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Published Plan and Annual Report 2016-2017: Ministry of Labour

Plan for 2016-2017 and results and outcomes of all provincial programs delivered by the Ministry of Labour in 2015-2016.

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Ministry Overview

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 (MOL) 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 priorities and results

MOL supports two key government priorities: creating a Supportive and Dynamic Business Environment; and,

Reduced Poverty, Inequality and Exclusion. In addition, MOL provides services in the public interest.

MOL contributes to these priorities through the efficient delivery of public services in its three primary areas of responsibility:

- Occupational Health and Safety;
- Employment Rights and Responsibilities; and
- 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, aims to reduce and prevent fatalities, illness and injuries across all of Ontario's workplaces. A safe work environment contributes to higher productivity and lower employment costs, thus contributing to a supportive and dynamic business environment that will attract jobs and investment to Ontario.

The **Employment Rights and Responsibilities (ES) Program** helps protect vulnerable workers by creating fair workplaces thereby supporting the government's priority of Reduction of Poverty, Inequality and Exclusion.

The ES Program also creates a level playing field for employers, thereby reinforcing a competitive business environment that attracts jobs and investment to Ontario.

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.

Ministry priorities

MOL continues to support Ontario's commitment to meet its fiscal targets and eliminate the deficit by 2017-18. It does this by reviewing its programs and services regularly to ensure resources are allocated appropriately to get maximum value and to deliver the important work that Ontarians expect in an effective and efficient manner.

The government identified a number of priorities for the Ministry of Labour over the next few years. These priorities fall under a number of broad categories and the ministry has already begun activities to support these initiatives:

Reflecting the changing workplace

The ministry has appointed two Special Advisors to help lead broad public consultations on how the province's labour relations and employment standards legislation could be amended to best protect workers while supporting business in the changing economy. These Special Advisors are Ontario labour lawyer Michael Mitchell and the Honourable John C. Murray, a former Ontario Superior Court justice.

The Special Advisors held twelve public consultation sessions across Ontario during the first phase of the consultation process. Input was received from employer organizations, labour, employee advocacy groups and

academics. Eight research projects have been prepared by academic and public sector contributors. The Advisors are now preparing the Interim Report which is scheduled to be released in spring 2016. It will inform the basis of the second phase of consultations, which will solicit input from a targeted group of stakeholders.

After the completion of the second phase of consultations, the Special Advisors will write their final report and make recommendations to the government on potential amendments to the *Labour Relations Act, 1995* and the *Employment Standards Act, 2000*.

Developing a Gender Wage Gap (GWG) strategy

As part of a government-wide plan to improve the economic and social situation of women in Ontario, the Minister of Labour appointed a Steering Committee to:

- Identify the factors causing or affecting Ontario's gender wage gap;
- Assess the impact of government actions, business practices, social norms, and other factors, on the gap;
- Assess initiatives in other jurisdictions that may be applicable to Ontario;
- Create recommendations for this Government on a strategy, including actions for government, business, labour, other organizations, and individual leaders, to close the gender wage gap.

The existence of a gender wage gap is indicative of barriers facing women that prevent them from making a full contribution to the economy of the province. Achieving greater workplace equality would benefit Ontario's economy and society at large. It would:

- Increase economic security for women and their families
- Improve the province's economic outcomes
- Maximize labour force talent pool which benefits businesses

In addition to conducting research, the Steering Committee has led 14 consultations across Ontario. It is anticipated that the committee will provide the final recommendations on the Gender Wage Gap Strategy to the Minister of Labour and the Minister Responsible for Women's Issues in May 2016.

The GWG strategy links to several other strategies and projects across the OPS that impact the wage gap from different angles. These include the Poverty Reduction Strategy, the Action Plan to Stop Sexual Violence and Harassment, the Changing Workplaces Review, and Open for Business.

Protecting vulnerable workers

MOL introduced Bill 18, the *Stronger Workplaces for a Stronger Economy Act, 2014* which received Royal Assent on November 20th, 2014. The Act amended several pieces of legislation which came into effect in the first half of 2015, such as, new Employment Standards poster provisions, changes to the minimum wage, elimination of the cap on orders to pay issued to employers, and increased limitation recovery periods for unpaid wages or other payments.

In November 2015 the *Employment Protection of Foreign Nationals Act* was extended to all foreign nationals and joint and several liability for temporary help agencies for certain unpaid wages under the *Employment Standards Act* came into effect.

On February 5, 2016, the *Protecting Child Performers Act, 2015*, a new stand-alone piece of legislation came into force, which provides certain protections for children in the live and recorded entertainment industries. Introduction of these changes will increase protection for vulnerable workers and create a level playing field for employers that follow the rules.

The ministry's work to enforce fair working conditions and paid wages for vulnerable workers also helps support the government's Poverty Reduction Strategy.

Promoting occupational health and safety

An important part of the ministry's mandate is to protect workers' health and safety and lead workplace accident prevention efforts. A key area that requires attention is the construction sector. A Construction Health and Safety Advisory Group was established to provide advice to the ministry to develop and implement a Construction Health and Safety Action Plan (CHSAP) aimed at decreasing the number of injuries, accidents and fatalities in the construction sector.

The CHSAP will focus on several key priority areas, such as enhancing health and safety training within the construction sector, increasing participation in all workplaces, ensuring that health and safety laws are up-to-date, focusing efforts on initiatives related to effective supervisors/supervision, social marketing initiatives that influence behaviour and mindset, collaboration with other enforcement authorities, and working with children and youth to build a culture of health and safety.

In 2015-16, a total of 274 construction stakeholders participated in seven targeted stakeholder consultation sessions across the province (Ottawa, Etobicoke, Mississauga, Sudbury, Thunder Bay, Windsor and London). Feedback was also provided by 115 stakeholders through an online survey. Participants provided feedback on the implementation of activities to support the Action Plan.

Ontario is already acting on some key initiatives that will support the Action Plan, including:

- The development of Construction Health and Safety Awareness Training;
- Proposing amendments to the Construction Projects Regulation that, if approved, would strengthen requirements relating to the use of suspended access equipment;
- Consulting on proposed regulatory amendments to the Construction Projects Regulation governing the safe use of tower cranes;
- Developing health and safety resources to help teachers educate students entering into construction co-op placements;
- Communication focused to the construction sector about the dangers of working at heights; and
- Developing a web application to provide plain-language compliance information to constructors.

Working with the Workplace Safety and Insurance Board (WSIB)

In partnership with the WSIB, the ministry will continue to work to ensure long-term sustainability of the province's workers' compensation system while balancing the interests of injured workers and employers.

At the end of the third quarter of 2015, the WSIB's unfunded liability has been brought down to \$6.8 billion. The funding ratio on a sufficiency basis is 78 per cent, years ahead of the prescribed funding targets. The WSIB is now projecting reaching full funding by 2022 - five years early.

A more solid financial footing for the WSIB supports employers and protects worker benefits. In November 2015, the WSIB estimated it would return over \$2 billion annually to Ontario's economy when the unfunded liability component is removed from the premium rate and that employers may see a 10 to 15 per cent reduction over the period of 2017 to 2022 to an average premium rate of \$2.12.

In 2015 the government amended the *Workplace Safety and Insurance Act, 1997* (WSIA) to provide full indexation on benefit amounts for all injured workers, including those who receive partial disability benefits. Starting January 1, 2018, all workers' compensation benefits will be fully indexed to the Consumer Price Index with no upper limit.

Supporting mental health in the workplace

To support mental health in the workplace, the ministry is implementing a strategy to reduce or prevent Post-Traumatic Stress Disorder (PTSD) in first responders.

Traumatic mental stress, including PTSD, is a significant issue for workers who regularly face, or are affected by, traumatic situations. Evidence shows that first responders are at least twice as likely as the general population to suffer PTSD.

Included in the ministry's comprehensive approach is Bill 163, the *Supporting First Responders Act (Posttraumatic Stress Disorder), 2016*, which was introduced on February 18th, and passed on April 5th. The Bill includes proposed amendments to the *Workplace Safety and Insurance Act, 1997* and the *Ministry of Labour Act, 1990*:

- Proposed amendments under the WSIA would create a presumption that PTSD diagnosed in first responders is work-related, leading to faster access to WSIB benefits and to treatment, ultimately supporting positive recovery outcomes by removing the need to prove a causal link between PTSD and a workplace event.
- Proposed amendments under the *Ministry of Labour Act* would provide the Minister of Labour with the authority to request information about an employer's plans to prevent PTSD from employers of workers covered by the proposed PTSD presumption and to publish those plans.

A prevention strategy was also announced in February 2016 to help prevent or mitigate the risk of PTSD among first responders. This strategy includes four elements:

- The creation of a radio and digital campaign aimed at increasing awareness about PTSD amongst first responders, their families and communities and eliminating the stigma that too often prevents those in need from seeking help
- An annual leadership summit to be hosted by the Ministry of Labour to highlight best practices, recognize leaders, and monitor progress in dealing with PTSD
- A free online toolkit with resources on PTSD tailored to meet the needs of employers and each of the first responder sectors
- Grants for research that supports the prevention of PTSD.

Transforming Labour Relations to support collective bargaining

Through a joint labour initiative, the Ministry of Labour and Treasury Board Secretariat are collaborating to better support the collective bargaining process and its outcomes.

This initiative has two components. The first is the implementation of a Labour Relations Information Bureau. The Bureau will provide more robust evidence and analysis to measure bargaining outcomes and better support bargaining conversations by providing an authoritative and neutral source of labour relations information.

Implementation of the Bureau will support the mandates of both ministries in addition to addressing recommendations from the Commission on the Reform of Ontario's Public Services, 2012 and the Premier's Open Government commitments.

In spring 2016 MOL will launch the first phase of the Bureau: an MOL Open Information online portal that would provide public access to about 40,000 collective agreements and interest arbitration awards, supporting research and providing remote public access to documents.

