

Results-based Plan 2009-10

Ministry of Labour

ISSN #1718-682X

Ce document est disponible en français

Published Results-based Plan 2009-10

MINISTRY OVERVIEW

Vision

Safe, fair and healthy workplaces that create productive relationships between employers and employees and a competitive economy that generates widespread benefits for all Ontarians.

Ministry Mission

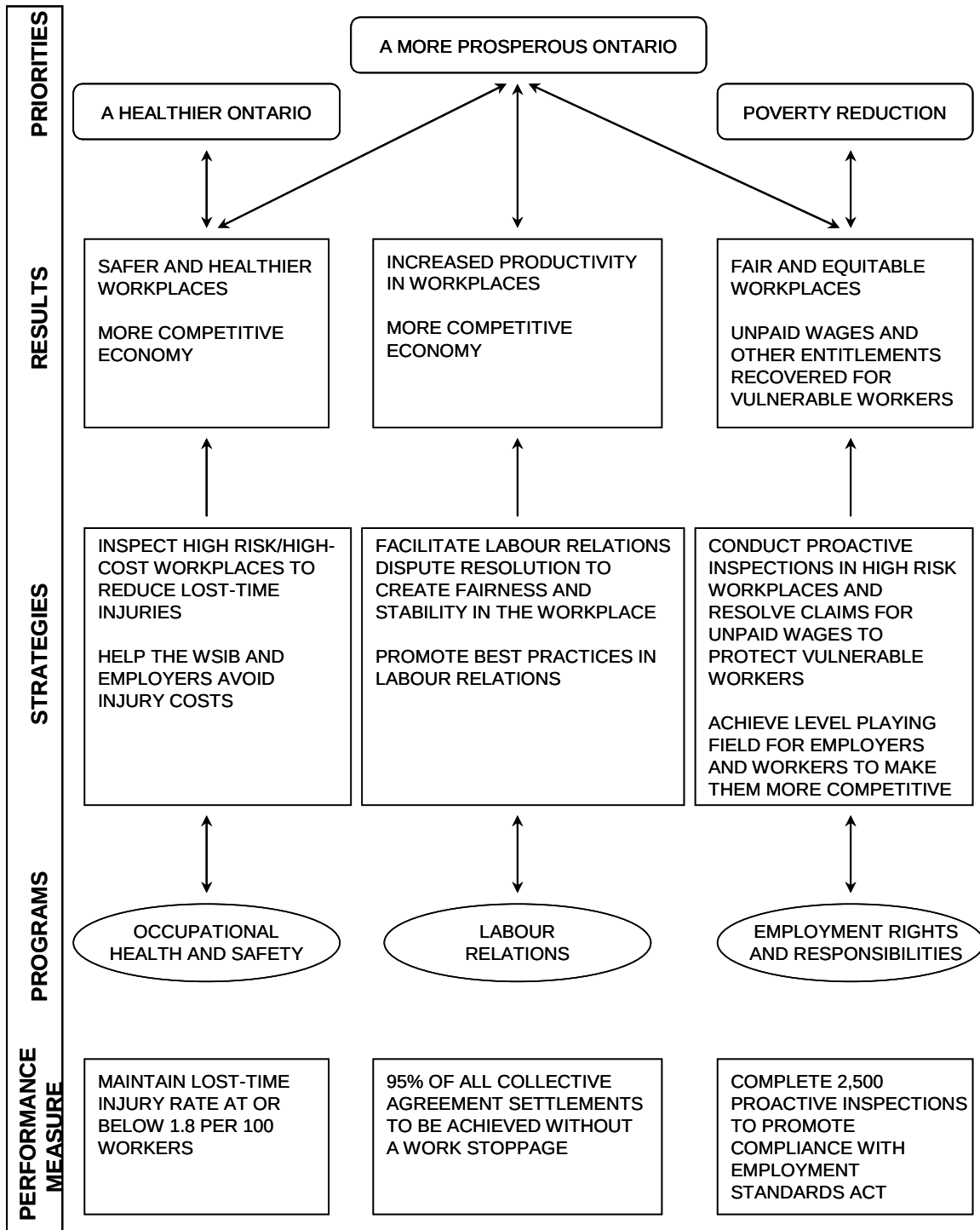
The Ministry of Labour is committed to the advancement of safe, fair, healthy and productive relationships in the workplace and the broader community. The Ministry values the contributions and dedication of its employees in fulfilling its mission and strives to lead by example, ensuring a safe, fair, healthy and productive working environment for all ministry staff.

