



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, 2010 to March 31, 2011, 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, 2011, which includes the Annual Reports for the Manitoba Immigration Council, Manitoba Women's Advisory Council and the Disabilities Issues Office.

The Department continued its efforts to strengthen key priorities. More than 15,800 immigrants landed in Manitoba in 2010, a 16.9 per cent increase over 2009, and the highest level recorded since 1946. The Department worked with employers and workers to further reduce the time-loss injury rate in Manitoba workplaces, achieving a reduction of approximately 41 per cent since 2000. *The Employment Standards Code* was amended to provide organ-donor leave, thereby providing an important support to employees who make the important decision to donate potentially life-saving organs or tissues for transplantation. Citizenship leave was also introduced so that immigrants to Manitoba can attend their Canadian citizenship ceremonies. The Department implemented proactive investigations to ensure compliance with employment standards legislation, with a focus on protecting vulnerable workers, targeting repeat violators, and addressing systemic issues. The minimum wage was increased for the tenth consecutive year, to \$9.50 per hour, ensuring that Manitoba maintains a competitive and sustainable minimum wage that benefits lower-income employees. New standards for energy and water efficiencies were added to Manitoba's Building and Plumbing Codes. The Department also worked with an advisory committee to lay the groundwork for new accessibility legislation, a significant step towards implementing Manitoba's Provincial Strategy on Disability.

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,

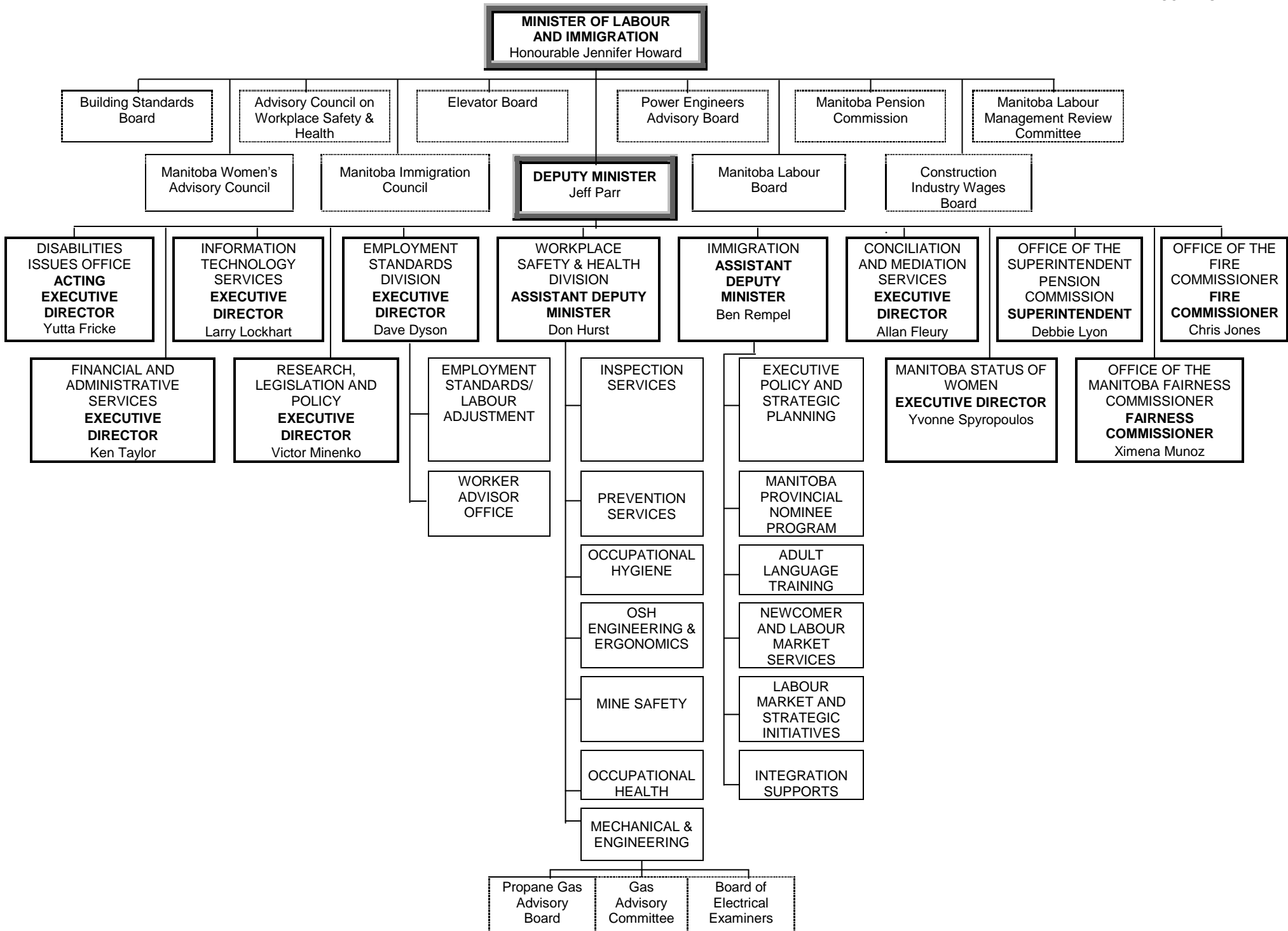


Jeff Parr
Deputy Minister of Labour and Immigration

TABLE OF CONTENTS

	Page
Minister's Letter of Transmittal	1
Deputy Minister's Letter of Transmittal	3
Table of Contents	5
Organizational Chart	7
Introduction	
Report Structure	8
Vision	8
Mission	8
Guiding Principles	8
Overview of 2010/11 Achievements - (French version follows)	9
Sustainable Development	13
Service Areas	14
Labour Executive	
Minister's Salary	15
Executive Support	15
Financial and Administrative Services	16
Information Technology Services	18
Research, Legislation and Policy	19
Human Resources Management	20
Conciliation and Mediation Services	21
Office of the Superintendent - Pension Commission	24
The Manitoba Labour Board	26
Workplace Safety and Health	
Workplace Safety and Health	28
Advisory Council on Workplace Safety and Health	30
Mechanical and Engineering	32
Employment Standards	
Employment Standards	34
Worker Advisor Office	37
Manitoba Status of Women	
Manitoba Status of Women	38
Manitoba Women's Advisory Council	39
Disabilities Issues Office	42
Immigration	
Immigration	44
Manitoba Immigration Council	46
Office of the Manitoba Fairness Commissioner	48
Office of the Fire Commissioner	50

Financial Information	
Reconciliation Statement	51
Expenditure Summary	52
Revenue Summary by Source	56
Five Year Expenditure and Staffing Summary by Appropriation	58
Performance Reporting	60
<i>The Public Interest Disclosure (Whistleblower Protection) Act</i>	64



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 2010/11 Achievements

The time-loss injury rate in Manitoba workplaces has been reduced to 3.3 per 100 workers, a reduction of approximately 41 per cent since 2000.

The Workplace Safety and Health Division conducted 11,405 workplace inspections, a 13 per cent increase over 2009/10, and issued orders as necessary.

The Employment Standards Division initiated 2,984 investigations and recovered \$1.4 million in wages.

The Employment Standards Division conducted 466 proactive investigations to advance labour standards rights and obligations in the workplace and to increase compliance with the legislation.

Manitoba's minimum wage was increased for the tenth consecutive year.

Conciliation and Mediation Services assisted in 96 conciliation assignments under *The Labour Relations Act* and disposed of 49 assignments during the reporting year, 91 per cent of which were finalized without a work stoppage.

Conciliation and Mediation Services also had 387 active joint grievance mediation files, and settled 99 per cent of the grievances mediated during the year.

The Manitoba Labour Board maintained the median processing time of 47 days for applications received under *The Labour Relations Act*.

Manitoba Status of Women collaborated with other Canadian jurisdictions to explore innovative approaches used within Canada and internationally to address human trafficking, and hosted a provincial Roundtable on Human Trafficking to identify innovative prevention strategies.

Manitoba Status of Women administered 80 Training for Tomorrow Educational Awards of \$1,250 each to encourage women to enter into math, science and technology programs at Manitoba's four Colleges.

Manitoba Women's Advisory Council, with assistance from the Disabilities Issues Office, published and distributed the first-ever resource guide for Manitoba women with disabilities, *Living in Manitoba: A Resource Guide for Women with Disabilities*.

The Immigration Division contributed to 15,809 immigrants landing in Manitoba in 2010, a 16.9 per cent increase over 2009 and the highest level recorded since 1946, with communities outside of Winnipeg receiving 22 per cent of all newcomers.

The Immigration Division also supported the integration of newcomers to Manitoba and continued to administer the Manitoba Immigrant Integration Program, which allocated \$28.6 million in federal and provincial funds to over 150 service providers to deliver pre- and post-arrival settlement and labour market orientation, employment readiness, job matching, adult language training and social integration services to immigrant newcomers.

The Immigration Division launched Manitoba START, an initiative to provide single-window early arrival immigrant intake, referral, employment readiness and job matching services to improve positive labour market outcomes for immigrants.

The Disabilities Issues Office hosted, in March 2011, the inaugural meeting of Provincial and Territorial Ministers responsible for Persons with Disabilities and Ministers responsible for Human Rights to discuss the United Nations Convention on the Rights of Persons with Disabilities.