The second component is the exploration of voluntary coordinated bargaining frameworks that could facilitate rationalized bargaining in interested sectors within the broader public sector (BPS) and could result in more consistent outcomes and fiscal efficiencies across the BPS.

Reform of the interest arbitration system

MOL has engaged certain parties affected by the interest arbitration process to seek input on potential reform of the interest arbitration process.

The ministry will focus on these priorities in consultation with other ministries, stakeholders and the public to advance safe, fair and respectful workplace practices that are essential to the social and economic well-being of the people of Ontario.

Transformation at the Ministry of Labour

The ministry is committed to sustaining the effective and efficient delivery of programs that protect workers' health and safety and their employment rights, and support timely resolution of disputes to assure a competitive

economy. Many of the ministry's priority commitments will help modernize and transform the ministry. To meet our commitments, the ministry must continue to adapt to changes in the environment it operates within – including globalization and its effects on Ontario's economy and the labour market, lower rates of unionization, and the growth of precarious work.

To respond to these and other challenges successfully, the ministry is continuously looking for ways to improve results and services to the public.

The ministry has moved to implement innovation initiatives: regulatory modernization, small business engagement in health and safety, vulnerable worker engagement, initiatives to strengthen workplace responsibilities, building a data warehouse to provide a foundation for analytics, and the initiative to transform public sector collective bargaining.

The ministry launched a risk assessment project that demonstrated the potential value of risk based approaches to occupational health and safety regulation. Based on the proof of concept, the ministry has begun to move forward with risk management in the OHS context. The goal is to enable the OHS system partners to work together with employers and workers in reducing risks to worker health and safety sector by sector, in a way that is measurable. The ministry has begun to act on the results of risk assessment in the underground mining sector, and has moved forward on a range of additional sectors such as greenhouses, hospitals and roofing. Focusing more on risk assessments and the management of risk, the ministry is working towards developing a risk management strategy.

The transformation work the ministry has done to date provides a foundation for moving forward on the priorities identified above for the Ministry of Labour. The ministry will focus on these priorities in consultation with other ministries, stakeholders and the public to advance safe, fair and respectful workplace practices that are essential to the social and economic well-being of the people of Ontario.

This work will also contribute to growing the economy and helping to create good jobs.

How MOL's key strategies support the government's key priorities

Priorities

- Reduced poverty, inequality and exclusion
- Supportive and dynamic business environment
- Other public interest

Results

- More competitive and attractive economy
- Increased productivity in workplaces
- Strong workplace culture of health and safety

- Safer and healthier workplaces
- Fair and equitable workplaces
- Fair working conditions and paid wages for vulnerable and young workers
- A strategy to help close the gender wage gap
- Protection from sexual violence and harassment in the workplace
- Improved labour relations stability in the broader public sector

Major activities and strategies

- Occupational Health and Safety
 - Province-wide Healthy and Safe Ontario Workplaces strategy.
 - Inspect high-hazards/high risk workplaces to reduce lost time injuries.
 - Review and update health and safety legislation and regulations to enhance health and safety.
 - Develop and implement mandatory health and safety training programs.
 - Work with the WSIB to ensure long-term sustainability while balancing interests of injured workers and employers.
- Labour Relations
 - Facilitate labour relations dispute resolution to create fairness and stability in the workplace.
 - Update and promote best practices in labour relations.
 - Review and update Labour laws to reflect the changing economy and workplaces.
- Employment Rights and Responsibilities
 - Conduct proactive inspections in high risk workplaces.
 - Resolve all claims filed
 - Consistent application of relevant legislations will facilitate a level playing field for employers and workers to ensure competitiveness.
 - Review and update employment laws to reflect the changing economy and workplaces.

Preformance measures

- Occupational Health and Safety
 - Maintain lost time injury rate at 0.87 or lower for Schedule 1 employers
- Labour Relations
 - 95% of all collective agreement settlements to be achieved without a work stoppage
- Employment Rights and Responsibilities
 - Complete 3,000 proactive inspections to promote compliance with the *Employment Standards Act, 2000*

Ministry Programs and Activities

Occupational Health and Safety

The aim of the Ministry of Labour's (MOL) Occupational Health and Safety (OHS) program is to reduce or eliminate workplace fatalities, injuries and illness through prevention and enforcement. MOL works closely with workplace health and safety system partners to improve occupational health and safety across the province.

The foundation of MOL's OHS program is the *Occupational Health and Safety Act* (OHSA) and its regulations, which establish rights and duties of workers, employers, and key institutions. Among other things, the OHSA requires compliance with minimum standards to protect the health and safety of Ontario workers. The OHSA applies to all workplaces across all business sectors of Ontario except for work activities undertaken by an owner/resident or a servant of an owner/resident, in a private home, or workplaces regulated by the federal government.

Healthy and safe workplaces can only be achieved with the joint commitment of workers and employers, which is embodied in the concept of the "Internal Responsibility System" or "IRS". This is the principle that all workplace parties (e.g., employers, supervisors, and workers) share the responsibility for health and safety, to the extent that each party has control over it. The MOL continues to work with system partners and stakeholders to develop ways to improve the IRS.

OHS Prevention

Prevention activities are guided by the province-wide integrated occupational health and safety strategy. Under this strategy, MOL works with business, worker groups and the provincial health and safety system partners to create a culture where occupational health and safety is at the centre of the workplace. The six strategic priority areas of the OHS strategy are shown below.

Vision: Healthy and Safe Ontario Workplaces	
Goal: Target the Areas of Greatest Need	Goal: Enhance Service Delivery
Priorities:	Priorities:
• Assist the most vulnerable workers • Support occupational health and safety improvements in small business • Address the highest hazards that result in workplace injuries, illnesses or fatalities	• Integrate service delivery and planning • Build collaborative partnerships • Promote a culture of health and safety

Implementation of the OHS Strategy involves the development and implementation of action plans for each of

the six strategic priority areas shown above. Planning will include participation from relevant OHS partners. Implementation will require strengthening the alignment of MOL's transfer payment programs with the strategy, including:

- Tracking Health and Safety Association's activities according to strategic priority,
- Aligning research investments, and
- Optimizing the impact of grant programs.

Prevention activities guided by the OHS strategy are carried out by the OHS system partners under the leadership of the Chief Prevention Officer (CPO), the Prevention Office and advice from the Prevention Council. These activities include:

1. Funding and oversight of the six Health and Safety Associations (HSAs) that offer OHS training, education, awareness and specialized clinic services.

The HSAs are comprised of:

- Infrastructure Health and Safety Association (IHSA)
- Public Services Health and Safety Association (PSHSA)
- Workplace Safety North (WSN)
- Workplace Safety and Prevention Services (WSPS)

Medical clinics:

- Occupational Health Clinics for Ontario Workers (OHCOW)

A training centre:

- Workers Health and Safety Centre (WHSC)

2. Funding OHS research and prevention/innovation grants, including:

- Funding and administering the Research Opportunities Program that delivers OHS research funding and oversight of the Specialized Research Centres.
- Funding and administering the Occupational Health and Safety Prevention Innovation Program that delivers grant funding to applicants focused on OHS prevention activities.

3. Establishing and implementing rigorous standards for specialized OHS training that is required to be taken through a provider and a program that has been approved by the CPO

The multi-stakeholder Prevention Council provides strategic advice to the CPO on OHS funding decisions, policy and program developments, and other key initiatives.

Details of prevention achievements are set out in the [Occupational Health and Safety in Ontario 2014-15 Annual Report](#).

OHS Enforcement

Another key component of the OHS program is enforcement. Enforcement activities are focused on high hazard workplaces to ensure compliance with the OHSA and its regulations.

The OHSA and its regulations impose requirements and duties on workplace parties to minimize the risk of injuries on the job and provides for the enforcement of the law where compliance has not been achieved voluntarily. Ministry 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/or work refusal, complaint, injury, illness or fatality; order compliance with the OHSA and its regulations; and/or, commence a prosecution, when warranted.

Safe At Work Ontario

As part of the Healthy and Safe Ontario Workplaces strategy, *Safe At Work Ontario* focuses on compliance, through enforcement and monitoring, and is 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.

Most often workplace incidents that lead to injury or death are preventable or avoidable. That's why *Safe At Work Ontario* takes a proactive approach to health and safety inspections.

The foundation of the compliance strategy consists of three pillars which also support the **Healthy and Safe Ontario Workplaces** strategy:

1. **Enforcement** of the OHSA primarily through proactive inspections under safe at work blitzes as well as provincial and regional initiatives.

Through proactive enforcement blitzes, MOL inspectors focus on raising awareness of key workplace hazards and identify and inspect high risk workplaces where these hazards might be present. In 2016-17, the Ministry of Labour will be conducting approximately nine blitzes across three main sectors in Ontario: construction, industrial (including healthcare), and mining sectors. The blitzes continue to be well received by employer and labour stakeholders.

2. **Compliance** and the provision of information, resources and tools to assist workplaces to become compliant. MOL publishes sector specific enforcement strategies and provides workplaces with compliance tools and other supports for health and safety blitzes and initiatives. Annual consultations provide an opportunity for stakeholders to shape future strategies and initiatives.

Examples of compliance supports which provide insight for employers on inspections include videos on Fall Hazard Safety in Low Rise Construction, Slips Trips and Falls and other Kitchen Hazards, Workplace Violence and Harassment, Forklift Safety Inspection, and Auto Body Repair Shop Safety

Inspection.

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. Results are generally posted within 90 days of the end of the blitz.

3. **Partnership**, where the ministry 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), to refine ministry enforcement efforts. Ontario's HSAs provide training programs, products and services to the province's employers and workers. 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.

Safe At Work Ontario focuses on businesses with high risk factors, based, for example, on a company's health and safety compliance history and whether they have significant injury rates and/or significant injury claims costs. The ministry also looks at the size of the workplace, age of a business, whether hazards are inherent to the business of the workplace and the presence of new, young or otherwise vulnerable workers.

Violence in the workplace

A key component of the OHS Enforcement program is to ensure everyone is able to work in a safe and healthy workplace.

