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**Manitoba**



# **Annual Report 1998- 1999**

**Labour**

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Winnipeg, Manitoba

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Manitoba



# Annual Report 1998- 1999\*

## Labour

\*For the period ending March 31, 1999

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**Minister of Labour**

Legislative Building  
Winnipeg, Manitoba, CANADA  
R3C 0V8

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His Honour  
The Honourable Peter Liba  
Lieutenant Governor of Manitoba

Your Honour:

I have the privilege of submitting the annual report of the Department of Labour covering the period from April 1, 1998 to March 31, 1999.

Respectfully submitted,

Mike Radcliffe, Q. C.  
Minister of Labour







Honourable Mike Radcliffe, Q.C.  
Minister of Labour

Minister:

I am pleased to present the annual report of the Department of Labour for the fiscal year ending March 31, 1999.

A significant achievement over the past year has been the work carried out by the Manitoba Labour Board following the passing of The Regional Health Authorities and Consequential Amendments Act. The Board, at the request of the Minister of Health, undertook a review of bargaining unit structures in both the rural and urban health sectors. The Board held public hearings throughout the province and received submissions from over two dozen stakeholders.

Manitoba experienced a heavy collective bargaining year in 1998-99, with close to 400 agreements to be renegotiated. The highest profile situations have been in the health care sector, which has undergone a major structural shift with the new Regional Health Authorities. Successful mediation resulted in an agreement between Winnipeg hospitals and the Nurses Association and appears to have set the pattern for other cases.

Further to the new Employment Standards Code that was enacted in 1998, three new regulations were developed and came into force with proclamation of the Code on May 1, 1999. This new code consolidated, restructured and streamlined the existing Payment of Wages Act, Employment Standards Act and Vacations with Pay Act into one Code that will be easier for both business and labour to understand and administer.

The Department was very active in the area of workplace safety with the enactment of a new First Aid Regulation and amendments to the Workplace Safety and Health Regulation to provide for training and certification of forklift operators. In addition, new workplace safety and health audits were implemented, and workplace safety and health information was introduced in the curricula of post secondary schools.

The Department continues to develop its human resource management system, and has completed the testing and customization of the Civil Service Commission's employee profile system, known as ACCESS. Work continues on the final stages of implementation with this initiative.

Staff in the Department continue, as in the past, to demonstrate commitment and dedication in providing service to our clients while rising to the challenges of fiscal management, efficiency and relevance.

Respectfully submitted,

Tom Farrell  
Deputy Minister of Labour

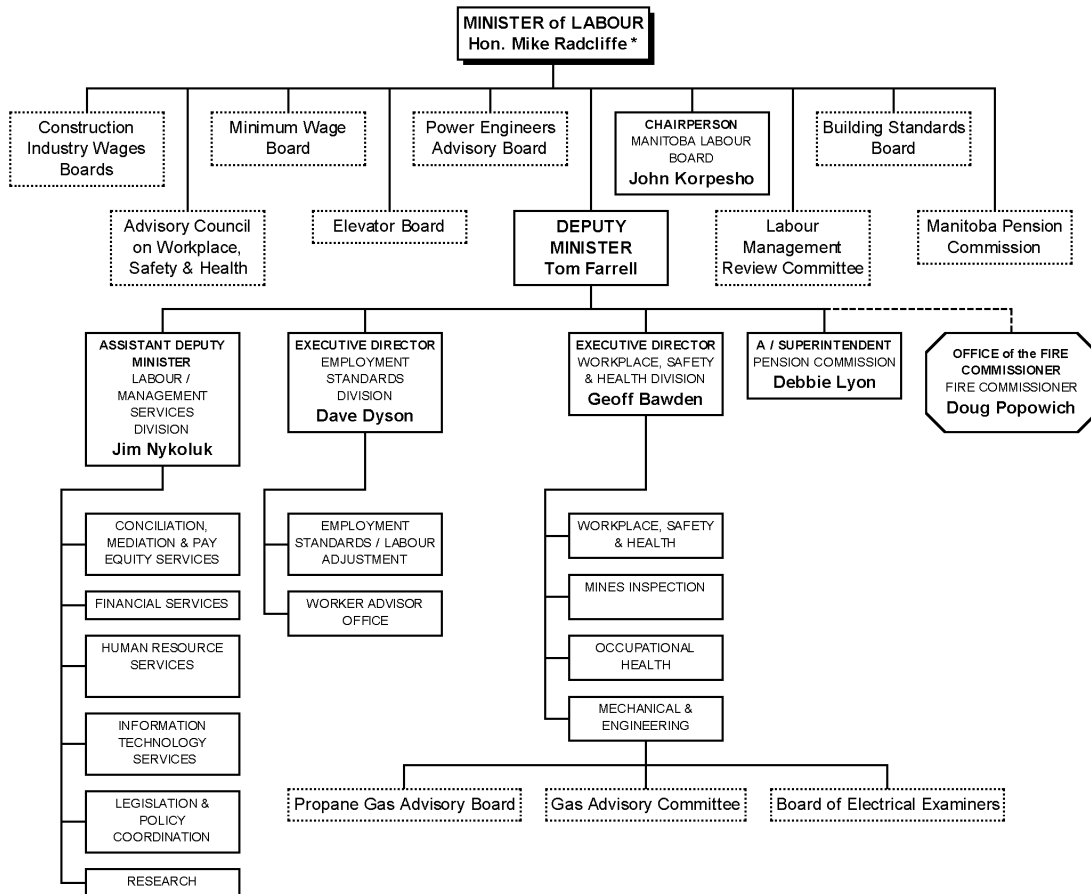




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# MANITOBA LABOUR 1998-99 ORGANIZATION CHART





# VISION, MISSION AND GUIDING PRINCIPLES

## Vision

- The economic and social well being of Manitobans will be supported by the promotion of fair employment practices, safe and healthy workplaces and harmonious labour/management relations.

## Mission

- Through creative leadership and effective partnerships, the Department of Labour will promote appropriate standards and deliver quality services with respect to workplace health and safety, employment fairness, and more generally, public safety for all Manitobans.
- The Department of Labour's mission is operationalized through commitment to innovation, partnership and service.

## Guiding Principles

- Serve the Manitoba public efficiently, courteously and effectively.
- Consult equally with labour, management and other client groups.
- Develop and pursue preventative and public education strategies.
- Assume a leadership role, and promote partnerships, innovation and change, with our external stakeholders.
- Be accountable and responsible in the use of public funds.
- Empower staff and recognize that they are our most important resource.
- Promote responsiveness, flexibility and innovation throughout the organization.
- Pursue and implement continuous improvement strategies in services, programs and operations.

## OVERVIEW OF 1998/99 ACHIEVEMENTS

In respect to the Department's program of updating and reforming legislation, 3 statutes were enacted, and 13 regulations were amended during the 1998/99 fiscal year. Some of the changes to legislation include: the new Employment Standards Code and Regulations, a new First Aid regulation, a new code of practice for training and certification of fork lift operators, and the introduction of new solvency rules for pension plans. In addition, Minimum Wage Board hearings were held and as a result, the minimum wage for the province and Manitoba was increased.

The Department is committed to delivering efficient and effective programs, and has identified the use of information technology as being critical to success. Some examples of technological innovations developed in 1998/99 include: two educational CDs by Workplace Safety & Health, Investigating Workplace Accidents and Resources; new or expanded web-sites for Workplace Safety & Health, the Manitoba Labour Board, and the Pension Commission; a new Y2K compliant electronic information system for registered pension plans; a claim tracking system to consolidate databases in the Employment Standards Branch; and more convenient desktop access to ISM databases for the Employment Standards field staff.

The development and implementation of a comprehensive human resource plan and employee profile system is also seen as critical to the future success of the department. In 1998/99 the Department completed its test of the Civil Service Commission's employee profile system, known as ACCESS, and began its implementation. Work continues on the final stages of this initiative.

In support of the Departments' efforts for continuous improvement of its services and programs a number of projects were undertaken including: the redesign of public education material, and installation of a new telephone enquiry system in Employment Standards; the introduction of Safety & Health audits, the introduction of workplace safety & health information in the curricula of Manitoba's post secondary institutions; information seminars on NAALC; and the co-hosting of the Annual National Institute of Farm Safety Summer Conference.

The Department is dedicated to the measurement and assessment of program and service delivery. Business planning has been undertaken during 1998/99, including performance measurement indicators and multi-year targets. Towards that effort, branch information in this report is presented as follows:

1. Objectives;
2. Summary of Performance – which focuses on the results of programs and services; and
3. Continuous Improvement – which addresses how programs and services are delivered and the change in processes and systems that are implemented or underway.

## DEPARTMENT OF LABOUR SERVICE AREAS OVERVIEW

SERVICE AREAS	BRANCH	ACTS ADMINISTERED
<b>Safety and Health</b>	Workplace Safety and Health Branch	*The Workplace Safety and Health Act
	Mines Inspection Branch	The Workplace Safety and Health Act
	Occupational Health Branch	The Workplace Safety and Health Act
<b>Fair and Equitable Treatment in the Workplace</b>	Employment Standards Branch	*The Construction Industry Wages Act *The Employment Standards Act <sup>1</sup> The Employment Services Act *The Vacations With Pay Act <sup>1</sup> *The Payment of Wages Act <sup>1</sup> *The Remembrance Day Act The Retail Businesses Holiday Closing Act The Department of Labour Act
	Conciliation and Mediation and Pay Equity Services	*The Pay Equity Act
	Manitoba Pension Commission	The Pension Benefits Act
	Worker Advisor Office	The Workers Compensation Act (Section 108)
<b>Public Safety</b>	Mechanical and Engineering Branch	The Amusements Act (Part II) The Electricians' Licence Act The Elevator Act The Gas and Oil Burner Act The Power Engineer s Act The Steam and Pressure Plants Act
	Office of the Fire Commissioner	The Buildings and Mobile Homes Act The Fires Prevention Act
<b>Labour Relations</b>	Manitoba Labour Board	*The Labour Relations Act
	Conciliation and Mediation Services and Pay Equity Services	*The Labour Relations Act The Fire Departments Arbitration Act

**Note:**

*\*Denotes Acts on which the Manitoba Labour Board adjudicates*

- 1. The Employment Standards Code was enacted June 29, 1998 and in force as of May 1, 1999. The Code consolidates The Employment Standards Act, The Payment of Wages Act and The Vacations With Pay Act.*



## Minister's Salary

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

### 1(a) Minister's Salary

<b>Expenditures by Sub-Appropriation</b>	<b>Actuals 1998/99 \$</b>	<b>Estimate 1998/99 FTE</b>	<b>\$</b>	<b>Variance Over/(Under)</b>	<b>Expl. No.</b>
Total Salaries	26.1	1.00	26.3	(0.2)	

## Executive Support

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

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

### 1(b) Executive Support

<b>Expenditures by Sub-Appropriation</b>	<b>Actuals 1998/99 \$</b>	<b>Estimate 1998/99 FTE</b>	<b>\$</b>	<b>Variance Over/(Under)</b>	<b>Expl. No.</b>
Total Salaries	362.9	8.00	380.4	(17.5)	
Total Other Expenditures	80.9		69.7	11.2	
Total Expenditures	443.8	8.00	450.1	(6.3)	

# Labour/Management Services Division

The Labour/Management Services Division is responsible for:

1. Providing centralized administrative and corporate support services to the Deputy Minister, Executive and Managers.
2. Administering common functional responsibilities to all areas of the department, specifically in terms of budget, revenue processing, personnel, information systems, computer application and support, space, and purchasing.
3. Facilitating and coordinating research, policy analysis, legislative and regulatory developments.
4. Coordinating and providing technical support for continuous improvement and business planning activities in the department.
5. Assisting labour and management to resolve impasse situations in collective bargaining, minimizing work stoppages and providing grievance mediation services prior to arbitration.

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

Labour/Management Services Division provides administrative and research support to a number of external advisory boards and committees as well as departmental coordination for interprovincial and international trade agreements. During 1998/99, the Division assisted the Labour Management Review Committee and its sub-committees, and the Minimum Wage Board in the review of the minimum wage for the province. The Division, in conjunction with program branches coordinated the development and enactment of various statutes and regulations.

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

In cooperation with departmental operations, the Division coordinated business planning, performance management and annual reporting within the Department. Consultative and technical assistance is provided on a wide range of continuous improvement, process re-engineering and information systems development projects. The framework and measures for the departmental business plan are progressively reviewed and improved in keeping with government guidelines and best practices from other jurisdictions. Further, a customized employee profile system, to form the basis of a comprehensive human resource system and to support succession planning and staff training, was developed and tested.

## Human Resources

### Objectives

Through the Consolidated Human Resource Services Unit, comprised of 6 departments and 7 Special Operating Agencies, (Education & Training, Labour, Consumer & Corporate Affairs, Housing, Urban Affairs, Seniors Directorate and 7 Special Operating Agencies), a comprehensive range of human resource services are provided to the Department of Labour and the Office of the Fire Commissioner. The objective of Human Resources is to ensure the program delivery areas have the highest level of competent, reliable staff who are compensated appropriately and developed to their potential.

## Summary of Performance

During 1998/99:

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

## Continuous Improvement

- ⊞ Continue development of departmental policies and procedures governing alternative/mobile work configurations;
- ⊞ Continue development of a comprehensive framework for assessing competencies, learning and workforce adjustment alternatives through a Staff Development Team.
- ⊞ Developed and delivered two middle manager training programs.

## Financial Services

### Objectives

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

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

## Summary of Performance

During 1998/99, the Branch processed 4,067 expenditure transactions, a reduction of 2.4% from the previous year. This reduction largely reflects the enhanced ability, with the electronic voucher processing system to process several accounts payable to the same supplier on one payment voucher, thereby generating one cheque rather than several.

With respect to revenue, in 1998/99 the Branch processed 48,860 transactions, of which 3,486 pertained to the activities of the Office of the Fire Commissioner Special Operating Agency. These totals represented a 4.0% increase from the previous year's transactions. Total revenues received by the Department of Labour amounted to \$8,234,200, an increase of 4.8% from the \$7,856,500 that was received in the previous fiscal year.

## **Continuous Improvement**

- ⊘ The Branch will continue to work, in cooperation with the other branches and divisions within the Department, on the implementation of the new government-wide corporate SAP system.
- ⊘ Under the new financial system, the payment function will be decentralized and the Branch will provide advice and assistance to those areas which are assuming this new responsibility.
- ⊘ The monitoring and comptrollership activities of the Branch will be increased under the new SAP system.

## **Research**

### **Objectives**

The Research Branch conducts research and analysis and provides assistance in support of effective management and policy development for the Department.

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

### **Summary of Performance**

During 1998/99, the Research Branch provided research and administrative assistance to external advisory boards including the Labour Management Review Committee and the Minimum Wage Board for the review of the minimum wage in the province. The Branch collected, developed and disseminated information and statistical data in areas such as work stoppages, negotiated provisions in collective agreements, expiry dates, labour organizations, union membership, negotiated settlements and wage rates. The Research Branch responded to over 475 requests for information by unions, management, labour relations practitioners, the general public, academics, the Minister and Departmental Executive, and other branches, departments and governments.

## **Continuous Improvement**

- Develop material for the Department of Labour internet web site to provide the public with electronic access to information on a variety of labour relations related topics.
- Review existing branch systems and explore options for enhancing databases and other services.

