
Manitoba



Annual Report 2002 - 2003*

Labour and Immigration

*For the period ending March 31, 2003

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, 2002 to March 31, 2003, 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, 2003, which includes the annual report of the Multiculturalism Secretariat.

There were several significant achievements over the past year. As part of a major effort to reduce workplace injuries, *The Workplace Safety and Health Act* was amended to clarify and strengthen the roles and responsibilities of every person in the workplace, and the process of reviewing and updating workplace safety and health regulations has begun. A most important initiative is to foster a strong workplace safety and health culture in Manitoba, and to this end, Workplace Safety and Health Division and the Workers Compensation Board began development of a sustained public awareness campaign.

The Department is responding to the challenge of increasing the number of immigrants to Manitoba and retaining the newcomers who arrive. Immigration and Multiculturalism Division was active in working with the Federal Government to develop strategies to increase immigration through the Provincial Nominee Program and other programs, and to ensure newcomers receive the support they need to achieve their goals and contribute to the social and economic vitality of the province.

An extensive review of *The Pension Benefits Act* and public hearings were conducted by the Pension Commission to address changes that have occurred in the pension industry over the past 20 years. This is a major priority, as a large proportion of Manitoba's workforce will soon be retiring.

In addition, the Department's divisions, branches, and agencies continued to deliver programs on an ongoing basis under challenging conditions. In this regard, I would like to commend the dedication, commitment, and excellent work of our employees who provide high quality services to the public, and the external advisory committees that provide government with expert and constructive advice.

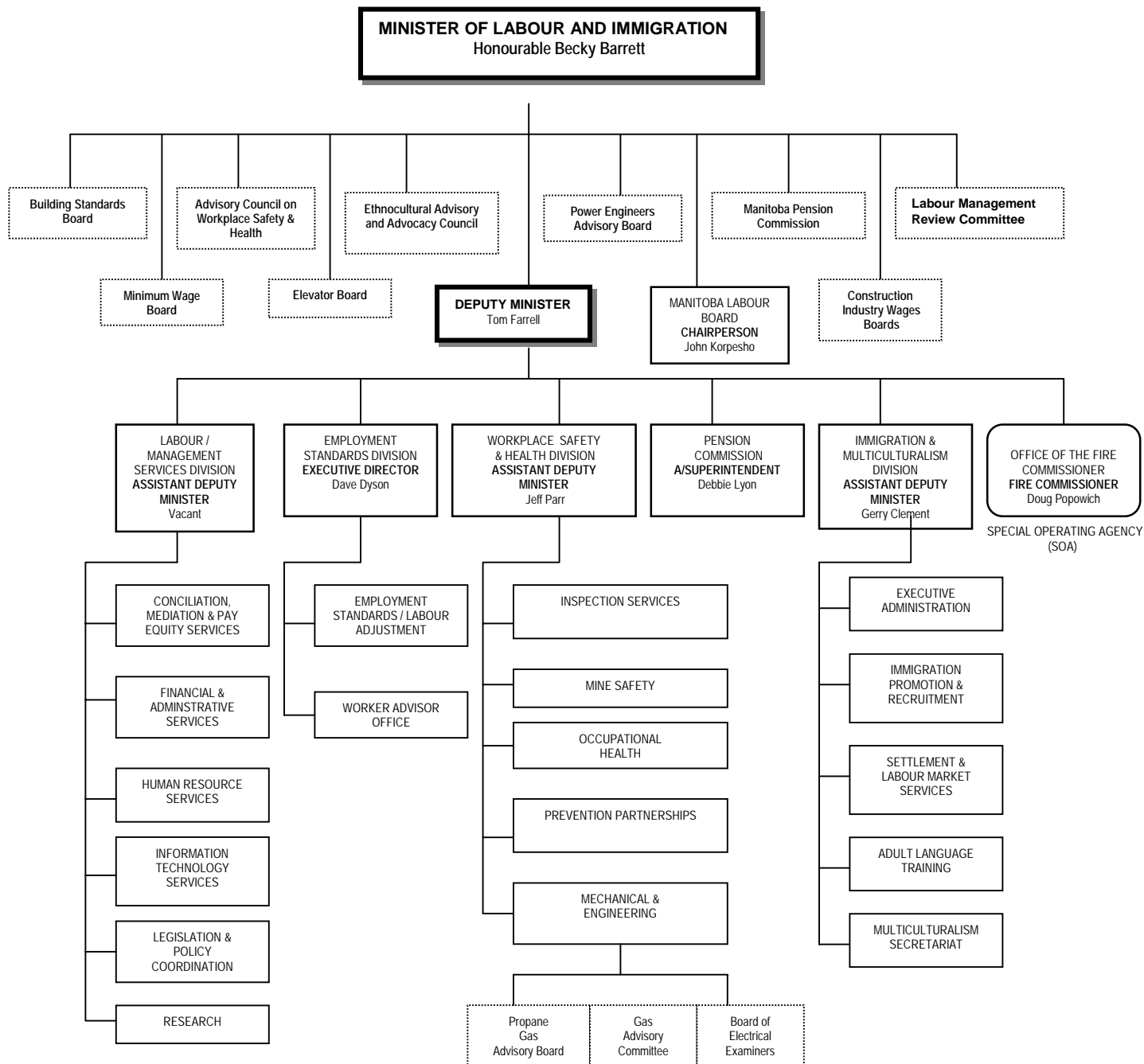
Respectfully submitted,

Tom Farrell
Deputy Minister of Labour and Immigration

TABLE OF CONTENTS

	Page
Minister's Letter of Transmittal	3
Deputy Minister's Letter of Transmittal	5
Table of Contents	7
Organizational Chart	9
Vision, Mission and Guiding Principles Overview	10 11
Service Areas	13
Minister's Salary/Executive Support	15
Labour/Management Services Division	16
Human Resource Services	17
Financial and Administrative Services	18
Research Branch	18
Legislation and Policy Coordination Branch	19
Information Technology Services	20
Conciliation, Mediation and Pay Equity Services	22
Pension Commission	25
The Manitoba Labour Board	28
Workplace Safety and Health Division	31
Office of the Assistant Deputy Minister	31
Inspection Services Branch	33
Mine Safety Unit	34
Occupational Health Unit	36
Prevention Partnerships Unit	37
Mechanical and Engineering Branch	38
Advisory Council on Workplace Safety and Health	40
Employment Standards Division	42
Employment Standards Branch	42
Worker Advisor Office	45
Immigration and Multiculturalism Division	47
Executive Administration	47
Immigration Promotion and Recruitment Branch	48
Settlement and Labour Market Services Branch	49
Adult Language Training Branch	51
Multiculturalism Secretariat	54
Ethnocultural Community Support Fund	54
Manitoba Ethnocultural Advisory and Advocacy Council	55
Office of the Fire Commissioner	57
Reconciliation Statement	59
Expenditure Summary	60
Revenue Summary	63
Five Year Expenditure and Staffing Summary by Appropriation	64

MANITOBA LABOUR AND IMMIGRATION 2002/2003 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; and
- 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 2002/03 ACHIEVEMENTS

Major achievements for the Department of Labour and Immigration included:

- Amendments to *The Workplace Safety and Health Act* were passed in August 2002. The amendments related to such matters as the duties of employers and supervisors, safety and health programs, duties of safety and health committees/representatives, right to refuse dangerous work, discriminatory action, and administrative penalties for failure to comply with improvement orders.
- New workplace safety and health initiatives included the development of a sustained provincial workplace safety and health public awareness campaign and the development of resources aimed at improving safety and health education and awareness in schools and for farm operators.
- A consultation and review process to update and clarify provincial safety and health regulations began in February 2003.
- Manitoba received 4,576 immigrants in 2002, 1,519 of those being sponsored through the Provincial Nominee Program.
- On November 13, 2002, Canada, Manitoba and the City of Winnipeg signed an historic tripartite Memorandum of Understanding to establish the Winnipeg Private Refugee Sponsorship Assistance Program.
- The Settlement and Labour Market Services Branch of Immigration and Multiculturalism Division was involved in developing a Manitoba Strategy to address qualifications recognition of highly skilled immigrants.
- The Pension Benefits Regulation was amended to provide greater flexibility in the amount of income available for withdrawal under the Life Income Fund and Locked-in Retirement Income Fund while remaining consistent with the locking-in requirements of *The Pension Benefits Act*.
- The Pension Commission undertook the first major review of *The Pension Benefits Act* since 1983.
- The effectiveness of employment standards claims resolution was increased and the number of active claims reduced after a redesign of the claims and investigation process and increasing the training, skills and expertise of intake staff involved in the Quick Resolution process. This has resulted in a decrease in the average number of days to resolve a claim.

DEPARTMENT OF LABOUR AND IMMIGRATION SERVICE AREAS OVERVIEW

SERVICE AREAS	DIVISION/BRANCH	ACTS ADMINISTERED
Safety and Health	Inspection Services Branch Mine Safety Unit Occupational Health Branch Prevention Partnerships Unit	*The Workplace Safety and Health Act The Workplace Safety and Health Act The Workplace Safety and Health Act
Fair and Equitable Treatment in the Workplace	Employment Standards Division	*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 and Immigration 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 108)
Public 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 and Emergency Response Act
Labour Relations	Manitoba Labour Board	*The Labour Relations Act
	Conciliation, Mediation and Pay Equity Services	*The Labour Relations Act The Firefighters and Paramedics Arbitration Act
Immigration and Multiculturalism	Immigration and Multiculturalism Division	The Manitoba Multiculturalism Act The Department of Labour and Immigration Act The Holocaust Memorial Day Act The Manitoba Ethnocultural Advisory and Advocacy Act

Note: *Denotes 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	Actual 2002/03 (\$000s)	Estimate 2002/03 FTE	Estimate 2002/03 (\$000s)	Variance Over/(Under)	Expl. No.
Total Salaries	28.3	1.00	28.4	(0.1)	

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	Actual 2002/03 (\$000s)	Estimate 2002/03 FTE	Estimate 2002/03 (\$000s)	Variance Over/(Under)	Expl. No.
Total Salaries	544.4	10.00	544.3	0.1	
Total Other Expenditures	69.7		70.7	(1.0)	
Total Expenditures	614.1	10.00	615.0	(0.9)	

Labour/Management Services Division

The Labour/Management Services Division is responsible for:

- providing centralized administrative and corporate support services to the Minister, Deputy Minister, Executive and Managers;
- 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;
- facilitating and co-ordinating research, policy analysis, legislative and regulatory developments, as well as the assessment of policy options;
- preparing background, analytical and briefing information required by the Department and responding to requests for information;
- co-ordinating and providing technical support for continuous improvement and strategic planning activities in the department; and
- assisting labour and management to resolve impasse situations in collective bargaining, minimizing work stoppages and providing grievance mediation services prior to arbitration.
- providing consultative and technical assistance on a wide range of continuous improvement, process re-engineering and information systems development projects.

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. The Division, in conjunction with program branches, co-ordinated the development and enactment of various statutes and regulations.

Through Conciliation and 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.

Departmental Working Groups

Three internal working groups were active in seeking opportunities for improvements in the areas of human resources, communications, and policy development capacity. The mandate of the groups is to recommend options and proposals to Executive managers, and with Executive approval, to implement projects that can be achieved in the short-term. The activities of the working groups included:

- **Human Resources Working Group** – developed an employee recognition policy for the Department, began an annual breakfast event hosted by the Minister and Deputy Minister to welcome new employees, and inaugurated a five-year service pin;
- **Communications Working Group** – launched a Departmental newsletter and began development of a Departmental intranet website to reflect the needs and interests of Labour and Immigration employees;
- **Policy Development Capacity Working Group** – established a ‘policy community’ of staff engaged in policy and research-related work, created a shared drive in Outlook for the policy community, and organized information sessions for the professional development of policy and research staff.