The Disabilities Issues Office released a discussion paper on Made in Manitoba Accessibility Legislation and supported an Advisory Committee to provide advice on the structure and content of accessibility legislation to the Minister.

The Office of the Manitoba Fairness Commissioner entered into 31 funding agreements for Qualifications Recognition projects, including gap training programs for internationally educated professionals.

The Office of the Manitoba Fairness Commissioner provided funding to 12 self regulatory bodies to establish applicant tracking systems, improve their systems for data collection and reporting, and capacity development such as staff training in new assessment processes.

The Office of the Fire Commissioner provided over 4,500 certifications in disaster management and emergency response through the Manitoba Emergency Services College in Brandon.

Legislative changes included the following:

- *The Workplace Safety and Health Act* was amended to increase maximum fines.
- *The Employment Standards Code* was amended to
 - provide organ-donor leave; and
 - provide a leave for employees to attend their Canadian citizenship ceremonies
- *The Electricians' Licence Act* was amended to allow the licensing of persons who are certified to do electrical work in other jurisdictions.
- *The Retail Business Holiday Closing Act* was amended to allow unrestricted shopping when Boxing Day falls on a Sunday.
- The Employment Standards Regulation was changed to exempt volunteer camp counsellors from part 2 of the Code and to reflect an increase to the minimum wage.
- The Workplace Safety and Health Regulation was updated with new provisions to:
 - address forms of harassment in the workplace such as intimidation, bullying, and humiliation; and
 - clarify the approach employers must follow in eliminating and controlling workplace hazards.
- The Solvency Exemption for Public Sector Pension Plans Regulation was registered.
- The Manitoba Building Code and the Manitoba Plumbing Code was amended to meet new energy and water efficiency standards.
- A new Manitoba Farm Building Code was enacted, applying to farm buildings with a building area of more than 600 square metres.

Aperçu des réalisations pour l'exercice 2010-2011

Le taux de fréquence des accidents du travail avec perte de temps au Manitoba a baissé à 3,3 pour 100 travailleurs, soit une réduction d'environ 41 % depuis 2000.

La Division de la sécurité et de l'hygiène du travail a effectué 11 405 inspections des lieux de travail (une augmentation de 13 % par rapport à 2009-2010) et a délivré des ordonnances au besoin.

La Division des normes d'emploi a procédé à 2 984 enquêtes et a recouvré 1,4 million de dollars de salaires.

La Division des normes d'emploi a mené 466 enquêtes proactives afin de faire valoir les droits et les obligations découlant des normes du travail dans le milieu de travail, et d'augmenter le respect de la loi.

Le salaire minimum au Manitoba a été augmenté pour la dixième année consécutive.

Les Services de conciliation et de médiation ont aidé au traitement de 96 cas de conciliation en vertu de la *Loi sur les relations du travail* et se sont prononcés sur 49 cas au cours de l'exercice visé, 91 % de ceux-ci ayant été réglés sans arrêt de travail.

Les Services de conciliation et de médiation se sont occupés de 387 dossiers de médiation de griefs conjoints en cours et ont réglé 99 % des griefs ayant fait l'objet d'une médiation au cours de l'année.

La Commission du travail du Manitoba a conservé le délai moyen de traitement de 47 jours pour les demandes reçues en vertu de la *Loi sur les relations du travail*.

La Division de la situation de la femme du Manitoba a collaboré avec d'autres administrations canadiennes dans le but d'explorer les approches innovatrices adoptées au Canada et sur le plan international afin de faire face à la traite des personnes, et a tenu une table ronde provinciale contre la traite des personnes en vue de définir des stratégies innovatrices de prévention.

La Division de la situation de la femme du Manitoba a remis 80 bourses d'études *Une formation pour l'avenir* de 1 250 \$ chacune afin d'encourager les femmes à s'inscrire aux programmes de mathématiques, de sciences ou de technologie des quatre collèges du Manitoba.

Le Conseil consultatif des femmes du Manitoba, aidé du Bureau des personnes handicapées, a publié et distribué le premier guide de ressources à l'intention des femmes handicapées du Manitoba, *Vivre au Manitoba : Guide de ressources à l'intention des femmes handicapées*.

La Division de l'immigration a contribué à l'établissement de 15 809 immigrants au Manitoba en 2010, ce qui constitue une augmentation de 16,9 % par rapport à 2009 et le plus haut niveau enregistré depuis 1946. Les collectivités de l'extérieur de Winnipeg ont accueilli 22 % de tous les nouveaux arrivants.

La Division de l'immigration a également appuyé l'intégration des nouveaux arrivants s'établissant au Manitoba et a continué d'administrer le Programme manitobain d'intégration des immigrants, lequel a fourni 28,6 millions de dollars en financement provincial et fédéral à plus de 150 fournisseurs de services afin d'organiser des séances d'information sur l'établissement des immigrants et le marché du travail, avant et après leur arrivée, et de fournir aux nouveaux immigrants des services de préparation à l'emploi, d'appariement des emplois, de formation linguistique à l'intention des adultes et d'intégration sociale.

La Division de l'immigration a lancé Manitoba START, une initiative permettant de fournir aux nouveaux arrivants des services à guichet unique d'accueil, d'aiguillage, de préparation à l'emploi et d'appariement des emplois afin d'améliorer leurs résultats reliés au marché du travail.

Le Bureau des personnes handicapées a tenu, en mars 2011, la première rencontre entre les ministres provinciaux et territoriaux responsables des personnes handicapées et des droits humains dans le but de discuter de la Convention relative aux droits des personnes handicapées des Nations Unies.

Le Bureau des personnes handicapées a publié un document de travail au sujet d'une loi manitobaine sur le droit à l'accessibilité et a soutenu un comité consultatif pour qu'il fournisse au ministre un avis concernant la structure et le contenu des lois sur l'accessibilité.

Le Bureau du commissaire à l'équité du Manitoba a conclu 31 ententes de financement pour des projets de reconnaissance des qualifications, y compris des programmes de formation visant à combler les lacunes des professionnels formés à l'étranger.

Le Bureau du commissaire à l'équité du Manitoba a contribué au financement de 12 organismes de réglementation autonomes dans le but d'établir un système de suivi des demandeurs et d'améliorer leurs systèmes de collecte et de communication des données, et de fournir des possibilités de développement des capacités, comme la formation du personnel lors de nouveaux processus d'évaluation.

Le Bureau du commissaire aux incendies a délivré plus de 4 500 certificats en gestion des catastrophes et intervention d'urgence au Collège de formation des secouristes du Manitoba de Brandon.

Les modifications législatives comprennent ce qui suit :

- la *Loi sur la sécurité et l'hygiène du travail* a été modifiée afin d'augmenter le montant des amendes maximales;
- le *Code des normes d'emploi* a été modifié dans le but d'accorder aux employés :
 - un congé pour don d'organe;
 - un congé afin qu'ils participent à une cérémonie de citoyenneté canadienne.
- la *Loi sur le permis d'électricien* a été modifiée afin de permettre l'attribution de permis aux personnes qualifiées pour effectuer des travaux d'électricité dans d'autres provinces ou territoires;
- la *Loi sur les jours fériés dans le commerce de détail* a été modifiée afin d'autoriser le commerce de détail sans restriction lorsque le lendemain de Noël est un dimanche;
- le *Règlement sur les normes d'emploi* a été modifié afin de dispenser les conseillers bénévoles dans un camp de la partie 2 du *Code*;
- le *Règlement sur la sécurité et la santé au travail* a été mis à jour avec les nouvelles dispositions suivantes :
 - tenir compte des différentes formes de harcèlement sur les lieux de travail, comme l'intimidation, la brutalité et l'humiliation;
 - clarifier l'approche que les employeurs doivent suivre en éliminant et en contrôlant les dangers du lieu de travail.
- le *Règlement soustrayant certains régimes de retraite publics à des critères de solvabilité* a été enregistré;
- le *Code du bâtiment du Manitoba* et le *Code de la plomberie du Manitoba* ont été modifiés afin de respecter les nouvelles normes en matière d'efficacité énergétique et de gestion efficace de l'eau;
- un nouveau *Code de construction des bâtiments agricoles du Manitoba* a été édicté, et il s'applique aux bâtiments agricoles dont l'aire de bâtiment est supérieure à 600 mètres carrés.

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 Worker Recruitment and Protection 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

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 2010/11 \$(000s)	Estimate 2010/11 FTE	\$(000s)	Variance Over/(Under) \$(000s)	Expl. No.
Total Salaries	37	1.00	37	-	

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 2010/11 \$(000s)	Estimate 2010/11 FTE	\$(000s)	Variance Over/(Under) \$(000s)	Expl. No.
Total Salaries	680	10.00	702	(22)	1
Total Other Expenditures	74		70	4	
Total Expenditures	754	10.00	772	(18)	

Explanation Number:

1. *Under-expenditure reflects savings due to staff secondments and Voluntary Reduced Workweek (VRW) days, partially offset by costs related to staff turnover and vacation and acting status payouts.*

Financial and Administrative Services

Financial and Administrative Services provides centralized support to the Department in developing and administering corporate financial policy, coordinating financial planning and reporting, and providing centralized administrative and accounting services.

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:
 - finance and administration; and
 - reporting, planning, comptrollership and accountability.

