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# Post-Secondary Education, Training and Labour

**ANNUAL REPORT  
2020-2021**



**Post-Secondary Education, Training and Labour  
Annual Report 2020-2021**

Province of New Brunswick  
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## TRANSMITTAL LETTERS

**From the Minister to the Lieutenant-Governor  
The Honourable Brenda Louise Murphy  
Lieutenant-Governor of New Brunswick**

May it please your Honour:

It is my privilege to submit the Annual Report of the Department of Post-Secondary Education, Training and Labour, Province of New Brunswick, for the fiscal year April 1, 2020, to March 31, 2021.

Respectfully submitted,



Trevor A. Holder  
Minister

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**From the Deputy Minister to the Minister  
Honourable Trevor A. Holder**

Minister:

I am pleased to be able to present the Annual Report describing the operations of the Department of Post-Secondary Education, Training and Labour, Province of New Brunswick, for the fiscal year April 1, 2020, to March 31, 2021.

Respectfully submitted,



Daniel Mills  
Deputy Minister

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# Minister's message

As I reflect on this year's accomplishments by the Department of Post-Secondary Education, Training and Labour, I am proud – but not surprised – that our staff rose to new heights in helping their fellow New Brunswickers.

During the COVID-19 pandemic, job seekers, employers and post-secondary students and institutions from around the province all relied heavily on our department for extra support. And, in each case, our staff were able to provide that support without ever losing focus on the longer-term goals of addressing chronic labour shortages and helping people prepare for the workforce of the future.

Professional and personal challenges were overcome again and again in 2020-2021 as, together, we made significant progress in helping employers and job seekers meet their workforce needs, while also taking steps to enhance workplace safety – to the benefit of employees, employers and their families.

We found a way to forge ahead with the renewed WorkingNB brand, an important new mission designed to significantly improve New Brunswick's labour market through performance-based, customized and tailored initiatives. Keeping in mind that what works in St. Stephen might not work in Saint-Quentin and what works in one New Brunswick community today might not be what works there tomorrow, or two years from now, it was critical that we did not lose the momentum of the rebrand during the pandemic. I am proud of how the department stepped up and continued to offer solutions to New Brunswickers through this branch.

As we look toward an even brighter future beyond the pandemic, I thank our staff who continue to deliver services and support with composure, grace and professionalism. Their reliability and dedication are sincerely appreciated.



Trevor A. Holder  
Minister

# Deputy Minister's message

The 2020-2021 Annual Report outlines the Department of Post-Secondary Education, Training and Labour's measures and initiatives between April 1, 2020 and March 31, 2021.

Despite the challenges of the COVID-19 pandemic, our department made significant progress over the past year on several initiatives that will help meet the province's labour market needs.

WorkingNB – a flexible model for workforce development – completed its first full year of operation, providing flexible, needs-based employment support for job seekers, employers and communities.

Department staff maintained regular contact with post-secondary education institutions during the pandemic and supported them in addressing their concerns and challenges whenever possible.

The past year also witnessed the launch of CampusConnect, a platform allowing employers with experiential learning opportunities to connect with post-secondary students more easily.

And the department has allocated funding for one of the government's most-anticipated projects: an investigation into the nature and impact of systemic racism in the province, which will produce recommendations to help address this issue.

I appreciate and thank our department's employees whose dedication and hard work have allowed us to achieve much in the service of our fellow New Brunswickers over the past year.



Daniel Mills  
Deputy Minister

# Government Priorities

## DELIVERING FOR NEW BRUNSWICKERS – ONE TEAM ONE GNB

**One Team One GNB** is a new, collaborative approach to how we operate. It represents a civil service that works together as a single unit for New Brunswickers. We have discovered new and innovative ways of doing business, ways that have allowed us to achieve the outcomes needed for New Brunswickers and we are working more efficiently and effectively than ever before. Our new path forward includes a mindset of focus, urgency and results.

We are working every day to improve the way government departments:

- Communicate with one another,
- Work side-by-side on important projects, and
- Drive focus and accountability.

## STRATEGY AND OPERATIONS MANAGEMENT

The Government of New Brunswick (GNB) uses a Formal Management system built on leading business practices to develop, communicate and review strategy. This process provides the Public Service with a proven methodology to execute strategy, increase accountability and continuously drive improvement.

The development of the strategy, using the Formal Management system, starts with our government's roadmap for the future of New Brunswick that focuses on key priorities and the importance of public accountability.

## GOVERNMENT PRIORITIES

Our vision for 2020-2021 is a vibrant and sustainable New Brunswick. To make progress towards this vision, we must focus on our government's priorities.

- Energize private sector
- Vibrant and sustainable communities
- Affordable, responsive and high-performing government
- Dependable public health care
- World-class education, and
- Environment

## COVID RESPONSE

As part of GNB's priorities this past year, responding to the COVID-19 pandemic was at the forefront. Our department supported GNB in responding to the pandemic by:

- Partnering with the Canadian Red Cross to deliver the New Brunswick Emergency Workers Income Benefit to over 40,000 New Brunswickers
- Launching the Emergency Bridging Fund for Post-Secondary Students
- Establishing Labour Force Adjustment Committees for the tourism, forestry, agriculture, fisheries, and information technology sectors
- Providing Emergency Leave under the *Employment Standards Act*
- Providing for a three-month freeze of interest rates on unpaid WorkSafeNB assessments
- Implementing a six-month moratorium on student loan interest and principal repayments
- Launching the Stepping Up for New Brunswick Campaign to help business impacted by the loss of Temporary Foreign Workers
- Providing flexibility to publicly funded universities on the use of restricted operating assistance

# Highlights

During the 2020-2021 fiscal year, the Department of Post-Secondary Education, Training and Labour (PETL) focused on several strategic priorities:

- Partnered with the Canadian Red Cross to deliver the New Brunswick Workers Emergency Income Benefit to over 40,000 New Brunswickers. The program bridged the time until assistance from the federal government was available by providing a one-time income benefit to eligible workers and self-employed individuals that lost their job or experienced a decrease in self-employment income as a result of the COVID-19 pandemic.
- Produced a *COVID-19 Supports Quick Reference Guide*, providing an overview of provincial and federal supports available to help individuals facing financial hardship as a result of the pandemic. The resource was accessed on NBjobs.ca over 28,000 times.
- Adopted a new regulation setting out the details of the COVID-19 Emergency Leave in response to the pandemic.
- Provided \$0.5M, under the COVID-19 Bridging Emergency Fund for Vulnerable Post-Secondary Students, to students attending a New Brunswick post-secondary education institution and identified by their institutions as directly impacted by COVID-19 and not eligible for other forms of support.
- Paused student loan repayment and interest accrual from March 2020 to September 2020 in response to the COVID-19 pandemic.
- NB Public Libraries were the first public library system in the country to re-open for in-person services after the COVID-19 pandemic lockdown in the spring of 2020.
- Involved in the critical staffing process of upward of 200 deployments of departmental Free Agents to respond to critical needs across Part 1.
- Invested \$231.7M in the operations of the four public universities and the Maritime College of Forest Technology.
- Implemented an interest rate reduction for New Brunswick Student Loans.
- Launched New Brunswick's first Virtual Reality labour market information research project in eight locations throughout the province, enabling students, across 650 sessions, to experience occupations in a virtual environment.
- Launched the WorkingNB website (with live chat), providing a one stop shop for clients looking to receive information and direction on services offered by WorkingNB.
- Established a 5-year Workforce Development Strategy with the agricultural sector. The focus of the strategy is on the recruitment and retention of new farmers and farm workers. The targeted outcome for the first year of the plan is to increase the number of farmers within Canada and from abroad, increase the number of temporary foreign workers, increase experiential learning opportunities within the farming sector and increase the number of farmers accessing services and supports from WorkingNB.
- Adapted library programs and services to ensure access to educational and recreational opportunities during various pandemic alert levels: online programs, curbside pick up service, take home activity kits, physically distanced library spaces for browsing collections and using the Internet.
- Launched the New Brunswick Business Immigration Stream.
- Identified over 66 Internationally Educated Nurses (IEN) through a project to attract, recruit and link IEN to Licensed Practical Nurse (LPN) / Registered Nurse (RN) bridging programs.
- Conducted 16 virtual missions covering some 22 countries and supported six national recruitment missions. These recruitment efforts were primarily employer-driven and included specific activities to attract French-speaking immigrants to the province (e.g. Destination Canada, Destination Acadie).



# Performance outcomes

## LABOUR FORCE GROWTH

### DESCRIPTION OF PRIORITY

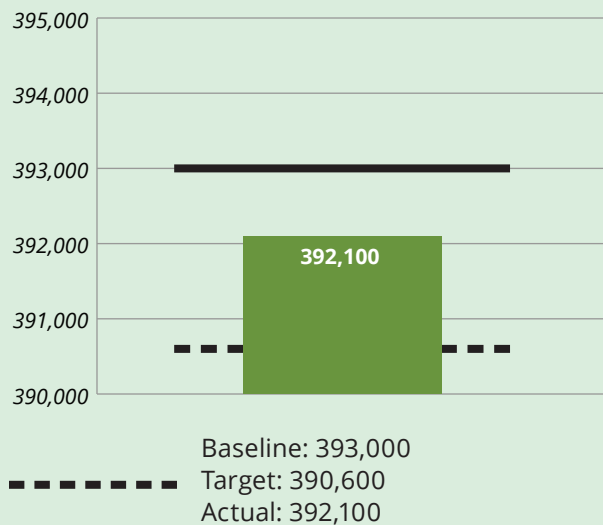
The labour force in New Brunswick endured a turbulent year throughout 2020. As such, PETL's focus was to restore the labour force to pre-COVID levels, reaching at least the 2019 annual average of 393,000 by December 2021.

