



Minister of Labour and Immigration

Legislative Building
Winnipeg, Manitoba, CANADA
R3C 0V8

His Honour the Honourable Philip S. Lee, C.M., O.M.
Lieutenant Governor of Manitoba
Room 235, Legislative Building
Winnipeg MB R3C 0V8

Your Honour:

I have the privilege of submitting the Annual Report of the Department of Labour and Immigration covering the period from April 1, 2009 to March 31, 2010, which includes the Annual Reports of the Manitoba Immigration Council, Manitoba Women's Advisory Council, and the Disabilities Issues Office.

Respectfully submitted,

Jennifer Howard
Minister of Labour and Immigration





Deputy Minister of Labour and Immigration

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Honourable Jennifer Howard
Minister of Labour and Immigration

Minister:

I have the honour of presenting to you the Annual Report for the Department of Labour and Immigration for the fiscal year ending March 31, 2010, which includes the Annual Reports for the Manitoba Immigration Council, Manitoba Women's Advisory Council and the Disabilities Issues Office.

The Department engaged in a variety of activities to strengthen key priorities during the 2009/10 fiscal year. This included increasing immigration, providing effective settlement services and labour market integration for newcomers, maintaining safe and healthy workplaces, modernizing pension and building standards legislation, improving employment standards and ensuring the concerns and priorities of women and persons with disabilities were reflected in the Department's programs and initiatives. In order to help sustain economic growth, more than 13,500 immigrants landed in Manitoba in 2009, a 20.5 per cent increase over 2008, and the highest level recorded since 1946. Efforts in working with employers and employees assisted in further reducing the time-loss injury rate in Manitoba workplaces, achieving a reduction of approximately 38 per cent since 1999/00. The most significant overhaul of pension legislation in more than 35 years resulted in amendments to the pension benefit regulations, to meet the needs of today's workforce with improved security and flexibility. Following extensive consultations with the agricultural sector, *The Buildings and Mobile Homes Act* was amended to allow for the enactment of regulations to provide for minimum building standards for larger farm buildings. Also, Manitoba's minimum wage was increased for the ninth consecutive year and two wage increases were implemented under *The Construction Industry Wages Act*. To renew and build upon the visions and principles on the Manitoba Provincial Strategy on Disability, a discussion paper on a long-term disability strategy was released and public consultations were held.

The department will continue to work to protect the rights of Manitobans while undertaking initiatives that contribute to Manitoba's economic growth and community development. I would like to recognize the excellent work of all our employees who provide high quality services and the work of the external advisory committees that provide government with constructive advice.

Respectfully submitted,

Jeff Parr
Deputy Minister of Labour and Immigration

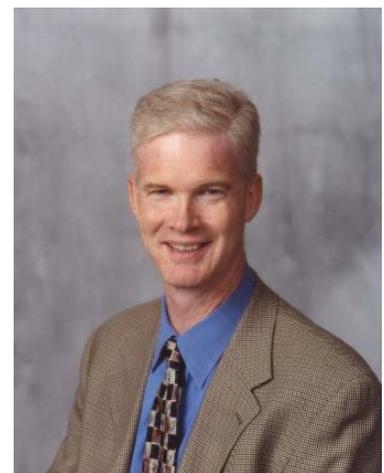
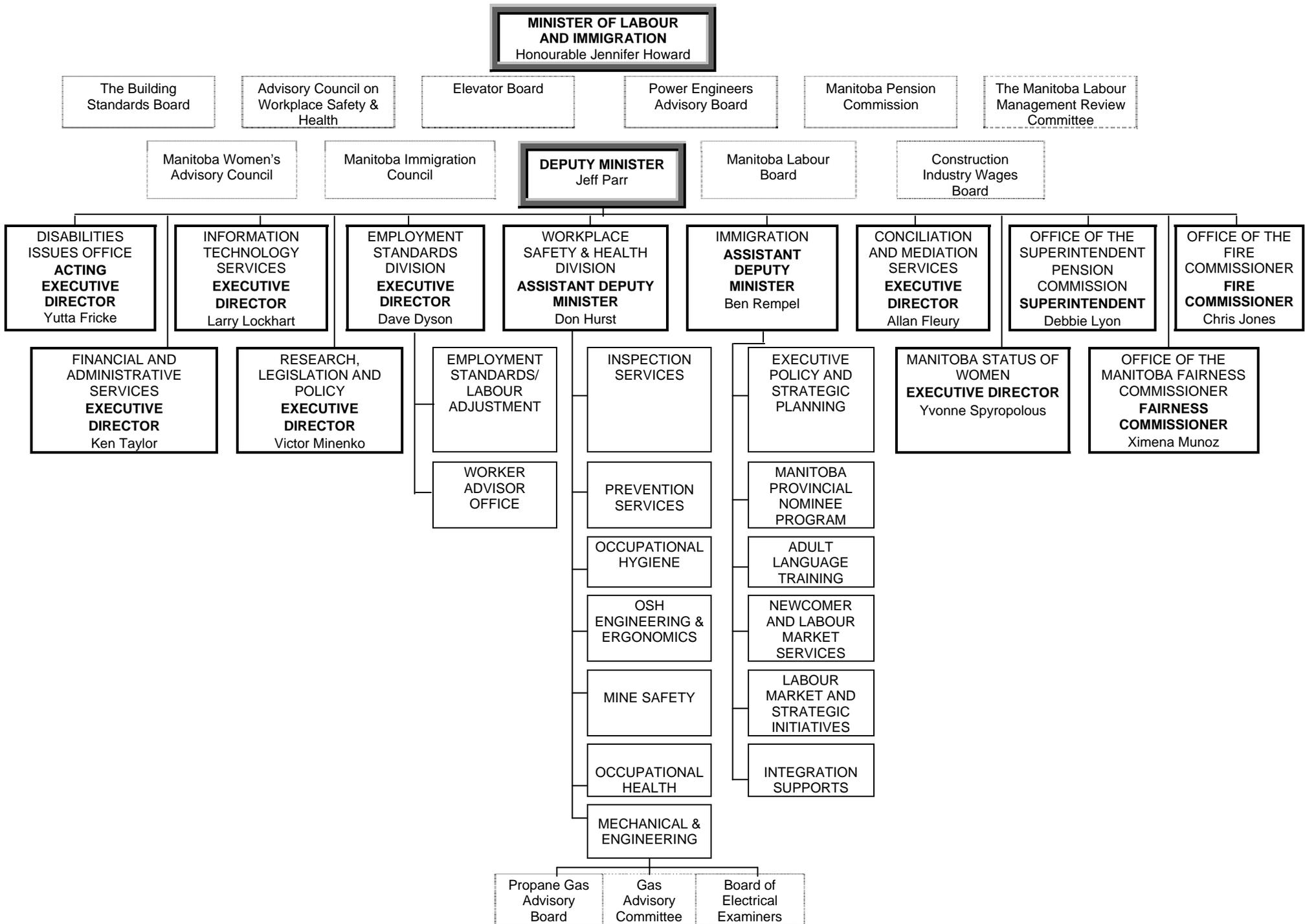


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INTRODUCTION

Report Structure

The annual report is organized in accordance with the appropriation structure that reflects the Department's authorized votes approved by the Legislative Assembly. The report includes information at the main and sub-appropriation levels relating to the Department's objectives and actual results. Financial performance information is provided with expenditure and revenue variance explanations and a five-year adjusted historical table of departmental expenditures and staffing.

Vision

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

Mission

To promote appropriate standards and quality services with respect to workplace safety and health, employment relations, pension plan benefits and public safety as well as promote the growth of immigration, a more inclusive society for persons with disabilities and the social, economic and political equality of women.

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.
- Work in cooperation with women and women's organizations towards improving the status of women and giving voice to their concerns.
- Promote and coordinate activities relating to persons with disabilities.
- Assume a leadership role in promoting partnerships, innovation and change, along 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 2009/10 Achievements

The time-loss injury rate in Manitoba workplaces has been reduced to 3.5 per 100 workers, a reduction of approximately 38 per cent since 1999/00.

The Workplace Safety and Health Division conducted 10,030 workplace inspections (a 9 per cent increase over 2008/09) and issued orders as necessary.

The Workplace Safety and Health Division also:

- delivered 206 training courses to employers and workers across the province, and 41 presentations on the new regulatory requirements and general legislative requirements to stakeholder groups.
- helped maintain and update the new SAFE Manitoba website, which incorporates all of WSHD's publications, resource and contact information. Efforts continue to make this website the workplace safety and health internet destination for Manitobans.

The Employment Standards Division received 2,616 claims and recovered \$1.4 million in wages.

The Employment Standards Division maintained strong information sharing partnerships with law enforcement, child protection, border security and other government and non-government agencies for the administration and enforcement of *The Worker Recruitment and Protection Act*.

Manitoba's minimum wage was increased for the ninth consecutive year. Two more rate increases were also implemented under *The Construction Industry Wages Act*.

Conciliation and Mediation Services assisted in 106 conciliation assignments under *The Labour Relations Act* and disposed of 64 assignments during the reporting year, 91 per cent of which were finalized without a work stoppage.

Conciliation and Mediation Services also:

- had 64 expedited grievance mediation files, 74 per cent of which were settled.
- was involved in 5 work stoppages involving 953 bargaining unit workers.

The Manitoba Labour Board significantly reduced the median processing time for applications received under *The Labour Relations Act* (from 101 days in 2008/09 to 47 days in 2009/10).

Manitoba Status of Women produced and distributed capacity-building resources such as the *Parenting on Your Own Handbook*, the *4 Girls Only! Guide*, *Taking the Lead*, *Inspiring Women*, and *Living in Manitoba: a Resource Guide for Immigrant Women*.

Manitoba Status of Women also:

- in collaboration with the Departments of Family Services and Consumer Affairs and Justice, implemented the Workplace Initiative to Support Employees (WISE) on Family Violence.
- published a handout detailing the progress of women's equality in Manitoba since the 1970 Royal Commission on the Status of Women.

The Immigration Division contributed to 13,520 immigrants landing in Manitoba in 2009, a 20.5 per cent increase over 2008 and the highest level recorded since 1946, with communities outside of Winnipeg receiving 27 per cent of all newcomers.

The Immigration Division also:

- partnered with the Immigrant Centre (formerly the International Centre) to open the Manitoba Nominee Application Centre (NAC), which provides hands-on services to potential MPNP applicants and their Manitoba supporters.
- supported the integration of newcomers settling in Manitoba through the Settlement Strategy and continued to administer the Manitoba Immigrant Integration Program (MIIP), which combines federal and provincial funds to support settlement and language training services for newcomers, and provided over \$10.3 million in funding to 61 service providers under the MIIP.
- developed and implemented a centralized registration and referral system with eight Manitoba service providers, to improve positive labour market outcomes for immigrants earlier in the arrival continuum, with over 3,375 newcomers receiving assessment, career development planning, employment counselling and placement assistance.

The Disabilities Issues Office produced the discussion paper, *Opening Doors: Manitoba's Commitment to Persons with Disabilities*, which will serve as a guide to the development of a new long-term, cross-departmental provincial disability strategy, focusing on ten key theme areas for persons with disabilities.

The Office of the Manitoba Fairness Commissioner enabled and funded the translation into French of Occupational Fact Sheets for all 31 Manitoba self-regulated professional bodies.

The Office of the Fire Commissioner provided over 4,400 certifications in disaster management and emergency response through the Manitoba Emergency Services College in Brandon.

The Department developed the following Acts and Regulations, which were passed:

- Regulated Professions Regulation
- The Electricians Licensing Regulation
- Re-enactment of Pension Benefits Regulation
- University Pension Plans Exemption Regulation
- Gas and Oil Burner Regulation
- Power Engineers Regulation
- Steam and Pressure Plants Regulation
- *The Buildings and Mobile Homes Act* amendment on farm buildings
- Fire College Fee Regulation

Vue d'ensemble des réalisations pour l'exercice 2009-2010

Le taux de fréquence des accidents avec perte de temps a baissé à 3,5 par 100 travailleurs, soit une réduction d'environ 38 % depuis 1999-2000.

La Division de la sécurité et de l'hygiène du travail a réalisé 10 030 inspections des lieux de travail (une augmentation de 9 % par rapport à 2008-2009) et a délivré des ordonnances au besoin.

La Division a également :

- offert 206 cours de formation aux employeurs et aux travailleurs de l'ensemble de la province, ainsi que 41 présentations à des groupes d'intérêt sur les nouvelles exigences réglementaires et les exigences générales législatives;
- aidé à maintenir et à entretenir le nouveau site Web de Sain et sauf au Manitoba, qui comprend toutes les publications, ressources et coordonnées de la Division. Les efforts déployés permettent de faire en sorte que ce site Web soit la destination en ligne des Manitobains pour les questions de sécurité et d'hygiène du travail.

La Division des normes d'emploi a reçu 2 616 demandes d'indemnisation et a recouvré 1,4 million de dollars de salaires.

La Division a maintenu de solides partenariats d'échange d'information avec les organismes d'application de la loi, de protection des enfants et de sécurité frontalière, ainsi que d'autres organismes gouvernementaux et non gouvernementaux, à des fins d'administration et d'application de la *Loi sur le recrutement et la protection des travailleurs*.

