



CCOHS Strategic Plan 2023-2027

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CCOHS Mandate and Mission*

To promote health and safety in the workplace and the physical and mental health of working people in Canada, by

- **facilitating** consultation and cooperation among federal, provincial and territorial jurisdictions and participation by labour and employers
- offering **credible guidance** and resources and innovative products and services that are easy to access to help prevent work-related injury and illness, and
- serving as a **national centre for statistics** and other information related to occupational health and safety.

**from the CCOHS Act*



Consultation: Informing the Plan

WHO WE ASKED

- jurisdictional, labour and employer contacts
- CCOHS staff
- collaborators and organizations
- public

HOW

- online survey emailed to contacts
- survey link sent to staff; included in newsletter and posted publicly on LinkedIn
- Leadership interviewed representatives from labour, jurisdictions, employers and other organizations (CNIB)





Vision

- ✓ Be the preferred trusted source of health and safety guidance, information, and research
- ✓ Meet the needs of the changing world of work with modernized and innovative products and services
- ✓ Be easy to do business with, offering positive customer experiences and easy to use, seamless processes and services
- ✓ Be financially stable
- ✓ Be the employer of choice in the field with a highly satisfied and engaged workforce that models CCOHS values and health and safety excellence



Priorities and Goals for 2023-2027

- **National Leadership on Health and Safety Issues**
Be the go-to experts for health and safety guidance
- **Service Excellence**
Simplify and streamline processes; enhance client service delivery
- **Responsible Growth**
Grow reach, impact and reinvestment
- **Employee Experience**
Consistently model CCOHS Values and health and safety excellence

Key Areas of Focus

ISSUES

At risk workers – newcomers, workers with vulnerabilities, young workers, gig workers

Psychological health and safety

- tools, risk assessments, differentiation between mental health, well-being and psychological harm
- intersectionality of psychological health and safety and harassment/ bullying/ violence with human rights, gender, and diversity

Climate change impacts on work

Chemical safety/exposures

Musculoskeletal injuries

Analysis of jurisdictional statistics to identify areas of excellence and need, and enhance knowledge transfer



**Key Areas
of Focus**

SECTORS

Healthcare

Federal government agencies and
public administration

Education

Community services

Small and medium sized businesses



Priority: National Leadership on Health and Safety

Be the go-to experts for health and safety guidance

OBJECTIVES

Partner with relevant organizations to develop products/content

Identify emerging health and safety issues and stakeholder needs via regular environmental scans

Provide leadership to stakeholders on emerging health and safety issues by facilitating knowledge exchange and promoting positive change in workplaces

Create a framework for research and analysis on occupational health and safety and wellness issues

KPIs

- Partnerships and collaborations [number and nature/ quality (across sectors/ topics/ geographic regions/ caucuses)]
- Provision of information on trends and emerging issues (i.e. environmental scans) [frequency]
- Participation on national committees [number]



Priority: Service Excellence

Simplify and streamline processes and enhance client service delivery

OBJECTIVES

Build a robust and secure IT infrastructure to support service delivery

Optimize processes and implement a continuous improvement approach across the organization

Enhance client facing processes to eliminate barriers and complexity

Provide personalized user experience

Enhance our decision-making capabilities through metrics and analytics

KPIs

- User and client satisfaction [newsletter, e-learning, Inquiries]
- Uptime [service availability]
- Response times [inquiries, client services, new business proposals]
- Product renewals [%]
- Survey results from web,



Priority: Responsible Growth

Grow reach, impact and reinvestment

OBJECTIVES

Leverage CCOHS profile to secure funding and revenue generating opportunities

Review and update pricing structure for cost recovery products and services

Develop new and innovative products and services to meet the needs of workplaces and workers in Canada

KPIs

- Usage of resources: online fact sheets; product sales; media impressions, conference stats (geographic; tripartite; sector); [downloads]
- Number of new initiatives [products and offerings]
- E-Course seats [free courses taken + seat sales]
- Nimbleness to market for new products and services [time to delivery]



Priority: Employee Experience

Consistently model CCOHS values and health and safety excellence

OBJECTIVES

Enhance the workplace experience where everyone at CCOHS can thrive

Enhance people and health and safety management policies, processes and programs to ensure they are inclusive, accommodating and meeting both the needs of the organization and the employees

KPIs

Employee engagement

Employee retention

Workforce diversity and inclusion

Health and safety stats



Strategy in Motion

Recent investments in core, foundational services

- Revitalized OSH Answers fact sheet service for improved useability and richer content
- Rebuild of CANManage launching in June 2023
- Education - higher quality course development with adult learning and user experience principles
- New WHMIS courses to reflect new legislation
- Revival of the publications program – new product and return to print production
- Pricing strategy review [discount structure]
- Ongoing relationship with the Public Health Agency of Canada