### IMPORTANCE OF PRIORITY

As a result of the COVID-19 pandemic and the various restrictions and measures that were put in place in response to it, the labour market was significantly impacted.

### OVERALL PERFORMANCE

While New Brunswick was significantly impacted at the onset of the pandemic, due to its relatively low case count, it was among the first provinces to begin to recover. It is important to note that while labour force and employment levels towards the end of 2020 and through the beginning of 2021 pointed towards the economy being close to a full recovery, many workers were still working reduced hours and/or were employed in jobs that were only able to exist due to government support programs such as the Canada Emergency Wage Subsidy. A full return to pre-pandemic levels of output will likely stretch into 2022 or beyond.



### WHAT INITIATIVES OR PROJECTS WERE UNDERTAKEN IN THE REPORTING YEAR TO ACHIEVE THE OUTCOME?

The department's primary focus was on increasing labour force participation rates. This included efforts to reintroduce retirees to the workforce as well as increase apprenticeship skilled trade exploration programs for under-represented groups. In addition, investigatory surveys were also conducted with seasonal workers to identify potential pilots for increasing year-round labour force participation. The department will continue to monitor progress and maintain its efforts in growing the labour force into the future.

## REGISTERED NURSE RECRUITMENT

### DESCRIPTION OF PRIORITY

Between 2020 and 2029 there are expected to be an average of roughly 442 job openings per year for registered nurses or nursing supervisors / coordinators. As such, PETL's focus was to support the Regional Health Authorities in recruiting Registered Nurses (RN) to meet the labour market demand in fiscal 2020-2021 and beyond.

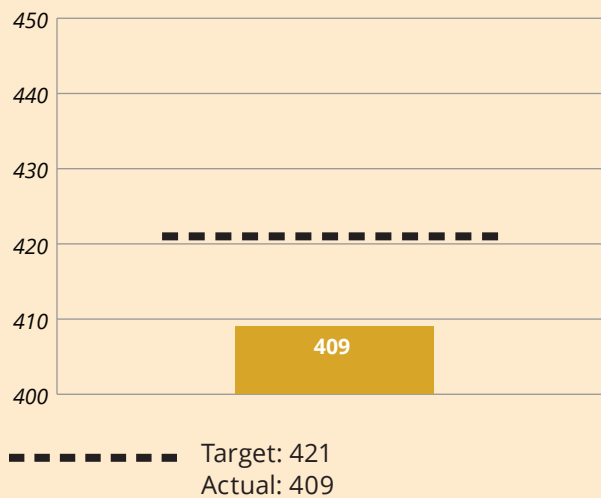
### IMPORTANCE OF PRIORITY

As New Brunswick's population continues to age, the demand for health care related services continues to increase. While this trend is being seen across the country, the situation is arguably most pronounced in the Atlantic Provinces, where years of significant out-migration have resulted in these provinces being among the oldest in the country.

The struggle to meet this demand is especially significant when it comes to Registered Nurses (RNs). The number of RNs leaving the profession in the province has generally outpaced the number entering it since 2012. Similar trends are being seen across the country. As a result, the potential for New Brunswick to attract nurses from other provinces is limited.

### OVERALL PERFORMANCE

Although the pandemic had an impact on both national and international recruitment, the province focused on virtual recruitment and expanding RN supply within the recruitment pipelines. As a result of those efforts, a three-year projection indicates that additional efforts will be required to meet the need.



### WHAT INITIATIVES OR PROJECTS WERE UNDERTAKEN IN THE REPORTING YEAR TO ACHIEVE THE OUTCOME?

The department's primary focus was on developing a dashboard, establishing recruitment targets and implementing in-province, national and international action plans. The department also focused efforts on increasing the supply of nursing graduates through various Bachelor of Nursing and Licensed Practical Nurse to RN Bridging programs.

## **BINDING INTEREST ARBITRATION**

### **DESCRIPTION OF PRIORITY**

In 2019, New Brunswick municipalities brought forward their concern that wages/awards for police officers and fire fighters determined through binding arbitration are higher than wages achieved through free collective bargaining and the ability to pay those wages may be impeded by the overall financial health of the municipality. Binding interest arbitration reform would provide a better balance between respecting the rights of the workers to a fair and comparable wage, while taking into consideration the employer's ability to pay.

### **IMPORTANCE OF PRIORITY**

Successful binding interest arbitration reform would better enable the sustainability of the municipal sector. Government's ability to operate within its fiscal reality will also be strengthened if municipalities, as entities receiving a large share of their funding from Government, continue to be financially sustainable.

### **OVERALL PERFORMANCE**

Binding interest arbitration legislative amendments received Royal Assent in December 2020. The amendments now apply to all binding interest arbitration.

### **WHAT INITIATIVES OR PROJECTS WERE UNDERTAKEN IN THE REPORTING YEAR TO ACHIEVE THE OUTCOME?**

The department met with both municipalities and unions in developing the legislative amendments.

## WORKSAFE NB LEGISLATIVE REVIEW

### DESCRIPTION OF PRIORITY

The Task Force Review on WorkSafeNB concluded in 2018, and resulted in 28 recommendations to both Government and WorkSafeNB. Recommendations were centered around the premise of developing short-term solutions and providing for long-term sustainability of the workers' compensation system. The implementation of the recommendations ensures the system is transparent, accountable, predictable, and sustainable in the long-term. Implementation began in 2018 and continued into 2020.

### IMPORTANCE OF PRIORITY

Assessment rates in New Brunswick increased dramatically in recent years and in 2019, at an average rate of \$2.65 per \$100 of payroll, were tied with Nova Scotia as being the highest average assessment rates in Canada.

### OVERALL PERFORMANCE

Average assessments decreased from \$2.40 per \$100 of payroll in 2020 to \$2.17 per \$100 of payroll in 2021. WorkSafeNB's governing legislation underwent a comprehensive review in 2020 and additional reviews will happen every five years.

### WHAT INITIATIVES OR PROJECTS WERE UNDERTAKEN IN THE REPORTING YEAR TO ACHIEVE THE OUTCOME?

The department worked with WorkSafeNB in conducting the review. The department conducted a comprehensive jurisdictional analysis and policy review of the recommendations, and tabled legislation in 2020 to implement the improvements to the legislation.

# Overview of departmental operations

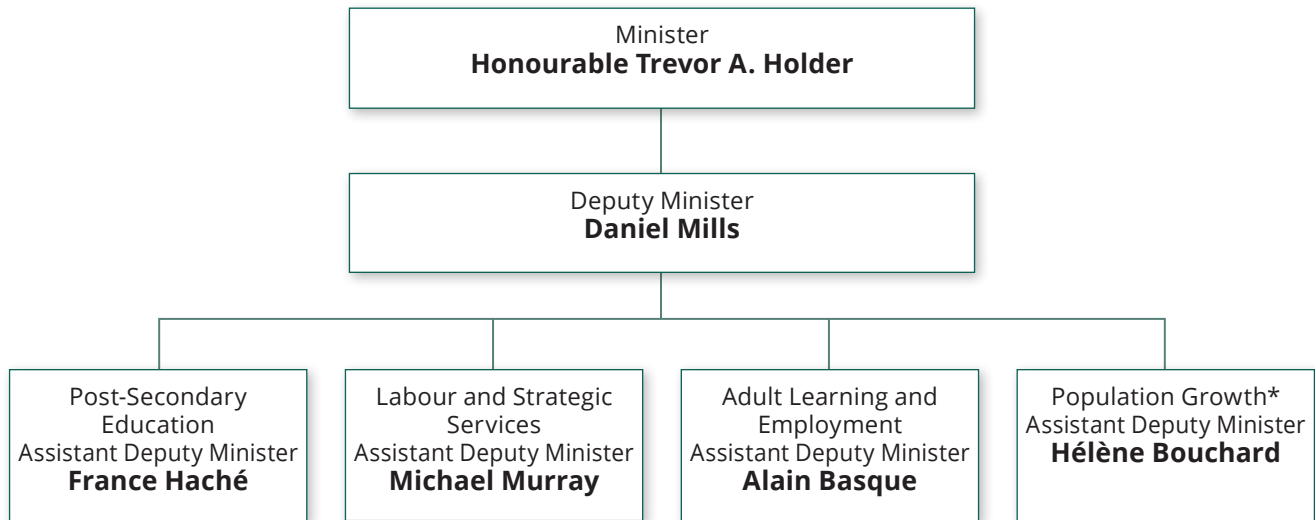
## MISSION

The mission of the Department of Post-Secondary Education, Training and Labour is to empower people with the skills and knowledge to succeed in New Brunswick as a place to live, learn and work in a fair, safe and inclusive environment. The department also aims to cultivate a well-educated, highly skilled and productive workforce and population through innovative programs and services that contribute to a prosperous province.

## VISION

The vision of the department is a prosperous New Brunswick where post-secondary educational institutions, businesses, communities, and government collaborate to encourage innovation, diversity and employment opportunity.

## HIGH-LEVEL ORGANIZATIONAL CHART



\*Note: Responsibility for the Population Growth Division formally transferred to Opportunities New Brunswick on April 1<sup>st</sup>, 2021

# Divisions overview and highlights

## POST-SECONDARY EDUCATION DIVISION

The **Post-Secondary Education Division** has the responsibility for overseeing the post-secondary education system, including public and private universities and colleges, the delivery of student financial assistance programs and the operation of the New Brunswick College of Craft and Design. The division provides funding to public institutions and works closely with them to further priority research and student-centred initiatives relating to broadening access to post-secondary education; developing experiential learning opportunities; ensuring successful pathways to graduation; and facilitating credit transfers among public institutions.

The division consists of the Post-Secondary Relations Branch, the Research and Strategic Initiatives Branch, the Student Financial Services Branch and the New Brunswick College of Craft and Design.

