
Manitoba



Annual Report 2000 - 2001*

Labour and Immigration

*For the period ending March 31, 2001

Published by the Authority of the Legislative Assembly
Winnipeg, Manitoba

His Honour
The Honourable Peter Liba
Lieutenant Governor of Manitoba

Your Honour:

I have the privilege of submitting the annual report of the Department of Labour and Immigration covering the period from April 1, 2000 to March 31, 2001, which includes the administration of The Manitoba Multiculturalism Act and the activities of the Multiculturalism Secretariat.

Respectfully submitted,

Becky Barrett
Minister of Labour and Immigration

Honourable Becky Barrett
Minister of Labour and Immigration

Minister:

I am pleased to present the annual report of the Department of Labour and Immigration for the fiscal year ending March 31, 2001, which includes the annual report of the Multiculturalism Secretariat.

The Department is responsible for a wide array of programs and services affecting most of the citizens in the province. The renaming of the Department to Labour and Immigration and the adoption of a new vision and mission statement reflects an ongoing commitment to provide responsive and high quality services that further the social, economic and cultural well-being of all Manitobans.

A vital responsibility of the Department is to promote safety and health in the workplace and ensure public safety. To this end, the Workplace Safety and Health Division has been developing multi-year strategic plans to reduce workplace injuries and improve public safety programs. Regulations were amended to provide for safer working conditions on enclosed scaffolding and for protection against falling and other hazards in mines. A new Advisory Council on Workplace Safety and Health was appointed in February.

A number of workplace related statutory and regulatory amendments were introduced during the year. The Labour Relations Act was changed in some areas, including union certification, grievance mediation, collective bargaining and successor rights. The Employment Standards Code was amended to extend the period of parental leave to 37 weeks, with natural mothers eligible to take up to 54 weeks of leave. Manitoba's minimum wage was increased to \$6.25 per hour.

In promoting fair and equitable treatment in the workplace, the Employment Standards Division launched a campaign in partnership with the restaurant and hospitality industry to educate employers and employees about employment standards laws. Other partnerships were formed to inform apprentices about their entitlements and rights, and in conjunction with Workplace Safety and Health, to educate communities about health and safety rights and responsibilities in the workplace.

The programs delivered by Immigration and Multiculturalism Division contribute to the continued growth and development of Manitoba. The past year has seen a notable increase in the number of immigrants coming to Manitoba, including skilled workers recruited through the Provincial Nominee Program.

I would like to take this opportunity to recognize the dedication and commitment of our employees who continue to provide high quality services on a daily basis, and the external advisory committees which provide government with expert and constructive advice.

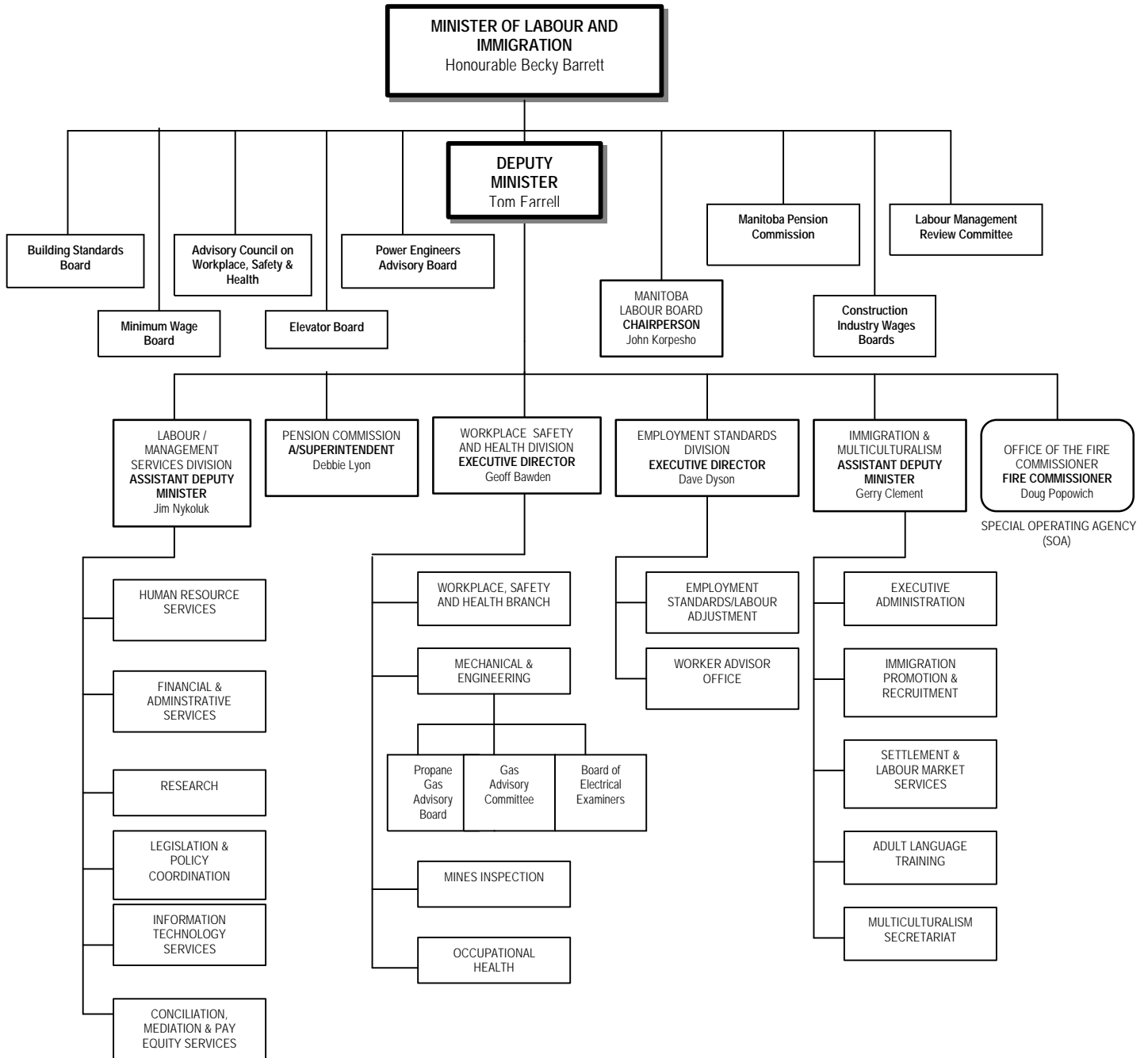
Respectfully submitted,

Tom Farrell
Deputy Minister of Labour and Immigration

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MANITOBA LABOUR AND IMMIGRATION 2000/2001 ORGANIZATION CHART



VISION, MISSION AND GUIDING PRINCIPLES

Vision

To create diverse and vibrant communities, safe and healthy workplaces, fair employment practices, and harmonious labour/management relations, which contribute to the social, economic and cultural well-being of all Manitobans.

Mission

Through effective partnerships, creative leadership, and the active participation of citizens, the Department of Labour and Immigration will promote:

- appropriate standards and the delivery of quality services with respect to workplace health and safety, employment fairness, and public safety for all Manitobans;
- the growth of immigration and the principles of multiculturalism.

The Department of Labour and Immigration's mission is operationalized through its staff and their commitment to teamwork, innovation, and service.

Guiding Principles

- Serve the Manitoba public efficiently, courteously and effectively.
- Develop and pursue preventive and public education strategies towards achieving our mission.
- Consult equally with labour, management and other client groups.
- Work with all levels of government, industry, and the community to increase immigration, and facilitate the settlement and integration of newcomers.
- Assume a leadership role, promote partnerships, innovation and change, with our external stakeholders, including all levels of government and community groups.
- Promote responsiveness, flexibility and innovation throughout the Department.
- Empower staff and recognize that they are our most important resource.
- Pursue and implement continuous improvement strategies in services, programs and operations.
- Be accountable and responsible in the use of public funds.

OVERVIEW OF 2000/2001 ACHIEVEMENTS

With respect to legislative development, *The Labour Relations Act*, *The Pension Benefits Act*, and the *Employment Standards Code* were amended, as well as regulations relating to minimum wages, pension benefits, the construction industry, and the operation of mines.

In addition to delivering programs and services on a daily basis, a number of new initiatives or particular successes by divisions and branches are noteworthy:

- Workplace Safety and Health has been developing multi-year strategic plans to reduce workplace injuries and improve public safety programs.
- Although injury rates remain problematic, the time-loss injury rate for manufacturing declined in 2000. Time-loss injury rates also declined for the mining and construction sectors. This suggests that in industry sectors where Workplace Safety and Health has been active, there have been improvements in safety.
- The inspection capability of the Division was enhanced with the addition of 8 new Workplace Safety and Health Officers in September, 2000.
- Safety and health related training courses became available free of charge. There was an increase in total client safety training hours and an increase in the number of participants taking the courses.
- Mechanical and Engineering Branch led a national jurisdictional response to remove potentially unsafe water heaters from the marketplace, and contributed to the correction of a manufacturer flaw and a review of the certification of this type of water heater.
- Immigration and Multiculturalism's Provincial Nominee Program, which recruits skilled workers to meet labour market needs, has proven to be a key component of Manitoba's economic strategy. Largely due to the Provincial Nominee Program, the number of immigrants to the province increased by 23.8 percent over 1999. Manitoba received 87 percent of the total Provincial Nominee category arrivals in Canada.
- There was an increase of 90 percent over the previous year in the number of immigrant clients who received Immigration and Multiculturalism services related to the assessment of their academic qualifications.
- Employment Standards in partnership with the Manitoba Restaurant Association launched an information poster campaign to educate employers and employees in the restaurant and hospitality industry. The poster, which is printed in English, French and Mandarin Chinese, was distributed to about 3,000 employers throughout Manitoba.
- The Worker Advisor Office and Workplace Safety and Health completed a joint partnership that provided communities with information about rights and obligations in the workplace.
- Employment Standards developed a worker adjustment handbook to assist workers affected by job loss. Two thousand copies of the handbook were distributed to workers.

A number of projects were undertaken in support of the Department's commitment to delivering high quality services and programs through continuous improvement:

- In early 2001, Manitoba Labour and Immigration launched a strategic planning initiative to address major issues and pressure points expected to affect the Department over the next three years. The process began in March and will continue into the next fiscal year, with completion expected by the end of November 2001.
- Four Employment Standards Branch staff were cross-trained to provide intake/inquiry services for the Worker Advisor Office, allowing the two branches to share resources.
- The Pension Commission's website was expanded and updated to provide plan sponsors and the pension industry with information regarding recent legislative changes. An interpretative bulletin was also updated and expanded as well as a 'question and answer' sheet.
- The Department continues to expand the range of services available in French. For example, the French translation of current Pension Commission technical updates and employee brochures was completed. The Employment Standards Branch contracted with Language Training Canada to deliver French language training to front line staff.

- Information Technology Services continued new activities for a number of application development projects in no less than three areas of the Department. The Branch also developed plans and strategies for the upcoming year as well as multi-year plans for technology.
- Occupational Health was instrumental in establishing a standardized Canada-wide surveillance system of farm-related hospitalizations and fatalities through the Canadian Agriculture Injury Surveillance project. Occupational Health in partnership with Manitoba Health (Central Region) completed a project that collected farm-related illnesses and injury data.
- A Serious Incident Investigations database was established to track causes, factors and actions related to all serious incidents reported to Workplace Safety and Health.
- Workplace Safety and Health developed a business card sized CD-ROM containing resource material for quick and easy reference by clients.
- Workplace Safety and Health completed a business analysis that will expand the LINK data system to include data from two inspection processes that are not currently being tracked electronically. This will also provide for the introduction of more Mechanical and Engineering inspection work processes into LINK.

DEPARTMENT OF LABOUR AND IMMIGRATION SERVICE AREAS OVERVIEW

SERVICE AREAS	BRANCH	ACTS ADMINISTERED
Occupational Safety and Health	Workplace Safety and Health Branch Mines Inspection Branch Occupational Health Branch	*The Workplace Safety and Health Act The Workplace Safety and Health Act The Workplace Safety and Health Act
Employment and Equitable Workplace	Employment Standards Branch	*The Construction Industry Wages Act *The Employment Standards Code The Employment Services Act *The Remembrance Day Act The Retail Businesses Holiday Closing Act The Department of Labour Act
	Conciliation, Mediation and Pay Equity Services	*The Pay Equity Act
	Manitoba Pension Commission	The Pension Benefits Act
	Worker Advisor Office	The Workers Compensation Act (Section 10)
Safety	Mechanical and Engineering Branch	The Amusements Act (Part II) The Electricians' Licence Act The Elevator Act The Gas and Oil Burner Act The Power Engineers Act The Steam and Pressure Plants Act
	Office of the Fire Commissioner	The Buildings and Mobile Homes Act The Fires Prevention Act
Labour Relations	Manitoba Labour Board	*The Labour Relations Act
	Conciliation, Mediation and Pay Equity Services	*The Labour Relations Act The Fire Departments Arbitration Act
Immigration and Multiculturalism	Immigration and Multiculturalism Division	The Manitoba Multiculturalism Act The Department of Labour Act The Holocaust Memorial Day Act

Notes: Acts on which the Manitoba Labour Board adjudicates

Minister's Salary

This appropriation provides for the Minister's salary entitlement as a member of Executive Council.

1(a) Minister's Salary

Expenditures by Sub-Appropriation	Actuals	Estimate		Variance Over/(Under)	Expl. No.
	2000/01 \$	FTE	2000/01 \$		
Total Salaries	27.1	1.00	27.3	(0.2)	

Executive Support

Executive Support includes the Offices of the Minister and the Deputy Minister.

The Executive Offices provide the overall policy direction for departmental programs. The Deputy Minister is the chairperson of the departmental executive committee, which includes the senior managers from each of the Department's divisions.

1(b) Executive Support

Expenditures by Sub-Appropriation	Actuals	Estimate		Variance Over/(Under)	Expl. No.
	2000/01 \$	FTE	2000/01 \$		
Total Salaries	516.3	10.00	510.6	5.7	
Total Other Expenditures	79.1		79.7	(0.6)	
Total Expenditures	595.4	10.00	590.3	5.1	

Labour/Management Services Division

The Labour/Management Services Division is responsible for:

1. Providing centralized administrative and corporate support services to the Minister, Deputy Minister, Executive and Managers.
2. Administering common functional responsibilities to all areas of the department, specifically in terms of budget, revenue processing, personnel, information systems, computer application and support, space, and purchasing.
3. Facilitating and co-ordinating research, policy analysis, legislative and regulatory developments, as well as the assessment of policy options.
4. Preparing background, analytical and briefing information required by the Department and responding to requests for information.
5. Co-ordinating and providing technical support for continuous improvement and strategic planning activities in the department.
6. Assisting labour and management to resolve impasse situations in collective bargaining, minimizing work stoppages and providing grievance mediation services prior to arbitration.

The Division develops information and provides support services from a departmental perspective as required by government agencies, the Legislature and other key stakeholders. The central co-ordination of these services is designed to provide for efficient delivery of services and to be responsive to priority corporate needs.

Labour/Management Services Division provides administrative and research support to a number of external advisory boards and committees as well as departmental co-ordination for labour standards concerns in regards to inter-provincial and international trade agreements. During 2000/01, the Division assisted the Manitoba Labour Management Review Committee in its review of various provisions in labour legislation. It also offered technical assistance and advice to the Department of Education and Training on the development of legislative changes to *The Public Schools Act* respecting Teacher-School Board collective bargaining. The Division, in conjunction with program branches, co-ordinated the development and enactment of various statutes and regulations.

Through Conciliation, Mediation Services, conciliation officers assisted labour and management in collective bargaining negotiations, grievance mediation and dispute resolution. The Division also facilitated the appointment of mediators and arbitrators in other collective bargaining situations.

In co-operation with departmental operations, the Division co-ordinated strategic planning, performance management and annual reporting within the Department. Consultative and technical assistance is provided on a wide range of continuous improvement, process re-engineering and information systems development projects. The framework and measures for the departmental business plan are progressively reviewed and improved in keeping with government guidelines and best practices from other jurisdictions.

Human Resources

Objectives

Through the Consolidated Human Resource Services Unit, comprised of four departments (Education, Training and Youth; Advanced Education; Labour and Immigration; and Consumer and Corporate Affairs) and seven Special Operating Agencies, a comprehensive range of human resource services are provided to the Department of Labour and Immigration and the Office of the Fire Commissioner. The objective of Human Resources is to ensure that the program delivery areas have the highest level of competent, reliable staff who are compensated appropriately and developed to their potential.

Summary of Performance

During 2000/01, Human Resources:

- processed all employee payroll and benefit entitlements correctly and on time
- completed staffing actions and worked on classification requests
- provided advice and counsel to staff, managers and senior executives on strategic planning, workforce adjustment, compensation, work definition/options, labour relations and staffing/classification.

Continuous Improvement

- Continue development of departmental policies and procedures governing alternative/mobile work configurations.

Financial and Administrative Services

Objectives

The main objectives of the Branch are to develop, implement and administer policies and procedures to meet management and government-wide financial reporting and control requirements and to ensure accuracy, consistency and completeness of departmental financial reporting. The main activities of the Branch are in the following areas:

- compilation and co-ordination of the Departmental estimates submission, cash flow projections, variance analyses, commitment and other regular financial reports and analyses
- processing all revenue transactions and providing the financial comptrollership function for the Department
- administration of office space, fleet vehicles, telecommunications services, records management and office equipment and furnishings.

Summary of Performance

During 2000/01, the Branch remained actively involved with the implementation of the new provincial accounting/human resource system (SAP). The Director and the Supervisor of Accounting Services were both involved in providing co-ordination and guidance to department staff who were involved with the system. With respect to the processing of accounts for payment, the SAP system has proven to be fast and efficient; however, significant difficulties have been encountered in generating financial reports from the system for the use of program managers and departmental executive members.