Summary of Performance

In 2010/11, Financial and Administrative Services:

- coordinated and prepared the 2011/12 Estimates materials and the 2010/11 Annual Report;
- assisted with the preparation of the 2011/12 Departmental Plan;
- implemented the new point-of-sale system in compliance with MySAP First policy for the issuance of certificates, licences, permits, examinations, annual returns and inspection fees;
- began 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, with an estimated completion date of October 2011;
- continued working 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 implementation of the new signing authorities system, with an estimated completion date of October 2011;
- deferred the central physical assets inventory with a related employee inventory;
- implemented 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; and
- developed Terms of Reference for the Audit Committee with regular quarterly meetings, which began in September 2011.

2(a) Financial and Administrative Services

Expenditures by Sub-Appropriation	Actual 2010/11 \$(000s)	Estimate 2010/11 FTE	Variance Over/(Under) \$(000s)	Expl. No.
Total Salaries	451	9.50	511 (60)	1
Total Other Expenditures	132		143 (11)	
Total Expenditures	583	9.50	654 (71)	

Explanation Number:

1. *Under-expenditure reflects savings due to employees on leave and staff turnover, partially offset by STEP student salaries and overtime and vacation payouts.*

Information Technology Services

Information Technology Services provides centralized support in maintaining the Department's information management system, coordinating information technology services, and managing corporate communications.

Objectives

- To ensure consistency, accuracy, effectiveness and timeliness with respect to Departmental activities by providing centralized support, coordination and other services in information and communications technology.

Summary of Performance

In 2010/11, Information Technology Services:

- undertook a number of application development projects at the request of departmental areas, including the Manitoba Labour Board, the Worker Advisor Office, the Mechanical and Engineering Branch, the Office of the Fire Commissioner and the Immigration Division;
- provided training to the technology community both inside and outside of Government;
- developed the 2011/12 and multi-year information technology plans;
- increased the accessibility of departmental program information through web development;
- continued to work on the consolidation of small, stand-alone applications within the program areas;
- implemented a number of on-line services (e-forms) to support the program areas including the Office of the Superintendent - Pension Commission and the Worker Recruitment and Protection program;
- assisted with the development and implementation of the corporate initiatives of Government, including the Desktop Services Project and the File Share Restructuring Project, Printer Refresh Project and the Point of Sales Project; and
- worked with Business Transformation and Technology to coordinate the deployment and installation of approximately 390 desktop/laptop computers in the Department including upgrades to the new Windows 7 Operating System and Microsoft Office 2007 product suite, including verification of the functionality for 50 software applications currently used by the Department.

2(b) Information Technology Services

Expenditures by Sub-Appropriation	Actual 2010/11 \$(000s)	Estimate 2010/11 FTE	Variance Over/(Under) \$(000s)	Expl. No.
Total Salaries	274	4.00	273	1
Total Other Expenditures	63		69	(6)
Total Expenditures	337	4.00	342	(5)

Research, Legislation and Policy

Research, Legislation and Policy provides centralized support to the Department through conducting research and analysis, supporting policy development, coordinating the Department's legislative initiatives, and providing 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*. The Division also leads the departmental planning process.

Objectives

- To ensure consistency, accuracy, effectiveness and timeliness with respect to Departmental activities by providing centralized support, coordination and other services in research, policy analysis and legislative development.

Summary of Performance

In 2010/11, Research, Legislation and Policy:

- coordinated and prepared the 2011/12 Departmental Plan;
- provided administrative support, research, and analysis to the Labour Management Review Committee (LMRC) and the Advisory Council on Workplace Safety and Health;
- coordinated the development and processing of statutory and regulatory initiatives;
- 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 their branches, the Office of the Fire Commissioner, departments and governments, including requests from the federal government on matters relating to the International Labour Organization;
- responded to 146 applications for access to records under *The Freedom of Information and Protection of Privacy Act*;
- supported the Department's divisions and their branches, and the Office of the Fire Commissioner in developing various projects and initiatives;
- assisted in coordinating departmental Estimates, planning processes, and annual report;
- participated in meetings and discussions of the Canadian Association of Administrators of Labour Legislation to exchange information and share best practices regarding current and emerging labour trends with counterparts in other Canadian jurisdictions;
- hosted a meeting of Canada's Ministers responsible for Labour; and
- assisted the Disabilities Issues Office in hosting the inaugural meeting of Provincial and Territorial Ministers responsible for Persons with Disabilities and Ministers responsible for Human Rights.

2(c) Research, Legislation and Policy

Expenditures by Sub-Appropriation	Actual 2010/11 \$(000s)	Estimate 2010/11 FTE	\$ (000s)	Variance Over/(Under) \$(000s)	Expl. No.
Total Salaries	592	7.00	512	80	1
Total Other Expenditures	64		66	(2)	
Total Expenditures	656	7.00	578	78	

Explanation Number:

- 1. Over-expenditure reflects costs due to staff secondments, staff turnover, costs related to workers compensation claims, reclassifications and an increase in per diems for the Labour Management Review Committee. These were partially offset by savings due to reduced hours for one staff and VRW days.*

Human Resources Management

Effective March 1, 2010 the Government of Manitoba realigned responsibility for the delivery of human resource services and the associated staff to the Civil Service Commission, with the goal to improve service delivery to all departments and employees. For additional information on this realignment, see the Civil Service Commission's 2010/11 Annual Report.

Conciliation and Mediation Services

Conciliation and Mediation Services promotes and maintains 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 2010/11, Conciliation and Mediation Services:

- assisted in 96 conciliation assignments under *The Labour Relations Act* and disposed of 49 assignments during the reporting year, 91 per cent of which were finalized without a work stoppage (see Table 1);
- processed 72 expedited grievance mediation files, 90 per cent of which were settled;
- managed 387 active joint grievance mediation files, and settled 99 per cent of the grievances mediated during the year (see Table 2);
- assisted in four work stoppages involving 80 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, 2010 - March 31, 2011

Assignments in process during reporting year	
Assignments carried over from previous year	41
Assignments received during the reporting year	42
Assignments received for First Collective Agreement	10
Assignments received for Interest Based Negotiations	0
Assignments received for Preventive Mediation	1
Assignments received related to <i>The Public Schools Act</i>	2
Total	96
Assignments disposed of during reporting year	
Settled in conciliation without work stoppage	43
Settled following work stoppage	5
Proceeded to Arbitration under <i>The Public Schools Act</i>	0
Imposed by Manitoba Labour Board for first collective agreement	1
Total	49
Assignments still active at end of reporting year	47
Percentage of assignments finalized without stoppages	88%

Table 2
Statistics Relating to Mediation Services
April 1, 2010 - March 31, 2011

Under Section 129(1) (Joint Application)	
Cases carried forward	227
Cases assigned	160
Total	387
Settled	157
Not settled	1
Awaiting mediation	229
Percentage of settlements achieved	99%
Under Section 130(8) (Expedited Application)	
Cases carried forward	14
Cases assigned	58
Total	72
Settled	54
Not settled	6
Proceeding directly to arbitration	2
Awaiting mediation	10
Percentage of settlements achieved	90%

2(e) Conciliation and Mediation Services

Expenditures by Sub-Appropriation	Actual 2010/11 \$(000s)	Estimate 2010/11 FTE		Variance Over/(Under) \$(000s)	Expl. No.
Total Salaries	624	7.00	594	30	1
Total Other Expenditures	132		136	(4)	
Total Expenditures	756	7.00	730	26	

Explanation Number:

1. *Over-expenditure reflects severance and vacation payouts due to retirements or resignations and costs related to workers compensation claims, partially offset by net staff turnover costs and VRW days.*

Office of the Superintendent - Pension Commission

The Office of the Superintendent - Pension Commission safeguards 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 2010/11, the Office of the Superintendent - Pension Commission:

- processed over 1,500 requests for written notice concerning one-time transfers;
- issued over 500 pieces of correspondence related to compliance;
- reviewed over 70 pension plan amendments;
- reviewed five plan registrations, seven full plan windups, five partial plan windups and two plan conversions;
- reviewed for compliance 454 Annual Information Returns, which detail the contributions made to and membership changes under a pension plan over its fiscal year;
- reviewed for compliance 51 actuarial valuation reports, which detail the funded and solvency position of a defined benefit pension plan and the contribution requirements over the next three years;
- conducted six 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, three public education sessions for organizations involved with pension plans, dealing with various aspects of existing legislation and general industry information;
- 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; and
- hosted the 2010 CAPSA and Joint Forum of Market regulators fall meetings.

2(f) Office of the Superintendent - Pension Commission

Expenditures by Sub-Appropriation	Actual 2010/11 \$(000s)	Estimate 2010/11 FTE	\$ (000s)	Variance Over/(Under) \$(000s)	Expl. No.
Total Salaries	410	5.00	409	1	
Total Other Expenditures	168		216	(48)	1
Total Expenditures	578	5.00	625	(47)	

Explanation Number:

- 1. Under-expenditure reflects the accelerated completion of the Electronic Life Income Fund and Pension Benefits System in 2009/10, reduced legal fees for Orders of the Superintendent appeals, costs of hosting and travelling to interprovincial meetings for pension regulators, and equipment leases. These were partially offset by increased implementation costs of The Pension Benefits Act regulations, costs related to the Pension Commission and physical asset purchases.*

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 Apprenticeship and Certification 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 2010/11, the Manitoba Labour Board:

- received 351 applications and carried forward 94 files under the following Acts:

<i>The Workplace Safety and Health Act</i>	3
<i>The Employment Standards Code</i>	62
<i>The Labour Relations Act</i>	<u>286</u>
Total filed in reporting year	351
Cases carried forward (2009/10)	<u>94</u>
Total*	445

*The total number of applications filed was essentially equal to the previous year's total of 447.