The *Sexual Violence and Harassment Action Plan Act* was introduced by the government in October 2015 as Bill 132 and received Royal Assent on March 8, 2016. The come into force date of the *Occupational Health and Safety Act* amendments contained in the Bill is September 8, 2016.

The goal of the Action Plan is to combat and raise awareness of sexual violence, harassment and discrimination and improve support for victims. The plan is supported by several ministries, including the Ministry of Labour, which will do its part to protect workers in the workplace.

The Act includes amendments to the *Occupational Health and Safety Act* (OHSA) to enhance employer duties with respect to workplace harassment. The amendments to the OHSA will:

- Provide a new definition of workplace sexual harassment;
- Require additional measures and procedures in workplace harassment programs; and
- Add specific new employer duties to address workplace harassment.

The Ministry will:

- Establish a dedicated enforcement team that will respond to complaints to determine employer compliance, and enforce the OHSA workplace harassment provisions;
- Develop a Code of Practice under OHSA to help employers in developing their own workplace-specific

harassment policies and programs to comply with the law; and

- Create an outreach strategy including the development of information and guidance materials for workers and employers.

In addition to Sexual Violence and Harassment Action Plan, the Ministry of Labour has established a Workplace Violence Prevention in Healthcare Leadership Table in partnership with Ministry of Health and Long-term Care to better protect health care professionals on the job.

Due to the nature of their work, health care workers face a number of workplace hazards including exposure to infectious diseases, ergonomic hazards, slips, trips and falls, as well as violence. The members of the Leadership Table bring together key stakeholders, front line health care workers and experts, including patient advocates, to provide advice on how to reduce and prevent workplace violence for health care professionals.

Based on the advice of the Leadership Table, Ontario will develop an action plan to:

- Make hospitals safer
- Reduce incidents of workplace violence in hospitals and the broader health care sector
- Change attitudes toward workplace violence and improve workplace safety culture regarding violence.

Lost-Time Injury rates

The key measure the ministry uses to determine the impact of the coordinated activities of the workplace health and safety system is the Lost-Time Injury (LTI) rate, which is based on data collected and reported by the [WSIB](#). The [LTI](#) rate is the number of lost-time injuries per 100 workers.

The graph below shows the historical trend for the [LTI](#) rates for Schedule 1 employers from 2004. Schedule 1 employers operate under the collective liability insurance principle. The [WSIB](#) reported a Schedule 1 Lost-Time Injury rate of 0.92 for 2014 – down from 0.95 in 2013.

Lost-Time Injury (LTI) rates – Schedule 1 employers	
Year	LTI rate per 100 workers
2005	1.81
2006	1.61
2007	1.55
2008	1.51
2009	1.27
2010	1.15

2011	1.05
2012	1.01
2013	0.95
2014	0.92

In 2016-17 the Ministry of Labour will work towards reducing the LTI rate for Schedule 1 employers to 0.87 or lower.

Employment Rights and Responsibilities - Employment Standards Program

Protect vulnerable workers and support poverty reduction

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

The program administers and enforces the *Employment Standards Act, 2000* (ESA) and the *Employment Protection for Foreign Nationals Act, 2009* (EPFNA) and the *Protecting Child Performers Act, 2015* (PCPA). Compliance with these laws and Regulations is promoted through activities focusing on prevention (education, outreach and partnerships), inspections, investigations and enforcement.

Program services are delivered through regional/field offices with enforcement staff (employment standards officers (ESOs)) that investigate and resolve complaints about employers who may not be complying with their obligations under the ESA and the EPFNA or the PCPA. Field staff also conducts proactive inspections of workplaces to enforce and promote compliance.

The program's activities ensure that Ontario employees, including vulnerable workers, are protected by minimum workplace standards, such as minimum requirements for employment; provisions to assist employees with family responsibilities; increased flexibility in work arrangements; and, mechanisms for compliance and enforcement.

In delivering its mandate, the Employment Standards program supports Ontario's Poverty Reduction Strategy, the overall goal of which 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.

Increasing fairness for employees and businesses

In November 2014, the *Stronger Workplaces for a Stronger Economy Act, 2014* received Royal Assent. The Act made numerous amendments to several pieces of labour legislation including the *Employment Standards Act, 2000*, the *Employment Protection for Foreign Nationals Act, 2009* and the *Occupational Health and Safety Act*.

Amendments that came into force in 2015 include:

- New Employment Standards poster provisions,
- Changes to the minimum wage,
- Elimination of the cap on orders to pay wages issued to employers,
- Increased limitation recovery periods for unpaid wages or other payments,
- Imposition of joint and several liability on temporary help agencies and their clients for unpaid regular wages, overtime pay, public holiday pay and premium pay for public holidays, and,
- Extension of *Employment Protection for Foreign Nationals Act, 2009* coverage to all foreign nationals employed (or seeking employment) in Ontario under an immigration or foreign temporary employee program.

The focus in 2016-17 will be the enforcement of all amendments made under the *Stronger Workplaces for a Stronger Economy Act*.

Investigating complaints and claims

The Ministry of Labour receives complaints from employees against employers for alleged contraventions of the [ESA](#), the [EPFNA](#), and the [PCPA](#). Ministry staff investigates complaints and attempt to recover monies owed to the employees when contraventions are found.

In 2015-16, a total of 15,588 claims were received and 14,352 claims were completed (as of March 4, 2016). 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. The Provincial Claims Centre (PCC) processes over 15,000 employment standards claims per year and processes thousands of documents per year. Between April 1 and December 31st, 2015 the [PCC](#) handled 16,545 telephone calls.

The following table shows the historical trend of claims investigations received and completed by the Employment Standards program.

Claims investigations		
Fiscal year	Claims investigations received	Claims investigations completed
2006/07	22,620	15,995
2007/08	20,789	18,533
2008/09	23,286	21,304
2009/10	20,381	20,764
2010/11 ^[1]	17,094	27,637

2011/12 ^[2]	16,140	19,032
2012/13 ^[3]	15,016	12,344
2013/14	15,485	14,656
2014/15	14,872	17,453
2015/16 ^[4]	15,588	14,352

Proactive inspections

In addition to claims, employment standards officers also conduct proactive inspections of employers.

The goal of proactive enforcement through workplace inspections is to support and ensure overall education and compliance to make employers aware of their responsibilities under the [ESA](#), the [EPFNA](#) and the [PCPA](#); help identify and deter non-compliance before violations and complaints arise; and, to make the Ministry of Labour's presence known in high-risk sectors.

As of December 31, 2015 a total of 2,480 inspections were completed in 2015-16, including 407 compliance check inspections. The program will conduct a minimum of 3,000 proactive inspections in 2016-17 and increase the levels of unpaid wages recovered for higher numbers of vulnerable workers.

The focus of proactive inspections will be sectors and employers with the highest risk, including repeat violators, sectors with a history of non-compliance, and those that employ the most vulnerable workers. By increasing compliance with the [ESA](#), the Ministry of Labour can make a positive difference in high risk sectors.

Education, outreach and partnership

The Education, Outreach & Partnership (EOP) strategy is a Ministry of Labour initiative designed to create an environment where employers and employees understand their rights and obligations under the *Employment Standards Act, 2000* (ESA).

Annual stakeholder consultations are held as part of the [EOP](#) strategy. The advice and recommendations gleaned from these annual consultations feed directly into proactive enforcement and education/outreach planning for the following fiscal year. The program held its fourth annual stakeholder consultation in December 2015.

The program has developed a series of [web-based tools](#). 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 and be more compliant with the [ESA](#). The tools have been used more than six million times to date and over 80% of satisfaction survey respondents say they find the tools to be helpful. In addition, in 2015-16, through its [WebES](#) mailbox the ministry has responded to over 10,500 internet inquiries (as of December 31, 2015).

The EOP conducts ongoing outreach efforts throughout the year focusing on three key groups: small business employers, young workers and newcomers. Outreach efforts involve forming partnerships with key employer and employee advocacy groups.

The Employment Standards Information Centre is available to respond to general queries from employees and employers regarding their rights and responsibilities under the ESA. The centre received 234,429 calls between April 1, 2015 and December 31, 2015, and provides information in multiple 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 services of health care, education and other public services. The Premier has specifically expressed that the ministry is to uphold and respect the collective bargaining process with the goal of maintaining a respectful labour relations climate for both employers and unions.

To this end, the Labour Relations Solutions Division (LRSD) is focusing on maintaining stability in the broader public sectors (BPS) and private sectors. Key collective bargaining negotiations upcoming in BPS sectors that LRSD would be providing support to, include large employers and a considerable number of employees in the health sector, nursing home sector, municipal sector, and university sector.

LRSD continues to build on its success in developing a framework for centralized bargaining for the Developmental Services sector, and will facilitate discussions for coordinated bargaining in the healthcare sector, in addition to assisting with coordinated bargaining with the Children's Aid Society agreements.

Dispute Resolution Services

LRSD 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; provision of up-to-date, accurate and quality collective bargaining information for all industries and sectors to support modernized collective bargaining; and, use of 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.

LRSD 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*, *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 , and the *School Boards Collective Bargaining Act, 2014*.

The various labour related statutes relate to 13,500 collective bargaining relationships in Ontario covering approximately 1.7 million workers. Of those, LRSD usually provides conciliation and mediation assistance in 2,500-3,500 collective bargaining relationships each year. The number of requests for assistance will increase significantly in a construction sector bargaining year. As of February 10, 2016 LRSD managed more than 2,349 new requests for conciliation and mediation assistance, in addition to the ongoing cases carried over from the previous fiscal year. In recent years, LRSD has reported settlements without a work disruption in more than 97% of these negotiations.

The program fosters productive workplace relationships throughout Ontario by making the credible and neutral source of labour relations information available to bargaining parties and providing assistance with collective bargaining negotiations that have reached an impasse. LRSD provides employers, unions, members of the public and government with statistics, analysis and information on patterns and trends in collective bargaining. It also maintains an online portal (beginning Spring 2016) of almost 40,000 collective agreements covering unionized employees in Ontario and interest arbitration awards, which are available to assist workplace parties in bargaining and administering their collective agreements.