Le salaire minimum du Manitoba a été augmenté pour la neuvième année consécutive. Deux autres taux de rémunération ont également été augmentés en vertu de la *Loi sur les salaires dans l'industrie de la construction*.

Les Services de conciliation et de médiation ont aidé au traitement de 106 cas de conciliation en vertu de la *Loi sur les relations du travail* et se sont prononcés sur 64 cas au cours de l'exercice visé, 91 % de ceux-ci ayant été finalisés sans arrêt de travail.

De plus, les Services de conciliation et de médiation :

- ont traité 64 cas de médiation accélérée des griefs, 74 % de ceux-ci ayant été réglés;
- sont intervenus dans cinq arrêts de travail qui ont touché 953 travailleurs.

La Commission du travail du Manitoba a considérablement réduit les délais moyens de traitement des demandes reçues en vertu de la *Loi sur les relations du travail* (de 101 jours en 2008-2009 à 47 jours en 2009-2010).

Situation de la femme Manitoba a produit et distribué des ressources de renforcement des capacités comme le guide *Quand on est parent unique*, le guide *@ vous les filles!*, *Prendre les devants*, *Des femmes qui nous inspirent* et *Vivre au Manitoba – Guide de ressources à l'intention des femmes immigrantes*.

Situation de la femme Manitoba a également :

- élaboré, en collaboration avec les ministères de la Justice et des Services à la famille et de la Consommation, l'Initiative de soutien aux employés en milieu de travail en matière de violence familiale;

- préparé un document faisant état des progrès réalisés en matière d'égalité par les Manitobaines depuis la Commission royale d'enquête sur la situation de la femme de 1970.

La Division de l'immigration a contribué à l'établissement de 13 520 immigrants au Manitoba en 2009, ce qui constitue une augmentation de 20,5 % par rapport à 2008 et le plus haut niveau enregistré depuis 1946. Les collectivités de l'extérieur de Winnipeg ont accueilli 27 % de tous les nouveaux arrivants.

En outre, la Division de l'immigration :

- a établi un partenariat avec l'Immigrant Centre (anciennement l'International Centre) afin d'ouvrir un centre d'aide pour les demandes de candidats du Manitoba, qui fournit des services directement aux demandeurs potentiels du programme Candidats du Manitoba et à leurs parrains manitobains;
- a appuyé l'intégration de nouveaux arrivants s'établissant au Manitoba dans le cadre de la stratégie d'établissement des immigrants, a continué d'administrer le Programme manitobain d'intégration des immigrants, lequel combine des fonds fédéraux et provinciaux pour soutenir les services d'établissement et de formation en langue pour les nouveaux arrivants, et a fourni plus de 10,3 millions de dollars en financement à 61 fournisseurs de services en vertu du Programme manitobain d'intégration des immigrants;
- a conçu et mis en œuvre un système centralisé d'inscription et d'aiguillage avec huit fournisseurs de services du Manitoba en vue d'améliorer l'intégration positive des immigrants au marché du travail plus tôt dans le continuum d'arrivée, permettant à plus de 3 375 nouveaux arrivants d'obtenir des services d'évaluation, de planification du perfectionnement professionnel, de counselling d'emploi et d'aide au placement.

Le Bureau des personnes handicapées a préparé le document de travail *Ouvrir les portes : L'engagement du Manitoba à l'égard des personnes handicapées*, qui servira de guide à l'élaboration d'une nouvelle stratégie à long terme, provinciale et interministérielle, relative aux personnes handicapées qui portera sur dix domaines clés pour les personnes handicapées.

Le Bureau du commissaire à l'équité du Manitoba a permis et financé la traduction française des feuilles de renseignements sur les professions pour les 31 ordres professionnels autonomes du Manitoba.

Le Bureau du commissaire aux incendies a délivré plus de 4 400 certificats en gestion des catastrophes et intervention d'urgence au Collège de formation des secouristes du Manitoba de Brandon.

Le ministère a préparé les lois et règlements suivants, qui ont été adoptés :

- *Règlement sur les professions réglementées;*
- *Règlement sur les permis d'électricien;*
- *Règlement sur les prestations de pension (remise en vigueur);*
- *Règlement sur l'exemption relative aux régimes de retraite des universités;*
- *Règlement sur les brûleurs à gaz et à mazout;*
- *Règlement sur les opérateurs de chaudière ou de compresseur;*
- *Règlement sur les appareils sous pression et à vapeur;*
- *Loi sur les bâtiments et les maisons mobiles (modifications relatives aux bâtiments de ferme);*
- *Règlement sur les frais payables pour la fréquentation d'un collège centralisé.*

Sustainable Development

In compliance with *The Sustainable Development Act*, Manitoba Labour and Immigration is committed to ensuring that its activities conform to the principles of sustainable development.

Through internal operations and procurement practices, the Department continued to play an integral role in promoting environmental sustainability and awareness within the Department and among vendors, and continued expanding the knowledge and skills of procurement practitioners and end-users.

The Department continued to promote a culture of sustainability and strives to achieve the goals set out in the Sustainable Development Action Plan.

DEPARTMENT OF LABOUR AND IMMIGRATION SERVICE AREAS OVERVIEW

SERVICE AREAS	DIVISION/BRANCH	ACTS ADMINISTERED
General	Department of Labour and Immigration	The Department of Labour and Immigration Act
Safety and Health in the Workplace	Workplace Safety and Health Division	The Workplace Safety and Health Act*
Fair and Equitable Treatment	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
	Manitoba Pension Commission	The Pension Benefits Act
	Worker Advisor Office	The Workers Compensation Act (Section 108)
	Status of Women	The Manitoba Women's Advisory Council Act
	Office of the Manitoba Fairness Commissioner	The Fair Registration Practices in Regulated Professions Act**
	Disabilities Issues Office	No applicable legislation
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 and Mediation Services	The Labour Relations Act* The Firefighters and Paramedics Arbitration Act The Pay Equity Act*
Immigration	Immigration Division	The Manitoba Immigration Council Act

Note: *Denotes Acts on which the Manitoba Labour Board adjudicates

**Denotes new Acts administered by the Department

*** The Manitoba Ethnocultural Advisory and Advocacy Council Act is no longer administered by the Department.

Labour Executive

Minister's Salary

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

Expenditures by Sub-Appropriation	Actual 2009/10 \$(000s)	Estimate 2009/10 FTE	Variance Over/(Under) \$(000s)	Expl. No.
Total Salaries	46	1.00	46	-

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 2009/10 \$(000s)	Estimate 2009/10 FTE	Variance Over/(Under) \$(000s)	Expl. No.
Total Salaries	731	10.00	738	(7)
Total Other Expenditures	68		71	(3)
Total Expenditures	799	10.00	809	(10)

Management Services

The Management Services Division provides centralized financial, administrative and program support services. This includes developing and administering corporate financial policy, coordinating financial planning and reporting, providing centralized accounting, maintaining the Department's information management system and coordinating information technology services. The Division also leads the departmental planning process, conducts research and analysis, supports policy development, coordinates the Department's legislative initiatives, manages corporate communications and provides support services to a number of the Department's advisory boards and committees. The Division administers the Department's responsibilities under *The Freedom of Information and Protection of Privacy Act*.

Objectives

- To ensure consistency, accuracy, effectiveness and timeliness with respect to Departmental activities by providing centralized support, coordination and other services in the following areas:
 - research, policy analysis and legislative development;
 - finance and administration;
 - planning, reporting, comptrollership and accountability; and
 - information and communications technology.

Summary of Performance

In 2009/10, the Management Services Division:

- provided assistance in the development and enactment of the following Acts and Regulations:
 - Regulated Professions Regulation
 - The Electricians' Licensing Regulation
 - Reenactment of Pension Benefits Regulation
 - University Pension Plans Exemption Regulation
 - Gas and Oil Burner Regulation
 - Power Engineers Regulation
 - Steam and Pressure Plants Regulation
 - *The Buildings and Mobile Homes Act* amendment on farm buildings
 - Fire College Fee Regulation

Research, Legislation and Policy

- conducted research and analysis for the Labour Management Review Committee (LMRC);
- collected, developed and disseminated statistical data and other information in areas such as work stoppages, provisions of collective agreements, labour organizations, union membership, negotiated settlements and wage rates;
- responded in a timely manner to requests for information by unions, management, labour relations practitioners, the general public, the Minister, Departmental Executive, and other branches, departments and governments, including requests from the federal government on matters relating to the International Labour Organization;
- responded to 139 applications for access to records under *The Freedom of Information and Protection of Privacy Act*;

- participated in meetings and discussions of the Canadian Association of Administrators of Labour Legislation (CAALL) to exchange information and share best practices regarding current and emerging labour trends with counterparts in other Canadian jurisdictions;

Financial and Administrative Services

- coordinated and prepared the 2010/11 Department Plan, the 2010/11 Estimates materials and the 2008/09 Annual Report;
- due to a reprioritization of central information technology initiatives, delayed implementation of a new point-of-sale system in compliance with MySAP First policy for the issuance of certificates, licences, permits, examinations, annual returns and inspection fees;
- delayed implementation of the debit card, credit card and electronic funds transfer processing options, as well as potential single window services (one-stop shopping) delivery options due to delay in implementation of the new point-of-sale system.
- worked with the Comptrollership Unit of Education Shared Services to carry out performance of statistical sampling of transactions for year end compliance and verification of year end reconciliation;
- continued the ongoing implementation of the system for signing authorities, the central physical assets inventory with a related employee inventory, the grant accountability framework and the contract management system;
- implemented standard, centralized systems and organizational structure for financial reporting including contract management, branch salary and operating budgets within the Immigration Division;
- ongoing implementation of the internal reporting system within the Workplace Safety and Health Division;
- development of Terms of Reference for Audit Committee to oversee compliance with internal and external audit and financial reporting requirements and/or recommendations;
- continued centralization of corporate administrative services under the Administrative Services Unit of the Financial and Administrative Services Branch;

Information Technology Services

- undertook a number of application development projects at the request of departmental areas, including the Manitoba Labour Board, the Pension Commission, the Mechanical and Engineering Branch and the Immigration Division;
- performed application program fixes, enhancements and tests to existing computer code;
- provided training to the technology community both inside and outside of Government;
- maintained all systems in operational status during working hours and provided coverage for those systems on a 7-day, 24-hour basis, including on-call provisions;
- assisted with the development and implementation of the corporate initiatives of Government, including the Desktop Management program and the ICT Restructuring Initiative;
- developed the 2010/11 and multi-year information technology plans;

- increased the accessibility of departmental program information through web development;
- continued the creation of a Department-based mid-range computing environment with advanced storage and backup capabilities;
- continued to work on the consolidation of small, stand-alone applications within the program areas;
- implementation of a number of on-line services (e-forms) to support the program areas including the Pension Commission and the Worker Recruitment and Protection program.;

2(a) Management Services

Expenditures by Sub-Appropriation	Actual 2009/10 \$(000s)	Estimate 2009/10 FTE	\$ (000s)	Variance Over/(Under) \$(000s)	Expl. No.
Total Salaries	1,347	20.25	1,444	(97)	1
Total Other Expenditures	263		290	(27)	2
Total Expenditures	1,610	20.25	1,734	(124)	

Explanation Number:

1. *Under-expenditure reflects vacancy management strategies which included net staff turnover costs, an employee on maternity leave, maintaining a vacant Revenue Clerk position, secondment of an employee to Innovation, Energy and Mines and savings due to the voluntary reduced work week program. These under-expenditures were partially offset by hiring two term employees (Administrative Assistant and Business Analyst), severance and vacation payout for an employee who resigned, hiring of summer students and billings from Business Transformation and Technology for information and communication technology services.*
2. *Under-expenditure reflects efficiencies realized through rationalization of administrative functions and implementation of expenditure management strategies which resulted in reductions in training costs, office equipment rentals, computer related charges, liability insurance costs, legal costs, printing costs and office supplies partially offset by server maintenance agreement, archiving charges and Microsoft licences.*

Conciliation and Mediation Services

Conciliation and Mediation Services works to promote and maintain harmonious labour-management relations in Manitoba by providing conciliation, grievance mediation and preventive mediation services to organized labour and management.

Objectives

- To administer *The Labour Relations Act* as it pertains to conciliation and mediation services in labour/management disputes and related situations.
- To provide competent, well-trained conciliators to assist organized labour and management in collective bargaining in order to resolve impasses in negotiations and thereby minimize work stoppages.
- To provide competent, well-trained mediators to assist organized labour and management when grievance procedures have failed to produce a settlement.
- To assist public school teachers and school boards in collective bargaining and grievance mediation as provided under *The Labour Relations Act*.

Summary of Performance

In 2009/10, Conciliation and Mediation Services:

- assisted in 106 conciliation assignments under *The Labour Relations Act* and disposed of 64 assignments during the reporting year, 91 per cent of which were finalized without a work stoppage (see Table 1);
- had 64 expedited grievance mediation files, 74 per cent of which were settled;
- assisted with 402 joint grievance mediation files, and settled 93 per cent of the 163 grievances mediated during the year (see Table 2);
- was involved in 5 work stoppages involving 953 bargaining unit workers; and
- continued to participate in the Canadian Association of Administrators of Labour Legislation and Association of Labour Relations Agencies conferences, which provide a continuous exchange of information with other jurisdictions and opportunities to attend seminars on new and improved approaches to preventive mediation and conciliation.