Ministry Contribution to Key Priorities and Results

The Ministry supports the government's priorities of A More Prosperous Ontario, A Healthier Ontario, as well as the Poverty Reduction Strategy. The Ministry contributes to the government's priorities by providing efficient public services through the following programs:

- The Occupational Health and Safety Program supports a competitive Ontario economy, making it more attractive to jobs and investment as a result of higher productivity and lower costs resulting from fewer workplace injuries. This program also contributes to a healthier Ontario through its efforts to reduce illness and injury in Ontario workplaces;
- The Employment Rights and Responsibilities Program supports fair workplaces, which promote higher productivity and creates a level playing field for employers, thus reinforcing a competitive business environment that will attract jobs and investment to Ontario. The program also supports the Poverty Reduction Strategy by helping to protect the province's most vulnerable workers through its enforcement of the *Employment Standards Act*; and,
- The Labour Relations Program facilitates effective labour relations dispute resolution, thereby supporting fair and stable workplaces and increasing productivity, making Ontario an attractive place for investors.

The following diagram shows how the Ministry of Labour's key strategies support three of the government's key priorities.



MINISTRY ACTIVITIES

Occupational Health and Safety

The Ministry's Occupational Health and Safety program works with its health and safety partners toward the primary goal of reducing and eliminating workplace injury and illness. In administering the *Occupational Health and Safety Act* (OHSA), the Ministry sets, communicates and enforces standards set out in the OHSA and related regulations.

The Act establishes procedures for dealing with workplace hazards to minimize the risk of injuries on the job, and it provides for enforcement of the law where compliance has not been achieved voluntarily. The Ministry has exclusive authority for enforcement of the OHSA. Inspectors have broad powers to inspect any workplace, investigate any potential hazardous situation and work refusal, order compliance with the Act and related regulations, and initiate prosecution. Since 2004-05, the program has targeted enforcement in High Risk sectors to reduce the Lost-Time Injury rate by 20 per cent across the province.

In 2008-09, the Ministry launched a new four-year strategy called ***Safe At Work Ontario***, which emphasizes both the safety of Ontario workers and the increased productivity that safe workplaces bring to Ontario's economy. The goal of the plan is to enforce the *Occupational Health and Safety Act* while educating workers about the importance of workplace safety and lessening the burden on the health care system. In order to achieve this, the Ministry's inspectors work proactively with employers to develop a stronger health and safety culture that prevents hazards in the workplace and injuries to workers.

The workplace internal responsibility system is the foundation of Ontario's approach to occupational health and safety, and workers and employers share this responsibility. This means that employers and workers who are closest to and most familiar with workplace conditions and requirements are responsible for identifying and controlling hazards in their workplaces and preventing injury and illness. Preventing illness and injury supports the government's goal of a healthier Ontario as well as creating a work environment that is productive and competitive, thereby contributing to a more prosperous Ontario.

The Ministry will continue to focus proactive inspections on firms based on a number of factors, such as their health and safety compliance record, injury rates and associated costs, presence of hazards inherent to the activities of the business and the presence of new, young or otherwise vulnerable workers.

The Occupational Health and Safety program is also involved in initiatives dealing with the underground economy, improved awareness around musculoskeletal injuries resulting from improper attention to recommended ergonomic conventions in the workplace (Pains and Strains campaign), education of young workers, occupational exposure limits of dangerous substances, and prevention of violence in the workplace, among others. Further information on these initiatives can be obtained from the Ministry's internet web site.

Employment Rights and Responsibilities

The Ministry's Employment Rights and Responsibilities program administers the *Employment Standards Act, 2000* (ESA) and its regulations, as well as the *SARS Assistance and Recovery Act, 2003*. The main goal of the program is to ensure that Ontario employees are protected by minimum standards of employment covering wages and working conditions. The program ensures compliance through activities focusing on prevention (education, outreach and partnerships), inspections, investigations and enforcement and encourages self-reliance through illness and injury prevention efforts. Through these efforts, the program supports the government's Poverty Reduction Strategy.

The program facilitates compliance with the Act by providing information to employers and workers through various sources that explain their rights and responsibilities under the Act. Much of this information is available in 23 languages. The program has regional/field offices that investigate and try to resolve employment standards complaints and claims against employers who have not complied with their obligations under the Act. Field staff also conduct inspections of payroll records and workplace practices to enforce and promote compliance.

Under the ESA, workers who have not been paid wages owed to them by their employer can file a claim with the Ministry of Labour against their employer. Employment Standards program staff investigate these claims to determine if monies are owed. If the employer does not pay voluntarily, the program will use progressive measures to retrieve the unpaid wages including prosecution under the *Provincial Offences Act*.