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. In 2015-16, 98.4% of collective bargaining disputes were resolved without a work stoppage.

Settlements without strike or lockout

Year	Commitment	Actual
2010/11	95%	98.5%
2011/12	95%	98.9%
2012/13	95%	97.4%
2013/14	95%	98.0%
2014/15	95%	98.2%
2015/16 (as of Feb. 9/16)	95%	98.4%

Arbitration

LRSD receives and processes approximately 1,500 requests for the appointment of interest and rights arbitrators each year. 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 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 include significant employers and a vast number of employees. A total of 2,291 collective agreements covering 357,190 employees will be expiring in 2016-17. In addition, as of February 10, 2016 over 2,209 sets of negotiations covering 341,077 employees were in progress and require Dispute Resolution Services assistance to finalize new collective agreements.

LRSD will provide the required expertise to support bargaining in broader public sector negotiations.

In 2015-16, LRSD assisted in the successful facilitation of seven Central Bargaining tables in the Education sector. The *School Boards Collective Bargaining Act, 2014* created a framework requiring two levels of bargaining with central agreements and local agreements. In 2016-17, LRSD will continue to assist with local bargaining to finalize collective agreements in this sector. The Education sector consists of 479 Local school board agreements, covering almost 275,961 employees (teachers and support staff). Private sector agreements will account for 63% of all expiring agreements while almost 36% of expiring agreements are Broader Public Sector (BPS) agreements.

Support for negotiations for the Liquor Control Board of Ontario (LCBO) and the Ontario Public Service Employees Union (OPSEU) pertaining to almost 7,000 employees is anticipated to be particularly demanding. 2016 is also a Construction industry bargaining year which is anticipated to place a significant demand on LRSD Mediators, who will provide assistance to the Industrial, Commercial and Institutional construction bargaining agents in 2016.

Of additional interest will be negotiations in the auto sector with collective agreements expiring in September 2016 for “the big 3” – Chrysler, General Motors and Ford with Unifor, affecting almost 20,000 employees; No Frills Franchise stores and Fortinos Supermarkets and UFCW covering almost 16,000 employees, X-strata, Essar Algoma, and Hydro One are other major employers whose contracts will be expiring in fiscal 2016/17.

LRSD will also continue its implementation of phase one of the Labour Relations Information Bureau that would provide more robust evidence and analytics to measure bargaining outcomes, and better support collective bargaining by providing an authoritative and neutral source of labour relations information. In spring 2016 the Ministry of Labour will launch an Open Information online portal that would provide public self-serve 24/7 access to collective agreements and interest arbitration awards, supporting research and providing remote public access to documents.

Promoting best practices

Part of the LRSD mandate is the promotion of best practices in labour relations and dispute resolution. Best practices are promoted through day to day dispute resolution and also through regional workshops that focus on

effective collective bargaining and fostering trust in the labour-management relationship. LRSD is viewed as a leader in best practices in labour relations not only in Ontario but also by its provincial counterparts.

Various transformational projects in LRSD in 2016-17 will help support the modernization of its best practices. LRSD is making progress in its collaborative project with the Treasury Board Secretariat in building a centre of excellence for labour information. This joint initiative is expected to improve collective bargaining processes and outcomes in the Broader Public Sector, which could support the long-term outcome of BPS stability, and would also provide support to facilitate a voluntary legislative framework for central or coordinated bargaining.

The project has initiated Phase 1 of its development of the Labour Relations Information Bureau which would provide an integrated labour relations data collection and analysis system to support decision makers and improve negotiations at the bargaining table, improve collective bargaining processes and outcomes, as well as being a central hub of labour research and analytics.

The Labour Relations Information Bureau would further support improved evidence-based decision making and facilitate the development of rationalized bargaining models. This initiative would also provide an opportunity to explore synergies and efficiencies through the benefits of rationalization or centralization: procurement, IT clusters and administration.

Interactive solutions

To promote best practices, LRSD's Interactive Solutions program assists and supports parties' efforts to improve their relationship with their counterparts through customized in-house programs and regional workshops and conferences. 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. Regional workshops consistently attract a broad cross-section of labour and management representatives in significant numbers. Themes have included effective grievance administration, collective bargaining, and workplace problem-solving and relationship-building. All of the regional workshops may be adapted for delivery 'in-house' to workplace parties.

Workplace programs delivered through Interactive Solutions are customized to the parties' needs, enabling them to build problem-solving skills and a real understanding of the importance of a constructive labour-management relationship, 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, leading to a more stable labour relations environment with fewer or shorter workplace disputes.

LRSD will continue to work to expand the breadth and scope of Interactive Solutions programs to increase the delivery of innovative and responsive programs and workshops to assist more participants in improving their labour relations environment.

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 and 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 redress 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.

Workplace Safety and Insurance Board and Workplace Safety and Insurance Appeals Tribunal

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.

Advisory Agencies

Prevention Council: The Prevention Council provides advice to the Minister on the appointment of a Chief Prevention Officer and any other matter as specified by the Minister. Further, the Prevention Council also provides advice to the Chief Prevention Officer on the prevention of workplace injuries and occupational diseases, for the purposes of the provincial occupational health and safety strategy and the annual report under section 22.3 of the *Occupational Health and Safety Act*, and on any significant proposed changes to the funding and delivery of services for the prevention of workplace injuries and occupational diseases.

Labour-Management Advisory Committee: The Labour-Management Advisory Committee advises on grievance arbitration matters and about individuals qualified to act as grievance arbitrators under the *Labour Relations Act, 1995*.

Acts Administered by the Minister of Labour: 2016-2017

- [*Ambulance Services Collective Bargaining Act, 2001*](#)
- [*Crown Employees Collective Bargaining Act, 1993*](#)
- [*Employment Standards Act, 2000*](#)
- [*Employment Protection for Foreign Nationals Act, 2009*](#)
- [*Hospital Labour Disputes Arbitration Act*](#)
- [*Labour Relations Act, 1995*](#)
- [*Ministry of Labour Act*](#)
- [*Occupational Health and Safety Act*](#)
- [*Pay Equity Act*](#)
- [*Protecting Child Performers Act, 2015*](#)

Public Sector Dispute Resolution Act, 1997

- *Public Sector Labour Relations Transition Act, 1997*
- *Registered Human Resources Professionals Act, 2013*
- *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*
- *Protecting the School Year Act, 2015*
- *Toronto Public Transit Service Resumption Act, 2008*
- *York University Labour Disputes Resolution Act, 2009*

Ministry Financial Information

Ministry allocation of 2016-17 base spending (\$309.5M)

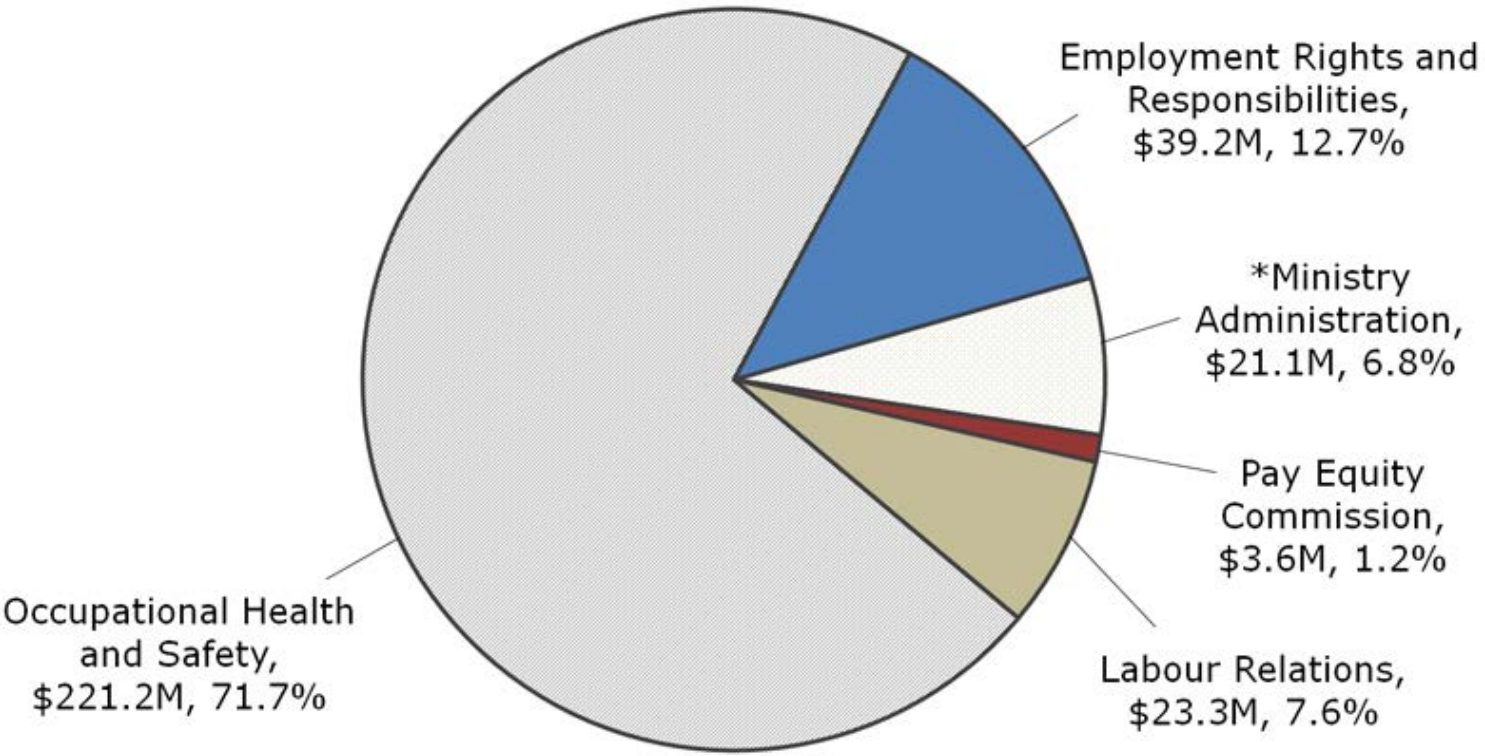


Chart values: Occupational Health and Safety, 72% (\$221.7M); Employment Rights and Responsibilities, 13% (\$39.2M); Labour Relations, 7% (\$23.3M); Ministry Administration, 7% (\$21.7M); Pay Equity Commission, 1% (\$2.6M)

* Ministry Administration includes: Main Office 15.5%; Financial and Administrative Services 11.8%; Corporate Services 6.3%; Strategic Human Resources Branch 7%; Communications Services 16.2%; Legal Services 37.2%; Audit Services 1.2%; and Information Systems 1.5%.

