

# Ministry of Labour Relations and Workplace Safety



## Annual Report for 2018-19



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# Letter of Transmittal



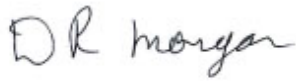
*The Honourable Don Morgan  
Minister of Labour Relations and  
Workplace Safety*

Office of the Lieutenant Governor of Saskatchewan

I respectfully submit the Annual Report of the Ministry of Labour Relations and Workplace Safety for the fiscal year ending March 31, 2019.

In 2018-19, the Ministry of Labour Relations and Workplace Safety continued to focus on working for and with the employees and employers of Saskatchewan to ensure a fair, safe and healthy workplace for everyone. While progress has been made, there is further work to be done.

The Ministry is committed to continuing to invest in the programs and services that are of value to Saskatchewan people, while ensuring it is responsibly managing expenditures.



Don Morgan, Q.C.  
Minister of Labour Relations and Workplace Safety



*Donna Johnson  
Deputy Minister of Labour  
Relations and Workplace Safety*

The Honourable Don Morgan, Q.C., Minister of Labour Relations and Workplace Safety

Dear Minister:

I have the honour of submitting the Annual Report of the Ministry of Labour Relations and Workplace Safety for the fiscal year ending March 31, 2019.

While this has been a challenging year for everyone at the Ministry of Labour Relations and Workplace Safety, the employees remain committed to providing exceptional service to the citizens of Saskatchewan.

The information contained in this report is accurate, complete and reliable. It provides a full picture of the Ministry of Labour Relations and Workplace Safety's activities and financial administration.



Donna Johnson  
Deputy Minister of Labour Relations and Workplace Safety

# Introduction

This annual report for the Ministry of Labour Relations and Workplace Safety presents the organization's results for the fiscal year ending March 31, 2019. It provides results of publicly committed strategies, key actions and performance measures identified in the Ministry of Labour Relations and Workplace Safety Plan for 2018-19. It also reflects progress toward commitments from the Government Direction for 2018-19, the Saskatchewan Plan for Growth – Vision 2020 and Beyond, throne speeches and the organization.

The annual report demonstrates the organization's commitment to effective public performance reporting, transparency and accountability to the public.

## Alignment with Government's Direction

The organization's activities in 2018-19 align with Saskatchewan's vision and four goals:

### Saskatchewan's Vision

*"... to be the best place in Canada – to live, to work, to start a business, to get an education, to raise a family and to build a life."*

Sustaining growth  
and opportunities for  
Saskatchewan people

Meeting the challenges  
of growth

Securing a better quality  
of life for all  
Saskatchewan people

Delivering responsive  
and responsible  
government

Together, all organizations support the achievement of Saskatchewan's four goals and work towards a secure and prosperous Saskatchewan.

# Ministry Overview

## Mandate

The Ministry of Labour Relations and Workplace Safety promotes, supports and enforces safe work practices and employment standards. It fosters a fair and balanced employment environment that respects the rights, duties and responsibilities of employees and employers thereby ensuring healthy, safe and productive workplaces.

## Delivery of Key Programs and Services

The Ministry is responsible for enforcing and promoting awareness of employment standards and occupational health and safety. The Ministry also provides mediation and conciliation services to help resolve workplace disputes and advocacy services for injured workers and their families. This work is done in cooperation with business associations, labour organizations and safety associations.

In 2018-19, the Ministry employed a staff of 167.1 FTEs in its central office in Regina, Employment Standards offices (Estevan, Moose Jaw, North Battleford, Prince Albert, Swift Current, Yorkton, Saskatoon and Regina) and Occupational Health and Safety offices (Estevan, Prince Albert, Swift Current, Yorkton, Saskatoon and Regina) across the province.

The Ministry consists of five divisions:

**Corporate Services (CS)** assists the divisions within the Ministry in developing strategic policy and legislative initiatives that align with government objectives. CS is also responsible for financial management, budget development, annual planning and reporting, policy development and other essential administrative functions of the Ministry.