There are more than 350,000 employers in Ontario who are regulated by the ESA. The challenge for the Employment Rights and Responsibilities program is to provide employers and workers with the flexibility they need to develop fair and productive workplaces in an increasingly competitive environment, while maintaining an underlying set of essential standards. At the same time, the program must focus enforcement activity where it is needed most to ensure workers are protected.

Labour Relations

The Ministry's objective in the area of labour relations is to foster, support and maintain a balanced and stable labour relations environment. Stable labour relations are critical to the economy as well as to the government's ability to deliver results in its key priorities of health care, education and other public services.

The Ministry's Dispute Resolution Service focuses on the settlement of workplace disputes under various employment-related statutes, assists in the settlement of collective agreements, and collects and analyzes collective bargaining information to report on trends in labour relations.

In promoting a stable and constructive labour relations climate, the program helps to foster productive workplace relationships throughout Ontario by making neutral information available to bargaining parties and providing assistance with collective bargaining negotiations that have reached an impasse.

Ministry Agencies

The Ministry is committed to supporting the government's priority of a More Prosperous Ontario by helping to create a more competitive economy through its Occupational Health and Safety, Employment Rights and Responsibilities, and Labour Relations programs. The work of the Ministry is supported by the following agencies:

Occupational Health and Safety:

Office of the Worker Adviser - The Office of the Worker Adviser (OWA) is an independent operational service agency providing advice, representation and education services to non-unionized injured workers and their survivors on issues arising under the *Workplace Safety and Insurance Act, 1997 (WSIA)*.

Office of the Employer Adviser - The Office of the Employer Adviser (OEA) is an operational service agency whose mandate is to provide advice, representation and education services on workplace safety and insurance matters to employers in Ontario. The agency's mandate is to serve primarily those employers with fewer than 100 employees.

Employment Rights and Responsibilities:

The Pay Equity Commission is comprised of the Pay Equity Office and the Pay Equity Hearings Tribunal.

Pay Equity Office - The Pay Equity Office (PEO) administers and enforces Ontario's *Pay Equity Act*, which is intended to eliminate systemic gender discrimination in the compensation of work primarily performed by women. To carry out this mandate, the PEO provides education and advice to employers, employees and bargaining agents in the public and private sectors to achieve and maintain pay equity in their workplaces. The PEO also investigates complaints, monitors workplaces for compliance, attempts to effect settlements of pay equity issues between the parties and issues Orders for compliance where necessary.

Pay Equity Hearings Tribunal - The Pay Equity Hearings Tribunal (PEHT), a quasi-judicial tri-partite administrative tribunal, is responsible for adjudicating disputes arising under the *Pay Equity Act*.

Labour Relations:

Ontario Labour Relations Board - The Ontario Labour Relations Board (OLRB) is an independent, quasi-judicial tribunal which mediates and adjudicates a variety of employment and labour relations-related matters under various Ontario statutes, including appeals of decisions of employment standards officers and occupational health and safety inspectors.

Crown Employees Grievance Settlement Board - The Crown Employees Grievance Settlement Board (GSB) is an independent quasi-judicial tribunal that mediates and adjudicates labour relations rights disputes of Ontario Crown Employees. The GSB also provides financial and administrative services to the Public Service Grievance Board, an agency of the Ministry of Government Services.

Two other agencies, the Workplace Safety and Insurance Board (WSIB) and the Workplace Safety and Insurance Appeals Tribunal (WSIAT), report to the Minister of Labour but are not funded by the government's Consolidated Revenue Fund.

MINISTRY STRATEGIES AND INITIATIVES

Prevent Workplace Injury and Illness

The key goal of the Occupational Health and Safety (OHS) program is protect the health and safety of workers by preventing workplace illness and injury.

Enhanced Enforcement Strategy

Since 2004, the Ministry of Labour has strengthened the *Occupational Health and Safety Act* by hiring 200 additional inspectors and targeting High Risk sectors. Through its efforts, the ministry has helped reduced the Lost-Time Injury rate in Ontario by 20 per cent, to 1.8 per 100 workers, thus preventing almost 60,000 Lost-Time Injuries. This has resulted in cost avoidance of more than \$5 billion in direct and indirect costs for employers and the Workplace Safety and Insurance Board since 2003-04.

Safe At Work Ontario

To build on the success of the Targeted Intervention strategy, the Ministry launched a new four-year plan called **Safe At Work Ontario**. The new plan emphasizes both the safety of Ontario workers and the increased productivity that safe workplaces bring to Ontario's economy. **Safe At Work Ontario** allows Ministry inspectors to be flexible and strategic in determining which businesses require their attention, based on a number of factors:

- Injury rates and associated costs
- A company's compliance history
- The presence of young and new workers
- Hazards inherent to the workplace

There are a number of safety enforcement blitzes planned by the OHS program in specific sectors to create awareness of hazards, such as electrical hazards, hazardous materials, and lifting devices.