Ministry planned expenditures 2016-17 (\$M)

- Operating: \$308.4 million
- Capital: \$1.1 million
- Total: \$309.5 million

Operating expense: Ministry planned expenditures by program 2016-17

Program name	Planned expenditures (operating expense)(\$M)
Ministry Administration Program	\$21.1M

Pay Equity Commission Program	\$3.6M
Labour Relations Program	\$23.3M
Occupational Health and Safety Program	\$221.2M
Employment Rights and Responsibilities Program	\$39.2M
Total	\$308.4M

Capital expense: Ministry planned expenditures by program 2016-17	
Program name	Planned expenditures (capital expense)(\$M)
Ministry Administration Program	\$0.65M
Occupational Health and Safety Program	\$0.49M
Total	\$1.1M

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, legislation and regulations; 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

Operating and capital expense						
Votes/Programs	Estimates 2016-17 (dollars)	Change from estimates 2015-16 (dollars)	Change from estimates 2015-16	Estimates in 2015-16 ^[5] (dollars)	Interim actuals ^[6] 2015-16 (dollars)	Actuals 2014- 15 (dollars)

(percentage)						
Ministry Administration	21,664,700	71,400	0.3	21,593,300	20,993,300	20,515,894
Pay Equity Commission	3,598,000	(71,400)	(1.9)	3,669,400	3,669,400	3,236,433
Labour Relations	23,305,200	0	0	23,305,200	23,305,200	22,074,103
Occupational Health and Safety	221,713,000	386,700	0.2	221,326,300	219,226,200	219,629,964
Employment Rights and Responsibilities	39,157,900	(1,389,200)	(3.4)	40,547,100	40,447,100	38,953,295
Less: special warrants	0	0	0	0	0	0
Total operating and capital expense to be voted	309,438,800	(1,002,500)	(0.3)	310,441,300	307,441,300	304,409,689
Special warrants	0	0	0	0	0	0
Statutory appropriations	67,014	0	0	67,014	67,014	91,271
Ministry total operating and capital expense	309,505,814	(1,002,500)	(0.3)	310,508,314	307,508,314	304,500,960
Consolidation and other adjustments	0	0	0	0	0	0
Ministry total operating and capital expense	309,505,814	(1,002,500)	(0.3)	310,508,314	307,508,314	304,500,960

Operating and capital assets						
Votes/programs	Estimates 2016-17 (dollars)	Change from estimates 2015-16 (dollars)	Change from estimates 2015-16 (percentage)	Estimates in 2015-16 [7] (dollars)	Interim actuals [8] 2015-16 (dollars)	Actuals 2014-15 (dollars)
Ministry Administration	1,000	0	0	1,000	0	0
Occupational Health and Safety	1,000	0	0	1,000	0	0
Less: special warrants	0	0	0	0	0	0
Total capital assets to be voted	2,000	0	0	2,000	0	0
Special warrants	0	0	0	0	0	0
Total assets	2,000	0	0	2,000	0	0

Highlights of 2015-16 Achievements

- The Prevention Office published the Occupational Health and Safety in Ontario 2014-15 Annual Report, which highlights the work done to-date to implement the integrated occupational health and safety strategy, “Healthy and Safe Ontario Workplaces”. The Annual Report discusses the work of the entire health and safety system in Ontario, including the implementation of action plans on Small Business, Falls from Heights Prevention and Ergonomic Action Plan. Other action plans to address vehicles and mobile equipment, occupational disease, and protect vulnerable workers are currently under development and planned for implementation in 2016. The 2015-16 Annual Report is expected later in 2016.
- New Joint Health and Safety Committee (JHSC) Certification Training Standards came into effect March 1st 2016. All existing and new training providers must be approved by the Chief Prevention Officer under the new Standards in order to deliver the new JHSC training.
- The [Occupational Health and Safety Awareness and Training Regulation](#) (Ontario Regulation 297/13)

under the *Occupational Health and Safety Act* (OHSA), has been amended to include mandatory Working at Heights (WAH) training requirements. As of April 1, 2015, employers in Ontario must ensure that workers on construction projects who may use certain methods of fall protection successfully complete 'working at heights' training that meets training program and provider standards established by the Chief Prevention Officer (CPO).

- As of January 27, 2016, over 78,000 learners have successfully completed the WAH training through 81 different WAH providers that been approved by the CPO. All CPO approved Working at Heights training providers are listed on the MOL website.
- The CPO presented the final report of the Mining Health, Safety and Prevention Review to the Minister in April 2015. The final report contained 18 recommendations developed in consultation with industry professionals and stakeholders to improve the health and safety of underground miners. Work is underway to implement all 18 recommendations identified in the Review.
- The ministry has established an advisory group to assist the government in the development and implementation of a Construction Health and Safety Action Plan which will work to strengthen workplace injury and illness prevention for construction workers across the province.
- The Occupational Health and Safety Prevention Innovation Program provided 15 grants totaling \$1.88M in funding to a diverse group of not-for profit organizations delivering innovative OHS prevention programs and projects.
- The Research Opportunities program funded 13 research projects for a total of \$2.7M over multiple-years.
- In 2015 the government amended the *Workplace Safety and Insurance Act, 1997* to provide full indexation on benefit amounts for all injured workers, including those who receive partial disability benefits. Starting January 1, 2018, all workers' compensation benefits will be fully indexed to the Consumer Price Index with no upper limit.
- MOL conducted 9 occupational health and safety blitzes to address concerns and raise awareness of workplace hazards. Blitzes were conducted on 'struck by' hazards, new and young workers, trenching hazards, mobile equipment traffic control measures, material handling, modular training, heavy equipment operation, safe operation of machinery, and occupational disease.
- In 2015-16, Health and Safety Inspectors carried out more than 55,000 field visits and issued over 96,000 orders (as of December 31, 2015).
- MOL facilitated 15 *Safe At Work Ontario* Consultations (as of December 31, 2015) across the province to obtain feedback and input from stakeholders on the OHS enforcement strategy for 2016-17.
- The *Sexual Violence and Harassment (SVAH) Action Plan Act* was introduced by the government in October 2015 as Bill 132 and received Royal Assent on March 8, 2016. The Bill included amendments to the OHSA that will enhance employer responsibilities with respect to workplace harassment, including sexual harassment that occurs in the workplace. The amendments will come into effect on September 8, 2016.
- The SVAH Action Plan's Professional and Technical Support Team, was formed to implement MOL's operational deliverables from the SVAH Action Plan. This includes: the establishment of a dedicated

enforcement team that will respond to complaints to determine employer compliance, and enforce the OHSA workplace harassment provisions; the development of a Code of Practice under OHSA to help employers in developing their own workplace-specific harassment policies and programs to comply with the law; and the creation of an outreach strategy including the development of information and guidance materials for workers and employers.

- MOL established a Workplace Violence Prevention in Health Care Leadership Table in partnership with the Ministry of Health and Long-Term Care (MOHLTC) to better protect health care professionals on the job.
- MOL continued to work with ministry, federal and private sector partners, including Ministry of Finance, Ministry of Government and Consumer Services, Canada Revenue Agency, and the Industrial Health and Safety Association on the Underground Economy Residential Roofing Pilot. This pilot is focused on increased compliance with the OHSA, the *Consumer Protection Act* and Taxation Legislation as well as education and outreach to consumers in an effort to educate them on the hazards of hiring a contractor operating in the Underground Economy. This Pilot will include regular and after-hours enforcement using the MOL inspectorate.
- MOL partnered with MOHLTC and Public Health Ontario on Ebola preparedness and planning for worker health and safety. From April 1, 2015 to date, MOL proactive inspection activity for Ebola preparedness included 3 hospitals and first responders, a total of 7 field visits, and issuing 13 compliance orders.
- MOL implemented the *Stronger Workplaces for a Stronger Economy Act* including: the development of legislative policy interpretation and field procedures; staff were trained across the province on the new policies and procedures; the Employment Standards claim form was updated and a new Employment Protection for Foreign Nationals e-claim form was created; a module was added for the case management system; and a promotional video was released to inform the public on the changes introduced.
- The minimum wage increased from \$11 to \$11.25 effective October 1st, 2015 and future minimum wage increases are indexed to changes in the Ontario Consumer Price Index.
- MOL conducted 8 employment standards blitzes, including three provincial blitzes focused on precarious employment, temporary foreign workers and internships and five regional blitzes for the following sectors: independent grocery stores, manufacturing, professional services, construction, bars, restaurants and golf courses.
- In the Employment Standards program, as of December 31, 2015:
 - Employment Standards Officers conducted 2,480 proactive inspections including 407 compliance check inspections with a continued focus on repeat violators and sectors with a history of non-compliance;
 - A total of 564 tickets were issued to employers;
 - A total of 15,588 claims were received and 14,352 claims were completed; and,
 - A total of 63 Part III prosecutions were initiated.
- The ministry continued to foster, support and maintain a balanced and productive labour relations climate

in Ontario by achieving a settlement rate of 98.4% in providing neutral dispute resolution services to negotiate collective agreements without a work stoppage. The ministry continues to meet its settlement target rate of at or above 95%.