**Labour Relations and Mediation (LRM)** provides conciliation and mediation services to assist in dispute resolution, and joint employee and employer training in conflict resolution, problem solving, and interest-based bargaining. LRM also provides technical and advisory services relating to industrial relations and promotes co-operative labour management relations.

**Employment Standards (ES)** provides services to Saskatchewan employers and employees in support of fair and equitable workplace practices. ES enforces employment standards legislation and regulations and ensures that employees and employers are aware of their rights and responsibilities under these laws.

**Office of the Workers' Advocate (OWA)** works to ensure that any injured worker or their dependents receives every consideration and entitlement due to them under *The Workers' Compensation Act, 2013*. The Office also works to ensure that the compensation system is fair, accountable and responsive to the needs of injured workers in Saskatchewan. OWA shares this mutual goal with the Workers' Compensation Board (WCB) and meets regularly with the WCB to achieve this goal.

**Occupational Health and Safety (OHS)** offers programs and services for workers and employers to help ensure safer workplaces and an improved culture of safety in Saskatchewan. OHS also provides effective oversight and enforcement of occupational health and safety standards and regulations by encouraging compliance via education and prosecutions where appropriate.

# Progress in 2018-19

## Government Goals



Sustaining growth and opportunities for Saskatchewan people



Meeting the challenges of growth



Securing a better quality of life for all Saskatchewan people



Delivering responsive and responsible government

Strategic priority from the Saskatchewan Plan for Growth: encourage healthy, safe and fair workplaces

## Ministry Goal

Reduce provincial total injury rate by 50 per cent by 2020.

## Strategy

Expand the Targeted Intervention Strategy to reduce workplace injuries.

Continue evidence-based and sector-specific inspections.

Continue *WorkSafe Saskatchewan* partnership to focus on injury rate reduction.

## Key Actions and Results

Continue to target employers with higher-than-average injury rates, expand to smaller employers with higher-than-average injury rates and work with targeted employers whose injury rates have declined to ensure the reduction can be sustained

- ⇒ The targeted intervention strategy focuses resources on analyzing industry and employer data to identify employers with the highest injury rates. Occupational Health and Safety then conducts workplace inspections and works with those employers to develop and implement compliance improvement plans.
- ⇒ Occupational Health and Safety has expanded the program to smaller employers with higher-than-average injury rates to help them develop a plan to keep employees safe.
- ⇒ As of March 31, 2019, 228 employers have entered the program since it launched in 2012-13:
  - ↳ 23 employers are in phase one;
  - ↳ 172 employers have transitioned to the Worker's Compensation Board for phase two and phase three of the program (safety system development and sustainment);
  - ↳ 19 employers have completed the program; and
  - ↳ 14 employers have been removed from the program.
- ⇒ The 195 employers currently in the program (phases one through three) have achieved a 33 per cent reduction in injury claims.
- ⇒ Employers that have completed the program have achieved a greater than 50 per cent reduction in workplace injury claims.
- ⇒ In total, the targeted intervention strategy has resulted in a reduction of 2,405 injury claims.

### Occupational Health and Safety (OHS) Statistics for 2017-18

- ⇒ Injury rate is 5.44 per cent from 8.65 in 2012
- ⇒ 5,011 worksite inspections (3,985 in 2017-18)
- ⇒ 1,908 notices of contravention (1,142 in 2017-18)
- ⇒ 396 compliance undertakings (296 in 2017-18)
- ⇒ 192 stop work orders (170 in 2017-18)
- ⇒ 25 prosecution charges laid (29 in 2017-18)
- ⇒ 19 prosecution conviction resulting in \$1,477,100 in fines
- ⇒ Nearly 155,000 views of OHS content on [saskatchewan.ca](http://saskatchewan.ca)