## **Legislation And Policy Coordination**

### **Objectives**

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



## Summary of Performance

In 1998/99, the Branch, in cooperation with appropriate operating branches and external groups, coordinated the development and enactment of the following statutes:

- ⊘ The Employment Standards Code which consolidates and streamlines The Employment Standards Act, The Vacations With Pay Act and The Payment of Wages Act.
- ⊘ The Engineering and Geoscientific Professions Act which replaces the former Engineering Profession Act. The new Act applies to geoscientists and sets out new procedures to resolve any jurisdictional or similar differences that may arise with associations representing architects or certified technologists.
- ⊘ The Certified Applied Science Technologists Act which is a new statute that authorizes the Certified Technicians and Technologists Association of Manitoba to govern and restrict the use of occupational titles.

The Branch, in cooperation with the appropriate operating branches, coordinated the preparation, processing and finalization of amendments to the following regulations:

- ⊘ Minimum Wages and Working Conditions Regulation [minimum wage]
- ⊘ Amusement Rides Inspection Fees Regulation
- ⊘ First Aid Regulation
- ⊘ Pension Benefits Regulation [locked-in retirement income fund]
- ⊘ Workplace Safety Regulation [operation of lift trucks]
- ⊘ Manitoba Building Code
- ⊘ Manitoba Plumbing code
- ⊘ Manitoba Fire Code
- ⊘ Reciprocal Enforcement Regulation [payment of wages]
- ⊘ Gas and Oil Burner Regulation [fees]
- ⊘ Power Engineers Regulation [fees]
- ⊘ Gas and Oil Burner Regulation [inspections]
- ⊘ Pension Benefits Regulation [reciprocal enforcement]

Work continued on the enactment of or amendments to the following regulations:

- ⊘ Pension Benefits Regulation [solvency, fees]
- ⊘ Steam and Pressure Plants Regulation
- ⊘ Construction Industry Safety Regulation
- ⊘ Minimum Wages and Working Conditions Regulation
- ⊘ Domestic Workers Regulation
- ⊘ Home Care and Residential Care Workers Regulation

## Continuous Improvement

Enhanced technology now available to the Branch has significantly improved the nature and timeliness of the information required and utilized in furtherance of the Department's goals and objectives.

The emphasis on service quality and communication with clients has continued.

# Information Systems Services

## Objective

The objective of Information Systems Services is:

- ⊘ to provide advice and direction to the Department and the Office of the Fire Commissioner (OFC) and to manage all information technology resources in support of program delivery objectives.

## Summary of Performance

During 1998/99, Information System Services:

- ⊘ responded to client requests for service within one business day;
- ⊘ began work on a number of new application development projects;
- ⊘ maintained the system in operational status on a 7 day, 24 hour basis;
- ⊘ completed a Y2K readiness evaluation and testing of all applications;
- ⊘ resolved client problems within 72 hours where a feasible solution was available;
- ⊘ managed the Department's Desktop Management program.

## Continuous Improvement

- ⊘ Facilitate the bi-directional movement of information through program area home pages and the Internet;
- ⊘ Support the Better Methods/Better Systems Initiatives;
- ⊘ Plan the consolidation of small stand alone applications;
- ⊘ Develop middle tier management training program.

## 2(a) Management Services

<b>Expenditures by Sub-Appropriation</b>	<b>Actuals 1998/99 \$</b>	<b>Estimate 1998/99 FTE \$</b>	<b>Variance Over/(Under)</b>	<b>Expl. No.</b>
Total Salaries	1,022.2	25.00 1,033.3	(11.1)	
Total Other Expenditures	392.4	324.6	67.8	
Total Expenditures	1,414.6	25.00 1,357.9	56.7	

# Conciliation and Mediation and Pay Equity Services

## Objectives

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

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

## Summary of Performance

During 1998/99 there were 148 conciliation assignments active under The Labour Relations Act; 87% of which were finalized without a work stoppage (See Table 1). Added to this was 1 assignment under The Public Schools Act; 100% of these cases were settled prior to compulsory arbitration (See Table 2). Provincial conciliation officers were active in a total of 149 assignments. It should be noted that amendments to The Public Schools Act have affected assignments with respect to collective agreements for teachers whose term of operation began on or after January 1, 1997. The parties now have the option of requesting jointly the appointment of a conciliation officer, or the appointment of a mediator-arbitrator.

From April 1, 1998 to March 31, 1999 there were 12 work stoppages involving 1,551 bargaining unit workers. These work stoppages accounted for 32,803 lost working days.

The introduction of grievance mediation/arbitration in 1985 enhanced and broadened the work of the Branch. During the reporting year 1998/99, the Branch had 181 active grievance mediation cases, 15 of which were expedited applications as set out under Section 130(8) of The Labour Relations Act. Twelve or 90% of cases were settled. As well, there were 166 voluntary joint requests with a more flexible time frame under Section 129(1) of The Labour Relations Act. From a total of 115 finalized cases, 107 or 93% were settled. Refer to Table 3 for a more detailed breakdown. It should be noted that as of February 1, 1997, Section 130(1) of The Labour Relations Act was amended to limit the availability of expedited grievance mediation arbitration procedures to only be applied to cases of employee dismissal or suspension of more than thirty days, and to cases considered by the Manitoba Labour Board to be of an exceptional nature. As a result, grievances under this section have decreased and grievances under Section 129(1) have increased.

In addition, the Branch was involved in facilitating services to one organization using Interest Based Bargaining and had one Preventive Mediation file during the year. The services provided in terms of pay equity included responding to employers, unions and the general public concerning pay equity legislation and implementation.

## Continuous Improvement

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

The Branch participated in seminars sponsored by the Arbitration and Mediation Institute as well as through Career Track, to keep abreast of developments and programs in conflict resolution and mediation.

In the area of information technology, Conciliation and Mediation Service officers are now equipped with lap top computers that allow them field access to a computerized data base. This technology can assist them in the resolution and clarification of disputes, by providing quick access to pertinent information. This data system is expanded on a continual basis.

**Table 1**  
**Statistics Relating to Conciliation and Mediation Services**  
**Under The Labour Relations Act**  
**April 1, 1997 - March 31, 1999**

	<b>1997/98</b>	<b>1998/99</b>
Assignments carried over from previous year	51	61
Assignments received during the reporting year	87	85
Assignments received for Interest Based Negotiations		1
Assignments received for Preventive Mediation		1
<b>Total Assignments in process during reporting year</b>	<b>138</b>	<b>148</b>
Assignments disposed of during the reporting year		
(a) Settled in conciliation without work stoppage	66	73
(b) Settled following work stoppage	6	12
(c) Conciliation suspended	0	0
(d) Imposed by Manitoba Labour Board for first collective agreement	5	5
<b>Total</b>	<b>77</b>	<b>90</b>
Assignments still active at end of reporting year	61	58
Percentage of assignments finalized without stoppages	92%	87%

**Table 2**  
**Statistics Relating to Conciliation and Mediation Services Under**  
**The Public Schools Act**  
**April 1, 1997 - March 31, 1999**

	1997/98	1998/99
Assignments carried over from previous year	0	1
Assignments received during the reporting year	4	0
<b>Total assignments being processed during reporting year</b>	<b>4</b>	<b>1</b>
Assignments disposed of during reporting year:		
(a) Settled in conciliation	2	1
(b) Referred to arbitration	1	0
(c) Assignments still active at end of reporting year	1	0
Percentage of assignments settled prior to compulsory arbitration	67%	100%

**Table 3**  
**Grievance Mediation**  
**April 1, 1997 To March 31, 1999**

<b>Under Section 129(1) (Joint Application)</b>	<b>1997/98</b>	<b>1998/99</b>
Cases carried forward	25	83
Total cases assigned	121	83
Cases settled	59	107
Cases not settled	4	8
Awaiting mediation	83	51
% settlement achieved	94%	93%
<b>Under Section 130(8) (Expedited Application)</b>	<b>1997/98</b>	<b>1998/99</b>
Cases carried forward	26	3
Total cases assigned	23	12
Cases settled	42	12
Cases not settled	4	1
Proceeding directly to arbitration	0	2
Cases awaiting mediation	3	0
% settlement achieved	91%	90%

## **2(c) Conciliation and Mediation and Pay Equity Services**

<b>Expenditures by Sub-Appropriation</b>	<b>Actual 1998/99 \$</b>	<b>Estimate 1998/99 FTE</b>	<b>Estimate 1998/99 \$</b>	<b>Variance Over/(Under)</b>	<b>Expl. No.</b>
Total Salaries	355.7	7.00	427.7	(72.0)	1
Total Other Expenditures	108.6		98.3	10.3	
<b>Total Expenditures</b>	<b>464.3</b>	<b>7.00</b>	<b>526.0</b>	<b>(61.7)</b>	

### **Explanation Number:**

1. *Under-expenditure reflects staff year vacancy maintained for the entire fiscal year*

# **Pension Commission**

## **Objectives**

To protect the rights of employees to benefits promised under registered pension plans.

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

## **Summary of Performance**

To achieve these objectives the Pension Commission:

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

In 1998/99, the Pension Commission received approximately 1,400 compliance related telephone inquiries. The Commission also issued over 500 pieces of correspondence related to compliance. Over 350 pension plan amendments were reviewed for compliance. Over 720 LIRA, LIF and LRIF contracts were reviewed for compliance. Staff completed 24 plan registrations, 11 plan windups, 1 plan merger, 4 plan conversions and 2 surplus refund requests.

During the last year 419 Annual Information Returns detailing the contributions required to be made to the plan by the Legislation over a fiscal year and 44 Actuarial Valuation Reports detailing the funded position of defined benefit pension plans were reviewed by the staff for compliance with the Legislation.

Five Pension Administration Reviews (PARs) were conducted by the staff of the Commission to assess whether the administrative systems and practices of pension plans are sufficient to produce legislative compliance.

The Pension Commission handled approximately 3,600 telephone requests for legislative information during the last year. The decrease in the volume of telephone requests for information is likely due to two factors. First, clients and stakeholders are choosing to access information on the Commission's web-site and second, a significant number of enquiries were received by the Commission in 1997/98 and early 1998/99 regarding the status of the regulation introducing the third locked-in retirement benefit plan. With the passage of the LRIF regulation in August 1998, these enquiries ceased.

The Pension Commission's web site was expanded by 10% to include more interpretative material regarding the legislation and administrative requirements for its "on-line" clientele. There were 15,911 visits to the Pension Commission's web site in 1998/99, which represents an increase of approximately 21% over the previous year.

In 1998/99, staff of the Pension Commission either held, or participated in 10 public education sessions held for different organizations involved with pension plans, on various aspects of the legislation, existing and proposed.

In 1998/99, the Pension Commission continued its development of major amendments to its regulation in the areas of plan solvency and retirement income flexibility.

## Performance Indicators

Output Measures	Projected 1998/99	Actual 1998/99
<b>1. Legislative Compliance</b>		
% of Plan documentation received which complies with Legislation	95%	96%
% of Plan terminations received which complies with Legislation	100%	100%
# of PARs conducted where the administration of the plan was in full compliance with Legislation	5 / 6	4 / 5
# of LIRA/LIF/LRIF carrier reviews conducted where the administrative of the contract was in full compliance with Legislation	70 / 75	N/A*
<b>2. Funding of Benefits Promised Under Pension Plans</b>		
% of AIRs reviewed and complied with Legislation	98%	97%
% of Actuarial Valuations reviewed and complied with Legislation	95%	98%
% of Plans fully funded	90%	91%
# of Plans terminated and plan members did not receive full benefits	<3	0
Average reduction in benefits to members on plan termination where plan's funding was less than 100%	<10%	0%
<b>3. Interpretation of Legislative Standards</b>		
% of telephone inquiries received and responded to within 24 hrs.	97%	100%
% of written inquiries received and responded to within 30 days	97%	94%
<b>4. Promotion of Pension Plans</b>		
% of employed Manitobans in registered pension plans	51%	51%
Increase in no. of Simplified Pension Plans (SMPPPs)	5	0**

\* Due to re-engineering, no reviews of financial institutions were undertaken in 1998/99.

\*\* There were three new SMPPPs established in 1998/99 and three existing plans terminated resulting in no increase.

A postcard size service standards survey was sent out to external clients along with regular annual mailings as well as anytime printed material was requested and sent by mail during 1998/99. With respect to accessibility, 95% of the clients that responded reported that they had immediate access to an analyst. For 72% of clients, verbal or written enquiries were handled within 5 days, and 96% were handled within 10 working days. Over 90% of clients reported that Commission staff handled their enquiry knowledgeably and professionally, and 80% reported being dealt with courteously. Service improvement suggestions that were made included enhancement of our web-site, production of more general and technical information concerning the legislation, and the provision of more consistent information.

## Achievements

In 1998/99, the regulations under The Pension Benefits Act were amended to provide retiring members, and plan members who terminate their membership in a plan, with greater flexibility in dealing with pension assets by introducing a third locked-in retirement benefit plan known as the Locked-In Retirement Income Fund (LRIF). An interpretative bulletin was published in August 1998. A sample addendum which financial institutions can use to facilitate their contract registration process was also developed and placed on the Commission's web-site.

The Pension Commission completed the re-engineering of the system for the administration of LIRA, LIF and LRIF contracts. Financial institutions or carriers that wish to offer any of these locked-in retirement benefit plans now file only one standard endorsement which it can use with any contract, rather than filing each and every separate contract with an endorsement. This change has simplified administration of the LIRA, LIF and LRIF contracts for both the Commission and its clients. A "desktop" administration review of the administrative systems of carriers offering locked-in retirement benefit plans was developed for implementation in 99/2000.

The Pension Commission completed its solicitation of feedback from targeted stake holders such as members of the Canadian Institute of Actuaries and various financial institutions regarding legislative initiatives, specifically, the draft solvency regulation amendment.

A new Y2K compliant electronic information system for pension plans registered with the Pension Commission was developed in 1998 and implemented in early 1999. The Pension Commission utilizes a data base program to track clients, compile and analyze data, record activities performed and perform exception reporting on compliance issues. The new system will also enable the Commission to produce an electronic risk profile of the plans under its jurisdiction.

## Continuous Improvement

- Development and implementation of techniques for efficient and effective resource management with emphasis on on-site examinations.
- Expand information base of the Commission's web-site with emphasis on those topics most frequently accessed, and establish links with other pension regulatory/industry web-sites.
- Compare the Pension Commission's current systems with the administrative and risk management systems developed and used by the federal pension regulator, O.S.F.I., and make modifications and improvements where warranted.
- Create policy and interpretative information system for reference by staff to provide timely and more consistent information to client and stakeholder inquiries.
- Examine methods for expanding the types of media used to provide public education material to the Commission's client groups and stakeholders on legislative topics in an effort to increase their awareness and understanding of the legislation.

### 2(d) Pension Commission

Expenditures by Sub-Appropriation	Actual 1998/99	Estimate 1998/99		Variance Over/(Under)	Expl. No.
	\$	FTE	\$		
Total Salaries	232.6	5.00	251.2	(18.6)	
Total Other Expenditures	87.9		90.3	(2.4)	
<b>Total Expenditures</b>	<b>320.5</b>	<b>5.00</b>	<b>341.5</b>	<b>(21.0)</b>	



# The Manitoba Labour Board

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

## Objectives

The objectives of the Board are to:

- resolve issues in a fair and reasonable manner and in a way which will be accepted by the labour/management community and at the same time providing them with guidance in their future dealings;
- respect the majority wishes of employees by issuing the appropriate order, being certification or decertification;
- assist parties in resolving disputes without the need of the formal adjudicative process;
- process applications as expeditiously as possible; and
- provide parties and/or the general public with information pertaining to their dealings with the Board or about the Board's operations.

