

# Perspectives

## Another milestone for CSA — Harmonized circuit breaker standard

**C**SA and the other Standards Development Organizations participating in CANENA — Underwriters Laboratories (UL) in the US and Association of Standardization and Certification (ANCE) in Mexico — co-published another tri-national standard, CSA Standard No. C22.2 No. 5: *Moulded-Case Circuit Breakers and Moulded-Case Switches* in April 2002. This harmonized standard has resulted in yet another milestone for CANENA and CSA. Regionally harmonized standards continue to enhance public safety for Canadians while providing increased opportunities for trade in North America.

To date, CSA has co-published over 20 regionally harmonized standards that were drafted within the CANENA forum. These harmonized electrical safety standards cover products such as low-voltage fuses, general use switches, busways, cover plates for flush-mounted wiring devices, special-use wiring devices and circuit breakers. CSA expects to publish more harmonized standards in the coming months.

With 16 years of work in field of standards harmonization, CSA is considered one of the leading pioneers of internationally and regionally harmonized standards. Actively involved in the CANENA forum, CSA demonstrates its commitment through the

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## Just out ... Guidelines for aging "baby boomers"

**T**he baby boom generation is North America's fastest growing population. In 1998, just 12.3 per cent of the population was 65 years of age or older. But just 20 years from now, as the boomers age, that number could rise to 19 per cent. And by 2041, one in four Canadians will be in the 65-plus category. To meet the need for standards to accommodate the needs of our aging population, CSA has just published a groundbreaking guideline, B659, *Design for Aging*.

"The changing demographics of North America's population of people aged 55 and older are having a major impact on social systems, health care, industrial and economic activities," says Pat Keindel, President, Standards, CSA. "This guideline will be an important tool, assisting manufacturers and service providers with the direction needed to develop new and creative approaches to ensure the inclusion of the population needs in the design of future products and services."

This guideline promotes the application of design guidelines that will help create products, services and environmental conditions that are accessible to North America's aging population. It outlines a number of principles and concepts, providing the tools needed to identify and address the needs of senior citizens effectively.

"The standard addresses four core principles in designing for the elderly: autonomy, user needs, participation by stakeholders in the design process and safety of products, services or

environment, not only for older persons but for other segments of society," says Project Manager Ian Brodie.

CSA's Design for Aging Technical Committee first met in May 2000 and involved 18 members. "One of the features we provide in this guideline is information on the relationship of sensory, physical and cognitive human functions to the limitations that can occur as one ages. We give examples of design solutions and get people to start thinking about what might be done," says Mr. Brodie.

Contact: **Ian Brodie, (416) 747-2670, [ian.brodie@csa.ca](mailto:ian.brodie@csa.ca)** or purchase the standard from CSA's Online Store at [www.csa.ca](http://www.csa.ca).

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## New CSA Standard addresses Customers with Disabilities

**P**at Keindel, President, Standards, CSA and Carl DeFaria, Ontario Minister of Citizenship and Minister Responsible for Seniors, announced a groundbreaking new publication that will help organizations deliver effective customer services to persons with disabilities. They launched this publication at the People in Motion Exhibition and Trade Show held at the Canadian National Exhibition, Toronto, Ontario, May 31, 2002.

"The Health and Activity Limitations survey by Statistics Canada showed in 1991, that more than 4.5 million Canadians had some level of disability," said Ms. Keindel. "This new standard will help ensure that persons with disabilities receive a level of service equal to that given to the public at large when they visit organizations such as banks, department stores, restaurants, theatres and supermarkets."

The CSA publication, B480-02, *Customer Service Standard for People with Disabilities*, includes information on the crucial role of management, staff responsibilities, resources, planning and delivery requirements, and important considerations in understanding disabilities. The standard helps organizations monitor and continuously improve their customer service by adding a new dimension to their existing management systems.

"This partnership project between CSA and the Government of Ontario is an excellent example of different sectors taking responsibility and showing leadership in developing solutions that work for everyone," said Mr. DeFaria.

This publication will be available in English, French, Braille, large print and audio. Contact: CSA Standard Sales at [sales@csa.ca](mailto:sales@csa.ca), by calling toll-free 1-800-463-6727 or visit the CSA online standards store at [www.csa.ca](http://www.csa.ca).



**Pat Keindel, President, Standards, Canadian Standards Association and Carl DeFaria, Minister of Citizenship and Minister Responsible for Seniors announce the new publication - Customer Service Standard for People with Disabilities in Toronto, May 31.**



**CANADIAN STANDARDS ASSOCIATION**

# Margaret Soper honoured with John Jenkins Award

**M**argaret Soper, Consumer Representative, Winnipeg, Man., has been named as this year's winner of CSA's most prestigious award, the John Jenkins Award. The award was presented at CSA's Annual Conference held in Victoria, B.C., June 16-18, 2002.