- Labour Relations Solutions Division (LRSD) was highly successful in facilitating coordinated bargaining on central terms and implementing 119 local collective agreements in the Developmental Services sector.
- LRSD played a critical role at the central tables in the Education sector in Ontario to finalize seven central settlements.
- Many University sector negotiations successfully concluded renewal agreements (Nipissing University, York University), with several new expiries coming up for bargaining, including University of Ottawa and McMaster University.
- Negotiations and collective agreement with the Ontario Government and two bargaining units represented by OPSEU were concluded without a work disruption.
- Several major retail grocery collective agreements impacting a vast number of employees were also successfully renewed – Metro (4,000 employees), Loblaws (8,000 employees), Zehrs (1,800 employees).

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

Ministry of Labour - Organization Chart

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
- Labour and Transportation I&IT Cluster (Ministry of Transportation)

- Legal Services Branch (Ministry of the Attorney General)
- Internal Audit Services (Treasury Board Secretariat)

The following positions report to the Chief Prevention Officer:

- Strategy and Integration Branch
- Training and Safety Programs Branch
- Stakeholder and Partner Relations Branch
- Planning and Resource Management Secretariat

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

- Employment Practices Branch
- Occupational Health and Safety Branch
- Central East Region
- Central West Region
- Northern Region
- Western Region
- Eastern Region
- Operations Integration Unit

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

- Dispute Resolutions Services

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

- Employment, Labour and Corporate Policy Branch
- Health and Safety Policy and Program Development Branch

The following positions report to the Chief Administrative Officer:

- Strategic Human Resources Branch
- Finance & Administration Branch
- Corporate Services Branch

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 and Insurance Board
(Funded by the Workplace Safety and Insurance Board)
- Workplace Safety and Insurance Appeals Tribunal
(Funded by the Workplace Safety and Insurance Board)
- Office of the Employer Adviser
(Funded by the Workplace Safety and Insurance Board)
- Office of the Worker Adviser
(Funded by the Workplace Safety and Insurance Board)

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(Funded by the Workplace Safety and Insurance Board)
- Office of the Worker Adviser
(Funded by the Workplace Safety and Insurance Board)

Agencies, Boards and Commissions (ABCs)

Summary of expenditures: Agencies, boards and commissions

Agencies, boards and commissions	2014-15 ^[9] interim actual revenue	2014-15 ^[10] interim actual expenditure	2015-16 estimates
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Pay Equity Office	0	3,171,100	3,099,700
Pay Equity Hearings Tribunal	0	498,300	498,300
Ontario Labour Relations Board	422,700	12,775,000	12,775,000
Grievance Settlement Board (see note 1)	0	1,483,600	1,483,600
Office of the Worker Adviser (see note 2)	0	11,301,900	11,401,900
Office of the Employer Adviser (see note 2)	0	3,725,500	3,825,500

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:

Grievance settlement board recoveries		
Ministry recoverables	2015-16 Interim	2016-17 Estimates
Recoveries - Government ministries	1,103,300	1,271,100
Revenue - Crown employers and unions	1,651,400	1,483,600
Total recoverable	2,754,700	2,754,700

Note 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.

Annual Report 2015-16

In 2015-16, the Ministry of Labour (MOL) supported the government's priorities of Investing in People,

Supporting a Dynamic and Innovative Business Climate and the Poverty Reduction Strategy 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 2015-16:

- The ministry, together with occupational health and safety system partners, formed priority-specific working groups to guide the phased implementation of Ontario's Integrated Health and Safety Strategy.
- Along with system partners, the *Safe At Work Ontario* strategy continues to focus on high risk firms and those that have a poor health and safety compliance record in order to improve health and safety in Ontario workplaces.
- The Employment Standards program introduced further changes to protect vulnerable workers and make workplaces fairer by making strategic investments that will significantly increase the number of proactive employment standards inspections conducted in the coming years.
- The ministry's Labour Relations activities have supported stable and balanced labour relations to foster increased fairness and productivity in Ontario's unionized workplaces through effective delivery of neutral dispute resolution and education services.

Prevention of workplace fatalities, injuries and illness

- In 2015-16, MOL launched the Occupational Health and Safety Prevention Innovation Program to provide 1 to 2 year grants up to \$250,000 in value to not-for profit organizations undertaking Occupational Health and Safety (OHS) prevention projects. The first call for proposals returned over 70 proposals from across the province. In its first year the program funded 15 projects worth \$1.88M. The Research Opportunities Program successfully conducted a research call for proposals in 2015-16. A total of 13 single and multi-year proposals were selected for approval through the peer-review and panel selection process.
- The [Occupational Health and Safety Awareness and Training Regulation](#) (Ontario Regulation 297/13) under the [Occupational Health and Safety Act](#) (OHSA), has been amended to include mandatory working at heights training requirements. As of April 1, 2015, employers in Ontario must ensure that workers on construction projects who may use certain methods of fall protection successfully complete 'working at heights' training that meets training program and provider standards established by the Chief Prevention Officer (CPO).
- As of January 27, 2016, 81 Working at Heights training providers have been approved by the CPO and they are listed on MOL's website. Over 78,000 workers have successfully completed the training.
- The Prevention Office continues to enhance and strengthen the oversight and accountability of the Health and Safety Associations (HSAs).

Key statistical data for HSAs

Please note that each HSA tracks their performance differently. A standardization of performance tracking is being undertaken by MOL and the HSAs.

Key statistical data for HSAs (training)		
Training	2014-15 actual number of participant hours of training	2015-16 Q3 actual number of participant hours of training
Infrastructure Health and Safety Association (IHSA)	468,866	410,499
Workplace Safety and Prevention Services (WSPS)	208,894	126,243
Public Services Health and Safety Association (PSHSA)	144,531	101,235
Workplace Safety North (WSN)	47,664	44,160
Occupational Health Clinics for Ontario Workers Inc. (OHCOW)	1,018 ^[11]	830 ^[12]
Workers Health and Safety Centre (WHSC)	144,529 ^[13]	210,053 ^[14]

Key statistical data for HSAs (consulting)		
Consulting	2014-15 actual number of consulting hours	2015-16 Q3 actual number of consulting hours
Infrastructure Health and Safety Association (IHSA)	15,633	5,840
Workplace Safety and Prevention Services (WSPS)	53,725	24,806
Public Services Health and Safety Association (PSHSA)	26,361	16,838
Workplace Safety North (WSN)	7,202	5,153
Occupational Health Clinics for Ontario Workers Inc. (OHCOW) ^[15]	N/A	N/A
Workers Health and Safety Centre (WHSC) ^[16]	N/A	N/A

- In 2015-16, MOL worked with OHCOW to open a new clinic in Ottawa to serve the Eastern Ontario region. This new clinic is a direct investment to enhance access to OHS medical and diagnostic services. The Prevention Office continues to work with the HSAs to identify initiatives and opportunities to further enhance worker health and safety across Ontario.
- Several initiatives were funded that promoted OHS enhancements in the workplace. One example is the “Management of Aggressive and Responsive Behaviors in Healthcare” project being undertaken by an HSA.
- A new strategy was announced on February 1, 2016 to help prevent or mitigate the risk of post-traumatic stress disorder (PTSD) among first responders.
- The Small Business and Vulnerable Worker Task Groups developed recommendations to help the system increase occupational health and safety outreach and awareness to employers, vulnerable workers and small businesses.
- MOL has worked towards increasing awareness about the health and safety rights of agricultural workers in the Temporary Foreign Worker Program. During the growing season in western Ontario, inspectors will continue to use farming data received from Employment and Social Development Canada to inform proactive inspections of farms that hire temporary foreign workers predominantly from Mexico, the Caribbean and Thailand. MOL representatives have attended community based migrant farm worker events to distribute health and safety information and resources to increase awareness and assist these workers in exercising their health and safety rights in the workplace.
- MOL is supporting the Ontario Government’s Stepping Up - A Strategic Framework to Help Ontario's Youth Succeed initiative. Through this initiative, MOL is collaborating with 17 other ministries to improve outcomes for vulnerable youth, including occupational health and safety outcomes.
- In partnership with the Ministry of Education, collaborative work continues to support improved safety education in elementary schools, expand current levels of safety education for secondary school students and to continue support for teachers in delivering safety education in their classrooms.
- MOL supports an annual video contest for students called “It’s Your Job...Prevention Starts Here”. This is a workplace safety video contest for secondary school students to both raise awareness and to allow youth to showcase their talent by producing videos to be used in our own young worker outreach campaigns.
- The Mining Health, Safety and Prevention Review was launched in January 2014 to conduct consultations with mining sector stakeholders to find better ways of bringing mine workers home safely at the end of every shift, while ensuring a productive and modern mining industry across Ontario. The review looked at a wide range of areas of relevance to the health and safety of miners. A final report with recommendations was provided to the Minister of Labour in April 2015 and the government has accepted all of the report’s 18 recommendations. These recommendations are in the process of being implemented.
- Approved amendments to various provisions in Regulation 854 (Mines and Mining Plants) under the OHSA were approved in late August 2015. These include strengthened requirements regarding high

visibility safety apparel, an issue raised in the Mining Review's interim report. These particular amendments will come into force on July 1, 2016.

- On January 15, 2016, MOL completed public consultations on additional proposed amendments to Regulation 854 (Mines and Mining Plants). If approved, the amendments would implement a number of key recommendations from the Mining Review's final report (including new requirements for mandatory risk assessments and traffic management programs, and enhanced requirements for water management and recording of seismic events).