## Summary of Performance

The Manitoba Labour Board is a quasi-judicial body comprised of a full-time chairperson, 3 part-time vice-chairpersons, and 26 part-time members consisting of an equal number of employer and employee representatives. The Board has an administrative support staff of 11 full-time employees and 1 part-time employee.

The Board adjudicated employer-employee disputes referred under provincial laws such as *The Labour Relations Act*, *The Workplace Safety and Health Act*, *The Pay Equity Act*, *The Essential Services Act*, *The Payment of Wages Act*, *The Employment Standards Act* and other various employment standards statutes, and provided assistance in the development of sound labour/management relations by providing expert information relating to *The Labour Relations Act*.

**Table 1**  
**Applications Filed with the Manitoba Labour Board**  
**April 1, 1998 - March 31, 1999**

Legislation	1997-98	1998-99
The Labour Relations Act	318	347
The Employment Standards Act	380	349
The Payment of Wages Act	92	84
The Vacations With Pay Act	0	5
The Pay Equity Act	0	0
The Workplace Safety & Health Act	7	6
The Essential Services Act	0	5
<b>TOTAL</b>	<b>797</b>	<b>796</b>

**Table 2**  
**Program Performance Measurements of the Manitoba Labour Board**  
**April 1, 1998 - March 31, 1999**

Indicator	Projected 1998/99	Actual 1998/99
Percentage of Cases disposed of	80%	87%
Number of cases Board Officers appointed	47	40
Percentage settled	63%	68%
Median processing time (calendar days):		
Certifications	45	35
Decertifications	32	35
Unfair labour practice	76	83
Duty of fair representation	50	65
Expedited arbitration	27	23
Board rulings	95	274*
Amended Certificates	31	56*
First contracts	54	62
Workplace Safety & Health	68	50
Employment Standards Division referrals	79	80
Hours of work exemptions	6	7

\*The median processing time for Board Rulings and amended certificates was impacted by the suspension of health care rulings proceeding during the extensive review of bargaining unit appropriateness in the health care sector.

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

## Achievements

- ✓ Maintenance of a 68% resolution rate in cases to which Board Officers were appointed. In an effort to facilitate and promote harmonious relations between labour and management, the Board encourages parties to settle disputes in an informal manner. The Board in many instances appoints one of its officers to assist the parties in resolving issues or complaints. If the matter is not resolved, a formal hearing may be held and if held, the Board will decide on the case.
- ✓ An 11% increase in the number of cases disposed of by the Board between April 1, 1998 to March 31, 1999 and the previous reporting period.
- ✓ 100% of automatic certification votes were conducted within the legislative timeframes; 4 cases were excluded due to extenuating circumstances.
- ✓ The issuance of the Manitoba Labour Board report, "Review of Bargaining Unit Appropriateness in Manitoba's Urban Health Care Sector". At the request of the Minister of Health, the Manitoba Labour Board had conducted public hearings on the issue of urban health care's bargaining unit appropriateness. This was subsequent to the 1997/98 review and report on the rural health care sector.
- ✓ Improved communication network. This includes an internet homepage, electronic mail, new 24-hour voicemail service, enhanced phone service with recorded information and menu options, cellular phones for Board Officers and the addition of a second facsimile.
- ✓ Expanded information databases including the availability of the 1995 and 1996 "Compendium of Grievance Arbitrations", full-text access to the Board's written reasons for decision and arbitration awards via Quicklaw Systems and the addition of judicial review references incorporated into the "Index of Written Reasons for Decision".
- ✓ Involvement by the Chairperson in the review of the consolidation of the employment standards statutes.

## Continuous Improvement

### Priorities for 1999/2000

- < Revise the Board's processes and administrative procedures impacted by the consolidation of the employment standards statutes.
- < Increase mediative settlements by Board Officers thereby reducing the need for formal hearings on certain matters.
- < Ensure that automatic votes for the certification process meet legislative timeframes.
- < Develop new databases and expand existing automated databases.
- < Finalize restructuring of bargaining units in the urban health care sector.
- < Update the Board's publications including the reprinting of the "Guide to The Labour Relations Act", the quarterly "Report of Activities of the Manitoba Labour Board" and the 1997 and 1998 "Compendium of Grievance Arbitrations".
- < Monitor median processing time to ensure expeditious processing of applications.
- < Improve client service for research and information.
- < Participate in staff development and training initiatives.
- < Develop new internal performance indicators which focus on the Branch's role/contribution in the delivery of programs and services.
- < Review the Board's space requirements.

### (e) Manitoba Labour Board

Expenditures by Sub-appropriation	Actuals 1998/99 \$	Estimate 1998/99 FTE	\$	Variance Over/(Under)	Expl. No.
Total Salaries	608.0	12.50	612.2	(4.2)	
Total Other Expenditures	383.9		405.7	(21.8)	
Total Expenditures	991.9	12.50	1,017.9	(26.0)	

# Workplace Safety and Health Division

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

The Division subscribes to the vision that every Manitoba workplace will have an environment which is free of hazards to safety and health and enhances general well being and that every Manitoba building will be free of hazards from unsafe mechanical and electrical equipment. The mission of the Workplace Safety and Health Division is two fold: first, it is to create an environment that will cause employers and workers to integrate safety and health into their work as a basic right and responsibility; and second is to administer and enforce legislated programs of equipment inspection, licencing of tradespersons, and safety approval and certification of plants that manufacture boilers, pressure vessels and pressure piping.

The primary goals of the Division are to reduce injury and illness in Manitoba workplaces and to ensure the safety of mechanical and electrical equipment in public and private buildings through the following core activities:

- Providing mandated services as outlined in the framework of the legislation under the following seven Acts and their associated regulations: *The Workplace Safety and Health Act; The Amusements Act (Part II); The Electricians' Licence Act; The Elevator Act; The Gas and Oil Burner Act; The Power Engineers Act; and The Steam and Pressure Plants Act;*
- Forging partnerships with labour and management to allow all stakeholders in workplace safety, health and equipment safety to work co-operatively toward building safer and healthier workplaces;
- Raising the awareness of employers, employees and the general public to safety, health and equipment safety matters;
- Initiating pro-active programs to improve the general safety, health and public safety management issues and to so encourage activities aimed at the prevention of illness, injury, loss of lives and damage to physical properties;
- Assessing client needs and redesigning and reengineering programs and services where appropriate to better meet and exceed needs;
- Regularly evaluating the effectiveness of our safety and health and public safety activities to ensure that programs are delivering services in an efficient and effective manner;
- Developing databases of injury statistics, trends and issues in safety and health and public safety matters to support decision-making, and to identify and address emerging trends and issues in the workplace; and
- Training staff to allow them to provide quality service.

The Division ensures that corrective action is taken in compliance with the Acts and Regulations, and encourages employers, building owners, licenced tradespersons and employees to take ownership of their responsibilities to eliminate illness and physical injuries to workers and to improve public safety.

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

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

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

These Branches are responsible for the safety of workers and the general public in a broad variety of workplaces throughout the province. Services are delivered to encourage and assist both employers and workers address workplace issues in a co-operative manner through joint labour-management committees and boards. The Division serves a client base of more than 400,000 provincially regulated employees and approximately 33,600 workplaces.

## Objectives

### Office of the Executive Director

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

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

The 1998-99 fiscal year saw the office dealing with increased workloads in four major areas: (a) Better Systems Initiative (BSI), whereby a reengineering of entire divisional business inspection functions and processes were conducted in order to prepare for and meet the requirements of a major on-line new system set to be established in the next fiscal year, (b) In anticipation of the BSI coming on-line next year, field staff were provided with a mobile work platform to facilitate the use of this new information system, and (c) In concert with the government of Manitoba's Y2K policy, all Divisional data retrieval systems were worked at and / or redesigned and declared compliant. The target date for successfully launching an enhanced and redesigned web site for the Division was also met.

### Workplace Safety and Health Branch

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

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

### Mechanical and Engineering Branch

- To ensure the safety of mechanical and electrical equipment covered by the legislation administered by the Branch.
- To examine and licence or certify certain tradespersons.
- To promote safety and safety awareness throughout Manitoba.
- To ensure that the Branch is providing quality service to client groups within the budget guidelines and with a high degree of technical competence.
- To develop, formulate and process amendments to the existing statutes and regulations in a timely manner and to ensure that the Branch enforces the legislative mandate under its control in a fair and equitable manner and encourage team problem solving by both labour and management.

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

## **Mines Inspection Branch**

- To encourage employers and employees within the mining industry to undertake their responsibilities to eliminate illness and physical injuries to Manitoba workers.
- To ensure that mining operations are conducted in compliance with the legislation and regulations, and to encourage safe practices so as to provide the highest practical standards of safety and health for workers at mines in order to eliminate fatalities and reduce the frequency and severity of accidents and to enhance the health of workers.

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

## **Occupational Health Branch**

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

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

## **Summary of Performance**

### **Key Activities**

The following primary programs and services are fundamental in supporting the internal responsibility system in workplaces and in protecting the public from the mechanical and electrical hazards specified in related legislation:

#### **1. Information/Inquiry Service**

The Division maintains an information inquiry service to respond to client needs for information. This includes the client service areas in Winnipeg for Workplace Safety and Health and Mechanical and Engineering Branches and a new client service officer in Brandon serving both Workplace Safety and Health and Employment Standards clients. Information is also provided through a number of guidelines and bulletins that assist employers and workers in working safely with a variety of equipment and situations. During the fiscal year 1998-99, two new CD ROMs, one containing information on workplace accident investigation methods and the other containing general divisional information on all acts, regulations, codes, guidelines and bulletins were made available.

The Division also operates a library and audio-visual service. This service is provided to increase the knowledge and information base available to ensure that clients have only the best and most up-to-date information on safety practices at their disposal. The Division has established an Internet address and bilingual "Homepage", (<http://www.gov.mb.ca/labour/safety>), with all of its guidelines and bulletins as well as other important information. In 1998 - 99, the Division responded to 5,500 client requests for information and 750 library service requests. A total of 1,610 videos were lent out. Ninety-five percent of all client services inquiries were responded to within a day. There were 176,825 visits to the web site, almost double the number than last year.

#### **2. Safety and Health Committee Support Services**

The Division provides support to workplace safety and health committees in the form of direct consultation and members' education. The objective of this service is to enhance the functioning of existing committees and to assist in the establishment of new committees. The desired outcome is to encourage all workplaces to resolve their own health and safety issues. There were 1,397 safety and health committees that submitted minutes to the Division in 1998-99 - a 46% increase over 1997-98. In addition, 222 companies received onsite committee intervention and training during 1998-99.

#### **3. Safety and Health Training**

The Division provides a variety of training programs with an unbiased, neutral third party approach. The courses range from worker rights training based on the Act and regulations to custom training on how to work safely. There were 6,630 client-hours of safety training conducted by the Division in 1998/99, resulting from 169 training courses.

The Division also trains and licenses blasters and mine rescue personnel. The objective of this program is to increase the knowledge of workers and employers of their rights and responsibilities under the legislation and to learn how to work in a safe manner.

#### **4. Licencing of Tradespersons**

Under the new four-year licence renewal scheme, 3,414 licences were issued and/or renewed for power engineers, gas and oil fitters, electricians and pressure welders. The Power Engineers Act and its regulations give the Mechanical and Engineering Branch responsibility for the examination, licencing and monitoring of power engineer's work. The purpose of this program is to ensure the proper professional qualifications of power engineers and the safety of all power plants in the province. In 1998/99, 659 examinations were conducted for first, second, third, fourth, fifth, refrigeration, and special boiler operator classes of power engineers and 1,819 certificates (including renewals) were issued.

The Steam and Pressure Plants Act gives the Mechanical and Engineering Branch responsibility for the testing and licencing of pressure welders. Welders are tested to ensure they are capable of carrying out the procedures required in the manufacture of boilers and pressure vessels according to the Codes and Standards. There are also tests and examinations for brazing and soldering operations to qualify welders to assemble items such as medical gas piping systems. Testing is carried out onsite or at the Welding Testing Centre operated by the Branch, located at 98 Paramount Road, Winnipeg. A total of 894 welders were licensed during the year.

#### **5. Data Base Development and Utilization**

The Division collects data in a number of areas pertaining to occupational injuries and illnesses through its data sharing with the Manitoba Workers Compensation Board and the Division's own data bases such as the Workplace Information Network (WIN), which consists of a history of the Division's interactions with specific workplaces. This allows the Division to perform individual workplace or sector analyses and to gather data on the impact that specific activities have had on certain workplaces and industries, and assists the Division in the future planning of its activities. Last year the Occupational Health Branch completed 20 major reports based on sector trends, diagnosis, and time loss, and 50 short company-specific analyses. Two hundred and forty one (241) company profiles of WCB claims were developed.

The Mechanical and Engineering Branch collects data on boilers, pressure vessels, refrigeration systems, elevators and elevating devices; these computer-based systems are currently being re-assessed and improved upon for their accuracy, intake speed and formatted retrieval capabilities. An upgraded inspection system is scheduled for launch in the next fiscal year.

#### **6. Occupational Health and Environmental Surveys and Surveillance**

Occupational hygiene surveys involve measuring environmental and physical agents, which can have potentially harmful effects on the health of workers. Health surveillance programs are also operated to ensure that substances such as lead that can cause chronic illness have controls implemented to reduce exposures to specified action levels, thus reducing the numbers of workers exceeding action levels. The objective of these activities is to reduce the exposure of workers to hazardous substances and to monitor the health of workers exposed to a variety of dangerous substances and situations. In 1998-99, 116 workers were tested for lead exposure. A surveillance program was carried out for 653 workers for fibrosis or silicosis, 143 workers received blood cholinesterase testing and 165 companies submitted hearing surveillance reports (see Table 3). Last fiscal year, a total of 117 occupational hygiene surveys were conducted.

#### **7. Engineering Assessments, Design Approval and Registration**

The Mines Inspection Branch and the Workplace Safety and Health Branch undertake engineering assessments for both mines and industrial situations. The objective of these assessments is to ensure adherence to the legislation and to ensure good practices. In 1998/99, 44 pre-development engineering assessments were undertaken.

Approval of engineering designs is also required from the Mechanical and Engineering Branch prior to the manufacturing of steam and pressure vessel equipment. Manufacturers' affidavits, signed by the manufacturer of boilers, pressure vessels and allied components attesting that they have been manufactured in accordance with the provisions of the applicable Codes and Standards in the



regulations, are registered with the Branch. During the fiscal year 1998/99, nine hundred and thirty-one (931) engineering designs were examined and registered, and 515 manufacturers' affidavits were processed and registered.

## 8. Agriculture Safety

The Workplace Safety and Health Branch chairs an interagency committee that co-ordinates the activities of a variety of government departments and organisations dealing with agriculture safety. The Branch conducts an analysis of the findings of RCMP investigations of farm-related fatalities. The objective of this program is to improve the safety practices of farmers and increase knowledge of hazardous situations in the agriculture industry. The Branch also actively liaises with farm safety professionals across North America.

