

Manitoba Tourism, Culture, Heritage, Sport and Consumer Protection

**Annual Report
2015-2016**



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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, 2016, for the information of your honour.

Respectfully submitted,

Rochelle Squires
Minister of Sport, Culture, and Heritage





**MINISTÈRE DU TOURISME, DE LA CULTURE, DU PATRIMOINE, DU
SPORT ET DE LA PROTECTION DU CONSOMMATEUR**

Bureau 118
Palais législatif
Winnipeg (Manitoba) R3C 0V8
CANADA

Son Honneur l'honorable Janice Filmon, C.M., O.M.
Lieutenant-gouverneure du Manitoba
Palais législatif, bureau 235
Winnipeg (Manitoba) R3C 0V8

Madame la Lieutenant-Gouverneure,

Je suis heureuse de vous présenter, à titre informatif, le rapport annuel du ministère du Tourisme, de la Culture, du Patrimoine, du Sport et de la Protection du consommateur pour l'exercice financier clôturé le 31 mars 2016.

Le tout respectueusement soumis.

La ministre du Sport, de la Culture et du Patrimoine,
Rochelle Squires



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Honourable Rochelle Squires
Minister of Sport, Culture and Heritage

Dear Madame Squires

It is my pleasure to submit for your approval the 2015-2016 Annual Report for Manitoba Tourism, Culture, Heritage, Sport and Consumer Protection (TCHSCP).

Respectfully submitted,

Mala Sachdeva
Deputy Minister of Sport, Culture and Heritage





Tourisme, Culture, Patrimoine, Sport et Protection du consommateur

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Madame Rochelle Squires
Ministre du Tourisme Sport, de la Culture et du Patrimoine

Madame le Ministre,

J'ai l'honneur de soumettre à votre approbation le rapport annuel du ministère du Tourisme, de la Culture, du Patrimoine, du Sport et de la Protection du consommateur pour l'exercice 2015-2016.

Le tout respectueusement soumis,

La sous-ministre du Sport, de la Culture et du Patrimoine,
Mala Sachdeva



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Introduction

The Annual Report is organized in accordance with the departmental appropriation structure, which reflects the department's authorized votes approved by the Legislative Assembly. The Report includes information at the Main and Sub-appropriation levels relating to the department's objectives, actual results achieved, financial performance and variances, and provides a five-year historical table giving the departmental expenditures and staffing. Expenditures and revenue variance explanations previously contained in the Public Accounts of Manitoba are now provided in the Annual Report.

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
- 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.

Highlights and New Initiatives

The following highlights provide a glimpse of the scope and diversity of the work undertaken by Manitoba Tourism, Culture, Heritage, Sport and Consumer Protection in 2015-2016.

Our department contributes 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. 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 2014, over 11 million visitors spent \$1.6 billion travelling in the province, supporting over 24,500 direct and indirect jobs and contributing \$241 million in provincial tax revenue (most recent statistics available).

The department made significant progress in realigning its programming to support rural, northern and Indigenous tourism development in areas that complement Travel Manitoba's provincial marketing direction. This included establishing the Tourism Development Fund and STAR Attractions grant programs. Both are intended to contribute to the secretariat's efforts to modernize rural and northern attractions. Following the government's acceptance of all three recommendations made by the Manitoba Chamber of Commerce in its report titled *State of the Tourism Industry Recommendations*, we were pleased to co-host, with the Chamber and Travel Manitoba, a highly successful Tourism Summit, that identified key challenges and opportunities in the sector and set the course for development of a provincial tourism strategy.

The department also supported the government in co-hosting a successful and well-attended 2016 Canadian Council of Tourism Ministers meeting. The highlights of the meeting included agreement by all

jurisdictions to work collaboratively to mount a significant three-year marketing presence in the United States. Based on the success of this work, the Ministers from all jurisdictions have also directed staff to develop a Federal-Provincial-Territorial Framework for Collaboration on Tourism prior to the next meeting of the Ministers in November 2016.

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. Since that time, the awe-inspiring and award-winning brand has been widely adopted by tourism organizations across the province. Combined with a highly focused business plan and marketing strategy, the brand is a critical component in building tourism growth in Manitoba.

Commencing in 2015-16, the department began to administer funding to the Winnipeg Art Gallery to support the Winnipeg Art Gallery/Nunavut Partnership Agreement. The agreement will see 9,000 pieces of Inuit artwork transferred to the Winnipeg Art Gallery for storage, curation, research, documentation, and exhibition. Nunavut and Manitoba will cost-share the required \$200.0 a year for five years.

In 2015-16, the Arts Branch provided funding support to over 100 communities throughout the province. It resulted in attendance of over 291,576 at more than 1,496 performance events and visual arts exhibitions and over 549,496 student hours of community-based arts instruction. The branch supported festival programming throughout the province promoting many forms of cultural expression: ten major arts festivals had attendance of close to 408,000 people; and three major cultural festivals, the Festival du Voyageur, Folklorama and Manito Ahbee, were attended by over 508,340 people and engaged more than 21,800 volunteers. In addition, the branch supported 41 community festivals, 75 audience development and art skills development projects, and 20 arts education project, with the majority of support going to rural and northern communities. To assist in the promotion of and preservation of Aboriginal culture and heritage, the branch supported 19 powwows, Métis dance and other cultural events and 14 educational projects.

In 2015-16, the Historic Resources Branch was involved in planning and implementing short and long term work on Manitoba's most monumental building, the Legislative Building. The provincial heritage site will be 100 years old in 2020. In order to ensure that the building continues to meet the needs of all Manitobans going forward, the branch worked with Accommodations Services Division and other stakeholders to upgrade safety features and accessibility while restoring and protecting the building's heritage features.

The Public Library Services Branch and the public library sector has demonstrated leadership with respect to developing best practices and systems toward achieving universal access under the framework of the Accessibility for Manitobans Act. Consumer organizations and the library sector are developing a Universal Access Toolkit that will drive local strategic and development planning. Manitoba is one of eight jurisdictions in Canada partnering to provide a national repository of accessible library resources as part of the National Network for Equitable Library Service. Public Libraries have partnered with Manitoba's Vision Impaired Resource Network to secure Braille-embossing services for the public library sector to have the capacity in Manitoba to support broader networks and sectors throughout the province.

The Hudson's Bay Company Archives (HBCA) is focusing efforts on increasing knowledge of and access to records related to *Aboriginal Peoples and Remote Communities* through its acquisition, description and outreach activities. The goal is to ensure resources are known and available to people in the communities in which the records were created. As part of these efforts, the Archives are undertaking different initiatives. *Tradition & Transition among the Labrador Inuit* is a collaborative multi-year research project involving 25 institutions and organizations led by Memorial University in conjunction with the Nunatsiavut government. The purpose is to document Inuit life dating to the early 19th Century that document the people, environment and culture of the Labrador Inuit. The HBCA's *Names and Knowledge Initiative* aims to increase the accessibility of its Indigenous-related holdings for the communities in which the records were created and to obtain additional descriptive information and societal context about unidentified or misidentified people and places in the records through collaboration and long-term relationship building with Indigenous communities. The information gained will be shared with anyone who accesses the records and added to the archival descriptions searchable online.

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 occurred in 2015. In June 2015 Winnipeg hosted seven matches as part of Canada's hosting of the 2015 FIFA Women's World Cup, and in November 2015 Winnipeg hosted the 2015 Grey Cup Game and Grey Cup Festival. These two major sport events generated \$122 million in total economic activity and brought thousands of out of province visitors to Manitoba. In addition to these major sport events, in 2015/16 Manitoba hosted 30 national and regional championships in several different sports. Other important activities in 2015-2016 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. Construction on the \$26.5 million, 120,000 square feet Canada Games Sport for Life Centre Field House began on October 28, 2015, and the facility is scheduled to be completed and open by the end of April 2017. The facility will be used as a sport venue for the 2017 Canada Summer Games. Staff at Communications Services Manitoba (CSM) provided public communications support for departments to provide information about government programs, services and policies for Manitobans. The division worked on a number of public initiatives such as information about consumer protection laws that help provide for a fair marketplace for consumers and businesses; awareness of the threats of aquatic invasive species such as zebra mussels; information about nurse practitioners and quick care clinics and how to find a family doctor. Staff continues to work with departments to provide public information across many platforms on issues such as skills and career development, safety information for severe weather and promotion of the 511 road information service. The division also focused on expanding the use of social media tools and providing more web-based information on mobile platforms. Manitoba Government Inquiry answered 79,100 public inquiries. Translation Services worked on major projects such as translating consumer protection information and providing translation services for elections materials to support the general provincial election.

The Archives of Manitoba continued its four-year initiative launched in May 2014 to honour the centenary of the First World War. Activities included: the launch a new foyer display that focuses on letters written by Manitoban soldiers who served World War I, which was complemented by a public event that featured readings from the letters; a weekly blog entitled highlighting the wide range of records at the Archives from the time of the war; and the digitization of relevant records including three sets of soldiers' letters which can be read online. The Archives has also digitized some photographs from Manitoba at the time including a selection of panoramic photographs and photos by photographer L.B. Foote.

The Legislative Library, in partnership with the Archives of Manitoba, held an open house commemorating the 100th Anniversary of women's suffrage in Manitoba. The original signed Act was also on display at the open house and at the Manitoba Legislative Building. The public were invited to view and learn about important historical documents in the fight for women's voting rights in Manitoba. It provided Manitobans with the opportunity to celebrate a great achievement in the history of our province and our country.

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 well-functioning and informed marketplace continues to be a goal of this government. Tenants and landlords who know their rights and responsibilities and that services are available to assist them in resolving disputes is an important element in fostering confidence in the rental market. To that end, new

educational materials are being distributed to create awareness about renting in buildings with Tenant Services, students living in off-campus rental housing and changes to the rent assist benefits as it relates to rental housing. A training program is also available to assist new landlords understand their rights and responsibilities. Community outreach continues to assist more tenants and landlords arrive at positive outcomes for their tenancy issues.

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.

Introduction

Le rapport annuel du ministère du Tourisme, de la Culture, du Patrimoine, du Sport et de la Protection du consommateur, qui porte sur l'exercice clos le 31 mars 2016, fait état des réalisations et des responsabilités financières.

Ce rapport, dont le contenu correspond à la structure organisationnelle du ministère, fournit des renseignements sur les programmes et les finances de chacune des sept divisions :

- Administration et finances
- Tourisme
- Programmes de la culture et du patrimoine
- Sport
- Services de communication du Manitoba
- Services provinciaux
- Protection du consommateur

Les principales réalisations sont mentionnées dans la lettre d'accompagnement de la sous-ministre. Cette information relative aux divisions est suivie d'un rapport sur les commissions et les organismes, des états financiers, d'un historique des dépenses et de la dotation en personnel, d'un rapport sur le rendement et d'un résumé des divulgations reçues par le ministère.

Vision et mission du ministère

Notre vision

Une province dont tous les habitants peuvent contribuer à la qualité de vie dans leurs collectivités et en tirer profit, et à laquelle ils sont fiers d'appartenir.

Valeurs

Les valeurs ci-dessous sont les principes de base qui guident notre comportement professionnel, nos relations et nos décisions au sein de l'organisation :

- Engagement - à améliorer la vie des personnes et des collectivités
- Accessibilité - à l'information et aux programmes
- Inclusion - par la participation au processus de prise de décision
- Innovation - pour trouver des solutions créatives
- Apprentissage - en tant que mode de vie
- Héritage - laissé aux générations futures
- Respect - de nos forces et de nos différences
- Service - pour toute la population manitobaine

Énoncé de mission

Nous contribuons à la vigueur et à la prospérité du Manitoba en célébrant, développant, soutenant et favorisant l'identité, la créativité et le bien-être des Manitobains, de leurs collectivités et de leur province.

Buts

- Engendrer une croissance économique durable centrée sur l'identité et les attributs particuliers du Manitoba.
- Accroître la capacité des collectivités d'améliorer le bien-être des Manitobains.

- Améliorer l'accès du public au savoir et à l'information.
- Faire en sorte que les Manitobains échangent et utilisent les ressources culturelles et patrimoniales de la province.
- Renforcer l'identité et la réputation du Manitoba en tant que centre d'excellence artistique.
- Assurer un leadership et un soutien efficaces quant aux priorités ministérielles et générales.

Résultats attendus

Dans son processus de planification, le ministère a défini des résultats à long terme qui correspondent aux résultats souhaités de ses programmes.

- Accroître le nombre d'emplois et les investissements dans les secteurs de la culture et du tourisme au Manitoba.
- Assurer un accès équitable et accroître la participation aux activités qui améliorent la qualité de vie et qui favorisent la viabilité des collectivités inclusives.
- Accroître l'accès à l'information conservée ou produite par le gouvernement et favoriser son utilisation.
- Améliorer la gestion et l'utilisation des richesses culturelles et patrimoniales de la province.
- Accroître les possibilités offertes aux artistes manitobains de se distinguer à l'échelle nationale et internationale.
- Accroître la participation aux initiatives générales et ministérielles.

Faits saillants

Les faits saillants suivants offrent une vue d'ensemble de l'étendue et de la diversité des activités entreprises par le ministère du Tourisme, de la Culture, du Patrimoine, du Sport et de la Protection du consommateur au cours de l'exercice 2015-2016.

Notre ministère contribue à la vigueur et à la prospérité du Manitoba en célébrant, développant, soutenant et 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 envers le marché et administrons un cadre législatif qui contribue à la compétitivité de l'économie manitobaine. Le ministère joue également un rôle en informant le grand public au sujet des activités, des programmes et des politiques du gouvernement, tant en anglais qu'en français. Le présent rapport souligne quelques-uns des faits saillants du dernier exercice.

