

Nova Scotia Labour and Workforce Development
Annual Accountability Report for the Fiscal Year 2008-2009




NOVA SCOTIA
Labour and Workforce Development

Fairness, safety and prosperity

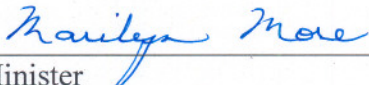
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1. Accountability Statement

The accountability report of Nova Scotia Department of Labour and Workforce Development for the year ended March 31, 2009 is prepared pursuant to the *Provincial Finance Act* and government policies and guidelines. These authorities require the reporting of outcomes against the department's business plan information for the fiscal year 2008-2009. The reporting of outcomes necessarily includes estimates, judgments and opinions by department management.

We acknowledge that this accountability report is the responsibility of department management. The report is, to the extent possible, a complete and accurate representation of outcomes relative to the goals and priorities set out in the department business plan for the year.


Minister


Deputy Minister

2. Message from the Minister

It is my pleasure as the new Minister for Labour and Workforce Development to present the highlights of the department's achievements for the 2008-2009 fiscal year.

This report outlines the great work the department has done over the past year to:

- protect Nova Scotia's people and property ;
- anticipate and respond to workforce needs;
- promote safety at work, home and play,
- ensure fairness at work;
- support lifelong learning; and
- build capacity to seize opportunities.

Recently the department put in place its first strategic plan. This plan will help guide the department as we continue to address our priorities as we move forward.

Looking ahead, the province is committed to creating the secure jobs our economy needs and making sure our young people have the opportunity to stay and work here in Nova Scotia.

There is no doubt our department will play a vital role in supporting these priorities and making sure that Nova Scotians are properly prepared to seize opportunities and prosper in today's, and tomorrow's, job climate.

For example, Skill Development, through initiatives such as Workplace Education, helps provide our workforce with the tools and knowledge they need to stay competitive in today's job market.

The Nova Scotia Apprenticeship System, including programs such as the Workit Youth Apprenticeship Initiative, as well as other initiatives like Bright Career Futures and Career Options, helps young people stay in Nova Scotia and get the skills they need to be successful in the job market of tomorrow.

We are also focusing on young people in the area of workplace safety by working with our partners, including the Department of Education, to introduce eight hours of health and safety instruction and discussion in grade nine classrooms.

In the area of labour relations, Nova Scotia is once again better than the national average. Employers and organized labour continue to maintain successful communication in the province and as a result, 2008-2009 was another year without a legal strike in Nova Scotia.

While this report highlights the department's considerable accomplishments over the past year, I am committed to building on this success as we work together to meet the challenges of the future.

I look forward to working with our partners to make sure the department continues to protect and promote the safety, fair treatment, and prosperity of Nova Scotians working now and for years to come.

Sincerely,



Hon. Marilyn More
Minister
Labour and Workforce Development

3. Introduction

This Accountability Report provides information on Nova Scotia Labour and Workforce Development's performance in relation to the goals, priorities, performance targets, and budget expenditure targets presented in its 2008-2009 business plan.

On April 1, 2008, the Government formed the Nova Scotia Department of Labour and Workforce Development. In our inaugural year, 2008-2009, the department embarked on a 4-year strategic planning process to incorporate present day needs of those served by the various divisions as well as those needs we can project for the years ahead. Through this process, we identified the vision and mission of the new department.

Our Vision

Fairness, safety and prosperity for all Nova Scotians by living, learning and working to our highest potential.

Our Mission

Labour and Workforce Development will create winning conditions by fostering the social and economic well-being of Nova Scotians by:

- protecting Nova Scotia's people and property;
- anticipating and responding to workforce needs;
- promoting safety at work, home and play;
- ensuring fairness at work;
- supporting life-long learning; and
- building capacity to seize opportunities.

In order to achieve success, the department needed to focus on its strategic goals. Therefore, the department was structured to deliver on the Strategic Plan (see Appendix B).

Included among the highlights of this report is the successful implementation of new Labour Market and Labour Market Development Agreements. These agreements help eligible unemployed Nova Scotians transition back into the workforce by providing them with the appropriate training, guidance and resources.

In addition, we also commissioned an independent expert panel to complete a comprehensive review of pension legislation in the province. The panel's final report has been delivered to the department and we will be reviewing its recommendations in the coming year.

In 2008-2009, the department also amended regulations relating to the sale and purchase of lottery tickets to strengthen player protection and the integrity of the lottery.

The department's 2008-09 business plan is available on our website at:
<http://www.gov.ns.ca/lwd/pubs/>

4. Departmental Progress and Accomplishments

Core Business Area: Labour Market Transition Team

Priority: Develop and be ready to implement systems, structures, and supports necessary to transition the federal employment insurance training programs to the department and to implement the Labour Market Agreement (LMA) .

The Province of Nova Scotia and the Government of Canada signed the Labour Market Development Agreement (LMDA) and the Labour Market Agreement (LMA) on June 13, 2008. Over a six year period these two agreements will effect the transfer of more than half a billion dollars in program funds to the Province of Nova Scotia.

After signing the agreement, the two governments established a number of federal-provincial working groups that managed the transfer issues related to Human Resources, Information Technology, Financial Management, Employment Programs, Facilities and Assets. These working groups had representation at various staff levels from the federal government and from a variety of departments within the Nova Scotia Government.

Work was advanced on departmental service delivery design, and a new division of Employment Nova Scotia was created within the Skills and Learning Branch of Labour and Workforce Development. A new director and a number of new managers have been hired to support the delivery of programs. This new division is well positioned to oversee the operations of both the LMDA and the LMA.

In addition, the Department of Labour and Workforce Development is cooperating closely with the Department of Community Services and the Office of Immigration to support the delivery of programs under the LMDA and the LMA, along with a number of other Government of Nova Scotia labour market programs. There is an IT system being developed to assist with program administration, called the Labour Market Programs Support System (LaMPSS,). It is nearing the end of the needs assessment phase, is about to move into the development phase.

The LaMPSS project includes participation by staff from all three departments, as well as other government partners, including the Office of the Chief Information Officer and Nova Scotia Finance. A special privacy council with representation from all three departments has been formed to address any privacy protection and management issues.

Core Business Area: Skills and Learning

Priority: Create innovative pathways and solutions in partnership with business, industry, labour, and education providers to remove barriers to access and increase participation in learning, particularly for Nova Scotians with low skills, employment, or income.

Labour Market Development Agreement (LMDA)

The LMDA agreement will transfer more than \$80 million dollars in program funds on an annual basis to the Province of Nova Scotia to support unemployed Nova Scotians with employment services, and eligible clients of the federal Employment Insurance account with employment benefits. This transfer enables the Province to eliminate duplication and play a more direct role in influencing the utilization of the LMDA funds.

The transfer of funds will become effective as of July 1, 2009, and there will be an associated transfer of more than 75 staff from the Government of Canada to the Government of Nova Scotia. To support this transfer, an Employee Transfer Agreement (ETA) was negotiated between the two governments, with the cooperation of the Nova Scotia Government Employees Union, which details how employee benefits will be handled during the transfer. The ETA was signed in November of 2008, and transfers will take effect on July 1, 2009.

In addition to the employment program transfer, on July 1, 2009, Nova Scotia will become responsible for the operation of the Canada Job Bank for this province, which supports the matching of employer vacancies with available Nova Scotians. Nova Scotia is also working with the federal government on the development of a Labour Market Information strategy, which should be finalized in 2009-2010.

Labour Market Agreement

Over its six year duration, the value of the LMA will exceed \$80 million and will be used to assist unemployed Nova Scotian's ineligible for EI, or low-skill employed workers improve their labour market outcomes.

An interdepartmental committee considered stakeholder input and the results of previous and recent consultation activities with key stakeholders to develop the LMA investment plan. As a result, more than \$4.5 million in funding was invested in 2008-2009 to support a wide range of activities in the province such as community-based employment supports, workplace education, adult literacy, business counseling, older worker programming and language training.

In addition under the LMA umbrella, Labour and Workforce Development established four advisory committees composed of representatives from community-based agencies to provide advice to the department on employment issues related to Aboriginal Peoples, Persons with Disabilities, African Nova Scotians, and Acadians.

