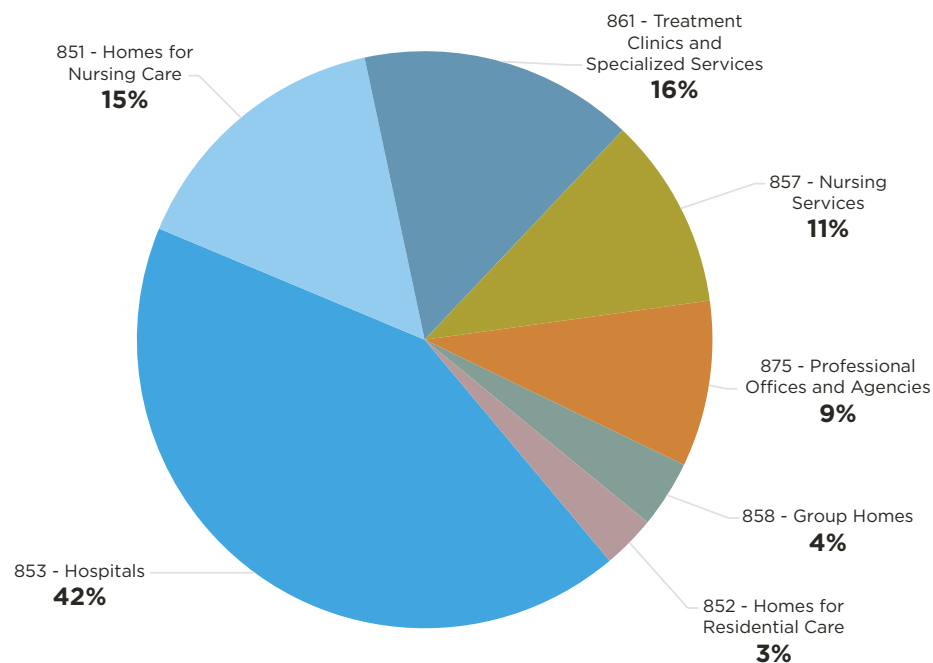
Data source: WSIB EIW Firm Experience Schema, June 2015 snapshot.

Health & Community Services

# of Sch 1 & 2 clients	7,278	Data source: WSIB EIW Employer Coverage Schema and CRM (for the sectors), June 2015 snapshot.
% of small business (Sch 1 only) based on <50 FTEs:	77% *	Data source: WSIB EIW Employer Coverage Schema and CRM (for the sectors), June 2015 snapshot.
% of Sch 1 Healthcare firms:	99.09%	Data source: WSIB EIW Employer Coverage Schema and CRM (for the sectors), June 2015 snapshot.
% of Sch 2 Healthcare firms:	0.91%	Data source: WSIB EIW Employer Coverage Schema and CRM (for the sectors), June 2015 snapshot.
# of rate groups:	7 plus Schedule 2	
largest employer groups:	see chart	
% of total FTEs:	see chart	

* Note: % of small business (Sch 1 only) is an estimate. 122 of 7,212 firms could not be identified as either small or large businesses.

Health & Community Services Schedule 1 Derived FTEs by Rate Group 2014



Data source: WSIB EIW Firm Experience Schema, June 2015 snapshot.

Top 3 LTI Categories by Sector 2014 (Schedule 1):

Education & Culture	
MSDs	206
Falls	200
Contact with/Struck By	139

Health & Community Services	
MSDs	2,532
Falls	1,259
Exposures	1,061

Government, Municipal & Public Safety	
MSDs	333
Falls	146
Contact with/Struck By	94

Data source: WSIB EIW Claim Cost Analysis Schema, June 2015 snapshot. Fatalities are excluded.

Schedule 1 LTI Frequency Rates by Sector 2014:

Sector	2014 LTI Frequency Rate
Education & Culture	0.46
Health & Community Services	1.33
Government, Municipal & Public Safety	1.53

