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Results-based Plan 2013–14

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Ministry Overview

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Ministry Vision

Ontario's workplaces are safe, healthy, fair and harmonious and balanced with the need to support a competitive and sustainable economy.

Ministry Mission

Ministry of Labour's mission is to advance safe, fair and harmonious workplace practices that are essential to the social and economic well-being of the people of Ontario.

Ministry Contribution to Key Priorities and Results

The Ministry of Labour supports two of the government's priorities:

- Strengthening Jobs and the Economy, and
- Poverty Reduction and Effective Supports for the Most Vulnerable

The ministry contributes to these priorities by efficient delivery of public services through its three primary areas of responsibility:

- Occupational Health and Safety (Enforcement and Prevention)
- Employment Rights and Responsibilities
- Labour Relations

The **Occupational Health and Safety (OHS) Program**, in collaboration with system partners such as the Workplace Safety and Insurance Board (WSIB) and the Health and Safety Associations (HSAs), are working towards reducing and preventing illness and injuries across all sectors of Ontario's workplaces. A safe work environment will result in higher productivity and lower employment costs, thus attracting jobs and investment to Ontario. This will support a strong and competitive economy and job market.

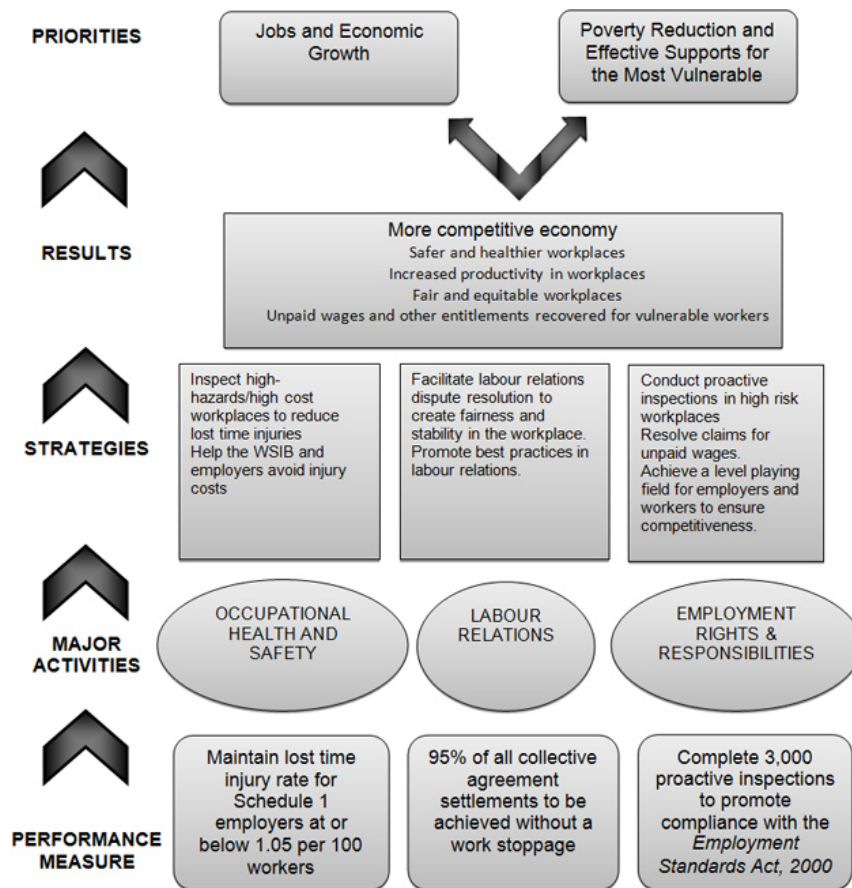
The **Employment Rights and Responsibilities Program** helps reinforce a competitive business environment that attracts jobs and investment in Ontario by supporting fair workplaces and creating a level playing field for employers.

The program also supports the Poverty Reduction Strategy by helping to protect Ontario's most vulnerable workers, through enforcement of the Employment Standards Act, 2000.

The **Labour Relations Program** supports fair and stable workplaces and increases productivity by facilitating effective labour relations dispute resolution, making Ontario an attractive place for investment.

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

MINISTRY CONTRIBUTION TO KEY PRIORITIES AND RESULTS



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Ministry Programs and Activities

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Occupational Health and Safety

The key goal of the Occupational Health and Safety (OHS) program is to reduce or eliminate workplace injury and illness by setting, communicating, and enforcing standards set out in the [Occupational Health and Safety Act](#) (OHSA) and related regulations.

OHSA standards are intended to protect the health and safety of Ontario workers. They apply to all workplaces across all business sectors of Ontario except for work activities undertaken by owner/residents in their own homes, farming operations operated by self-employed persons, without any workers, and workplaces regulated by the federal government.

The program is comprised of two distinct activities: prevention and enforcement.

Prevention activities include establishing training standards; overseeing education programs for employers, workers and other persons about occupational health and safety; fostering a commitment to the prevention of occupational illness and injury; and, providing grants to support occupational health and safety activities and research.

- The Occupational Health and Safety Statute Law Amendment Act, 2011 (Bill 160) which received Royal Assent on June 1, 2011 put in place a legislative framework enabling the Ministry of Labour (MOL) to act on key recommendations of the Expert Advisory Panel on Occupational Health and Safety (appointed in 2010).
- Since appointing Ontario's first statutory position of Chief Prevention Officer (CPO) and formally establishing a Prevention Office within the MOL as of April 1, 2012, the ministry has also established a multi-stakeholder Prevention Council with representatives from trade unions, provincial labour groups, employers, non-unionized workers, the WSIB and occupational health and safety experts. The main function of the Prevention Council is to advise the Minister and the CPO on matters related to the prevention of work-related injuries and illnesses, and to support the implementation of a number of the Expert Advisory Panel's priority recommendations.
- The newly established Prevention Office of the Ministry of Labour includes the Office of the Chief Prevention Officer/Associate Deputy Minister and three branches. The three branches – Stakeholder and Partner Relations Branch; Strategy and Integration Branch; and the Training and Safety Programs Branch – work with the health and safety system partners across the province, including the WSIB and Ontario's HSAs, toward the prevention of workplace injuries, illnesses and fatalities.
- The Prevention Office is leading the development of Ontario's first-ever system-wide integrated occupational health and safety strategy that will set the framework that will guide the province's workplace health and safety system over the next several years and will enhance current operational programs and prevention activities.
- Oversight and funding of HSAs and research grants through Transfer Payment Agreements are a large part of the prevention responsibilities.
- Prevention activities also include responsibility for establishing standards for health and safety representative training, curriculum, delivery and standards for training providers; development of mandatory health and safety and awareness training programs; establishing requirements for certification of members of Joint Health and Safety committees.

Enforcement Activities

Enforcement activities include working with system partners, stakeholders and the public, to identify high hazardous workplaces for inspection, to ensure compliance with the OHSA before injuries occur, and conduct investigations that may result from a work refusal, injury, illness or fatality.

The basis of Ontario's approach towards occupational health and safety is in the workplace Internal Responsibility System (IRS). Through this system, employers and workers closest to and most familiar with workplace conditions and requirements are responsible for identifying and controlling hazards in their respective workplaces and preventing injury and illness.

The OHSA imposes duties on workplace parties to minimize the risk of injuries on the job and enforces the law where compliance has not been achieved voluntarily. Ministry of Labour (MOL) health and safety inspectors have broad powers to enforce the OHSA. This includes the power to inspect any workplace; investigate any potential hazardous situation and work refusal; order compliance with the Act and related regulations; and/or, commence a prosecution.

Safe At Work Ontario

Families across the province expect their loved ones to come home safe and sound after a hard day's work. Most often the incidents that lead to injury or death are preventable or avoidable. That's why the Ministry's health and safety strategy – Safe At Work Ontario (SAWO) – takes a proactive approach to safety inspections.

SAWO is MOL's compliance strategy designed to:

- Reduce workplace injuries and illness;
- Bring improvement to the health and safety culture of workplaces;

- Reduce the burden on Ontario's health care system;
- Avoid costs for employers and the WSIB; and,
- Provide a level playing field for compliant companies.