Sustainable Development

Manitoba Labour and Immigration is committed to ensuring that the Department's activities conform to the principles of sustainable development as well as supporting the implementation of a government-wide framework. During 2002/03, the Departmental "Green Team" developed a Sustainable Development Action Plan which identified activities to be pursued in support of sustainable development, and expected results (against which actual results will be measured at the end of the fiscal year). It is expected that a more comprehensive report on sustainable development activities and achievements will be included in the Annual Report for 2003/04.

The Director of Financial Services continued to serve as the Department's representative on the Procurement Council, the focus of which has been sustainable procurement policies and procedures. Also during 2002/03, a member of the Division participated in a cross-governmental initiative to develop a framework for Sustainability Indicators for the Province. Finally, the members of the "Green Team" continued to promote a culture of sustainability within the Department and to strive to achieve the goals set out in the Plan.

Human Resource Services

Objectives

Human Resource Services Branch is comprised of three departments: Advanced Education and Training, Education and Youth, and Labour and Immigration and three Special Operating Agencies: Office of the Fire Commissioner, Manitoba Gaming Control Commission and Manitoba Text Book Bureau. The branch provides a comprehensive range of human resource services 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 2002/03, Human Resources:

- processed all employee payroll and benefit entitlements correctly and on time;
- completed staffing actions and worked on classification requests; and
- 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

The Human Resource Services Branch is committed to Manitoba's Sustainable Development program and will continue to practice and enhance its involvement. This will include standard initiatives such as using recycled paper and using email as a means of correspondence where this is appropriate. The Branch's working group will also continue to identify areas where sustainability initiatives can be implemented.

Human Resource Services will 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; and
- administration of office space, fleet vehicles, telecommunications services, records management and office equipment and furnishings.

Summary of Performance

During 2002/03, the Branch remained actively involved with the full implementation and expanded use of the 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. Particularly with respect to the processing of accounts for payment, the SAP system has proven to be fast and efficient.

With respect to revenues, in 2002/03 the Branch processed over 38,300 transactions, of which 1,930 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 2002/03 amounted to \$15,633,900, an increase of 7.7% from the \$14,520,100. that was received during 2001/02. 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 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 effective utilization of the government-wide corporate SAP system.
- The Branch will continue to provide advice and assistance to those 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 Branch

The Research Branch conducts and coordinates research and policy analysis for the Department, provides support to a number of external advisory boards and committees, provides information to workers, employers and the public, and provides departmental coordination for inter-provincial and international trade discussions relating to labour issues.

Objectives

- To conduct research and analysis and provide assistance in support of effective management and policy development for the Department.

- To provide 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.
- To analyze trends in collective bargaining and industrial relations and provide related information services to both labour and management practitioners.

Summary of Performance

- During 2002/03, the Research Branch provided research and administrative assistance to external advisory boards, including the Labour Management Review Committee (LMRC). In October 2002, the Branch assisted the LMRC in reviewing certain sections of *The Labour Relations Act* related to the settlement of collective agreements during work stoppages. The Minister of Labour and Immigration tabled the LMRC report inter-sessionally in the Legislature in January 2003.
- Effective April 1, 2002, the minimum wage increased from \$6.25 to \$6.50 per hour, with an additional increase to \$6.75 per hour scheduled for April 1, 2003. These increases resulted from extensive public consultations conducted by the Minimum Wage Board during 2001, with support for the review provided by the Research Branch.
- 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 Branch provided information, analysis, and options to the Department, Minister, and Government of Manitoba in response to significant and critical issues that emerged in the labour relations field.
- The Branch responded to over 325 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 assisted the Department in discussions with the Government of Canada and provinces regarding the drafting of agreements on labour cooperation with Singapore and with four Central-American nations. In conjunction with other jurisdictions across Canada, the Research Branch also participated in developing proposals for a Government of Canada position for the negotiation of future labour cooperation agreements.

Continuous Improvement

As an active participant in the Canadian Association of Administrators of Labour Legislation (CAALL), the Research Branch exchanges knowledge and information regarding current and emerging labour trends with counterparts in other Canadian jurisdictions on a regular basis. The Branch will also continue to review existing branch systems and explore options for enhancing databases and other services.

Legislation and Policy Coordination Branch

Objectives

The general objective of the Legislation and Policy Coordination Branch is to co-ordinate the Department's legislative and regulatory initiatives in cooperation with operating branches. The Branch 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. Legislation and Policy Coordination Branch also coordinates Manitoba's response to federal government requests for information relating to International Labour Organization conventions and recommendations.

Summary of Performance

In 2002/03, the Branch, in co-operation with appropriate operating branches and external groups was involved in the development and enactment of the following amending statutes:

- *The Fire Departments Arbitration Act* was amended to make the compulsory binding arbitration provisions applicable to paramedics employed by the City of Winnipeg. The Act was also updated, and was renamed *The Firefighters and Paramedics Arbitration Act*.
- *The Security Management Act* amended various Acts, including *The Fires Prevention Act*, to expand the role of the Fire Commissioner in emergencies and to change the name of the Act to *The Fires Prevention and Emergency Response Act*.
- *The Workplace Safety and Health Act* was amended extensively in relation to such matters as the duties of employers and supervisors, safety and health programs, duties of committees, the right to refuse dangerous work, discriminatory action, and administrative penalties.
- *The Engineering and Geoscientific Professions Act* was amended with respect to requirements for corporations to obtain professional liability insurance.
- *The Architects Act* was amended to permit partnerships of corporations and other legal entities, provide for temporary licences, permit injunctions and appeals to the Court of Appeal, and increase fines.

The Branch, in co-operation with appropriate branches, co-ordinated the preparation and processing of new and amending regulations:

- Amendments were made to several public safety regulations to change the fees for gas permits; inspection of amusement rides; inspection of electrical equipment; building, plumbing and occupancy permits; inspections and permits pertaining to the sale of used mobile homes and recreational vehicles; registration of pressure plant designs and shop inspections of pressure equipment; and welder testing and licensing. The amended regulations are *Gas and Oil Burner Regulation*; *Amusement Rides Inspection Fees Regulation*; *Electricians Licensing Regulation*; *Building Fees Regulation*; *Mobile Homes Standards and Permits Regulation*; and *Steam and Pressure Plants Regulation*.
- *Pension Benefits Regulation* was amended to provide retirees age 54 to 64 with greater access to their retirement capital invested in a Life Income Fund (LIF) or Locked-In Retirement Income Fund (LRIF).
- The new *Administrative Penalties Regulation* was made to establish administrative penalties for failure to comply with an improvement order issued under *The Workplace Safety and Health Act*.

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;
- manage all information technology resources and assets in support of program delivery objectives;

- develop computer applications and technology use situations that assist with program delivery;
- ensure the proper custodianship of data and information within the care of the Department; and
- 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 2002/03, Information Technology 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

Information Technology Services will:

- 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;
- analyze and report on trends and activities of interest in the technology arena;
- utilize new technologies and tools where appropriate; and
- 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	Actual 2002/03 (\$000s)	FTE	Estimate 2002/03 (\$000s)	Variance Over/(Under)	Expl. No.
Total Salaries	1,051.1	21.00	1,062.7	(11.6)	
Total Other Expenditures	311.8		297.1	14.7	
Total Expenditures	1,362.9	21.00	1,359.8	3.1	

Conciliation Mediation and Pay Equity Services Branch

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's objectives are to:

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

Summary of Performance

During 2002/03 there were 171 conciliation assignments active under *The Labour Relations Act*, 94% of which were finalized without a work stoppage (See Table 1).

The Branch was involved in facilitating services to three bargaining units using Interest Based Bargaining.

From April 1, 2002 to March 31, 2003 the Branch was involved in 9 work stoppages, one (1) was carried over from the previous year.

During the year 2002/03, the Branch was active in 286 grievance mediation cases, 47 of which were applications as set out under Section 130(8) of *The Labour Relations Act*. Eighty-seven percent of these cases were settled. There were 241 voluntary joint applications with a more flexible time frame under Section 129(1) of *The Labour Relations Act*. Ninety-two percent were settled. Refer to Table 2 for a more detailed breakdown.

Continuous Improvement

The Branch continues to participate in the Canadian Association of Administrators of Labour Legislation 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 and Mediation Service officers have lap top computers that allows them to carry more information and 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 and Mediation Services
Under The Labour Relations Act
April 1, 2001 – March 31, 2003

Conciliation	2001/02	2002/03
Assignments carried over from previous year	66	89
Assignments received during the reporting year	73	67
Assignments received for First Collective Agreement	29	7
Assignments received for Interest Based Negotiations	1	2
Assignments received for Preventive Mediation	0	0
Assignments received related to <i>The Public Schools Act</i>	4	6
Total Assignments in process during reporting year	173	171
Assignments disposed of during the reporting year		
(a) Settled in conciliation without work stoppage	61	101
(b) Settled following work stoppage	9	9
(d) Conciliation suspended	0	0
(e) Proceeded to Arbitration under <i>The Public Schools Act</i>	0	0
(f) Imposed by Manitoba Labour Board for first collective agreement	7	2
Total	77	112
Assignments still active at end of reporting year	*89	59
Percentage of assignments finalized without stoppages	95%	94%

Table 2

Grievance Mediation
April 1, 2001 - March 31, 2003

Under Section 129(1) (Joint Application)	2001/02	2002/03
Cases carried forward	55	*103
Total cases assigned	93	138
Cases settled	39	163
Cases not settled	16	15
Awaiting mediation	101	63
% settlements achieved	83%	92%
Under Section 130(8) (Expedited Application)	2001/02	2002/03
Cases carried forward	10	*17
Total cases assigned	52	28
Cases settled	33	34
Cases not settled	7	5
Proceeding directly to arbitration	2	3
Cases awaiting mediation	20	3
% settlements achieved	83%	87%

*Data base error adjustment

2(c) Conciliation, Mediation and Pay Equity Services

Expenditures by Sub-Appropriation	Actual 2002/03 (\$000s)	Estimate 2002/03 FTE	Estimate 2002/03 (\$000s)	Variance Over/(Under)	Expl. No.
Total Salaries	474.0	6.00	392.7	81.3	1.
Total Other Expenditures	112.9		88.6	24.3	2.
Total Expenditures	586.9	6.00	481.3	105.6	

Explanation Number:

1. *Over-expenditure reflects the transfer of one full time equivalent and incumbent into the Branch as an additional Conciliation Officer.*
2. *Over-expenditure largely reflects higher travel related expenses as well as unanticipated costs of mediation.*

Pension Commission

Objectives

To administer and enforce provisions of the Act and regulations which sets minimum standards for pension benefits - eligibility, vesting, locking-in, survivor benefits, and disclosure - and the funding and investing of pensions and plan assets.

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

Summary of Performance

To achieve these objectives the Pension Commission:

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

The Pension Commission handles approximately 3,600 telephone requests for general information on pension legislation and approximately 1,400 compliance-related inquiries regarding specific pension plans. In 2002/03, Commission staff issued over 500 pieces of correspondence related to compliance. Over 77 pension plan amendments, as well as 111 LIRA/LIF/LRIF contracts, were reviewed for compliance. Staff completed 3 plan registrations, 9 plan windups, 2 partial plan windups and 2 plan mergers. One surplus refund request was approved by the Pension Commission.

During the year 313 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, 8 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.