The **Post-Secondary Relations Branch** promotes post-secondary education in the province through collaboration with institutions of higher learning, both publicly funded as well as privately owned. It supports and advises the Minister to fulfill GNB's responsibilities under the *New Brunswick Community Colleges Act*. It is also responsible for the administration of the *Degree Granting Act (DGA)* and the *Private Occupational Training Act (POTA)*. *POTA* regulates all private career colleges in the province and ensures that students are financially protected in the event of a college closure.

### Highlights

- ◆ Invested \$98.1M in the operations of the two community college corporations.
- ◆ Managed medical health funding agreements securing access for New Brunswick students deemed eligible to specialized medical post-secondary education programs such as Dentistry, Veterinary, Pharmacy, Physiotherapy, Optometry, Audiology, and Speech Therapy.
- ◆ Negotiated inter-provincial funding agreements between: Centre de formation médicale du Nouveau-Brunswick, Dalhousie Medicine New Brunswick, Memorial University, as well as the Atlantic Veterinary College.

The **Research and Strategic Initiatives Branch** promotes access to post-secondary education and training; fosters a culture of research and innovation in the province through public post-secondary institutions; and encourages transitions into the post-secondary sector and the workforce. It promotes inter-jurisdictional communication on post-secondary education issues and collaborates with other governments to align strategic priorities with the K-12 education sector. It provides advice related to the post-secondary education sector.

### Highlights

- ◆ Invested \$231.7M in the operations of the four public universities and the Maritime College of Forest Technology.
- ◆ Delivered \$7.4M to support research and innovation-related projects and programs, primarily through the New Brunswick Innovation Foundation, including the funding of 37 research projects, 12 Research Professional positions, 151 NB Graduate Scholarships and 37 research assistantships. This leveraged approximately \$14.7M from the Federal government and the private sector.
- ◆ Provided \$2.6M to publicly funded post-secondary education institutions to support the development and implementation of pilot programs and other initiatives to increase access to post-secondary education for students, particularly from under-represented groups such as Indigenous people and persons with disabilities.
- ◆ Provided \$0.5M, under the COVID-19 Bridging Emergency Fund for Vulnerable Post-Secondary Students, to students attending a New Brunswick post-secondary education institution and identified by their institutions as directly impacted by COVID-19 and not eligible for other forms of support.

The **New Brunswick College of Craft and Design** has a provincial mandate to be a centre of excellence, building a community of professional practice through applied and entrepreneurial learning in craft and design. It offers two certificate programs (Foundation Visual Arts and Advanced Studio Practice) and eight diploma

programs (Indigenous Visual Arts, Fashion Design, Textile Design, Ceramics, Jewellery/Metal Arts, Graphic Design, Digital Media and Photography).

### Highlights

- ◆ The college received an operating grant of \$3.4M, yielding a seat capacity of 282 funded seats.
- ◆ There were 129 college graduates in 2020-2021, compared to 174 in 2019-2020.
- ◆ With its COVID-19 operational plan, classroom adaptations, and enhanced flexibility, the college was able to maintain in-person classes throughout the 2020-2021 academic year.

The **Student Financial Services Branch** administers and delivers federal and provincial government student financial assistance programs. It encourages access to post-secondary education by providing needs-based student financial assistance to thousands of qualifying New Brunswick residents. The branch is responsible for implementing program and policy changes and continuously enhancing its service offerings to ensure that student financial assistance is meeting the needs of the people of New Brunswick. It provides information to stakeholders and partners, including educational institutions, to facilitate the delivery of student financial assistance for students across the province.

### Highlights

- ◆ Administered \$232.3M in student financial assistance to 14,536 students.
- ◆ Completed the 3<sup>rd</sup> annual Client Satisfaction survey of 13,412 clients.
- ◆ Introduced a 15-minute video presentation on the Student Financial Services website with general information on Student Financial Assistance and the process to apply for, and receive, assistance.
- ◆ Implemented an interest rate reduction for New Brunswick Student Loans.
- ◆ Paused student loan repayment and interest accrual from March 2020 to September 2020 in response to the COVID-19 pandemic.

### Student Financial Services Data

	2020-2021**	2019-2020*
Number of unique clients	14,536	15,267
Average per client amount of repayable funding (loans)	\$10,465	\$8,902
Average per client amount of non-repayable funding (grants and bursaries)	\$5,518	\$5,210

\*This data is reported based on academic year (August 1st to July 31<sup>st</sup>).

\*\*2020-2021 data is as of August 3, 2021.

## LABOUR AND STRATEGIC SERVICES DIVISION

The **Labour and Strategic Services Division** is mandated to provide services to the public through the administration of various acts and regulations for which the department is responsible. The division supports the department through policy, ensuring consistency with government priorities and activities; research and analysis, including labour market information and program evaluations; labour market forecasts; environmental scans; and legislative and regulatory services. The division also provides corporate services for the delivery of programs by the operational branches of the department.

The division consists of Workplace Services (Industrial Relations and Employment Standards), Advocates' Services (Workers' Advocates and Employers' Advocates), Policy, Research and Labour Market Analysis Branch, Finance and Administration Branch,

Information Management and Technology Services Branch, Performance Excellence Branch and the Human Resources Services Branch.

The **Workers' Compensation Appeals Tribunal (WCAT)** is independent from the department, but for administration purposes it reports to the Minister through the Assistant Deputy Minister of the Labour and Strategic Services Division. The division plays a key role in supporting WCAT, as appropriate, while at the same time recognizing its independence. This may include partnership and dialogue with WorkSafeNB and industry stakeholders as they pertain to the development of legislative, regulatory and policy initiatives related to occupational health and safety and workers' compensation. The tribunal releases an annual report separate from the department.

**Workplace Services (Industrial Relations)** facilitates relations between labour and management in the private and quasi-public sectors by providing neutral, third-party assistance and preventive mediation services. It provides third-party assistance to help parties overcome impasses during negotiations through the appointment of a conciliation officer, mediation officer, conciliation board, arbitration board or a combination thereof. It also provides preventive mediation services to promote healthy labour relations between parties while a collective agreement is in force. The branch administers the *Industrial Relations Act* and its regulations by promoting labour management relations in the unionized private and quasi-public sectors of the province.

### Highlights

- ◆ 22 labour disputes were assigned with the involvement of the branch. The disputes occurred during the negotiation of collective agreements.
- ◆ 15 labour disputes were settled before strike or lock-out action, one of which resulted in a work stoppage.
- ◆ 17 expedited arbitrators were appointed, and six grievances were mediated.
- ◆ The branch provided conciliation services in six disputes in the public sector.

#### Industrial Relations Activity

	2020-2021	2019-2020
Labour disputes assigned with involvement of the branch	22	28
Industrial Labour disputes settled before strike or lockout	15	22

**Workplace Services (Employment Standards)** promotes, oversees and enforces the *Employment Standards Act* and its regulations. The *Act*, which applies to all provincially regulated employee-employer relationships, specifies the minimum standards of employment, such as minimum wage, overtime rates, hours of work, vacation pay as well as paid public holidays. The branch is responsible for representing the director at hearings before the New Brunswick Labour and Employment Board. A significant piece of the mandate is to raise awareness and educate employers, employees and students about their rights and responsibilities vis-à-vis

the legislation. Staff conducts numerous educational sessions throughout the province to encourage better awareness of the *Act*.

### Highlights

- ◆ Held 162 information sessions on the basics of the *Employment Standards Act*. The groups to whom these sessions were offered include students in public schools and post-secondary institutions, as well as stakeholders (employees/employers), professional associations and newcomers.
- ◆ Responded to 10,173 inquiries about employment-related concerns.
- ◆ Investigated 889 formal complaints and completed 23 audits.
- ◆ There were 61,840 individuals who visited the branch's website.
- ◆ Adopted a new regulation setting out the details of the COVID-19 Emergency Leave in response to the pandemic.

#### Employment Standards Activity

Fiscal year	Number of information sessions	Number of inquiries	Formal complaints investigated
2020-2021	162	10,173	889
2019-2020	143	12,725	1,149

**Advocates Services (Workers' Advocates)** is mandated under the *Workers' Compensation Act* to help injured workers and their dependants on matters related to claims for workers' compensation. Advocates help by providing information, advice and, when appropriate, representation at appeal hearings. The branch ensures appropriate workers' compensation and occupational health and safety legislation enforcement.

### Highlights

- ◆ There were 338 new cases, 449 cases closed and 1,022 active cases at the end of the period.
- ◆ Represented workers at 217 hearings before the Workers' Compensation Appeals Tribunal.



## Workers' Advocates Data

	2020-2021	2019-2020
Number of new cases	338	983
Number of hearings	217	192

**Advocates Services (Employers' Advocates)** helps employers with workers' compensation matters through communication and consultation. It also provides engaged learning opportunities. The branch provides employers with specialized advice and representation on workers' compensation issues before WorkSafeNB. It provides specialized advice to employers on all aspects of workers' compensation and its governing legislation.

### Highlights

- ◆ There were 180 new cases, 223 cases closed and 155 active cases at the end of the period.
- ◆ Represented employers at 28 hearings before the Workers' Compensation Appeals Tribunal.

## Employers' Advocates Data

	2020-2021	2019-2020
Number of new cases	180	311
Number of hearings	28	58

The **Policy, Research and Labour Market Analysis Branch** is responsible for policy development, research, evaluation and labour market analysis, including the development and dissemination of labour market information to advance the department's mission, while ensuring consistency with government priorities.

### Highlights

- ◆ Delivered an updated labour market information presentation to high school students enrolled in the grade 9 and 10 personal development and career planning classes. The presentation, delivered both virtually and in-person, reached more than 6,800 students in the Anglophone and Francophone school districts. This represents an increase of 46 per cent over the previous year.
- ◆ Launched New Brunswick's first Virtual Reality labour market information research project in eight locations throughout the province, enabling students, across 650 sessions, to experience occupations in a virtual environment.