The foundation of the compliance strategy is formed by the following three pillars:

1. **Enforcement** of the OHSA primarily through proactive inspections.
2. **Compliance** and the provision of information to assist workplaces to become compliant.
3. **Partnership**, where the ministry works with stakeholders to develop annual sector-specific enforcement strategies.

Safe At Work Ontario allows the ministry's health and safety inspectors the flexibility to determine which businesses require their attention. Strategic selection is based on a number of factors, such as:

- Injury rates and associated costs;
- A company's health and safety compliance history;
- The presence of new, young or otherwise vulnerable workers; and,
- Hazards inherent to the business of the workplace.

Safety Blitzes are a key component of the **Safe At Work Ontario** strategy. Blitz activities focus on raising awareness on key workplace hazards and mobilizing MOL's inspectorate to identify and inspect workplaces where these hazards might be present. In 2013-14, the Occupational Health and Safety Branch (OHSB) will be conducting 10 blitzes across four main sectors across Ontario: construction, industrial, mining, and health sectors. The blitzes continue to be well received by employer and labour stakeholders.

The Safe At Work Ontario strategy builds on what the ministry has learned from previous enforcement activities and, increases the level of transparency to the public:

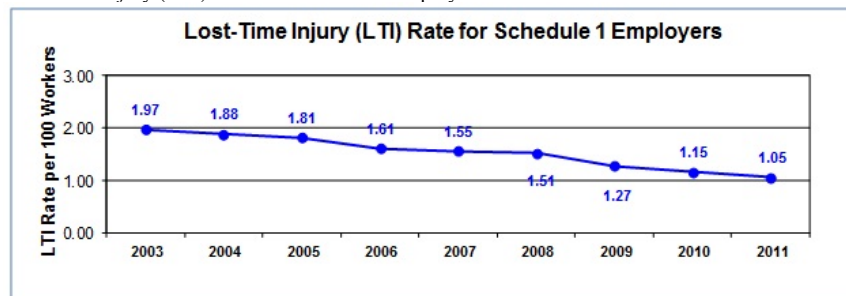
- Sector specific plans are posted on the Ministry of Labour's website;
- Annual consultations provide an opportunity for stakeholders to shape future strategies and initiatives;
- Videos such as Fall Hazard Safety in Low Rise Construction, Workplace Violence and Harassment, Forklift Safety Inspection, and Auto Body Repair Shop Safety Inspection provide insight for employers on inspections; and,
- All blitz activities along with support material for employers such as posters and fact sheets, are posted on the Ministry of Labour's website in advance and results are posted within 90 days of the end of the blitz.

To support the partnership pillar of Safe At Work Ontario, the Ministry of Labour continues to build on its strong partnerships within Ontario's occupational health and safety system, including the Workplace Safety and Insurance Board (WSIB), Health and Safety Associations (HSAs), and the Institute for Work and Health (IWH). Ontario's HSAs provide training programs, products and services to the province's employers and workers. These key services support the Ministry's prevention mandate and increase compliance. Firms with poor health and safety records may be identified for inspection by the Ministry of Labour and engaged by an HSA for health and safety education and training.

Lost-Time Injury Rate

The Lost-time Injury rate is based on data collected and reported by the WSIB. Over the past several years the ministry has committed to maintain the Lost-time Injury (LTI) rate at or below 1.8 per 100 workers. With the combined efforts of the health and safety partners, the Ministry of Labour has helped maintain the LTI rate at 1.4 per 100 workers in 2009 and 2010, a reduction of more than 30% since 2003.

Lost-Time Injury (LTI) Rate for Schedule 1 Employers



Data Table: Lost-Time Injury (LTI) Rate

Year	LTI Rate
2003	1.97
2004	1.88
2005	1.81
2006	1.61
2007	1.55
2008	1.51
2009	1.27
2010	1.15

2011

1.05

In 2011, the WSIB developed a new formula for calculating and reporting on the rate of injury and illness for Ontario. The reported rate of 1.05 in 2011 includes only employers that operate under the collective liability insurance principle (Schedule 1 employers). The rate excludes employers that are individually responsible for the full cost of the accident claims filed by their workers and the WSIB bills actual benefit costs plus an annual administration fee to these employers (Schedule 2 employers).

In addition to the LTI measure, the Ministry of Labour is developing new outcome based performance measures to evaluate the success of the occupational health and safety system.

Further information on Ministry of Labour initiatives to protect workers can be obtained from the [Ministry's website](#).

Employment Rights and Responsibilities

Protect Vulnerable Workers and Support Poverty Reduction

The Ministry of Labour's Employment Rights and Responsibilities program is a key contributor to the creation and maintenance of fair workplaces that promote a more competitive business environment, a more engaged workforce, and a level playing field for employers.

The program works to improve fairness in the workplace through the administration and enforcement of the [Employment Standards Act, 2000](#) (ESA) and its Regulations. Compliance with the ESA and its Regulations is promoted through activities focusing on prevention (education, outreach and partnerships), inspections, investigations and enforcement.

The program's activities ensure that Ontario employees, including vulnerable workers, are protected by minimum workplace standards and equity in respect to wages and working conditions.

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

The program provides information to employers and employees through various sources that explain respective rights and responsibilities under the Act. Much of this information is available in 23 languages. Program services are delivered through regional/field offices, with enforcement staff who investigate and try to resolve employment standards complaints about employers who may not be complying with their obligations under the Act. Field staff also conduct inspections of payroll records and workplace practices to enforce and promote compliance.

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.

The Employment Standards Rights and Responsibilities program is engaged in the following initiatives that support vulnerable workers and the government's Poverty Reduction Strategy.

Employment Standards Program

The Employment Standards program has been engaged in a long-term modernization strategy that aims to establish services that achieve fairness for employees, while helping businesses be increasingly competitive in the global economy. The key priorities of the long-term strategy are to:

- better assist employers to comply with their obligations through education and awareness;
- address all Employment Standards claims;
- shorten wait times for claims investigations; and,
- increase proactive inspections.

On December 16, 2010, the Minister of Labour received the Expert Advisory Panel on Occupational Health and Safety Report and Recommendations to the Minister of Labour. The Ministry has accepted the panel's recommendations and, going forward, will determine how best to implement them. Key recommendations include:

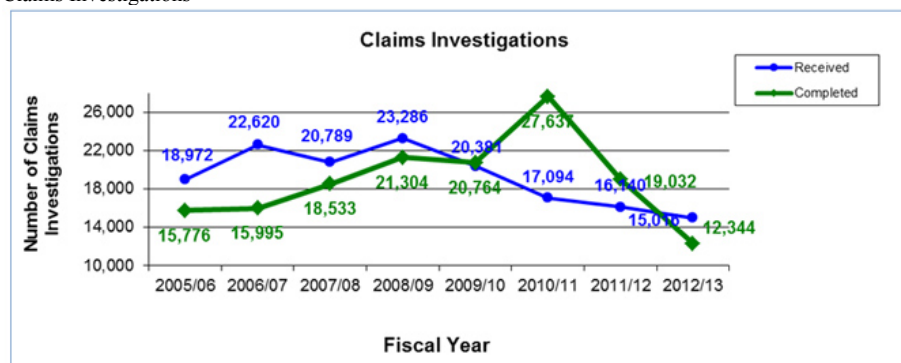
- **New Prevention Organization:** The Ministry of Labour should assume responsibility for the co-ordination of prevention program delivery. This is currently the responsibility of the Workplace Safety and Insurance Board and other partners.
- **New Chief Prevention Officer:** Appoint a Chief Prevention Officer, reporting to the Minister of Labour, to coordinate and align prevention system strategies, priorities and programs, and oversee Ontario's Health and Safety Associations. The officer will report annually to the Minister on the state of the system and work collaboratively with all parts of the Ministry as well as with the Prevention Council to redesign injury prevention systems and integrate them with the Ministry's enforcement mandate.
- **Prevention Council:** The new prevention system should feature an appointed multi-stakeholder Prevention Council. This Council would advise the Chief Prevention Officer and the Ministry with respect to setting strategic priorities and measuring the system's progress. An Interim Prevention Council has been appointed to help implement the key recommendations and the new system structure.
- **Mandatory Basic OHS Awareness Training and Education:** Require mandatory basic health and safety awareness training for all workers, supervisors (free of charge to employers). Improve integration of occupational health and safety training into school and educational programs.
- **Training for High-Hazard Work:** Identify and develop mandatory training requirements for high-hazard work, particularly construction work and work at heights.
- **Internal Responsibility System:** Require mandatory training for workplace health and safety representatives.
- **Better Protection for Vulnerable Workers:** Expedite the resolution of reprisal complaints under the Occupational Health and Safety Act (OHSA) and improve protection for new workers, youth, recent immigrants and foreign temporary workers through mandatory training, greater availability

of multilingual and web-based health and safety resource materials, and the establishment of a committee to advise the minister on issues related to vulnerable workers.