Three 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. PARs are conducted at the offices of the plan sponsor, 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. Progress on the issues identified in the report is monitored by staff.

Nine "desktop" administration reviews of the administrative systems of financial institutions offering locked-in retirement benefit plans (LIRAs, LIFs and LRIFs) were 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 monitor progress on these issues by the financial carriers.

There were 250,000 visits to the Pension Commission's website in 2002/03.

Performance Indicators

Output Measures	Projected 2002/03	Actual 2002/03
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	83%	100%
- % of LIRA/LIF/LRIF carrier reviews conducted where the administration of the contract was in full compliance with Legislation	93%	100%
2. Funding of Benefits Promised Under Pension Plans		
- % AIR's reviewed and complied with Legislation	98%	99%
- % of Actuarial Valuations reviewed and complied with Legislation	95%	88%
- % of Plans fully funded	90%	90%
- # of Plans terminated and plan members did not receive full benefits	<3	1
- Average reduction in benefits to members on plan termination where plans funding was less than 100%	<10%	29.9%
3. Interpretation of Legislative Standards		
- % of telephone inquires received and responded to within 24 hours	97%	100%
- % of written inquires received and responded to within 30 days	97%	94%
4. Promotion of Pension Plans		
- % of employed Manitobans in registered pension plans	47%	47%

Achievements

The Commission consulted with financial institutions, regulators, stakeholder groups and interested persons in the fall of 2002 to obtain their comments on proposed changes to the Pension Benefits Regulation regarding the Life Income Fund (LIF) and Locked-in Retirement Income Fund (LRIF). The proposed changes provided greater flexibility in the amount of income available for withdrawal under the LIF and LRIF while remaining consistent with the locking-in requirements of *The Pension Benefits Act*.

Following the consultation process, amending regulation 225/2002 was made effective January 1, 2003 to the Pension Benefits Regulation regarding the Locked-In Retirement Account (LIRA), Life Income Fund (LIF) and Locked-in Retirement Income Fund (LRIF). Changes included increasing the annual maximum withdrawal amount available to an individual who is between the ages of 54 and 65, removing the requirement to purchase an annuity at age 80 under the LIF, and simplifying the maximum income calculation under the LIF.

Two new information bulletins were published to provide financial institutions, other interested persons and LIF and LRIF owners with interpretative information regarding the regulatory changes.

The first major review since 1983 of *The Pension Benefits Act (Act)* was also undertaken by the Pension Commission. As part of the review, the Commission released a consultation paper regarding proposed amendments to the Act to pension plan sponsors and participants, the pension industry and other stakeholders.

Comments on the proposals in the consultation paper and other matters relating to the Act were obtained from stakeholders and other interested parties through both written submissions to the Pension Commission of Manitoba and public hearings in Brandon and Winnipeg.

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 administrative and risk management systems, and modify where warranted to enhance the administration review process.
- Continue to review opportunities to expand the information base on the Commission's website.
- 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.
- 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 2002/03 (\$000s)	FTE	Estimate 2002/03 (\$000s)	Variance Over/(Under)	Expl. No.
Total Salaries	248.2	5.00	297.8	(49.6)	1.
Total Other Expenditures	97.9		82.6	15.3	2.
Total Expenditures	346.1	5.00	380.4	(34.3)	

Explanation Number:

1. *The under-expenditure reflects staff vacancies.*
2. *Over-expenditure reflects additional costs incurred during the review of The Pension Benefits Act and regulations, and increased costs associated with membership in two national organizations involving Superintendents or Administrators of Pensions legislation.*

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. These acts include:

*The Labour Relations Act,
The Employment Standards Code,
The Construction Industry Wages Act,
The Workplace Safety and Health Act,
The Elections Act,
The Essential Services Act,
The Pay Equity Act,
The Remembrance Day Act,
The Public Schools Act, and
The Victims Bill of Rights.*

Objectives

The Board's objectives 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 is responsible for the adjudication of employer-employee disputes referred to it under the various labour related statutes as noted above and/or the administration of *The Labour Relations Act* which encompasses applications for certification, decertification, unfair labour practice, first collective agreement and subsequent collective agreement, expedited arbitration, grievance arbitration and various Board determinations. It is also the adjudicating body for certain disputes pursuant to *The Workplace Safety and Health Act, The Essential Services Act, The Pay Equity Act, The Public Schools Act, The Victims Bill of Rights, and The Elections Act*. In addition, the Board provides an avenue for mediation to assist in the resolution of disputes. Its decisions establish policy, procedures and precedent and provide for a sounder harmonious labour relations environment. The Board also deals with complaints referred 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, under the *Code*, the Board processes hours of work exemption requests and applications for exemption from the weekly day of rest.

The Board's adjudicative framework consisted of a full-time Chairperson, 1 full-time Vice Chairperson (during a portion of this reporting period, the full-time Vice Chair position was filled by 2 individuals on a job share basis) and 2 part-time Vice Chairpersons, appointed by Order-in-Council. There are 26 part-time members, appointed to the Board by Order-In-Council, consisting of an equal number of employer and employee representatives who are paid fees in accordance with the number of meetings/hearings held throughout the year. The Board travelled to rural centres, as required, to conduct hearings. The Board also produced a variety of publications which are available for purchase/subscription.

In addition to the Chairperson and Vice-Chairperson, the Board's staff complement during the reporting period consisted of 15 full time equivalent (FTE) positions. The Board does not retain legal counsel on staff, however, legal services are provided through the Department of Justice.

Table 1
Applications Filed with the Manitoba Labour Board
April 1, 2001 - March 31, 2003

Legislation	2001/02	2002/03	
<i>The Labour Relations Act</i>	375	418	
<i>The Payment of Wages Act</i>	2	9	
<i>The Employment Standards Code</i>	364	409	
<i>The Pay Equity Act</i>	0	0	
<i>The Workplace Safety & Health Act</i>	19	5	
<i>The Essential Services Act</i>	0	2	
<i>The Elections Act</i>	0	2	
TOTAL	760	845	(11% increase)

Table 2
Program Performance Measurements of the Manitoba Labour Board
April 1, 2001 - March 31, 2003

Indicator	Actual 2001/02	Actual 2002/03
Percentage of Cases disposed of	87%	83%
Number of cases Board Officers appointed	31	37
Percentage settled	45%	43%
Number of votes conducted	22	37
Median processing time (calendar days):		
Certifications	15	14
Decertifications	33	45
Unfair labour practice	110	91
Duty of fair representation	53	67
Expedited arbitration	53	42
Board rulings	201	285
Amended Certificates	127	64
First contracts	63	63
<i>Workplace Safety & Health Act</i>	62	46
<i>Essential Services Act</i>	NA	7
<i>Elections Act</i>	NA	36
Employment Standards Division referrals	106	103
Hours of work exemptions	6	7

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

Achievements

The Manitoba Labour Board achieved the following in 2002/03:

- completed the Health Care Bargaining Unit Restructuring;
- issued a variety of publications to improve communication and disseminate information including the quarterly "Report of Activities of the Manitoba Labour Board," updates to the "Index of Written Reasons for Decision" and the 1998 - 2002 editions of the "Compendium of Grievance Arbitration Decisions".

Continuous Improvement

The continuous improvement priorities for the Manitoba Labour Board for 2003/04 include the following:

- increase mediative settlements;
- reduce median processing times for processing applications;
- review/issue certificates in the public school sector;
- implement and test automated information system (case management);
- relocate the Board's office to more appropriate space;
- improve client service – publications and expanded web site; and
- promote staff development and training initiatives and succession planning.

2(e) Manitoba Labour Board

Expenditures by Sub-Appropriation	Actual 2002/03 (\$000s)	Estimate 2002/03 FTE	Estimate 2002/03 (\$000s)	Variance Over/(Under)	Expl. No.
Total Salaries	1,027.6	17.00	1,055.3	(27.7)	
Total Other Expenditures	321.1		262.3	58.8	1.
Total Expenditures	1,348.7	17.00	1,317.6	31.1	

Explanation Number:

1. *Over-expenditure reflects higher travel related expenditures, increased office space costs, additional computer related expenditures and increased costs for communications.*

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, protection of the public from unsafe mechanical and electrical equipment and fuel-burning appliances in buildings, and the licensing of tradespersons. It also provides technical and administrative support to the Minister's Advisory Council on Workplace Safety and Health.

The Division emphasizes a preventive focus to eliminate workplace and public hazards through education, training, working with employers and employees, and inspections and investigations. In doing so, the Division's mission is to:

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

The objectives of the Division are achieved through the work of five branches and units:

- Inspection Services Branch
- Mine Safety Unit
- Occupational Safety and Health Unit
- Mechanical and Engineering Branch
- Prevention Partnerships Unit

Office of the Assistant Deputy Minister

The Assistant Deputy Minister, Legal Liaison and Executive Assistant make up the administration section of the Office of the Assistant Deputy Minister.

Objectives

The Assistant Deputy Minister:

- fulfills the duties of Director of the Workplace Safety and Health Division as outlined in *The Workplace Safety and Health Act*;
- ensures that the Acts and regulations under its responsibility are properly administered;
- provides overall management and direction to the Division's five branches/units: Mechanical and Engineering, Occupational Health, Inspection Services, Mine Safety, and Prevention Partnerships;
- provides divisional financial management; budgeting; strategic planning; coordination of prosecution processes and appeals of orders under the Act; program delivery, and overall co-ordination capabilities.

Continuous Improvement

In April, 2002, the government responded to the Report of the Workplace Safety and Health Review Committee by setting out a long-term plan to improve safety and health in Manitoba workplaces. The plan included: new program and policy initiatives; amendments to *The Workplace Safety and Health Act*; and a consultation and review process to update and clarify provincial workplace safety and health regulations.

The Workplace Safety and Health Division is working in partnership with the Workers Compensation Board to engage Manitobans in building a strong workplace safety and health culture, with the plan's foundation being a five-year injury reduction target of 25 percent.

Accomplishments during the 2002/03 fiscal year include:

- amendments to *The Workplace Safety and Health Act* were passed in August 2002;
- more than 60 presentations were given by senior staff, to a variety of audiences, explaining the legislative changes to the Act;
- development of a sustained provincial workplace safety and health public awareness campaign will see initial implementation in June 2003;
- safety and health resource materials aimed at improving safety and health education in schools will be part of certain curriculums as of September 2003;
- a new, two-day workplace safety and health training program is scheduled to commence in September 2003 as a result of improvements to current programming; and
- the consultation and review process to update and clarify provincial safety and health regulations began in February 2003.

Note: 2002/03 Office of the Assistant Deputy Minister salaries and expenditures are included under 2(f) Inspection Services.

Manitoba Young Worker Safety and Education Initiative

The Workplace Safety and Health Division, Workers Compensation Board of Manitoba, Manitoba Education and Youth, and Manitoba Advanced Education and Training are working in partnership to develop programming to address the young worker related recommendations included in the 2002 Report of the Workplace Safety and Health Review Committee.

Objectives

A working group of these organizations has been established, with the objective being to:

- create mechanisms and resources that provides information, instruction, training and expertise about workplace safety and health to young workers, parents, employers, educators and the community.

In order to realize this purpose, the coordinated effort is geared towards:

- increasing awareness of occupational safety and health issues among the target audiences;
- providing youth, parents, educators, employers and the community with access to information and expertise on workplace safety and health; and
- providing students and young workers with the knowledge and skills they need to recognize, assess and control workplace hazards, and to understand their rights and responsibilities.

