

# Manitoba Tourism, Culture, Heritage, Sport and Consumer Protection

**Annual Report  
2014-2015**







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**MINISTER OF TOURISM, CULTURE, HERITAGE, SPORT AND  
CONSUMER PROTECTION**

Room 118  
Legislative Building  
Winnipeg, Manitoba R3C 0V8  
CANADA

Her Honour The Honourable Janice Filmon, C.M., O.M.  
Lieutenant Governor of Manitoba  
Room 235, Legislative Building  
Winnipeg, MB R3C 0V8

May It Please Your Honour:

I am pleased to present the Annual Report for the Department of Manitoba Tourism, Culture, Heritage, Sport and Consumer Protection for the fiscal year ending March 31, 2015, for the information of your honour.

Respectfully submitted,

"Original Signed by"

Ron Lemieux  
Minister of Tourism, Culture, Heritage, Sport  
and Consumer Protection







**Tourism, Culture, Heritage, Sport and Consumer Protection**

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Honourable Ron Lemieux  
Minister of Tourism, Culture, Heritage, Sport and Consumer Protection

Dear Minister Lemieux:

It is my pleasure to submit for your approval the 2014-2015 Annual Report for Manitoba Tourism Culture, Heritage, Sport and Consumer Protection (TCHSCP). Our department contributes to a vibrant and prosperous Manitoba by celebrating, developing, supporting and promoting the identity, creativity and well-being of Manitoban's their communities and their province. We also foster business and consumer confidence in the marketplace and administer a regulatory framework that contributes to a competitive Manitoba economy. The department also plays a role in providing information to the public about government activities, programs and policies, in both English and French. This report provides only a few of the highlights of the past year's achievements.

Manitoba's tourism sector continues to be a strong contributor to our provincial economy. In 2012 (most recent statistics available), 10.8 million visitors spent \$1.5 billion travelling in the province, supporting over 13,500 jobs and contributing \$241 million in provincial tax revenue.

The department made significant progress in implementing the 2012-2015 Tourism Action Plan which outlines the government's multi-year approach to realign provincial tourism resources to better position the industry for continued growth. Regional tourism development grants were introduced and funding to support development of strategic plans were offered on a one-time basis. These grants were in addition to the \$210.0 in operating funding provided to the six regional tourism associations. The department also initiated a deputy ministers committee on tourism to work toward greater coordination and alignment of government programs and policies related to tourism.

Our department is also proud to support the extensive work of Travel Manitoba, the province's Crown agency responsible for tourism marketing. In early 2014, the agency launched a new provincial tourism brand for Manitoba. Under the banner of "Manitoba...Canada's Heart Beats" the brand uses awe-inspiring images of iconic Manitoba experiences to tell our story to the global tourism market. In partnership with our department, Travel Manitoba has endeavoured to extend the message throughout the tourism sector, helping to make it a true province-wide brand with broad buy-in from tourism organizations and businesses. The brand, combined with delivery of the Tourism Action Plan, is helping to build a more coordinated, collaborative approach to growing Manitoba's tourism sector.

In partnership with Manitoba Conservation and Water Stewardship, the department also continued to make key investments in wildlife viewing opportunities. New trail developments were initiated in the Western and Interlake regions and new interpretive signage is underway for the Proven Lake trail. A project to enhance trail signs at Oak Hammock Marsh was completed.

Arts and cultural organizations with provincial or local mandates, major arts festivals, rural arts councils and *comités culturels*, First Nations communities, grass-roots community groups, schools, presenters, discipline-specific community arts groups, and urban art centres all access support through department programs.

Manitobans enjoy over 60 community and art festivals; access hours of art-based workshops and classes through rural community arts councils, schools or urban art centres; and participate in adjudicated exhibitions/festivals. Aboriginal, Francophone and multicultural groups receive Arts Branch support for their efforts to celebrate, share and develop their art forms in Manitoba, promoting greater awareness, appreciation, and preservation of our diversity. In addition, the Urban Art Centres Program supports the delivery of arts-based programming to targeted urban communities that are underserved, underrepresented, high need and/or, high risk.

Manitoba continues to provide critical support to its sound recording, media production, visual arts and publishing industries. Manitoba's recording artists released 192 recordings and continued to excel, garnering 92 nominations and 18 awards for musical excellence. In other cultural industries, 64 screen-based media projects were shot in the province, including 13 feature films and 23 television/web-based productions, most notably the fourth season of the television series *Cashing In* and the feature film *Aloft*, which premiered at the Berlin Film Festival and had a private red carpet screening at the Manitoba Centennial Concert Hall. The Manitoba Book Publishing Tax Credit continued to enhance the sustainability and competitiveness of our publishers. Marketing assistance programs supported promotion of work by Manitoba authors and visual artists at national and international trade shows.

Public Library Services continues to strive for universal access, expansion and improvement to public library services with particular focus on enhancing services to remote, northern and Aboriginal communities. In partnership with local authorities, 10,000 library books were redistributed in an effort to support community interest in developing library service in Pukawagan, Oxford House, Cormorant, Wabowden, Moose Lake and Fort Alexander. The department is also working closely with consumer and sector partners to expand the collection of downloadable and online eBook and audio resources, as there continues to be an increase in demand, as well as to develop shared-service models by leveraging new technology partnerships and solutions to support equitable access to library resources for Manitobans with disabilities. In an effort to support local planning and development, the department launched a public continuous satisfaction feedback survey to assist libraries develop community needs assessments and define responsive strategic and operational objectives.

Communities, heritage groups and institutions continue to work to ensure that the physical reminders of Manitoba's past, including heritage sites, buildings and artifacts, remain an integral part of community identity and quality of life. These efforts are supported by department programs and expertise. These tangible links to our history also contribute to the growing public interest in heritage tourism.

The department's Signature Museums Program is supporting conservation and cultural tourism objectives, with over 134,000 people visiting the six Signature Museums in 2014-2015, and attending special exhibits such as the "Bell of Batoche" exhibit at le Musée de Saint Boniface Museum.

The Provincial Heritage Agency Program provides financial assistance to eight provincial heritage agencies to enhance the educational and public profile of Manitoba's heritage. In 2014-2015, these agencies and their partners undertook events such notable events as Heritage Winnipeg's coordination of the 10th annual Doors Open Winnipeg, the Lieutenant Governor's partnership with the Manitoba Historical Society's 3rd Annual Award for Historical Preservation and Promotion, and the Société historique de Saint-Boniface's partnership with *La Liberté*, Manitoba's main Franco-Manitoban newspaper, to commemorate its centennial.

In 2014-2015, municipalities designated and protected four new municipal heritage sites including a rare railway water tower and a grain elevator, both at Austin, the Lady of Assumption Roman Catholic Church in Mariapolis and the Scarth Block in Virden, one of that community's finest examples of early 20th century commercial architecture.

In the November 20, 2014, Speech from the Throne, 2015 was declared as the Year of Sport in Manitoba. This announcement was made to draw attention to the important role that sport plays in the daily lives of Manitobans. It is estimated over 300,000 Manitobans are involved in amateur sport in some capacity either as a participant, coach, administrator or volunteer. Declaring 2015 as the Year of Sport also provided a tremendous opportunity to bring further attention to the major sporting events that will occur in

2015. In addition to Winnipeg's hosting of the 2015 FIFA Women's World Cup and the 2015 Grey Cup, during the Year of Sport, Manitoba will also host a number of important national and regional championships in several different sports. Other important activities in 2014-2015 included the department's successful efforts in working with Sport Manitoba to finalize the funding strategy for Phase II of the Sport for Life Centre – the signature capital legacy project of the 2017 Canada Summer Games. The department continues to assist the 2017 Canada Summer Games Host Society as the planning proceeds for the 2017 Games.

Staff at Communications Services Manitoba (CSM) provided public communications support for the large scale flooding that occurred in July 2014 following heavy rains in late June. The division had staff at emergency response centres in the field, liaised with Canadian Forces communications staff, issued media bulletins and arranged media interviews, and maintained a strong website and social media presence to provide Manitobans with accurate and relevant information. Staff also provided media and public relations support for the Royal visit of The Prince of Wales and the Duchess of Cornwall. Staff continues to work with departments to provide public information across many platforms on issues such as health care options, skills and career development, safety information for severe weather and promotion of the 511 road information service. Manitoba Government Inquiry answered 79,100 public inquiries. Translation Services translated the daily flood bulletins during July 2014 and worked on major projects such as the translation of the Manitoba Seniors' Guide and curriculum materials.

The Archives of Manitoba acquired over 1,400 metres of important records from a wide spectrum of government and private organizations, and launched its redesigned Keystone database, which includes a growing number of digitized images and recordings of archival records. The Archives Government Records Office continued to promote effective recordkeeping practices by providing new guidance and direct advice and support to departments and agencies across government.

The Legislative Library continued to collect, according to its statutory mandate, materials published by the Manitoba government as well as books and magazines produced in the province. This latter category of non-governmental publications also includes annual reports for public companies and organizations based in Manitoba, newsletters, and community and regional newspapers. To further enhance management of these valuable sources and resources, staff participated in advanced training on the care and preservation of the collection, and continues to evaluate long-term preservation plans to ensure protection and access to these important materials.

Continued progress was made on the five-year consumer protection plan. New legislation was introduced to address consumer issues related to home renovations and repairs. Amendments to *The Business Practices Act* came into effect which addresses unfair business practices and make the enforcement options more consistent with legal developments in administrative law. The ability to enforce consumer protection legislation was also strengthened by amendments made to *The Consumer Protection Act*. New legislation related to disclosure in contracts and cancellation fees for cable, internet, satellite, home telephone and security systems were also introduced.

The annual rent increase guideline for 2015 was set using a new CPI-based method to improve transparency around rent increases and to create more certainty for tenants and landlords. This was one of several changes to *The Residential Tenancies Act* aimed at addressing the needs of tenants and landlords.

A new comprehensive *Condominium Act* came into force on February 1, 2015. In a continuing effort to provide Manitobans with easy to understand information, a condominium website was launched to provide users plain language explanations of key points.

These highlights provide a glimpse of the scope and diversity of the work undertaken by Manitoba Tourism, Culture, Heritage, Sport and Consumer Protection 2014-2015.

Respectfully submitted,

"Original Signed by"

Terry Goertzen  
Deputy Minister of Tourism, Culture, Heritage, Sport  
and Consumer Protection





**Tourisme, Culture, Patrimoine, Sport et Protection du consommateur**

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Monsieur Ron Lemieux  
Ministre du Tourisme, de la Culture, du Patrimoine, du Sport et de la Protection du consommateur

Monsieur le Ministre,

J'ai l'honneur de vous présenter, en vue de son approbation, le rapport annuel du ministère du Tourisme, de la Culture, du Patrimoine, du Sport et de la Protection du consommateur pour l'exercice 2014-2015. Notre ministère contribue à un Manitoba dynamique et prospère en célébrant, en développant, en appuyant et en favorisant l'identité, la créativité et le bien-être des Manitobains, de leurs collectivités et de leur province. Nous favorisons aussi la confiance des entreprises et des consommateurs dans les marchés, et nous administrons un cadre réglementaire qui contribue à une économie manitobaine concurrentielle. Le ministère joue également un rôle dans la communication de renseignements au public concernant les activités, les programmes et les politiques du gouvernement, en français et en anglais. Le présent rapport ne fournit que quelques-uns des faits saillants parmi les réalisations du dernier exercice.

Le secteur du tourisme du Manitoba continue à contribuer de manière solide à notre économie provinciale. En 2012 (année des statistiques les plus récentes), 10,8 millions de visiteurs ont dépensé 1,5 milliard de dollars en voyageant dans la province, soutenant ainsi plus de 13 500 emplois et contribuant 241 millions de dollars en recettes fiscales provinciales.

Notre ministère a accompli d'importants progrès concernant la mise en œuvre du *Tourism Action Plan 2012-2015*, qui énonce l'approche pluriannuelle du gouvernement en vue de la réorganisation des ressources liées au tourisme provincial afin de mieux positionner l'industrie pour une croissance continue. Nous avons mis en place des subventions pour le développement du tourisme régional et fourni du financement ponctuel pour appuyer l'élaboration de plans stratégiques. Ces subventions s'ajoutaient à la somme de 210 000 \$ en fonds de fonctionnement offerte aux six associations régionales de tourisme. Notre ministère a aussi établi un comité de sous-ministres sur le tourisme pour en arriver à une plus grande coordination et harmonisation des politiques et des programmes gouvernementaux liés au tourisme.

Notre ministère est aussi fier d'appuyer l'important travail de Voyage Manitoba, l'organisme du gouvernement responsable de la promotion du tourisme. Au début de 2014, l'organisme a lancé une nouvelle marque touristique pour le Manitoba. Sous la bannière « Au Manitoba bat le cœur du Canada », la marque utilise des images grandioses d'expériences emblématiques du Manitoba pour raconter notre histoire auprès du marché du tourisme mondial. En partenariat avec notre ministère, Voyage Manitoba a entrepris de diffuser le message à l'échelle du secteur du tourisme, contribuant à en faire une véritable marque provinciale qui compte une vaste adhésion de la part des organismes et des entreprises touristiques. La marque, combinée à la mise en œuvre du Tourism Action Plan, aide à bâtir une approche collaborative mieux coordonnée en vue de faire croître le secteur touristique manitobain.

En partenariat avec le ministère de la Conservation et de la Gestion des ressources hydriques, le ministère a aussi continué à faire des investissements clés dans les possibilités d'observer la faune. L'aménagement de nouveaux sentiers a été entamé dans les régions de l'Ouest et d'Entre-les-Lacs, et de nouveaux panneaux d'interprétation seront bientôt en place sur le sentier du lac Proven. L'amélioration des panneaux des sentiers du marais d'Oak Hammock a été achevée.

Les organismes artistiques et culturels ayant des mandats provinciaux ou locaux, les principaux festivals artistiques, conseils des arts ruraux et comités culturels, les collectivités de Premières nations, les groupes communautaires locaux, les écoles, les présentateurs, les groupes d'arts communautaires propres à une discipline et les centres d'arts urbains bénéficient tous de soutien provenant des programmes du ministère.

Les Manitobains peuvent profiter de plus de 60 festivals communautaires et artistiques; ils peuvent accéder à de la formation et à des cours artistiques grâce aux conseils des arts communautaires ruraux, aux écoles ou aux centres artistiques urbains; et ils peuvent participer à des expositions ou à des festivals avec jury. Les groupes autochtones, francophones et multiculturels reçoivent un soutien de la Direction des arts pour leurs efforts visant à célébrer, à communiquer et à développer leurs formes d'art au Manitoba, favorisant ainsi une plus grande sensibilisation, appréciation et préservation de notre diversité. En outre, le Programme des centres d'art urbains soutient la prestation de programmes axés sur les arts auprès des communautés urbaines ciblées qui sont défavorisées, sous-représentées, dans le besoin ou à haut risque.

Le Manitoba continue de fournir un soutien essentiel à ses industries de l'enregistrement sonore, de la production médiatique, des arts visuels et de l'édition. Les musiciens manitobains ont lancé 192 enregistrements et ont continué à briller, en accumulant 92 nominations et 18 prix pour l'excellence musicale. Dans d'autres industries culturelles, 64 projets de médias destinés à l'écran ont été tournés dans la province, notamment 13 longs métrages et 23 productions télévisées ou Web, plus particulièrement la quatrième saison de la série télévisée *Cashing In* et le long métrage *Aloft*, dont la première a eu lieu au Festival du film de Berlin et pour lequel une projection privée avec tapis rouge s'est déroulée au Manitoba Centennial Concert Hall. Le crédit d'impôt pour l'édition du Manitoba a continué de permettre à nos éditeurs d'être plus viables et concurrentiels. Les programmes d'aide au marketing ont appuyé la promotion d'ouvrages par des auteurs et des artistes visuels du Manitoba dans des expositions nationales et internationales.

La Direction des services de bibliothèques publiques continue à viser l'accès universel aux services de bibliothèques publiques, ainsi que leur expansion et leur amélioration, en mettant l'accent sur l'amélioration des services dans les collectivités éloignées, autochtones et du Nord. En partenariat avec les autorités locales, 10 000 livres de bibliothèque ont été redistribués pour appuyer l'intérêt communautaire à l'égard de la mise en place d'un service de bibliothèque à Pukatwagan, à Oxford House, à Cormorant, à Wabowden, à Moose Lake et à Fort Alexander. Le ministère travaille aussi étroitement avec les clients et les partenaires du secteur afin d'élargir la collection de livres numériques et de ressources audio téléchargeables et en ligne, dont la demande est toujours en hausse, et d'élaborer des modèles de partage des services en misant sur les nouveaux partenariats et les nouvelles solutions technologiques pour soutenir un accès équitable aux ressources de bibliothèque pour les Manitobains handicapés. Afin d'appuyer la planification et l'élaboration à l'échelle locale, le ministère a lancé un sondage public continu sur la satisfaction de la clientèle pour aider les bibliothèques à élaborer des évaluations des besoins communautaires et à définir des objectifs stratégiques et opérationnels en fonction de ces besoins.<sup>6</sup>

Les collectivités, les groupes et les établissements de sauvegarde du patrimoine continuent à déployer des efforts afin que les restes physiques du passé du Manitoba, notamment les sites, les bâtiments et les artefacts du patrimoine, demeurent une partie intégrale de l'identité et de la qualité de vie des collectivités. Ces efforts sont appuyés par les programmes et l'expertise du ministère. Ces liens tangibles de notre histoire contribuent également à l'intérêt croissant du public à l'égard du tourisme patrimonial.

Le Programme des musées représentatifs du ministère appuie les objectifs de conservation et de tourisme culturel, plus de 134 000 personnes ayant visité les six musées représentatifs en 2014-2015, et ayant assisté à des expositions spéciales, comme celle de la « Cloche de Batoche » au Musée de Saint-Boniface Museum.

Le Programme de subventions destinées aux organismes du patrimoine provincial offre une aide financière à huit organismes du patrimoine provincial pour accroître le profil éducatif et public du patrimoine du Manitoba. En 2014-2015, ces organismes et leurs partenaires ont organisé des manifestations notables comme la coordination par Heritage Winnipeg du 10<sup>e</sup> événement annuel Doors

Open Winnipeg, le partenariat du lieutenant-gouverneur avec la Manitoba Historical Society en vue de la 3<sup>e</sup> remise annuelle des prix Historical Preservation and Promotion, et le partenariat de la Société historique de Saint-Boniface avec *La Liberté*, le principal journal franco-manitobain de la province, afin de commémorer son centième anniversaire.

En 2014-2015, des municipalités ont désigné et protégé quatre nouveaux sites du patrimoine municipal, soit un rare château d'eau ferroviaire et un élévateur à grains, les deux situés à Austin, l'église Lady of Assumption Roman Catholic Church, à Mariapolis, et le bâtiment Scarth Block, à Virden, l'un des plus beaux exemples d'architecture commerciale du début du 20<sup>e</sup> siècle de cette collectivité.

Lors du discours du Trône prononcé le 20 novembre 2014, l'année 2015 a été déclarée l'Année du sport au Manitoba. Cette annonce a été faite pour attirer l'attention sur l'important rôle que joue le sport dans la vie quotidienne des Manitobains. On estime que plus de 300 000 Manitobains participent à un sport amateur, soit comme participant, entraîneur, administrateur ou bénévole. La déclaration de 2015 comme Année du sport a aussi fourni une incroyable occasion d'attirer encore davantage l'attention sur les manifestations sportives d'envergure qui auront lieu en 2015. En plus de la tenue de la Coupe du monde féminine de la FIFA 2015 et de la Coupe Grey 2015 à Winnipeg, pendant l'Année du sport, le Manitoba sera l'hôte de nombreux championnats importants aux niveaux national et international dans plusieurs sports. D'autres activités importantes qui ont eu lieu en 2014-2015 comprenaient les efforts efficaces déployés par le ministère pour collaborer avec Sport Manitoba afin de finaliser la stratégie de financement de la phase II du Sport for Life Centre, le projet d'immobilisations durables signature des Jeux d'été du Canada de 2017. Le ministère continue à appuyer la Société hôte des Jeux d'été du Canada de 2017 alors que la planification va de l'avant pour les Jeux de 2017.

Le personnel de la Division des services de communication du Manitoba a fourni un soutien pour les communications publiques dans le cadre des inondations importantes qui ont eu lieu en juillet 2014 à la suite des pluies abondantes tombées à la fin de juin. La Division comptait du personnel aux centres d'intervention d'urgence, a assuré la liaison avec le personnel des communications des Forces armées canadiennes, a publié des bulletins destinés aux médias et a organisé des entrevues avec les médias, et elle a aussi assuré une présence solide sur le site Web du gouvernement et dans les médias sociaux pour fournir aux Manitobains des renseignements exacts et pertinents. Le personnel a également soutenu les relations avec les médias et le public lors de la visite royale du prince de Galles et de la duchesse de Cornwall. Le personnel a continué à travailler avec différents ministères pour fournir des renseignements au public sur de nombreuses plateformes notamment en ce qui concernait les options de soins de santé, l'acquisition de compétences et le développement de carrière, les renseignements de sécurité en cas de mauvais temps et la promotion du service d'information routière 511. Le Service de renseignements au public a répondu à 79 100 demandes du public. Le Service de traduction a traduit les bulletins quotidiens sur les inondations pendant juillet 2014 et a travaillé sur d'importants projets comme la traduction du *Guide des aînés du Manitoba* et de documents pédagogiques.

Les Archives du Manitoba ont acquis plus de 1 400 mètres de documents importants provenant d'un vaste éventail d'organismes gouvernementaux et privés, et ont lancé la base de données Keystone remaniée, qui compte un nombre croissant d'images numérisées et d'archives consignées. Le Bureau des documents du gouvernement a continué à promouvoir les pratiques de tenue de dossiers efficaces en fournissant de nouvelles directives, des conseils et du soutien directement aux ministères et aux organismes gouvernementaux.

La Bibliothèque de l'Assemblée législative a continué à recueillir, en vertu de son mandat statutaire, des documents publiés par le gouvernement du Manitoba ainsi que des livres et des magazines produits dans la province. Cette dernière catégorie de publications non gouvernementales comprend aussi des rapports annuels de sociétés et d'organismes publics établis au Manitoba, des bulletins d'information et des journaux communautaires et régionaux. Pour mieux gérer ces sources et ces ressources précieuses, le personnel a suivi une formation avancée sur l'entretien et la préservation de la collection, et continue à évaluer des plans de préservation à long terme pour veiller à la protection de ces documents importants et à l'accès à ceux-ci.

