

Manitoba Justice Private Investigators and Security Guards Information Note

June 16, 2016

Potential Disruption to Federal Postal Services and Interim Mail Distribution Procedure

Please be advised that general postal disruption may occur as early as July 2, 2016.

It is still possible that the current situation between Canada Post Corporation and the Canadian Union of Postal Workers may be resolved prior to an impact on public services being felt.

However, in the event that service disruption does occur, the Manitoba Government and Materials Distribution Agency (MDA) have prepared an interim response plan. This is designed to ensure essential government mail can continue to be distributed to the general public and industry stakeholders within the province.

This plan consists of establishing mail distribution centers throughout Manitoba for the duration of any postal service interruption. These centers will process mail and be used as pickup points for the general public. This applies only to mail originating from or destined to a provincial government office.

Mail delivery standards under this plan are estimated at:

- 2 to 3 days for urban locations
- 2 to 4 days for rural

The delivery standards noted above are for the estimated arrival of mail at one of the distribution centers. The mail must be picked up by the recipient at the applicable location. These delivery standards also apply to mail being sent by the general public to a government office via their related distribution center.

To assist in reducing delays locally, the Private Investigators and Security Guards Program (PISG) will be implementing the following procedures beginning June 20, 2016.

Winnipeg Residents and Businesses/Employers

Winnipeg residents and businesses/employers will be permitted to pick up completed licences and renewal reminder notices at the PISG Program office located at 1800 – 155 Carlton Street. Program support staff will contact related applicants to notify them when their licences and correspondence are available.

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Please note that this is an interim measure which will continue for the duration of any postal service interruption. After any service interruptions have been resolved standard licence and correspondence mail-out practices will resume.

The program will continue to accept licence applications in the current approved hard copy and digital formats. Applicants can continue to attend the program office to submit application packages as per standard practice.

Security guard training and related exam booking processes remain unchanged. Payment options for licence and exam fees also remain unchanged. PISG Program office hours will continue to be 8:00 am to 4:00 pm Monday to Friday.

Please note that in order for a recipient to pick up their mail at the office, they must be able to provide PISG Program staff with one of the following forms of identification:

- One piece of valid government photo identification; or
- Two pieces of valid identification containing the recipient's full name and address.

Employers may continue to pick up licences on behalf of their employees. This will continue to require the inclusion of an appropriate waiver letter at the time of application submission, as per current practice.

If PISG support staff are unfamiliar with an individual attending to retrieve mail on behalf of a business/employer they will request:

- Written confirmation from the employer on company letterhead or equivalent authorizing the release of the mail to that individual; and
- Personal identification as set out above from the individual performing the pick up.

The normal processing time for standard licence applications submitted to the PISG Program (7 to 10 business days) will continue to apply.

Residents and Businesses/Employers Outside of Winnipeg

PISG Program mail going to industry stakeholders outside of the city of Winnipeg will be sent to the distribution centers described above. Mail being sent to the PISG Program by the public will also be processed via these centers.

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Distribution centers will begin operation on June 20, 2016. Hours of operation will be 8:30 am to 4:30 pm Monday to Friday. A full list of the centers with addresses is attached at the end of this notice.

Processes and requirements for receiving and sending mail via the centers are as follows:

Essential mail from the PISG Program to the Public:

Licences, registrations and expiry notification letters are covered under this category. Applicants and licensees will be contacted by PISG Program support staff to notify them when their mail has been sent out for delivery to their distribution center. Individuals should call 1-866-626-4862 or visit www.manitoba.ca before going to their distribution center to pick up their mail.

As noted above there will be a waiting period of approximately 2 to 4 days before mail reaches the centers. Individuals must attend at the designated distribution center for their area to pick up mail.

In order for a recipient to pick up mail, they must be able to provide MDA representatives at the location with one of the following forms of identification:

- One piece of valid government photo identification or;
- Two pieces of valid identification containing the recipient's full name and address.

Individuals attending to pick up mail up on behalf of a business/employer or another person must provide:

- A letter on company letterhead or equivalent authorizing them to pick up the mail;
- Personal identification as set out above.

Essential Mail from the Public to the PISG Program:

Individuals must attend at their designated distribution center and provide their outgoing mail to MDA representatives for processing.

In order to ensure mail reaches the PISG Program as quickly as possible, please ensure items are properly addressed to a specific department, including room, street and city/town.

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Individuals and businesses sending mail to the PISG Program must use the following address:

Manitoba Justice
Community Safety Division
Private Investigators and Security Guards Program
Room 1800 – 155 Carlton Street
Winnipeg, Manitoba, R3C 3H8

First Nations Communities

Individuals who reside in First Nations communities will receive and send mail via their community office.

Beginning June 20, individuals may call 1-866-626-4862 or visit www.manitoba.ca to inquire regarding mail delivery processes.

Industry applicants and businesses/employers can continue contacting the PISG Program via phone or e-mail regarding standard licensing and training matters.

PISG Program support line: 204-945-2825
PISG Program e-mail: pisg@gov.mb.ca

Please distribute this notice to your employees. This notice will also be posted on the PISG Program web page at:

<http://www.gov.mb.ca/justice/safe/private/index.html>

Distribution Centre Locations

Location	Address
Ashern	43 Railway Ave - Ashern MB R0C 0E0
Beausejour	20 - 1st St. S. - Beausejour, MB - R0E 0C0
Brandon	340 - 9th St - Brandon, MB - R7A 6C2
Carberry	Trans Canada Hwy #1 at Hwy 5 NE Corner
Carman	65 - 3rd Ave NE - Carman, MB - R0G 0J0
Dauphin	27 - 2nd Ave SW - Dauphin, MB - R7N 3E5
Flin Flon	102-143 Main St - Flin Flon, MB - R8A 1K2
Gimli	2nd floor -62 - 2nd Ave - Gimli, MB - R0C 1B0
Killarney	203 South Railway St. E, Killarney, MB - R0K 1G0
Lac Du Bonnet	#4Provincial Hwy502 - Lac Du Bonnet, MB - R0E 1A0
Minnedosa	36 Armitage Ave - Minnedosa, MB - R0J 1E0
Morden	290 North Railway- Morden, MB - R6M 1S7
Morris	229 Main St S - Morris MB - R0G 1K0
Neepawa	123 Main St - Neepawa, MB - R0J 1H0
Portage La Prairie	LL - 25 Tupper St N - Portage La Prairie, MB - R1N 3K1
Russell	402 Main St N - Russell, MB - R0J 1W0
Selkirk	101-446 Main St - Selkirk, MB - R1A 1V7
Souris	130 - 1st Ave W - Souris, MB - R0K 2C0
Steinbach	316 - 323 Main St.- Steinbach MB - R5G 1Z2
Swan River	201 - Fourth St. S - Swan River, MB - R0L 1Z0
The Pas	79-3rd St. W - The Pas, MB - R9A 1M4
Thompson	59 Elizabeth Dr - Thompson, MB - R8N 1X4
Virden	247 Wellington St. W. - Virden MB - R0M 2C0
Winkler	555 Main St - Winkler, MB - R6W 1C4
Winnipeg	Basement - 401 York Ave, Winnipeg
Churchill	31 Hudson Square - Churchill MB - R0B 0E0