With respect to revenues, in 2000/01 the Branch processed over 42,600 transactions, of which 1,760 pertained to the activities of the Office of the Fire Commissioner Special Operating Agency. Total revenues received by the Department of Labour and Immigration in 2000/01 amounted to \$13,119,600, an increase of 8% from the \$12,106,000 that was received during 1999/2000. These figures include recoveries from the Government of Canada pertaining to Immigrant Settlement Services provided by the Immigration and Multiculturalism Division which became part of the Department of Labour in October, 1999.

Continuous Improvement

- The Branch will continue to work, in co-operation with the other branches and divisions within the Department, on the implementation and upgrading of the new government-wide corporate SAP system.
- The Branch will continue to provide advice and assistance to the program areas which have assumed responsibility for the payment function under the SAP system.
- The monitoring and comptrollership activities of the Branch will be increased under a departmental Comptrollership Framework that will be developed and implemented across the department.

Research

Objectives

- The Research Branch conducts research and analysis and provides assistance in support of effective management and policy development for the Department.
- The Branch provides research and related support services to senior management, branches, departmental and inter-departmental committees, task forces and working groups within the Manitoba government and to other agencies.
- The Branch also analyzes trends in collective bargaining and industrial relations and provides related information services to both labour and management practitioners.

Summary of Performance

- During 2000/01, the Research Branch provided research and administrative assistance to external advisory boards including the Labour Management Review Committee and the Minimum Wage Board.
- The Branch collected, developed and disseminated information and statistical data in areas such as work stoppages, negotiated provisions in collective agreements, expiry dates, labour organizations, union membership, negotiated settlements and wage rates.
- The Research Branch responded to over 350 requests for information by unions, management, labour relations practitioners, the general public, academics, the Minister and Departmental Executive, and other branches, departments and governments.
- The Branch also developed material for the Department of Labour and Immigration internet web site to provide the public with electronic access to information on a variety of labour relations related topics.

Continuous Improvement

- Review existing branch systems and explore options for enhancing databases and other services.

Legislation And Policy Coordination

Objectives

The general objective of the Legislation and Policy Coordination Branch is to co-ordinate the Department's legislative and regulatory initiatives in co-operation with operating branches. The Branch also ensures that departmental and government established procedures and guidelines for the enactment of legislation are complied with. A further objective is to provide accurate legislative and related information to senior management and other government officials to assist them in the making of policy decisions.

Summary of Performance

In 2000/01, the Branch, in co-operation with appropriate operating branches and external groups, co-ordinated the development and enactment of the following statutes:

- ⊘ Amendments to *The Labour Relations Act* related to such matters as automatic certification, reinstatement after a work stoppage, alternate dispute settlement in collective bargaining and successor rights where a business transfers from federal to provincial jurisdiction. Further changes made most provisions of the Act applicable to public school teachers.
- ⊘ Amendments to *The Employment Standards Code* increased parental leave from 17 to 37 weeks and reduced the qualification period for maternity and parental leave from 12 to 7 months.
- ⊘ An amendment to *The Pension Benefits Act* clarified the 50% member cost provision of the Act.

The Branch worked on the development of The Manitoba Ethnocultural Advisory and Advocacy Council Act, the intent of which is to establish a multicultural council to provide advice and advocacy to government on issues of importance to the ethnocultural community.

The Branch, in co-operation with the appropriate operating branches, co-ordinated the preparation, processing and finalization of amendments to the following regulations:

- ⊘ The Construction Industry Safety Regulation was amended to require enclosed scaffolding in excess of 7.5 meters in height to be erected in accordance with the design of a professional engineer and to be inspected prior to its use.
- ⊘ The Minimum Wages and Working Conditions Regulation was amended to increase the provincial minimum wage from \$6.00 to \$6.25 effective April 1, 2001.
- ⊘ The Pension Benefits Regulation was amended to allow for payments towards a plan deficit to be made over 6 years rather than 2 years [A.C.T.W.U. Plan].
- ⊘ Amendments to the Operations of Mines Regulation were made relating to such matters as fall-arresting devices, the operation of remote controlled equipment, braking systems of vehicles and standards for diesel fuel used underground.

The Branch prepared documentation relating to the Government of Manitoba's support of ratification by the federal government of the International Labour Organization's Convention on the Elimination of the Worst Forms of Child Labour. Canada officially ratified the Convention in June of 2000.

Continuous Improvement

The emphasis on service quality and communication with clients has continued. The Branch will review existing internal systems and explore options for enhancing services to clients.

Information Technology Services

Objectives

The objectives of Information Technology Services are:

- to provide leadership, vision, direction, assistance, advice and services to all areas under the mandate of the Department on matters dealing with the efficient and effective use of technology and information management on a daily basis
- to manage all information technology resources and assets in support of program delivery objectives
- to develop computer applications and technology use situations that assist with program delivery
- to ensure the proper custodianship of data and information within the care of the Department; and
- to foster the development of a Departmental/Government wide vision, strategies and directions, in consultation with the program areas and other departments on future directions for technology use.

Summary of Performance

During 2000/01, Information System Services:

- continued to provide timely response to client inquiries/problems and responded to requests for direct service within one business day in most situations
- continued new activities on a number of application development projects at the request of departmental branches in no less than three areas of the Department
- generated application program fixes, enhancements and tests to existing computer code
- led activities and provided training to the technology community both inside and outside of Government, as well as provided direct assistance where requested
- maintained high availability of all systems in operational status during working hours and provided coverage for those systems required on a 7 day, 24 hour basis including on-call provisions
- assisted with the development and implementation of the corporate initiatives of Government
- targeted resolution of client problems within 72 hours where a feasible solution was available and attained these targets with few exceptions
- enhanced awareness and training of Departmental staff in the use of technology
- developed plans and strategies for the upcoming year as well as multi-year plans for technology; and
- managed the Department's portion of the Desktop Management program.

Continuous Improvement

- increase the availability of information generated through program areas by expanding the use of electronically published information and the Internet. Maintain Internet content
- develop, utilize and evolve more advanced methods in application development
- expand the use of electronic facilities management tools
- generate and implement improved security and information protection measures in all areas
- continue with the creation of a Department-based mid-range computing environment with advanced storage and backup capabilities – develop a storage area network
- continue support for the corporate initiatives of Government – collaborate with the Chief Information Officer's offices
- plan for and continue to work on the consolidation of small stand alone applications
- expand the scope and detail of technology planning activities
- generate and execute plans for addressing corporate level technology issues
- analyse and report on trends and activities of interest in the technology arena
- utilize new technologies and tools where appropriate
- foster the creation of vision and the understanding around technology use and encapsulate this thinking into strategy and plan documents

2(a) Labour/Management Services

Expenditures by Sub-Appropriation	Actuals	Estimate		Variance Over/(Under)	Expl. No.
	2000/01 \$	FTE	2000/01 \$		
Total Salaries	1,073.2	23.00	1,074.4	(1.2)	
Total Other Expenditures	319.9		318.4	1.5	
Total Expenditures	1,393.1	23.00	1,392.8	0.3	

Conciliation, Mediation and Pay Equity Services

Objectives

The broad goal of the Conciliation, Mediation and Pay Equity Services Branch is to promote and maintain harmonious labour-management relations in Manitoba. In doing so, the Branch has the following objectives:

- to respond to applications for conciliation, mediation services assistance upon request from labour and/or management when there is an impasse in direct negotiations
- to avert work stoppages through third party assistance
- to assist in resolving work stoppage situations which have developed
- to assist as grievance mediators following rights grievance breakdown and prior to arbitration proceedings
- to assist in resolving teacher/school board disputes at the mutual request of the parties
- to increase public awareness of the function of Conciliation, mediation services through seminars and classroom participation
- to respond to inquiries and/or assist other jurisdictions, employers, unions and general public related to pay equity issues and implementation.

Summary of Performance

- During 2000/01 there were 174 conciliation assignments active under *The Labour Relations Act*. Ninety-four (94) percent of assignments finalized were done so without a work stoppage (See Table 1).
- From April 1, 2000 to March 31, 2001 the Branch was involved in 11 work stoppages. One was active prior to conciliation.
- The Branch was involved in facilitating services to two organizations using interest based bargaining and had one preventive mediation file during the year.
- During the reporting year 2000/01, the Branch was active in 247 grievance mediation cases, 34 of which were applications as set out under Section 130(8) of *The Labour Relations Act*. Ninety-six percent of these cases were settled. There were 213 voluntary joint applications with a more flexible time frame under Section 129(1) of *The Labour Relations Act*. Ninety percent were settled. Refer to Table 3 for a more detailed breakdown.
- It should be noted that Section 130(8) of *The Labour Relations Act* was amended to expand the availability of Expedited Arbitration. This change makes more files available to grievance mediation. As a result, grievances under this section have increased.

Continuous Improvement

- The Branch participates in the Canadian Association of Administrators of Labour Legislators Conferences. This provides a continuous exchange of information with other jurisdictions and provides opportunities to attend seminars on new and different approaches to preventive mediation and conciliation.

- In the area of information technology, Conciliation, Mediation Service officers have lap top computers that allows them field access to a computerized data base that can assist them and clients with information that can be beneficial in clarifying and resolving disputes. The data system is continually being improved and expanded.

Table 1
Statistics Relating to Conciliation, Mediation Services
Under *The Labour Relations Act*
April 1, 1999 - March 31, 2001

	1999/00	2000/01
Assignments carried over from previous year	58	84
Assignments received during the reporting year	104	87
Assignments received for Interest Based Negotiations	2	2
Assignments received for Preventive Mediation	1	1
Total assignments in process during reporting year	165	174
Assignments disposed of during the reporting year		
(a) Settled in conciliation without work stoppage	65	89
(b) Settled following work stoppage*	10	11
(c) Conciliation suspended	0	0
(d) Imposed by Manitoba Labour Board for first collective agreement	6	8
*1 strike in progress prior to conciliation		
Total	81	108
Assignments still active at end of reporting year	84	66
Percentage of assignments finalized without stoppages	94%	94%

Table 2
Statistics Relating to Conciliation, Mediation Services
Under *The Public Schools Act*
April 1, 1999 - March 31, 2001

	1999/00	2000/01
Assignments carried over from previous year	0	0
Assignments received during the reporting year	1	0
Total assignments being processed during reporting year	1	0
Assignments disposed of during reporting year:		
(a) Settled in conciliation	0	0
(b) Referred to arbitration	1	0
(c) Assignments still active at end of reporting year	0	0
Percentage of assignments settled prior to compulsory arbitration	0	n/a

Table 3
Grievance Mediation
April 1, 1999 To March 31, 2001

Under Section 129(1) (Joint Application)	1999/00	2000/01
Cases carried forward	51	121
New cases assigned	176	92
Cases settled	84	143
Cases not settled	10	15
Awaiting mediation	*121	55
% settlement achieved	89%	90%

Under Section 130(8) (Expedited Application)	1999/00	2000/01
Cases carried forward	0	2
New cases assigned	13	32
Cases settled	9	23
Cases not settled	1	1
Proceeding directly to arbitration	1	0
Cases awaiting mediation	2	10
% settlement achieved	89%	96%

* figure has been amended since last Annual Report

2(c) Conciliation, Mediation and Pay Equity Services

Expenditures by Sub-Appropriation	Actual 2000/01 \$	Estimate 2000/01 FTE	Estimate 2000/01 \$	Variance Over/(Under)	Expl. No.
Total Salaries	382.9	6.00	386.5	(3.6)	
Total Other Expenditures	105.1		95.3	9.8	
Total Expenditures	488.0	6.00	481.8	5.2	

Pension Commission

Objectives

To protect the rights of employees to benefits promised under employer-sponsored pension plans.

To promote the establishment, extension, and improvement of private pension plans in the Province.

Summary of Performance

To achieve these objectives the Pension Commission:

- reviews pension plan documentation for compliance with *The Pension Benefits Act*;
- monitors the funding of pension plans;
- provides interpretation of the legislation to pension professionals and plan members;
- conducts administrative reviews of the administrative systems of pension plans to assess the level of legislative compliance;
- investigates complaints from plan members;
- carries out public educational activities involving groups of employees, organized labour and plan sponsors; and
- develops new policy and legislation.

The Pension Commission generally handles approximately 3,600 telephone requests for general information on pension legislation and approximately 1,400 compliance related inquiries regarding specific pension plans. In 2000/01, Commission staff issued over 500 pieces of correspondence related to compliance. Over 170 pension plan amendments were reviewed for compliance. Over 200 LIRA, LIF and LRIF contracts were reviewed for compliance. Staff completed 5 plan registrations, 37 plan windups, 2 partial windups and received 1 surplus refund request.

During the year 404 Annual Information Returns (AIRs) were reviewed by staff for compliance with the legislation. The AIR details the contributions made to a pension plan over its fiscal year. Further, 50 Actuarial Valuation Reports were reviewed for compliance. A valuation report details the funded or solvency position of a defined benefit pension plan as of the valuation date.

Six Pension Administration Reviews (PARs) of pension plans were conducted by Commission staff to assess whether the administrative systems and practices of pension plans are sufficient to produce legislative compliance. In order to enhance the review process, the scope of the PARs was broadened to incorporate an on-site review of the administrative systems and practices of plan sponsors, in addition to those of the third party administrator. A report identifying any administrative systems and practices that should be modified in order to produce legislative compliance is prepared by staff and sent to the plan sponsor and third party plan administrator. The progress on the issues identified in the report is monitored.

A "desktop" administration review (PAR) of the administrative systems of 28 financial carriers offering locked-in retirement benefit plans (LIRAs, LIFs and LRIFs) was conducted by Commission staff to assess whether the administrative systems and practices of carriers of locked-in pension funds were in legislative compliance. Feedback regarding modifications to the administrative systems and practices to produce legislative compliance is provided to the financial carriers. Staff follow up with the financial carriers regarding these modifications.

There were 52,947 visits to the Pension Commission's website in 2000/01, which represents an increase of approximately 95% over the previous year.

In 2000/01, staff of the Pension Commission either held, or participated in 21 public education sessions held for or by different organizations involved with pension plans, on various aspects of the existing and proposed legislation and on general industry information.

Performance Indicators

Output Measures	Projected 2000/01	Actual 2000/01
1. Legislative Compliance		
- % of Plan documents received which complies with legislation	95%	97%
- % of Plan terminations received which complies with legislation	100%	100%
- # of PAR's conducted where the administration of the plan was in full compliance with Legislation	5/6	4/6
- # of LIRA/LIF/LRIF carrier reviews conducted where the administration of the contract was in full compliance with Legislation	70/75	74/74
2. Funding of Benefits Promised Under Pension Plans	98%	98%
- % AIR's reviewed and complied with Legislation	95%	82%*
- % of Actuarial Valuations reviewed and complied with Legislation	90%	92%
- % of Plans fully funded	<3	0
- # of Plans terminated and plan members did not receive full benefits	<10%	0
- Average reduction in benefits to members on plan termination where plans funding was less than 100%	97%	100%
3. Interpretation of Legislative Standards	97%	94%
- % of telephone inquires received and responded to within 24 hours		
- % of written inquires received and responded to within 30 days	51%	48%
	5	1**
4. Promotion of Pension Plans		
- % of employed Manitobans in registered pension plans		
- Increase in number of employers participating in Simplified Pension Plans (SMPP)		

* The decrease was due to valuations being filed that did not adequately reflect the new solvency regulations.

** The difference was due to a slower than expected response to stakeholders to the SMPP product.

Achievements

Changes to *The Manitoba Pension Benefits Amendment Act* were made in order to clarify the 50% member cost provision. Previously, the Act required that no more than 50% of the value of a member's pension was to be funded by a member's accumulated contributions, and 50% of the value was to be funded by employer contributions. While member accumulated contributions will continue to provide no more than 50% of the value of the pension, the amendment changed the requirement respecting employer contributions. This change recognizes the impact of other funds such as investment returns and actuarial gains in providing the remaining cost or value of the employee's pension benefit. Further, this amendment harmonizes this provision of the Act with other pension jurisdictions.

The Commission's website was expanded by publishing updates 24 and 25. These updates provide plan sponsors and the pension industry with interpretative information regarding recent legislative changes.

An interpretative bulletin providing information on various aspects of the legislation was updated and expanded. A "question and answer" sheet addressing the most frequently asked questions by the plan members was also developed and published. In addition, the French translation of all current technical updates was completed. All 13 employee brochures and 26 technical updates are now available in French and English.

Continuous Improvement

- Expand techniques for efficient and effective resource management with continuing emphasis on on-site pension administration reviews as a means to monitor legislative compliance.
- Continue to analyze the Pension Commission's current systems with the administrative and risk management systems developed and used by the federal pension regulator, O.S.F.I., and modify and improve where warranted to enhance the administration review process.
- Redesign and expand information base of the Commission's website with emphasis on those topics most frequently accessed, establish links with additional industry websites and establish a French site.
- Increase the published material available to clients in English and French.
- Continue to update and expand the interpretative information system for reference by staff in order to assist in providing timely and consistent information to client and stakeholder inquiries.
- Examine methods for expanding the types of media used to provide public education material to the Commission's client groups and stakeholders on legislative topics in an effort to increase their awareness and understanding of the legislation.
- Pursue opportunities to provide continuous learning in areas requiring specialized skills and knowledge by accessing potential resource bases.

2(d) Pension Commission

Expenditures by Sub-Appropriation	Actual 2000/01	Estimate 2000/01		Variance Over/(Under)	Expl. No.
	\$	FTE	\$		
Total Salaries	260.4	5.00	284.4	(24.0)	
Total Other Expenditures	99.7		90.0	9.7	
Total Expenditures	360.1	5.00	374.4	(14.3)	

The Manitoba Labour Board

The Manitoba Labour Board is an independent and autonomous specialist tribunal responsible for the fair and efficient administration and adjudication of responsibilities assigned to it under various labour relations statutes.

Objectives

The objectives of the Board are to resolve labour issues in a fair and reasonable manner that is acceptable to both the labour and management community including the expeditious issuance of appropriate orders which respect the majority wishes of employees, assist parties in resolving disputes without the need of the formal adjudicative process and provide information to parties and/or the general public pertaining to their dealings with the Board or about the Board's operations.