In addition to protecting more health care workers by making the use of safety-engineered needles mandatory in long-term care homes, laboratories, specimen collection centres and psychiatric facilities by April 2009, OHS inspectors will also be conducting proactive hygiene visits to workplaces in the health care sector. Another initiative will emphasize management of hazardous chemicals in other High Risk workplaces and will explore the potential for substitution of chemical substances with lower toxicity substances.

Prevention Strategy

The Ministry of Labour continues to build on its strong partnerships within Ontario's health and safety prevention system including the WSIB, the realigned Health and Safety Associations (HSAs), and the Institute for Work and Health (IWH). The HSA realignment has been approved by the WSIB Board of Directors and implementation will commence once interim boards of the new entities have been established.

Firms with poor safety records may be identified for inspection by the MOL and engaged by an HSA for health and safety education and training.

Protect Vulnerable Workers and Support Poverty Reduction

The key goal of the Employment Standards program is to continue to improve the protection of vulnerable workers and to ensure fair workplaces by getting tough on employers who contravene employment standards legislation and regulations.

In delivering its mandate, the Employment Standards program supports Ontario's Poverty Reduction Strategy, which is focused on low-income families, children and youth. The overall goal of the Poverty Reduction Strategy is to break the cycle of poverty through housing support, fair wages and working conditions, community empowerment and improving the success of children in school. It is also about smarter government whereby programs are achieving their intended goals. The Poverty Reduction Strategy includes indicators to measure progress and sets a target of reducing the number of children living in poverty by 25 per cent over the next 5 years. The Employment Standards program has undertaken the following initiatives to support vulnerable workers and the government's Poverty Reduction Strategy.

Enhanced Employment Standards

Through the 2009 Ontario Budget, the government provided additional funding to improve *Employment Standards Act* compliance and reduce the backlog of employment standards claims. This investment will enable the Ministry of Labour to deliver better services to

workers filing a claim against an employer, deter non-compliance and help recover unpaid wages and other entitlements from non-compliant employers.

Proactive Inspections

The Ministry completed more than 2,100 proactive inspections in 2008-09. This number is expected to increase to 2,500 in 2009-10. Proactive inspections are an important part of the Ministry's efforts to enforce compliance of the ESA. The Employment Standards Program is implementing a compliance strategy that includes a new process for identifying workplaces for inspection, and enforcement staff will be trained on new investigative techniques to help improve compliance. The Ministry's long term plan is to realign resources to improve enforcement and promote compliance.

Claims Management

In recent years, employment standards activities have provided workers with an increased awareness of their rights and since March 2006 the public has been able to file employment standards claims online 24 hours a day, as well as at 70 locations throughout the province. This has resulted in an increase in the number of employment standards claims filed against employers. In 2008-09, the number of claims received by the Ministry was 27 per cent higher than in 2004-05. Although this has created a challenge for the Ministry, the Employment Standards Program has been undergoing a transformation to modernize its services, including the centralization of all claims intake to the Provincial Claims Centre in Sault Sainte Marie which triages the claims to available staff across the province, and the development of a new automated system to improve claims management. The program has also been developing strategies to manage and reduce wait times with a specific focus on aging claims.

Education, Outreach and Partnership

The Employment Standards program is developing a new education, outreach and partnership campaign for employers across different sectors. The program is also looking to develop supports and services for employers and workers to be more self-reliant in resolving employer-employee issues as they arise.

The Employment Standards Call Centre is available to respond to general queries from workers and employers regarding their rights and responsibilities under the *Employment Standards Act, 2000*. The Centre receives from 30,000 to 35,000 calls per month.

Temporary Workers

As part of the government's strategy to reduce poverty, the Ministry of Labour has introduced legislation to protect temporary workers that will, if passed, amend the *Employment Standards Act, 2000* (ESA) to enhance fairness for lower income workers. The legislation aims to make sure that these workers are not unfairly prevented from

accessing permanent jobs when employers want to hire them from agencies, guaranteeing employees have proper information about their assignments and their rights under the ESA, and prohibiting temporary help agencies from charging fees to workers for such things as resume writing and interview preparation. Additional rights to termination and severance pay would also be possible if the legislation is passed.

Minimum Wage

Part of the Ministry's commitment to protect the province's most vulnerable workers is to raise the living standard for the lowest paid workers. The minimum wage has been increased every year since 2003. Most recently the minimum wage was increased to \$9.50 per hour on March 31, 2009. This represents a 39 per cent increase since 2003.