Adult Education

In addition to the Nova Scotia School for Adult Learning's (NSSAL) core programming, (Adult Learning Program, NS High School Graduation Diploma for Adults, Family Literacy, Seniors' Programs, GED test administration and annual literacy celebrations and events), the department also worked with Aboriginal communities, the Nova Scotia

Community College (NSCC), community learning organizations, the PLA Centre and the National Adult Literacy Database (NALD), to develop innovative adult learning programs and pathways for adult learners in Nova Scotia.

New programming models were developed in the following areas:

- Adult Learning Programming (ALP) for Aboriginal communities
- ALP - LINK - Continuing Care Assistant (CCA) program for adults who want to complete their high school diploma while they train to become a CCA, in partnership with the Nova Scotia Community College
- Adult Learning Program (ALP) GAP Employability programming, in partnership with community learning organizations
- Enhanced English as Second Language (ESL) Training for Adult Learning Program (ALP)

Apprentice Award Program

The Apprentice Award Program provides progression and completion awards to apprentices to assist with the financial costs of completing an apprenticeship. 2008-2009 marks the inaugural presentation of the awards. During this time, 171 awards were approved and distributed to eligible apprentices.

Aboriginal Apprenticeship Strategy

The purpose of the Aboriginal Apprenticeship Strategy is to increase participation in apprenticeship and develop the appropriate supports to facilitate success. The strategy is guided by a tri-partite advisory committee with representation from on-reserve and off-reserve communities. A study with potential apprentices, current apprentices and newly certified journeypersons was conducted to assist the department with developing a marketing campaign. As an interim measure, an apprenticeship brochure with community appropriate visuals was printed and circulated to community representatives for their use. A one day joint session was held February 26, 2009 with apprenticeship training officers and native employment officers employed by the on-reserve and off-reserve Aboriginal Human Resource Development Agreement holders. Since the start of the strategy last May, an additional 18 apprentices have registered, and four have successfully completed. A primary objective is to register 125 new Aboriginal apprentices in Nova Scotia by March 2010.

Building Futures for Youth Program

The department, in partnership with the Construction Association of Nova Scotia (CANS), the Department of Education, the Nova Scotia Community College, and Regional School Boards, funded a three-year pilot program aimed at promoting career awareness, apprenticeship training and long term attachment to the construction industry. The first year of the Building Futures for Youth program provided a select number of students enrolled in Co-Operative Education courses in the Halifax Regional School Board the opportunity to gain course credit, obtain workplace health and safety training,

connect with employers through summer work placements and enter into a youth apprenticeship agreement leading to future certification in the construction trade of their choice. This collaborative effort will help address the labour market needs of the construction industry, while also creating a clear pathway for students interested in a career in the trades. Ongoing promotional efforts have taken place since September 2008, with over 1900 students and teachers, at 34 schools, being reached through in-school presentations.

Targeted Initiative for Older Workers

The *Targeted Initiative for Older Workers (TIOW)* is a federal-provincial cost-shared initiative that provides support to older unemployed workers in communities affected by significant downsizing or closures. This is enabled through programs that assist them to remain active and productive labour market participants while their communities undergo adjustment.

TIOW projects incorporate the most successful practices and lessons learned from domestic and international evaluations of labour market adjustment and employment programs for older workers, and offer programming that is not available to clients through Employment Insurance (EI) Part II Employment Benefits and Support Measures.

During 2008-2009, ten TIOW projects were funded assisting 118 older workers in Nova Scotia. The Province also signed an amendment to the original TIOW agreement that extends the program for an additional three years ending March 31, 2012.

One Journey-Work & Learn

One Journey-Work and Learn is a joint initiative of Labour and Workforce Development and the Department of Community Services in partnership with business, industry, and community agencies. The initiative brings together people who need jobs with industries that need skilled workers. Individuals, in receipt of income assistance or employment insurance, attend customized essential skills and training programs before moving into guaranteed positions provided by an industry partner. During 2008-2009 eight projects were delivered.

Integrated Aboriginal Labour Market Strategy

The department conducted 25 *Bridging the Aboriginal Community* workshops to provide Native Employment Officers and Case Managers with labour market, program, training and employment information. Over 200 participants attended these sessions.

The department piloted Parents as Career Coaches in Eskasoni and is currently in the process of adapting the program so a version of the program can be rolled out to the Aboriginal community.

A strategic framework has been drafted based on the Integrated Labour Market Strategy. The strategy is designed as a two-phased project that will be implemented over two years. Phase one is underway and a steering committee of stakeholders is active. Over the past 18 to 24 months the Province has consulted with the Aboriginal community throughout Nova Scotia both on and off reserve in order to engage their support. An Aboriginal Labour Market Strategy Coordinator has been hired from the Aboriginal community and is active in the role.

African Nova Scotia Integrated Labour Market Strategy

The department in partnership with the Greater Halifax Partnership and NSCC is funding a community satellite office in the Preston area. The office, which opened early in 2008, is an outreach, mentoring, apprenticeship and career resource centre to support the labour market participation of people in the community. The department provided funding to the Greater Halifax Partnership to conduct community consultations as part of the development of a strategic plan for the African Nova Scotia Community in the Preston area.

Other initiatives include piloting Parents as Career Coaches for the African Nova Scotian Community, 12 week job readiness program and bridging to apprenticeship program for African Nova Scotians in the Valley.

Priority: Support the mobility of the labour force through policy development and inter-provincial collaboration.

Labour Mobility

In the fall of 2007, Nova Scotia's Speech from the Throne committed to tabling legislation during the 2008 spring session that would make it easier and faster for nationally and internationally trained professionals to become licensed in their field of expertise. The proposed legislation was drafted based on consultations with targeted stakeholders and analysis of other legislation. The proposed legislation will facilitate a better understanding of occupational registration practices and requirements in the province and will support best practices in regulated occupations by ensuring regulatory bodies have registration processes that are fair, objective, transparent and impartial. A working group comprised of regulatory body and government representatives was established in July 2008 to review and refine the proposed draft legislation. The Government passed the *Fair Registration Practices Act* on November 25, 2008.

Agreement on Internal Trade

As per Council of Federation direction, Nova Scotia participated in Labour Mobility Coordinating Group (LMCG) and Canadian Council of Directors of Apprenticeship (CCDA) meetings to draft amendments to Chapter 7 of the Agreement on Internal Trade to make it more effective in ensuring labour mobility in Canada for workers in regulated occupations.

A provincial advisory committee combined of government and regulatory body representatives was formed in September 2008 to advise on mechanisms for implementing an amended Chapter 7 and for achieving full labour mobility.

The amendments to Chapter 7 of the Agreement on Internal Trade were approved by the Forum of Labour Market Ministers (FLMM) and the Committee on Internal Trade (CIT) in December 2008 and endorsed by First Ministers on January 16th. Nova Scotia signed the Ninth Protocol of Amendment to the Agreement on Internal Trade. The amendments will become effective once all Parties to the agreement have signed this Protocol.

The department has met with regulatory bodies and the department under whose mandate they fall to discuss meeting the obligation of the amended chapter. The department has initiated a process to identify all regulated occupations in NS. In addition, Apprenticeship Training has been working on a number of activities including:

- deciding on the interpretation of the Chapter that will affect operations;
- developing an ID card for recognition of out-of-province credential holders; and
- reviewing the scope of activity for the Gas Fitter, Blaster and the Alarm and Security trades from all jurisdictions to assess the equivalence to Nova Scotia's trade requirements.

Priority: Coordinate the collection, analysis and dissemination of labour market information and career planning information to address the needs of our partners and stakeholders.

Labour Market Information Strategy

The department engaged Service Canada to begin development of a Canada-Nova Scotia Joint LMI Strategy to meet the requirements stated in Annex 2 of the Canada-Nova Scotia Labour Market Development Agreement, to be finalized by July 1, 2009. Coinciding this, a background document is being researched and developed to support the formation and guide the activity of a Provincial LMI Action Committee.

Over the course of 2008-2009, the Labour Market Partnerships Division undertook many new strategic LMI initiatives, some of which were in response to the results of a formal evaluation of the Division's LMI products and services completed early in the fiscal year. Examples include major revisions to the Career Options website, an updated Career Options Handbook, development of the Bright Career Futures website, supporting the work of the National Advisory Panel on LMI, a new High Opportunities Career Options publication, and continued promotion and dissemination activities working with various stakeholder groups.

