

Manitoba Justice

**Annual Report
2018-2019**

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en français qui figure en début du document.



**ATTORNEY GENERAL
MINISTER OF JUSTICE**

Room 104
Legislative Building
Winnipeg, Manitoba CANADA
R3C 0V8

Her Honour the Honourable Janice C. Filmon, C.M., O.M.
Lieutenant Governor of Manitoba
Room 234 Legislative Building
Winnipeg MB R3C 0V8

MAY IT PLEASE YOUR HONOUR:

It is my privilege to present for the information of Your Honour the *Annual Report* of Manitoba Justice for the fiscal year ending March 31, 2019.

Respectfully submitted,

A handwritten signature in cursive script that reads "Cliff Cullen".

Honourable Cliff Cullen
Minister of Justice
Attorney General





Justice

Deputy Minister of Justice and Deputy Attorney General
Room 110 Legislative Building, Winnipeg, Manitoba, Canada R3C 0V8

Honourable Cliff Cullen
Minister of Justice
Attorney General
Room 104 Legislative Building
Winnipeg MB R3C 0V8

Dear Minister Cullen:

I am very pleased to present the *Manitoba Justice Annual Report 2018-2019*.

The Annual Report highlights the wide diversity of the Department's work. There are just over 4,000 of us employed by the Department in a wide variety of roles. The successes highlighted in the Annual Report are just one indication of the high level of dedication, energy and talent displayed by the members of Manitoba Justice.

I want to start by highlighting a development of unique meaning and importance to Manitoba's justice system. Manitoba Justice was gifted 39 Eagle Feathers by the Indigenous community and worked in partnership with Indigenous community members and Elders to introduce the Eagle Feathers for use in Manitoba courtrooms. Victims, offenders, witnesses and other litigants appearing in court now have the option to affirm an oath with an Eagle Feather. The Eagle Feather represents an important symbol of reconciliation and inclusiveness in Manitoba's court system.

During this year, the Department advanced a number of major transformational initiatives with significant positive impact for Manitoba. I would like to highlight just some of the work and successes.

A primary focus of the Department is the implementation of the *Criminal Justice System Modernization Strategy* which the Minister of Justice announced in March 2018. In this year, important progress was made on a number of objectives, including reducing time to disposition in serious criminal cases, increasing the use of restorative justice to increase offenders' accountability, and enhancing support to offenders leaving custody.

The Annual Report identifies many criminal justice initiatives undertaken in 2018-19, including:

- re-deploying prosecutors and Courts Division personnel to ensure strategic early case assessment and response to new criminal cases;
- strengthening the work of the Restorative Justice Centre and substantially increasing the number of restorative justice diversions, with 5,000 cases diverted in 2018-19;
- implementing and expanding the Responsible Reintegration Initiative to better support offenders leaving custody;
- enhancing support for community mobilization programs;
- introducing a pilot program to remind individuals of their next court date;
- beginning a renewal of culturally-appropriate programming for Indigenous offenders.

During the 2018-19 year, the Strategic Innovation Unit and Policing Services and Public Safety Branch did foundational work leading to *Manitoba's Policing and Public Safety Strategy* announced in May 2019. That work included establishing the conceptual framework for a provincial intelligence model which is a key element of the Policing and Public Safety Strategy.

In early 2019, Manitoba Justice and the Department of Families began the critical work of reconsidering Manitoba's approach to youth justice. Following the successful initiatives of other provinces, we anticipate that this work will lead to better outcomes, including reduced rates of youth crime.

Impaired driving continues to put Manitobans at risk. Manitoba Justice led the development of the Immediate Roadside Prohibition approach to impaired driving. With support from MADD Canada, our partner policing agencies and Manitoba Public Insurance, Manitoba Justice developed the supporting legislation and continues to work with our partners towards a December 2019 implementation date. We anticipate enhanced roadside sanctions will have an important impact on improving road safety.

The Department continued to work on improving technology and access to technology for justice stakeholders in remote and northern communities across the province, in particular, Indigenous communities. A multi-year video court expansion project was concluded, making video court available at Manitoba court locations and correctional centres across the province.

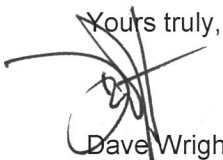
Our work to modernize family law continued in earnest in the 2018-19 year. In June 2018, *Modernizing Our Family Law System: A Report from Manitoba's Family Law Reform Committee* was released. That report confirmed the need for a more efficient and less adversarial approach to resolving family law disputes. The report recommended a pilot project to test an alternative provincial model. *The Family Law Modernization Act* was introduced in March 2019 and received royal assent in June 2019. The Act establishes the legislative basis for a multi-faceted initiative to assist families to resolve disputes in a fair, economical, expeditious and less adversarial manner.

Improving efficiencies and timeliness in both court and administrative processes is a key goal of the Department. As a result of innovative process changes, we saw remarkable declines in times to disposition in the Provincial Offences Court and the Residential Tenancies Branch. The Annual Report highlights a number of other initiatives to improve efficiencies in our courts and tribunals.

The members of our Department have worked diligently over the last year to advance a wide range of initiatives and deliver quality services for Manitobans. The members of our Department continue to demonstrate a remarkable commitment to making Manitoba a safe and prosperous place to work and live.

I also want to acknowledge the collaborative work of our partners such as, but not limited to, Manitoba's various police services, the judiciary, many communities and community agencies. As a Department, we are committed to consulting, building and maintaining constructive and collaborative relationships. We are fortunate to have strong partners that share those values.

Yours truly,



Dave Wright
Deputy Minister of Justice
Deputy Attorney General





Justice

Sous-ministre de la Justice et sous-procureur général

Palais législatif, bureau 110, Winnipeg (Manitoba) Canada R3C 0V8

Monsieur Cliff Cullen
Ministre de la Justice
Procureur général
Palais législatif, bureau 104
Winnipeg (Manitoba) R3C 0V8

Monsieur le Ministre,

C'est avec plaisir que je vous présente le rapport annuel 2018-2019 du ministère de la Justice du Manitoba.

Le rapport annuel souligne la grande diversité des travaux du ministère. Celui-ci emploie un peu plus de 4 000 personnes dans un grand éventail de fonctions. Les réussites décrites dans le rapport annuel ne sont qu'une des manifestations du niveau élevé de dévouement, d'énergie et de talent dont font preuve les membres du ministère de la Justice.

Je mentionne d'abord un événement dont le sens et l'importance sont exceptionnels pour le système de justice du Manitoba. Le ministère de la Justice a reçu de la communauté autochtone un don de 39 plumes d'aigle et a collaboré avec les membres et les aînés de cette communauté en vue de l'utilisation de ces plumes dans les tribunaux du Manitoba. Les victimes, les contrevenants, les témoins et les autres plaideurs qui comparaissent en cour ont désormais l'option de prêter serment avec une de ces plumes. La plume d'aigle est un important symbole de réconciliation et d'inclusivité dans le système judiciaire du Manitoba.

Au cours de l'exercice, le ministère a fait progresser plusieurs grandes initiatives transformationnelles ayant un effet positif important pour le Manitoba. Je tiens à vous décrire quelques travaux et réussites.

Parmi ses priorités, le ministère met en œuvre la Stratégie de modernisation du système de justice pénale que le ministre de la Justice a dévoilée en mars 2018. Durant l'exercice, des progrès importants ont été accomplis vers certains objectifs, y compris la réduction des délais de règlement des affaires criminelles graves, l'augmentation de l'utilisation de la justice réparatrice pour accroître la responsabilisation des contrevenants et l'amélioration du soutien offert aux contrevenants qui quittent le milieu carcéral.

Le rapport annuel mentionne beaucoup d'initiatives de justice pénale entreprises en 2018-2019, y compris :

- réaffecter des procureurs et des membres du personnel de la Division des tribunaux pour assurer l'évaluation et le traitement précoces stratégiques des nouvelles affaires criminelles;
- renforcer le travail du Centre de justice réparatrice et accroître considérablement les déjudiciarisation en faveur de la justice réparatrice : 5 000 affaires ont été déjudiciarisées en 2018-2019;
- mettre en œuvre et élargir l'Initiative de réinsertion sociale responsable pour mieux soutenir les contrevenants qui quittent le milieu carcéral;
- accroître le soutien des programmes de mobilisation communautaire;
- lancer un programme pilote pour rappeler aux personnes leur prochaine date de comparution;
- commencer à renouveler les programmes culturellement appropriés pour contrevenants autochtones.

Au cours de l'exercice 2018-2019, la Section d'innovation stratégique ainsi que Services de maintien de l'ordre et sécurité publique ont accompli les travaux préliminaires qui ont mené à la stratégie en matière

de services de police et de sécurité publique du Manitoba annoncée en mai 2019. Ces travaux comprenaient l'établissement du cadre conceptuel d'un modèle d'information provincial, un élément clé de cette stratégie.

Au début de 2019, le ministère de la Justice et le ministère des Familles ont commencé les travaux cruciaux consistant à réexaminer l'approche manitobaine de la justice pour les jeunes. En nous fondant sur les initiatives fructueuses d'autres provinces, nous prévoyons que ces travaux produiront de meilleurs résultats, y compris une baisse des taux de criminalité chez les jeunes.

La conduite en état d'ébriété continue de menacer la population manitobaine. Le ministère de la Justice a dirigé l'élaboration du programme d'interdiction immédiate de conduire en cas de conduite en état d'ébriété. Avec l'appui de MADD Canada, de nos partenaires des services de police et de la Société d'assurance publique du Manitoba, le ministère de la Justice a élaboré la législation connexe et continue de collaborer avec ses partenaires en vue d'une date de mise en œuvre en décembre 2019. Nous prévoyons que les sanctions routières accrues amélioreront considérablement la sécurité routière.

Le ministère a poursuivi ses travaux visant à améliorer la technologie et l'accès à la technologie pour les intervenants du système de justice dans les collectivités éloignées et du Nord de la province, notamment les communautés autochtones. Un projet pluriannuel d'expansion des comparutions judiciaires par vidéo a été achevé : les comparutions par vidéo sont désormais disponibles dans les tribunaux et les centres correctionnels du Manitoba.

Nous avons poursuivi résolument nos travaux de modernisation du droit de la famille au cours de l'exercice 2018-2019. En juin 2018, le rapport intitulé *Modernizing Our Family Law System: A Report from Manitoba's Family Law Reform Committee* (moderniser notre système de droit de la famille : rapport du comité chargé de la réforme du droit de la famille) a été publié. Ce rapport confirmait la nécessité d'une approche plus efficace et moins contradictoire du règlement des différends en droit de la famille. Le rapport recommandait un projet pilote mettant à l'essai un nouveau modèle provincial. La Loi sur la modernisation du droit de la famille a été déposée en mars 2019 et a reçu la sanction royale en juin 2019. La Loi établit le cadre législatif d'une initiative à volets multiples visant à aider les familles à régler les différends d'une manière équitable, économique, rapide et moins contradictoire.

L'amélioration de l'efficacité et de la rapidité des processus judiciaires et administratifs est un objectif clé du ministère. Grâce à des modifications procédurales innovatrices, nous avons constaté une diminution remarquable des délais de règlement de la Cour des infractions provinciales et de la Direction de la location à usage d'habitation. Le rapport annuel présente certaines autres initiatives visant à améliorer l'efficacité de nos tribunaux judiciaires et administratifs.

Les membres de notre ministère ont œuvré avec diligence pendant la dernière année afin de faire progresser un large éventail d'initiatives et de fournir des services de qualité à la population manitobaine. Ils continuent de faire preuve d'un engagement remarquable à faire du Manitoba un lieu sûr et prospère où travailler et vivre.

Enfin, je tiens à exprimer ma gratitude pour le travail collaboratif de nos partenaires, notamment les divers services de police du Manitoba, les juges ainsi qu'un grand nombre de communautés et d'organismes. Notre ministère est déterminé à consulter, à développer et à maintenir des relations constructives et collaboratives. Nous avons la chance d'avoir des partenaires robustes qui partagent ces valeurs.

Veuillez agréer, Monsieur le ministre, l'expression de mes meilleurs sentiments.

Le sous-ministre de la Justice et sous-procureur général,



Daye Wright



Table of Contents

Title	Page
Introduction	9
Report Structure	9
Vision and Mission	9
Organization Chart	11
Administration and Finance	12
Executive Administration Component	12
Minister's Salary	12
Executive Support	12
Operational Finance and Administration Component	13
Financial and Administrative Services	13
Information Systems	14
Criminal Property Forfeiture	15
Legal Aid Manitoba	16
Crown Law	19
Manitoba Prosecutions Service	19
Victim Services	21
Crown Law Analysis and Development	24
Office of the Chief Medical Examiner	26
Legal Services	26
Legislative Counsel	30
Legislative Counsel	30
Community Safety	31
Corporate Services	32
Custody Corrections	33
Community Corrections	34
Provincial Policing	35
Policing Services and Public Safety	36
Law Enforcement Review Agency	37
Manitoba Police Commission	38
Independent Investigation Unit	39
Crime Prevention	40
Protective Services	41

Courts	43
Corporate Services and Program Management	44
Manitoba Court Operations	45
Judicial Services	47
Sheriff Services	48
Consumer Protection	50
Administration and Research	51
Consumer Protection Office	52
Residential Tenancies Branch	55
Claimant Adviser Office	59
Automobile Injury Compensation Appeal Commission	62
Residential Tenancies Commission	63
Office of the Registrar-General	65
Manitoba Human Rights Commission	68
Vital Statistics Agency (SOA)	69
Public Guardian & Trustee (SOA)	69
Costs Related to Capital Assets	70
Financial Information Section	71
Reconciliation Statement of Printed Vote	71
Expenditure Summary	72
Revenue Summary	79
Five-year Expenditure and Staffing Summary	81
Capital Investment	85
Performance Reporting	86
The Public Interest Disclosure (Whistleblower Protection) Act	92
Regulatory Accountability and Red Tape Reduction	93
Sustainable Development	95
Appendices	
Appendix I Acts Administered by the Minister of Justice	100
Appendix II Court of Appeal Office	104
Appendix III Court of Queen's Bench Offices	104
Appendix IV Court Centre and Circuit Court Listing – Winnipeg and Regional	105
Appendix V Contact Information for Departmental Branches, Boards & Agencies	106

Introduction

Manitoba Justice is responsible for the administration of civil and criminal justice in Manitoba. Key responsibilities flow from provincial legislation such as *The Department of Justice Act*, *The Correctional Services Act*, *The Legal Aid Manitoba Act* and *The Victims' Bill of Rights*. In addition, the department has significant delegated responsibility under federal legislation, as a result of the *Constitution Act, 1867*, which includes most notably the *Criminal Code* and the *Youth Criminal Justice Act*. Manitoba Justice is also responsible for the administration and enforcement of over 100 other provincial statutes¹ relating to civil law, court administration, correctional services, regulatory provisions and other matters for which the Manitoba government assumes legal responsibility.

Manitoba Justice, a large department with 3,313 full time equivalent employees, provides a diverse range of services to Manitobans through many regional offices, facilities and operations. Department staff come from a wide variety of backgrounds, including lawyers, correctional officers, managers, administrators, financial officials, law enforcement specialists, information technologists, social workers, teachers, nurses, paralegals, and clerical and support staff.

Report Structure

The *Annual Report* of Manitoba Justice is organized in accordance with the department's appropriation structure. An appropriation is an amount of money voted by the Legislative Assembly of Manitoba to provide for operation of a program during a fiscal year (April 1 through March 31). The total appropriation for Manitoba Justice is broken down into main and sub-appropriations for the specific divisions, branches and areas of the department.

The activities of every branch or section are outlined in this report. It includes information at the main and sub-appropriation levels for the department's objectives, actual results achieved, financial performance and major variances. It also provides a five-year historical table giving the departmental expenditures and staffing. Expenditure and revenue variances are explained. Reports and financial information are also provided for affiliated boards, agencies and commissions, some of which issue their own annual reports.

The report also includes information on the department's capital investments and projects. Separate sections summarize the department's performance reporting, sustainable development and disclosures of wrongdoing by employees.

To maintain consistency among government-wide reporting documents, all dollar amounts contained in the financial tables and narratives are expressed to the nearest thousand dollars. For example, thirty-five thousand one hundred dollars is shown as 35 \$(000s). Staffing resources are reported in the form of full-time equivalents (FTEs).

Vision and Mission

Our Mission is to support and promote safe and just communities for all Manitobans.

Our Vision is to ensure Manitobans are safe in their communities and have confidence in the justice system.

Our Values:

The department's strength comes from its people. Accordingly,

- We are committed to building a department that promotes a respectful work environment and recognizes people's commitment, performance and achievements.
- We value personal integrity, leadership, responsibility, participation and teamwork.
- We encourage outstanding client and community service, initiative and innovation.

The department's decision-making and change processes are driven by the government-wide Transformation Strategy and the Criminal Justice System Modernization Strategy.

¹ See Appendix I for a complete list of acts administered by the Minister of Justice.

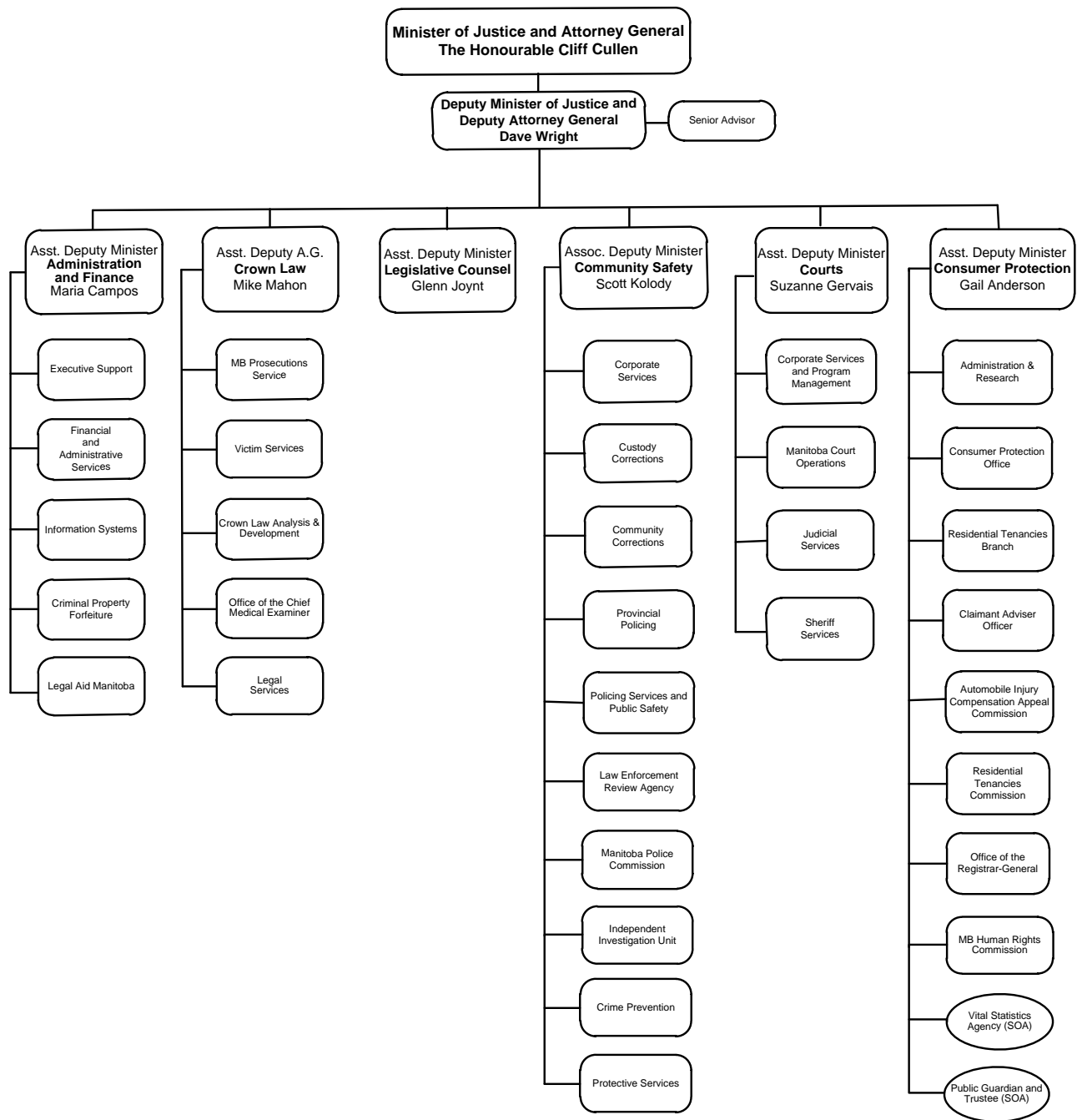
Our Principles:

- We recognize that in the exercise of our authority, we at all times act in trust for the public.
- We accept that our system of justice is based on law and a respect for the rights of individuals as well as the rights of the community as a whole.
- We seek to promote an open and accessible system of justice that treats all persons fairly and with respect.
- We recognize the diversity in our society and the need to be responsive to that diversity, especially in regard to Indigenous persons.
- We value communication, co-operation and interdependence and recognize the need to involve government and non-government partners in the development of integrated approaches to the administration of justice in Manitoba and throughout Canada.
- We respect and value the role the public can play in the delivery of justice and in the shaping of our institutions and programs.
- We believe in promoting the individual's responsibility to the larger community.
- We support the development of preventative approaches to problems and the prompt and just resolution of conflicts.
- We recognize that there is a need to improve how Justice delivers service.

Departmental Organization

In 2018/19, the department's finances were voted under seven main appropriations: Administration and Finance (04-1), Crown Law (04-2), Legislative Counsel (04-3), Community Safety (04-4), Courts (04-5), Consumer Protection (04-6), and Costs Related to Capital Assets (04-7).

As illustrated on the organization chart, each operating division is led by an Assistant Deputy Minister (ADM) or equivalent. The departmental structure includes a number of branches, offices, arm's length bodies and two special operating agencies (SOAs) which include the Public Guardian and Trustee and Vital Statistics Agency. These agencies service operations within departments and are granted more direct responsibility for results and increased management flexibility in order to encourage initiative and improve service delivery.



Administration and Finance

The Administration and Finance appropriation (04-1) includes the department's executive and administrative support activities. It consists of two major components: executive administration and operational administration.

Executive Administration is composed of two sub-appropriations identified as Minister's Salary and Executive Support. These areas provide leadership and direction to the department's operational divisions.

The Operational Finance and Administration component of the division is responsible for the department's administrative support and fiscal planning and control functions. It also provides financial services, continuous improvement, business and strategic intelligence, facilities management, purchasing, fleet vehicles, parking, records management and the development and maintenance of information systems.

Executive Administration Component

Minister's Salary

The funds voted for Minister's Salary provide for additional compensation to the Member of the Legislative Assembly (MLA) appointed to Executive Council (Cabinet) as the Minister of Justice.

The Minister of Justice is also the Attorney General for Manitoba. The Attorney General's role is that of chief law officer for the Manitoba government and the official legal advisor to the Lieutenant Governor in Council and members of Cabinet. The responsibilities stemming from this role are unlike those of any other Cabinet member.

As Minister of Justice, the Minister represents the interests and perspectives of Manitoba Justice at Cabinet, while simultaneously representing the interests and perspectives of Cabinet to the department and the department's communities of interest.

As Attorney General, the Minister plays a special role in advising Cabinet to ensure the rule of law is maintained and that Cabinet actions are consistent with the law and the Constitution of Canada.

1 (a) Minister's Salary

Expenditures by Sub-Appropriation	Actual 2018/19 \$(000s)	FTE	Estimate 2018/19 \$(000s)	Variance Over (Under) \$(000s)	Expl. No.
Total Salaries	42	1.00	42		

Executive Support

Executive support includes the staff and operation of the offices of the Minister and Deputy Minister who provide management direction and leadership to the department. Activities include advising the Minister on policies and emerging issues affecting the department, developing departmental policy, managing departmental activities and projects, and providing administrative services.

The Deputy Minister of Justice and Deputy Attorney General is the administrative head of the department, responsible for managing the day-to-day operations. As the senior public servant in the department, the Deputy Minister works with a team of Assistant Deputy Ministers and Executive Directors. The team, in turn, draws on the extensive accumulated knowledge of departmental personnel.

The Deputy Attorney General is the deputy chief law officer for the Manitoba government, following the Attorney General as chief law officer. The Deputy Attorney General, for example, can consent to an indictment being preferred directly in the Court of Queen's Bench, Manitoba's superior trial court, without the holding of a preliminary inquiry. There are also other discretionary prosecutorial powers given in law that the Deputy Attorney General may use.

1 (b) Executive Support

Expenditures by Sub-Appropriation	Actual 2018/19 \$(000s)	Estimate 2018/19 FTE	Estimate 2018/19 \$(000s)	Variance Over (Under) \$(000s)	Expl. No.
Total Salaries	729	9.00	855	(126)	1
Total Other Expenditures	112		87	25	

Explanations:

1. Savings associated with vacant and under filled positions

Operational Finance and Administration Component

The Administration and Finance Division of Manitoba Justice is responsible for the department's operational administration. The division is led by an Assistant Deputy Minister with oversight of four branches: Financial and Administrative Services, Information Systems, Criminal Property Forfeiture and Legal Aid Manitoba.

The Assistant Deputy Minister of the division exercises a governance role and is the designated officer for receiving and investigating disclosures made by Justice employees under *The Public Interest Disclosure (Whistleblower Protection) Act*.

The support services provided by the Administration and Finance Division have a significant overall impact on the daily operations of the department.

Financial and Administrative Services

The Financial and Administrative Services Branch is composed of three main groups: financial services, administration services and corporate services.

The financial services group assembles and coordinates the department's budget, processes all accounts payable, and monitors, evaluates and reports expenditures to senior management. It exercises a comptrollership function to ensure that all revenues are properly accounted for, and that all expenditures are made and reported in accordance with government policies and Generally Accepted Accounting Principles.

The administrative services group oversees the department's administrative operations and reporting. Responsibilities include procurement and purchasing in general, sustainable development initiatives, contracts, leases for space and equipment, fleet vehicles, physical asset inventories, accommodations and capital project requests, staff parking, insurance, workplace safety and health, and related staff training.

The corporate services group coordinates freedom of information access requests and compliance with *The Freedom of Information and Protection of Privacy Act (FIPPA)* and *The Personal Health Information Act (PHIA)*. It also provides leadership and support to a number of special cross-divisional projects such as the development of the department's annual strategic plan, sustainability indicators reporting, performance reporting, continuous improvement initiatives (Lean management) and workload indicator development and reporting. Corporate services also manages departmental records and maintains the Manitoba Justice website at www.gov.mb.ca/justice.

In addition to working with partners across the Department of Justice, the unit works with the key stakeholders in the criminal justice system including the judiciary, police, Legal Aid and the private defence bar to develop and implement changes that will achieve improvements in the above noted areas.

The means of achieving the improvements cover a wide range of areas including organizational changes, policy changes, work process changes, investments in technology, and resource allocation. The unit conducts detailed reviews and analysis of processes and their results to develop sound business cases for improvements and/or investments designed to increase efficiency and effectiveness of the criminal justice system, recognizing that the rights of the accused must be protected.

1 (c) Financial and Administrative Services

Expenditures by Sub-Appropriation	Actual 2018/19 \$(000s)	Estimate 2018/19 FTE	Estimate 2018/19 \$(000s)	Variance Over (Under) \$(000s)	Expl. No.
Total Salaries	1,489	20.50	1,891	(402)	1
Total Other Expenditures	2,086		1,755	331	2

Explanations:

1. Savings associated with vacant and under filled positions
2. Legal Services common billings shortfall and costs associated with payroll production

Information Systems

Information Systems provides vision and leadership in the use of technology to assist the department in accomplishing its goals. The branch either directly provides, or obtains from government shared services, the required services or resources to identify, develop, implement and maintain technology solutions that assist program areas in the delivery of effective services. The branch also has the responsibility of leading the department in the prioritization of initiatives that would benefit from the incorporation of technology. During 2018/2019, these projects were prioritized and worked on:

Windows 10: A project has been started to test and remediate all applications that are on Justice computer systems to ensure that they work properly with the Windows 10 operating system so it can be installed on all computers by January 2020.

Maintenance Enforcement System (M3P): Enhancements to the Maintenance Enforcement System to streamline the Support Deduction Notice process were implemented.

Corrections Offender Management System (COMS) upgrade: The latest version of the product that includes new functionality related to sentence calculations, risk assessment, auditing and reporting is currently being tested.

Collections System: A project is underway to enhance the existing Collection application with a system that will enable Justice to pull back existing accounts from the contracted private collection agency and apply a wider suite of collection tools on both outstanding and new accounts.

Human Rights Compliance System: The Human Rights Compliance System was upgraded to the current version of Maximizer.

Queens' Bench Registry, Court of Appeal Rota, and Court of Queen's Bench Rota: These systems were migrated to Microsoft SQL Server to use technology that can be better supported.

Prosecutions Information & Scheduling Management System (PRISM). Most recently PRISM has undergone technical upgrades such as windows authentication, Windows 10 compatibility as well as an upgrade to SQL Server 2016 and PowerBuilder 2016. The next development for the application is the ability to import documents.

Vital Statistics Agency System - A project to enhance the existing software system to allow customers to apply and pay for vital event certificates securely on the Vital Statistic Agency's website was completed.

Automobile Injury Compensation Appeal Commission/Claimant Advisor Officer - A case management system was developed and implemented for both branches.

Video Conferencing Project – Video conferencing technology was installed in a number of boardrooms to reduce travel and provide better service to clients.