Summary of Performance

The Board provides assistance in the development of sound labour/management relations by providing expert information relating to *The Labour Relations Act*, and adjudicated employer-employee disputes referred under provincial laws. The Board is responsible for the administration and/or adjudication of *The Labour Relations Act*, and certain sections of the *The Workplace Safety and Health Act*, *The Essential Services Act*, and *The Pay Equity Act*. As the Wages Board appointed pursuant to the *Employment Standards Code* (formerly *The Payment of Wages Act*, *The Employment Standards Act*, and *The Vacations With Pay Act*), it deals with complaints referred to the Board by the Employment Standards Division for issues pertaining to wages, statutory holiday pay, vacation wages and wages in lieu of notice, including provisions pursuant to *The Construction Industry Wages Act* and *The Remembrance Day Act*. In addition, the Board receives and processes hours of work exemption requests received from employers and applications for exemption from the weekly day of rest. In 2000, the Manitoba Labour Board's mandate was expanded to include adjudicative responsibilities for *The Public Schools Act*, *The Victims Rights Act* and *The Elections Act*.

The adjudicative framework of the Board consists of a full-time Chairperson and 3 part-time Vice-Chairpersons. In March 2001 this structure was changed to convert the 3 part-time positions to 1 full-time Vice-Chairperson (currently filled by 2 individuals on a job share basis) and retaining 1 part-time Vice-Chair position. There are 26 part-time members consisting of an equal number of employer and employee representatives. Vice-Chairpersons and Board Members are appointed to the Board by Order-In-Council and are paid fees in accordance with the number of meetings/hearings held throughout the year. The Board conducts hearings on a variety of matters throughout the province, conducting hearings in Winnipeg and travelling to rural and northern centres as required. The Board does not retain legal counsel on staff, however, legal services are provided through Civil Legal Services of the Department of Justice. The Board has an administrative support staff of 13 full-time employees and 1 part-time employee.

Table 1
Applications Filed with the Manitoba Labour Board
April 1, 1999 - March 31, 2001

Legislation	1999/2000	2000/01
The Labour Relations Act	377	643
The Employment Standards Act	58	0
The Payment of Wages Act	49	22
The Employment Standards Code	279	358
The Vacations With Pay Act	0	0
The Pay Equity Act	0	0
The Workplace Safety & Health Act	3	10
The Essential Services Act	5	1
TOTAL	771	1,034

Table 2

**Program Performance Measurements of the Manitoba Labour Board
April 1, 1999 - March 31, 2001**

Indicator	Actual 1999/2000	Actual 2000/2001
Percentage of cases disposed of	85%	76%
Number of cases Board Officers appointed	25	37
Percentage settled	48%	68%
Median processing time (calendar days):		
Certifications	19	18
Decertifications	29	50
Unfair labour practice	85	79
Duty of fair representation	52	71
Expedited arbitration	29	16
Board rulings	150	167
Amended Certificates	52	167
First contracts	60	63
Workplace Safety & Health	105	45
Employment Standards Division referrals	79	84
Hours of work exemptions	7	5

Further statistics and summaries of significant decisions are available in the separate annual report issued by the Manitoba Labour Board.

Achievements

- Appointment of one full-time Vice-Chairperson
- Improved and expanded internet homepage, including availability of application forms
- Expanded in-house database

Continuous Improvement

Priorities for 2001/02

- Increase mediative settlements
- Implement an automated information system
- Relocate the Board's office to more appropriate space
- Continue restructuring of bargaining units in the urban health care sector
- Review/issue certificates in the public school sector
- Produce publications on a more timely basis
- Reduce median processing times for processing applications
- Improve client service for research and information
- Participate in staff development and training initiatives

2(e) Manitoba Labour Board

Expenditures by Sub-appropriation	Actuals 2000/01 \$	Estimate 2000/01 FTE	Estimate 2000/01 \$	Variance Over/(Under)	Expl. No.
Total Salaries	878.7	15.50	863.7	15.0	
Total Other Expenditures	285.1		282.3	2.8	
Total Expenditures	1,163.8	15.50	1,146.0	17.8	

Workplace Safety and Health Division

The Workplace Safety and Health Division administers seven Acts and associated Regulations dealing with the health and safety of workers, the protection of the general public from unsafe mechanical and electrical equipment in public and private buildings, and the licensing of tradespersons in the Province.

The Division subscribes to the vision that every Manitoba workplace or client location will be free of hazards to safety and health or public safety, enhancing the well being of everyone.

The Mission of the Division is twofold:

- to administer and enforce workplace safety and public safety legislation, and
- to foster an internal responsibility system whereby employers, workers and the public will integrate safety and health as a basic right and principle.

The prevention of injury and illness to workers and the safety of mechanical and electrical equipment in public and private buildings are the primary goals of the Division. The Division accomplishes its goals through the following core business activities:

- Providing of mandated services as outlined in the framework of the legislation under the following seven Acts and their associated regulations: *The Workplace Safety and Health Act; The Amusements Act (Part II); The Electricians' Licence Act; The Elevator Act; The Gas and Oil Burner Act; The Power Engineers Act; and The Steam and Pressure Plants Act.*
- Working with labour and management to allow all stakeholders in workplace safety, health and equipment safety to build safer and healthier workplaces.
- Raising the awareness of employers, employees and the general public to safety, health and equipment safety matters.
- Initiating proactive prevention and regulatory enforcement programs to improve worker safety and health and public safety and to encourage activities aimed at the prevention of illness, injury, loss of lives and the elimination of damage to physical properties.
- Assessing client needs and redesigning and re-evaluating programs and services based on client's needs and expectations.
- Evaluating the effectiveness of our safety and health and public safety activities to ensure that programs are delivering services in an efficient and effective manner.
- Evaluating and using appropriate databases of injury statistics, trends and analysis in safety and health and public safety matters to support decision-making to identify and address emerging trends and issues.
- Training staff members to achieve everyone's full potential and to excel in providing quality service to clients.
- Creating a continuous learning environment.

The Division ensures that corrective actions are taken in compliance with the Acts and Regulations and encourages employers, building owners, licensed tradespersons and employees to take ownership of their responsibilities and work in partnership with the Division to eliminate illnesses and physical injuries to workers and to improve public safety.

Under *The Workplace Safety and Health Act*, the employer bears the primary responsibility for the safety and health of all workers at the workplace. This is a fundamental principle of the internal responsibility system. The Workplace Safety and Health Division supports the internal responsibility system by providing advice, guidance and educational assistance to help workplaces to control hazards. In this system, workers have a role in identifying and correcting hazards and are given three rights to assist them with this mission: the right to know, the right to participate and the right to refuse unsafe work. The Division, where necessary, enforces standards set out in *The Workplace Safety and Health Act* and its 13 Regulations and takes action by prosecuting those who fail to comply.

The Mechanical and Engineering Branch administers six separate Acts and Regulations focused on enhancing safety to life and property by providing for inspection and certification of pressure-retaining, mechanical, and electrical equipment in service where Manitobans live and work; and by testing and licensing the men and women who maintain, install and repair regulated equipment.

Under *The Steam and Pressure Plants Act* and Regulation, *The Elevator Act* and Regulation, *The Amusement Rides Act* (Part II) and Regulation, *The Gas and Oil Burner Act* and Regulation, and *The Electrician's Licence Act* and Regulation, the Branch works to ensure compliance with codes and standards adopted by the six pieces of legislation in aspects of design, construction, inspection, installation and repair of regulated pressure-retaining, mechanical, and electrical equipment.

The objectives of the Workplace Safety and Health Division are achieved through the work plans of its four individual Branches:

- Workplace Safety and Health Branch
- Mechanical and Engineering Branch
- Mines Inspection Branch
- Occupational Health Branch

These Branches are responsible for their respective core functions to protect the safety of workers and the general public in a broad variety of workplaces throughout the province. Services are delivered to both employers and workers to address workplace issues in a co-operative manner through joint labour-management committees and boards. The Division serves a client base of more than 400,000 provincially regulated employees and approximately 40,000 workplaces. The public safety activities of the Division potentially affect the health and well being of all Manitobans.

Client Service Responsiveness

Extremely important to the continuous improvement strategy is the regular and periodic assessment of client satisfaction ratings to find out their needs and service responsiveness. The Division does conduct client satisfaction surveys regularly, but not every year. There was no mail-out of survey questionnaires undertaken in this fiscal year. However, the process of learning and finding out the components and drivers of customer satisfaction and improved client service have continued with the aim to implement some of the suggested ideas in the client feedback system.

Objectives

Office of the Executive Director

An Executive Director, Chief of Strategy Co-ordination and an Administrative Secretary make up the administration section of the Office of the Executive Director.

- The Executive Director is the Director of the Workplace Safety and Health Division as outlined in *The Workplace Safety and Health Act*.
- Division administration provides assurance that the Acts and regulations falling under its responsibility are properly administered.
- The office provides overall management and direction to the Division's four Branches: Mechanical and Engineering Branch, Occupational Health Branch, Workplace Safety and Health Branch and Mines Inspection Branch.
- The office oversees divisional financial management, budgeting, strategic planning, program delivery and client needs assessment and overall co-ordination capabilities.

The 2000/01 fiscal year saw the office dealing with increased workloads in the areas of research related primarily to the workplan of the Minister's Advisory Council on Safety and Health. The workplan included the preparation of several guidelines, discussion papers and briefing notes on topics such as ergonomics, violence, safety and health committees legislation, company's directors liability, fines and penalties provisions across Canada, and regulatory enforcement practices.

The Division has developed a set of eight strategic objectives. While some of these objectives have been well articulated and are in the process of being implemented, plans for others are just in the early development stage. These objectives will be evolving and implemented in the 2001-2003 period.

- **Goal 1: Injury Reduction:** Reduce the number of time-loss injuries by 15% over four years.
- **Goal 2: Occupational Health Prevention:** The prevention of occupational disease and illness at work is important and the Division is expanding its prevention efforts in this area. A number of health related issues such as violence are under review and study on how to improve our prevention tactics.
- **Goal 3: Youth Injury Prevention:** This goal centres on the prevention of workplace-related injuries and illnesses to youth workers. Youth have the highest timeloss injury rates of any age group.
- **Goal 4: Regulatory Enforcement:** Enforcement of existing legislation and codes is a critical element of the strategic objectives, ensuring their ultimate success. Key activities include activities such as mandated inspections, focussed inspections, right to refuse, incident investigations, and the use of enforcement tools such as stop work orders and orders for improvement.
- **Goal 5: Agriculture Safety and Health:** The prevention of injuries in the agriculture sector is a high priority since almost half of all traumatic workplace fatalities occur on farms. These incidents too frequently involve all ages of family members, as they are all engaged in the act of farming in some capacity.
- **Goal 6: Mechanical & Engineering Computer Systems Modernization:** Updating of systems to expand on the effectiveness of service delivery in inspections, permitting and licensing systems and to improve service efficiency is a high priority .
- **Goal 7: Public Safety Initiative:** Development of an integrated public safety act that contains all of the mechanical and engineering acts is under consideration.

- **Goal 8: Policy Support to the Minister’s Advisory Council:** The Division provides on-going policy support to Council as it reviews and provides advice on a variety of safety and health legislative and regulatory areas to the Minister.

Workplace Safety and Health Branch

The objectives of the Workplace Safety and Health Branch include:

- To encourage employers and employees to take ownership of their responsibilities to eliminate illness and physical injuries to Manitoba workers.
- To ensure that workplace hazards are identified and corrective actions taken in compliance with *The Workplace Safety and Health Act* and its associated regulations.

The services of the Branch are provided through the activities of three units: Inspection, Occupational Hygiene and Workplace Services Units. Branch offices are located in Winnipeg, Brandon, Beausejour and Teulon.

Mechanical and Engineering Branch

The objectives of the Mechanical and Engineering Branch include:

- To ensure the safety of mechanical, electrical and pressure-retaining equipment and fuel burning appliances covered by the legislation and administered by the Branch.
- To hold examinations and issue licences or certificates for gas and oil fitters, electricians, pressure welders and power engineers.
- To promote safety and safety awareness throughout the province.
- To ensure that the Branch is providing quality service to the client groups within the budget guidelines and with a high degree of technical competence.
- To develop, formulate and process amendments to the existing statutes and regulations in a timely manner and to ensure that the Branch enforces the legislative mandate under its control in a fair and equitable manner and encourage team problem solving by labour, management and professional trade groups.

Branch offices are located in Winnipeg, Brandon, and Portage la Prairie.

Mines Inspection Branch

The objectives of the Mines Inspection Branch include:

- To encourage employers and employees within the mining industry to undertake their responsibilities for prevention of illnesses and physical injuries.
- To ensure that mining operations are conducted in compliance with the legislation and regulations, and to encourage safe practices so as to provide the highest practical standards of safety and health for workers in order to eliminate fatalities and reduce the frequency and severity of accidents.
- To examine mines engineering designs and approve all major construction of new mines and major alteration of old mines to ensure that safety consideration and technological capabilities are thoroughly addressed in plans that are submitted to the Branch in compliance with the regulations.

Regional Branch offices are located in Winnipeg, Thompson, Snow Lake, and Flin Flon.

Occupational Health Branch

The objectives of the Occupational Health Branch include:

- To provide medical supervision of health surveillance programs to ensure consistency with professional standards, ethics, and departmental policy.
- To assist Division staff in the investigation of health concerns affecting workers and employers, and to recommend preventive and/or corrective action.
- To analyse injury and illness trends demonstrated by the Divisional and Workers Compensation Board data-bases, and to provide information to assist divisional management in determining areas of priorities.
- To consult with health professionals, associations, workers and employers on occupational health issues.
- To appraise new developments, trends and issues in occupational health for the purpose of applying the most current knowledge to policies, procedures and practices and to participate in continuing education programs for workers, employers, and divisional staff.
- To participate in the development, implementation and review of the effectiveness of workplace health programs.
- To issue recommendations on occupational health matters consistent with the goals of *The Workplace Safety and Health Act*.

The Occupational Health Branch consists of the Chief Occupational Medical Officer (C.O.M.O.)/Director, Epidemiologist and an administrative assistant. The function of the C.O.M.O. is mandated under *The Workplace Safety and Health Act*.

Summary of Performance

Major Activities

1. Client Services

The Division maintains a client services unit for responding to the needs of customers throughout the province on a continuous basis. This includes the client service group in Winnipeg for Workplace Safety and Health and Mechanical and Engineering Branches and a client service officer in Brandon serving both Workplace Safety and Health and Employment Standards clients. Assistance is also provided through a number of publications that assist employers and workers in working safely with a variety of equipment and situations.

The Division currently has 2 CD-ROM's. The "Resources" CD-ROM contains a copy of *The Workplace Safety and Health Act* W210, the 13 regulations thereunder, codes of practice, guidelines, worksafe bulletins and other related publications. The "Investigating Workplace Accidents" CD-ROM is an interactive training tool providing step-by-step instructions on how to conduct an accident investigation at the workplace. It includes a video clip and a sample investigation report as well as the contents of the Resources CD-ROM. Over 18,000 copies have been distributed.

The Division also operates a library and audio-visual service. This service is provided to enhance the knowledge and information base available to ensure that clients have only the best and most up-to-date information on safety practices at their disposal. The Division has established a bilingual

Internet address and bilingual "Homepage", with all of its guidelines and bulletins as well as other important information available in both official languages.

In 2000/01, the Division responded to 5,965 client requests for information (including complaints and accident/incident notifications). A total of 1,230 videos were lent out. Ninety-five percent of all client services inquiries were responded to within a day. There were 319,912 visits to the web site.

The Mechanical and Engineering Branch addressed 425 phone calls requiring research follow-up, 400 general information calls and approximately 1,400 calls requiring a response related to specific equipment, certification or licence status.

2. Safety and Health Committee Support Services

The Division provides support to workplace safety and health committees in the form of direct consultation and members' education. The objective of this service is to enhance the functioning of existing committees and to assist in the establishment of new committees. The desired outcome is to encourage all workplaces to resolve their own health and safety issues. There were 1,833 safety and health committees that submitted minutes to the Division in 2000/01 representing a 5% increase over 1999/00. The Branch is using its improved data system to identify and focus support strategies for committees that do not submit minutes regularly. In addition, 55 companies received on-site committee intervention and training during 2000/01.

3. Safety and Health Training

The Division continued to provide a variety of training programs with an unbiased, neutral third party approach. The courses offered ranged from worker rights training based on the Act and regulations to specific training on how to work safely. There were 13,642.75 client-hours of safety training conducted by the Division in 2000/01, resulting from 275 training courses. The Mines and Workplace Safety & Health Branches continue to train and license blasters for surface operations.

4. Licencing of Tradespersons

The Mechanical and Engineering Branch has responsibility for testing and licensing workers as mandated in the following Acts, to ensure the professional qualifications of workers for the purpose of public, plant and worker safety.

The Steam and Pressure Plants Act mandates the testing and licensing of pressure welders for procedures required in manufacturing of boiler and pressure vessels according to the Codes and Standards, and for brazing and soldering operations. There were 933 individuals tested and 821 licenses issued.

The Power Engineers Act requires the testing and certification of power engineers to acquire professional qualifications for the safe operation of power plants in the province. A total of 682 examinations were taken for first, second, third, fourth, fifth, refrigeration, steam traction engine and special boiler operation class certificates, and 233 class licenses issued.

The Electricians' Licence Act mandates the Branch to test and license electricians to meet the industry codes and standards of practice for public safety. A total of 46 individuals were examined and 4,593 licenses issued. The number of licenses includes both new and 4 year renewals of existing licenses. New licenses are also issued based on trade certification examinations conducted by the Apprenticeship Branch of the Department of Education and Youth.

The Gas and Oil Burner Act, provides for the safe installation and maintenance of gas and oil burner equipment. A total of 94 fitters were examined and 96 licenses issued, including both initial and renewal licenses.