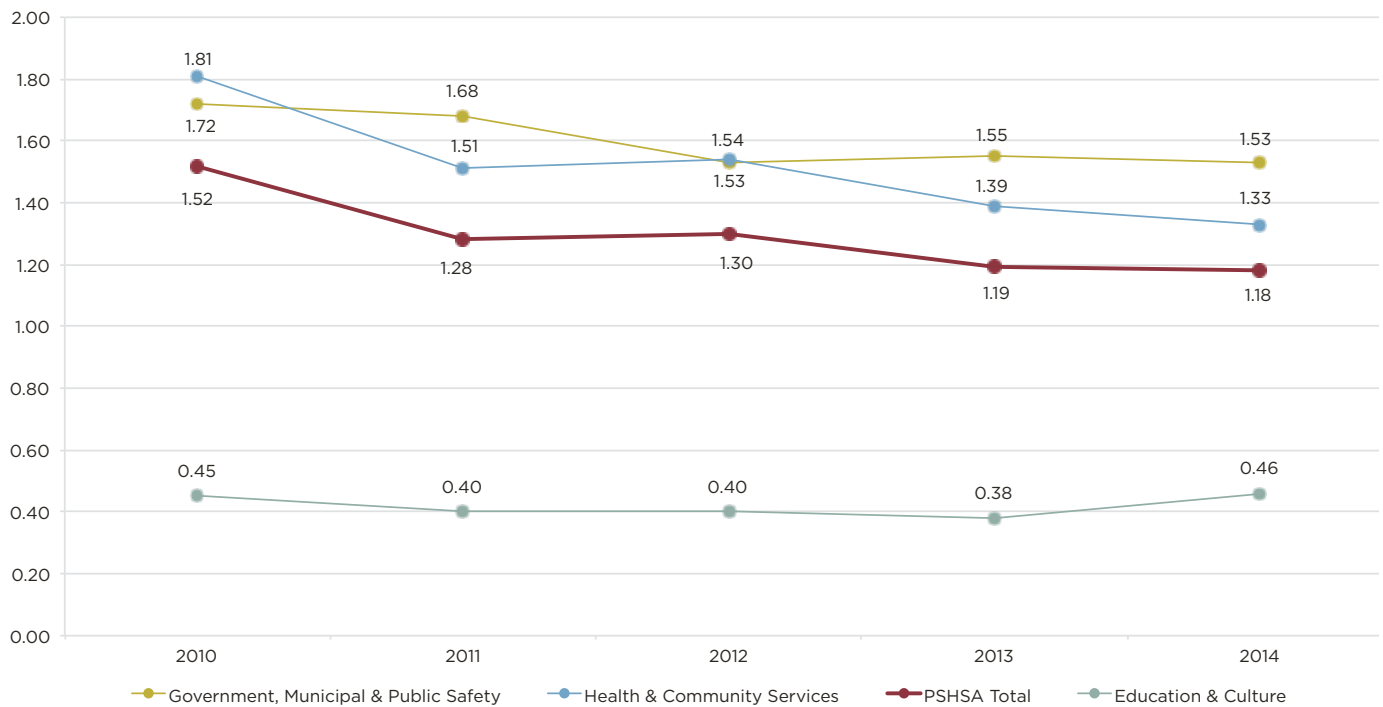
Data source: WSIB EIW Firm Experience Schema, June 2015 snapshot.

PSHSA Schedule 1 Count and Frequency Rate Comparison 2013-2014

	2013 Injury Count	2014 Injury Count	2013 LTI Rate	2014 LTI Rate	% LTI Rate Increase 2013 to 2014
Schedule 1 Allowed LTIs	7,966	7,996	1.18	1.17	0.38%
Schedule 1 Allowed Total Injuries	25,052	25,706	3.72	3.78	2.61%

Data source: WSIB EIW Firm Experience Schema, June 2015 snapshot.

PSHSA Schedule 1 Non-Fatal LTI Rates 2010-2014



Data source: WSIB EIW Firm Experience Schema, June 2015 snapshot.

Schedule 2 Firm Counts by HSA Entity 2014:

HSA Entity	Count of firms	% of Total Schedule 2 Firms
PSHSA	436	97.10%
WSPS	6	1.34%
IHSA	6	1.34%
WSN	1	0.22%
Total	449	100.00%