- Better Support for Small Business: Improve support for small business by appointing a committee to advise the Minister.

Claim Investigations

Claims Investigations



Data Table: Claims Investigations

Fiscal Year	Claim Investigations Received	Claim Investigations Completed
2005–2006	18,972	15,776
2006–2007	22,620	15,955
2007–2008	20,789	18,533
2008–2009	23,276	21,304
2009–2010	20,381	20,764
2010–2011	17,094	27,637
2011–2012	16,140	19,032
2012–2013	15,016	12,344

Note: 2010-11 and 2011-12 completed claims investigations reflect the work of additional temporary resources and funding (ending March 31, 2012) for the Employment Standards Task Force to eliminate the claims backlog.

2012-13 completed claims investigations reflect reduced number of staff working on claims as modernization strategy focuses on a more proactive approach to enforcing the ESA and timing of recruitment and training of new ESOs to replace retiring staff.

The ministry has been working to modernize the employment standards program on all fronts including increasing the availability of online compliance tools and multilingual resources, providing wider dissemination of information and awareness of rights and responsibilities under the Employment Standards Act.

In recent years, changes were introduced to modernize the program's intake and investigation processes to aid in early claims resolution, improved service delivery, and shorten wait times.

Program design changes have enabled the program to shift some resources from claims resolution to focus primarily on workplace inspections, education and outreach, as well as building awareness of the responsibilities of workplace parties. This will assist the ministry to achieve its compliance goals.

Employment standards claims are received at a central claims processing centre in Sault Ste. Marie. Claims can be filed online 24/7, by mail or by fax. As part of the initial investigation process, the Provincial Claims Centre processes over 15,000 Employment Standards claims per year and handles over 23,000 telephone calls and thousands of documents. Claims can also be faxed from ServiceOntario Centres.

Employment Standards Trust Fund

The Employment Standards Trust Fund Services Unit holds in trust and disburses funds related to orders to pay and notices of contravention as well as entitlements in bankruptcy and receivership cases. Relationships with collection agencies when employers fail to comply with orders and notices are managed by this unit. Overall, the Trust Fund Unit administers \$12 - \$15 million a year in trust monies as required by the legislative provisions of the program. Since 2005, the program has recovered more than \$100 million in wages and other monies owed to employees.

Proactive Inspections

In addition to Employment Standards Officers (ESOs) in the regional offices who investigate claims, the program also has officers who conduct proactive inspections of workplaces. In 2012-13 a total of 30 Employment Standards Officers (ESOs) were active in the field doing proactive inspections as part of the Program's Dedicated Enforcement Team (DET).

Proactive inspections are an important part of the Ministry's efforts to enforce compliance of the Employment Standards Act (ESA). The use of proactive inspections not only educates and makes the employer aware of their employment standards responsibilities, but also helps identify and deter non-compliance before it becomes a problem.

In 2013-14, MOL will be adding a permanent investment of \$3 million per year to the Dedicated Enforcement Team. The additional investment means that the team will have a target of 3,000 proactive inspections in 2013-14 (up from 2,460 inspections conducted in 2012-13, 2,291 in 2011-12, and 1,106 in 2010-11) and up to a target of 3,900 in 2014-15.

The DET will continue to focus on employers and sectors with a history of non-compliance and those that employ the most vulnerable workers. The goal of the initiative is to encourage compliance with the ESA before violations arise and complaints are filed, as well as make MOL's presence known in high risk sectors. By preventing ESA violations, MOL can make a positive difference in the most vulnerable sectors.

Through this ongoing funding, MOL's proactive inspection work will be focused on densely populated areas where the need is greatest. However, it will also allow for increased proactive work in other areas of the province where vulnerable workers are located.

Through the use of proactive inspections and the development of new tools and materials to improve education and awareness, the ministry will continue to achieve greater compliance and reduce the number of claims.

Education, Outreach and Partnership

The ES program is continually working to enhance its ability to provide education, outreach and partnership to support the proactive enforcement work through:

- Education, outreach and partnership with community based organizations and employer associations in need of employment standards information and supports;
- The identification of vulnerable communities in need of enhanced protection;
- The identification of high risk sectors with a history of non-compliance; and
- The development of compliance tools to assist employees and employers in understanding their rights and obligations.

The program has developed six web-based tools which are available on the Ministry of Labour website. These tools are a key part of the supports and services available to help employers and employees be more self-reliant in resolving employer-employee issues.

The Employment Standards Call Centre is available to respond to general queries from employees and employers regarding their rights and responsibilities under the Employment Standards Act, 2000. The Centre received 260,996 calls between April 1, 2012 and March 31, 2013 and provides information in 23 languages.

Labour Relations

Stable and Fair Workplaces

The Ministry's objective in the area of labour relations is to foster, support and maintain a balanced and stable labour relations environment throughout the Province. Activities in this program 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.

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. To this end, the Labour Relations Solutions Division is focusing on the broader public sector, by enhancing labour relations in the Education sector for the next round of bargaining, and assisting in the redesign of that sector's collective bargaining model.

Dispute Resolution

The Dispute Resolution Services (DRS) of the Ministry of Labour has a fundamental role in supporting a strong economy by fostering stable labour relations in Ontario. DRS provides a number of services to employers and unions including neutral, third party conciliation and mediation services for parties in collective bargaining; appointment of arbitrators in rights and interest arbitrations; providing up-to-date, accurate collective bargaining information in all industries and sectors; and, using a cost recovery model to provide grievance mediation services, workshops and training to employers and unions in "best practices" for collective bargaining and building effective relationships in the workplace.

DRS Mediators assist employers and unions in negotiating collective agreements under various labour related statutes, including the [Labour Relations Act, 1995](#), [Hospital Labour Disputes Arbitration Act, 1997](#), [Fire Protection and Prevention Act, 1997](#), [Ambulance Services Collective Bargaining Act, 2001](#), [Crown Employee Collective Bargaining Act, 1993](#), [Colleges Collective Bargaining Act, 2008](#), [Education Act](#) and [Toronto Transit Commission Labour Disputes Resolution Act, 2011](#). This legislation relates to 11,500 collective bargaining relationships in Ontario covering approximately 1.5 million workers. Of those, DRS provides conciliation and mediation assistance in 2,000 - 2,500 collective bargaining relationships each year. In recent years, DRS has reported settlements without a work disruption in more than 97% of these negotiations.

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. DRS provides employers, unions, members of the public and government with statistics, analysis and information on patterns and trends in collective bargaining. It also maintains copies of over 11,500 collective agreements covering unionized employees in Ontario and all rights and interest arbitration awards, which are available to assist workplace parties in bargaining and administering their collective agreements.

The program continues to support other ministries, the private sector, municipalities and the education and health sectors, by providing mediation and arbitration services, and neutral collective bargaining information. The program is seeking to maintain a settlement rate of 95% or better of collective bargaining disputes resolved without a work stoppage and will continue to provide expert labour relations advice and neutral collective bargaining dispute resolution services to facilitate settlements without a work disruption.

Arbitration

Annually, DRS receives and processes more than 1,250 requests for the appointment of interest and rights arbitrators. Appointments of arbitrators are made from a list of individuals who are qualified to act under Ministerial appointment. This roster is maintained in association with the Labour-Management Advisory Committee (LMAC) which advises the Minister on matters pertaining to arbitration, thus ensuring that experienced and acceptable persons are available for appointments.