1 (d) Information Systems

Expenditures by Sub-Appropriation	Actual 2018/19 \$(000s)	Estimate 2018/19 FTE	Estimate 2018/19 \$(000s)	Variance Over (Under) \$(000s)	Expl. No.
Total Salaries	944	10.00	1,032	(88)	
Total Other Expenditures	608		812	(204)	1
Recoverable from Part B – Capital	0		(216)	216	2

Explanations:

1. *Deferral of software projects and operational efficiencies*
2. *No recovery of salaries for staff dedicated to Capital*

Criminal Property Forfeiture

The Criminal Property Forfeiture Unit was established in June of 2009. Under the authority of *The Criminal Property Forfeiture Act*, the unit's director has access to a unique civil cause of action to seek forfeiture of proceeds and instruments of unlawful activity.

Civil actions under *The Criminal Property Forfeiture Act* are fully separate from criminal law and therefore do not rely on successful criminal prosecutions. Forfeiture actions are initiated against property, not people. No criminal record is created and there are no findings of guilt or innocence. Although the director decides whether or not to initiate a civil forfeiture action, it is up to the Court of Queen's Bench to determine – on a balance of probabilities – whether property is proceeds of or an instrument of unlawful activity. Monies resulting from successful forfeitures are deposited into the Criminal Property Forfeiture Fund. These funds are then distributed as provided for in section 19 of the act, including the compensation of victims and crime prevention activities.

Property subject to forfeiture must be located in Manitoba and includes both real property (real estate) and personal property (assets such as vehicles, jewellery and cash). Property located outside of Manitoba may also be appropriate for civil forfeiture but would need to be referred to the civil forfeiture office of the jurisdiction where they are located.

The Criminal Property Forfeiture Act does not provide any powers of search or seizure. Instead, the act is designed to allow the director to work cooperatively with police to use evidence and information gathered in the course of criminal investigations. Material gathered by police during a criminal investigation can be forwarded to the director, who then determines if there is a viable civil forfeiture action. Before initiating a civil action, the director will confirm that the civil proceeding will not jeopardize or conflict with any criminal process related to the unlawful activity. In addition, the director will inquire whether the Crown has decided to pursue criminal forfeiture proceedings under federal legislation.

In the event that the director decides to initiate a civil forfeiture action, a statement of claim or application against the property is filed in the Court of Queen's Bench. The owner of the property can challenge the director's claim by filing a statement of defence or response to the application (Part II proceeding).

In June 2012, *The Criminal Property Forfeiture Act* was amended to allow for a simpler process, known as administrative forfeiture (Part III proceeding). This process is available to the director in respect of cash or personal property having a value of \$75,000 or less; the property must be in the possession of a law enforcement agency that seized it and not be subject to any prior registered interest. The property is then forfeited if no one disputes the director's notice of administrative forfeiture. In the event that the notice is disputed, the director must either continue the proceeding under Part II or discontinue the forfeiture process.

From April 1, 2018 through March 31, 2019, the director initiated civil forfeiture actions (Part II) against 112 properties. The majority of these matters remain under review by the Court of Queen's Bench. 39 files, mainly from previous years, were resolved by the court during 2018/2019. Under administrative forfeiture proceedings (Part III), 577 files were initiated with 472 being resolved. The total amount realized from the disposition of property under Part II and Part III was \$2.2 million.

Of the \$2.2 million forfeited, legal and administrative costs were recovered in the amount of \$212,093.87. After accounting for costs, expenses, and reimbursements, approximately \$1.4 million was retained in the Criminal

Property Forfeiture Fund (CPFF) from the 2018/2019 fiscal year. Disbursements from the CPFF were then subsequently used to promote safer communities through payments to law enforcement agencies (\$1,406,517.26), to contribute to Victim Services through the Victims' Assistance Fund (\$300,000.00) and to provide compensation for specific victims of crime (\$48,482.86). In addition, a forfeited vehicle valued at just under \$40,000.00 was donated to Crime Stoppers Manitoba.

Since 2010, almost \$21 million in assets have been successfully forfeited to Manitoba through criminal property forfeitures. There are currently numerous active forfeiture files being pursued involving real properties, vehicles, cash and other assets.

1 (e) Criminal Property Forfeiture

Expenditures by Sub-Appropriation	Actual 2018/19 \$(000s)	Estimate 2018/19 FTE	Estimate 2018/19 \$(000s)	Variance Over (Under) \$(000s)	Expl. No.
Total Salaries	557	6.00	582	(25)	
Total Other Expenditures	240		334	(94)	1

Explanations:

1. *Savings primarily related to a decrease in requirement of legal services, property registry and credit reporting*

Legal Aid Manitoba

The Legal Aid Manitoba Act (LAM Act) establishes Legal Aid Manitoba (LAM) as an independent statutory corporation operating at arm's-length from government to deliver legal aid services. LAM's mandate is to provide legal advice and representation services to low income individuals and groups to fulfill the government's constitutional obligation to ensure procedural and substantive fairness in a timely and efficient manner.

The notions of "fairness" and "efficiency" in the justice system are core Canadian values, and constitutional principles that inform and guide the administration of justice in Manitoba. As the Supreme Court of Canada has pointed out in *R. v. Jordan*, the justice system must operate both fairly and efficiently.

From a legal point of view, the obligation to provide counsel arises in cases where government action engages section 7 of the *Charter* (the right to life, liberty, or security of the person), section 9 (right against arbitrary detention), section 10 (right to counsel), and section 11(d) (right to be presumed innocent until proven guilty).

Although there is no constitutional requirement that the government provide representation in all cases where government action engages these sections of the *Charter*, they do link legal representation to the notions of "fairness" and "efficiency" in the justice system.

The LAM Act was carefully crafted to achieve the end of ensuring the government's obligations are efficiently and effectively met, while ensuring operational independence in the management of employees and the conduct of cases.

LAM is managed by a Management Council consisting of at least seven but no more than nine members appointed by the Lieutenant Governor in Council.

LAM delivers three types of services:

- in-person and/or telephone advice and information;
- formal representation, and
- duty counsel.

Formal representation is limited to serious criminal matters, serious immigration matters, child protection and many family matters; moreover, it is provided to individuals who meet financial eligibility guidelines. Duty counsel provides early stage legal representation for individuals regardless of their financial circumstances, who are in custody or have been arrested or charged with an offence.

LAM also has a number of special programs such as the Public Interest Law Centre (PILC) and the University of Manitoba Community Law Centre (UMCLC) as well as poverty law, and other outreach programs.

Highlights of activities and initiatives in 2018/2019 include the following:

- **Weekend Court Project:** Manitoba's Criminal Justice System Modernization Strategy identified the need to have a more rigorous review of matters remanded into custody. This is even more important on the weekend as detained accused can sit over the weekend without any meaningful review of their matters and no true opportunity to apply for release. After consulting with Manitoba Justice, LAM implemented an enhanced weekend court duty counsel project on May 26, 2018. Results demonstrate that a large volume of matters are being assisted by weekend duty counsel; reducing delay and resulting in lower volumes of bails in Winnipeg during the week.
- **Pre-Approval of Out-of-Custody matters:** LAM identified that accused persons released from police detention often do not apply for assistance until their first appearance date, which is often 4-6 weeks after their release date; making the first appearance date more of a triage event and resulting in delay to allow the accused an opportunity to apply for legal aid or retain counsel privately. In partnership with the Winnipeg Police Service and RCMP, (effective June 1, 2018) accused persons who are released from police custody are provided with information pamphlets by the police service, encouraging them to apply for legal aid either in person, online, or over the telephone well in advance of their first appearance date. Applicants who apply at this early stage will:
 - have their eligibility assessed well in advance of their first appearance date, and
 - have staff duty counsel assigned to assist; providing applicants with advice and assistance well in advance of their first appearance date while their eligibility is being assessed.

The aim of this initiative is to reduce delay and the number of unrepresented accused. In addition, the early involvement of counsel in matters should contribute to reducing instances of accused persons failing to appear for court and/or failing to comply with court orders.

- **Staff Criminal Youth Defence Office Re-Organization (Wpg):** After consulting with staff lawyers practising in the area of youth criminal defence, LAM's community law office structure in Winnipeg was re-organized so that lawyers specializing in the area of youth criminal defence are grouped together in one unit - enhancing quality of service, cost effectiveness and productivity.
- **Expanded Criminal Duty Counsel:** Many accused will want and need advice about diversion, restorative justice and early disposition options that may be available. In an effort to increase access to justice for individuals appearing in courtrooms across the Province, LAM implemented a further expansion of duty counsel assistance to previously unserved locations in Gimli, Beausejour and Stonewall, as well as bilingual duty counsel assistance to St. Boniface and St. Pierre-Jolys.
- **Expanded Duty Counsel for Child Protection Matters:** Many parents and families will want and need advice regarding child protection issues. In an effort to increase access to justice for all parents and families appearing in courtrooms across the province, LAM expanded child protection duty counsel assistance; making it available to parents and families in many provincial and superior courts throughout the province.
- **Journey to Reconciliation:** LAM acknowledges the importance of the *Truth and Reconciliation Commission's Report* and its 94 Calls to Action. Among those Calls to Action was a recommendation that lawyers receive appropriate cultural competency training, which includes the history and legacy of residential schools. During 2018/2019:
 - LAM continued to offer educational training workshops for all staff members;
 - LAM's Public Interest Law Centre participated as one of the organizers of *Tebweta Ajiimowin* "To Tell the Truth" an Indigenous Law Program jointly presented by the Law Society of Manitoba, Manitoba Bar Association, Robson Hall, and the Manitoba Indigenous Law Students' Association.
 - PILC engaged with the families of Missing and Murdered Indigenous Women and Girls (MMIWG), Elders and a coalition of service providers to propose a made-in-Manitoba, Indigenous-led process to address the tragedy of MMIWG; proposing both national and regional recommendations to the National Inquiry into MMIWG on behalf of the families of Missing and Murdered Indigenous Women and Girls.
- **Performance Measurement:** LAM continued to enhance its performance measurement system, supporting the delivery of results and access to justice.

Transparency and Accountability are central to LAM’s approach to delivering services. Stakeholders and the public must receive transparent, clear and useful information on the results that LAM has achieved, and the resources used to do so.

- Performance information is used primarily to:
 - establish accountability, so stakeholders, elected officials and the public can assess what LAM has achieved with the funds provided;
 - inform LAM’s strategic planning and ensure that resources are allocated based on performance, to optimize results;
 - enhance and increase LAM’s ability to:
 - achieve its strategic objectives within a fixed budget, and
 - provide evidence that demonstrates value for money to its funders and stakeholders.

During 2018/2019:

- 36,396 certificates for formal representation (by either a staff or private bar lawyers) were issued (representing a 1.4% increase from 2017/2018);
- 17,872 people were provided with in-person/telephone advice and information; and
- 42,642 people were assisted by duty counsel.

In all, the total number of assists provided during the year was 96,910.

Our evidence-based approach to decision-making has resulted in LAM providing more legal representation services to more people, in more areas of law than any other Legal Aid plan, while maintaining the lowest administrative costs among all Legal Aid plans across Canada.

More information on Legal Aid Manitoba, including its annual report, is available online at www.legalaid.mb.ca.

1 (f) Legal Aid Manitoba

Expenditures by Sub-Appropriation	Actual 2018/19 \$(000s)	Estimate 2018/19 FTE	Estimate 2018/19 \$(000s)	Variance Over (Under) \$(000s)	Expl. No.
Total Salaries	15,841	0.00	17,503	(1,662)	1
Total Other Expenditures	16,604		15,025	1,579	2

Explanation:

1. Savings associated with vacant and under filled positions net of LALA retroactive payouts due to settled contract
2. Increase in volume due to private bar case shortfall, immigration and refugee matters – asylum seeker legal matters and non salary LALA benefits from contract settlement

Note: All staff positions assigned to Legal Aid are excluded from the departmental full time equivalent position count due to their crown corporation status.

Crown Law

The Crown Law appropriation (04-2) is composed of Manitoba Prosecutions Service, Victim Services, Crown Law Analysis & Development, Office of the Chief Medical Examiner and Legal Services.

Operationally, the division prosecutes the vast majority of criminal and provincial offences in Manitoba, conducts inquests, and provides a range of services to victims of crime throughout Manitoba. In addition, the division provides legal advice to all government departments, agencies, boards, commissions and government corporations that do not have their own legal counsel. The division provides policy advice and develops legislation and programs to achieve departmental goals, and provides recommendations for modernization and improvement of provincial laws. Through the Office of the Chief Medical Examiner, the division is responsible for investigating all deaths that occur in custody, personal care homes or developmental centres, as well as all violent, traumatic, unexplained, unexpected and suspicious deaths occurring in Manitoba.

Improving the administration of justice in Manitoba through support for victims of crime and the *Criminal Justice System Modernization Strategy* has led to exciting new initiatives in the Crown Law Division. This includes a new structure in Manitoba Prosecution Service that emphasizes early and detailed review of criminal cases, expansion of restorative justice, and a focus on reducing the time to disposition, particularly in serious and violent criminal matters. In addition, this fiscal year has seen the approval of a strategy and additional resources allocated to support victims of crime who are experiencing family breakdowns, or who are involved in the restorative justice process.

A substantial amount of work was undertaken by Crown Law to prepare for the legalization of cannabis. In addition, Crown Law has been instrumental in the development of the Immediate Roadside Prohibition legislation that will assist law enforcement in reducing the number of impaired drivers on the roads in Manitoba. In 2018/19, Crown Law has developed and supported initiatives of the Manitoba Government to improve the administration, effectiveness and timeliness of justice in Manitoba.

Manitoba Prosecutions Service

Manitoba Prosecutions Service (MPS) is responsible for the prosecution of criminal and provincial offences in Manitoba as well as the conduct of inquests called by the Chief Medical Examiner. MPS vigorously prosecutes serious offences and dangerous offenders in a timely manner while recognizing that effective justice often requires different approaches, such as restorative justice and other diversion options for less serious offences. Effective justice embodies an efficient and sustainable criminal justice system that is timely, has lower recidivism, and greater victim satisfaction.

MPS is responsible for the prosecution of provincial statute breaches, *Criminal Code of Canada* offences, some federal statute charges, and prosecutions under the *Youth Criminal Justice Act*. Crown attorneys also review police reports and provide advice to police on appropriate criminal charges, investigations, and procedures. In addition, Crown attorneys provide lectures and seminars to the police, investigative agencies, and the public on justice issues. Each year, the branch hires eight articling students and provides a year of training and practical experience in the prosecution of offences under provincial statutes and the *Criminal Code*.

As of March 31, 2019, MPS has a total of 304 FTE positions. The total staff complement has 186 legal positions (inclusive of senior management and articling students) and 118 professional/administrative support staff positions.

MPS is organized into five areas of responsibility:

1. Winnipeg Intake

Led by the Director of Intake, Winnipeg Prosecutions, the Intensive Case Assessment Process (ICAP) Units (General, Youth and Domestic Violence) are designed to increase the efficiency and effectiveness of the justice system in Manitoba through very early assessment of cases, including in-custody matters. The Units are also responsible for matters conducted in Mental Health Court, Drug Treatment Court, Fetal Alcohol

Spectrum Disorder (FASD) Court, and by the Community Prosecutors. All areas have a mandate to consider alternatives beyond the traditional criminal justice system, where appropriate.

The Training and Development Unit, Articling Students and Provincial Statute Unit also report to the Director of Intake, Winnipeg Prosecutions. In addition, this position is responsible for the oversight of Inquests that are called by the Chief Medical Examiner.

2. Regional Prosecutions

Regional prosecutions are overseen by the Director of Regional Prosecutions, located in Winnipeg. MPS has regional offices in Brandon, Dauphin, Portage la Prairie, The Pas, and Thompson. Regional Crown attorneys prosecute all adult and youth *Criminal Code* and Provincial Act offences arising within their respective geographic location. To supplement the service, when required, the offices are supported by expertise from Winnipeg. In addition, this area also includes a Circuit Unit based in Winnipeg which services various circuit points, including fly-in circuit points, throughout Manitoba.

3. Winnipeg Trials

Winnipeg Trials is composed of the General Prosecutions Trial Unit, Domestic Violence Unit (DVU), Special Economic Crimes Unit, Criminal Organization Unit, and the High Risk Offender Unit. Crown attorneys working in these units have expertise in prosecuting matters within their designated specialty areas. These units report to the Director, Trials, Winnipeg Prosecutions. The Director is also responsible for Criminal Code Review Board matters where an accused has been found to be not criminally responsible or unfit to stand trial by reason of mental disorder.

4. Business Operations

The Director of Business Operations manages the finances, facilities, Central File Registry, technological hardware, legal administrative support services and general administration of the Branch.

5. Information Management, Disclosure and Appeals

The Executive Director of Manitoba Prosecution Service is responsible for the broad oversight of overall operation and the four Director positions above report to this position. The Executive Director is responsible for leading the senior management team in implementation of change and response to emerging issues relevant to Manitoba Justice and the Prosecution Service. The Executive Director is responsible for PRISM (Prosecutions Scheduling and Management System), technology needs, and all disclosure requirements mandated by law in Canada. The Executive Director is also responsible for oversight of the Appeal Unit to ensure consistency of provincial standards and early identification of legal trends.

Workload

The number of files (including charges laid and requests for Crown opinions) opened in Prosecutions over the past five years is as follows:

- 50,369 in 2014/2015
- 51,374 in 2015/2016
- 53,880 in 2016/2017
- 56,823 in 2017/2018
- 49,799* in 2018/2019

(*The reduction in files opened in Prosecutions in 2018/19 is a result of a change in procedures related to *Highway Traffic Act* matters which are no longer recorded in the PRISM file application. Only matters that are set for trial are opened in the PRISM application, and there was a reduction of almost 8000 *Highway Traffic Act* matters as a result of having 2 FTEs dedicated to reviewing tickets and engaging ticket recipients prior to trial dates being set. This has resulted in an 88% resolution rate of those matters.)

Highlights of activities and initiatives in 2018/2019 include the following:

- Pre-charge screening of out-of-custody matters continued to expand in this fiscal year. Pre-charge review is conducted to ensure the charging standard is met, files are complete, and appropriate diversion or restorative justice approaches are explored. Previously, the cases that were reviewed before charges were laid were restricted to non-domestic matters arising from Winnipeg where the accused was out of custody. The pre-charge review now includes all out-of-custody domestic violence cases, matters from the Brandon Police

Service and the RCMP East Side District of Manitoba. Expansion to the RCMP West Side District has commenced.

- The Intensive Case Assessment Process (ICAP) expanded to include all City of Winnipeg files, both in and out-of-custody for youth and adult. This includes participation in bail courts for all Winnipeg matters. The goal is to improve the overall velocity of cases as they progress through the criminal justice system. The ICAP review has resulted in an increased number of appropriate cases being referred to diversion/restorative justice programs outside of the formal criminal justice system. The focus of resources in ICAP is consistent with other efforts by MPS to address delay in the criminal justice system.
- The focus on review and assessment at the earliest point in time extended to matters entering the system on the weekend. Through an initiative with Legal Aid, the Courts Division and MPS, the Weekend Court Pilot Project assists in moving matters through Court as expeditiously as possible, reducing delay in the criminal justice system.
- There are ongoing discussions with the RCMP and the Winnipeg Police Service to expedite disclosure and move toward increased electronic disclosure. Some electronic disclosure already exists, and expansion is desired to expedite the process and create efficiencies through reduction of paper and time needed to provide the particulars of evidence to accused and their counsel.
- Changes to MPS processes and procedures have been implemented to improve efficiency in the criminal justice system and reduce the risk of cases being dismissed on delay applications. These processes and procedures include the requirement for early review of all cases to ensure files are complete, the charging standard is met, the best approach for prosecuting the case is considered, and alternatives to the traditional justice system, in appropriate cases, is explored. As well, the potential for direct indictment is considered when developing the case plan for serious matters. Early results show that court dates for preliminary inquiries and trials, particularly for multi-day matters, are now available much sooner. Overall, the time to disposition in both Provincial Court and the Court of Queen's Bench has decreased.

2 (a) Manitoba Prosecutions Service

Expenditures by Sub-Appropriation	Actual		Estimate	Variance	Expl.
	2018/19	FTE	2018/19	Over (Under)	No.
	\$(000s)		\$(000s)	\$(000s)	
Total Salaries	31,739	304.00	34,588	(2,849)	1
Total Other Expenditures	3,595		3,877	(282)	2
Total Witness Programs	1,102		1,329	(227)	3

Explanations:

1. Savings associated with vacant and under filled positions
2. Savings associated with technology related fee savings
3. Savings due to decreased volume of interpretation and translation costs

Victim Services

The Victims Services Branch (VSB) provides a wide range of services to clients throughout Manitoba, including domestic violence and child victims and victims of the most serious crimes, as outlined under *The Victims' Bill of Rights* (VBR) and the *Canadian Victims Bill of Rights* (CVBR). Victim Services Workers (VSWs) attend all court centres and circuit locations where possible throughout the province. Victim Services aims to help people access their rights, understand their responsibilities and obtain resources and support through a trauma informed, culturally safe approach in order to lessen the impact of the trauma, increase safety, and prevent future victimization.

As of March 31, 2019, VSB FTE positions consisted of 1 management position, 43.5 professional positions, and 12.5 administrative positions. In addition, there are 4.5 federally funded positions which include 2 workers supporting families of Murdered and Missing Indigenous Women and Girls, 2 therapists and one part-time support position to support the therapists in the Wellness Program.

Victim Rights Support Service (VRSS)

The Victims' Bill of Rights (VBR) specifies the rights of victims of the most serious crimes in their dealings with police, prosecutors, courts and corrections officials. Victim Service Workers support victims and help them register for their rights and explain how and when they may exercise them. In 2018/2019, VRSS provided services to 918 victims.

Canadian Victims Bill of Rights (CVBR)

In addition to the services noted above, VSB also assists victims of crime who request services under the Canadian Victim Bill of Rights (CVBR). The CVBR came into force in 2015 and established four areas of statutory rights for victims of crime (information, participation, protection and restitution) as well as a complaints process. The CVBR defines "victim" as someone who has suffered physical or emotional harm, property damage or financial loss as a result of crime. In 2018/2019, Victim Services provided services to 368 victims under The CVBR.

Child Victim Support Service (CVSS)

The CVSS helps victims and witnesses of physical and sexual abuse (up to 18 years of age), adults who have experienced childhood sexual abuse and other vulnerable victims (on a case-by-case basis) who are involved in the criminal court process. In 2018/2019, CVSS provided services to 1,226 victims.

Domestic Violence Support Service (DVSS)

The DVSS helps victims of domestic violence when criminal charges have been laid, or may be laid against their partners. Victim Services Workers explain the cycle of violence, how the cycle may affect victims and their families and how to escape from it. They also help victims to develop protection plans to increase their personal safety. The DVSS also provides support to families who receive police services for domestic violence incidents that do not result in charges or arrests (Winnipeg only). In 2018/2019, DVSS provided services to 6,930 victims in criminal charge matters and 11,420 in non-criminal charge matters.

Protection Order Designates Service

The Domestic Violence and Stalking Act allows victims of stalking or domestic violence to apply for protection orders. Victim Services provides training to community service agencies so that their staff may become designated Protection Order Designates (PODS) to assist individuals with their applications for orders. There are currently 128 PODs from 45 agencies and 15 communities across the province.

Cellphone Emergency Limited Link-Up Program (CELL) and SafeTracks

The CELL program is a co-operative effort between social services agencies, police services and Manitoba Justice. A victim services provincial coordinator manages the CELL program. This program provides cell phones on a short-term basis to victims of domestic violence and stalking who are deemed to be at very high risk of violence. Recognizing that many clients have their own cell phones, the CELL Program was expanded to include the use of clients' personal cell phones within the program. During 2018/2019, 6 BellMTS phones were issued and 12 individuals enrolled in the program using their personal phones. In 2016, VSB launched SafeTracks for victims at extreme risk for domestic violence. SafeTracks is a technologically advanced, GPS monitored device that when activated by the user goes directly to Northern 911 who then dispatch police to the user's location. VSB has four devices that were issued to seven individuals in 2018/2019.

Victim/Witness Assistance

Victim/Witness Assistance provides support services to victims and witnesses of crime who are subpoenaed to appear in either Provincial Court or Court of Queen's Bench. In 2018/2019, Victim/Witness Assistance provided services to 3,402 victims of crime.

In 2018/2019, independent lawyers were retained through the program to represent the interests of sexual assault victims in 92 cases where defence counsel applied to the court for access to the victim's counselling and/or other records.

Victims' Assistance Trust Fund (VAF)

In 2018/2019, the department provided \$497,300 from the Victims' Assistance Trust Fund to police and community agencies that provide services to victims. In 2018/2019, police-based programs that received grants included Brandon Police Victim Services and Pembina Valley Victim Services. Community-based programs that received grants included Manitoba Organization of Victim Assistance (MOVA), Ka Ni Kanichihk, North End Women's Centre, RESOLVE, Age and Opportunity Support Services for Older Adults Inc. (Older Victim

Services), Aurora Family Therapy Centre, Canadian Centre for Child Protection, Family Dynamics, Klinik Community Health Centre and Eyaa-Keen Healing Centre.

Highlights of activities and initiatives in 2018/2019 include the following:

- VSB acquired a Victim Services Accredited Facility dog (Milan) in July 2016 through funding from the Criminal Property Forfeiture Fund. Milan has continued to provide comfort to vulnerable victims of crime. As of March 31, 2019 she has assisted 500 individuals as they have navigated the criminal justice system. She has also attended fifty-two court hearings to date.
- With the assistance of funding from Justice Canada, VSB continues to employ a Family Liaison Contact to assist the families of missing and murdered Indigenous persons. The Family Liaison Contact works alongside investigative members of Project Devote.
- As a parallel investment to the Missing and Murdered Indigenous Women and Girls (MMIWG) Inquiry, Justice Canada provided funding to provinces and territories in 2017 to establish Family Information Liaison Units. The Units continued to provide services in 2018/2019 through one-stop information services for families of MMIWG by coordinating their access to appropriate agencies, justice partners and culturally safe resources and healing programs. Based on feedback received through consultation with numerous Indigenous organizations, the individual Community Family Liaison Contact workers are located in Manitoba Keewatinowi Okimakanak (MKO) and Ka Ni Kanichihk.
- In 2018/2019, Victim Services and MKO family liaison unit staff developed a gathering for families in Thompson which took place August 21-23, 2018 and focused on ceremony, honouring their loved ones and healing. In addition, Victim Services worked with Southern Chiefs Organization to hold a gathering for youth impacted by a missing or murdered loved one on March 27-28, 2019. The FLCs also participated in other community-based healing and commemoration events, and provided support to families during National Inquiry meetings and hearings which took place across Manitoba.
- A therapist to support Justice employees who have been impacted by vicarious trauma and compassion fatigue was hired with federal financial support. Manitoba Justice was able to hire a second therapist to enhance the Manitoba Justice Wellness Program, which, in addition to providing therapy to address secondary traumatic stress, focuses on creating a culture of wellness to enable employees to continue to effectively address the needs and concerns of victims and witnesses.
- Also, through a project funded by Justice Canada, VSB worked with community-based service providers and other criminal justice stakeholders to improve access to basic legal information and other resources for survivors of sexual assault through four community workshops in Winnipeg (x2), Selkirk and The Pas. One workshop was also held through webinar. In total, the workshops and webinar reached 417 participants. In 2017 VSB produced a brochure called *You Have Options: Help After Sexual Assault* which was translated into Cree, Spanish and Punjabi in 2018/19. In addition, a full day seminar which provided legal education about the prosecution of sexual assault matters also took place in Winnipeg with 100 participants.
- Two specialized training sessions on the impacts of trauma on victims of sexual assault were also delivered to staff in VSB and Manitoba Prosecutions Service (MPS).
- Victim Services participated with police and community-based agencies in the development of third-party reporting for sexual assault in Winnipeg and areas outside of the city policed by the RCMP.
- VSB continues to provide program information and training to a range of health care providers, social service agencies, police, interpreters, the Independent Investigation Unit and CFS.
- VSB participates in the Human Trafficking Response Team which addresses human trafficking and sexual exploitation. As well, to address ongoing concerns related to forced labour and human trafficking, VSB provided funding for the Trafficked Persons Hotline operating out of Klinik Community Health Centre.
- Through funding from the Criminal Property Forfeiture Fund, VSB was able to provide:
 - interpreters to assist individuals applying for protection orders;
 - financial support for families of homicide victims to travel to court to attend sentencing hearings
 - financial assistance for parking costs for surviving family members when they attend preliminary hearings, trials or sentencing hearings.

- financial support for Indigenous and non-Indigenous community agencies to provide additional services to victims of crime; and
 - Elder support for victims attending meetings with Victim Services or participating in court hearings;
 - independent legal counsel costs to help protect the privacy of victims in sexual assault cases when third-party records have been requested;
 - financial support for the Wiping Away the Tears gathering for the families of missing and murdered Indigenous women and girls. VSB staff participated in this event and offered counselling support to the families who attended.
- VSB continues to provide assistance at Snowflake Place (the Children's Advocacy Centre in Winnipeg) to enhance continuity of support for child victims from the point of charges being laid to disposition.

Under the authority of the Victims' Bill of Rights (VBR), the Compensation for Victims of Crime Program provides compensation for personal injury or death resulting from certain crimes occurring within Manitoba. A claim may be filed by a person who is an innocent victim of a criminal incident, a surviving dependant of a person killed as a result of a crime, or a witness to a criminal incident. Compensation can include income replacement, funeral expenses, training and rehabilitation expenses, medical/dental costs and grief counselling for survivors of homicide victims.

In 2018/2019, the program processed 1,021 new applications for compensation. Total compensation expenses for this fiscal year were \$3,387.