## Continue evidence-based and sector-specific inspections

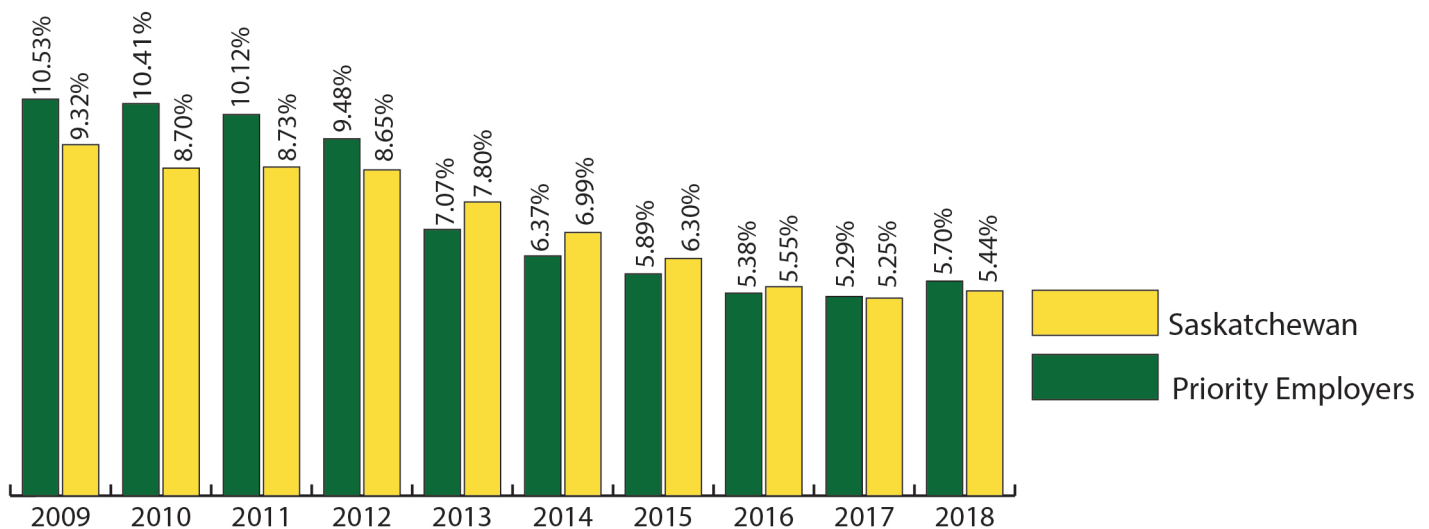
- ⇒ The number of evidence-based and sector-specific inspections increased from 1,622 in 2017-18 to 2,015 in 2018-19, a 24 per cent increase.
- ⇒ In addition, there were 830 officer initiated inspections in 2018-19, an increase of 222 inspections from 2017-18.

## Work collaboratively with WorkSafe Saskatchewan to assist employers to further reduce their injury rate and to review and report on WorkSafe Saskatchewan's detailed plan of initiatives and target deadlines to reduce the provincial injury rate

- ⇒ WorkSafe Saskatchewan is an injury prevention and workplace safety partnership between the WCB and the Ministry.
- ⇒ WorkSafe Saskatchewan continues to advance a range of initiatives to advance Mission: Zero, providing a collection of occupational health and safety resources designed to help workers and employers prevent injuries and illnesses in their workplaces.
- ⇒ WorkSafe Saskatchewan also continues to advance partnerships with other safety organizations to leverage and align prevention, education and enforcement effort. The safety associations currently partnering with WorkSafe Saskatchewan include:
  - ⇒ ENFORM (Saskatchewan Petroleum Industry Safety Association),
  - ⇒ Heavy Construction Safety Association of Saskatchewan,
  - ⇒ Motor Safety Association,
  - ⇒ Safety Association of Saskatchewan Manufacturers,
  - ⇒ Saskatchewan Association for Safe Workplaces in Health,
  - ⇒ Saskatchewan Construction Safety Association, and
  - ⇒ Service and Hospitality Safety Association.
- ⇒ The Ministry continues to work closely with the Saskatchewan Workers' Compensation Board to strengthen and advance the strategic WorkSafe Saskatchewan partnership, including the development of a serious injury and fatality strategy.