Parents as Career Coaches

Between November 2008 and May 2009, approximately 650 parents/guardians signed up either by phone or on-line, and attended the Parents as Career Coaches (PACC) program in their area. The program was delivered a total of 33 times across the province, in both urban and rural areas, and in both senior and junior high school settings. Our service provider, NSCC's Career and Transition Services (CATS), was also contracted to develop culturally relevant PACC programs in the Aboriginal and African Nova Scotian communities. Over the spring, two junior high school PACC pilots were hosted in the Halifax Regional Municipality. We are in the process of collecting feedback from participants, schools, and facilitators, the results of which will be used to form a program evaluation, to be completed this summer.

Priority: Promote the value of cooperative and apprentice initiatives to employers and increase their knowledge of human resource planning as a required business practice

Targeted Labour Market Initiatives for Underemployed Groups

In addition to developing labour market strategies for the Aboriginal and African Nova Scotian Community, the department is working with partners to address retention and workforce participation issues for youth, immigrants, persons with disabilities, and women. These initiatives include sponsoring career fairs for targeted groups such as university students and immigrants and providing project support to Women Unlimited. The aim of Women Unlimited is to increase participation of women in trades and technologies in non-traditional roles and support employers with a recruitment and retention toolkit to help them address the challenges and barriers women face in the workplace.

Workplace Education Initiative

The Workplace Education Initiative provides funding and support to assist business, industry and labour in providing essential skills programs to Nova Scotians. Workplace Education draws success and strength from its partnership model, which encourages government, business, and labour to invest in education and training, and cultivates a culture of learning within workplaces.

A total of \$1,375,495 (\$473,087 provincial dollars and \$902,408 from industry) was invested in Workplace Education programs in 2008-2009 to help business upgrade the skills of the workforce it already has and to help specified groups and individuals enter or re-enter the workforce. This includes offering support to workers who have been displaced as a result of downsizing or closures. One hundred and fifty-eight (158) programs were delivered to over 98 worksites across Nova Scotia.

Nova Scotia is focusing attention on mentoring to assist with teaching and learning in the workplace. Mentoring is now a required part of apprenticeship technical training for all Apprenticeship Programs in the province. Mentorship training is also being made available to industry. The department has worked in partnership to develop a suite of resources to assist with mentoring throughout the apprenticeship journey. The resources are available online at: <http://apprenticeship.nsc.ca/mentoring/>

Invest in Youth

Invest in Youth is an employer engagement initiative designed to complement current programming offered by Nova Scotia public high schools, including youth apprenticeship. At the core of the initiative is a database of local employers who are willing to connect with high school youth for mentoring opportunities.

At present over 5,000 employers have signed up to be part of the Invest in Youth database for use by high schools and the apprenticeship authority to connect youth with learning opportunities in the skilled trades, among other career options.

Core Business Area: Public Safety & Occupational Health and Safety

Priority: Promote safe and healthy workplaces/work practices and safe facilities and equipment

Occupational Health and Safety

The department continued to work with the Workers Compensation Board and other Workplace Safety and Insurance System partners and contributed to a number of interagency committees to improve the coordination of services. All WSIS committees - Coordinating Committee, Heads of Agencies Committee, Strategic Performance Advisory Committee, Issues Resolution Committee and Joint Committee - were active during the fiscal year.

The Division implemented its multi-year plan that identifies present and future occupational health and safety issues, researches their implications and, in cooperation with the OHS Advisory Council, ranks them in priority. The Division worked on the following issues in 2008/2009: education and training, the internal responsibility system, ergonomics, targeting and compliance and updating legislation and regulations.

Education

- Agreement had been reached to pilot occupational health and safety programming in the public school system, grade nine.
- A number of social marketing campaigns were active during the fiscal year, including campaigns on television and radio, in print and initiatives on the internet.

Internal Responsibility System

- A consultation was undertaken on effecting improvements to the internal responsibility system under the Act and at year end the results had been summarized and reviewed with stakeholders.

Ergonomics

- The ergonomics initiative was underway and the agencies were preparing a discussion document for a consultation with stakeholders on required initiatives.
- In consultation with the WCB, the Division started work on a provincial ergonomics strategy. The strategy will likely take several years to be fully implemented. In addition, the Division is represented on a Canadian Standards Association technical committee that aims to develop a national ergonomics standard.

Targeting

- Targeting practices were aligned to ensure that similar criteria were in use and that resources were used efficiently.
- Through its ongoing inspection and investigation programs the OHS Division continued to monitor and require compliance with existing laws. The Division implemented a new complaint handling system. In this system, complaints that are unlikely to result in serious harm in the immediate future are handled by office staff. This frees up field officers to handle more urgent matters. The system was tried successfully on several complaints.

Legislation and Regulations

- The Division completed work on a unified regulatory framework for undersea coal mining in Nova Scotia. In cooperation with the federal government and the underground mining industry and workers, the Government passed new Underground Mining Regulations.
- At year end, the Liquefied Natural Gas Regulations had been drafted but not implemented. The department was advised that, as written, most of the current OHS regulations would not support summary offence ticket provisions. The Division will therefore look to insert more precise wording as regulations are updated.
- In consultation with the Advisory Council, the Division started work on updating the Fall Protection and Scaffolding Regulations. The work included 3 focus groups and the creation of an Advisory Council sub-committee to conduct a detailed review.

- The Division supported on-going work to update the Temporary Workplace Traffic Control Manual.
- The Division continued to support work on reducing the radiation risk from radon exposure. In addition, a survey of radiation risks at veterinarian facilities was completed and work started in collaboration with the Nova Scotia Veterinary Medical Association.
- The national Model Occupational Safety and Health Regulations for the Workplace Hazardous Materials Information System were completed in the period and posted to the national website. Further consultation was not undertaken and additional work within the province was not undertaken as this work must wait for a national approach to be started.
- Negotiations continued with the governments of Canada and Newfoundland and Labrador on the revised Canada - *Nova Scotia Offshore Accord Implementation Act*. Consultation was delayed as a revised Bill was not available through the period. Work will continue once the remaining federal and provincial issues are addressed and draft legislation is produced.

Public Safety

Following public consultation in the summer of 2007, the Minister's Advisory Group on technical safety made 19 recommendations for the development of a framework for new technical safety legislation to replace 5 existing acts. The *Technical Safety Act* was introduced and passed in May 2008. The Act will be proclaimed once the regulations under Phase 1 of the implementation plan have been made. The regulations will not come into force until six month to eight months after they have been made, to enable stakeholders to prepare for their implementation. The department is committed to ongoing, meaningful discussion with stakeholders as the new regulations are developed.

The Building, Fire and Technical Safety Division continues to work with the Skills and Learning Branch on training and certification requirements for skilled workers. Collectively, we will be conducting a pilot project to change the renewal of a Certificate of Qualification to the issuance of a licence for the construction electrician and oil burner mechanic trades, both of which are compulsory certified. The pilot project will be initiated as new regulations under the *Technical Safety Act* are put in place. Assuming the pilot project is successful, the approach may be applied to other compulsory certified trades.

Changes to the *Fire Safety Act* have been delayed to allow resources to be dedicated to the *Technical Safety Act* and the regulations. A number of the changes including retrofit of apartment buildings have been placed on the priority list for the National Fire Code. The process used by the national code system will ensure a fair and equitable cost effective solution to apartment buildings built previous to the adoption of the Nova Scotia Building Code. The department brought in an engineer from the United States to provide the fire inspectors with a training program on how to address fire safety issues by using

the present codes and reference material to provide cost effective solutions to the analyzed fire safety risk.

The Office of the Fire Marshal continues to work with the Fire Service to develop programs to ensure firefighter training close to their communities. The Waverley Fire School has ordered a mobile burn trailer for delivery in November. The unit will allow firefighters to be trained at sites throughout Nova Scotia.

Proposed amendments to the Nova Scotia Building Code Regulations to address energy and water conservation measures will be forwarded for Cabinet consideration early Fall 2009 with a proposed implementation date of January 1, 2010. The 2008 interim changes to the National Building and Plumbing Codes have been made based on feedback obtained as a result of stakeholder consultations.

The department continues to evaluate the current risk management model for elevating devices and monitors incidents involving elevating devices. The department is actively researching and working with other jurisdictions to determine if all jurisdictions can come to consensus on a risk management model that is scientifically defensible across a number of technologies including elevators.

Core Business Area: Employment Standards, Labour Services, Workers' Advisers Program and Pensions

Priority: Promote employment standards, fair processes for wage compensation, effective labour-management relations and fairness for injured workers; and protect the interests of pension plan members

Labour Standards

The Labour Standards Division continued to exceed its assignment time service standard for complaints. Additional service standards were introduced internally on a pilot basis and may be integrated into future business plans.