Le secteur du tourisme du Manitoba contribue toujours de manière importante à l'économie de notre province. En 2014, qui est l'année la plus récente pour laquelle nous disposons de statistiques, plus de 11 millions de visiteurs ont dépensé 1,6 milliard de dollars dans la province, soutenant ainsi 24 500 emplois directs et indirects et générant 241 millions de dollars de recettes fiscales provinciales.

Le ministère a fait des progrès notables en harmonisant ses programmes, de façon à mieux soutenir le développement touristique des régions rurales, autochtones et du Nord dans les domaines qui peuvent être arrimés à l'orientation provinciale de la Société Voyage Manitoba en matière de marketing. Pour ce faire, les programmes de subventions suivants ont été établis : Fonds de développement du tourisme et Programme des attractions étoilées. Ces deux programmes visent à appuyer les efforts déployés par le secrétariat pour moderniser les attractions rurales et du Nord. Après que le gouvernement eut accepté les trois recommandations formulées par la Chambre de commerce du Manitoba dans son rapport *State of the Tourism Industry Recommendations*, nous avons été heureux d'accueillir, conjointement avec la Chambre de commerce du Manitoba et la Société Voyage Manitoba, un sommet du tourisme couronné de succès. Ce fut l'occasion de cerner les principaux défis et possibilités du secteur et de tracer la voie à suivre pour élaborer une stratégie provinciale en matière de tourisme.

Le ministère a aussi aidé le gouvernement à accueillir, en collaboration, la réunion 2016 du Conseil canadien des ministres du Tourisme, une rencontre réussie qui a connu un taux de participation élevé. Parmi les faits saillants de la réunion, mentionnons que l'ensemble des provinces et territoires ont convenu de travailler de concert à assurer une solide présence marketing aux États-Unis sur une période de trois ans. Sur la base de ce travail fructueux, tous les ministres du Tourisme ont demandé à leur personnel de formuler un cadre fédéral-provincial-territorial de collaboration en tourisme avant la prochaine réunion des ministres prévue en novembre 2016.

Notre ministère est également fier de soutenir l'important travail de la Société Voyage Manitoba, un organisme du gouvernement provincial responsable de la commercialisation touristique. Au début de l'année 2014, la Société a lancé la nouvelle image de marque touristique du Manitoba. Depuis lors, cette image de marque impressionnante et primée a été adoptée par de nombreuses organisations touristiques dans toute la province. Combinée à un plan d'activités et à une stratégie de marketing très ciblés, l'image de marque est un élément essentiel pour alimenter la croissance du tourisme au Manitoba.

En 2015-2016, la Direction des arts a fourni du financement pour soutenir plus de 100 collectivités partout dans la province. Cette aide s'est traduite par plus de 291 576 personnes présentes à plus de 1 496 spectacles et expositions en arts visuels ainsi que par plus de 549 496 heures-étudiant de formation en arts ancrée dans la communauté. La Direction des arts a appuyé la programmation de festivals partout dans la province, faisant la promotion de nombreuses formes d'expression culturelle : dix grands festivals artistiques ont accueilli près de 408 000 visiteurs, et trois grands festivals culturels, le Festival du Voyageur, Folklorama et Manito Ahbee, ont attiré plus de 508 340 personnes et profité des services de plus de 21 800 bénévoles. La Direction des arts a de plus soutenu 41 festivals communautaires, 75 projets de développement de l'auditoire et d'amélioration des compétences artistiques et 20 projets d'enseignement des arts, accordant majoritairement son aide aux collectivités rurales et du Nord. Dans le but de promouvoir et de protéger la culture et le patrimoine autochtones, la Direction des arts a soutenu 19 pow-wow, activités de danse des Métis et autres activités culturelles, sans oublier 14 projets éducatifs.

En 2015-2016, la Direction des ressources historiques a participé à la planification et à la réalisation de travaux à court et long terme sur l'édifice le plus important du Manitoba, le Palais législatif. Le site patrimonial provincial célébrera ses 100 ans en 2020. Afin de veiller à ce que l'édifice continue de répondre aux besoins de toute la population, la Direction des ressources historiques a travaillé avec la Division des services des installations et d'autres intervenants à l'amélioration des dispositifs de sécurité et de l'accessibilité, tout en restaurant et préservant les attributs patrimoniaux de l'édifice.

La Direction des services de bibliothèques publiques et le secteur des bibliothèques publiques ont fait preuve de leadership dans la mise au point de systèmes et de pratiques exemplaires favorisant l'accès universel prévu par la *Loi sur l'accessibilité pour les Manitobains*. Les organismes de défense des consommateurs et le secteur des bibliothèques préparent une trousse sur l'accès universel qui servira à enclencher la planification de la stratégie et du développement au niveau local. Le Manitoba est l'une des huit collectivités territoriales au Canada membres du partenariat visant à offrir un service national d'archivage de ressources documentaires accessibles au sein du Réseau national de services de bibliothèque équitables. Les bibliothèques publiques ont collaboré avec le Vision Impaired Resource Network du Manitoba pour que le secteur des bibliothèques publiques puisse compter sur des services de gaufrage en écriture Braille, afin que nous soyons en mesure, au Manitoba, de soutenir des réseaux et des secteurs plus étendus partout dans la province.

La direction a facilité le financement public d'immobilisations pour des projets spéciaux : 3,83 millions de dollars pour agrandir la salle Alloway du Musée du Manitoba, des travaux qui devraient être achevés au début de 2017, et 1,9 million de dollars pour remplacer le système de chauffage, ventilation et climatisation (CVC) du Centre culturel franco-manitobain par Infrastructure et Transport. De plus, le ministère versera des fonds publics au Musée des beaux-arts de Winnipeg pour concrétiser l'accord de partenariat entre le musée et le Nunavut. Cet accord permettra de transférer 9 000 oeuvres d'art inuit au Musée des beaux-arts de Winnipeg à des fins d'entreposage, de conservation, de recherche, de documentation et d'exposition. À compter de 2015-2016, le Nunavut et le Manitoba cofinanceront le projet à hauteur de 200 000 \$ par an pendant cinq ans.

Aux Archives de la Compagnie de la Baie d'Hudson (ACBH), on s'efforce d'étoffer les connaissances et d'améliorer l'accès aux documents associés à l'initiative *Aboriginal Peoples and Remote Communities* par l'entremise d'activités d'acquisition, de description et de sensibilisation. Le but est de veiller à ce que les ressources soient connues et accessibles aux gens des communautés dans lesquelles les documents ont été créés. Dans le cadre de ces efforts, les Archives mettent sur pied différentes initiatives. *Tradition & Transition among the Labrador Inuit* est un projet de recherche pluriannuel conjoint, auquel participent 25 établissements et organisations, sous la direction de la Memorial University et en collaboration avec le gouvernement du Nunavut. Ce projet doit permettre de documenter la vie des Inuits depuis le début du XIX^e siècle, en décrivant les gens, le milieu et la culture des Inuits du Labrador. L'initiative *Names and Knowledge Initiative* des ACBH doit servir à rendre les fonds documentaires sur les Autochtones plus accessibles aux communautés dans lesquelles les documents ont été créés. Il s'agit aussi d'obtenir plus de renseignements descriptifs et de mieux définir le contexte social autour des gens et des lieux inconnus ou identifiés erronément dans les documents, en misant sur la collaboration et la création de relations à long terme avec les communautés autochtones. L'information récoltée sera communiquée à toutes les personnes qui prennent connaissance des documents et ajoutée aux descriptions archivistes consultables en ligne.

Lors du discours du Trône du 20 novembre 2014, 2015 a été désignée Année du sport au Manitoba. Cette annonce visait à attirer l'attention sur le rôle de premier plan que joue le sport dans la vie quotidienne des Manitobains. Selon des estimations, plus de 300 000 d'entre eux participent d'une manière ou d'une autre à un sport amateur, que ce soit en tant que participants, entraîneurs, administrateurs ou bénévoles. Faire de 2015 l'Année du sport a également été une formidable occasion de braquer les projecteurs sur les grands événements sportifs de 2015. En juin 2015, Winnipeg a accueilli sept matchs de Coupe du Monde féminine 2015 de la FIFA dont le Canada était l'hôte, et en novembre 2015, c'est à Winnipeg que s'est jouée la finale et qu'ont eu lieu les célébrations de la Coupe Grey. Ces deux grands événements sportifs ont généré 122 millions de dollars en retombées économiques globales et ont attiré au Manitoba des milliers de visiteurs. Outre ces grands événements sportifs, en 2015-2016, le Manitoba a été l'hôte de 30 championnats nationaux et régionaux dans plusieurs disciplines sportives. Parmi les autres faits saillants de l'exercice 2015-2016, mentionnons la collaboration fructueuse du ministère avec Sport Manitoba. Elle a permis de finaliser la stratégie de financement de la phase II du Centre du sport pour la vie, un projet d'immobilisations qui sera la pièce maîtresse du legs des Jeux d'été du Canada 2017. Les travaux de construction de 26,5 millions de dollars ont commencé le 28 octobre 2015 sur le chantier de 11 148 m² (120 000 pi²) du complexe sportif Centre du sport pour la vie – Jeux du Canada. Les travaux devraient être achevés et les installations ouvertes d'ici la fin du mois d'avril 2017. Le centre sera un site d'épreuves sportives au moment des Jeux d'été du Canada 2017. Le personnel des Services de communication du Manitoba (SCM) a aidé les ministères sur le plan des communications publiques, afin de fournir aux Manitobains de l'information sur les programmes, services et politiques du gouvernement. La direction a travaillé sur diverses initiatives publiques, dont la diffusion d'information sur les lois de protection des consommateurs édictées pour créer un paysage commercial plus équitable pour les consommateurs et les entreprises; la sensibilisation aux menaces que posent les espèces aquatiques envahissantes comme la moule zébrée; la diffusion d'information sur les infirmières et infirmiers praticiens et les cliniques express; et la marche à suivre pour trouver un médecin de famille. Le personnel continue de travailler avec les ministères pour informer le grand public, par le truchement de nombreuses plateformes, sur des questions comme le perfectionnement des compétences et l'avancement professionnel, les mesures de sécurité à connaître en cas de conditions météorologiques extrêmes et la promotion de la ligne 511 d'information sur les conditions routières. La direction s'est aussi efforcée de développer l'usage des réseaux sociaux et de fournir plus d'information en format Web sur les plateformes mobiles. Le Service de renseignements au public a répondu à 79 100 demandes. Le Service de traduction a travaillé sur des projets d'envergure, comme la traduction de l'information relative à la protection des consommateurs et celle du matériel électoral requis en vue des élections générales provinciales.

Les Archives du Manitoba ont poursuivi l'initiative d'une durée de quatre ans lancée en mai 2014 pour souligner le centenaire de la Première Guerre mondiale. Les activités comprennent une nouvelle exposition dans le hall des Archives. Celle-ci permet de prendre connaissance de lettres de soldats manitobains ayant participé aux combats de la Première Guerre mondiale. L'exposition a été complétée par une lecture publique de lettres, un blogue hebdomadaire pour mettre en valeur le large éventail de documents des Archives qui remontent aux années de guerre, et la numérisation de documents

pertinents, dont trois séries de lettres de soldat qu'il est possible de lire en ligne. L'équipe des Archives a aussi numérisé certaines photographies d'époque du Manitoba, dont des photographies panoramiques et des photos du photographe L.B. Foote.

La Bibliothèque de l'Assemblée législative, en partenariat avec les Archives du Manitoba, a organisé une activité portes ouvertes pour commémorer le 100^e anniversaire de l'obtention du droit de vote pour les Manitobaines. Le texte de loi original dûment signé a aussi été présenté lors de cette activité qui s'est tenue au Palais législatif du Manitoba. Le grand public était invité à venir voir ces documents historiques majeurs et à en apprendre plus sur la lutte qui a permis aux femmes d'obtenir le droit de vote au Manitoba. Ce fut l'occasion pour la population de célébrer un jalon important de l'histoire de notre province et de notre pays.

Les progrès dans le cadre du plan quinquennal de protection des consommateurs se sont poursuivis. De nouvelles dispositions législatives aident les consommateurs qui font faire des rénovations et des réparations domiciliaires. Des modifications de la *Loi sur les pratiques commerciales* sont entrées en vigueur : elles portent sur les pratiques commerciales déloyales et visent à harmoniser les moyens de mise en application avec l'évolution du droit administratif. La *Loi sur la protection du consommateur* a été modifiée afin de renforcer la capacité d'appliquer les dispositions législatives dans ce domaine. La divulgation contractuelle et les frais d'annulation dans plusieurs secteurs (câble, Internet, service satellitaire, service téléphonique domiciliaire et systèmes de sécurité) ont fait l'objet de nouvelles mesures législatives.