## Performance Measures

### Total Injury Rate (per 100 full-time workers) for Priority Employers and Saskatchewan



The graph above shows the total injury rate for priority employers as compared to the provincial rate for the period 2009 to 2018.

Priority employers are those organizations with the highest injury rates in the province. These employers have the greatest need for improvement.

As can be seen by the graph, with the introduction of the targeted intervention strategy in 2012-13 the injury rate for priority employers has steadily declined, bringing with it the provincial injury rate. The injury rate for priority employees increased moderately from 2017. Through the targeted intervention strategy and other measures, the provincial injury rate has been reduced to 5.44%, which is a 42.6% decline from 2012 (9.48% injury rate). The Ministry target is 4.32%



## Ministry Goal

Increase compliance with employment standards.

## Strategy

Promote increased awareness of rights and responsibilities.

Leverage relationships to continue focus on youth awareness.

## Key Actions and Results

### Promote minimum conditions of employment through the enforcement of standards

- ⇒ In 2018-19, Employment Standards received 1,924 complaints and completed 2,032 investigations. The average number of days to complete an investigation is 86 days, which is significantly better than the target of 100 days.
- ⇒ Of the 460 employers registered under *The Foreign Worker Recruitment and Immigration Services Act* which were audited, almost all (99.5 percent) are in compliance with the legislation.
- ⇒ The Ministry strives to complete investigations in a timely manner; however, it is crucial that investigations are fair to all parties and of high quality.

#### Employment Standards (ES) Statistics for 2017-18

- ⇒ 1,927 formal complaints received (2,001 in 2017-18)
- ⇒ 2,032 investigations completed (1,915 in 2017-18)
- ⇒ 95 anonymous or third-party complaints received (135 in 2016-17)
- ⇒ 25,382 phone calls handled by the Hosted Contact Centre, plus 1,783 email and web inquiries (28,811 and 1,670 last year)
- ⇒ \$2.78M in owed wages assessed, over \$2.29M of that was recovered (\$2.6M and \$2.1M in 2017-18)
- ⇒ Two prosecution convictions resulting in \$7,000 in penalties
- ⇒ Average 85 days to resolve formal complaint investigations (80 days in 2017-18)
- ⇒ Over 1,000,000 views of ES content on saskatchewan.ca

### Develop educational materials to increase awareness of rights and responsibilities to ensure compliance with Part II of *The Saskatchewan Employment Act* and its associated regulations.

- ⇒ In 2018-19, Employment Standards conducted 27 webinars (2,527 attendees) and 38 in-person presentations (731 attendees) across province. This is an increase of 33 per cent in the number of educational outreach opportunities over the previous year, and more than double the total number of participants.
- ⇒ *Rights and Responsibilities – A Guide to Employment Standards in Saskatchewan* was updated to align with recent legislative changes to better inform workers.
- ⇒ Employment Standards continues to work collaboratively with employer organizations and employee associations to identify materials that would be beneficial for their respective groups.

### Promote the Young Workers Readiness Certificate Course (YWRCC) to youth, new workers and employers to increase awareness of their rights and responsibilities

- ⇒ Employment Standards continues to provide young workers with information respecting their rights and responsibilities in the workplace to increase compliance and create safer workplaces for young workers.
- ⇒ In 2018-19, there were 9,584 YWRCC certificates issued, which is a 23 per cent increase from the previous year.

### Identify sectors of the economy where compliance with the minimum employment standards is a concern.

- ⇒ Employment Standards is continuing to develop this process to target their activities to specific sectors and employers.

## Performance Measures

### Education

In 2018-19, the number of YWRCC Certificates issued as a percentage of population aged 14 and 15 was 34.22 per cent, this is a slight increase from the 2017-18 rate of 28.56 per cent.

# Government Goals

Strategic priority from the Saskatchewan Plan for Growth: fair and balanced labour environment while sustaining Saskatchewan's economic growth.



## Ministry Goal

Maintain Saskatchewan's productive and competitive economy.

## Strategy

Promote leading practices in the areas of occupational health and safety, labour relations, employment standards and workers' advocacy.