- ◆ Produced a *COVID-19 Supports Quick Reference Guide*, providing an overview of provincial and federal supports available to help individuals facing financial hardship as a result of the pandemic. The resource was accessed on NBjobs.ca over 28,000 times.
- ◆ Prepared several labour market information reports, including *New Brunswick Population Report; Post-Secondary Enrolments and Credentials Granted in New Brunswick; Labour Market Profile of Older Workers;* and *New Brunswick Labour Force Trends*.

The **Finance and Administration Branch** manages the financial resources of the department, boards and commissions under the Minister and provides audit assurance. It helps all branches achieve their program and service delivery objectives by providing support in such areas as financial management and reporting, facilities management, procurement, departmental information coordination, financial systems and internal audit.

### Highlights

- ◆ Provided financial analysis and support to key government priorities.
- ◆ Organized and provided support for three meetings of the departmental Audit Committee.
- ◆ Assisted with various aspects of the New Brunswick Workers Emergency Income Benefit, including procurement, financial analysis and reporting, and the issuance of T4A slips.
- ◆ Received and coordinated more than 5,600 Internet inquiries and coordinated responses to almost 900 pieces of correspondence received by the Minister and the Deputy Minister.
- ◆ Represented the department on the New Brunswick Emergency Measures Organization's Provincial Emergency Action Committee.
- ◆ Helped branches reactivate their in-person services to the public by procuring hand sanitizer, gloves, disinfectant spray, and plexiglass panels.

The **Information Management and Technology Services Branch** provides leadership and guidance in the planning, design, development, quality assurance, risk management, implementation and support of information technology solutions and record management solutions with the department's vision and strategic

plan. Some of the services are offered internally to the department while others are delivered by Service New Brunswick's business application unit.

### Highlights

- ◆ Actively participated in the development project of a new Atlantic Apprenticeship Management System.
- ◆ Assisted with the upgrading of NBCCD's technical environment.
- ◆ Upgraded the document imaging process for the Apprenticeship and Occupational Certification Branch.
- ◆ Worked with tools provided by Provincial Archives to look for improvements in Record Management related areas such as training.

The **Performance Excellence Branch** provides cross-departmental leadership in strategic planning and in the comprehensive implementation of the Formal Management system. Formal Management is intended to change the culture of government and how government works while providing the best possible value for taxpayers. It provides a structured approach to Strategy Management, Initiative Management, Daily Management, Process Management and Performance Management. The branch leads the development of and facilitates the implementation of the strategic plan as well as implements and oversees a departmental-wide planning and accountability model.

### Highlights

- ◆ Provided support to several GNB and departmental priority initiatives.
- ◆ Refined departmental planning and accountability reporting.
- ◆ Supported government business continuity during the pandemic.

The **Human Resources Services Branch** provides support and services to management and staff to increase organizational effectiveness and maximize performance while supporting the strategies and goals of the department. It is responsible for workforce planning, recruitment, classification, employee and labour relations, performance management, official languages, employee recognition as well as human resources strategy and programs.

### Highlights

- ◆ Remained an essential departmental service through GNB's response to COVID-19.
- ◆ Involved in the critical staffing process of upward of 200 deployments of departmental Free Agents to respond to critical needs across Part 1.
- ◆ Supported the development and implementation of COVID-19 health and safety operational plans across all PETL locations.
- ◆ Supported the department's One Team, One GNB effort on behalf of the Deputy Minister.
- ◆ Oversaw the renewal and migration of the PETL Intranet to SharePoint, including a dedicated portal focused on employee engagement.

## ADULT LEARNING AND EMPLOYMENT DIVISION

The **Adult Learning and Employment Division** is mandated to support the development of human resources in New Brunswick by supporting the delivery of adult literacy and learning programs and services; recognizing achievement of competencies; developing and providing public library services to help New Brunswickers' informational, educational, recreational and cultural needs; and delivering services that assist unemployed, underemployed and newcomers acquire the skills and employment experiences necessary to secure full-time employment and that assist New Brunswick employers find the right individuals for their jobs.

The division consists of the WorkingNB Branch, the Apprenticeship and Occupational Certification Branch and the New Brunswick Public Library Service.

The **WorkingNB Branch** strategically responds to the evolving needs of the labour market by providing information, services and supports that are responsive to the needs of individuals (job seekers and adult learners), employers and labour market partners. The branch ensures that collaborative, customized, flexible, and strategic interventions are designed to produce positive and measurable outcomes for clients. In addition

to employment and training needs, the branch is also responsible for increasing adult literacy and workplace essential skills.

## Highlights

- ◆ Partnered with the Canadian Red Cross to deliver the New Brunswick Workers Emergency Income Benefit to over 40,000 New Brunswickers. The program bridged the time until assistance from the federal government was available by providing a one-time income benefit to eligible workers and self-employed individuals that lost their job or experienced a decrease in self-employment income as a result of the COVID-19 pandemic.
- ◆ Focused on its strategic partnerships, WorkingNB met quarterly with the New Brunswick Multicultural Council (NBMC) and with immigrant serving agencies to plan and coordinate service delivery efforts in serving and retaining newcomers in the labour market.
- ◆ Launched the WorkingNB website (with live chat), providing a one stop shop for clients looking to receive information and direction on services offered by WorkingNB.
- ◆ Fully implemented the Virtual Job Fair platform with the additional functionality to allow multiple events to occur at the same time. During COVID-19, in-person national job fairs were transformed into virtual events.
- ◆ Established COVID-19 Labour Force Adjustment committees for Agriculture, Fisheries, Tourism, Information Technology and Forestry.
- ◆ Established a 5-year Workforce Development Strategy with the agricultural sector. The focus of the strategy is on the recruitment and retention of new farmers and farm workers. The targeted outcome for the first year of the plan is to increase the number of farmers within Canada and from abroad, increase the number of temporary foreign workers, increase experiential learning opportunities within the farming sector and increase the number of farmers accessing services and supports from WorkingNB.
- ◆ Approximately 80 per cent of the recommended SEED positions were filled, which represents almost 1,000 positions. This is significant given this program ran during the initial months of the pandemic. The SEED program provides funding to employers to create summer job opportunities for post-secondary students. It provides valuable work experience for students, experiential learning, mentoring and coaching. It helps students develop and build transferable skills and perhaps find employment in their field of study.

- ◆ Under the Labour Market Development Agreement, served 6,800 active employment insurance claimants, helped 4,900 active claimants gain employment, and achieved \$22.3M in savings for the Employment Insurance account. The total number of clients served under the agreement was 15,700.
- ◆ Under the Workforce Development Agreement, served 1,987 clients.

**New Brunswick Public Library Service** is responsible for providing, under the *New Brunswick Public Libraries Act* and the *New Brunswick Public Libraries Foundation Act*, public library services that enrich the social, cultural and economic vitality of communities by opening doors to lifelong learning for all. The branch is responsible for collection development; management of the provincial catalogue; library systems and information technology management, development and support; and development and delivery of library programs and services for all ages. The branch works with participating municipalities and school districts (in the case of public-school libraries), local library boards, partners and stakeholders. It provides access to a provincial collection of two million items in a variety of formats through one provincial library card as well as services and programs for people of all ages that promote reading, literacy, education and lifelong learning. The services consist of 66 service points (52 public libraries, 11 public-school libraries, one public-academic library, one virtual branch and one Talking Books Service by mail branch) managed through five library regions and one provincial office.

## Highlights

- ◆ NB Public Libraries were the first public library system in the country to re-open for in-person services after the COVID-19 pandemic lockdown in the spring of 2020.
- ◆ Adapted library programs and services to ensure access to educational and recreational opportunities during various pandemic alert levels: online programs, curbside pick up service, take home activity kits, physically distanced library spaces for browsing collections and using the Internet.
- ◆ NB Public Library Service website traffic rose by 53 per cent with citizens exploring more resources online due to the pandemic.
- ◆ Offered the first online summer reading club for children.

## Library Services Data

Libraries were closed for at least two months in 2020 due to the COVID-19 pandemic. The remainder of the year they were operating at reduced hours and capacity.

	2020-2021	2019-2020
Library membership cards	278,612	266,581
Library visits	608,349	2,360,634
Program participants	n/a	260,719
Circulation	1,803,000	2,736,859

**The Apprenticeship and Occupational Certification Branch** provides quality apprenticeship learning, life-long skill development and certification opportunities in designated occupations that are standardized, current and relevant to the needs of industry and its workforce. Through its regional operations, the branch provides these services to thousands of skilled trade apprentices and tradespeople by scheduling level training opportunities, validating curriculum and working to ensure those performing work in the various sectors have the proper qualifications. The branch ensures that the skilled trades workforce has the skills and knowledge necessary to function effectively in the labour market. It identifies training needs in conjunction with industry, develops programs in the 47 occupations for which apprenticeship training is offered and provides certification services in the 76 designated occupations.

## Highlights

- ◆ The Virtual Learning Strategist Program (VLS) was able to provide support to apprentices without interruption during the COVID-19 pandemic as it operates 100 per cent virtually. The VLS continues to expand with partnerships with International Brotherhood of Electrical Workers (IBEW) and Saskatchewan Polytechnic to provide VLS services to their clients, with roll-out to the rest of Canada expected in the coming year. The overall impact in New Brunswick continues to be reflected in the province pass rates in skilled trades exams continuing to outperform the national average by more than 20 per cent.