Activities

The working group is developing materials and resources targeted at their objectives. Accomplishments include:

- informational brochures aimed at students, parents, employers and supervisors were completed and distributed at career symposiums held in February 2003;
- the SAFE WORK Student Program (safety and health curriculum resource binder) was developed for grades seven through twelve, and a safety and health curriculum resource package was developed for Industrial Arts teachers;
- provided assistance and support to Minerva Manitoba in its work towards establishing an endowment fund for a Minerva SAFE Manitoba Award to be granted to student(s) at Red River College. Work is nearly completed for a similar award at the University of Manitoba;
- worked with Skills Manitoba to include a worksite safety competition at the April 2003 Manitoba Trade Skills Competitions; and
- worked with Apprenticeship to add safety and health to trade curricula – a number were completed as of end March 2003.

Provincial Farm Safety Coordinator

In February, 2002 the Ministers of Labour and Immigration and Agriculture and Food jointly appointed a Provincial Farm Safety Coordinator to bring greater focus to agricultural safety and health issues in Manitoba.

The workplan for the Provincial Farm Safety Coordinator included:

- development of an inventory of prevention resources in Manitoba;
- consolidation of farm safety programs between Agriculture and Food and Labour and Immigration;
- development of partnerships with the agriculture industry, corporate and educational institutions;
- establishing communication links within government, with commodity groups and the media;
- providing training on various aspects of injury prevention to the agricultural community, special interest groups and government staff; and
- researching and developing resources for clients while continuing to collect data on injuries and fatalities.

Achievements during the 2002/03 fiscal year included:

- development and distribution of the Farm Family Safety and Health Guide;
- new farm safety and health Web site;
- provided assistance and support to Minerva Manitoba in the development of safety and health presentations for the University of Manitoba's School of Agriculture;
- collaboration with the Manitoba Pork Council on development of educational resources;
- participation in the development of Pesticide applicator and Manure applicator certification training;
- regular media releases on major farm safety and health issues;
- development of a guideline for "Making Farms Safe for Seniors"; and
- regular fatality and hospitalization data updates.

Inspection Services Branch

Objectives

The objectives of this Branch are to:

- ensure that workplace hazards are identified and corrective action is taken in compliance with *The Workplace Safety and Health Act* and its associated regulations; and
- promote the internal responsibility system whereby employers and workers undertake their individual and shared responsibility for preventing occupational illness and injury.

Summary of Activities

Branch objectives are pursued with staff members located in Winnipeg, Thompson, Flin Flon, Brandon, Teulon, and Beausejour offices, as follows:

Handling of Complaints and Accident Investigations

Complaint Investigations – Complaints regarding unsafe conditions or violations of the Act and Regulations are investigated under Branch jurisdiction. In all cases, confidentiality of the complainant is maintained, so far as is practicable. In 2002/03, the Inspection Services Branch responded to 568 complaints.

Serious Incident Investigations - The Branch conducts investigations of serious incidents and traumatic fatalities to determine causes and require remedial measures to resolve problems and prevent recurrence. The Branch also has an emergency response system to cover situations 24 hours a day, seven days a week. In some cases, legal action is taken. The Inspection Services Branch conducted 480 serious incident investigations in 2002/03, and 30 prosecutions were completed for the Division.

Workplace Inspections

The Inspection Services Branch inspects workplaces other than mines to ensure compliance with the legislation and safe work practices. The Branch conducted 5,454 inspections, and issued 4,893 orders for improvement in 2002/03.

Hygiene, Ergonomics and Engineering Activities

Under the Inspection Services Branch, occupational hygiene, ergonomics and engineering provide the following inspection and support services to the Division:

- consultative occupational hygiene, engineering and ergonomic assistance to clients and internal staff;
- workplace investigations and specialized engineering reports on hazards and risk control strategies;
- inspection, evaluation, and enforcement of risks associated with workplaces;
- pre-development review of new projects, installations and processes; and
- preparation and delivery of specialized technical training programs to both Division staff and clients.

2(f) Inspection Services

Expenditures by Sub-Appropriation	Actual 2002/03 (\$000s)	Estimate 2002/03 FTE	Estimate 2002/03 (\$000s)	Variance Over/(Under)	Expl. No.
Total Salaries	3,320.0	62.50	3,550.6	(230.6)	1.
Total Other Expenditures	1,052.6		931.9	120.7	2.
Total Expenditures	4,372.6	62.50	4,482.5	(109.9)	

Explanation Number:

1. *Under-expenditure reflects the transfer of one full-time equivalent and incumbent to Conciliation Services, as well as the fact that several positions remained vacant within the Branch.*
2. *Over-expenditure reflects the fact that operating expenditures for vehicles, communications, office supplies, computer hardware leases, computer related costs, vehicle insurance and membership fees were all greater than the available budget allotment for such expenditures.*

Note: *The Prevention Partnerships Unit and Office of the Assistant Deputy Minister are included in the salaries and expenditures of Inspection Services.*

Mine Safety Unit

Objectives

The objectives of this Unit are to:

- ensure that mining operations are conducted in compliance with the legislation and regulations, and encourage safe practices so as to provide the highest practical standards of safety and health for workers;
- promote the internal responsibility system whereby employers and workers in the mining industry undertake their individual and shared responsibility for preventing occupational illness and injury;
- examine mines engineering designs, and approve all plans for major construction of new mines and major alteration of old mines to ensure that safety consideration and technological capabilities are thoroughly addressed, in compliance with the regulations.

Summary of Activities

These objectives are pursued with staff members located in Winnipeg, Thompson, Snow Lake and Flin Flon offices, as follows:

Training and Education

The Mine Safety Unit and Prevention Services Branch continue to train and license blasters for surface operations.

Engineering Assessments, Design Approval & Registration

Engineering assessments and pre-development reviews are carried out by The Mine Safety Unit as required by the regulations. In 2002/03, 74 pre-development engineering assessments were undertaken. In addition, 270 operational approvals and certifications were issued for diesel approvals, hoisting operator certificates, explosion magazines and cage permits.

Handling of Complaints & Accident Investigations

Complaint Investigations – Complaints are investigated regarding unsafe conditions or violations of the Acts and Regulations under Unit jurisdiction. In all cases, confidentiality of the complainant is maintained, so far as is practicable. In 2002/03, the Mine Safety Unit responded to 18 complaints.

Serious Incident Investigations – The Unit conducts investigations of serious incidents and traumatic fatalities to determine causes and require remedial measures to resolve problems and prevent recurrence. The Unit has an emergency response system available 24 hours a day, seven days a week. In some cases, legal action is taken. In 2002/03, the Mine Safety Unit conducted 110 serious incident investigations.

Workplace Inspections

Site inspections are conducted regularly to assess compliance with legislation and ensure safe practices. Inspection sites include underground and surface operations, pits and quarries, diamond drilling sites, peat moss operations and inactive mines. The Unit also reviews plans for new mines. In 2002/03 the Unit conducted 424 inspections and issued 497 Improvement Orders.

Regulatory/Policy Review and Amendment

The Director of the Mine Safety Unit chairs the Regulation Review Committee for the Operation of Mines which is made up of representatives from the mining industry and mine workers. The committee continues to review the Operation of Mines Regulation, and recommends amendments to keep pace with changing technology and improvements in mine safety and health.

Table 1

Performance Indicators, Inspection Services Branch and Mine Safety Unit April 1, 2001 – March 31, 2003

Effectiveness Measures	2001/02	2002/03
Number of complaints	582	586
Number of inspections	3,757	5,878
Number of investigations	306	590
Number of orders written	5,478	5,390

2(h) Mine Safety

Expenditures by Sub-Appropriation	Actual 2002/03 (\$000s)	Estimate 2002/03		Variance Over/(Under)	Expl. No.
		FTE	(\$000s)		
Total Salaries	551.8	10.00	607.3	(55.5)	1.
Total Other Expenditures	169.8		203.2	(33.4)	
Total Expenditures	721.6	10.00	810.5	(88.9)	

Explanation Number:

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

Occupational Health Unit

The Chief Occupational Medical Officer, Injury Epidemiologist, Senior Occupational Hygienist and Web Maintenance/Administrative Assistant make up the Occupational Health Unit.

Objectives

The objectives of this Unit are to:

- provide medical supervision of health surveillance programs to ensure consistency with professional standards and ethics and departmental policy;
- assist Division staff in the investigation of health concerns affecting workers and employers and recommend preventive or corrective action; and
- consult, on request, with health professionals, representatives, workers and employers, on occupational health issues.

Summary of Activities

These objectives are pursued with staff members located in the Winnipeg office, as follows:

- risk assessment and management;
- occupational related health surveillance;
- policy and procedures development and review, including regulation development;
- interaction with employers, employees, and health and safety professionals within the Division, province, and inter-provincially; and
- work closely with the Manitoba Workers Compensation Board on injury surveillance and analysis.

The Occupational Health Unit has a number of health surveillance programs, the largest of which is the annual Hearing Conservation Program which reports on approximately 25,000 employees. Other programs include blood lead monitoring, insecticide exposure monitoring, and fibrogenic dust exposure monitoring.

2(g) Occupational Health

Expenditures by Sub-Appropriation	Actual 2002/03 (\$000s)	Estimate 2002/03 FTE	Estimate 2002/03 (\$000s)	Variance Over/(Under)	Expl. No.
Total Salaries	257.6	3.00	238.7	18.9	
Total Other Expenditures	33.2		36.7	(3.5)	
Total Expenditures	290.8	3.00	275.4	15.4	

Prevention Partnerships Unit

Objectives

The objective of the Unit is to:

- promote occupational safety and health in Manitoba workplaces through public awareness, education, training, and development of preventive partnerships.

Summary of Activities

The services of the Unit are provided through the activities of eight functional areas.

Prevention Partnerships Program

Through joint planning with the Workers Compensation Board of Manitoba, this program assists in establishing new industry-based safety associations and encourages the growth of a strong network of prevention organizations. A current initiative involves participation in the development and implementation of an on-going public awareness campaign on workplace safety and health which is scheduled to commence in June 2003.

Administration Team

Unit staff provide a variety of support services to Division staff.

Safety and Health Resources

The Unit administers informational material such as the WorkSafe! Newsletter, bulletins, guidelines; the Division Web site; and the Video Lending Library.

Safety and Health Training Program

Unit staff provide a variety of safety and health training programs to clients throughout the year. New Division training programs are developed as needed, and existing programs are enhanced on an ongoing basis by staff of the Prevention Partnerships Unit. These programs are delivered at the Division's Winnipeg and Brandon locations as well as various venues throughout rural and northern Manitoba. All training programs, with the exception of the Blaster's program, are provided at no cost. Workplace safety and health training programs provided in the 2002/2003 fiscal year included:

- **ABC's of Safety and Health Legislation** – explaining the rights and responsibilities of those covered by *The Workplace Safety and Health Act*, including safety & health committees.
- **Hazard Recognition and Control** – instruction on recognizing and controlling hazards in the workplace, including how to complete a job hazard analysis and conduct an inspection.
- **Investigating Workplace Incidents** – overview on how to conduct a workplace incident investigation, including techniques for information gathering, interviewing witnesses and preparing a report.

- **Workplace Hazardous Materials Information System (WHMIS)** – instruction on how to maintain an effective program for: Labeling, Material Safety Data Sheets, Worker education for hazardous/controlled products.
- **Workplace Health Hazard Regulation (WHHR)** – explaining the required inventories and evaluations of controlled products, monitoring worker exposure, occupational exposure limits, and record maintenance.
- **Office Ergonomics** – understanding the implications of workstation design and how it should best fit the worker.
- **Developing an Ergonomics Program in Your Workplace** – a comprehensive guide to ergonomics that reviews key components of an effective ergonomics program.
- **Blasting** – a training course and examination or re-examination to acquire a Blaster's Certificate.