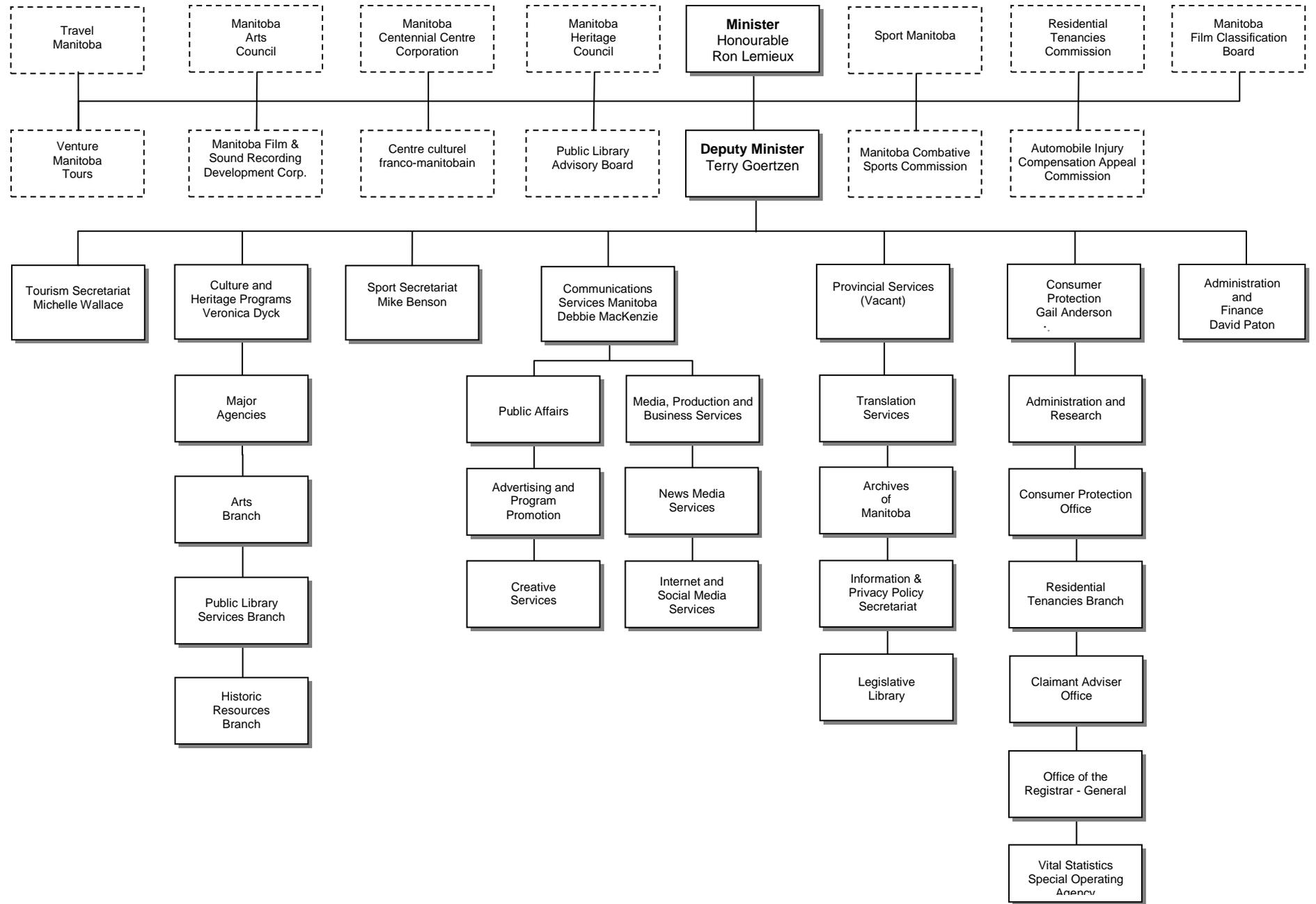
Le barème 2015 de hausse annuelle des loyers a été établi selon une nouvelle méthode fondée sur l'indice des prix à la consommation (IPC), afin d'améliorer la transparence et la prévisibilité des augmentations de loyer. D'autres modifications ont été apportées à la *Loi sur la location à usage d'habitation* dans le but de mieux répondre aux besoins des locataires et des locateurs.

Le gouvernement de la province continue de viser un marché dont les rouages sont efficaces et les acteurs éclairés. Quand locataires et locateurs connaissent leurs droits et responsabilités et savent que des services leur sont offerts pour les aider à régler leurs différends, la confiance dans le marché locatif s'accroît. Pour ce faire, on distribue de nouveaux documents d'information pour sensibiliser la population à des questions telles que la location dans les immeubles offrant des services aux locataires, la situation des étudiants qui occupent des logements locatifs hors campus, et les changements apportés au programme d'allocation pour le loyer. Un programme de formation est aussi offert pour aider les nouveaux locateurs à comprendre leurs droits et leurs responsabilités. Le travail de sensibilisation communautaire continue d'aider plus de locataires et de locateurs à régler leurs différends de manière positive.

Une nouvelle loi exhaustive sur les condominiums est entrée en vigueur le 1^{er} février 2015. Dans le cadre des efforts constamment déployés pour procurer aux Manitobains une information claire, on a lancé un site Web d'information en langage simple sur les condominiums.

TOURISM, CULTURE, HERITAGE, SPORT AND CONSUMER PROTECTION ORGANIZATIONAL CHART

March 31, 2016



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 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:

Expenditures by Sub-Appropriation	Actual 2015-2016 \$(000's)	FTE's	Estimate 2015-2016 \$(000's)	Variance Over(Under) \$(000's)	Expl. No
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:

Expenditures by Sub-Appropriation	Actual 2015-2016 \$(000's)	FTE's	Estimate 2015-2016 \$(000's)	Variance Over(Under) \$(000's)	Expl. No
Salaries and Employee Benefits	764	10.00	685	79	
Other Expenditures	58		59	(1)	
Total Sub-Appropriation	822	10.00	744	78	

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 2015-2016, 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 provides 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 Services:**

Expenditures by Sub-Appropriation	Actual 2015-2016 \$(000's)	FTE's	Estimate 2015-2016 \$(000's)	Variance Over(Under) \$(000's)	Expl. No
Salaries and Employee Benefits	1,313	23.00	1,562	(249)	
Other Expenditures	231		264	(33)	
Less: Recoverable from Children and Youth Opportunities	(402)		(402)		
Total Sub-Appropriation	1,142	23.00	1,424	(282)	

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:

Number Classified	2015-2016	2014-2015	2013-2014
Commercial	1052	906	790
Non-commercial	375	503	451
Total Classified	1427	1409	1241

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

The resulting classifications of feature films were as follows:

Feature Films	2015-2016	2014-2015	2013-2014
General	50	51	41
Parental Guidance	187	134	122
14 Accompaniment	144	123	99
18 Accompaniment	19	18	18
Restricted	3	1	7
Total	403	327	267
Appeals	1	3	2
Internal Reviews	5	15	8

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

Submissions	2015-2016	2014-2015	2013-2014
Units received	1458	1792	1998
Titles received	1154	1374	1647

Public Exhibition and In-Home Use Titles Classified¹:

	2015-2016	2014-2015	2013-2014
Permits Issued ²	2650	2924	3081
Classifications:	657	779	674
General			674
Parental Guidance	1140	1220	1240
14 Accompaniment	737	783	825
18 Accompaniment	96	113	194
Restricted	9	29	37
Adult	0	0	111
Classification to be determined	77	111	89
(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 products received are issued permits or issued in the same year they are 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/.

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

	2015-2016	2014-2015	2013-2014
Retail Stores licensed	671	615	916
Distributors licensed	125	86	76
Inspections	150	169	285
Inspections – video games	11	19	28
Product removed	0	140	16
Product removed – video games	0	0	0

(d) Manitoba Film Classification Board:

Expenditures by Sub-Appropriation	Actual 2015-2016 \$(000's)	FTE's	Estimate 2015-2016 \$(000's)	Variance Over(Under) \$(000's)	Expl. No
Salaries and Employee Benefits	276	3.00	222	54	
Other Expenditures	54		86	(32)	
Total Sub-Appropriation	330	3.00	308	22	

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 24 per cent of overall fuel purchases.

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 2015-2016, the Tourism Secretariat supported a number of sustainable tourism initiatives. The Eco Explore pilot program was launched in collaboration with Travel Manitoba and Conservation and Water Stewardship. Developed in consultation with a stakeholder working group, the pilot program encompassed immersive, learning-based experiences under the guiding principles of ecology, the environment and education. Manitobans and visitors to the province were encouraged to take part in the program, visit all of the sites and share their experiences via social media. After an evaluation of the pilot, the working group recommended that government offer the program again in 2016/17.

The Secretariat also launched the Tourism Development Fund which provided grants of up to \$25,000 to tourism organizations, community organizations, local governments and First Nations in rural, northern and Indigenous communities to develop or enhance tourism experiences. Many of the funded projects supported sustainable development principles encouraging learning about and experiencing the province's unique ecology through hands-on interpretive experiences.

The 2017 Canada Summer Games that will be held in Winnipeg, July 28 – August 13, 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.

Tourism Secretariat

Manitoba's tourism sector is a strong contributor to the economic vitality of the province. In 2014 (the most recent data available from Statistics Canada), Manitoba saw over 11 million visitors and tourism expenditures of \$1.6 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 2015-2016 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 realigning its tourism grant programs over the past two years to focus on supporting rural, northern and Indigenous tourism development in areas that complement Travel Manitoba's provincial marketing direction. This included establishing the Tourism Development Fund and Star Attractions grant programs. Both are intended to contribute to the secretariat's efforts to modernize rural and northern attractions. In its inaugural year, the Tourism Development Fund, with a total value of \$195.0, was fully subscribed providing cost-shared grants of up to \$25.0. Twenty-eight projects were recommended for funding – 23 in the rural/northern category and five Indigenous cultural tourism initiatives, with tourism projects developed in all six of Manitoba's regional tourism areas. The Star Attractions program was re-launched after a program review and now includes a renewed focus on tourism market readiness standards with revised criteria, a five-year designation period and access to the Star Attractions grant program to support quality enhancements.

Furthering its objectives of contributing to tourism growth in rural and northern Manitoba, the Secretariat continued to fund six regional tourism associations. Operating grants of \$35.0 focused on tourism product development, industry capacity building and visitor services in each of the respective regions.

The Secretariat also launched the Eco Explore pilot project in collaboration with Travel Manitoba and Conservation and Water Stewardship. Developed in consultation with a stakeholder working group, the pilot program encompassed immersive, learning-based experiences under the guiding principles of ecology, the environment and education. Manitobans and visitors to the province were encouraged to take part in the program, visit all of the sites and share their experiences via social media. After an evaluation of the pilot, the working group recommended that government offer the program again in 2016/17.

The government co-chaired the Canadian Council of Tourism Minister from Sept 2014 to January 2016, when federal, provincial and territorial Ministers, Deputy Ministers and senior staff responsible for tourism met in Winnipeg. As co-chairs, Manitoba worked with jurisdictions across the country to gain consensus on a collaborative U.S. marketing approach, to be lead by Destination Canada, and based on those successful discussions, Ministers also agreed to initiate the development of a Federal-Provincial-Territorial Collaboration Strategy for Tourism.

In support of the national collaboration to re-enter the US market with a significant Canadian tourism marketing presence, the department provided a one-time project grant of \$1.5 million to Travel Manitoba. Funding allowed the agency to participate in Destination Canada's Connecting America US marketing

program and to conduct targeted marketing efforts in the upper Midwest US Destination Canada is the federal Crown agency for tourism marketing.

Responding to the recommendations of the Manitoba Chambers of Commerce (MCC) *State of the Tourism Industry* report, the department, in collaboration with Travel Manitoba and MCC hosted a Tourism Summit in January 2016 attended by over 200 leaders in the sector. The event was an opportunity to explore opportunities for growth and development of the tourism sector and to gather industry input on priorities for a provincial tourism strategy.

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:

Expenditures by Sub-Appropriation	Actual 2015-2016 \$(000's)	FTE's	Estimate 2015-2016 \$(000's)	Variance Over(Under) \$(000's)	Expl. No
Salaries and Employee Benefits	402	5.00	412	(10)	
Other Expenditures	201		208	(7)	
Grant Assistance	830		912	(82)	
Total Sub-Appropriation	1,433	5.00	1,532	(99)	

2(b) Travel Manitoba:

Expenditures by Sub-Appropriation	Actual 2015-2016 \$(000's)	FTE's	Estimate 2015-2016 \$(000's)	Variance Over(Under) \$(000's)	Expl. No
Total Grant Assistance	8,304		8,171	133	

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 2015-2016, 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; and
- encourage and facilitate industry development in the cultural sector;

2(c) Culture and Heritage Programs Administration:

Expenditures by Sub-Appropriation	Actual 2015-2016 \$(000's)	FTE's	Estimate 2015-2016 \$(000's)	Variance Over(Under) \$(000's)	Expl. No
Salaries and Employee Benefits	470	7.00	567	(97)	
Other Expenditures	200		69	131	
Total Sub-Appropriation	670	7.00	636	34	

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 2015-2016.

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 2015-2016, nearly \$100,000.00 was awarded in capital grants to major cultural organizations for minor capital repairs and upgrades including: classroom renewal at The Manitoba Museum; installation of an air handling unit for the new restaurant at le Centre culturel franco-manitobain; assisting the Western Manitoba Centennial Auditorium with the costs to improve stair safety and upgrade the sound system; and assisting the Manitoba Centennial Centre Corporation to repair the drains on the plaza deck that surrounds the Planetarium dome to mitigate water damage to the Museum Science Gallery .

2(d) Grants to Cultural Organizations:

Expenditures by Sub-Appropriation	Actual 2015-2016 \$(000's)	FTE's	Estimate 2015-2016 \$(000's)	Variance Over(Under) \$(000's)	Expl. No
Total Grant Assistance	9,755		9,663	92	

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:

Expenditures by Sub-Appropriation	Actual 2015-2016 \$(000's)	FTE's	Estimate 2015-2016 \$(000's)	Variance Over(Under) \$(000's)	Expl. No
Grant Assistance	9,583		9,623	(40)	
Less: Recoverable from Urban Development Initiatives	(875)		(875)		
Total Sub-Appropriation	8,708		8,748	(40)	

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 \$84.2 million in Manitoba-based film production activity in 2015-2016 of which \$45.1 million was spent in Manitoba and directly benefitted Manitoba workers and industry service providers. 58 productions were shot in Manitoba in 2015-2016 including 14 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 seven Aboriginal and nine French language projects shot here in 2015-2016. Major international productions shot in Manitoba last year also included the feature films: *A Dog's Purpose*, which was shot in various locations around the province and *Devils Gate*, which was shot in residential locations in Winnipeg and at the Manitoba Production Centre.

Manitoba's sound recording industry experienced another excellent year in 2015-2016. Manitoba artists released 163 recordings of which 13 were by Aboriginal artists and four by Francophone artists. Manitoba musicians and industry professionals also received 116 nominations and won 42 regional, national and international awards at various music industry awards shows and events in 2015-2016.