Making workplaces safer and healthier

In 2015-16, the ministry achieved the following in support of the *Safe At Work Ontario* strategy:

- MOL conducted 9 blitzes across numerous sectors to address concerns and raise awareness of occupational health and safety hazards which included:

Blitzes completed across sectors		
Blitz Focus	Sector	Date
Struck by Hazards	Construction	May – June 2015
New and Young Workers	Industrial	May – August 2015
Trenching Hazards	Construction	July – August 2015
Mobile Equipment Traffic Control Measures	Mining	July – August 2015
Material Handling	Industrial	September 14 – October 23, 2015
Modular Training	Mining	October – November 2015
Heavy Equipment Operation	Construction	October – November 2015
Safe Operation of Machinery	Industrial	January 18 – February 26, 2016
Occupational Disease	Mining	February - March 2016

- All blitz activities and support material for employers, such as posters and fact sheets, are posted on MOL's website in advance. Results are generally posted within 90 days of the end of the blitz.
- In 2015-16, Health and Safety Inspectors carried out more than 55,000 field visits and issued almost 96,000 orders (as of December 31, 2015).
- MOL facilitated 15 Safe At Work Ontario Consultations (as of December 31, 2015) across the province to obtain feedback and input from stakeholders on the OHS enforcement strategy for 2016-17.

- The *Sexual Violence and Harassment (SVAH) Action Plan Act* was introduced by the government in March 2015 as Bill 132 and received Royal Assent on March 8, 2016. The goal of the Action Plan is to combat and raise awareness of sexual violence, harassment and discrimination and improve support for victims. The Bill included amendments to the OHSA that will enhance employer responsibilities with respect to workplace harassment, including sexual harassment that occurs in the workplace. The amendments will come into effect on September 8, 2016.
- The SVAH Action Plan's Professional and Technical Support Team, was formed to implement MOL's operational deliverables from the Action Plan. This includes: the establishment of a dedicated enforcement team that will respond to complaints to determine employer compliance, and enforce the OHSA workplace harassment provisions; the development of a Code of Practice under the OHSA to help employers in developing their own workplace-specific harassment policies and programs to comply with the law; and the creation of an outreach strategy including the development of information and guidance materials for workers and employers.
- MOL continued to work with ministry, federal and private sector partners, including Ministry of Finance, Ministry of Government and Consumer Services, Canada Revenue Agency, and the Industrial Health and Safety Association on the Underground Economy Residential Roofing Pilot. This pilot is focused on increased compliance with the OHSA, the *Consumer Protection Act* and Taxation Legislation as well as education and outreach to consumers in an effort to educate them on the hazards of hiring a contractor operating in the Underground Economy.
- In support of the Underground Economy initiative, 35 MOL inspectors from across the province have conducted inspections in the residential roofing sector since May 1, 2015. Interim results include 617 field inspections resulting in 1,702 orders.
- The Workplace Safety and Insurance Board reported a Lost-Time Injury (LTI) rate for Schedule 1 employers of 0.92 for 2014 – down from 0.95 from 2013. The 2015 LTI will be available by September 2016. In 2015-16 MOL will work towards reducing the LTI rate for Schedule 1 employers to 0.87 or lower.

Lost-Time Injury (LTI) rates - Schedule 1 employers

Year	<u>LTI</u> rate per 100 workers
2004	1.88
2005	1.81
2006	1.61
2007	1.55
2008	1.51
2009	1.27
2010	1.15

2011	1.05
2012	1.01
2013	0.95
2014	0.92

- On December 10, 2015, the government amended the *Workplace Safety and Insurance Act, 1997* to provide full indexation on benefit amounts for all injured workers, including those who receive partial disability benefits. Starting January 1, 2018, all workers' compensation benefits will be fully indexed to the Consumer Price Index with no upper limit.
- MOL worked collaboratively with Health and Safety Associations to ensure stakeholders were aware of the ministry's blitzes in each sector and other occupational health and safety initiatives, and to develop tools (such as webinars) in support of the blitzes.
- MOL facilitated consultations with stakeholders through Section 21 Advisory Committees to advise the Minister of Labour on specialized occupational health and safety matters including: mining, construction, electrical/utility sectors, fire services, health care (emergency medical services as a subcommittee of health care), police services, film and television, as well as through a live performance committee, and Technical Advisory Committee for farming.
- The Construction Health and Safety Program made the following achievements in advancing occupational health and safety in Ontario:
 - Developed and launched a new "Sanitation on Construction Sites" video, posted on the MOL website.
 - Developed Information Bulletins on a number of topics including telescopic handlers and de-rating of mobile cranes.
 - Participated in public stakeholder discussion regarding the Construction Action Plan.
 - Provided input into technical resources such as Canadian Standards Association standards on protective headwear and high visibility garments.
 - Collaborated with industry stakeholder working group in the construction sector to develop changes to construction regulation for:
 - carbon monoxide and other fumes and gases, released from internal combustion engines;
 - strengthening fall protection measures;
 - Notice of Project form to be filed with the ministry prior to starting construction of an ice road;
 - safe operation of rotary foundation drill rigs;
 - new drill rig operator training requirements;

- corrected errors, omissions and inconsistencies; updated outdated references, and clarified certain requirements; and,
 - noise protection.
- Developed Hazard Alerts on a number of topics including:
 - Low Clearance of a Locomotive in a Construction Tunnel Boring Machine Gantry
 - Temporary Aluminum Guard Rail Post Assembly
 - Unguarded Rotating Trolley Track Hoist Drums
 - Golf Ball Retrieval: Diving Regulation Requirements
- Conducted 3 focused blitz's on Trenching Hazards, Equipment Safety, and Traffic Control and the safe operation of equipment
- The Industrial Health and Safety Program (IHSP) made the following achievements in advancing occupational health and safety in Ontario:
 - Developed an information bulletin called Timber Dome Structure Failures Information Bulletin;
 - Developed a Hazard Alert on Carbon monoxide hazards from using gas-powered pressure washers in parking garages;
 - After Bill 17, *Protecting Child Performers Act*, passed, IHSP developed training material for inspectors and guidance material for both internal and external stakeholders. Child Performer Guideline and Fact Sheet was also updated and posted to the MOL website;
 - Provided technical expert advice to Elementary Teachers Task Force (under Ministry of Education) and the Expert Panel for Temporary Structures (under Ministry of Municipal Affairs and Housing).
 - Continued to partner with the Ministry of Education and the HSAs to raise awareness of health and safety in Ontario schools; and,
 - Developed training material for Inspectors for emergency response for Pan-Am and Parapan-Am. Developed the Response protocol for operations and delivered training on protocol.
- The Mining Health and Safety Program made the following achievements in advancing occupational health and safety in Ontario:
 - Participated in the Safety and Loss, Ground Control and the Working Environment committees facilitated by the mining HSA Workplace Safety North.
 - Developed a Hazard Alert for workers operating Load Haul Dump Equipment.
 - Developed the following guidelines Brakes for Motor Vehicles, No-routine Hazardous Tasks in Mines, Testing Undiluted Exhaust in Mines, Underground Refuge Stations, Vehicle Wheel Chocks and Working on Tire and Rim Assemblies.
 - The Materials Testing Laboratory (MTL) provides destructive and physical analysis and evaluates a wire rope specimen's structural performance to ensure that the safety factor of hoist ropes remains within the requirements set out in Regulation 854 – Mines and Mining Plants (the “Mining

Regulation”), made under the OHSA. Between April 1, 2015 and January 31st, 2016 the Laboratory has tested 597 samples according to the CSA G-4 standard. The facility is accredited under an international standard ISO17025. The MTL underwent a successful ISO 17025 performance audit January 21, 2016.

- The Health Care Health and Safety Program / Occupational Medicine Unit made the following achievements in advancing occupational health and safety in Ontario:
 - Facilitated and participated in various committees under the direction of the Chief Physician including:
 - Provincial Infectious Diseases Advisory Committee;
 - Ontario Medical Association/Ontario Hospital Association committee on communicable diseases surveillance protocols;
 - Public Services Health and Safety Association Advisory Council;
 - Ministry of Health and Long Term Care (MOHLTC) Emergency Management Committee; and,
 - Health Care Committee (Section 21 Advisory Committee).
 - Developed and delivered a Health Care Enforcement Initiative Addressing Serious Hazards in Health Care, which include:
 - Internal Responsibility System Evaluation including compliance with the Occupational Health and Safety Awareness and Training Regulation and;
 - ‘Inspection of the workplace’ with a focus on the five most serious occupational hazards in health care:
 - Musculoskeletal disorders;
 - Exposures to hazardous biological, chemical and physical agents;
 - Slips, trips and falls;
 - Contact-with/struck by injuries; and,
 - Workplace Violence.
 - Liaised with MOHLTC, Public Health Ontario and other health organizations to plan strategies in response to emergent situations such as swine influenza, avian influenza and novel Coronavirus. The unit also worked in partnership with MOHLTC in the development of healthcare sector preparedness for the Middle East respiratory syndrome coronavirus and for Ebola preparedness.
 - MOL established a Workplace Violence Prevention in Health Care Leadership Table in partnership with MOHLTC to better protect health care professionals on the job. Due to the nature of their work, health care workers face a number of workplace hazards including exposure to infectious diseases, ergonomic hazards, slips, trips and falls, as well as violence. The members of the Leadership Table bring together key stakeholders, front line health care workers and experts, including patient advocates, to provide advice on how to reduce and prevent workplace violence for health care professionals. Based on the advice of the Leadership Table, Ontario will develop

an action plan to:

- Make hospitals safer
 - Reduce incidents of workplace violence in hospitals and the broader health care sector
 - Change attitudes toward workplace violence and improve workplace safety culture regarding violence.
- The Specialized Professional Services team supported occupational health and safety in Ontario by providing technical input to numerous committees and initiatives with the following achievements:
 - The ergonomics program increased ergonomics enforcement during Global Ergonomics Month by including ergonomics information in two program blitzes: the Industrial Material Handling Blitz and the Construction Heavy Equipment Operation Blitz.
 - The Radiation Protection Service unit provided technical analyses and expertise in support of the Ontario Nuclear Reactor Surveillance Program.
 - The Radiation Protection Field Services completed a total of 461 x-ray registration and x-ray installation approvals as of December 31, 2015. Additionally, 396 field visits to workplaces in possession of x-ray sources or other radiation hazards were conducted as of December 31, 2015.
 - The Engineering Program developed and delivered training for all Industrial Inspectors on Structural Assessment of Buildings in response to a recommendation in the Report of the Elliot Lake Commission of Inquiry.
 - Participated in the Noise Regulation development and conducted a field visit initiative for WHMIS 1988 and WHMIS 2015.
 - MOL Emergency Management worked with government partners in the development of consequence management plans to prepare for the Pan/Para Pan Am Games, culminating with an Ontario Public Service Pan/Para Pan Am Games Exercise that involved the MOL Ministry Action Group that contributed to the overall success of the Games. Feedback received from Ministry partners on MOL's contributions and performance was positive.