Maintain Balanced Labour Relations and Facilitate Resolution of Disputes

The Ministry's labour relations activities involve developing and implementing policies, strategies and services that promote fair, balanced and productive labour relations in Ontario workplaces. The key activity is the effective delivery of neutral dispute resolution and education services to the unionized sectors of the province.

Dispute Resolution

It is expected that 2009-10 will be another challenging year for collective bargaining in Ontario, with significant sets of negotiations in the construction industry and the retail food sector, as well as the broader public sector, some of which are carrying over from 2008-09. Bargaining during difficult economic periods is an added challenge to parties in trying to achieve a settlement of their collective agreement. The Dispute Resolution Services (DRS) program will continue to provide expert labour relations advice and neutral collective bargaining dispute resolution services to facilitate settlements without a work stoppage or strike.

Interactive Solutions

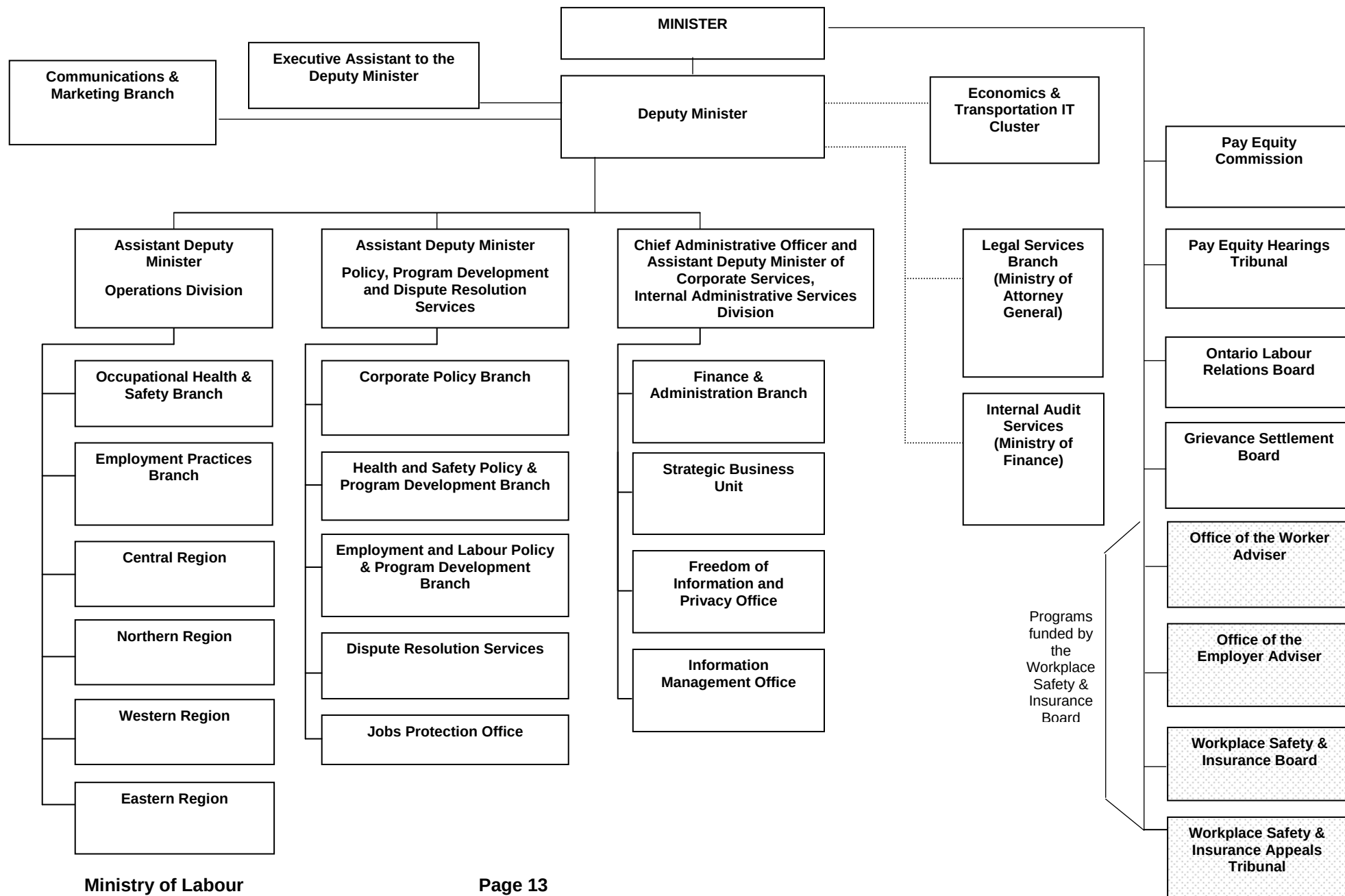
DRS's Interactive Solutions program is a joint training and facilitation initiative that assists participants in improving their relationship with their counterparts. Training in interest-based approaches builds problem-solving skills, not only for collective bargaining purposes, but also for the day-to-day administration of their collective agreements. Dispute Resolution Services is promoting best practices in labour relations by extending the Interactive Solutions Program in two ways:

- (1) re-introducing a Grievance Mediation Service using a service cost recovery model; and
- (2) expanding DRS's Annual Collective Bargaining Conference by adding a second day for an interactive workshop on best practices in collective bargaining.