These achievements also complement Manitoba Music's very successful Aboriginal Music Program supported in 2015-2016 with a grant of \$75.0.

A total of 12 Manitoba book publishers published 110 titles in English and French in 2015-2016. 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 percent of Manitoba labour costs with a 15 percent 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 Méira Cook for *Nightwatching*, published by HarperCollins Publishers Ltd. The Alexander Kennedy Isbister Award for Non-Fiction went to *Letters to Brian: A year of Living and Remembrance* by Martha Brooks, published by Turnstone Press. The Le Prix Littéraire Rue-Deschambault award, which the department also supports, is given out every two years; April 2017 will be the next time it is awarded.

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 2015-2016, nine 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 Upbeat Artworks' online shopping site and publicity campaign, Manitoba Craft Council's launch of "CRAFTED", a very successful sale of fine craft in partnership with the Winnipeg Art Gallery, and the presence of four professional galleries at national and international art fairs.

By assisting 18 community arts councils, eight comités culturels, ten 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 291,576 at over 1,496 performance events and visual arts exhibitions, as well as over 549,496 student hours of community-based arts instruction throughout Manitoba. Through the Arts Development Project Support Program, 75 audience development and art skills development projects were supported across Manitoba, including six projects in remote communities.

In 2015-2016, the branch provided \$485.0 to 10 major arts festivals with attendance of close to 408,000 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 508,340 people and engaged more than 21,800 volunteers. Additionally, the branch assisted community festivals by providing 41 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 2015-2016, the Aboriginal Cultural Initiatives Program helped promote and preserve Aboriginal culture and heritage through support to 19 powwows, Métis dance and other cultural events. The Aboriginal Arts Education component of the Aboriginal Cultural Initiatives Program supported 14 educational projects associated with traditional and contemporary Aboriginal art forms.

The department administered the Urban Arts Centres program and provided operating support to 12 urban art centres totaling \$459.4. 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 Tourism, Culture, Heritage, Sport and Consumer Protection, 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 three 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 2015-2016, financial support totaling \$100.0 was committed to 8 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 69 additional works of art in 2015-2016. New works by Manitoban artists were purchased by the branch from commercial galleries and art studios in a number of communities, notably Flin Flon, The Pas, Morden, Brandon, La Broquerie and the Interlake region. The purchase activities recommended by the Arts Advisory Committee were supported in part by Finance's Accommodation Services Division's (ASD) allocation of funds for specific government projects. The Arts Branch also consulted on the ongoing restoration project in the Law Courts and Legislative Building working in close partnership with ASD, Manitoba Justice and Historic Resources.

In 2015-2016, 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:

Expenditures by Sub-Appropriation	Actual 2015-2016 \$(000's)	FTE's	Estimate 2015-2016 \$(000's)	Variance Over(Under) \$(000's)	Expl. No
Salaries and Employee Benefits	711	11.00	675	36	
Other Expenditures	131		122	9	
Film and Sound Development	4,219		4,219		
Grant Assistance	4,049		4,036	13	
Total Sub-Appropriation	9,110	11.00	9,052	58	

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 2015-2016, grant assistance totaling \$6.1 million was provided to Manitoba's 58 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 25 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 partners with other western provinces to maintain an online repository of library created training and program content and administers access to high quality online professional development opportunities available through a partnership of provincial library associations. The branch continues to explore technologies to enhance consultation and remote training.

The branch continues to support provincial association efforts to develop a stronger and more cohesive library structure within the province. Since May 2015, the Manitoba Libraries Working Group has been exploring unification of several library associations under one umbrella organization. The goal is to establish an association with a board structure that is representative, centralizes funds and expenses, effectively uses human resources, and to empower one organization to represent Manitoba's library sector at the provincial and national levels.

The branch is leading the library sector through the implementation of the Customer Service Standards related to the Accessibility for Manitobans Act. In consultation with library service providers and consumers with disabilities, the branch is preparing a Universal Access toolkit for the sector. Manitoba also supports the National Network for Equitable Library Service; a repository of accessible library resources available through local libraries for persons with disabilities.

Interlibrary loan continues to be a heavily-used service offered by libraries in Manitoba, with more than 30,000 requests filled in 2015. 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. Manitoba also continues to experience significant adoption and interest in the Evergreen Integrated Library Software and LibPress websites; collaborative services provided in partnership with the BC Libraries Cooperative. These tools provide library systems with enterprise class solutions, with high levels of support at a sustainable cost. Several key systems are anticipated to migrate to these services over the next year.

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:

Expenditures by Sub-Appropriation	Actual 2015-2016 \$(000's)	FTE's	Estimate 2015-2016 \$(000's)	Variance Over(Under) \$(000's)	Expl. No
Salaries and Employee Benefits	766	17.60	898	(132)	
Other Expenditures	475		446	29	
Grant Assistance	5,818		5,728	90	
Total Sub-Appropriation	7,059	17.60	7,072	(13)	

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 with heritage issues. Particularly active MHACs in 2015-16 included those in Portage la Prairie (two projects) and St. Clements (six projects).

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 2015-2016, the program supported 99 projects in all regions of Manitoba, with an average grant value of \$4.1.

Historic Resources Branch initiative "Our Essential Past: Identifying Significant Aspects of Local History" continues to prove a catalyst supporting four new projects and nine additional interpretive or promotional projects with funding from the Heritage Grant Program (e.g. site signs, a history of Manitou builders, a cemetery QR code tour, a railway heritage walking trail).

The Heritage Grants Program supported projects that brought individuals and organizations together in synergistic ways. These include a documentary film about the opportunities and challenges faced by small museums, a pilot project to help selected rural museums in the Westman region to improve their display and interpretation of archaeological material, and a project examining visitation to rural museums in the Westman region. The program also supported several projects associated with commemorating World War I, in association with the war's centenary. These include funds for an interpretive kiosk at Camp Hughes, support for a project to research the names that appear on Manitoba's more-than-200 community war memorials, and the development of interpretive signs for Morden's Confederation Park. In 2015-2016, municipalities designated and protected three new municipal heritage sites under *The Heritage Resources Act*, the Holy Resurrection Ukrainian Greek Orthodox Church in Sunville, the Medd House in Winnipegosis and 451-16th Street in Brandon. The City of Winnipeg designated 13 properties under their Historical Resources By-law including the Canadian Wheat Board Building 423 Main Street and the former Merchant's Hotel 541 Selkirk Avenue. Collaborative work continued in intergovernmental and interdepartmental heritage policy areas such as serving on a working committee strengthen the enforcement of maintenance standards on heritage buildings through amendments to the City of Winnipeg's Vacant Building By-law and Neighbourhoods Liveability By-law. Also, a working group continuing from the May 2014 Winnipeg Heritage Conservation Districts Policies & Procedures Framework, oversee the completion of Armstrong's Point Conservation District Study the last step before the preparation of an Armstrong's Point Heritage Conservation Plan, which will create the first Heritage Conservation District in Winnipeg. Manitoba's most monumental building, the Legislative Building, will be 100 years old in 2020 and, as a provincial heritage site, the HRB was involved in the integrated work teams with Accommodations Services Division and other stakeholders to plan and implement short and long term work issuing Heritage Permits before the commencement of any work. In the Legislative Chamber, safety upgrading was undertaken to the stairs in the Public Gallery, preliminary accessibility improvements were undertaken in the Chamber, plans for acoustical upgrading were approved and a long term plans for accessibility in the Chamber were prepared. Accessibility upgrading was undertaken in selected offices, washrooms and meeting rooms. A detailed long-term plan for the complete restoration of the exterior of the building and selected grounds work was developed and given approval.

The Designated Heritage Building Grants program assists owners and lessees of a building designated as a heritage site under *The Heritage Resources Act* or the City of Winnipeg Historic Resources By-Law to undertake conservation work. In 2015-2016, support to owners of 38 heritage buildings was provided, with an average grant value of \$5.1.

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. 80 reports and data on known inventoried sites were prepared for municipal governments' heritage organizations, researchers and consultants in 2015-2016 and more than 250 general community and departmental inquiries for data and information on heritage issues were handled.

Site assessments and legal protection under *The Heritage Resources Act* included 1,500 land development projects assessed for their potential to adversely affect heritage resources, with 66 heritage permits issued, the majority being projects 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 2015-2016, staff worked with RCMP detachments in recovery of found human remains not of forensic interest at two sites.

Ensuring proper maintenance, care and storage of heritage resources and associated data records recovered through archaeological impact assessment activities related to Manitoba Hydro-funded projects continued with lakeshore survey at Sipiwesk Lake (Puskwatinow and northern areas) and river bank monitoring on the Laurie River in 2015-2016

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. Visitors attended feature exhibits that included "Bruce - the largest mosasaur on display in the world" at the Canadian Fossil Discovery Centre in Morden and "From Dinosaurs to Mammals" traveling exhibit from the Canadian Museum of Nature at the Sam Waller Museum in The Pas.

The Signature Museums Program assists six qualifying museums to develop their heritage tourism potential as attractions. Over 127,000 people visited Manitoba Signature Museums in 2015-2016, attending special exhibits including "Mennonite Food: Tastes in Transition" exhibit at the Mennonite Heritage Village and famous WWII aircraft displays including the B-17 "Sentimental Journey" and the B-25 "Maid in the Shade" at the Commonwealth Air Training Plan Museum in Brandon and the Royal Aviation Museum of Western Canada in Winnipeg. The Provincial Heritage Agency Program provides financial assistance to eight organizations to preserve and promote Manitoba's rich heritage. Prominent events undertaken in 2015-2016 included the Jewish Heritage Centre of Western Canada's holocaust symposium in May which educated nearly 1,000 high school students and teachers in Manitoba on the events of the Holocaust and on anti-racism; and the Association for Manitoba Archives annual Manitoba Day Awards which recognizes users of archives that have completed an original work of excellence which contributes to the understanding and celebration of Manitoba history.

2(h) Historic Resources:

Expenditures by Sub-Appropriation	Actual 2015-2016 \$(000's)	FTE's	Estimate 2015-2016 \$(000's)	Variance Over(Under) \$(000's)	Expl. No
Salaries and Employee Benefits	1,099	20.05	1,291	(192)	
Other Expenditures	120		120		
Grant Assistance	1,392		1,401	(9)	
Total Sub-Appropriation	2,611	20.05	2,812	(201)	

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 2015-2016, 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 2015-2016 the Secretariat continued its support with the planning efforts for the 2017 Canada Summer Games. On December 9, 2015, the Contribution Agreement between the Government of Manitoba and the 2017 Canada Summer Games Host Society was signed. All of the plans for the 2017 Games are proceeding and the Host Society will hold its One Year Countdown on July 28, 2017 at The Forks. In 2015-2016 the financing plans for Phase II of the Sport for Life Centre were finalized and on October 28, 2015 construction began on the Canada Games Phase II Field House. The \$26.5 million Phase II Field House remains on schedule and on budget and is slated to be completed by the end of April 2017. The facility has been identified as the signature capital legacy project of the 2017 Canada Summer Games. The 2017 Games will bring over 4,600 athletes, coaches and mission staff to Winnipeg for two weeks of competition in 16 different sports. The 2017 Games represent a significant event for the people of Manitoba. These Games will mark the 50th Anniversary of the Canada Games movement and it will all occur against the back drop of Canada's 150th 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 benefited 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 two major sport events in 2015-2016. In June 2015 Winnipeg hosted seven matches as part of Canada's hosting of the FIFA 2015 Women's World Cup and in November 2015 the Winnipeg Football Club hosted the 103rd Grey Cup. The FIFA 2015 Women's World Cup featured 24 international teams in a 52 game tournament in what was the largest Women's World Cup ever held. Canada set a new attendance record for the 2015 Women's World Cup with over 1.2 million spectators. The event generated \$42 million in economic activity in Manitoba. The 2015 Grey Cup was equally successful in terms of public engagement and excitement. The 2015 Grey Cup generated \$79.4 million in economic activity and the Winnipeg Football Club realized a net profit of \$7.1 million from hosting the 2015 Grey Cup Game and Grey Cup Festival. 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.

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 and the Act was renamed The Combative Sport Act. These name changes were 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 Sport, Physical Activity and Recreation Committee and the Interprovincial Sport and Recreation Council (ISRC).

2(i) Sport Secretariat:

Expenditures by Sub-Appropriation	Actual 2015-2016 \$(000's)	FTE's	Estimate 2015-2016 \$(000's)	Variance Over(Under) \$(000's)	Expl. No
Salaries and Employee Benefits	213	3.00	187	26	
Other Expenditures	47		57	(10)	
Grant Assistance	6,869		6,525	344	1,2
Total Sub-Appropriation	7,129	3.00	6,769	360	

Expl. No 1 Grant payments include a one-time payment to the 2017 Canada Summer Games Host Society (CSGHS)

Expl. No 2 Estimate reflects transfer from Enabling Vote – Sport Participation Fund.

2(j) Sport Manitoba:

Expenditures by Sub-Appropriation	Actual 2015-2016 \$(000's)	FTE's	Estimate 2015-2016 \$(000's)	Variance Over(Under) \$(000's)	Expl. No
Total Grant Assistance	11,588		11,932	(344)	

Communications Services Manitoba

Communications Services Manitoba (CSM) coordinates and manages government 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 Queen's Printer 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.

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

Advertising and Program Promotion assists departments with the development of strategic communications plans, communication tactics, program strategies and promotional materials to ensure government communications are high-quality, cost-effective and consistent. Staff consults with departments to develop the message, methodology and media to meet promotional needs. The unit also coordinates interdepartmental communications efforts 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 coordinates public information initiatives and advise on the most effective method of communications delivery. Staff prepares 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 manages public communications by government 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, social media posts and public information related to the emergency.