The Licensing and Examination Unit conducted 1,755 trades examinations or practical welding tests and issued or renewed 5,743 licenses in 2000/01.

5. Safety Engineering and Ergonomics

The Occupational Safety and Health (OSH) Engineering Unit provides engineering and ergonomic inspection and support activities to the Workplace Safety and Health Division.

Activities were undertaken in the past year providing the following services:

- consultative engineering and ergonomic assistance to clients;
- workplace investigations and specialized engineering reports on hazards and risk control strategies for workplaces;
- inspection and evaluation of risks associated with workplaces which require engineering and ergonomic analysis to determine compliance with *The Workplace Safety and Health Act* and Regulations;
- pre-development review of new projects, installations and processes for compliance with *The Workplace Safety and Health Act* and Regulations;
- the establishment of policy objectives and implementation plans as well as the evaluation of existing safety and health programs, related to engineering and ergonomic matters;
- the development of new and revised regulations and codes of practice; and preparation and delivery of specialized technical training programs to both Division staff and clients.

6. Occupational Health and Environmental Surveys and Surveillance

Occupational hygiene surveys involve measuring environmental and physical agents, which can have potentially harmful effects on the health of workers. Health surveillance programs are also operated to ensure that substances such as lead that can cause chronic illness have controls implemented to reduce exposures to specified action levels, thus reducing the numbers of workers exceeding action levels. The objective of these activities is to reduce the exposure of workers to hazardous substances and to monitor the health of workers exposed to a variety of dangerous substances and situations. In 2000/01, 116 workers were tested for lead exposure. A surveillance program was carried out for 832 workers for fibrosis or silicosis, 133 workers received blood cholinesterase testing and 208 companies submitted hearing surveillance reports (see Table 3).

7. Engineering Assessments, Design Approval and Registration

The Mines Inspection Branch and the Workplace Safety and Health Branch undertake engineering assessments for both mines and industrial situations. The objective of these assessments is to ensure adherence to the legislation and to ensure good practices. In 2000/01, 42 pre-development engineering assessments were undertaken. In addition, 204 operational approvals and certifications were issued for diesel approvals, hoisting operator certificates, explosion magazines and cage permits.

It was an eventful year for major capital projects in the mining sector. The Mines Inspection Branch conducted engineering assessment and approvals of the following:

- Hudson Bay Mining & Smelting (HBM&S 777 Mine Projects), Inco, Nuinsco and Albchem.
- A three year contract was negotiated with Human Resources Development Canada on the Flin Flon Agreement.

Approval of engineering designs is also required from the Mechanical and Engineering Branch prior to the manufacturing of steam and pressure vessel equipment. Manufacturers' affidavits signed by the manufacturer of boilers, pressure vessels and allied components attesting that they have been manufactured in accordance with the provisions of the applicable Codes and Standards in the regulations, are registered with the Branch. During the fiscal year 2000/01, 510 engineering designs were examined and registered, and 230 manufacturers' affidavits were processed and registered. In addition, 67 new welding procedures for pressure equipment and pressure piping were registered.

8. Agriculture Safety

The Workplace Safety and Health Division supports a series of activities in the agricultural sector including custom risk recognition/control sessions, safety and health promotion and joint sessions on accident investigations with the RCMP. The Division liaises with several government departments and agencies via an Inter-agency Committee on Agricultural Safety and Health. The Division continues to network nationally and internationally on agricultural safety and health issues, including the collaboration with other provinces in the printing and distribution of the North American Guidelines for Children's Agricultural Tasks and other prevention related resources.

Traumatic occupational fatalities in the agriculture sector remain a matter of continuing concern for the Division.

9. Handling of Complaints and Accident Investigations

- **Complaint Investigations.** The Division investigates complaints regarding unsafe conditions or violations of its Acts and Regulations under its jurisdiction. In all cases, confidentiality of the complainant is maintained, so far as is practicable. The objective of this function is to respond to complaints of real or possible hazardous situations and to have those conditions corrected which are potentially dangerous to workers safety and not in compliance with the legislation. The Workplace Safety and Health Branch and Mines Inspection Branch responded to 524 such complaints in 2000/01.
- **Serious Incident Investigations.** The Division conducts investigations of serious incidents and traumatic fatalities to determine causes and recommends remedial measures to resolve problems and prevent these instances from recurring. In some cases, legal actions are taken against the employer or worker where warranted. There were 191 serious incident investigations in 2000/01 and 34 cases were referred to the Crown for review and prosecution consideration for failure to comply with the law. The Division also has an emergency response system to cover situations 24 hours a day and seven days a week. The objective of the service is to ensure that serious incidents are attended to immediately so that any unsafe conditions are promptly addressed.

10. Divisional Inspection Programs

- **Inspections under *The Workplace Safety and Health Act* and Regulations.** The Workplace Safety and Health Branch and Mines Inspection Branch inspect industrial workplaces and mines in carrying out its mandate for the purpose of assessing compliance with the legislation and ensuring safe practices. Mines inspections include underground and surface operations, pits and quarries, diamond drilling sites, peat moss operations and inactive mines. The Mines Inspection Branch also reviews plans for new mines. The Workplace Safety and Health Branch inspects non-mining workplaces and issues orders for the correction of items not in compliance with the legislation or safe work practices and follows up to ensure that corrections are made. The Division conducted a total of 535 mines inspections and 2,225 workplace safety and health inspections, and issued 2,847 (WSH) and 679 (Mines) orders for improvement in 2000/01 (Figure 1).
- **Inspections under *The Amusements Act (Part II)* and Regulations.** The intent of this program is to ensure that all carnival and amusement rides in the province are set up, maintained and operated safely. The design, construction, set-up and operation of these rides are inspected to ensure the rides meet the mechanical and electrical safety criteria and guidelines specified in the relevant National Safety Codes and Standards. In 2000/01, there were 232 amusement ride inspections conducted during 13 shows in 10 locations throughout the province. No rides were condemned.
- **Inspections under *The Electricians' Licence Act* and Regulations.** There are three main responsibilities under this program: (a) the inspection and labelling of electrical equipment that is not certified by a recognised testing agency, (b) the monitoring of electricians' work to ensure

that public safety standards are met, and the (c) issuing of licences for electricians doing electrical work.

In 2000/01 there were 4,827 inspections done on non-approved electrical equipment, 619 spot checks of equipment and 68 spot checks of electricians working in the field.

- **Inspections under *The Elevator Act and Regulations*.** The intent of this program is to ensure that all elevators and elevating devices are safe for operation. The activities of this program include the inspection of existing and newly installed elevators and elevating devices, the issuing of permits on all elevating devices determined safe to operate, and the approval for installation of new plans for elevating devices. Elevating devices needing inspection and permits include passenger elevators, freight elevators, escalators, dumbwaiters, hand-powered elevators, personnel hoists, ski lifts, and handicap elevators. All elevators and elevating devices are inspected prior to the expiration of their permits. The expiration of permits varies from six months to three years depending upon equipment age, design complexity, and failure history which affects the number of inspections done each year.

In 2000/01, a total of 1,969 inspections were conducted on all categories of elevators and elevating devices and 75 new elevators were approved for installations. These inspections addressed 1,355 hazards relating to the equipment.

- **Inspections under *The Gas and Oil Burner Act and Regulations*.** The purpose of this program is to ensure the safety of all gas and oil burning equipment and the professional qualifications of oil and gas fitters. The Mechanical and Engineering Branch inspects and approves gas and oil-fired equipment that is not certified for use by a recognized testing agency; approves installation plans (prior to installation) for gas and oil burning equipment over 400,000 BTU; and issues permits for all gas and oil burning equipment installations such as domestic, commercial and industrial gas and oil burning equipment, propane equipment, propane storage and filling plants, construction heaters, chimneys, flues and vents. As well, the Branch examines and licences gas and oil fitters and monitors their competency through inspections of their work and investigates fire and explosion accidents arising from gas or oil burning equipment.

During 2000/01, there were 3,202 inspections of gas and oil burning equipment, 8 incident investigations involving gas and oil burning equipment, 345 plans examined, 24,639 permits issued, 341 inspections and approval of non-approved gas and oil burning equipment.

- **Inspections under *The Steam and Pressure Plants Act and Regulations*.** The intent of this program is to ensure the safety of boilers, pressure vessels, refrigeration equipment and nuclear components. The Branch conducts annual inspections of boiler and refrigeration plants and biennial inspections of pressure vessels. Under the related *Power Engineers Act* and Regulation, the licences of the operators are checked to make sure they are current and of the correct class. Any corrective actions required to meet standards are reported. Certification of compliance is issued if standards are met. The Branch also issues Certificates of Authorizations to manufacturers of pressure equipment and pressure piping. Certificates of Authorizations are issued on a three-year renewal period to manufacturers of pressure equipment and pressure piping who demonstrate an acceptable quality system. Quality control certification is mandatory for manufacturers of pressure equipment and pressure piping in Manitoba. At the time of fabrication of this equipment, the Branch conducts on-site shop inspections to ensure that quality control procedures and guidelines are followed.

In 2000/01, there were 151 shop inspections conducted. A total of 8,176 inspections of boilers, pressure vessels and refrigeration plants were conducted. These inspections addressed 1,297 hazards relating to the equipment.

Benefits of Programs and Services

The Workplace Safety and Health Division continued its efforts to identify and measure the effectiveness of its programs and overall service delivery. Longer-term trends have indicated that overall, time-loss injury and illness claims have been trending upward since 1996 from a low of 3.1 injuries per 100 workers to 3.6 in 1999, trending downward to 3.4 per 100 workers in 2000. Since 1991, injury severity as measured in days lost from work has declined from 18.1 days to 14.4 days in 1997, trending upward to 15.2 in 2000 (Figure 2).

In individual sectors, mining has evidenced significant long-term declines in injury and fatality trends (Figure 3). While the manufacturing sector has shown a significant reduction in severity with a decline from 29 days to 15.9 days in 1997, increasing to 17.1 days per claim in 2000 (Figure 4), the time-loss injury rate in the manufacturing sector remains problematic, but has declined in 1999 and 2000. In construction, severity increased in 2000 and in recent years, the time-loss injury rates have declined (Figure 5).

Fatalities in the farming sector remain of continuing concern. According to Figure 6, farm-related fatalities constitute almost half (48%) of the total number of fatalities. The technological, cultural and economic factors influencing the agricultural sector pose challenges unlike those found in the manufacturing, mining, construction and services sectors.

The farming sector comprises 15% of Manitoba's workforce. This includes approximately 5,000 full time workers and 12,000 seasonal workers combined with an estimated 79,000 farm residents. There are about 24,000 farm locations in Manitoba.

The Division has been implementing specific proactive prevention programs in consultation with the Workers Compensation Board that are aimed at addressing those industry sectors that remain problematic. The Division continues to focus a number of its priority inspection and audit activities at the manufacturing sector.

It is important to note that the Division does not control all factors that affect improvement in safety and health in workplaces. Safety is impacted by many factors such as the effective implementation and operation of safety and health programs, safety regulation and legislative enforcement, effective operation of safety and health committees and economic conditions. The data suggests, however, that in industry sectors where the Division has been active, there have been longer-term improvements in safety performance that can be directly attributed to its activities.

**Comparison of Inspections/ Orders Issued
Workplace Safety and Health Branch**

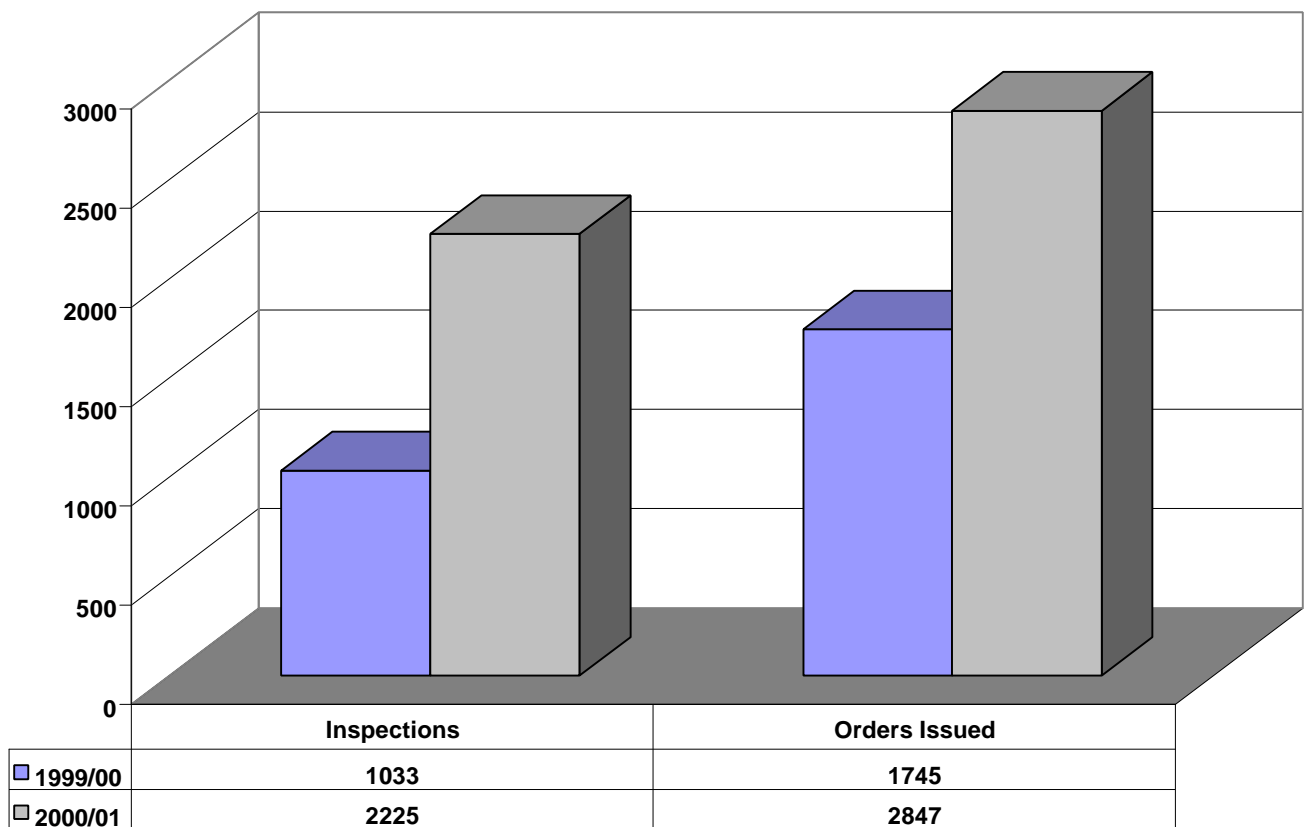
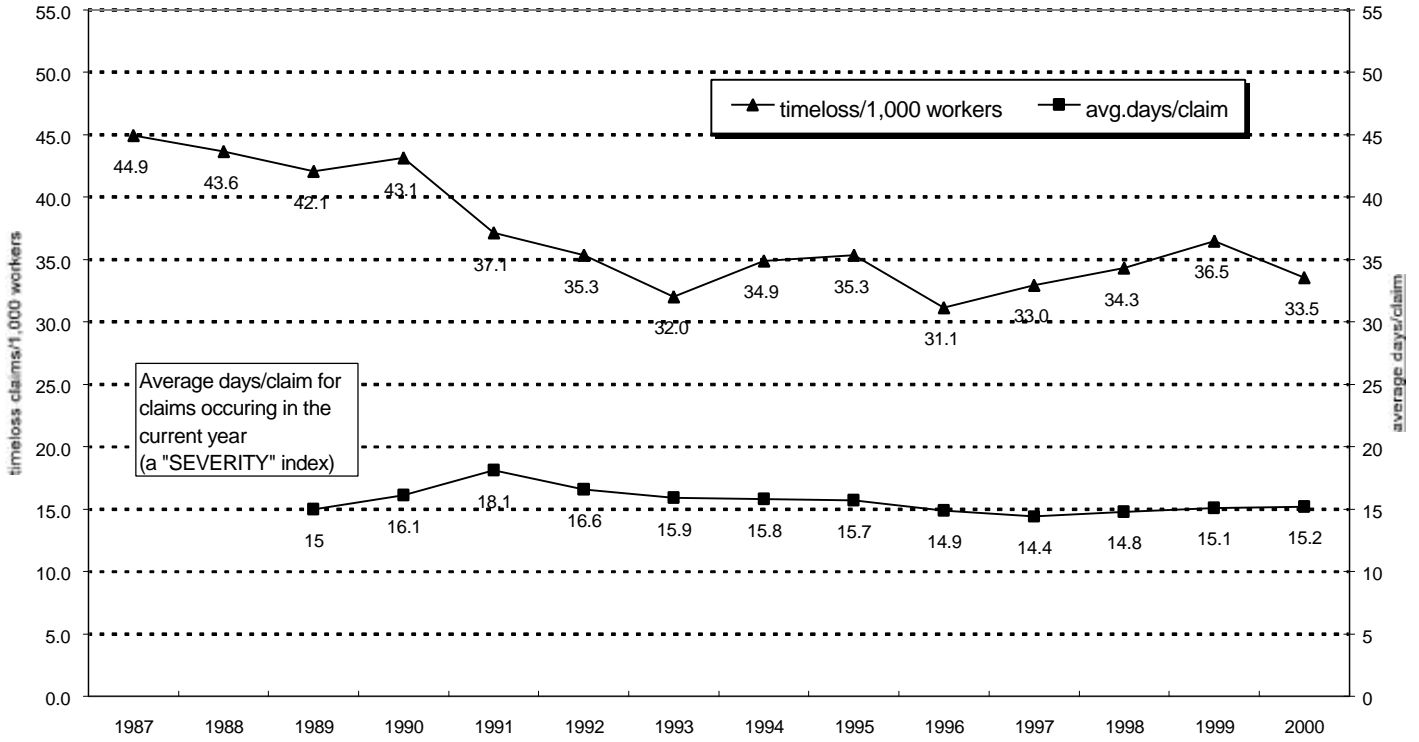


Figure 1.