Protecting vulnerable workers and making workplaces fairer

In 2015-16, the ministry enhanced its service delivery, expanded enforcement activities and supported the government's Poverty Reduction Strategy with the following achievements:

- MOL implemented the *Stronger Workplaces for a Stronger Economy Act* including: the development of legislative policy interpretation and field procedures; staff were trained across the province on the new policies and procedures; the *Employment Standards Act* (ESA) claim form was updated and a new *Employment Protection for Foreign Nationals Act* (EPFNA) e-claim form was created; a module was added for the case management system; and a promotional video was released to inform the public on the changes introduced.
- The minimum wage increased from \$11.00 to \$11.25 to effective October 1st, 2015 and future increases will be indexed to changes in the Ontario Consumer Price Index.

- Eight employment standards blitzes were conducted, including 3 provincial blitzes focused on precarious employment, temporary foreign workers, and internships, and five regional blitzes for the following sectors: independent grocery stores, manufacturing, professional service, construction, bars, restaurants and golf courses.
- Delivered education, outreach and partnership activities to increase awareness of the *Employment Standards Act, 2000*.
- Employment Standards Officers conducted 2,480 proactive inspections, including 407 compliance check inspections in 2015-16 (to December 31, 2015) with a continued focus on repeat violators and sectors with a history of non-compliance.
- A total of 564 tickets were issued to employers as of December 31, 2015.
- A total of 63 Part III prosecutions were initiated as of December 31, 2015.
- The ministry continues to improve the time it takes to process employment standards claims. In 2015-16 it received 15,588 claims and completed 14,352 claims as of March 4, 2016.

Claims investigations

Fiscal year	Claims investigations received	Claims investigations completed
2006/07	22,620	15,995
2007/08	20,789	18,533
2008/09	23,286	21,304
2009/10	20,381	20,764
2010/11 ^[17]	17,094	27,637
2011/12 ^[18]	16,140	19,032
2012/13 ^[19]	15,016	12,344
2013/14	15,485	14,656
2014/15	14,872	17,453
2015/16 ^[20]	15,588	14,352

Additionally, the ministry promoted compliance with the *Employment Standards Act, 2000* by:

- Publishing an updated and letter-sized Employment Standards Poster which can be downloaded from the [MOL website](#) and is available in English, French and 10 other languages.

- Launching an updated version of the What to Expect in an Employment Standards Inspection video through the MOL website, which showcases what employers can expect to happen in an inspection conducted by an employment standards officer.
- Increasing the interactive web tools to help employees and employers learn about their rights and obligations under the ESA by adding a new Pay Calculator Tool.
- Ensuring existing online educational resources are kept current in response to a number of legislative amendments including the October 2015 minimum wage increase; Bill 18, which resulted in a number of new and revised provisions in the ESA coming into force at various dates throughout 2015; Bill 17, a new stand-alone piece of legislation which provides certain protections for child performers in the live and recorded entertainment industries; and the passing of Bill 12 which resulted in amendments to the ESA to prohibit employers from withholding tips or other gratuities from employees, making deductions from employees' tips or other gratuities, or causing employees to return or give their tips or other gratuities to their employers except as authorized under the ESA.
- Conducting a number of education, outreach and partnership initiatives throughout the year. Examples include:
 - Promoted awareness of new Bill 18 provisions at each coming-into-force date via media relations and stakeholder outreach, including the updated Employment Standards Poster, new version of the Employment Standards Claim form and e-Claim application for EPFNA.
 - Promoted the ESA and EPFNA by participating in an online radio talk show, Pinoy Dreams, which has an audience of over 3,000 Filipino listeners and predominantly targets live-in caregivers.
 - Distributed ES educational resources and publications available to employers at the Business, Government Services and You, a networking series targeting small business owners.
 - Promoted educational resources to assist training service providers and consultants who work with immigrants to become familiar with MOL resources.
 - Continue to partner with the Ministry of Training, Colleges and Universities to further promote Employment Standards information and tools to Employment Ontario service providers.
 - Supported provincial enforcement blitzes by coordinating stakeholder presentations in advance of each blitz; distributing educational resources to employers during blitz inspections; and, sharing the results of each blitz with stakeholders.

Creating and maintaining a stable labour relations environment

The ministry continued to foster, support and maintain a balanced and productive labour relations climate in Ontario by:

- Achieving a settlement rate of 98.4% in 2015-16 by providing neutral dispute resolution services to negotiate collective agreements without a work stoppage. The ministry continues to meet its settlement target rate at or above 95%.

Settlements without strike or lockout

Year	Commitment	Actual
2010/11	95%	98.5%
2011/12	95%	98.9%
2012/13	95%	97.4%
2013/14	95%	98.0%
2014/15	95%	98.2%
2015/16 (as of Feb. 9/16)	95%	98.4%

- Working with the broader public service and diverse sectors across the province during challenging economic times 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, and neutral collective bargaining information to support decision-making and collective bargaining.
- Assisting parties through its Interactive Solutions programs:
 - As part of the Interactive Solution program, the Labour Relations Solutions Division (LRSD) provided customized programs to 22 employers and unions, including extensive multi-day facilitation, workplace relationship restoration and intensive relationship-building.
 - LRSD lent its facilitation expertise and supported the ministry's Section 21 Committee and the Leadership Table on Workplace Violence.
 - The regional conference, "Building and Maintaining the High-Trust Labour-Management Relationship" was delivered to sold-out numbers in Ottawa, Windsor, Barrie and Toronto.
 - LRSD provided its program development and delivery expertise in support of the ministry's Council for Inclusion and Diversity by developing and delivering innovative programming to advance the ministry's inclusion and diversity goals.
 - LRSD assisted parties in over 167 grievance mediations on a cost-recovery basis.
- Taking a leadership role in the continued progression and refinement of the National Mediator Training and Development Workshop, the first level of mediator training, which is administered by the Canadian Association of Administrators of Labour Legislation. This Mediator Training Workshop will be offered in May 2016.
- Working across ministries by horizontally collaborating between MOL and Treasury Board Secretariat on a joint initiative to better support the collective bargaining process and its outcomes through building a Labour Relations Information Bureau. Working across ministries would provide an opportunity to explore synergies and efficiencies through the benefits of procurement, IT clusters and administration.

Tracking bargaining activity for expired collective agreements and new settlements to maintain an updated collection of collective agreements and related settlement data and trends. Approximately 2,000 collective agreements expired in 2015-16, mostly concentrated in the private sector, long-term care, education, universities, and the municipal sector.

- Managing over 1,500 new requests for arbitration assistance and over 2,300 new requests for mediation assistance while closing or completing over 1,300 arbitration and 1,200 conciliation and mediation files.
- Assisting with the implementation of 119 local collective agreements in the Developmental Services sector.
- Exploring the potential expansion of rationalized bargaining to other sectors, including post-secondary education, and contributing to policy discussions focused on amendments to the *Labour Relations Act* to provide structure and process for voluntary centralized bargaining.
- Concluding collective agreements in the University sector, e.g. Nipissing University, York University, with negotiations continuing or beginning for several additional key universities.
- Successfully concluding negotiations and collective agreements for the Ontario Government and two of its main bargaining units represented by Ontario Public Services Employees Union.
- Major retail grocery store collective agreements impacting 13,800 employees were also successfully renewed.

Ministry Interim Actual Expenditures 2015-16	
Ministry resources	Ministry interim actual expenditures (\$M) 2015-16 ^[21]
Operating	\$306.5M
Capital	\$1M
Staff strength ^[22] (as of March 31, 2016)	1,593

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Footnotes

- [1] [^] 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.
- [2] [^] 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.
- [3] [^] 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.

- [4] [^] 2015-16 number of claims reflects data collected as of March 4, 2016.
- [5] [^] Prior year actuals are re-stated to reflect any changes in Ministry organization and/or program structure. Interim actuals reflect the numbers presented in the 2016 Ontario Budget.
- [6] [^] Prior year actuals are re-stated to reflect any changes in Ministry organization and/or program structure. Interim actuals reflect the numbers presented in the 2016 Ontario Budget.
- [7] [^] Prior year actuals are re-stated to reflect any changes in Ministry organization and/or program structure. Interim actuals reflect the numbers presented in the 2016 Ontario Budget.
- [8] [^] Prior year actuals are re-stated to reflect any changes in Ministry organization and/or program structure. Interim actuals reflect the numbers presented in the 2016 Ontario Budget.
- [9] [^] Interim actual revenues and expenditures reflect the numbers presented in the 2016 Ontario Budget.
- [10] [^] Interim actual revenues and expenditures reflect the numbers presented in the 2016 Ontario Budget.
- [11] [^] New clinical cases opened for OHCOW.
- [12] [^] New clinical cases opened for OHCOW.
- [13] [^] Person-hours of training (WHSC numbers to Q3 only)
- [14] [^] Person-hours of training (WHSC numbers to Q3 only)
- [15] [^] OHCOW and WHSC do not provide consulting services.
- [16] [^] OHCOW and WHSC do not provide consulting services.
- [17] [^] 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.
- [18] [^] 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.
- [19] [^] 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.
- [20] [^] 2015-16 number of claims reflects data collected as of March 4, 2016.
- [21] [^] Interim actuals reflect the numbers presented in the 2016 Ontario Budget.
- [22] [^] Ontario Public Service Full-Time Equivalent positions.

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