Safety and Health Committee Support Program

The Prevention Partnerships Unit offers a consultation service to new and existing safety and health committees.

Client Services

A Client Services Officer is available from 8:30 a.m. to 5:00 p.m., Monday through Friday to respond to inquiries, register complaints, and gather information regarding serious incidents.

Labour Information Network (LINK)

A LINK Administrator provides education, training, and assistance with application maintenance. This application tracks investigations, inspections, and safety and health committee minutes, and the registration/certification process of the Mechanical and Engineering Branch.

Table 1

Performance Indicators, Prevention Partnerships Unit April 1, 2001 – March 31, 2003

Effectiveness Measures	2001/02	2002/03
Requests for information (Division)	11,893	13,088
Number of on-site safety & health committee interventions/training	47	25
Number of participant hours of safety training conducted (Division)	19,819	26,709
Number of training courses	182	184
Number of visits to (Division) Web site	484,000	1,518,478

Note: For 2002/03 Prevention Partnerships Unit salaries and expenditures, see: 2(f) Inspection Services

Mechanical and Engineering Branch

Objectives

The objectives of the Mechanical and Engineering Branch are to:

- ensure the safety of mechanical, electrical and pressure-retaining equipment and fuel burning appliances regulated under legislation administered by the Branch;
- hold examinations and issue licences or certificates of competency for gas and oil fitters, electricians, pressure welders and power engineers;
- promote safety and safety awareness throughout the province;
- ensure quality service is provided; and
- develop, formulate and process amendments to the existing statutes and regulations, and enforce legislation in a fair and equitable manner.

Summary of Activities

These objectives are pursued with staff members located in Winnipeg, Brandon, and Portage la Prairie, as follows:

Client Services

Branch staff respond to client applications for service; maintain a notification system of pending expiry dates for certificate holders; provide an inspection appointment system; and respond to enquiries from the public and from direct client-groups throughout the province.

Licensing of Tradespersons

The Mechanical and Engineering Branch has responsibility for testing and licensing workers as mandated in the following Acts:

- 1) *The Steam and Pressure Plants Act* (A total of 771 candidates were tested, and 677 licences were issued in 2002/03). Eleven (11) tests were conducted on behalf of the Apprenticeship Branch of Manitoba Advanced Education and Training.
- 2) *The Power Engineers Act* (There were 836 examinations taken, and 1,874 licences issued). The 2002/03 fiscal year was the renewal year for holders of First, Second, Third, and Fourth Class certificates.
- 3) *The Electricians' Licence Act* (A total of 28 individuals were examined and 214 licences issued, including Journey licences issued to individuals who successfully completed Apprenticeship).
- 4) *The Gas and Oil Burner Act* (A total of 125 fitters were examined and 242 licenses issued).

The Licensing and Examination Unit conducted 1,760 trades examinations or practical welding tests and issued or renewed 3,007 licences in 2002/03.

Engineering Assessments, Design Approval and Registration

The design review and registration program ensures that pressure equipment designs conform to rigorous construction codes before going into production. The Branch also registers Manufacturers' Affidavits.

During 2002/03, 396 engineering designs were examined and registered, and 211 manufacturers' affidavits were processed and registered. In addition, 110 new welding procedures for pressure equipment and pressure piping were registered.

Branch Inspection Programs

Inspections under *The Amusements Act (Part II)* and Regulations: In 2002/03, there were 138 amusement ride inspections conducted throughout the province. Code compliance orders were issued on 52 rides.

Inspections under *The Electricians' Licence Act* and Regulations: In 2002/03 there were Special Acceptance inspections done on 5,000 pieces of non-approved electrical equipment; 119 spot checks of equipment and persons working in the field.

Inspections under *The Elevator Act* and Regulations: A total of 2,504 new and renewal permit inspections were conducted; inspectors issued code compliance orders on 922 units.

Inspections under *The Gas and Oil Burner Act* and Regulations: In 2002/03, there were 2,937 inspections of newly installed equipment; 4 incident investigations; 281 plans examined; 220 inspections on applications for Special Acceptance; and a total of 23,545 permits issued.

Inspections under *The Steam and Pressure Plants Act* and Regulations: There were 8,420 new or certification renewal inspections. Code compliance orders were issued on 1,565 units.

Table 1
Performance Indicators, Mechanical and Engineering Branch
April 1, 2001 – March 31, 2003

Effectiveness Measures	2001/02	2002/03
Amusement Rides Inspections	156	138
Electrical Inspections	3,953	5,000
Elevator Inspections	2,051	2,504
- Number of orders written by inspectors	1,405	922
Gas and Oil Burner Inspections	2,026	2,937
Steam and Pressure Plant Related Inspections	8,173	8,420
- Number of orders written by inspectors	1,033	1,565

2(b) Mechanical and Engineering

Expenditures by Sub-Appropriation	Actual 2002/03 (\$000s)	Estimate 2002/03 FTE (\$000s)	Variance Over/(Under)	Expl. No.
Total Salaries	1,787.3	35.00 1,856.7	(69.4)	1.
Total Other Expenditures	590.0	486.6	103.4	2.
Total Expenditures	2,377.3	35.00 2,343.3	34.0	

Explanation Number:

1. *Under-expenditure reflects salary savings due to staff vacancies.*
2. *Over-expenditure reflects professional fees to upgrade Boiler and Pressure Vessel Inspection software, additional costs of leasing upgraded computer required to run new software, increased costs of fleet vehicle leases and insurance costs and increased costs related to transportation generally.*

Advisory Council on Workplace Safety and Health

Under the authority of *The Workplace Safety and Health Act*, The Advisory Council on Workplace Safety and Health reports directly 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;
- review of *The Workplace Safety and Health Act* and its administration undertaken by the Council at least once every five years or when requested by the Minister; and
- any other matter concerning workplace safety and health on which the Minister seeks the Council's advice.

The Lieutenant Governor in Council appoints council members, with equal representation from three groups: workers, employers, and technical and professional organizations. The Workplace Safety and Health Division provides technical, administrative and financial support to the Council. Members receive remuneration in the form of an honorarium and a payment for out-of-pocket expenses.

During 2002/03, Council membership consisted of:

Chairperson

- Wally Fox-Decent

Technical Representatives

- Irving Gusdal, American Association of Industrial Hygiene
- Ilana Warner, Manitoba Association of Registered Nurses
- Catherine Stewart P.Eng, Association of Professional Engineers and Geoscientists of the Province of Manitoba
- Carol Loveridge, Manitoba Federation of Labour, Occupational Health Centre Inc.

Management Representatives

- Chris Lorenc, Manitoba Heavy Construction Association (resigned December 2002)
- Rolly Simard, Mining Association of Manitoba Inc.
- Stephen Copen, Manitoba Employers Council
- Ronald Hambley, Winnipeg Construction Association

Labour Representatives

- Pete Walker, Manitoba Federation of Labour
- Harry Mesman, Manitoba Federation of Labour
- Debbie Jamerson, Manitoba Government Employees Union
- David Martin, Manitoba Building and Construction Trades Council

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 2002/03, the Agriculture Safety and Health Committee and the Review Committee for Operation of Mines Regulation were active.

Activities

During the year, the Council's activities focused on the recommendations of the Review Committee on Improving Workplace Safety and Health and amendments to *The Workplace Safety and Health Act*. Activities included:

- making a recommendation to the Minister of Labour and Immigration for an administrative penalty schedule;
- monitoring progress in the implementation of Review Committee recommendations on an ongoing basis, including the public awareness campaign and agriculture safety and health initiatives;
- monitoring progress of the regulation review working groups; and
- beginning discussion on certified safety and health programs and smoking in workplaces.

Note: Council's expenditures by sub-appropriation are part of the Workplace Safety and Health Division 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

The objectives of the Branch are 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;
- promote harmonious employment relationships through the dissemination of information, public education programs and the facilitation of dispute resolution between the parties;
- 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; and
- 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, or move to completely different forms of employment.

The Employment Standards Branch received 3,175 claims and recovered nearly \$1,400,000 in wages in 2002/03. The Branch also received approximately 130,000 telephone calls, and approximately 10,000 walk-ins in 2002/03. Services are provided to these clients through three program areas: Client Initiated Services, Education Services and Labour Adjustment Services.

1. Client Initiated Services

Client Initiated Services 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.

- In an effort to move toward shared intake and inquiry services across program areas, a number of Intake Officers have been cross-trained to also provide intake/inquiry services to the Worker Advisor Office. This joint initiative is unique in the Department, and works toward the goal of improved resource deployment, client service and accessibility to government services.
- **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, as in the case of a bankruptcy or a set of complicated issues, or whether Quick Resolution (QR) can be attempted.

Claims that are assessed as appropriate for QR 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 settle the issue voluntarily. Claims which cannot be resolved using this process are referred to a field investigation.

In 2002/03, 55% or 1,735 claims were finalized using the QR process. The value to clients is that issues can be resolved relatively quickly without the need for time-consuming field investigation. The average time to resolve a claim through QR was 26 calendar days.

- **Field Investigation:** The field unit is divided into four teams, each with responsibility for particular industrial sectors. This system ensures coverage for all claimant files at all times and allows Field Officers to share information and develop a better understanding of the issues specific to their sectors.

In 2002/03, Field Officers investigated 1,440 claims. After investigating the issues and educating the parties about employment standards laws, officers were able to facilitate a voluntary resolution of claims in approximately 80% of these cases. For the remaining 20%, formal orders were issued.

- **Alternate Dispute Resolution (ADR):** The Branch continues to offer ADR as a “user friendly” approach in cases where one or both parties wish to appeal a formal order. ADR enjoys a high success rate in resolving disputes and consequently reduces the number of appeals that must proceed to the Manitoba Labour Board for resolution. In 2002/03, 38 out of the 40 cases that attempted ADR were resolved through the ADR process.
- **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 2002/03 nearly \$1,400,000 was recovered through formal actions.

Client Initiated Services Table of Performance:

	Projected 2002/03	Actual 2002/03
Percentage of Claims Finalized at:		
Early Resolution Level	53	55
Field Investigation Level	41	35
Alternate Dispute Resolution Level	2	4
Manitoba Labour Board Level	2	2
Judgement and Collections Level	2	4

2. Education Services

In addition to client initiated services, the Branch provides Education Services to advise employees and employers about their rights and responsibilities under the legislation.

- An Interactive Voice Response (IVR) telephone system with automated call distribution (ACD) manages incoming telephone traffic and assists in the evaluation of telephone services. The IVR provides callers with a pre-recorded, automated response to the most common questions as well as automated message taking 24-hours, 7 days per week. The ACD manages the balance of the calls prioritizing (such as calls on the Branch's 1-800 number) and redirecting them to be answered by Intake Officers.

- In the general inquiry process, most callers seek information to help understand and clarify their rights and obligations in current work situations. One of the primary functions of Intake staff is to educate individuals contacting the Division. In doing so, the Customer Service Centre makes referrals to the Website, distributes printed material and answers general inquiries.
- The first and fundamental part of the claims investigation process involves educating the parties so that they may make some decisions about their situations. The Division has found that most claims are due to ignorance of the legislation; once advised of their rights and obligations, the parties are often willing to voluntarily settle the issue.

3. Labour Adjustment Services

The Labour Adjustment Unit assists employers and workers in finding 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 2002/03, the Labour Adjustment Unit was involved in 21 committees, assisting approximately 3,700 workers.