Margaret has been a tireless volunteer working with CSA for the past 15 years. She is well known and respected within the Standards Community. The amount of time, energy and goodwill that she brings to the task for

which she volunteers is admirable. She has made standardization work her "profession" for these 15 years, and Canadians, CSA and the National Standards System (NSS) have reaped the benefits of her efforts. Margaret has assumed leadership of committees both at CSA and Standards Council of Canada (SCC) and has chaired numerous committees. She is recognized for her consumer advocacy work with the Consumers Association of Canada, where she has worked for the past 25 years. Margaret established the Canadian Advisory Committee to ISO's Committee on Consumer Policy (ISO/COPOLCO) and led the delegation to a number of international meetings.

Margaret is an excellent candidate for the John Jenkins Award, not because of the amount of time spent work-

ing on CSA Committees and within the National Standards System, but because of the level of excellence, commitment and nationalism she has demonstrated in her participation during that time. As Margaret reduces the amount of time she spends on standards, she leaves several well-trained "protégés" to fill her shoes and this seems the ideal time to honour her work, her commitment, her passion and her forethought.



## Award of Merit Winners - 2002

The Canadian Standards Association's Awards of Merit recognize outstanding leadership in Canadian voluntary standards development, which furthers the purpose of CSA, to Make Standards Work for People and Business. Since 1979, more than 200 CSA past or present voting Members, or former CSA employees have received this honour. Congratulations to the following 2002 Award recipients. For more information on award winners, visit the CSA Web site, [www.csa.ca](http://www.csa.ca).



**W. (Wayne) Baigent**  
Construction Products & Materials - Ontario



**C. (Claude) Bédard**  
Construction Products & Materials - Quebec



**W. (William) Brunt**  
Gas Equipment Ontario



**W. C. (William) Buckson**  
Electrical U.S.A.



**D. (Dennis) Dueck**  
Energy Ontario



**R. (Robert) Edwards**  
Electrical Ontario



**P. (Patricia) Falta**  
Personal & Community Issues Quebec



**Dr. D. (Derek) Jones**  
Health Care Technology Nova Scotia



**D. (Duncan) Kent**  
Energy Alberta



**O. (Olaf) Knezevic**  
Occupational Health & Safety British Columbia



**Dr. D. (Denis) Mitchell**  
Construction Products & Materials - Quebec



**A.J. (Nat) Nathanielsz**  
Mechanical Industrial Equipment Ontario (posthumously)



**G. (Glenn) Parker**  
Environmental Management Ontario



**J. (Jim) Roberts**  
Occupational Health & Safety Ontario



**B. (Brian) Rothwell**  
Energy Alberta



**R. (Richard) Stevenson**  
Construction Products & Materials - U.S.A.

## New Address for Canadian Standards Association

The Canadian Standards Association moves to its new facilities July 1. Technical Committees, Members and staff will benefit from the modern, efficient meeting facilities in the newly constructed five-story building.

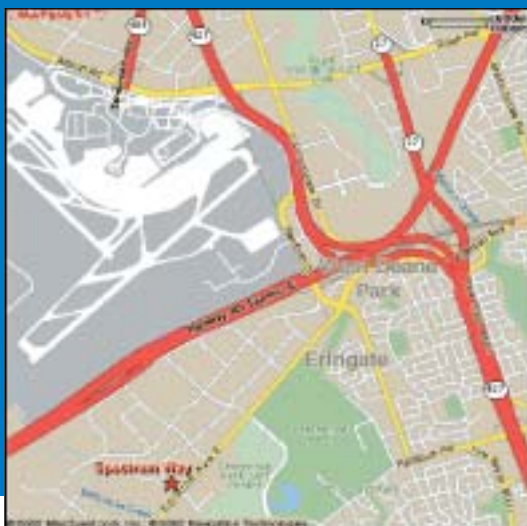
**CSA's new address as of July 1 is  
5060 Spectrum Way, Mississauga, ON L4W 5N6**

The main switchboard phone number remains the same at (416) 747-4000.

The main fax number for Standards remains the same at (416) 747-2473 as does the fax number for Sales at (416) 747-2510.

E-mail addresses also remain the same.

CSA International, which provides Certification and Testing services for CSA Group, will remain at 178 Rexdale Blvd., Toronto.