Des progrès continus ont été faits concernant le plan quinquennal de protection du consommateur. De nouvelles dispositions législatives ont été adoptées pour traiter de questions touchant les consommateurs en ce qui concerne les rénovations et les réparations domiciliaires. Des modifications ont été apportées à la *Loi sur les pratiques commerciales*, qui traite des pratiques commerciales déloyales et rend les options d'application plus conformes à ce qui se trouve dans le droit administratif. La capacité de faire appliquer les dispositions relatives à la protection du consommateur a aussi été renforcée au moyen de modifications apportées à la *Loi sur la protection du consommateur*. On a également adopté des dispositions législatives relatives aux communications dans les contrats et aux frais de résiliation pour le câble, Internet, la télévision par satellite, la téléphonie résidentielle et les systèmes de sécurité.

Les lignes directrices relatives à l'augmentation de loyer annuelle pour 2015 ont été établies en utilisant une nouvelle méthode fondée sur l'IPC (indice des prix à la consommation) afin d'améliorer la transparence concernant les hausses de loyer et de créer plus de certitude pour les locataires et les locateurs. Cette modification était l'une de plusieurs modifications apportées à la *Loi sur la location à usage d'habitation* en vue de répondre aux besoins des locataires et des locateurs.

Une nouvelle *Loi sur les condominiums* complète est entrée en vigueur le 1<sup>er</sup> février 2015. Dans un effort soutenu visant à fournir aux Manitobains de l'information facile à comprendre, un site Web portant sur les condominiums a été lancé afin d'offrir aux utilisateurs des explications des principaux points en langage simple.

Ces faits saillants donnent un aperçu de la portée et de la diversité des travaux entrepris par le ministère du Tourisme, de la Culture, du Patrimoine, du Sport et de la Protection du consommateur en 2014-2015.

Le tout respectueusement soumis,

Original signé par:

Terry Goertzen  
Sous-ministre du Tourisme, de la Culture, du Patrimoine, du Sport  
et de la Protection du consommateur



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# Introduction

The Annual Report of the Department of Tourism, Culture, Heritage, Sport and Consumer Protection deals with the fiscal year ending March 31, 2015, providing a record of performance and fiscal accountability.

The report's content reflects the department's organizational structure, followed by program and financial information for seven divisions:

- Administration and Finance
- Tourism
- Culture and Heritage Programs
- Sport
- Communications Services Manitoba
- Provincial Services
- Consumer Protection

Highlights are noted in the Deputy Minister's transmittal letter. This divisional information is followed by a report on Boards and Agencies, financial statements and historical information about expenditures and staffing, performance reporting, and a summary of disclosures received by the department.

## Departmental Vision and Mission

### Vision Statement

A province where all citizens can contribute to, and benefit from the quality of life in their communities, and take pride in being Manitobans.

### Values

The following values are the core principles that guide our work behaviour, relationships and decision-making within the organization:

- Engagement - to improve personal and community life
- Accessibility - to information and programs
  - Inclusion - through involvement in decision-making
- Innovation - for creative solutions
- Learning - as a way of life
  - Legacy - for future generations
- Respect - for our strengths and differences
- Service - to Manitobans

### Mission Statement

We contribute to a vibrant and prosperous Manitoba by celebrating, developing, supporting and promoting the identity, creativity and well-being of Manitobans, their communities and their province.

## **Goals**

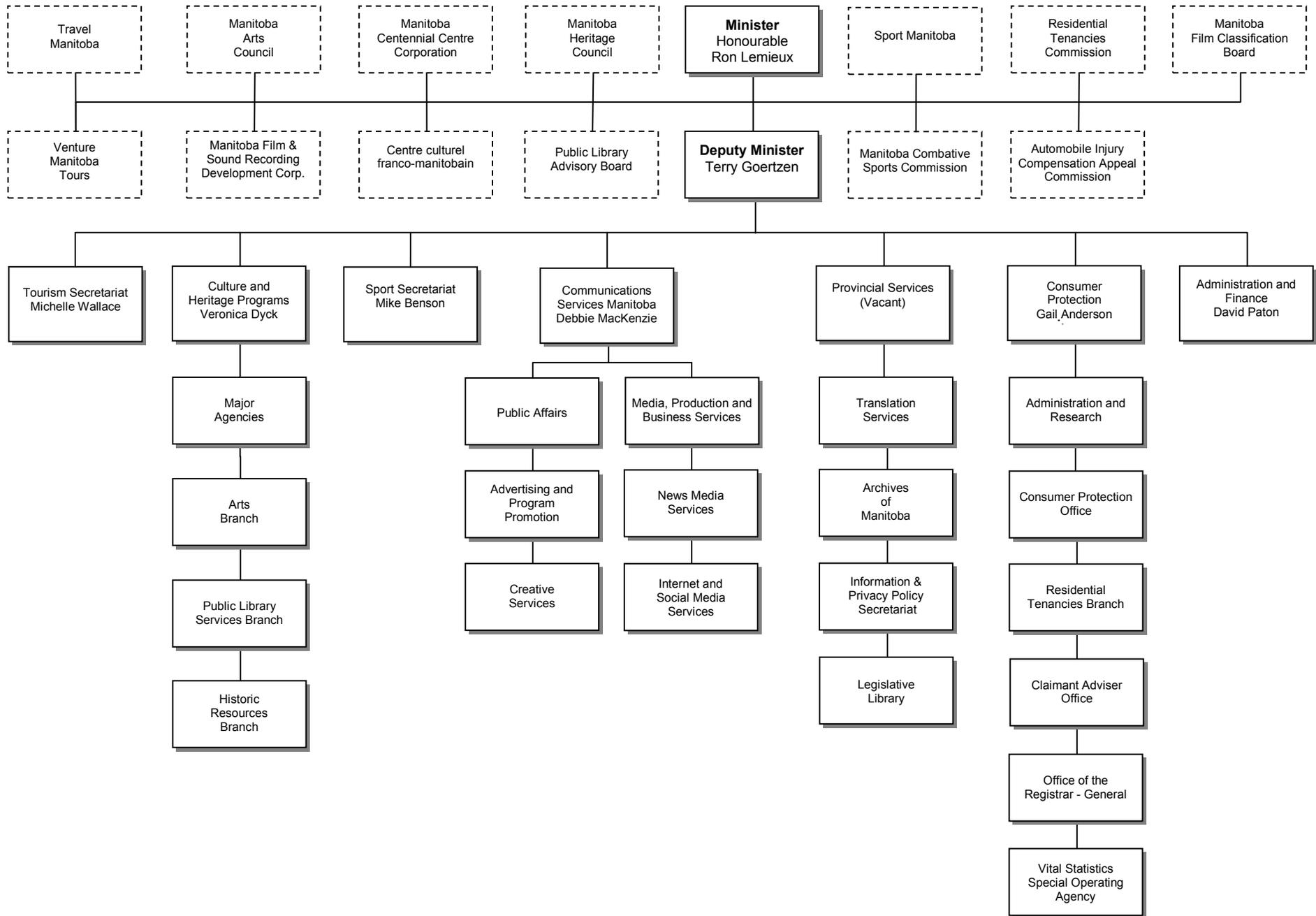
- Generate sustainable economic growth around Manitoba's unique identity and attributes.
- Increase community capacity to improve the well-being of Manitobans.
- Enhance public access to knowledge and information.
- Engage Manitobans in sharing and making use of the province's cultural and heritage resources.
- Build Manitoba's identity and reputation as a centre of artistic excellence.
- Provide effective leadership and support to corporate and departmental priorities.

## **Expected Outcomes**

Through its planning process, the department has identified long-term outcomes which reflect the desired results of its programs.

- Increased employment and investment in Manitoba's cultural and tourism industries.
- Equitable access to and increased participation in activities that contribute to quality of life and encourage the sustainability of inclusive communities.
- Greater access to and use of information that is publicly held or generated.
- Enhanced stewardship and use of the province's cultural and heritage resources.
- Increased opportunities for Manitoba's artists to excel at a national/international level.
- Enhanced participation in corporate and departmental initiatives.

**TOURISM, CULTURE, HERITAGE, SPORT AND CONSUMER PROTECTION  
ORGANIZATIONAL CHART  
March 31, 2015**



## Statutory Responsibilities

The department operates under the authority of the following Acts of the Consolidated Statutes of Manitoba:

*The Amusements Act (Except Part II)*  
*The Archives and Recordkeeping Act*  
*The Arts Council Act*  
*The Boxing Act*  
*The Business Practices Act*  
*The Cemeteries Act*  
*The Centre culturel franco-manitobain Act*  
*The Change of Name Act*  
*The Coat of Arms, Emblems and the Manitoba Tartan Act*  
*The Condominium Act*  
*The Consumer Protection Act*  
*The Foreign Cultural Objects Immunity from Seizure Act*  
*The Freedom of Information and Protection of Privacy Act*  
*The Funeral Directors and Embalmers Act*  
*The Heritage Manitoba Act*  
*The Heritage Resources Act*  
*The Housing and Renewal Corporation Act [clause 44(k)]*  
*The Hudson's Bay Company Land Register Act*  
*The Income Tax Act (Section 10.4 – Manitoba Book Publishing Tax Credit)*  
*The International Interests in Mobile Equipment Act (Aircraft Equipment)*  
*The Landlord and Tenant Act*  
*The Legislative Library Act*  
*The Life Leases Act*  
*The Manitoba Centennial Centre Corporation Act*  
*The Manitoba Film and Sound Recording Development Corporation Act*  
*The Manitoba Museum Act*  
*The Manitoba Public Insurance Corporation Act [sections 174.1 to 174.4 (Claimant Adviser Office) and sections 175 to 185 (Automobile Injury Compensation Appeal Commission)]*  
*The Marriage Act*  
*The Mortgage Act [Part III]*  
*The Personal Investigations Act*  
*The Personal Property Security Act*  
*The Prearranged Funeral Services Act*  
*The Professional Home Economists Act*

*The Public Health Act [the Bedding and Other Upholstered or Stuffed Articles Regulation (Manitoba Regulation 78/2004)]*

*The Public Libraries Act*

*The Public Printing Act (to be repealed on a date to be fixed by proclamation and replaced with The Queen's Printer Act)*

*The Real Property Act*

*The Registry Act*

*The Residential Tenancies Act*

*The Special Survey Act*

*The Surveys Act (Part I)*

*The Title to Certain Lands Act*

*The Trade Practices Inquiry Act*

*The Travel Manitoba Act*

*The Vital Statistics Act*

# Executive Support

## Minister's Salary

This appropriation provides for the Minister's salary entitlement as a member of Executive Council.

### (a) Minister's Salary:

<b>Expenditures by Sub-Appropriation</b>	<b>Actual 2014-2015 \$(000's)</b>	<b>FTE's</b>	<b>Estimate 2014-2015 \$(000's)</b>	<b>Variance Over(Under) \$(000's)</b>	<b>Expl. No</b>
Salaries	37	1.00	37	-	
Total Sub-Appropriation	37	1.00	37	-	

## Executive Support

Executive Support, consisting of the Minister's and the Deputy Minister's offices, provides leadership, policy direction and operational coordination to support the department and its agencies. The Minister's office provides administrative support to the Minister in the exercise of his executive policy role and service to the constituency. The Deputy Minister advises the Minister and gives direction to the department on the overall management and development of its policies and programs.

### (b) Executive Support:

<b>Expenditures by Sub-Appropriation</b>	<b>Actual 2014-2015 \$(000's)</b>	<b>FTE's</b>	<b>Estimate 2014-2015 \$(000's)</b>	<b>Variance Over(Under) \$(000's)</b>	<b>Expl. No</b>
Salaries and Employee Benefits	740	10.00	661	79	
Other Expenditures	59		59	-	
Total Sub-Appropriation	799	10.00	720	79	

## Administration and Finance

Administration and Finance provides shared services which support the operations of the departments of Tourism, Culture, Heritage, Sport and Consumer Protection and Children and Youth Opportunities.

Administration and Finance assists the department in achieving its goals by providing services in support of the effective management of its financial, human and information resources and by assisting the other divisions and branches in the implementation of their initiatives. As well, the division provides guidance and support in meeting the legislative and policy requirements of central agencies of government including the Treasury Board, Provincial Comptroller's Office, Office of the Auditor General, Civil Service Commission and Office of Business Transformation and Technology. Activities include providing critical analysis and advice to management, budget coordination, administrative and operational support services, and information technology support.

Management Services supports departmental planning processes and encourages the development of clear linkages between governmental, departmental, branch and section priorities and objectives, while maximizing the use of limited resources. The branch coordinates the preparation of the Department Plan, Estimates Supplement and Annual Report, including performance reporting, in accordance with Treasury Board guidelines. Additionally, it is responsible for ongoing maintenance of business continuity plans as required under *The Emergency Measures Act*.

Financial Services coordinates the preparation of the department's budget and provides financial advice and analytical support for resource allocation decision-making. The branch supports the preparation and review of authority seeking submissions and contracts. Additionally, it provides central accounting, financial monitoring and reporting, general operating and administrative support services, monthly expenditure and variance reports, quarterly revenue statements and annual financial statements.

Information Technology Services promotes and supports the planning, implementation and project management of information technology applications within the department. This includes all aspects of the management and support of the department's internet site. The branch provides consultative services to senior management and business units to identify business improvement opportunities and to develop business information requirements; works closely with the office of Business Transformation and Technology (BTT) to manage the delivery of application development, implementation and maintenance services; and coordinates the acquisition, installation, security, maintenance and support of desktop computer-related activities.

In 2014-2015, the branch worked closely with BTT to implement the new ICT Prioritization Tool which was designed to ensure priority is placed on projects that reflect the business needs of the department. In addition, the branch worked with the department and BTT to make modifications and upgrades to the Grants Management System. The branch continued to work with BTT to implement upgrades to translation software. As well, the branch continued to work on a Lean project to enhance the process of tracking government assets and network access for new and exiting employees.

Administration and Finance is also responsible for the coordination of applications received under *The Freedom of Information and Protection of Privacy Act (FIPPA)*. For the period January 1, 2014 to December 2014, 37 requests were completed by the department of which 19 were from political parties 12 from private citizens, five from organizations and businesses and one from media. Further details are included in government's 2014 FIPPA Annual Report.

The division is also responsible for developing the department's French Language Services Plan and reporting on it each year to the French Language Services Secretariat. The department has 53 designated bilingual positions with 45 bilingual incumbents in designated positions and six vacancies.

The division provide management and administrative support to the Manitoba Film Classification Board, which is responsible for the classification of films, videos/DVDs and video games.

(c) **Financial and Administrative Service:**

<b>Expenditures by Sub-Appropriation</b>	<b>Actual 2014-2015 \$(000's)</b>	<b>FTE's</b>	<b>Estimate 2014-2015 \$(000's)</b>	<b>Variance Over(Under) \$(000's)</b>	<b>Expl. No</b>
Salaries and Employee Benefits	1,289	23.00	1,418	(129)	
Other Expenditures	389		384	5	
Less: Recoverable from Children and Youth Opportunities	(335)		(296)	(39)	
<b>Total Sub-Appropriation</b>	<b>1,343</b>	<b>23.00</b>	<b>1,506</b>	<b>(163)</b>	

## **Manitoba Film Classification Board**

The Manitoba Film Classification Board is mandated under *The Amusements Act* to provide a comprehensive procedure for the classification and regulation of films, and to provide for the dissemination of information to residents of the province concerning the nature and content of films. The board regulates the distribution, exhibition and presentation of film, video/DVDs and video games.

The board provides content information, classification ratings and other advisories so that Manitobans can make informed choices about what they or their children view or play. This is accomplished in part by using classification categories that also restrict the availability of material on the basis of age. Products that fall within an age-restricted category require labels. The classification categories are General (G), Parental Guidance (PG), 14 Accompaniment (14A), 18 Accompaniment (18A), and Restricted (R).

The board also provides parents with information about the content of video games and restricts the distribution of Mature-rated material to children. Under regulations which came into effect on June 1, 2005, the board regulates the sale or rental of computer and video games classified by the Entertainment Software Ratings Board (ESRB). The ESRB ratings are Early Childhood (EC), Everyone (E), Everyone 10+ (E 10+), Teen (T), Mature (M), Adults Only (AO), and Rating Pending (RP).

The numbers and categories of films and video/DVDs classified are as follows:

**Public Exhibition** – films and videos intended for commercial or non-commercial public exhibition:

<b>Number Classified</b>	<b>2014-2015</b>	<b>2013-2014</b>	<b>2012-2013</b>
Commercial	906	790	686
Non-commercial	503	451	392
<b>Total Classified</b>	<b>1409</b>	<b>1241</b>	<b>1078</b>

*Note 1 Non-commercial product was submitted primarily by non-profit organizations.*

The resulting classifications of feature films were as follows:

<b>Feature Films</b>	<b>2014-2015</b>	<b>2013-2014</b>	<b>2012-2013</b>
General	51	41	32
Parental Guidance	134	122	96
14 Accompaniment	123	99	100
18 Accompaniment	18	18	39
Restricted	1	7	0
<b>Total</b>	<b>327</b>	<b>267</b>	<b>267</b>
Appeals	3	2	5
Internal Reviews	15	8	6

**Home Use** – units solely for personal or in-home entertainment:

<b>Submissions</b>	<b>2014-2015</b>	<b>2013-2014</b>	<b>2012-2013</b>
Units received	1792	1998	2183
Titles received	1374	1647	1822

**Public Exhibition and In-Home Use Titles Classified<sup>1</sup>:**

	<b>2014-2015</b>	<b>2013-2014</b>	<b>2012-2013</b>
Permits Issued <sup>2</sup>	2924	3081	2853
Classifications:	779		
General		674	625
Parental Guidance	1220	1240	1062
14 Accompaniment	783	825	791
18 Accompaniment	113	194	205
Restricted	29	37	38
Adult	0	111	132
Classification to be determined	111	89	177
(as of March 31)			

**Note 1** A single title may have been released in multiple formats, i.e. 35mm, video/DVD or a digital file.

**Note 2** Not all product received is issued a permit or issued in the same year it is received.

The Film Board provides movie classification ratings, content observations and warnings on its website so parents can make informed choices about what they wish to view for themselves and their children. This information may be found at [www.gov.mb.ca/chc/mfcb/](http://www.gov.mb.ca/chc/mfcb/).

The board licenses all distributors and retail outlets of public exhibition and in-home use films, video/DVDs, computer and video games:

	<b>2014-2015</b>	<b>2013-2014</b>	<b>2012-2013</b>
Retail Stores licensed	615	916	1009
Distributors licensed	86	76	205
Inspections	169	285	266
Inspections – video games	19	28	24
Product removed	140	16	237
Product removed – video games	0	0	0

**(d) Manitoba Film Classification Board:**

<b>Expenditures by Sub-Appropriation</b>	<b>Actual 2014-2015 \$(000's)</b>	<b>FTE's</b>	<b>Estimate 2014-2015 \$(000's)</b>	<b>Variance Over(Under) \$(000's)</b>	<b>Expl. No</b>
Salaries and Employee Benefits	267	3.00	252	15	
Other Expenditures	140		175	(35)	
<b>Total Sub-Appropriation</b>	<b>407</b>	<b>3.00</b>	<b>427</b>	<b>(20)</b>	

## Sustainable Development

*The Sustainable Development Act* sets out principles for departments to follow in integrating considerations for the environment, human health, and social well-being into their daily operations, and departments report annually on progress in meeting sustainable development strategies. The department's action plan addresses the following goals:

- increasing awareness, training and education regarding the benefits of sustainable development;
- protecting the health and environment of Manitobans through the reduced purchase and use of toxic substances and a reduction of solid waste sent to landfills;
- reducing fossil fuel emissions;
- reducing total annual consumption of utilities and increasing use of environmentally preferable products;
- increasing participation of Aboriginal, local, community-based and small businesses in government procurement opportunities;
- encouraging online applications and electronic funds transfer for grant recipients, and reducing the number of printed applications;
- encouraging landlords to choose measures that increase energy efficiency when upgrading residential rental complexes; and
- reducing printing and mailing costs by encouraging email as a means of communicating information to organizations on an annual basis i.e. grant deadlines, program information.

Key activities for Manitoba Tourism, Culture, Heritage, Sport and Consumer Protection included maintenance of baseline data, a review of departmental procedures, policies, contracts and grant applications for the inclusion of sustainable development elements, and distribution of environmentally preferred product information within the department.

The department continued to use recycled paper and reconditioned printer toner cartridges for daily business practices. Individual blue bins for paper, and central bins for aluminum, plastic and paper are an ongoing commitment to recycling. The use of ethanol blend fuel in departmental fleet vehicles has increased to 32 per cent of overall fuel purchases. Four of ten departmental fleet vehicles are now 85 per cent ethanol compatible.

In 2014-2015, the Information and Privacy Policy Secretariat used on-line communications to conduct meetings and train staff in different regions of the province, reducing the need to drive or fly for short-term operational needs.

In 2014-2015, the Tourism Secretariat supported a number of sustainable tourism initiatives including continued assistance to develop and enhance ecotourism enterprises on the east side of Lake Winnipeg, working toward development of the Waabanong Anishinaabe Interpretive and Learning site, and continued delivery of the Watchable Wildlife Program. The Eco Explore program, based on a commitment in TomorrowNow, the Manitoba government's green plan, was developed in collaboration with Travel Manitoba and Conservation and Water Stewardship for delivery in 2015-2016. Developed in consultation with a stakeholder working group, the pilot program will encompass immersive, learning-based experiences under the guiding principles of ecology, the environment and education. Manitobans and visitors to the province will be encouraged to take part in the program, visit all of the sites and share their experiences via social media.

The 2017 Canada Summer Games that will be held in Winnipeg in August 2017 will include a well-developed sustainability plan. This plan will be developed by the 2017 Canada Summer Games Host Society. Strong and committed sustainable development objectives are built into all Canada Games events.

The new Waabanong site will be an interactive interpretive learning site that provides Aboriginal and non-Aboriginal peoples with unique learning opportunities about the cultural and environmental heritage of Anishinaabe peoples in Manitoba.

Under the Watchable Wildlife program, the secretariat, in partnership with Manitoba Conservation and Water Stewardship, continued to develop and enhance wildlife viewing sites in provincial parks and wildlife management areas throughout the province, highlighted by interpretive trails at Gainsborough Creek and on the Clarence Tillenius Trail in the Interlake. New interpretive signs were also completed for Proven Lake. Secretariat staff continued to represent the department on the Licensing Advisory Committee under *The Resource Tourism Operators Act* administered by Manitoba Conservation.

# Tourism Secretariat

Manitoba's tourism sector is a strong contributor to the economic vitality of the province. In 2012 (the most recent data available from Statistics Canada), Manitoba saw 10.6 million visitors and tourism expenditures of \$1.5 billion. The sector directly and indirectly employs over 24,500 people and accounts for \$241 million in provincial tax revenue.