## 9. Handling of Complaints, Emergency Situations and Accident Investigations

- **Complaint Investigations.** The Division investigates complaints regarding unsafe conditions or violations of its Acts and Regulations under its jurisdiction. In all cases, confidentiality of the complainant is maintained, so far as is practicable. The objective of this function is to respond to complaints of real or possible hazardous situations and to have those conditions corrected which are potentially dangerous to worker safety, and are not in compliance with the legislation. The Workplace Safety and Health Branch, Mines Branch and the Mechanical and Engineering Branch responded to 636 such complaints in 1998-99.
- **Serious Incident Investigations.** The Division conducts investigations of serious incidents and traumatic fatalities to determine causes and recommend remedial measures to resolve problems and to prevent these instances from recurring. In some cases, legal actions are taken against the employer or worker where warranted. The Division conducted 180 serious incident investigations in 1998-99.
- **24 Hour Emergency Response.** The Division responds 24 hours a day seven days a week to reported serious incidents. The objective of the service is to ensure that serious incidents are attended to immediately and ensure that any unsafe conditions are promptly addressed. A total of 50 emergencies were responded to in 1998/99.

## 10. Divisional Inspection Programs

- **Inspections under *The Workplace Safety and Health Act and Regulations.*** The Workplace Safety and Health Branch and Mines Branch inspect industrial workplaces and mines in carrying out its mandate for the purpose of assessing compliance with the legislation and ensuring safe practices. Mines inspections include underground and surface operations, pits and quarries, diamond drilling sites and inactive mines. The Mines Inspection Branch also reviews plans for new mines. The Workplace Safety and Health Branch inspects non-mining workplaces and issues orders for the correction of items not in compliance with the legislation or safe work practices and follows up to ensure that corrections are made. The Mechanical and Engineering Branch inspects boilers, pressure vessels, refrigeration plants, elevators and elevating devices, electrical appliances, gas and oil-fired equipment and amusement rides. The objectives are to ensure that operations are carried out in compliance with the legislation, Codes and Standards and that safe work practices and equipment maintenance practices are encouraged to eliminate fatalities and reduce the frequency and severity of accidents. The Division conducted a total of 27,126 mechanical and engineering inspections, 535 mines inspections and 1,922 workplace safety and health inspections and issued 1,680 orders for improvement in 1998-99.
- **Inspections under *The Amusements Act (Part II) and Regulations.*** The intent of this program is to ensure that all carnival and amusement rides in the province are set up, maintained and operated safely. The design, construction, erection, set-up and operation of these rides are inspected to ensure the rides meet the mechanical and electrical safety criteria and guidelines as specified in the relevant National Safety Codes and Standards. In 1998/99, there were 439 amusement ride inspections conducted during 17 shows in 18 locations throughout the province. Three rides were condemned.

- **Inspections under *The Electricians' Licence Act and Regulations*.** There are three main responsibilities under this program: (a) the inspection and labelling of electrical equipment that is not certified by a recognised testing agency, (b) the monitoring of electricians work to ensure that public safety standards are met, and the (c) issuing of licences for electricians doing electrical work. Five different categories of electrician licences are issued: the journeyman electrician's licence including electrician apprentices, journeyman power electrician, limited electrician, specialised trade electrician, and electronic serviceman.

In 1998-99, there were 4,895 inspections done on non-approved electrical equipment, 93 examinations were held for licensing of electricians and a total of 449 electricians licences were issued. Electricians licences are issued on a four-year basis and 1998 was not a renewal year (last renewal year was 1996).

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

In 1998-99, a total of 1,872 inspections were conducted on all categories of elevators and elevating devices, 1,521 permits were issued and 48 new elevators were approved for installations.

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

During 1998-99, there were 2,164 inspections of gas and oil burning equipment, 464 plans examined, 24,667 permits issued, 293 inspections and approval of non-approved gas and oil burning equipment, 84 examinations conducted for licences, and a total of 252 licences (including renewals) were issued to gas and oil fitters.

Categories for licences include: oil burner installers, domestic gas fitters, commercial and industrial gas fitters, licensed propane gas fitters, special gas fitters and utility gas fitters.

- **Inspections under *The Steam and Pressure Plants Act and Regulations*.** The intent of this program is to ensure the safety of boilers, pressure vessels, refrigeration equipment and nuclear components. The branch conducts annual inspections of boiler and refrigeration plants and biannual inspection of pressure vessels. The licences of the operators are checked to make sure they are current and of the correct class. Any corrective actions required to meet standards are reported. Certification of compliance is issued if standards are met. The Branch also conducts annual audits of the quality assurance programs of the companies manufacturing boilers, pressure vessels, refrigeration equipment and nuclear components. At the time of fabrication of this equipment, the Branch conducts on-site shop inspections to ensure quality control procedures and guidelines are followed. In 1997-98, there was a total of 17,463 inspections of boilers, pressure vessels and refrigeration plants (including 217 shop inspections).

## **Benefits of Programs and Services**

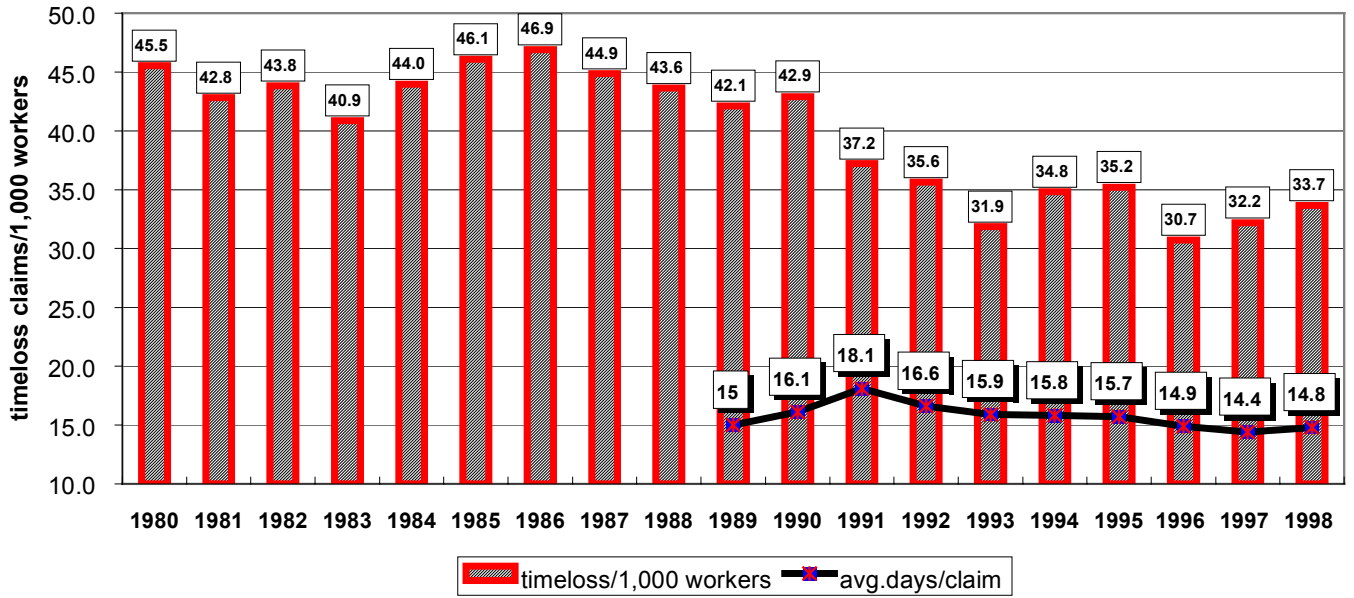
The Workplace Safety and Health Division has continued its efforts to identify and measure the effectiveness of its programs and overall service delivery. Longer-term trends have indicated that overall, time-loss injury and illness claims have been following on a downward trend since 1986, moving from a peak of 47 injuries per 100 workers to 34 in 1998 (see chart). Since 1991, severity as measured in days lost from work has declined from 18 days to 15 days in 1998.

In individual sectors, mining has evidenced significant long-term declines in injury and fatality trends. While the manufacturing sector has shown a significant reduction in severity with a decline from 29 days to 17 days in 1998, time-loss injury rate remains problematic. In construction, severity has been reduced and in recent years time-loss injury rates have also declined.

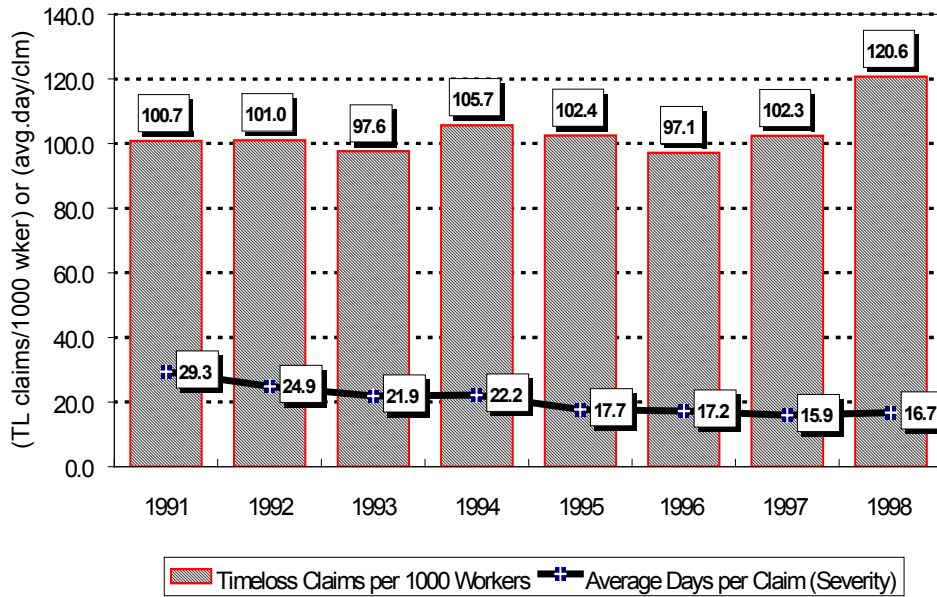
Fatality data for the past 15 years, from 1983-1998, attest to the fact that in the construction sector and primary industry sectors of logging and mining, the fatality rates have been falling. Fatality numbers in the farming sector remain of continuing concern. The Division has been directing specific proactive prevention programs at addressing those industry sectors that remain problematic.

The Division continues to focus a number of its proactive projects at the manufacturing sector, especially in those industrial areas that lag behind others in their safety performance. It is important to note that the Division does not control all factors that affect improvement in safety and health in workplaces. Safety is impacted by many factors such as the effective implementation and operation of safety and health programs, safety regulation and legislative enforcement, effective operation of safety and health committees, and economic conditions. Data suggests however, that in industry sectors where the Division has been active, there have been longer term improvements in safety performance. These improvements can be directly attributed to its activities.

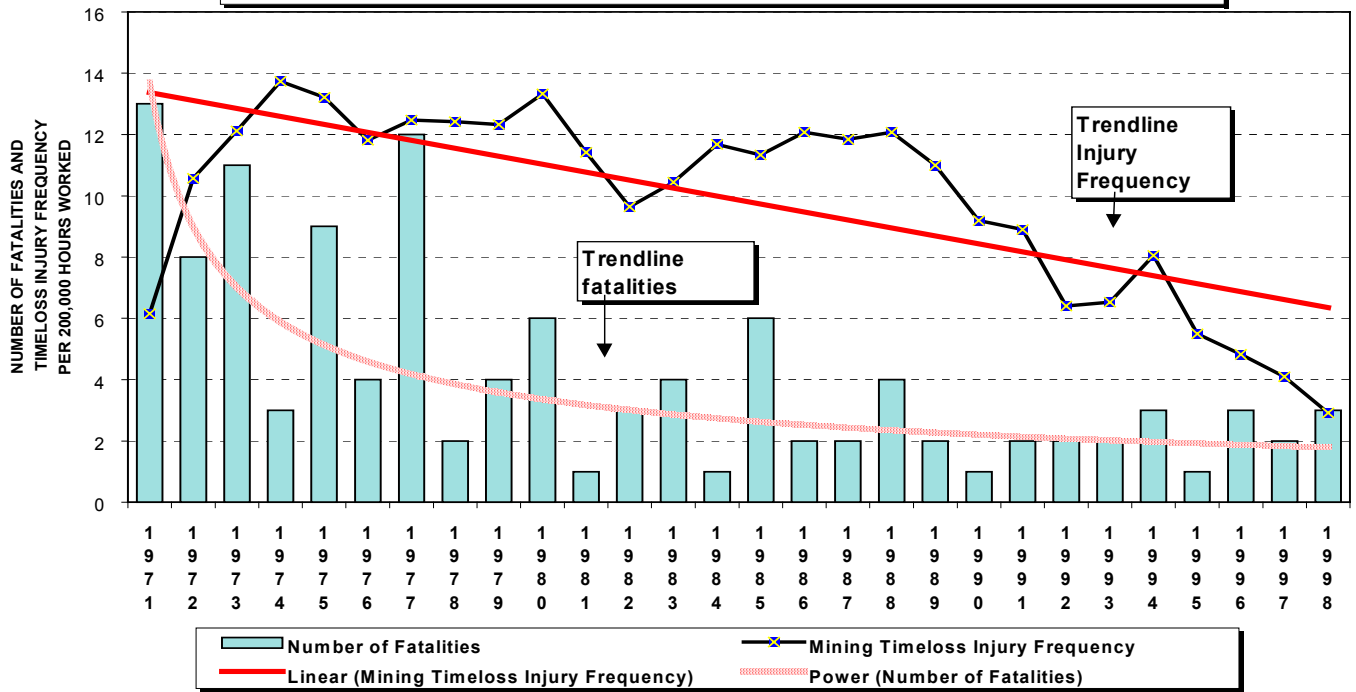
**MANITOBA WCB CLAIMS EXPERIENCE**  
**Timeloss Rate and Days/claim , 1980-98**