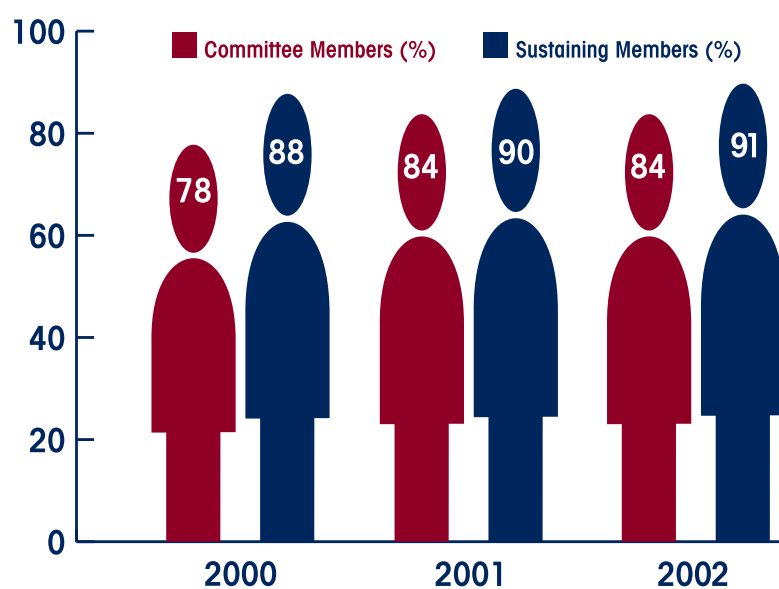


## CSA continues to score well on Member Satisfaction

The results of CSA's Membership survey show that CSA has maintained strong positive satisfaction scores for both Committee and Sustaining Members. The survey, conducted in January, shows that 84 per cent of Committee Members were satisfied with CSA. That score matched last year's survey results and was up six per cent from the year 2000. Sustaining Member satisfaction has been rising slightly each year, with 88 per cent satisfaction in 2000, 90 per cent in 2001 and 91 per cent this time around.

"Notwithstanding the strong positive satisfaction levels, the survey helps CSA identify specific areas where we can improve our service to members," says John Maheu, Director, Operations Quality Assurance. "CSA is continuing to develop strategies in the priority areas of training, timeliness, and technology in response to the survey results."

The survey included comments from 582 Committee Members and 195 Sustaining Members. Thanks to everyone who took the time to respond to the survey.



## PROFILE



## School bus tragedy leads to improved safety standards

On April 10, 2002 CBC *Marketplace* aired its 30th Anniversary special program. One segment of this program profiled "Consumer Heros", people *Marketplace* had featured over the past few years, whose hard work and dedication had benefited consumers.

One of those profiles was Shafik Khouzam, a CSA consumer representative on the D250-00, School Buses standards Technical Committee. Mr. Khouzam became a member of the committee after his six-year-old daughter was tragically killed.

Mr. Khouzam was instrumental in having crossing arms installed on school buses across the country in 1992. A year earlier, his daughter, Catherine, had just got off her school bus and was crossing in front of the bus, when it hit her. In November 1992, *Marketplace* had reported a danger with many school buses, a blind spot directly in front. This blind spot prevents drivers from seeing children as they walk in front of the bus. At the time of the story, *Marketplace* found that there had been dozens of school bus-related deaths in Canada. In the days following Catherine's death, *Marketplace*

received letters from parents who reported identical incidents. Mr. Khouzam, and his wife Leila, led a group of parents whose children were killed by school buses. Together they attended coroners' inquests and lobbied authorities to improve safety.

Soon after the *Marketplace* story, the Canadian Standards Association asked Mr. Khouzam to join its Technical Committee on school buses. The group came up with a standard that calls for all school buses to have a crossing arm. The arm keeps children where the driver can see them. The Khouzams say a crossing arm would have prevented Catherine's death.

The Khouzams shy away from the *Marketplace* term, "consumer hero", saying the whole CSA Technical Committee is responsible for the improvements.

"As a member of the CSA Committee, I had a unique opportunity to address my concerns to different groups, to regulators, to bus manufacturers, to school commissions and to the principal truck builders," says Mr. Khouzam. "I have only

one vote out of 23 voting members and we all work together well with the interest of the children at heart. The other committee members listened to my concerns and they voted against their own interests, as buses are now more costly."

The Khouzams are encouraged. They believe that with the help of others they've raised awareness among government and school boards.

"I feel very optimistic in the future that we will be having safer and safer buses," Mr. Khouzam said.

Mr. and Mrs. Khouzam say through their work, their daughter has helped save many children's lives.