Table 1
Statistics Relating to Conciliation Services
April 1, 2009 - March 31, 2010

Assignments in process during reporting year	
Assignments carried over from previous year	45
Assignments received during the reporting year	45
Assignments received for First Collective Agreement	15
Assignments received for Interest Based Negotiations	0
Assignments received for Preventive Mediation	1
Assignments received related to <i>The Public Schools Act</i>	0
Total	106
Assignments disposed of during reporting year	
Settled in conciliation without work stoppage	58
Settled following work stoppage	4
Proceeded to Arbitration under <i>The Public Schools Act</i>	0
Imposed by Manitoba Labour Board for first collective agreement	2
Total	64
Assignments still active at end of reporting year	42
Percentage of assignments finalized without stoppages	91%

Table 2
Statistics Relating to Mediation Services
April 1, 2009 - March 31, 2010

Under Section 129(1) (Joint Application)	
Cases carried forward	188
Cases assigned	214
Total	402
Settled	151
Not settled	12
Awaiting mediation	239
Percentage of settlements achieved	93%
Under Section 130(8) (Expedited Application)	
Cases carried forward	23
Cases assigned	41
Total	64
Settled	26
Not settled	9
Proceeding directly to arbitration	3
Awaiting mediation	26
Percentage of settlements achieved	74%

2(c) Conciliation and Mediation Services

Expenditures by Sub-Appropriation	Actual 2009/10 \$(000s)	Estimate 2009/10 FTE	\$ (000s)	Variance Over/(Under) \$(000s)	Expl. No.
Total Salaries	656	7.00	616	40	1
Total Other Expenditures	169		146	23	2
Total Expenditures	825	7.00	762	63	

Explanation Number:

1. *Over-expenditure reflects severance and vacation payouts for an employee who retired partially offset by vacancy management strategies which included net staff turnover costs and savings due to the voluntary reduced work week program.*
2. *Over-expenditure reflects renovation costs of a meeting room for clients.*

Office of the Superintendent - Pension Commission

The mandate of the Office of the Superintendent - Pension Commission is to safeguard employees' rights to benefits promised under employment pension plans as provided under pension benefits legislation.

Objectives

- To administer and enforce *The Pension Benefits Act (Act)* and regulations to safeguard the rights of employees to benefits promised under employment pension plans registered under the Act.
- To promote the establishment, extension and improvement of employment pension plans registered under the Act.

Summary of Performance

In 2009/10, the Office of the Superintendent - Pension Commission:

- processed over 1,000 requests for statements of satisfaction concerning one-time transfers;
- issued over 500 pieces of correspondence related to compliance;
- reviewed over 99 pension plan amendments;
- reviewed five plan registrations, nine full plan windups, nine partial plan windups, one merger and one plan conversion;
- reviewed for compliance 320 Annual Information Returns (AIRs), which detail the contributions made to and membership changes under a pension plan over its fiscal year;
- reviewed for compliance 16 actuarial valuation reports, which detail the funded and solvency position of a defined benefit pension plan and the contribution requirements over the next 3 years;
- conducted five Pension Administration Reviews to assess whether the administrative systems and practices of pension plans were sufficient to produce legislative compliance, and monitored progress on the issues identified in the Reviews' reports;
- responded to approximately 5,000 telephone inquiries relating to pension legislation;
- participated in, as a presenter, one public education session for organizations involved with pension plans, dealing with various aspects of existing and proposed legislation and general industry information;
- implemented *The Pension Benefits Amendment Act* and Pension Benefits Regulation 39/2010;
- implemented an amendment to an exemption regulation under *The Pension Benefits Act*; and
- participated in, through the Superintendent of Pensions, the activities of the Canadian Association of Pension Supervisory Authorities (CAPSA), a national association of pension supervisory authorities whose mission is to facilitate an efficient and effective pension regulatory system in Canada.

2(d) Office of the Superintendent - Pension Commission

Expenditures by Sub-Appropriation	Actual 2009/10 \$(000s)	Estimate 2009/10 FTE	Variance Over/(Under) \$(000s)	Expl. No.
Total Salaries	390	5.00	391	(1)
Total Other Expenditures	107		133	(26) 1
Total Expenditures	497	5.00	524	(27)

Explanation Number:

1. *Under-expenditure reflects a delay in public information sessions for the implementation of regulations under The Pension Benefits Act and decreased legal fees for appeals of the Orders of the Superintendent.*

The Manitoba Labour Board

The Manitoba Labour Board is an independent and autonomous specialist tribunal which administers and adjudicates responsibilities assigned to it under *The Labour Relations Act* and sections of:

- *The Employment Standards Code*
- *The Workplace Safety and Health Act*
- *The Public Schools Act*
- *The Construction Industry Wages Act*
- *The Remembrance Day Act*
- *The Pay Equity Act*
- *The Essential Services Act*
- *The Elections Act*
- *The Victims Bill of Rights*
- *The Public Interest Disclosure (Whistleblower Protection) Act*
- *The Worker Recruitment and Protection Act*

During the reporting period, the Board was composed of a full-time Chairperson, one full-time Vice-Chairperson, six part-time Vice-Chairpersons, and 28 Board members representing equal representation of employees and employers.

Objectives

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

Summary of Performance

In 2009/10, the Manitoba Labour Board:

- received 330 applications and carried forward 117 files under the following Acts:

<i>The Essential Services Act</i>	1
<i>The Workplace Safety and Health Act</i>	3
<i>The Employment Standards Code</i>	50
<i>The Labour Relations Act</i>	<u>276</u>
Total filed in reporting year	330
Cases carried forward (2008/09)	<u>117</u>
Total*	447

*The total number of applications filed fell 13 per cent from the previous year's total of 515.

- disposed of/closed 352 of 447 cases (78 per cent);
- scheduled 137 applications for hearing;

- resolved 75 per cent of disputes through the mediation process in cases where a board officer was formally appointed or assisted the parties informally in reaching a settlement. Of those cases not settled, the issues to be heard by the Board were narrowed;
- issued 49 Substantive Orders and 11 Written Reasons for Decision, the full text of which have been posted on the Board's website;
- distributed updates for the "Index of Written Reasons for Decision" to subscribers;
- conducted 13 votes within time frames ordered by the Board;
- continued to partner with the Department's Information and Technology Services Branch to develop a comprehensive automated case management system;
- conducted the bi-annual seminar for Vice-Chairpersons and Board Members in Gimli, Manitoba on May 26 - 28, 2009;
- reviewed and updated the Board's Information Bulletins and issued six new bulletins;
- hired a bilingual receptionist, further enhancing the Board's ability to provide service to the public in both official languages;
- significantly reduced the median processing time for applications received under *The Labour Relations Act* (from 101 days in 2008/09 to 47 days in 2009/10); and
- promoted sustainable development through various activities including recycling, paper management, use of environmentally preferable products and duplex copying.

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

2(e) Manitoba Labour Board

Expenditures by Sub-Appropriation	Actual 2009/10 \$(000s)	Estimate 2009/10 FTE		Variance Over/(Under) \$(000s)	Expl. No.
Total Salaries	1,312	16.50	1,383	(71)	1
Total Other Expenditures	417		508	(91)	2
Total Expenditures	1,729	16.50	1,891	(162)	

Explanation Number:

1. *Under-expenditure reflects implementation of vacancy management strategies, which included net staff turnover costs, Board member per diems and savings due to the voluntary reduced work week program partially offset by severance and vacation payout of an employee who retired.*
2. *Under-expenditure reflects implementation of expenditure management strategies which resulted in reductions in legal fees due to fewer appeals, website development costs which were performed internally, travel and training costs of Board members and officers, furniture and equipment purchases, costs of biennial Manitoba Labour Board seminar and computer related charges.*

Workplace Safety and Health

The Workplace Safety and Health Division (WSHD) administers seven acts and associated regulations dealing with the health and safety of workers, protection of the public from mechanical, electrical and fuel-burning equipment, 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 control workplace and public hazards through education and training, combined with administration and enforcement of relevant acts and regulations.

Workplace Safety and Health

Objectives

- To administer *The Workplace Safety and Health Act* (Act) and its regulations through efforts promoting awareness of the importance of workplace safety and health, compliance among employers and workers, and the adoption of measures to identify and control workplace safety and health hazards, thereby preventing fatalities and reducing workplace injuries and illnesses, and contributing to a dynamic provincial economy and improved quality of life for Manitobans.

Government Priorities

Building our economy, building our communities
Providing safer communities

Department Priorities

Reducing the human and economic costs of workplace illnesses and injuries by:

Summary of Performance

1. Reducing the time-loss injury rate to 3.5 per 100 workers by the year 2012, and significantly reducing the number of work-related fatalities and serious injuries. In 2009/10, WSHD:

- undertook prevention and enforcement activities that contributed to a decrease in the time-loss injury rate to 3.5 per 100 workers, a reduction of 38 per cent since 2000.
- continued working on the (2008-2012) five-year joint workplace injury and illness prevention plan that was developed with the Workers Compensation Board (WCB). The plan aims to significantly reduce the number of serious injuries and fatalities in the province;
- conducted 10,030 workplace inspections (a 9 per cent increase over 2008/09) and issued orders as necessary;
- conducted workplace investigations of complaints, serious incidents, rights to refuse and discriminatory actions;
- provided consultative safety engineering, ergonomic and occupational hygiene assistance to clients and internal staff;
- prepared specialized reports on hazards and risk control strategies;
- conducted pre-development reviews of new projects, installations and processes; and

- prepared and delivered specialized technical training programs to workers and employers.

2. Promoting a safety and health culture and encouraging workers and employers to assume more responsibility for their own workplace safety and health. In 2009/10, WSHD:

- continued working with the WCB on awareness and education initiatives to strengthen the culture of safety and health in Manitoba, including the provincial workplace safety and health public awareness campaign commenced in June 2003 built around the SAFE methodology (Spot the hazard, Assess the risk, Find a safer way, Everyday), and featuring television and print advertisements;
- continued joint planning with the WCB to encourage the growth of a strong network of prevention organizations;
- provided a variety of informational material such as newsletters, bulletins, guidelines, website material and audiovisual materials to assist in safety and health training and communication, and continued to develop publications for the new workplace safety and health regulations that took effect in 2007;
- helped maintain and update the new SAFE Manitoba website, which incorporates all of WSHD's publications, resource and contact information. Efforts continue to make this website the workplace safety and health internet destination for Manitobans;
- delivered 206 training courses to employers and workers across the province, and 41 presentations on the new regulatory requirements and general legislative requirements to stakeholder groups;
- provided consultation services to industry clients to assist with the effective, ongoing function of existing safety and health committees and encourage the formation of new committees;
- promoted the requirement for workplaces to establish and implement effective safety and health programs;
- continued to address young worker safety and health issues at the secondary and post-secondary level and in youth training facilities by developing and delivering youth-targeted programming;
- continued to address farm safety issues through collaboration with governmental and non-governmental organizations and the delivery of education to agricultural producer organizations;
- collaborated with various government departments and agencies to address emerging issues such as pandemic influenza planning and agriculture related safety and health concerns; and
- conducted occupational-related health surveillance on such matters as blood lead and heavy metal levels, hearing conservation and pesticides, and initiated a consultation with stakeholders regarding screening procedures for exposure to fibrogenic dust.

Table 1
Performance Indicators, Workplace Safety and Health Division

Effectiveness Measures	Planned Target 2009/10	Actual Result 2009/10	Expl. No.
Number of training courses (and participants)	225 (4,000)	206 (2,949)	
Number of inspections conducted	8,500	10,030	1
Time-loss injury rate	3.9	3.5	2

Explanation Number:

1. *Inspections*
Target exceeded as a result of the hiring of additional officers and improvements to performance and quality assurance processes.

2. *Injury Rate*
The time-loss injury rate target of 3.9 for 2009 was set as an incremental step towards achieving the goal of reducing the rate to 3.5 by 2012. Performance has exceeded expectations, resulting in the 2012 goal being reached ahead of schedule.

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 (Advisory Council) reports directly to the Minister of Labour and Immigration concerning general workplace safety and health issues, protection of workers in specific situations, and appointment of consultants and advisors. The Advisory Council reviews *The Workplace Safety and Health Act* and its administration at least once every five years or when requested to do so by the Minister, and advises on any other matter concerning workplace safety and health at the Minister's request.

The Lieutenant Governor in Council appoints council members, with equal representation from workers, employers, and technical/professional organizations. The WSHD provides technical, administrative and financial support to the Advisory Council. Members receive remuneration in the form of per diems and payment for out-of-pocket expenses.

Where appropriate, the Advisory Council establishes committees to advise the Council on specific matters dealing with workplace safety and health.