The Tourism Secretariat is committed to the development of tourism in the province, supporting the industry's efforts to strengthen the quality, competitiveness and sustainability of its products and services and to promote accessible, high-quality, environmentally sustainable tourism in Manitoba. The secretariat oversees development and implementation of the government's tourism policies, and ensures that the province's investments in tourism contribute to overall policy priorities. In partnership with its statutory agency, Travel Manitoba, the secretariat contributes to Manitoba's economic well-being by facilitating and supporting the development of a dynamic, environmentally sustainable tourism industry.

Activities in 2014-2015 included facilitation of community and industry tourism development planning, administration of *The Travel Manitoba Act*, management of government's tourism investments, consultation with other Manitoba government departments and central agencies, and coordination of the department's participation in tourism-related events and activities. Tourism Secretariat consultants provided specialized consulting to the industry about outdoor adventure tourism and Aboriginal and regional tourism development.

A primary area of focus was implementation of the Manitoba government's 2012-2015 Tourism Action Plan, which outlines the government's multi-year approach to realign provincial tourism resources to better position the industry for continued growth. The Secretariat has completed the majority of the action areas in the Tourism Action Plan. Key accomplishments to date include:

- Striking a Deputy Ministers Committee on Tourism to improve coordination of provincial tourism programs and services.
- Improved definition of roles, responsibilities and opportunities for enhanced collaboration between the secretariat and our partner, Travel Manitoba.
- Restructuring of the Rural Regional Tourism Association grant program, reducing the number of regional tourism associations (RTAs) from seven to six and revising the program guidelines to encourage greater tourism development and capacity-building activities. These program changes were also a result of a separate review of the Rural Regional Tourism Initiative program, initiated by the regional associations in 2009. As part of the program changes, each RTA was eligible for a \$6.0 project grant to support their transition to the product development focus of the new grant guidelines. These grants were in addition to the \$210.0 in total annual operating funding provided to the six associations.
- Development of tourism training workshops in partnership with the Manitoba Tourism Education Council to enhance rural and regional tourism development knowledge. Pilot delivery will begin in 2014-2015.
- Redevelopment of the Star Attractions program for re-launch in 2015-2016 and the development of the Tourism Development Fund to be introduced in 2015-2016. Both programs are intended to help further the department's tourism development objectives and complement the Explorer Quotient research used by Travel Manitoba as the basis for the new provincial tourism brand.

Another focus of the secretariat's activities in 2014-2015 was the continued development of opportunities designed to assist the Aboriginal population toward greater participation in Manitoba's tourism industry. The secretariat continued to work with Manitoba Infrastructure and Transportation toward the development of the Waabanong Anishinaabe Interpretive site near Hollow Water First Nation, and continued to support the work of Eastside Aboriginal Sustainable Tourism Inc. to develop the tourism industry on the east side of Lake Winnipeg. Other initiatives included support for Aboriginal tourism training projects and support for the Indigenous Tribal Village at the Forks.

The Secretariat continues its longstanding partnership with Manitoba Conservation and Water Stewardship in the delivery of the Watchable Wildlife program. The program develops or enhances wildlife viewing sites in provincial parks and wildlife management areas. New trail developments were undertaken in the Western and Interlake regions. The Gainsborough Creek trail focuses on the flora and fauna of the area while the Clarence Tillenius trail is themed around the life and accomplishments of the renowned wildlife artist.

The secretariat continued to represent the tourism sector on Manitoba Conservation's Resource Tourism Licensing Advisory Committee, participated in ongoing reviews of applications for Crown Lands Permits, and provided consultation to Venture Manitoba Tours Ltd. in the management of the Falcon Lake Golf Course.

**2(a) Tourism Secretariat:**

<b>Expenditures by Sub-Appropriation</b>	<b>Actual 2014-2015 \$(000's)</b>	<b>FTE's</b>	<b>Estimate 2014-2015 \$(000's)</b>	<b>Variance Over(Under) \$(000's)</b>	<b>Expl. No</b>
Salaries and Employee Benefits	468	5.00	379	89	
Other Expenditures	185		238	(53)	
Grant Assistance	522		668	(146)	
<b>Total Sub-Appropriation</b>	<b>1,175</b>	<b>5.00</b>	<b>1,285</b>	<b>(110)</b>	

**2(b) Travel Manitoba:**

<b>Expenditures by Sub-Appropriation</b>	<b>Actual 2014-2015 \$(000's)</b>	<b>FTE's</b>	<b>Estimate 2014-2015 \$(000's)</b>	<b>Variance Over(Under) \$(000's)</b>	<b>Expl. No</b>
Total Grant Assistance	6,971		6,971	-	

# Culture and Heritage Programs Division

The Culture and Heritage Programs Division supports, creates and develops a broad range of cultural, arts, heritage, and library services, programs and opportunities that benefit Manitobans and their communities.

The division is dedicated to quality client service through:

- supporting community groups in identifying their needs and priorities, creating their own services and programs, and reviewing their progress toward identified goals and sustainability;
- building a supporting infrastructure that includes organizations, volunteers, institutions, facilities and arm's-length funding bodies;
- responding to the needs and aspirations of the division's clients within the framework of government's fiscal and policy requirements;
- planning cooperatively and strategically with clients, other service partners, various departments and levels of government;
- providing programs, services and funds that respond to regional needs and complement provincial priorities;
- reviewing policies, legislation, programs, services and funding in consultation with divisional clients; and
- maintaining awareness of provincial, national and international trends and new developments within each discipline, apprising staff and divisional clients of available options.

The division consists of the Assistant Deputy Minister's office and three branches: Arts, Public Library Services, and Historic Resources.

The Major Agency Relations Unit, which coordinates the budgetary and granting requirements for the Manitoba Arts Council and the department's major grant recipients, is also part of the division.

## Culture and Heritage Programs Administration

The Assistant Deputy Minister provides managerial leadership to the major programs of the division through the Divisional Management Committee, through policy development, information coordination, and strategic planning, as well as fiscal, program, and human resource management in support of the division's clients and mandate.

During 2014-2015, the efforts of the division supported the following goals:

- provide sustained financial operating support to legislated cultural and heritage agencies;
- recognize and encourage artistic excellence, creativity and innovation, through funding to the Manitoba Arts Council;
- increase public access to and participation in arts, culture and heritage activities;
- enhance opportunities for Manitobans to access knowledge and information regarding culture, heritage and library programs and services;
- promote the use of the province's cultural and heritage resources;
- encourage and facilitate industry development in the cultural sector; and

**2(c) Culture and Heritage Programs Administration:**

<b>Expenditures by Sub-Appropriation</b>	<b>Actual 2014-2015 \$(000's)</b>	<b>FTE's</b>	<b>Estimate 2014-2015 \$(000's)</b>	<b>Variance Over(Under) \$(000's)</b>	<b>Expl. No</b>
Salaries and Employee Benefits	505	7.00	584	(79)	
Other Expenditures	183		105	78	
<b>Total Sub-Appropriation</b>	<b>688</b>	<b>7.00</b>	<b>689</b>	<b>(1)</b>	

**Grants to Cultural Organizations**

Operating and capital assistance are provided to the department's major agencies. The major cultural agencies are: le Centre culturel franco-manitobain, the Manitoba Centennial Centre Corporation, the Manitoba Museum, the Western Manitoba Centennial Auditorium and the Winnipeg Art Gallery. Over \$9.5 million was awarded in operating grants to these institutions and agencies in 2014-2015

The department's capital grant program provides funding to maintain and repair major cultural facilities and provide grants to non-profit organizations to undertake projects that provide long-term social benefits for the general community.

In 2014-2015, nearly \$200.0 was awarded in capital grants to major cultural organizations for minor capital repairs and upgrades including: collection and conservation storage and replacement of the front foyer video wall at The Manitoba Museum; HVAC repairs at le Centre culturel franco-manitobain; and assisting the Western Manitoba Centennial Auditorium with the costs of roof restoration and stage rigging replacement.

**2(d) Grants to Cultural Organizations:**

<b>Expenditures by Sub-Appropriation</b>	<b>Actual 2014-2015 \$(000's)</b>	<b>FTE's</b>	<b>Estimate 2014-2015 \$(000's)</b>	<b>Variance Over(Under) \$(000's)</b>	<b>Expl. No</b>
Total Grant Assistance	9,873	-	9,663	210	

**Manitoba Arts Council**

The Manitoba Arts Council (MAC) was created by an Act of the Manitoba Legislature in 1965. The council works in close cooperation with federal and provincial agencies and departments, and with artists and arts organizations in developing and revising its various programs and activities to meet the changing needs of the artistic community. The council supports the demonstrated or potential artistic excellence of individuals, groups and organizations in the professional arts. This support includes funding for arts training institutions, professional assessment, professional development, artists in the schools and touring. The Manitoba Arts Council's annual report is tabled separately in the Legislature.

**2(e) Manitoba Arts Council:**

<b>Expenditures by Sub-Appropriation</b>	<b>Actual 2014-2015 \$(000's)</b>	<b>FTE's</b>	<b>Estimate 2014-2015 \$(000's)</b>	<b>Variance Over(Under) \$(000's)</b>	<b>Expl. No</b>
Grant Assistance	9,623	-	9,623	-	
Less: Recoverable from Urban Development Initiatives	(875)		(875)	-	
<b>Total Sub-Appropriation</b>	<b>8,748</b>		<b>8,748</b>	<b>-</b>	

## Arts Branch

The arts and cultural organizations of Manitoba, funded by the Arts Branch, play a significant role in the health, well-being, social cohesion and social inclusion of Manitobans. They also contribute to the growth of our economy through support, training and employment of artists and arts professionals; and by fostering the development of tomorrow's creative minds essential to Manitoba's success in the new knowledge-based economy.

To achieve this objective, the branch assists and supports community initiatives to promote access by all Manitobans to the study, creation, production, exhibition and publication of works in the arts. The branch delivers support to the development of Manitoba's film and sound recording, publishing, visual arts and crafts industries, including support to the Manitoba Film and Sound Recording Development Corporation. The branch coordinates involvement in interprovincial, national and international cultural initiatives, and provides support services and consultation in both official languages in the areas of marketing, arts management, resource development, skills training, events coordination and cultural policy.

The branch also maintains responsibility for the management of the Manitoba government art collection, including acquisition of art, maintenance and care of the existing collection and development of the policy and legislation that governs the collection.

Through funding to the Manitoba Film and Sound Recording Development Corporation, the Arts Branch supported over \$113.6 million in Manitoba-based film production activity in 2013-2014 of which \$53.9 million was spent in Manitoba and directly benefitted Manitoba workers and industry service providers. Sixty-seven productions were shot in Manitoba in 2014-2015 including 13 feature films, 22 television series and various web-based productions including the multi-episodes television series *The Pinkertons* and *Sunnyside* as well as the documentary *Polar Bear Town*, which shot entirely in and around Churchill. The vitality of this sector is further demonstrated through its diversity, with four Aboriginal and ten French language projects shot here in 2014-2015. Major international productions shot in Manitoba last year also included the feature films: *Wait Till Helen Comes*, which was shot in various locations around the province; *The Exorcism of Molly Hartley*, which was shot in Brandon; and *Run Ozzy, Run*, which is an international animated feature.

Manitoba's sound recording industry experienced another excellent year in 2014-2015. Manitoba artists released 179 recordings of which six were by Aboriginal artists and three by Francophone artists. Manitoba musicians and industry professionals also received 108 nominations and won 38 regional, national and international awards at various music industry awards shows and events in 2014-2015.

These achievements also complement Manitoba Music's very successful Aboriginal Music Program supported in 2014-2015 with a grant of \$75.0.

A total of 12 Manitoba book publishers published 120 titles in English and French in 2014-2015. The department supported the expansion of marketing activities, development of new product lines, professional skills upgrading, and the implementation of technological efficiencies. Publishers introduced new imprints and employed more persons with the assistance of the Manitoba Book Publishing Tax Credit, which extends to December 31, 2018. The tax credit is based on 40 per cent of Manitoba labour costs with a 15 per cent bonus on eligible forest-friendly printing costs. The tax credit assists all Manitoba book publishers and enhances the sustainability and competitiveness of Manitoba publishers.

The branch provided project support to periodical/magazine publishers, which enabled the Manitoba Magazine Publishers' Association and their members to promote and market their product to increase readership and sales. In the literary arts sector, the department sponsored three book awards to acknowledge and celebrate Manitoba's writing and publishing community. The annual Margaret Laurence Award for Fiction was awarded to Margaret Sweatman for *Mr. Jones*, published by Goose Lane Editions. The Alexander Kennedy Isbister Award for Non-Fiction went to *Detachment: An Adoption Memoir* by Maurice Mierau, published by Freehand Books. Le Prix littéraire Rue-Deschambault was presented to Laurent Poliquin for his book *De l'amuïssement des certitudes*, published by Jacques André éditeur.

These awards were administered on the department's behalf by the Association of Manitoba Book Publishers and the Manitoba Writers' Guild and presented at a gala organized by the Manitoba Writers' Guild with over a dozen other awards recognizing excellence in Manitoba's writing and publishing community.

In 2014-2015, 9 commercial galleries and visual arts/crafts industry associations were supported through the Visual Arts Marketing Program. The department provided funding to a variety of marketing initiatives, such as Martha Street Studio's full-service online store, Manitoba Craft Council's contribution to a national online "hub" for the identification and distribution/sales of fine craft and the participation of local galleries, including Gurevich Fine Art and ACTUAL Gallery at Art Toronto, Canada's premiere international art fair.

By assisting 18 community arts councils, eight comités culturels, 10 provincial community arts associations, and 33 organizations delivering arts programs on an ongoing basis, the branch supported skills development and public presentation in the performing, visual, literary and media arts with particular attention given to the development of the arts in rural and remote communities in Manitoba. These investments resulted in attendance of over 322,548 at over 811 performance events and visual arts exhibitions, as well as over 507,363 student hours of community-based arts instruction throughout Manitoba. Through the Arts Development Project Support Program, 93 audience development and art skills development projects were supported across Manitoba, including 14 projects in remote communities.

In 2014-2015, the branch provided \$485.0 to 10 major arts festivals with attendance of close to 395,000 people. The branch also provided over \$1M to the province's three major cultural festivals: Festival du Voyageur, Folklorama and Manito Ahbee, which were attended by over 555,970 people and engaged more than 21,800 volunteers. Additionally, the branch assisted community festivals by providing 45 grants through the Community Festivals and Events Program.

The Arts Branch continued to partner with Manitoba Education and Children and Youth Opportunities in the School and Community Arts program. The program includes an After-School Arts Enrichment Program, and an Arts Education Access Program providing support of \$105.0. In 2014-2015, the department provided \$40.0 for the Arts Education Access Program, providing assistance for a total of 20 projects taking place in high-need communities, with the majority of support going to rural and northern communities.

In 2014-2015, the Aboriginal Cultural Initiatives Program helped promote and preserve Aboriginal culture and heritage through support to 26 powwows, Métis dance and other cultural events. The Aboriginal Arts Education component of the Aboriginal Cultural Initiatives Program supported nine educational projects associated with traditional and contemporary Aboriginal art forms.

The department administered the Urban Arts Centres program and provided operating support to 11 urban art centres totaling \$434.8. The program supports arts-based programming in various targeted high-needs or underserved communities of Manitoba that helps to nourish personal and social development, contributes to healthy lifestyles in safe environments and provides opportunities for participants to be active and engaged citizens. Members of targeted urban communities benefit from art skills development opportunities and increased access to arts appreciation in a multitude of disciplines including visual arts, theatre, circus arts, music performance, media arts and Aboriginal arts.

In 2014-2015, a provincial partnership between TCHSCP, the Francophone Affairs Secretariat and the Manitoba Arts Council enabled Manitoba to access matching funds from the federal department of Canadian Heritage to develop and implement the new 3 year program *Appartenances et rapprochements culturels par les arts* (cultural belonging and connection through the arts). Administered by the department, *Appartenances et rapprochements culturels par les arts* supports Francophone incorporated and not-for-profit organizations and community groups in bringing to the community arts projects that promote real and active participation or that disseminate Francophone artistic expression in a concrete manner among all Manitobans. In 2014-2015, financial support totaling \$100.0 was committed to three organizations for initiatives focusing on a variety of disciplines including visual arts, dance, fine crafts and traditional and contemporary music. The branch also continues to provide staff resources to the Saint-Boniface Bilingual Service Centre.

The Manitoba government art collection was expanded with 109 additional works of art in 2014-2015. In addition to the donation of two works by the artists Patrick Treacy and Leo Mol to the Provincial Art Collection, new works by Manitoban artists were purchased by the branch from commercial galleries and art studios in a number of regions. The purchase activities recommended by the Arts Advisory Committee were supported in part by Manitoba Infrastructure and Transportation's (MIT) allocation of funds for specific government projects. The Arts Branch also consulted on the ongoing Chief Justice Portrait restoration project at the Law Courts Building working in close partnership with MIT Accommodations Services and Manitoba Justice.

In 2014-2015, the branch continued to support the development and administration of contractual agreements relating to fiscal stabilization of major arts and cultural organizations. The Arts Branch continues to work with the Manitoba Arts Council, other levels of government and other funders to provide consultation and support for the ongoing recovery and fiscal stabilization of several arts and cultural organizations.

**2(f) Arts Branch:**

<b>Expenditures by Sub-Appropriation</b>	<b>Actual 2014-2015 \$(000's)</b>	<b>FTE's</b>	<b>Estimate 2014-2015 \$(000's)</b>	<b>Variance Over(Under) \$(000's)</b>	<b>Expl. No</b>
Salaries and Employee Benefits	580	11.00	695	(115)	
Other Expenditures	156		165	(9)	
Film and Sound Development	4,218		4,219	(1)	
Grant Assistance	3,805		3,911	(106)	
<b>Total Sub-Appropriation</b>	<b>8,759</b>	<b>11.00</b>	<b>8,990</b>	<b>(231)</b>	

## Public Library Services Branch

Under the authority of *The Public Libraries Act* and associated *Regulations*, Public Library Services Branch (PLS) works to enhance and improve Manitobans' access to library services through strategic activities that support the development of strong community-based public library services in the province. To fulfill its broad mandate, the branch administers provincial legislation and grant assistance; provides direct consultative support, training and technical services to public library organizations, communities and residents of Manitoba; supports departmental efforts toward policy development; and operates central library functions.

In 2014-2015, grant assistance totaling \$6.1 million was provided to Manitoba's 59 public libraries and other library-related organizations. The Municipal Modernization Act, which came into effect on January 1, 2015, resulted in the amalgamation of 88 municipalities that shifted library service boundaries and board composition for 29 municipal and regional public library systems. While the level of complexity involved varied, one major outcome was that approximately 10,000 citizens, who were otherwise not served previously, gained access to library service as a result of amalgamation.

In partnership with individual clients, associations and other sector partners, the Public Library Services Branch continues to coordinate, support and distribute a number of province-wide library programming and training activities. The wealth of available web-based training presents exciting opportunities in the area of ongoing professional development, particularly for remote areas. In partnership with the library community, the Branch aggregates web-based and in-person training through a calendar on the Public Library Services Branch website. The branch continues to explore technologies to enhance consultation and training through the development of a digital production suite.

The Accessibility for Manitobans Act came into force in 2014 and the development of Customer Service Standard regulations has been initiated. Manitoba created and filled a Library Accessibility Consultant position to support the development of customer service standards for the public library sector. This position has also worked with Manitoba's Public Libraries to implement the National Network for Equitable Library Service province-wide. Manitoba also created a Community Library Consultant position and a Library Project Consultant position to support library development priorities province-wide.

As a permanent member of the Manitoba Library Consortium, Public Library Services Branch provides support that enables all of Manitoba’s municipal and regional library service providers to access the benefits of consortium membership. In 2014, the consortium partnered with the BC Libraries Cooperative to manage subscription and database licensing for all its members. As a result of this direction, all of Manitoba’s municipal and regional libraries are also able to access benefits and services as members of the BC Libraries Cooperative. Several libraries have already migrated local websites to a hosted LibPress solution and over 25 per cent of Manitoba’s libraries have migrated local integrated library systems to a shared instance of Evergreen Open-Source Integrated Library System.

Interlibrary loan continues to be a heavily-used service offered by libraries in Manitoba, with more than 28,000 requests filled in 2014. Manitoba’s interlibrary loan system, known as “fILL”, enables resource discovery for the public and interlibrary loan management for the libraries. fILL has recently been updated to improve its usability and accessibility, and continues to evolve based on feedback from Manitoba’s public libraries. Released as a freely-available open-source project developed by branch staff, fILL is gaining attention from library institutions and jurisdictions across Canada.

The fastest growing service area in Manitoba libraries continues to be downloaded eBooks and eAudio. “eLibraries Manitoba” continues to undergo transformations with the implementation of a new collection development strategy. The patron-driven eBook purchase recommendations ensure a dynamic and responsive eBook collection. Manitoba continues to explore options to increase access to local content from Manitoba publishers and content creators.

**2(g) Public Library Services:**

<b>Expenditures by Sub-Appropriation</b>	<b>Actual 2014-2015 \$(000's)</b>	<b>FTE's</b>	<b>Estimate 2014-2015 \$(000's)</b>	<b>Variance Over(Under) \$(000's)</b>	<b>Expl. No</b>
Salaries and Employee Benefits	809	17.60	925	(116)	
Other Expenditures	638		635	3	
Grant Assistance	5,673		5,667	6	
<b>Total Sub-Appropriation</b>	<b>7,120</b>	<b>17.60</b>	<b>7,227</b>	<b>(107)</b>	

**Historic Resources Branch**

The Historic Resources Branch (HRB) administers *The Heritage Resources Act* (1986) to ensure that physical reminders of Manitoba’s past, such as sites, buildings and artifacts, and rare or unique special places remain a vibrant part of community identity and quality of life. Stewardship of Manitoba’s heritage resources is a shared responsibility, involving owners of heritage properties, all levels of government and development proponents affecting land-based resources.

HRB encourages municipalities to use enabling powers under *The Heritage Resources Act* to plan, protect, manage, and interpret local heritage resources, and to establish volunteer municipal heritage advisory committees (MHACs) to assist local governments. In 2014-2015, the St. Clements MHAC was especially active with three initiatives: a research project focusing on local stone construction practices, a set of learning products for Grade 6 students and an innovative experiential tourism project.

HRB continues to work with selected communities on “Our Essential Past: Identifying Significant Aspect of Local History,” with three new municipalities participating in 2014-2015. This planning and priority setting initiative assists municipalities to identify their heritage resources for conservation and promotion with funding support through Heritage Grants program. Fifty-two Manitoba municipalities have now completed inventories, plans and priorities to ensure authentic community identity is retained as they develop cultural tourism products.