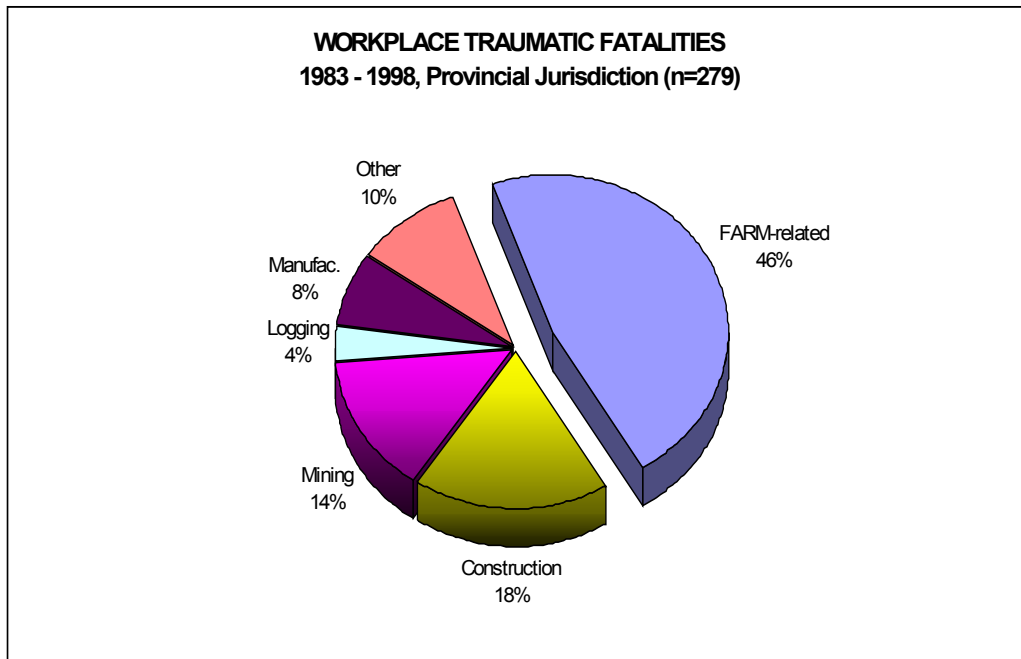
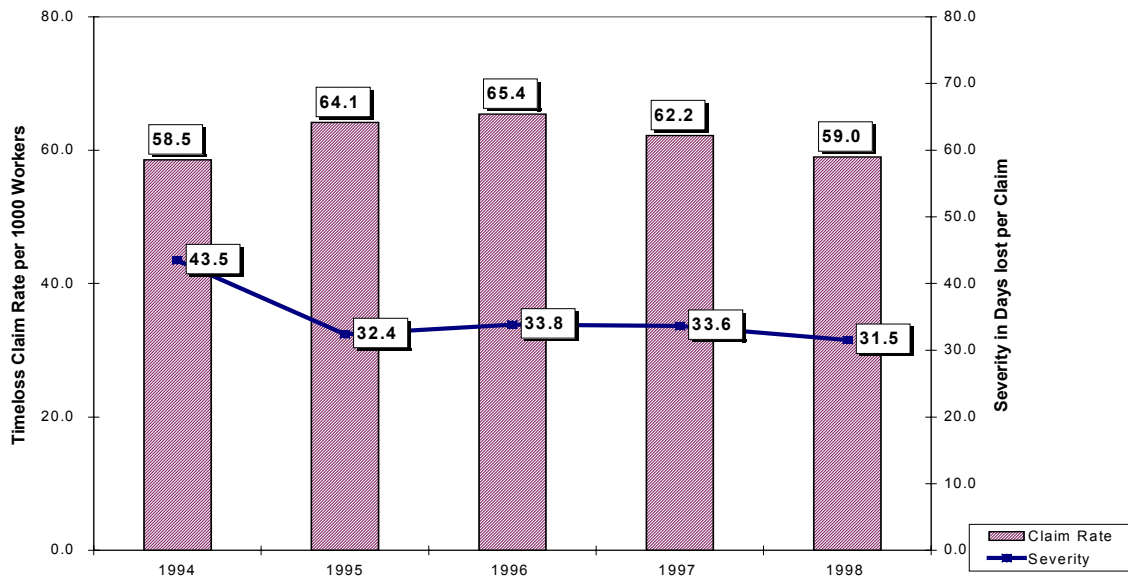
**MANITOBA MANUFACTURING SECTOR**  
**WCB CLAIMS, FREQUENCY & SEVERITY**



## MANITOBA MINING INDUSTRY TIMELOSS INJURY FREQUENCY AND ANNUAL FATALITIES



### Construction Industry Accident Statistics



## Achievements

Examples of the Division's major successful outcomes are summarized below:

### Client Partnerships and Collaboration Activities

- During the fiscal year 1998 - 99, the Division developed new partnerships and continued to work collaboratively with several groups. Examples of some of the partnership includes Winnipeg Construction Association, Manitoba Building Trades Council, Canadian Grain Commission, Manitoba Heavy Construction Association, Pre-Cast Erectors (Lafarge and Conforce), Steel Erectors Association, Wall and Ceiling Association, Sheet Metal Workers, Roofing Contractors Association of Manitoba, Association of Professional Engineers of Manitoba, American Society of Mechanical Engineers, University of Manitoba, Manitoba Sign Association, Canadian Federation of Independent Business, Canadian Gas Association, Canadian Standards Association, Workers Compensation Board, Manitoba Apprenticeship and Training Advisory Board, Garment Industry, Food and Restaurant Association, UNITE (Union of Needle Trades, Industrial and Textile Employees), UFCW (United Food and Commercial Workers), Logging Association, MPIC, the Mines Accident Prevention Association of Manitoba, Propane Gas Association, International Union of Elevator Constructors and the American Society for Quality. These partnerships have resulted in more effective and efficient use of resources and services, and have helped the Division understand their client's needs from an "outside-in" perspective.
- The Division continued to participate in cross-jurisdictional committees in various fields such as the Canadian Association of Administrators of Labour Legislation - the Occupational Safety and Health (CAALL-OSH) Committee, Committee on Environmental and Occupational Health, CAALL-OSH performance measures working group, C.S.A. Standards Committees on B 51 and 52, B 149, B 44, CSA Committee on Community Advisory Panel and a new membership to its ISO TC 176 Canadian delegation committee on ISO 9000 Quality Management Standards, and Mines Inspectors Association, WHMIS, Canadian Agriculture Injury Surveillance Program, Infectious Disease, HMIRC and several other committees to discuss a wide variety of issues in the safety, health and quality assurance fields.
- The Interagency Agricultural Safety and Health Committee (WCB, Manitoba Hydro and the Departments of Health, Labour and Agriculture) continues to co-ordinate agriculture health and safety activities in the province. This committee in co-sponsorship with the Workplace Safety and Health Branch and members of the private sector organized and facilitated a very successful International Farm Safety Conference in Winnipeg, in June 1998. Over 200 delegates from the United States, all across Canada and Australia attended.
- The Division continued to participate in the committee undertaking the review of *The Public Health Act* as well as a number of other committees addressing topics such as Canadian Standards Association (C.S.A.) coding, substance abuse, smoking control issues, infectious diseases, first responders' notification protocol, and occupational infectious disease control.
- The Workplace Safety and Health Branch, representing Manitoba, worked in cooperation with five other jurisdictions, toward a harmonization project. They also reached an agreement to accept each other's certifications in seismic blasting.
- Support was provided to the Manitoba Safety Council and the Construction Safety Association in providing lecturers and facilitators at their respective annual conferences.
- The Division provided support to safety organizations in the Brandon Construction Safety Conferences and the Rural Heavy Construction Conference.
- The Mines Inspection Branch continued to work closely with Energy and Mines and the Petroleum Branch as well as the Environment Department to provide a one-window shopping service for the investors in Manitoba mining industries.

- The Workplace Safety and Health Branch continued its support for safety committees by allocating specialized resources to aid in providing consultative advice to enhance effectiveness and assist in the establishment of new committees.

### **Education, Training and Communication Services**

- An ongoing co-operative ergonomic program with the WCB, the University of Waterloo and the University of Manitoba continues to support student work experience programs, provide free consultative advice to workplaces and to assist the Branch in special projects.
- Special funding from WCB (Manitoba) was provided to support Project Minerva, an initiative designed to improve safety and health information in the curricula of Manitoba's post secondary institutions.
- The Mechanical and Engineering Branch held seminars with members of the Mechanical Contractors Association to increase the awareness of the divisional quality assurance program and certifications pertaining to boiler, and pressure vessels Codes and Standards.
- The Division launched a new and improved bilingual web site with Mechanical and Engineering Branch going on line for the first time.
- The Workplace Safety and Health Branch initiated a review to rewrite courses for WHMIS and the Health Hazard Regulation. The Branch completed a proposal to the Service First Initiative Agency, Government of Manitoba, and received funding for the development of a new course on accident investigation designed using interactive CD ROM. The Mechanical and Engineering Branch also received funding from the same agency to have its communication and client information material put on CD ROM and the web site. The Occupational Health Branch used its grant to update the curricula of the Certified Industrial Audiometric Technicians.
- The development of two kinds of CD ROMs, titled Investigating Workplace Accidents and Resources containing all of the Division's print materials has resulted in a significant saving. Over 8,000 copies of both kinds of CDs have been distributed.
- Three public education communication bulletins were developed by the Mechanical and Engineering Branch on safe use of propane in vehicles, training certification requirements for propane disposal personnel and on safety requirements for hot water heaters. In addition, four new bulletins were produced by the Workplace Safety and Health Branch: Your Right to Refuse Dangerous Work, Lifting, Elements of an Ergonomic Program, and Employer Responsibilities for Workers Who Work Alone. The Workplace Safety and Health Branch has continued to provide more French language services and publications.

### **Empowerment through Training, Tools and Technology**

- Commitment to provide employees with the best possible tools, training and technology has continued during this fiscal year as planned. The desktop and laptop computer transition together with access to the Internet for all employees was completed within time. All employees have undergone basic skills training to use these tools.
- All Safety and Health Officers and Industrial Hygienists have now been trained in the auditing process. A safety and health program audit is a comprehensive and objective evaluation of the design and effectiveness of a safety program. Auditing a safety program allows a company to obtain valuable input from employees and others at the work site on the usability and practicability of the safety program, as an opportunity to evaluate. It also allows the company to evaluate the individual components of the operation in an effort to determine how well the program is implemented.
- The Annual Construction Conference is a co-operative endeavour among construction associations, building trades and the Workplace Safety and Health Branch. Every year, since the first conference,



branch staff have been actively involved in the planning of these conferences and in instructing courses. This year staff co-operation has continued.

- The Workplace Safety and Health Branch field staff were involved in a six-week safety and health initiative which involved contact with more than 1,300 companies. Emphasis continues to be placed on educating and supporting the committees to ensure that they continue to work towards becoming an effective component of a company's overall safety and health program.
- Six field officers/inspectors from the Division attended a one-week Level-One Law Enforcement Investigators Course in Regina at the RCMP Training Academy.

### **Improvements through Legislative Amendments / Law Enforcement**

- Amendments to three pieces of legislation administered by the Mechanical and Engineering Branch were finalized. The amendments were as follows: a) The Power Engineers Regulations respecting fee increases; b) The Gas and Oil Burner Regulations respecting fee increases for permits and special acceptance inspections; and c) The Amusement Rides Fee Regulations respecting fee increases for first inspection and re-inspections.
- A new First Aid Regulation became effective in December 1998 and a Forklift Safety Code of Practice in January 1999. The Division has informed workplaces about the new changes and continues to provide ongoing committee assistance on what these new changes mean to workers and companies.
- A total of 5 prosecutions were completed in the 1998-99 fiscal year including: 3 in industrial, 1 in construction and 1 in school.
- The Workplace Safety and Health Branch has redesigned and/or revised the following Guidelines: Code of Practice for Powered Lift Trucks, ABC of Hazard Recognition, Safe Operation of Powered Lift Trucks, Branch's Policy and Procedure Manual and Welding Operations Guidelines. Also, several new bulletins on topics of new First Aid Regulation, suppliers of First-Aid Equipment, and Emergency Response Planning were developed.

### **Accomplishments Reflected in Research Studies, Projects and Publications**

- Presentation and publication of several research papers were completed by Divisional staff addressing various OSH topics such as lessons learned from conducting safety and health audits, surveillance systems for farm injuries, costs of farm accidents, health concerns in the denture and veterinary industries, management of safe and healthy workplaces, creation of safety models for regulating safety and health resources, quality management perspectives and activities in the Division and in the Manitoba government, measurement of citizen satisfaction and performance of safety and health agencies, and performance measurement in the mining sector.
- Several presentations to the Ministers Advisory Council on Workplace Safety and Health were made through out the year. Topics included: pesticide strategy, agriculture safety issues, safety strategies for Manitoba manufacturing industries, trends in injuries statistics, performance measurements and safety and health issues in general, safety and health data trends in agricultural industries, incident reporting systems and pitfalls, and the development of a guideline for ergonomics.
- The OSH Engineering Unit has developed a new guideline, titled Ergonomics: A Guide to Program Development and Implementation. The document has been reviewed by the Minister's Advisory Council and by technical specialists within the private sector. The guideline will be ready for distribution by the Fall of 1999.
- The Chief Occupational Medical Officer participated in a number of teaching opportunities with Medical students and Community physicians as well as preceptoring Community Medicine Residents. The C.O.M.O. also participated in a number of community-based teaching situations such as the Construction Conference and the Industrial Audiometric Technicians course.

- The OSH Engineer continues to work with the University of Manitoba Faculty of Engineering by giving students presentations to classes on both general safety and health and ergonomics.
- The Occupational Health Branch has been instrumental in a national initiative (Canadian Agriculture Injury Surveillance Project - CAISP) to establish a standardized Canada-wide surveillance system of farm-related hospitalizations and fatalities. All ten provinces are involved in recording and reporting hospitalizations and fatalities due to agriculture injuries in a standardized format. A national report on fatalities that was released in October 1997, and updated in 1998, ties into the ongoing work of developing better farm safety programs. The hospitalization report was also released in 1998. The Occupational Health Branch is the major Manitoba player in this initiative because it is based on Manitoba's four-year outpatient clinic-based Agriculture Injuries and Illness Surveillance Project (AIISP).
- The joint Manitoba Health (Central Region) and Occupational Health Branch pilot project (AIISP), which collects farm related illness and injury data, has been expanded to other Manitoba sites. The communities with physicians presently involved in the agriculture injuries and illness data collection are Winkler, Morden, Notre Dame de Lourdes, Hamiota, and Teulon.
- Consistent with the overall intent and strategic program direction, the Occupational Hygiene Unit of Workplace Safety and Health Branch continued the risk assessment and safety evaluations of targeted industries. Some of the projects that were completed and concluded with studies and reports were for the following industries: occupational hygiene study for organic vapour in printing industries, safety and health audits of the structural pesticide applicators, formaldehyde exposure in hospitals, and the evaluation of styrene exposure in the fibre glass industry.
- In agriculture safety, an Interagency Agricultural safety and Health Group (involving Department of Agriculture, Health and Labour, and the Workers' Compensation Board) was initiated which aims to co-ordinate the agricultural safety and health activities of the member departments and board. An agricultural safety and health specialist was appointed chair of the Advisory Board of the Canadian Agriculture safety Program. Internationally, the Division was represented by a membership in the core advisory for development of North American Guidelines for Children Agricultural Tasks.
- Projects on ergonomics have resulted in many tangible improvements especially in back, shoulder and repetitive strain injuries in several workplaces where projects were implemented. A number of articles, papers and presentations were developed on ergonomics to raise awareness and highlight the successes of these projects.

### **Tests, Surveys and Safety Surveillance Activities**

- The Occupational Health Branch does analysis of biological test results. Pesticide applicator surveillance is ongoing with cholinesterase level shifts per year being monitored. One hundred and forty-three (143) workers were surveyed for possible exposure to organophosphate insecticides. Fibrogenic dust chest X-ray results are continually being entered on a database for purposes of monitoring silicosis or asbestosis exposure. Fourteen companies provided fibrogenic dust surveillance reports.
- Client needs surveys were fielded by the Workplace Safety and Health Branch, Mines Inspection Branch and the Mechanical and Engineering Branch. The new data analyzed for the Workplace Safety and Health Branch are reported elsewhere in a section, titled, Client Survey Responsiveness.
- The Smoking Policy in Workplace survey has been completed and a report prepared. Several presentations have been delivered on the results of this survey including one at the Canadian Public Health Association 90<sup>th</sup> Conference in Winnipeg.
- The ongoing hearing loss test and surveillance with farmers continued this year. There were 219 tests conducted at six different locations during country fairs and at carnival sites.