Expand the citizen facing services accessible through the Saskatchewan.ca website utilizing the new electronic customer relationship management (eCRM) system.

## Key Actions and Results

**Work cooperatively with jurisdictional counterparts in analyzing and implementing leading practices.**

- ⇒ The Ministry continues to work cooperatively with counterparts on subcommittees of the Canadian Association of Administrators of Labour Legislation (CAALL) to identify areas of mutual interest and concern.
- ⇒ The Office of the Workers' Advocate continues to work cooperatively with jurisdictional counterparts on the Canadian Association of Workers' Advisors and Advocates (CAWAA) to identify and implement leading practices in advocacy and representation of injured workers and families.
- ⇒ Ministry officials continue engaging with New West Partners, Council of the Federation and through the Canadian Free Trade Agreement on harmonizing occupational health and safety standards that inhibit the free flow of people, goods, services and investment across the country.

**Evaluate programs and services to ensure leading practices are used in the effective delivery of services to clients.**

- ⇒ In 2018-19, the Ministry conducted two continuous improvement initiatives:
  - ↳ Elimination of telephone land lines for staff that carry a cell phone; and
  - ↳ Implementation of the SaskTel Hosted Contact Centre in OHS to improve customer service, reduce customer wait time and improve efficiency.
- ⇒ The Ministry has completed an inventory of its programs and prepared a rolling four-year schedule of reviews. Seventeen reviews have been completed to date out of a total of eleven programs. The second cycle of reviews began in 2016-17, and six programs have been reviewed for the second time. The following reviews were conducted in 2018-19:
  - ↳ Occupational Health and Safety – Workplace Inspections; and
  - ↳ Occupational Health and Safety – Health Standards.
- ⇒ All divisions of the Ministry have established and are monitoring service standards to ensure that clients are receiving timely services that meet the highest standards.

**Evaluate the eCRM system to improve services to clients.**

- ⇒ Since introduced a year ago, the eCRM system has been adapted and upgraded to better enable users to better deliver services to the citizens of the province.

**Decommission legacy information technology systems in Employment Standards, Office of the Workers' Advocate and Occupational Health and Safety, to facilitate transition to the new eCRM system.**

- ⇒ All three legacy systems have been decommissioned and information has been transferred to the new system.

# Performance Measures

## eCRM system accessibility

- ⇒ The Ministry continues to work with the Ministry of Central Services to enable access to clients.

## Ministry Goal

Maintain a modern and competitive legislation and regulation regime.

## Strategy

Ensure legislation and regulations remain relevant to the modern workplace.

## Key Actions and Results

### Implement the legislative review plan for *The Saskatchewan Employment Act* to ensure legislation reflects leading practices and the changing workplace

- ⇒ The Ministry is mandated under *The Saskatchewan Employment Act* to conduct a legislative review of a least one Part of the Act within five years of the coming into force, and a review of all Parts within 10 years of coming into force.
- ⇒ A review of Part I of the Act was conducted in 2018-19 when amendments were made to Part II (Employment Standards).

### Evaluate and revise occupational health and safety regulations and policies in conjunction with other jurisdictions to eliminate barriers in compliance with the Canadian Free Trade Agreement

- ⇒ In 2018-19, the Ministry continued its work with jurisdictional counterparts to identify occupational health and safety regulatory requirements that could be standardized across the country. This work resulted in the signing of an agreement in January 2019 which will likely see harmonization of some personal protective equipment requirements by November 30, 2019 depending on the results of the public engagement that took place in May and June of 2019.

### Amend *The Workers' Compensation Act, 2013* and its associated regulations

- ⇒ Amendments to *The Workers' Compensation Act, 2013* were introduced in December 2018 which: expands the Board from five to seven members; ensure workers are able to access their claim files, and expand the occupational disease presumption to include:
  - ↳ volunteer fire fighters; and
  - ↳ six additional forms of cancer -prostate, skin, breast, cervical, ovarian cancers and multiple myeloma.