MANITOBA WCB CLAIMS EXPERIENCE
Timeloss Rate* and Days/claim, 1987-2000



* Uses *revised* Labour Force statistics provided in 1999, calculated for 1987 onward.

Figure 2.

MANITOBA MINING INDUSTRY TIMELOSS INJURY FREQUENCY AND ANNUAL FATALITIES

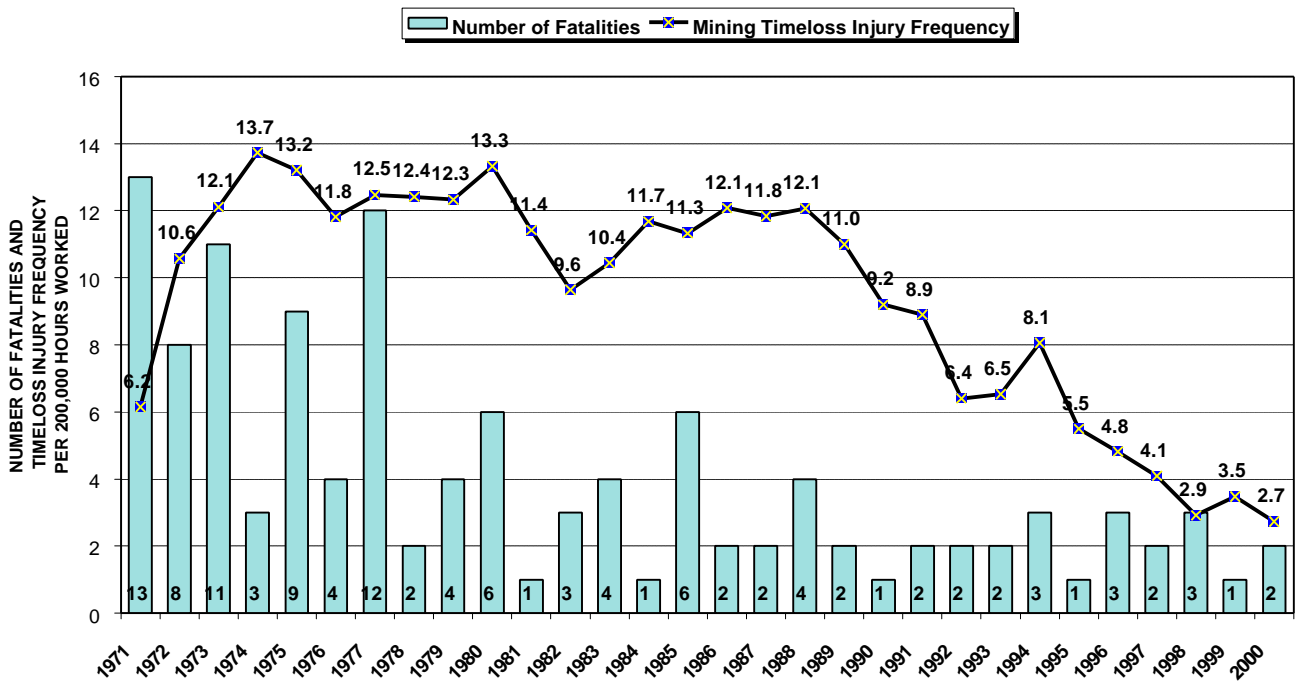


Figure 3.

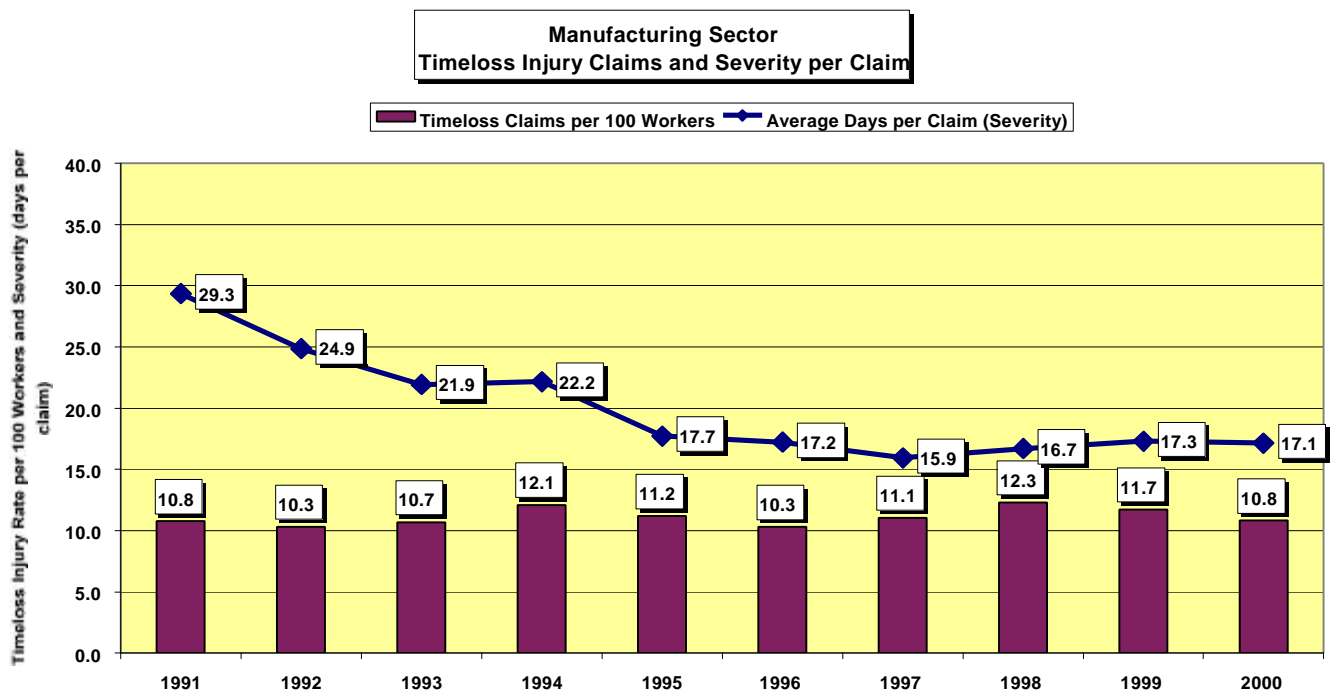


Figure 4.

Construction Sector Injury Data

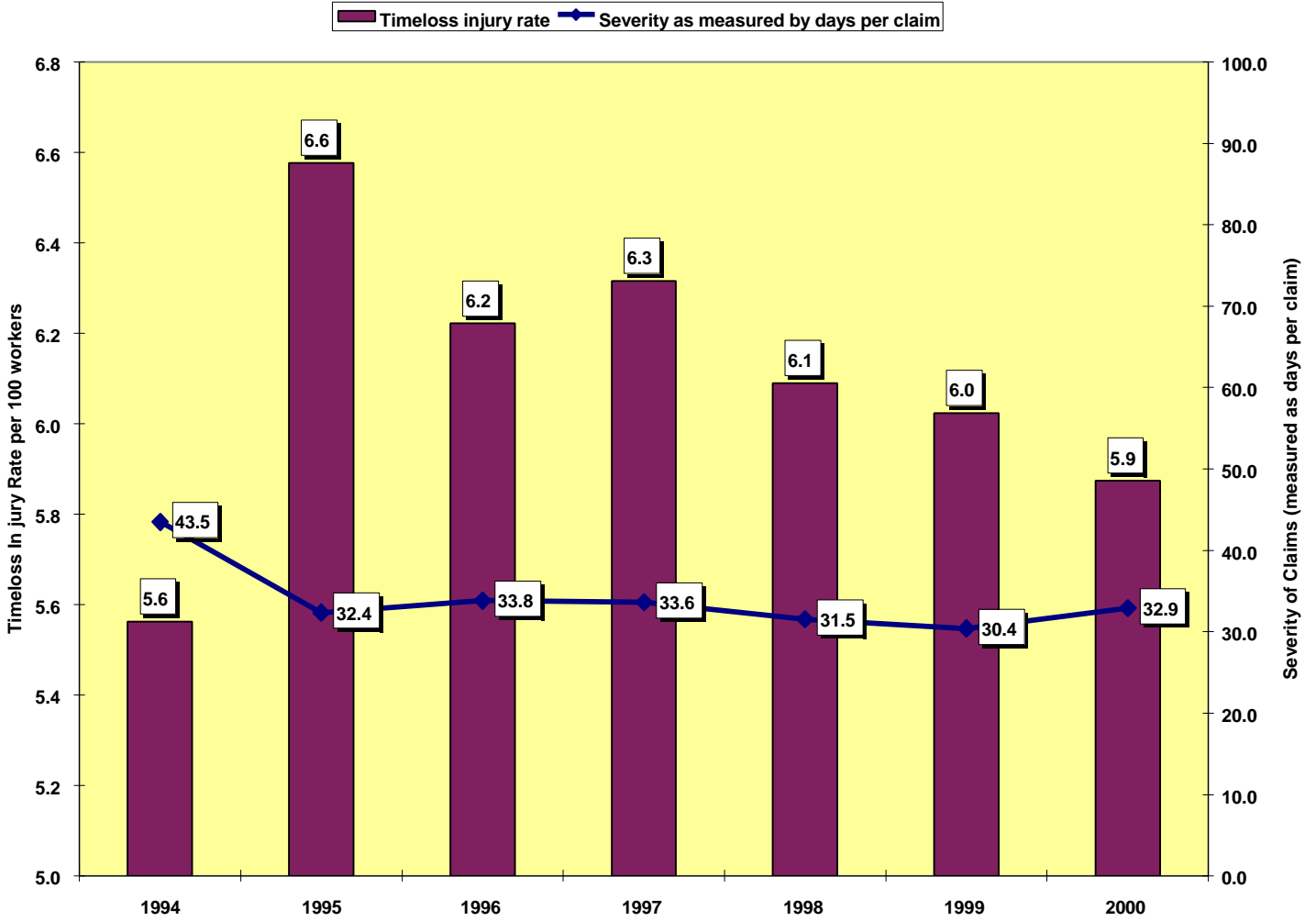


Figure 5.

**MANITOBA - WORKPLACE TRAUMATIC FATALITIES
1983 - 2000, Provincial Jurisdiction (n=317)**

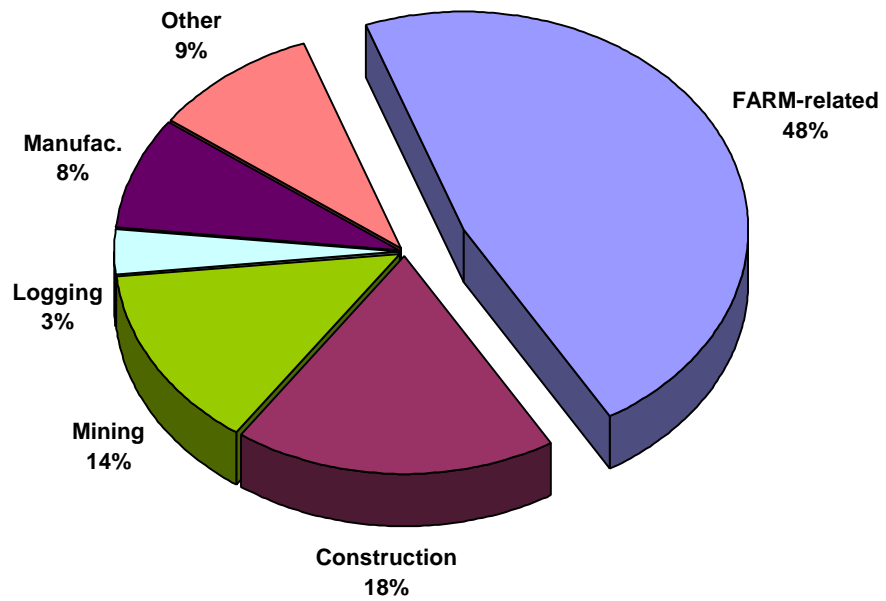


Figure 6

WSH Division Prosecutions 1998 to 2000

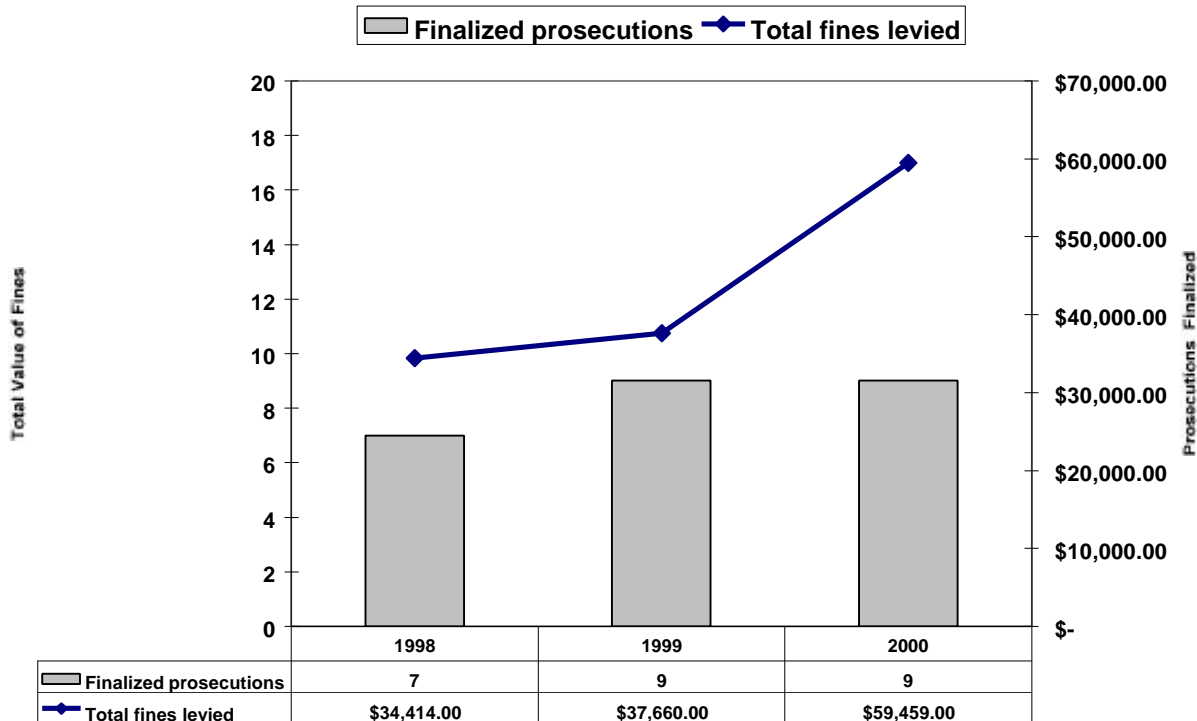


Figure 7

Achievements

The following listing offers examples of the Division's major successful outcomes:

Regulatory/Policy Review and Amendment

- With the appointment of the new Advisory Council on Workplace Safety and Health, one member of the Council was assigned to the Regulation Review Committee for the Operations of Mines. This committee has been very active and successful in the past in continually updating this regulation with changing technology.
- Mechanical and Engineering led a national jurisdictional response to remove potentially unsafe water heaters from the marketplace. Action on this issue resulted in the correction of an integral manufacturer flaw in specific makes of this type of unit, and a review of the certification of this type of heater generally.
- As part of the on-going renewal of internal safety and health policies, the Branch drafted a Working in Confined Spaces policy; up-dated emergency road survival kits; and issued personal carbon monoxide alert detectors to boiler and gas inspectors.
- Mechanical and Engineering updated and re-issued Manitoba Gas Notices in consultation with industry, educators and fuel suppliers. Gas Notices provide gas and oil fitters guidance on CSA B149 Gas Installation Code requirements as they apply in Manitoba, Manitoba legislative requirements as they pertain to gas and oil burning installations, and Mechanical and Engineering Branch policy.
- The Occupational Engineering Unit provided support to the Advisory Council on Ergonomic Regulatory development, including inter-jurisdictional review.
- The Division completed regulatory amendments to Construction Regulations dealing with Personal Protective Equipment and Scaffolding.
- A review was conducted of explosives handling and storage practices in the mining industry.

Client Training and Information

- The ergonomic Safety & Health Committee training programs were updated to be consistent with the Ergonomics Guideline. The Industrial Ergonomics program has been re-done and is now titled "*How to Develop an Ergonomics Program in Your Workplace*".
- In co-operation with the University of Manitoba, Faculty of Engineering, OSH Engineering continued work on the MINERVA post-secondary educational initiative.
- Planning and resources were provided to the Manitoba Safety Council on their Annual Conference in February 2001. Similar planning and resources were provided to the Annual Construction Conference held in January 2001.
- Effective June 2000, safety and health related training courses became free of charge (with the exception of the Blasting Certification Program). The Division noted an increase in the total client safety training hours (see Table 1) as well an increase in the number of participants attending the courses.
- The Division also participated in several trade shows and exhibitions, including the National Annual Conference of the Institute of Power Engineers and the Mechanical Contractors Association of Manitoba.
- Exam schedules (M & E) were established and publicized for Brandon and Winnipeg regions. With respect to the overall demand for license examinations for Power Engineers, Gas Fitters, Electricians

and Welders, exams are held bi-weekly in Winnipeg and monthly in Brandon. Schedules for examinations in The Pas were established to address industry needs in the North. In addition, special examination sittings have been provided to accommodate the end of community college or training classes.