- ◆ The number of registered Indigenous apprentices (74) doubled since the implementation of a dedicated resource to work with community partners.
- ◆ Successfully partnered with the Mentor Apprentice Program (MAP) Strategic Workforce Services' New Boots unit to implement the Skilled Trades Exploration Program for Women (STEPW). This first project successfully connected nine women to skilled trades careers in predominantly male-dominated occupations. It is anticipated that this partnership will grow exponentially in future years.
- ◆ Suspended trades training in March of 2020 due to the pandemic. In August 2020, partnering with the colleges, the branch successfully re-instated trades training in a blended learning format. This resumption of training included a digital literacy assessment and connection to learning technology requirements for all apprentices who attended training.

## Apprenticeship Data

	2020-2021	2019-2020
Apprenticeship registrations	713	1,115
Certificates Issued	675	914
Total Registered Apprentices	4,563	4,703

## Learning Strategist Interventions

	2020-2021	2019-2020
Clients served	400	399
Interventions started	2,941	1,906
Interventions completed	2,492	1,651

## POPULATION GROWTH DIVISION

The **Population Growth Division** is responsible for implementing GNB policies to contribute to the demographic and economic growth of New Brunswick by attracting and retaining immigrants, repatriating, increasing francophone immigration and supporting multiculturalism. The division consists of the Policy, Research and Federal-Provincial-Territorial Relations Unit, the Immigration and Operations Unit, and the Workforce Attraction and Integration Unit.

Responsibility for the Population Growth Division formally transferred to Opportunities New Brunswick on April 1<sup>st</sup>, 2021.

The **New Brunswick Human Rights Commission** reports administratively to the Minister through the Assistant Deputy Minister of the Population Growth Division. The division plays a key role in supporting appropriate partnership and dialogue with stakeholders as they pertain to the development of legislative, regulatory and policy initiatives. The commission releases an annual report separate from the department.

The **Policy and Federal-Provincial-Territorial Relations Unit** coordinates a strategic approach to federal-provincial-territorial relations; administers and monitors the Canada-New Brunswick Immigration Agreement and the Canada-New Brunswick Agreement on the Atlantic Immigration Pilot Program; represents GNB on various immigration and policy federal-provincial-territorial working groups; disseminates information about population growth trends and policy to other areas of the department, other government departments and the public; leads annual evaluations of provincial immigration programming; leads the continuous improvement of immigration policies; and coordinates priority projects/initiatives and provides research support to senior staff. Through the Atlantic Workforce Partnership, it partners with Atlantic counterparts to promote regional opportunities and increase immigration to the region.

### Highlights

- ◆ Implemented *New Beginnings: A Population Growth Strategy for New Brunswick 2019-2024*.
- ◆ Negotiated the normalization of the Atlantic Immigration Pilot as a permanent program.
- ◆ Launched the New Brunswick Business Immigration Stream.

- ◆ Identified over 66 Internationally Educated Nurses (IEN) through a project to attract, recruit and link IEN to Licensed Practical Nurse (LPN) / Registered Nurse (RN) bridging programs.

The **Immigration and Operations Unit** provides operational support to the division ensuring the efficient operation of provincial immigration programs in accordance with the Canada-New Brunswick Immigration Agreement and the Canada-New Brunswick Agreement on the Atlantic Immigration Pilot. The unit provides immigration support to the division through its assessment and final decision of applications to all streams of the Provincial Nominee Program (PNP) and Atlantic Immigration Pilot (AIP) program. This includes management of the Entrepreneurial Stream.

### Highlights

- ◆ Issued certificates (i.e. nominated) to 2,020 candidates across all provincial immigration programs (PNP and AIP).
- ◆ Nominated 126 entrepreneurs through the PNP Business Stream.
- ◆ Supported the transition to a data based online application system "INB", and managed ongoing operations.
- ◆ Reached the strategic target of 27 per cent of nominations to francophones in 2020.

### Nomination Certificates

	2020*	2019*
Provincial Nominee Program	1,304	1,035
Atlantic Immigration Pilot	716	987
<b>Total certificates issued</b>	<b>2,020</b>	<b>2,022</b>

(\*) To align with other public reporting, the department follows the calendar year.

The **Workforce Attraction and Integration Unit** manages employer engagement related to immigration, settlement and integration of immigrants in the province. The unit is responsible for developing, organizing and conducting workforce attraction events such as international recruitment missions and international student events.

## Highlights

- ◆ Conducted 16 virtual missions covering some 22 countries and supported six national recruitment missions. These recruitment efforts were primarily employer-driven and included specific activities to attract French-speaking immigrants to the province (e.g. Destination Canada, Destination Acadie).
- ◆ Supported New Brunswick employers with using immigration to address labour shortages, resulting in 1,350 nominees with a job offer.
- ◆ Concluded the second cohort of Study and Stay (project to engage international students) and launched the third cohort.
- ◆ Administered Immigrant Settlement Support Funding (ISSF) that enabled settlement services and programming to be available to newcomers across the province. In 2020, the province surpassed its target and nominated 535 international student graduates.

# Financial information

## DEPARTMENTAL GROSS REVENUE

For the fiscal period ending March 31, 2021 (000's)

	2020-2021			Notes
	Budget	Actual	Variance over/ (under)	
Return on Investment	\$16,923.0	\$4,823.4	(\$12,099.6)	1
Licenses and Permits	\$2,204.0	\$1,145.6	(\$1,058.4)	2
Sale of Goods and Services	\$4,542.0	\$3,421.9	(\$1,120.1)	3
Miscellaneous Revenue	\$6,215.0	\$9,766.3	\$3,551.3	4
Conditional Grants – Canada	\$134,148.0	\$160,822.9	\$26,674.9	5
<b>Total – Ordinary Revenue</b>	<b>\$164,032.0</b>	<b>\$179,980.1</b>	<b>\$15,948.1</b>	

Explanations for variances greater than \$1M are found as *Financial Information 2020-2021 Notes*.

## SPECIAL PURPOSE REVENUE

For the fiscal period ending March 31, 2021 (000's)

	2020-2021			Notes
	Budget	Actual	Variance over/ (under)	
Canada Student Loans Program	\$2,700.0	\$2,475.7	(\$224.3)	
Library Trust Fund	\$300.0	\$515.2	\$215.2	
Recoverable Projects	\$375.0	\$267.0	(\$108.0)	
<b>Total – Special Purpose Revenue</b>	<b>\$3,375.0</b>	<b>\$3,257.9</b>	<b>(\$117.1)</b>	

Explanations for variances greater than \$1M are found as *Financial Information 2020-2021 Notes*.

## DEPARTMENTAL GROSS EXPENDITURES

For the fiscal period ending March 31, 2021 (000's)

	2020-2021			Notes
	Budget	Actual	Variance over/ (under)	
<b>Post-Secondary Education Division</b>				
Post-Secondary Affairs	\$461,461.9	\$440,621.8	(\$20,840.1)	6
<b>Labour and Strategic Services Division</b>				
Labour and Strategic Services	\$10,031.2	\$9,763.5	(\$267.7)	
<b>Adult Learning and Employment Division</b>				
NB Public Libraries	\$15,655.2	\$14,964.9	(\$690.3)	
Adult Learning	\$10,623.3	\$11,356.8	\$733.5	
Employment Development	\$13,925.9	\$41,002.3	\$27,076.4	7
Canada-NB Workforce Development Agreement	\$18,945.0	\$12,074.9	(\$6,870.1)	8
Canada-NB Labour Market Development Agreement	\$102,433.9	\$83,388.5	(\$19,045.4)	9
<b>Population Growth Division</b>				
Population Growth	\$10,008.4	\$8,106.0	(\$1,902.4)	10
<b>Total – Ordinary Expenditures</b>	<b>\$643,084.8</b>	<b>\$621,278.7</b>	<b>(\$21,806.1)</b>	

Explanations for variances greater than \$1M are found as *Financial Information 2020-2021 Notes*.

## CAPITAL EXPENDITURES

For the fiscal period ending March 31, 2021 (000's)

	2020-2021			Notes
	Budget	Actual	Variance over/ (under)	
Deferred Maintenance Program	\$2,000.0	\$1,999.4	(\$0.6)	
<b>Total – Capital Expenditures</b>	<b>\$2,000.0</b>	<b>\$1,999.4</b>	<b>(\$0.6)</b>	

Explanations for variances greater than \$1M are found as *Financial Information 2020-2021 Notes*.

## SPECIAL PURPOSE EXPENDITURES

For the fiscal period ending March 31, 2021 (000's)

	2020-2021			Notes
	Budget	Actual	Variance over/ (under)	
Canada Student Loans Program	\$2,700.0	\$2,109.7	(\$590.3)	
Library Trust Fund	\$300.0	\$421.8	\$121.8	
Recoverable Projects	\$375.0	\$267.0	(\$108.0)	
<b>Total – Special Purpose Expenditures</b>	<b>\$3,375.0</b>	<b>\$2,798.5</b>	<b>(\$576.5)</b>	

Explanations for variances greater than \$1M are found as *Financial Information 2020-2021 Notes*.

## STUDENT LOANS: ADVANCES AND RECOVERIES

For the fiscal period ending March 31, 2021 (000's)

	2020-2021			Notes
	Budget	Actual	Variance over/ (under)	
Student Loans Advances	\$69,900.0	\$64,365.7	(\$5,534.3)	11
Student Loans Recoveries	\$42,409.0	\$37,941.1	(\$4,467.9)	12

Explanations for variances greater than \$1M are found as *Financial Information 2020-2021 Notes*.