In 2014-2015, municipalities also designated and protected six new municipal heritage sites under *The Heritage Resources Act*, including two northern sites: Christ Church The Pas and the Flin Flon CNR Station. Sites in other areas of the province demonstrate a range of buildings from earlier periods in Manitoba's history, including the Leander Lawless House in Kenton, the Forder Barn near Pipestone, the Rapid City School, and a stone Ontario Gothic-style farmhouse.

Collaborative work continued in intergovernmental and interdepartmental heritage policy areas such as assistance with the City of Winnipeg's Historical Resources By-law, which came into effect in June 2014, and drafting of a policies and procedures framework for future creation of heritage conservation districts.

HRB also participated in provincial-territorial consultations to identify incentives for private sector re-use of heritage buildings, with six Manitoba private sector investors/developers interviewed and final report endorsed by Federal, Provincial and Territorial Ministers responsible for Culture and Heritage in 2014. In partnership with Municipal Government and the Office of the Fire Commissioner, HRB is addressing a significant barrier identified to private sector investment in re-purposing heritage structures related to the building code, providing policy/research support to a subcommittee of the Manitoba Building Standards Advisory Board on building code compliance alternatives.

The Designated Heritage Building Grants program assists owners and lessees of a building designated as a heritage site under *The Heritage Resources Act* or City of Winnipeg By-Law No. 1474/77 to undertake conservation work. In 2014-2015, support to owners of 39 heritage buildings was provided, with an average grant value of \$5.0.

To support municipalities and private sector development proposals, HRB maintains comprehensive data collections for more than 21,000 sites, accessed by developers, municipal governments, consultants and heritage organizations in digital format and transferable data reports. In 2014-2015, 81 reports were prepared. Major data collections featuring over 750 inventoried sites and subjects were conveyed to municipal governments and heritage organizations, and more than 250 community and departmental inquiries for data and information on heritage issues were handled.

Site assessments and legal protection under *The Heritage Resources Act* included 1,782 land development projects assessed for their potential to adversely affect heritage resources, with 66 heritage permits issued, and 56 projects were required to undertake heritage resource assessments prior to development proceeding.

HRB provides ongoing liaison with RCMP, Winnipeg Police, the Chief Medical Examiner, Aboriginal and local communities to examine possible human remains found outside a recognized cemetery that are not considered forensic. In 2014-2015, staff assisted seven RCMP detachments in eight recovery identifications, none of which involved human remains.

Ensuring proper maintenance, care and storage of heritage resources and associated data records recovered through archaeological impact assessment activities are important ancillary aspects of branch operations. The Manitoba Hydro-funded Churchill River Diversion Archaeological Project (CRDAP) led to a major survey undertaken in the Threepoint Lake-Burntwood River system, including the recovery of one previously unknown burial location in the CRDAP area in 2014-2015.

Due to extremely high water levels in most of the hydro-affected waterways, HRB archaeologists conducted only monitoring of known burial sites (Winnipeg River) during the tenth season of the System-Wide Archaeological Project funded by Manitoba Hydro.

Manitoba's community museums protect collections and promote Manitoba's special places, events, and people. Over 100 museums throughout the province are supported through the Community Museums Grant Program.

The Signature Museums Program in assists six qualifying museums to develop their heritage tourism potential as attractions. Over 127,000 people visited Manitoba Signature Museums in 2014-2015, attending special exhibits including "Through the Eye of the Needle" at the New Iceland Heritage Museum and "Celebrate with Us – 50<sup>th</sup> Anniversary Events and Exhibits" at the Mennonite Heritage Village.

The Provincial Heritage Agency Program provides financial assistance to eight organizations to provide educational programs and profile Manitoba's heritage. Notable events undertaken in 2014-2015 included Heritage Winnipeg's coordination of the 11th annual Doors Open Winnipeg, which has attracted more than 300,000 visits to 80 heritage buildings city-wide since the event first began in 2004. In recognition of Manitoba Day in May, the Lieutenant Governor's 4th Annual Award for Historical Preservation and Promotion was held in partnership with the Manitoba Historical Society. Five Manitobans were recognized for their meritorious contributions to the preservation and promotion of Manitoba history during a ceremony and reception at Government House. The Association for Manitoba Archives held their 8<sup>th</sup> Annual Manitoba Day Awards identifying excellence in the use of Manitoba archives and archival materials.

The Heritage Grants Program supports groups, institutions and communities in the development of innovative one-time only projects that record interpret and celebrate Manitoba's historical development. Program categories include collections management, conservation, exhibitions, programs, plaques, research, and special initiatives. In 2014-2015, the program supported 83 projects in all regions of Manitoba, with an average grant value of \$4.9.

**2(h) Historic Resources:**

<b>Expenditures by Sub-Appropriation</b>	<b>Actual 2014-2015 \$(000's)</b>	<b>FTE's</b>	<b>Estimate 2014-2015 \$(000's)</b>	<b>Variance Over(Under) \$(000's)</b>	<b>Expl. No</b>
Salaries and Employee Benefits	1,199	22.05	1,330	(131)	
Other Expenditures	388		383	5	
Grant Assistance	1,399		1,401	(2)	
<b>Total Sub-Appropriation</b>	<b>2,986</b>	<b>22.05</b>	<b>3,114</b>	<b>(128)</b>	

# Sport Secretariat

The Sport Secretariat provides advice and information to the government with respect to the development and implementation of sport-related policies and manages the province's ongoing investments in sport development. The objectives are to increase Manitobans' participation in sport, strengthen the performance of Manitoba's athletes in regional, national and international competition, build Manitoba's profile in the national and international sport community and maximize the benefits of hosting sports events in Manitoba. The Secretariat also provides leadership, management and administrative support services to the Manitoba Combative Sports Commission.

In 2014-2015, the Secretariat continued to manage the province's annual funding to Sport Manitoba in support of Sport Manitoba's implementation of Manitoba's Sport Policy. The province, through Sport Manitoba, provided resources and funding to support the delivery of specific sport initiatives such as the Canada-Manitoba Bilateral Sport Development Agreement, the Power Smart Manitoba Games, Team Manitoba, KidSport, coaches/officials training and certification, athlete development programs and the Respect in Sport Program.

Throughout 2014-2015 the Secretariat continued support the planning efforts for the 2017 Canada Summer Games. These activities included the finalizing and establishing of the 2017 Canada Summer Games Host Society that will lead the organizing and planning for the 2017 Games. The Secretariat and the department also worked with Sport Manitoba to finalize the financing plan for Phase II of the Sport for Life Centre. The \$27.5 million Phase II Field House will begin construction in the summer of 2015 and the facility has been identified as the signature capital legacy project of the 2017 Canada Summer Games. In August 2017, over 4,600 athletes, coaches and mission staff will descend on Winnipeg for two weeks of competition in 20 different sports. The 2017 Games represent a significant event for the people of Manitoba. These Games will mark the 50<sup>th</sup> Anniversary of the Canada Games movement and it will all occur against the back drop of Canada's 150<sup>th</sup> Birthday celebration year.

In keeping with Canada Games activities, Team Manitoba attended the 2015 Canada Winter Games in Prince George, British Columbia. Not only did Team Manitoba enjoy two weeks of exciting competition and tremendous hospitality in Prince George, but the 2015 Games concluded with the handing of the Canada Games flag over to Manitoba as the next host for the Canada Games in 2017. Once again Team Manitoba athletes benefitted from the training support that is provided through Manitoba's funding support of the High Performance Athlete Development Initiative. Each year, more and more of Manitoba's emerging elite athletes are receiving state-of-the-art training supports that allow them greater opportunities to reach their full athletic potential.

The Secretariat also provided consultation to support the acquisition and hosting of several important sporting events. One of the highlights of these efforts occurred in March 2014 when the CFL announced that Winnipeg will host the 2015 Grey Cup. Throughout 2014-2015 work continued on the preparations for Winnipeg's role as one of six cities that will host the 2015 Women's World Cup (WWC) of Soccer. The 2015 WWC will be the largest WWC ever held, featuring 24 international teams competing in 52 matches over a month-long period in June 2015.

On November 20, 2014, in the Speech from the Throne, 2015 was declared as the Year of Sport in Manitoba. This announcement was intended to not only bring attention to major sport events like the 2015 Grey Cup and the FIFA 2015 WWC, it was also declared to focus attention on the important role that sport plays in the daily lives of thousands of Manitobans.

Sport touches the lives of virtually all Manitobans. There are an estimated 300,000 participants registered in formal amateur sport programs across the province and thousands more contribute countless hours as volunteers. Sport has a significant impact on the provincial economy. More importantly, participation in sport programs is a strong indicator of Manitobans' commitment to adopting healthy and active lifestyles. The Secretariat supports and encourages Sport Manitoba's efforts to promote and increase participation in sport at all levels, from local community-based programs to elite athlete development support mechanisms.

The Canada-Manitoba Bilateral Sport Agreement helps to stimulate increased capacity and participation opportunities for populations and communities that face challenges participating in sport – with a dedicated focus on bringing opportunities to Manitoba’s remote communities and Winnipeg’s inner city. The Bilateral Partnership directly impacts over 10,000 youth, coaches, sport leaders and volunteers.

Last year, Sport Manitoba’s KidSport program assisted over 1,500 children and youth participate in various sport programs throughout Manitoba and to date, over 10,000 Manitoba coaches have completed the Respect in Sport Program.

In 2014-2015, the Secretariat continued to support the Team Canada Volleyball Centre (TCVC) and Canada’s National Women’s Volleyball Program.

This past year the Manitoba Boxing Commission successfully introduced legislation changes to the Boxing Act to officially change the name of the Commission to the Manitoba Combative Sports Commission. This name change was made to more accurately reflect the Commission’s current activities to sanction, license and regulate professional boxing and mixed martial arts matches in Manitoba.

The Secretariat, in consultation with Sport Manitoba, continued to represent Manitoba in intergovernmental affairs relating to sport such as participation on the Interprovincial Sport and Recreation Council (ISRC).

**2(i) Sport Secretariat:**

<b>Expenditures by Sub-Appropriation</b>	<b>Actual 2014-2015 \$(000's)</b>	<b>FTE's</b>	<b>Estimate 2014-2015 \$(000's)</b>	<b>Variance Over(Under) \$(000's)</b>	<b>Expl. No</b>
Salaries and Employee Benefits	202	3.00	193	9	
Other Expenditures	72		74	(2)	
Grant Assistance	1,406		914	492	1,2
<b>Total Sub-Appropriation</b>	<b>1,680</b>	<b>3.00</b>	<b>1,181</b>	<b>499</b>	

*Expl. No 1 Estimate reflects transfer from Enabling Vote - Sport Participation Fund.*

*Expl. No 2 Grant payments include a one-time payment to the Canadian Soccer Association for the 2015 FIFA Women's World Cup.*

**2(j) Sport Manitoba:**

<b>Expenditures by Sub-Appropriation</b>	<b>Actual 2014-2015 \$(000's)</b>	<b>FTE's</b>	<b>Estimate 2014-2015 \$(000's)</b>	<b>Variance Over(Under) \$(000's)</b>	<b>Expl. No</b>
Total Grant Assistance	11,338		11,338	-	

# Communications Services Manitoba

Communications Services Manitoba (CSM) coordinates and manages government advertising, communications and the delivery of public information services. As the government's central communication service, the division's mandate is to enhance the quality, consistency, accountability and cost-effectiveness of government advertising and communications. Services are delivered under the authority of *The Public Printing Act* and *The Coat of Arms, Emblems and the Manitoba Tartan Act*. The division also administers the province's Visual Identity Guidelines.

The division provides government departments with communication support such as project management, strategic communications planning, creative development and writing services. CSM also manages the delivery of government communications through coordination of the government's website, services provided to the news media, and the operations of the public information services: Manitoba Government Inquiry and Statutory Publications Branch. Communications support is also provided for Crown agencies.

The division's key service areas are: Advertising and Program Promotion, Creative Services, Public Affairs, Production and Media Procurement, News Media Services, the Internet Unit, Business Services, Manitoba Government Inquiry and the Statutory Publications Branch.

Advertising and Program Promotion assists departments with the development of strategic communications plans, advertising tactics, program strategies and promotional materials to ensure government communications are high-quality, cost-effective and consistent. Staff consult with departments to develop the message, methodology and media to meet promotional needs. The unit also coordinates interdepartmental advertising and promotional programs, and implements standard graphic and design guidelines.

Creative Services provides direction to ensure the quality and effectiveness of all communications material produced on behalf of government departments. The branch works closely with divisional staff, departments and suppliers of creative services in the development of government communications strategies and components. Staff also provides copywriting and graphic design services to ensure consistent, high-quality materials for public information materials.

Public Affairs staff coordinate public information initiatives and advise on the most effective method of communications delivery. Staff prepare strategic communications plans, write news releases, act as liaisons for media and organize the media component of special events. Staff also research, write and follow through on the production of informational publications and coordinate departmental speeches for ministers. Public Affairs staff manage government communications for major emergencies such as flooding, forest fires and situations requiring public evacuations and relocations. Responsibilities include staffing media telephone inquiry lines, arranging media interviews and producing and disseminating news releases and public information related to the emergency.

Production and Media Procurement coordinates the purchasing of print, design, electronic production, research and other advertising and communications services for government departments. It also provides media planning, purchasing and monitoring services for communications and advertising initiatives on behalf of departments, agencies and Crown corporations. Staff work with Public Affairs and Advertising and Program Promotion to develop strategies, proposals and estimates for information and advertising campaigns.

News Media Services issues factual information about government programs, services and policies, providing final editing, independent advice, co-ordination and distribution of news releases for departments, ministers and many arms-length offices of the legislature. The branch provides audio visual support services for media at government news events, runs the news conference theatre and broadcasts question period daily during session. The branch also employs the provincial photographer, who provides service to all legislative assembly members and officers, and all government departments. News Media Services and Public Affairs also help the protocol office meet media needs during large-scale events such as VIP visits and conferences.

In 2014-2015, News Media Services and Public Affairs produced, edited and distributed more than 1,155 news releases, bulletins and notices, and provided technical support for about 360 news conferences.

The Internet and New Media Unit manages the government's central homepage and digital resources that provide information about government programs and services for all Manitobans. The unit works closely with government departments and Business Transformation and Technology to develop innovative and effective ways to deliver public services and information through the government website and the effective use of social media. The site contains current information such as road conditions, news releases, legislative changes and new program announcements. The site is also an integral part of government's public communications strategy during emergencies and public safety information campaigns. There are three corporate social media channels (Facebook, Twitter and YouTube) as well as a dedicated Twitter channel for road information. A social media policy and standards are in place to guide the use of these channels in communicating program information to the public. The unit worked with departments on social media blitzes related to domestic violence and Open Farm day as well as the development of a commemorative Twitter account acknowledging the anniversary of WWI.

Manitoba Government Inquiry (MGI) provides a bilingual toll-free telephone information and referral service for all provincial programs and services. The service also responds to public inquiries through the operation of the Manitoba government website answer desk, government switchboard and provides call centre services for special government initiatives such as emergency measures operations and provincial general elections. In 2013–2014, MGI responded to more than 94,935 inquiries from the public. MGI works closely with the CSM Internet and New Media Unit to strengthen the coordination of telephone and online services.

The Statutory Publications Unit is now delivering an online Manitoba Gazette through paid subscriptions. The smaller sized gazette was launched in May 2014. This was the final step in operational changes to reduce the paper-based copies of acts and regulations in favour of the online and up-to-date Manitoba Laws site. Copies of printed statutes and regulations will continue to be available upon request for a fee. In late June 2014, heavy rains in southern Manitoba resulted in flooding and record flow levels on 13 southern Manitoba rivers and streams. More than 56 communities and municipalities declared local states of emergency in July 2014. Communications Services Manitoba staff provided communications support for the province during the event, including: writing and issuing 25 media bulletins; sharing flood information through social media with regular posts on Facebook and Twitter; coordinating hundreds of media interviews with government officials; on-site support at the provincial Emergency Coordination Centre in Winnipeg and the emergency operations centre in Portage la Prairie; and disaster financial assistance program advertising. The division also coordinated the media portion of the Royal tour of the Prince of Wales and the Duchess of Cornwall. CSM worked with government departments to implement multi-media public information and social marketing campaigns that provide Manitobans with information that is useful and relevant on a range of topics. Specific campaigns have included health care options, skills and career development, education information, safety information for severe weather events, encouraging Manitobans to get a flu shot, and promotion of the 511 road service.

### 3(a) Communications Services Manitoba:

Expenditures by Sub-Appropriation	Actual 2014-2015 \$(000's)	FTE's	Estimate 2014-2015 \$(000's)	Variance Over(Under) \$(000's)	Expl. No
Salaries and Employee Benefits	3,904	65.00	4,011	(107)	
Other Expenditures	847		908	(61)	
Public Sector Notices	453		1,000	(547)	1
Less: Recoverable from Other Appropriations	(1,139)		(1,661)	522	1
<b>Total Sub-Appropriation</b>	<b>4,065</b>	<b>65.00</b>	<b>4,258</b>	<b>(193)</b>	

*Expl. No 1 The Public Sector Notices line reflects costs for tenders, legal notices and career ads, the costs of which are recovered from departments. The variances reflect a reduced requirement for these types of advertisements during the fiscal year and associated reduced recoveries.*

# Provincial Services Division

The Provincial Services Division delivers corporate information management programs and makes government information accessible to the public. It is made up of four branches: Translation Services, the Archives of Manitoba, the Information and Privacy Policy Secretariat and the Legislative Library. Services in this division are delivered in accordance with *The Archives and Recordkeeping Act*, *The Freedom of Information and Protection of Privacy Act*, *The Legislative Library Act* and *The Manitoba Act*.

## Translation Services

The Translation Services Branch provides quality, cost-effective written and oral translation services to Manitoba government departments, corporations and agencies, including the courts and the Legislative Assembly, as required by *The Manitoba Act* and the French Language Services Policy. In 2014-2015, the volume of written translation in the official languages amounted to 12,073 pages. During 2014-2015, the branch seconded a translator to Manitoba Education and Advanced Learning to help support its French Language Services needs.

Translation Services worked with its clients to provide Manitoba's Francophone community with French language versions of a wide variety of useful and relevant documents, such as public information materials, websites, forms and applications, program materials and correspondence. Specific translation projects in 2014-2015 include the translation of daily bulletins for the summer 2014 flood, the updated Manitoba Seniors' Guide, the first part of an extensive series of training modules for the Immigrant Career Development program, and the translation of a major kindergarten support document for the Bureau de l'Éducation française.

Translation services were provided as follows:

	Actual	
	Pages	Words
<b>English to French</b>	11,072	2,767,934
<b>French to English</b>	1,001	250,268
<b>Total:</b>	<b>12,073</b>	<b>3,018,202</b>

Interpretation (oral translation) was provided in the courts and quasi-judicial tribunals, the Legislative Assembly and public hearings, as well as in conferences and national meetings hosted by Manitoba. Service requests required 416 staff person-days of interpretation duty and research, for 203 interpretation assignments.

Terminology staff establish, review and maintain records of nomenclature found in provincial documents. In 2014-15, the Terminology Section received 1,178 requests for service, an increase of 14 per cent over 2013-14. They also added 771 terms to the external database, increasing the number of terminology records which can be accessed by departments, agencies and the public.

### 3(b) Translation Services:

Expenditures by Sub-Appropriation	Actual 2014-2015 \$(000's)	FTE's	Estimate 2014-2015 \$(000's)	Variance Over(Under) \$(000's)	Expl. No
Salaries and Employee Benefits	1,680	24.00	1,587	93	
Other Expenditures	602		602	-	
Less: Recoverable from Other Appropriations	(237)		(235)	(2)	
<b>Total Sub-Appropriation</b>	<b>2,045</b>	<b>24.00</b>	<b>1,954</b>	<b>91</b>	

## Archives of Manitoba

The Archives of Manitoba preserves recorded information of all media, and facilitates access to records. The Archives protects information of fundamental significance to community identities, well-being and individual and collective self-knowledge. It documents the mutual rights and obligations entered into by society and those whom the people choose to govern. The Archives also provides records management policies, standards and advisory services to government to support effective recordkeeping and enable the preservation of government records of lasting significance. The Archives has the exclusive mandate to preserve the archival records of the government and its agencies, the Legislature, the Courts, and the Hudson's Bay Company (HBC). The Archives also has a discretionary mandate to acquire records of local public bodies and those of organizations and individuals in the Manitoba private sector.

In 2014-2015, the Government Records Office of the Archives of Manitoba (GRO) continued to promote *Compass*, the Archives' Capacity Assessment Tool for Recordkeeping. *Compass* is designed to help departments evaluate and strengthen recordkeeping capacity and practices. GRO supported departments by providing new recordkeeping and expert advisory services on a variety of issues including electronic recordkeeping. Scheduling and appraisal of records was completed in 16 departments/agencies to authorize retention and disposal and to identify records of archival value. Services to government also include secure storage, retrieval and destruction for paper-based records through the Government Records Centre facility. In 2014-2015, the records centre oversaw the final stages of a major expansion that provides additional storage capacity for both active and archival records. Records centre staff continued to provide access to records by responding to over 27,300 requests for retrieval of records stored in the facility.

The Archives' holdings of records of the Manitoba Government increased by 1,317 metres in 2014-2015. These included records of the Courts and Legislature and of a wide range of programs and services across government departments and agencies. Private sector holdings were increased by 36.7 metres in 2014-2015. Records acquired include several collections of letters, photographs and postcards from the time of the First World War. They include the Stanley Bowen fonds, the Rooney Halldorson Linekar fonds, and an accrual to the Battershill family fonds. The Archives also acquired records from the rural municipalities of Bifrost, Dufferin, and Daly as well as records from the Town of Minnedosa. The Hudson's Bay Company (HBC) Archives holdings increased by 0.34 metres. Records acquired include approximately 100 photographs, ca 1923-1930s taken and collected by George Fowlie who was employed with the Hudson's Bay Company as an Apprentice Clerk at York Factory. Also acquired were the personal letters of Evelyn Crozier (Pace) that include exchanges with Ungava District manager J.W. Anderson and Eileen Scott, wife of post manager Alan Robertson Scott. The letters and accompanying photographs provide a unique perspective on the social and personal lives of HBC employees in the Arctic (in particular on board the HBC supply ship, *Nascopie*) in the late 1930s to early 1940s.