- The Division published a paper entitled "Occupational Health Concerns in the Welding Industry" in the December 2000 edition of the Journal of Applied Occupational and Environmental Hygiene. This was a preventative initiative focussing on one of the high-risk occupations in the manufacturing industry.
- Two comprehensive case studies were added to support users in applying the Ergonomics Guideline. The Ergonomics Guideline was made available on the Division's Web site and CD.
- New bulletins were developed on industrial protective headwear, repetitive strain injuries and material handling.
- Two new guidelines were produced and one was revised:
 1. Investigation, Assessment and Remediation of Mould in Workplaces,
 2. Welding guideline, and
 3. Revised Working with Asbestos Guideline.
- The Division developed a business card sized CD-ROM containing all resource material for quick and easy reference by clients.

Client Partnerships and Collaborative Activities

- Provided support and assistance for the construction industry safety and health programs, including contractor safety "accreditation" program review and Annual Construction Conference planning.
- Worked in co-operation with Department of Highways on the development of a Contractor Safety Specification protocol.
- Strengthened working relationships with gas utilities to identify problem equipment installers for licence review.
- Continued to work with new and established gas utilities as natural gas is introduced to central western Manitoba and the Interlake regions.
- Participated on the APEGM Safety in Engineering Committee to provide expertise and promote safety in the engineering field.

Staff and Technological Progress

- The Division hired eight new Safety & Health Officers in September 2000. The Officers underwent an extensive development program involving in-house training with all areas of the Division/Department as well as programs with external providers. The new Safety and Health Officers were assigned to their respective units in the Spring, 2001. One of the Safety and Health Officers has been assigned to the North in Thompson. These assignments will allow us to provide a substantially better service to our clients in Northern Manitoba, with enhanced services in Winnipeg and surrounding communities.
- In support of ongoing training and development of staff, the Division supported several Safety and Health Officers in attaining their CRSP (Canadian Registered Safety Professional) designation.

- The Division completed the business analysis required to allow for the expansion of the divisional data platform, LINK, to encompass data from two inspection processes not currently being tracked electronically. This business analysis provides the introduction of data from two specific processes, and also lays the groundwork for the introduction of many more Mechanical and Engineering inspection work processes into the central system, LINK.
- The Mechanical and Engineering Branch successfully underwent the regular triennial audit to renew our Authorized Inspection Agency certification with the American Society of Mechanical Engineers. AIA certification accredits the Branch to inspect boilers and pressure vessels, which are to be stamped with an ASME Code Symbol.
- The Division improved administrative processes to ensure timely availability and accurate accountability of the gas permitting process.

Law Enforcement

- The Workplace Safety and Health Branch implemented a "Zero Tolerance for Fall Protection" policy. Where workers working at heights in excess of 2.50 meters were found not wearing the appropriate fall protection equipment, a non-compliance prosecution was initiated.
- A number of workplaces with high injury frequency rates were audited. The audits entailed a detailed inspection of the facility, interviews with employers, the safety committee and management, review of documentation surrounding the safety program and the delivery of a comprehensive report to each workplace audited.
- The Safety and Health Committee Program continued to track the functioning of safety and health committees. Support was provided to those committees that were found to be functioning below standard.
- The function of the Workplace Inspection Services Unit over the last fiscal year was to focus a major part of its resources on firms that had the highest time loss injury rates. Focussed inspections were conducted that were directed to look for areas of shortcoming in the firms' safety infrastructure. Orders for improvement were issued where appropriate.
- There was an increase in the number of cases put forward for prosecution as well as the number of finalized prosecutions (Figure 7). The size of fines imposed by the Courts also increased. In fact, the two highest fines ever imposed since the inception of the Workplace Safety and Health Act were in the amounts of \$75,000 and \$27,000 respectively in March, 2001. These were for two separate incidents.
- Arrangements were made with the Department of Justice for the services of a crown prosecutor to deal principally with Workplace Safety and Health infractions.

Statistical Data Analysis and Safety Surveillance Activities

- **Injury Statistics.** The Occupational Health Branch is continuing to develop a comprehensive data base on occupational illness/injury statistics which will assist in focusing resources and prevention activities in high risk areas. The report includes aggregate data as well as sector-specific statistics. The Occupational Health Branch continues to code and computerize all serious incidents investigated by Workplace Safety and Health Branch so as to facilitate the identification of common causes and associated factors.

- The Occupational Health Branch is encouraging a new proactive culture amongst employers in terms of their view of the importance of health issues. The Branch continues to have a major function in collecting, analyzing and distributing data reflective of the state of safety and health in Manitoba workplaces and of workers.
- The Occupational Health Branch is continuing to monitor the blood cholinesterase level of pesticide applicators, blood lead levels of lead exposed workers, hearing shifts in noise exposed workers and fibrogenic dust chest x-ray results in order that appropriate interventions can be implemented to prevent more serious illnesses, disabilities, or death.
- A database (Serious Incident Investigations database) has been established which tracks causes, factors and actions associated with all serious incidents reported to Workplace Safety and Health. The data is based on reports prepared by Safety and Health Officers as well as those submitted from Manitoba companies, going back to 1990. The information gleaned from the database provides an awareness of the associated factors that have contributed to the injury or illness on the job. The added level of information enables a more in-depth analysis and understanding of these serious incidents.
- The Occupational Health Branch has worked closely with the Chief Medical Examiner's Office to achieve a more comprehensive surveillance system for workplace related fatalities.
- The Occupational Health Branch has been instrumental in a national initiative (Canadian Agriculture Injury Surveillance Project - CAISP) to establish a standardized Canada-wide surveillance system of farm-related hospitalizations and fatalities. All ten provinces are involved in recording and reporting hospitalizations and fatalities due to agriculture injuries in a standardized format. A national report on fatalities that was released in October 1997, and a subsequent report "Fatal Farm Injuries in Canada: 1990-1998," was released in May, 2001. The first farm injury related hospitalisation report was also released in 1998. The Occupational Health Branch is the major Manitoba player in this initiative because it is based on Manitoba's four-year out-patient clinic-based Agriculture Injuries and Illness Surveillance Project (AIISP).
- The joint Manitoba Health (Central Region) and Occupational Health Branch pilot project (AIISP), collected farm related illness and injury data from a number of rural Manitoba sites. This project is now complete and will be incorporated into a special report published by CAISP.
- The Occupational Health Branch has established and continues to maintain two major databases. Manitoba workplace related fatalities database is now complete back to 1974. In depth file reviews and data entry were completed this fiscal year for records from 1990 to date. Manitoba Workplace Critical Incidents database is complete from 1991 to present date. Data are entered as reports are provided to the Branch. Analysis is ongoing.
- The Workplace Safety and Health Branch and the Occupational Health Branch have continued to proceed with the task of data analysis and statistical interpretation of all work-related fatalities, time-loss injury claims (based on WCB data), serious incident investigations data and other workplace related illnesses. WCB claims data are extensively analysed providing our inspection officers with company specific and sector specific trends. This also assists in focussing preventive measures in high-risk areas. Fruitful interaction takes place with WCB regarding their claim validation and use of epidemiological statistics.
- The Workplace Safety and Health Division was actively involved in the founding of the Canadian Agriculture Injury Surveillance Project funded by Canadian Agriculture Safety Program (CASP). We have continued to work with the program to publish another report: Fatal Farm Injuries in Canada: 1990 - 1998. Other reports are in progress.

Performance Indicators

The following tables report some quantitative results for program performance by Branches and the Division as a whole.

Table 1

Performance Indicators, Workplace Safety and Health Branch April 1st, 1999 - March 31st, 2001

Effectiveness Measures	1999/00	2000/01
Information/Communication		
- Client safety training # of courses	52	99
- Client safety training # client - hours	8,771	13,642
- Internet contacts	178,601	319,912
- Client Service Requests	6,115	6,398
Inspections/Investigations		
- Inspections	1,033	2,225
- Investigate complaints	479	524
- Investigate serious incidents	*	191
- Orders written	1,100	2,847
Safety and Health Committees		
- Minutes submitted	1,745	1,833

Note

1. * 1999/00 data unavailable due to transition to electronic data system.

Table 2

Performance Indicators, Occupational Health Branch April 1st, 1999 – March 31st, 2001

Effectiveness Measures	1999/00	2000/01
Hearing Conservation		
- Number of companies reporting	205	208
- Percentage of workers with significant Hearing loss	10.1%	5.7%
Blood Lead Monitoring		
- Number of companies reporting	5	5
- Number of workers tested	101	116
- Percentage (number) of workers ever above the removal action limit	1.0%	1.0%
Insecticide Applicators		
- Number of workers tested for blood cholinesterase	122	133
- Number of workers at least one abnormal test requiring an intervention	N/A	4 (3%)
Fibrogenic Dust Exposure		
- Number of companies reporting	18	2
- Number of workers tested	941 ¹	832 ⁽¹⁾

Notes:

⁽¹⁾ Screening done at commencement of employment and thereafter every two years.

Table 3
Performance Indicators, Mines Inspection Branch
April 1st, 1999 – March 31st, 2001

Effectiveness Measures	1999/00	2000/01
Accident frequencies in mining (time loss claims per 200,000 hours)	3.5	2.7 ¹
Accident severity (average days per WCB claim)	19.8	21.2 ¹
Number of investigations	220	270
Number of stop work warnings/cessation	26	11
Number of stop work orders	4	5
Number of improvement orders	597	663
Number of lost time accidents	161	139
Percentage of time spent at a mine site	50%	50%

Note:

- 1. This number is based on a calendar year, rather than a fiscal year, and is consequently a correction of the number reported in the 1999/00 Annual Report.*

Table 4

**Performance Indicators, Mechanical and Engineering Branch
April 1st, 1999 – March 31st, 2001**

Effectiveness Measures	1999/00	2000/01
Amusement Rides Inspections - % of inspections completed by end of day	100%	100%
Electrical Inspections and Licencing - % of inspections completed within 48 hours - Time from exam to issue of licence/certificate	90% 3 weeks	90% 3 weeks
Elevator Inspections - % of inspections completed by month end - Number of potential incidents averted ¹	94% 1,408	95 1,355
Gas and Oil Burner Equipment Inspections - % of inspections completed within 48 hours - Processing of permits within 10 minutes of receipt of application	80% 100%	80% 100%
Licencing of Power Engineers - Time from exam to issue of licence - Time from receipt of application to exam date	3 weeks 3 weeks	3 weeks 2-3 weeks
Steam and Pressure Plant Related Inspections - % of inspections completed by month end - Number of potential incidents averted - Licencing and testing of pressure welders within 48 hours - Processing of registration applications for boilers and pressure vessels within 2 weeks	87% 1,900 90% 90%	90% 1,297 90% 75%

Note:

1. *Potential Incidents Averted Numbers: These are the numbers of dangerous situations detected by individual inspectors. As a result of branch intervention, these hazardous conditions were corrected resulting in a potential accident being averted. Decline in "hazards averted" may be due in part to the Branch's move to better use the capability of its inspection tracking software to count hazard averted numbers more precisely.*

2(f) Workplace Safety & Health

Expenditures by Sub-Appropriation	Actuals 2000/01 \$	Estimate 2000/01 FTE \$	Variance Over/(Under)	Expl. No.
Total Salaries	2,873.9	56.00 3,028.8	(154.9)	1.
Total Other Expenditures	1,153.6	842.2	311.4	2.
Total Expenditures	4,027.5	56.00 3,871.0	156.5	

Explanation Number:

1. *Under-expenditure reflects the fact that 8 new positions were not filled until the end of September, 2000.*
2. *Over-expenditure reflects additional costs for renovations, new furniture, office equipment, computers, analytical and testing equipment, as well as accommodations, moving expenses and training sessions related to the 8 new staff members.*

2(g) Occupational Health

Expenditures by Sub-Appropriation	Actuals	Estimate		Variance Over/(Under)	Expl. No.
	2000/01 \$	FTE	2000/01 \$		
Total Salaries	236.9	3.00	238.0	(1.1)	
Total Other Expenditures	37.7		39.8	(2.1)	
Total Expenditures	274.6	3.00	277.8	(3.2)	

2(h) Mines Inspection

Expenditures by Sub-Appropriation	Actuals	Estimate		Variance Over/(Under)	Expl. No.
	2000/01 \$	FTE	2000/01 \$		
Total Salaries	511.6	10.00	596.8	(85.2)	
Total Other Expenditures	264.4		223.0	31.4	
Total Expenditures	776.0	10.00	819.8	(43.8)	

2(b) Mechanical and Engineering

Expenditures by Sub-Appropriation	Actuals	Estimate		Variance Over/(Under)	Expl. No.
	2000/01 \$	FTE	2000/01 \$		
Total Salaries	1,490.9	34.00	1,712.6	(221.7)	1.
Total Other Expenditures	551.6		473.0	78.6	
Total Expenditures	2,042.5	34.00	2,185.6	(143.1)	

Explanation Number:

1. Under-expenditure reflects salary savings due to staff vacancies.

Advisory Council on Workplace Safety and Health

The Advisory Council on Workplace Safety and Health was established in 1977 under the authority of *The Workplace Safety and Health Act*. The Council reports directly to the Minister of Labour and Immigration. Technical, administrative and financial support is supplied by the Workplace Safety and Health Division. Members receive remuneration in the form of an honorarium and a payment for out-of-pocket expenses.

Council advises or makes recommendations to the Minister of Labour and Immigration concerning:

- General workplace safety and health issues
- Protection of workers in specific situations
- Appointment of consultants and advisors, and
- Any other matter concerning workplace safety and health on which the Minister seeks the Council's opinion.

Members are appointed by the Lieutenant Governor in Council, with equal representation from three groups: workers, employers, and technical and professional organizations.

From April 2000 to January 2001, Council membership consisted of the following persons. Two of the Council members, L. Kutchaw and J. Huot, resigned from their positions respectively in March and September 2000.

Chairperson

- Wally Fox-Decent (re-appointed October, 1997 for a 3 year term)

Technical Representatives

- Barrie Simoneau, Canadian Association of Safety Engineering (re-appointed October, 1997 for a 3 year term)
- Bonnie Mazerolle, Manitoba Association of Registered Nurses (appointed July 1996 for a 3 year term)
- Irving Gusdal, American Association of Industrial Hygiene (appointed October, 1997 for a 3 year term)
- Ronald Typliski, Association of Professional Engineers (appointed October, 1997 for a 3 year term)

Management Representatives

- Chris Lorenc, Manitoba Heavy Construction Association (re-appointed October, 1997 for a 3 year term)
- Janice Huot, Alliance of Manufacturers and Exporters Canada (appointed July 1996 for a 3 year term, resigned in September 2000)
- Leonard Kutchaw, Mining Association of Manitoba (appointed October, 1997 for a 3 year term; resigned on March 28, 2000)
- Maurice Steele, Winnipeg Construction Association (appointed October, 1997 for a 3 year term)

Labour Representatives

- Harry Mesman, Manitoba Federation of Labour (re-appointed October, 1997 for a 3 year term)
- Wally Pindera, Manitoba Teachers Society (re-appointed October, 1997 for a 3 year term)
- Bud Shiaro, Manitoba Federation of Labour (re-appointed October, 1997 for a 3 year term)
- Frank Thomas, Manitoba Building and Construction Trades Council (re-appointed October, 1997 for a 3 year term)

In February 2001, a new council was appointed by the Lieutenant Governor in Council. Their names and representations are given as follows:

Chairperson

- Wally Fox-Decent (re-appointed February, 2001 for a 3 year term)

Technical Representatives

- Irving Gusdal, American Association of Industrial Hygiene (re-appointed February, 2001 for a 3 year term)
- Ilana Warner, Manitoba Association of Registered Nurses (appointed February, 2001 for a 3 year term)
- Catherine Stewart P.Eng, Association of Professional Engineers and Geoscientists of the Province of Manitoba (appointed February, 2001 for a 3 year term)
- Sheila Braidek, Manitoba Federation of Labour, Occupational Health Centre Inc. (appointed February, 2001 for a 3 year term)

Management Representatives

- Chris Lorenc, Manitoba Heavy Construction Association (re-appointed February, 2001 for a 3 year term)
- Rolly Simard, Mining Association of Manitoba Inc. (appointed February, 2001 for a 3 year term)
- Stephen Copen, Manitoba Employers Council (appointed February, 2001 for a 3 year term)
- Ronald Hambley, Winnipeg Construction Association (appointed February, 2001 for a 3 year term)

Labour Representatives

- Harry Mesman, Manitoba Federation of Labour (re-appointed February, 2001 for a 3 year term)
- Pete Walker, Manitoba Federation of Labour (appointed February, 2001 for a 3 year term)
- Debbie Jamerson, Manitoba Government Employees Union (appointed February, 2001 for a 3 year term)
- James Murphy, Operating Engineers of Manitoba (appointed February, 2001 for a 3 year term)

The Advisory Council on Workplace Safety and Health establishes committees where appropriate to advise Council on specific matters dealing with safety and health in the workplace. During 2000/01, the following committees were active:

- Agriculture Safety and Health Committee
- Review Committee for Operation of Mines Regulation

Council completed several of its work plan projects in 2000/01. The Division made several presentations before the Council on such topics as: mines regulations review proposals, selection of key firms for targeted interventions, an inter-jurisdictional survey of safety and health committee regulations, proposal for draft regulations on ergonomics, best practices study from British Columbia and Saskatchewan on ergonomics regulations, violence in the workplace, and on guidelines for the investigation, assessment and remediation of mould. The proposals to amend The Operation of Mines Regulations were later approved and became effective in April 2001.

Note:

Please note that Council's expenditures by sub-appropriation are part of the Workplace Safety and Health Branch sub-appropriation.

Employment Standards Division

The Employment Standards Division is comprised of the Employment Standards Branch, the Labour Adjustment Unit, and the Worker Advisor Office. The Employment Standards Division administers *The Employment Standards Code*, *The Employment Services Act*, *The Construction Industry Wages Act*, *The Remembrance Day Act*, and *The Retail Businesses Holiday Closing Act*. These Acts and associated regulations establish the rights and obligations for both employees and employers in the workplace. The Worker Advisor Office mandate is established under *The Workers Compensation Act*.

The Employment Standards Division provides a comprehensive program of client initiated services, proactive services and labour adjustment services, as well as advocacy services to clients of the Worker Advisor Office. The services provided are designed to promote stable and harmonious employment relationships, and to ensure that clients receive the legislated benefits to which they are entitled.