Construction Industry

The Minister's newly-created Construction Industry Joint Advisory Panel will begin meeting during 2009-10. The Panel's purpose will be to bring together senior union and management officials and have them identify and explore emerging issues that are in need of attention. The Panel will attempt to find consensus solutions that contribute to the stability and prosperity of the construction industry in Ontario.

MINISTRY OF LABOUR- ORGANIZATIONAL CHART 2009-10



ACTS ADMINISTERED BY THE MINISTRY OF LABOUR: 2009-10

Ambulance Services Collective Bargaining Act, 2001

Crown Employees Collective Bargaining Act, 1993

Employment Standards Act, 2000

Hospital Labour Disputes Arbitration Act

Labour Relations Act, 1995

Ministry of Labour Act

Occupational Health and Safety Act

Pay Equity Act

Public Sector Dispute Resolution Act, 1997

Public Sector Labour Relations Transition Act, 1997

Regulatory Modernization Act, 2007

Rights of Labour Act

Workplace Safety and Insurance Act, 1997

THE MINISTRY OF LABOUR ALSO HAS ADMINISTRATIVE RESPONSIBILITIES UNDER THE FOLLOWING ACTS:

Colleges Collective Bargaining Act, 2008

Fire Protection and Prevention Act, 1997, Part IX (Firefighters: Employment and Labour Relations)

SARS Assistance and Recovery Strategy Act, 2003, Part I (SARS Emergency Leave)

SUMMARY OF EXPENDITURES: AGENCIES, BOARDS AND COMMISSIONS

<u>VOTE/ITEM</u>		2008-09 INTERIM ACTUAL REVENUE	2008-09 INTERIM ACTUAL EXPENDITURE	2009-10 ESTIMATES
1602-1	Pay Equity Office	0	3,150,600	3,662,600
1602-2	Pay Equity Hearings Tribunal	0	604,200	814,100
1603-1	Ontario Labour Relations Board	400,000	12,517,300	13,385,200
1603-2	Grievance Settlement Board (see note 1)	1,336,900	2,678,800	2,763,300
1604-3	Office of the Worker Adviser (see note 2)	0	11,182,900	11,083,900
1604-4	Office of the Employer Adviser (see note 2)	0	3,100,500	3,720,700

Notes: 1 All costs of the Grievance Settlement Board are fully recovered from ministry employers as expenditure recoveries and from crown employers and trade unions as revenue:

	2008-09	2009-10
Recoveries (Section 15) - Ministry Employers	1,341,900	1,386,200
Revenue - Crown Employers and Unions	1,336,900	1,377,100
Total Recoverable	2,678,800	2,763,300

2 The amounts shown are gross amounts and are fully recoverable from the Workplace Safety and Insurance Board.

The Workplace Safety and Insurance Board and the Workplace Safety and Insurance Appeals Tribunal report to the Minister of Labour but are not funded by the government.

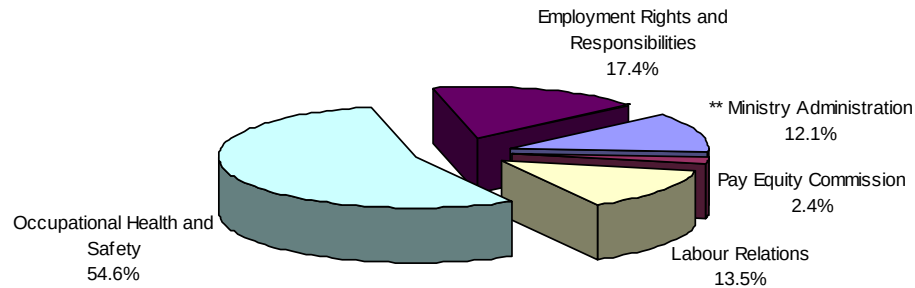
MINISTRY FINANCIAL INFORMATION
Table 1: Ministry Planned Expenditures 2009-10 (\$M)