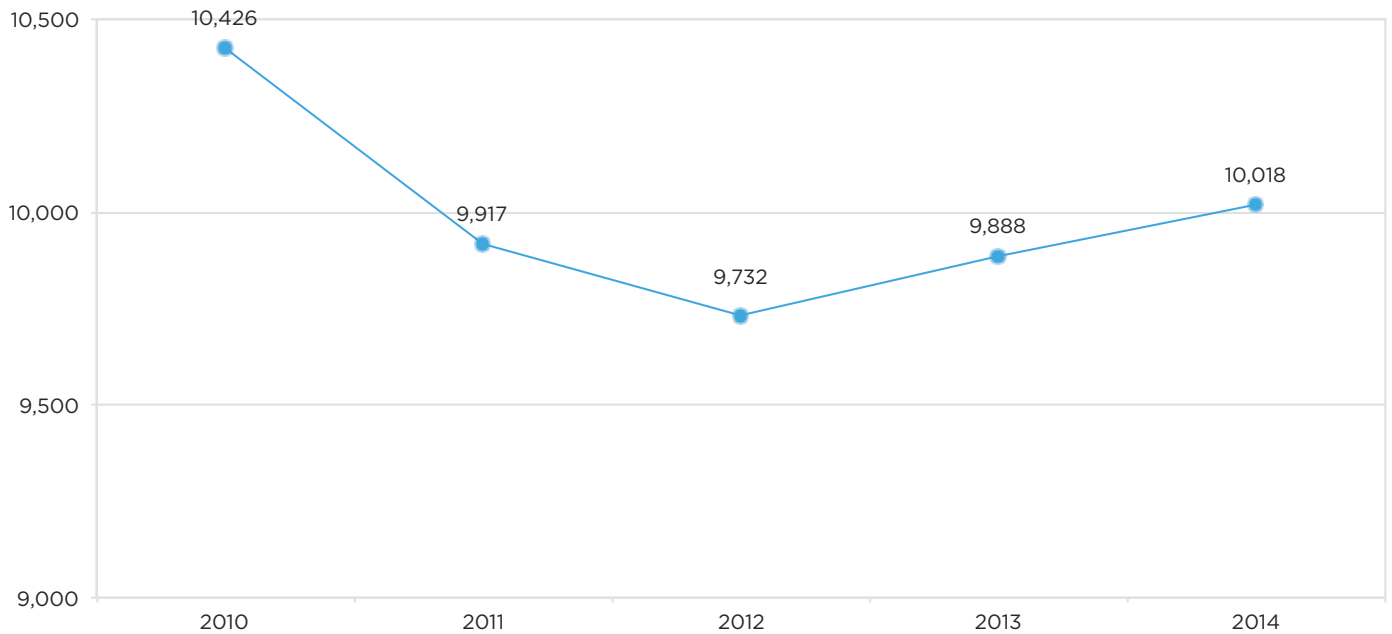
Data source: WSIB Detailed HSA Entity Reports, June 2015 snapshot.

Schedule 2 Injury Counts 2013-2014

	2013 Injury Count	2014 Injury Count	% Increase 2013 to 2014
Schedule 2 Allowed Total LTIs	9,906	10,020	1.15%
Schedule 2 Allowed Total Injuries	21,812	22,277	2.13%

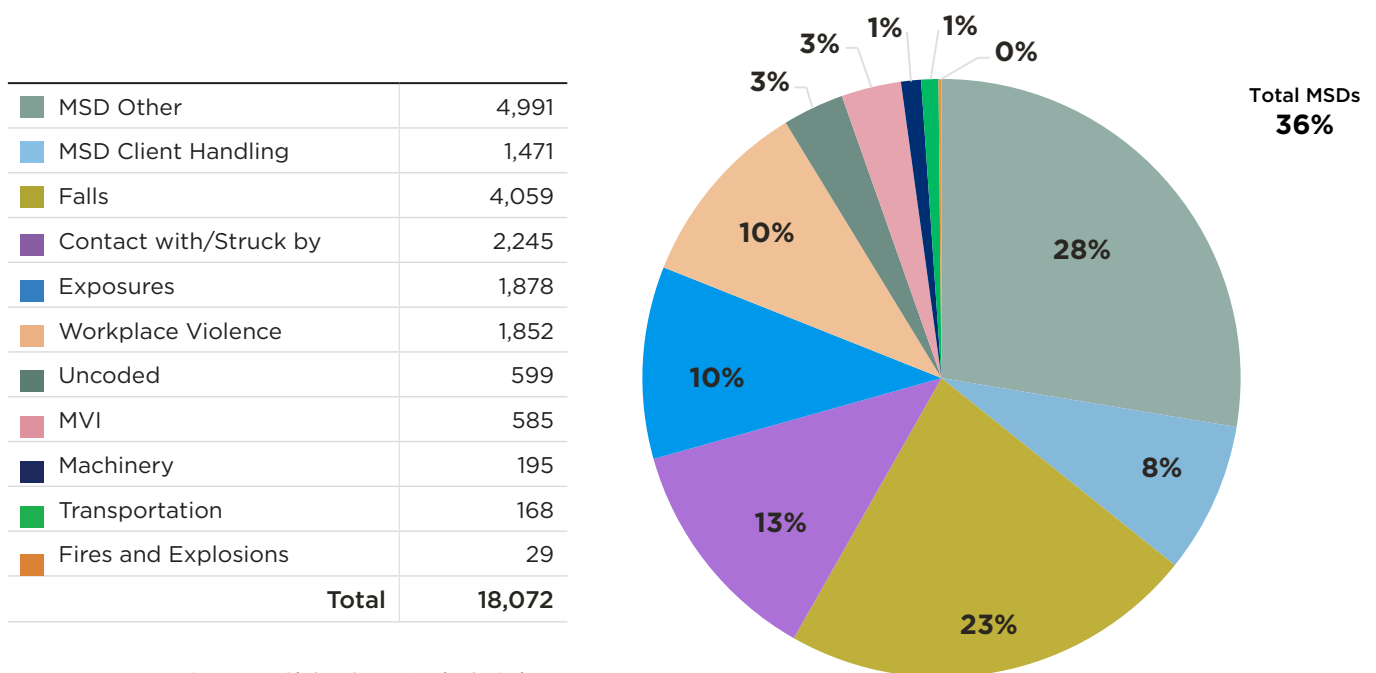
Data source: WSIB EIW Firm Experience Schema, June 2015 snapshot.