The Archives of Manitoba is preparing for the replacement of its HVAC system in vaults located at 200 Vaughan. This project is necessary to ensure that the environment of the vaults continues to be acceptable for the preservation of archival records. The nature of this work requires the temporary relocation of all records stored within the vaults while also ensuring they remain accessible to the public. The Archives has continued with major planning to support this project and has shifted work priorities to ensure readiness once the project moves forward. Redesign of mechanical and related architectural systems are underway and the project is expected to be retendered in 2016.

The Archives continues to add to the Keystone descriptive database to offer online access to digitized copies of selected records of the Archives of Manitoba / Hudson's Bay Company Archives. The amount available in the database grows as the Archives adds more digitized content. Digitized records are representative of the wide range of the Archives' holdings, including records of the Manitoba government, records of or related to the Hudson's Bay Company and records of Manitoban individuals, families and organizations.

Descriptions were completed for 14 Hudson's Bay Company Archives collections, representing records of the HBC in addition to records of individuals whose records relate to HBC operations and the arctic. This includes the Bay Retired Members Association of Winnipeg, Manitoba fonds, Hudson's Bay Record

Society records, Nonsuch replica ships' logs and papers, Hudson's Bay House Library photograph collection, Mary Swaffield's letters, and Governor and Committee general and official correspondence.

Descriptions were also completed for 48 private collections representing the records of Manitoban individuals, families, businesses and organizations. This includes the records of Winnipeg photographer L.B. Foote as well as 19 other collections related to the First World War time period.. Description was also completed for the Department of Finance and Municipal Affairs, including 51 authority records and 130 series descriptions.

The Archives continues to work on a multi-year initiative to commemorate the 100<sup>th</sup> anniversary of the First World War. The Archives highlights records created during the First World War through its website, foyer displays, digitization projects, and social media. The second First World War display was launched on Manitoba Day 2015. It features letters written by soldiers serving at the front in Europe during the First World War. The Archives digitized two collections of letters from the First World War: the Edna Chapman Robson fonds and the Jack Winter Quelch fonds; as well as the Gertude Code fonds, which document women's activities on the home front during the war. In addition, the Archives launched its Twitter channel to promote the First World War initiative. It supports the Archives' goal of finding new ways to attract visitors to the Archives and to its website, to increase awareness of its holdings and to celebrate and promote Manitoba's documentary heritage.

HBCA records were the focus of a University of Manitoba *Canadian North and the Literature* class that involved class visits to the Archives over the course of two terms to consult records and a colloquium at the end of the study period visited by two guest speakers from Orkney who have published creative work based on HBCA records. HBCA records were also the focus of the Newberry Consortium, a Chicago-based consortium of graduate programmes in Indigenous history in North America. Some 15 students from universities from all over the United States and Canada and faculty from the University of Manitoba and the University of Winnipeg spent several days consulting HBCA records in March.

HBCA launched a pilot project in October aimed at increasing access to Inuit-related holdings to Northern communities and engaging these communities in contributing additional descriptive information about unidentified people and places in the photographs, some of which have been digitized and are accessible through the Archives website. The information gained will be shared with anyone who accesses the records. In only six months, most of the communities across the north for which the Archives hold records have been contacted, mostly through their cultural organizations and some of them have begun to send the archives identifying information. Also, a relationship has been established locally with the Manitoba Inuit Association to explore possibilities for collaboration and build mutually supportive relationships.

The Archives of Manitoba (including HBCA) continues to be a major resource for authors of educational and academic publications, both print and online, documentary films, exhibitions, and television productions. The Archives of Manitoba (including HBCA) continues to be a major resource for authors of educational and academic publications, both print and online, documentary films, exhibitions, and television productions. Government and Private Sector Archives (GPSA) holdings are featured in various publications including Jody Perrun's *The Patriotic Consensus: Unity, Morale, and the Second World War in Winnipeg*; Randy Turner and Melissa Tait's *City Beautiful: How Architecture Shaped Winnipeg's DNA*; and Kristin Tresoor's *BMO in Winnipeg*.

The Archives of Manitoba continued to serve as an institutional member of the Canadian Commission for UNESCO (United Nations Educational Scientific Organization) in recognition of the work it has undertaken to promote UNESCO's values through the designation of the HBCA on the *Memory of the World* register and promotion of that designation through the website, tours, talks and exhibits.

The following table reflects some of the year's ongoing work among Archives of Manitoba core activities:

	Actual		Actual
Onsite visits	4,892	Private records acquired (includes schools and local government - metres)	37
Remote enquiries	2,429	Government records acquired (metres)	1,312
Website visits	414,832	Records Centre – Records requested by departments and agencies	27,369
Government advisory contacts	1,419	Records Centre – Records transferred by departments and agencies (metres)	15,204

## Information and Privacy Policy Secretariat

The Information and Privacy Policy Secretariat (IPPS) provides corporate leadership and support to government and local public bodies about information accessibility and privacy initiatives. The secretariat carries out policy development, central coordination and administrative roles for *The Freedom of Information and Protection of Privacy Act* (FIPPA). It also assists members of the public who wish to make applications for access to information held by public bodies, and compiles reports and statistics on the use of the Act.

To ensure the effective administration of the Act by government departments, agencies and other public bodies, IPPS provides training to staff with responsibilities under FIPPA. In addition to regular monthly meetings for access and privacy coordinators, IPPS responds to requests for customized sessions addressing the particular needs of individual public bodies and program areas. The secretariat also uses on-line communications to provide training to staff in regional offices across the province. To aid staff in the execution of their duties, staff of Civil Legal Services contribute to the ongoing education of coordinators by continuing to offer in-depth presentations about specific provisions of the Act.

IPPS staff responded to more than 900 inquiries directed to the FIPPA help desk. They provide direction and assistance to the public as well as staff of government departments, agencies and public bodies on specific issues and concerns as well as general information about using and understanding FIPPA. In addition, the secretariat provided training to over 800 employees of government departments, agencies and public bodies on the Act and how it applies to the work they do. IPPS posts a listing of FIPPA applications received by government departments each week on the FIPPA website.

### 3(c) Archives of Manitoba/Information and Privacy Policy Secretariat:

Expenditures by Sub-Appropriation	Actual 2014-2015 \$(000's)	FTE's	Estimate 2014-2015 \$(000's)	Variance Over(Under) \$(000's)	Expl. No
Salaries and Employee Benefits	2,990	48.60	2,778	212	
Other Expenditures	1,985		2,004	(19)	
Less: Recoverable from Other Appropriations	(919)		(793)	(126)	
<b>Total Sub-Appropriation</b>	<b>4,056</b>	<b>48.60</b>	<b>3,989</b>	<b>67</b>	

## Legislative Library

The Legislative Library supports the development of a well-informed society by providing efficient, effective, confidential and impartial access to specialized information resources for the Legislature, government, and people of Manitoba, and ensures current and future access to Manitoba's published heritage. The Legislative Library is one of the province's oldest libraries, with a collection that reflects the changing interests and aspirations of Manitobans over a span of more than 100 years.

The main reading room at 200 Vaughan Street is used by researchers from the government and the general public who consult Manitoba community newspapers, local histories, historic documents and government publications. The historic Reading Room in the legislature holds debates, votes and proceedings, order papers, bills, statutes, gazettes, regulations from the Manitoba Legislature, other provincial legislatures, the territories and federal Parliament. Librarians and library staff use print and electronic sources to provide factual, statistical and comparative information, and supply specific documents on request at both locations.

The library values the cooperation of Manitoba publishers, government departments and agencies for their participation in the legal deposit program under *The Legislative Library Act*. During 2014-2015, the library received 5,259 items from Manitoba publishers, including books, annual reports, newspapers and magazine titles. In 2014-2015, the library's government publications collection grew with the addition of 5,014 items. These new additions represent new studies, annual reports and reviews, and program information from Manitoba government departments, agencies, boards, commissions, the Legislative Assembly and its independent offices.

To preserve and increase access to Manitoba government documents, the library collects electronic versions of publications in the *Digital Collection of Manitoba Government Publications*. This collection is an important source of current as well as historical information for the people of Manitoba, the civil service, and Legislative Assembly. In total, 2,549 1,020 additional PDFs were added to the *Digital Collection of Manitoba Government Publications* in 2014-2015. The Legislative Library continues to contribute Manitoba government publications records from this collection to the Association of Parliamentary Libraries in Canada's GALLOPP database (Government and Legislative Libraries Online Publications Portal), which was launched in 2012.

Clients and staff used over 16,130 items from collections in their research over the past year, including 1,933 full-text articles from the subscription databases provided by the library for government and Members of the Legislative Assembly. In 2014-2015, Reference Services responded to 2,270 inquiries by phone, email and in person. With more services and collections now accessible online, the library's website had 139,889 visits. This web presence provides remote access to the catalogue, subscription databases and two library-produced electronic collections: *The Digital Collection of Manitoba Government Publications and Early Legislative Reporting*.

The Manitoba Legislative Library received a donation of 27 rare and last copy local histories from the Manitoba Historical Society in February 2015. Published between 1910 and 2005, these latest addition of rare Manitoba publications to the Legislative Library include histories of rural communities throughout the province. The donation further strengthens the Legislative Library's relationship with Manitoba, an initiative of the Manitoba Library Consortium and its partners that makes historically significant documents and publications accessible online. In 2014-2015, eight information sessions were hosted by the Legislative Library for 118 Manitoba Government employees. Legislative Library staff supported the Clerk's Office by co-writing 40 briefing papers for Members of the Legislative Assembly of Manitoba, attending the Midwest Legislative and Commonwealth Parliamentary Association, Canadian Branch, conferences.

### 3(d) Legislative Library:

Expenditures by Sub-Appropriation	Actual 2014-2015 \$(000's)	FTE's	Estimate 2014-2015 \$(000's)	Variance Over(Under) \$(000's)	Expl. No
Salaries and Employee Benefits	710	14.50	856	(146)	
Other Expenditures	578		579	(1)	
Total Sub-Appropriation	1,288	14.50	1,435	(147)	

# Consumer Protection Division

## Divisional Goals

- To contribute to a healthy Manitoba economy by creating certainty in the marketplace through the administration of a legal and policy framework within which consumers, tenants, landlords, non-profit organizations and businesses can operate.
- To maintain registries of information for the protection of individual and property rights.
- To assist consumers and businesses, tenants and landlords in resolving their disputes.
- To provide quality service through the responsible use of fiscal resources.
- To collect fee and tax revenue.
- To promote and enhance consumer and business knowledge and skills.
- To anticipate, identify and monitor marketplace issues and recommend appropriate action.

## Divisional Responsibilities

The Consumer Protection Division facilitates the resolution of disputes between consumers and businesses, tenants and landlords, and hears and assists claimants with appeals of Manitoba Public Insurance Corporation decisions related to bodily injury claims. The division administers legislation for licensing of businesses, maintains registries of vital events and administers the province's rent regulation program. The division also ensures the proper operation of the land registration systems and Personal Property Registry, in accordance with the service provider contract with Teranet Manitoba and applicable legislation. (A separate annual report is issued by the Vital Statistics Agency.)

## Administration and Research

Administration and Research is comprised of two units; the Assistant Deputy Minister's office and Research and Planning.

### Objectives

- To provide advice and support to the Minister and Deputy Minister on issues related to the division.
- To provide leadership to the division.
- To provide divisional financial management services in accordance with governing legislation and established financial administration policies and procedures.
- To provide policy development and research services as required.

### Responsibilities

- Provides overall direction to the Consumer Protection Division.
- Assesses the need for new or amended legislation and co-ordinates the development of legislation and other responses to marketplace problems.
- Investigates marketplace issues and assesses alternative responses to them.
- Provides support for the division's financial systems and budget processes.

## Activities/Highlights in 2014-2015

- Supported the Minister with continued implementation of the five-year consumer protection plan, and the introduction and/or passage of Bills in the Legislature, including *The Consumer Protection Amendment Act (High-Cost Credit Products)*, *The Business Practices Amendment Act (Improved Consumer Protection and Enforcement)*, *The Consumer Protection Amendment Act (Contracts for Long Distance Communications Services)*, *Vital Statistics Amendment Act* and *The Consumer Protection Amendment Act (Home Improvement Contracts)*.
- *The Condominium Act* and regulations came into force February 1, 2015.
- Policy, planning and research work undertaken:
  - Coordination of *Freedom of Information and Protection of Privacy Act* requests
  - Provision of policy work related high-cost credit legislation.
  - Monitoring of CRTC-led initiatives on television regulation.
  - Provision of information about various issues regarding rental housing in conjunction with the Residential Tenancies Branch.
  - Consultation with stakeholders on development of regulations to *The New Home Warranty Act*.

### 4(a) Administration and Research

Expenditures by Sub-Appropriation	Actual 2014-2015 \$(000's)	FTE's	Estimate 2014-2015 \$(000's)	Variance Over(Under) \$(000's)	Expl. No
Salaries and Employee Benefits	705	6.00	499	206	
Other Expenditures	191		257	(66)	
Total Sub-Appropriation	896	6.00	756	140	

## Consumer Protection Office

### Objectives

- To investigate consumer complaints and attempt to resolve disputes between consumers and businesses.
- To take action as appropriate to enforce legislation.
- To license/register/grant certifications or authorizations to vendors and individuals engaged in direct selling, collection agencies and collectors, hearing aid dealers, and manufacturers or renovators of stuffed articles.
- To inform and educate consumers, businesses, service groups, consumer groups and student organizations regarding their rights and responsibilities as well as potential risks in the marketplace.
- To develop and administer consumer protection legislation for Manitobans.
- To consult on current consumer issues with other departments, agencies and organizations in Manitoba, Canada and other countries.

### Responsibilities

- The Consumer Protection Office functions fall into six main areas:
- Investigation and dispute resolution
- Licensing and registration
- Special investigations

- Information/education
- Administration/legislative review
- Oversight and management of the Financial Literacy Fund

**4(b) Consumer Protection Office**

<b>Expenditures by Sub-Appropriation</b>	<b>Actual 2014-2015 \$(000's)</b>	<b>FTE's</b>	<b>Estimate 2014-2015 \$(000's)</b>	<b>Variance Over(Under) \$(000's)</b>	<b>Expl. No</b>
Salaries and Employee Benefits	1,438	27.00	1,280	158	
Other Expenditures	254		244	10	
External Agencies	146		113	33	
<b>Total Sub-Appropriation</b>	<b>1,838</b>	<b>27.00</b>	<b>1,637</b>	<b>201</b>	

**Activities/Highlights in 2014-2015**

**Investigation and Dispute Resolution**

The Consumer Protection Office responded to requests for information, advice and assistance as follows:

- Over 20,700 new calls or email messages and over 400 in-person inquiries were received. These include businesses who contacted the Consumer Protection Office to determine their obligations under the legislation, and consumers who sought information or assistance with a specific situation.
- 1,032 written complaints were handled, with automotive and payday lender complaints registering the highest numbers. 344 files were carried over from the previous year.
- An amount of \$382,014.42 in cash settlements or adjustments was obtained for consumers.

**ANALYSIS OF COMPLAINTS**

<b>Complaint Type</b>	<b>2014-2015</b>	<b>2013-2014</b>
Payday Lender	206	336
Automotive	178	147
Credit / Finance / Credit Card	87	136
Home Renovations	82	80
Electronics Sales/Service/Manufacturing	88	78
Collections	74	73
Direct Sales	63	48
Home Furnishing / Accessories	44	48
Personal Services/Goods	29	36
Other	91	211
<b>Total</b>	<b>1032</b>	<b>1193</b>

*\*Other\* complaints include categories such as: retail, internet transactions, professional services, hearing aids, travel, prepaid purchase cards, and credit reporting agencies.*

## Licensing and Registration

*The Consumer Protection Act* regulates payday lenders, vendors and direct sellers, collection agents and collectors through licensing and bonding requirements. Additionally, licences are issued to hearing aid dealers, registrations are issued to manufacturers and renovators of stuffed articles, and authorizations are granted to charitable fundraisers.

- 9,629 licences, registrations and authorizations were issued in 2014-2015.
- Staff conducted licensing inspections at a number of trade shows, fairs and exhibitions.

## LICENCES, REGISTRATIONS AND AUTHORIZATIONS

Type	2014-2015	2013-2014
Collection Agent	92	94
Collectors	3,719	3,833
Vendors	185	180
Direct Seller	2,171	2,064
Hearing Aid Dealers	75	80
BOUSA <sup>1</sup>	3,338	3,047
Charities Authorized	0	212
Payday Lenders	49	44
<b>Total</b>	<b>9,629</b>	<b>9,554</b>

<sup>1</sup> Bedding and Other Upholstered and Stuffed Articles

Licensing saw an increase in overall activity in 2014-2015 with increases in the number of BOUSA licensees. As of December 31, 2013 the Consumer Protection Office no longer authorizes charitable events.

## Special Investigations

While voluntary compliance with statutes is often obtained through mediation, there are instances where investigations of breaches of the various Acts are necessary. Following investigation, some matters are referred to Manitoba Justice for prosecution or for other court action as appropriate. The Crown may also seek redress in court for consumers who have been victimized. As alternatives to prosecution, investigations may result in obtaining assurances of voluntary compliance, orders to freeze assets, or injunctions prohibiting certain actions.

In 2014-2015, the Consumer Protection Office forwarded 2 files to the Prosecution Branch relating to business and its proprietor. As a result of the Consumer Protection Office investigation two criminal charges for fraud under \$5,000.00 were authorized by the Prosecution Branch and laid-by Winnipeg Police Service.

## Information/Education

The information/educational activities of the Consumer Protection Office fall into formal and informal categories. Many of the calls and emails received are from businesses or consumers who are looking for information regarding their respective rights and obligations. This informal information sharing is typically accompanied by sending out written material, directing the caller to the Consumer Protection Office website, or directing them to other agencies that may be able to assist with related issues. Formal presentations and outreach activities are also important functions. In 2014-2015, staff made 10 presentations to more than 500 people including members of consumer groups, seniors, students, and

agencies. The presentations focused on the role of the Consumer Protection Office, consumer protection legislation and education, identity theft, and frauds and scams.

- The Consumer Protection Office, in partnership with other departments and organizations through the Manitoba Financial Literacy Forum, completed a financial literacy calendar for distribution to consumers.
- News releases informed consumers and businesses of new legislation and shared information to help them make informed choices when participating in the marketplace.

### **Administration/Legislative Review**

The administration/legislative review program effectively manages the internal operation of the Consumer Protection Office, including the management of financial and human resources. All staff participate in the business planning, policy reviews and legislative reviews of the Acts administered.

- The Consumer Protection Office continued to move forward with the initiatives outlined in *Let's Make a Better Deal<sup>tm</sup>*, the provincial five-year plan for stronger protection that was introduced on May 11, 2010. The plan is based on fair business practices for consumers and businesses; remedies that are fair, timely, and accessible; consumer education that supports knowledge and skill development to inform decision-making; and a balanced approach that protects consumers but does not stifle business creativity.
- In December 2013 new legislation was passed to address motor vehicle advertising, 'all-in pricing'. Regulations were developed in consultation with stakeholders and came into force June 1, 2015.
- In April 2014, new legislation was introduced that addressed concerns about misleading and unclear promotions from TV, Internet and phone providers. The proposed legislation will expand the parameters of the cell phone contract legislation to contracts for cable, satellite television, residential phones, Internet and security systems.
- In June 2014, *The Business Practices Amendment Act* (Improved Consumer Protection and Enforcement), which expands the examples of unfair business practices and clarifies when a business takes advantage of a consumer, came into force. The amendments also provide the Consumer Protection Office with more flexible and responsive tools to better address unfair business practices in the marketplace.
- In December 2014, new legislation was introduced to address home renovations. *The Consumer Protection Amendment Act* (Home Improvement Contracts) will require all home improvement contractors to provide consumers with a written contract that sets out information about the contractor, the cost and the scope of the home improvement project.
- New legislation which expanded the number of provisions to which an administrative penalty may apply came into force on March 1, 2015. Administrative penalties are used to ensure a fair and timely response to situations of non-compliance with specific consumer protection issues.
- Staff participated in the Federal/Provincial/Territorial Consumer Measures Committee to improve the marketplace for Canadian consumers through the harmonization of laws, regulations and practices, and through actions to raise public awareness. Discussion continued in 2014-2015 on the topics of enforcement practices, classification systems for consumer complaints, payday lending and high-cost credit, and resolution models for small consumer disputes. Manitoba is leading the working group on payday and high-cost credit products.

### **Financial Literacy Fund**

In February 2011, the Manitoba government established the Payday Borrowers' Financial Literacy Fund. All payday lenders that are licensed in Manitoba pay an annual levy for the fund of \$500 for each licensed location. The fund is used to provide borrowers and potential borrowers with information to help them make sound financial decisions.

In 2014-2015, the following grants were provided from the fund: \$2,728 was used towards the financial literacy calendar through the Manitoba Financial Literacy Forum and \$2,948 in additional funds were provided to the baseline study on financial literacy in Manitoba.

<b>FINANCIAL LITERACY FUND</b>		
	<b>2014-2015</b>	<b>2013-2014</b>
Revenue	\$24.0	\$22.0
Grants	\$5.7	\$27.7
Funds remaining on March 31	\$99.7	\$81.3

## **Five-Year Consumer Protection Strategy Progress Report to March 31, 2015**

On May 11, 2010, the Manitoba government embarked upon Let's Make a Better Deal™, the provincial five-year plan for stronger consumer protection. The plan is based on fair business practices for consumers and businesses; remedies that are fair, timely, and accessible; consumer education that supports knowledge and skill development to inform decision-making; and a balanced approach that protects consumers but does not stifle business creativity. This plan is being led by the Consumer Protection Office. Other areas are also responsible for specific initiatives.

<b>Homes and Real Estate</b>	
<b>Enhanced Real Estate Fraud Protection</b>	<i>The Real Property Amendment Act</i> , passed in June 2011, provides better protection for property owners and lenders and reduces risk of real estate fraud.
<b>New Home Warranty</b>	New home warranty legislation was passed in December 2013. Regulations are being developed.
<b>Condominium Owner Protection</b>	<i>The Condominium Act and Amendments Respecting Condominium Conversions (Various Acts Amended) Act</i> was passed in June 2011. The legislation came into force February 1, 2015.
<b>Real Estate Condition Disclosure</b>	On August 1, 2011, a new version of the residential offer to purchase became effective that requires the seller to provide a property condition statement, which will improve transparency in real estate transactions.
<b>Home Renovation Protection</b>	<i>The Consumer Protection Amendment Act</i> (Home Improvement Contracts) was introduced December 4, 2014. The proposed legislation will require all home improvement contractors to provide consumers with a written contract that sets out information about the contractor, the cost and the scope of the home improvement project.