Collective Bargaining Outlook

Collective bargaining negotiations in Ontario in 2013 will include significant employers and a vast number of employees in the construction industry, health sector, municipal sector, university sector, nursing home sector and communications sector. In 2013, all sectors in the construction industry will be negotiating renewed collective agreements which represent more than 1,500 separate files and cover over 124,000 employees. Examples of other major employers include the Liquor Control Board of Ontario, Bell Canada, Hydro One, Bruce Power, Essar Steel Algoma, DHL Express and Xstrata Canada.

Collective agreements for the Canadian Red Cross Society Community Health Services and numerous hospitals (25,300 employees) will be up for renewal. In education and related services, various universities will be renewing agreements during the month of August.

Bargaining during difficult economic periods and challenging government fiscal goals are an additional complexity for parties trying to achieve settlement of their collective agreement. Approximately thirty percent of expiring agreements are Broader Public Sector (BPS) agreements (1,135), including various municipalities and the Canadian Union of Public Employees (CUPE), Ontario Firefighters, Municipal Police Associations and the Ontario Nurses Association (ONA). Over 300 agreements with hospitals and CUPE, the Ontario Public Service Employees Union (OPSEU) and ONA will be expiring between September 2013 and March 2014.

As of March 31, 2013 over 2,000 disputes covering more than 177,275 employees still require Dispute Resolution Services assistance to finalize new collective agreements. An additional 3,807 collective agreements covering 456,828 employees will be expiring in 2013-14. The collective bargaining climate will continue to be challenging with contentious issues due to the lingering economic conditions and deficit constraint.

Promoting Best Practices

Part of the DRS mandate is to promote best practices in labour relations and dispute resolution. The implementation of DRS's new information technology systems in 2013-14 will enhance DRS client services. Improved data management and reporting capabilities will provide indicators that will identify areas in the community that could use more assistance in creating a better labour relations environment.

Interactive Solutions

DRS's Interactive Solutions program is an initiative that assists participants in improving their relationship with their counterparts through relationship building programs, joint training and facilitation. Interactive Solutions offers innovative and responsive training and workshops in a variety of areas to parties in unionized workplaces, including committee effectiveness training, joint steward-supervisor training, interest-based bargaining training and facilitation, joint workplace problem-solving, effective union-management grievance administration, and repairing, restoring and improving union-management relationships.

Most of the programs delivered through Interactive Solutions are customized workshops and programs. In order to deliver responsive and relevant programming, programs are tailored for the particular parties through preliminary consultations to assess their needs. Training builds problem-solving skills, not only for collective bargaining purposes, but also for the day-to-day administration of collective agreements. The objective is to improve relationships between workplace parties which will lead to a more stable labour relations environment with fewer or shorter workplace disputes.

DRS will continue to offer Grievance Mediation as an informal process for the resolution of workplace disputes, which serves to preserve or enhance relationships between the disputing parties and contributes to a more stable labour relations environment, while providing a cost-effective alternative to resolving workplace issues.

DRS also conduct regional workshops that focus on effective collective bargaining and fostering trust in the labour-management relationship. DRS is viewed as a leader in best practices in labour relations not only in Ontario but also by its provincial counterparts.

Transformation at the Ministry of Labour

The Ministry of Labour's Transformation Strategy in 2012-13 included a number of proposals to streamline and make programs more efficient and effective. Reviews were conducted and potential savings were identified. The ministry has established a business innovation office to lead efforts to achieve potential future savings targets by reducing the ministry's footprint and increasing its impact. The initiative is focusing on outcomes and evidence of impact and innovations in delivery to achieve savings and assure the long-term sustainability of ministry programs.

Key innovation initiatives include projects to strengthen the evidence base that will guide resource allocation decisions and to strengthen the levers that drive performance in the occupational health and safety and employment standards programs. Other innovation initiatives include more strategic use of information and information technology, streamlining investigation processes, using risk assessment tools to prioritize work, and engaging stakeholders in an assessment of how well we deliver services and where more can be done.

In addition, the ministry is exploring opportunities to streamline work through new arrangements with other levels of government, stakeholders or other potential service delivery entities. Currently, the ministry is in various stages of initiation and planning of the innovation initiatives.

Ministry Agencies

The ministry remains committed to supporting the government's priorities of promoting jobs and economic growth in Ontario by contributing to a more competitive economy, poverty reduction and effective supports for the most vulnerable 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) provides advisory, representation and educational services to non-unionized injured workers and survivors, and represents them before the Workplace Safety and Insurance Board and the Workplace Safety and Insurance Appeals Tribunal. The OWA also provides support to non-unionized workers in Section 50 (Occupational Health and Safety Act) reprisal cases being heard at the Ontario Labour Relations Board.

Office of the Employer Adviser – [The Office of the Employer Adviser](#) (OEA) provides advisory and educational services to all Ontario employers and representation services primarily to smaller employers, with fewer than 100 employees, with regard to workplace safety insurance matters before the Workplace Safety and Insurance Board and the Workplace Safety and Insurance Appeals Tribunal. The OEA also provides support to employers with fewer than 50 employees in Section 50 (Occupational Health and Safety Act) reprisal cases being heard at the Ontario Labour Relations Board.

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 in achieving and maintaining 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 included in the ministry's Expenditure Estimates, as they are not funded through the Consolidated Revenue Fund (CRF).

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Acts Administered by the Ministry of Labour: 2013-2014

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- [Ambulance Services Collective Bargaining Act, 2001](#)
- [Crown Employees Collective Bargaining Act, 1993](#)
- [Employment Standards Act, 2000](#)
- [Employment Protection of Foreign Nationals Act \(Live-in Caregivers and Others\), 2009](#)
- [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](#)
- [SARS Assistance and Recovery Strategy Act, 2003, Part I \(SARS Emergency Leave\)](#)
- [Toronto Transit Commission Labour Disputes Resolution Act, 2011](#)
- [Workplace Safety and Insurance Act, 1997](#)

The ministry of labour also has responsibilities under the following acts administered by other ministries:

[Colleges Collective Bargaining Act, 2008](#)

- Administered by the Minister of Training, Colleges and Universities. However, the Ministry of Labour has a role in the conciliation process, and the Ontario Labour Relations Board also has functions and responsibilities under this Act.

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

- The remainder of the Act is administered by the Minister of Community Safety and Correctional Services.

Supplementary List

“Back to Work” acts administered by the Ministry of Labour

- [Fairness for Parents and Employees Act \(Teachers' Withdrawal of Services\), 1997](#)
- [Toronto Public Transit Service Resumption Act, 2008](#)
- [York University Labour Disputes Resolution Act, 2009](#)

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Highlights of 2012-13 Achievements