Summary of Performance

In 2009/10, the Advisory Council on Workplace Safety and Health:

- made recommendations concerning the Operation of Mines Regulation Committee's report on proposed changes to the Operation of Mines Regulation;
- made recommendations on proposed changes to the Workplace Safety and Health Regulation. As part of this process, the Construction Committee of Council reviewed several of the proposed changes, including the use of hard hats, fall protection for existing residential roofing work, excavations, new rigging requirements, and excavation requirements on the surface of mines;
- reviewed the Judge's recommendations from the Steven Ewing Inquest, as part of the proposed changes to the Workplace Safety and Health Regulation and the Operation of Mines Regulation;
- recommended that Manitoba adopt ACGIH's TLV-STEL of 0.25 ppm for sulphur dioxide, following an examination of the issue by the Council's Committee for the Review of Regulations and Standards;

- discussed Manitoba's Joint Injury Prevention Strategy and aboriginal worker safety and health; and
- undertook a review of the issue of psychological harassment.

2(f) Workplace Safety and Health

Expenditures by Sub-Appropriation	Actual 2009/10 \$(000s)	Estimate 2009/10 FTE	\$(000s)	Variance Over/(Under) \$(000s)	Expl. No.
Total Salaries	6,408	90.70	6,602	(194)	1
Total Other Expenditures	1,755		1,912	(157)	2
Total Grants	105		105	-	
Total Expenditures	8,268	90.70	8,619	(351)	

Explanation Number:

1. Under-expenditure reflects implementation of vacancy management strategies, which included net staff turnover costs, four employees on maternity leave, eight employees granted leave without pay and/or reduced hours, maintaining two vacant positions, savings due to the voluntary reduced work week program, remoteness allowance and lower than expected per diems for the Advisory Council on Workplace Safety and Health. These under-expenditures were partially offset by severance and vacation payouts for two employees who retired, General Salary Increases under the collective bargaining agreement with the Manitoba Medical Association, hiring of summer students, an employee seconded from the Workers Compensation Board, hiring a term employee for employee on leave without pay, overtime/standby costs, workers compensation claims and acting status payouts.
2. Under-expenditure reflects implementation of expenditure management strategies which resulted in reductions in training and travel costs, real estate rentals and renovation costs due to delayed expansion of space, legal fees for appeals and prosecutions less than planned, lower costs for production of SafeWork newsletter due to one less edition, fewer incident investigations than expected, operating supplies, computer related charges and office equipment rentals. These under-expenditures were partially offset by enhancements and maintenance for LINK system, increased costs for production of bulletins, guides and codes, furniture and equipment purchases, equipment maintenance and Microsoft licences.

Mechanical and Engineering

The Mechanical and Engineering Branch conducts inspections of and issues permits for mechanical or electrical equipment, examines and reviews facility and equipment designs, and conducts examinations and issues licences to qualified tradespeople.

Objectives

- To ensure that Manitobans are not exposed to hazardous situations related to any mechanical or electrical equipment covered by legislation, including boilers, pressure vessels, refrigeration systems, gas and oil burning equipment, amusement rides and elevators.
- To examine and license or certify electricians, power engineers, gas fitters, boilermakers, welders and pipefitters, thereby ensuring tradespersons operating in regulated fields are fully qualified.
- To promote safety and safety awareness throughout Manitoba.

Summary of Performance

In 2009/10, the Mechanical and Engineering Branch:

- conducted inspections of amusement rides, electrical equipment and installations, elevators, gas and oil burners, and steam and pressure plants and issued compliance orders where appropriate;
- examined and issued licences to tradespersons under *The Power Engineers Act*, *The Electricians' Licence Act*, and *The Gas and Oil Burner Act*;
- examined and registered engineering designs to ensure conformity with the appropriate codes;
- audited companies for Quality Control Certificate validations;
- registered 62 Manufacturers' Affidavits for certified pressure equipment entering the province; and
- registered 12 new welding procedures for pressure equipment and pressure piping;

Table 1
Performance Indicators, Mechanical and Engineering Branch

Effectiveness Measures	Planned Target 2009/10	Actual Result 2009/10	Expl. No.
Inspection of:			
- boilers, pressure vessels, refrigeration plants, electrical applications and gas and oil fired equipment	12,000	10,406	1
- elevators	2,000	1,719	
- amusement rides	200	348	
Review of:			
- engineering plans and designs	1,000	613	1
- new or renewal quality assurance programs for pressure equipment and pressure piping manufacturers and installers	80	88	
Issuing of:			
- licenses to qualified tradespersons, such as power engineers, welders, gas fitters and electricians	3,000	4,414	
- gas and oil permits	25,000	25,114	

Explanation Number:

1. *Target shortfalls were due to retirements and long-term illness resulting in several extended vacancies in the branch.*

2(b) Mechanical and Engineering

Expenditures by Sub-Appropriation	Actual 2009/10 \$(000s)	Estimate 2009/10 FTE	\$(000s)	Variance Over/(Under) \$(000s)	Expl. No.
Total Salaries	2,291	32.00	2,276	15	1
Total Other Expenditures	710		626	84	2
Total Expenditures	3,001	32.00	2,902	99	

Explanation Number:

1. *Over-expenditure reflects severance and vacation payouts for two employees who retired, hiring summer students, worker compensation claims, overtime/standby costs and acting status payouts partially offset by implementation of vacancy management strategies which included maintaining two vacant positions, net staff turnover costs, savings due to the voluntary reduced work week program and an employee on leave without pay.*
2. *Over-expenditure reflects purchase of source code of boiler and elevator software, renovations to the welder testing centre to address the recommendations of a workplace safety and health review, enhancements to online gas permits software, increased operating supplies and equipment purchases for inspectors and the welder testing centre, annual Canadian Standards Association licence fee, furniture and equipment purchases, computer related charges and Microsoft licences. These over-expenditures were partially offset by implementation of expenditure management strategies which resulted in reductions to travel and training costs of inspectors, maintenance charges for the boiler and elevator software, telephone charges and American Society of Mechanical Engineers accreditation costs.*

Employment Standards

The Employment Standards Division is composed of the Employment Standards Branch (which includes the Labour Adjustment Unit) and the Worker Advisor Office. The Division provides a comprehensive program of client-initiated services, proactive services, and labour adjustment services, as well as advocacy services in the case of the Worker Advisor Office.

Employment Standards

Objectives

- To achieve socially desirable terms and conditions of employment for the Manitoba workforce through the administration of minimum standards and conditions of employment.
- To protect children from exploitation in the modelling and talent industry, and to protect foreign workers and employers through the regulation of recruiters.
- To increase compliance with the legislation.
- To promote harmonious employment relationships through the dissemination of information, provision of proactive services and resolution of disputes.
- To assist employers in finding solutions to potential business closures or layoffs and support workforce adjustment committees in developing re-training and re-employment strategies for workers whose jobs have disappeared or changed.

Summary of Performance

In 2009/10, the Employment Standards Branch:

- received 2,616 claims and recovered \$1.4 million in wages;
- finalized 988 claims (38 per cent of total) using the Quick Resolution process in an average of 27 days, reducing the need for time-consuming field investigations;
- conducted field investigations of 1,543 claims, facilitating a voluntary resolution in approximately 90 per cent of cases and issuing formal orders for the remaining 10 per cent;
- facilitated resolution of 25 out of 26 cases that undertook the Alternative Dispute Resolution process, reducing the number of appeals to the Manitoba Labour Board for resolution;
- implemented two more rate increases in a series of minimum wage increases for the construction industry, which will lead to greater use of the apprenticeship training system and enhance the province's ability to attract and retain skilled workers;
- evaluated 166 licence applications, 205 child performer permit applications and 1,801 employer business registration applications under *The Worker Recruitment and Protection Act*;
- processed nearly 2,900 Child Employment Permit applications and worked with industries to expand the streamlined process for applications with standardized job tasks that regularly employ children;

- continued a targeted public education strategy to protect vulnerable workers through partnerships with education and skill providers for youth and newcomers to the province such as Entry Program, Safe Workers of Tomorrow, Employment Projects of Winnipeg, Success Skills Centre, and Employment Solutions for Immigrant Youth;
- conducted analysis of nearly 1,400 employers for potential non-compliance, resulting in 299 being targeted for formal investigation to advance labour standards rights and obligations in the workplace and to increase compliance with the legislation;
- issued 65 formal Notices to Comply to employers, resulting in five Administrative Penalty Orders related to non-compliance with minimum standards legislation;
- maintained strong information sharing partnerships with law enforcement, child protection, border security and other government and non-government agencies for the administration and enforcement of *The Worker Recruitment and Protection Act*;
- responded to group layoff and adjustment situations within five days of notification to the Labour Adjustment Unit, allowing opportunities to explore alternate avenues to mitigate the effects of the layoffs prior to public knowledge;
- responded to approximately 50,000 telephone and 5,000 walk-in inquiries; and
- recorded 416,722 unique visits to the Employment Standards website, providing visitors with access to frequently asked questions 24 hours a day, 7 days per week.

Performance Indicators, Client-Initiated Services
April 1, 2009 to March 31, 2010

Claim Resolution Category	Percentage Finalized
Early Resolution Level	38
Field Investigation Level	58
Alternate Dispute Resolution Level	1
Manitoba Labour Board Level	2
Judgement and Collections Level	1

2(g) Employment Standards

Expenditures by Sub-Appropriation	Actual 2009/10 \$(000s)	Estimate 2009/10 FTE	\$(000s)	Variance Over/(Under) \$(000s)	Expl. No.
Total Salaries	2,551	44.80	2,862	(311)	1
Total Other Expenditures	610		635	(25)	2
Total Expenditures	3,161	44.80	3,497	(336)	

Explanation Number:

- Under-expenditure reflects implementation of vacancy management strategies, which included the net recovery of salary of three Employment Standards Officers from Immigration Division for proactive enforcement of The Worker Recruitment and Protection Act (WRAPA), maintaining three vacant positions, employees granted leave without pay, recovery from Competitiveness, Training and Trade - Apprenticeship Branch for enforcement services, an employee on maternity leave, net staff turnover costs, remoteness allowance and savings due to the voluntary reduced work week program. These under-expenditures were partially offset by hiring an Employment Standards Officer on term, hiring of a summer student, overtime costs and reclassification of one position.*
- Under-expenditure reflects the implementation of expenditure management strategies, which included decreased legal costs due to fewer appeals, the delay of telephone answering service charges, printing and advertising costs (related to Construction Industry Wages Ad, the Minimum Wage Ad and Remembrance Day Ad) less than planned, computer related charges and telephone charges. These under-expenditures are partially offset by travel and training costs of Employment Standards Officers, enhancements to the Claims Tracking System, furniture and equipment purchases and on-line search fees.*

Worker Advisor Office

The Worker Advisor Office, established under Section 108 of *The Workers Compensation Act*, is independent of the Workers Compensation Board (WCB) and provides professional and timely service to workers and their dependants who require assistance with their workers compensation claims. The Office advises, assists and, when appropriate, represents claimants who have cause to disagree with decisions of the WCB.

Objectives

- To assist injured workers and their dependants in understanding the operations of the WCB and in obtaining benefits to which they are entitled under *The Workers Compensation Act* in a fair, compassionate and timely manner.

Summary of Performance

In 2009/10, Worker Advisor Office:

- provided services to over 2,168 individuals, resulting in the opening of 322 new files and the closure of 342 files;
- concluded 82 per cent of inquiries by providing advice only;
- reviewed and closed 342 claims, 136 (40 per cent) of which were closed as a result of having no basis for appeal; and
- resolved 206 claims (60 per cent of total claims) through the WCB appeal system (15 per cent were resolved at the case management level, 32 per cent at the Review Office level, and 13 per cent at the Appeal Commission level).

2(h) Worker Advisor Office

Expenditures by Sub-Appropriation	Actual 2009/10 \$(000s)	Estimate 2009/10 FTE	Variance Over/(Under) \$(000s)	Expl. No.	
Total Salaries	668	10.00	727	(59)	1
Total Other Expenditures	96		149	(53)	2
Total Expenditures	764	10.00	876	(112)	

Explanation Number:

1. *Under-expenditure reflects implementation of vacancy management strategies, which included maintaining a vacant position, net staff turnover costs, two employees granted leave without pay or reduced hours and savings due to the voluntary reduced work week program.*
2. *Under-expenditure reflects the implementation of expenditure management strategies, which included reductions in the amount of medical tests for clients, furniture and equipment purchases, travel and training costs of Worker Advisors, computer related charges and telephone charges.*

Manitoba Status of Women

The Manitoba Status of Women Division identifies the needs and concerns of Manitoba women; raises awareness of issues affecting women; partners with community organizations and other government departments to promote gender equality; and brings the concerns and aspirations of women to the provincial government to ensure they are integrated into government programs, policies and legislation.

Objectives

- To promote gender equality and the equal participation of all women in society.
- To improve the economic, social, legal and health status of women.
- To contribute to ending exploitation and violence against women.