2 (b) Victim Services

Expenditures by Sub-Appropriation	Actual 2018/19 \$(000s)	Estimate 2018/19 FTE	Estimate 2018/19 \$(000s)	Variance Over (Under) \$(000s)	Expl. No.
Total Salaries	4,529	57.00	5,017	(488)	1
Total Other Expenditures	1,316		1,410	(94)	
Grants	497		517	(20)	
Compensation for Victims of Crime	2,612		3,534	(922)	2

Explanations:

1. Savings associated with vacant and under filled positions
2. Decreased provision of future costs of Victim's of Crime Compensation, overall reduction in impairment, compensation, medical, pension and child benefits related to a reduction in the number of claims, net of settlement of claims.

Crown Law Analysis and Development

The Crown Law Analysis & Development Branch (CLAD) assists the department by providing research, analysis, options, recommendations and assistance on civil and criminal law related issues and issues that affect the justice system. CLAD participates and leads in the development of legislation, policies and programs that advance departmental objectives, such as the move to a new Immediate Roadside Prohibition (IRP) approach to strengthen consequences for persons driving under the influence of alcohol, and provide an expedited administrative alternative to the criminal court process for first time impaired driving offenders, where the case does not involve death, serious bodily harm or other aggravating factors.

CLAD coordinates the department's response to legal and justice system issues having cross-divisional, cross-government or intergovernmental implications and represents the department on Federal/Provincial/Territorial (FPT) law reform committees, such as the Coordinating Committee of Senior Officials (Criminal Justice), and supports the Minister and Deputy Minister in their FPT work. The branch is also the department's liaison to the Canadian Centre for Justice Statistics and represents the department at National Justice Statistics Initiative Liaison Officer Committee meetings. CLAD also coordinates the operations of the Community Notification Advisory Committee and the operations of the Manitoba provincial sex offender website.

As at March 31, 2019, CLAD FTE positions consisted of 1 director, 3 legal counsel and 1 office administrator/manager.

Highlights of activities and initiatives in 2018/2019 include the following:

- Represented the department on the Manitoba Government's Coordinating Committee and the PT and FPT Senior Officials Working Groups on legalization and regulation of cannabis.
- Led the review and analysis of the Government of Canada's legislation to make the criminal justice system more modern and efficient and to reduce delays in criminal proceedings, Bill C-75 *An Act to amend the Criminal Code, the Youth Criminal Justice Act* and other Acts and to make consequential amendments to other Acts.
- Assisted in the development of and led the implementation of *The Impaired Driving Offences Act* (Various Acts Amended).
- Led the development of *The Highway Traffic Amendment Act (Immediate Roadside Prohibitions)*, which creates tougher sanctions for impaired drivers under the influence of alcohol and provides an alternative to the more time-consuming breathalyzer and criminal court processes in first offender cases not involving death or serious bodily harm, thereby allowing police more time on the roadway to apprehend more impaired drivers and improve road safety.
- Assisted in the development of the department's approach to the federal *Cannabis Act's* ticketing regime.
- Participated in the cross-departmental working group to establish a protocol for obtaining blood samples from suspected drug impaired drivers for the purposes of *Criminal Code* drug impaired driving investigations.
- Represented the department on the Manitoba Provincial Road Safety Committee, and co-chaired the Committee's Cannabis/Impaired Driving Sub-committee.
- Participated in a variety of national working groups and consultations on changes to criminal law and on collection of justice data, including the FPT Impaired Driving Working Group, the FPT Cybercrime Working Group, the FPT Criminal Procedure Working Group, the FPT Sentencing Working Group and the FPT Drug Issues Working Group.
- Coordinated departmental response to questions from other FPT justice and public safety departments about Manitoba's approach or positions on criminal law and provincial law issues, and other justice system issues.
- Analyzed and prepared briefing material for the department on the reports released by the Canadian Centre for Justice Statistics between April 1, 2018 and March 31, 2019.

2 (c) Crown Law Analysis and Development

Expenditures by Sub-Appropriation	Actual 2018/19 \$(000s)	Estimate 2018/19 FTE	Estimate 2018/19 \$(000s)	Variance Over (Under) \$(000s)	Expl. No.
Total Salaries	699	5.00	585	114	1
Total Other Expenditures	49		60	(11)	

Explanations:

1. Shortfall resulting from inability to meet staff turnover allocation

Office of the Chief Medical Examiner

The Office of the Chief Medical Examiner (OCME), under the authority of *The Fatality Inquiries Act* (the FIA), investigates all violent, traumatic, unexplained, unexpected and suspicious deaths in Manitoba, including the deaths of all children and residents of personal care homes and developmental centres. The OCME determines the cause and manner of death for all reportable cases and attempts to identify situations of risk.

Under the FIA, certain deaths require mandatory inquests. The purpose of an inquest, held by a provincial judge, is to make recommendations that may prevent future deaths under similar circumstances. Whether or not an inquest is called, the Chief Medical Examiner (CME) can make recommendations to the minister, government departments or agencies and others with respect to precautions or measures to prevent other similar deaths. The OCME also handles all reports of unclaimed bodies in Manitoba under *The Anatomy Act*.

The Minister of Justice, upon the recommendation of the CME, appoints Manitoba physicians as medical examiners. They have authority under the FIA to authorize autopsies and recommend inquests as necessary. There are 8 active fee-for-service medical examiners in Manitoba, 7 of whom are located in Winnipeg.

As of March 31, 2019, the OCME FTE positions consisted of 13 employees, including seven full-time death investigators, and six administrative support staff.

During 2018/2019, a total of 6,457 deaths were reported to the OCME. The office investigated and certified 1,826 of these deaths, conducted 4,631 inquiries, ordered 1,270 autopsies and called four inquests. The office handled 124 reports of unclaimed bodies. Approximately 3,500 requests for information are received annually. The CME collaborates with foreign universities to provide specialized training to physicians taking post-doctoral studies in forensic pathology.

As required by the FIA, the OCME prepares an annual statistical review for the Minister of Justice, as well as a report annually on deaths of each person who, during the year, died while a resident in a custodial facility, or while an involuntary resident of a psychiatric facility, or while a resident in a developmental centre. The OCME also submits an annual report to the Minister of Health on the disposition of unclaimed bodies under *The Anatomy Act*. Information regarding the annual statistical review can be obtained by contacting the office at 204-945-2088 or toll free at 1-800-282-8069.

2 (d) Office of the Chief Medical Examiner

Expenditures by Sub-Appropriation	Actual 2018/19 \$(000s)	Estimate 2018/19 FTE	Estimate 2018/19 \$(000s)	Variance Over (Under) \$(000s)	Expl. No.
Total Salaries	1,213	13.00	1,275	(62)	
Total Other Expenditures	3,048		3,071	(23)	

Legal Services

Legal Services Branch (LSB) functions as the law firm to the provincial government. Its role flows from the constitutional and statutory responsibilities of the Attorney General as the chief legal advisor to government and the guardian of the public interest.

LSB's mission is to provide timely, high quality, helpful, efficient and cost-effective legal services that meet the needs of its clients. Its mission and goals are supported by the following operating principles:

- service is customer focused;
- service is cost-effective;
- a commitment to the highest standards of service.

LSB provides a full range of legal services to all government departments, agencies, boards, commissions, committees and government corporations that do not have their own legal counsel, primarily on a cost recovery basis.

Legal services are provided in the following areas: Aboriginal Law; Access to Information and Privacy Law; Administrative Law; Civil Litigation; Constitutional Law; Contracts and Agreements; Conveyancing; Corporate and Commercial; Family Law; Information Technology; International Law; Legal Opinions; Legislative Review and Policy Development (which occasionally includes drafting legislation) and Training and Education.

LSB provides most, but not all, civil legal services to government and its agencies. In appropriate circumstances, outside counsel is retained by the Department of Justice, through LSB.

Counsel are mindful of the potential government wide implications of the advice provided and work to ensure that consistent advice is provided. This means active consultation and collaboration among counsel in balance with the provision of cost-effective legal services.

As of March 31, 2019, LSB FTE positions consisted of 1 director, 55 legal counsel, 1 administrative officer, 25 administrative assistants, 1 financial officer, 1 accounting clerk and 2 articling students.

All counsel provide legal advice in relation to operational, program and policy matters of LSB's clients and are organized into six groups:

1. Aboriginal and Natural Resources Law Team:

Team members deal with all non-Constitutional aboriginal consultation and consultation related issues across government including: Indigenous self-government; treaty and aboriginal rights; Resource Co-Management Agreements; and issues involving Métis people. This group also primarily provides advice to those departments responsible for natural resources. Team members participate on negotiating teams in negotiations with the Government of Canada and Indigenous groups and appear as counsel for Government in litigation and arbitration matters involving Aboriginal Law issues.

2. Constitutional Law Section:

This group provides constitutional legal services in connection with a broad range of matters including aboriginal and treaty rights, the *Canadian Charter of Rights and Freedoms*, minority language rights, federalism and distribution of powers, the fundamental principles of a parliamentary democracy, judicial independence and the amendment of the Constitution of Canada. Constitutional Law counsel provide advice on constitutional issues in the development of programs and legislation. During 2018/2019, Constitutional Law counsel appeared in all levels of court in Manitoba and the Supreme Court of Canada on a variety of constitutional cases. Some of the issues dealt with this year included freedom of association, freedom of speech, equality rights, taxation issues and securities regulation. Counsel also provided advice to government on a wide range of issues including federal and provincial relations, cannabis regulation, and reconciliation efforts with Indigenous communities. Constitutional Law counsel also assisted Manitoba Prosecutions Service regarding constitutional issues raised in criminal cases including issues respecting trial fairness, admissibility of evidence, trial delay motions, disclosure obligations, sentencing principles, protecting the rights of victims and arbitrary detentions.

3. Corporate, Commercial and Information Technology Team:

This group performs almost exclusively solicitor's work and are counsel to government for most of the government's business transactions. Work includes:

- drafting and advising on an extensive range of contracts and agreements including requests for proposals and tender calls, lease purchase agreements, consulting and service agreements, data disclosure and data sharing agreements, information technology contracts and licences, research agreements, maintenance and concession contracts, grant funding agreements, federal/provincial agreements, construction contracts;
- drafting documents and providing advice with respect to development agreements, loans and guarantees, investment agreements, bond issues, licensing, intellectual property and derivatives; preparing and advising on documents required for various government incentive programs;
- preparing and approving documentation for the purchase, sale and lease of real property and documentation respecting security interests, including mortgages, debentures, corporate securities, assignments and escrow agreements; and
- providing advice respecting copyright and trademark issues.

4. Crown Law Team:

Team members handle matters where advice is required in areas of law applicable across government such as freedom of information and privacy, election financing, whistleblower legislation, orders in council and human rights.

5. Family Law Section:

This group provides legal services of a family law nature to a number of government programs and departments, including: the Maintenance Enforcement Program; the Director of Child & Family Services; certain regional child protection agencies; the Director of Employment and Income Assistance; and the Director of Vital Statistics. While counsel in all other groups provide policy assistance to clients on request, Family Law Section counsel have specific policy development responsibility. These counsel develop family law policy and legislative initiatives at the provincial level; and through the Co-ordinating Committee of Senior Officials (CCSO) – Family Justice, the Family Law Section also plays an active role at the national level. In this role, they also contribute to the development of family law related programs. The section works to increase awareness of family law initiatives and issues for the general public, the legal profession and law students.

6. Litigation Team:

This group represents government before tribunals and the Courts in a wide range of civil matters. Work includes:

- advising on litigation matters and appearing as counsel on behalf of the government and Crown agencies in all levels of court, including the Court of Queen's Bench, the Manitoba Court of Appeal and the Supreme Court of Canada;
- appearing before numerous quasi-judicial and administrative boards and tribunals on behalf of client departments and agencies, including the Manitoba Labour Board and the Land Value Appraisal Commission; and
- acting as counsel for many boards and tribunals (when a conflict does not exist with the interests of another government department or agency), including the Clean Environment Commission, the Criminal Code Board of Review, the Law Enforcement Review Agency, the Residential Tenancies Commission and the Vulnerable Persons Commissioner.

Current Structure and Cost Recovery

LSB is an amalgamation of the former Civil Legal Services Special Operating Agency (CLS), Constitutional Law Branch and Family Law Branch. At the time of amalgamation, CLS was a full cost recovery operation (and had been since 1992) and the Constitutional Law and Family Law Branches did not recover costs. Since amalgamation on April 1, 2014, LSB has continued to recover a portion of its costs. In fiscal year 2018/2019, clients were billed at the rate of \$171.00 per hour for services that were provided by cost recovery counsel. In 2018/2019, LSB continued the process of amalgamating the administrative operations of the three branches.

Factors critical to the success of LSB are:

- providing timely, high quality, helpful, efficient, cost-effective legal services that meet the needs of its clients;
- determining its effectiveness in meeting its clients' needs;
- identifying better ways to meet its clients' needs for legal services;
- improving communication between LSB and its clients and communication within LSB;
- improving job satisfaction; and
- developing means to assist staff to work as effectively as possible to satisfy changing client needs and to make adjustments to deal with increasing workloads, deadlines and the pressure of limited resources.

The grant for the Manitoba Law Reform Commission is [housed in LSB's appropriation] [administered by LSB].

Manitoba Law Reform Commission

The Manitoba Law Reform Commission (MLRC) is an independent agency established by *The Law Reform Commission Act*. MLRC issues reports with recommendations for the modernization and improvement of provincial laws. The commission began operations in 1971.

MLRC currently has six members appointed by the Lieutenant Governor in Council and is funded through grants from Manitoba Justice and the Manitoba Law Foundation.

In 2018/2019, MLRC released one final report: *The Builders' Liens Act of Manitoba: A Modernized Approach* (Report #136). Additional information on the Manitoba Law Reform Commission, including all reports, informal reports, issue papers and annual reports are available at www.manitobalawreform.ca.

2 (e) Legal Services

Expenditures by Sub-Appropriation	Actual 2018/19 \$(000s)	Estimate 2018/19 FTE	Estimate 2018/19 \$(000s)	Variance Over (Under) \$(000s)	Expl. No.
Total Salaries	10,487	86.00	11,679	(1,192)	1
Total Other Expenditures	1,172		1,413	(241)	2
Grant to Manitoba Law Reform Commission	85		85	0	
Recoverable from Other Appropriations	(7,745)		(8,527)	782	3

Explanation:

1. *Savings associated with vacant and under filled positions*
2. *Primarily savings due to deferred Information System for Attorneys (ISA) replacement project*
3. *Decrease in recoveries due to vacancies and indirect salaries*

Legislative Counsel

The Legislative Counsel appropriation (04-3) is composed of the Legislative Counsel branch.

Legislative Counsel

The Legislative Counsel Division prepares all Manitoba bills and regulations in English and French, as well as consolidations of current acts and regulations. It also publishes the laws on the Manitoba Laws website. The division's two branches, Legislative Counsel and Legislative and Parliamentary Translation, are headed by the Legislative Counsel, who is an Assistant Deputy Minister and also the law officer of the Legislative Assembly.

Legislative Counsel Branch

In addition to drafting all government bills and regulations, as well as some orders in council, this branch provides legal advice to government agencies and departments on drafting bills and regulations. The branch also provides advice to government respecting the legislative process. It also prepares final texts of all laws for publication in print and on the Manitoba Laws website.

The branch also provides services to the Legislative Assembly. It provides advice to the Speaker and the Clerk of the Assembly on various matters, and drafts bills, and motions to amend bills, for private members. It also publishes bills on the Legislative Assembly website.

Legislative and Parliamentary Translation

The Legislative and Parliamentary Translation Branch prepares the French version of all bills, acts and regulations, as well as rules of procedure for courts and administrative tribunals. The branch also ensures all documents needed in the Legislative Assembly are available in French. This includes preparation of the French version of the orders of the day, votes and proceedings of the Assembly, and rulings of the Speaker.

Bills and Regulations

During the Third Session of the 41st Legislature (between November 21, 2017 and November 8, 2018), 36 government bills and 30 private members bills and 1 private bill were introduced in the Legislative Assembly.

In the Fourth Session of the 41st Legislature (between November 20, 2018 and March 31, 2019), 24 government bills and 24 private members bills were introduced in the Legislative Assembly.

Approximately 227 regulations were registered during 2018/2019. With the exception of a few made by farm products marketing boards, those regulations were drafted and translated by the Legislative Counsel Division.

3 (a) Legislative Counsel

Expenditures by Sub-Appropriation	Actual 2018/19 \$(000s)	Estimate 2018/19 FTE	Estimate 2018/19 \$(000s)	Variance Over (Under) \$(000s)	Expl. No.
Total Salaries	2,422	21.00	2,770	(348)	1
Total Other Expenditures	306		236	70	

Explanations:

1. Savings associated with vacant positions and indirect salary savings

Community Safety

The Community Safety Division is the largest division within Manitoba Justice and is responsible for the delivery of services and programs that contribute to the safety of communities in Manitoba. The fundamental goal of the division is to ensure Manitobans are safe in their communities and have confidence in the justice system.

The division contributes to the protection of communities by: working closely with community agencies, law enforcement, government departments and other levels of government to support crime prevention, intervention and suppression activities and programs, administering sentences imposed by the courts, care, control and reintegration of offenders into society and encouraging and supporting active community participation in achieving these objectives.

The Community Safety appropriation (04-4) comprises of ten sub-appropriations: Corporate Services, Custody Corrections, Community Corrections, Provincial Policing, Policing Services and Public Safety, Manitoba Police Commission, Law Enforcement Review Agency, Independent Investigation Unit, Crime Prevention and Protective Services.

Community Safety Division has a critical role in the *Criminal Justice System Modernization Strategy (CJSMS)*, March 2018, which involves a transformational change with a focus on producing positive outcomes for Manitobans via this four point strategy. This includes an emphasis on crime prevention, targeted resources for serious criminal cases, more effective use of restorative justice and responsible reintegration of offenders.

Highlights of activities and initiatives in 2018/2019 include the following:

- Community Safety Division began implementation of the CJSMS, including enhancement of community mobilization, increased collaboration with police, increased use of restorative justice and a stronger focus on offender reintegration.
- In early 2019, the division commenced work on the Public Safety and Policing Strategy, which will provide leadership, support and foster collaboration among law enforcement agencies and their partners. The strategy will be focused on eight key areas, including: improving policing effectiveness through better intelligence and collaboration, targeting communities with high rates of violence, improving traffic safety, alleviating extraneous demands on police, enhancing Community Mobilization and Hub Tables, improving support for vulnerable people and victims of crime, expanding police participation in early case diversions, and collaborative policing initiatives respecting Indigenous communities.
- Body scanners were installed in three Manitoba correctional centres. These units, which became operational in early 2019/20, will allow all new arrivals to be scanned ensuring contraband (drugs, weapons, cell phones) is not introduced thus leading to safer facilities for staff and inmates.
- The division continued to offer services within new priority initiatives including the Responsible Reintegration Initiative (RRI) and the Restorative Justice Centre (RJC).
- In an effort to better understand and effectively deal with youth with complex needs, Custody Corrections continued to train staff at the Manitoba Youth Centre and Agassiz Youth Centre in Trauma Informed Care and FASD.
- The division continued to deliver a Culturally Appropriate Program (CAP) across the entire province. The program is holistic and promotes balance, self-awareness and personal development incorporating the Medicine Wheel as its framework to assist in learning the pre-contact history of the Indigenous peoples, the impacts of contact with another culture, their current conditions as a result of colonization and learning to heal from these impacts so they can move forward to be healthy individuals. The program addresses the underlying causes of mental health issues such as intergenerational impacts, substance abuse, violence, depression, anxiety and suicidal behavior. The program is designed to address issues of criminal activity, victimization and perpetration by integrating traditional worldviews such as equality and harmony. The program can be used with male and female youth and addresses gender differences. The program is currently being redeveloped into Reclaiming Our Identity (ROI) with program roll-out anticipated in 2019/20.
- The division experienced a decrease in the adult custody population. From 2017/2018 to 2018/2019 the average adult custody population decreased by 12.3 per cent, which represents the second consecutive year of decline. The division experienced a 20.2 percent decrease in the average youth custody population from 2017/2018 to 2018/2019, which is the sixth consecutive year of decline in youth custody.

- Due to declining counts in adult custody, the division was able to close 56 beds at Milner Ridge Correctional Centre in October 2018.
- The division received approval to enhance funding for community mobilization programs throughout the province.
- The division continued to support the Block By Block Community Safety and Wellbeing Initiative, which is collaborative, provincially-led initiative that draws on the expertise of various partner agencies and provides a platform for the creation of sustainable solutions to address systemic barriers and improve community safety in the William Whyte, Dufferin and Lord Selkirk Park neighbourhoods of Winnipeg.
- Funding was allocated to 31 First Nation communities for First Nation Safety Officer (FNSO) Programs. FNSOs assist the local policing authority, deliver crime prevention programs, connect persons in need with appropriate social services, provide information to the local policing authority, and enforce and maintain a public presence in the community. FNSOs may also enforce municipal and/or band by-laws and specific provisions of provincial statutes.
- The Independent Investigation Unit (IIU) received 75 notifications of police-related incidents from various services in the province. Of those, 38 resulted in Unit-led investigations, 24 were monitored agency investigations and the balance required no further involvement.
- The Manitoba Police Commission (MPC) Civilian Monitor Program pilot monitored four IIU investigations where the actions of a police officer may have caused the death of a person.
- The division collaborated with stakeholders and created a framework for the completion of the first comprehensive review of *The Police Services Act*.

Corporate Services

The Corporate Services Branch provides leadership to the division in co-ordinating the integration of services to all branches as well as strategic policy development, budget analysis and control, capital planning and review, information system development and maintenance, co-ordination of chaplaincy and medical services, internal investigations, operational reviews and audits, quality assurance reviews, training, program development, security, research and Indigenous service development.

During 2018/2019, the training component of the Corporate Services Branch was responsible for training 98 new correctional officers/juvenile counsellors for adult and youth custody facilities.

During 2018/19, the security areas of the division provided security screening, staff threats response, and corporate security duties for all areas of the Justice Department. The Security Screening program conducted 1031 security screening investigations in the 2018 calendar year.

4 (a) Corporate Services

Expenditures by Sub-Appropriation	Actual 2018/19 \$(000s)	FTE	Estimate 2018/19 \$(000s)	Variance Over (Under) \$(000s)	Expl. No.
Total Salaries	3,955	45.00	4,935	(980)	1
Total Other Expenditures	1,231		1,191	40	
Total Programs and External Agencies	1,565		2,236	(671)	2

Explanation:

1. Savings associated with vacant and under filled positions
2. Savings due to volume of participants and the conclusion of a program

Custody Corrections

The Custody Corrections branch manages adult offenders sentenced to less than two years² and remanded adult offenders. The branch also manages young offenders held in custody under *The Youth Criminal Justice Act* (YCJA).

The branch is responsible for the care and custody of adult offenders sentenced to prison for up to two years less a day, or detained in custody while waiting for a court disposition (which is known as remand custody). It also provides services for offenders in custody to help them reintegrate into society. The branch operates seven adult correctional institutions: Milner Ridge Correctional Centre, Women's Correctional Centre, The Pas Correctional Centre, Brandon Correctional Centre, Dauphin Correctional Centre, Headingley Correctional Centre and the Winnipeg Remand Centre.

The branch also operates two youth detention facilities: the Manitoba Youth Centre in Winnipeg and the Agassiz Youth Centre in Portage la Prairie. The youth, held under the YCJA, include remand, open and secure custody. The branch provides education, programming and reintegration opportunities for those in the youth facilities.

The following are program highlights in 2018/2019:

- The average daily adult custody population in Manitoba decreased in 2018/2019 to 2,105 from 2,400 the previous year and represents the second consecutive year of decline in adult custody population. This decline allowed the division to close 56 beds at Milner Ridge Correctional Centre in October 2018.
- The average daily youth custody population in Manitoba decreased in 2018/19 to 146 from 183 the previous year, marking the sixth consecutive year of population decline in Youth Corrections in Manitoba.
- In 2018/19 Custody Corrections successfully applied for funding to install body scanners at three correctional centres: The Winnipeg Remand Centre; Brandon Correctional Centre and The Pas Correctional Centre. These units were installed by the end of the fiscal and operational early in 2019/20.
- The branch also began work on an addictions/trauma therapeutic community for female offenders at the Women's Correctional Centre. Based on the successful Winding River Therapeutic Community at Headingley Correctional Centre, this unit will feature specially trained case managers and program facilitators to assist women in custody to deal with the issues that bring them into conflict with the law. The female population has been impacted by the proliferation of methamphetamine and other illicit drugs, along with trauma, family and intergenerational issues. This unit is designed to address the aforementioned issues that bring them into conflict with the justice system in a culturally appropriate manner.
- Employee health and wellness was an area of focus in 2018/19. The branch began training facilitators in the Road to Mental Readiness which is designed to assist employees deal with trauma experienced while working in the correctional environment. A full roll-out to all facilities is expected in fall 2019. Custody Corrections has also partnered with Safe Work Manitoba to analyze Workers Compensation Board claims, especially those involving non-physical injuries and is working to develop an employee wellness unit with a goal of returning staff to work sooner with the appropriate resources thus supporting staff and reducing costs.
- Custody Corrections is also exploring the development of a specialized investigation unit to review deaths in custody, labour relations matters (employee conduct) and respectful workplace/bullying complaints. These matters are currently conducted by senior managers leading to significant delays and inconsistent quality of reports. These are also issues that require some degree of independence and a small dedicated unit will produce timely and consistent high quality reports. The unit, once operational has the potential to be expanded to the others branches in Community Safety Division and Justice.

² Offenders sentenced to two years or more in custody become the responsibility of the federal government (Correctional Service of Canada).

4 (b) Custody Corrections

Expenditures by Sub-Appropriation	Actual	Estimate		Variance	Expl.
	2018/19 \$(000s)	FTE	2018/19 \$(000s)	Over (Under) \$(000s)	No.
Total Salaries	203,884	1,655.10	192,669	11,215	1
Total Other Expenditures	21,161		23,727	(2,566)	2
Total Programs and External Agencies	0		166	(166)	3

Explanations:

1. Additional correctional officer requirements as a result of population management, escorts for medical/hospital supervision and increased costs associated with workers' compensation costs
2. Overall reduction in operating expenditures due to operational efficiencies and expenditure management
3. Savings due to the conclusion of an agreement with a service provider

Community Corrections

The Community Corrections Branch is responsible for the continuum of services for youth and adults involved with the justice system. The branch is directly responsible for probation services throughout Manitoba.

Branch staff manage court orders involving offender supervision/intervention in the community and prepare court reports. Offender supervision in the community involves probation orders, conditional sentence orders, supervision orders under *The Youth Criminal Justice Act* and peace bond orders. The branch is also responsible for community service orders, the Fine Option Program, the Intensive Support and Supervision Program, the Youth Bail Management Program and behaviour intervention programs. The work consists of risk assessments, case planning, focused interventions and referrals to community agencies as well as compliance management. Community justice approaches include mediation, conferences, forums and community justice committees. Some regions supervise community service orders and fine option programs. Community Corrections offices for offenders serving their sentences in the community are located in Winnipeg and rural centres across Manitoba.

The Community Corrections Branch is also responsible for the delegated authority of the Provincial Director under *The Youth Criminal Justice Act*. This involves a series of responsibilities, including issuing warrants and suspensions.

The following are program highlights in 2018/2019:

- The average monthly adult probation and conditional sentence supervision caseload size in 2018/2019 decreased to 6,357 from 7,053 the previous year.
- The average youth probation supervision caseload size in 2018/19 decreased to 962 from 1,180 the previous year.

The Restorative Justice Branch continued its work to fund and oversee agreements with service providers that offer restorative justice programming across the province, which are either cost-shared with Canada under the federal Indigenous Justice Strategy (IJS) or funded solely by Manitoba.

There are 11 contracts under the IJS that service 45 communities throughout the province. Manitoba's sole-funded agreements outside of the IJS are with the John Howard Society of Brandon – Westman Mediation, Onashowewin, Mediation Services and the Salvation Army. The branch is also responsible for 47 community justice committees operating across the province. These committees are made up of volunteers who are responsible for carrying out community-based adult and youth diversion through alternative measures and extra-judicial sanctions. The goal is to assist individuals deal with issues that brought them into contact with the justice system while trying to make reparation to the victim and community for the harm that was caused.

In October 2017, the Restorative Justice Centre (RJC) was established with existing resources and staff realignments from Probation Services and the Restorative Justice Branch. The mandate of the RJC is to enhance community safety and promote healing by offering restorative justice options as a timely alternative to the traditional criminal justice system, for victims, offenders and the community.

The RJC is committed to the goal of increasing the number of cases referred to diversion programs/processes via the RJC by working in tandem with the Winnipeg Community Triage partners to improve services for diversion referrals.

The Restorative Justice branch works closely with Prosecutions, the Winnipeg Police Service, the RCMP and a large number of community stakeholders in an effort to increase the number and effectiveness of diversions and the use of Restorative Justice throughout the province.

4 (c) Community Corrections

Expenditures by Sub-Appropriation	Actual 2018/19 \$(000s)	Estimate 2018/19 FTE	Estimate 2018/19 \$(000s)	Variance Over (Under) \$(000s)	Expl. No.
Total Salaries	21,601	290.10	26,161	(4,560)	1
Total Other Expenditures	2,237		2,682	(445)	2
Total Programs and External Agencies	2,644		3,382	(738)	3

Explanations:

1. Savings associated with vacant and under filled positions
2. Overall reduction in operating expenditures due to operational efficiencies and expenditure management
3. Primarily savings in community programs related to client volumes and delays in program commencement

Provincial Policing

This sub-appropriation funds the Royal Canadian Mounted Police (RCMP) for provincial policing in Manitoba under the authority of *The Police Services Act*. RCMP services are provided under contract through *The Provincial Police Service Agreement (PPSA)*. The RCMP also provides police services to the majority of the province's larger municipalities under municipal police service agreements negotiated directly between the municipalities and the federal government. Through 80 detachments across the province, the RCMP enforces federal and provincial statutes and municipal by-laws and administers crime prevention programs in rural municipalities, cities, towns, villages, First Nations communities and local government districts that do not provide their own police services. The RCMP also provides police services to the majority of the province's larger municipalities through 22 Municipal Police Service Agreements negotiated directly between the municipalities and the federal government.