## STUDENT LOANS PORTFOLIO

(000's)

	March 31, 2020	March 31, 2021
Loans in Good Standing	\$432,131.1	\$455,047.8
Defaulted Loans	\$159,139.4	\$162,798.3
<b>Total - Portfolio</b>	<b>\$591,270.5</b>	<b>\$617,846.1</b>
Allowance for Doubtful Accounts	\$176,935.6	\$187,622.9



**NEW BRUNSWICK COLLEGE OF CRAFT AND DESIGN AND COLLEGE  
ADMISSION SERVICES SPECIAL OPERATING AGENCY**

For the fiscal period ending March 31, 2021 (000's)

	2020-2021			Notes
	Budget	Actual	Variance over/ (under)	
<b>Opening Balance</b>	<b>\$1,225.0</b>	<b>\$1,399.9</b>	<b>\$174.9</b>	
<b>Revenue</b>				
Return on Investment	\$1.0	\$3.6	\$2.6	
Sales of Goods and Services	\$2,159.0	\$1,529.2	(\$629.8)	
Miscellaneous Revenues	\$0	\$58.3	\$58.3	
Transfer from Department	\$4,110.0	\$3,775.4	(\$334.6)	
<b>Total - Revenue</b>	<b>\$6,270.0</b>	<b>\$5,366.5</b>	<b>(\$903.5)</b>	
<b>Expenditures</b>	<b>\$6,505.0</b>	<b>\$5,458.5</b>	<b>(\$1,046.5)</b>	13
<b>Surplus (Deficit) for the year</b>	<b>(\$235.0)</b>	<b>(\$92.0)</b>	<b>\$143.0</b>	
<b>Closing Balance</b>	<b>\$990.0</b>	<b>\$1,307.9</b>	<b>\$317.9</b>	

Explanations for variances greater than \$1M are found as *Financial Information 2020-2021 Notes*.

**FINANCIAL INFORMATION 2020-2021 NOTES**

**Note 1: Return on Investment**

The variance is due to decreased student loan interest revenue due to lower than expected interest rates and a six-month moratorium on student loan interest and principal payments.

**Note 2: Licenses and Permits**

The variance is primarily due to lower than expected enrollments in apprenticeship training programs.

**Note 3: Sale of Goods and Services**

The variance is mainly due to lower recoveries from WorkSafeNB for Advocates' Services and the Workers' Compensation Appeals Tribunal due to fewer meetings, lower travel expenses, and vacant positions.

**Note 4: Miscellaneous Revenue**

The variance is mainly due to a prior year recovery adjustment in accounts receivable.

**Note 5: Conditional Grants - Canada**

The variance is mainly due to additional revenue under the Essential Worker Wage Top-Up Program, partially offset by lower revenue under the Labour Market Development Agreement.

**Note 6: Post-Secondary Affairs**

The variance is mainly due to decreased expenditures under the Student Financial Services program as a result of increased federal funding to students, as well lower interest costs.

**Note 7: Employment Development**

The variance is mainly due to expenditures under the Essential Worker Wage Top-Up Program (offset by federal revenue).

**Note 8: Canada-NB Workforce Development Agreement**

The variance is due to reduced client uptake as a result of COVID-19.

**Note 9: Canada-NB Labour Market Development Agreement**

The variance is due to reduced client uptake as a result of COVID-19.

**Note 10: Population Growth**

The variance is mainly due to savings from travel and other COVID-related items.

**Note 11: Student Loans Advances**

The variance is mainly due to an increase in the maximum weekly loan amount (federal portion) under the Canada Student Loans Program.

**Note 12: Student Loans Recoveries**

The variance is mainly due to a six-month pause on student loan repayments from March 2020 to September 2020.

**Note 13: Special Operating Agency**

The variance is mainly due to lower than expected salary, benefit, and administrative expenses at the New Brunswick College of Craft and Design, as well as to the transfer of College Admissions Services to NBCC and CCNB.

**NOTE:** The Annual Report was prepared prior to the publication of *Public Accounts Volume 2: Supplementary Information*. Consequently, the financial information reported herein may not reflect the final figures as reported in Public Accounts.

**SUMMARY OF EXPENDITURES - EMPLOYMENT, LITERACY AND WORKPLACE ESSENTIAL SKILLS PROGRAMS 2020-2021**

For the fiscal period ending March 31, 2021 (000's)

Employment Programs	Canada-NB Workforce Development Agreement	Employment Development	Canada-NB Labour Market Development Agreement	Total
Work Ability	\$44.4	\$1,191.5	\$1,794.5	\$3,030.4
Workforce Expansion	\$719.4	\$1,300.4	\$8,207.0	\$10,226.8
Workplace Connections	\$122.7	\$20.7	\$261.9	\$405.3
Training and Skills Development	\$3,190.9		\$35,764.9	\$38,955.8
Student Employment and Experience Development	\$24.2	\$4,860.5	\$5.4	\$4,890.1
Employment Services	\$3,517.4	\$31,513.6	\$24,404.9	\$59,435.9
Workplace Essential Skills	\$1,580.8			\$1,580.8
CALNET Academic	\$1,903.7			\$1,903.7
<b>Subtotal Programs</b>	<b>\$11,103.5</b>	<b>\$38,886.7</b>	<b>\$70,438.6</b>	<b>\$120,428.8</b>
Administration	\$971.4	\$2,115.6	\$12,949.9	\$16,036.9
<b>Total Employment Programs Expenditures</b>	<b>\$12,074.9</b>	<b>\$41,002.3</b>	<b>\$83,388.5</b>	<b>\$136,465.7</b>
<b>2020-2021 Budget</b>	\$18,945.0	\$13,925.9	\$102,433.9	\$135,304.8
<b>Variance over/(under)</b>	<b>(\$6,870.1)</b>	<b>\$27,076.4</b>	<b>(\$19,045.4)</b>	<b>\$1,160.9</b>

**SUMMARY OF EXPENDITURES – OPERATING ASSISTANCE TO PUBLIC UNIVERSITIES AND THE MARITIME COLLEGE OF FOREST TECHNOLOGY (MCFT) 2020-2021**

For the fiscal period ending March 31, 2021 (000's)

Operating Assistance	Mount Allison	St. Thomas	Université de Moncton	University of New Brunswick	MCFT	Total
Unrestricted Operating Grants	\$21,527.0	\$12,737.2	\$67,287.6	\$118,756.2	\$2,175.1	\$222,483.1
Restricted Operating Grants	\$1,024.6	\$442.0	\$2,793.2	\$4,850.8	\$105.6	\$9,216.2
<b>Total Operating Assistance</b>	<b>\$22,551.6</b>	<b>\$13,179.2</b>	<b>\$70,080.8</b>	<b>\$123,607.0</b>	<b>\$2,280.7</b>	<b>\$231,699.3</b>

# Summary of staffing activities

Pursuant to section 4 of the *Civil Service Act*, the Secretary to Treasury Board delegates staffing to each Deputy Head for his or her respective departments. Please find below a summary of the staffing activity for 2020-2021 for the department.

Number of permanent and temporary employees as of Dec. 31 of each year		
Employee type	2020	2019
Permanent	679	710
Temporary	111	119
<b>TOTAL</b>	<b>790</b>	<b>829</b>

The department advertised **62** competitions, including **36** open (public) competitions, **26** closed (internal) competitions and no intra-departmental competitions.

Pursuant to sections 15 and 16 of the *Civil Service Act*, the department made the following appointments using processes other than the competitive process to establish merit:

Appointment type	Appointment description	Section of the <i>Civil Service Act</i>	Number
Specialized Professional, Scientific or Technical	An appointment may be made without competition when a position requires: <ul style="list-style-type: none"> <li>- a high degree of expertise and training</li> <li>- a high degree of technical skill</li> <li>- recognized experts in their field</li> </ul>	15(1)	0
Equal Employment Opportunity Program	Provides Aboriginal persons, persons with disabilities and members of a visible minority group with equal access to employment, training and advancement opportunities.	16(1)a)	1
Department Talent Management Program	Permanent employees identified in corporate and departmental talent pools, who meet the four-point criteria for assessing talent, namely performance, readiness, willingness and criticalness.	16(1)b)	1
Lateral transfer	The GNB transfer process facilitates the transfer of employees from within Part 1, 2 (school boards) and 3 (hospital corporations) of the Public Service.	16(1) or 16(1)c)	9
Regular appointment of casual/temporary	An individual hired on a casual or temporary basis under section 17 may be appointed without competition to a regular properly classified position within the Civil Service.	16(1)d)(i)	0
Regular appointment of students/apprentices	Summer students, university or community college co-op students or apprentices may be appointed without competition to an entry level position within the Civil Service.	16(1)d)(ii)	0

Pursuant to section 33 of the *Civil Service Act*, no complaints alleging favouritism were made to the Deputy Head of the department and no complaints were submitted to the Ombud.