Media, Production and Business Service 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 works 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 2015-2016, News Media Services and Public Affairs produced, edited and distributed more than 1,400 news releases, bulletins and notices, and provided technical support for about 200 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 dedicated Twitter channel for road information, provincial parks, archives and agriculture and a general channel for government 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 prevention, highlighted recent changes to accessibility legislation and helped promote small business programs and services. 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 2015–2016, MGI responded to more than 75,496 inquiries from the public, which includes close to 10,000 email questions. MGI works closely with the CSM Internet and New Media Unit to strengthen the coordination of telephone and online services.

The Statutory Publications Unit continued delivering an online Manitoba Gazette through paid subscriptions. The smaller sized gazette was launched in May 2014. Copies of printed statutes and regulations will continue to be available upon request for a fee. 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 consumer protection laws, health care options, skills and career development, 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 2015-2016 \$(000's)	FTE's	Estimate 2015-2016 \$(000's)	Variance Over(Under) \$(000's)	Expl. No
Salaries and Employee Benefits	4,046	62.00	3,893	153	
Other Expenditures	609		615	(6)	
Public Sector Notices	506		1,000	(494)	2
Less: Recoverable from Other Appropriations	(1,152)		(1,661)	509	2
Total Sub-Appropriation	4,009	62.00	3,847	162	

Expl. No 2 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 2015-2016, the volume of written translation in the official languages amounted to 11,298 pages. During 2015-2016, 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 2015-2016 include a series of detailed curriculum documents for Education, updated materials from Elections Manitoba which were needed for the provincial elections, the new Manitoba Seniors' Guide, a new website and advertising campaign documents for the Consumer Protection division, and translation and interpretation support for two national Murdered and Missing Aboriginal Women and Girls events held in Manitoba.

Translation services were provided as follows:

Translation Service	Actual Pages	Actual Words
English to French	10,501	2,625,164
French to English	797	199,371
Total	11,298	2,824,535

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 375 staff person-days of interpretation duty and research, for 203 interpretation assignments.

Terminology staff establishes, review and maintain records of nomenclature found in provincial documents. In 2015-16, the Terminology Section received 1,324 requests for service, an increase of 12 per cent over 2014-15. The external database now contains 8,125 terminological records (approximately 30 per cent of all branch records), which can be accessed by departments, agencies and the public.

3(b) Translation Services:

Expenditures by Sub-Appropriation	Actual 2015-2016 \$(000's)	FTE's	Estimate 2015-2016 \$(000's)	Variance Over(Under) \$(000's)	Expl. No
Salaries and Employee Benefits	1,614	24.00	1,527	87	
Other Expenditures	428		462	(34)	
Less: Recoverable from Other Appropriations	(235)		(235)		
Total Sub-Appropriation	1,807	24.00	1,754	53	

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. 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 2015-2016, the Government Records Office of the Archives (GRO) continued to provide expert records advisory services to program areas across government, and to promote *Compass*, a Capacity Assessment Tool for Recordkeeping which is designed to help departments evaluate and strengthen recordkeeping capacity and practices. GRO also provided new records management guidance and support to executive government in preparation for the 2016 provincial election. Scheduling and appraisal of records was completed in 18 departments/agencies to authorize retention and disposal and to identify records of archival value. Services also include secure storage, retrieval and authorized destruction for paper-based records through the Government Records Centre facility. Records Centre staff responded to approximately 22,000 retrieval requests from government offices and the Courts for records needed to support program activities and front-line service.

The Archives' holdings of records of the Manitoba Government increased by 1,288 metres in 2015-2016. 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 45 metres in 2015-2016.

The Archives continued to add to the Keystone descriptive database to offer online access to digitized copies of selected records of the Archives of Manitoba including records from the Hudson's Bay Company Archives (HBCA). 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. The Archives of Manitoba continues to be a major resource for authors of educational and academic publications, both print and online, documentary films, exhibitions, and television productions.

The acquisition of historic personal records created by filmmaker Harold Wyckoff that document the making of the Hudson's Bay Company's 1920 film, *Romance of the Far Fur Country* was celebrated with a reception and media event at the Archives of Manitoba in October 2015. The donor, Walter Wyckoff, grandson of Harold, travelled to Winnipeg from Sacramento, California with the documents (which included diaries, letters and other records that detail the production of the film) and participate in the event. The donation of these records to HBCA enrich the holdings and complement records already held in HBCA which include the original *Romance of the Far Fur Country* film footage which was repatriated to Canada from London England in 2011.

The Archives of Manitoba continued its four-year initiative launched in May 2014 to honour the centenary of the First World War. The Archives highlighted records created during the First World War through its website, foyer displays, digitization projects, and social media. The third First World War foyer display was launched on Manitoba Day, 2016. It features nine panoramic photographs taken during the First World War. They show battalions, parades and conventions and several also give a unique perspective of Winnipeg and its architecture at the time.

The Archives held an event in November, 2015 that featured readings from letters written by soldiers serving at the front in Europe during the First World War. The event gave Manitobans the opportunity to honour these soldiers and to reflect on the words that they wrote in the course of the war. In conjunction with the Manitoba Legislative Library, the Archives also held an open house in January, 2016 to

commemorate the 100th anniversary of women's suffrage in Manitoba. Original records including petitions and correspondence which document the campaign for women's suffrage were on display in the Archives Research Room. The open house provided Manitobans the opportunity to celebrate a significant achievement in Manitoba's history.

The HBCA continued advancing its *Names and Knowledge Initiative: Discovering Indigenous people, places and knowledge in the Hudson's Bay Company Archives*. The creation of this Initiative has resulted in increased access to HBCA's records for northern communities and assisted in the identification of previously unidentified Indigenous peoples in HBCA photos. Staff participation in Hudson's Bay Regional Round Table meetings in Winnipeg (April 2015), Rankin Inlet (September 2015) and in Churchill (February 2016) has been an effective means of building relationships in the north and engage community members. The *Names and Knowledge Initiative* supports the Memorandum of Understanding between Manitoba and Nunavut (renewed in 2015) to help strengthen cultural ties between the two jurisdictions.

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

Activity	Actual
Onsite visits	4,293
Remote enquiries	2,736
Website visits	705,736
Government advisory contacts	1,583
Private records acquired (includes schools and local government - metres)	45
Government records acquired (metres)	1,288
Records Centre – Records requested by departments and agencies	21,833
Records Centre – Records transferred by departments and agencies (metres)	14,682

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 Legal Services contributes 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 890 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 750 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 2015-2016 \$(000's)	FTE's	Estimate 2015-2016 \$(000's)	Variance Over(Under) \$(000's)	Expl. No
Salaries and Employee Benefits	2,919	47.60	2,860	59	
Other Expenditures	393		415	(22)	
Less: Recoverable from Other Appropriations	(947)		(793)	(154)	
Total Sub-Appropriation	2,365	47.60	2,482	(117)	

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 collections at the main reading room at 200 Vaughan Street are used by government researchers and the general public who consult Manitoba community newspapers, local histories, historic documents and government publications. The historic Reading Room in the Manitoba legislature Building holds debates, votes and proceedings, order papers, bills, statutes, gazettes, regulations from the Manitoba Legislature, other provincial and territorial legislatures as well as the Parliament of Canada. 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 2015-2016, the library's Government Publications collection grew with the addition of 4,978 items. These new additions represent studies, such as *Safe for Today: Barriers to Long-term Success for Youth in Care with Complex Needs: a special report by the Children's Advocate* and the *Assiniboine River and Lake Manitoba Basins Flood Mitigation Study* by Manitoba Infrastructure and Transportation, annual reports and reviews, and program information from Manitoba government departments, agencies, boards, commissions, the Legislative Assembly and its independent offices. During 2015-2016, the library received 6,200 items from Manitoba publishers, including books, annual reports, newspapers and magazine titles. Some of the notable books that Library has acquired include *Colour Your City* published by the Winnipeg Architecture Foundation and *From the Barren Lands: Fur Trade, First Nations and a Life in Northern Canada* published by Great Plains Publications. 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, 825 additional PDFs were added to the *Digital Collection of Manitoba Government Publications* in 2014-2015. The Legislative Library continues to contribute Manitoba government publications to GALLOPP, the Government and Legislative Libraries Online Publications Portal. This portal, created by the Association of Parliamentary Libraries in Canada of which Manitoba is a member, provides access to 450,000

electronic records and/or documents produced by provincial and territorial governments and the Canadian government. Clients and staff used over 21,337 items from collections in their research over the past year, including 7,177 full-text articles from the subscription databases provided by the library for government and Members of the Legislative Assembly. In 2015-2016 Reference Services responded to 2,944 inquiries by phone, email and in person. With more services and collections now accessible online, the library's website had 137,202 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*.

Legislative Library staff supported the Clerk's Office by co-writing 30 briefing papers for Members of the Legislative Assembly of Manitoba, attending the Midwest Legislative and Commonwealth Parliamentary Association, Canadian Branch, conferences. As part of its ongoing digitization efforts, the library scanned and made available electronically No Quiet Place, the 1985 final report of the Review Committee on Indian and Métis Adoptions and Placements. Also known as the Kimelman Report, this extremely rare, important and in-demand document is now available to the general public through the library's *Digital Collection of Manitoba Government Publications*. To mark the 100th anniversary of women's suffrage in Manitoba, the Legislative Library together with the Archives of Manitoba, hosted an event in January 2016 at which the public could view important documents related to women's suffrage, including bills, statutes, newspaper and magazine articles. In December 2015, as part of the Assembly's Christmas Open House, the Reading Room mounted a display on Northern Manitoba from the library's collections and hosted over 200 visitors.

3(d) Legislative Library:

Expenditures by Sub-Appropriation	Actual 2015-2016 \$(000's)	FTE's	Estimate 2054-2016 \$(000's)	Variance Over(Under) \$(000's)	Expl. No
Salaries and Employee Benefits	733	14.50	831	(98)	
Other Expenditures	156		156		
Total Sub-Appropriation	889	14.50	987	(98)	

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 information advice and support to the Minister. Deputy Minister and the executive level of government on issues related to the division.
- To provide leadership to the division.
- To provide divisional financial management services, including budget analysis and control, in accordance with governing legislation and established financial administration policies and procedures.
- To conduct research and develop policy options.
- To establish and maintain strong working relationships with stakeholders, including consumer associations, business associations and municipalities.

Responsibilities

- Provides executive direction and administrative support to branches, agencies and commissions of 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.
- Coordinates the division's budget and financial reporting.

Activities/Highlights in 2015-2016

- Led the development of and implementation work relating to the *New Home Warranty Act* regulation and *The Consumer Protection Amendment Act (High-Cost Credit products)* regulation.
- Policy, planning and research work undertaken:
 - Coordination of *Freedom of Information and Protection of Privacy Act* requests
 - Consultation with stakeholders on development of regulations to *The Consumer Protection Amendment Act (High Cost of Credit Products)*
 - 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 regarding motor vehicle safety recalls and development and dissemination of public awareness information.
 - Consultation with stakeholders on development of regulations to *The New Home Warranty Act*.

4(a) Administration and Research

Expenditures by Sub-Appropriation	Actual 2015-2016 \$(000's)	FTE's	Estimate 20145-2016 \$(000's)	Variance Over(Under) \$(000's)	Expl. No
Salaries and Employee Benefits	569	6.00	530	39	
Other Expenditures	113		230	(117)	
Total Sub-Appropriation	682	6.00	760	(78)	

Consumer Protection Office

Objectives

- To investigate consumer complaints and facilitate the resolution of 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

Expenditures by Sub-Appropriation	Actual 2015-2016 \$(000's)	FTE's	Estimate 2015-2016 \$(000's)	Variance Over(Under) \$(000's)	Expl. No
Salaries and Employee Benefits	1,424	27.00	1,740	(316)	
Other Expenditures	228		455	(227)	
External Agencies	113		113		
Total Sub-Appropriation	1,765	27.00	2,308	(543)	

Activities/Highlights in 2015-2016

Investigation and Dispute Resolution

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

- Over 25,627 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.
- 975 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 \$ 169,837.70 in cash settlements or adjustments was obtained for consumers.

Analysis of Complaints

Complaint Type	2015-2016	2014-2015
Payday Lender	198	206
Automotive	318	178
Credit / Finance / Credit Card	85	87
Home Renovations	62	82
Electronics Sales/Service/Manufacturing	53	88
Collections	56	74
Direct Sales	35	63
Home Furnishing / Accessories	35	44
Personal Services/Goods	21	29
Other	112	91
Total	975	1032

*New false advertising and information disclosure legislation relating to the sale of motor vehicles came into force in June, 2015. *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, and registrations are issued to manufacturers and renovators of stuffed articles.

- 9,905 licences, registrations and authorizations were issued in 2015-2016.
- Staff conducted licensing inspections at a number of trade shows, fairs and exhibitions.

Licences, Registrations and Authorizations

Type	2015-2016	2014-2015
Collection Agent	90	92
Collectors	3,649	3,719
Vendors	162	185
Direct Seller	2,218	2,171
Hearing Aid Dealers	76	75
BOUSA ¹	3,666	3,338
Charities Authorized	0	0
Payday Lenders	44	49
Total	9,905	9,629

¹ Bedding and Other Upholstered and Stuffed Articles

Licensing saw an increase in overall activity in 2015-2016 with increases in the number of BOUSA licensees. As of December 31, 2013 the Consumer Protection Office no longer authorizes charitable events.

Special Investigations

The Consumer Protection Office seeks voluntary compliance with statutes, which is often obtained through mediation, in situations where voluntary compliance cannot be obtained; the Consumer Protection Office investigates the various Acts. Following investigation, some matters are referred to Manitoba Justice for prosecution or for other court action as appropriate. The Court may also upon conviction, order restitution for consumers, along with issuing fines or sentencing offenders to jail terms. As alternatives to prosecution, investigations may result in administrative penalties, compliance orders, obtaining assurances of voluntary compliance, or injunctions prohibiting certain actions.