The Division delivered on its commitments in the Business Plan including:

- The compliance strategy was implemented and techniques refined, although operational pressures meant a lower volume of compliance activity in 2008/09 than in 2007/08.
- The division also supported the work of the Minimum Wage Review Committee, and consulted on and implemented its recommendations.
- As part of an education initiative, the division provided information about the Labour Standards Code and the retail business closing rules to stakeholders.

Conciliation and Labour Tribunals

In an effort to improve capacity for conciliators in the province, the Executive Director participated in the Advisory Committee for CAALL and supported the national mediator training program by sending one intern and one conciliator to the training in 2008. Two interns were recruited in 2008 and commenced the two-year internship program.

The Arbitration Advisory Committee meets on a regular basis and makes recommendations to the Minister. The Labour Services Division has a staff person at each meeting who provides administrative support to the Committee.

There were no delays in appointing Conciliators when requested. During 2008-09, there were 41 conciliation requests, 107 grievance mediation requests with 93% settlement, a total of 9 programs were delivered to stakeholders. The duty of fair representation and expedited arbitration processes have been monitored and the reports completed.

Pension Regulations

The Pension Review Panel presented its report to Government on January 27, 2009. The department is analyzing the report and preparing its analysis for Government's consideration.

The Canadian Association of Pension Supervisory Authorities (CAPSA) Model Law project was completed in October 2008. A proposed Agreement Respecting Multi-Jurisdictional Pension plans was released for consultation on October 21, 2008. The consultation ended on January 30, 2009. CAPSA is targeting to finalize the proposed agreement for the summer of 2009.

Workers' Advisers Program

WAP received 1270 requests for service in 2008-09. Every caller requesting services from the Program is interviewed by the Intake Clerk who enters the information into our database and initiates a request to the Workers' Compensation Board for access to the worker's electronic file. Meetings are held with the Advisers approximately bi-weekly to assign the case files. We continue to review and adjust our intake system to make it more efficient and timely. We continue participate in the Issues Resolution Working Group of WSIS to improve access to WCB electronic files and discuss issues of mutual concern.

The Workers' Advisers Program continues to send out surveys when a file is closed and gather information about service quality. Survey feedback is used to determine what training or professional development is required and/or desired, to improve service delivery, assess workloads, use of best practices and quality (internal audits).

Core Business Area: Alcohol, Gaming, Theatre and Amusements Regulation

Priority: Protect the public interest with respect to gaming, the sale of liquor, operations of theatres and amusements, distribution of film products and video games and enforcement of the *Smoke-free Places Act* in Nova Scotia.

In 2008-2009, the Alcohol and Gaming Division focused on several priority deliverables:

- As a result of the separation of the Department of Environment and Labour, the Alcohol and Gaming Division postponed the adoption of the Activity Tracking System. A review with IT Services is pending to determine our forward progress.
- The department amended the *Atlantic Lottery Regulations* to protect players of lotteries in Nova Scotia and to improve the integrity of the lottery system. It was determined that changes to the *Gaming Control Act* were not required and that the necessary amendments could be made pursuant to the Atlantic Lottery Regulations. The Regulations have been amended and come into force on Oct 1, 2009.
- The department remained committed to improving the charitable gaming sector through the approval of break open games at bingo establishments, new ticket lottery technology, and information seminars for bingo operations in the province.
- A socio-economic study of gaming in Nova Scotia has been commissioned and is ongoing.
- The Alcohol and Gaming Division moved to a risk assessment/risk based inspection matrix and implemented an updated enforcement continuum. The inspectors have formed relationship with local police agencies; including recent joint inspections with the Halifax Regional Police Liquor Enforcement Unit. The division has also developed 'ID and Over' server training which is being offered to all licensees including those licensees working towards compliance.
- In partnership with the Provincial Gaming Section of the RCMP, the Alcohol and Gaming Division have worked to identify illegal gambling in liquor licensed establishments.

5. Human Resource Strategy

“Labour and Workforce Development is a Preferred Employer” is one of the goals identified in the department’s 2009-2013 Strategic Plan. It is the department’s objective to develop, retain and attract talented and skilled workers further strengthening an inclusive, high-performing and engaged workforce. We want to establish a corporate environment where people want to come to work, where their contributions and creativity are valued and recognized.

The department has begun to develop a robust Human Resources Plan to address departmental priorities as outlined in the Business Plan. Once released by the Public Service Commission, the Nova Scotia Public Service Commission’s employee survey ‘How’s Work going?’ will provide the department with the baseline data required to move forward with appropriate measures of success and analysis. The Human Resource Plan includes such components as:

- An orientation program has been developed and piloted with the new employees transferring from the Federal Government to the Province under the LMDA. An updated on-line orientation program is expected to be completed by third quarter of this fiscal.
- Employees were identified during the first quarter of this fiscal, for Leadership Development Programs with the Public Service Commission Training Centre.
- Healthy Workplaces, Employee Recognition and Diversity Management Programs were previously established with the Department of Nova Scotia Environment. Labour and Workforce Development continue to work with Nova Scotia Environment to ensure smooth transition of separate programs.

Canada and Nova Scotia signed two agreements in June 2008: the Labour Market Development Agreement and the Labour Market Agreement. The Labour Market Development Agreement transfers responsibility for the design and delivery of programming, provided under Part II of Canada’s *Employment Insurance Act*, from Canada to the Province, effective July 1, 2009. A human resources priority continues to be the successful transfer of approximately 70 Service Canada employees under this agreement during second quarter and the recruitment of a number of additional employees to ensure a smooth transfer of this program over the remainder of this fiscal.

The department has a French Language Plan in place to assist in maximizing staff capacity to communicate and deliver programs to our French speaking communities, and to enhance opportunities for French-language training.

6. IT and Communications

LWD is preparing for the devolvement of EI Part II programs (essentially back to work programs and services generally referred to as LMDA) from the Federal Government, effective July 1st, 2009. As part of this work, LWD has been working on implementing an interim IT solution, as well as the associated network communications and desktop PC installs in offices all over Nova Scotia. We will be using some of the Federal systems in the interim, and also implementing some interim Provincial systems. This work is all well under way for the implementation on July 1st.

Work on a long-term Provincial IT solution to support the delivery of both LMDA and the LMA program is also well underway. High level requirements have been defined, technical options have been assessed, and an overall blueprint is in development for completion in July. From this blueprint, several implementation releases will be planned for the next 2 or 3 years. This is a very large project funded by the Federal Government as part of the LMDA and LMA negotiations that have been completed.

Another IT initiative in LWD includes creating a support agreement for AGD that has helped to stabilize the support of their Amanda system, used for tracking Alcohol and Gaming licenses across the Province. The Skills and Learning division has also been converted to a new desktop and HelpDesk support environment. Some high level IT planning has also been conducted across the department.

7. Financial Results

Labour and Workforce Development			
Program and Service Area	2008-2009 Estimate	2008-2009 Actual	Variance
	(\$thousands)	(\$thousands)	(per cent)
Ordinary Revenues	\$3,274	\$3,301	.008
TCA Purchase Requirements	<u>\$0</u>	<u>\$0</u>	=
Program Expenses			
Administration	\$1,230	\$867	0.30
Policy, Planning & Professional Services	\$3,112	\$2,654	0.15
Safety	\$17,917	\$16,137	0.10
Labour Services	\$6,701	\$5,604	0.16
Skills and Learning Branch	\$33,483	\$42,148	0.26 ¹
Total Program Expenses	\$62,443	\$67,410	0.15
Funded Staff (FTEs)	318.0	234.7 ²	

¹ Variance is explained through additional funding from the Federal Government used for program grants.

² OHS staff are now being forecasted as recoverable staff.

8. Measuring Our Performance

Core Business Area: Skills and Learning – Adult Education, Apprenticeship Training and Skill Development, Labour Market Partnerships and Labour Market Development Secretariat

Outcome: Nova Scotians have access to adult education

One of the department's core business areas is Skills and Learning. The number of adult Nova Scotians receiving a high school graduation diploma is one of the measures for a desired outcome that falls within this core business area.

The Measure:

Number of adult learners enrolled in literacy and upgrading programs through the Nova Scotia School for Adult Learning (NSSAL)

What does this measure tell us?