# Summary of legislation and legislative activities

Bill #	Name of legislation	Date of Royal Assent	Summary of changes
Session 59-3 includes the period of April 2020 to August 2020 for the purpose of this report.			
40 COVID-19	<i>Employment Standards Act (ESA)</i> <a href="https://www.gnb.ca/legis/bill/pdf/59/3/Bill-40.pdf">https://www.gnb.ca/legis/bill/pdf/59/3/Bill-40.pdf</a>	April 17, 2020	The amendment provided the Lieutenant-Governor in Council with regulation-making authority to establish leave protections in a national or provincial emergency, including a public health emergency such as the COVID-19 pandemic, as well as setting out any eligibility criteria required for accessing the leave.
43	<i>Occupational Health and Safety Act (OHS)</i> <a href="https://www.gnb.ca/legis/bill/pdf/59/3/Bill-43.pdf">https://www.gnb.ca/legis/bill/pdf/59/3/Bill-43.pdf</a>	June 18, 2020	The amendments introduced administrative monetary penalties as an alternative to prosecutions for lesser offences and for repeated non-compliance with the <i>OHS</i> .
Session 60-1 includes the period of October 2020 to March 2021 for the purpose of this report.			
19	<i>Workers' Compensation Act (WCA)</i> <a href="https://www.gnb.ca/legis/bill/pdf/60/1/Bill-19.pdf">https://www.gnb.ca/legis/bill/pdf/60/1/Bill-19.pdf</a>	March 26, 2021	The amendment was of a housekeeping nature correcting an error in the English version of the duty to accommodate provisions which inadvertently included words not contained in the French version. Removing the words in the English version resulted in alignment between the English and French versions of the legislation.
20	<i>Workplace Health, Safety and Compensation Commission and Workers' Compensation Appeals Tribunal Act (WHSCC &amp; WCAT)</i> <a href="https://www.gnb.ca/legis/bill/pdf/60/1/Bill-20.pdf">https://www.gnb.ca/legis/bill/pdf/60/1/Bill-20.pdf</a>	March 26, 2021	The amendments were primarily of a housekeeping and administrative nature to streamline or update the legislation incorporating WorkSafeNB's recommended changes following their comprehensive review of the legislation as required under the <i>WHSCC &amp; WCAT Act</i> .
21	<i>Industrial Relations Act (IRA)</i> <a href="https://www.gnb.ca/legis/bill/pdf/60/1/Bill-21.pdf">https://www.gnb.ca/legis/bill/pdf/60/1/Bill-21.pdf</a>	December 18, 2020	The amendments were requested by municipalities to help ensure that arbitrations for police and firefighters are carried out in a more efficient, accountable and transparent manner that is tied to meaningful assessments of a municipality's fiscal health. The amendments to the <i>IRA</i> added a list of criteria that arbitrators will be required to consider during interest arbitrations for police and firefighters and implement procedural changes requested by the municipalities.

The acts and regulations for which the department was responsible in 2020-2021 may be found at: <http://laws.gnb.ca/en/deplinks?subjectnumber=13>

## REGULATORY AMENDMENTS/NEW REGULATIONS

Reg #	Name of regulation	Date Filed	Summary of changes
2020-29 COVID-19	<i>Employment Standards Act</i> (ESA), new Regulation 2020-29 cited as COVID-19 Emergency Leave Regulation <a href="http://laws.gnb.ca/en/ShowPdf/cr/2020-29.pdf">http://laws.gnb.ca/en/ShowPdf/cr/2020-29.pdf</a>	Consolidated April 28, 2020	The COVID-19 Emergency Leave Regulation was introduced under the <i>ESA</i> . The Regulation provides emergency leave protection beginning on March 12, 2020, and includes eligibility criteria for the following circumstances: <ul style="list-style-type: none"> <li>- A declaration of a state of emergency made under the <i>Emergency Measures Act</i>;</li> <li>- A declaration of a public welfare emergency, a public order emergency, an international emergency or a war emergency made under the <i>Emergencies Act</i> (Canada);</li> <li>- Measure taken under the <i>Quarantine Act</i> (Canada); or</li> <li>- In other circumstances relating to the outbreak of a notifiable disease or other threat to public health as determined by the Lieutenant-Governor in Council.</li> </ul> The Regulation includes termination as an action that an employer is prohibited from taking against an employee who is granted leave under the Act.

The acts and regulations for which the department was responsible in 2020-2021 may be found at:  
<http://laws.gnb.ca/en/deplinks?subjectnumber=13>

# Summary of Official Languages activities

## INTRODUCTION

In 2020-2021, the Department of Post-Secondary Education Training and Labour continued to ensure its obligations under the *Official Languages Act* were met throughout the organization. Below are associated activities that were carried out on an ongoing basis during the year.

### FOCUS 1

Activities that took place to meet the objective of Language of Service:

- Ongoing consultation and discussions between human resources consultants and managers to best meet linguistic profile requirements and needs. The percentage of linguistic profile completion for 2020-2021 was 90 per cent.

### FOCUS 2

Activities that took place to meet the objective of Language of Work:

- Second-language training offered to employees who met the requirements of the department's Second-Language Training Policy. Fourteen employees received second-language training in 2020-2021.

### FOCUS 3

Activities that took place to meet the objective of Promotion of Official Languages:

- The department's onboarding program requires new employees to familiarize themselves with the *Official Languages Act* by completing the mandatory eLearning modules.
- The yearly Performance Management process required review of the *Official Languages Act* by all employees.
- Yearly communication is sent out to all employees as a reminder of their obligations and service requirements in relations to the *Official Languages Act*. This includes links to the Toolkit, Policies as well as the GNB Knowledge Centre online courses on Official Languages.

### FOCUS 4

Activities that took place to meet the objective of Knowledge of the *Official Languages Act*:

- The department's Official Languages Coordinator attended quarterly meetings established through Finance and Treasury Board to remain knowledgeable and proactive on all activities regarding Official Languages.

## CONCLUSION

The results achieved by various initiatives stemming from the action plan had positive effects in raising awareness and acceptance of Official Languages within the department.

# Summary of recommendations from the Office of the Auditor General

## NEW: SECTION 1 – INCLUDES THE CURRENT REPORTING YEAR AND THE PREVIOUS YEAR.

Name and year of audit area with link to online document	Recommendations
	Total
2019 Chapter 2 – Department of Post-Secondary Education, Training and Labour – Provincial Funding to Universities and Maritime College of Forest Technology (MCFT) <a href="https://www.agnb-vgnb.ca/content/dam/agnb-vgnb/pdf/Reports-Rapports/2019V2/Chap2e.pdf">https://www.agnb-vgnb.ca/content/dam/agnb-vgnb/pdf/Reports-Rapports/2019V2/Chap2e.pdf</a>	10

Implemented Recommendations (6)	Actions Taken
2.44 We recommend the department require MCFT make available online its current and past (five years minimum) audited financial statements, as well as an annual report of its activities, to ensure it is publicly accountable for the funding it receives from the Province.	At the department's request, the audited financial statements for the past five years have been published on the MCFT web site. Starting in 2020-2021, MCFT will produce and publish an annual report of its activities. PETL is also working with the College to have more components of its comprehensive Business Plan information made public.
2.50 We recommend the department communicate the restrictions on the use of funding in the annual funding letter to universities.	Restrictions on the use of funding were communicated in the 2020-2021 annual funding letters to universities.
2.51 We recommend the department obtain assurances from the universities that the restrictions or conditions on the use of unrestricted funds have been complied with. For example, this could be achieved by requiring a certification from the head of the institution and a senior financial representative or by requesting a compliance opinion from the universities' auditors.	The department agrees with this recommendation and will require institutions to report that they are in compliance with the conditions on the use of unrestricted funds in 2020-2021.
2.58 To achieve better performance on desired outcomes, we recommend the department provide funding for program expansion, or other agreements, only after desired outcomes or targets have been achieved.	Existing agreements, such as medical seat agreements, require some funding to be provided upfront. The funding is performance-driven, based on actual enrolment information and actual costs incurred. The department will continue to ensure that any existing or new agreements have outcomes and targets, however withholding all funding until the outcomes or targets have been achieved may not be feasible in all situations.
2.65 We recommend the department take corrective action in a timely manner when expected performance targets have not been achieved.	The department agrees with this recommendation and will adopt this practice. The former Nursing agreements have been replaced with outcome-based agreements.
2.69 We recommend the policy for restricted operating grants be followed, or the department reconsider the appropriateness of the 1-year carry forward limit and amend the policy accordingly.	The department has developed, implemented, and communicated a revised Restricted Operating Assistance Policy and has eliminated the ability of project funding to be carried forward.
Recommendations not implemented (4)	Considerations
2.30 We recommend the department develop and execute a workplan to fulfill the accountability mechanisms included in the 2017/18 to 2020/21 MOU.	A workplan was developed but has not been executed due to the disruption in services created by COVID-19 in March of 2020.

<p>2.32 We recommend the department, as a minimum, implement the following accountability mechanisms for university funding:</p> <ul style="list-style-type: none"> <li>- Establish measurable outcomes;</li> <li>- For initiatives or areas of interest, establish working committees who report annually to the Minister on progress and achievement of objectives;</li> <li>- Use key performance indicators;</li> <li>- Require annual reporting to the Minister using a standard template; and</li> <li>- Require executive compensation contracts be publicly available.</li> </ul>	<p>The department agrees with this recommendation but has not fully implemented it due to the disruption in services created by COVID-19 in March of 2020. It should be noted that some initial Key Performance Indicators have been developed and were communicated to universities and the MCFT in the 2020-2021 funding letters.</p>
<p>2.38 We recommend the department report publicly on the outcomes achieved from the funding provided to universities and MCFT.</p>	<p>The department agrees with this recommendation and is looking into options on reporting outcomes achieved from funding provided to universities and MCFT. As a preliminary action item, the department has included a summary of funding provided to publicly funded universities and the Maritime College of Forest Technology in its Annual Report.</p>
<p>2.88 We recommend the department, in consultation with the universities, re-examine the relevance of the current funding formula and its components, such as the weighting of the various programs, to ensure it continues to be the most suitable choice to allocate funding to universities and to motivate the achievement of funding objectives.</p>	<p>The department agrees with this recommendation and will examine the future funding framework in advance of the next funding arrangement.</p>

**SECTION 2- INCLUDES THE REPORTING PERIODS FOR YEARS THREE, FOUR AND FIVE.**

Name and year of audit area with link to online document	Recommendations
	Total
<p>2018 Chapter 2: WorkSafeNB – Phase 1 – Governance  <a href="https://www.agnb-vgnb.ca/content/dam/agnb-vgnb/pdf/Reports-Rapports/2018V1/Chap2e.pdf">https://www.agnb-vgnb.ca/content/dam/agnb-vgnb/pdf/Reports-Rapports/2018V1/Chap2e.pdf</a></p>	<p>7</p>