The Labour Adjustment Unit continues to act as provincial "first responders" to mitigate downsizing in single-industry communities. The Unit also maintains its involvement in co-ordinating the interdepartmental provincial government Steering Committee that reports directly to the Community Economic Development Committee of Cabinet (CEDC) for both Lynn Lake and Leaf Rapids to provide timely and effective community adjustment program services.

Achievements

- Increased the effectiveness of claims resolution and refined methods for reducing the number of active claims. The result has been a decrease in average number of days to resolve a claim.
- The claims and investigation process has been redesigned to promote a more active claim investigation at the front end of the investigation process.
- Increased the training, skills and expertise of the Intake staff in order to facilitate the Quick Resolution process. The result is a decrease in the number of files referred to the more lengthy and complicated process of full investigation.

Continuous Improvement

- Increase proactive and risk assessment strategies for vulnerable groups and industries, as resources allow.
- Use the website and daily interaction to educate the public.
- Explore various technologies and processes for improving service and timely access to information.
- Develop and recognize the skills and expertise of Employment Standards Officers through training, mentoring, advancement opportunities and leadership roles.
- Implement innovative and effective programs and services, and be accountable to staff and the public through the use of measurement tools, reports, discussion and client feedback.

2(j) Employment Standards

Expenditures by Sub-Appropriation	Actual 2002/03 (\$000s)	Estimate 2002/03 FTE	Estimate 2002/03 (\$000s)	Variance Over/(Under)	Expl. No.
Total Salaries	2,015.2	39.00	2,035.6	(20.4)	
Total Other Expenditures	487.6		548.7	(61.1)	1.
Total Expenditures	2,502.8	39.00	2,584.3	(81.5)	

Explanation Number:

1. *Under-expenditure reflects expenditure management strategies that resulted in reductions in transportation costs, in telecommunications and other communications costs, and in professional fees.*

Worker Advisor Office

The Worker Advisor Office is independent of the Workers Compensation Board and is established under Section 108 of *The Workers Compensation Act* to provide professional and timely service to workers and their dependants who require assistance with their Workers Compensation claims.

Objectives

The objectives of the Worker Advisor Office are 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;
- assist workers and their dependants who dispute decisions relating to their benefit entitlement under *The Workers Compensation Act* of Manitoba;
- represent workers and dependants with their appeal of Workers Compensation Board decisions, directly to the Board and/or at an oral hearing before the Appeal Commission; and
- 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 600 claimants requesting formal appeal assistance last year.

The focus on assisting clients at the intake stage has led to 200 additional cases being resolved without formal appeal.

Achievements

- A Worker Advisor cross training initiative was undertaken in order to address a period of unprecedented intake and to meeting the challenges of succession planning.
- As part of the ongoing case management improvement plan, a new database was initiated with a target implementation date in the 2003/04 fiscal year.

	Projected 2002/03	Actual 2002/03
1) Claims		
Number of inquiries finalized through early intervention	250	200
Number of claims finalized at WCB appeal levels	500	600
2) Timeliness/Responsiveness		
a) contact to be made with client by assigned Worker Advisor	95% contacted within 6 weeks	95% contacted within 6 weeks

Continuous Improvement

The Worker Advisor Office will:

- in conjunction with the Employment Standards Branch, provide training to intake officers in response to the needs of the common intake project;
- encourage partnerships to develop new projects and initiatives that increase workers' awareness of their rights to benefits and a safe work environment; and,
- review and maintain a current case management system that allows for the early resolution of claimant's appeals while ensuring the objectives of the Department are maintained.

2(k) Worker Advisor

Expenditures by Sub-Appropriation	Actual 2002/03 (\$000s)	Estimate 2002/03 FTE	Estimate 2002/03 (\$000s)	Variance Over/(Under)	Expl. No.
Total Salaries	607.3	11.00	613.2	(5.9)	
Total Other Expenditures	158.1		152.4	5.7	
Total Expenditures	765.4	11.00	765.6	(0.2)	

Immigration and Multiculturalism Division

The Immigration and Multiculturalism Division provides for the development of policies and programs related to immigration 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 have an impact on the multicultural community, fosters partnerships between government and ethnocultural communities and ensures that the principles of *The Manitoba Multiculturalism Act* and *The Manitoba Ethnocultural Advisory and Advocacy Council Act* (MEAAC) 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, marketing and promotion and technology co-ordination.

Continuous Improvement

- Manitoba hosted the first meeting of Ministers Responsible for Immigration in October 2002. Ministers from all jurisdictions across Canada met to formally discuss immigration which is an area of shared federal and provincial responsibility. The Ministers agreed to build stronger partnerships and develop approaches to increase the benefits of immigration across all the regions of Canada to build innovative and sustainable communities. It was also agreed to work towards strengthening immigrants' access to the labour market and address barriers to the recognition of foreign credentials.
- Consultations and strategic planning were conducted to develop a renewed Canada-Manitoba Immigration Agreement (CMIA) to expand the policy foundation for the programs and activities of the Division. On November 13, 2002, the CMIA was extended, increasing the annual provincial nominee allocation to 1,500. A letter of intent committed both parties to renegotiate for a renewed agreement by the spring of 2003.
- On November 13, 2002, Canada, Manitoba and the City of Winnipeg signed an historic tripartite Memorandum of Understanding to establish the Winnipeg Private Refugee Sponsorship Assistance Program. Operational details of the pilot program will be outlined in an annex under development by officials from all parties.
- Strategic Planning and Program Support (SPPS) facilitates and collaborates with Branches as well as central government in communications and web development. In June 2002 the Division launched a refreshed bilingual web site at www.immigratemanitoba.com with traffic measured consistently among the top 10 visited provincial sites. Coordinated plans for integrating divisional communications activities include visioning for new technologies to build divisional capacity.
- Divisional staff actively participate in various Federal/Territorial/Provincial working groups including the Immigration Planning Table, co-chaired by Manitoba, as well as Deputy and Assistant Deputy Minister planning meetings.
- The Immigration Promotion and Recruitment Branch continued ongoing work in the development of administration and policies for the Manitoba Provincial Nominee Program. Strategic partnerships

were enhanced to fill specific labour market shortages and complement economic development.

- The Settlement and Labour Market Services Branch continued efforts to enhance the quality and standards of settlement and employment services for immigrants and develop initiatives to address qualifications recognition to help immigrants achieve their full potential in the Canadian labour market and society.
- The Adult Language Training Branch continued delivery of language assessments and referrals to a range of English as a Second Language (ESL) programs to meet diverse learners' needs. Further development of partnerships with business and industry enhanced employability for workers. The Branch continues to support a flexible continuum of Adult ESL delivery mechanisms including regional programming, English for specific purposes and professional development for instructors. The Adult ESL teacher's resource library has been automated to improve accessibility and accountability. An evaluation framework for the Manitoba Immigrant Integration Program is in development.
- The Multiculturalism Secretariat has ensured the implementation of the new *MEAAC Act* and assists MEAAC in addressing priority issues identified by ethnocultural communities.

Immigration Promotion and Recruitment Branch

The Immigration Promotion and Recruitment Branch (IPRB) seeks to increase skilled and business immigration to the province through proactive and international recruitment and in consultation and partnerships with private sector, community groups and other government departments. In accordance with the Provincial Nominee Annex 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. Targeted recruitment initiatives 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 Annex 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 2002, a total of 3,157 applicants were nominated for immigration to Manitoba since the beginning of the program in 1998. These nominees, together with their dependants, represent a total of 9,935 people. As a result of successful implementation and demand, the Provincial Nominee allocation has steadily increased from 200 per year in the initial agreement to 1,500 for the 2002 calendar year.

Manitoba received 4,576 immigrants in 2002, 1,519 of those being Provincial Nominees. Of all Provincial Nominees arriving in Canada in 2002, 77.7% were destined to Manitoba.

Direct contact is maintained with immigration officers in over 48 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 continued 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. A recruitment mission in 2001 to Argentina together with the Jewish Federation of Winnipeg and the Business Council of Manitoba resulted in the landing of 18 Provincial Nominees along with 14 spouses and 18 dependent children in 2002. IPRB has also entered into a partnership called Community Support Agreement (CSA) with the Jewish Federation of Winnipeg and

Argentinean Manitoban Association. The purpose of the CSA is to jointly recruit applicants who will settle successfully in Manitoba. Other Manitoba community organizations are in the process of developing Community Support Agreements with the Branch.

Staff continued to create partnerships and meet with Manitoba-based businesses, associations, and 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. A business component of the program, jointly administered with the Department of Industry, Trade and Mines, has resulted in the approval of 137 applications at December 31, 2002. The candidates represent \$44,210,000.00 in initial cash investment into the provincial economy with an anticipated 403 full-time jobs being created.

An evaluation of the Provincial Nominee Program identified that 90% of provincial nominees who initially came to Manitoba continue to live here. About 34% of those arriving by October 2001 settled outside of Winnipeg compared to 15% of other recent non-program related immigrants. In addition, about 94% of principal applicants and 44% of adult dependants who came through the program were employed.

The Branch continued to participate in Federal/Provincial/Territorial working groups to provide Manitoba's perspective on proposed changes to federal immigration legislation, promotion and recruitment, and skilled workers and business immigration.

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, co-ordination, 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, continued to administer the Manitoba Immigrant Integration Program (MIIP). MIIP is designed to facilitate the economic and social integration of immigrants in Manitoba. The program provides funding, co-ordination 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 2002/03, 34 projects totalling \$1,947,042.90 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.

Branch staff were active in co-ordinating settlement activities with relevant service providers through the following co-ordinating committees:

- 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 determine areas for collective action;
- the Employment Services Co-ordinating 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 co-ordinates efforts for change and development of the field; and

- Manitoba Refugee Sponsors is a group of Manitoba Sponsorship Agreement Holders that meet monthly to co-ordinate 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 co-ordination with settlement services and community volunteers, identification of training needs, development of materials and delivery of training.

The Credentials Recognition Program provides wage assistance and assessment assistance to qualified highly skilled immigrants to gain recognition for education and work experience obtained outside of Canada. The program registered 252 clients of which 36 received wage assistance (averaging \$2,971.27 per wage subsidy) and 111 received assessment assistance (averaging \$391.96 per assessment subsidy).

The Academic Credentials Report was issued to 384 skilled immigrants. The report is a compilation of data on education and training received abroad by immigrants. The Academic Credentials Assessment Service was granted membership in the Alliance of Credential Evaluation Services of Canada in March of 2003.

The Branch was involved in the development of a Manitoba Strategy to address qualifications recognition of highly skilled immigrants. A Framework was developed with input from self-regulating bodies, educational institutions, immigrant, ethnocultural and social justice organizations, trades groups, private sector businesses, sector councils, academics, chambers of commerce as well as all levels of government.

In addition, the Branch continued:

- a) co-operation with other government departments to ensure barriers to qualifications recognition of immigrants in Manitoba are addressed. The Branch worked closely with the Apprenticeship Branch and Industry Training Partnerships of Manitoba Education, Training and Youth;
- b) provision of program and funding support to various stakeholders interested in developing new responses for highly skilled immigrants to assist with their entry into the labour market as well as the recognition of their skills; and
- c) developing, updating and distributing the Occupational Fact Sheets in both official languages, detailing the assessment and credentials recognition processes for 65 regulated occupations in Manitoba. The fact sheets are distributed not only to newcomers but also to service providers working with highly skilled immigrants.

The Branch continued 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.

The Branch provided direct orientation information to new arrivals to Manitoba, specifically independent immigrants and Provincial Nominees.