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- The Ministry of Labour conducted 11 province-wide safety blitzes that address specific hazards across numerous industries: Cross-program New and Young Workers; Construction Struck by Objects; Construction Tower Cranes/Mobile Cranes; Mining Pits and Quarries; Construction Supervisory Engagement; Industrial Manufacturing Focus; Health Care Infection Prevention and Control; Mining Underground Mines (Ore Pass and Loading Pocket Systems); Mining Underground Mines (Ventilation Hazards); Industrial and Construction Slips, Trips and Falls; and, Health Care Workplace Violence and Harassment.
- Carried out more than 78,300 field visits, visiting over 35,400 workplaces and issuing over 131,700 (as of March 31, 2013);
- The Ministry of Labour's Specialized Professional Services team provided professional and technical engineering input for the revisions to the Regulations for Construction Projects for the design, testing and inspection of suspended work platforms. Contributed to amendments to the Occupational Exposure Limits in [Reg. 833](#) Control of Exposure to Biological and Chemical Agents and [Reg. 490/09](#) Designated Substances.
- Provided professional and technical engineering input for the revisions to the Regulations for Construction Projects for the design, testing, inspection and certification of Tower Cranes.
- Provided input into technical standards such as CSA Standards on: Management of Work in Confined Spaces; Nano-Occupational Health and Safety; Eye and Face Protection; Protection of first responders from chemical, biological, radiological, and nuclear (CBRN) events; and Hearing Conservation.
- The Ministry of Labour created the Prevention Office to oversee prevention activities in Ontario including the development of a province-wide occupational health and safety strategy, establishment of training standards; oversight of education and training programs for employers, workers and other persons about occupational health and safety; fostering a commitment to the prevention of occupational illness and injury; and, providing grants to support occupational health and safety activities.
- Established a multi-stakeholder Prevention Council under the [Occupational Health and Safety Act](#) (OHSA) with representatives from trade unions, provincial labour groups, employers, non-unionized workers, the [Workplace Safety and Insurance Board](#) (WSIB) and occupational health and safety experts. The main function of the Prevention Council is to advise the Minister and the Chief Prevention Officer (CPO) on matters related to the prevention of work-related injuries and illnesses.
- The Prevention Office developed the worker and supervisor safety awareness training programs, including the free step-by-step workbooks and employer guide. These products were piloted and consulted on throughout 2012. Final versions of these training products were posted on the ministry's website in early 2013. Consultations on a regulatory proposal to make awareness training mandatory for workers and supervisors were launched at the end of 2012.
- The creation of two consultation task groups, for small business and for vulnerable workers was announced in December 2012 and the task groups held their first meetings in early 2013. These groups allow the Ministry of Labour to actively consult with small business and vulnerable worker stakeholders, with the goal of broadening engagement beyond traditionally consulted organizations, industry and communities.
- Reduced wait times for Employment Standards claims investigation, and assisted employers in complying with their obligations through education and awareness.
- Conducted 2,460 proactive employment standards workplace inspections (up from 2,291 in 2011-12 and 1,106 in 2010-11).
- The ministry continued to promote 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% without a work stoppage, continuing to surpass the target rate of 95%.

(Please see the [Annual Report](#) for additional details and achievements.)

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Ministry of Labour: Organizational Chart 2013–14

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Content last reviewed: November 2013

[Organizational Chart PDF](#) [120 Kb / 1 page]

Through the ministry's key areas of occupational health and safety, employment rights and responsibilities, labour relations and internal administration, the ministry's mandate is to set, communicate and enforce workplace standards while encouraging greater workplace self-reliance. A range of specialized agencies, boards and commissions assist the ministry in its work.

The following positions report to the Minister:

- Deputy Minister
- Associate Deputy Minister and Chief Prevention Officer

The following positions report to the Deputy Minister:

- Assistant Deputy Minister of Internal Administrative Service Division and Chief Administrative Officer
- Assistant Deputy Minister, Operations Division
- Assistant Deputy Minister, Labour Relations Solutions Division
- Assistant Deputy Minister, Policy
- Associate Deputy Minister and Chief Prevention Officer
- Director, Communications and Marketing Branch
- Executive Assistant to the Deputy Minister
- Labour & Transportation I&IT Cluster (Ministry of Transportation)
- Legal Services Branch (Ministry of the Attorney General)
- Internal Audit Services (Ministry of Finance)

The following positions report to the Chief Prevention Officer:

- Strategy & Integration Branch
- Training & Safety Programs Branch
- Stakeholder & Partner Relations Branch

The following positions report to the Assistant Deputy Minister, Operations:

- Employment Practices Branch
- Occupational Health and Safety Branch
- Central Region
- Northern Region
- Western Region
- Eastern Region

The following positions report to the Assistant Deputy Minister, Labour Relations Solutions:

- Dispute Resolutions Services

The following positions report to the Assistant Deputy Minister, Policy:

- Health and Safety Policy & Program Development Branch
- Employment and Labour Policy & Program Development Branch

The following positions report to the Chief Administrative Officer:

- Organizational Effectiveness Branch
- Finance & Administration Branch
- Freedom of Information and Privacy Office
- Information Management Office
- Business Innovation Office

While they operate at arms-length from the Ministry for their quasi-judicial functions. The following agency heads report to the Minister for operational and policy purposes, and most report to the Deputy Minister for administrative purposes.

- Ontario Labour Relations Board

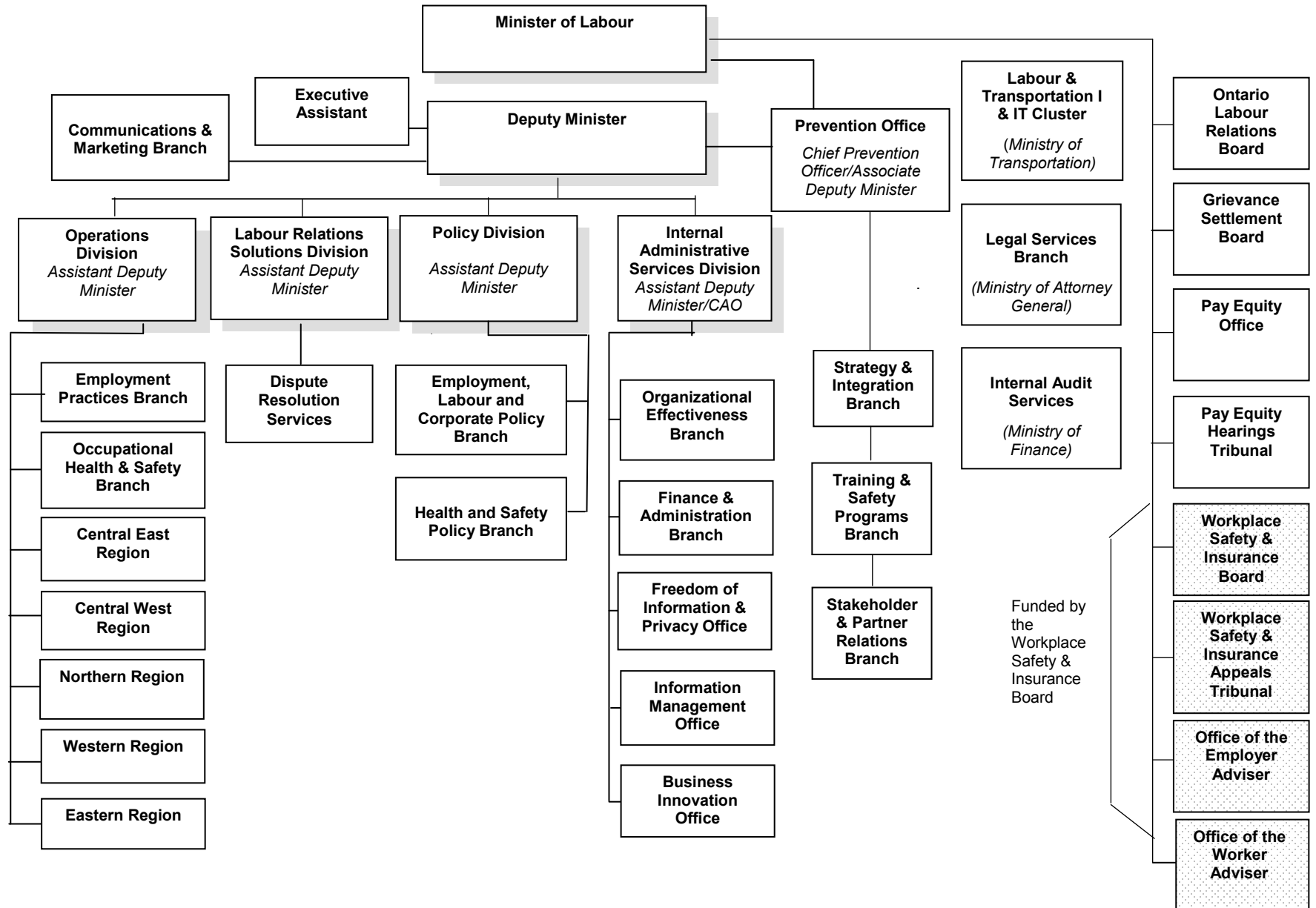
- Grievance Settlement Board
- Pay Equity Office
- Pay Equity Hearings Tribunal
- Workplace Safety & Insurance Board
 - Funded by the Workplace Safety & Insurance Board
- Workplace Safety & Insurance Appeals Tribunal
 - Funded by the Workplace Safety & Insurance Board
- Office of the Employer Adviser
 - Funded by the Workplace Safety & Insurance Board

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MINISTRY OF LABOUR - ORGANIZATION CHART




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Agencies, Boards and Commissions (ABCs)

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Summary of Expenditures: Agencies, Boards and Commissions

Vote/Item	Agencies, Boards and Commissions	2012-2013 Interim Actual Revenue	2012-2013 ^[3] Interim Actual Expenditure	2013-2014 ^[3] Estimates
1602-01	Pay Equity Office	0	3,107,200	3,438,100
1602-02	Pay Equity Hearings Tribunal	0	433,600	761,600
1603-01	Ontario Labour Relations Board	555,977	14,477,970	14,012,900
1603-02	Grievance Settlement Board (see note 1)	0	1,515,500	1,484,100
1604-03	Office of the Worker Adviser (see note 2)	0	11,400,600	11,406,900
1604-04	Office of the Employer Adviser (see note 2)	0	3,844,100	3,846,600
^[3] Estimates for the previous fiscal year are re-stated to reflect any changes in ministry organization and/or program structure. Interim actuals reflect the numbers presented in the 2013 Ontario Budget.				