Summary of Performance

In 2009/10, the Manitoba Status of Women Division:

- provided research and support for government policy and program development related to such issues as economic security, child custody and access, women's health, violence against women and issues affecting Aboriginal women;
- promoted a wider use of gender-diversity analysis in government policy and program development by working in conjunction with the Treasury Board Gender and Diversity Analysis Steering Committee;
- collaborated with Federal/Provincial/Territorial Status of Women Ministries across Canada on issues of common or national interest such as violence against women and economic security;
- produced and distributed capacity-building resources such as the *Parenting on Your Own Handbook*, the *4 Girls Only! Guide*, *Taking the Lead*, *Inspiring Women*, and *Living in Manitoba: a Resource Guide for Immigrant Women*;
- hosted the Federal/Provincial/Territorial meeting of Ministers responsible for the Status of Women;
- continued to work towards developing a renewed Women's Health Strategy in collaboration with Manitoba Health;
- participated on a Domestic Violence Death Review Committee;
- in collaboration with the Departments of Family Services and Consumer Affairs and Justice, implemented the Workplace Initiative to Support Employees (WISE) on Family Violence;
- assisted the Government of Ukraine to improve their understanding of gender issues and gender mainstreaming;
- participated on the Trafficked Person Response Team to identify gaps in providing a coordinated response to trafficked individuals;
- in collaboration with Aboriginal and Northern Affairs and the Community Economic Development Committee of Cabinet, hosted two Regional Gatherings to inform Manitoba's approach to improving the lives of Aboriginal women;

- provided 80 Training for Tomorrow Educational Awards to encourage women to enter into math, science and technology programs at the four Colleges in Manitoba;
- provided funding to community organizations throughout the province to deliver the Power Up computer training program to adult women in a non-threatening environment; and
- developed a publication to highlight achieving equal representation of women judges on the Provincial Court bench in Manitoba.

Manitoba Women's Advisory Council

The Manitoba Women's Advisory Council works within the Manitoba Status of Women Division to represent the issues and concerns of Manitoba women. The council focuses on issues that have a social, legal or economic impact on the lives of women and their families.

The Manitoba Women's Advisory Council was established through an Order in Council in 1980. Since 1987, the function and operation of the Council has been governed by *The Manitoba Women's Advisory Council Act* (the Act).

The council has a chair and several community members appointed by the provincial government. Members reflect the cultural diversity of Manitoba women and come from rural, urban and northern communities.

The advisory council reports to the Minister responsible for the Status of Women.

Summary of Performance

In 2009/10, the Manitoba Women's Advisory Council:

- hosted six Council meetings as mandated by *The Manitoba Women's Advisory Council Act*,
- hosted two roundtable discussions with approximately 50 representatives from equality-seeking organizations;
- raised awareness of women's issues by partnering with the community to sponsor events such as media training and LGBTTTQ awareness;
- hosted three large-scale community events – December 6th Sunrise Memorial, International Women's Day and Women's History Month;
- developed a handout detailing the progress of women's equality in Manitoba since the 1970 Royal Commission on the Status of Women;
- delivered ten Lunch and Learn sessions to approximately 500 individuals on a variety of issues of concern to women, including: LGBTTTQ awareness, human trafficking, immigration, fair accreditation regulations for newcomers, changes to United Nations gender architecture, family violence and the workplace, high risk offender units and domestic violence prevention, mental health, hyper-sexualization of girls and eating disorders;
- collaborated with community organizations to organize the annual Take Back the Night march to acknowledge violence and improve safety for women;
- compiled and distributed the bi-monthly events calendar and information sheet, *Council Currents*, to over 300 women's organizations and designed and administered an interactive online community calendar to improve planning and coordination of events in the community;

- coordinated the participation of prairie women's groups in the upcoming international feminist conference Women's Worlds 2011, as a Regional Network Leader;
- initiated and developed the Eira 'Babs' Friesen Lifetime Achievement Award in conjunction with the YMCA-YWCA, to recognize a woman who has demonstrated courage, persistence and made a unique contribution to women's equality;
- provided administrative services to non-profit women's organizations, including photocopying of newsletters and correspondence, as well as research and project support;
- increased collaboration with women's organizations, representatives from women's groups, and other government departments to heighten awareness of the Council and its role;
- consulted and collaborated with equality-seeking organizations locally, provincially and nationally with the goal of achieving women's equality; and
- provided advice to government on issues affecting women.

2(j) Manitoba Status of Women

Expenditures by Sub-Appropriation	Actual 2009/10 \$(000s)	Estimate 2009/10 FTE	Variance Over/(Under) \$(000s)	Expl. No.
Total Salaries	498	10.00	747 (249)	1
Total Other Expenditures	297		330 (33)	2
Total Grants	95		100 (5)	
Total Expenditures	890	10.00	1,177 (287)	

Explanation Number:

1. Under-expenditure reflects implementation of vacancy management strategies, which included maintaining a vacant position, an employee on secondment to Family Services and Consumer Affairs, an employee on secondment to Justice, an employee on maternity leave, an employee on secondment to Immigration Division, not hiring a summer student and savings due to the voluntary reduced work week program. These under-expenditures were partially offset by net staff turnover costs and a term employee hired to replace an employee on maternity leave.
2. Under-expenditure reflects the implementation of expenditure management strategies, which included reductions due to Power Up program costs less than planned, advertising costs for Training for Tomorrow Educational Awards, costs related to hosting the Federal/Provincial/Territorial meeting of Ministers responsible for the Status of Women less than planned, computer related charges, costs related to Manitoba Women's Advisory Council, travel costs and equipment rentals. These under-expenditures were partially offset by increased printing and mailing costs of Parenting on Your Own Handbook and Living in Manitoba: a Resource Guide for Immigrant Women, costs related to the Diversity and Equity conference, travel costs, costs to sponsor a media training event and increased hospitality grants.

Disabilities Issues Office

The Disabilities Issues Office was established in December 2002 in response to *Full Citizenship: A Manitoba Provincial Strategy on Disability*. The office reports directly to the Minister responsible for Persons with Disabilities who is also the Minister of Labour and Immigration. Manitoba Labour and Immigration provides administrative support and a budgetary home for the Disabilities Issues Office.

Objectives

- To act as a centralized resource for all government departments to assist with the coordination of initiatives that have implications for persons with disabilities.
- To support communication between the disability community and government regarding disability policy and program issues.
- To support the mandate of the Minister responsible for Persons with Disabilities by identifying issues affecting persons with disabilities, coordinating policy development to improve access to public services and representing the needs of Manitobans with disabilities to other levels of government.
- To promote positive attitudes and raise awareness about making Manitoba a more inclusive society for persons with disabilities.

Summary of Performance

In 2009/10, the Disabilities Issues Office:

- produced the discussion paper, *Opening Doors: Manitoba's Commitment to Persons with Disabilities*, which will serve as a guide to the development of a new long-term, cross-departmental provincial disability strategy, focusing on ten key theme areas for persons with disabilities;
- consulted with the broad disability community on *Opening Doors* at a series of public forums in Brandon, Thompson and Winnipeg, and received submissions on the strategy via the Disabilities Issues Office website, mail, and telephone;
- consulted directly with targeted segments of the disability community including Aboriginal Manitobans, Franco-Manitobans and women with disabilities to better understand their specific needs and concerns;
- offered informational presentations on *Opening Doors* to government staff, including a cross-departmental forum on the Accessibility for Ontarians with Disabilities Act (AODA) with Alf Spencer, Director of the Accessibility Directorate of Ontario;
- conducted expert panels with representatives of government and the disability community on three of the pillars of the *Opening Doors* discussion paper: rights and justice, disability supports, and housing;
- provided training and support to disability access coordinators in supporting the government-wide implementation of the Manitoba Policy on Access to Government;
- established and co-chaired the Inter-Jurisdictional Working Group on a Protection Strategy for Vulnerable Adults with a mandate to "conduct a detailed review and dialogue focusing on the commonalities, gaps, strengths, capacities and steps to inform future work in developing and implementing a collaborative, coordinated protection strategy for vulnerable adults living in Manitoba";

- educated government departments and the disability community about the United Nations Convention on the Rights of Persons with Disabilities;
- promoted public awareness of disability access issues following the proclamation of May 31 to June 6, 2009 as Manitoba Access Awareness Week;
- provided advice to provincial departments on policy issues affecting Manitobans with disabilities including: employment, income, education, emergency preparedness and pandemics, protection from abuse, recreation, aging, visitable housing (including Waverley West Development), government access, and the disability service needs of specific population groups;
- represented Manitoba on the City of Winnipeg's Access Advisory Committee, the Disability Health and Wellness Organizing Committee and in numerous community organization and network meetings; and
- continued to build the Disabilities Issues Office website to provide information about the Office and government initiatives that concern people with disabilities.

2(k) Disabilities Issues Office

Expenditures by Sub-Appropriation	Actual 2009/10 \$(000s)	Estimate 2009/10 FTE	\$ (000s)	Variance Over/(Under) \$(000s)	Expl. No.
Total Salaries	320	5.00	316	4	
Total Other Expenditures	150		114	36	1
Total Expenditures	470	5.00	430	40	

Explanation Number:

1. *Over-expenditure reflects costs related to the ongoing development of the new Long-Term Disabilities Strategy based on community consultations on the discussion paper entitled Opening Doors: Manitoba's Commitment to Persons with Disabilities.*

Immigration

The Immigration Division develops and implements policies and programs related to immigrant selection as well as the settlement and integration of immigrants and refugees into the social and economic life of Manitoba. The Division also provides support to the Manitoba Immigration Council under *The Manitoba Immigration Council Act*.

Objectives

- To increase immigration levels through innovative approaches that support Manitoba's demographic, social, cultural and economic development.
- To maximize the economic benefits of immigration.
- To facilitate the settlement and integration of immigrants and refugees in Manitoba.
- To promote regional immigration and long-term integration to support the economic growth and cultural diversity of Manitoba communities.

Government Priorities

*Building our economy, building our communities
Improving education and training options*

Department Priorities

Growing through immigration and meeting Manitoba's labour challenges by attracting, settling and retaining skilled workers by:

Summary of Performance

- 1. Improving Manitoba's performance in attracting, settling and integrating immigrants and achieving in the range of 12,000 to 13,000 landings in 2009; and**
- 2. Increasing migration and the retention of skilled workers.**

In 2009/10, Immigration Division:

- contributed to 13,520 immigrants landing in Manitoba in 2009, a 20.5 per cent increase over 2008 and the highest level recorded since 1946, with communities outside of Winnipeg receiving 27 per cent of all newcomers;
- delivered the Manitoba Provincial Nominee Program (MPNP), which contributed to the successful landing of 10,148 MPNP newcomers in 2009, representing a 27.4 per cent increase over 2008 (7,968) and accounting for 75 per cent of all immigration to Manitoba;
- streamlined the MPNP application process to reduce processing times, with applications in all streams processed within 6 months and some priority streams within 3 months;
- approved 4,735 skilled worker applications and 380 Provincial Nominee Program for Business applicants, representing over 9,000 individuals planning to move to Manitoba;

- continued development of strategies and materials to promote Manitoba as a destination of choice for prospective francophone immigrants, resulting in 349 French-speaking immigrants settling in 2009, an increase of 32 per cent from 2008;
- partnered with the Immigrant Centre (formerly the International Centre) to open the Manitoba Nominee Application Centre (NAC), which provides hands-on services to potential MPNP applicants and their Manitoba supporters, including regular information sessions, consultations on completing applications, notary and commissioner for oaths services and referrals to other community services;
- implemented the Memorandum of Understanding between the Government of Manitoba and the Government of the Philippines, facilitating the recruitment of 123 registered nurses from the Philippines to work in 3 Manitoba regional health authorities;
- implemented a Memorandum of Understanding on Labour Cooperation between the Government of Manitoba and the Government of Iceland to assist Manitoba employers to recruit highly skilled unemployed Icelandic workers;
- implemented temporary foreign worker (TFW) recruitment, protection and retention strategies, per the requirements of *The Worker Recruitment and Protection Act*, including the processing of 1,800 Business Registration applications from Manitoba employers and the issuance of 1,628 Certificates of Registration;
- developed website information and other communications tools to attract prospective immigrants to Manitoba and to assist with positive pre- and post-arrival experiences for newcomers and implemented a web traffic monitoring system, recording 650,000 visits to the immigratemanitoba.com website in 2009;
- supported the *Growth Strategy*, a government-wide interdepartmental initiative to identify and implement strategic actions to support the integration of immigrants in Manitoba;
- supported the integration of newcomers settling in Manitoba through the Settlement Strategy and continued to administer the Manitoba Immigrant Integration Program (MIIP), which combines federal and provincial funds to support settlement and language training services for newcomers, and provided over \$10.3 million in funding to 61 service providers under the MIIP;
- provided \$16.2 million in funding as well as coordination and support to 98 service providers under the MIIP for the delivery of adult English as an Additional Language (EAL) programming to 14,000 adult immigrants in the following priority areas: Orientation, Assessment and Referral; adult EAL in Schools and Colleges; Community-Based Language Training; English at Work; Enhanced Language Training (ELT); Regional Programs; and Resources, Capacity Building and Special Projects;
- increased newcomer access to the centralized orientation program (ENTRY) and expanded the employment component to enhance entry into the labour market, with approximately 4,130 newcomers participating;
- developed and implemented a centralized registration and referral system with eight Manitoba service providers, to improve positive labour market outcomes for immigrants earlier in the arrival continuum, with over 3,375 newcomers receiving assessment, career development planning, employment counselling and placement assistance;
- coordinated additional regional supports to approximately 5,100 newcomers outside of Winnipeg;
- supported the ongoing development and delivery of services through 10 neighbourhood settlement programs, youth and family supports and specialized services, including capacity building activities related to interpreter training and curriculum development;

- amalgamated several neighbourhood EAL classes for immigrant women under one service provider for efficiency in staff development and coordination;
- supported the delivery of 10 occupation-specific language training programs and English at Work classes for 33 Manitoba businesses;
- enhanced teacher resources by the addition of 55 module plans on the divisional website and implemented a new model for adult EAL teachers professional development called “Communities of Practice”;
- hosted the Manitoba Best Practice Settlement Conference in February 2010 for over 500 EAL and settlement practitioners to support continuous professional development of the sector;
- assisted approximately 500 highly skilled immigrants with the costs of assessments and examination fees, courses and materials needed to achieve accreditation, provided wage subsidies for 18 internationally educated professionals for placement in permanent employment in their respective fields of expertise, and provided 321 academic credentials assessments for internationally educated residents of Manitoba;
- assumed the provincial co-chair responsibilities of the Foreign Qualifications Recognition Working Group to implement the First Ministers’ Pan-Canadian Framework on the Assessment and Recognition of Foreign Qualifications; and
- continued to work closely with the Office of the Manitoba Fairness Commissioner, post secondary institutions, employers and government in the development of projects to facilitate and fast-track the recognition and labour market integration of internationally educated and trained individuals.