First Nations policing in Manitoba is funded under this sub-appropriation. Currently, 8 of 63 First Nations communities in Manitoba have Community Tripartite Agreements (CTAs) for police services and 6 First Nations are policed under a self-administered agreement. Canada and Manitoba share costs for the agreements through an established cost-sharing formula under the federal First Nations Policing Program: 52 per cent from Canada and 48 per cent from Manitoba. The Manitoba First Nations Police Service (MFNPS), a self-administered First Nation police service, polices six First Nations communities: Birdtail Sioux, Canupawakpa, Long Plain, Sandy Bay, Roseau River and Waywayseecappo. The RCMP, under the First Nations Community Policing Service (FNCPS), polices eight First Nations communities: Chemawawin, Swan Lake, Opaskwayak, Nisichawayasihk, Peguis, Poplar River, Bloodvein and Buffalo Point. First Nation Safety Officers in 31 First Nations communities are also funded from this sub-appropriation under the federal First Nations Policing Program. The Aboriginal Community Constable Program (ACCP) receives funding under this sub-appropriation as well. The ACCP funds specific RCMP members working in 36 First Nations communities. These members are cost-shared 46 per cent from Canada and 54 per cent from Manitoba. Future expansion of First Nations policing in Manitoba is contingent on availability of federal funding.

DNA testing, the Missing and Murdered Women's Task Force (Project Devote), the Auxiliary Constable Program, as well as funding support for some municipal police services are all supported with funds under this sub-appropriation.

4 (d) Provincial Policing

Expenditures by Sub-Appropriation	Actual 2018/19 \$(000s)	Estimate 2018/19 FTE	Variance Over (Under) \$(000s)	Expl. No.
Total Other Expenditures	189,745		202,987 (13,242)	1

Explanations:

1. Savings due to reconciliation credits for RCMP costs under the Provincial Police Service Agreement (PPSA)

Policing Services and Public Safety

The Policing Services and Public Safety branch coordinates and administers the Manitoba government's law enforcement objectives, priorities, programs and policies, the government's contracts with the RCMP, municipal and First Nations police services and the licensing and regulation of the private investigator and security guard industry. The branch negotiates and implements all policing agreements within Manitoba on behalf of the government and represents the department in law enforcement forums at national and international levels. The department's Witness Security Program and the Public Safety Investigations Unit are also managed by the branch.

Private Investigators and Security Guards Program

Policing Services and Public Security is responsible for administration of *The Private Investigators and Security Guards Act*. Under the Act, the registrar issues licences to employers of security guards and private investigators, as well as the individual security guards and private investigators themselves. These licences are issued according to requirements set out by the provisions of the Act and its regulation.

During 2018/2019, the Private Investigators and Security Guards Program issued 49 licences to businesses to provide security guards, 36 licences to businesses to provide private investigators and registered 20 new in-house employers of security guards. As of March 2019, a total of 198 employers were registered to employ security guards in-house.

During this same period, the program issued 5,942 licences to individuals to act as security guards and 189 licences to individuals to act as private investigators.

Manitoba Security Guard Training Program Administration

The branch is also responsible for ensuring that mandatory training requirements for private security guards are satisfied. During 2018/2019, the Private Investigators and Security Guards Program administered approximately 2,888 individual security guard training exams.

Public Safety Investigations

Policing Services and Public Safety includes a special unit that investigates complaints and conducts inspections under *The Safer Communities and Neighbourhoods Act* and *The Fortified Buildings Act*. These Acts target properties that affect the safety and security of neighbourhoods in various ways, including fortifications that prevent access or escape, habitual use for prostitution, production, sale and/or use of drugs, abuse of intoxicants, child sexual exploitation or child sexual abuse, the storage of illegal weapons and explosives, selling liquor without a licence and criminal organization offences. The Public Safety Investigations (PSI) Unit investigates complaints and may apply for community safety orders in the Court of Queen's Bench, under *The Safer Communities and Neighbourhoods Act*. PSI conducts inspections and may serve removal or closure orders under *The Fortified Buildings Act*. PSI is also responsible for licensing under *The Body Armour and Fortified Vehicles Control Act*.

In 2018/19, PSI received 392 complaints under *The Safer Communities and Neighbourhoods Act*. Following investigation, 152 operations of drug, prostitution (exploited persons) and criminal organization offences involving 170 separate complaints were closed, 20 complaints were referred to another agency, 21 complaints were closed due to insufficient evidence and 69 complaints remain open. Twelve new complaints were received under *The Fortified Buildings Act*. Ten owners removed fortifications from their property following an inspection. There were no complaints where fortifications were observed and removed prior to inspection and for one investigation, fortifications were observed and enforced by another agency. Under *The Body Armour and*

Fortified Vehicles Control Act, five permits to possess body armour and no licenses to sell body armour were issued. One permit to possess and one licence to sell body armour were renewed.

Witness Security Program

The Witness Security Program provides an independent process to coordinate protection to witnesses and associated persons under threat of death or grievous harm by virtue of their involvement in a prosecution by Manitoba Justice. Entry is made by application and may only be made by a law enforcement agency under the provisions of *The Witness Security Act*. Funding and services are provided to protected persons while in the Program, generally for periods ranging between two and four years. The Program also coordinates with law enforcement agencies in the province to facilitate admission under the federal *Witness Protection Program Act*, administered by the RCMP.

Since its inception in 2002, the program has accepted 156 cases involving 156 witnesses. Additionally, funding and services have been provided to associated persons, individuals who did not meet the criteria for admission or assistance to other witness protection programs in 174 instances.

In 2018/19, in addition to managing ongoing cases, four matters were considered by the program. Three of these cases were accepted by the Assessment Panel and one was rejected.

4 (e) Policing Services and Public Safety

Expenditures by Sub-Appropriation	Actual 2018/19 \$(000s)	Estimate 2018/19 FTE	Estimate 2018/19 \$(000s)	Variance Over (Under) \$(000s)	Expl. No.
Total Salaries	1,973	27.00	1,997	(24)	
Total Other Expenditures	316		541	(225)	1
Total Programs	149		285	(136)	2

Explanations:

1. Overall reduction in operating expenditures due to operational efficiencies and expenditure management
2. Savings due to volume of clients

Law Enforcement Review Agency

The Law Enforcement Review Agency (LERA) is an independent civilian agency established under *The Law Enforcement Review Act* to investigate public complaints of abuse of authority by municipal and local police.

A registrar, clerk and one investigator assist the commissioner of LERA in handling complaints about municipal and local police conduct that arise in the execution of police duties. LERA does not investigate criminal matters. Such matters are referred to the appropriate law enforcement agency. The Act provides several ways to resolve complaints: informal resolution (mediation); admission of disciplinary default by the respondent police officer; or where evidence exists, referral to a Provincial Court judge for public hearing.

The office investigated 155 complaints during 2018/2019 as compared to 185 complaints during 2017/2018. More information on LERA is available in the agency's annual report and on LERA's website at www.gov.mb.ca/justice/lera.

4 (f) Law Enforcement Review Agency

Expenditures by Sub-Appropriation	Actual 2018/19 \$(000s)	Estimate 2018/19 FTE	Estimate 2018/19 \$(000s)	Variance Over (Under) \$(000s)	Expl. No.
Total Salaries	355	7.00	333	22	
Total Other Expenditures	39		60	(21)	

Manitoba Police Commission

The Manitoba Police Commission (MPC) was established during 2010/2011 as the first phase of implementation of Manitoba's *Police Services Act*. With consideration given to the cultural and gender diversity found in Manitoba, nine persons were appointed to sit as Commissioners on the Manitoba Police Commission.

Section 7 of the Act identifies the Police Commission's statutory duties as:

- (a) providing advice to the minister on regulations dealing with the operation of police services and the conduct of police officers, including regulations prescribing standards for police services and police officers;
- (b) consulting with the public on matters relating to law enforcement and policing, and providing the results of those consultations to the minister;
- (c) developing a policy and procedures manual for police boards and a code of ethical conduct for members of police boards;
- (d) arranging for training to be provided to members of police boards and civilian monitors; and
- (e) performing any other duties assigned by the minister.

Section 8 of the Act authorizes the Minister to direct the Police Commission to conduct a study on a specific issue relating to policing and law enforcement.

The Manitoba Police Commission is staffed by an Executive Director, an Assistant Director and an Administrative Support position.

Highlights of activities and initiatives in 2018/2019 include the following:

- In 2018/2019, the Commission was renewed with five new Lieutenant Governor in Council Appointments being made to the Commission; including a new Chairperson.
- The Manitoba Police Commission Civilian Monitor Program monitored four new Independent Investigation Unit (IIU) investigations. *The Police Services Act* requires MPC to assign Civilian Monitors to monitor IIU investigations into events where the actions of a police officer may have caused the death of a person.
- The Commission has continued to consult with police services, police associations, law enforcement agencies, community groups and other stakeholders on policing issues. In 2018/2019, the Commission focused on engaging these stakeholders for their input into the development of regulations under *The Police Services Act*.
- The Commission continues to work interactively with municipal councils, municipal police boards and police agencies across Manitoba. Over the past year, Commission staff have met regularly with all police boards, and provided ongoing support and assistance with regard to governance structure and policy development consistent with police board roles under *The Police Services Act*. The Commission has also provided training to police boards through individual sessions and policy directives.
- The Commission continues to participate actively as a member of the Manitoba Association of Chiefs of Police, the Canadian Association of Police Governance and the Canadian Association of Civilian Oversight of Law Enforcement, including attending and presenting at workshops and conferences. These working alliances have greatly informed research efforts at the Commission relative to the development of policing governance practices and recommendations for policing standards and regulations.

4 (g) Manitoba Police Commission

Expenditures by Sub-Appropriation	Actual 2018/19 \$(000s)	FTE	Estimate 2018/19 \$(000s)	Variance Over (Under) \$(000s)	Expl. No.
Total Salaries	161	3.00	318	(157)	1
Total Other Expenditures	38		154	(116)	2

Explanations:

1. Savings associated with vacancies and indirect salary costs
2. Overall reduction in expenditures due to operational efficiencies and expenditure management

Independent Investigation Unit

The Independent Investigation Unit began operation on June 19, 2015, following proclamation of Part VII of *The Police Services Act*.

The Police Services Act requires that the unit be headed by a civilian director who is not a current or former member of a police service or the RCMP. Unless he or she resigns or his or her appointment is terminated, the civilian director shall hold office for five years from the date of the appointment. A person may be reappointed as civilian director for a second term of five years but may not serve more than two terms. The civilian director is responsible for the management, administration and operation of the Unit, overseeing all investigations undertaken by the Unit and performing all other duties imposed by the Act.

The unit must conduct an investigation if a police officer has been involved in an incident where a person has died or suffered a serious injury or if there is evidence that a police officer has contravened a prescribed section of the *Criminal Code* or a prescribed federal or provincial statute. The civilian director must be notified by the police chief of the police service, of all such incidents as soon as practicable, whether or not the police officer was on duty at the time of the conduct in question. The civilian director must also be notified by the police chief of the police service of all other allegations of unlawful activity involving a police officer and may assume conduct of any investigation of such incidents if he or she considers it to be in the public interest to do so.

The civilian director may select a current or former member of the RCMP, a current or former member of a police service in Manitoba or another Canadian province, or a civilian with investigative experience to be an investigator with the unit, provided the person has the prescribed qualifications and experience. An investigator, while serving with the unit, is under the sole command and direction of the civilian director.

The Manitoba Police Commission must appoint civilian monitors to monitor fatality investigations undertaken by the Unit or where the civilian director has requested the assignment of a civilian monitor to its investigations.

In addition to the civilian direction, the unit is composed of 13 FTEs, including eight full-time investigators.

In 2018/2019, the unit received 75 notifications of police-related incidents from various services in the province. Of those, 38 resulted in Unit-led investigations, 24 were monitored agency investigations and the balance required no further involvement.

In 2018/2019, the Unit was notified of four fatality investigations and a civilian monitor was requested and assigned to monitor each of those matters.

4 (h) Independent Investigation Unit

Expenditures by Sub-Appropriation	Actual 2018/19 \$(000s)	FTE	Estimate 2018/19 \$(000s)	Variance Over (Under) \$(000s)	Expl. No.
Total Salaries	1,483	14.00	1,635	(152)	1
Total Other Expenditures	370		924	(554)	2

Explanations:

1. *Savings associated with vacancies and indirect salary costs*
2. *Operating savings related to volume and the location of cases (i.e. travel costs, accommodations, etc.), operational efficiencies and expenditure management*

Crime Prevention

The Crime Prevention Branch is responsible for the coordination and implementation of crime prevention policies and programs. These activities include:

- To work with community partners to implement, support, monitor and evaluate community mobilization programs throughout the province.
- To build partnerships with law enforcement agencies (e.g. Winnipeg Police Services and RCMP), to discuss and collaborate on prevention initiatives such as service integration projects, gang prevention initiatives, sexual exploitation issues and arson.
- To administer the Lighthouses program which provides support to communities and organizations that offer youth positive alternatives after school and on weekends, a safe healthy environment, personal skill development (leadership, communication, problem-solving, decision-making, conflict resolution, anger management, etc.).
- To work in partnership with other departments, governments and community partners to target services and supports to high-risk children, youth, families and communities, e.g. promotion and implementation of High Fidelity Wraparound in Manitoba.
- To promote awareness of best practices in crime prevention and collaborate with communities undertaking evidence-based activities.
- To promote reconciliation between the community and children under 12 in conflict with the law including the facilitation and coordination of services for these children and their families.
- To collaborate with Public Safety Canada on crime prevention issues and programming including the Crime Prevention Action Fund and Youth Gang Prevention Fund (Federal Grants).
- To strengthen relationships among various funding partners to assist in supporting communities.

4 (i) Crime Prevention

Expenditures by Sub-Appropriation	Actual 2018/19 \$(000s)	FTE	Estimate 2018/19 \$(000s)	Variance Over (Under) \$(000s)	Expl. No.
Total Salaries	364	6.00	470	(106)	1
Total Other Expenditures	27		104	(77)	2
Total from External Agencies	1,743		1,755	(12)	

Explanations:

1. *Savings associated with vacancies and indirect salary costs*
2. *Overall reduction in expenditures due to operational efficiencies and expenditure management*

Protective Services

Protective Services Branch (PSB) provides security services to the government of Manitoba and is committed to proactively finding appropriate security solutions for government clients. PSB provides comprehensive and cost-effective security services to provincial staff, personnel, visitors and assets in owned or leased buildings and properties where Manitoba Justice is the service provider. PSB provides security advice and consultation to provincial departments, as required. PSB utilizes both government and private security resources to most effectively fulfill government security requirements.

Activity Identification

The Protective Services Branch is generally divided into two operational groups: Legislative Security Services and Manitoba Protective Services. The following activities apply to, or support, both operational areas:

- Security management ensures government assets are protected and assists departments in establishing a safe environment for staff and visitors. This includes protecting the “Seat of Government” at the Manitoba Legislative Building, responsibility for administering the government security identification card program and liaison with police authorities to provide VIP protection services.
- Project and Technical Services provides security project development and delivery, consultation services and the coordination of maintenance/services related to mechanical and electronic security and life safety systems in provincially-owned and leased facilities.
- Government Monitoring, Communications and Response Centre electronically monitors all fire, duress, environmental, mechanical and intrusion alarms at provincial facilities throughout the province. The Centre dispatches emergency response in relation to critical incident management affecting life safety and facility security and systems integrity.
- Consulting Services develops designs, installs and sets standards for security systems in government facilities. This includes providing consulting and security awareness seminars related to personal and physical security to all government departments and performing security audits / providing recommendations based on unique operational requirements.
- Security Investigations examines security-related incidents, threats, theft, vandalism, etc., in government facilities, or related to government assets, with a view of taking preventative action. The branch liaises with client departments and local police authorities throughout the province on issues related to security and safety incident response.
- Mobile Patrol Services provides service to client departments, boards, commissions and agencies with respect to building checks, emergency response and safe walk program. Mobile Patrol Services serves as the key holder concerning site access and response to facility alarms.

Highlights of activities and initiatives in 2018/2019 include the following:

- The Protective Services Branch continued to introduce a number of initiatives to improve the effectiveness of the branch and overall security posture of the Legislative Precinct as well as other key government facilities throughout the province.
- Protective Services completed 1647 incident reports. These reports included, but were not limited to the following: assaults, bomb threats, thefts, property damage medical emergencies, vandalism and property damage. There were also 1923 intrusion alarm related reports that required some form of response by Communication Centre operators or mobile patrols.
- Through a transformation project initiative, Protective Services purchased an identification card printer and began producing cards in house for various government departments at a substantial cost savings. To date Protective Services has produced over 400 identification cards for various departments and continue to add more departments to the service.
- The Protective Service Technical Unit continues to support all departments in the provision of security project delivery. The unit worked on 91 security projects and physical security assessment requests of various sizes and complexities ranging from complete CCTV installations to small alarm system additions and physical assessments of offices.

- The Technical Coordinator responded to 312 electronic security system service repair requests as well as 237 locksmith service requests through contracted outline agreements.
- The Communication Centre monitored 767 security and fire alarm accounts for government owned and leased buildings including fire, intrusion, duress alarms as well as building systems alarms (boiler, temperature etc.) and elevator emergency phones. This is done on a 24/7 basis. The Communication Centre also operated the Protective Services Radio Network, ensuring safe communication of security officer posts and safe-work check in services for various government organizations.

4 (j) Protective Services

Expenditures by Sub-Appropriation	Actual 2018/19 \$(000s)	FTE	Estimate 2018/19 \$(000s)	Variance Over (Under) \$(000s)	Expl. No.
Total Salaries	6,526	98.80	6,031	495	1
Total Other Expenditures	1,154		1,043	111	
Total Recoverable from Other Appropriations	(975)		(1,259)	284	2

Explanations:

1. Overtime and extra staffing costs due to a shortage of Protective Services Officers
2. Decrease in recoveries due to the provision of security services from private agencies

Courts

The Courts Division manages the effective and efficient delivery of court services throughout the province. This includes: criminal, family, civil, small claims and provincial offences court matters, court security, prisoner transport, civil enforcement of court orders, and operational support. Court services are provided through four branches of the Courts Division appropriation (04-5): Corporate Services and Program Management, Manitoba Court Operations, Judicial Services and Sheriff Services.

The division provides services to three levels of court: the Court of Appeal, the Court of Queen's Bench (including the Small Claims Court) and the Provincial Court (including the Provincial Offences Court). (See Appendix II, III and IV for more information on Manitoba court locations and circuits.)

The division is in the midst of major transformation and modernization initiatives. Over the past year, the division has dedicated resources towards:

- The Integrated Case Management Project (Court Registries Modernization). The division conducted initial planning, analysis and development for the acquisition of a third party to develop business requirements for an integrated case management system for Manitoba's courts. Manitoba's courts currently operate using an inefficient and resource-intensive paper-based court registry system. This system needs to be modernized through digitization of court registries and the authorization of certain administrative functions.
- Leading the Family Law Modernization Strategy announced in March 2019. This is a multi-faceted initiative to assist families to resolve disputes in a fair, economical, expeditious and less-adversarial manner. The Department began working with stakeholders to develop an out of court model called the Family Dispute Resolution Service (FDRS) which will be a first of its kind in Canada. As part of the service, the division is expanding the range of supports provided to families and the means they have to access them (ex. online, in person) to provide better assistance to families facing family breakdown.
- Supporting the judiciary of the Court of Queen's Bench to enhance access to justice through court procedural changes in criminal, civil, and family matters, including child protection cases, with the goal being to ensure timely disposition or resolution of legal disputes before the court.
- Supporting the judiciary of the Provincial Court of Manitoba to enhance access to justice in respect of the criminal cases that come before it, and in particular, to ensure the timelines set by the Supreme Court of Canada in the *R. v Jordan* decision. Specifically, the division has supported and implemented a number of strategies to improve services throughout the province and in particular, have enhanced services out of the Thompson Court Centre.
- Supporting the *Criminal Justice System Modernization Strategy* (CJSMS) announced in March 2018. The CJSMS set out a vision for the modernization of Manitoba's criminal justice system which promotes alignment and consistency of vision within the Department. The division has supported two initiatives as part of the strategy: the Weekend Court pilot project which was implemented on May 26, 2018 as part of a collaborative effort amongst Prosecutions, Legal Aid and Courts to resolve the issue of people staying in remand custody on the weekends only to be released by consent the following week; and, the implementation of a Court Date Notification pilot project in Winnipeg where accused persons, who are granted bail and released from custody, are given the option of being provided a reminder as to their next court appearance via text message.
- The Collections Project. This project is under the Transformation Idea Fund and will enable the Department to better utilize 'in house' collection tools and participate in the Canada Revenue Agency-Set Off Program for more cost effective collection.
- The Pre-Plea Triage program, initiated in the spring of 2016, continues to reduce the number of matters scheduled for dispute hearings and enhance access to justice for defendants wishing to deal with their ticket matters immediately. At the end of fiscal 2018/19, dispute hearings decreased a total of 75% since the start of the project.

- Leading the modernization of transcription services - a Request for Proposal was issued for the provision of transcription services and the finalization of contracting with a vendor was in its final stages at the end of 2018/19. In addition, the division implemented a number of strategies with internal stakeholders to reduce the number of transcripts ordered including the use of a Managed File Transfer (MFT) site to transfer audio to internal stakeholders and members of the bar.
- Commencing a review of existing prisoner transport/court security responsibilities between the division and the RCMP to identify opportunities to improve coordination and to reduce extraneous demands on police.

The division manages the Maintenance Enforcement Program (MEP), which enforces court orders and separation agreements that require payment of family support. If necessary, collection action may be taken that includes: interception of federal payments, support deduction orders, seizure of personal property, property liens, suspension of driving privileges, denial of passports and default hearings.

The division also manages the Fine Collection Program and the Restitution Program. The Fine Collection Program; on behalf of the Manitoba government, municipal governments and the Victims' Assistance Trust Fund; processes, disburses and enforces provincial statute and *Criminal Code* fines that have been ordered by the court. If necessary, collection action is taken if a fine is not paid voluntarily within court prescribed time limits. This may include: registering the debt with a third party collection agency or credit reporting agency, placing of holds on driver's licences and vehicle registrations, registering garnishing orders, property liens or initiating property seizures. The Restitution Program monitors the payment of court-ordered restitution (money owed to a victim of crime). If payment is not made, the program will advise the victim on the necessary steps to proceed to civil judgment.

The Review Board forms part of the Courts Division. It is an independent administrative tribunal established under the *Criminal Code* to deal with those charged with criminal offences that have been found unfit to stand trial or have been found not criminally responsible because of a mental disorder.³

The division also includes the Vehicle Impoundment Registry which is the administrative centre where the status of each vehicle seized in Manitoba is recorded. Detailed information on the Vehicle Impoundment Registry can be found in its annual report. To obtain a copy, call 204-945-4454 in Winnipeg.

Corporate Services and Program Management

The Corporate Services and Program Management Branch provides Manitoba Court Operations, Judicial Services and Sheriff Services with expertise in administration, financial management, governance, program reviews, planning of information systems; delivery of court training, video conferencing support, as well as procurement and infrastructure management.

In addition to the collection of court-ordered family support by the Maintenance Enforcement Program, the branch includes the Fine Collection Program which, on behalf of the Manitoba government, municipal governments and the Victims' Assistance Trust Fund, processes, disburses and enforces provincial statute and *Criminal Code* fines that have been ordered by the court. When collection action is necessary, it may include: registering debts with a third party collection agency or credit reporting agency, placing holds on driver's licences and vehicle registrations, registering garnishing orders, property liens or initiating property seizures. The Restitution Program monitors the payment of court-ordered restitution (money owed to a victim of crime), and if payment is not made, will provide information to the victim about the civil judgment process.⁴

Highlights of activities and initiatives in 2018/2019 include the following:

- The Maintenance Enforcement Program had more than 12,508 files and disbursed \$59.1M in maintenance payments to recipients, and also directed a total of \$4.0M to the Minister of Finance to offset income

³ In accordance with s.2 (1) of *The Public Sector Compensation Disclosure Act*, the eight members of the Review Board received \$76,331 in compensation in the aggregate and there were no board members that individually received compensation of \$75,000 or more annually. The \$76,331 includes Board fees, reasons, and preparation time.

⁴ Restitution ordered solely to Manitoba Public Insurance (MPI) is excluded from this process. MPI monitors these restitution orders separately.

assistance costs. The program took the following enforcement actions against debtors during 2018/2019: issued 1,900 federal support deduction notices, 4,696 support deduction notices for wages and bank accounts and 18 pension garnishing orders; initiated 681 notices of intent to suspend driver's licences; and served 184 summonses by Sheriff Services Civil Enforcement to appear before the court. Special investigative and enforcement efforts continued to be focused on the relatively small number of debtors who have habitually failed to comply with their support obligations.

- The Fine Collection Program processed \$50.0M for provincial statute and *Criminal Code* fines including fines that were paid voluntarily and within court prescribed timeframes. In addition, over 27,297 active driver's licence holds and 28,184 motor vehicle registration holds were put in place, and 2,128 collection actions (which include garnishing wages and bank accounts) and one writ (to seize vehicles) were utilized for the collection of outstanding fines. Overall, in 2018/2019, enforcement action resulted in a total of \$16.0M in outstanding fines recovered. The total provincial fine revenue processed was \$36.0M.
- The Restitution Program receipted \$457,151.42 and disbursed \$387,682.91 in restitution payments to victims of crime.
- The Workforce Planning and Staff Development training unit delivered 22 training sessions to 247 court staff across the province.
- The department also concluded its multi-year video court expansion project, making video court available at Manitoba court locations and correctional centres across the province.

5 (a) Corporate Services and Program Management

Expenditures by Sub-Appropriation	Actual 2018/19 \$(000s)	FTE	Estimate 2018/19 \$(000s)	Variance Over (Under) \$(000s)	Expl. No.
Total Salaries	5,026	78.00	5,630	(604)	1
Total Other Expenditures	3,021		2,817	204	2

Explanation:

1. Savings associated with vacant and under filled positions
2. Operating increases related to online debit/credit card fees, net of savings from expenditure management

Manitoba Court Operations

Manitoba Court Operations provides operational and administrative support to efficiently manage and process all matters in the Court of Appeal, the Court of Queen's Bench (civil, criminal, family, and small claims), and the Provincial Court (adult, youth, family and Provincial Offences Court). Services are provided in Winnipeg as well as in 12 regional court locations and over 40 circuit court locations outside Winnipeg.

The Manitoba Court Operations branch accepts guilty pleas and/or payments of fines in Provincial Offences Court that are issued by enforcement agencies throughout Manitoba. The branch also accepts deposits of monies in the Court of Queen's Bench which are held in trust and later disbursed through the Suitors' Trust System.

The branch is responsible for the operations of the jury management system, ensuring that sufficient jurors are available to meet the jury trial needs of the Court of Queen's Bench.

Manitoba Court Operations also manages the Indigenous Courtwork Program. The program is intended to assist Indigenous people to recognize their rights and obligations and to understand how the criminal justice system functions. Specifically, these courtworkers provide information that can increase access to alternative methods of justice, resources, and programs to Indigenous clients. In addition, this program collaborates with justice officials and other justice system stakeholders to improve knowledge of Indigenous values, customs, and languages. Services are provided in English, Cree, Ojibwé, Oji-Cree and Dakota at court and circuit court locations throughout Manitoba.

The branch works with Indigenous communities to enhance their involvement in the court process. Courts encourage First Nation communities to include Elders in the court process and to promote regular participation

at sittings of the Provincial Court in their communities. Through agreements with the Manitoba Keewatinowi Okimakanak (MKO) and St. Theresa Point First Nation, the Courts and Community Safety Division programs of the department enable communities to establish community justice workers who work with their respective First Nations to use traditional healing to bring offenders and the community to peaceful solutions, liaise with the police and the Crown to foster understanding of community issues, and provide the judiciary with options for culturally appropriate dispositions.

A significant amount of work has been done to identify and address the systemic and unique reasons that give rise to accidental releases. The Department continues to oversee the implementation of recommendations from previous reviews and is committed to exploring further improvements and reforms to address the complexities related to this issue. Seven (7) persons were accidentally released in 2018/2019.