Employment Standards Branch

Objectives

- To achieve socially desirable terms and conditions of employment for the Manitoba work force through the establishment of minimum standards and conditions of employment and to ensure compliance with the legislation in an equitable, effective and efficient manner.
- To promote harmonious employment relationships through the dissemination of information, public education programs and the facilitation of dispute resolution between the parties.
- To assist employers and workers in finding solutions to actual or potential workforce adjustment problems arising from business closures or threatened layoffs due to economic, technological or industrial change.
- To assist workforce adjustment committees in developing re-training and redeployment strategies to help workers whose jobs may disappear or change into other jobs with the same employer, sector or move to completely different forms of employment.

The Employment Standards Branch received 3,658 claims and recovered over \$1,000,000 in wages in 2000/01. The Branch also received approximately 148,000 telephone calls, and approximately 10,000 walk-ins in 2000/01. The Employment Standards Branch provided services to these clients through three program areas: Client Initiated Services, Proactive Services and Labour Adjustment Services.

1. Client Initiated Services

Client initiated services are those functions that are provided in response to a need identified by our clients. These services ensure the fair and equitable resolution of workplace disputes. They also ensure minimum standards and conditions of employment.

- **Triage and Early Resolution:** The Customer Service Centre performs a systemic triage of all claims filed with the Branch. All incoming claims are assessed as to the degree of urgency, the degree of complexity, and past/present claims experience. Based on these criteria Intake Officers in the Customer Service Centre determine if the claim needs to be immediately assigned to the field operation, e.g. in the case of a bankruptcy or a set of complicated issues, or whether an early resolution can be attempted.

Claims that are assessed as appropriate for early resolution are assigned to Intake Officers. The Officer gathers the relevant information, evaluates the facts and the applicable legislation and policy, and then ensures that the parties in the claim are aware of their respective rights and obligations.

Once informed of these rights and obligations the parties are often willing to voluntarily settle their issue. Claims which cannot be resolved using this process are referred to a field investigation.

In 2000/01 47% or 1,700 claims were finalized using the early resolution process. The value to clients is that issues can be resolved relatively quickly (the average time to resolve a claim was 28 calendar days) and without the need for time-consuming field investigation.

- **Field Investigation:** The field unit is divided into four teams, each with responsibility for particular industrial sectors. The sector-based teams allow officers to share information and develop better understanding of the issues specific to their sectors. Each is responsible for identifying industries or business with relatively high risk of non-compliance and proposing ways to address the situation, which may include audits, compliance testing, educational campaigns, or partnering with industry organizations. Focusing existing resources on high-risk industries or businesses in this manner, rather than dealing solely with individual complaints results in greater compliance with the legislation.

In addition to risk assessment activities, field officers investigated approximately 2,000 claims in 2000/01. After investigating the issues and educating the parties about employment standards laws, officers were able to facilitate a voluntary resolution of claims in approximately 85% of these cases. For the remaining 15%, formal orders were issued.

- **Alternate Dispute Resolution (ADR):** The Branch continues to offer A.D.R. as a “user friendly” approach that employees and employers can turn to for resolving employment disputes without having to proceed to the Manitoba Labour Board. In the 2000/01 fiscal year, alternative dispute resolution achieved a success rate of 92% when it was used. The A.D.R. process enabled the Branch to resolve about 40% of appeals without requiring a formal hearing by the Manitoba Labour Board.
- **Judgement and Collections:** This functional area recovers wages found owing to employees through determinations made by the Employment Standards Branch or by Orders of The Manitoba Labour Board. In 2000/01 approximately \$160,000 was recovered through formal actions.

Client Initiated Services Table of Performance:

	Projected 2000/01	Actual 2000/01
Percentage of Claims Finalized at:		
<i>Early Resolution Level</i>	30	47
<i>Field Investigation Level</i>	61	49
<i>Alternate Dispute Resolution Level</i>	4	1
<i>Manitoba Labour Board Level</i>	1	1
<i>Judgement and Collections Level</i>	4	2

2. Proactive Services

Proactive services are those functional areas that are initiated by the Branch to educate employees and employers as to their legislated rights and responsibilities, and to identify areas at high risk for non-compliance.

- **Customer Service Centre:** The customer service centre handles all incoming telephone traffic; receives and triages all claims filed with the Branch; performs database entry for most claims, investigates and attempts early resolution on most claims, and issues child employment permits.

Four staff in the centre have been cross-trained to provide intake/inquiry services for the Worker Advisor Office. This allows the two Branches to share resources and effectively increase the number of available, trained, front-line staff. Cross training has proved of great value in offices outside Winnipeg. For example, it is currently implemented in Brandon in conjunction with the Workplace Safety and Health Division.

The Customer Service Centre continues to use an automated call distribution (ACD) to manage incoming telephone traffic and to assist in the evaluation of telephone services. In 2000/01, 48% of callers had to wait less than 30 seconds to speak with an Inquiry Officer. The abandonment rate (the percentage of callers that hung-up before speaking with an Inquiry Officer) was 10%. Both of the aforementioned numbers do indicate a decline in telephone service and is the result of a focus on early claim resolution. The Branch anticipates that telephone service will improve once the number of active claims has been reduced.

3. Labour Adjustment Services

The Labour Adjustment Services Unit assists employers and workers to find solutions to actual or potential workforce downsizing arising from business closures or layoffs due to economic, technological or industrial change. The unit also assists workforce adjustment committees to develop retraining and redeployment strategies for workers whose jobs may disappear or change.

Community and consultative services are provided primarily to northern and single-industry communities that are faced with downsizing by a community's primary employer. Labour Adjustment staff make the initial contact in potential downsizing situations and participate in the development of a responsible and flexible adjustment process.

In 2000/01 Labour Adjustment Services was involved in 20 committees, assisting approximately 4,000 workers.

The Unit also developed a Worker Adjustment Handbook to assist workers impacted by job loss. Two thousand copies of this handbook showcasing information on resume styles, job search and interviewing techniques, career options and community services/resources in Manitoba have been distributed to workers.

Additionally, through committee involvement, the Unit assisted workers from the Winnipeg-based Maple Leaf Foods, Eaton's plant closure, Pine Falls Paper Company and the Whiteshell Laboratories located in Pinawa to find full-time employment or retraining opportunities.

Labour Adjustment Services continues to be provincial "first responders" to mitigate downsizing in single-industry communities. The Unit facilitates/chairs a provincial interdepartmental government working group in Lynn Lake to provide timely effective program service delivery.

Labour Adjustment Services Table Of Performance

	Projected 2000/01	Actual 2000/01
<i>% of workers adjusted</i>	70	78
<i># of downsize situations facilitated</i>	30	30

Achievements:

- The Employment Standards Branch in partnership with The Manitoba Restaurant Association developed an information poster outlining the rights and obligations for employees and employers in the restaurant and hospitality industry. The poster which is printed in English, French and Mandarin Chinese, has been distributed to approximately 3,000 employers throughout the province.
- In the fourth quarter of the fiscal year, the Employment Standards Branch contracted with Language Training Canada to deliver French language training to front line staff. Staff from the Employment Standards Branch received the training and are now able to engage in basic telephone communication.

Continuous Improvement:

- The customer service centre is actively exploring various technologies and processes to improve service and timely access to information.
- Developing the skills and expertise of Employment Standards Officers through training, mentoring, etc. remains a high priority.
- Continue to partner with stakeholders in developing strategies to improve compliance with labour standards legislation.

2(j) Employment Standards

Expenditures by Sub-Appropriation	Actuals 2000/01	Estimate 2000/01		Variance Over/(Under)	Expl. No.
	\$	FTE	\$		
Total Salaries	2,035.6	39.00	2,028.8	6.8	
Total Other Expenditures	655.0		635.0	20.0	
Total Expenditures	2,690.6	39.00	2,663.8	26.8	

Worker Advisor Office

The Worker Advisor Office provides professional and timely service to workers and their dependents who require assistance with their Workers Compensation claims, and to interest groups who identify a need for educational and training assistance for their members.

Objectives

- To advise workers and their dependants on the interpretation and administration of *The Workers Compensation Act*, regulations and policies, and to advise on the effect and meaning of decisions made under the Act and policies.
- To assist workers and their dependents who dispute decisions relating to their benefit entitlement under *The Workers Compensation Act* of Manitoba.
- To represent workers and dependents with their appeal of Workers Compensation Board decisions, directly to the Board and/or at an oral hearing before the Appeal Commission.
- To educate workers, including workers whose first language is other than English, about their rights and obligations within the Workers Compensation system.

Summary of Performance

The Worker Advisor Office provided assistance and representation to over 450 claimants requesting formal appeal assistance last year.

The focus on assisting clients at the intake stage has led to an additional 250 cases being resolved without formal appeal.

Achievements

- The Worker Advisor Office and Workplace Safety and Health completed a joint partnership providing communities with information on rights and obligations in the workplace. Ethnocultural communities received media information and where requested, the Branches provided workshops on safety and health issues in the workplace and the services offered by the Branches should an injury occur in the workplace.
- The Worker Advisor Office developed three power point presentations for educational purposes identifying the Worker's Compensation statutes, and the Worker Advisor Office client assistance procedures.

	PROJECTED 2000/01	ACTUAL 2000/01
1) Branch Facilitation of Claims		
% of inquiries finalized through early intervention	25	25
a) % of claims finalized at Primary Adjudication	25	20
b) of claims finalized at Review Office	35	35
c) % of claims finalized at Appeal Commission	15	20
2) Timeliness/Responsiveness		
a) contact to be made with client by assigned Worker	85% contacted within four weeks	85% contacted within four weeks
3) Public Education		
Number of presentations to workers organizations and multicultural communities	14	14

Continuous Improvement

- The Worker Advisor Office and the Employment Standards Branch will continue to provide training to intake officers in response to the needs of the common intake project.
- The Worker Advisor Office will encourage partnerships to develop new projects and initiatives that increase workers awareness of their rights to benefits and a safe work environment.
- The Worker Advisor Office will target information dissemination to interest groups such as unions, medical practitioners and work and safety committees to ensure workers are aware of their rights within the Workers Compensation system.

2(k) Worker Advisor

Expenditures by Sub-Appropriation	Actual 2000/01	Estimate 2000/01		Variance Over/(Under)	Expl. No.
	\$	FTE	\$		
Total Salaries	545.1	11.00	595.7	(50.6)	
Total Other Expenditures	165.5		166.0	(0.5)	
Total Expenditures	710.6	11.00	761.7	(51.1)	

Immigration And Multiculturalism Division

Provides for the development of policies and programs related to immigration admission and co-ordinates the settlement and integration of immigrants and refugees into the social and economic life of Manitoba. The Division works to identify issues which impact on the multicultural community, fosters partnerships between government and ethnocultural communities and ensures that the principles of The Manitoba Multiculturalism Act are reflected in government priorities and activities. The Division consists of the Assistant Deputy Minister's office including the Strategic Planning and Program Support Unit, the Immigration Promotion and Recruitment Branch, the Settlement and Labour Market Services Branch, the Adult Language Training Branch, and the Multiculturalism Secretariat.

Executive Administration

The Assistant Deputy Minister provides managerial support and leadership to the divisional programs through the Divisional Management Team and the Strategic Planning and Program Support unit. Central co-ordination for budget preparation, financial accountability and reporting as well as divisional human resource management is provided through the Executive Administration area. The Strategic Planning and Program Support Unit researches and develops policy options in support of program development and evaluation in response to Manitoba's immigration and settlement needs. This includes participation in federal/provincial/territorial negotiations and consultations, co-ordinated provincial analysis, input on immigration and citizenship legislation and programs, divisional strategic planning, internal program development and evaluation strategies, and technology co-ordination.

Immigration Promotion and Recruitment Branch

The Immigration Promotion & Recruitment Branch seeks to increase skilled and business immigration to the Province through the implementation of a proactive and international Promotion and Recruitment Campaign. In accordance with the Provincial Nominee Addendum to the Canada-Manitoba Immigration Agreement, the Branch recruits, screens and nominates skilled individuals and their family members who meet the current and future labour and economic development needs of the Province.

Summary of Performance

Since January 1994, Manitoba has been at the forefront in initiating proactive and strategic means of increasing immigration. The Branch has significantly increased awareness to potential immigrants of Manitoba as a desirable place to live by communicating worldwide the advantages of choosing Manitoba as an immigration destination. Promotional seminars abroad and the divisional website provide thousands of people worldwide with access to information on the province and opportunities for immigration to Manitoba.

The Provincial Nominee Agreement, an addendum to the Canada Manitoba Immigration Agreement, has provided an increased role for the Province in recruiting, screening, and nominating skilled individuals and their family members who meet the Province's labour market needs for purposes of permanent immigration to Manitoba. By the end of 2000, a total of 1,085 individuals were nominated for immigration to Manitoba since the beginning of the program in 1998. These individuals, together with their dependants, represent a total of 3,595 people. As a result of successful implementation, the Provincial Nominee allocation was increased from 200 to 450 principal applicants in 1999 and to 500 in 2000.

Primarily attributed to the Provincial Nominee Program, Manitoba received 4,584 immigrants in 2000, which is an increase of 882 individuals or 23.8% over 1999. In 2000, Manitoba received 87% of the total Provincial Nominee category arrivals in Canada. The overall proportion of immigration to Manitoba was 2.02% in 2000, up from 1.96% in 1999.

Direct contact is maintained with immigration officers in over 40 posts (Canadian Embassies, High Commissions, and Consulates) to ensure smooth processing of applications. This also allows Manitoba to convey accurate information on the Province's approach to promotion and recruitment and on current economic and labour market development strategies.

Staff continues to participate in promotion and recruitment campaigns abroad. Recruitment missions overseas have a dual role of maintaining relations with the visa offices and increasing interest in immigration to the province. In 2000, the Branch participated with British Columbia, Ontario and Quebec in promotion and recruitment activities in Venezuela, Columbia, Argentina and Brazil. Manitoba was also represented for the sixth year in Emigrate 2001, a three-day trade show geared to both skilled independents and business immigrants in London, England. Seven provinces participated and held both individual and group seminars focussing on business immigration.

In 2000, the Branch was involved in the successful recruitment of 42 Registered Nurses from the Philippines. These nurses and 35 Licensed Practical Nurses were processed for immigration under the Provincial Nominee Program.

Staff continues to create partnerships and meet with Manitoba-based businesses, associations, educational and professional organizations to ensure that they act as access points to promote skilled independent immigration to Manitoba, and identify current labour market demands.

The Branch continues to participate in Federal/Provincial/Territorial Working Groups including Promotion and Recruitment, Skilled Workers and Business Immigration to provide Manitoba's perspective on proposed changes to federal immigration legislation.

Settlement And Labour Market Services Branch

The Settlement and Labour Market Services Branch facilitates the economic and social integration of immigrants in Manitoba and enhances their ability to contribute and participate in Manitoba's labour market economy through the development, coordination, support, delivery and funding of settlement related programs and services.

Summary of Performance

The Settlement and Labour Market Services Branch in conjunction with the Adult Language Training Branch, continues to administer the Manitoba Immigrant Integration Program (MIIP). MIIP is a streamlined funding program designed to facilitate the economic and social integration of immigrants in Manitoba. The program provides funding, coordination and/or staff support for services delivered through partnerships. It integrates immigrant settlement and language training services for newcomers in Manitoba as well as Federal and Provincial funding.

In 2000/01, 38 projects for a total of \$1,690.3 were funded under the MIIP – Immigrant Settlement Services component.

The projects were in the following areas:

- Initial immigrant settlement services
- Community development activities
- Settlement standards; professional development
- Employment preparation and placement services
- Employment services for highly skilled immigrants
- Materials development and distribution
- Services in rural and northern communities
- Immigrant family wellness activities, and
- Research, consultation and information to further develop settlement and integration activities.

The Credentials Recognition Program – a program that provides wage assistance and assessment assistance to qualified highly skilled immigrants to gain recognition for education and work experience obtained outside of Canada – registered 157 clients of which 29 received wage assistance (averaging \$4,080.55 per wage subsidy) and 63 received assessment assistance (averaging \$344.68 per assessment subsidy).

Three hundred and seventy-nine immigrant clients received services related to the assessment of their academic qualifications, an increase of 90% from the previous year. Two hundred and sixty-seven clients (representing 64 occupations and 56 countries of origin) were issued an Academic Credentials report. The report is a compilation of data on education and training received abroad by immigrants.

Branch staff was active in coordinating settlement activities with relevant service providers through the following coordinating committees:

- The Sierra Leone Coordinating Committee was established to coordinate activities related to the sponsoring and settlement of Sierra Leone refugees by coordinating efforts among sponsors, government, service providers and the Sierra Leone community.
- The Manitoba Settlement Group includes the main settlement service deliverers and government representatives. The purpose of the group is to identify gaps and current issues, exchange information, and determining areas for collective action. The Manitoba Settlement Group organized Manitoba's first Immigration and Settlement Forum on February 23, 2001. The event attracted 340 participants, including employers, business community leaders, regulatory bodies, professional associations, union representatives, essential service providers, landlords and immigrant settlement service agencies.
- The Manitoba Cross-Cultural Resources Team for War Affected People was formed to respond to the specific needs of Kosovar refugees. This group identifies gaps in services for refugees/victims of trauma and areas for development including: case management and consultation, training and service support and development. This group now works to support all war-affected people.
- The Employment Services Coordinating Group which involves provincial government departments responsible for funding and/or standards as well as the major agencies that provide employment services for immigrants identifies gaps, areas of concern and coordinates efforts for change and development of the field.
- Manitoba Refugee Sponsors is a group of Manitoba Sponsorship Agreement Holders that meet monthly to coordinate activities related to private sponsorships of refugees and information and support for both the sponsors and the refugees. The Branch provides resource materials and training for faith groups who are sponsoring refugees to Manitoba. This includes coordination with settlement services and community volunteers, identification of training needs, development of materials and delivery of training.