In 2015-2016, the Consumer Protection Office forwarded two files to the Prosecution Branch relating to businesses and their proprietor. As a result of the Consumer Protection Office investigation and with authorization by the Prosecution Branch, one file led to the Winnipeg Police Service laying two criminal charges one for theft over \$5,000 and the second file resulted in a charge of fraud over \$5,000.

In 2015-2016 the Consumer Protection Office issued seven administrative penalties against Corporations for non-compliance.

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 seeking information about 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 2015-2016, staff made nine presentations to more than 450 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, developed and produced a financial literacy calendar for distribution to consumers.

Information provided by the Consumer Protection Office helped consumers make more informed decisions when participating in the marketplace. Information related to new legislation was shared with consumers and businesses through news releases, updated information on the Consumer Protection Office website and a new consumer protection mobile app.

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.

- In 2015-2016 the achievements of the *Let's Make a Better Dealtm*, the provincial five-year plan for stronger consumer protection that was introduced on May 11, 2010, was showcased. Work on the plan resulted in over 35 legislative amendments and/or policies, brought about a comprehensive set of laws that better protect consumers from unfair business practices, and put in place stronger remedies that address marketplace issues in a manner that is fair, timely, and accessible. The consumer education portion of the plan highlighted the achievements through a far reaching public awareness campaign which commenced in fall 2015 that included: radio and television commercials, newspapers advertisements and the launch of a free consumer protection mobile app so that consumers have important information at their fingertips while they shop. Work on initiatives will continue in future, including development of the regulation relating to home improvement contracts legislation. The Consumer Protection Office will continue to monitor the consumer landscape and conduct on-going reviews of policy and legislation to ensure that it remains effective and responsive in an ever-evolving marketplace. *The New Home Warranty Act* received Royal Assent on December 5, 2013. Following extensive consultation with homeowners and other key stakeholders, regulations were approved and the Act and regulation will both come into force on January 1, 2017.
- In June 2015 new legislation to address motor vehicle advertising, which includes the prohibition of false advertising and the requirement for motor vehicle dealers to display 'all-in pricing', came into force. 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.
- In September 2015, following government's commitment to consult with the automobile industry on the issue of unfixed or "open" vehicle safety recalls, the Consumer Protection Division requested submissions from a number of key stakeholders. Consumer awareness information on vehicle safety recalls is now available on the Consumer Protection Office website.
- Staff represented Manitoba on 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 partnerships and initiatives to raise public awareness. Discussion continued in 2015-2016 on payday lending and high-cost credit enforcement practices, classification systems for consumer complaints, and electronic commerce. 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 2015-2016, the following grants were provided from the fund: \$2,555 was used towards the financial literacy calendar through the Manitoba Financial Literacy Forum and \$14,000 in additional funds were provided to Community Financial Counselling Services in order to support and improve programs to provide important financial literacy information to payday loan borrowers and/or potential borrowers. These efforts lead to more educated borrowers who are better informed in the financial marketplace.

Financial Literacy Fund	2015-2016	2014-2015
Revenue	\$22.0	\$24.0
Grants	\$16.55	\$5.7
Funds remaining on March 31	\$105.1	\$99.7

Five-Year Consumer Protection Strategy

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. The plan has been led by the Consumer Protection Office however other areas are also responsible for specific initiatives. The following describes some of the key, initiatives undertaken.

Initiative	Description
Enhanced Real Estate Fraud Protection	<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.
New Home Warranty	<i>The New Home Warranty Act</i> comes into effect January 1, 2017. The Act and associated regulations were developed after extensive consultation with homeowners and other key industry stakeholders. Starting January 1, 2017 when Manitobans buy a newly-built home it will be covered by a comprehensive seven year warranty. Warranties will be provided by third-party warranty providers who will be registered with the Consumer Protection Office. Home builders will also be registered with the CPO and will need to work with a registered warranty provider to arrange warranty on and register the homes they build. Manitobans who wish to build their own home to live in may either register as a home builder and arrange warranty coverage for their home, or apply for an owner-builder authorization and not obtain warranty coverage.
Condominium Owner Protection	<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.

Initiative	Description
Real Estate Condition Disclosure	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.
Home Renovation Protection	<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. As key industry stakeholders are preparing for implementation of <i>The New Home Warranty Act</i> , consultations on developing the required regulation to enable proclamation of this legislation are not planned to commence until 2017.

Tenants and Landlords

Initiative	Description
Independent Advisor	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.
User-Friendly forms for tenants and landlords	Most forms under <i>The Residential Tenancies Act</i> were changed to include more information and use plain language.
Tenant Moving Expense Coverage	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.

Automotive

Initiative	Description
Motor Vehicle Information Disclosure	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.
Public Disclosure of Non-Compliant Dealers	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.
Motor Vehicle Repair Protection	<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.
Motor Vehicle Advertising Disclosure	<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.

Financial

Initiative	Description
Payday Loan Protection	<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

Initiative	Description
	requirements for lenders. Consumer Protection Office staff members conduct regular inspections of payday loan businesses as well as more specific measures related to follow-up inspections. The Consumer Protection Office also uses various awareness initiatives to ensure consumers know the rules regarding payday loans.
Reviews of Limits on Government Cheque Cashing Fees	The Public Utilities Board reviewed the maximum rates that can be charged to cash a government cheque and ordered that the rates remain unchanged.
Reduced Cheque Hold Limits	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.
Better Rights and Information for Credit and Other Reports	Important information relating to credit reports is available on the Consumer Protection website and Manitoba was a part in a review of rules for reports that contain personal information that included other jurisdictions.
Review Gift Card Rules	On December 1, 2015 an amendment to Manitoba's gift card legislation took effect, further protecting consumers by prohibiting businesses from charging inactivity fees on gift cards. Previously, a gift card sold by shopping malls could be subject to inactivity fees if the card had not been active for 12 consecutive months.
Manitoba Borrowers' Financial Literacy Fund	<p>The Manitoba Payday Borrowers' Financial Literacy Fund was established in 2010 as part of Manitoba's payday lending legislation. It was established to provide funding or supplement funding for programs and initiatives to improve financial literacy of borrowers or potential borrowers. Licensed payday lenders and effective September 1, 2016 licensed high-cost credit product grantors contribute \$500.00 annually to the fund.</p> <p>As part of the high-cost credit grantor legislation, effective September 1, 2016 the Fund is continued however is renamed as the Manitoba Borrowers' Financial Literacy Fund for the purpose of funding, or supplementing the funding of, programs and activities designed to improve the financial literacy of borrowers and potential borrowers under agreements relating to high-cost credit products and payday loans.</p>
Creating Community Options for Financial Services Conference	On June 13 - 14, 2012, the Consumer Protection Office, in partnership 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.
Debt Management Help	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.
Debt Management Help	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.
Financially Surviving Domestic Violence	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.
Debt Collection Practices and Class Action Rights	These matters were reviewed and no regulatory changes were made. Ongoing monitoring of the marketplace will continue to determine if changes are needed in future.

Initiative	Description
Major Product Warranty Disclosure	Manitoba has worked with businesses and consumers to ensure consumers are better informed about statutory and optional warranties that may be offered when they make certain purchases. Targeted implementation has occurred by incorporating clear disclosure obligations in recent legislation amendments (e.g. motor vehicle repairs and pricing etc.)
Unclear Terms and Conditions to Favour Consumer	Manitoba has ensured that where appropriate, new legislation contains provisions that protect consumers by requiring that any ambiguous terms must be construed in favour of the consumer.
Better Property and Life Insurance Provisions	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.
High Cost Credit Grantors Legislation	New rules relating to high-cost credit grantors will come into force on September 1, 2016. While Manitoba has some of the strongest protections relating to payday loans, the marketplace has seen the evolution of many new types of credit products which are not captured by existing regulatory schemes. Manitoba will be the first province in Canada to regulate high-cost credit products to ensure consumers have complete information about their borrowing.

Hearing Aid Dealers

Initiative	Description
Hearing Aid Dealers	Research and analysis of options to modernize the rules regarding hearing aid dealers has been ongoing. Consultation with key stakeholders will occur as this work continues.

Identity Theft Protection

Initiative	Description
Security Alerts: Identity Theft Protection	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.

Support for Grieving Families

Initiative	Description
Grieving Family Protection	<i>The Grieving Family Protection Act</i> was passed in June 2011. The Funeral Board of Manitoba will continue to consult with consumers and the funeral services profession to solicit input in the development of regulations under <i>The Prearranged Funeral Services Act</i> .
Grieving Family Protection: Code of Ethics for Funeral Directors	A mandatory and enforceable code of ethics for Funeral Directors is now in effect.

Protection for Older Manitobans, and Help for Young Adults

Initiative	Description
Protection for Older Manitobans – Rentals with Tenant Services	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.

Initiative	Description
Protection for Older Manitobans	Resources, such as fact sheets, have been developed to help older adults steer clear of scams that often target these members of our community.
Better Help for Young Adults in the Marketplace	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.
Consumer Protection Mobile App	A Consumer Protection Mobile App was launched in fall 2015. Manitobans are encouraged to learn more about consumer protection issues and their rights under the law. Our aim is to empower individuals to access the right information in the way they want it so that they can inform themselves effectively. The free App is available by download from Google Play or the Apple App store.
Website and Social Media	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. Communication tools including twitter are used to extend reach and amplify messages to appropriate audiences.

Protection for Newcomers to Manitoba

Initiative	Description
Guide for Newcomers	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.

Cell Phone Contract Fairness

Initiative	Description
Fair Cell Phone Contracts	<i>The Consumer Protection Amendment Act (Cell Phone Contracts)</i> was passed in June 2010 with the associated regulations came into force on September 15, 2012.
Travel Fairness	Research and analysis of options for travel protection has been ongoing. Consultation with key industry stakeholders will occur as this work continues.

Negative Option Marketing

Initiative	Description
Negative Option Marketing Ban	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.

Other

Initiative	Description
More Plain Language in Contracts	Manitoba has worked with businesses and consumers to ensure contracts are clear and fully disclose important information in a user friendly format. The requirement for clear contracts have been incorporated in recent amendments (e.g. cell phone contracts, motor vehicle repairs and pricing, etc.) and will continue to be included in future legislation relating to consumer contracts.

Enforcement

Initiative	Description
Stronger Enforcement: Enhanced Remedies under <i>The Consumer Protection Act</i> and <i>The Business Practices Act</i>	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.
Small Claims Court	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.

Pets

Initiative	Description
Pet Owners	Amendments to <i>The Veterinary Medical Act</i> were made in May 2015 to ensure pet owners receive a clear upfront estimate for veterinary services.
New Consumer Rights Day	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, accessible and timely dispute resolution, in an informal administrative setting.
- 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 2015-2016 \$(000's)	FTE's	Estimate 2015-2016 \$(000's)	Variance Over(Under) \$(000's)	Expl. No
Salaries and Employee Benefits	4,048	64.30	4,407	(359)	
Other Expenditures	739		616	123	
Total Sub-Appropriation	4,787	64.30	5,023	(236)	

Activities/Highlights in 2015-2016

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 2015-2016, close to 700 complaints were resolved informally. Client Services Officers resolved an additional 1,121 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 at 651 requests for assistance in 2015-2016. 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 using rent collected from tenants. Landlords are charged administrative fees in these types of cases.

Investigation and Enforcement Officers worked with utility service providers to ensure that utility service continued to be provided for tenants in 117 buildings after the landlords' accounts fell into arrears and the service was in danger of being cut off.

Investigation staff also continued to work with other government departments to respond to issues respecting bed bugs.

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. One fine was appealed to the branch in 2015-2016.

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 2015-2016, Mediation Officers successfully resolved 16 per cent of the 1,336 compensation claims filed with the branch through mediation. In addition, 34 per cent of the 2,136 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 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 2015-2016, the branch held 1,329 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 written reasons, so that the parties understand how a particular decision was reached. Orders are posted on the branch's Orders System, except for rent regulation orders. Clients can access the Orders 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 specific circumstances who are being evicted. These include persons with disabilities, the elderly, persons with declining medical conditions single parents and 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 of the residential complex. In 2015-2016, 296 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 97 of these requests in 2015-2016.

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, bed bugs 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 suggestions for reasonable rules about the type of pets allowed and who to contact for help if there is a problem. These brochures are available in branch offices, on the branch's website and at the

Winnipeg Humane Society.

A redesigned, user friendly website offers detailed information including its Policies and Procedures Guidebook, fill, save and submit forms and a security deposit interest calculator. The website also includes the access to the branch's Orders System. Helpful information on how to avoid and treat for bed bugs is also available. Demand for general information continues to be strong. The branch's client services staff handled over 50,000 calls during the fiscal year and responded to 5,764 email requests for information. In 2015-2016, 13,375 people visited branch offices to request information or file a formal complaint. An additional 8,188 clients received information through the Interactive Voice Response System.

Outreach and education activities to the general public and industry stakeholders continued regarding the legislation and programs administered by the branch. The branch made 53 presentations to 596 participants. The branch also had displays at six events and had the opportunity to speak with approximately 350 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 rights and responsibilities and to provide tips about how to avoid eviction. A new brochure – *What Manitoba Landlords Need to Know* – is geared towards assisting landlords understand their role. A New Landlord Meeting program was also introduced in 2015/16. Client Service Officers schedule individual meetings to review the resources available from the branch and to provide information regarding landlords' rights and responsibilities.

A multi-media campaign was also undertaken to educate tenants and landlords about their rights and responsibilities, and the services offered by the branch. The information was focused on: students living in off-campus rental housing; seniors who rent in buildings with Tenant Services; and changes to the Rent Assist benefit as it relates to tenancies

Administration/Legislation and Policy Development

The administration staff manages the internal operation of the branch, which includes the management of financial and human resources. *The Residential Tenancies Act is one of the most comprehensive legislative schemes of its kind in Canada.* Staff is also responsible for the review of existing legislation and policy and the development of new initiatives in these areas. to ensure that the legislation continues to meet the needs of tenants and landlords. The branch continues to consult with stakeholders to stay current with issues and trends in the rental marketplace.