- disposed of/closed 316 of 445 cases (71 per cent);
- scheduled 156 applications for hearing;

- resolved 60 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 46 Substantive Orders and seven 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 17 votes within time frames ordered by the Board;
- continued to partner with the Department's Information and Technology Services to develop a comprehensive automated case management system;
- issued an Information Bulletin regarding the Disclosure of Personal Information;
- maintained the previous year's median processing time for applications received under *The Labour Relations Act*; 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(g) Manitoba Labour Board

Expenditures by Sub-Appropriation	Actual 2010/11 \$(000s)	Estimate 2010/11 FTE		Variance Over/(Under) \$(000s)	Expl. No.
Total Salaries	1,259	16.50	1,316	(57)	1
Total Other Expenditures	464		497	(33)	2
Total Expenditures	1,723	16.50	1,813	(90)	

Explanation Number:

1. *Under-expenditure reflects savings due to vacancies, net staff turnover, VRW days and per diems, partially offset by vacation payouts due to staff resignations.*
2. *Under-expenditure reflects savings due to reduced legal fees for appeals, reduced training and travel costs for Board members and reduction in operating supplies and physical asset purchases, partially offset by casual labour costs and minor renovations.*

Workplace Safety and Health

The Workplace Safety and Health Division administers seven acts and associated regulations dealing with the health and safety of workers, protection of the public from 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 2010/11, Workplace, Safety and Health:

- recorded a time-loss injury rate of 3.3 in 2010, representing a decrease of 41% since 2000, and surpassing the target rate of 3.5 two years ahead of schedule;
- 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 11,405 workplace inspections, a 13 per cent increase over 2009/10, 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.

Performance Indicators, Workplace Safety and Health Division

Effectiveness Measures	Planned Target 2010/11	Actual Result 2010/11	Expl. No.
Number of training courses (and participants)	225 (4,000)	202 (3,256)	
Number of inspections conducted	9,500	11,405	1
Time-loss injury rate	3.9	3.3	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 2010 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.
- 2. Promoting a safety and health culture and encouraging workers and employers to assume more responsibility for their own workplace safety and health.**

In 2010/11, Workplace, Safety and Health:

- continued working with the WCB on awareness and education initiatives to strengthen the culture of safety and health in Manitoba, which includes the provincial workplace safety and health public awareness campaign built around the SAFE methodology (Spot the hazard, Assess the risk, Find a safer way, Everyday);
- 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, continued to develop publications for the amended workplace safety and health regulations that took effect in 2007, and to updated publications affected by the most recent changes to the regulations that took effect in February 2011;
- assisted with maintenance of the SAFE Manitoba website, which incorporates all of WSH's publications, resource and contact information. Efforts continue to make this website the workplace safety and health internet destination for Manitobans;
- delivered 202 training courses to employers and workers across the province, and 80 presentations on the 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;
- continued to collaborate with various government departments and agencies to address emerging issues such as pandemic influenza planning, agriculture related safety and health concerns and exposure to zoonotic infections; and to address various environmental issues such as radon in buildings, West Nile infection and Lyme disease; and
- conducted occupational-related health surveillance on such matters as lead and heavy metal levels in the blood, noise exposure and hearing conservation, pesticides and fibrogenic dusts, and consulted with stakeholders regarding chest x-ray screening for exposure to fibrogenic dust.

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. Workplace, Safety and Health 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 2010/11, the Advisory Council on Workplace Safety and Health:

- made a recommendation on a proposed change to the Workplace Safety and Health Regulation to expand the scope of workplace harassment that is covered by the regulation, including psychological harassment;
- discussed the issue of providing better coordination of services to the families of workers who are seriously or fatally injured at work, and endorsed a Workplace Safety and Health initiative to address this issue;
- reviewed and endorsed a proposal for a grant program for ten schools in Manitoba to encourage high school students to develop innovative ways to promote education and awareness of SAFE Work principles at their schools; and
- began discussions on the following topics:
 - expanding publicly-available employer safety and health information.
 - improving the safety of road and highway construction crews.
 - review of compliance tools and their effectiveness in enforcing *The Workplace Safety and Health Act* and regulations.

2(h) Workplace Safety and Health

Expenditures by Sub-Appropriation	Actual 2010/11 \$(000s)	Estimate 2010/11 FTE	\$ (000s)	Variance Over/(Under) \$(000s)	Expl. No.
Total Salaries	6,548	96.50	7,111	(563)	1
Total Other Expenditures	1,883		2,050	(167)	2
Total Grants	105		105	-	
Total Expenditures	8,536	96.50	9,266	(730)	

Explanation Number:

- 1. Under-expenditure reflects savings due to vacancies, employees on leave, reduced hours, VRW days, staff secondments and reduction in Advisory Council on Workplace Safety and Health member per diems. These were partially offset by severance and vacation payouts due to retirements or resignations, STEP student salaries and costs related to overtime and standby, costs related to workers compensation claims and reclassification and acting status.*
- 2. Under-expenditure reflects savings due to reduced training and travel costs for Workplace Safety and Health Officers, legal fees related to prosecutions, minor renovations, costs related to Advisory Council on Workplace Safety and Health and other operating costs.*

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 2010/11, the Mechanical and Engineering Branch:

- examined and registered 889 engineering designs to ensure conformity with the appropriate codes;
- registered 81 Manufacturers' Affidavits for certified pressure equipment entering the province;
- registered 85 new welding procedures for pressure equipment and pressure piping;
- audited 48 companies for Quality Control Certificate validations;
- 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; and
- examined and issued licences to tradespersons under *The Power Engineers Act*, *The Electricians' Licence Act*, and *The Gas and Oil Burner Act*.

Performance Indicators, Mechanical and Engineering Branch

Effectiveness Measures	Planned Target 2010/11	Actual Result 2010/11	Expl. No.
Inspection of:			
- boilers, pressure vessels, refrigeration plants, electrical applications and gas and oil fired equipment	12,000	9,886	1
- elevators	2,000	1,671	1
- amusement rides	200	146	
Review of:			
- engineering plans and designs	1,000	889	1
- new or renewal quality assurance programs for pressure equipment and pressure piping manufacturers and installers	80	85	
Issuing of:			
- licenses to qualified tradespersons, such as power engineers, welders, gas fitters and electricians	3,000	3,641	
- gas and oil permits	25,000	22,609	

Explanation Number:

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

2(d) Mechanical and Engineering

Expenditures by Sub-Appropriation	Actual 2010/11 \$(000s)	Estimate 2010/11 FTE	Variance Over/(Under) \$(000s)	Expl. No.
Total Salaries	2,221	32.00	2,328 (107)	1
Total Other Expenditures	598		666 (68)	2
Total Expenditures	2,819	32.00	2,994 (175)	

Explanation Number:

1. Under-expenditure reflects savings due to vacancies, staff turnover, VRW days and reduction in Board of Electrical Examiners per diems. These were partially offset by severance and vacation payouts due to retirements or resignations, staff secondments, STEP student salaries and costs related to overtime and standby, costs related to workers compensation claims and examiner fees.
2. Under-expenditure reflects savings due to reduced training and travel costs for inspectors, enhancement and maintenance costs for specialized software (elevator and boiler software and boiler pressure vessel design software), annual Canadian Standards Association software license and codes, costs related to printing and mailing of licenses/permits/certificates and other operating expenses. These costs were partially offset by increased legal costs, physical asset purchases and codes and 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 2010/11, the Employment Standards Branch:

- initiated 2,984 investigations and recovered \$1.4 million in wages;
- finalized 970 claims, or 35 per cent of total claims, using the Quick Resolution process in an average of 31 days, reducing the need for time-consuming field investigations;
- conducted 1,815 field investigations, facilitating a voluntary resolution in 90 per cent of Branch investigations and issuing formal orders for the remaining 10 per cent;
- facilitated resolution in all 36 cases that undertook the Alternative Dispute Resolution process, reducing the number of appeals to the Manitoba Labour Board for resolution;
- assessed employers for potential non-compliance using a variety of mechanisms, such as a three-step enforcement model that strategically ramps up penalties for repeat offenders, analysis of business registration, license applicants, database information, and tips;
- conducted 466 proactive investigations to advance labour standards rights and obligations in the workplace and to increase compliance with the legislation, including investigations targeting employers of live-in-caregivers, large restaurants, moving companies, sushi chefs and construction projects; as well as major government capital projects for Winnipeg and rural building projects, roads and bridges and temporary agencies that place construction workers;
- enforced construction wage rates that came into effect on January 1, 2010, and partnered with Apprenticeship Manitoba to increase compliance with both minimum standards and Apprenticeship

legislation and policy;