The Branch continues to provide support for the provision of plain language materials within government including the adaptation of existing materials to address language needs and culturally specific information.

Branch staff participated in the following Federal/Provincial/Territorial working groups:

- Working Group on Settlement and Integration. This group was the medium of consultation for the federal government during the development of their new settlement funding allocation model.
- Working Group on Access to Professions and Trades. Manitoba participated actively in the organization of the first National Conference on Qualification Recognition.

Adult Language Training Branch

The primary responsibility of the Branch is the co-ordination of Adult English as a Second Language (A/ESL) training throughout Manitoba. Work is done to facilitate the integration of new immigrants to Manitoba through the development, co-ordination, support, delivery and funding of language acquisition programs that also deal with orientation, settlement, labour market service and integration activities including cross-cultural communication. The Branch actively supports the establishment of joint initiatives and partnership endeavours between a variety of service providers and other partners.

Summary of Performance

Canadian Language Benchmarks (CLB) assessments in listening/speaking, reading and writing along with intake interviews to determine language competency related to immediate, short and long term goals were conducted with 2,083 individuals. Referrals to A/ESL classes in projects and programs were made according to individual needs, goals and personal circumstances.

The Branch provided co-ordination and support for over 100 Adult ESL volunteers, including volunteers as aides in a language class, volunteer tutors and language partners. The Branch updated and distributed over 100 copies of Volunteers in Adult ESL resource. Two sets of the 8-session volunteer training series workshops were delivered.

The Branch provided financial support to Schools and Colleges from the Manitoba Immigrant Integration Program (MIIP). The deliverers were Winnipeg School Division #1 (38 part-time continuous intake classes in the day, evening and weekend for approximately 1000 students), Applied Linguistics Center (7 full-time day classes with continuous intake for approximately 150 students), Victor Mager Parents Association (4 part-time morning classes with approximately 65 students), Red River College Language Training Center (10 classes with approximately 200 students offered in 2 six-month terms with volunteer work experience placement opportunities) and Word Wise International (2 full-time summer day classes with a total of 28 students).

The Adult Language Training Branch coordinated delivery of other A/ESL programs in the following areas:

Community Based Language Training

- English for Seniors: partnering with Age & Opportunity Centre, Jewish Child & Family Services and Good Neighbour Seniors Centres to deliver 19 classes at 9 different Winnipeg sites, to 312 isolated immigrant seniors, from 17 language groups. Childminding and transportation were provided for those who needed it.
- Community ESL Classes for Women: Classes were held at 12 Winnipeg sites, in conjunction with community groups, churches, schools, the Winnipeg Centennial Library and housing projects, with transportation and childminding services, for 164 non-confident immigrant women.
- Women in Transition from Home to Work: Two part time classes were provided for 37 women who are reentering the labour market. Childminding was provided for their pre-school age children.

Workplace Language Training

- Programs were held with 32 different industry partners to accommodate the communication learning needs of over 400 employees.

- English for Specific Purposes programs offered this year were:
 1. English for Residential Care Workers – 15 students
 2. English for Health Care Aides
 3. English for Pharmacists – 6 students
 4. Writing for Professionals – 8 students
 5. Pronunciation classes for approximately 18 students
- Tutorials were provided for 20 individuals or small groups of people with individual needs.
- An ESL/ASL employment readiness program was delivered by SMD for 4 deaf newcomers.

Regional Adult ESL Programming

Rural Adult ESL delivery partners are:

1. Pembina Valley Language Education for Adults (14 CBLT classes for approximately 200 learners)
2. Pembina Valley Workplace Training (9 classes plus a English for Health Care Aides class)
3. Interlake Adult Learning Association (3 classes with 25 learners)
4. Southeast Area Language and Literacy Services for Adults delivered 11 community classes and 5 workplace classes for 165 learners
5. Westman English as Second Language Services delivered a total of 8 classes in Shilo; Bossevain, Hamiota, Kola, Roblin, Rivers and Brandon
6. Thompson Multicultural Center had 1 class for 8 learners

Other Initiatives

- In-Service Professional Development was provided for Adult ESL teachers at workshops and conferences in Winnipeg and rural areas by Adult Language Training Branch staff.
- The *Career Resource for Prospective Adult ESL Teachers* was updated and 50 copies have been distributed in the past year.
- Benchmarking of 3 RRC courses and Aircraft Maintenance Engineer (AME) was completed.
- English for Child Care was offered in conjunction with Child Care credit courses for CBLT childminders and other child care assistants (29 participants).
- One workshop on cross-cultural awareness and inter-cultural communication was delivered upon request from a business.
- The development of the revised *Adult ESL Literacy Benchmarks* was funded and supported by the Adult Language Training Branch. This in-depth resource will provide standards for Adult ESL literacy educators throughout Canada.
- The Branch staff co-wrote the *CLB 2000: Guide to Implementation* with Alberta Learning. The Guide will provide suggestions and examples for teachers and administrators for using the CLB in Adult ESL programs.
- An Adult ESL curriculum resource entitled *The Elma Street Treasure* was developed and 50 copies have been distributed. The new resource incorporates accelerated learning principles and techniques and will be used in Adult ESL classes across Manitoba.

Presentations were given on referrals to the A/ESL system, services and courses available and understanding language levels using CLB to other services organizations upon request.

3(a) Immigration

Expenditures by Sub-Appropriation	Actual 2000/01 \$	Estimate 2000/01		Variance Over/(Under)	Expl. No.
		FTE	\$		
Total Salaries	1,872.1	33.50	1,771.6	100.5	
Total Other Expenditures	696.5		785.2	(88.7)	
Total Financial Assistance	5,893.5		5,620.1	273.4	1.
Total Expenditures	8,462.1	33.50	8,176.9	285.2	

Explanation Number:

1. *Over-expenditure reflects additional funding provided for settlement services specifically related to Kosovar refugees.*

Multiculturalism Secretariat

The mandate of the Multiculturalism Secretariat is to coordinate the implementation of Manitoba's Multicultural Policy. The Secretariat is responsible for the identification of priorities for action throughout government departments and agencies and to incorporate the principles of multiculturalism in their programs and services. Multicultural, cross-cultural and anti-racism initiatives are generated in government and communicated to the public and to other departments to encourage their continued evolution and development. The Secretariat also supports initiatives within the ethnocultural community through the administration of the Ethnocultural Community Support Fund. The Secretariat advises the Minister on issues related to multiculturalism, and operates to fulfill the obligation of *The Manitoba Multiculturalism Act*.

Summary of Performance

In the past year, Multiculturalism Secretariat activities undertaken included:

- Co-ordinate communication and facilitate linkages between Manitoba citizens and government in keeping with Manitoba's Multicultural Policy and *The Manitoba Multiculturalism Act*.
- Co-ordinate provincial participation in citizenship promotion and anti-racism activities to strengthen the understanding of cultural diversity and encourage the development of a respectful and culturally sensitive environment.
- Provision of training opportunities for departmental staff and participation in community activities to recognize March 21st, the International Day for the Elimination of Racial Discrimination.
- Promotion of citizenship through the holding of Citizenship Courts in the Manitoba Legislative Building.
- Responsible for the co-ordination of the Multicultural Tree and Display held in conjunction with the annual Open House of the Legislature in December.
- Co-ordination of communication projects to ensure cultural sensitivity, and participation on intergovernmental and community committees to promote anti-racism, good citizenship and cultural awareness.

- Participation in Holocaust remembrance projects.
- Provision of support to the Minister in conducting community fora in Winnipeg, Thompson and Brandon to identify ethnocultural community priorities and receive advice on the establishment of an advisory council on multiculturalism to the Minister.
- Preparing and co-ordinating the distribution of the results of the community meetings and analyzing feedback.
- Participation in the Federal/Provincial consultations in preparation for the United Nations World Conference on Racism.
- Distribution of materials on racism, citizenship and multiculturalism to schools, institutions and organizations.

3(b) Multiculturalism Secretariat

Expenditures by Sub-Appropriation	Actual 2000/01	Estimate 2000/01		Variance Over/(Under)	Expl. No.
	\$	FTE	\$		
Total Salaries	33.9	1.00	36.3	(2.4)	
Total Other Expenditures	26.1		27.5	(1.4)	
Total Expenditures	60.0	1.00	63.8	(3.8)	

Ethnocultural Community Support Fund

The Secretariat provides consultation, advice, board development, program planning, setting priorities workshops, on request, to ethnocultural community organizations. The Secretariat reviews grant requests and provides advice and recommendations to the Government of Manitoba through the Minister responsible for Multiculturalism with respect to the distribution of lottery funds to the multicultural communities. It strives to promote and maintain the cultural values of Manitobans and encourages the development, understanding, appreciation and sharing of the diverse cultural values that enrich our province.

The amount of support is based on the availability of funds, the need of the applicant and the ability of the applicant to make effective use of the funds available. Eligible organizations may apply for operational funding or special projects. Priorities are given to activities of an intercultural nature, upgrading of administrative and management skills of volunteers, members and staff, and community and organization development strategies. Funding assistance may be provided up to 50% of the eligible budget submitted and could be in the form of cash, bingos, or a combination of both.

In 2000/01, 95 grants were approved for a total of \$107,500. In addition, 157 bingo events/sessions with a value of \$305,400 were also allocated to 108 organizations.

3(c) Ethnocultural Community Support Fund

Expenditures by Sub-Appropriation	Actual 2000/01	Estimate 2000/01		Variance Over/(Under)	Expl. No.
	\$	FTE	\$		
Total Salaries	22.9		11.2	11.7	
Total Other Expenditures	8.6		8.0	0.6	
Total Grant Assistance	175.0		107.5	67.5	1.
Total Expenditures	206.5		126.7	79.8	

1. Over-expenditure reflects additional funding required for carry-over commitments into 2000/01.

Department of Labour and Immigration

Reconciliation Statement (\$000)

DETAILS	2000/01 ESTIMATES
2000/01 Main Estimates of Expenditure	\$23,138.2
Allocation of funds from:	
- Justice ¹	30.0
- Enabling Appropriations re: 2000/01 General Salary Increase ²	261.6
Allocation of funds to:	
- Finance ³	(1.3)
2000/01 Estimates of Expenditure (Adjusted)	\$23,428.5

¹. Transfer of grant funding to Immigrant Integration Program

². Transfer of funds required to meet 2000/01 General Salary Increase requirements

³. Transfer of funds to cover a portion of a receptionist position for a Bilingual Service Centre

Department of Labour and Immigration

Expenditure Summary (\$000)

Fiscal year ending March 31, 2001 with comparative figures for the previous fiscal year

Appropriation	Actual 2000/01	Actual 1999/00	Increase (Decrease)	Expl. No.
11-1 LABOUR EXECUTIVE				
a) Minister's Salary	\$ 27.1	\$ 27.0	\$ 0.1	
b) Executive Support				
1. Salaries	516.3	581.2	(64.9)	1.
2. Other Expenditures	79.1	71.0	8.1	
Total 11-1	\$ 622.5	\$ 679.2	(56.8)	
11-2 LABOUR PROGRAMS				
a) Labour/Management Services				
1. Salaries	\$ 1,073.2	\$ 1,054.5	\$ 18.7	
2. Other Expenditures	319.9	334.5	(14.6)	
b) Mechanical & Engineering				
1. Salaries	1,490.9	1,504.0	(13.1)	
2. Other Expenditures	551.6	546.5	5.1	
c) Conciliation, Mediation & Pay Equity Services				
1. Salaries	382.9	371.8	11.1	
2. Other Expenditures	105.1	104.7	0.4	
d) Pension Commission				
1. Salaries	260.4	249.4	11.0	
2. Other Expenditures	99.7	77.4	22.3	
e) Manitoba Labour Board				
1. Salaries	878.7	855.9	22.8	
2. Other Expenditures	285.1	275.6	9.5	
f) Workplace Safety & Health				
1. Salaries	2,873.9	2,563.9	310.0	2.
2. Other Expenditures	1,153.6	919.2	234.4	3.

Appropriation	Actual 2000/01	Actual 1999/2000	Increase (Decrease)	Expl. No.
g) Occupational Health				
1. Salaries	236.9	238.9	(2.0)	
2. Other Expenditures	37.7	38.8	(1.1)	
h) Mines Inspection				
1. Salaries	511.6	505.1	6.5	
2. Other Expenditures	264.4	277.5	(13.1)	
j) Employment Standards				
1. Salaries	2,035.6	1,884.2	151.4	4.
2. Other Expenditures	655.0	640.9	14.1	
k) Worker Advisor Office				
1. Salaries	545.1	573.1	(28.0)	
2. Other Expenditures	165.5	164.6	0.9	
Total 11-2	\$ 13,926.8	\$ 13,180.5	\$ 746.3	
11-3 IMMIGRATION AND MULTICULTURALISM				
a) Citizenship				
1. Salaries	1,872.1	1,570.3	301.8	5.
2. Other Expenditures	696.5	589.1	107.4	6.
3. Financial Assistance & Grants	5,893.5	4,920.5	973.0	7.
b) Multiculturalism Secretariat				
1. Salaries	33.9	152.0	(118.1)	8.
2. Other Expenditures	26.1	48.9	(22.8)	
c) Ethnocultural Community Support Fund	206.5	286.5	(80.0)	9.
Total 11-3	\$ 8,728.6	\$ 7,567.3	\$ 1,161.3	
11-4 AMORTIZATION OF CAPITAL ASSETS				
Amortization of Capital Assets	392.5	374.0	18.5	
Total 11-4	392.5	374.0	18.5	
TOTAL EXPENDITURES	\$ 23,670.4	\$21,801.0	\$1,869.4	

on Number:

Decrease reflects the fact that 1999/2000 actuals were unusually high due to severance and vacation payouts to staff who were terminated with the change of government in October, 1999.

Increase reflects the costs of 8 new positions that were filled during 2000/01, as well as the wage increase arising from the agreement between the Government and the MGEU.

Increase reflects the additional costs of renovations, new furniture and office equipment, computers, analytical and testing equipment costs related to the 8 new Safety and Health Officers that were hired during 2000/01.

Increase reflects the filling of vacancies, the transfer of a position from Management Services, and the general salary increase in 2000/01.

Increase reflects full year costs of new positions that were filled for only a portion of the year in 1999/2000, as well as the additional general salary increase in 2000/01.

Increase largely reflects increased travel in 2000/01 compared to the previous year when expenditure management guidelines restricted travel.

Increase reflects increased federal funding levels for Immigrant Settlement Services under the Federal-Provincial Agreement for Settlement Services.

Decrease reflects the fact that the program funded only one position in 2000/01 compared to three in 1999/2000, due to organizational restructuring.

Decrease reflects a reduction in the available level of multicultural grants funding in 2000/01.

Department of Labour and Immigration

Revenue Summary by Source (\$000)

for the fiscal year ending March 31, 2001 with comparative figures for the previous fiscal year

	Actual 2000/01	Increase (Decrease)	Source	2000/01 Actual	2000/01 Estimate	Variance
Current Operating Programs:						
Other Revenue:						
\$	5,858.8	\$ 750.0	(a) Workers= Compensation Board	\$ 5,858.8	\$ 6,108.8	\$ (250.0)
	2,970.0	159.7	(b) Fees	2,970.0	3,024.9	(54.9)
	104.5	104.5	(c) Sundry	104.5	121.1	(16.6)
\$	8,933.3	\$ 935.7	Sub-Total	\$ 8,933.3	\$ 9,254.8	\$ (321.5)
Government of Canada:						
\$	72.8	18.6	(a) Boilers and Elevators Inspections	\$ 72.8	\$ 53.0	\$ 19.8
	160.8	4.7	(b) Flin Flon Inspection Agreement	160.8	160.8	--
	4,981.1	1,083.0	(c) Immigrant Settlement Services	4,981.1	4,636.5	344.6
\$	5,214.7	\$1,106.3	Sub-Total	\$ 5,214.7	\$ 4,850.3	\$ 364.4
\$	14,148.0	\$ 2,042.0	Total Revenue	\$ 14,148.0	\$ 14,105.1	\$ 42.9

on Number:

Workers Compensation Board

Year over year increase reflects increased expenditures for Workers Compensation Board.

Variance from Estimate reflects a holdback of partial funding from the Board, pending availability of final expenditure figures, and funding levels are based.

Government of Canada – Immigrant Settlement Services

Year over year increase reflects the fact that additional funding was provided under the Immigrant Settlement Services Agreement.

Variance from Estimate reflects additional funding from the Government of Canada pertaining specifically to Kosovar refugees.

Department of Labour and Immigration

Annual Expenditure and Staffing Summary by Appropriation (\$000)

Periods ending March 31, 1996 - March 31, 2001

Appropriation	1996/97		1997/98		Actual/Adjusted Expenditures* 1998/99		1999/2000		FTE
	FTE	\$	FTE	\$	FTE	\$	FTE	\$	
Labour Executive	11.00	557.3	11.00	582.5	11.00	575.6	11.00	679.2	11.00
Labour Programs	206.20	12,500.3	196.70	12,160.0	195.70	12,618.7	194.20	13,180.5	202.50
Labour Special Programs	-	-	-	-	-	-	-	-	--
Immigration & Multiculturalism	32.50	3,615.0	32.50	4,311.7	37.50	4,872.5	37.50	7,567.3	35.50
Amortization of Capital Assets	-	-	-	-	-	-	-	374.0	-
	249.70	16,672.6	240.20	17,054.2	244.20	18,066.8	242.70	21,801.0	249.00

figures reflect historical data on a comparable basis in those appropriations affected by a reorganization during the years under

From 1996/97, the Office of the Fire Commissioner became a Special Operating Agency.

1999 was the first year that costs were incurred for the new government-wide desktop management initiative.

In October, 1999, the Citizenship and Multiculturalism Division transferred to the Department of Labour from the Department of Culture, Heritage and Tourism and subsequently renamed Immigration and Multiculturalism Division.