## Streamlining of Information Data Bases

- The Occupational Health Branch has established and continues to maintain two major databases. Manitoba workplace related fatalities database is now complete back to 1974. In depth file reviews and data entry were completed this fiscal year for records from 1990 to date. Manitoba Workplace Critical Incidents database is complete from 1991 to present date. Data are entered as reports are provided to the Branch. Analysis is ongoing.
- The Mines Inspection Branch continues to maintain and upgrade a national registry of mine rescue capabilities across all jurisdictions in Canada for use in the event of a serious calamity.
- The Division's Acts and their regulations are now available on CD ROM. The web site has been enhanced to include Mechanical and Engineering Branch information and publications. There is now a 'new features and coming conferences' section as well as abstracts of papers presented. The audio-visual catalogue and an order form to reserve audiovisuals have been included.

## Performance Indicators

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

**Table 1**

### **Performance Indicators, Workplace Safety and Health Division**

**April 1<sup>st</sup>, 1998 - March 31<sup>st</sup>, 1999**

<b>Effectiveness Measures</b>	<b>1997/98</b>	<b>1998/99</b>
Client safety training hours	11,931	12,489
Number of repeat offenders prosecuted	2	1
Total number of prosecutions	18	5
Number of partnerships with other departments, organizations, and companies	54	54
Internet contacts	98,806	176,825

**Table 2**  
**Performance Indicators, Workplace Safety and Health Branch**  
**April 1<sup>st</sup>, 1998 – March 31<sup>st</sup>, 1999**

<b>Effectiveness Measures</b>	<b>1997/98</b>	<b>1998/99</b>
Percentage of large firms (>20 employees) with safety and health committees submitting minutes	47%	89%
Percentage of time spent in high risk industries where the tools and systems present a significantly higher than average potential for injury to workers	56%	53%
Percentage of client service informational responses within a day	95%	95%

**Table 3**  
**Performance Indicators, Occupational Health Branch**  
**April 1<sup>st</sup>, 1998 – March 31<sup>st</sup>, 1999**

<b>Effectiveness Measures</b>	<b>1997/98</b>	<b>1998/99</b>
Hearing Conservation		
- Number of companies reporting	159	165
- Percentage of workers with significant hearing loss	5.1%	4.8%
Blood Lead Monitoring		
- Number of companies reporting	9	5
- Number of workers tested	152	116
- Percentage (number) of workers ever above the removal action limit	8.6%(13)	1.2%(2)
Insecticide Applicators		
- Number of workers tested for blood cholinesterase	126	143
Fibrogenic Dust Exposure		
- Number of companies reporting	14	14
- Number of workers tested	1,184	653 <sup>1</sup>

**Note:**

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

**Table 4**  
**Performance Indicators, Mines Inspection Branch**  
**April 1<sup>st</sup>, 1998 – March 31<sup>st</sup>, 1999**

<b>Effectiveness Measures</b>	<b>1997/98</b>	<b>1998/99</b>
Accident frequencies in mining (time loss claims per 200,000 hours)	4.1	2.9
Accident severity (average days per WCB claim)	17.9 (1997) <sup>1</sup>	21.6
Number of inspections	738	535
Number of investigations	252	188
Number of stop work warnings/ cessation of work orders	41	32
Number of stop work orders	1	6
Number of improvement orders	863	1,010
Number of lost time accidents	229	152
Percentage of time spent at a mine site	60%	60%

**Note:**

<sup>1</sup>This number is based on a calendar year, rather than a fiscal year, and is consequently a correction of the number reported in the 1997-98 Annual Report.

**Table 5**  
**Performance Indicators, Mechanical and Engineering Branch**  
**April 1<sup>st</sup>, 1998 – March 31<sup>st</sup>, 1999**

<b>Effectiveness Measures</b>	<b>1997/98</b>	<b>1998/99</b>
Amusement Rides Inspections		
- % of inspections completed by end of day	100%	99%
Electrical Inspections and Licencing		
- % of inspections completed within 48 hours	90%	90%
- Time from exam to issue of licence/certificate	3 weeks	3 weeks
Elevator Inspections		
- % of inspections completed by month end	90%	90%
- Number of potential incidents averted <sup>1</sup>	707	1,228
Gas and Oil Burner Equipment Inspections		
- % of inspections completed within 48 hours	75%	80%
- Processing of permits within 10 minutes of receipt of application	100%	100%
Licencing of Power Engineers		
- Time from exam to issue of licence	3 weeks	3 weeks
- Time from receipt of application to exam date	1 month	1 month
Steam and Pressure Plant Related Inspections		
- % of inspections completed by month end	90%	85%
- Number of potential incidents averted	1,615	1,600
- Licencing and testing of pressure welders within 48 hours	90%	90%
- Processing of registration applications for boilers and pressure vessels within 2 weeks	90%	90%

**Note:**

1. *Potential Incidents Averted Numbers: These are the numbers of dangerous situations detected by individual inspectors. As a result of branch intervention, these hazardous conditions were corrected resulting in a potential accident being averted.*

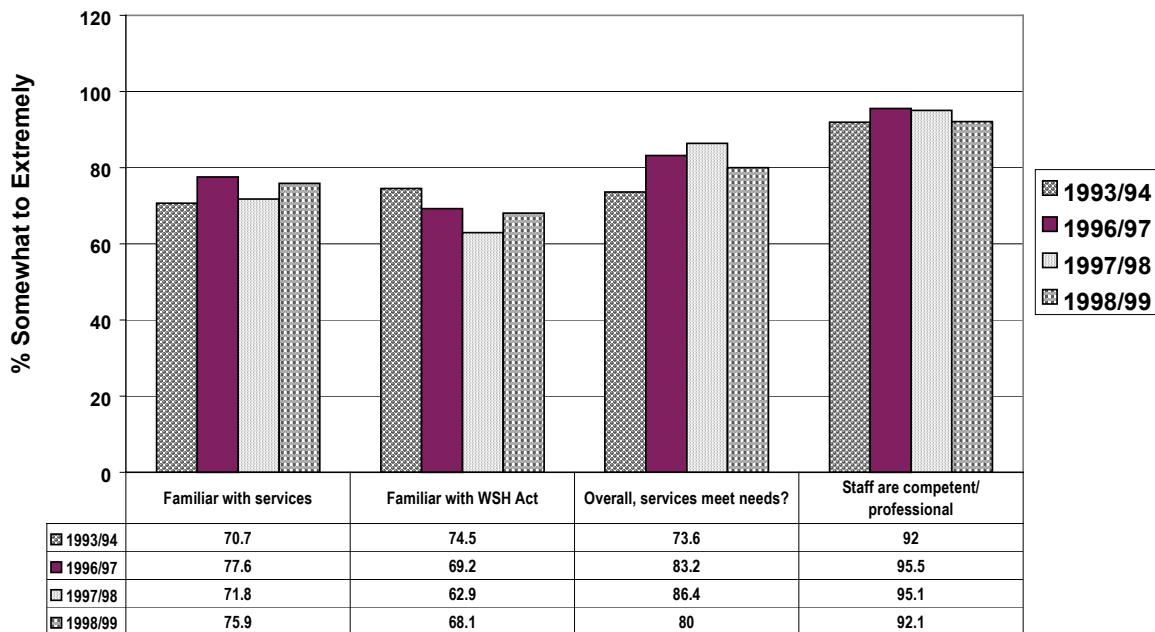
## **Client Service Responsiveness**

The Division has conducted client surveys in recent years to investigate client satisfaction and has implemented a continuous client feedback system. In 1993/94 and 1998/99 the Division conducted large sample surveys of more than 1000 clients. Ratings in the Workplace Safety and Health Client Surveys indicate that overall client satisfaction with our services is high (85%-94% range). In 1993/94, 74% of clients indicated their occupational health and safety needs were being met to a very great extent or somewhat versus 80% in 1998/99. Satisfaction with services in 1998/99 was very high for information/inquiry service (94%), accident investigation (90%), 24-hour emergency response (90%), complaint investigations (88%), safety and health training (94%) and safety inspections (87%). Staff were found in their activities to be competent and professional (94%) by most respondents. Respondents also stressed the importance of a variety of safety and health services at a 71% to 89% level.

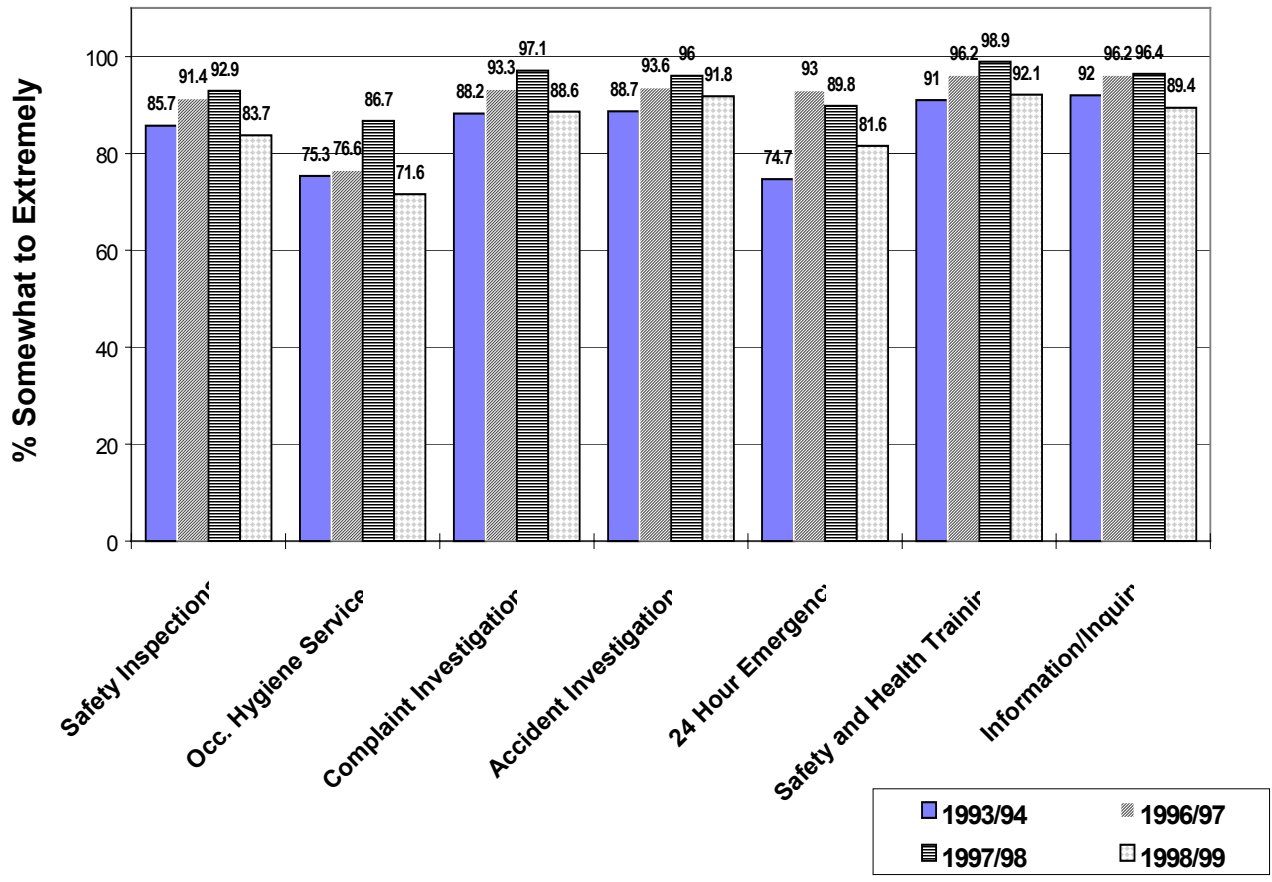
The Mines Branch Survey has identified high levels of importance attached to services while satisfaction was lower. Satisfaction of mines' managers was highest while employees were less satisfied with services. Another in-depth survey was conducted in 1998/99.

The Mechanical and Engineering Branch relies on feedback received from members of various boards and committees. These Boards and Committees have representatives from employers, workers, independent interest groups as well as from government regulatory authorities. During 1998 - 99, staff of the Branch attended a wide variety of meetings that represented client groups and have had the opportunities to hear issues and ask for feedback. A Branch client satisfaction survey was sent out to a variety of external clients in 1998/99 fiscal year. In terms of importance/satisfaction with services, the clients rated the Branch staff 97% satisfactory for their knowledge, 93% for their friendly behaviour and 92% for promptness in providing services. With respect to overall services, 85% of clients were satisfied with inspection, 79% with permit issuance, and 76% with the methods of payment of fees. The results of the survey will allow the Branch to better evaluate its programs and processes to provide more efficient and reliable services to clients.

### WSH Client Survey Results

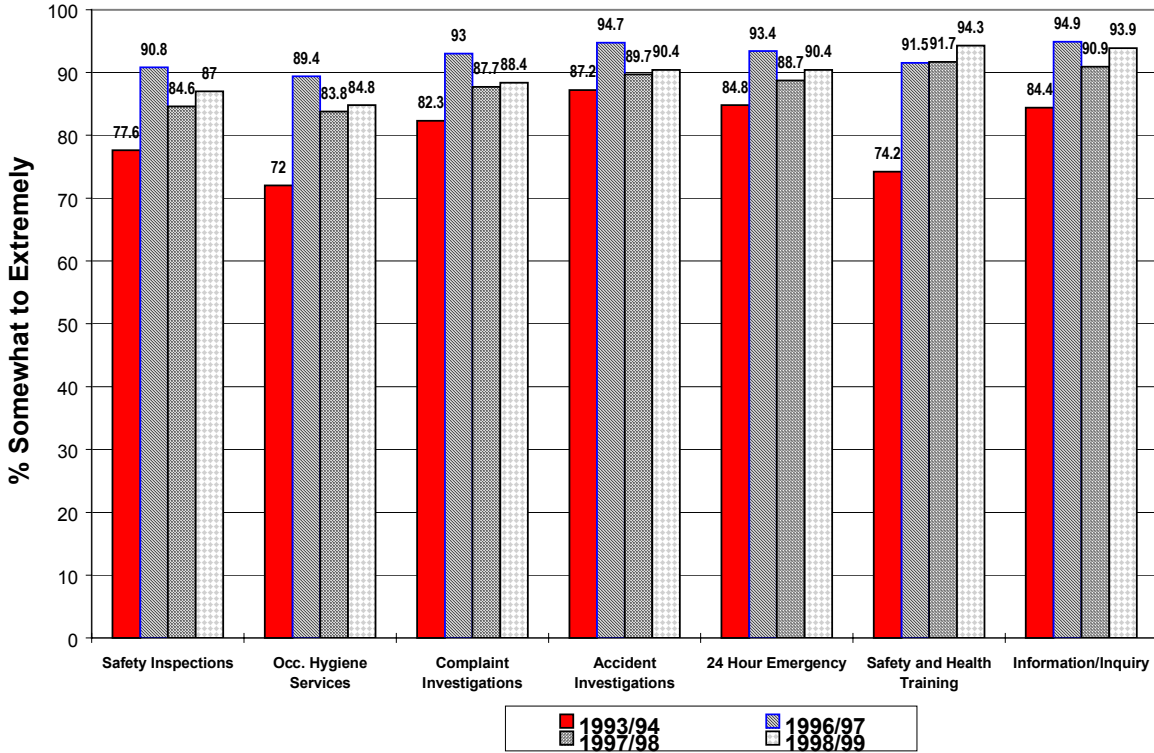


## Importance of WSH Services





## WSH Client Service Satisfaction



## Continuous Improvement

Continuous improvement is best described as a pervasive attitude that allows organizations to see beyond the present and create a better future from their vision. Both the 'soft' side, with a focus on human resource management, and the 'hard' side directed on utilising an integrated system of tools, technology, work methodologies and data analysis, must be managed simultaneously. Improvement decisions that are based on organisational gap analysis result in exploring the extent to which the vision and accompanying values and missions are inter-linked with the overall program objectives.