Implemented Recommendations (7)	Actions Taken
<p>2.61 We recommend the Department of Post-Secondary Education, Training and Labour:</p> <ul style="list-style-type: none"> <li>- initiate a process to ensure appointments are completed in a timely manner;</li> <li>- comply with provincial legislation and government policy when recommending the appointment of board members under the <i>Act</i>; and</li> <li>- clearly document the appointment process and provide clear rationale for appointment recommendations made to government.</li> </ul>	<p>The department adheres to government’s Agencies, Boards and Commissions (ABC) process which complies with provincial legislation and government policy to ensure timeliness when initiating Board appointments. The ABC Database automatically generates a notification 210 days prior to the expiration of a member’s term. The Executive Council Office (ECO) prepares a milestones document which highlights the steps and timeframe for each, to ensure that new appointments are made in a timely manner. The milestone document also takes into consideration if a competency matrix exists for the Board and looks at the details of qualifications required to fill the vacancy.</p> <p>Amendments were made to the <i>Workplace Health, Safety and Compensation Commission and Workers’ Compensation Appeals Tribunal Act</i> in the 2019-20 fiscal year to enhance the appointment process. A requirement for the Board appointment process to take into consideration the necessary skills and qualifications to ensure the Board has the capabilities to provide good governance was added. Lieutenant Governor in Council appointments are now to be made from a list of names recommended by the WorkSafeNB Board and nominated by worker or employer stakeholders. Regardless of stakeholder support, the skills and competencies required by the Board at the time of the appointment must be taken into consideration.</p>
<p>2.66 We recommend the Department of Post-Secondary Education, Training and Labour ensure future recommendations to government for WorkSafeNB appointments do not create a conflict of interest or result in reduced independence of the corporation.</p>	<p>The department fully agrees with this recommendation. Legislative amendments brought forward in the 2019-20 fiscal year have changed the appointment process so that future appointments will be made from a list of names recommended by the WorkSafeNB Board and nominated by worker or employer stakeholders.</p>



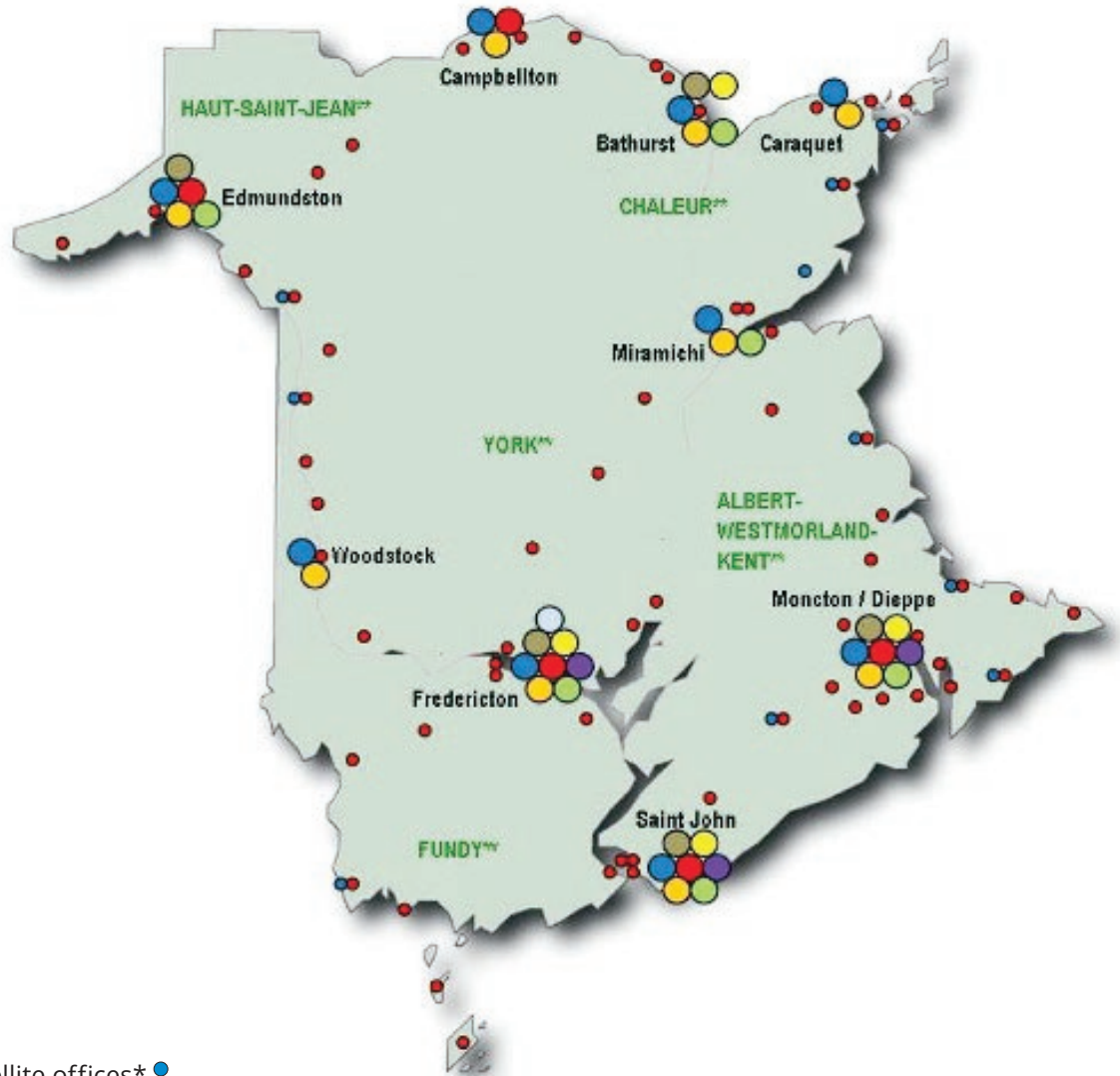
<p>2.83 We recommend the Executive Council Office and the Department of Post-Secondary Education, Training and Labour co-ordinate their efforts to provide timely decisions for future WorkSafeNB appointments.</p>	<p>The department agrees with this recommendation and continues to work closely with ECO to facilitate improved coordination and the timely appointment of members to the WorkSafeNB Board under the current ABC process.</p>
<p>2.90 We recommend the Department of Post-Secondary Education, Training and Labour clearly state its requirements and expectations in the mandate letter.</p>	<p>The mandate letter for 2021-2022 was issued on March 18, 2021 and was prepared with the assistance of ECO.</p>
<p>2.98 We recommend the Department of Post-Secondary Education, Training and Labour comply with the requirements of the <i>Accountability and Continuous Improvement Act</i> by:</p> <ul style="list-style-type: none"> <li>- issuing mandate letters annually; and</li> <li>- enforcing WorkSafeNB submission of annual plan per requirements of the <i>Act</i>.</li> </ul>	<p>The mandate letter was issued March 18, 2021. The 2021 annual plan was approved by the Minister and is publicly posted as required in the legislation at the following link: <a href="https://www.worksafenb.ca/media/61849/worksafenb-2021-annual-plan.pdf">https://www.worksafenb.ca/media/61849/worksafenb-2021-annual-plan.pdf</a></p>
<p>2.103 We recommend the Department of Post-Secondary Education, Training and Labour monitor and publicly report on the progress of WorkSafeNB in meeting the requirements and expectations provided in Department mandate letters.</p>	<p>The department fully agrees with this recommendation and is working with WorkSafeNB to develop additional mechanisms to enhance the monitoring of progress related to expectations outlined in the mandate letters. In its 2020-2021 mandate letter, WorkSafeNB was directed to find key performances measures and concrete initiatives that will help push the province toward achieving the goal of supporting government's priority of an energized private sector through the promotion of healthy and safe workplaces for New Brunswickers and New Brunswick employers.</p> <p>WorkSafeNB was also asked to develop long-term strategic goals, define measurable targets for key performance indicators and in accordance with the <i>Accountability and Continuous Improvement Act</i>, WSNB provided its report on the progress of the direction issued in the 2020-2021 mandate letter on December 14, 2020 which was shared with ECO. The outcomes of the 2020 activities will be included in WorkSafeNB's 2021 annual report.</p>
<p>2.131 We recommend the WorkSafeNB board of directors and the Department of Post-Secondary Education, Training and Labour jointly develop, document and implement a succession strategy to ensure:</p> <ul style="list-style-type: none"> <li>- timely recruitment of all board positions, including the chair and vice-chair, and</li> <li>- effective staggering of board member terms.</li> </ul>	<p>The department is working with WorkSafeNB and ECO to monitor current board member terms and plan accordingly to ensure the effective functioning of the Board. The ABC Database's automatically generated notifications 210 days prior to the expiration of a member's term allows for the timely recruitment of board positions. Amendments to the legislation to allow for the staggering of board member terms were introduced.</p>

# Report on the *Public Interest Disclosure Act*

As provided under section 18(1) of the *Public Interest Disclosure Act*, the chief executive shall prepare a report of any disclosures of wrongdoing that have been made to a supervisor or designated officer of the portion of the public service for which the chief executive officer is responsible. The department did not receive any disclosure(s) of wrongdoings in the 2020-2021 fiscal year.

# Appendix A

## SERVICES AND OFFICE LOCATIONS OF THE DEPARTMENT



- WorkingNB – Satellite offices\*
- Apprenticeship and Occupational Certification
- Workers' Advocate
- Employers' Advocate
- Employment Standards
- Library region headquarters – Public libraries\*\*
- New Brunswick Human Rights Commission
- New Brunswick College of Craft and Design

\* WorkingNB has satellite offices in Shippagan, Tracadie, Neguac, Grand Falls, Perth-Andover, Sussex, St. Stephen, Richibucto, Sackville and Shediac.

\*\* In addition to five library regions, New Brunswick has 64 public libraries as follows: 11 in Chaleur Region, 15 in York Region, 12 in Haut-Saint-Jean Region, 16 in Albert-Westmorland-Kent Region and 10 in Fundy Region.