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 2015-2016, \$ 54.42 was paid to one tenant. 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 2015-2016, unclaimed security deposits and overpayments in the amount of \$ \$104,807.64 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 2015-2016, the branch spent \$ 19,919.33 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, 2016 was \$164,741.17

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 2015-2016, the Independent Tenant Advisor assisted 1,020 tenants in preparing for their specific case and represented 39 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	2015-2016	2014-2015
Failure of Landlord/Tenant to Meet Obligations ¹	55	42
Hearings <ul style="list-style-type: none"> • Claims • Order of Possession • Determination 	1,336 2,136 74	1,198 1,892 40
Non-payment of Utilities	117	74
Notices to Vacate	5	4
Repairs	651	785
Security Deposits	516	515
Tenancy Agreements	0	0
Other ²	127	120
Total Cases Opened	5,017	4,670
Total Cases Closed ³	4,806	4,372
Intakes Resolved ⁴	3,605	3,388
Total Cases Closed and Intakes Resolved	8,411	7,760

1 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.

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

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

4 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	2015-2016	2014-2015
Application for Above the Guideline Rent Increase ¹	296	365
Application for Approval of a Rehabilitation Scheme – Complex	4	41
Application for Approval of a Rehabilitation Scheme – Specified Unit	133	199
Application for Laundry Increase	15	7
Application for Rent Status Report	97	94
Application for Tenant Requested Improvement	11	8
Application for Withdrawal of Service	10	30
Life Lease Rent Review	2	3
Tenant Objection to Guideline, or less, Rent Increase	44	42
Unauthorized Rent Increases	930	723
Total Cases Opened	1,542	1,512
Total Cases Closed²	1,324	1,282

¹ The rent increase guideline for 2014 was 2.0 per cent, 2.40 per cent for 2015 and 1.1 per cent for 2016.

² 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 an Internal Review 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 2015-2016 \$(000's)	FTE's	Estimate 2015-2016 \$(000's)	Variance Over(Under) \$(000's)	Expl. No
Salaries and Employee Benefits	866	11.50	869	(3)	
Other Expenditures	133		172	(39)	
Total Sub-Appropriation	999	11.50	1,041	(42)	

Activities/Highlights in 2015-2016

- 160 new files were opened involving 160 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

Closed CAO Files*	2015/2016
Commission Decisions – Appeal allowed	3
Commission Decisions – Appeal denied	6
Appeal Resolved with MPIC prior to AICAC hearing	10
CAO file closed following investigation of appeal (includes withdrawals)	22
Appeal Resolved through Mediation	42
Appeal Resolved prior to Mediation (includes new MPIC decisions)	3
Claimant left CAO for self or alternative representation	12
Other Factors (including abandoned)	9
Total	103

*The categories that were used for tracking closed files in 2015/2016 differ slightly from those tracked in 2014/2015 to provide greater specificity, so the two fiscal years are being presented separately in this year's report.

Files Opened	2015-2016	2014-2015
New Files Opened	160	163

Total of Active Files	2015-2016	2014-2015
Active Files	255	245

Appeals	2015-2016	2014-2015
Appeal Hearing scheduled**	17*	18
Case conference dates	33	72
Total	50	90

*Includes 2 appeals that were resolved prior to the start of the Hearing

**Please note there was a change in reporting methodology: after 2013-2014: 2013-2014 numbers referred to the number of days over which hearings occurred and not the number of appeal hearings convened; whereas, 2014-2015 statistics onwards reflect the number of actual hearings convened, each of which may continue for more than one day. In addition, 13 hearings were adjourned and 15 case conferences were adjourned during 2015-2016 and eight hearings and seven case conferences were adjourned during 2014-2015.

Mediation	2015-2016	2014/2015
Pre-mediation	91*	85**
Mediation	103*	113**
Total	194	198

*29 pre-meditations and 45 mediations were adjourned to new dates during 2015-2016

**Nine pre-meditations and 36 mediations were adjourned to new dates during 2014-2015. .

- Since the office opened on May 16, 2005, Claimant Advisers have recovered approximately \$9,350.0 in benefits for appellants. During 2015-2016, \$350,000 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.
- Claimants have completed and returned 18 Client Service Satisfaction Forms out of the 103 closed CAO files.

Service Measures	Excellent	Good	Average	Fair	Poor	Yes	No
Satisfaction with service	16	0	0	1	0		
Accessibility to office and services	14	3	0	0	1		
Phone calls returned promptly	16	1	1	0	1		
Knowledge of the staff *	16	0	2	0	0		
Efficiency of service *	16	0	1	0	1		
Would you recommend our service to others? *						17	0

*one respondent 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 22nd full year of operation, is a specialist tribunal established under *The Manitoba Public Insurance Corporation Act* (the MPIC 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, 1 deputy chief commissioners, a part-time deputy chief commissioner, a director of appeals, 3 appeals officers, a secretary to the chief commissioner, 2 administrative assistants and one clerical assistant. In addition, there are 19 part-time commissioners who sit on appeal panels as required.
- In 2015-2016, 217 individuals filed new appeals. This compares with 214 individuals filing new appeals in the 2014-2015 fiscal year.

4(e) Automobile Injury Compensation Appeal Commission

Expenditures by Sub-Appropriation	Actual 2015-2016 \$(000's)	FTE's	Estimate 2015-2016 \$(000's)	Variance Over(Under) \$(000's)	Expl. No
Salaries and Employee Benefits	1,105	8.00	876	229	
Other Expenditures	121		163	(42)	
Total Sub-Appropriation	1,226	8.00	1,039	187	

Activities/Highlights in 2015-2016

- In 2015-2016 the Commission held 37 formal hearings and 80 pre-hearing meetings or case conferences as compared to 47 hearings and 150 pre-hearings or case conferences in 2014-2015. 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 2015-2016. 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 24 percent of the appeals heard by the Commissioner during 2015-2016.
- 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 2015-2016. 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 arguably 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 increased from 82 in 2013-2014 to 102 on 2015-2016. The Commission's appeals officers prepared 85 supplementary indexes in 2015-2016, compared to 111 supplementary indexes in 2014-2015 and 109 supplementary indexes in 2014.
- There were 399 open appeals at the Commission at the end of 2015-2016. There were 355 open appeals at the Commission as of March 31, 2015, an increase of 44 open appeals.
- Hearing dates were scheduled, on average, within 1.79 weeks in 2015-2016 from the time the parties were ready to proceed to a hearing (compared to 2.33 weeks in 2014-2015 and 2.13 weeks in 2013-2014).
- The average time from the date a hearing concluded to the date the Commission issued an appeal decision was 5.92 weeks in 2015-2016 (compared to 5.28 weeks in 2014-2015 and 5.14 weeks in 2013-2014).
- 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 three applications for leave to appeal in 2015-2016. Leave to appeal was dismissed in two cases and the remaining application is currently pending before the Court of 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 16 part-time positions appointed for up to a four-year term, located in Winnipeg, Virden and Brandon. The Deputy Chief Commissioner may exercise the powers and perform the duties of the Chief Commissioner.
- Panel members – 36 part-time panel members appointed for up to two-year located in Winnipeg, Portage la Prairie, 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.

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

Expenditures by Sub-Appropriation	Actual 2015-2016 \$(000's)	FTE's	Estimate 2015-2016 \$(000's)	Variance Over(Under) \$(000's)	Expl. No
Salaries and Employee Benefits	754	5.50	774	(20)	
Other Expenditures	98		119	(21)	
Total Sub-Appropriation	852	5.50	893	(41)	

Activity Summary

April 1, 2015 – March 31, 2016

Activity	Received	Processed
Claim For Security Deposit or Less	51	50
Claim	118	103
Claim and Order of Possession	167	164
Determination	40	31
Disputes	0	0
Distrain and Lockout	0	0
Enforcement	0	0
Order of Possession	2	2
Repairs	21	22
Utilities	2	3
Rent Regulation	92	106
Total	493	481

Appeals Initiated By¹	2015-2016
Landlord	205
Tenant	214
Other Party	0
Multiple Parties	74
Total	493

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

Decision²	2015-2016
Orders upheld	178
Orders varied	146
Orders rescinded/overtaken	37
Orders withdrawn/settled	71
Orders cancelled	8
Pending	3
Orders denied	38
Rejected	0
Total	481

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

Appeal Hearings:	2015-2016
Beausejour	1
Brandon	15
Carman	0
Dauphin	0
Morden	1
Neepawa	2
Portage la Prairie	8
Selkirk	1
Steinbach	0
Thompson	0
Winkler	0
Winnipeg	395
Total Appeal Hearings	423¹

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

Court of Appeal	Received	Outcomes²
Applications for Leave to Appeal	23	
Decisions Denied		11
Decisions Pending		0
Decisions Granted		0
Withdrawn		14
Court of Appeal Hearings Pending		0

2. *Outcome describes the status of the applications received in the fiscal period and any applications pending from the prior fiscal period*
3. *Adjourned Sine Die means "without assigning a day for a further meeting or hearing". To adjourn an assembly sine die is to adjourn it for an indefinite 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*.

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:
 - 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 to determine ownership of rights to interests in land and 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 2015-2016

- 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.
- Manitoba receives royalties from the operation of the land and personal property registries by the service provider, Teranet Manitoba LP.
 - Royalty received for calendar year 2015 was 10,584,043
- The Registrar-General oversees the administration of the collection of land transfer tax by the service provider. Land transfer tax of \$83,735,951.48 was collected for 2015/2016. The Registrar-General is the primary point of contact for Manitobans with questions about *The Condominium Act*.
- The Registrar-General oversaw the development by the service provider of
 - a new enhanced online search for titles to land called Titles Online was launched April, 2015. This new service, along with the two previously released related online services, Documents Online and Survey Plans Online, gives the ability to fully search, order, and download copies of titles, documents and plans from the clients' office;
 - new electronic forms for use in the land titles system: eMortgage, eCaveat, eDischarge and Registration Details Application forms. These eForms materially help clients by

incorporating and simplifying land titles rules, reducing research and re-work time due to deficiencies;

- an improvement to the online search functions of Titles Online allowing for easier searching and ordering of documents pertaining to a condominium corporation.
- By implementing the digitization of all historic and current records, and maintaining a paper free work flow primarily utilizing email, the Office of the Registrar-General reduced its need for printing and mailing.

4(g) Office of the Registrar General:

Expenditures by Sub-Appropriation	Actual 2015-2016 \$(000's)	FTE's	Estimate 2015-2016 \$(000's)	Variance Over(Under) \$(000's)	Expl. No
Salaries and Employee Benefits	229	2.00	208	21	
Other Expenditures	57		87	(30)	
Total Sub-Appropriation	286	2.00	295	(9)	

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 22nd full year of operation, is a specialist tribunal established under *The Manitoba Public Insurance Corporation Act* (the MPIC 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 Combative Sports 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	2015-2016 Estimates
2015-2016 MAIN ESTIMATES	81,248
MAIN ESTIMATES AUTHORITY TRANSFERRED FROM: <ul style="list-style-type: none"><li data-bbox="342 632 678 663">- Enabling Appropriations <li data-bbox="386 726 834 758">- Economic Development Initiatives<li data-bbox="386 758 721 789">- Sport Participation Fund <li data-bbox="342 884 732 915">- Internal Service Adjustments	244 750 7,324
2015-2016 Estimates	89,566

Manitoba Tourism, Culture, Heritage, Sport and Consumer Protection

Expenditure Summary

for the fiscal year ended March 31, 2016

with comparative figures for the previous fiscal year

Estimate 2015-2016 (\$000)	Appropriation	Actual 2015-2016 (\$000)	Actual 2014-2015 (\$000)	Increase (Decrease) (\$000)	<i>Expl. No.</i>
14-1 Administration and Finance					
37	(a) Minister's Salary	37	37	-	
	(b) Executive Support:				
685	Salaries and Employee Benefits	764	740	24	
59	Other Expenditures	58	59	(1)	
	(c) Financial and Administrative Services:				
1,562	Salaries and Employee Benefits	1,313	1,289	24	
264	Other Expenditures	231	260	(29)	
(402)	Less: Recoverable from Children and and Youth Opportunities	(402)	(335)	(67)	
	(d) Manitoba Film Classification Board:				
222	Salaries and Employee Benefits	276	267	9	
86	Other Expenditures	54	51	3	
2,513	Total 14-1	2,331	2,368	(37)	
14-2 Tourism, Culture, Heritage, and Sport Programs					
	(a) Tourism Secretariat:				
412	Salaries and Employee Benefits	402	374	28	
208	Other Expenditures	201	143	58	
912	Grant Assistance	830	519	311	
	(b) Travel Manitoba:				
8,671	Grant Assistance	8,804	7,471	1,333	1,2
(500)	Less: Recoverable from Other Appropriations	(500)	(500)	-	
	(c) Culture and Heritage Program Administration:				
567	Salaries and Employee Benefits	470	505	(35)	
69	Other Expenditures	200	157	43	
9,663	(d) Grants to Cultural Organizations	9,755	9,873	(118)	
9,623	(e) Manitoba Arts Council	9,583	9,623	(40)	
(875)	Less: Recoverable from Urban Development Initiatives	(875)	(875)	-	
-	Less: Recoverable from Education	-	-	-	

Manitoba Tourism, Culture, Heritage, Sport and Consumer Protection

Expenditure Summary (cont'd)

for the fiscal year ended March 31, 2016
with comparative figures for the previous fiscal year