Highlights of activities and initiatives in 2018/2019 include the following:

- The Manitoba Court of Appeal opened 224 new files.
- The Winnipeg, regional and St. Boniface Court of Queen's Bench opened 19,558 new files and added 219,012 documents to the Court Registry System.
- A total of \$11.9M was held in trust within the Suitors' Trust System.
- The Provincial Court processed 101,741 new charges⁵ (youth and adult) in the Winnipeg and regional court centres.
- Provincial offences matters totalled 236,966 in new tickets throughout Manitoba, with the majority being administered through the Provincial Offences Court in Winnipeg. These included 97,384 regular tickets and 139,143 Image Capturing Enforcement System (ICES) tickets.
- On November 20, 2017, *The Provincial Offences Act* was proclaimed, replacing *The Summary Convictions Act*. Some of the key highlights include:
 - Setting preset fines for all tickets issued to reduce the number of persons having to attend court
 - Streamlining the default process
 - Transferring the prosecution of parking by-laws from the court to the municipalities
 - Allowing the use of certificate evidence in a hearing⁶
- The Pre-Plea Triage program initiated on February 8, 2016, continued to reduce the number of matters scheduled for dispute hearings and enhanced access to justice for defendants wishing to deal with their ticket matters immediately. Dispute hearings decreased an additional 48% per cent over the previous year.
- There were 15 jury trials held in Winnipeg, and Winnipeg Jury Management issued 13,400 jury summonses out of 40,000 names obtained from Manitoba Health. Six jury trials were held in regional court centres, with 3,350 summonses issued from the 5,000 names obtained from Manitoba Health.
- The Transcription Services Unit arranged for transcription of 144,569 pages of court proceedings, representing approximately 2,875 transcript requests. A Request for Proposal was issued for the provision of transcription services and the finalization of contracting with a vendor is in its final stages. In addition, Transcription Services implemented a number of initiatives with internal stakeholders to reduce the number of transcripts ordered including the use of an MFT site to transfer audio to internal stakeholders and members of the bar.
- The Review Board held 120 hearings, totaling 32 sitting days, for patients under its jurisdiction. The Board dealt with 118 patients, which, as of March 31, 2019, 101 patients remained under the Board's jurisdiction. Karen Wittman was appointed as chair of the Review Board.
- The Vehicle Impoundment Registry maintained records for 3,594 vehicles seized from people driving while suspended or prohibited or with blood alcohol content over 0.08; for refusing a breathalyzer; refusing or

⁵ This figure represents new adult and youth charges processed by the Provincial Court. This figure may differ from figures reported by the Manitoba Prosecution Service due to differences between counting charges and counting case files (which may be comprised of multiple charges)

⁶ Certificate evidence is admitted into evidence at the dispute hearing as proof of the facts stated in it. This allows the hearing to proceed without the necessity of the enforcement officer attending in person to give oral testimony

failing a field sobriety test; refusing a drug recognition evaluation, restricted license contravention or for committing prostitution related offences.

- The Indigenous Courtwork Program assisted 7,590 clients.

5 (b) Manitoba Court Operations

Expenditures by Sub-Appropriation	Actual 2018/19 \$(000s)	FTE	Estimate 2018/19 \$(000s)	Variance Over (Under) \$(000s)	Expl. No.
Total Salaries	13,223	230.00	13,672	(449)	1
Total Other Expenditures	2,997		2,517	480	2

Explanation:

1. *Savings associated with vacant and under filled positions*
2. *Increased travel to remote locations and an increase in expedited transcription costs, net of expenditure management savings*

Judicial Services

The Judicial Services Branch provides direct support to the judiciary of the Court of Appeal, the Court of Queen's Bench and the Provincial Court through judicial assistants, researchers and coordinators. Judicial services are also provided throughout the province by small claims court officers and justices of the peace. Branch staff facilitate the effective operation of the courts by acting as a liaison between the judicial branch of government, the executive branch of government, the public and the legal profession.

Under the direction of the Chief Justice of the Court of Queen's Bench and the Chief Judge of the Provincial Court, all appearances on criminal, civil and family matters before the courts are scheduled by coordinators to ensure effective use of judicial resources and courtrooms. This includes Provincial Court pre-trial coordinators who preside in court to ensure that procedural matters are addressed within agreed-upon timelines, freeing up judges to deal with substantive legal issues.

There are three types of justices of the peace in Manitoba: 21 judicial justices of the peace, over 120 staff justices of the peace and over 30 community justices of the peace. Justices of the peace provide judicial services in 12 court locations and in over 45 communities under the direction of the Chief Judge of the Provincial Court. Judicial justices of the peace perform duties where independence from the executive and legislative branches of government is required such as conducting hearings under *The Provincial Offences Act*, hearing protection order applications under *The Domestic Violence and Stalking Act*, and issuing search warrants. Staff justices of the peace are located in court offices throughout the province and their duties include such matters as setting hearing dates, reviewing documents with an accused person and processing the laying of charges. Community justices of the peace are community members who volunteer to perform duties similar to staff justices of the peace in their community such as witnessing documents and issuing subpoenas.

Four court officers in the Court of Queen's Bench hear small claims court matters in 15 locations throughout Manitoba.

Highlights of activities and initiatives in 2018/2019 include the following:

- Ongoing educational programs were provided to all justices of the peace through the office of the Director of Justice of the Peace Services under the direction of the Chief Judge of the Provincial Court.
- Ongoing educational programs were provided in conjunction with the Manitoba Court Operations branch to court staff throughout the province.
- The continuation of the Family Justice Resource Centre pilot initiative at the Winnipeg Law Courts Complex provided information and assistance to the public on family law matters with emphasis on referrals to programs and resources that support resolution of family disputes without the need for court processes.

- The provision of support to the judiciary of the Court of Queen’s Bench in the establishment of a new case flow management model for the Family Division, in particular, the re-organization of the trial coordination unit of the Court of Queen’s Bench in Winnipeg and the updating of public information about the new model.
- The provision of support to the Weekend Court initiative of the Provincial Court, in particular, staff justices of the peace and judicial justice of the peace support staff providing administrative support to the judicial justices of the peace.
- The implementation of a Court Date Notification pilot initiative of the Provincial Court in Winnipeg where accused persons, who are granted bail and released from custody, are given the option of being provided a reminder as to their next court appearance via text message.

More information on the Provincial Court of Manitoba is available in its annual report. This is available on the Manitoba Courts website at www.manitobacourts.mb.ca.

5 (c) Judicial Services

Expenditures by Sub-Appropriation	Actual 2018/19 \$(000s)	Estimate 2018/19 FTE	Estimate 2018/19 \$(000s)	Variance Over (Under) \$(000s)	Expl. No.
Total Salaries	24,014	89.00	24,724	(710)	1
Total Other Expenditures	2,667		2,587	80	2
Total Grants	51		53	(2)	

Explanation:

1. Savings associated with vacant and under filled positions
2. Costs associated with operating pressures such as publication, technology and transcript costs

Sheriff Services

Sheriff Services comprises Winnipeg and regional Sheriff Services’ offices.

Winnipeg operations are responsible for the security of courtrooms in the Winnipeg Law Courts Complex. A perimeter security system is operated at the Winnipeg Law Courts Complex, preventing weapons and other contraband from entering the facility.

Regional operations are responsible for the security of courtrooms in five offices located across Manitoba including Portage la Prairie, Brandon, Dauphin, The Pas and Thompson. A perimeter security system is operated at the Brandon Courthouse, preventing weapons and other contraband from entering the facility.

Sheriff Services is responsible for the transport of incarcerated persons to and from court from the various federal and provincial correctional facilities throughout Manitoba. Sheriffs provide service to over 40 circuit court locations across Manitoba. Sheriffs also enforce all writs of seizure and sale; conduct evictions; arrest individuals on civil warrants; and serve various summonses, subpoenas, protection orders and other court directed documents.

Highlights of activities and initiatives in 2018/2019 include the following:

- Winnipeg sheriffs transported 5,860 prisoners to court, travelled 544,920 kilometres by road and 35,934 kilometres by air.
- Regional sheriffs transported 18,701 prisoners to court, traveled 817,185 kilometres by road and 432,326 kilometres by air.
- Sheriff Services provided security at 15 jury trials in Winnipeg and 6 in regional court offices.
- Winnipeg Sheriffs utilized video conferencing technology for 12,848 prisoner court appearances.
- Regional Sheriffs utilized video conferencing technology for 2,704 prisoner court appearances.

- Sheriff Services provided Lawyer Video Interview (LVI) terminals in 8 provincial institutions.
- Sheriff's Officers screened 181,848 individuals entering the Winnipeg Law Courts Complex.
- Sheriff's Officers screened 74,402 individuals entering regional court offices.
- Sheriffs served 2,453 legal documents including protection orders and subpoenas (1,396 by Winnipeg Officers and 1,057 by regional Officers).
- Sheriffs executed 388 writs (320 by Winnipeg Officers; 68 by regional Officers).
- Winnipeg Sheriffs processed and transferred 332 accused persons through the Sheriff Officer Warrant Diversion Project Process.
- The Civil Enforcement Unit issued 5,851 sheriffs' certificates provincially.
- Total monies received from all sources (including sheriffs' certificates) were \$272,725.

5 (d) Sheriff Services

Expenditures by Sub-Appropriation	Actual 2018/19 \$(000s)	FTE	Estimate 2018/19 \$(000s)	Variance Over (Under) \$(000s)	Expl. No.
Total Salaries	10,549	102.70	10,685	(136)	1
Total Other Expenditures	3,570		3,165	405	2

Explanations:

1. Savings resulting from decrease in Worker's Compensation, overtime and benefits costs
2. Increase in costs primarily related to air transportation for RCMP arrests

Consumer Protection

The Consumer Protection appropriation (04-6) has eight sub-appropriations: Administration and Research, Consumer Protection Office, Residential Tenancies Branch, Claimant Adviser Office, Office of the Registrar-General, Automobile Injury Compensation Appeal Commission, Residential Tenancies Commission, and Manitoba Human Rights Commission.

Two special operating agencies – the Vital Statistics Agency, and the Public Guardian and Trustee – are also a part of the division and are discussed in the following, but they additionally prepare separate Annual Reports, as do the Automobile Injury Compensation Appeal Commission, Residential Tenancies Commission, and Manitoba Human Rights Commission. The Assistant Deputy Minister chairs the Vital Statistics Agency Advisory Board and the Public Guardian and Trustee Advisory Board, as well as the Landlord and Tenant Advisory Committee.

The diverse mandate of the division reflects many of the ways in which Manitobans interact in the marketplace, and experience important life events such as births, deaths and marriages. Especially today, Manitobans face challenges from an increasingly innovative and dynamic marketplace, and from evolving societal views that affect how important life events are recorded. New technologies, new types of commercial activities and business models, new ways of shopping and buying places additional importance on sustaining a fair, balanced and up-to-date regulatory system, so that Manitobans can maintain their utmost confidence in the marketplace, and that life events are properly recorded to protect identity and personal information.

The division encourages marketplace confidence through a wide range of activities that include: identifying and responding rapidly to the emergence of new legislative needs in the administration of the provincial legislation for which the division is responsible; ensuring 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; registering births, marriages and deaths, and issuing certificates to eligible individuals; administering the province's rent regulation program, and investigating and mediating disputes between tenants and landlords, consumers and businesses; licensing businesses in a number of key sectors, licensing door to door sellers and collection agents; and regulating pay day lenders and collection agencies.

The roles and responsibilities of the division are complementary to the Ministry of Justice, providing Manitobans access to justice outside of the courts, including the opportunity to have some matters heard by an administrative tribunal, i.e., adjudicating disputes between tenants and landlords; assisting appellants and hearing appeals concerning benefits under the Personal Injury Protection Plan of Manitoba Public Insurance Corporation; offering of dispute resolution through mediation, and when necessary, enforcing consumer protection laws and regulations using administrative enforcement measures, such as compliance orders and administrative penalties.

With fast-paced marketplace and societal change comes the challenge of helping Manitobans help themselves, through the availability of timely and useful information. The division places emphasis on using a variety of traditional and new social media tools to ensure all Manitobans can be kept aware of issues relating to the mandate of the division.

Highlights of activities and initiatives in 2018/2019 include the following:

- Through an organizational restructuring within the Department of Justice the Manitoba Human Rights Commission and the Public Guardian and Trustee Agency moved to the division. This aligned administrative tribunals and special operating agencies in one division and brought together areas which fit within the broader mandate of the Consumer Protection Division which is to support and protect the interests of Manitoba consumers, citizens, businesspeople, landlords, and tenants. For certain, there have been and continue to be many opportunities to collaborate and learn from one another.
- Numerous initiatives continued and expanded related to IT projects, digitization of records, legislative and regulatory changes to eliminate unnecessary administrative burdens, and changes to processes and spaces to make them more accessible for Manitobans.
- The division continued to represent the department on the cross-departmental Regulatory Accountability Working Group, leading tabulation and annual reporting of department inventory of regulatory materials. It developed legislative amendments that reduce red tape and improve services to be part of *The Reducing Red Tape and Improving Services Act, 2019*. It also continued to review legislation and regulations administered, resulting in amendments to eliminate redundancies, dual regulation and unnecessary administrative burdens.

- As part of *The Red Tape Reduction Government Efficiency Act 2019* Bill that was introduced on March 11, 2019, wording in *The Real Property Act* authorizing substitutional service relating to tax sales is clarified. Additionally, amendments which will enable greater efficiencies in operations are included, for example, amendments to *The Cemeteries Act* and *The Prearranged Funeral Services Act* to enable the Funeral Board to approve forms (e.g. license applications) rather than requiring forms to be adopted by LGIC regulation. Amendments to *The Vital Statistics Act* and *The Fatality Inquiries Act* are also included reflecting that nurse practitioners are authorized to complete a medical certificate of death. This change will decrease wait times for grieving families to register a death and the administrative burden on physicians.
- As part of the transformation plan for tribunals within the division to move to a more cost effective, efficient and collaborative model, Chief Commissioners and Deputy Chief Commissioners of the Automobile Injury Compensation Appeal Commission and the Residential Tenancies Commission were cross-appointed. Amendments to Residential Tenancies Regulation expanded the types of matters that can be heard by a single commissioner of the Residential Tenancies Commission. This has increased efficiency and reduced costs of the Residential Tenancies Commission.
- Communicated directly with the public to get important information to those who need it. In order to get key consumer protection messages and information to people who may not follow mainstream media, the division went beyond traditional media releases or newspaper advertisements, undertaking a number of social media campaigns on Facebook, Twitter, and the Consumer Protection Mobile App reaching thousands of Manitobans through cost-effective mediums.
- Concluded work with the Landlord and Tenant Advisory Committee to finalize recommendation on method to set the rent exemption level and economic adjustment factor and administratively modernize and simplify the process to adjust the annual rent increase guideline, the rent exempt level, and the economic adjustment factor every year.

Administration and Research

Administration and Research is composed 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.
- To create and sustain a culture of innovation, success, and continuous improvement.

Responsibilities

- Provides executive direction and administrative support to branches, agencies and commissions of the Consumer Protection Division.
- Undertakes strategic action to prioritize, sustain and improve services, focusing on outcome-based measures to ensure investments are appropriate.
- Assesses the need for new or amended legislation and coordinates 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 and identifies strategic and innovative opportunities for fiscal improvement.
- Collaborates and networks across departments and sectors to achieve governments' objectives.

6 (a) Administration and Research

Expenditures by Sub-Appropriation	Actual 2018/19 \$(000s)	Estimate 2018/19 FTE	Estimate 2018/19 \$(000s)	Variance Over (Under) \$(000s)	Expl. No.
Total Salaries	495	5.00	446	49	
Total Other Expenditures	161		229	(68)	

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, payday lenders and high cost credit grantors, and manufacturers, renovators and home hobby crafters of stuffed articles.
- To support fair and honest transactions by other regulated businesses, such as motor vehicle dealers and repair shops, cell phone providers and those offering gift cards.
- 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
- Education and outreach
- Administration/legislative review
- Oversight and management of the Financial Literacy Fund

Highlights of activities and initiatives in 2018/2019 include the following:

Investigation and Dispute Resolution

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

- Over 27,855 new calls or email messages and over 563 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.
- 653 written complaints were handled, with automotive and direct sales complaints registering the highest numbers. 163 files were carried over from the previous year.
- An amount of \$1,055,283.43 in cash settlements or contract adjustments was obtained for consumers.

Analysis of Complaints

Complaint Type	2018/2019	2017/2018
Payday Lender	10	17
Automotive	176	211
Credit / Finance / Credit Card	17	28
High Cost Credit	0	0
Home Renovations	67	55
Electronics Sales/Service/Manufacturing	33	57
Collections	38	53
Direct Sales	178	130
Home Furnishing / Accessories	33	42
Personal Services/Goods	36	39
*Other	65	87
Total	653	719

*Other' complaints include categories such as: retail, internet transactions, professional services, hearing aids, travel, prepaid purchase cards, credit reporting agencies, loan brokers and bedding and other upholstered or stuffed articles related.

Licensing and Registration

The Consumer Protection Act regulates payday lenders, high-cost credit grantors, 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.

- 10,946 licences, registrations and authorizations were issued in 2018/2019.
- Staff conducted licensing inspections at a number of trade shows, fairs and exhibitions.

Licences, Registrations and Authorizations

Type	2018/2019	2017/2018
Collection Agent	84	93
Collectors	3,358	3,025
Vendors	158	171
Direct Seller	2,763	2,744
Hearing Aid Dealers	82	70
High-Cost Credit Products	44	44
BOUSA ¹	4,417	3,879
Payday Lenders	40	43
Total	10,946	10,069

¹ Bedding and Other Upholstered and Stuffed Articles

In 2018/2019, licensing saw an increase in overall activity in the number of BOUSA, collector, hearing aid dealer and direct seller licensees.

Special Investigations

The Consumer Protection Office administers the legislation it oversees in a way that is balanced and fair to both consumers and businesses while preventing undue hardship to businesses in the marketplace in Manitoba. The Consumer Protection Office seeks voluntary compliance with the statutes it administers, which is often obtained through mediation. In situations where voluntary compliance cannot be obtained, the Consumer Protection

Office investigates and may take further enforcement action. Following investigation, some matters may be 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.

Specific enforcement actions, such as administrative penalties and prosecutions, issued by the Consumer Protection Office are published online.

In 2018/2019, the Consumer Protection Office issued two (2) Administrative Penalties for \$5,000.00 each to a business for breaching licensing requirements under *The Consumer Protection Act*.

Information/Education

The education and outreach 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 2018/2019, staff made seven in-person presentations and participated in two trade booths reaching out to more than 541 people including members of business community, consumer groups, seniors, students, agencies and public administrators. The presentations focused on the role of the Consumer Protection Office, consumer protection issues, motor vehicle information disclosure, identity theft, frauds and scams. The Consumer Protection Office, in partnership with other government departments and organizations, through the Manitoba Securities Commission, participated in a Fraud Prevention Café to educate public on how to recognize fraud, reject it, and report it.

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, social media posts, updated information on the Consumer Protection Office website and on the Consumer Protection mobile App. In 2018/19, the Consumer Protection Office also issued news releases reminding consumers their rights and responsibilities relating to gift cards, online shopping, direct sales, debt collection and fraud.

The Consumer Protection Office is modernizing client service strategies, which include broadening social media and digital presence. The Consumer Protection Office is developing an integrated approach to improving education and awareness for consumers and businesses across all branches of the Consumer Protection Division.

Administration/Legislative Review

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

- The Consumer Protection Office continued to monitor the consumer protection landscape and conducted ongoing reviews of policies and legislation to ensure that they remain effective and responsive in an ever-evolving marketplace. Adjustments to operations to streamline processes and eliminate inefficiencies continues.
- The Consumer Protection Office is upgrading its electronic case management system to improve its licensing and complaints tracking activities and to create a public online business registry.
- Amendments were made to *The Consumer Protection Act* as part of *The Red Tape Reduction and Government Efficiency Act 2018* to enable the Director of the Consumer Protection Office to approve application forms for a vendor, direct seller, collection agent or collector licence and bonds rather than requiring forms to be adopted by Lieutenant Governor in Council regulation. The ability of the Director to amend the forms reduces administrative and financial costs incurred by businesses having to make changes to their technology to comply with prescribed forms. The amendments also gives them flexibility in the manner in which they present required information.
- Staff represented Manitoba on 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 2018/2019 on payday and other high-cost credit products, classification systems for consumer complaints, improving consumer awareness, enforcement best practices and electronic commerce.

Financial Literacy Fund

In February 2011, the Manitoba government established the Payday Borrowers' Financial Literacy Fund. All payday lenders that are licensed in Manitoba paid an annual levy for the fund of \$500 for each licensed location. In September 2016, the Payday Borrowers' Financial Literacy Fund was continued as the Manitoba Borrowers' Financial Literacy Fund and high-cost credit grantors along with payday lenders pay an annual levy 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 2018/2019, \$22,464 was used to develop two 2 minute animated videos and two 15 second video clips on payday loans and high-cost credit products for posting online and social media in order to improve financial literacy of payday loan and high-cost credit borrowers and/or potential borrowers. The video production work is expected to be completed in 2019/2020. The videos will help to educate borrowers who are then better informed in the financial marketplace.

Financial Literacy Fund	2018/2019	2017/2018
Revenue	\$42.0	\$43.0
Grants	\$22.46	\$2.84
Funds remaining on March 31	\$205.7	\$186.2

6 (b) Consumer Protection Office

Expenditures by Sub-Appropriation	Actual 2018/19 \$(000s)	FTE	Estimate 2018/19 \$(000s)	Variance Over (Under) \$(000s)	Expl. No.
Total Salaries	1,886	25.80	1,841	45	
Total Other Expenditures	286		354	(68)	
Total External Agencies	113		113	0	

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.

Highlights of activities and initiatives in 2018/19 include the following:

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 2018/2019, more than 3,000 complaints were resolved informally. Client Services Officers resolved an additional 1,021 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).

In 2018/2019, disputes related to repairs remain high at 773 requests for assistance. 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 108 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.

The branch issued four administrative penalties against a landlord, for non-compliance with existing Orders to Repair.

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. Appeals of fines imposed by boards under *The Condominium Act* are also heard by the branch. In 2018/2019, one fine was appealed to the branch.

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 2018/2019, Mediation Officers successfully resolved 23 per cent of the 1,175 compensation claims filed with the branch through mediation. In addition, 28 per cent of the 2,535 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 2018/2019, the branch held 1,566 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.

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 2018/2019, 375 above guideline applications and one rehabilitation application 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 124 of these requests in 2018/2019.

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 its "Open Doors" newsletter. Brochures about pets in rental units are available to tenants and landlords. The brochure for landlords provides tips and 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 website offers detailed information including its Policies and Procedures Guidebook, 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 55,000 calls during the fiscal year and responded to 11,542, email requests for information. In 2018/2019, nearly 15,000 people visited branch offices to request information. An additional 6,824 clients received information through the automated Interactive Voice Response System, which is accessible 24 hours a day/seven days a week.

Outreach and education activities to the general public and industry stakeholders continued regarding the legislation and programs administered by the branch. The branch made 86 presentations to 1,590 participants, such as landlords, tenants, students, and support workers. The branch also had displays at six events and had the opportunity to speak with approximately 1,070 people at these venues. Staff also held informal drop-in information sessions at a community service agency.

The branch continues to produce many fact sheets and guides to provide information to clients about their rights, responsibilities, and obligations.

Administration/Legislation and Policy Development

- The administration staff manages the internal operation of the branch, which includes the management of financial and human resources. Staff members are 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 and other jurisdictions to stay current with issues and trends in the rental marketplace. Amendments to *The Residential Tenancies Act* were passed as part of *The Red Tape Reduction and Government Efficiency Act, 2018* to provide greater flexibility to landlords when disposing of a tenant's abandoned property and to permit tenant objections only to rent increases above the annual rent increase guideline.

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 2018/2019, \$12,912.42 was paid to 16 tenants. The branch continues attempts to recover these amounts from landlords through rent redirects, garnishing orders and the Canada Revenue Agency's set-off program. Landlords are required to send money to the branch when they owe a former tenant a deposit, overcharged rent or proceeds from abandoned personal property if they cannot locate the tenant. The branch holds these monies for two years. During that period, tenants can ask the branch for any money owed to them. After two years, unclaimed money is transferred into the Security Deposit Compensation Fund. During 2018/2019, unclaimed security deposits and overpayments in the amount of \$5,662.93 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 2018/2019, the branch spent \$19,255.17 for that purpose. This included the landlord/tenant fact sheets and brochures, landlord resource manuals and participation in trade shows and exhibitions. The balance in the fund on March 31, 2019 was \$144,374.56.

Independent Tenant Advisor Program

- The Independent Tenant Advisor from Legal Aid Manitoba continued to deliver on-site information and advocacy services at the RTB to tenants to file claims and prepare for hearings at the Residential Tenancies Branch and Commission. In 2018/2019, the Independent Tenant Advisor assisted 768 tenants in preparing for their specific cases and represented 49 tenants at hearings.

Parts 1-8 of *The Residential Tenancies Act*

CASE LOAD

Case Type	2018/2019	2017/2018
Failure of Landlord/Tenant to Meet Obligations ¹	107	83
Hearings		
• Claims	1,175	1,271
• Order of Possession	2,535	2,441
• Determination	32	37
Non-payment of Utilities	108	76
Notices to Vacate	3	3
Repairs	773	796
Security Deposits	520	538
Other ²	151	162
Total Cases Opened	5,404	5,411
Total Cases Closed ³	5,614	5,444
Intakes Resolved ⁴	3,017	3,232
Total Cases Closed and Intakes Resolved	8,631	8,676

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	2018/2019	2017/2018
Application for Above the Guideline Rent Increase ¹	375	398
Application for Approval of a Rehabilitation Scheme – Complex	1	2
Application for Approval of a Rehabilitation Scheme – Specified Unit	249	152
Application for Laundry Increase	20	20
Application for Rent Status Report	124	108
Application for Tenant Requested Improvement	9	5
Application for Withdrawal of Service	61	22
Life Lease Rent Review	3	6
Tenant Objection to Guideline, or less, Rent Increase	14	17
Unauthorized Rent Increases	520	358
Total Cases Opened	1,376	1,088
Total Cases Closed²	1,539	1,386

1 The rent increase guideline for 2017 was 1.5%, 1.3% for 2018, and 2.2% for 2019.

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

6 (c) Residential Tenancies Branch

Expenditures by Sub-Appropriation	Actual 2018/19 \$(000s)	Estimate 2018/19 FTE	Estimate 2018/19 \$(000s)	Variance Over (Under) \$(000s)	Expl. No.
Total Salaries	4,516	61.00	4,778	(262)	1
Total Other Expenditures	598		629	(31)	

Explanations:

1. Savings associated with vacant and under filled positions

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.
- May 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.

Highlights of activities and initiatives in 2018/2019 include the following:

- 119 new regular CAO files were opened. Each opened file represents one internal review decision being appealed, though the internal review decision may deal with more than one issue.
- The CAO also provides assistance to claimants with questions that required further discussion, meetings, or investigations regarding appealing MPIC Internal Review decisions, without opening a regular file.
- All new regular CAO 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.
- The Director provided ongoing advocacy skills coaching and appeal strategy advice to Claimant Advisers.

CAO File Analysis

CAO Files closed in 2018/2019 - Analysis by PIPP Benefits recovered:

PIPP Benefits recovered	Amount
Wage Replacement benefits.	\$610,000.00 approx.
Personal Care Assistance	\$13,000 approx.
Permanent Impairment Awards	\$40,000 approx.
Reimbursement for Treatment and Travel to Treatment (Physiotherapy; Chiropractic; Athletic; Psychological; Dental)	\$22,000 approx.
Reimbursements for Medications; Medical Aid; reduction of overpayments	\$45,000 approx.

- These amounts do not include the value of ongoing benefits that will be paid to claimants on the basis of the appeal decision; new MPI decisions or resolution agreements.
- Since the office opened on May 16, 2005, Claimant Advisers have recovered approximately \$10 million in benefits for appellants.

CAO Files closed in 2018/2019 - Analysis by Year CAO File Opened:

Year CAO File Opened	% of total CAO Files closed in 2018/2019
2019	3 or 3%
2018	53 or 45%
2017	39 or 33%
2016	8 or 7%
2015	4 or 3%
2014	8 or 7%
2013	0
2012 and prior	2 or 2%

CAO Files closed in 2018/2019 - Analysis by Reason for File Closure:

CAO Files Closed	2018/2019
Commission Decisions – Appeal allowed	3
Commission Decisions – Appeal denied	6
Resolved by CAO and MPI prior to Hearing	7
Resolved at Mediation – MOA and NOW filed	53
Resolved before Mediation – Resolution Agreements with MPIC or new decision	6
CAO representation withdrawn as insufficient evidence and other reasons	20
Claimant left CAO for self or alternative representation	6

CAO Files Closed	2018/2019
Claimant withdrew appeal on recommendation of CAO or abandoned appeal	16
Other reasons	0
Total	117

CAO files opened and Active files in 2018/2019

Files Opened	2018/2019	2017/2018	2016/2017
Regular CAO Files Opened	122	149	133
Query Files Opened	N/A	13	N/A

Total of Active Files	2018/2019	2017/2018	2016/2017
Regular CAO Files	252	294	268

CAO Matters scheduled in 2018/2019

Appeals	2018/2019	2017/2018	2016/2017
Appeal Hearings scheduled	14	18	20
Appeal Hearings that Proceeded	9	10	8
Case Conferences scheduled	15	47	58
Case Conferences that proceeded	15	41	38

Mediation	2018/2019	2017/2018	2016/2017
Pre-Mediations scheduled	98	94	97
Pre-Mediations that proceeded	90	71	86
Mediations scheduled	114	121	129
Mediations that proceeded	102	79	98

- Claimants have completed and returned 18 Client Service Satisfaction Forms out of the 117 closed CAO files.

Service Measures	Excellent	Good	Average	Fair	Poor	Yes	No
Satisfaction with service	10	5	0	0	3		
Accessibility to office and services	9	4	3	0	1		
Phone calls returned promptly	10	4	2	0	2		
Knowledge of the staff *	10	4	0	0	3		
Efficiency of service *	10	3	1	0	2		
Would you recommend our service to others? *						15	2

*Some claimants did not provide a response to the question.

6 (d) Claimant Adviser Office

Expenditures by Sub-Appropriation	Actual 2018/19 \$(000s)	Estimate 2018/19 FTE	Estimate 2018/19 \$(000s)	Variance Over (Under) \$(000s)	Expl. No.
Total Salaries	777	11.50	922	(145)	1
Total Other Expenditures	82		171	(89)	2

Explanations:

1. Savings associated with vacant and under filled positions
2. Overall reduction in expenditures due to operational efficiencies and expenditure management

Automobile Injury Compensation Appeal Commission

The Automobile Injury Compensation Appeal Commission (the Commission), 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 is composed of a chief commissioner, 1 deputy chief commissioner, 2 part-time deputy chief commissioner, a director of appeals, 3 appeals officers, a secretary to the chief commissioner and 2 administrative assistants. In addition, there are 14 part-time commissioners who sit on appeal panels as required.