The measure provides data on the number of Nova Scotians participating in literacy and upgrading programs through the Nova Scotia School for Adult Learning. The Nova Scotia School for Adult Learning supports the delivery of tuition-free adult education programs (in English and French) that allow Nova Scotians to improve their literacy skills, prepare to write GED tests, gain employability skills and/or earn credits toward the Nova Scotia High School Graduation Diploma for Adults.

Nova Scotians need opportunities to continue to learn throughout their lives. As the labour market changes, Nova Scotians need to develop new skills, improve their literacy, and upgrade their existing skills. It is not enough just to provide access to programs; we need to ensure that Nova Scotians participate in these programs. This measure is an indication of participation of adults in lifelong learning.

Where are we now?

In 2007-2008, there were 4,036 enrolments in 140 adult learning programs across the province, funded and coordinated through the Nova Scotia School for Adult Learning (NSSAL), and 407 adults graduated with their high school diploma.

In 2001-2002, (base year) there were 3,764 enrolments in adult learning programs funded through the Nova Scotia School for Adult Learning (NSSAL).

Overall, both enrolments and the number of adults who are able to earn a high school diploma through NSSAL funds, have remained constant from 2001-2002 through 2007-2008. Final 2008-09 NSSAL enrolment information will be available in the fall of 2009.

Where do we want to be?

As the need for lifelong learning continues to grow, it is expected that there will be an increase in program availability leading to greater participation of adult Nova Scotians.

The goal of the Nova Scotia School for Adult Learning is to provide a seamless learning system of adult learning programs and services to adults who seek to improve their literacy and essential skills. The Adult Education Division consults and works with communities and service delivery partners to ensure that adult learning programming is responsive to the ever changing needs of adult learners. The Division is committed to ongoing program review and accountability measures.

Outcome: Nova Scotians achieve trade certification and increase their employability

One of the department's core business areas was Skills and Learning. The Apprenticeship Program is one measure of outcomes that fall within this business area. The program also operates under the authority of the *Apprenticeship and Trades Qualifications Act*, *General Regulations* and specific trade regulations.

The Measure:

Number of Nova Scotians receiving certification through the apprenticeship program

What does this measure tell us?

The measure provides data on the number of individuals pursuing and obtaining certification in designated trades. Certifying skilled trade professionals is critical to industry and the economic health of Nova Scotia. Under the Act, the department is obligated to provide access to training and certification in designated trades.

Where are we now?

The target for this measure was to increase the number of certifications issued from 641 in the base year of 2001. Over the past number of years, participation in the Apprenticeship Program has increased. The demand for certified tradespeople continues to grow.

Participation in Apprenticeship Programs*

Year	# of Active Apprentices	# of New Registrations	# Apprentices accessing theory training	# of Certificates of Qualification Issued
2001-02	4586	1126	1816	641
2002-03	4810	1049	1978	800
2003-04	4327	875	2091	648
2004-05	4383	937	2178	719
2005-06	4097	1016	2272	759
2006-07	3919	1144	2275	745
2007-08	4565	1440	2540	839
2008-09	5039	1506	2653	852

Where do we want to be?

Our target is to increase the number of participants and program completions.

The provincial government has partnered with the Nova Scotia Aboriginal community, the Aboriginal Human Resource Development Council of Canada and Service Canada, Nova Scotia Region in developing an Aboriginal Apprenticeship Strategy. The first three years of the Aboriginal Apprenticeship Strategy will build on existing programs to provide skills training that prepare individuals for apprenticeships and registrations into apprenticeship programs. A primary objective over this three period is to register 125 new Aboriginal apprentices in Nova Scotia by March 2010.

The division, in partnership with the Construction Association of Nova Scotia (CANS), the Department of Education, the Nova Scotia Community College, and Regional School Boards, has funded the development of a three-year pilot program aimed at promoting career awareness and long term attachment to the construction industry and apprenticeship training. The first year of the Building Futures for Youth program provided a select number of students enrolled in Co-Operative Education courses in the Halifax Regional School Board the opportunity to gain course credit, obtain workplace health and safety training, connect with employers through summer work placements, and enter into a youth apprenticeship agreement leading to future certification in the construction trade of their choice. This collaborative effort will help address the labour

market needs of the construction industry, while also creating a clear pathway for students interested in a career in the trades.

Outcome: Nova Scotians have access to workplace/workforce education

One of the department’s core business areas was Skills and Learning. The number of businesses participating in Workplace/Workforce Programs is one of the measures for a desired outcome that falls within this core business area.

The Measure:

Number of Businesses Participating in Workplace/Workforce Programs

What does this measure tell us?

The measure provides data on the number of businesses participating in Workplace/Workforce Education Programs.

Upgrading of skills is important for Nova Scotians to keep current in today’s labour market. It is important that employers, in conjunction with the department, provide access to these programs through initiatives such as the Workplace/Workforce Education Program.

Where are we now?

The target for this measure was to increase the number of workplaces participating in Workplace Education Programs from 48 in the base year of 2003. Over the past six years the number of workplaces participating in the Workplace Education Programs has been stable. Data is available for years previous to the baseline of this performance measure. The trend since 2003-04 has been an increase in businesses participating in the Workplace/ Workforce Education Programs.

Number of Businesses Participating in Workplace/Workforce Education Programs

Year	# Businesses Participating
2003-04	48
2004-05	45
2005-06	50
2006-07	70
2007-08	78
2008-09	98

Source: Nova Scotia Department of Labour and Workforce Development

Where do we want to be?

The department’s target is to increase the number of businesses participating in the Workplace/Workforce Program by 2009-2010.

The Measure:

Number of Workplace/Workforce Participants

What does this measure tell us?

The measure provides data on the people participating in Workplace/Workforce Education Programs.

Upgrading of skills is important for Nova Scotians to keep current in today’s labour market. It is important that employers, in conjunction with the department, provide access to these programs through initiatives such as the Workplace/Workforce Education Program.

Where are we now?

The target for this measure was to increase the number of participants in the Workplace Education Programs from 1200 in the base year of 2003. The number of Workplace/Workforce Education Program participants has increased each year from the baseline of 1200 in 2003-2004. In 2008-09 there were 2000 participants in the program, a 67 per cent increase from the baseline.

Number of Workplace/Workforce Education Program Participants

Year	# of Participants
2003-04	1200
2004-05	1220
2005-06	1430
2006-07	1222
2007-08	2000 +
2008-09	2000 +

Where do we want to be?

The target set for 2009-2010 is to have 2,000 participants in the Workplace/Workforce Education Program.

The Measure:

Number of workplace/workforce programs delivered

What does this measure tell us?

The measure provides data on the number of Workplace/Workforce Education Programs delivered.

Upgrading of skills is important for Nova Scotians to keep current in today’s labour market. It is important that employers, in conjunction with the department, provide access to these programs through initiatives such as the Workplace/Workforce Education Program.

Where are we now?

The target for this measure was to increase the number of Workplace Education Programs offered from 101 in the base year of 2003. Data is available for years previous to the baseline of this performance measure. The trend since 2003-04 has been an increase in Workplace/Workforce Education Programs delivered.

A major increase occurred in 2007-2008 in response to the demand created from various large lay-offs that occurred with Trenton, Moirs and Maple Leaf. During 2008-2009 there was not the same demand and therefore number of workplace programs decreased.

Number of Workplace/Workforce Education Programs Delivered

Year	# of Programs Delivered
2003-04	101
2004-05	122
2005-06	123
2006-07	139
2007-08	222
2008-09	158

Where do we want to be?

The target for this measure is to increase the number of Workplace/Workforce Education Programs delivered in 2000-2010 from 158 to 200.

Core Business Area: Public Safety & Occupational Health and Safety

Outcome: A safe work environment

A safe work environment is a desired outcome within the department’s core business area of public safety and occupational health and safety. The department works with employers and employees to promote compliance with the legislative framework that currently reflects workplace standards. Creating safe working environments minimizes workplace hazards and risk. In turn, this reduces the likelihood of accidents resulting in workers’ compensation claims.

The Measure:

Average five-year composite duration of workers' compensation lost-time claims will be maintained or decreased compared to the Atlantic Canada average in 2008-2009.

What does this measure tell us?

This is calculated using the Average Composite Duration of Claim measure as reported by the Association of Workers' Compensation Boards of Canada for all jurisdictions across Canada. Measuring the average duration of loss claims receiving benefits over a five-year period helps to indicate the severity of injuries occurring in the workplace. Usually, the longer a worker receives benefits, the more severe the injury. Other factors may influence this measure such as shifts in healthcare policies and practices.