Note :

^[1] All costs of the Grievance Settlement Board are fully recovered from government Ministries as expenditure recoveries and from crown employers and trade unions as revenue:

	2012-2013	2013-2014
Recoveries - Government Ministries	1,271,100	1,271,100
Revenue - Crown Employers and Unions	1,515,500	1,484,100
Total Recoverable	2,786,600	2,755,200

^[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 included in the Ministry's Expenditure Estimates because they are not funded through the Consolidated Revenue Fund (CRF).

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Ministry Financial Information

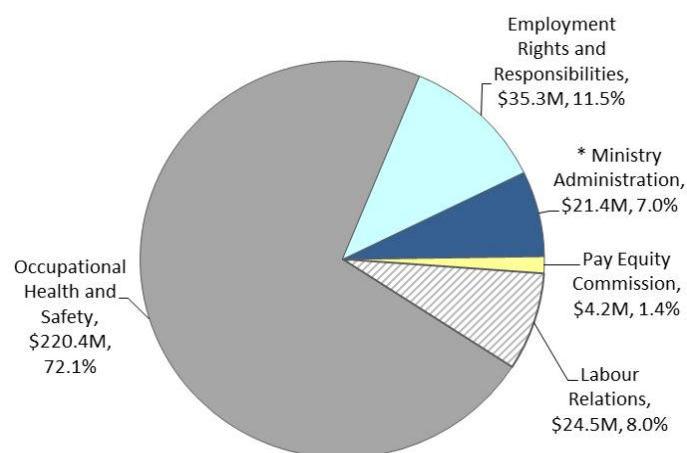
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Issued: November 2013

Content last reviewed: November 2013

Ministry Allocation of 2013-14 Base Spending (\$305.7M)

Ministry Allocation



* Includes Main Office 23.1%; Financial and Administrative Services 14.2%; Organizational Effectiveness 6.3%; Communications Services 15.2%; Legal Services 36.7%; Audit Services 1.2%; and Information Systems 3.3%.

Ministry Planned Expenditures 2013-14 (\$M)

Table 1a: Ministry Planned Expenditures 2013-14 (\$M)

	Ministry Planned Expenditures 2013-14 (\$M)
Operating	\$305.2M
Capital	\$0.5M
Total	\$305.7M

Ministry Planned Expenditures by Program 2013-14 (\$M)

Table 1b: Ministry Planned Expenditures (Operating Expense) (\$M)

Program Name	Ministry Planned Expenditures (Operating Expense) (\$M)
Ministry Administration Program	\$21.4M
Pay Equity Commission Program	\$4.2M
Labour Relations Program	\$24.5M
Occupational Health and Safety Program	\$219.9M
Employment Rights and Responsibilities Program	\$35.3M
Total	\$305.2M

Table 1c: Ministry Planned Expenditures (Capital Expense) (\$M)

Program Name	Ministry Planned Expenditures (Capital Expense) (\$M)
Ministry Administration Program	\$0.0M
Occupational Health and Safety Program	\$0.5M

Total		\$0.5M
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Note: All Planned Expenditures include operating expense adjustments.

Detailed Financial Information

The ministry's key activities are: Occupational Health and Safety Enforcement and Prevention, Employment Rights and Responsibilities and Labour Relations. In this context, the ministry provides advice and information to the government on labour and workplace issues; establishes and implements a provincial occupational health and safety strategy to ensure the alignment of health and safety activities across all system partners; designates, funds and maintains oversight over Health and Safety Associations; establishes standards for training programs, training providers, as well as training and other requirements for certification of joint health and safety committee members; 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.

Combined Operating and Capital Summary by Vote

Table 2: Combined Operating and Capital Summary by Vote

Votes/Programs	Estimates 2013-2014 \$	Change from estimates 2012-2013 \$	%	Estimates 2012-2013 ^[1] \$	Interim Actuals 2012-2013 ^[1] \$	Actuals 2011-2012 ^[1] \$
Operating And Capital Expense						
Ministry Administration	21,321,000	(462,600)	(2.1)	21,783,600	21,478,130	21,235,634
Pay Equity Commission	4,199,700	(17,300)	(0.4)	4,217,000	3,540,800	3,691,395
Labour Relations	24,058,700	51,400	0.2	24,007,300	24,217,670	22,726,716
Occupational Health and Safety	204,523,100	6,149,200	3.1	198,373,900	188,856,700	84,722,018
Employment Rights and Responsibilities	35,170,500	2,103,100	6.4	33,067,400	32,433,000	36,110,746
Less: Special Warrants	0	0	0	0	0	0
Less: Special Warrants to be Voted	289,273,000	7,823,800	2.8	281,449,200	270,526,300	168,486,509
Special Warrants	0	0	0	0	0	0
Statutory Appropriations	67,014	(16,173)	(19.4)	83,187	81,500	87,106
Ministry Total Operating & Capital Expense	289,340,014	7,807,627	2.8	281,532,387	270,607,800	168,573,615
Consolidation & Other Adjustments	16,363,800	53,800	0.3	16,310,000	16,310,000	15,270,155
Total Including Consolidation & Other Adjustments	305,703,814	7,861,427	2.6	297,842,387	286,917,800	183,843,770
Operating and Capital Assets						
Ministry Administration	1,000	0	0	1,000	0	0
Occupational Health and Safety	1,000	0	0	1,000	0	4,409,152
Less: Special Warrants	0	0	0	0	0	0
Total Capital Assets to be Voted	2,000	0	0	2,000	0	4,409,152
Special Warrants	0	0	0	0	0	0
Total Assets	2,000	0	0	2,000	0	4,409,152
^[1] Estimates for the previous fiscal year are re-stated to reflect any changes in ministry organization and/or program structure. Interim actuals reflect the numbers presented in the 2013 Ontario Budget.						

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Appendix: Annual Report 2012-13

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In 2012-13, the Ministry of Labour supported the government's priorities of *Jobs and Economic Growth and Poverty Reduction and Effective Supports for the Most Vulnerable* by working to create safe, fair, healthy and stable workplaces that increase productivity, protect vulnerable workers and create a competitive economy that attracts jobs and investment to Ontario.

Key areas of progress in 2012-13:

- Through its focus on firms with a poor health and safety compliance record, the ministry's [Safe At Work Ontario](#) strategy has successfully made workplaces safer and healthier.
- A multi-stakeholder Prevention Council was established under the [Occupational Health and Safety Act](#) (OHSa) to advise the Minister and the Chief Prevention Officer (CPO) on matters related to the prevention of work-related injuries and illnesses.
- The Employment Standards Program has worked to protect vulnerable workers and make workplaces fairer through use of proactive employment standards inspections, faster resolution of employment standards claims through improvements in employment standards claims management, and enhanced community outreach to ensure workers know their rights and responsibilities; and,
- The ministry's Labour Relations activities have created and maintained a stable labour relations environment through effective delivery of neutral dispute resolution and education services, to foster increased productivity in workplaces.