- enacted changes to *The Employment Standards Code* granting leave provisions for employees to take time off work to attend their Canadian citizenship ceremonies;
- issued 218 formal Notices to Comply to employers, resulting in 17 Administrative Penalty Orders related to non-compliance with minimum standards legislation;
- evaluated 123 licence applications, 162 child performer permit applications and 1,731 employer business registration applications under *The Worker Recruitment and Protection Act*;
- processed 2,215 Child Employment Permit applications and worked with industries to expand the streamlined process for applications with standardized job tasks that regularly employ children;
- updated the English as an Additional Language (EAL) Employment Standards Curriculum to enhance our public education strategy targeted 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, and Employment Solutions for Immigrant Youth;
- 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 45,000 telephone and 5,000 walk-in inquiries; and
- recorded 416,722 unique visits and 16.5 million page views on 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, 2010 to March 31, 2011

Claim Resolution Category	Percentage Finalized
Early Resolution Level	35
Field Investigation Level	62
Alternate Dispute Resolution Level	1
Manitoba Labour Board Level	1
Judgement and Collections Level	1

2(i) Employment Standards

Expenditures by Sub-Appropriation	Actual 2010/11 \$(000s)	Estimate 2010/11 FTE	\$(000s)	Variance Over/(Under) \$(000s)	Expl. No.
Total Salaries	2,649	44.60	2,817	(168)	1
Total Other Expenditures	535		593	(58)	2
Total Expenditures	3,184	44.60	3,410	(226)	

Explanation Number:

1. *Under-expenditure reflects savings due to recovery of salaries related to The Worker Recruitment and Protection Act and other enforcement services, vacancies, staff turnover, employees on leave, employee reduced hours and VRW days. These were partially offset by severance and vacation payouts due to retirements or resignations, reclassification costs and STEP student salaries.*
2. *Under-expenditure reflects savings from printing and advertising, legal fees for appeals, enhancement and maintenance costs for Claims Tracking System, training and travel costs of Employment Standards Officers and costs related to minor renovations and other operating expenses.*

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 2010/11, the Worker Advisor Office:

- provided services to over 2,848 individuals, resulting in the opening of 314 new files and the closure of 339 files;
- concluded 89 per cent of inquiries by providing advice only;
- reviewed and closed 339 claims, 161 (47 per cent) of which were closed as a result of having no basis for appeal; and
- resolved 178 claims (53 per cent of total claims) through the WCB appeal system (13 per cent were resolved at the case management level, 27 per cent at the Review Office level, and 13 per cent at the Appeal Commission level).

2(j) Worker Advisor Office

Expenditures by Sub-Appropriation	Actual 2010/11 \$(000s)	Estimate 2010/11 FTE		Variance Over/(Under) \$(000s)	Expl. No.
Total Salaries	587	10.00	732	(145)	1
Total Other Expenditures	138		184	(46)	2
Total Expenditures	725	10.00	916	(191)	

Explanation Number:

- Under-expenditure reflects savings due to vacancies, staff turnover, staff secondment, underfill of position and VRW days.*
- Under-expenditure reflects savings from reduced training and travel costs of Worker Advisors, client medical testing, printing and mailing costs, physical asset purchases and other operating expenses.*

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 2010/11, Manitoba Status of Women:

- participated in the annual Federal/Provincial/Territorial meeting of Ministers responsible for the Status of Women;
- developed a renewed Women's Health Strategy in conjunction with Manitoba Health;
- developed a promising practices document to explore innovative approaches used within Canada and internationally to address human trafficking, in collaboration with other Federal-Provincial-Territorial Ministers responsible for the Status of Women;
- hosted a provincial Roundtable on Human Trafficking to identify innovative prevention strategies;
- continued collaboration with other government departments to develop a provincial human trafficking strategy;
- collaborated with other government departments to explore the development of a domestic violence action plan;
- continued collaboration with the Pitawik Planning Committee to host four Aboriginal women's gatherings in Thompson, The Pas, Brandon and Winnipeg and worked towards the development of an action plan to respond to issues raised at the gatherings;
- developed and are implementing government-wide training and infrastructure on Gender and Diversity Analysis;
- continued to work with Family Services and Consumer Affairs and Justice to deliver a Workplace Initiative to Support Employees on Family Violence toolkit and training, which offers practical information and resources to help employers recognize and respond to employees affected by family violence;
- participated on the Trafficked Person Response Team to identify gaps in providing a coordinated response to trafficked individuals;
- assisted Manitoba Justice in the development of a Domestic Violence Death Review Committee;

- supported the work of an inter-departmental committee on missing and murdered women to inform the Manitoba Action Group on Vulnerable and Exploited women;
- assisted the Family Services and Consumer Affairs to develop a strategy to prevent and respond to technology misuse by perpetrators of interpersonal violence;
- assisted Entrepreneurship, Training and Trade on an initiative working with Government of Ukraine to improve their understanding of gender issues in small business development;
- administered 80 Training for Tomorrow Educational Awards of \$1,250 each to encourage women to enter into math, science and technology programs at the four Colleges in Manitoba (annually);
- funded community organizations throughout the province to deliver approximately 30 Power Up basic computer training courses for women, and re-developed the Power Up training guide; and
- engaged in ongoing horizontal policy development with a range of partners across government, in order to widely integrate a gender perspective.

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 2010/11, the Manitoba Women's Advisory Council:

- participated in the annual meeting for the Coalition of Provincial and Territorial Advisory Councils on the Status of Women;
- hosted six Council meetings as mandated by *The Manitoba Women's Advisory Council Act*;
- hosted three large-scale community events – December 6th Sunrise Memorial, International Women's Day and Women's History Month;
- hosted two roundtable discussions with approximately 40 equality-seeking organizations, in both Winnipeg and Brandon;
- delivered ten Lunch and Learn sessions to approximately 696 individuals on a variety of issues of concern to women, including: health services for First Nations women, signs and symptoms of ovarian cancer, john and prostitution offender programs, the aging face of abuse, the Domestic Violence Intervention Unit, best interests of the child legislation, the Pan-Canadian young feminist

movement, LGBTT and intimate partner violence, helping women enter small business, women and art for social change, and myths on women in the sex trade;

- raised awareness of women's issues by partnering with the community to sponsor events such as self-esteem workshops for girls and their mentors;
- conducted a review of internal government policies, programs and legislation that work toward eliminating domestic violence;
- explored the possibility of conducting a cost-benefit analysis of midwifery services in Manitoba;
- developed and distributed a publication called *Honouring our Gifts: Celebrating the Accomplishments of Aboriginal Women in Manitoba*;
- developed and distributed *Living in Manitoba: A Resource Guide for Women with Disabilities*;
- produced and distributed capacity-building resources such as the *Parenting on Your Own Handbook*, the *4 Girls Only! Guide*, and *Living in Manitoba: a Resource Guide for Immigrant Women*;
- collaborated with community organizations to support the organization of several marches and other community events, such as the annual Take Back the Night march, International Women's Day march, and the Pan-Canadian Young Feminist Gathering;
- compiled and distributed the bi-monthly events calendar and information sheet, Council Currents, to over 300 women's organizations and hosted an online event planning calendar;
- administered the Babs Friesen Lifetime Achievement Award in conjunction with the YM/YWCA, awarded to a life-long advocate for 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(I) Manitoba Status of Women

Expenditures by Sub-Appropriation	Actual 2010/11 \$(000s)	Estimate 2010/11 FTE		Variance Over/(Under) \$(000s)	Expl. No.
Total Salaries	538	9.00	661	(123)	1
Total Other Expenditures	289		320	(31)	2
Total Grants	95		100	(5)	
Total Expenditures	922	9.00	1,081	(159)	

Explanation Number:

1. *Under-expenditure reflects savings due to vacancies, staff turnover, staff secondments and VRW days, partially offset by costs related to reclassification.*
2. *Under-expenditure reflects savings from Domestic Violence Prevention Initiative, Power Up, International Women's Day and Women's History Month and other operating expenses. These were partially offset by costs to produce Living in Manitoba: A Resource Guide for Women With Disabilities, 4Girls Only! Guide, the Immigrant Women's Handbook and costs related to training and travel, promotion and hospitality.*

Disabilities Issues Office

The Disabilities Issues Office (DIO) was established in December 2002 in response to *Full Citizenship: A Manitoba Provincial Strategy on Disability*.

Objectives

- To act as a centralized resource for all government departments to assist with the coordination of initiatives that implicate 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 2010/11, the Disabilities Issues Office:

- hosted the inaugural meeting of Provincial and Territorial Ministers responsible for Persons with Disabilities and Ministers responsible for Human Rights to discuss the United Nations Convention on the Rights of Persons with Disabilities in March 2011. The Honourable Eva Aariak, Premier of Nunavut, seven provincial Ministers, and official delegates from across Canada heard from experts about the status and concerns of Canadians with disabilities, and discussed their role in ensuring action to implement the Convention;
- released the Discussion Paper for Made in Manitoba Accessibility Legislation on November 1, 2010. More than 100 individuals and organizations submitted responses, all supportive of accessibility legislation;
- acted as secretary from December 2010 to March 31, 2011 for an eleven-member Advisory Committee to provide advice on the structure and content of accessibility legislation to the Honourable Jennifer Howard, Minister responsible for Persons with Disabilities. Members included representatives of persons with disabilities and seniors, and other stakeholders such as business, labour and municipalities;
- initiated discussions with departments across government to review policies and programs based on feedback received through the Opening Doors: Manitoba's Commitment to Persons with Disabilities strategy discussion paper. The DIO worked to align the strategy and accountability structure of the future disability strategy with ALL Aboard, the provincial poverty reduction and social inclusion strategy;
- developed a new training manual, offered a one day instruction session, and provided on-going support to disability access coordinators to assist them in implementing the government-wide Manitoba Policy on Access to Government Publications, Events and Services;
- promoted public awareness of disability access issues through the proclamation of May 29 to June 4, 2010 as Manitoba Access Awareness Week. Highlights included an award ceremony to celebrate

community and business leadership, as well as a forum to promote the UN Convention on the Rights of Persons with Disabilities;

- celebrated the United Nations International Day of Disabled Persons on December 3, 2010, with a forum in which Kevin Stolarick of the Martin Prosperity Institute explained why accessibility legislation is good for Manitoba business and for the economy as a whole;
- co-chaired the Inter-Jurisdictional Working Group on a Protection Strategy for Vulnerable Adults with representation from government departments and protection services. The aim is to develop a collaborative, coordinated protection strategy for vulnerable adults living in Manitoba;
- assisted Manitoba Status of Women to publish *Living in Manitoba: A Resource Guide for Women with Disabilities*, the first ever resource guide for Manitoba women with disabilities;
- 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, 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
- provided approximately 2,000 individuals and organizations with resource information and referrals, including through the website, on phone and in person to provide information about DIO and government initiatives that concern people with disabilities.