Manitoba Immigration Council

The Manitoba Immigration Council (MIC) was created in June 2004 by *The Manitoba Immigration Council Act*. The Act provides for the appointment of a 12-member commission with representation from business, labour, regional, educational and multicultural sectors.

The objective of the Manitoba Immigration Council is to provide the Minister responsible for Immigration with information and advice regarding measures to attract immigrants, services for new immigrants, and initiatives that should be developed and promoted by government and others to ensure that immigrants remain in Manitoba.

Summary of Performance

- The current MIC was inaugurated on March 20, 2008, and 2009/10 was the second year of its three year mandate. In 2009/10, the Council met four times on May 7, June 30, September 15, 2009 and January 14, 2010. The Council also met with the Minister of Labour and Immigration in October, 2009 and in March, 2010 to provide an update on its activities; and
- The Council continues to work on its priorities through two sub-committees: the Sub-Committee on Immigration and Integration and the Sub-Committee on Employer Engagement.

3(a) Immigration

Expenditures by Sub-Appropriation	Actual 2009/10 \$(000s)	Estimate 2009/10 FTE	Estimate 2009/10 \$(000s)	Variance Over/(Under) \$(000s)	Expl. No.
Total Salaries	4,556	70.00	5,038	(482)	1
Total Other Expenditures	1,668		1,769	(101)	2
Total Financial Assistance	28,708		27,753	955	3
Total Expenditures	34,932	70.00	34,560	372	4

Explanation Number:

1. *Under-expenditure reflects net staff turnover costs including delayed hiring due to reorganization of the division in order to improve processing of provincial nominees and delivery of settlement services, delayed classification of positions and savings due to the voluntary reduced work week program. These under-expenditures were partially offset by net Provincial Nominee Program – Business (PNP-B) related expenditures used to fund internal departmental programming in support of the Growing Through Immigration Strategy including implementation of the Worker Recruitment and Protection Act (WRAPA), severance and vacation payouts for two employees who retired, secondment of an employee from the Status of Women Division and hiring summer students.*
2. *Under-expenditure reflects decreased costs related to the Manitoba Immigration Portal/Web Development (funded by Citizenship and Immigration Canada (CIC)), decreased out of province travel including rental of booth space, rationalization of publication purchases, decreased hospitality grants, reduced physical asset purchases and other operating costs. These under-expenditures are partially offset by net PNP-B related expenditures including implementation of WRAPA and operating costs more than planned for the Francophone Initiative (funded by CIC).*
3. *Over-expenditure reflects additional funding announced by CIC under the Canada-Manitoba Immigration Agreement for immigrant settlement services partially offset by net Manitoba Opportunities Fund (MOF) related expenditures less than planned.*
4. *Please note that the Department received increased supplementary funding expenditure authority which was offset by the additional funding announced by CIC.*

Office of the Manitoba Fairness Commissioner

The Office of the Manitoba Fairness Commissioner implements *The Fair Registration Practices in Regulated Professions Act* to ensure registration practices are transparent, objective, impartial and fair. The Office of the Manitoba Fairness Commissioner formally opened April 15th, 2009.

Objectives

- To uphold the high standards of professional practice in Manitoba by working with regulators to meet compliance under *The Fair Registration Practices in Regulated Professions Act (the Act)*.
- To provide an informed, fair and coherent system for the assessment and recognition of qualifications of Internationally Educated Professionals.
- To improve the integration of qualified Internationally Educated Professionals into the Manitoba professional workforce in a timely manner.

Summary of Performance

In 2009/10, the Office of the Manitoba Fairness Commissioner:

- provided Manitoba's 31 regulatory bodies with information and advice concerning requirements of the Act;
- organized informational workshops and project consultation meetings with regulators to address identified needs;
- established a website with content that details OMFC's role and activities, specifically targeted for regulatory bodies and internationally educated professionals;
- identified areas of potential conflict with the Act and the individual Acts of 31 regulators. An extensive comparison matrix was created and distributed to regulators;
- hosted focus group discussions with internationally educated professionals;
- made recommendations and worked directly with regulators to streamline pathways to registration for internationally educated immigrants applying for registration;
- continued to work with the Immigration Division in the development of projects to support activities related to the implementation of the Act and the responses required to meet compliance;
- provided 5 one-day Managing Cultural Differences workshops to executive and staff of 23 participating regulatory bodies;
- provided support to 4 regulatory bodies to deliver gap training for Internationally Educated Professionals (IEPs). Specific projects include: Certified Technicians and Technologists Association of Manitoba's Technical Report Writing Program; Internationally Educated Agrologists Program; Internationally Trained Accountants Program; and the Internationally Educated Teachers Program. A total of 35 internationally educated professionals received gap training from these programs;
- supported the College of Occupational Therapists of Manitoba to review existing English language requirements based on existing policies for Manitoba and three other provinces;

- provided plain language and research supports to 7 regulators at their request for clear communication of website content, brochures and pertinent forms;
- enabled and funded the translation into French of Occupational Fact Sheets for all 31 Manitoba self-regulated professional bodies;
- worked with the Certified Technician and Technologist Association of Manitoba, and the College of Licensed Practical Nurses of Manitoba towards the initial development of Professional Practice Seminars for their professions;
- initiated a process to review registration practices of regulators for compliance with the Act and made recommendations to them towards improved compliance;
- consulted with regulatory bodies to develop a data dictionary and to identify technical reporting specifications for a data collection system that will be used towards regulator reporting as required under the Act;
- supported the College of Registered Practical Nurses of Manitoba, the College of Licensed Practical Nurses of Manitoba, and the Manitoba Institute of Agrologists towards the development, pilot, feasibility and implementation of an electronic applicant tracking system;
- worked with other stakeholders such as the Federal government, post secondary institutions, national professional bodies, and other provincial departments to make them aware of the work of the OMFC and the implications of the Act; and
- made 20 presentations, both inside and outside of the province, to raise awareness on the Act and its implications for regulators, internationally educated professionals, government and other stakeholders.

3(b) The Office of the Manitoba Fairness Commissioner

Expenditures by Sub-Appropriation	Actual 2009/10 \$(000s)	Estimate 2009/10 FTE	Variance Over/(Under) \$(000s)	Expl. No.	
Total Salaries	284	3.00	298	(14)	1
Total Other Expenditures	70		72	(2)	
Total Expenditures	354	3.00	370	(16)	

Explanation Number:

1. *Under-expenditure reflects implementation of vacancy management strategies, which included net staff turnover costs and savings due to the voluntary reduced work week program. These under-expenditures were partially offset by hiring of a Project Officer through the Career Gateway Program.*

Office of the Fire Commissioner

Operating as a Special Operating Agency, the Office of the Fire Commissioner (OFC) provides a critical role in maintaining Manitoba's public safety network. The Agency provides education and training, public safety consultation, codes administration, fire investigation and emergency response to incidents that are too large, technical or complex for municipalities to handle. The main objective of the OFC is to provide the citizens of Manitoba with a variety of public safety services which meet the current and emerging needs of the province. The OFC provides these services under the auspices of three Acts: *The Fires Prevention and Emergency Response Act*, *The Buildings and Mobile Homes Act* and *The Department of Labour and Immigration Act*.

Objectives

- To promote effective and efficient fire control throughout the province by providing technical and administrative assistance to fire departments and municipal councils.
- To minimize the adverse effects of fire disasters by providing education and training in disaster management and emergency response.
- To ensure public safety by enforcing compliance with all building codes and standards.
- To safeguard the public by providing emergency response throughout the province for incidents that are too large or complex for local emergency response resources to handle.

Summary of Performance

In 2009/10, the Office of the Fire Commissioner:

- provided technical assistance to all municipal fire departments through an integrated network of Emergency Services Officers;
- responded to 22 provincial emergencies and search incidents;
- provided quality training through the Emergency Services College in programs such as Fire Fighting Practices, Emergency Services Instruction, Fire Investigation, Public Safety and Building Standards;
- provided over 4,400 certifications in disaster management and emergency response through the Manitoba Emergency Services College in Brandon;
- continued regulatory development in the areas of water and energy efficiency, farm buildings, and certification of emergency services responders in Manitoba;
- reviewed building plans, issued building permits, and conducted enforcement and consultative services on various codes; and
- established and continued to support the development of highly specialized teams in the areas of Urban Search and Rescue, Hazardous Materials Response, Ground Search and Rescue, Assisted Policing Authorities with Illegal Drug Operations, and Wildland Fire Support.

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	2009/10 Estimates
Printed Main Estimates of Expenditure 2009/10	\$51,379
Main Estimates Authority Transferred From:	
- Family Services and Consumer Affairs	431
- Internal Service Adjustments	64
- ecoTrust Fund Enabling Vote	400
- Canada-Manitoba Immigrant Integration Program Enabling Vote	5,800
- Immigration Projects Enabling Vote	1,967
Main Estimates Authority Transferred To:	
- Culture, Heritage and Tourism	(801)
Estimates of Expenditure 2009/10 (Adjusted)	\$59,240

Department of Labour and Immigration

Expenditure Summary (\$000)

for fiscal year ending March 31, 2010 with comparative figures for the previous fiscal year

Estimate 2009/10	Appropriation	Actual 2009/10	Actual 2008/09	Increase (Decrease)	Expl. No.
11-1 LABOUR EXECUTIVE					
\$ 46	a) Minister's Salary	\$ 46	\$ 45	\$ 1	
	b) Executive Support				
738	1. Salaries	731	721	10	1., 2.
71	2. Other Expenditures	68	70	(2)	
\$ 855	Total 11-1	\$ 845	\$ 836	\$ 9	
11-2 LABOUR PROGRAMS					
\$ 1,444	a) Management Services				
	1. Salaries	\$ 1,347	\$ 1,354	\$ (7)	1.
290	2. Other Expenditures	263	270	(7)	
	b) Mechanical and Engineering				
2,276	1. Salaries	2,291	2,168	123	1., 3.
626	2. Other Expenditures	710	605	105	4.
	c) Conciliation and Mediation Services				
616	1. Salaries	656	591	65	1., 5.
146	2. Other Expenditures	169	166	3	
	d) Office of the Superintendent-Pension Commission				
391	1. Salaries	390	380	10	1.
133	2. Other Expenditures	107	108	(1)	
	e) Manitoba Labour Board				
1,383	1. Salaries	1,312	1,249	63	1., 6.
508	2. Other Expenditures	417	440	(23)	
	f) Workplace Safety and Health				
6,602	1. Salaries	6,408	6,116	292	1., 7.
1,912	2. Other Expenditures	1,755	1,912	(157)	8.
105	3. Grants	105	105	-	
	g) Employment Standards				
2,862	1. Salaries	2,551	2,582	(31)	1., 9.
635	2. Other Expenditures	610	813	(203)	10.