<b>Tenants and Landlords</b>	
<b>Independent Advisor</b>	The Independent Advisor was established in the fall of 2010 as a three-year pilot project to help guide tenants and landlords through the hearing and dispute resolution process. This advisor office assists with information or guidance about client's cases and is available at the Residential Tenancies Branch before hearings, by appointment or on a drop-in basis. The advisor is also available to assist people who are involved with

	appeals at the Residential Tenancies Commission.
<b>User-Friendly forms for tenants and landlords</b>	Most forms under <i>The Residential Tenancies Act</i> were changed to include more information and use plain language.
<b>Tenant Moving Expense Coverage</b>	Landlords are now required to pay up to \$500 of moving expense when a tenant must move because the landlord wants to live in the rental unit or do renovations that cannot be done while the unit is occupied.
<b>Automotive</b>	
<b>Motor Vehicle Information Disclosure</b>	The <i>Motor Vehicle Information Disclosure Regulation</i> enabled under <i>The Business Practices Act</i> came into force on December 31, 2011. Both new and used motor vehicle dealers in Manitoba must now disclose to consumers a wide range of information about a motor vehicle's history and condition, both orally and in writing.
<b>Public Disclosure of Non-Compliant Dealers</b>	As of June 17, 2010 Manitoba Public Insurance publishes the names and locations of individuals and businesses that have received administrative sanctions under <i>The Drivers and Vehicles Act</i> from the Registrar of Motor Vehicles.
<b>Motor Vehicle Repair Protection</b>	<i>The Consumer Protection Amendment Act (Motor Vehicle Work and Repairs)</i> was passed in June 2012. The regulations for this Act were developed in consultation with stakeholders and took effect July 1, 2013.
<b>Motor Vehicle Advertising Disclosure</b>	<i>The Consumer Protection Amendment and Business Practices Amendment Act (Motor Vehicle Advertising and Information Disclosure and Other Amendments)</i> was passed in December 2013. The Regulation was developed with an effective date of June 1, 2015.
<b>Financial</b>	
<b>Payday Loan Protection</b>	<i>The Consumer Protection Amendment Act (Payday Loans)</i> came into force on October 18, 2010, setting the maximum interest rate that can be charged for a payday loan and prescribing lending practices and licensing requirements for lenders. Consumer Protection Office staff members conducted inspections of payday lenders to observe lending practices, identified breaches, worked with companies towards compliance, and educated consumers about the new legislation.
<b>Reviews of Limits on Government Cheque Cashing Fees</b>	The Public Utilities Board reviewed the maximum rates that can be charged to cash a government cheque and ordered that the rates remain unchanged.
<b>Reduced Cheque Hold Limits</b>	In 2012, federal regulations concerning limits on cheque holds were put in place for federally regulated institutions. Credit Union manuals will be updated to reflect the new requirements.
<b>Review Gift Card Rules</b>	The government released a discussion paper and survey regarding gift card legislation in January 2013. Comments from the public, industry and stakeholders on issues such as the existing legislation in Manitoba and other jurisdictions and various emerging issues at the federal and provincial levels were sought. As no marketplace issues were identified, no changes have been proposed as a result of the review.
<b>Payday Lenders Financial Literacy Fund</b>	In February 2011, the Payday Borrowers' Financial Literacy Fund was established. All payday lenders that are licensed in Manitoba pay an annual levy of \$500 for each licensed location. The fund supports financial literacy initiatives that help consumers obtain the necessary skills, knowledge and information to make better financial choices.
<b>Creating Community Options</b>	On June 13 to 14, 2012, the Consumer Protection Office, in partnership

<b>for Financial Services Conference</b>	with the Consumers' Association of Canada (Manitoba), Community Financial Counselling Services, Community Financial Services Centre and the Public Interest Law Centre of Legal Aid Manitoba held the Creating Community Options for Financial Services Conference to explore the potential to develop community-based lending alternatives and discuss challenges for financially-excluded consumers.
<b>Debt Management Help</b>	Grant funding to Community Financial Counselling Services has been increased to enable this non-profit organization to provide financial counselling and debt management services to Manitobans.
<b>Debt Management Help</b>	Amendments to The Consumer Protection regulation were made in February 2012 to protect Manitoba consumers from unfair business practices by debt settlement agencies by banning upfront charges and setting maximum fees.
<b>Financially Surviving Domestic Violence</b>	The Consumer Protection Office released a guide in June 2011 for survivors of domestic violence. The guide identifies steps to take and resources available to help survivors get on their feet and manage their money.
<b>Better Property and Life Insurance Provisions</b>	Manitoba's insurance law is over 100 years old. The Financial Institutions Regulation Branch consulted with consumers and industry about modernizing the province's legislation and amendments to <i>The Insurance Act</i> were passed on June 14, 2012. Related regulations are being drafted.
<b>High Cost Credit Legislation</b>	In December 2013, new legislation was introduced to regulate high-cost credit products to ensure consumers have complete information about their borrowing. Related regulations are being drafted.
<b>Identity Theft Protection</b>	
<b>Security Alerts: Identity Theft Protection</b>	Legislation came into effect January 31, 2011 that provides stronger protection against identity theft. These changes to <i>The Personal Investigations Act</i> allow a consumer who believes their credit information has been compromised to tell a credit bureau to place a security alert on their file. The alert requires a credit grantor to take steps to verify a credit applicant's identity before any new credit is provided.
<b>Support for Grieving Families</b>	
<b>Grieving Family Protection</b>	<i>The Grieving Family Protection Act</i> was passed in June 2011. The Funeral Board of Manitoba is currently consulting with consumers and the funeral services profession to solicit input in the development of regulations under <i>The Prearranged Funeral Services Act</i> .
<b>Grieving Family Protection: Code of Ethics for Funeral Directors</b>	A mandatory and enforceable code of ethics for Funeral Directors is now in effect.
<b>Protection for Older Manitobans, and Help for Young Adults</b>	
<b>Protection for Older Manitobans – Rentals with Tenant Services</b>	Legislation came into force in November 2011 addressing disclosure, notice of rate increases and complaint processes for rentals where services such as meals and recreation are also provided.
<b>Protection for Older Manitobans</b>	Resources, such as fact sheets, have been developed to help older adults steer clear of scams that often target these members of our community.
<b>Better Help for Young Adults in the Marketplace</b>	Social media platforms are used regularly to target young adults with information that is pertinent to them, such as rules regarding contracts for cell phones, and motor vehicle repairs and sales disclosure rules.

<b>Let's Make a Better Deal Website</b>	The Consumer Protection Office website has been updated and modernized with links to federal sites for areas that are regulated by the federal government, links to consumer alerts and social media platforms.
<b>Protection for Newcomers to Manitoba</b>	
<b>Guide for Newcomers</b>	A resource guide was developed to provide information to new immigrants about consumer issues, including banking, credit, shopping, automobiles and transportation, housing, utilities, and protecting yourself from identity theft and scams.
<b>Cell Phone Contract Fairness</b>	
<b>Fair Cell Phone Contracts</b>	<i>The Consumer Protection Amendment Act (Cell Phone Contracts)</i> was passed in June 2010 and with the associated regulations came into force on September 15, 2012.
<b>Travel</b>	
<b>Travel Fairness</b>	The Consumer Protection Office released a public consultation paper about consumer fairness related to travel purchases. Feedback from consumers and industry is being analysed, and legislation in other provinces is being reviewed with the goal of developing new consumer protection rules for Manitoba.
<b>Negative Option Marketing</b>	
<b>Negative Option Marketing Ban</b>	Changes were made to <i>The Consumer Protection Act</i> that effectively banned negative option marketing. The changes mean that companies cannot use a consumer's failure to respond to the offer of goods or services as an agreement to pay for the product.
<b>Enforcement</b>	
<b>Stronger Enforcement: Enhanced Remedies under <i>The Consumer Protection Act</i> and <i>The Business Practices Act</i></b>	Changes were made to <i>The Consumer Protection Act</i> to increase the maximum fine for a breach and to enable the Court to order restitution upon a conviction. Legislation was introduced in December 2012 to amend the provisions under <i>The Business Practices Act</i> to make them more consistent <i>The Consumer Protection Act</i> . In December 2013, new legislation was introduced to expand the examples of unfair business practices, clarify when a business takes advantage of a consumer, and provide more flexible and responsive enforcement tools consistent with legal developments in administrative law.
<b>Small Claims Court</b>	User friendly information about the Small Claims court process was developed and is now available to citizens on the Manitoba Courts website, including step-by-step checklists to assist citizens who seek to resolve their legal disputes before Small Claims court.
<b>Consumer Rights Day</b>	
<b>New Consumer Rights Day</b>	Legislation was passed in June 2011 to declare March 15th Consumer Rights Day.

# Residential Tenancies Branch

## Objectives

- To create a rental marketplace that serves landlords and tenants fairly.
- To educate tenants and landlords to help them make well-informed, responsible decisions.
- To provide tenants and landlords with balanced and timely dispute resolution.
- To administer the province's rent regulation program.
- To administer *The Residential Tenancies Act*, *the Life Leases Act* and certain provisions of *The Condominium Act*.
- To identify issues and trends in the rental marketplace and recommend legislative change where appropriate.

## Responsibilities

- Provides information to landlords, tenants and others about *The Residential Tenancies Act*, *The Life Leases Act* and *The Condominium Act* as it relates to residential tenancies.
- Investigates complaints of non-compliance with legislation and enforces compliance when necessary.
- Mediates disputes between landlords and tenants and issues enforceable agreements setting out the terms to which the parties have agreed.
- Makes decisions about disputes between tenants and landlords regarding:
  - deposits
  - repairs
  - terms and conditions of a tenancy agreement or life lease
  - the right to continue in occupancy, including termination of tenancy for non-payment of rent and noise and disturbance
  - claims for compensation
  - privacy
  - non-payment of utilities
  - tenant services
  - life lease entrance fees

- Makes decisions about landlords' applications for rent increases above the guideline and tenants' objections to any rent increases and applications for approval of a rehabilitation scheme.
- Hears appeals of fines imposed by Boards under *The Condominium Act*
- Administers the Security Deposit Compensation Fund.
- The branch has offices in Winnipeg, Brandon and Thompson.

#### 4(c) Residential Tenancies Branch

Expenditures by Sub-Appropriation	Actual 2014-2015 \$(000's)	FTE's	Estimate 2014-2015 \$(000's)	Variance Over(Under) \$(000's)	Expl. No
Salaries and Employee Benefits	4,027	64.30	4,318	(291)	
Other Expenditures	1,025		998	27	
Total Sub-Appropriation	5,052	64.30	5,316	(264)	

#### Activities/Highlights in 2014-2015

##### Front End Dispute Resolution

Client Services Officers provide dispute resolution services. They work with tenants and landlords to resolve their concerns as quickly as possible. Resolving disputes through mediation remains a priority for the branch. In 2014-2015, close to 4,600 complaints were resolved informally. Client Services Officers resolved an additional 1,262 disputes through formal mediated agreements. If a party defaults on a term of a mediated agreement, the branch can issue a non-appealable order, which can then be enforced through the Courts in the same way as a judgment of the Court.

##### Investigation/Enforcement

Investigation Officers are responsible for investigating breaches of the legislation and enforcing compliance. Investigation Officers compile information from landlords and tenants, inspect rental units and issue orders necessary to obtain compliance (e.g. orders to make repairs or allow access to the rental unit).

Disputes related to repairs remain high in 2014-2015. Investigation and Enforcement Officers work with landlords to resolve repair matters, issuing orders to repair if necessary. Tenants can also be ordered to pay rent to the branch to enforce compliance with orders. The branch can hire contractors to do needed repairs, supervise the activities of the contractors and pay them from rent collected from tenants. Landlords are charged administrative fees in these types of cases.

Investigation and Enforcement Officers also worked with utility service providers to ensure that utility service continued to be provided for tenants in 74 buildings after the landlords' accounts fell into arrears and the service was in danger of being cut off.

Investigation staff continued to be an integral part of the province's Interdepartmental Provincial Bed Bug Coordination Committee (IPCC).

##### Mediation and Adjudication

Mediation and Adjudication Officers are responsible for the formal dispute resolution activities of the branch. Landlords and tenants may file claims for compensation with the branch. There is no limitation on the amount of money that can be claimed. Landlords may also apply for orders of possession to end the tenancies of tenants who refuse to move after receiving a notice of termination. New Provisions allowing for the appeal of fines imposed by Boards under *The Condominium Act* are now in force. As of February 1, 2015 the branch is responsible for hearing these appeals.

Mediation is an important and effective non-adversarial method of resolving disputes. Mediation Officers attempt to resolve disputes before the date set for the determination hearing. In 2014-2015, Mediation Officers successfully resolved 20 per cent of the 1,198 compensation claims filed with the branch through mediation. In addition, 33 per cent of the 1,892 applications for orders of possession were resolved through mediation. Mediation of order of possession cases often saves tenancies by allowing tenants to remain in occupancy after making arrangements to pay off rent arrears and promising to keep future rent payments current.

When mediation is not successful, Adjudication Officers make decisions about the disputes after hearing evidence from landlords and tenants. In 2014-2015, the branch held 1,086 hearings. Following hearings, the Adjudication Officers issue written orders that are enforceable in the Courts (e.g. order to pay money, order to move out of a rental unit). These orders include reasons, so that the parties understand how a particular decision was reached. Final orders of the branch are posted on the branch's Orders System, which provides information about the orders the branch issues, except for rent regulation orders. Clients can access the system by subscription or by individual search at branch offices.

The branch continues to offer its Safety Net program. The program's main purpose is to help people with special needs who are being evicted. These include clients with mental or physical disabilities, the elderly and infirm, single parents or families with children. Mediation Officers ensure that these tenants understand what is happening and connect them with social services agencies that can assist them. The program may also be used when a building is closed down by the health authorities.

### **Rent Regulation**

Rent Regulation Officers are responsible for matters relating to rent increases, including applications to increase rent above the annual rent increase guideline, tenant objections to rent increases, and applications for approval of a rehabilitation scheme. Rent Regulation Officers review submissions from landlords and tenants, do inspections in some cases and issue orders setting rents.

Landlords who upgrade and reinvest in their properties or whose costs increase by more than the guideline can apply for a rent increase above the guideline or for approval of a rehabilitation scheme of the residential complex. In 2014-2015, 365 above guideline applications and 41 rehabilitation applications were received. Demand also continued for rent status reports as many rental properties were sold to new owners. Anyone who is considering the purchase of a rental property can apply to the branch for a rent status report. The report can alert prospective purchasers to potential rent increase problems because it provides information about a property's rent history. The branch received 94 of these requests in 2014-2015.

### **Information/Education**

Client Services Officers provide information to clients who contact the branch by phone, in-person or by e-mail. The branch's Winnipeg office has an Interactive Voice Response System. Callers may choose to speak to a Client Services Officer or listen to recorded information segments about rent increases, security deposits, landlord and tenant responsibilities and repairs. The branch provides fact sheets and other resource material to clients and publishes "Open Doors", a quarterly newsletter. Brochures about pets in rental units are available to tenants and landlords. The brochure for landlords provides tips about accepting tenants with pets and the right to establish reasonable rules about the type of pets allowed and who to contact for help if there is a problem. The brochure includes a sample schedule landlords can attach to their tenancy agreements setting out their expectations regarding the tenant's pet. The brochure for tenants provides tips about finding pet-friendly housing as well as detailed information about what it means to be a responsible pet owner. These brochures are available in branch offices, on the branch's website and at the Winnipeg Humane Society. A very detailed website includes its Policies and Procedures Guidebook, fill, save and submit forms and a security deposit interest calculator. The website also includes the branch's Orders System. Branch staff makes formal presentations to various stakeholder groups about the legislation. Information displays are also set up at various events.

Demand for general information continues to be strong. The branch's client services staff handled 45,300 calls during the fiscal year and responded to 6,715 email requests for information. In 2014-2015, 9,600 people visited branch offices to request information or file a formal complaint. An additional 9,175 clients

received information through the Interactive Voice Response System.

Public education through presentations and information displays continued. The branch made 78 presentations to 1,553 participants. The branch also had displays at four events and had the opportunity to speak with approximately 386 people at these venues. Staff also held informal drop-in information sessions at a community service agency.

The branch produced several new fact sheets to provide information to clients about changes to the legislation and to provide tips about how to avoid eviction.

Helpful information on how to avoid and treat for bed bugs is also available.

### **Administration/Legislation and Policy Development**

The administration staff manages the internal operation of the branch, which includes the management of financial and human resources. Staff is also responsible for the review of existing legislation and policy and the development of new initiatives in these areas.

*The Residential Tenancies Act* is one of the most comprehensive legislative schemes of its kind in Canada. To ensure that the legislation continues to meet the needs of tenants and landlords, amendments to *The Residential Tenancies Act* came into force in 2014-2015. The key changes include:

- allowing landlords to end a tenancy in response to unlawful activity if it affects the security and well-being of other tenants or causes damage;
- requiring landlords to compensate tenants for moving costs, as well as for the expense of higher rent, when landlords have purposefully created an undesirable living environment during renovations to displace a tenant;
- providing greater transparency in setting the annual rent increase guideline, the guideline for 2015 was calculated using the Consumer Price Index;
- reforming the appeals process to allow for more expedient implementation of rulings where tenants have not paid their rent; and
- Allowing landlords to charge a higher pet damage deposit for new tenants to encourage more landlords to allow pets in their buildings.

### **Amendments to the Residential Tenancies Rent Regulation include:**

- changes to the allowable portions of some capital expenditures used for Above Guideline Rent Increases applications;
- Strengthened requirements for rehabilitation exemption programs and limits on how often landlords can apply for those exemptions.

The new Condominium Act came into force on February 1, 2015. The new act includes major changes in the development, buying and selling, ownership and operation of condominiums. It also establishes a process for appeal of fines imposed by Boards whereby the branch hears and decides those appeals. A new website is now available to assist condominium owners, buyers, condominium corporations and boards understand the laws governing condominiums.

Consultation with stakeholders about issues affecting residential tenancies continues.

Review and refinement of business processes and technical solutions to improve service delivery also continues.

Administration of the Security Deposit Compensation Fund is ongoing. The purpose of the fund is to return security deposits to tenants when landlords fail to comply with orders to refund the money. In 2014-2015, \$2,794 was paid to 10 tenants. The branch continues attempts to recover these amounts from landlords through rent redirects, garnishing orders and the Canada Revenue Agency's set-off program.

Landlords are required to send money to the branch when they owe a former tenant a deposit, overcharged rent or proceeds from abandoned personal property if they cannot locate the tenant. The branch holds these monies for two years. During that period, tenants can ask the branch for any money owed to them. After two years, unclaimed money is transferred into the Security Deposit Compensation Fund. During 2014-2015, unclaimed security deposits overpayments in the amount of \$30,769.41 were transferred into the fund. When the balance in the fund is more than \$30,000, the excess balance can be used to offset the costs of providing educational programs for landlords and tenants. In 2014-2015, the branch spent \$32,257.57 for that purpose. This included the branch's newsletter, landlord/tenant information and brochures, posters and pet brochures. The balance in the fund on March 31, 2015 was \$80,307.28.

### Independent Advisor Program

The Independent Advisor Program continues to be offered in the branch's Winnipeg office. This pilot project began the fall of 2010. The program offers assistance to tenants and landlords who have smaller property portfolios to file claims and prepare for hearings at the Residential Tenancies Branch and Commission. For 2014-2015, the Independent Tenant Advisor assisted over 1,025 tenants in preparing for their specific case and represented 56 tenants at Residential Tenancies Branch hearings. The Independent Landlord Advisor assisted more than 160 landlords through the information service. The program also provided its services to tenants and landlords for appeals.

### Parts 1-8 of The Residential Tenancies Act CASE LOAD

Case Type	2014-2015	2013-2014
Failure of Landlord/Tenant to Meet Obligations <sup>1</sup>	42	32
Hearings		
• Claims	1,198	1,176
• Order of Possession	1,892	1,896
• Determination	40	66
Non-payment of Utilities	74	71
Notices to Vacate	4	7
Repairs	785	727
Security Deposits	515	484
Tenancy Agreements	-	-
Other <sup>2</sup>	120	151
<b>Total Cases Opened</b>	<b>4,670</b>	<b>4,610</b>
Total Cases Closed <sup>3</sup>	4,372	4,666
Intakes Resolved <sup>4</sup>	3,388	3,970
<b>Total Cases Closed and Intakes Resolved</b>	<b>7,760</b>	<b>8,636</b>

<sup>1</sup> This category includes disputes over locks and doors, privacy, seizure of tenants' property, non-payment of rent, disturbance, withholding of services, unauthorized charges or fees.

<sup>2</sup> This category includes disputes involving assignment and subletting, mobile homes, entitlement to collect rent, change of landlord and abandonment of rental unit.

<sup>3</sup> These figures include cases carried over from the previous fiscal year which were closed during the reporting period.

<sup>4</sup> An Intake is a client's request for assistance that does not result in a formal case file being opened. Most are resolved informally at the first stage of contact.

**Part 9 of The Residential Tenancies Act  
CASE LOAD**

Case Type	2014-2015	2013-2014
Application for Above the Guideline Rent Increase <sup>1</sup>	365	445
Application for Approval of a Rehabilitation Scheme – Complex	41	39
Application for Approval of a Rehabilitation Scheme – Specified Unit	199	210
Application for Laundry Increase	7	47
Application for Rent Status Report	94	131
Application for Tenant Requested Improvement	8	11
Application for Withdrawal of Service	30	27
Life Lease Rent Review	3	5
Tenant Objection to Guideline, or less, Rent Increase	42	31
Unauthorized Rent Increases	723	562
Total Cases Opened	1,512	1,508
Total Cases Closed <sup>2</sup>	1,282	1,374

<sup>1</sup> The rent increase guideline for 2013 was 1.0 per cent, 2.0 per cent for 2013 and 2.0 per cent for 2014.

<sup>2</sup> These figures include cases carried over from the previous fiscal year, which were closed during the reporting period.

## Claimant Adviser Office

### Objectives

- To assist persons who wish to appeal a decision made by the Manitoba Public Insurance Corporation (MPIC) in relation to bodily injury claims to the Automobile Injury Compensation Appeal Commission (AICAC).

### Responsibilities

- Advise claimants about the meaning and effect of the provisions of *The Manitoba Public Insurance Corporation Act*, the regulations and decisions made under the Act.
- Carry out an investigation, including obtaining an expert opinion, respecting an appeal of an MPIC internal review decision to the AICAC. Advise Claimants regarding the evidence in support of their appeals.
- Represent and advocate for claimants during mediation at the Automobile Injury Mediation Office, in discussions with MPIC and at Case Conferences and Appeal Hearings before AICAC.