Where are we now?

Annual Data: (calendar year)	2000	2001	2002	2003	2004	2005	2006	2007	2008
Nova Scotia	85.5	102.4	94.2	100.5	107.7	114.0	105.0	102.0	95.0
Atlantic Canada	94.9	96.4	88.4	89.5	94.9	93.0	91.7	91.8	N/A
Canada*	74.7	76.2	72.8	71.6	71.8	67.4	67.7	68.48	N/A

* For jurisdictions reporting in period.

Where do we want to be?

Together with the WCB and other Workplace Safety Insurance System partners, the department's target is to have the average five-year composite duration of lost-time claims in Nova Scotia below the Atlantic Canada average. The department will continue to work closely with the WCB to identify high accident firms and sectors, and frequent types of accidents. The department will use this information to target compliance promotion activities and inspections more effectively.

The index continues a downward trend towards the Atlantic Canada and national average but the target has not been met on an annual basis since 2000. The trend will continue to be monitored.

The national average includes only those jurisdictions that report on the measure to the Association of Workers' Compensation Boards of Canada, from which this data comes.

The Measure:

Annual percentage of targeted inspections where an occupational health and safety order is not issued will be 40.0% or greater in 2008-2009.

What does this measure tell us?

Workplace inspections provide an important tool to promote compliance with the legislative framework. A targeted inspection system has been established in which firms that have higher accident frequencies and costs are identified. Inspection of these firms is given priority over general inspections. If a workplace does not comply with OHS legislation, an officer can issue a compliance order. Tracking the total number of targeted inspections where an order is not issued provides an indication of the level of compliance with OHS legislation in these firms. From this measure, the department can monitor trends in compliance over time.

Where are we now?

Data: (calendar year)*	2001	2002	2003	2004	2005	2006	2007	2008
Nova Scotia	43.5%	57.5%	52.5%	36%	40%	33.5%	59.0%	82.5%

* Data extracted from the Activity Tracking System operated by the OHS Division, on a calendar year basis.

Where do we want to be?

The department will continue to increase the number of targeted inspections. While increasing this number, the department will also continue to monitor inspections where no order is issued to determine if this percentage can be increased from the 2001-02 base year measure of 43.5 per cent. This will be achieved by ongoing compliance promotion and education of clients relative to the OHS requirements. Our efforts will be coordinated with those of our Workplace Safety Insurance System.

There has been a significant increase in 2008 over the 2007 value reported. The measure has demonstrated significant variability over the years tracked but the trend continues to increase in a positive direction. The value will continue to be monitored to determine if it represents a true measure of the outcome and the variability that is seen on an annual basis does not negate the long term value of tracking the value over time.

The Measure:

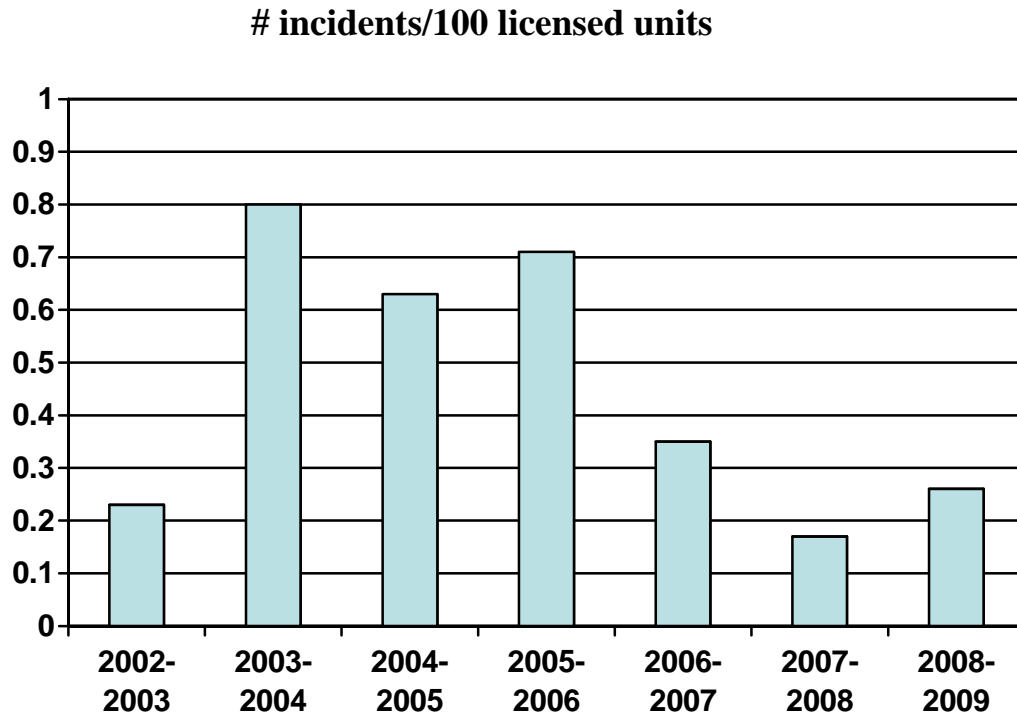
Annual number of incidents involving injury from elevators and lifts per 100 units licensed in Nova Scotia will be at or less than 0.56/100 in 2008-2009.

What does this measure tell us?

Any incidents (involving injury) that occur relating to elevators and lifts are reported to the Chief Elevator Inspector. By tracking the number of incidents that occur each year on elevators and lifts, the department is able to measure the effectiveness of the safety

system in place for these devices, monitor trends and tailor inspection and enforcement initiatives appropriately.

Where are we now?



Where do we want to be?

The department's target is to keep the number of elevator and lift incidents at or below the base year number of 0.56/100 units. The department had its lowest level in 8 years in 2007-2008. The department will continue to achieve this target by ongoing consultation with the industry, inspections and enforcement of the *Elevators and Lifts Act* and regulations.

The *Technical Safety Act* was passed in the Legislature in May 2008 but not proclaimed. It is the intent to have the *Elevators and Lifts Act* repealed and replaced by the *Technical Safety Act* once new regulations respecting elevators and lifts are developed.

Core Business Area: Employment Standards, Labour Services, Workers' Advisers Program and Pensions

The Outcome: Efficient and effective client service

Employments standards, workers advisers, labour services and pensions represent a core business area for the department. A desired outcome in meeting this core responsibility is the delivery of efficient and effective service to clients.

The Measure:

Average time (days) for Labour Standards Code complaints to be assigned to an officer will be within 14 calendar days in 2008-2009.

What does this measure tell us?

This measure provides an indication that staff are responding promptly to complaints and preventing the accumulation of backlogs that had occurred in the past.

Where are we now?

	2005-06	2006-07	2007-08	2008-09
Halifax Office	.88 wks	0.67 wks	4.74 days	5.04 days.
Sydney Office	2.5 wks	0.39 wks	2.7 days	4.56 days
NS (Weighted) Average	1.07 wks	0.6 wks	4.5 days	4.92 days

After eliminating an extensive backlog of complaints that had existed for many years, the Labour Standards Division has exceeded the measure since 2005-2006. The measure is still below the target in 2008-2009.

Where do we want to be?

The department has set a target of assigning complaints made under the Labour Standards Code to an officer within 14 calendar days of receipt. This target has been exceeded since 2005-2006. In an effort to maintain this efficient service, the department will continue to streamline the complaint intake system, update technology and train staff.

The Measure:

Average response time for Workers’ Advisers Program service for injured workers seeking legal advice and representation will be within 4 weeks in 2008-2009.

What does this measure tell us?

This measure tracks the average time that elapses from when an injured worker first requests service from the Workers’ Advisers Program, until an adviser meets with the worker, either in person or by telephone.

Where are we now?

Fiscal Year	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09
Average Wait time in weeks	2.1	1.9	2.3	3.0	3.4	4.0

The Workers’ Advisers Program receives an average of 135 requests from injured workers per month for assistance and representation. Each request is processed and entered into a case management system and the case is assigned to an adviser. By tracking and measuring the average time it takes for an adviser to meet with a worker, either in person or by telephone, we can provide an indication of the efficiency and effectiveness of the WAP intake system supporting intervention by the Program in support of the timely, fair and appropriate resolution of appeals in the workers’ compensation system.

The waiting time for service is calculated from the date the worker first contacts the Program to the date of the worker’s first appointment with an adviser, in person or by telephone) to discuss the worker’s appeal.