Estimate 2009/10	Appropriation	Actual 2009/10	Actual 2008/09	Increase (Decrease)	Expl. No.
	h) Worker Advisor Office				
727	1. Salaries	668	712	(44)	1.,11.
149	2. Other Expenditures	96	108	(12)	
400	i) Office of the Fire Commissioner	400	400	-	
	j) Manitoba Status of Women				
747	1. Salaries	498	618	(120)	1.,12.
330	2. Other Expenditures	297	337	(40)	13.
100	3. Grants	95	72	23	14.
	k) Disabilities Issues Office				
316	1. Salaries	320	319	1	1.
114	2. Other Expenditures	150	121	29	15.
\$ 22,812	Total 11-2	\$ 21,615	\$ 21,546	\$ 69	
	11-3 IMMIGRATION				
	a) Immigration				
\$ 5,038	1. Salaries	\$ 4,556	\$ 4,074	\$ 482	1., 16.
1,769	2. Other Expenditures	1,668	1,982	(314)	17.
27,753	3. Financial Assistance and Grants	28,708	25,350	3,358	18.
	b) Office of the Manitoba Fairness Commissioner				
298	1. Salaries	284	104	180	1., 19.
72	2. Other Expenditures	70	-	70	20.
\$ 34,930	Total 11-3	\$ 35,286	\$ 31,510	\$ 3,776	
	11-4 AMORTIZATION OF CAPITAL ASSETS				
\$ 643	Amortization of Capital Assets	\$ 643	\$ 663	\$ (20)	21.
\$ 643	Total 11-4	\$ 643	\$ 663	\$ (20)	
\$ 59,240	TOTAL EXPENDITURES	\$ 58,389	\$ 54,555	\$ 3,834	

Explanation Numbers:

1. *The variance reflects the General Salary Increases related to the collective bargaining agreements with the Manitoba Government Employees' Union, Manitoba Medical Association and Organization of Professional Engineers Employed by the Province of Manitoba and/or normal salary adjustments.*
2. *The increase reflects net severance and vacation payouts on retirement and net salary savings due to the voluntary reduced work week program partially offset by net staff turnover costs.*
3. *The increase reflects net staff turnover costs, increased costs of summer students, overtime/standby, workers compensation claims and remoteness allowance partially offset by net severance and vacation payouts on retirements and net savings of positions held vacant and net savings due to the voluntary reduced work week program.*
4. *The increase reflects purchase of source code of boiler and elevator software, travel and training costs of inspectors, American Society of Mechanical Engineers Accreditation, increased operating supplies and equipment purchases for inspectors and the welder testing centre, increased real estate rentals, maintenance costs for welder testing software, computer related charges, Microsoft licences, renovations to the welder testing centre to address the recommendations of a workplace safety and health review and office equipment leases partially offset by decreased printing costs of licences, permits and certificates, decreased out of province travel costs, enhancements to on line gas permits software, telephone charges, reduced hospitality costs, out of province travel costs and annual Canadian Standards Association licence fee.*
5. *The increase reflects net severance and vacation payouts on retirements partially offset by net staff turnover costs.*
6. *The increase reflects net staff turnover costs, Board member per diems and net savings due to the voluntary reduced work week program partially offset by net severance and vacation payouts on retirements, decreased costs of summer students and decreased overtime costs.*
7. *The increase reflects the establishment of five Workplace Safety and Health Officers in 2008/09, annualization of ten Workplace Safety and Health Officers and one Administrative Secretary hired in 2008/09, net staff turnover costs, budgeted increase in prosecution services from Justice, hiring a term employee for employee on leave without pay in 2009/10, increased per diems for the Advisory Council on Workplace Safety and Health and decreased costs of summer students. These increases were partially offset by employees on maternity leave, net savings due to the voluntary reduced work week program, net savings of positions held vacant, overtime/standby, net severance and vacation payouts on retirements, remoteness allowance and workers compensation claims.*
8. *The decrease reflects reduced furniture and equipment purchases, costs related to the Hudson Bay Mining and Smelting Inquest incurred in 2008/09, lower costs for production of SafeWork newsletter due to one less edition, reduced operating supplies, rationalized telephone charges partially offset by increased costs for production of bulletins, guides and codes, increased legal fees for appeals and prosecutions, enhancements and maintenance for LINK system, increased computer related charges, incident investigations, training and travel costs, increased real estate rentals, Microsoft licences, renovations, and offsite storage of furniture and materials.*
9. *The decrease reflects net recovery of salary of three Employment Standards Officers from Immigration Division for proactive enforcement of The Worker Recruitment and Protection Act (WRAPA), net savings of two positions held vacant in 2009/10, employees on leave without pay and/or reduced hours, net severance and vacation payouts on retirements and net savings due to the voluntary reduced work week program partially offset by employee on maternity leave, net staff turnover costs, increased costs of summer students and increased overtime costs.*

10. *The decrease reflects enhancements to the Claims Tracking System in 2008/09, reduced furniture and equipment purchases, advertising costs related to Louis Riel Day and changes to agricultural sections of The Employment Standards Code, decreased legal fees due to fewer appeals, purchase of investigative computer software in 2008/09, costs related to hosting the CAALL conference in 2008/09, rationalized out of province travel costs, reduced printing costs and maintenance costs partially offset by increased advertising costs related to Minimum Wage Ad, training and travel costs of Employment Standards Officers, Microsoft licences and increased real estate rentals.*
11. *The decrease reflects net severance and vacation payouts on retirements, net staff turnover costs and net savings due to the voluntary reduced work week program.*
12. *The decrease reflects maintaining a vacant position, an employee on secondment to Justice, an employee on maternity leave, an employee on secondment to Immigration Division and net vacation payouts partially offset by net staff turnover costs, an employee on secondment to Family Services and Consumer Affairs and savings due to the voluntary reduced work week program.*
13. *The decrease reflects printing and mailing costs related to the "4 Girls Only! Guide", Living in Manitoba: a Resource Guide for Immigrant Women and Inspiring Women poster in 2008/09, decreased real estate rentals, costs related to public consultations in 2008/09 and rationalized printing, advertising, telephone and computer related costs. These decreases were partially offset by increased printing and mailing costs of Parenting on Your Own Handbook, reinstatement of Power Up program, costs related to domestic violence initiatives, increased hospitality grants, costs related to the Diversity and Equity conference, increased travel costs and costs to sponsor a media training event.*
14. *The increase reflects the revised Training for Tomorrow Educational Awards.*
15. *The increase reflects costs related to the ongoing development of the new Long-Term Disabilities Strategy based on community consultations on the discussion paper entitled Opening Doors: Manitoba's Commitment to Persons with Disabilities.*
16. *The increase reflects salary costs for the establishment of eleven positions, net Provincial Nominee Program – Business (PNP-B) related expenditures used to fund internal departmental programming in support of the Growing Through Immigration Strategy and other salary increases. These increases were partially offset by the decreased salary costs for the Labour Market Strategy for Immigrants (LMSI) due to expiry of agreement.*
17. *The decrease reflects decreased costs related to the Manitoba Immigration Portal/Web Development (funded by Citizenship and Immigration Canada (CIC)) and decreased operating costs for LMSI due to expiry of agreement partially offset by net PNP-B related expenditures including implementation of The Worker Recruitment and Protection Act and increased operating costs for the Francophone Initiative (funded by CIC).*
18. *The increase reflects the base funding allocation from CIC available under the Canada/Manitoba Immigration Agreement and net Manitoba Opportunities Fund (MOF) related expenditures for approved economic development projects under the Growing Through Immigration Strategy partially offset by decreased professional fees paid to third parties for delivery of services under LMSI due to expiry of agreement.*
19. *The increase reflects that the Office of the Manitoba Fairness Commissioner was set up in November 2008 with the transfer of three positions and related salary expenditures from Immigration Division.*
20. *The increase reflects that there was no budget for operating costs in 2008/09 as the Immigration Division provided the start up costs for the set up of the Office of the Manitoba Fairness Commissioner effective November 2008.*
21. *The decrease reflects the provision for decreased interest charges due to a declining investment balance applicable to the Business Inspections Software developed by Better Systems Initiative.*

Department of Labour and Immigration

Revenue Summary by Source (\$000)

for fiscal year ending March 31, 2010 with comparative figures for the previous fiscal year

Actual 2008/09	Actual 2009/10	Increase (Decrease)	Source	Actual 2009/10	Estimate	Variance	Expl. No.
Other Revenue:							
\$ 8,682	\$ 8,895	\$ 213	(a) Workers Compensation Board	\$ 8,895	\$ 9,372	\$ (477)	1.
\$ 4,489	\$ 3,974	\$ (515)	(b) Fees	\$ 3,974	\$ 4,066	\$ (92)	2.
\$ 61	\$ 118	\$ 57	(c) Sundry	\$ 118	\$ 80	\$ 38	3.
\$ 13,232	\$ 12,987	\$ (245)	Sub-Total	\$ 12,987	\$ 13,518	\$ (531)	
Government of Canada:							
\$ 89	\$ 90	\$ 1	(a) Boilers and Elevators Inspections	\$ 90	\$ 95	\$ (5)	
\$ 185	\$ 185	\$ -	(b) Flin Flon Inspection Agreement	\$ 185	\$ 197	\$ (12)	
\$ 25,147	\$ 29,764	\$ 4,617	(c) Immigrant Settlement Services	\$ 29,764	\$ 29,296	\$ 468	4.
\$ 922	\$ -	\$ (922)	(d) Foreign Credentials Recognition Program	\$ -	\$ -	\$ -	5.
\$ 26,343	\$ 30,039	\$ 3,696	Sub-Total	\$ 30,039	\$ 29,588	\$ 451	
\$ 39,575	\$ 43,026	\$ 3,451	Total Revenue	\$ 43,026	\$ 43,106	\$ (80)	

Explanation Numbers:

1. *Workers Compensation Board (WCB)*
 - *The year-over-year increase reflects an increased allocation amount from the WCB to support the comprehensive five-year workplace injury and illness prevention plan with the WCB to reduce the time-loss injury rate. The allocation covers 100 per cent of actual eligible expenditures.*
 - *The variance from Estimate reflects adjustment for prior year's actual eligible expenditures.*
2. *Fees*
 - *The year-over-year decrease reflects net effect of the renewals for the various four-year licences for electricians in 2008/09 and volume decreases for elevator permits due to an elevator inspector on leave without pay. These increases are partially offset by net effect of the renewals for the four-year licences to install or service oil burning equipment and gas fitters in 2009/10, boiler, pressure valves and refrigeration inspection fees being increased by 20 per cent effective January 29, 2010 and an increase in volume of pensions registrations and annual returns.*
 - *The variance from Estimate reflects the over-projected volume for: welder testing and elevator permits due to an elevator inspector on leave without pay. It also reflects the delay in implementation of a 20 per cent increase in fees until January 29, 2010 for: boiler, pressure valves and refrigeration inspections, design registrations and shop inspections and electrical inspections and approvals. The variance was partially offset by under-projected volume for: four-year licences for electricians due to residual effect of renewal in 2008/09; pensions registrations and annual returns; gas and oil licences, examinations and permits; and registrations for quality assurance certificates.*

3. Sundry

- *The year-over-year increase reflects the recovery of salary expenditures for an employee from the Immigration Division seconded to Citizenship and Immigration Canada (CIC), Integration Branch, Information, Language and Community Policy Division to perform the duties of Curriculum Consultant.*
- *The variance from Estimate reflects the recovery of salary expenditures for an employee from the Immigration Division seconded to Citizenship and Immigration Canada (CIC), Integration Branch, Information, Language and Community Policy Division to perform the duties of Curriculum Consultant.*

4. Government of Canada - Immigrant Settlement Services

- *The year-over-year increase reflects Citizenship and Immigration Canada (CIC) announcing additional funding for 2009/10 under the Canada-Manitoba Immigration Agreement (CMIA) which resulted in the recognition of increased federal cost-shared revenues that were received and directly offset by related expenditures as follows: \$4,859 for the delivery of settlement services, (\$253) for the Manitoba Immigration Portal/Web Development and \$11 for the Francophone Initiative.*
- *The variance from Estimate reflects the announcement of additional funding from CIC under the CMIA as follows: \$549 for the delivery of settlement services, (\$103) for the Manitoba Immigration Portal/Web Development and \$22 for the Francophone Initiative.*

5. Government of Canada – Labour Market Strategy for Immigrants

- *The year-over-year decrease reflects decreased federal cost-shared revenues from Human Resources and Social Development Canada (HRSDC) for implementation of the Labour Market Strategy for Immigrants (LMSI) under the Foreign Credentials Recognition Program Contribution Agreement (which expired March 31, 2009) to improve service, skill recognition and labour market integration of immigrants.*

Department of Labour and Immigration

Five Year Expenditure and Staffing Summary by Appropriation (\$000) for years ending March 31, 2006 - March 31, 2010

Appropriation	Actual/Adjusted Expenditures*									
	2005/06		2006/07		2007/08		2008/09		2009/10	
	FTE	\$	FTE	\$	FTE	\$	FTE	\$	FTE	\$
11-1 Labour Executive	11.00	709	11.00	743	11.00	772	11.00	836	11.00	845
11-2 Labour Programs	216.25	17,830	216.25	18,296	220.25	19,204	231.25	21,546	241.25	21,615
11-3 Immigration	46.00	12,976	46.00	17,583	53.00	23,656	71.00	31,510	73.00	35,286
Amortization of -										
11-4 Capital Assets	-	804	-	776	-	754	-	663		643
Total	273.25	\$ 32,319	273.25	37,398	284.25	44,386	313.25	54,555	325.25	58,389

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

NOTES:

1. As of April 2006, the \$15.0 grant to the Community Unemployed Help Centre was transferred to the Department of Family Services and Housing; the \$0.3 annual contribution to support the Triple P-Positive Parenting Program was transferred to Healthy Child Manitoba and 1.00 FTE was transferred to the Department of Science, Technology, Energy and Mines as part of the government-wide information and Communications Technology Restructuring. Figures for previous years have been adjusted to reflect these changes.
2. As of April 2007, 1.00 FTE was transferred to the Department of Health and 2.00 FTEs were transferred from Management Services to the Immigration Division. Figures for previous years have been adjusted to reflect this change.
3. As of April 2008, 7.00 regular FTEs were established as a result of the transfer of positions from the Manitoba Development Corporation. Figures for previous years have been adjusted to reflect these changes.
4. As of April 2009, the \$105 grant to the Workers of Tomorrow Safety Centre was transferred from Intergovernmental Affairs – Urban Development Initiatives; the \$820 was transferred from Employee Pensions and Other Costs reflecting allocation of employer's share of current service contributions (Pension Liability) to various salary and employee benefits sub-appropriations; the \$49 for Desktop Amortization Expense – Hardware and Transition was transferred to Department of Science, Technology, Energy and Mines due to a change in accounting policy; 8.00 regular FTEs were established and 3.00 existing term FTEs were converted to regular status in 2008/09 to support the delivery of immigration and settlement services; 2.00 regular FTEs were transferred from Immigration to Labour programs; 4.00 regular FTEs for Multiculturalism were transferred to the Department of Culture, Heritage and Tourism; 4.00 regular FTEs for the Disabilities Issues Office were transferred from Department of Family Services and Consumer Affairs as part of government-wide reorganization and 1.00 regular FTE for the Disabilities Issues Office was transferred from the Enabling Vote – Internal Service Adjustments. Figures for previous years have been adjusted to reflect these changes.