#### 4(d) Claimant Adviser Office

Expenditures by Sub-Appropriation	Actual 2014-2015 \$(000's)	FTE's	Estimate 2014-2015 \$(000's)	Variance Over(Under) \$(000's)	Expl. No
Salaries and Employee Benefits	897	11.50	814	83	
Other Expenditures	194		260	(66)	
Total Sub-Appropriation	1,091	11.50	1,074	17	

## Activities/Highlights in 2013-2014

- 163 new files were opened involving 163 internal review decisions.
- All new appeal files were triaged to initiate prompt action on the file.
- Regular meetings were held by the director with each claimant adviser to review appeal investigation and preparation progress.
- Advocacy Skills Training Seminars were conducted by the director with the claimant advisers.

## File Analysis

<b><u>Closed Files</u></b>	<b><u>2014-2015</u></b>	<b><u>2013-2014</u></b>
No appealable issue	8	40
Appeal allowed	12	5
Appeal denied	6	15
Resolution (No hearing/mediation)	8	27
New decision from MPIC	7	15
Mediation - Resolution	38	92
Withdrawn after review (including at Mediation)	24	25
<b>Total</b>	<b>103</b>	<b>219</b>

<b><u>Status Of Open Files</u></b>	<b><u>2014-2015</u></b>	<b><u>2013-2014</u></b>
Claimant application incomplete	0	5
Active files	245	194
<b>Total</b>	<b>245</b>	<b>199</b>

<b><u>Status of Active Files</u></b>	<b><u>2014-2015</u></b>	<b><u>2013-2014</u></b>
Files under active review	245	166
Files awaiting additional information	0	28
<b>Total</b>	<b>245</b>	<b>194</b>

*All files open in 2014-2015 are under active review.*

<b><u>Appeals</u></b>	<b><u>2014-2015</u></b>	<b><u>2013/2014</u></b>
Appeal Hearing dates scheduled	18	64*
Case conference dates	76	96*
<b>Total</b>	<b>94</b>	<b>160</b>

*\*\*Please note a change in reporting methodology: 2013-2014 numbers refer to the number of days over which hearings occurred and not the actual number of hearings convened; whereas, 2014-2015 statistics reflect the number of hearings convened, each of which can continue for more than one day. Eight hearings and seven case conferences were adjourned during 2014-2015.*

<b><u>Mediation</u></b>	<b><u>2014/2015</u></b>	<b><u>2013/2014</u></b>
Pre-mediation	85*	118
Mediation	113*	156
<b>Total</b>		<b>274</b>

*Nine premeditations were adjourned to new dates as were 36 mediations.*

- Since the office opened on May 16, 2005, claimant advisers have recovered approximately \$8,697,947 in benefits for appellants. During 2014-2015, \$1,713,000 was recovered. This does not include the value of ongoing benefits that continue to be paid based on the appeal decision, new decision or resolution agreement.
- Clients have completed and returned 25 Client Service Satisfaction Forms out of the 103 closed files, a return rate of 24 percent.

Service Measures	Excellent	Good	Average	Fair	Poor	Yes	No
Satisfaction with service	14	3	0	0	1		
Accessibility to office and services	12	6	0	1	1		
Phone calls returned promptly	15	4	0	1	1		
Knowledge of the staff *	20	3	1	0	1		
Efficiency of service *	20	3	1	0	1		
Would you recommend our service to others? *						24	1

\*some survey respondents did not provide a response to the question

## Automobile Injury Compensation Appeal Commission

### General

- The Automobile Injury Compensation Appeal Commission (the Commission), now in its 21<sup>st</sup> full year of operation, is a specialist tribunal established under *The Manitoba Public Insurance Corporation Act* (the Act) to hear appeals of internal review decisions concerning benefits under the Personal Injury Protection Plan (PIPP) of the Manitoba Public Insurance Corporation (MPIC), a “no-fault” insurance program.
- The commission has 11 full-time staff comprised of a chief commissioner, two deputy chief commissioners, one part-time deputy chief commissioner, a director of appeals, three appeals officers, a secretary to the chief commissioner, two administrative assistants and one clerical assistant. In addition, there are 24 part-time commissioners who sit on appeal panels as required.
- In 2014-2015, 214 individuals filed new appeals. This compares with 176 individuals filing new appeals in the 2013-2014 fiscal year.

### 4(e) Automobile Injury Compensation Appeal Commission

Expenditures by Sub-Appropriation	Actual 2014-2015 \$(000's)	FTE's	Estimate 2014-2015 \$(000's)	Variance Over(Under) \$(000's)	Expl. No
Salaries and Employee Benefits	945	8.00	949	(4)	
Other Expenditures	263		301	(38)	
Total Sub-Appropriation	1,208	8.00	1,250	(42)	

## Activities/Highlights in 2014-2015

- In 2014-2015 the Commission held 47 formal hearings and 150 pre-hearing meetings or case conferences as compared to 66 hearings and 141 pre-hearings or case conferences in 2013-2014. Management of appeals by case conference continues to be an important part of the Commission's hearing schedule. Over the last seven fiscal years, the Commission's experience has been that many appeals required additional case management by a commissioner. In keeping with past practice, the Commission continued to initiate case conference hearings in 2014-2015. Case conferences assist in determining the status of appeals, identifying sources of delay, resolving parties' impediments to scheduling a hearing date, facilitating mediation, and scheduling hearings.
- Appellants were successful in whole or in part in 40 percent of the appeals heard by the Commissioner during 2014-2015.
- Since February 2012, the Commission's Notice of Appeal indicates that appellants have the option to participate in the mediation of their appeal. Established as a pilot project, mediation services are provided by the Automobile Injury Mediation Office (AIM), an independent government agency. The Commission's role is to facilitate an appellant's request to participate in mediation at AIM, in addition to proceeding with an appeal at the Commission for any matters that remain unresolved.
- Changes to the Commission's administrative procedures that were initiated during the third quarter of 2012-2013 to accommodate the mediation pilot project continued in 2014-2015. Once the mediation process concludes, unresolved or partially resolved appeals are returned for a hearing before the Commission. Indexed files are prepared by appeals officers only for those unresolved or partially resolved appeals. If mediation is not requested at the time the Notice of Appeal is filed, an indexed file will be prepared. An indexed file is the compilation of documentary evidence considered relevant to the issues under appeal. It is provided to the appellant or the appellant's representative and to MPIC and will be referred to at the hearing of the appeal. Once the parties have reviewed the indexed file and submitted any further relevant evidence, a date is fixed for hearing the appeal. The number of indexed files had decreased from 100 in 2012-2013 to 82 in 2013-2014. However, the number of new indexes increased from 82 in 2013-2014 to 95 in 2014-2015. The Commission's appeals officers prepared 111 supplementary indexes in 2014-2015, compared to 109 supplementary indexes in 2013-2014 and 76 supplementary indexes in 2012-2013.
- There were 355 open appeals at the Commission at the end of 2014-2015. There were 301 open appeals at the Commission as of March 31, 2014, a net increase of 54 open appeals.
- Hearing dates were scheduled, on average, within 2.33 weeks in 2014-2015 from the time the parties were ready to proceed to a hearing (compared to 2.13 weeks in 2013-2014 and 2.25 weeks in 2012-2013).
- The average time from the date a hearing concluded to the date the Commission issued an appeal decision was 5.28 weeks in 2014-2015 (compared to 5.14 weeks in 2013-2014 and 4.95 weeks in 2012-2013).
- A decision of the Commission is binding, subject only to a right of appeal to the Manitoba Court of Appeal on a point of law or a question of jurisdiction, and then only with leave of the court. There were two applications for leave to appeal in 2014-2015. Leave to appeal was dismissed in both cases. A motion to dismiss a case where the Court of Appeal previously granted leave to appeal in a previous fiscal year was heard by a panel of the Court of Appeal. The Court of Appeal granted the motion to dismiss the appeal.

## Residential Tenancies Commission

The Residential Tenancies Commission is a quasi-judicial, specialist tribunal that hears appeals from decisions and orders of the Director under *The Residential Tenancies Act*.

The Residential Tenancies Commission consists of:

- The Chief Commissioner – a full-time position; appointed for up to a five-year term, located in Winnipeg.
- Deputy Chief Commissioners – one full-time position appointed for up to a four-year term and 20 part-time positions appointed for up to a four-year term, located in Winnipeg, Thompson and Brandon. The Deputy Chief Commissioner may exercise the powers and perform the duties of the Chief Commissioner.
- Panel members – 42 part-time panel members appointed for up to two-year located in Winnipeg, Sandy Hook, The Pas, Thompson and Brandon – approximately half representing the views of the landlords; the others the views of the tenants.

Some appeals are heard only by the Chief Commissioner or a Deputy Chief Commissioner and some appeals are heard by a panel of three, consisting of one landlord and one tenant representative and either the Chief Commissioner or a Deputy Chief Commissioner as the neutral Chairperson. If there is not a majority decision, the decision of the neutral Chairperson is the decision of the Commission. Hearings outside of Winnipeg are held at the nearest judicial district.

Effective August 1, 2014, a person who did not attend or otherwise participate in the hearing before the director may not appeal an order granting an order of possession to a landlord for the termination of the tenancy for non-payment of rent or a tenant services charge, unless the Commission, on application, grants the person leave to appeal.

The Residential Tenancies Commission decisions made under Parts 1-8 of *The Residential Tenancies Act* can be appealed to the Court of Appeal, but only on a question of law or jurisdiction. A Court of Appeal judge must grant leave or permission to appeal. Section 179 of *The Residential Tenancies Act* dealing with rent regulation states that “No appeal lies from a decision or order of the commission made in a matter arising under Part 9.” The Residential Tenancies Commission's decision here is final.

### 4(f) Residential Tenancies Commission

<b>Expenditures by Sub-Appropriation</b>	<b>Actual 2014-2015 \$(000's)</b>	<b>FTE's</b>	<b>Estimate 2014-2015 \$(000's)</b>	<b>Variance Over(Under) \$(000's)</b>	<b>Expl. No</b>
Salaries and Employee Benefits	733	6.50	857	(124)	
Other Expenditures	177		205	(28)	
<b>Total Sub-Appropriation</b>	<b>910</b>	<b>6.50</b>	<b>1,062</b>	<b>(152)</b>	

**ACTIVITY SUMMARY**  
**April 1, 2014 – March 31, 2015**

<b>Activity</b>	<b>Received</b>	<b>Process</b>
Abandonment	0	0
Claim For Security Deposit or Less	47	56
Claim	111	138
Claim and Order of Possession	152	153
Determination	5	4
Disputes	0	0
Distrain and Lockout	0	0
Enforcement	0	0
Order of Possession	2	2
Repairs	19	20
Utilities	1	0
Rent Regulation	121	107
<b>Total</b>	<b>458</b>	<b>480</b>

<b>Appeals<sup>1</sup>:</b>	
Landlord initiated	163
Tenant initiated	204
Other Party initiated	0
Multiple Party initiated	91
<b>Total</b>	<b>458</b>

<b>Decisions<sup>2</sup>:</b>	
Orders upheld	187
Orders varied	152
Orders rescinded/overturned	28
Orders withdrawn/settled	69
Orders cancelled	12
Pending	4
Orders denied	280
Rejected	
<b>Total</b>	<b>480</b>

*1 Total Appeals represents the number of Appeals received within the fiscal period.*

*2 Total Decisions represents the number of Appeals processed where Orders have been issued and files closed within the fiscal period.*

**ACTIVITY SUMMARY**  
**April 1, 2014 – March 31, 2015**

<b>Winnipeg Appeal Hearings</b>	<b>417</b>
<b>Other Appeal Hearings:</b>	
Beausejour	0
Brandon	10
Carman	1
Dauphin	0
Morden	1
Pinawa	0
Portage la Prairie	3
Selkirk	1
Steinbach	1
Thompson	1
Winkler	0
<b>Total Appeal Hearings</b>	<b>435<sup>1</sup></b>

<b>Court of Appeal</b>	<b>Received</b>	<b>Outcomes<sup>2</sup></b>
<b>Applications for Leave to Appeal</b>	<b>15</b>	
Denied		16
Pending		0
Granted		12
New Commission Hearing to be held		0
Adjourned Sine Die		0
Withdrawn		2
Settled		0
Abandoned		0
<b>Court of Appeal Hearings Pending</b>		<b>2</b>

*1 Total Appeal Hearings represents the actual number of hearings which took place within the fiscal period.*

*2 Outcome describes the status of the applications received in the fiscal period and any applications pending from the prior fiscal period*

# Office of the Registrar-General

## Objectives

- To ensure the proper operation of the land registration systems and Personal Property Registry in accordance with the service provider contract with Teranet Manitoba and applicable legislation.
- To operate a fair and efficient tribunal to decide:
  - appeals of decisions of a District Registrar, the Examiner of Surveys or the Registrar of the Personal Property Registry;
  - claims for compensation from the Assurance Fund; and
  - rights regarding estates or interests in land.
- To develop and administer land and personal property security legislation for Manitobans.
- To provide general information to the public regarding *The Condominium Act* and upcoming new *Condominium Act*.

## Responsibilities

The Office of the Registrar-General is responsible for exercising general oversight of the private service provider and ensuring that the land registration systems and the Personal Property Registry are provided in accordance with the applicable legislation.

- The Registrar-General will also:
  - Decide matters referred by someone dissatisfied with an act or omission of a District Registrar, the Examiner of Surveys or the Registrar of the Personal Property Registry.
  - Hear applications for claims for compensation from The Assurance Fund related to an interest in land.
  - Establish rules of practice for the service provider and users of the land titles system and rules regarding mortgage sale and foreclosure proceedings.
  - Approve the forms to be used in the land registration system and the Personal Property Registry.

## Activities/ Highlights in 2014-2015

- The Office of the Registrar-General was created in 2014 as part of the process of authorizing The Property Registry to be operated by a private service provider.
- The private service provider, Teranet Manitoba LP took over operations of The Property Registry on March 29, 2014 and the Office of the Registrar-General opened then.
- The Office of the Registrar-General was in temporary locations until it moved to its permanent location in March, 2015.
- By implementing the digitization of all historic and current records, and establishing a paper free work flow, the Office of the Registrar-General reduced its space requirements by a third.
- The Registrar-General established procedures for the oversight of the operations of The Property Registry including monthly meetings with management of The Property Registry and quarterly meetings of the Joint Executive Committee.
- Teranet Manitoba LLP remitted \$8.5 million in Royalties to Manitoba for the period of April 1, 2014 to December 31, 2014.
- The Registrar-General oversaw the implementation by The Property Registry on March 26, 2015 of a new online method to search the land titles registry, called Titles Online.
- The Registrar-General is the primary point of contact for Manitobans with questions about the new *Condominium Act*, which came into force on February 1, 2015.

**4(g) Office of the Registrar General:**

<b>Expenditures by Sub-Appropriation</b>	<b>Actual 2014-2015 \$(000's)</b>	<b>FTE's</b>	<b>Estimate 2014-2015 \$(000's)</b>	<b>Variance Over(Under) \$(000's)</b>	<b>Expl. No</b>
Salaries and Employee Benefits	212	2.00	225	(13)	
Other Expenditures	27		90	(63)	
Total Sub-Appropriation	239	2.00	315	(76)	

# Boards and Agencies

The boards and agencies listed below report to the Minister of Tourism, Culture, Heritage, Sport and Consumer Protection. Unless otherwise indicated, their annual reports are tabled separately in the Legislative Assembly.

## Automobile Injury Compensation Appeal Commission

The Automobile Injury Compensation Appeal Commission (the Commission), now in its 21<sup>st</sup> full year of operation, is a specialist tribunal established under *The Manitoba Public Insurance Corporation Act* (the Act) to hear appeals of internal review decisions concerning benefits under the Personal Injury Protection Plan (PIPP) of the Manitoba Public Insurance Corporation (MPIC), a “no-fault” insurance program.

## Funeral Board of Manitoba

The Funeral Board of Manitoba is responsible for the oversight of licensed funeral directors, embalmers, cemeteries, crematories, columbariums and mausoleums under *The Funeral Directors and Embalmers Act* and *The Cemeteries Act*. The Board's Annual Report is available at <http://www.gov.mb.ca/funeraldirectorsboard/reports.html>.

## Landlord and Tenant Advisory Committee

Established under *The Residential Tenancies Act*, the committee advises the Minister about the administration of *The Residential Tenancies Act*. The Minister refers matters to the committee for consideration. Matters referred can include potential Act or regulation amendments, including forms and policies and procedures.

## Residential Tenancies Commission

The Residential Tenancies Commission is a quasi-judicial, specialist tribunal that hears appeals from decisions and orders of the Director under *The Residential Tenancies Act*.

## Vital Statistics Advisory Board

The Vital Statistics Advisory Board is established under The Vital Statistics Special Operating Agency Charter. Its role is to provide advice about the Vital Statistics Agency's strategic operations and on changes to its mandate, structure, business practices and finances. The advisory board reviews and comments on the agency's proposed business plan, quarterly and annual reports and charter amendments.

## Manitoba Arts Council

The Manitoba Arts Council is an arm's-length agency of the province, established in 1965 "to promote the study, enjoyment, production and performance of works in the arts." The council makes awards to professional arts organizations and individuals in all art forms including arts education, literary arts, performing arts and visual arts. The council uses a peer assessment process in making awards, with artistic excellence as the main criterion for assessment. <http://artscouncil.mb.ca/>.

## **Manitoba Centennial Centre Corporation**

Operating under *The Manitoba Centennial Centre Corporation Act*, the corporation is a Province of Manitoba Crown Corporation. The corporation's mandate is to manage the operation of the Centennial Concert Hall and its related services; provide property management services for organizations including The Manitoba Museum and Planetarium, the Manitoba Theatre Centre, Warehouse Theatre, Artspace building and the Manitoba Production Centre; and support culture and arts in the province for the benefit all Manitobans. <http://centennialconcerthall.com/>.

## **Manitoba Combative Sports Commission**

The Manitoba Combative Sports Commission (formerly called the Manitoba Boxing Commission) was incorporated under the provisions of the Province of Manitoba by a proclamation dated October 16, 1993. The purpose of the Manitoba Combative Sports Commission is to regulate professional boxing and mixed martial arts (MMA) matches in Manitoba in accordance with regulations as set out in The Boxing Act. The Commission regulates all contests or exhibitions of boxing and MMA, including the licensing and supervision of ring officials, boxers, and promoters. This includes issuing event permits and collecting fees payable by promoters of professional boxing or mixed martial arts contests or exhibitions.

## **Manitoba Film and Sound Recording Development Corporation**

A statutory corporation proclaimed under *The Manitoba Film and Sound Recording Development Corporation Act*, the corporation fosters the growth of the film and sound recording industries in Manitoba and establishes programs designed to provide financial and other assistance to these industries. <http://mbfilmmusic.ca/en/>.

## **Manitoba Film Classification Board**

Under the authority of *The Amusements Act*, the board is empowered to classify, but not censor, film and videotapes intended for public exhibition and in-home use as well as regulate the sale or rental of computer and video games classified by the Entertainment Software Ratings Board. The board consists of a Presiding Member, Deputy Presiding Member and not fewer than 14 members at large, appointed by the government. The board's annual report is included in Culture, Heritage and Tourism's report.

## **Manitoba Heritage Council**

*The Heritage Resources Act* provides for the establishment of the Manitoba Heritage Council as an advisory body providing impartial expertise on heritage matters brought to their attention, such as evaluations and recommendations on commemoration of people, events, places or designation of properties as having provincial heritage significance. Council recommendations, if accepted by the Minister, are implemented by the Historic Resources Branch and reported as part of the branch's annual report.

## **Public Library Advisory Board**

*The Public Libraries Act* provides for the continuation of the Public Library Advisory Board (PLAB) as an advisory body providing advice to the Minister with respect to all matters relating to the statues. Board recommendations, if accepted by the Minister, are implemented by the Public Library Services Branch and reported as part of the branch's annual report.

## **Sport Manitoba**

Established in 1996, Sport Manitoba is mandated through five-year renewable agreements to implement the sport policy directives of the Province of Manitoba by focusing on addressing the needs of Manitobans at all levels of participation in sport from grassroots and developmental to elite levels. To achieve this mandate Sport Manitoba ensures the most effective use of resources available to amateur sport and ensuring that there is a clear delineation of responsibility and coordinated planning between the province, Sport Manitoba and amateur sport organizations in Manitoba.

## **Travel Manitoba**

Travel Manitoba was created as a Crown agency on April 1, 2005 under *The Travel Manitoba Act* to foster development, growth and diversity in the tourism industry in Manitoba. Travel Manitoba is responsible for: marketing Manitoba as a desirable tourist destination, providing appropriate visitor and information services, stimulating the growth and competitiveness of the tourism industry and enhancing public awareness of the importance of the tourism industry. <http://travelmanitoba.com>.

## **Venture Manitoba Tours Ltd.**

Venture Manitoba Tours was established under *The Corporations Act* and manages the Falcon Lake Golf Course, which is owned by the Province. The corporation's financial statements are published in the province's Public Accounts and are reviewed by the Public Accounts Committee of the Legislature.