The Division, over the past year, has undertaken many in-depth analyses of its various programs and projects. In the context described above, the Division looked at how it can facilitate, through its contacts with employers and workers, the use of new tools, techniques and process models, permanent change in the safety and health culture of workplaces. While continuous reduction of accident and injuries at workplaces remains the goal, all Branches of the Division worked with risk management techniques to sort out their priorities aimed at processes, various models and work plans to identify and address many of the hidden improvement opportunities.

The following gives a summarized list of successes in point form:

- The Division is continuing its increased efforts to receive feedback from its clients and stakeholders. Its continuous client feedback survey system, for both the training and general program activities, is working quite well. Information from this system is being used continually to monitor problem areas and at the same time to improve future services. Contacts with clients have been improved through the medium of web site and internet facilities.
- The Division continues to rely on its marketing activities to build awareness of safety and promote the general services of the Division. This includes a proactive communications strategy to enhance and promote increased awareness of Workplace Safety and Health services.
- The Division has developed a results-oriented program performance measurement system.
- The Division has been working to improve its targeting of key industries through the use of risk management strategies and the use of WCB time-loss claims data. Risk assessment models have been very successful in providing a more formal approach for targeting higher risk industries. The Workplace Safety and Health Branch has spent more time in high-risk, high WCB cost industries and similar workplaces. The Mechanical and Engineering Branch has inspected boiler installations more frequently in higher risk areas where the human occupancy level is denser and probability of hazards higher.
- The Occupational Health Branch made progress in developing a comprehensive report on occupational illness/ injury statistics which will assist in focusing resources and prevention activities in high risk areas. The report includes aggregate data, as well as sector-specific statistics.
- The Occupational Health Branch continues to code and computerize all serious incidents investigated by Workplace Safety and Health Branch so as to facilitate the identification of common causes and associated factors.
- The Occupational Health Branch is encouraging a new proactive culture amongst employers in terms of their view of the importance of health issues. The Branch continues to have a major function in collecting, analyzing and distributing data reflective of the state of safety and health in Manitoba workplaces and of workers.
- The Occupational Health Branch is continuing to monitor the cholinesterase level shifts of pesticide applicators, blood lead levels of lead exposed workers, hearing shifts in noise exposed workers and fibrogenic dust chest x-ray results in order that appropriate interventions can be implemented to prevent more serious illnesses, disabilities, or death.

- The Mechanical and Engineering Branch developed its pro-active work plans for each unit / area for the 1998/99 fiscal year and has implemented many of the requirements of staff training and professional / management development programs.
- The Mines Inspections Branch, Workplace Safety and Health Branch and Mechanical and Engineering Branch are continuing to work to improve services in rural and northern Manitoba.
- The Mechanical and Engineering Branch's goal to work at achieving 100% cost recovery in all programs of inspection, licencing and certification programs is moving closer to reality.
- Consultation continues with the WCB on the use and analysis of data, especially on having increased access to data provided by safety and health officers. The Workplace Safety and Health Branch is pursuing ways to make WCB injury data available on laptop computers.
- The Division continues to participate in the Better Systems Initiative (BSI) of the government. The work using a Business Process Reengineering (BPR) technique in the "As-Is" stage for all inspection, certification, and licencing activities, including those for the client intake and incidence investigations areas have been completed. The next stage, that is, the "To-Be" stage, is progressing well through a number of iteration modes towards a system implementation scheme scheduled to take effect in the Fall of 1999.
- The Division's participation in the Better Methods Initiative pilot project, known as SAP (Systems Applications Products) came to a fruitful conclusion. SAP is the software that will support the Province's redesigned corporate financial and business processes. All Manitoba Government Departments are "Going Live" as planned on April 1, 1999.
- The Division has begun planning for an International Mines Safety Conference to be held in Winnipeg, September 22 - 24, 1999.

## 2(f) Workplace Safety & Health

Expenditures by Sub-Appropriation	Actuals	Estimate		Variance Over/(Under)	Expl. No.
	1998/99 \$	FTE	1998/99 \$		
Total Salaries	2,461.1	49.00	2,531.1	(70.0)	
Total Other Expenditures	855.2		809.9	45.3	
Total Expenditures	3,316.3	49.00	3,341.0	(24.7)	

## 2(g) Occupational Health

Expenditures by Sub-Appropriation	Actuals	Estimate		Variance Over/(Under)	Expl. No.
	1998/99 \$	FTE	1998/99 \$		
Total Salaries	207.3	3.00	221.1	(13.8)	
Total Other Expenditures	36.1		39.6	(3.5)	
Total Expenditures	243.4	3.00	270.7	(17.3)	

## 2(h) Mines Inspection

Expenditures by Sub-Appropriation	Actuals	Estimate		Variance Over/(Under)	Expl. No.
	1998/99 \$	FTE	1998/99 \$		
Total Salaries	483.8	9.50	533.1	(49.3)	
Total Other Expenditures	203.9		185.2	18.7	
Total Expenditures	687.7	9.50	718.3	(30.6)	

## 2(b) Mechanical and Engineering

Expenditures by Sub-Appropriation	Actuals	Estimate		Variance Over/(Under)	Expl. No.
	1998/99 \$	FTE	1998/99 \$		
Total Salaries	1,494.2	34.00	1,475.9	18.3	
Total Other Expenditures	510.3		432.5	77.8	
Total Expenditures	2,004.5	34.00	1,908.4	96.1	

## **Advisory Council on Workplace Safety and Health**

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

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

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

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

During 1998/99, Council membership consisted of:

### **Chairperson**

- W. N. Fox-Decent (re-appointed Oct, 1997 for a 3 year term)

### **Technical Representatives**

- B. Simoneau, Canadian Association of Safety Engineering (re-appointed Oct, 1997 for a 3 year term)
- B. Mazerolle, Manitoba Association of Registered Nurses (appointed July 1996 for a 3 year term)
- I. Gusdal, American Association of Industrial Hygiene (appointed Oct, 1997 for a 3 year term)
- R. Typliski, Association of Professional Engineers (appointed Oct, 1997 for a 3 year term)

### **Management Representatives**

- C. Lorenc, Manitoba Heavy Construction Association (re-appointed Oct, 1997 for a 3 year term)
- J. Huot, Alliance of Manufacturers and Exporters Canada (appointed July 1996 for a 3 year term)
- L. Kutchaw, Mining Association of Manitoba (appointed Oct, 1997 for a 3 year term)
- M. Steele, Winnipeg Construction Association (appointed Oct, 1997 for a 3 year term)

### **Labour Representatives**

- H. Mesman, Manitoba Federation of Labour (re-appointed Oct, 1997 for a 3 year term)
- W. Pindera, Manitoba Teachers Society (re-appointed Oct, 1997 for a 3 year term)
- B. Shiaro, Manitoba Federation of Labour (re-appointed Oct, 1997 for a 3 year term)
- F. Thomas, Manitoba Building and Construction Trades Council (re-appointed Oct, 1997 for a 3 year term)

The Advisory Council on Workplace Safety and Health establishes committees where appropriate to advise Council on specific matters dealing with safety and health in the workplace. During 1998/99 the following committees were active:

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

Council completed several of its work plan projects in 1998/99. During the past fiscal year, the Advisory Council made recommendations to the Minister respecting pesticide safety, reviewed information respecting performance measures in safety and health, reviewed issues and data trends in agriculture safety, reviewed the Division's manufacturing strategy, and asked the Division to develop a guideline on ergonomics.

**Note:**

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

# Employment Standards Division

The Employment Standards Division, through the administration, public education, and enforcement of seven Acts of the legislature, promotes fair employment practices in the workplace for both employees and employers.

The Employment Standards Division is responsible for administration of *The Employment Standards Act*, *The Employment Services Act*, *The Payment of Wages Act*, *The Construction Industry Wages Act*, *The Remembrance Day Act*, *The Retail Business' Holiday Closing Act*, and *The Vacations With Pay Act*. In addition, the Worker Advisor Office mandate is established under *The Workers Compensation Act*.

The objectives of the Division are achieved through the work of two Branches:

- Employment Standards Branch
- Worker Advisor Office

## Employment Standards Branch

### Objectives

To achieve socially desirable terms and conditions of employment for the Manitoba work force through the establishment of minimum standards and conditions of employment and to ensure compliance with the legislation in an equitable, effective and efficient manner;

To promote harmonious employment relationships through the dissemination of information, public education programs and the facilitation of dispute resolution between the parties;

To assist employers and workers in finding solutions to actual or potential workforce adjustment problems arising from business closures or threatened layoffs due to economic, technological or industrial change;

To assist workforce adjustment committees in developing re-training and redeployment strategies to help workers whose jobs may disappear or change into other jobs with the same employer, sector, or move to completely different forms of employment.

### Summary of Performance

The Branch received 3,145 claims in 1998/99, and recovered \$1,250,000 in wage adjustments. The Branch delivers its service through three main programs:

- Client Initiated Services;
- Proactive Services;
- Labour Adjustment Services.

There are a number of functional areas in each of the programs. Neither the programs nor the functional areas stand alone. Depending on particular circumstances, each area can provide information or service in support of the work of the others.

The three programs and their functional areas are:

#### 1. Client Initiated Services

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

## Early Resolution

- The Early Resolution process initiated in the fall of 1996 continues to be a successful service innovation. The process provides a service option to attempt claim resolution at the intake/inquiry stage over the telephone. Officers resolved 750 claims in 1998/99 using the Early Resolution Process.

- **Field Investigation**

Claims that are not successfully resolved at early resolution, or those not appropriate for that process due to the complexity of their issues and/or facts, are referred to field investigation. A variety of preventive and educational strategies are utilized during field investigation. The objective is to ensure that disputes are resolved in a timely, positive and non-confrontational manner.

Field Investigation Officers are organized into three sectors in order to integrate risk management into their service delivery. The sector approach assists staff in identifying areas of high risk and in developing appropriate action plans to improve compliance with the legislation.

Approximately 2,253 claims were resolved through field investigation in 1998/99.

- **Alternate Dispute Resolution**

The Alternate Dispute Resolution (ADR) process continues to be a successful tool in providing an opportunity for parties to seek cooperative, non-confrontational solutions to resolving disputes that might otherwise have been referred to The Manitoba Labour Board. In 1998/99 62 claims were resolved through the (ADR) process, resulting in 80 claims being referred to the Manitoba Labour Board.

- **Judgement and Collections**

Substantial monies are recovered each year through the voluntary settlement of claims. However, in certain circumstances it is necessary to use various legal mechanisms to secure monies. Judgement and Collections recovers wages found owing to employees either after the issuance of Payment of Wages Orders by Employment Standards Officers or by Orders of the Manitoba Labour Board.

Judgement and Collections recovers approximately \$200,000 to \$300,000 each year on behalf of employees. In 1998/99, approximately \$210,000 or 29% of collectable judgements were recovered through formal actions. An additional \$30,000 in claims against bankrupt employers was recovered.

## Client Initiated Services

	<b>Projected</b>	<b>Actual</b>
	<b>1998/99</b>	<b>1998/99</b>
<b>Percentage of Claims Finalized at:</b>		
Early Resolution Level	15	27
Field Investigation Level	75	66
Alternate Dispute Resolution Level	3	2
Manitoba Labour Board Level	2	3
Judgement and Collections Level	5	2



## 2. Proactive Services

Proactive services are those functional areas that are initiated by the Branch to educate employees and employers as to their legislated rights and responsibilities, and to identify and address high risk situations.

- **Customer Service Centre**

The Branch's Customer Service Centre provides information and support to employees and employers requiring assistance in resolving workplace issues. The centre is able to handle more than 140,000 inquiries and requests for information each year. Additionally, Inquiry staff assist more than 10,000 walk-in clients per year.

In late 1998/99, the Customer Service Centre adopted a more systematic triage approach in all new claims. All claims are now assessed as to their degree of urgency (e.g. is the respondent in, or about to go into bankruptcy?), their degree of complexity (e.g. is there one straightforward issue or several complicated issues?), and past/current claims experience (e.g. does the claim involve an employer to whom the Branch has had to issue payment orders in the past?). Based on these types of criteria staff in the Customer Service Centre will determine if the file needs to be immediately assigned to the field operation (e.g. in the case of a bankruptcy), or whether the disputed issue(s) may be informally resolved. If the latter, staff will contact the parties to gather information and inform them as to their respective rights and obligations. Once the parties are provided with this information staff will attempt to facilitate the voluntary resolution of the dispute.

Early indications are that this triage approach results in the voluntary early settlement of approximately 27% of new claims. Even in cases where voluntary settlement could not be achieved in the first two weeks and the claim has had to be referred to the field operation, work on gathering the relevant information has begun thereby helping to facilitate the field investigation.

### **Interactive Voice Response (IVR)**

In December 1998, the Branch implemented two Interactive Voice Response (IVR) telephone systems in the Customer Service Centre. One IVR system provides callers with 24-hour pre-recorded automated responses to relatively simple and commonly asked questions. The second IVR system allows clients calling for specific staff (who are absent or otherwise engaged) to either speak with another staff person, or to leave a voicemail message.

The effect of the IVR systems has been to provide clients with quick answers to simple questions on a 24-hour, 365-day basis. Additionally, the Branch estimates that the number of calls handled by the Customer Service Centre has been reduced by approximately 45%. This has allowed staff in the Centre to focus on more difficult and complicated issues and on early claim resolution.

### **Automated Call Distribution (ACD)**

In February 1999, the Branch introduced an enhanced ACD system. The ACD system distributes incoming calls to available Customer Service Centre staff. The new system is able to provide the Branch with both comprehensive historical and real-time statistics on client service features. Important indicators of client service include the number and time of incoming calls, the amount of time a client has to wait to speak with an Inquiry Officer (Grade of Service or GOS), the number of callers that hang-up (and the time of the hang-ups). This data allows the Branch to better allocate staff resources to respond to peak-times of client demand.

The Grade of Service (GOS) and Abandonment Rate (i.e. percentage of calls that hang-up before speaking with an Inquiry Officer) will be particularly critical service standards in the Customer Service Centre. In the short time that the ACD system was in place in 1998/99, the GOS indicates that 60% of callers had to wait less than 30 seconds to speak with an Inquiry Officer. The hang-up rate in 1998/99 was 7.5%.

- **Education Services**

The Branch's public education services are intended to develop a better understanding of labour standards legislation among employers, employees and the general public. Approximately 90 presentations were delivered in 1998/99.

The Branch's Internet Website is used to disseminate information and respond to inquiries. This service provides 24-hour access to The Employment Standards Guide, various fact sheets, and other related information. In late 1998/99 Branch staff worked on revising the Web Site to reflect the changes to the legislation in *The Employment Standards Code*. Staff also developed a CD-ROM of all printed educational material. The CD will be available for wide distribution in 1999/2000.

A video aimed at young workers was produced in 1998/99. The video was created in partnership with Red River Community College and has been favourably received in presentations to schools, youth groups, and young worker programs.