In 2018/2019, 149 appeals were filed. This compares with 158 appeals filed in the 2017/2018 fiscal year.

Highlights of activities and initiatives in 2018/2019 include the following:

- The Commission held 26 formal hearings and 76 pre-hearing meetings or case conferences as compared to 23 hearings and 124 pre-hearings or case conferences in 2017/2018.
- Appellants were successful in whole or in part in 55 percent of the appeals heard by the Commission.
- The number of indexed files increased from 51 in 2017/2018 to 111 in 2018/2019. The Commission’s appeals officers prepared 72 supplementary indexes in 2018/2019, compared to 61 supplementary indexes in 2017/2018.
- There were 371 open appeals at the Commission at the end of 2018/2019. There were 362 open appeals at the Commission as of March 31, 2018, an increase of 9 open appeals.
- Hearing dates were scheduled, on average, within 3.31 weeks in 2018/2019 from the time the parties were ready to proceed to a hearing. This compares to 0.92 weeks in 2017/18.
- The Commission prepared 20 written decisions.
- The average time from the date a hearing concluded to the date the Commission issued an appeal decision was 8 weeks.
- The Commission held 39 days of hearings and 75 days of pre-hearing or case conferences.
- 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. In 2018/2019, there were three applications for leave to appeal which in all three cases were dismissed.

6 (e) Automobile Injury Compensation Appeal Commission

Expenditures by Sub-Appropriation	Actual 2018/19 \$(000s)	FTE	Estimate 2018/19 \$(000s)	Variance Over (Under) \$(000s)	Expl. No.
Total Salaries	850	8.00	938	(88)	
Total Other Expenditures	114		162	(48)	

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 Deputy Chief Commissioner and a 0.6 Deputy Chief Commissioner appointed for up to a four-year term and 15 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 – 35 part-time panel members appointed for up to a two-year term 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.

Activity Summary

April 1, 2018– March 31, 2019

Activity	Received	Processed
Claim For Security Deposit or Less	57	58
Claim	131	145
Claim and Order of Possession	199	207
Determination	11	11
Order of Possession	2	1
Repairs	176 ⁴	177 ⁴
Distrain and Lockout	8	7
Rent Regulation	100	81

Activity	Received	Processed
Total	684	687⁴

Appeals Initiated By	2018/2019
Landlord	375 ⁴
Tenant	263
Other Party	0
Multiple Parties	46
Total Appeals¹	684⁴

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

Motions for Extension of Time to Appeal	Received	Outcome
Motions for Extension of Time to Appeal	92	
Decisions Denied		49
Decisions Granted		43

Leave to Appeal Applications to the Residential Tenancies Commission	Received	Outcome
Applications for Leave to Appeal	50	
Leave to Appeal Denied		25
Leave to Appeal Granted		25

Decisions	2018/2019
Orders upheld	238
Orders varied	323 ⁴
Orders rescinded/overtaken	39
Orders withdrawn/settled	68
Orders cancelled	18
Pending	1
Total Decisions²	687⁴

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

Appeal Hearings:	2018/2019
Brandon	12
Dauphin	0
Thompson	0
Russell	0
Portage la Prairie	2
Steinbach	2 ⁴
Winkler	1
Winnipeg	476
Total Appeal Hearings³	493

³ Total Appeal Hearings represents the actual number of hearings which took place within the fiscal period.

⁴ A landlord appealed 151 Orders to the Commission which related to one issue, regarding multiple rental units in one residential complex.

Court of Appeal	Received	Outcome
Applications for Leave to Appeal	19	
Decisions Denied		18
Applications Withdrawn		1
Hearings Pending		2

6 (f) Residential Tenancies Commission

Expenditures by Sub-Appropriation	Actual 2018/19 \$(000s)	Estimate 2018/19 FTE	Estimate 2018/19 \$(000s)	Variance Over (Under) \$(000s)	Expl. No.
Total Salaries	732	4.50	797	(65)	
Total Other Expenditures	100		118	(18)	

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.

Highlights of activities and initiatives in 2018/2019 include the following:

- The Registrar-General oversaw the operations of The Property Registry including covering 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, royalty revenue received was \$10,964,133.83.
- The Property Registry processed transactions resulting in total land transfer tax revenue of \$92,076,693.00 between the periods of April 1, 2018 to March 31, 2019.
- Teranet Manitoba LP met all of its contractual obligations under the License and Service Provider Agreement from the agreement's inception in March, 2014 to the date of this report, March 31, 2019.
- The Registrar-General oversaw the development by the service provider of:
 - Electronic Registration - a new online system which allows lawyers, financial institutions and other users to submit land titles documents.
 - A new Land Titles form, Form 30 – Correction to Statutory Evidence. This will allow the maker of a document to correct certain statutory required evidence simply by signing this new form, removing the requirement to attend to a lawyers' office to swear or affirm the revised evidence.
 - Electronic delivery of Statuses of Title and Statuses of Instruments to clients on the completion of registration of documents at Land Titles. This provides faster delivery of these documents to help speed up the entire land titles transaction.
 - The completion of the transfer of the Manitoba Land Titles Database from a mainframe to a server.
 - A single Canada and U.S.A. wide telephone number for all contacts with Land Titles and the Personal Property Registry.
 - Business interruption and Disaster recovery plans for the Land Titles and Personal Property Registry.
- Registrar-General Directives: The Registrar-General may make, amend and repeal rules of practice that relate to the land registration systems and approve all forms used in the land registration system. For greater transparency, significant rules of practice and all form approvals are issued by Directive. Directives are in both official languages, posted on The Property Registry website and emailed to all users who are on a distribution list. Minor matters involving internal processes within the land registration system are given to land registry staff directly.
- Registrar-General Directive eliminating the requirement for a Registration Details Application as part of a series of documents submitted using eRegistration system.

Transformation activity at Land Titles

While still part of government, The Property Registry commenced improvements to the delivery to clients of documents and plans. Following the transition in March 2014 to Teranet Manitoba operating The Property Registry, transformation to electronic delivery of service has continued.

- **Survey Plans Online:** any registered survey plan in the province can be ordered online.
- **Documents Online:** the public can search and order documents online, e.g. a copy of their mortgage. Since the transition Teranet has digitized microfilm documents that date back to the early 1980s. As a result, clients now have online access to over three million documents.
- **Titles Online:** provides users with fast and easy access to all titles in the electronic registry reducing the need to search approximately 20 screens to a single screen/report.
- **Plan Deposit Submission:** an online application is now available that allows surveyors to submit electronic copies of plan deposits for examination and exchange of comments with TPR resulting in time and cost savings associated with mailing, couriering or dropping off/picking up plans.
 - There has been 100% voluntary uptake of this service.
- **Modern account management system:** this new system provides clients with electronic receipts, statements and reports and greater flexibility in managing accounts. Clients can reduce the number of accounts they maintain from a maximum of eight to two.
- **Smart fillable electronic forms:** the benefit to users will be reduced rework time and costs associated with the need to correct and/or resubmit documents. Four of the most common forms (approximately 76% of all submissions) have been converted into smart fillable forms.
- **Electronic Registration (implemented in December 2017)**
 - Immediate registration during regular registration hours
 - Convenient access – clients can submit documents in the evening or weekends
 - Immediate registration during regular registration hours
 - Immediate notification that their document has been submitted and received
 - Clients can collaborate electronically between firms to prepare documents saving time and money
 - Payment by deposit account or electronic funds transfer
 - Elimination of the need to courier, mail or drop-off documents at land title offices will result in time and cost savings
 - Elimination of the need to complete and submit an application form for each submission

Statistical data of registrations and searches for Land Titles and Personal Property Registry (by Calendar year)

	2018	2017	2016	2015
Land Titles registrations	138,898	156,564	158,779	160,393
Land Titles Searches	316,030	291,006	290,538	(1) 1,749,072
PPR Registrations	231,892	234,803	237,591	248,422
PPR Searches	229,932	225,801	227,800	227,916

(1) Land Titles search methodology changed part way through 2015 from calculating “per click” on a mainframe search to a single pdf copy of a title or instrument

Survey Outline Monument Restoration Program

Outline monuments are the monuments that indicate on the ground, the location of key elements of the survey fabric of Manitoba. These monuments are the foundation of the Land Titles system. One review indicated that in any given area thirty (30%) per cent or more of these monuments were missing although there is improvement due to the Survey Outline Monument Restoration Project. This loss was having a negative impact on

development and the integrity of titles issued by Land Titles. Municipalities are responsible for maintaining outline monuments.

The municipality pays the entire cost of the monument restoration. Upon approval of the monument restoration by The Property Registry, the municipalities are reimbursed for half of the cost in accordance with the guidelines and fee schedule agreed on by the Registrar-General, City of Winnipeg, the Association of Manitoba Municipalities (AMM) and the Professional Land Surveyors Business Group.

For the calendar year 2018, 770 outline monuments were restored with \$341,039.41 reimbursed to municipalities by The Property Registry. The operating expense associated with Special Survey in 2018 was \$20,923.99.

In 2018, 91 individuals contacted the Office of the Registrar-General which is the primary point of contact for Manitobans with questions about *The Condominium Act*. There may be multiple contacts by an individual during a year.

- 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.
- There were no payments from the Assurance Fund in 2018/2019.

6 (g) Office of the Registrar-General

Expenditures by Sub-Appropriation	Actual 2018/19 \$(000s)	FTE	Estimate 2018/19 \$(000s)	Variance Over (Under) \$(000s)	Expl. No.
Total Salaries	248	2.00	225	23	
Total Other Expenditures	58		86	(28)	

Manitoba Human Rights Commission

The Manitoba Human Rights Commission is an independent agency of the Government of Manitoba created by *The Human Rights Code* to promote and enforce the human rights of all Manitobans.

The Commission reports to the Minister of Justice on its activities and those of the Human Rights Adjudication Panel accordingly and a joint report is tabled by the Minister every year.

The Commission is composed of eight Commissioners appointed by the Lieutenant Governor in Council and seventeen staff led by an Executive Director. The Commission has offices in Winnipeg and Brandon.

The Commission administers the complaint process set out in *The Code*. It takes complaints of discrimination, investigates them and determines if there is sufficient evidence that *The Code* has been contravened to warrant a public hearing before the Human Rights Adjudication Panel. At those hearings, the Commission represents the public's interest in eliminating discrimination and ensuring that employers, landlords, and service providers comply with *The Code*. The Commission promotes early resolution of complaints and offers parties in the complaint process with opportunities to resolve their complaints through mediation.

The Commission is also mandated to develop and conduct education programs about *The Code* and to promote human rights principles through outreach and education initiatives.

More detailed information about the activities of the Manitoba Human Rights Commission is set out in its Annual Report which is available on the Commission's bilingual website at www.manitobahumanrights.ca.

6 (h) Manitoba Human Rights Commission

Expenditures by Sub-Appropriation	Actual 2018/19 \$(000s)	Estimate 2018/19 FTE	Estimate 2018/19 \$(000s)	Variance Over (Under) \$(000s)	Expl. No.
Total Salaries	1,287	17.00	1,489	(202)	1
Total Other Expenditures	266		232	34	

Explanation:

1. Savings associated with vacant and under filled positions

Vital Statistics Agency (SOA)

The Vital Statistics Agency is the only authoritative:

- Custodian of the Crown's records, also known as the provincial vital event registry. These records provide Manitoba-registered individuals with authenticated evidence of foundational identity or vital status, and policymakers/researchers with Manitoba-specific data in support of Manitoba programs;
- Provider of vital event registration in Manitoba;
- Provider of electronic evidence of foundational identity and vital status;
- Issuer of printed evidence of foundational identity and vital status (vital event documents);
- Source of historic and current vital event data in Manitoba.

The provincial vital event registry dates to 1882, and today includes nearly four million records. Information is added to the registry daily.

The Agency is responsible for administering and enforcing *The Vital Statistics Act*, *The Marriage Act*, *The Change of Name Act*, processing disinterments under *The Public Health Act*, and protecting privacy under *The Personal Health Information Act* and *The Freedom of Information and Protection of Privacy Act*.

The Vital Statistics Agency became a Special Operating Agency on April 1, 1994 and currently operates within the Consumer Protection Division of the Department of Justice. Detailed information on the Vital Statistics Agency can be found in the Agency's Annual Report. This report is available online at <https://vitalstats.gov.mb.ca/>.

Public Guardian & Trustee (SOA)

The Public Guardian and Trustee provides trustee and guardianship services to the people of Manitoba when no one else is capable or willing to act. When a person is found to be incompetent or vulnerable under Manitoba law, the Public Guardian and Trustee can be appointed to act. Once appointed, the Public Guardian and Trustee is legally required to provide services. Fees are charged by the Public Guardian and Trustee to fund operations.

The services provided by the Public Guardian and Trustee include the following:

- Administering financial and personal affairs
- Making medical decisions
- Administering the financial affairs of mentally competent people who have granted a power of attorney to the Public Guardian and Trustee
- Administering estates with or without a will
- Administering trust monies for children
- Administering some adult trusts

- Acting as litigation guardian in court proceedings
- Assisting the court through the review of settlements of court actions involving minors, as well as when a Manitoba law requires service of a legal process on the Public Guardian and Trustee.

While the Public Guardian and Trustee commenced operation as a provincial government special operating agency on April 1, 1996, it reports to the Legislature through the Minister of Justice. Detailed information on the Public Guardian and Trustee can be found in the agency's annual report. This report is available online at www.gov.mb.ca/publictrustee.

Costs Related to Capital Assets

Manitoba Justice's inventory of capital assets includes machinery, equipment and information systems. The department is required to amortize its assets, which is a gradual write-off of the initial cost of the asset over its useful life. In addition, interest expense is also applied to capital funds on net book value.

Major capital assets requiring amortization in 2018/2019 included SAP support, government air, and existing assets including equipment and information systems projects and major computer applications.

- SAP support refers to the protection, maintenance and enhancement of the government's SAP software. Introduced in 1999, SAP (Systems, Applications and Products in Data Processing) is the integrated management software Manitoba uses to support business and administrative requirements across government. SAP software is used by many staff and as a result Manitoba Justice is required to pay a share of the overall government amortization costs for the system.
- Government air refers to the department's contribution (based on use) to amortize the province's fleet of aircrafts, used primarily by justice personnel for circuit court travel.
- The existing asset inventory includes information technology projects, major computer applications, furniture, equipment and machinery.

The amortization of existing assets and interest expense are provided as of March 31, 2019.

04-7 Costs Related to Capital Assets

Expenditures by Sub-Appropriation	Actual 2018/19 \$(000s)	Estimate 2018/19 FTE	Variance Over (Under) \$(000s)	Expl. No.
Government air	117	267	(150)	
Amortization—Existing assets at March 31, 2019	2,706	2,176	530	1
Interest expense	780	1,160	(380)	1
Total	3,603	3,603		

Explanation:

1. *Technical error in calculation of amortization and interest*

Financial Information Section

Reconciliation Statement of Printed Vote

DETAILS	2018/19 ESTIMATES \$(000s)
2018/19 MAIN ESTIMATES	\$ 655,577
MAIN ESTIMATES AUTHORITY TRANSFERRED FROM:	
- Internal Service Adjustments	4,554
2018/19 ESTIMATE	\$ 660,131

Manitoba Justice

Expenditure Summary
for the fiscal year ended March 31, 2019 with comparative figures for the previous year

2018/19 Estimate \$(000s)	Appropriation	2018/19 Actual \$(000s)	2017/18 Actual \$(000s)	Increase (Decrease) \$(000s)	Variance Expl. No.
	04-1 Administration and Finance				
42	(a) Minister's Salary	42	41	1	
855	(b) Executive Support	729	763	(34)	
87	Salaries	112	76	36	
	Other Expenditures				
1,891	(c) Financial & Administrative Services	1,489	1,445	44	
1,755	Salaries	2,086	1,418	668	1
	Other Expenditures				
1,032	(d) Information Systems	944	951	(7)	
812	Salaries and Employee Benefits	608	190	418	2
(216)	Other Expenditures	0	0	0	
	Less: Recoverable from Part B - Capital				
582	(e) Criminal Property Forfeiture	557	531	26	
334	Salaries and Employee Benefits	240	206	34	
	Other Expenditures				
17,503	(f) Legal Aid Manitoba	15,841	14,441	1,400	3
15,025	Salaries and Employee Benefits	16,604	17,797	(1,193)	4
	Other Expenditures				
39,702	Subtotal 04-1	39,252	37,859	1,393	

1. Financial & Administrative Services – increase in operating costs primarily due to Legal Services fees and one-time costs associated with professional services
2. Information Systems – increase in operating costs associated with one-time costs related to the Windows 10 upgrade
3. Legal Aid Manitoba – increase in salary costs associated with direct and indirect salary costs for new Legal Aid Lawyers Association (LALA) agreement – May 2018
4. Legal Aid Manitoba - decrease operating costs due to volume of Private Bar cases

Manitoba Justice

Expenditure Summary

for the fiscal year ended March 31, 2019 with comparative figures for the previous year

2018/19 Estimate \$(000s)	Appropriation	2018/19 Actual \$(000s)	2017/18 Actual \$(000s)	Increase (Decrease) \$(000s)	Variance Expl. No.
04-2 Crown Law					
34,588	(a) Manitoba Prosecutions Service	31,739	31,634	105	
3,877	Salaries and Employee Benefits	3,595	7,016	(3,421)	5
1,329	Operating	1,102	1,364	(262)	6
	Witness Program and Grants				
	(b) Victim Services				
5,017	Salaries and Employee Benefits	4,529	4,188	341	
1,410	Operating	1,316	449	867	7
517	Grants	497	468	29	
3,534	Compensation for Victims of Crime	2,612	2,286	326	
	(c) Crown Law Analysis and Development				
585	Salaries and Employee Benefits	699	624	75	
60	Other Expenditures	49	49	0	
	(d) Office of the Chief Medical Examiner				
1,275	Salaries and Employee Benefits	1,213	1,117	96	
3,071	Other Expenditures	3,048	2,589	459	8
	(g) Legal Services				
11,679	Salaries and Employee Benefits	10,487	10,582	(95)	
1,413	Other Expenditures	1,172	847	325	9
85	Grants	85	85	0	
(8,527)	Less: Recoverable from Other Appropriations	(7,745)	(7,618)	(127)	
59,913	Subtotal 04-2	54,398	55,680	(1,282)	

5. Manitoba Prosecution Services – decrease in operating costs related to contingent liabilities and expenditure management
6. Manitoba Prosecution Services – decrease in program related costs due to volume related expenditures
7. Victim Services – increase in operating costs due to Federal Funding Agreements and the Criminal Property Forfeiture Fund
8. Office of the Chief Medical Examiner – increase in operating costs primarily related to transport
9. Legal Services – increase in operating costs related to legal costs due to outside services

Manitoba Justice

Expenditure Summary

for the fiscal year ended March 31, 2019 with comparative figures for the previous year

2018/19 Estimate \$(000s)	2018/19 Actual \$(000s)	2017/18 Actual \$(000s)	Increase (Decrease) \$(000s)	Variance Expl. No.
	Appropriation			
04-3 Legislative Counsel				
(a) Legislative Counsel				
Salaries and Employee Benefits	2,422	2,198	224	10
Other Expenditures	306	290	16	
3,006	2,728	2,488	240	
04-4 Community Safety				
(a) Corporate Services				
Salaries and Employee Benefits	3,955	3,754	201	
Other Expenditures	1,231	1,098	133	
Programs and External Agencies	1,565	2,194	(629)	11
(b) Custody Corrections				
Salaries and Employee Benefits	203,884	204,607	(723)	
Other Expenditures	21,161	22,051	(890)	
Programs and External Agencies	0	162	(162)	12
(c) Community Corrections				
Salaries and Employee Benefits	21,601	24,316	(2,715)	
Other Expenditures	2,237	2,567	(330)	13
Programs and External Agencies	2,644	2,693	(49)	
(d) Provincial Policing				
Gross Expenditures	189,745	190,091	(346)	
(e) Policing Services and Public Safety				
Salaries and Employee Benefits	1,973	2,069	(96)	
Other Expenditures	316	350	(34)	
Programs	149	60	89	14
(f) Law Enforcement Review Agency				
Salaries and Employee Benefits	355	322	33	
Other Expenditures	39	41	(2)	

10. Legislative Counsel – increase in salary costs related to direct, indirect and retirement expenditures

11. Corporate Services – decrease in program costs due to volume of participants and the conclusion of a program

12. Custody Corrections – decrease in program costs due to the conclusion of funding for a program

13. Community Corrections – decrease in salary costs due to direct and indirect expenditures related to vacancies, under-fills and the reduction of positions

14. Policing Services and Public Safety – increase in program costs due to higher client activity

Manitoba Justice

Expenditure Summary

for the fiscal year ended March 31, 2019 with comparative figures for the previous year

2018/19 Estimate \$(000s)	Appropriation	2018/19 Actual \$(000s)	2017/18 Actual \$(000s)	Increase (Decrease) \$(000s)	Variance Expl. No.
318	(g) Manitoba Police Commission	161	289	(128)	15
154	Salaries and Employee Benefits	38	39	(1)	
	Other Expenditures				
1,635	(h) Independent Investigation Unit	1,483	1,388	95	
924	Salaries and Employee Benefits	370	278	92	
	Other Expenditures				
	(i) Crime Prevention				
470	Salaries and Employee Benefits	364	444	(80)	
104	Other Expenditures	27	42	(15)	
1,755	External Agencies	1,743	1,771	(28)	
	(j) Protective Services				
6,031	Salaries and Employee Benefits	6,526	6,880	(354)	
1,043	Other Expenditures	1,154	1,399	(245)	16
(1,259)	Less: Recoverable from Other Appropriations	(975)	(1,424)	449	17
474,527	Subtotal 04-4	461,746	467,481	(5,735)	

15. Manitoba Police Commission – decrease in salary costs related to vacancies and indirect expenditures
 16. Protective Services – decrease in operating costs primarily due to a reduction in client costs (volume decrease)
 17. Protective Services – decrease in recoveries from other appropriations due to less client funded projects

Manitoba Justice

Expenditure Summary

for the fiscal year ended March 31, 2019 with comparative figures for the previous year

2018/19 Estimate \$(000s)	Appropriation	2018/19 Actual \$(000s)	2017/18 Actual \$(000s)	Increase (Decrease) \$(000s)	Variance Expl. No.
04-5 Courts					
	(a) Corporate Services and Program Management				
5,630	Salaries and Employee Benefits	5,026	4,890	136	
2,817	Other Expenditures	3,021	2,893	128	
	(b) Manitoba Court Operations				
13,672	Salaries and Employee Benefits	13,223	13,616	(393)	
2,517	Other Expenditures	2,997	2,829	168	
	(c) Judicial Services				
24,724	Salaries and Employee Benefits	24,014	23,189	825	18
2,587	Other Expenditures	2,667	2,438	229	
53	Grants	51	49	2	
	(d) Sheriff Services				
10,685	Salaries	10,549	10,460	89	
3,165	Other Expenditures	3,570	3,408	162	
65,850	Subtotal 04-5	65,118	63,772	1,346	

18. Judicial Services – increase in salary costs due to settlement of Judicial Compensation Committee 10

Manitoba Justice

Expenditure Summary

for the fiscal year ended March 31, 2019 with comparative figures for the previous year

2018/19 Estimate \$(000s)	Appropriation	2018/19 Actual \$(000s)	2017/18 Actual \$(000s)	Increase (Decrease) \$(000s)	Variance Expl. No.
04-6 Consumer Protection					
	(a) Administration and Research				
446	Salaries and Employee Benefits	495	483	12	
229	Other Expenditures	161	143	18	
	(b) Consumer Protection Office				
1,841	Salaries and Employee Benefits	1,886	1,880	6	
354	Other Expenditures	286	274	12	
113	External Agencies	113	113	0	
	(c) Residential Tenancies Branch				
4,778	Salaries and Employee Benefits	4,516	4,299	217	
629	Other Expenditures	598	589	9	
	(d) Claimant Adviser Office				
922	Salaries and Employee Benefits	777	800	(23)	
171	Other Expenditures	82	81	1	
	(e) Automobile Injury Compensation Appeal Commission				
938	Salaries and Employee Benefits	850	944	(94)	
162	Other Expenditures	114	118	(4)	
	(f) Residential Tenancies Commission				
797	Salaries and Employee Benefits	732	799	(67)	
118	Other Expenditures	100	102	(2)	
	(g) Office of the Registrar-General				
225	Salaries and Employee Benefits	248	249	(1)	
86	Other Expenditures	58	36	22	
	(h) Manitoba Human Rights Commission				
1,489	Salaries and Employee Benefits	1,287	1,454	(167)	
232	Other Expenditures	266	236	30	
13,530	Subtotal 04-6	12,569	12,600	(31)	

Manitoba Justice

Expenditure Summary

for the fiscal year ended March 31, 2019 with comparative figures for the previous year

2018/19 Estimate \$(000s)	Appropriation	2018/19 Actual \$(000s)	2017/18 Actual \$(000s)	Increase (Decrease) \$(000s)	Variance Expl. No.
Department Summary 04 by Main Appropriation					
39,702	(1) Administration and Finance	39,252	37,859	1,393	
59,913	(2) Crown Law	54,398	55,680	(1,282)	
3,006	(3) Legislative Counsel	2,728	2,488	240	
474,527	(4) Community Safety	461,746	467,481	(5,735)	
65,850	(5) Courts	65,118	63,772	1,346	
13,530	(6) Consumer Protection	12,569	12,600	(31)	
3,603	(7) Costs Related To Capital Assets	3,603	3,479	124	
660,131	Total	639,414	643,359	(3,945)	

Manitoba Justice

Revenue Summary
for the fiscal year ended March 31, 2019 with comparative figures for the previous year

Actual 2017/18	Actual 2018/19	Increase (Decrease)	Source	Actual 2018/19	Estimate 2018/19	Variance	Explanation Number
			GOVERNMENT OF CANADA				
447	351	(96)	Indigenous Courtwork Program	351	505	(154)	1
607	577	(30)	Canadian Family Justice Fund	577	577	0	
6,133	7,105	972	Legal Aid Agreement	7,105	6,176	929	2
2,706	3,879	1,173	Special Projects	3,879	2,968	911	3
361	352	(9)	Winnipeg Drug Treatment Court	352	400	(48)	
5,141	5,141	0	Youth Justice Services and Programs Agreement	5,141	5,141	0	
15,395	17,405	2,010	Sub-Total	17,405	15,767	1,638	

Explanation Number:

1. **Indigenous Courtwork Program - \$154 under Estimate and \$96 under 2017/18 Actual**
Decrease due to vacancies in the program
2. **Legal Aid Agreement - \$929 over Estimate and \$972 over 2017/18 Actual**
Increase related to federal funding allocated for Immigration and Refugee matters
3. **Special Projects – \$911 over Estimate and \$1,173 over 2017/18 Actual**
New two year agreement with federal government for Guns and Gangs Violent Action Fund and increase in cases related to federal agreement for Intensive Rehabilitation Custody & Supervision Program (IRCS)

Manitoba Justice

Revenue Summary
for the fiscal year ended March 31, 2019 with comparative figures for the previous year

Actual 2017/18	Actual 2018/19	Increase (Decrease)	Source	Actual 2018/19	Estimate 2018/19	Variance	Explanation Number
			OTHER REVENUE				
482	485		3 Cost Recovery from City of Winnipeg (Remand Centre)	485	486	(1)	
2,856	2,856		0 Cost Recovery from Municipalities	2,856	2,856	0	
6,303	7,511	1,208	Cost Recovery from Victims' Assistance Fund	7,511	8,130	(619)	
91	102	11	Escheats to the Crown	102	50	52	
37,228	35,593	(1,635)	Fines and Costs	35,593	34,256	1,337	
11,579	11,658	79	Law Fees	11,658	10,000	1,658	
1,289	1,188	(101)	Automobile Injury Appeals Commission Cost Recovery	1,188	1,308	(120)	4
1,055	1,023	(32)	Claimant Adviser Office Cost Recovery	1,023	1,287	(264)	5
3,134	3,379	245	Consumer Affairs Fees	3,379	2,953	426	
5,193	4,522	(671)	Sundry	4,522	3,431	1,091	
69,210	68,317	(893)	Sub-Total	68,317	64,757	3,560	
84,605	85,722	1,117	TOTAL DEPARTMENTAL REVENUE	85,722	80,524	5,198	

80

Explanation Number:

4. **Law Fees - \$1,658 over Estimate and \$79 over 2017/18 Actual**
Increase in volume and value of estates upon which the fee is assessed
5. **Claimant Adviser Office Cost Recovery - (\$264) under Estimate and (\$32) under 2017/18 Actual**
Volume driven - based on actual expenditures
6. **Sundry - \$1,091 over Estimate and (\$671) under 2017/18 Actual**
Primarily due to volume driven items (i.e. federal prisoner detention per diems, Immigration Hold per diems, etc.)