	Ministry Planned Expenditures (\$M) 2009-10
Operating	\$174.1
Capital	

Ministry Planned Expenditures by Program Name 2009-10

Program Name	Ministry Planned Expenditures (\$M)
Ministry Administration Program	\$23.2
Pay Equity Commission Program	\$4.5
Labour Relations Program	\$24.3
Occupational Health and Safety Program	\$88.9
Employment Rights and Responsibilities Program	\$33.2

MINISTRY ALLOCATION OF 2009-10 BASE SPENDING (\$191.1M*)



* Reflects the gross Base Spending before the following recoveries from the WSIB and other organizations:

- \$1,536.2 thousand in the Labour Relations Vote (1603),
- \$15,407.9 thousand in the Occupational Health and Safety Program Vote (1604), and
- \$100.0 thousand in the Employment Rights and Responsibilities Vote (1605); for a total of \$17,044.1 thousand recoverable.

** Includes Main Office 22%; Financial and Administrative Services 14%; Strategic Human Resources 4%; Communications Services 14%; Legal Services 36%; Audit Services 1%; and Information Systems 9%.

MINISTRY OF LABOUR
Table 2: Operating and Capital Summary by Vote

The Ministry's key activities are: Occupational Health and Safety, Employment Rights and Responsibilities and Labour Relations. In this context, the Ministry provides advice and information to the government on labour and workplace issues; develops policies; sets and enforces standards and legislation; carries out investigations; informs employers and workers about their workplace rights and responsibilities; ensures the provision of assistance in negotiating collective agreements and establishing arbitration boards; assists in building cooperative workplace relationships, and administers, interprets, and applies relevant labour legislation.

Votes/Programs	Estimates 2009-10	Change from		Interim		
		Estimates 2008-09	Change	Estimates 2008-09	Actuals 2008-09	Actuals 2007-08
	\$	\$	%	\$	\$	\$
OPERATING AND CAPITAL EXPENSE						
Ministry Administration	23,119,900	(1,466,000)	(6.0)%	24,585,900	23,174,900	22,081,233
Pay Equity Commission	4,476,700	0	0.0%	4,476,700	3,754,800	3,729,852
Labour Relations	24,325,200	935,800	4.0%	23,389,400	22,321,100	21,265,537
Occupational Health and Safety	88,883,300	(768,000)	(0.9)%	89,651,300	87,807,100	81,863,170
Employment Rights and Responsibilities	33,216,800	5,219,500	18.6%	27,997,300	30,463,500	26,644,143
Total Including Special Warrants	174,021,900	3,921,300	2.3%	170,100,600	167,521,400	155,583,935
Less: Special Warrants						
Total Operating and Capital Expense to be voted	174,021,900	3,921,300	2.3%	170,100,600	167,521,400	155,583,935
Special Warrants						
Statutory Appropriations	67,014	2,000	3.1%	65,014	65,014	64,014
Ministry Total Operating and Capital Expense	174,088,914	3,923,300	2.3%	170,165,614	167,586,414	155,647,949
Operating Expense Adjustment						14,550,300
Total Including Consolidation and Other Adjustments	174,088,914	3,923,300	2.3%	170,165,614	167,586,414	170,198,249
OPERATING AND CAPITAL ASSETS						
Ministry Administration	1,000	1,000		-	-	-
Occupational Health and Safety	1,000	1,000		-	-	-
Total Operating and Capital Assets to be Voted	2,000	2,000		0	0	0

Note: Commencing in 2009-10, the Province's Minor Tangible Capital Assets (mTCA) are capitalized on the prospective basis.

APPENDIX

MINISTRY OF LABOUR Annual Report 2008-09

2008-09 ANNUAL REPORT

In 2008-09, the Ministry of Labour continued to contribute to the government's priorities of creating A More Prosperous Ontario and A Healthier Ontario by ensuring safe, fair, and healthy workplaces that create productive relationships between employers and employees and a competitive economy that generates widespread benefits for all Ontarians. In 2008-09 the Ministry continued to make progress in working toward its goals of:

- Making workplaces safer and healthier by focusing proactive inspections on firms with a poor health and safety compliance record, high injury rates and factors such as associated costs, presence of hazards inherent to the activities of the business and the presence of new, young or otherwise vulnerable workers;
- Protecting vulnerable workers and making workplaces fairer through use of proactive inspections, improvements in employment standards claims management, enhanced community outreach, the provision of multi-channel access to information; and
- Creating and maintaining a stable labour relations environment through effective delivery of neutral dispute resolution and education services.

Making Workplaces Safer and Healthier

In 2008-09, the Ministry made further progress in its enforcement intervention strategy by:

- Achieving a Lost-Time Injury (LTI) rate of 1.7 per 100 workers, exceeding the target of 1.8 per 100 workers.