Branch staff continued to participate in the Federal/Provincial/Territorial 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.

Adult Language Training Branch

The primary responsibility of the Branch is the co-ordination of Adult English as a Second Language (A/ESL) instruction throughout Manitoba. Work is done to assist immigrants to develop communicative competence in English and acquire necessary, appropriate and timely settlement information to pursue their personal, academic and employment goals and live lives of dignity and purpose in Canada.

The Branch actively supports the establishment of joint initiatives and partnership endeavours among a variety of service providers and other partners.

Summary of Performance

Canadian Language Benchmarks (CLB) assessments of Listening, Speaking, Reading and Writing were conducted for 2,444 individuals using the CLB-A and the new Canadian Language Benchmarks Placement Test (CLBPT). Following intake interviews, referrals were made to Adult ESL programs based on language needs, goals and personal circumstances.

Staff served as a source of information and reference for programs and individuals on issues related to Adult ESL career opportunities, Teaching English as a Second Language (TESL) training, assessment, teaching and learning, Canadian Language Benchmarks and materials.

The Branch provided financial and program support to Winnipeg-based programs in four different programming streams and to Regional programs from the Manitoba Immigrant Integration Program (MIIP).

Winnipeg-based Adult ESL Programming:

1. School and College Based Programs

- Winnipeg School Division (42 part-time continuous intake classes in the day, evening and weekend classes in four locations for approximately 900 students).
- Applied Linguistics Centre (11 full-time day classes with continuous intake for approximately 165 students).
- St. Boniface College (four students were funded through MIIP).
- Louis Riel School Division (one part time evening program for 20 students).
- Red River College Language Training Centre (one term of nine classes and one term of 11 classes for approximately 400 students). Classes include volunteer work experience placement opportunities.

2. Community Based Language Training

- English for Seniors: Partnering with the Age & Opportunity Centre, 21 classes at 11 different Winnipeg sites were delivered to 325 immigrant seniors from 17 language groups. Child minding and transportation were provided for those who needed it.
- Community ESL Classes for Women: Thirteen classes were held in nine Winnipeg sites, in conjunction with community groups, churches, schools, and housing projects, with transportation and child minding services, for 145 immigrant women.
- The Victor Mager Parent Association sponsored four classes for 75 students and began development of a For Love of Reading Program in partnership with the Winnipeg Public Library and the South "Y."
- Women in Transition from Home to Work: Two part time classes were provided for 29 women who are re-entering the labour market. Child minding was provided for their pre-school age children.
- McLeod Learning Centre offered a one evening a week program to 20 learners.
- An ESL/ASL program was delivered in partnership with the Society for Manitobans with Disabilities to three learners.

3. English at Work

- With 12 different industry partners in Winnipeg, 21 English at Work classes were held to accommodate the communication learning needs of over 300 employees. Classes were on-site at the workplace with English instruction specific to the needs of the job. (English at Work is also offered within Regional Programming.)
- Programming shifted from strictly classroom/boardroom workplace language training to a more integrated program that included shop floor language training, intercultural training for supervisors, volunteer language partner conversation/mentoring, and ESL support to industry skill and safety trainers.
- A Business Purchase Option was developed for “The Skills Program” delivered by Employment Projects of Winnipeg. Businesses purchasing a seat for their employees in the Pronunciation, Listening, or Writing classes received a value-added program that included diagnostic assessments, individualized homework specific to the job, and final recommendations and reporting.
- Tutorials were provided for 20 individuals or small groups of people with specific business or labour market language training needs.

4. English for Specific Purposes (ESP)

- Skills Program: ESP programs for skills development were delivered through Employment Projects of Winnipeg: Writing for Professionals – Two part time classes - 25 students; Pronunciation classes - four part time classes for 54 students; Listening to Fast Canadian Speech – four part time classes for 54 students.
- Canadian Communication for Physicians Trained Abroad was delivered through Red River College Language Training Centre in a modularized approach to 18 internationally trained physicians.
- Approximately 15 students were enrolled in each of the following ESP courses delivered by Red River College: English for Technical Purposes, English for Nursing Purposes, English for Health Care Aides, English for Nursing Refresher, English for Business Purposes.
- Two terms of English for Professional Purposes were delivered by Red River College for 30 students.
- Academic English for College and University Entrance (AEPUCE) was delivered for approximately 45 students. This course meets the language entrance requirements by the University of Winnipeg and the University of Manitoba as well as Red River College.
- English for AutoCAD was delivered for 17 internationally trained engineers
- A tutorial for three internationally trained pharmacists was delivered.
- An English for Sewing Machine Operators course was delivered for approximately 15 learners.

Regional Adult ESL Programming

A combination of community-based and workplace-based programming was delivered through the Manitoba Immigrant Integration Program in partnership with the following organizations:

- Community Headway's Literacy Centre in Portage La Prairie (one part time evening class for 10 learners);
- Pembina Valley Language Education for Adults (13 classes for approximately 245 learners);
- Pembina Valley Workplace Training (five programs with approximately 50 learners);
- Interlake Adult Learning Association (four classes with 40 learners);
- Southeast Area Language and Literacy Services for Adults (15 community classes for 150 learners);
- Westman English as Second Language Services (nine classes in Boissevain, Hamiota, Roblin, Dauphin and Brandon for 75 learners); and
- Thompson Multi Cultural Centre (one class for eight learners).

Other Initiatives

The Branch provided coordination and support for over 300 Adult ESL volunteers by working with a co-ordinating group of representatives from six service providers. The Branch updated and distributed over 300 copies of the Volunteers in Adult ESL resource. Four sets of the six-session volunteer training workshops were delivered to 102 volunteers.

The language tasks of Pharmacists were examined and the profession was benchmarked.

The Adult Language Training (ALT) Branch staff and contractors assisted the Association of Occupational Therapists (OTs) in their efforts to develop procedures and instruments to register internationally trained occupational therapists. A communication checklist was developed. Work was done with supervisors to pilot the checklist. A tutor was hired to work with OTs who were conditionally registered because of ESL issues.

To maintain and promote excellence in Adult ESL instruction and assessment in Manitoba, the Branch:

- worked with delivery partners and professional organizations to develop and deliver Professional Development for Adult ESL teachers in programs in Winnipeg and rural areas;
- developed and delivered professional development to literacy practitioners in Winnipeg, Brandon and Winkler on the Canadian Language Benchmarks 2000: ESL for Literacy Learners;
- delivered a professional development workshop to the ESL teachers of international students in the University of Winnipeg Continuing Education program;
- participated in various advisory and co-ordinating committees including the Board of the Centre for Canadian Language Benchmarks;
- established a working group of ESL teachers to guide the development and implementation of collaborative language portfolio assessment;
- developed the following resources for classroom instruction: Getting Fit, Staying Fit, ESL Literacy Samples Tasks (Stage 1); How We Do Things Here (A CD produced in partnership with McLeod Learning Centre); and
- trained and certified 17 assessors throughout Manitoba to deliver the new CLBPT.

Branch staff continued to participate in the K-S4 ESL review.

Presentations were given on referrals to the A/ESL system, services and courses available, and understanding language levels to mainstream and immigrant serving agencies.

Further development of the Learning English section of the Immigration & Multiculturalism web site took place to increase online access to resources, teaching suggestions and program information.

3(a) Immigration

Expenditures by Sub-Appropriation	Actual 2002/03 (\$000s)	Estimate 2002/03		Variance Over/(Under)	Expl. No.
		FTE	(\$000s)		
Total Salaries	2,145.2	40.00	2,123.4	21.8	
Total Other Expenditures	670.3		693.7	(23.4)	
Total Financial Assistance	6,368.0		6,407.7	(39.7)	
Total Expenditures	9,183.5	40.00	9,224.8	(41.3)	

Multiculturalism Secretariat

The mandate of the Multiculturalism Secretariat is to co-ordinate the implementation of Manitoba's Multicultural policy and *The Manitoba Ethnocultural Advisory and Advocacy Council Act*. 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, operates to fulfill the obligation of *The Manitoba Multiculturalism Act*, and provides administrative support to the Manitoba Ethnocultural Advisory and Advocacy Council (MEAAC).

Summary of Performance

In the past year, the activities of the Multiculturalism Secretariat included the following:

- co-ordination of communication and the facilitation of linkages between Manitoba citizens and government in keeping with Manitoba's Multicultural policy and *The Manitoba Multiculturalism Act*;
- co-ordination of 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 21, the International Day for the Elimination of Racial Discrimination;
- promotion of citizenship through the holding of Citizenship Courts in the Manitoba Legislative Building;
- co-ordination of communication projects to ensure cultural sensitivity, and participation on intergovernmental and community committees and with other levels of government to promote anti-racism, good citizenship and cultural awareness;
- co-ordination of reports, research requests and meetings of the Manitoba Ethnocultural Advisory and Advocacy Council and the work of the standing committees;
- distribution of materials on racism, citizenship and multiculturalism to schools, institutions and organizations; and
- participation in an advisory capacity to the Canada/Manitoba Infrastructure Program to assess requests from the multicultural community.

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 and 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 for up to 50% of the eligible budget related to program delivery and could be in the form of cash, bingos, or a combination of both.

In 2002/03, 106 grant requests were processed and 92 were approved for a total of \$107,450 in cash and \$305,400 in bingos (through Manitoba Lotteries).

Manitoba Ethnocultural Advisory and Advocacy Council (MEAAC)

The Manitoba Ethnocultural Advisory and Advocacy Act was enacted on July 6, 2001 to establish a Multicultural Council that would advocate on behalf of the community and provide advice to the government on issues of importance to the ethnocultural community. The first formal meeting of Council took place on January 19, 2002.

MEAAC reviewed the Immigration Strategy Review (Riddell report) and provided feedback and recommendations to the Minister (July 2002).

Highlight of Recommendations

- Involve ethnic communities in the promotion of Manitoba and the integration of immigrants.
- Build flexibility into the age limitations of dependent children which is currently under the age of 19.
- Broaden the definition of family to include extended family.
- Government should partner with business to create a work experience program for newcomers.
- Build flexibility into the business immigrant class to accommodate communities that are not wealthy.
- Manitoba government should recommend to the Federal Government that the waiting period for processing immigrant documents be reduced.
- Have one Minister in charge of Immigration.
- Involve the people of Manitoba in the immigration policy-making and the implementation process.
- MEAAC should play an advisory and advocacy role in the immigration policy-making and the implementation process.

In May 2002, MEAAC reviewed the criteria and process for the Ethnocultural Community Support Program by conducting a survey to determine community priorities as identified by community organizations. There was a 23% response to the questionnaire representing 36 different ethnocultural communities. The issues that emerged from the survey will give direction to Council on issues that need attention.

The 3 major concerns expressed by the community respondents, based on frequency were:

- the lack of funding;
- the need for more support for heritage language programs, and
- the need for the recognition of foreign credentials.

Based on the findings of the survey MEAAC made several recommendations in September 2002 to the Minister. Below are highlights of the recommendations:

Highlight of Recommendations

- That the Government restore funding to the grant program.
- That the Department of Labour & Immigration allocate additional funds for the purpose of assisting ethnocultural communities to deliver specific culturally sensitive settlement activities for newcomers in their own communities.
- Remove the requirement for volunteers at bingos.
- That a larger portion of gaming revenues be allocated to this program.

In November 2002, MEAAC held an open house for the community with over 150 in attendance. The purpose was for community groups to meet the members of Council and to present the results of the survey and the recommendations that were made to the Minister.