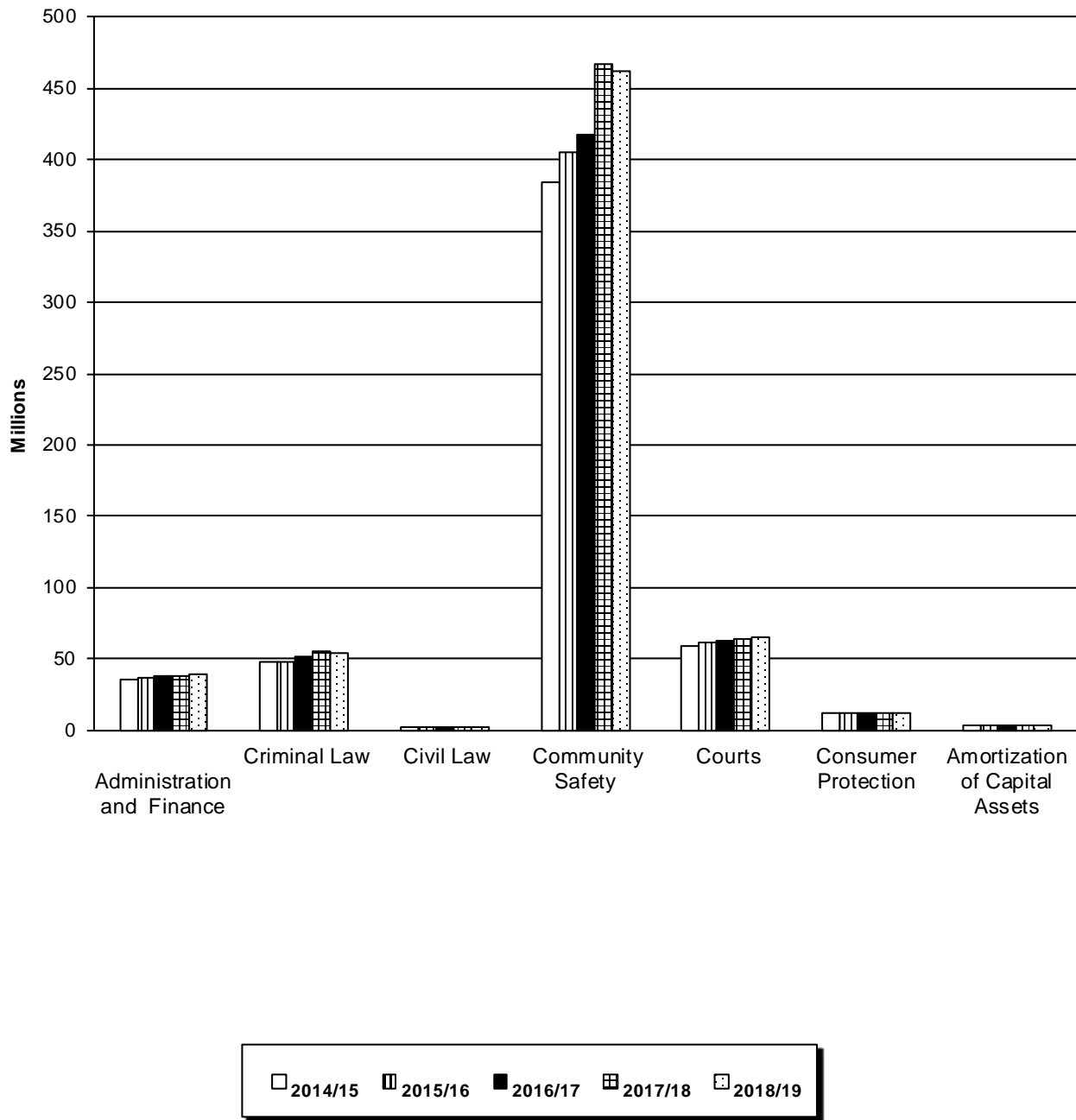
Manitoba Justice

Historical Information

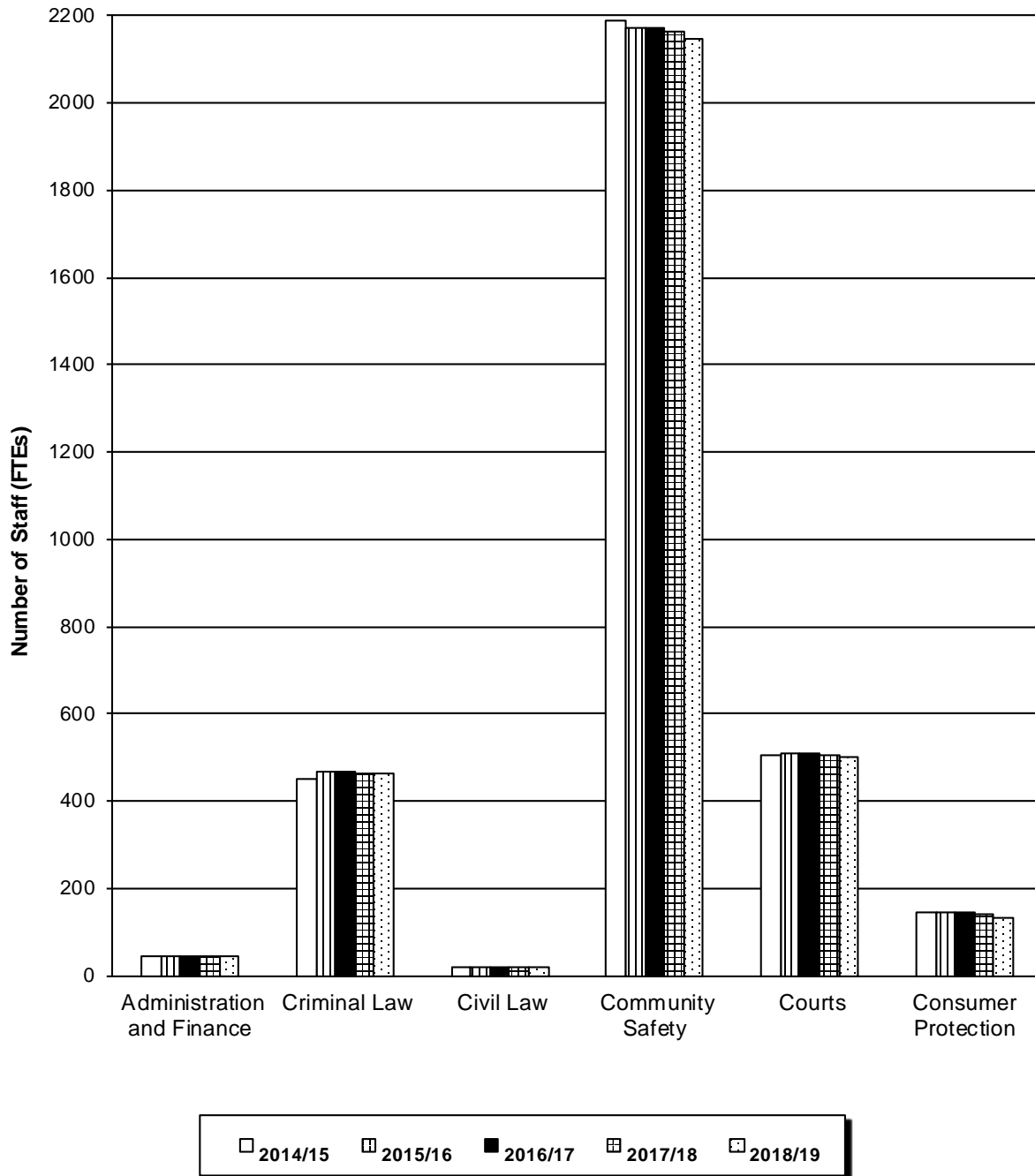
Five Year Expenditure and Staffing Summary by Appropriation \$(000's) For Years Ending March 31, 2015 to March 31, 2019

APPROPRIATION	Actual/* Adjusted Expenditures													
	2014/15		2015/16		2016/17		2017/18		2018/19					
	FTE	\$(000's)	FTE	\$(000's)	FTE	\$(000's)	FTE	\$(000's)	FTE	\$(000's)				
04-1 Administration and Finance	45.50	36,047	45.50	36,516	45.50	37,917	46.50	37,859	46.50	39,252				
04-2 Crown Law	451.80	47,490	468.80	47,643	468.80	51,629	464.80	55,680	465.00	54,398				
04-3 Legislative Counsel	21.00	2,590	21.00	2,600	21.00	2,931	21.00	2,488	21.00	2,728				
04-4 Community Safety	2,186.90	384,472	2,170.00	405,202	2,170.00	417,683	2,162.00	467,481	2,146.00	461,746				
04-5 Courts	505.70	58,804	507.70	62,033	507.70	63,185	505.70	63,772	499.70	65,118				
04-6 Consumer Protection	145.30	12,531	145.30	12,594	145.30	12,506	143.30	12,600	134.80	12,569				
04-7 Costs Related To Capital Assets		3,613		3,627		3,634		3,479		3,603				
Total	3,356.20	545,547	3,358.30	570,215	3,358.30	589,485	3,343.30	643,359	3,313.00	639,414				

Manitoba Justice Five Year Expenditure History by Appropriation Structure

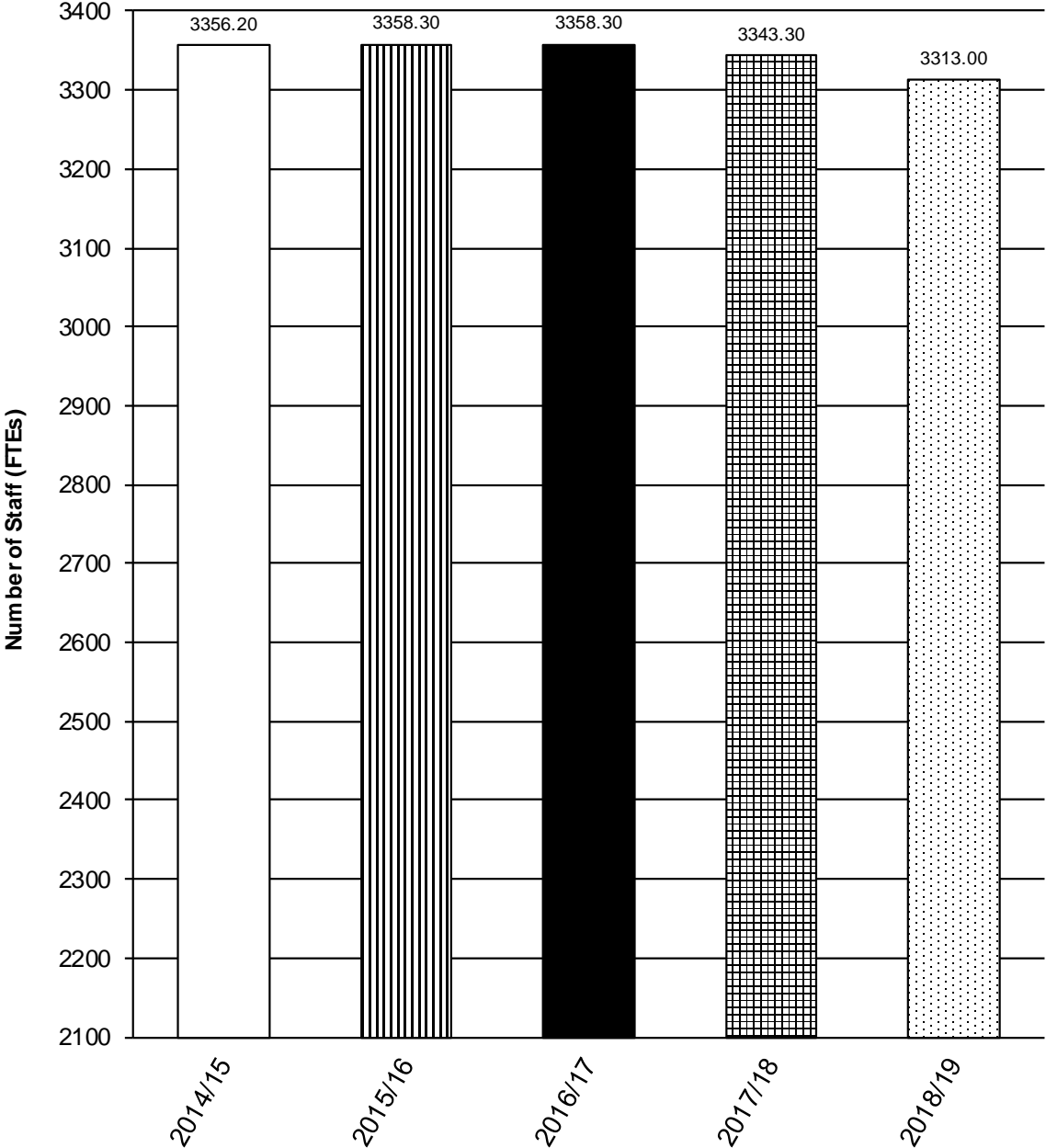


Manitoba Justice Five Year Staffing History by Operating Divisions



Manitoba Justice

Five Year Staffing History (Total Department)



Capital Investment

Capital investment in Manitoba Justice provides development costs to implement information technology systems and acquire equipment. Capital investment authority is contained in Part B of the annual *Estimates of Expenditure*.

In 2018/2019, Manitoba Justice had capital expenditures for equipment acquisitions \$2,274. This is a continuation of previous equipment and systems acquisition practices except that a budget and actual expenditures are now provided under the estimates of capital investment rather than operating appropriations.

Reconciliation Statement of Printed Vote

DETAILS	2018/19 ESTIMATES \$(000s)
2018/19 MAIN ESTIMATES	\$3,090
MAIN ESTIMATES AUTHORITY TRANSFERRED FROM:	
- Capital Assets – Internal Service Adjustments	
2018/19 ESTIMATE	\$3,090

Capital Investment

Actual 2018/19 \$(000s)	Estimate 2018/19 \$(000s)	Variance Over (Under) \$(000s)	Expl. No.	Actual 2017/18 \$(000s)	Variance Over (Under) \$(000s)	Expl. No.
1,556	3,090	(1,534)	1	1,565	(9)	

Explanation:

1. Correctional centre projects and IT projects were deferred/cancelled or could not be completed and will be carried over to 2019/20

Performance Reporting

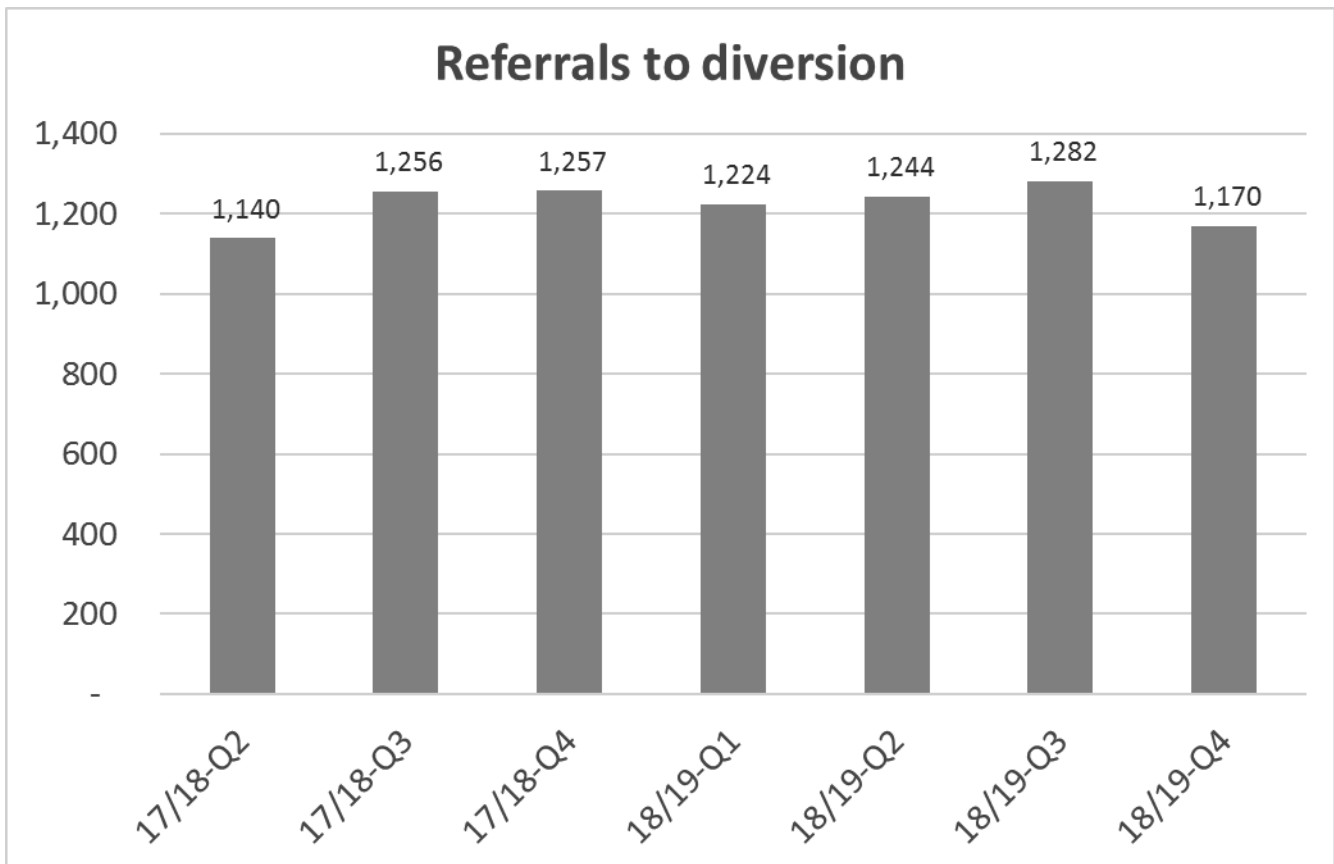
The following section provides information on key performance measures for the department for the 2018/2019 reporting year.

These metrics are also available online at <https://www.gov.mb.ca/justice/cjism/> where they are updated on a quarterly basis.

Performance indicators in departmental annual reports are intended to complement financial results and provide Manitobans with meaningful and useful information about government activities, and their impact on the province and its citizens.

Referrals to Diversion

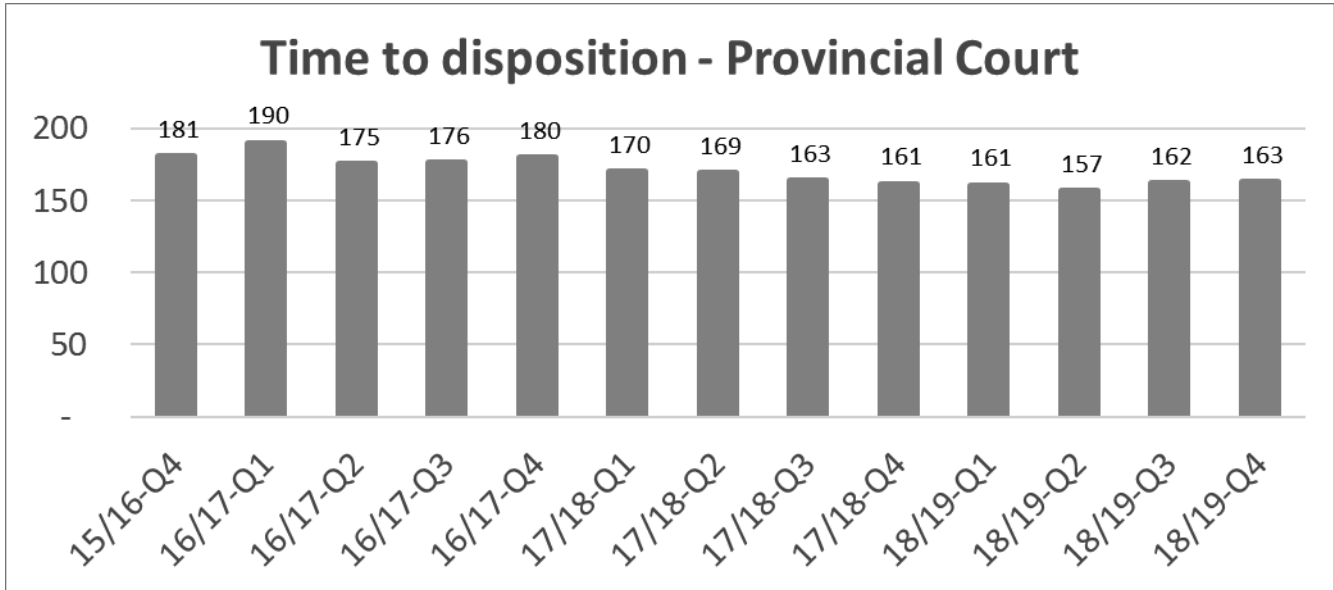
The Department's goal was to increase the total number of referrals to restorative justice programs to 5,000 per year (417 per month) from 3,066 in 2016 (256 per month). The last six months of 2017/2018 have seen an average of 419 referrals per month.



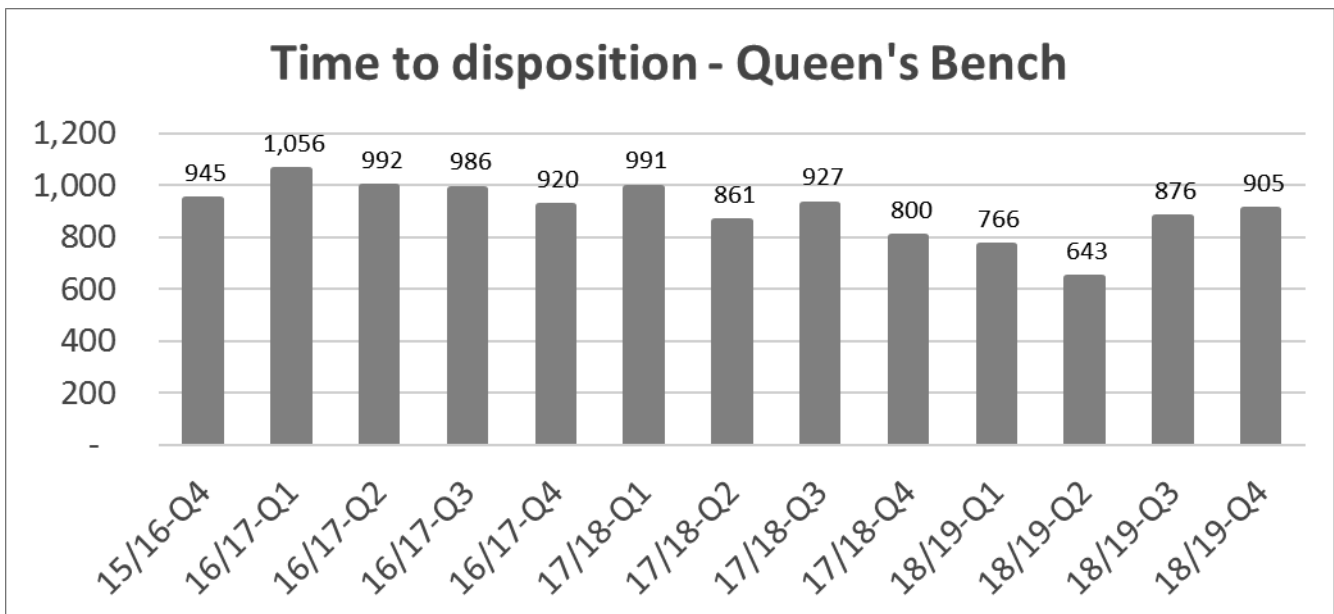
Time to Disposition

Approximately 99 per cent of criminal cases are dealt with from start to finish by the Provincial Court of Manitoba. Improving the timeliness of this process is one of the Department's top priorities.

This chart depicts the average time to disposition for criminal cases in the Provincial Court of Manitoba as measured in days from first appearance to final disposition. It should be noted that time that matters spend at warrant status (where the accused has stopped appearing in court) is excluded from this calculation. Also, matters whose final disposition in Provincial Court is a Committal to the Court of Queen's Bench are excluded from this calculation.

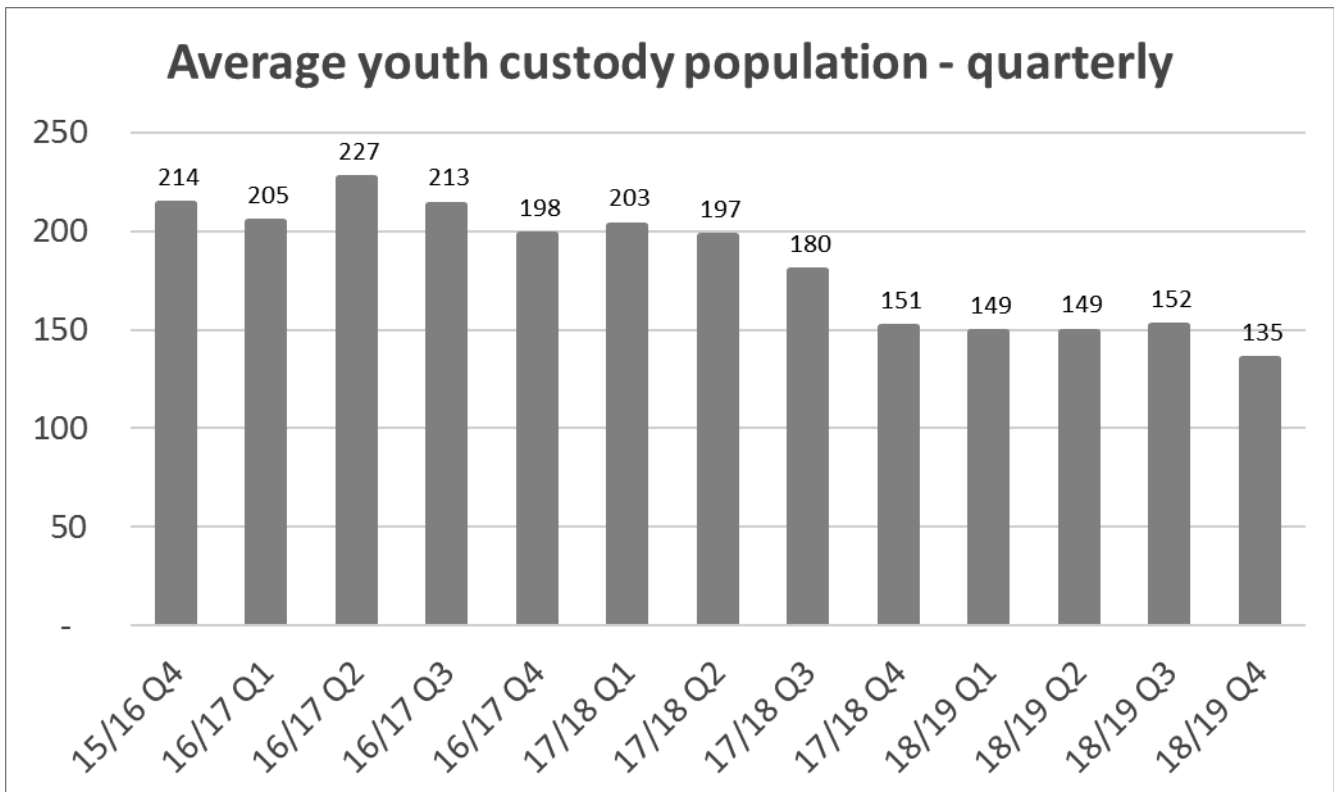
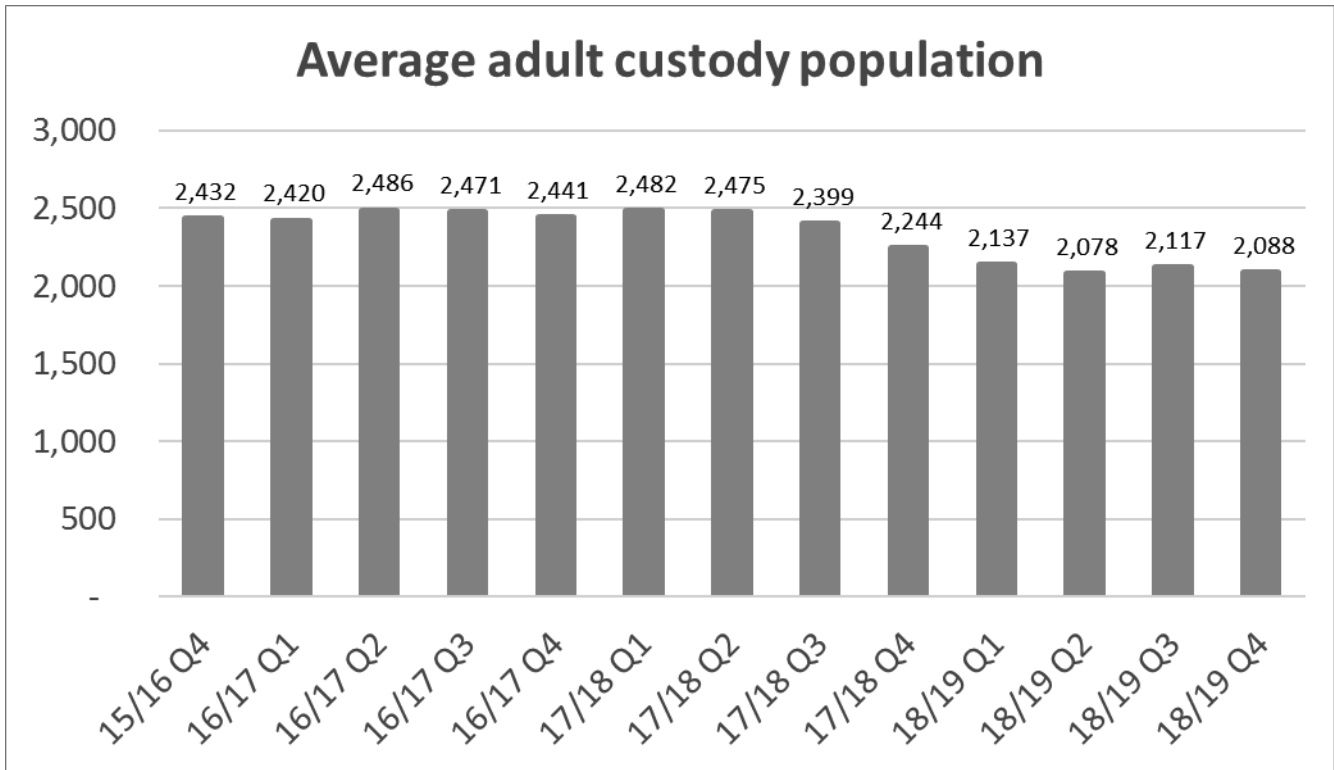


The most serious criminal charges often proceed to trial in the Court of Queen's Bench. The Department is focused on ensuring that serious criminal cases are prosecuted efficiently and effectively and as such has been tracking time to disposition in the Court of Queen's Bench. The TTD statistics reported here include time that elapsed in Provincial Court prior to committal to Queen's Bench.