- **Risk Assessment**

The major risk assessment project managed by the Branch in 1998/99 was the subject of child and youth workers in Manitoba. The project was initiated by The Canadian Association of Administrators of Labour Legislation (CAALL). A comprehensive survey of 690 young people was administered throughout the province. In recognition that the subject of young workers raises issues much broader than those of employment standards, the survey was designed with the partnership of other agencies and provincial government departments. A final report will be available in 1999/2000. The Branch expects that the employment standards information will be invaluable in designing and delivering educational programs to young workers who have or who are about to enter the workforce.

## **Proactive Services<sup>1</sup>**

<sup>1</sup>Measures for Proactive Services is deferred to 1999/2000 due to re-direction of branch resources to the new Consolidated Code, Database Application project, telephone system, desktop, SAP, BSI, and CMIS information technology initiatives.

## **3. Labour Adjustment Services**

Labour adjustment services assist employers, workers, and affected smaller communities in finding cooperative solutions to actual or potential workforce downsizing adjustment issues.

- **Community and Consultative Services**

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

- **Committee Services**

Through labour-management committees, this area provides direct assistance to workers in adjusting, to job loss, accessing services that provide skills needed in the local job market, facilitating services that provide workers with the skills and knowledge necessary to find a job on his/her own, and aiding in services that bring workers and potential employers together.

## Labour Adjustment Services

	<b>Projected</b>	<b>Actual</b>
	<b>1998/99</b>	<b>1998/99</b>
% of workers adjusted	65	76
# of downsize situations facilitated	40	41
Level of client satisfaction (exit surveys)	72%	N/A <sup>1</sup>

<sup>1</sup>The planned exit survey for 1998/99 has been deferred until next fiscal year. Labour Adjustment Services has been active in more downsizing situations than was projected for 1998/99, and has not had the resources to develop the survey instrument.

## Achievements

- The development of a claim tracking system to consolidate the Branch's databases was completed in December 1998. The system allows for improved tracking of claims, which allows the Branch to define risk assessment project priorities and allocate resources accordingly. The new system also provides accurate statistics on the Branch's performance indicators, ie. Proportions of claims finalized at different levels of formal action – Early Resolution, Field (voluntary), Field (Order issued), Alternative Dispute Resolution, MLB, and Judgement and Collections.
- The Branch implemented two new Interactive Voice Response (IVR) telephone systems in the Customer Service Centre in December 1998. The telephone system provides a caller with 24-hour pre-recorded automated responses to commonly asked questions. As well, real-time statistical information obtained from the system allows the Branch to track the nature of calls, and develop strategies to ensure greater compliance with legislation.
- The Branch has implemented a new "team-approach" to service delivery in the regional offices. The "team approach" to service delivery has led to the cross training of staff in the Employment Standards Branch and the Worker Advisor Office to ensure continuity of service delivery to clients in the Thompson and Brandon regions.
- In the spring of 1998, the Employment Standards Branch administered a survey on labour (experiences in and knowledge of rights and obligations in the workplace), to young people in the Province. The survey will be an important source of information in developing and delivering education services to young workers and employers.
- The Consolidated Employment Standards Code received Royal Assent June 29, 1998. The Code is expected to be proclaimed in effect Spring of 1999.
- Field staff now have desktop access to ISM databases (Corporations Branch, Personal Property Security Registry, Land Titles). The access is faster and more convenient.
- Section 96 of the Code requires administrative costs to be added to the amount of a payment of wages order.
- Effective April 1, 1999, the Manitoba minimum wage increased from \$5.40 to \$6.00 per hour.
- The Labour Adjustment Unit continues its mandate of mitigating the effects of downside adjustment. Efforts to assist the workers of the Whiteshell Laboratories in Pinawa, affected by the Federal decommissioning of the Lab, has resulted in approximately 50% of impacted employees registered the Committee being successfully adjusted.

- In 1998/99 the Labour Adjustment Unit provided labour adjustment services to numerous organizations including Unisys, Dominion Bridge, Calwest Textiles (Portage la Prairie), Pelican Lake Center, Shamray Group and Black Hawk Mines in Lynne Lake.

## Continuous Improvement

- The Branch joined the Better Systems Initiative in 1997/98, and one staff member has been seconded to work with the initiative through to the end of the next fiscal year. The initiative is developing the “single-window” concept of government services through the use of internet technology. Mapping of the Branch’s work processes has begun and will continue through to the end of the next fiscal year.
- The Branch has developed a comprehensive public education plan to deliver information to the public, on the new Employment Standards Consolidated Code. The Branch will revise internal forms and processes as required by the new legislation, and will redesign all public educational material. This includes the employers guide, Branch brochure, fact sheets, CD-ROM, Web Page, Powerpoint presentation, and an employment standards video targeted at young workers.

## 2(j) Employment Standards

Expenditures by Sub-Appropriation	Actuals	Estimate		Variance Over/(Under)	Expl. No.
	1998/99 \$	FTE	1998/99 \$		
Total Salaries	1,760.3	37.70	1,823.1	( 62.8)	
Total Other Expenditures	687.4		642.9	44.5	
Total Expenditures	2,447.7	37.70	2,466.0	( 18.3)	

## Worker Advisor Office

### Objectives

To advise workers and their dependents on the interpretation and administration of *The Workers Compensation Act*, regulations and policies, and to advise on the effect and meaning of decisions made under the Act and policies;

To assist workers and their dependents who dispute decisions relating to their benefit entitlement under *The Workers Compensation Act* of Manitoba;

To represent workers and dependents with their appeal of Workers Compensation Board decisions, directly to the board and/or at an oral hearing before the Appeal Commission.

To educate workers, including workers whose first language is other than English, about their rights and obligations within the workers compensation system;

### Summary of Performance

The Worker Advisor Office resolved 446 claims through its Early Intervention Program, an increase of 11% over the previous fiscal year.

The emphasis to assist clients in resolving their claims in a timely manner resulted in a decrease in claims going to the third level of appeal from 30% to 19%.

Through efficient case management, clients are contacted within three weeks from time file is received eliminating a waiting list.

### Performance Measurement

	1997/98	1998/99
Resolution at primary appeal level	22%	21%
Resolution at second (Review Office) level	49%	60%
Resolution at third (Appeal Commission) Level	30%	19%
General Information telephone calls returned within 24 hours	95% of calls	98% of calls
Authorization form sent to new client within 5 to 7 days	100%	100%
Following case assignment, first contact with client within 4-6 weeks	95% of cases within 3 weeks	95% of cases within 3 weeks
Public Education presentations	14	16

### Caseload Statistics

	1997/98	1998/99
Files carried over	324	330
Files opened	511	590
Files closed	527	563
Cases handled through early intervention	400	446

### Continuous Improvement

- In its ongoing commitment to provide improved and timely service, the Worker Advisor Office will continue to try and resolve claims through its Early Intervention Program or at Primary Adjudication.
- The Worker Advisor Office will implement its ethno cultural initiative to address claimants having difficulty understanding and accessing services with regards to their Workers Compensation claim.
- In anticipation of a central divisional intake system, Worker Advisor will cross train identified staff in support of this initiative.
- The Branch will continue in its review of existing support programs i.e. claimant program and inquiry services in support of program staff and client service.

### 2(k) Worker Advisor

Expenditures by Sub-Appropriation	Actual 1998/99	Estimate 1998/99		Variance Over/(Under)	Expl. No.
	\$	FTE	\$		
Total Salaries	563.7	12.00	586.9	(23.2)	
Total Other Expenditures	164.1		165.8	(1.7)	
<b>Total Expenditures</b>	<b>727.8</b>	<b>12.00</b>	<b>752.7</b>	<b>(24.9)</b>	



# Department of Labour

## Reconciliation Statement (\$000)

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<b>DETAILS</b>	<b>1998/99 ESTIMATES</b>
1997/98 Main Estimates	\$12,613.6
Transfer of functions to Education & Training <sup>1</sup>	(71.7)
Allocation of funds from Internal Reform, Workforce Adjustment and General Salary Increases	97.0
<b>1998/99 Estimate</b>	<b>\$12,638.9</b>

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<sup>1</sup>Transfer of 2 FTE to the Amalgamated Human Resource Services Branch, based in the Department of Education & Training





# Department of Labour

## Expenditure Summary (\$000)

for fiscal year ending March 31, 1999 with comparative figures for the previous fiscal year

Estimate 1998/99	Appropriation	Actual 1998/99	Actual 1997/98	Increase (Decrease)	Expl. No.
<b>11-1 LABOUR EXECUTIVE</b>					
\$ 26.3	a) Minister's Salary	\$ 26.1	\$ 25.7	\$ 0.4	
	b) Executive Support				
380.4	1. Salaries	362.9	367.1	(4.2)	
69.7	2. Other Expenditures	80.9	90.1	(9.2)	
\$ 476.4	Total 11-1	\$ 469.9	\$ 482.9	\$ (13.0)	
<b>11-2 LABOUR PROGRAMS</b>					
\$1,033.3	a) Management Services				
324.6	1. Salaries	\$ 1,022.2	\$ 1,049.9	\$ (27.7)	
	2. Other Expenditures	392.4	306.1	86.3	1.
1,475.9	b) Mechanical & Engineering				
432.5	1. Salaries	1,494.2	1,434.7	59.5	
	2. Other Expenditures	510.3	525.1	(14.8)	
427.7	c) Conciliation, Mediation & Pay Equity Services				
98.3	1. Salaries	355.7	392.2	(36.5)	
	2. Other Expenditures	108.6	89.9	18.7	
251.2	d) Pension Commission				
90.3	1. Salaries	232.6	241.0	(8.4)	
	2. Other Expenditures	87.9	97.1	(9.2)	
612.2	e) Manitoba Labour Board				
405.7	1. Salaries	608.0	615.3	(7.3)	
	2. Other Expenditures	383.9	318.9	65.0	
2,531.1	f) Workplace Safety & Health				
809.9	1. Salaries	2,461.1	2,495.8	(34.7)	
	2. Other Expenditures	855.2	717.4	137.8	2.

<b>Estimate 1998/99</b>	<b>Appropriation</b>	<b>Actual 1998/99</b>	<b>Actual 1997/98</b>	<b>Increase (Decrease)</b>	<b>Expl. No.</b>
	g) Occupational Health				
221.1	1. Salaries	207.3	206.1	1.2	
39.6	2. Other Expenditures	36.1	35.4	0.7	
	h) Mines Inspection				
533.1	1. Salaries	483.8	524.3	(40.5)	
185.2	2. Other Expenditures	203.9	173.4	30.5	
	j) Employment Standards				
1,823.1	1. Salaries	1,760.3	1,682.5	(77.8)	
642.9	2. Other Expenditures	687.4	511.6	175.8	3.
	k) Worker Advisor Office				
586.9	1. Salaries	563.7	610.1	(46.4)	
165.8	2. Other Expenditures	164.1	146.6	( 17.5)	
<b>\$12,690.4</b>	<b>Total 11-2</b>	<b>\$ 12,618.7</b>	<b>12,173.4</b>	<b>445.3</b>	
<b>\$13,166.8</b>	<b>TOTAL EXPENDITURES</b>	<b>\$ 13,088.6</b>	<b>\$ 12,656.3</b>	<b>\$ 432.3</b>	

**Explanation Number:**

<sup>1</sup>Increase reflects increased expenditures related to the full year transition to the Desktop Managed Environment.

<sup>2</sup>Increase reflects increased expenditures related to the full year transition to the Desktop Managed Environment.

<sup>3</sup>Increase reflects increased expenditures related to the full year transition to the Desktop Managed Environment, as well as increased expenditures related to the development and production of program materials pertaining to regulatory and legislative changes (increase in minimum wage and enactment of new Labour Standards Code).

# Department of Labour

## Revenue Summary by Source (\$000)

for fiscal year ending March 31, 1999 with comparative figures for the previous fiscal year

Actual 1997/98	Actual 1998/99	Increase (Decrease)	Source	1998/99 Actual	199899 Estimate	Variance	Expl. No.
<b>Current Operating Programs:</b>							
Other Revenue:							
\$ 5,108.8	\$ 5,108.8	\$ 0.0	(a) Workers= Compensation Board	\$ 5,108.8	\$ 5,108.8	\$ 0	
2,440.8	2,809.6	368.8	(b) Fees	2,809.6	3,125.9	(316.3)	1
118.8	118.4	(0.4)	(c) Sundry	118.4	117.6	0.8	
<hr/>							
\$ 7,668.4	\$ 8,036.8	\$ 368.4	Sub-Total	\$ 8,036.8	\$ 8,352.3	\$ (315.5)	
<hr/>							
<b>Government of Canada:</b>							
\$ 52.4	\$ 46.6	\$ (5.8)	(a) Boilers and Elevators Inspections	\$ 46.6	\$ 43.0	\$ 3.6	
145.0	150.8	5.8	(b) Fliin Flon Inspection Agreement	150.8	150.0	0.8	
<hr/>							
\$ 197.4	\$ 197.4	\$ 0	Sub-Total	\$ 197.4	\$ 193.0	\$ 4.4	
<hr/>							
\$ 7,865.8	\$ 8,234.2	\$ (368.4)	Total Revenue	\$ 8,234.2	\$ 8,545.3	\$ (311.1)	

### Explanation Number:

1. Fees

- **1989/99 Actual \$368.8 over 1997/98 Actual** – The variance reflects the fact that 1998/99 was the 4 year renewal year for Power Engineers licences, resulting in an increase of \$165.0 year over year. As well, increased fees under the Gas & Oil Burner and Elevator regulations generated an additional \$126.0 in revenue in 1998/99 compared to the previous year.
- **1998/99 Actual \$316.3 under 1998/99 Estimate** – The variance reflects lower revenues in the Boiler and Pressure Vessel Inspection program due to staff turnover; as well, revenues from pension registrations and annual pension information returns were lower than projected, due to unanticipated delays in passing regulations to put in place the higher fees that were approved for implementation in 1998/99.



# Department of Labour

## Five Year Expenditure and Staffing Summary by Appropriation (\$000) for years ending March 31, 1995 - March 31, 1999

Appropriation	Actual/Adjusted Expenditures*									
	1994-95		1995-96		1996-97		1997/98		1998/99	
	FTE	\$	FTE	\$	FTE	\$	FTE	\$	FTE	\$
11-1 Labour Executive	5.50	339.5	8.50	453.0	9.00	455.9	9.00	482.9	9.00	469.9
11-2 Labour Programs	209.10	12,808.6	206.10	12,763.0	206.20	12,500.3	196.70	12,238.6	195.70	12,618.7
11-3 Labour Special Programs	-	297.5	-	298.4	-	-	-	-	-	-
<b>Total</b>	<b>214.60</b>	<b>13,445.6</b>	<b>214.60</b>	<b>13,514.4</b>	<b>215.20</b>	<b>12,956.2</b>	<b>205.70</b>	<b>12,721.5</b>	<b>204.70</b>	<b>13,088.6</b>

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

### NOTES:

1. *During 1994/95, the staffing and operating costs of the Offices of the Minister and Deputy Minister were shared with the Department of Northern Affairs.*
2. *As of 1996/97, the Office of the Fire Commissioner became a Special Operating Agency. Totals from previous years have been adjusted to reflect this change.*
3. *As of 1996/97, the Payment of Wages Fund under Labour Special Programs was eliminated.*
4. *1998/99 was the first year that costs were incurred for the new government-wide desktop management initiative.*