Thirty years have passed since the Multiculturalism Act came into being. MEAAC recently participated in a consultation meeting with Canadian Heritage to discuss the state of Manitoba's ethnocultural communities and to brainstorm ideas on how to address some of the pressing issues that are apparent in the ever-changing multicultural landscape due to an aging population and increased immigration. As a

result of this consultation MEAAC in collaboration with the Multiculturalism Secretariat, Canadian Heritage and community members will be planning a Multiculturalism Symposium for October 2003.

The Multiculturalism Secretariat with Canadian Heritage participated in the planning of a community consultation process to address issues of support to professional ethnocultural artists by agencies such as Canada Council, CRTC, National Film Board and the Manitoba Arts Council, etc. MEAAC identified professional artists to participate in the consultations.

John Jack, Chairperson of the Council, made a presentation to the Minister's Committee on Qualifications Recognition.

MEAAC's next step is to engage in community consultations in two areas that have been identified as priorities from the communities – support for Supplementary Heritage Language Programs and Cultural Facilities.

3(b) Multiculturalism Secretariat

Expenditures by Sub-Appropriation	Actual 2002/03 (\$000s)	Estimate 2002/03 FTE	Estimate 2002/03 (\$000s)	Variance Over/(Under)	Expl. No.
Total Salaries	161.3	3.00	149.8	11.5	
Total Other Expenditures	64.5		37.8	26.7	1.
Total Financial Assistance	107.2		107.5	(0.3)	
Total Expenditures	333.0	3.00	295.1	37.9	

Explanation Number:

- 1. Over-expenditure reflects the increased activities of the Manitoba Ethnocultural Advisory and Advocacy Council.*

Office of the Fire Commissioner

Objectives

The main objective of the Office of the Fire Commissioner is to reduce human suffering and property loss resulting from fires. This is accomplished by five areas of the Office of the Fire Commissioner: the investigation section, which determines the cause and origin of fire; the Education and Training area, which delivers a series of emergency response and safety based programs; while Emergency Services is available to support local field responses and provincial emergencies. Through the Codes and Standards section, the structure stability and fire safety concerns of buildings are addressed. An administration section provides both direction and support for all areas.

Summary of Performance

During the calendar year, the Office of the Fire Commissioner:

- provided technical assistance to fire departments;
- responded to provincial emergencies and search incidents;
- delivered training programs at the Manitoba Emergency Services College and throughout the province;
- reviewed building plans, issued building permits, conducted code enforcement and consultative service on the various codes; and
- participated on the Cabinet Sub-Committee on Security.

Continuous Improvement

The Office of the Fire Commissioner will:

- continue to add internationally accredited emergency service training programs to the Manitoba Emergency Services College (MESCC);
- continue to work with and support municipalities to develop an emergency response system to deal with their local hazard analysis; and
- provide provincial security services as deemed advisable by the All Party Task Force Security Committee.

For more information, please refer to the Office of the Fire Commissioner - Special Operating Agency - Annual Report.

Department of Labour and Immigration

Reconciliation Statement (\$000)

DETAILS	2002/03 ESTIMATES
Printed Main Estimates of Expenditure 2002/03	\$26,015.9
Allocation of funds from: - Security Initiatives	273.8
	<hr/>
Estimates of Expenditure 2002/03 (Adjusted)	<u>\$26,289.7</u>

Department of Labour and Immigration

Expenditure Summary (\$000)

for fiscal year ending March 31, 2003 with comparative figures for the previous fiscal year

Estimate 2002/03	Appropriation	Actual 2002/03	Actual 2001/02	Increase (Decrease)	Expl. No.
	11-1 LABOUR EXECUTIVE				
\$ 28.4	a) Minister's Salary	\$ 28.3	\$ 28.0	\$ 0.3	
	b) Executive Support				
544.3	1. Salaries	544.4	548.1	(3.7)	
70.7	2. Other Expenditures	69.7	78.7	(9.0)	
\$ 643.4	Total 11-1	\$ 642.4	\$ 654.8	\$ (12.4)	
	11-2 LABOUR PROGRAMS				
	a) Labour/Management Services				
\$1,062.7	1. Salaries	\$ 1,051.1	\$1,113.7	\$ (62.6)	
297.1	2. Other Expenditures	311.8	325.5	(13.7)	
	b) Mechanical & Engineering				
1,856.7	1. Salaries	1,787.3	1,666.4	120.9	1.
486.6	2. Other Expenditures	590.0	551.4	38.6	
	c) Conciliation, Mediation & Pay Equity Services				
392.7	1. Salaries	474.0	391.1	82.9	2.
88.6	2. Other Expenditures	112.9	108.3	4.6	
	d) Pension Commission				
297.8	1. Salaries	248.2	278.2	(30.0)	
82.6	2. Other Expenditures	97.9	93.2	4.7	
	e) Manitoba Labour Board				
1,055.3	1. Salaries	1,027.6	959.0	68.6	
262.3	2. Other Expenditures	321.1	318.5	2.6	
	f) Workplace Safety & Health				
3,550.6	1. Salaries	3,320.0	3,314.0	6.0	
931.9	2. Other Expenditures	1,052.6	1,349.4	(296.8)	3.

Estimate 2002/03	Appropriation	Actual 2002/03	Actual 2001/02	Increase (Decrease)	Expl. No.
238.7	g) Occupational Health				
36.7	1. Salaries	257.6	247.9	9.7	
	2. Other Expenditures	33.2	32.9	0.3	
607.3	h) Mines Inspection				
203.2	1. Salaries	551.8	511.9	39.9	
	2. Other Expenditures	169.8	225.4	(55.6)	
2,035.6	i) Employment Standards				
548.7	1. Salaries	2,015.2	1,967.4	47.8	
	2. Other Expenditures	487.6	595.7	(108.1)	4.
613.2	j) Worker Advisor Office				
152.4	1. Salaries	607.3	587.6	19.7	
273.8	2. Other Expenditures	158.1	172.2	(14.1)	
	k) Office of the Fire Commissioner	273.8	--	273.8	5.
\$15,074.5	Total 11-2	\$ 14,948.9	\$14,809.7	\$ 139.2	
	11-3 IMMIGRATION AND MULTICULTURALISM				
2,123.4	a) Citizenship				
693.7	1. Salaries	2,145.2	2,042.9	102.3	
6,407.7	2. Other Expenditures	670.3	708.2	(37.9)	
	3. Financial Assistance & Grants	6,368.0	5,832.2	535.8	6.
149.8	b) Multiculturalism Secretariat				
37.8	1. Salaries	161.3	127.7	33.6	
107.5	2. Other Expenditures	64.5	49.5	15.0	
	c) Ethnocultural Community Support Fund	107.2	107.4	(0.2)	
9,519.9	Total 11-3	\$ 9,516.5	\$8,867.9	\$648.6	
	11-4 AMORTIZATION OF CAPITAL ASSETS				
1,053.4	Amortization of Capital Assets	1,019.5	389.0	630.5	7.
1,053.4	Total 11-4	1,019.5	389.0	630.5	
\$26,291.2	TOTAL EXPENDITURES	\$26,127.3	\$24,721.4	\$1,405.9	

Explanation Number:

1. *The increase reflects increased staffing level in 2002/03.*
2. *The increase reflects the salary benefits costs of 1.00 FTE that was transferred to the Branch in 2002/03.*
3. *The decrease reflects the fact that the 2001/02 actuals included significant costs incurred in undertaking a review of Workplace Safety and Health legislation, as well as additional costs of employee relocation and additional travel-related costs. These exceptional expenses were not required in 2002/03.*
4. *The decrease largely reflects a significant reduction in expenditures for advertising and for the development and printing/distribution of program promotional materials.*
5. *The increase reflects an allocation of funding from Enabling Appropriation 26.4 - Security Initiatives to the Office of the Fire Commissioner for the implementation of a Hazardous Material Response Training Program.*
6. *The increase reflects a significant increase in funding provided by the Government of Canada for the Manitoba Immigrant Integration Program for 2002/03.*
7. *The increase largely reflects the fact that 2002/03 was the first year of amortization charges related to the Better Systems Initiative projects.*

Department of Labour and Immigration

Revenue Summary by Source (\$000)

for fiscal year ending March 31, 2003 with comparative figures for the previous fiscal year

Actual 2001/2002	Actual 2002/03	Increase (Decrease)	Source	2002/03 Actual	2002/03 Estimate	Variance	Expl. No.
Other Revenue:							
\$ 6,285.0	\$ 6,285.0	\$ 0	(a) Workers= Compensation Board	\$ 6,285.0	\$ 6,933.0	\$ (648.0)	1.
2,863.3	3,480.4	617.1	(b) Fees	3,480.4	3,593.4	(113.0)	2.
101.1	85.8	(15.3)	(c) Sundry	85.8	68.5	17.7	
\$ 9,249.4	\$ 9,851.2	\$601.8	Sub-Total	\$ 9,851.2	\$ 10,594.9	\$ (743.7)	
Government of Canada:							
\$ 74.1	\$ 84.0	\$ 9.9	(a) Boilers and Elevators Inspections	\$ 84.0	\$ 75.0	\$ 9.0	
168.8	176.9	8.1	(b) Flin Flon Inspection Agreement	176.9	176.9	0	
5,027.8	5,521.8	494.0	(c) Immigrant Settlement Services	5,521.8	5,528.4	(6.6)	3.
\$ 5,270.7	\$ 5,782.7	\$512.0	Sub-Total	\$ 5,782.7	\$ 5,780.3	\$ 2.4	
\$14,520.1	\$15,633.9	\$ 1,113.8	Total Revenue	\$ 15,633.9	\$ 16,375.2	\$ (741.3)	

Explanation Number:

1. The variance reflects the fact that recoveries from the Board were limited to \$6,285.0 because the total costs of the Board did not increase in 2002 relative to 2001. The amount of the annual "grant" from the Board to the Manitoba Government cannot increase unless the total costs of the Board increase year-over-year.
2. The year-over-year increase reflects increased fees charged for Pension Plan registrations and annual returns, and increased fees for Gas and Oil Permits.
3. The year-over-year increase reflects the significant increase in the level of funding for the Manitoba Immigrant Integration Program which is provided, under a funding formula, by the Government of Canada.

Department of Labour and Immigration

Five Year Expenditure and Staffing Summary by Appropriation (\$000)

for years ending March 31, 1999 - March 31, 2003

Appropriation	Actual/Adjusted Expenditures*									
	1998/99		1999/2000		2000/01		2001/02		2002/03	
	FTE	\$	FTE	\$	FTE	\$	FTE	\$	FTE	\$
11-1 Labour Executive	11.00	575.6	11.00	679.2	11.00	622.6	11.00	654.8	11.00	642.4
11-2 Labour Programs	195.70	12,618.7	194.20	13,180.5	202.50	13,926.8	208.50	14,809.7	209.50	14,948.9
11-3 Immigration & Multiculturalism	37.50	4,872.5	37.50	7,567.3	35.50	8,728.7	43.00	8,867.9	43.00	9,516.5
11-4 Amortization of Capital Assets	-	-	-	374.0	-	392.5	-	389.0	-	1,019.5
Total	244.20	18,066.8	242.70	21,810.0	249.00	23,670.6	262.50	24,721.4	263.50	26,127.3

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

NOTES:

1. In October, 1999, the Citizenship and Multiculturalism Division transferred to the Department of Labour from the Department of Culture, Heritage and Tourism and was subsequently renamed Immigration and Multiculturalism Division.
2. 1999/2000 was the first year that amortization costs related to the government-wide desktop management initiative were charged to departments.
3. 2002/03 was the first year that amortization and interest costs related to projects developed under the Better Systems Initiative.