"Everyone has to face their hardships or their tragedies. And there are two ways of doing it. There's being taken over by it, or trying to learn from it and give back a little bit to help others who are facing it," Mrs. Khouzam said.

Reprinted courtesy of *Marketplace 30th Anniversary Special*. For more information go to [www.cbc.ca/consumer/market/mp30/schoolbus.html](http://www.cbc.ca/consumer/market/mp30/schoolbus.html).

# Upcoming EVENTS 2002 SUMMER & FALL



## CSA LEARNING CENTRE

- 2002 CE Code Essentials
- Bonding and Grounding of Electrical Equipment
- Electrical Disturbances — A Study of Harmonics

### CSA Learning Centre offers seminars on the following topics this summer and fall.

The CSA Learning Centre offers convenient access to the combined training resources of the entire CSA Group including the Canadian Standards Association, QMI and CSA International.

- B44 Elevator Safety Code
- Guideline on Office Ergonomics
- The Fundamentals of Fall Protection
- Design, Installation and Maintenance of Electrical Equipment in Hazardous Locations
- Implementing ISO 9001:2000; Implementing ISO 14001; Integrating ISO 9001:2000 with ISO 14001
- The Privacy Code

To register or obtain information about discounts, content, in-house training or other details call (416) 747-4017 in the Toronto area or 1-800-463-6727, e-mail [seminars@csa.ca](mailto:seminars@csa.ca) or visit the Web site at [www.csa.ca](http://www.csa.ca).

## August

18-23

Visit CSA's booth at the **2002 Institute of Electrical and Electronics Engineers (IEEE) International Symposium on Electromagnetic Compatibility**, Minneapolis, Minnesota

## September

29-30

Visit CSA's booth at the **International Conference of Building Officials/Building Officials and Code Administrators (ICBO/BOCA)**, Fort Worth, Texas

## October

1-3

Visit CSA at Booth 132 at the **World of Elevators**, Las Vegas, Nevada

7-9

Visit CSA at Booth #1445 at the **National Safety Council**, San Diego, California

20-31

Visit CSA at Booth #5637, **Medtrade**, Atlanta, Georgia

21-25

Visit CSA Booth #341-342 at the

Instrument Society of America (ISA) Expo 2002, Chicago, Illinois

28-29

Visit CSA at Booth #1550 at the **Engineered Plumbing Expo/American Society of Plumbing Engineers (EPE/ASPE)**, Fort Worth, Texas

OCT. 31-NOV. 2

Visit CSA at Booth #3332 at the **International Trade Fair for Kitchen and Bath, Plumbing, Heating and Air Conditioning, ISH North America**, Toronto, Ontario

## Perspectives

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For more information about Perspectives, contact:

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## Harmonized circuit breaker standard a milestone for CANENA and CSA

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participation of approximately 20 staff on over 40 CANENA Technical Harmonization Committees.

CANENA was formed in 1992 as a forum to harmonize standards and to promote the reduction in non-tariff barriers to trade for electrotechnical products between Canada, Mexico and the U.S. The name, CANENA, is a Spanish acronym for Council for Harmonization of Electrotechnical Standards of the Nations of the Americas. Committed to developing har-

monized standards for North America, CANENA relies on its members from Canada, the U.S. and Mexico to provide technical expertise in the harmonization process.

For more details regarding CSA's participation in CANENA and an index with the monthly status of all active CANENA harmonization projects, visit the CANENA area of the CSA Web site at [www.csa.ca](http://www.csa.ca) or contact Suzanne Alfano, Program Manager, CANENA, at 416-747-2645, [suzanne.alfano@csa.ca](mailto:suzanne.alfano@csa.ca).

## Address Change FaxBack

CSA and Interim CSA (formerly Canadian Gas Association) members: Send your changes to **Canadian Standards Association, Member Services, 5060 Spectrum Way, Mississauga, ON Canada L4W 5N6, E-mail [member@csa.ca](mailto:member@csa.ca), Fax (416) 747-2473.**

**ANSI members:** Send your changes to **CSA International, Lynn Smoke, 8501 E. Pleasant Valley Road, Cleveland, OH U.S.A. 44131-5575, E-mail [lynn.smoke@csa-america.org](mailto:lynn.smoke@csa-america.org), Fax (216) 520-8979.**

**Other readers:** Send your changes to **Colleen Isherwood, CSA Marketing and Communications, E-mail [colleen.isherwood@csagroup.org](mailto:colleen.isherwood@csagroup.org), Phone (416) 747-4126, Fax (416) 747-4292** or the Toronto address at left.

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