In 2008-09, the Ministry of Labour also modernized health and safety regulation by:

- Launching a new four-year strategy called **Safe At Work Ontario** to enforce the *Occupational Health and Safety Act* while educating workers about the importance of workplace safety. This initiative builds on the Ministry's previous Targeted Intervention strategy and represents an evolution from an enforcement-based program toward a compliance-focused program. The new vision was designed to strengthen workplace safety, thereby increasing productivity for Ontario's economy and reducing strain on the health care system.
- Making it easier for constructors, employers and individuals engaged in construction projects in Ontario to meet the regulatory compliance requirements through the use of a new and free electronic Notification of Project (e-NOP) application form that is available on-line.
- Continuing to fight the underground economy in the construction sector through the introduction of new legislation that extends benefits and services contained in the *Workplace Safety and Insurance Act, 1997* (WSIA) to independent operators in construction and other individuals in the construction industry who currently do not have coverage. This legislation was passed in November 2008 and will fully come into effect by 2012.

- Improving enforcement of occupational health and safety regulations by creating a new team of health care specialists to help reduce the rate of injury and illness in health care workplaces.
- Protecting more health care workers by making the use of safety-engineered needles mandatory in long-term care homes, laboratories, specimen collection centres and psychiatric facilities by April 2009.
- Reviewing for the fifth time, the Occupational Exposure Limits (OELs) and proposing changes and/or additions for 21 hazardous chemical substances.

Protecting Vulnerable Workers and Making Workplaces Fairer

In 2008-09, the Ministry made further progress in enforcing employment standards by:

- Conducting more than 2,100 proactive inspections and thereby exceeding the target of 1,950 inspections.
- Initiating approximately 700 prosecutions as of February 2009¹.
- Recovering approximately \$8.2 million from claims, inspections and post-investigation on behalf of vulnerable workers (April 2008 to December 2008).
- Introducing new legislation that, if passed, would amend the *Employment Standards Act, 2000* (ESA) to:
 - allow temporary help agency employees to be treated fairly and have better opportunities to move to sustainable employment; and,
 - provide unpaid job-protected leave for living organ donor employees. This builds on the 2007 Organ Donation Strategy which includes the establishment of a fund that will reimburse living organ donors for reasonable, out-of-pocket expenses and lost income associated with their organ donation.
- Realigning more officers to the workplace inspection team to help recover more assessments and penalties from claims and inspections.
- Hiring additional temporary staff to manage and reduce claims inventory/case backlogs.

In 2008-09, the Ministry supported the government's Poverty Reduction Strategy and continued to implement a Transformation Strategy to improve service delivery and increase enforcement by:

- Conducting pro-active inspections and expanded investigations of employers who are within high risk sectors, who have a history of non-compliance, or who are suspected of being non-compliant;
- Providing education and outreach to improve compliance, as well as multi-channel access to information, including provision of multi-language materials; improving claims intake and claims management services through the centralization of claims intake in one location and implementing a triage system to process employment standards claims; and

¹ Includes both Part I and Part III prosecutions under the *Provincial Offences Act*

- Enhancing information systems to improve e-access and management of claims; reviewing and updating procedures and policies; and developing and implementing data management and reporting processes.

Creating and maintaining a stable labour relations environment

In 2008-09, the Ministry promoted fair, balanced and productive labour relations in Ontario workplaces by:

- Providing neutral dispute resolution services in the negotiation of collective agreements, resulting in a settlement rate of 97.4 per cent without a strike or lockout.

In 2008-09, the Ministry continued to provide effective delivery of neutral dispute resolution and education services to the unionized sectors of the province by:

- Working with the health, education and construction sectors in regard to labour relations best practices. For example, the following organizations participated in the Interactive Solutions program:
 - the Ministry of Health & Long Term Care and Ontario Public Service Employees Union (OPSEU); Ministry of Children and Youth Services and OPSEU; Ministry of Community Safety & Correctional Services and OPSEU; and
 - organizations such as the Association of Canadian Advertisers (ACA), the Institute of Communications and Advertising (ICA) and the Alliance of Canadian Cinema, Television and Radio Artists (ACTRA); Halton District School Board and Ontario Secondary School Teachers' Federation Unit (OSSTF); Ontario Lottery & Gaming and Canadian Auto Workers (CAW); Atlantic Packaging and the Graphic Communications International Union.
- Developing the Construction Industry Joint Advisory Panel to find ways to promote a stable and prosperous construction industry in Ontario.

Table 1: Ministry Interim Actual Expenditures 2008-09

	Ministry Interim Actual Expenditures (\$M) 2008-09
Operating	\$167.6
Capital	There are no Capital Estimates for the Ministry of Labour
Staff Strength (as of March 31, 2009)	1,464