### Amend *The Saskatchewan Employment Act*

- ⇒ The Ministry undertook consultations in 2018-19 which resulted in the following amendments to *The Saskatchewan Employment Act*:
  - ↳ Expand interpersonal violence leave to include sexual violence and provide five employer-paid and five unpaid days of leave;
  - ↳ Increase maternity and adoption leave to 19 weeks;
  - ↳ Increase parental leave to up to 59 weeks for the parent who gave birth, or up to 63 weeks for another parent (previously 34 and 37 weeks respectively); and
  - ↳ Add critically ill adult leave, which allows employees 17 weeks of job protected leave to care for a critically ill adult family member.

### Amended *The Foreign Worker Recruitment and Immigration Services Act*

- ⇒ Consultations were undertaken in 2018-19 on the establishment of a new independent appeal process within *The Foreign Worker Recruitment and Immigration Services Act*. Given that there was general support for these amendments, Bill 139, *The Foreign Worker Recruitment and Immigration Services Amendment Act, 2018* was introduced. The intent is to ensure that the appeal process is fair and impartial.

# 2018-19 Financial Overview

	(thousands of dollars)			
	2017-18 Actual	2018-19 Budget	2018-19 Actual	2018-19 Variance Over/(Under)
<b>Revenue</b>				
Proceeds from Other Funds	\$12,188	\$13,091	\$12,858	(\$233) <sup>1</sup>
Receipts from Federal Government	159	250	165	(85)
Privileges, Licenses and Permits	9	9	15	6
Sales, Services and Service Fees	58	58	53	(5)
Other Revenue	-	-	44	44
<b>Total Revenue</b>	<b>\$12,414</b>	<b>\$13,408</b>	<b>\$13,135</b>	<b>\$273</b>
<b>Expenditure</b>				
Central Management and Services	\$ 5,490	\$ 4,642	\$ 4,510	(\$132) <sup>2</sup>
Occupational Health and Safety	8,031	8,737	8,642	(95)
Employment Standards	3,068	3,003	2,912	(91)
Labour Relations Board	993	1,000	1,073	73
Labour Relations and Mediation	703	693	664	(29)
Workers' Advocate	831	875	965	90
<b>Expenditures/Appropriation</b>	<b>\$19,116</b>	<b>\$18,950</b>	<b>\$18,766</b>	<b>\$ (184)</b>
<b>Capital Asset Acquisitions</b>	<b>(915)</b>	<b>0</b>	<b>209</b>	<b>209<sup>3</sup></b>
<b>Amortization of Capital Assets</b>	<b>134</b>	<b>130</b>	<b>92</b>	<b>(38)</b>
<b>Total Revised Estimates and Expenses</b>	<b>\$18,335</b>	<b>\$ 19,080</b>	<b>\$19,067</b>	<b>\$(13)</b>
FTE Staff Complement (FTE-Full Time Equivalent)	152.8	167.1	159.3	

## Financial Schedule - Notes

Explanation of variances which exceed \$100,000 between Budget and Actual:

1. Lower than anticipated revenue from the Workers' Compensation Board due to vacancy management.
2. The variance was due to savings in print advertising.
3. Variance due to a write down of a legacy IT system.