Making Workplaces Safer and Healthier

In 2012-13, the ministry made further progress on its *Safe At Work Ontario* strategy with the following achievements:

- Conducted 11 province-wide health and safety blitzes that address specific hazards across numerous industries including:
 - Cross-program New and Young Workers
 - Construction Struck by Objects
 - Construction Tower Cranes/Mobile Cranes
 - Mining Pits and Quarries
 - Construction Supervisory Engagement
 - Industrial Manufacturing Focus
 - Health Care Infection Prevention and Control
 - Mining Underground Mines (Ore Pass and Loading Pocket Systems)
 - Mining Underground Mines (Ventilation Hazards)
 - Industrial and Construction Slips, Trips and Falls
 - Health Care Workplace Violence and Harassment
- Carried out more than 58,500 field visits, visiting over 30,700 workplaces and issuing over 99,200 orders (as of December 31, 2012).
- Conducted the first "supervisor responsibility" blitz under the Occupational Health and Safety Act (OHSa) construction regulations.
- Led a partnership initiative with the [Ontario Association of Sewage Industry Services](#) (OASIS), to promote better on-site hygiene and a more consistent supply of washroom and clean-up facilities to reduce the potential for occupational disease in construction.
- Worked with diving industry members to finalize amendments to the regulations including carbon monoxide, noise requirements and amendments to the diving regulation.
- Worked with stakeholders to identify regulatory minimum standard requirements for solar photovoltaic systems.
- Developed and published a guideline for the window cleaning industry (above three floors).
- Promoted and enforced the Internal Responsibility System (IRS) specifically at new workplaces in the Industrial sector. Specifically, Inspectors addressed the concepts and requirements of the Internal Responsibility System for new employers.
- The Health Care and Occupational Medicine Units (HC/OMU) worked collaboratively with Ministry of Health and Long Term Care (MOHLTC) Emergency Management Branch on the development of the revised chapter on occupational health and infection control for the new Ontario Health Plan for Influenza Pandemic (OHPIP).
- The Health Care Unit continued to facilitate the Ontario Health Care Health and Safety Committee under [Section 21 of the OHSa](#).
- The HC/OMU maintained communication and liaison with MOHLTC, [Public Health Ontario](#) (PHO) and other key leaders to plan strategies in response to emergent situations such as swine influenza, avian influenza and novel Coronavirus.
- The Industrial Health and Safety Program (IHSP) worked collaboratively with the Ministry of Education, school boards and unions in this sector to advance worker safety. Inspectors conducted an initiative in the education sector where they inspected secondary schools and some elementary schools to ensure compliance with the legislation.
- IHSP also worked collaboratively with Health and Safety Associations such as [Public Services Health and Safety Association](#), [Workplace Safety and Prevention Services](#), [Infrastructure Health and Safety](#) and [Workplace Safety North](#) to ensure stakeholders are aware of the program's initiatives and blitzes.

The Specialized Professional Services team provided technical input and support to ministry inspectors and to various committees across the province including:

- Participated in an Institute for Work and Health (IWH) Systematic Review of Workplace Interventions to Prevent Upper Extremity Musculoskeletal Disorders (MSDs)

- Participated in developing proposed regulatory changes to the Suspended Access Equipment and Tower Crane regulations. The program conducted comparative risk assessment for photovoltaic system installations.
- Provided professional and technical engineering input for the proposed revisions to the Regulations for Construction Projects for the design, testing and inspection of suspended work platforms. Contributed to amendments to the Occupational Exposure Limits in [Reg. 833](#) Control of Exposure to Biological and Chemical Agents and [Reg. 490/09](#) Designated Substances.
- Provided input into technical standards such as Canadian Safety Association (CSA) Standards on “Safety Standard for Lift Trucks”, “Fall Protection Systems”, “Machinery Lockout and Hazardous Energy Control”, “Industrial Robots and Robot Systems”, “Mobile Cranes” and “Suspended Scaffold”; Guideline on Office Ergonomics; Management of Work in Confined Spaces; Nano-Occupational Health and Safety; and Eye and Face Protection. Special Professional Services (SPS) represents the Ministry of Labour (MOL) on the CSA Standard Z1007 ‘Hearing Conservation.
- Participated as a member of Health Canada GHS Implementation Team which is the Global Harmonized System of Classification and Labelling of Chemicals; CLRC - Section 47 Working Group, the Noise in Construction Working Group, Construction Occupational Disease & Research Labour-Management Health and Safety Committee, Public Services Prevention Network (PSPN).
- Radiation Protection Field Services (RPFS) reviewed 176 facility plans for new X-Ray registrants and 329 additional plans for modifications to existing facilities. Just under 350 premises were inspected in 2012-13.
- Completed and implemented a memorandum of understanding with the Canadian Nuclear Safety Commission (CNSC) to share data, information and technical expertise to protect workers at nuclear generating facilities.
- Provided professional and technical engineering input for the revisions to the Regulations for Construction Projects for the design, testing, inspection and certification of Tower Cranes.
- Provided input into technical standards such as CSA Standards on: Management of Work in Confined Spaces; Nano-Occupational Health and Safety; Eye and Face Protection; Protection of first responders from chemical, biological, radiological, and nuclear (CBRN) events; and Hearing Conservation.
- Provided input into provincial emergency management development through participation in provincial advisory committees and working groups, development /participation in the “Huron Challenge” provincial emergency exercise and maintained the ministry’s emergency response capabilities.
- Completed 4 proactive initiatives regarding the prevention of Musculoskeletal Disorders (MSDs) that focused on workplaces with a history of MSDs: Hotels/Motels, Group Homes, Homebuilding and International Commercial and Institutional (ICI) Sector projects. In addition, the field engineers supported complex engineering investigations such as the Downsview Stage Collapse and the Elliot Lake Mall Collapse and proactive visits and blitzes.
- Developed new resources for stakeholders posted on the MOL website (Client Handling in Health Care video, Client Handling and Musculoskeletal Disorders in the Health Care Sector Fact Sheet, Back Belts in Manual Materials Handling Fact Sheet).

Implementing the Recommendations of the Expert Advisory Panel on Occupational Health and Safety

The [Occupational Health and Safety Statute Law Amendment Act, 2011 \(Bill 160\)](#), received Royal Assent on June 1, 2011. Key amendments included the formal transfer of the prevention mandate from the [Workplace Safety and Insurance Board](#) (WSIB) to MOL, including oversight of the Ontario Health and Safety Associations (HSAs).

The newly established Prevention Office of the Ministry of Labour includes the Office of the Chief Prevention Officer/Associate Deputy Minister, a project management office, and three branches. The three branches – Stakeholder and Partner Relations Branch; Strategy and Integration Branch; and the Training and Safety Programs Branch – work with the health and safety system partners across the province, including the WSIB and Ontario’s HSAs, for the prevention of workplace injuries, illnesses and fatalities.

To date, the ministry has successfully implemented some of the Expert Advisory Panel’s recommendations which include:

- A new process was put in place to expedite the resolution of reprisal complaints under the OHSA.
- The “Worker Health and Safety Awareness in 4 Steps” workbook was piloted in workplaces across the province.
- The “Worker Health and Safety Awareness in 4 Steps” workbook and associated employer guide was made available free online or from ServiceOntario.
- The health and safety awareness poster was made mandatory in all workplaces across Ontario available free online or through ServiceOntario.
- The “Supervisory Health and Safety Awareness in 5 Steps” workbook and associated employer guide pilot was completed.
- A public consultation was launched to introduce new regulatory requirements that would require employers to ensure that all workers and supervisors complete mandatory occupational health and safety training. Consultation ended February 4, 2012.
- The creation of two consultation task groups for Vulnerable Workers and Small Business was announced. The task groups will provide occupational health and safety advice to address the needs of vulnerable workers and the supports needed by small businesses.
- A multi-stakeholder Prevention Council was established under the OHSA with representatives from trade unions, provincial labour groups, employers, non-unionized workers, the WSIB and occupational health and safety experts. The main function of the Prevention Council is to advise on matters related to the prevention of work-related injuries and illnesses.
 - Since its first meeting in September 2012, the Council has met regularly and has been engaged in discussions on implementing the Expert Advisory Panel’s recommendations, including the development of a first-ever integrated occupational health and safety strategy.
- MOL, in partnership with the other Canadian provinces and territories and the federal government, is running the “2012/13 It’s Your Job...” video contest asking Ontario secondary school students and youth between the ages of 18 and 24 to create an original video under 2 minutes in length on either health and safety or employment standards.