2(m) Disabilities Issues Office

Expenditures by Sub-Appropriation	Actual 2010/11 \$(000s)	Estimate 2010/11 FTE	Variance Over/(Under) \$(000s)	Expl. No.
Total Salaries	418	5.00	376	42
Total Other Expenditures	164		131	33
Total Expenditures	582	5.00	507	75

Explanation Number:

1. *Over-expenditure reflects additional staff position from another division, costs related to staff turnover and STEP student salaries, partially offset by employees on leave and VRW days.*
2. *Over-expenditure reflects office renovations, costs related to promotion and hospitality, travel, Manitoba Access Awareness Week and the United Nations Forum and other operating expenses. These were partially offset by reduced development and implementation costs of the Long-Term Disability Strategy.*

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 opportunities*

Department Priorities

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

Summary of Performance

- 1. Improving the number of immigrants who land, successfully settle, integrate and remain in Manitoba; and**
- 2. Helping meet Manitoba's labour challenges through the attraction and retention of skilled workers.**

In 2010/11, Immigration:

- contributed to 15,809 immigrants landing in Manitoba in 2010, a 16.9 per cent increase over 2009 and the highest level recorded since 1946, with communities outside of Winnipeg receiving 22 per cent of all newcomers;
- delivered the Manitoba Provincial Nominee Program (MPNP), which contributed to the successful landing of 12,178 MPNP newcomers in 2010, representing a 20 per cent increase over 2009 and accounting for 77 per cent of all immigration to Manitoba;
- streamlined the MPNP application process to reduce processing times, with applications in all streams processed within six months and some priority streams within three months;
- approved 4,786 skilled worker applications and 400 Provincial Nominee Program for Business applicants, representing over 9,125 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 430 French-speaking immigrants settling in 2010, an increase of 23 per cent from 2009;
- renewed the Memorandum of Understanding between the Government of Manitoba and the Government of the Philippines to streamline immigration processing and to provide a framework for the orderly, ethical and effective recruitment by Manitoba employers of workers from the Philippines;
- implemented temporary foreign worker recruitment, protection and retention strategies, per the requirements of *The Worker Recruitment and Protection Act*, including the processing of 1,757 Business Registration applications from Manitoba employers and the issuance of 1,614 Certificates of Registration;
- developed website information and other communication 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 approximately 993,000 visits to the immigratemanitoba.com website;
- supported the *Growing Through Immigration 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 to Manitoba and continued to administer the Manitoba Immigrant Integration Program (MIIP), which allocated \$28.6 million in federal and provincial funds to over 150 service providers to deliver pre- and post-arrival settlement and labour market orientation, employment readiness, job matching, adult language training and social integration services to immigrant newcomers;
- supported the ongoing development and delivery of adult English as an Additional Language (EAL) programming to 14,680 adult immigrants in the following priority areas: Core Adult EAL; Neighbourhood EAL; English at Work (in 29 Manitoba workplaces); Regional Programs (2,960 adult students in 5 Manitoba regions); and Capacity Building, Resource and Field Development;
- supported the ongoing development and delivery of integration services through neighbourhood settlement programs, youth and family supports and specialized services, including capacity building and field development activities related to interpreter training and professional development of rural service providers;
- launched Manitoba START, an initiative to provide single-window early arrival immigrant intake, referral, employment readiness and job matching services and established a pilot project to provide more pre-arrival settlement and labour market services for nominees destined to Manitoba;
- increased newcomer access to the centralized orientation program (ENTRY), with approximately 6,350 newcomers participating;
- secured funding (over \$1.2 million over two years) through Citizenship and Immigration Canada's Innovation Fund to develop and implement the Enhanced Settlement Services for Refugees pilot;
- assisted approximately 585 highly skilled immigrants with the costs of assessments and examination fees, courses and materials needed to achieve accreditation, provided wage subsidies for 15 internationally educated professionals for placement in permanent employment in their respective fields of expertise, and provided 215 academic credentials assessments for internationally educated residents of Manitoba;

- continued 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 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

- During 2010/11, the MIC met four times (May 27, June 22, September 16, and November 24, 2010);
- in 2010/11, the Council continued to work on its priorities through two sub-committees: the Sub-Committee on Immigration and Integration and the Sub-Committee on Employer Engagement; and
- a slate of new MIC members was appointed in April 2011.

3(a) Immigration

Expenditures by Sub-Appropriation	Actual 2010/11 \$(000s)	Estimate 2010/11 FTE	Variance Over/(Under) \$(000s)	Expl. No.
Total Salaries	4,900	70.15	5,385 (485)	1
Total Other Expenditures	1,926		1,853 73	2
Total Financial Assistance	29,391		29,042 349	3
Total Expenditures	36,217	70.15	36,280 (63)	

Explanation Number:

1. *Under-expenditure reflects savings due to vacancies, staff turnover, underfill of positions, employees on leave, reduced hours and VRW days, partially offset by severance and vacation payouts due to retirements or resignations.*
2. *Over-expenditure reflects costs related to maintenance and enhancement of information technology systems (Project Funding System, Immigration Registration/Assessment and Employment Supports System, On-Line PNP Applications and PNP Database), costs associated with the Francophone Initiative, legal fees, travel and other operating expenses. These were partially offset by savings due to delayed implementation of the Manitoba Immigration Portal and increase in funding from Citizenship and Immigration Canada (CIC) under the Canada/Manitoba Immigration Agreement (CMIA).*
3. *Over-expenditure reflects increase in funding announced by CIC under the CMIA for immigrant settlement services.*

Office of the Manitoba Fairness Commissioner

The Office of the Manitoba Fairness Commissioner (OMFC) 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 2010/11, the Office of the Manitoba Fairness Commissioner:

- prepared a Report to the Minister of Labour and Immigration on the implementation of *The Fair Registration Practices in Regulated Professions Act* from 2008 to 2010, and its impact on regulators' fair registration practices;
- entered into 31 funding agreements for a total of \$900,000.00 for Qualifications Recognition projects including gap training programs for internationally educated agrologists, technicians and technologists, medical laboratory technologists and dentists. Of the \$900,000.00, the OMFC provided funds totalling \$115,000.00 to 12 self regulatory bodies for setting up applicant tracking systems, improving their systems for data collection and reporting, and capacity development such as staff training in new assessment processes;
- developed a data collection process for regulators to start collecting data as of January 2011 on the outcomes of internationally educated professionals applying for registration;
- conducted Registration Reviews of assessment and recognition practices of eight regulators including two government regulators;
- completed development and piloting of Professional Practice Seminars for accountants, engineers and technicians and technologists to be delivered to immigrants in those professions soon after arrival;
- developed, produced and distributed *To the Point: A Plain Language Guide for Regulators* to assist in the improvement of information for internationally educated professionals;
- redesigned the web portal with content that details OMFC's role and activities, specifically targeted for regulatory bodies, internationally educated professionals and other stakeholders;
- hosted focus group discussions about their experience getting recognized and into the labour force, with over 50 internationally educated accountants, teachers, engineers, dentists and licensed practical nurses;

- continued to provide information and advice on the requirements of the Act to Manitoba's 31 self regulatory bodies, as well as, internationally educated professionals, government and other stakeholders locally and nationally; and
- continued to provide capacity development opportunities on areas such as managing diversity, plain language communication, financial support to and new services for internationally educated professionals, regulators, gap training programs and several employers.