Estimate 2015-2016 (\$000)	Appropriation	Actual 2015-2016 (\$000)	Actual 2014-2015 (\$000)	Increase (Decrease) (\$000)	Expl. No.
14-2 Tourism, Culture, Heritage, and Sport Programs (cont'd)					
(f) Arts Branch:					
675	Salaries and Employee Benefits	711	580	131	
122	Other Expenditures	131	118	13	
4,219	Film and Sound Development	4,219	4,218	1	
4,036	Grant Assistance	4,049	3,805	244	
14-2 Culture and Heritage Programs					
(g) Public Library Services:					
898	Salaries and Employee Benefits	766	809	(43)	
446	Other Expenditures	475	526	(51)	
5,728	Grant Assistance	5,818	5,917	(99)	
(h) Historic Resources:					
1,291	Salaries and Employee Benefits	1,099	1,199	(100)	
120	Other Expenditures	120	129	(9)	
1,401	Grant Assistance	1,392	1,399	(7)	
(i) Sport Secretariat:					
187	Salaries and Employee Benefits	213	202	11	
57	Other Expenditures	47	58	(11)	
6,525	Grant Assistance	6,869	1,406	5,463	3,4
(j) Sport Manitoba:					
11,932	Grant Assistance	11,588	11,338	250	
66,387	Total 14-2	66,367	58,994	7,373	

14-3 Information Resources

(a) Communications Services Manitoba:					
3,893	Salaries and Employee Benefits	4,046	3,904	142	
615	Other Expenditures	609	574	35	
1,000	Public Sector Advertising	506	453	53	
(1,661)	Less: Recoverable from Other Appropriations	(1,152)	(1,139)	(13)	
(b) Translation Services:					
1,527	Salaries and Employee Benefits	1,614	1,680	(66)	
462	Other Expenditures	428	463	(35)	
(235)	Less: Recoverable from Other Appropriations	(235)	(237)	2	

Manitoba Tourism, Culture, Heritage, Sport and Consumer Protection

Expenditure Summary (cont'd)

for the fiscal year ended March 31, 2016

with comparative figures for the previous fiscal year

Estimate 2015-2016 (\$000)	Appropriation	Actual 2015-2016 (\$000)	Actual 2014-2015 (\$000)	Increase (Decrease) (\$000)	Expl. No.
14-3 Information Resources (cont'd)					
(c) Archives of Manitoba:					
2,860	Salaries and Employee Benefits	2,919	2,990	(71)	
415	Other Expenditures	393	409	(16)	
(793)	Less: Recoverable from Other Appropriations	(947)	(919)	(28)	
(d) Legislative Library:					
831	Salaries and Employee Benefits	733	710	23	
156	Other Expenditures	156	161	(5)	
9,070	Total 14-3	9,070	9,049	21	
14.4 Consumer Protection					
(a) Administration and Research:					
530	Salaries and Employee Benefits	569	705	(136)	
230	Other Expenditures	113	161	(48)	
(b) Consumer Protection Office:					
1,740	Salaries and Employee Benefits	1,424	1,438	(14)	
455	Other Expenditures	228	152	76	
113	External Agencies	113	146	(33)	
(c) Residential Tenancies Branch:					
4,407	Salaries and Employee Benefits	4,048	4,027	21	
616	Other Expenditures	739	765	(26)	
(d) Claimant Advisor Office:					
869	Salaries and Employee Benefits	866	897	(31)	
172	Other Expenditures	133	111	22	
(e) Automobile Injury Compensation Appeal Commission:					
876	Salaries and Employee Benefits	1,105	945	160	
163	Other Expenditures	121	129	(8)	
(f) Residential Tenancies Commission:					
774	Salaries and Employee Benefits	754	733	21	
119	Other Expenditures	98	95	3	

Manitoba Tourism, Culture, Heritage, Sport and Consumer Protection

Expenditure Summary (cont'd)

for the fiscal year ended March 31, 2016

with comparative figures for the previous fiscal year

Estimate 2015-2016 (\$000)	Appropriation	Actual 2015-2016 (\$000)	Actual 2014-2015 (\$000)	Increase (Decrease) (\$000)	Expl. No.
14-4 Consumer Protection (cont'd)					
(h) Office of the Registrar General:					
208	Salaries and Employee Benefits	229	212	17	
87	Other Expenditures	57	27	30	
-	(i) Vital Statistics Agency	-	-	-	
11,359	Total 14-4	10,597	10,543	54	
14-5 Costs Related to Capital Assets					
174	(a) Amortization Expense	143	148	(5)	
63	(b) Interest Expense	43	50	(7)	
237	Total 14-5	186	198	(12)	
89,566	TOTAL EXPENDITURES 14	88,551	81,152	7,399	

Expl. No. 1 Estimate reflects transfer from Enabling Vote - .

Expl. No. 2 Grant payments include payment to Travel Manitoba to support increased tourism marketing in the spring and summer of 2016.

Expl. No. 3 Estimate reflects transfer from Enabling Vote.

Expl. No. 4 Grant payments include a one-time payment to the 2017 Canada Summer Games.

Manitoba Tourism, Culture, Heritage, Sport and Consumer Protection

Revenue Summary by Source

for the fiscal year ended March 31, 2016

with comparative figures for the previous fiscal year

Actual 2014- 2015 (\$000)	Actual 2015-2016 (\$000)	Increase (Decrease) (\$000)	Source	Actual 2015-2016 (\$000)	Estimate 2015-2016 (\$000)	Variance (\$000)	Expl. No.
Current Operating Programs:							
Other Revenue:							
359	351	(8)	Archives of Manitoba Fees	351	341	10	
1,296	1,510	214	Automobile Injury Appeals Commission Cost Recovery	1,510	1,261	249	
1,160	1,182	22	Claimant Advisor Office Cost Recovery	1,182	1,208	(26)	
488	501	13	Communications Services Manitoba	501	404	97	
2,628	2,721	93	Consumer Affairs Fees	2,721	2,541	180	
829	767	(62)	Hudson's Bay History Foundation	767	835	(68)	
362	380	18	Manitoba Film Classification Board Fees	380	359	21	
119	69	(50)	Statutory Publication Fees	69	50	19	
10,761	10,700	(61)	Royalty	10,700	11,000	(300)	1
58	40	(18)	Translation Services Fees	40	160	(120)	
63	23	(40)	Sundry	23	9	14	
18,123	18,244	121	Total - Other Revenue	18,244	18,168	76	
Taxation:							
84,815	83,736	(1,079)	Land Transfer Tax	83,736	90,000	(6,264)	2
84,815	83,736	(1,079)	Total - Taxation	83,736	90,000	(6,264)	
Government of Canada:							
77	77	-	Official Languages in Education	77	77	-	
77	77	-	Total - Government of Canada	77	77	-	
103,015	102,057	(958)	TOTAL REVENUE - CURRENT OPERATING PROGRAMS - 14	102,057	108,245	(6,188)	

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

Expl. No. 2 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, 2012 to March 31, 2016

(\$000)

APPROPRIATION	ACTUAL/ADJUSTED ESTIMATES OF EXPENDITURES*									
	2011-2012		2012-2013		2013-2014		2014-2015		2015-2016	
	FTE	\$	FTE	\$	FTE	\$	FTE	\$	FTE	\$
14-1 Administration and Finance	38.00	2,389	38.00	2,311	38.00	2,679	36.00	2,368	37.00	2,331
14-2 Tourism, Culture, Heritage and Sport Programs	65.65	58,896	65.65	57,977	64.65	58,616	63.65	58,994	63.65	66,367
14-3 Information Resources	154.10	9,331	154.10	9,358	152.10	9,025	149.10	9,049	148.10	9,070
14-4 Consumer Protection	116.67	11,071	116.67	9,649	117.90	9,890	124.30	10,543	124.30	10,597
14-5 Costs Related to Capital Assets	-	272	-	370	-	205	-	198	-	186
TOTAL	374.42	81,959	374.42	79,665	372.65	80,415	373.05	81,152	373.05	88,551

Performance Reporting

The following section provides information on key performance measures for the department for the 2015-2016 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.

Your comments on performance measures are valuable to us. You can send comments or questions to 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 2015-2016 result or most recent available data?	What is the trend over time?	Comments/Recent Actions/Report Links
1. The amount of film production activity 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 2015-2016, Manitoba's film industry recorded \$84.2 million in production activity representing 58 screen-based media projects.	The target of \$100 million in production activity by 2005 was achieved in 2002-2003. By 2008 production activity had increased to \$123.4 million then dropped to \$66 million in 2009, as a result of the global recession and the high Canadian dollar. Since then, production activity has fluctuated year over year and reached \$116.0 million in 2014-2015. While the number of productions has remained relatively constant, budgets are lower and further negatively impacted by fewer dramatic television series being produced.	Manitoba boasts one of the most effective 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 2015-2016, Manitoba played host to 58 productions including 14 feature films, 22 television or web series and 18 in other media formats. Of these projects, 33 were documentary projects and 44 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 2015-2016 result or most recent available data?	What is the trend over time?	Comments/Recent Actions/Report Links
<p>2. The size of Manitoba's tourism industry 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 111 million and expenditures in Manitoba achieved a record \$1.6 billion in 2014.</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 year-over-year reaching \$1.6 billion and over 11 million visitors in 2014. The Conference Board of Canada is forecasting increases of approximately 4-5% per year until 2019.</p>	<p>Manitoba's tourism industry generates approximately \$241 million annually in provincial tax revenues, sustains 24,000 direct and indirect jobs.</p> <ul style="list-style-type: none"> ▪ A renewed strategy and increased investments to attract US travellers at both the provincial and national levels are expected to elevate visitation and spending figures. First quarter 2016 data shows an increase in US visitation to Manitoba of over 16% against the same period in 2015.
<p>3. Access to public library services, using data collected by the department's Public Library Services (PLS) Branch on the number of districts supporting public library access; library</p>	<p>Libraries are local gateways to knowledge and provide a basic condition for lifelong learning, independent decision-making and cultural development of</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</p>	<p>In 2015 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.</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</p>	<p>Policy impacts have increased library access, service to First Nations, increased funding support, new electronic formats and review of programs. Since the baseline was</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 2015-2016 result or most recent available data?	What is the trend over time?	Comments/Recent Actions/Report Links
membership; and facility visits.	individuals and community groups. Access to library services is a basic determinant of library use.	60 service points. Public library systems reported 546,043 active memberships and 3,241,560 annual facility visits.	Public library systems reported 359,489 active memberships and 5,064,942 annual facility visits.	municipalities, and partnership agreements with existing regional and municipal library systems.	implemented, the reporting definition of 'active' membership has been refined to two years, affecting the number of memberships reported. Municipal amalgamations resulted in changes impacting comparison to baseline data
4. The number of visits to Manitoba museums and archives , using annual combined total person-visits to The Manitoba Museum, Signature Museums and the Archives of Manitoba.	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.	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).	Total visitation in 2015 declined to 658,017. The Manitoba Museum (525,818) in 2015; Archives of Manitoba (4,293) in 2015-2016 Signature Museums 127,906 visitors in 2014.	The Manitoba Museum increased its visitation over the past two years largely by engaging travelling world exhibitions. There has been an overall decrease in to Signature Museums since 2004-2005. In part due to closure of the Dugald Costume Museau. Archives enjoyed an increase of 8.5% in 2015-2016 due to an increased emphasis on tours and public programming, Visits to the Archives by researchers remain steady, but tour numbers increased due to participation in events like Doors Open.	Travel Manitoba has implemented a multi-year strategy to reverse the downward trend in U.S. tourism. Signature Museums continue to develop experiential tourism opportunities for visitors. Like comparable organizations in Canada, the Archives of Manitoba continues to expand its website and database content to offer online service options.

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 2015-2016 result or most recent available data?	What is the trend over time?	Comments/Recent Actions/Report Links
5. The number of sport events and the size and scope of the events.	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.	In 2005-2006 Manitoba hosted 38 regional, national and international events	In 2015-2016, Manitoba hosted 30 regional, national and international events, compared with 34 hosted events in 2014/15.	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.	Two major sporting events were held in 2015-2016. FIFA 2015. Women's World Cup, and the 2015 Grey Cup. These two events generate \$ million in economic activity in Manitoba.
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.	3,362 orders were issued under Parts 1 – 8 of <i>The Residential Tenancies Act</i> (landlord and tenant disputes) in 2015-2016 of which 396 (11.8%) were appealed. Orders were issued for 536 cases under Part 9 of the Act (rent regulation matters) in 2014-2015 of which 92 (17.2%) 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);	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	There were 198 payday loan complaints in 2015/2016. In 2015/2016, the CPO issued 6 Administrative Penalties against payday lenders. In 2013-2014	Manitoba's payday lending laws came into force in October 2010. Payday loan complaints rose to 336 in 2013-2014. Since then the number of complaints	The decrease in complaints can be attributed to the largest payday lender in the province no longer being in business. Manitoba, along with a number of

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 2015-2016 result or most recent available data?	What is the trend over time?	Comments/Recent Actions/Report Links
Now with experience I'm not sure Director's Orders should be an indicator given the narrow instances and number of conditions that have to be met in order to issue one		2011-2012, the first year this indicator was tracked under new legislation.	one Director's Order was issued in 2013-2014 demanding 61 consumer refunds.	has been decreasing. There were 206 complaints received in 2014/2015	other provinces, took strong enforcement action against the lender seeking creditors' protection.
8. Fairness for consumers in cell phone contracts, as indicated by the number of consumer complaints regarding cell phone contracts filed with the Consumer Protection Office.	To ensure that cell phone contracts are fair for consumers and business.	There were 35 cell phone complaints received in 2010-2011.	There were 17 cell phone complaints received in 2015/2016.	The trend over time has been a decrease in the number of cell phone complaints.	The Consumer Protection Office continues to monitor the cell phone marketplace.

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 2015-2016:

Information Required Annually (per Section 18 of The Act)	Fiscal Year 2015-2016
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