# For More Information

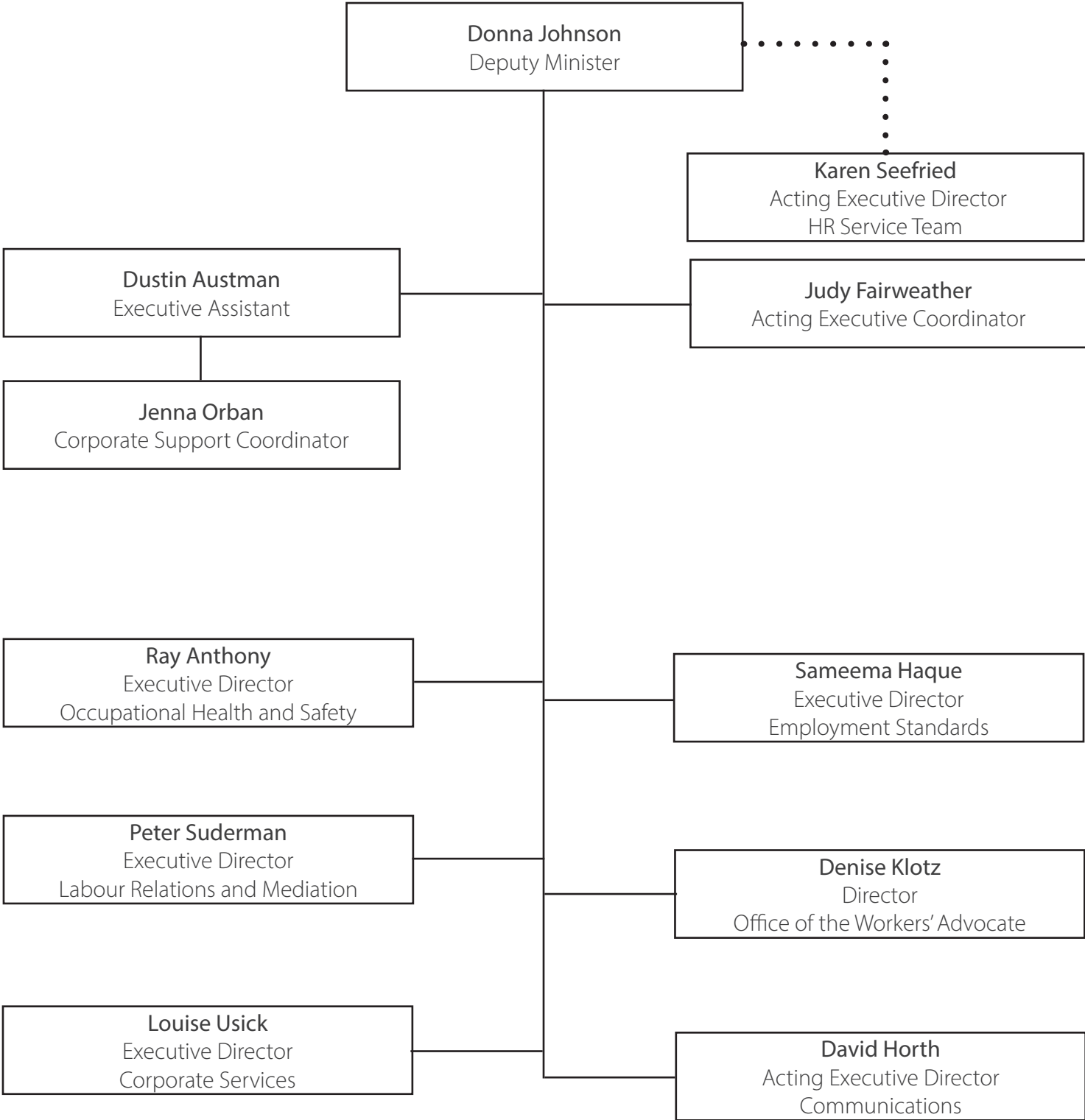
If you have any questions or comments we invite you to call (306) 798-5020 or contact:

Ministry of Labour Relations and Workplace Safety  
Communications  
300-1870 Albert Street  
Regina, Saskatchewan S4P 4W1

To obtain more information about the programs and services contained in this Annual Report or to view other annual reports from this Ministry, please visit our website at [saskatchewan.ca](http://saskatchewan.ca).

# Appendices

## Appendix A: Ministry of Labour Relations and Workplace Safety Organization Chart



## Appendix B: Legislation

The Ministry of Labour Relations and Workplace Safety is responsible for four Acts:

- ⇒ *The Saskatchewan Employment Act*
- ⇒ *The Foreign Worker Recruitment and Immigration Services Act*
- ⇒ *The Human Resources, Labour and Employment Act*
- ⇒ *The Victims of Workplace Injuries Day of Mourning Act*

Legislative affairs respecting *The Workers' Compensation Act, 2013* are the responsibility of the Ministry.