PSHSA Schedule 2 Non-Fatal LTI Counts 2010-2014



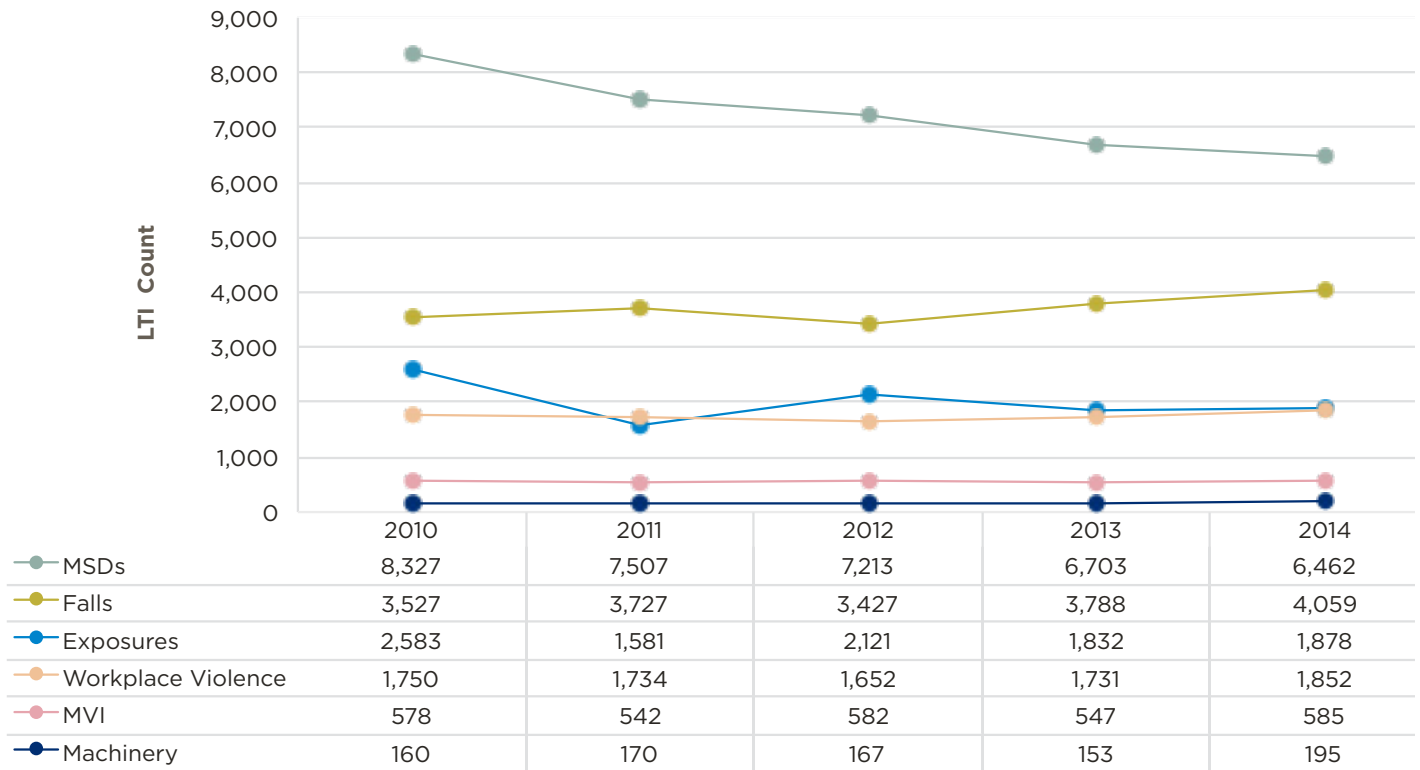
Data source: WSIB EIW Firm Experience Schema, June 2015 snapshot.