# Financial Information

Manitoba Tourism, Culture, Heritage, Sport and Consumer Protection  
Reconciliation Statement  
(\$000)

Details	2014-2015 Estimates
2014-2015 MAIN ESTIMATES	84,562
MAIN ESTIMATES AUTHORITY TRANSFERRED FROM:  - Enabling Appropriations · Sport Participation Fund	750
<b>2014-2015 Estimates</b>	<b>85,312</b>

# Manitoba Tourism, Culture, Heritage, Sport and Consumer Protection

## Expenditure Summary

for the fiscal year ended March 31, 2015

with comparative figures for the previous fiscal year

Estimate 2014-2015 (\$000)	Appropriation	Actual 2014-2015 (\$000)	Actual 2013-2014 (\$000)	Increase (Decrease) (\$000)	Expl. No.
<b>14-1 Administration and Finance</b>					
37	(a) Minister's Salary	37	37	-	
	(b) Executive Support:				
661	Salaries and Employee Benefits	740	852	(112)	
59	Other Expenditures	59	59	-	
	(c) Financial and Administrative Services:				
1,567	Salaries and Employee Benefits	1,289	1,418	(129)	
384	Other Expenditures	389	409	(20)	
(402)	Less: Recoverable from Children and and Youth Opportunities	(335)	(293)	(42)	
	(d) Manitoba Film Classification Board:				
252	Salaries and Employee Benefits	267	262	5	
175	Other Expenditures	140	138	2	
<b>2,733</b>	<b>Total 14-1</b>	<b>2,586</b>	<b>2,882</b>	<b>(296)</b>	
<b>14-2 Tourism, Culture, Heritage, and Sport Programs</b>					
	(a) Tourism Secretariat:				
426	Salaries and Employee Benefits	374	468	(94)	
238	Other Expenditures	167	185	(18)	
668	Grant Assistance	519	522	(3)	
	(b) Travel Manitoba:				
7,471	Grant Assistance	7,471	7,646	(175)	
(500)	Less: Recoverable from Other Appropriations	(500)	(500)	-	
	(c) Culture and Heritage Program Administration:				
584	Salaries and Employee Benefits	505	509	(4)	
105	Other Expenditures	183	206	(23)	
9,663	(d) Grants to Cultural Organizations	9,873	9,715	158	
9,623	(e) Manitoba Arts Council	9,623	9,623	-	
(875)	Less: Recoverable from Urban Development Initiatives	(875)	(875)	-	
-	Less: Recoverable from Education	-	-	-	

# Manitoba Tourism, Culture, Heritage, Sport and Consumer Protection

## Expenditure Summary

for the fiscal year ended March 31, 2015

with comparative figures for the previous fiscal year

Estimate 2014-2015 (\$000)	Appropriation	Actual 2014-2015 (\$000)	Actual 2013-2014 (\$000)	Increase (Decrease) (\$000)	Expl. No.
<b>14-2 Tourism, Culture, Heritage, and Sport Programs (con'td)</b>					
(f) Arts Branch:					
695	Salaries and Employee Benefits	580	548	32	
165	Other Expenditures	156	159	(3)	
4,219	Film and Sound Development	4,218	4,579	(361)	
3,911	Grant Assistance	3,805	3,859	(54)	
<b>14-2 Culture and Heritage Programs (cont'd)</b>					
(g) Public Library Services:					
925	Salaries and Employee Benefits	809	659	150	
635	Other Expenditures	638	692	(54)	
5,667	Grant Assistance	5,673	5,663	10	
(h) Historic Resources:					
1,330	Salaries and Employee Benefits	1,199	1,270	(71)	
383	Other Expenditures	388	382	6	
1,401	Grant Assistance	1,399	1,398	1	
(i) Sport Secretariat:					
193	Salaries and Employee Benefits	202	202	-	
74	Other Expenditures	72	71	1	
914	Grant Assistance	1,406	155	1,251	1,2
(j) Sport Manitoba:					
11,338	Grant Assistance	11,338	12,088	(750)	
<b>59,253</b>	<b>Total 14-2</b>	<b>59,223</b>	<b>59,224</b>	<b>(1)</b>	

### 14-3 Information Resources

(a) Communications Services Manitoba:					
4,011	Salaries and Employee Benefits	3,904	4,093	(189)	
908	Other Expenditures	847	875	(28)	
1,000	Public Sector Advertising	453	407	46	
(1,661)	Less: Recoverable from Other Appropriations	(1,139)	(1,277)	138	
(b) Translation Services:					
1,587	Salaries and Employee Benefits	1,680	1,635	45	
602	Other Expenditures	602	554	48	
(235)	Less: Recoverable from Other Appropriations	(237)	(218)	(19)	

# Manitoba Tourism, Culture, Heritage, Sport and Consumer Protection

## Expenditure Summary

for the fiscal year ended March 31, 2015

with comparative figures for the previous fiscal year

Estimate 2014-2015 (\$000)	Appropriation	Actual 2014-2015 (\$000)	Actual 2013-2014 (\$000)	Increase (Decrease) (\$000)	Expl. No.
<b>14-3 Information Resources (con'td)</b>					
(c) Archives of Manitoba:					
2,778	Salaries and Employee Benefits	2,990	2,880	110	
2,004	Other Expenditures	1,985	1,980	5	
(793)	Less: Recoverable from Other Appropriations	(919)	(841)	(78)	
(d) Legislative Library:					
856	Salaries and Employee Benefits	710	876	(166)	
579	Other Expenditures	578	579	(1)	
<b>11,636</b>	<b>Total 14-3</b>	<b>11,454</b>	<b>11,543</b>	<b>(89)</b>	
<b>14.4 Consumer Protection</b>					
(a) Administration and Research:					
499	Salaries and Employee Benefits	705	470	235	
257	Other Expenditures	191	182	9	
(b) Consumer Protection Office:					
1,280	Salaries and Employee Benefits	1,438	1,246	192	
244	Other Expenditures	254	281	(27)	
113	External Agencies	146	104	42	
(c) Residential Tenancies Branch:					
4,318	Salaries and Employee Benefits	4,027	4,103	(76)	
998	Other Expenditures	1,025	1,004	21	
(d) Claimant Advisor Office:					
814	Salaries and Employee Benefits	897	860	37	
260	Other Expenditures	194	182	12	
(e) Automobile Injury Compensation Appeal Commission:					
949	Salaries and Employee Benefits	945	899	46	
301	Other Expenditures	263	260	3	
(f) Residential Tenancies Commission:					
857	Salaries and Employee Benefits	733	793	(60)	
205	Other Expenditures	177	192	(15)	

# Manitoba Tourism, Culture, Heritage, Sport and Consumer Protection

## Expenditure Summary

for the fiscal year ended March 31, 2015

with comparative figures for the previous fiscal year

Estimate 2014-2015 (\$000)	Appropriation	Actual 2014-2015 (\$000)	Actual 2013-2014 (\$000)	Increase (Decrease) (\$000)	Expl. No.
<b>14-4 Consumer Protection (con'td)</b>					
(h) Office of the Registrar General:					
225	Salaries and Employee Benefits	212	5	207	3
90	Other Expenditures	27	-	27	3
-	(i) Vital Statistics Agency	-	-	-	
<b>11,410</b>	<b>Total 14-4</b>	<b>11,234</b>	<b>10,581</b>	<b>653</b>	
<b>14-5 Costs Related to Capital Assets</b>					
225	(a) Amortization Expense	217	150	(67)	
55	(b) Interest Expense	50	55	(5)	
<b>280</b>	<b>Total 14-5</b>	<b>267</b>	<b>205</b>	<b>(62)</b>	
<b>85,312</b>	<b>TOTAL EXPENDITURES 14</b>	<b>84,764</b>	<b>84,435</b>	<b>329</b>	

Expl. No. 1 Estimate reflects transfer from Enabling Vote - Sport Participation Fund.

Expl. No. 2 Grant payments include a one-time payment to the Canadian Soccer Association for the 2015 FIFA Women's.

Expl. No. 3 2014-2015 represents the first full year of operating for the Office of the Registrar General.

# Manitoba Tourism, Culture, Heritage, Sport and Consumer Protection

## Revenue Summary by Source

for the fiscal year ended March 31, 2015

with comparative figures for the previous fiscal year

Actual 2013- 2014 (\$000)	Actual 2014-2015 (\$000)	Increase (Decrease) (\$000)	Source	Actual 2014-2015 (\$000)	Estimate 2014-2015 (\$000)	Variance (\$000)	Expl. No.
<b>Current Operating Programs:</b>							
Other Revenue:							
374	359	(15)	Archives of Manitoba Fees	359	341	18	
1,250	1,296	46	Automobile Injury Appeals Commission Cost Recovery	1,296	1,356	(60)	
1,108	1,160	52	Claimant Advisor Office Cost Recovery	1,160	1,185	(25)	
438	488	50	Communications Services Manitoba	488	404	84	
2,483	2,628	145	Consumer Affairs Fees	2,628	2,234	394	
767	829	62	Hudson's Bay History Foundation	829	835	(6)	
423	362	(61)	Manitoba Film Classification Board Fees	362	359	3	
178	119	(59)	Statutory Publication Fees	119	22	97	
-	10,761	10,761	Royalty	10,761	11,000	(239)	1,2
51	58	7	Translation Services Fees	58	160	(102)	
10	63	53	Sundry	63	9	54	
<b>7,082</b>	<b>18,123</b>	<b>11,041</b>	<b>Total - Other Revenue</b>	<b>18,123</b>	<b>17,905</b>	<b>218</b>	
Taxation:							
87,567	84,815	(2,752)	Land Transfer Tax	84,815	89,500	(4,685)	3
<b>87,567</b>	<b>84,815</b>	<b>(2,752)</b>	<b>Total - Taxation</b>	<b>84,815</b>	<b>89,500</b>	<b>(4,685)</b>	
Government of Canada:							
70	77	7	Official Languages in Education	77	77	-	
<b>70</b>	<b>77</b>	<b>7</b>	<b>Total - Government of Canada</b>	<b>77</b>	<b>77</b>	<b>-</b>	
<b>94,719</b>	<b>103,015</b>	<b>11,048</b>	<b>TOTAL REVENUE - CURRENT OPERATING PROGRAMS - 14</b>	<b>103,015</b>	<b>107,482</b>	<b>(4,467)</b>	

Expl. No. 1 Royalty payment from Teranet for The Property Registry.

Expl. No. 2 2014-2015 represents the first year of Royalty payments from Teranet.

Expl. No. 3 Variance represents a lower than anticipated volume of land transfers for 2014-2015.

## Historical Information

### Manitoba Tourism, Culture, Heritage, Sport and Consumer Protection

#### Five-Year Expenditure and Staffing Summary

for years ending March 31, 2011 to March 31, 2015

(\$000)

APPROPRIATION	ACTUAL/ADJUSTED ESTIMATES OF EXPENDITURES*									
	2010-2011		2011-2012		2012-2013		2013-2014		2014-2015	
	FTE	\$	FTE	\$	FTE	\$	FTE	\$	FTE	\$
14-1 Administration and Finance	38.00	2,422	38.00	2,561	38.00	2,484	38.00	2,882	36.00	2,586
14-2 Tourism, Culture, Heritage and Sport Programs	65.65	59,615	65.65	59,499	65.65	58,585	64.65	59,224	63.65	59,223
14-3 Information Resources	154.10	11,724	154.10	11,697	154.10	11,880	152.10	11,543	149.10	11,454
14-4 Consumer Protection	118.40	11,498	116.67	11,762	116.67	10,340	117.90	10,581	124.30	11,234
14-5 Costs Related to Capital Assets	-	252	-	272	-	370	-	376	-	276
<b>TOTAL</b>	<b>376.15</b>	<b>85,511</b>	<b>374.42</b>	<b>85,791</b>	<b>374.42</b>	<b>83,659</b>	<b>372.65</b>	<b>84,606</b>	<b>373.05</b>	<b>84,764</b>

\* Adjusted figures reflect historical data for comparative purposes in those appropriations affected by a re-organization during the years under review.

# Performance Reporting

The following section provides information on key performance measures for the department for the 2013-2014 reporting year. All Manitoba government departments include performance measures in their Annual Reports to complement the financial results and provide Manitobans with meaningful and useful information about government activities and their impact on the province and its citizens.

For more information about performance reporting and the Manitoba government, visit [www.manitoba.ca/performance](http://www.manitoba.ca/performance).

Your comments on performance measures are valuable to us. You can send comments or questions to [mbperformance@gov.mb.ca](mailto:mbperformance@gov.mb.ca).

## Measures of Performance or Progress:

What is being measured and using what indicator?	Why is it important to measure this?	What is the starting point? (baseline data and year)	What is the 2013-2014 result or most recent available data?	What is the trend over time?	Comments/Recent Actions/Report Links
1. The amount of <b>film production activity</b> in Manitoba, using data generated by Manitoba Film and Music.	Globally, the arts and entertainment industry is one of the fastest growing in the world. The film industry, in particular, generates high levels of employment in relation to the dollars invested, raises Manitoba's national and international profile, and attracts off-shore investment into the province.	In 1999-2000, the level of film production in Manitoba was just over \$50 million.	In 2013-2014, Manitoba's film industry recorded \$108.8 million in production activity representing 64 screen-based media projects.	The target of \$100 million in production activity by 2005 was achieved in 2002-2003. By 2007-2008 production activity had increased to \$123.4 million then dropped to \$66 million in 2008-2009, as a result of the global recession and the high Canadian dollar. Since then, production activity has fluctuated somewhat and rebounded successfully by 2014. While the number of productions has remained relatively stable, budgets are lower and further negatively impacted by fewer dramatic television series being produced.	Manitoba boasts one of the most competitive production tax credit and financial production incentives in North America. Manitoba's screen based industries are strong, based on diverse genre, format, language and distribution for transmedia, television and film. In 2013-2014, Manitoba played host to 64 productions including 13 feature films, 23 television or web series and 28 in other media formats. Of these projects, 35 were documentary projects and 35 were Manitoba-owned.

What is being measured and using what indicator?	Why is it important to measure this?	What is the starting point? (baseline data and year)	What is the 2013-2014 result or most recent available data?	What is the trend over time?	Comments/Recent Actions/Report Links
<p>2. The <b>size of Manitoba's tourism industry</b> by tracking Statistics Canada data on the amount of annual tourist spending and the number of person-days of tourist visits in Manitoba. The data is synthesized with industry growth percentages calculated by the Conference Board of Canada.</p>	<p>The tourism industry has a direct and immediate impact on the province's balance of trade. A strong industry has the potential to attract off-shore dollars into Manitoba and keep Manitoba dollars at home.</p>	<p>In 2006, the number of person-days of tourism visits in Manitoba totalled 7.7 million. Tourism and travel expenditures in Manitoba totalled \$1.12 billion.</p>	<p>Total inbound tourism visitation reached 10.6 million and expenditures in Manitoba achieved a record \$1.5 billion in 2012.</p>	<p>After a recession-related decline in 2008, Manitoba rebounded with growth of 2.6% in 2009, the highest among all provinces. Growth continued in 2010 and 2011. 2012 saw \$1.5 billion in tourism revenue and 10.6 million visitors. This is up slightly from 2011, with \$1.45 billion in spending and 10.2 million visitors. The Conference Board of Canada is forecasting increases of approximately 5% per year until 2017.</p>	<p>Manitoba's tourism industry generates approximately \$241 million annually in provincial tax revenues, sustains 24,000 direct and indirect jobs. The department has completed the majority of the action items in the government's 2012-2015 Tourism Action Plan, designed to realign and position the industry for continued growth.</p> <ul style="list-style-type: none"> <li>▪ Travel Manitoba launched a new provincial tourism brand in late 2013. Early campaign research results show significant increases in campaign recall, perception of Manitoba as a tourism destination and motivation to seek out more information about travel opportunities in Manitoba.</li> </ul>

What is being measured and using what indicator?	Why is it important to measure this?	What is the starting point? (baseline data and year)	What is the 2013-2014 result or most recent available data?	What is the trend over time?	Comments/Recent Actions/Report Links
<p>3. <b>Access to public library services</b>, using data collected by the department's Public Library Services (PLS) Branch on the number of districts supporting public library access; library membership; and facility visits.</p>	<p>Libraries are local gateways to knowledge and provide a basic condition for lifelong learning, independent decision-making and cultural development of individuals and community groups. Access to library services is a basic determinant of library use.</p>	<p>In 2004, there were 138 of 363 districts supporting public library access through 24 local service providers, and 30 regional service providers with 60 service points. Public library systems reported 546,043 active memberships and 3,241,560 annual facility visits.</p>	<p>In 2013, there were 153 of 363 districts supporting public library access through 29 local service providers with 50 service points, and 30 regional service providers with 70 service points. Public library systems reported 512,104 active memberships and 4,391,462 annual facility visits.</p>	<p>The number of municipalities and Manitobans with access to library services has steadily increased since 2004 as a result of increased establishments in rural municipalities, and partnership agreements with existing regional and municipal library systems.</p>	<p>PLS continues implementation of the Public Libraries Review recommendations, which have featured increased library access, service to First Nations, increased funding support, new electronic formats and review of programs. Since the baseline was implemented, the reporting definition of 'active' membership has been refined to two years, affecting the number of memberships reported in 2013-2014.</p>
<p>4. The number of <b>visits to Manitoba museums and archives</b>, using annual combined total person-visits to The Manitoba Museum, Signature Museums and the Archives of Manitoba.</p>	<p>This measure provides an indication of interest in and exposure to Manitoba's cultural and heritage assets. The benefits are that the value and significance of these assets are understood and appreciated by current generations and preserved and protected for future generations.</p>	<p>In 2004-2005, a total of 689,759 person-visits were made to: The Manitoba Museum (517,172); Archives of Manitoba (7,189); Signature Museums around the province (165,398).</p>	<p>Total visitation in 2013 has risen to 703,336 from 482,090 in 2011-2012. The Manitoba Museum (565,044) in 2013; Archives of Manitoba (3,956) in 2013-2014 Signature Museums 134,336 visitors in 2013.</p>	<p>The Manitoba Museum has struggled with declining visitation over the past several years, but increased its visitation by 36% over the past two years largely by engaging travelling world exhibitions. There has been an overall decrease in visitation rates to Archives and to Signature Museums since 2004-2005.</p>	<p>Travel Manitoba has implemented a multi-year strategy to reverse the downward trend in U.S. tourism. Signature Museums continue to develop jointly targeted print and social media marketing materials to enhance visibility and visitation.</p> <p>Like comparable organizations in Canada, the Archives of</p>

What is being measured and using what indicator?	Why is it important to measure this?	What is the starting point? (baseline data and year)	What is the 2013-2014 result or most recent available data?	What is the trend over time?	Comments/Recent Actions/Report Links
				<p>Archives enjoyed an increase of 7.8% in 2010-2011 due to an increased emphasis on tours and public programming, Visits to the Archives by researchers remain steady, but tour numbers were down due to ongoing HVAC construction. Since 2010-2011, Signature Museum visitation has begun to increase due to ongoing efforts to align Signature Museum marketing efforts with Travel Manitoba. Total visitation in 2012-2013 increased 23.6% over the previous year, from 482,090 to 595,694.</p>	<p>Manitoba continues to expand its website and database content to offer online service options.</p>
<p>5. The number of sport events and the size and scope of the events.</p>	<p>The benefits of hosting sporting events plays a key role in the justification process for pursuing and investing in future events. Manitoba's track record in hosting major events is an important factor.</p>	<p>In 2005-2006 Manitoba hosted 38 regional, national and international events</p>	<p>In 2014-2015, Manitoba hosted 34 regional, national and international events, compared with 36 hosted events in 2013/14.</p>	<p>There is no trend or pattern. Smaller regional events occur as a course of regular practices and larger events are pursued on an individual basis. The frequency of hosting national or international events varies from year to year.</p>	<p>A number of major sporting events are on the horizon beginning in 2015. These include the 2015 Women's World Cup, the 2015 Grey Cup and the 2017 Canada Summer Games. These events and others will generate more than \$235 million in economic activity in</p>

What is being measured and using what indicator?	Why is it important to measure this?	What is the starting point? (baseline data and year)	What is the 2013-2014 result or most recent available data?	What is the trend over time?	Comments/Recent Actions/Report Links
					Manitoba over the next three years.
6. Client perceived fairness and effectiveness with decisions of the Residential Tenancies Branch as measured by the rate of appeals of decisions under <i>The Residential Tenancies Act</i> .	To ensure that the branch's hearing processes and decisions continue to be fair and effective.	3,198 orders were issued under Parts 1 – 8 of <i>The Residential Tenancies Act</i> (landlord and tenant disputes) in 2005-2006 of which 568 (17.8%) were appealed. Orders were issued for 469 cases under Part 9 of the Act (rent regulation matters) in 2005-2006 of which 98 (20.9%) were appealed.	3,381 orders were issued under Parts 1 – 8 of <i>The Residential Tenancies Act</i> (landlord and tenant disputes) in 2013-2014 of which 458 (13.5%) were appealed. Orders were issued for 609 cases under Part 9 of the Act (rent regulation matters) in 2013-2014 of which 85 (14.0%) were appealed.	The appeal rate for both types of orders decreased from the baseline in 2013-2014.	
7. Fairness for consumers in payday lending, as indicated by the number of: consumer complaints regarding payday loans filed with the Consumer Protection Office (CPO); and CPO Director's Orders issued to payday lenders for non-compliance with legislation.	To ensure that consumers are benefitting from fair business practices when taking out payday loans.	There were 135 complaints in 2010-2011, the first year this indicator was tracked. 4 Director's Orders were issued in 2011-2012, the first year this indicator was tracked under new legislation.	There were 336 consumer complaints in 2013-2014. One Director's Order was issued in 2013-2014 demanding 61 consumer refunds.	Manitoba's payday lending laws came into force in October 2010. Overall consumer complaints have increased since 2010-2011. Over the past year, complaints rose 297% from 113 in 2012-2013 to 336 in 2013-2014.	This increase in complaints is attributed to strong consumer awareness following highly publicized enforcement action against the largest lender in the province.
8. Fairness for consumers in cell phone contracts, as	To ensure that cell phone contracts are fair	There were 35 cell phone complaints	There were 48 cell phone complaints received in		

<b>What is being measured and using what indicator?</b>	<b>Why is it important to measure this?</b>	<b>What is the starting point? (baseline data and year)</b>	<b>What is the 2013-2014 result or most recent available data?</b>	<b>What is the trend over time?</b>	<b>Comments/Recent Actions/Report Links</b>
indicated by the number of consumer complaints regarding cell phone contracts filed with the Consumer Protection Office.	for consumers and business.	received in 2010-2011.	2012-2013.		

# The Public Interest Disclosure (Whistleblower Protection) Act

*The Public Interest Disclosure (Whistleblower Protection) Act* came into effect in April 2007. This law gives employees a clear process for disclosing concerns about significant and serious matters (wrongdoing) in the Manitoba public service, and strengthens protection from reprisal. The Act builds on protections already in place under other statutes, as well as collective bargaining rights, policies, practices and processes in the Manitoba public service.

Wrongdoing under the Act may be: contravention of federal or provincial legislation; an act or omission that endangers public safety, public health or the environment; gross mismanagement; or knowingly directing or counseling a person to commit wrongdoing. The Act is not intended to deal with routine operational or administrative matters.

A disclosure made by an employee in good faith, in accordance with the Act, and with a reasonable belief that wrongdoing has been or is about to be committed is considered to be a disclosure under the Act, whether or not the subject matter constitutes wrongdoing. All disclosures receive careful and thorough review to determine if action is required under the Act, and must be reported in a department's annual report in accordance with Section 18 of the Act.

The following is a summary of disclosures received by Manitoba Culture, Heritage and Tourism for fiscal year 2014-2015:

Information Required Annually (per Section 18 of The Act)	Fiscal Year 2014-2015
The number of disclosures received, and the number acted on and not acted on. <i>Subsection 18(2)(a)</i>	NIL
The number of investigations commenced as a result of a disclosure. <i>Subsection 18(2)(b)</i>	NIL
In the case of an investigation that results in a finding of wrongdoing, a description of the wrongdoing and any recommendations or corrective actions taken in relation to the wrongdoing, or the reasons why no corrective action was taken. <i>Subsection 18(2)(c)</i>	NIL