3(b) The Office of the Manitoba Fairness Commissioner

Expenditures by Sub-Appropriation	Actual 2010/11 \$(000s)	Estimate 2010/11 FTE	\$ (000s)	Variance Over/(Under) \$(000s)	Expl. No.
Total Salaries	293	4.00	294	(1)	
Total Other Expenditures	79		86	(7)	
Total Expenditures	372	4.00	380	(8)	

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 OFC 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 2010/11, the Office of the Fire Commissioner:

- provided technical assistance to all municipal fire departments through an integrated network of Emergency Services Officers;
- responded to 28 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 4,500 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
- 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	2010/11 Estimates
Printed Main Estimates of Expenditure 2010/11	\$58,055
Main Estimates Authority Transferred From:	
- Internal Service Adjustments	77
- Immigration Projects Enabling Vote	2,793
Estimates of Expenditure 2010/11 (Adjusted)	\$60,925

Department of Labour and Immigration

Expenditure Summary (\$000)

for fiscal year ending March 31, 2011 with comparative figures for the previous fiscal year

Estimate 2010/11	Appropriation	Actual 2010/11	Actual 2009/10	Increase (Decrease)	Expl. No.
11-1 LABOUR EXECUTIVE					
\$ 37	a) Minister's Salary	\$ 37	\$ 46	\$ (9)	1
	b) Executive Support				
702	1. Salaries	680	731	(51)	2
70	2. Other Expenditures	74	68	6	
\$ 809	Total 11-1	\$ 791	\$ 845	\$ (54)	
11-2 LABOUR PROGRAMS					
	a) Financial and Administrative Services				
\$ 511	1. Salaries	\$ 451	\$ 487	\$ (36)	3
143	2. Other Expenditures	132	138	(6)	
	b) Information Technology Services				
273	1. Salaries	274	381	(107)	4
69	2. Other Expenditures	63	70	(7)	
	c) Research, Legislation and Policy				
512	1. Salaries	592	521	71	5
66	2. Other Expenditures	64	62	2	
	d) Mechanical and Engineering				
2,328	1. Salaries	2,221	2,291	(70)	6
666	2. Other Expenditures	598	715	(117)	7
	e) Conciliation and Mediation Services				
594	1. Salaries	624	656	(32)	8
136	2. Other Expenditures	132	172	(40)	9
	f) Office of the Superintendent-Pension Commission				
409	1. Salaries	410	390	20	
216	2. Other Expenditures	168	108	60	10
	g) Manitoba Labour Board				
1,316	1. Salaries	1,259	1,312	(53)	11
497	2. Other Expenditures	464	422	42	12

Estimate 2010/11	Appropriation	Actual 2010/11	Actual 2009/10	Increase (Decrease)	Expl. No.
	h) Workplace Safety and Health				
7,111	1. Salaries	6,548	6,394	154	13
2,050	2. Other Expenditures	1,883	1,760	123	14
105	3. Grants	105	105	-	
	i) Employment Standards				
2,817	1. Salaries	2,649	2,537	112	15
593	2. Other Expenditures	535	623	(88)	16
	j) Worker Advisor Office				
732	1. Salaries	587	668	(81)	17
184	2. Other Expenditures	138	96	42	18
-	k) Office of the Fire Commissioner	-	400	(400)	26
	l) Manitoba Status of Women				
661	1. Salaries	538	498	40	19
320	2. Other Expenditures	289	300	(11)	
100	3. Grants	95	95	-	
	m) Disabilities Issues Office				
376	1. Salaries	418	320	98	20
131	2. Other Expenditures	164	151	13	
\$ 22,916	Total 11-2	\$ 21,401	\$ 21,672	\$ (271)	
	11-3 IMMIGRATION				
	a) Immigration				
\$ 5,385	1. Salaries	\$ 4,900	\$ 4,517	\$ 383	21
1,853	2. Other Expenditures	1,926	1,681	245	22
29,042	3. Financial Assistance and Grants	29,391	28,708	683	23
	b) Office of the Manitoba Fairness Commissioner				
294	1. Salaries	293	284	9	
86	2. Other Expenditures	79	72	7	24
\$ 36,660	Total 11-3	\$ 36,589	\$ 35,262	\$ 1,327	
	11-4 AMORTIZATION OF CAPITAL ASSETS				
\$ 540	Amortization of Capital Assets	\$ 540	\$ 560	\$ (20)	25
\$ 540	Total 11-4	\$ 540	\$ 560	\$ (20)	
\$ 60,925	TOTAL EXPENDITURES	\$ 59,321	\$ 58,339	\$ 982	

Explanation Numbers:

1. *The decrease reflects the 20 per cent reduction of the Minister's salary, as enacted by The Legislative Assembly Act.*
2. *The decrease reflects staff secondments, Voluntary Reduced Workweek (VRW) days, severance and vacation payouts due to retirements or resignations, partially offset by costs related to staff turnover and normal salary adjustments.*
3. *The decrease reflects employees on leave, severance and vacation payouts due to retirements or resignations and hiring STEP students, partially offset by employee turnover costs.*
4. *The decrease reflects billings from Business Transformation and Technology and recoveries from Office of the Fire Commissioner for information and communication technology services. The decrease was partially offset by normal salary adjustments and VRW days.*
5. *The increase reflects staff secondments, normal salary adjustments and VRW days.*
6. *The decrease reflects staff vacancies, staff turnover, STEP student salaries, VRW days, overtime and standby charges. This was partially offset by severance and vacation payouts due to retirements or resignations, staff secondments, costs related to workers compensation claims, normal salary adjustments and employees on leave.*
7. *The decrease reflects non-recurring renovation costs in 2009/10 as well as lower costs for enhancement and maintenance costs for specialized software (elevator and boiler software, boiler pressure vessel design software), travel and training of inspectors, physical assets and operating supplies purchases, Canadian Standards Association software license and codes, and printing and mailing. This was partially offset by legal fees and operating expenses.*
8. *The decrease reflects net costs related to staff turnover and severance and vacation payouts due to retirements or resignations, partially offset by costs related to workers compensation claims and normal salary adjustments.*
9. *The decrease reflects non-recurring renovation costs in 2009/10 as well as lower costs for third-party mediators and mediation services. This was partially offset by costs for travel and training and physical asset purchases.*
10. *The increase reflects costs related to the public education campaign for regulatory changes to The Pension Benefits Act, hosting and travelling to interprovincial meetings for pension regulators and costs related to Pension Commission. This was partially offset by reduced legal fees for Orders of the Superintendent appeals and other operating expenses.*
11. *The decrease reflects net costs related to staff turnover, severance and vacation payouts due to retirements or resignations, salary adjustments and VRW days. This was partially offset by per diems for Manitoba Labour Board members.*
12. *The increase reflects costs for enhancements and maintenance to the Case Management System, legal fees for appeals, casual labour and travel and training for Board members and officers. This was partially offset by a decrease in costs relating to hosting the biennial Manitoba Labour Board seminar in 2009/10.*
13. *The increase reflects net costs related to staff turnover, severance and vacation payouts due to retirements or resignations, normal salary adjustments, employees on leave and STEP student salaries. This was partially offset by reductions due to staff vacancies, staff secondments, overtime and standby charges and Advisory Council on Safety and Health member per diems.*
14. *The increase reflects costs related to enhancements and maintenance to the LINK system and other information technology maintenance, real estate rentals, printing and mailing of SafeWork newsletter, staff training, promotion and hospitality, casual labour and other operating expenses. This was partially offset by reduced legal fees for appeals and prosecutions and costs related to training and travel for Workplace Safety and Health Officers, operating supplies, printing and advertising and costs related to the Advisory Council on Safety and Health.*
15. *The increase reflects changes in employees on leave and reduced hours, staff vacancies, normal salary adjustments and staff turnover. This was partially offset by recoveries for staff training costs from Workers Compensation Board, VRW days, severance and vacation payouts due to retirements or resignations and STEP student salaries.*
16. *The decrease reflects costs related to training and travel of Employment Standards Officers, physical asset purchases, advertising, maintenance and enhancements to Claims Tracking System, renovations, net operating costs and reduced legal fees for appeals.*
17. *The decrease reflects net staff turnover, staff secondments, costs related to workers compensation claims, normal salary adjustments and VRW days.*

18. *The increase reflects costs related to enhancements and maintenance to the Worker Advisory System. This was partially offset by reduced printing and mailing costs, training and travel costs for Worker Advisors and other operating expenses.*
19. *The increase reflects changes in employees on leave, staff vacancies, staff secondments, normal salary adjustments and STEP student salaries. This was partially offset by net staff turnover and VRW days.*
20. *The increase reflects changes in employees on leave, net staff turnover, staff secondments, STEP student salaries and VRW days. This was partially offset by normal salary adjustments.*
21. *The increase reflects employees hired under the Career Gateway Program and normal salary adjustments.*
22. *The increase reflects costs related to enhancements and maintenance for the information technology systems (Project Funding System, Immigration Registration/Assessment and Employment Supports System, On-Line PNP Applications and PNP Database), out-of-province travel and other operating increases.*
23. *The increase reflects increased funding to third-party service providers under Immigrant Settlement Services, which is fully funded by revenue from Citizenship and Immigration Canada.*
24. *The decrease reflects the provision for decreased interest charges due to a declining balance applicable to the Business Inspections Software developed by Better Systems Initiative.*
25. *The decrease reflects an allocation from the Enabling Vote for a Budgeting for Outcomes project (Advanced Green Building Through Codes and Other Market Mechanisms) in 2009/10.*

Department of Labour and Immigration

Revenue Summary by Source (\$000)

for fiscal year ending March 31, 2011 with comparative figures for the previous fiscal year

Actual 2009/10	Actual 2010/11	Increase (Decrease)	Source	Actual 2010/11	Estimate	Variance	Expl. No.
Other Revenue:							
\$ 8,895	\$ 8,718	\$ (177)	(a) Workers Compensation Board	\$ 8,718	\$ 10,058	\$ (1,340)	1.
\$ 3,974	\$ 3,934	\$ (40)	(b) Fees	\$ 3,934	\$ 4,003	\$ (69)	2.
\$ 118	\$ 105	\$ (13)	(c) Sundry	\$ 105	\$ 80	\$ 25	3.
\$ 12,987	\$ 12,757	\$ (230)	Sub-Total	\$ 12,757	\$ 14,141	\$ (1,384)	
Government of Canada:							
\$ 90	\$ 92	\$ 2	(a) Boilers and Elevators Inspections	\$ 92	\$ 111	\$ (19)	
\$ 185	\$ 185	\$ -	(b) Flin Flon Inspection Agreement	\$ 185	\$ 197	\$ (12)	
\$ 29,764	\$ 30,753	\$ 989	(c) Immigrant Settlement Services	\$ 30,753	\$ 30,763	\$ (10)	4.
\$ 30,039	\$ 31,030	\$ 991	Sub-Total	\$ 31,030	\$ 31,071	\$ (41)	
\$ 43,026	\$ 43,787	\$ 761	Total Revenue	\$ 43,787	\$ 45,212	\$ (1,425)	

56

Explanation Numbers:

1. Workers Compensation Board

- The year-over-year decrease reflects an adjusted 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 actual eligible expenditures in 2010/11 and 2009/10.