Schedule 1 and 2 Non-Fatal LTI Counts by Injury type in 2014 for all PSHSA Sectors



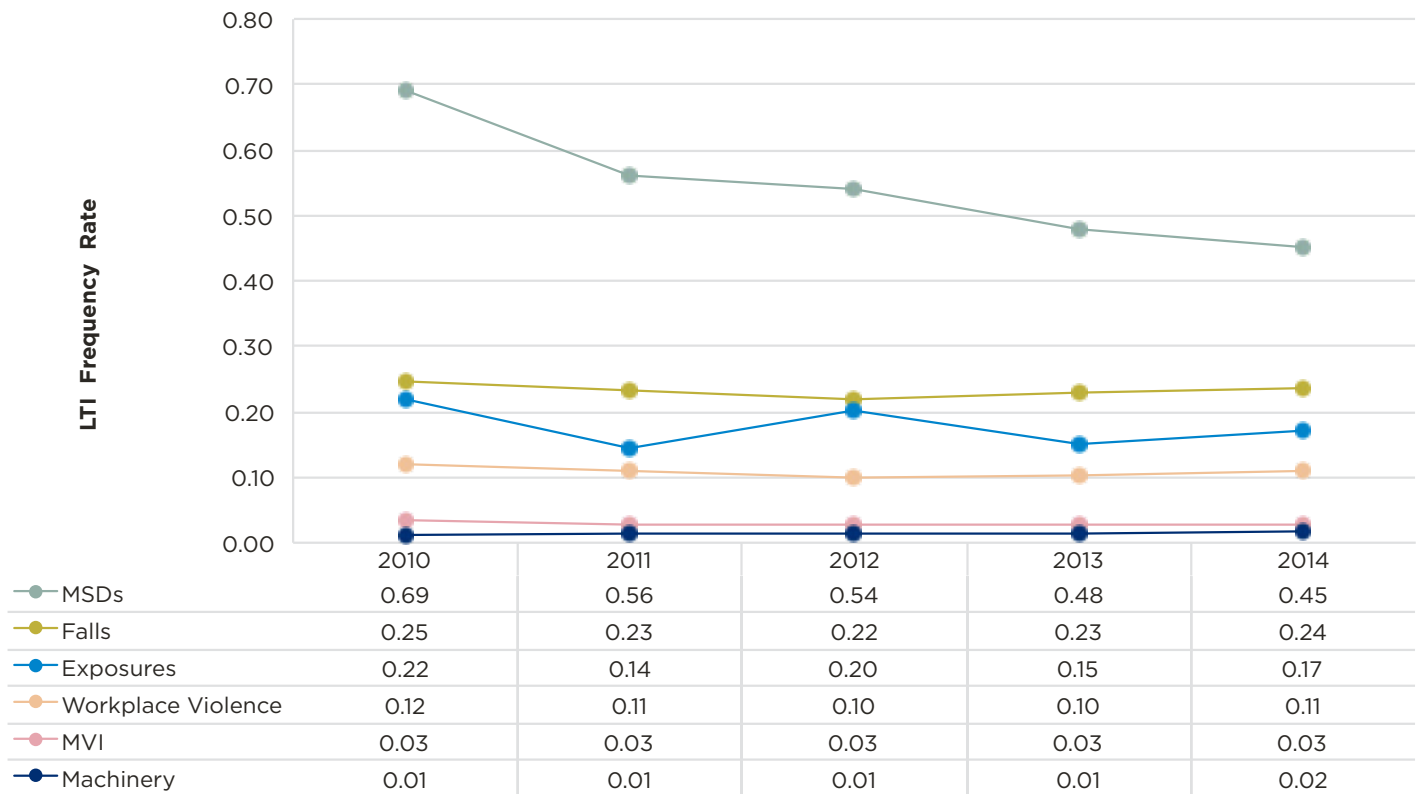
Data source: WSIB EIW Claim Cost Analysis Schema, June 2015 snapshot. Data excludes fatalities.

Schedule 1 & 2 Employers' Priority Hazard LTI Counts 2010-2014



Data source: WSIB EIW Claim Cost Analysis Schema, June 2015 snapshot. Data includes fatalities.

Schedule 1 Employers' Priority Hazard LTI Frequency Rates 2010-2014



Data source: WSIB EIW Claim Cost Analysis and Firm Experience Schemas, June 2015 snapshot. Data includes fatalities.

2014/2015 Annual Report

ACTION IN MOTION



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