The average wait time has increased over the years and is reflective of the changes in the intake process. During the years 2003 to 2006, appointments were scheduled without the adviser having the opportunity to review the worker’s file prior to the meeting. With the availability of the electronic file, advisers may now review the Workers’ Compensation Board file prior to meeting the worker which allows for a more meaningful dialogue.

Where do we want to be?

The Program has been successful at keeping the wait time for injured workers seeking services from the Workers’ Advisers Program within the target of 4 weeks. This has been achieved by maintaining an efficient and timely intake process, by cross-training support staff in the intake process and by holding bi-weekly intake meetings.

The Measure:

Percentage of clients satisfied with WAP service at the time of case closure will be at 80% or higher in 2008-2009

What does this measure tell us?

Information is compiled from returned client satisfaction surveys which are distributed to all Workers' Advisers Program clients upon closure of each case file. The survey allows the client to provide anonymous feedback with respect to his/her level of satisfaction with the quality of service provided by staff.

Where are we now?

The Workers' Advisers Program closes approximately 1245 cases per year.

Fiscal Year	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09
Satisfaction rating	93%	94%	94.3%	86.4%	95.1%	93.7%
Survey return rating	22.0%	23.0%	20.8%	17.1%	17.5%	19.1%

The above noted data was reported in each of the annual reports. The satisfaction rating for the Program remains high.

Where do we want to be?

A client satisfaction rating of 80 per cent has been established as a minimum target. The Program will continue to strive for excellence in client service through an efficient intake system, training for Advisers and implementation of best practices.

The Outcome: Stable labour relations environment

A stable labour relations environment is a desired outcome within the department's core business area of employment standards, workers' advisers, labour services and pensions. One way to measure the stability of the labour relations environment is to track the percentage of work time lost due to strikes and lockouts in the province.

The Measure:

Percentage of working time lost per year due to strikes and lockouts in Nova Scotia will be lower than the national average in 2008-2009.

What does this measure tell us?

The measure is one indicator of labour stability, an important factor for economic competitiveness. Comparison with national rates helps the department monitor trends, set targets and determine priorities.

Where are we now?

Our ongoing target has been to remain at or below the national average for percentage of work time lost. This has been accomplished through effective use of the conciliation and mediation processes.

Where do we want to be?

In recent years Nova Scotia has shown a high degree of labour stability. Over the past five years, working time lost due to strikes and lockouts in Nova Scotia has been consistently below the national average. In 2008, there were no strikes and lockouts in Nova Scotia hence the percentage of working time lost was 0.0 as compared to the national average of .02.

The Outcome: Security of retirement income for members of private pension plans

A desired outcome within the department's core business area of employment standards, workers advisers, labour services and pensions is security of retirement income for members of private pension plans.

The Measure:

Percentage of registered pension plan members covered by pension plans that are 100% funded will be 65% or higher in 2008-2009; all others will have a strategy for full funding within 5 years.

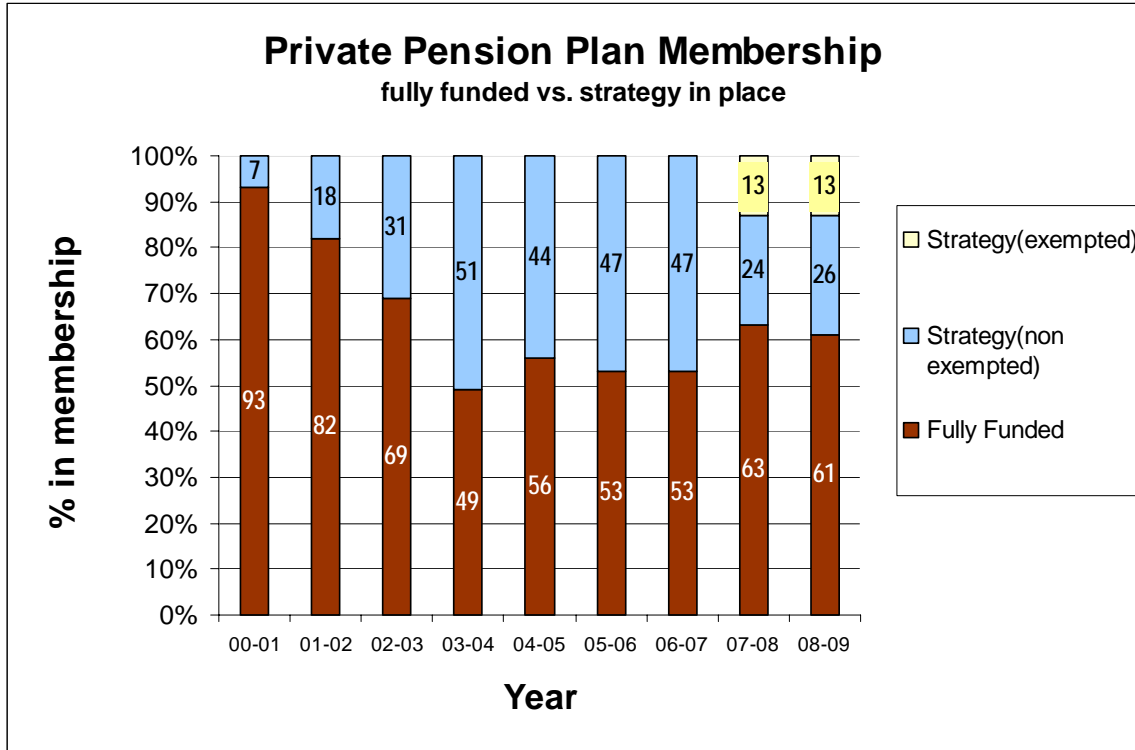
What does this measure tell us?

Full solvency funding is a market-based analysis of a plan's assets and liabilities to determine that assets are sufficient to fund all of the liabilities. The measure tracks the percentage of pension plan members covered by defined benefit private pension plans registered under the *Pension Benefits Act* that are 100 per cent funded, compared with the percentage of members of plans that have a strategy in place to achieve full funding, or are currently exempted from the requirement to fund all solvency deficiencies over 5 years.

The level of funding for a plan is highly dependent on market fluctuations and is expected to vary from year to year. In addition, changes to the Pensions Benefits Regulations from 2004-2008 have modified pension plan funding requirements. Plans are no longer required to fund "grow-in" benefits payable on a plan windup under a

solvency valuation. Additionally, solvency funding exemptions have been provided to universities, municipalities and specified multi-employer pensions plans (building trades' plans) which may elect to take advantage of the funding relief provided. For these plans, full funding will be delayed as they are not making contributions to eliminate all solvency deficiencies within 5 years.

Where are we now?



Where do we want to be?

For 2009-2010, we expect to see a significant deterioration in the defined benefit funded status of all plans. The decline in the financial markets in 2008 combined with a decrease in the rate used to determine solvency liabilities (thus increasing those liabilities) has resulted in significant solvency deficiencies under all defined benefit plans. For this reason, we have proposed to provide temporary solvency funding relief that would permit employers 10 years to bring a plan back to full solvency, rather than the 5 years currently in place. We will monitor the funding of the plans to ensure that all the required contributions for the elimination of solvency deficiencies are made.

Core Business Area: Alcohol, Gaming, Theatre and Amusements Regulation

The Outcome: Consumer protection related to alcohol, gaming and amusement activity

Consumer protection is a desired outcome with the department's core business area of alcohol, gaming, and amusement regulation. One of the department's strategies to protect consumer interests and public confidence in the alcohol and gaming services sector is to conduct site inspections and work with licensees to ensure they comply with all applicable Acts and regulations.

The Measure:

Percent of licenses inspected per year that are in compliance with the Acts and regulations will be 95% or greater in 2008-2009.

What does this measure tell us?

Tracking the percentage of licenses inspected that are in compliance helps the department assess how well regulations are both understood and obeyed. Monitoring compliance allows the department to identify specific problem areas so that resources can be used effectively.

Where are we now?

Compliance Rates for the previous 5 years have ranged from 99.3% to 99.8% compliant.

Using the same metrics as above the compliance rate for 2008/2009 is: 98.7%

Late in the 2007/2008 fiscal year the AGD modified its inspection system to a risk based system. The intent was to promote compliance with the expectation of: an increase of contraventions and a decrease to the total number of license inspections (see changes in measures below for further details). Specifically the AGD had a 21% reduction in inspections and a 120% increase in contraventions.