The Ministry of Labour has six Health and Safety Association (HSA) partners working together to get Ontario’s workers home safely and achieve our goal of zero work-related injuries, illness and fatalities. The following key activities of the HSAs are funded by the ministry through a transfer payment agreement:

- Training and Education
- Consulting
- Products
- Clinical Services

Key Statistical Data for HSAs

Table 1: Key Statistical Data for HSAs

Number of Participants Trained	
Infrastructure Health and Safety Association (IHSA)	14,765
Workplace Safety and Prevention Services (WSPS)	19,573
Public Services Health and Safety Association (PSHSA)	14,300
Workplace Safety North (WSN)	10,400
Occupational Health Clinics for Ontario Workers Inc. (OHCOW) ^[2]	N/A
Workers Health and Safety Centre (WHSC)	166,933 ^[1]
Consulting - Number of Firms Engaged	
Infrastructure Health and Safety Association (IHSA)	9,241
Workplace Safety and Prevention Services (WSPS)	17,133
Public Services Health and Safety Association (PSHSA)	1,200
Workplace Safety North (WSN)	10,500
Occupational Health Clinics for Ontario Workers Inc. (OHCOW)	320
Workers Health and Safety Centre (WHSC) ^[3]	N/A
New Clinical Cases Opened	
Infrastructure Health and Safety Association (IHSA)	315,116
Workplace Safety and Prevention Services (WSPS)	16,299
Public Services Health and Safety Association (PSHSA)	272
Workplace Safety North (WSN)	40
Occupational Health Clinics for Ontario Workers Inc. (OHCOW)	10
Workers Health and Safety Centre (WHSC) ^[3]	N/A
^[1] Person Hours of Training (PHT) Booked	
^[2] OHCOW provides comprehensive occupational health services such as medical diagnostic service; outreach education; and information to various groups but do not provide training.	
^[3] WHSC does not provide consulting or clinical services.	

Prevention Research

- The ministry provides grants for occupational health and safety research initiatives in Ontario. Ministry-funded research initiatives are focused primarily on the generation of research evidence to improve occupational health and safety outcomes in Ontario workplaces. The ministry uses an integrated approach to research that allows researchers, service providers and workplace parties to share data, unify resources, and collaborate more effectively across the occupational health and safety system in Ontario.

Prevention Grants

- The Prevention Grants program, which originated with the WSIB prior to the transition of the prevention mandate to the ministry, was designed to fund health and safety education and awareness initiatives outside of the general scope of the province's Health and Safety Associations. For 2012-13, ten applications were submitted and nine grants were awarded.
- Initiatives to be funded with Prevention Grants include: young worker awareness, occupational health and safety training for tunnel workers, health and safety information and inquiries services, promotion of health and safety education in business school curricula, and targeted prevention awareness initiatives for communities.

Protecting Vulnerable Workers and Making Workplaces Fairer

In 2012-13, the ministry supported the government's *Poverty Reduction Strategy*, continued to improve service delivery and increased enforcement by:

- Reducing wait times for claims investigation, and assisting employers to comply with their obligations through education and awareness;
- Continuous improvement, the development of best practices and quality assurance mechanisms with respect to the intake and investigation of employment standards claims;
- Allocating more Employment Standards Officers to the Dedicated Enforcement Team (DET) to conduct proactive workplace inspections to aid in enforcement and compliance of the *Employment Standards Act, 2000* (ESA);
- Conducting 2,460 proactive workplace inspections (up from 2,291 in 2011-12 and 1,106 in 2010-11);
- 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.

In addition, the ministry made further progress in enforcing employment standards by:

- Conducting the first ever employment standards enforcement blitz in the Temporary Help Agency sector.
- Providing service in 23 languages at the Employment Standards Information Centre (1-800-531-5551);
- Having posters in 23 languages and information in more than 50 ethnic news publications in Ontario;
- Developing additional online and print resources to aid with compliance of the *ESA, 2000* including a new Young Worker Tip Sheet, a downloadable presentation on Illegal Deductions from Wages, and conducting over 100 presentations to interested groups on Employment Standards information.

- Conducting formal stakeholder consultations on the development of the 2013-2014 Proactive Enforcement Plan and Education Outreach and Partnership work of the Program to get feedback on where the ES Program should be focusing its efforts.

Creating and Maintaining a Stable Labour Relations Environment

In 2012-13, the ministry continued to promote 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% without a work stoppage (as of March 31, 2013), continuing to surpass the target rate of 95%.

Figure 1: Creating and Maintaining a Stable Labour Relations Environment

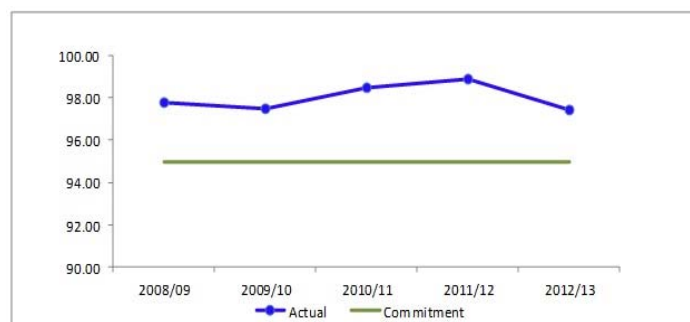


Figure 1 Data Table: Creating and Maintaining a Stable Labour Relations Environment

Year	Actual	Commitment
2008-2009	97.8	95
2009-2010	97.5	95
2010-2011	98.5	95
2011-2012	98.9	95
2012-2013	97.4	95

In 2012-13, the ministry continued to provide effective delivery of neutral dispute resolution and education services to the unionized sectors of the province. This included:

- Working with the broader public sector, social services and the retail sector during a difficult economic period in regard to labour relations best practices;
- Supporting other ministries, the private sector, municipalities and the education and health sectors, by providing mediation and arbitration services, neutral collective bargaining information, and by assisting parties through its Interactive Solutions programs;
- As part of the Interactive Solutions program, Dispute Resolution Services (DRS) provided custom-designed programs to 9 employers and 9 unions. Through Interactive Solutions, DRS also provided presentations or facilitation in seven other forums. DRS also offered two additional sessions of its workshop to assist parties in collective bargaining, entitled “The Bargaining Table and Beyond”. This workshop has been offered three times previously and was sold out twice. A new regional program, “Developing and Maintaining the High-Trust Labour-Management Relationship” debuted in March. DRS expect to offer further sessions during the next fiscal year.
- During 2012-13, Dispute Resolution Services provided mediation assistance to the developmental services sector, the children’s aid sector, key municipal negotiations (City of Toronto – inside, outside and library workers), and OPSEU negotiations with the Ontario Public Service.
- Other successful negotiations during 2012-13 included the universities sector, Ontario Power Generation and the ‘Big-3’ auto manufacturers with the Canadian Auto Workers.
- DRS assisted parties in over 22 grievance mediations ranging from mediation of a single grievance to multiple grievances on a cost recovery basis;
- More than 2,500 collective agreements expired in 2012-13, mostly concentrated in healthcare, social services, municipal, education and related services, transportation, retail trade, and management; and,
- In 2012-13, DRS processed over 2,480 new requests for conciliation assistance and more than 1,285 requests for arbitration assistance.

Ministry Interim Actual Expenditures 2012-13

Table 2: Ministry Interim Actual Expenditures 2012-13

	Ministry Interim Actual Expenditures (\$M) 2012-13 ^[1]
Operating	\$286.3M
Capital	\$0.6M
Staff Strength ^[2] (as of March 31, 2013)	\$1,385.2M
^[1] Interim actuals reflect the numbers presented in the 2013 Ontario Budget.	
^[2] Ontario Public Service Full-Time Equivalent positions.	

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