2. Fees

- The year-over-year decrease reflects renewals for the various four-year licences to install or service oil burning equipment and gas fitters in 2009/10 and a decrease in the amount of gas and oil licenses, examinations and permits issued and electrician licence renewals. This was partially offset by increases from renewal of 4 Year Power Engineer licenses in 2010/11, design registration and shop inspections and an increase in inspection fees in 2010/11.
- The variance from Estimate reflects a decrease due to lower volume of elevator permits due to an elevator inspector on leave without pay, volume of gas and oil licenses, examinations and permits issued, and volume of electrical inspections and approvals. This was partially offset by increase from volume of electrician and 4 Year Power Engineer license renewals, design registration and shop inspections, and pension plan registrations and annual returns, which were impacted by an increase in inspection fees.

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 a volume increase in Employment Standards administrative filing fees and penalties and 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 2010/11 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: \$786 for the delivery of settlement services, \$214 for the Manitoba Immigration Portal/Web Development and \$(11) for the Francophone Initiative.*
- *The variance from Estimate reflects the actual billing for the Francophone Initiative under the Memorandum of Understanding with CIC.*

Department of Labour and Immigration

Five Year Expenditure and Staffing Summary by Appropriation (\$000) for years ending March 31, 2007 - March 31, 2011

Appropriation	Actual/Adjusted Expenditures*									
	2006/07		2007/08		2008/09		2009/10		2010/11	
	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	17,846	214.25	18,067	218.25	19,091	231.25	21,546	241.25	21,615
Immigration and 11-3 Multiculturalism	44.00	13,265	46.00	17,754	54.00	23,706	71.00	31,510	73.00	35,286
Amortization of 11-4 Capital Assets	-	805	-	777	-	755	-	663	-	643
Total	271.25	\$ 32,625	271.25	37,341	283.25	44,324	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 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.
2. 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.
3. 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.

4. *As of April 2010, 4.00 regular FTEs for Multiculturalism were transferred to the Department of Culture, Heritage and Tourism and 4.00 regular FTEs for Disabilities Issues Office were transferred from the Department of Family Services and Consumer Affairs as part of a government-wide reorganization; 1.00 regular FTE for Disabilities Issues Office was transferred from the Enabling Vote – Internal Service Adjustments; all funding and 1.00 regular FTE related to human resource services have been realigned to the Civil Service Commission; \$82 of existing authority has been realigned from the “Costs Related to Capital Assets – Desktop Services – Enterprise Software Licences” sub-appropriation to operating appropriations; \$5,800 for contribution agreements with third party service providers for delivery of Immigrant Settlement Services was transferred from Enabling Vote - Manitoba Immigrant Immigration Program; and a net amount of 0.50 regular FTE was transferred from Labour Programs to Immigration. 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 2010/11 reporting year. This is the sixth 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 2010/11 result (current year) or most recent available data?	What is the trend over time?	Comments/Recent Actions/ Report Links
1. Manitoba's success in attracting immigrants, by measuring annual immigrant landings.	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.	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).	Manitoba received 15,809 landings in 2010.	From 1998 to 2010, the number of immigrants to Manitoba increased more than five-fold, from 3,014 to 15,809.	Total immigration in 2010 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 2010, the MPNP accounted for 77 per cent of Manitoba's arrivals. MPNP landings have increased eight-fold since 2002 and Manitoba receives the largest share (33.4 per cent) of all PNP landings in Canada.
					In 2010, 25 per cent of Provincial Nominees settled outside of Winnipeg, with Brandon, Winkler, and Steinbach being the top regional destinations.

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<div style="text-align: center;"> <h3>Manitoba Immigration 2002 to 2010</h3> <table border="1" style="margin-top: 10px;"> <caption>Estimated Data for Manitoba Immigration 2002 to 2010</caption> <thead> <tr> <th>Year</th> <th>Family</th> <th>Federal Economic</th> <th>Refugee</th> <th>Provincial Nominee</th> <th>Other</th> <th>Total</th> </tr> </thead> <tbody> <tr><td>2002</td><td>1,500</td><td>1,000</td><td>1,000</td><td>1,500</td><td>500</td><td>5,500</td></tr> <tr><td>2003</td><td>1,500</td><td>1,000</td><td>1,000</td><td>2,000</td><td>500</td><td>6,000</td></tr> <tr><td>2004</td><td>1,500</td><td>1,000</td><td>1,000</td><td>2,500</td><td>500</td><td>6,500</td></tr> <tr><td>2005</td><td>1,500</td><td>1,000</td><td>1,000</td><td>3,000</td><td>500</td><td>7,000</td></tr> <tr><td>2006</td><td>1,500</td><td>1,000</td><td>1,000</td><td>4,000</td><td>500</td><td>8,000</td></tr> <tr><td>2007</td><td>1,500</td><td>1,000</td><td>1,000</td><td>4,500</td><td>500</td><td>8,500</td></tr> <tr><td>2008</td><td>1,500</td><td>1,000</td><td>1,000</td><td>4,500</td><td>500</td><td>8,500</td></tr> <tr><td>2009</td><td>1,500</td><td>1,000</td><td>1,000</td><td>5,500</td><td>500</td><td>9,500</td></tr> <tr><td>2010</td><td>1,500</td><td>1,000</td><td>1,000</td><td>6,500</td><td>500</td><td>10,500</td></tr> </tbody> </table> </div>					Year	Family	Federal Economic	Refugee	Provincial Nominee	Other	Total	2002	1,500	1,000	1,000	1,500	500	5,500	2003	1,500	1,000	1,000	2,000	500	6,000	2004	1,500	1,000	1,000	2,500	500	6,500	2005	1,500	1,000	1,000	3,000	500	7,000	2006	1,500	1,000	1,000	4,000	500	8,000	2007	1,500	1,000	1,000	4,500	500	8,500	2008	1,500	1,000	1,000	4,500	500	8,500	2009	1,500	1,000	1,000	5,500	500	9,500	2010	1,500	1,000	1,000	6,500	500	10,500	<p>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 44-45 of the Annual Report.</p>
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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 3.3 per 100 workers in 2010/11.</p>	<p>The time-loss injury rate has declined by approximately 41 per cent, from 5.6 in 1999/00 to 3.3 in 2010/11. This reduction in the injury rate now saves the Manitoba economy over \$90 million per year.</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 continue to be increased, especially in those areas needing special attention. Government's commitment to hire the final five of 20 new workplace safety and</p>																																																																						

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					<p>health officers in the 2011/12 budget year will assist in this effort.</p> <p>For more information, see pages 28-29 of the Annual Report.</p>																								
<p>Time Loss Injury Rate Per 100 Workers 2000-2010</p> <table border="1" style="margin: auto;"> <caption>Time Loss Injury Rate Per 100 Workers (2000-2010)</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> <tr><td>2010</td><td>3.3</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	2010	3.3
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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 culture in our workplaces.</p>	<p>We are starting from approximately 1,600 workplace inspections conducted in 1999/00.</p>	<p>In 2010/11 there were 11,405 workplace inspections conducted.</p>	<p>The number of workplace inspections has increased over seven -fold, from approximately 1,600 in 1999/00 to over 11,000 in 2010/11.</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 been focused on specific sectors and groups of workers that exhibit higher than normal risk for</p>																								

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					workplace injury. For more information, see pages 28-29 of the Annual Report.
<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 2010/11 the average number of person-days lost per month was 9,421.</p>	<p>Since 1999/00, the monthly average of person-days lost to work stoppages has declined by approximately 53 per cent. The level of work stoppages increased over the previous year. This was largely due to a lengthy lockout by an employer affecting 700 employees, resulting in a loss of 7,500 person-days.</p>	<p>During the 2010/11 year, Conciliation and Mediation Services completed 91 per cent of its conciliation assignments without a work stoppage. The Division also had a 99 per cent success rate on its joint grievance mediation assignments and a 90 per cent success rate on its expedited grievance mediation cases.</p> <p>For more information, see pages 21-22 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 complete an investigation in 2010/11 was 101 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.</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 31 days in 2010/11.</p> <p>For more information, see pages 34-35 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 2010 – 2011:

Information Required Annually (per Section 18 of The Act)	Fiscal Year 2010 – 2011
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