The AGD's goal was to promote compliance through a revised enforcement continuum therefore statistics were tracked in two categories: contraventions which were corrected immediately or near immediate through training/meetings with AGD staff and contraventions resulting in a hearing and possible closure.

The AGD offers the following table of findings:

	2007 / 2008	2008 / 2009	Difference
Contravention resulting in a hearing:	9	7	-22%
Other contraventions:	169	385	+128%
Total:	178	392	+120%

Summary of results: the AGD noted a dramatic increase (128%) in warnings while maintaining a consistent with past years number of contraventions resulting in a hearing.

Background for 2008 – 2009:

The Alcohol and Gaming Division has 3700 licenses issued and as of Oct 1, 2009 this number will increase by approximately 500 with the introduction of the Atlantic Lottery Regulations.

Where do we want to be?

Our target is to maintain a high level of compliance. This target is achieved by monitoring problem areas and working with licensees to increase awareness of regulations and policies.

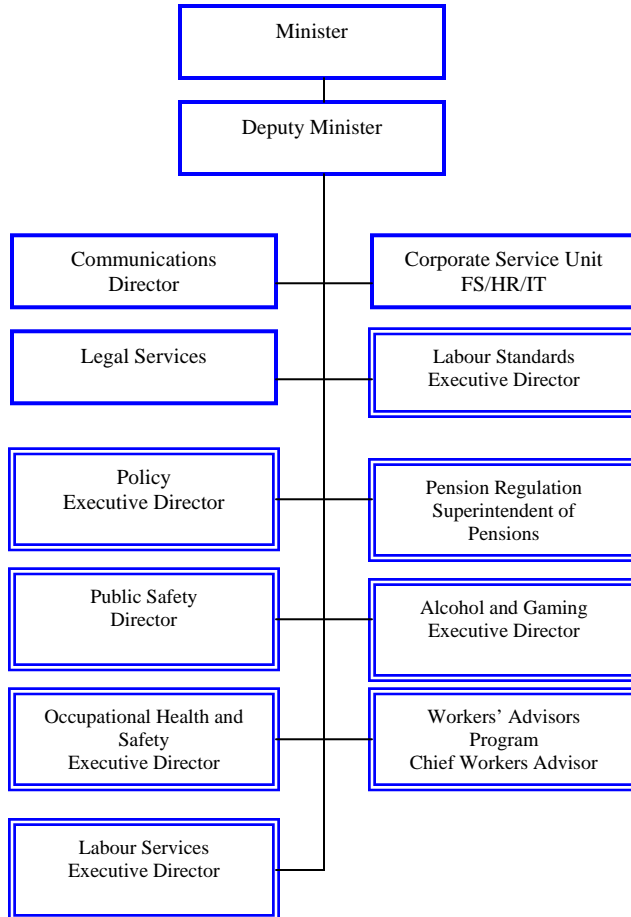
The 2008/2009 did not capture a full 12 months of the risk based inspections system as it took several months to introduce to all areas. We expect the 2009/2010 results to yield similar trends: similar numbers for contraventions (if not lower) while maintaining a much smaller number of contraventions resulting in a hearing.

Changes in measures

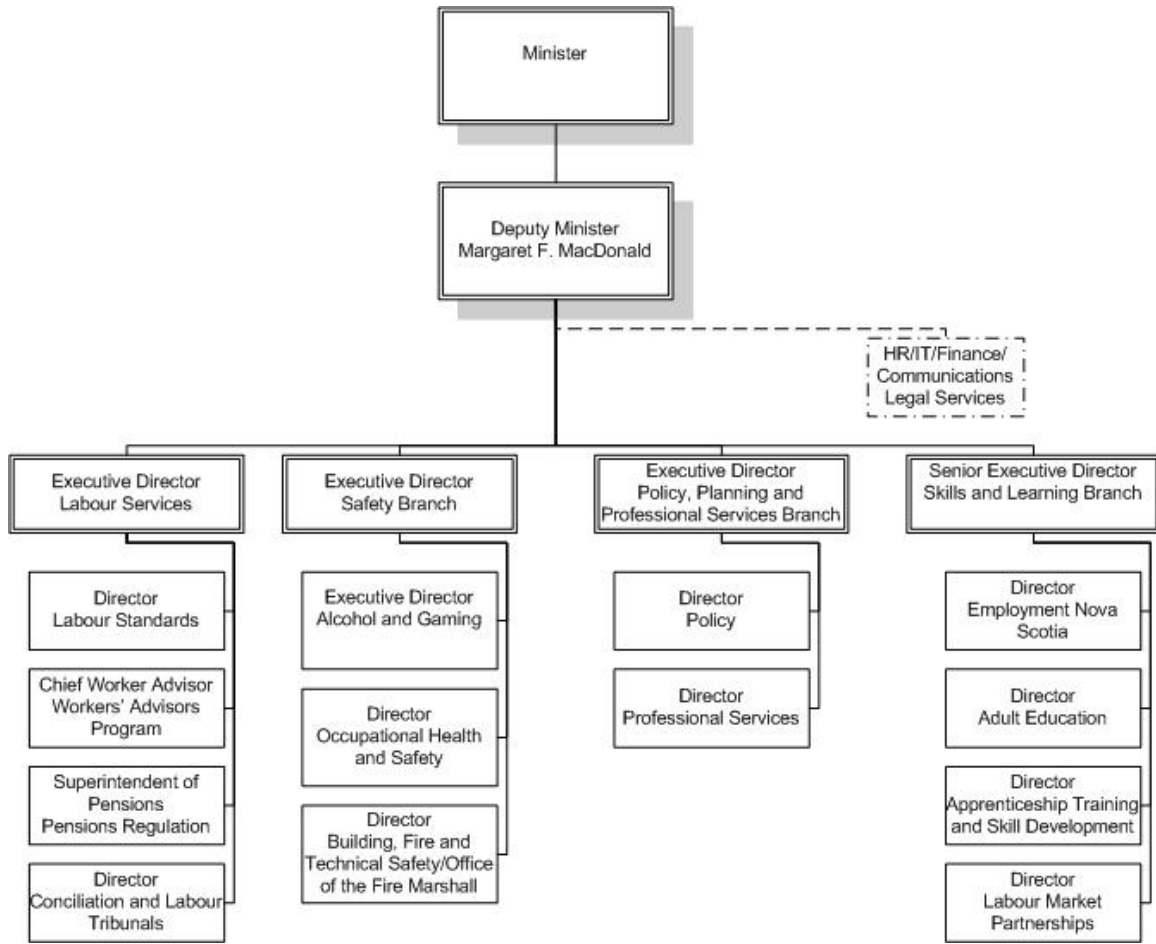
The AGD transitioned to a risk assessment/risk based inspection matrix: higher risk premises are inspected more often (and vice versa for lower risk). The majority of routine inspections of higher risk premises during peak hours (Midnight – 4am) are now performed by 2 officers (subsequently reducing the overall number of unique inspections). Quarterly clean sweeps: 3-4 officer teams conducting inspections as a single unit focusing primarily on severe breaches: underage, over-service, overcrowding (subsequently reducing the overall number of unique inspections).

The AGD implemented an updated enforcement continuum to further assist officers in promoting compliance through education. Relationships have been formed with the local law enforcement agencies (including Halifax Regional Police Liquor Enforcement Unit and regularly conduct joint inspections with this Unit). They are also in the development of new enforcement guidelines (policy) for new Liquor Licensing regulations and have developed ID and other service training which is being offered to all licensees (specifically to those working towards compliance in these areas).

Appendix A – Organizational Chart 2008-2009



Appendix B – Organizational Chart 2009-2010



Appendix C - Agencies, Boards, Commissions and Tribunals

13 Agencies, Boards, Commissions and Tribunals

- Apprenticeship Board
- Construction Industry Panel
- Crane Operators Appeal Board
- Elevators and Lifts Appeal Board
- Film Classifiers
- Fire Safety Advisory Council and Fire Safety Appeal Board
- Fuel Safety Board
- Labour Relations Board
- Labour Standards Tribunal
- Occupational Health and Safety Advisory Council
- Occupational Health and Safety Appeal Panel
- Power Engineers and Operators Appeal Committee
- Workers' Compensation Board

7 Committees

- Arbitration Advisory Committee
- Crane Operators Examination Committee
- Fire Services Advisory Committee
- Minimum Wage Review Committee
- Nova Scotia Building Code Advisory Committee
- Labour Mobility and Foreign Qualifications Recognition Advisory Committee
- Ministerial Advisory Committee on Workforce Capacity