Department of Labour and Immigration

Performance Reporting: Measures of Performance or Progress

The following section provides information on key performance measures for the department for the 2009-10 reporting year. This is the fifth year in which all Government of Manitoba departments have included a Performance Measurement section, in a standardized format, in their Annual Reports.

Performance indicators in departmental Annual Reports are intended to complement financial results and provide Manitobans with meaningful and useful information about government activities, and their impact on the province and its citizens.

For more information on performance reporting and the Manitoba government, visit www.manitoba.ca/performance.

Your comments on performance measures are valuable to us. You can send comments or questions to mbperformance@gov.mb.ca.

What is being measured and using what indicator?	Why is it important to measure this?	Where are we starting from (baseline measurement)?	What is the 2009/10 result (current year) or most recent available data?	What is the trend over time?	Comments/Recent Actions/ Report Links
<p>1. Manitoba's success in attracting immigrants, by measuring annual immigrant landings.</p>	<p>Immigration is a key component of our government's approach to labour market and economic development, and is integral to Manitoba's population growth and prosperity.</p>	<p>The baseline measurement is from 1998, when Manitoba received 3,014 immigrants and assumed responsibility to attract and nominate immigrants through the Manitoba Provincial Nominee Program (MPNP).</p>	<p>Manitoba received 13,520 landings in 2009.</p>	<p>From 1998 to 2009, the number of immigrants to Manitoba more than quadrupled, from 3,014 to 13,520.</p>	<p>Total immigration in 2009 was the highest recorded since 1946. The majority of Manitoba's immigration comes through the MPNP, under which the province nominates applicants for Permanent Resident Status based on the likelihood of them settling successfully as skilled workers or entrepreneurs. In 2009, the MPNP accounted for over 75 per cent of Manitoba's arrivals. MPNP landings have increased seven-fold since 2002 and Manitoba receives the largest share (33.4 per cent) of all PNP landings in Canada.</p>
					<p>In 2009, 31 per cent of Provincial Nominees settled outside of Winnipeg, with Brandon, Winkler,</p>

What is being measured and using what indicator?	Why is it important to measure this?	Where are we starting from (baseline measurement)?	What is the 2009/10 result (current year) or most recent available data?	What is the trend over time?	Comments/Recent Actions/ Report Links																																																															
<p style="text-align: center;">Manitoba Immigration 2002 to 2009</p> <table border="1" style="display: none;"> <caption>Estimated Data for Manitoba Immigration 2002 to 2009</caption> <thead> <tr> <th>Year</th> <th>Other</th> <th>Family</th> <th>Federal Economic</th> <th>Refugee</th> <th>Provincial Nominee</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>2002</td> <td>1,000</td> <td>1,000</td> <td>1,000</td> <td>1,000</td> <td>1,000</td> <td>5,000</td> </tr> <tr> <td>2003</td> <td>1,000</td> <td>1,000</td> <td>1,000</td> <td>1,000</td> <td>1,500</td> <td>6,500</td> </tr> <tr> <td>2004</td> <td>1,000</td> <td>1,000</td> <td>1,000</td> <td>1,000</td> <td>2,000</td> <td>8,000</td> </tr> <tr> <td>2005</td> <td>1,000</td> <td>1,000</td> <td>1,000</td> <td>1,000</td> <td>2,500</td> <td>9,500</td> </tr> <tr> <td>2006</td> <td>1,000</td> <td>1,000</td> <td>1,000</td> <td>1,000</td> <td>3,000</td> <td>11,000</td> </tr> <tr> <td>2007</td> <td>1,000</td> <td>1,000</td> <td>1,000</td> <td>1,000</td> <td>3,500</td> <td>12,500</td> </tr> <tr> <td>2008</td> <td>1,000</td> <td>1,000</td> <td>1,000</td> <td>1,000</td> <td>4,000</td> <td>14,000</td> </tr> <tr> <td>2009</td> <td>1,000</td> <td>1,000</td> <td>1,000</td> <td>1,000</td> <td>4,500</td> <td>15,000</td> </tr> </tbody> </table> <p> Other Family Federal Economic Refugee Provincial Nominee </p>					Year	Other	Family	Federal Economic	Refugee	Provincial Nominee	Total	2002	1,000	1,000	1,000	1,000	1,000	5,000	2003	1,000	1,000	1,000	1,000	1,500	6,500	2004	1,000	1,000	1,000	1,000	2,000	8,000	2005	1,000	1,000	1,000	1,000	2,500	9,500	2006	1,000	1,000	1,000	1,000	3,000	11,000	2007	1,000	1,000	1,000	1,000	3,500	12,500	2008	1,000	1,000	1,000	1,000	4,000	14,000	2009	1,000	1,000	1,000	1,000	4,500	15,000	<p>and Steinbach being the top regional destinations. This trend runs counter to the general tendency across Canada towards concentration of immigrants in larger urban centres.</p> <p>Meeting future targets relies on cooperation by the federal government, which has responsibility through <i>The Immigration and Refugee Protection Act</i> for setting immigration levels for Canada in consultation with provinces and for the final selection of the immigrants that land in Manitoba. Through the Canada-Manitoba Immigration Agreement, Manitoba has a role in determining provincial nominees, while Canada retains statutory responsibilities such as medical, criminal checks and visa issuance.</p> <p>For more information, see pages 41-42 of the Annual Report.</p>
Year	Other	Family	Federal Economic	Refugee	Provincial Nominee	Total																																																														
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<p>2. The effectiveness of workplace safety and health prevention programs, by measuring the time-loss injury rate.</p>	<p>Time-loss injuries result in personal suffering for workers and their families and lower productivity for businesses.</p>	<p>We are starting from a baseline of 5.6 time-loss injuries per 100 workers in 1999/00.</p>	<p>The time-loss injury rate was 3.5 per 100 workers in 2009/10.</p>	<p>The time-loss injury rate has declined by approximately 38 per cent, from 5.6 in 1999/00 to 3.5 in 2009/10. This reduction in the injury rate now saves the Manitoba economy over \$90</p>	<p>Rates are based on lost-time claims for workers covered by workers compensation. While the overall injury rate has substantially decreased, we remain committed to further improvement. Enforcement and education activities will be stepped up, especially in those areas needing special attention. Government's recent commitment</p>																																																															

What is being measured and using what indicator?	Why is it important to measure this?	Where are we starting from (baseline measurement)?	What is the 2009/10 result (current year) or most recent available data?	What is the trend over time?	Comments/Recent Actions/ Report Links																						
				million per year.	to continue increasing the number of Workplace Safety and Health Officers in the 2010/11 budget year will assist in this effort. For more information, see pages 26-28 of the Annual Report.																						
<p>Time Loss Injury Rate Per 100 Workers 2000-2009</p> <table border="1" style="margin: auto;"> <caption>Time Loss Injury Rate Per 100 Workers (2000-2009)</caption> <thead> <tr> <th>Year</th> <th>Rate</th> </tr> </thead> <tbody> <tr><td>2000</td><td>5.6</td></tr> <tr><td>2001</td><td>4.9</td></tr> <tr><td>2002</td><td>4.6</td></tr> <tr><td>2003</td><td>4.4</td></tr> <tr><td>2004</td><td>4.4</td></tr> <tr><td>2005</td><td>4.3</td></tr> <tr><td>2006</td><td>4.3</td></tr> <tr><td>2007</td><td>4.2</td></tr> <tr><td>2008</td><td>4.0</td></tr> <tr><td>2009</td><td>3.5</td></tr> </tbody> </table>						Year	Rate	2000	5.6	2001	4.9	2002	4.6	2003	4.4	2004	4.4	2005	4.3	2006	4.3	2007	4.2	2008	4.0	2009	3.5
Year	Rate																										
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<p>3. The level of activity to promote compliance with workplace safety and health legislative and regulatory requirements.</p>	<p>Compliance is a key element in protecting the safety and health of workers, building a level playing field for employers, and promoting a safety and health</p>	<p>We are starting from approximately 1,600 workplace inspections conducted in 1999/00.</p>	<p>In 2009/10 there were 10,030 workplace inspections conducted.</p>	<p>The number of workplace inspections has increased over six-fold, from approximately 1,600 in 1999/00 to over 10,000 in 2009/10.</p>	<p>Factors contributing to the increase in the number of workplace inspections include increased safety and health officer staffing, divisional efforts to maximize administrative efficiencies, and the prioritizing of workplace safety and health by the Manitoba Government.</p> <p>In recent years, inspections have</p>																						

What is being measured and using what indicator?	Why is it important to measure this?	Where are we starting from (baseline measurement)?	What is the 2009/10 result (current year) or most recent available data?	What is the trend over time?	Comments/Recent Actions/ Report Links
	culture in our workplaces.				<p>been focused on specific sectors and groups of workers that exhibit higher than normal risk for workplace injury.</p> <p>For more information, see pages 26-28 of the Annual Report.</p>
<p>4. The stability of the labour relations climate, by measuring the annual number of person-days lost per month through strikes and lockouts.</p>	<p>Person-days lost through strikes and lockouts disrupt the economy, and may discourage investment in the province.</p>	<p>We are starting from an average of 7,199 person-days lost per month in 1999/00.</p>	<p>In 2009/10 the average number of person-days lost per month was 3,369.</p>	<p>Since 1999/00, the monthly average of person-days lost to work stoppages has declined by approximately 53 per cent. However, in 2009 the level of work stoppages increased over the previous year. This was largely due to a lengthy lockout by an employer affecting 300 employees.</p>	<p>During the 2009/10 year, Conciliation and Mediation Services completed 91 per cent of its conciliation assignments without a work stoppage. The Division also had a 93 per cent success rate on its joint grievance mediation assignments and a 74 per cent success rate on its expedited grievance mediation cases.</p> <p>For more information, see pages 19-20 of the Annual Report.</p>
<p>5. The timeliness of our system for dealing with employment standards claims, by tracking the average number of days required for formal resolution of a claim.</p>	<p>Timely resolution is important in protecting the rights of employees, particularly vulnerable workers, and in ensuring the Division conducts effective and efficient investigations.</p>	<p>We are starting from an average of 175 days to resolve a claim through the formal resolution process in 1999/00.</p>	<p>The average time to resolve a claim through the formal resolution process in 2009/10 was 105 days.</p>	<p>The average number of days to resolve a claim decreased steadily from 175 days in 1999/00 to a low of 97 days in 2008/09. The recent increase to 105 days in 2009/10 is due to a change in focus to stronger enforcement measures for repeat offenders.</p>	<p>The per cent of claims being resolved through the voluntary quick resolution process generally averages 40 per cent. There has been a reduction in the average time to resolve a claim through this process, from 34 days in 1999/00 to 27 days in 2009/10.</p> <p>For more information, see pages 32-33 of the Annual Report.</p>

The Public Interest Disclosure (Whistleblower Protection) Act

The Public Interest Disclosure (Whistleblower Protection) Act came into effect in April 2007. This law gives employees a clear process for disclosing concerns about significant and serious matters (wrongdoing) in the Manitoba public service, and strengthens protection from reprisal. The Act builds on protections already in place under other statutes, as well as collective bargaining rights, policies, practices and processes in the Manitoba public service.

Wrongdoing under the Act may be: contravention of federal or provincial legislation; an act or omission that endangers public safety, public health or the environment; gross mismanagement; or, knowingly directing or counselling a person to commit a wrongdoing. The Act is not intended to deal with routine operational or administrative matters.

A disclosure made by an employee in good faith, in accordance with the Act, and with a reasonable belief that wrongdoing has been or is about to be committed is considered to be a disclosure under the Act, whether or not the subject matter constitutes wrongdoing. All disclosures receive careful and thorough review to determine if action is required under the Act, and must be reported in a department’s annual report in accordance with Section 18 of the Act.

The following is a summary of disclosures received by Manitoba Labour and Immigration and Office of the Fire Commissioner for fiscal year 2009 – 2010:

Information Required Annually (per Section 18 of The Act)	Fiscal Year 2009 – 2010
The number of disclosures received, and the number acted on and not acted on. <i>Subsection 18(2)(a)</i>	NIL
The number of investigations commenced as a result of a disclosure. <i>Subsection 18(2)(b)</i>	NIL
In the case of an investigation that results in a finding of wrongdoing, a description of the wrongdoing and any recommendations or corrective actions taken in relation to the wrongdoing, or the reasons why no corrective action was taken. <i>Subsection 18(2)(c)</i>	NIL