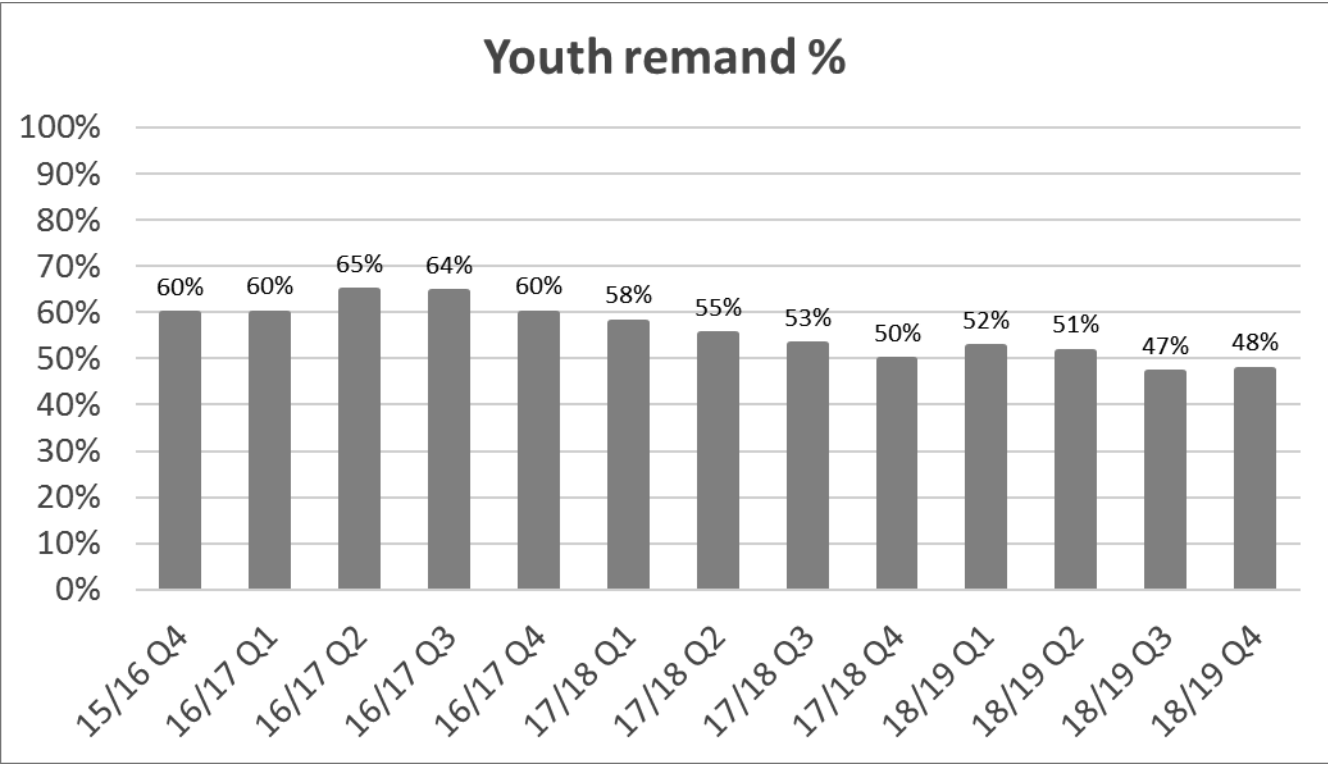
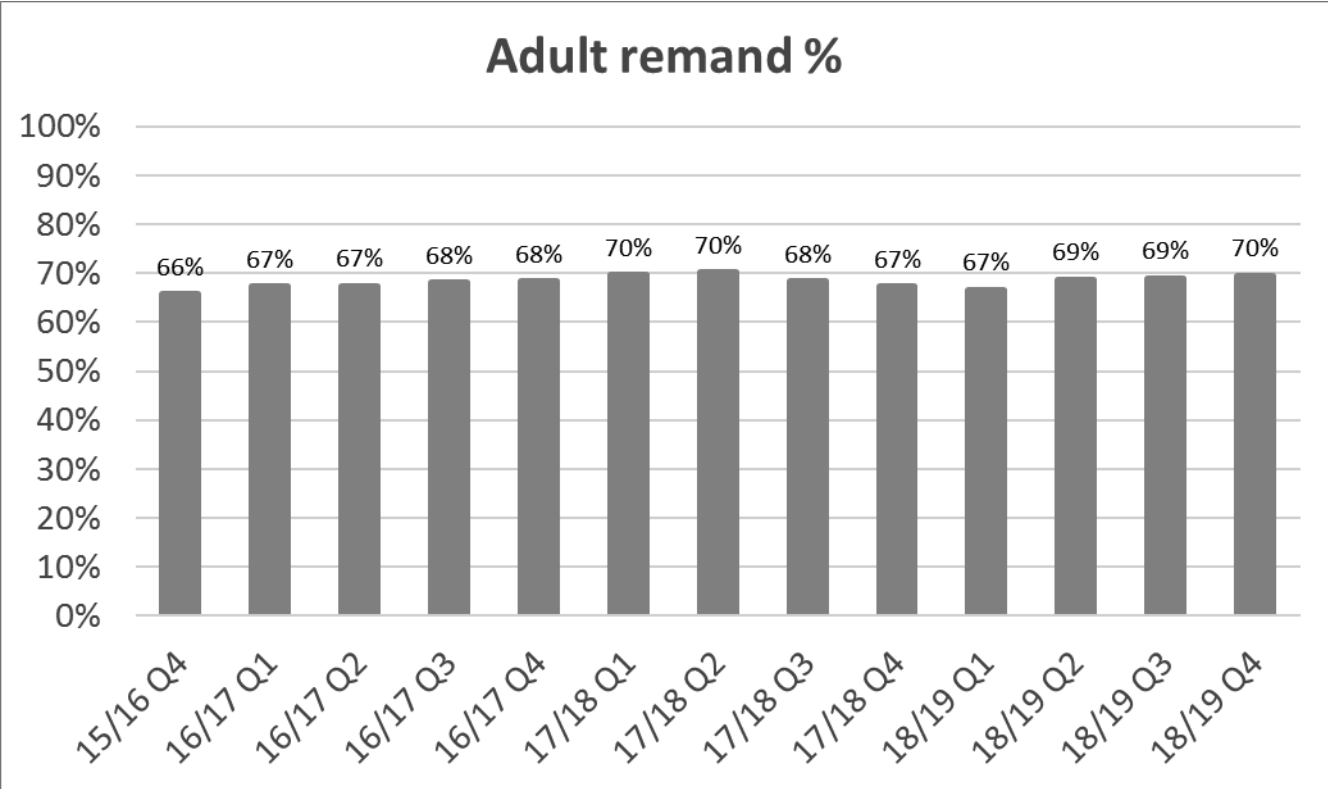
Average Custody Counts

The Department is also focused on reducing reliance on incarceration for cases where alternative approaches are more appropriate.



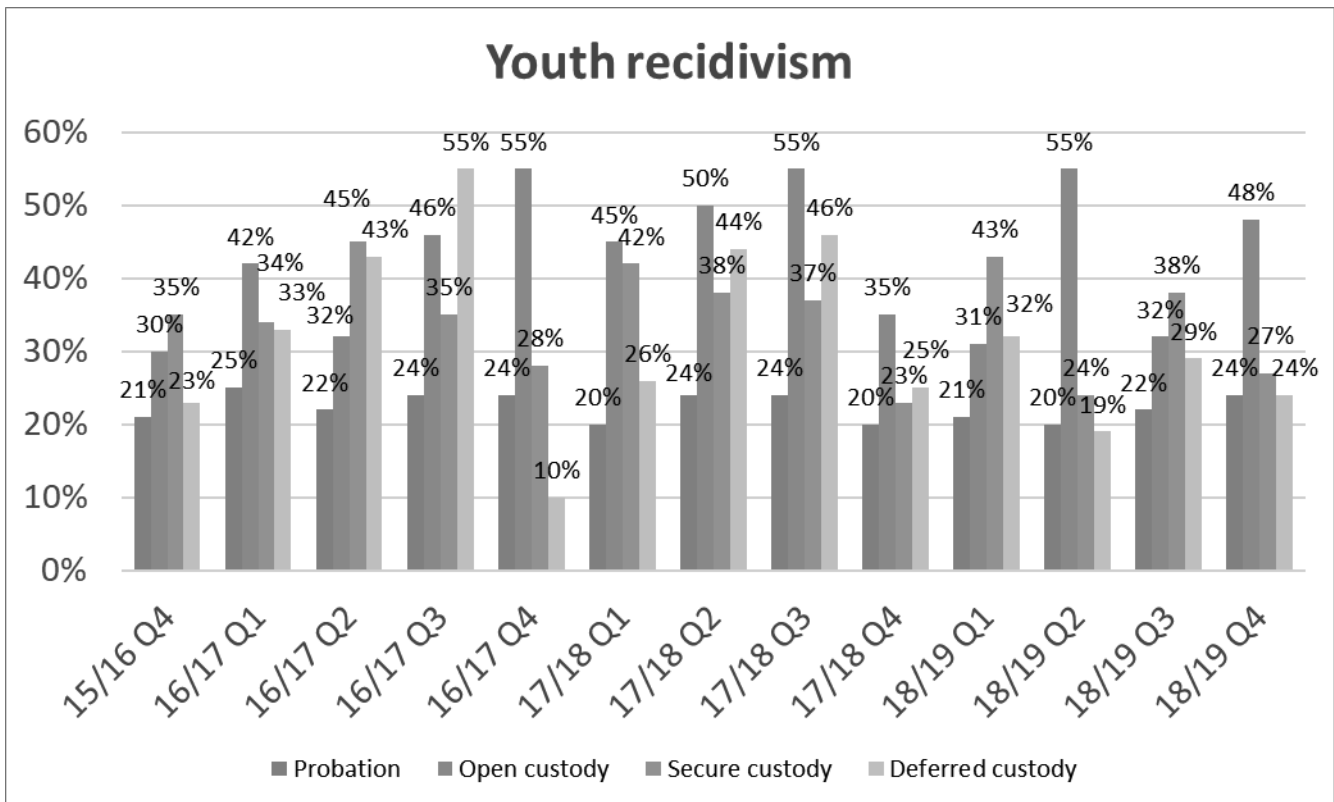
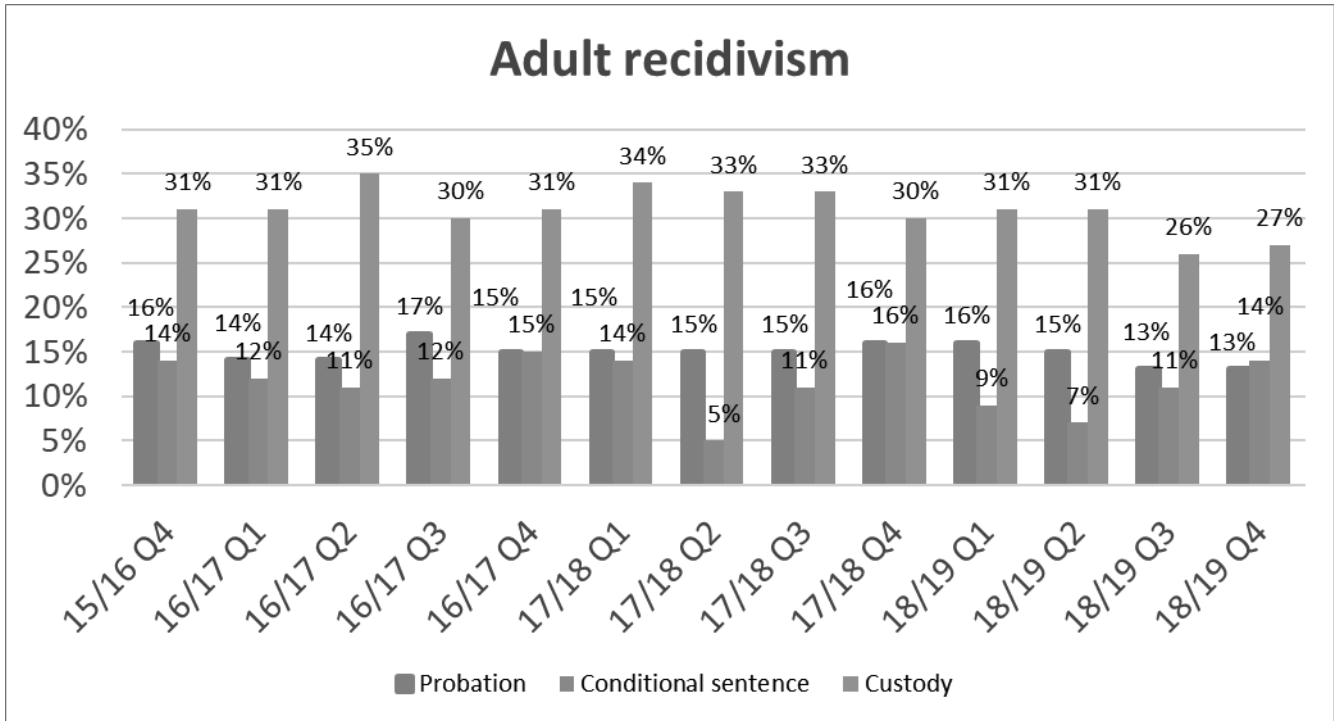
Remand Percentage

Remand percentage is the portion of persons in custody who are awaiting disposition of their charges.



Recidivism

This chart reflects how often a person is convicted of a new offence and is returned to provincial custody within two years of release from jail or other correctional supervision. More information about this metric is available at <https://www.gov.mb.ca/justice/commsafe/commsafediv/recidivism.html>.

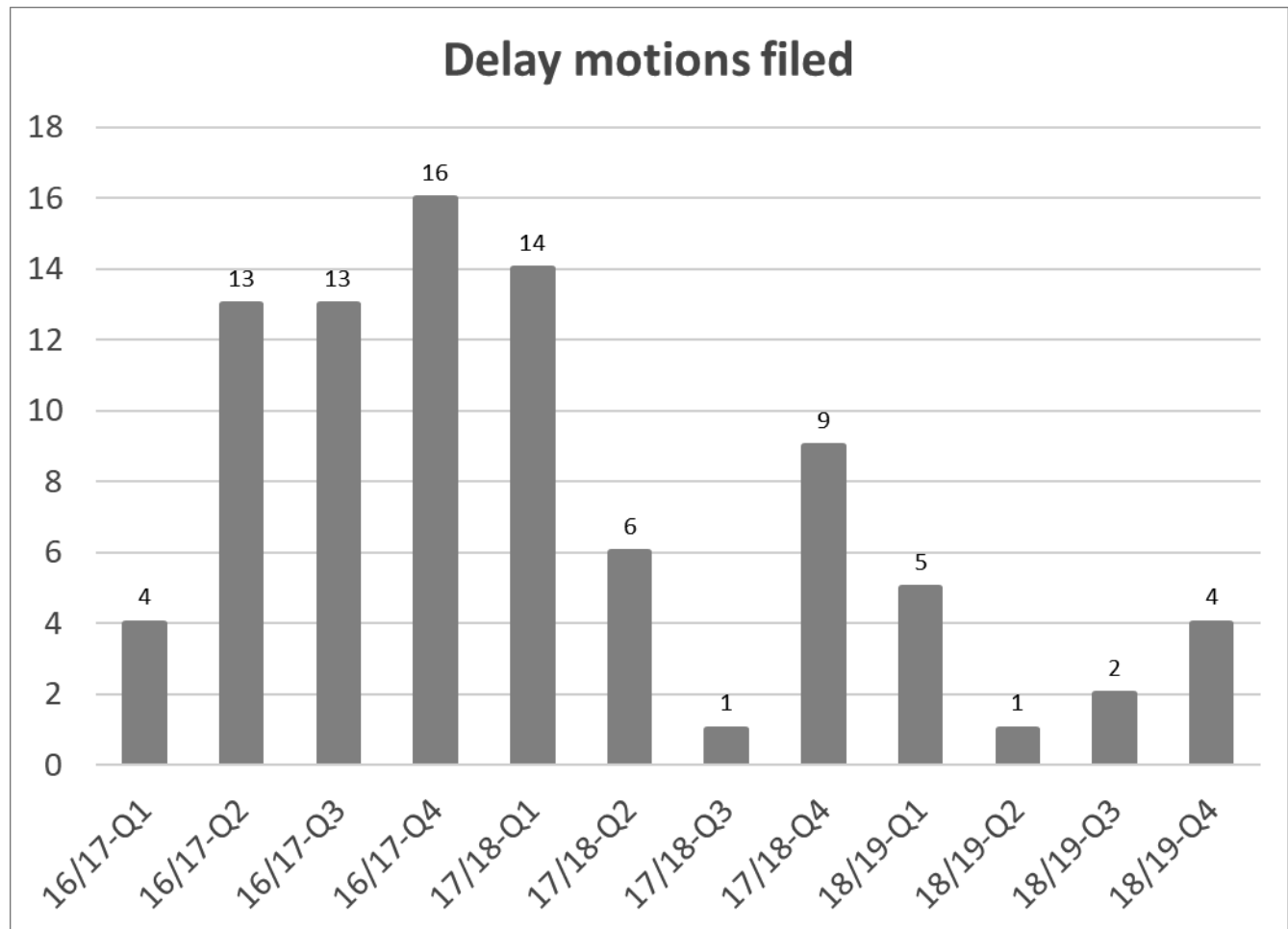


Delay Motions

This chart tracks the number of motions filed by defence for a case to be dismissed on the grounds of unreasonable delay.

The Department has been tracking the number of delay applications filed and the number of successful delay applications since summer of 2016.

In the past two years, there have been six successful motions to dismiss for delay.



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 a 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 Justice including the Public Guardian & Trustee and Vital Statistics Agency for fiscal year 2018/2019:

Information Required Annually (per Section 18 of the act)	Fiscal Year 2018/2019
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

Regulatory Accountability and Red Tape Reduction

Manitoba Justice is committed to implementing the principles of regulatory accountability as set out in *The Regulatory Accountability Act*. The department works to achieve balance with regulatory requirements, identify the best options for them, assess their impact and incorporate them in department activities, programs and in the development of all regulatory instruments.

A regulatory requirement is a requirement in a regulatory instrument for a person to take an action in order to

- access a program or service offered by the government or a government agency;
- carry on business; or
- participate in a regulated activity.

Regulatory accountability provides a framework to create a transparent, efficient and effective regulatory system. Red tape reduction aims to remove the regulatory requirements that are unclear, overly prescriptive, poorly designed, redundant, contradictory or antiquated. Not all regulatory requirements create red tape.

Regulatory Requirements

	Baseline (April 1, 2016)	2016/17 (March 31, 2017)	2017/18 (March 31, 2018)	2018/19 (March 31, 2019)
Total number of regulatory requirements	46,390	46,413	46,669	46,504

	2018/19 from 2017/18	2018/19 from baseline
Net change in total number of regulatory requirements	-165	114
% change	-0.4%	0.2%

- 2018/19 data includes Program transfers and other adjustments*
- the transition from a manual data collection system to an automatic one in 2018/19 may have impacted statistics reported in previous periods
- for additional information, please see the Manitoba Regulatory Accountability Report at www.manitoba.ca/reduceredtape

Note: The information in the tables above includes the Liquor and Gaming Authority of Manitoba as well as Special Operating Agencies (SOAs), the Public Guardian and Trustee Agency and the Vital Statistics Agency who report to the Minister.

With federal legalization of non-medicinal cannabis October 17, 2019, Manitoba Justice total regulatory requirements increased with the introduction of a responsive regulatory framework for cannabis sales, use and safety. The framework developed addresses issues related to retail cannabis, the health impacts of cannabis use, the policing and enforcement of new laws, as well as cannabis and youth.

*The regulatory framework for the Manitoba Horse Racing Commission was transferred to the Liquor Gaming and Cannabis Authority from Manitoba Agriculture in recognition that the Manitoba Horse Racing Commission's regulatory functions are similar to those of the Liquor Gaming and Cannabis Authority. This transfer will reduce red tape both externally and internally by aligning the province's responsibility for the regulation of gambling.

Achievements

In 2018/2019, the department's achievements in reducing regulatory requirements and eliminating red tape included:

- Repealing S.M. 2014, c. 18, amendments to *The Consumer Protection Act*, which had not yet been proclaimed relating to contracts for distance communication services given the rules proposed are no longer needed as the Federal Government recently adopted rules for this purpose. This avoided implementing 430 new regulatory requirements.
- Amending *The Consumer Protection Act* to enable the Director to approve forms (e.g. licence applications) rather than requiring forms to be adopted by LGIC regulation. This change is in keeping with Department of Finance recommendation following internal audit of the Consumer Protection Office.
- Amending *The Manitoba Public Insurance Act* to enable an appeal to be closed without hearings in instances where the claimant has abandoned their appeal;
- Amending *The Residential Tenancies Act* to change mandatory requirement to optional for landlords to file an inventory of tenant's abandoned property with, and seek approval to dispose of the abandoned property from, the Residential Tenancies Branch. Also amending to remove appeals to rent increase that complies with or is less than the rent increase guideline;
- Repealing unused legislation, *The Trade Practices Act*. This Act had been in place since the 1980s however had never been used;
- Repealing antiquated provision (s.7) of *The Threshers' Liens Act* which required that a copy of the Act be affixed to every threshing machine in Manitoba while being operated.
- Repealing forms regulation under *The Real Property Act* which have been obsolete since 2013, eliminating 124 regulatory requirements.
- Preparing for repeal of regulation on bedding, textiles, furniture and other items which is increasingly seen as a duplication of federal requirements, with no added value or protections for public health or safety. Working with the industry and stakeholders to ensure a smooth transition throughout the process, with the goal of the repeal being in place by 2020.
- Proposing several amendments which are a part of *The Reducing Red Tape and Improving Services Bill* which was introduced March 11, 2019, including:
 - Amending *The Vital Statistics Act* and *The Fatalities Inquiries Act* to enable nurse practitioners to complete death registrations;
 - Amending *The Cemeteries Act* and *The Prearranged Funeral Services Act* to enable the Funeral Board of Manitoba to approve forms (e.g. licence applications) rather than requiring forms to be adopted by LGIC regulation.

Sustainable Development

Manitoba Justice is committed to the principles and guidelines of Sustainable Development and works to incorporate them in department activities, programs and business practices.

The following activities continued throughout the 2018/2019 year:

Prevention

The principle of prevention illustrates actions taken to foster an anticipatory and precautionary approach to decision-making with the goal of identifying possible adverse effects on the economy, environment, health or society in advance and preventing or mitigating effects that pose as a threat.

Along with already-established Justice programs such as the Criminal Property Forfeiture Branch, the Public Safety Investigations Unit and the Crime Prevention Branch, other preventative endeavors and strategies were implemented or continued in 2018/2019 such as:

The Protective Services Branch continued to initiate numerous measures to increase overall prevention and security of significant government properties including the Legislative Headquarters. The branch also undertook multiple security projects, responding to security assessment requests and installing security cameras and alarm systems.

Community Safety Division funding continued for the First Nation Safety Officer (FNSO) program allocated to 31 First Nation communities. This program is one of a few similar programs under a self-administered agreement that is funded by Canada and Manitoba under the federal First Nations Policing Programs. The Safety Officers assist local law enforcement by delivering crime prevention information and programs, enforcing municipal and band by-laws and stand as an on-going public presence within the communities.

In-depth review of accidental releases of individuals in custody. The Department took substantial steps in addressing the matter by identifying possible systemic process and procedural causes and moved forward on corrective action by applying numerous recommendations and implementing preventative measures.

Shared Responsibility and Understanding

Shared responsibility and understanding is a principle that illustrates actions taken to foster a partnership approach to decision-making and program delivery. Actions are taken to engage, involve and reflect the interests of various Manitoba communities and groups in departmental decisions and actions.

The department's various Indigenous justice programs and initiatives exemplify how the department regularly incorporates the principle of shared responsibility and understanding into its ongoing program activities with other levels of government, First Nations communities, non-profit organizations, and Crown corporations. Some examples include:

- Aligned with the shared responsibility and understanding principle, in 2018/2019, Victim Services maintained the support of Family Liaison Contacts (FLC) with federal funded assistance. The FLCs, one located within the Winnipeg Police Service, work in conjunction with members of Project Devote. This partnership continued to enhance the already-established Family Information Liaison Units located in Manitoba and across Canada, who provide centralized information services and financial support to families of MMIWG. With the assistance of FLCs, Victim Services was able to offer a gathering for families in Thompson and another, focused on youth impacted by missing or murdered loved ones. The FLCs also participated in other numerous community-based healing gatherings and events.

Criminal Property Forfeiture provided funds for Victim Services to acquire an Intervention Dog named Milan in 2016. Throughout 2018/19, this special canine continued to provide her services of support and reassurance to victims of crime, especially young children. Since March 31, 2019 she has escorted 500 people and has attended court hearings on fifty-two occasions.

In 2017, Victim Services continued to support and participate in the Human Trafficking Response Team and provided funding for the Clinic Community Health Centres' and Trafficked Person Hotline, addressing the many affects of human trafficking, sexual exploitation and forced labour.

In 2018/2019, the Community Safety Division continued to deliver a Culturally Appropriate Program (CAP) to youth across the province. Based on an Indigenous framework, it is a holistic program that promotes mental well-being, healing and self development while addressing personal and social issues related to criminal activity and its' consequences. The program will be re-structured and unveiled in 2019/2020 under the program name, Reclaiming Our Identity (ROI).

Legal Aid recognizes the importance of the Truth and Reconciliation commission's Report and responded with numerous actions taken in 2018/2019; Legal Aid provided cultural competency training and educational training for lawyers and staff, respectively, partook as organizers of the "To Tell the Truth" Indigenous Law Program and engaged with families, Elders and service providers associated with Missing and Murdered Indigenous Women and Girls (MMIWG), while proposing national and regional recommendations to the MMIWG National Inquiry.

Efficient Use of Resources

Efficient use of resources is a sustainable guideline that involves the application and use of proper resource pricing, demand management and resource allocation together with incentives to encourage the efficient use of resources; and employs full cost accounting to provide better information for decision makers.

Consumer Protection took measures of using resources more efficiently in 2018/2019. The Introduction of *The Red Tape Reduction Government Efficiency Act, 2018* Bill provided the opportunity for Consumer Protection to streamline operational processes, reduce wait times and offer greater service to both industry and the public. Some of the acts that were included in repeal and/or amendments were; *The Trade Practices Act, The Threshers' Liens Act, The Consumer Protection Act, The Manitoba Public Insurance Act and Prearranged Funeral Services Act.*

In 2018/2019, Justice Divisions continued collaborative initiatives as part of the overall effort to improve efficiencies in the criminal justice system and expand capacity of current resources, with an emphasis on methods; to reduce delays or possible dismissals, best approaches for prosecuting cases and considerations of alternative measures. Here are just a few examples:

- With realigned resources from the Community Safety Division, the Restorative Justice Centre (RJC) continued to service both victims and offenders in 2018/2019. Working with community stakeholders, Prosecutions, the Winnipeg Police Services and RCMP, the branch advanced more opportunities for such impactful restorative diversions throughout Manitoba, while assisting to address the high volumes of cases proceedings through the court system.
- In 2018/2019, the Courts Division continued to have an impact on numerous court processes: Reduction in court appearances due to ticket pre-set fines, the transfer of parking by-laws, prosecutions from courts to municipalities, streamlining the default process and certificate evidence now allowable in court have all had a positive impact on public court services and has allotted more efficient use of resources for the division.
- In 2018/2019, the Weekend Court Pilot Project was initiated through concerted efforts of the Courts Division, Legal Aid Manitoba and Manitoba Prosecutions Service. Operating beyond usual business hours, the focus of the project is to review and assess identified cases at a primary point, to address matters of court delays and overrepresentation of Indigenous people in custody.
- The previously initiated pre-charge screening of out of custody matters, including domestic violence cases was broadened to include Brandon and the RCMP East Side District of Manitoba and in 2018/2019 Prosecutions expanded the review further to include the RCMP West Side District.
- Prosecution's Intensive Case Assessment Process (ICAP) implemented in 2017/2018, expanded in 2018/19 to include all City of Winnipeg youth and adult custody files and bail court matters. The ICAP

was intended to reduce the high volume of cases processed through the formal justice system and refer appropriate cases to the Restorative Justice Program.

Access to Information

Manitoba Justice provides information to the general public in a variety of ways including but not limited to news releases, the Courts, publications, processing requests under *The Freedom of Information and Protection of Privacy Act* (FIPPA), *The Personal Health Information Act* (PHIA), and its website at www.gov.mb.ca/justice.

In 2018/19:

The department processed 331 formal FIPPA access requests, an unprecedented increase of 48% from the prior fiscal year. In 2018/2019, the department also revised and now operates a centralized FIPPA Unit consisting of FIPPA Coordinators that maintain compliance with legislation and provide a consistent level of service delivery to applicants and stakeholders. All of the FIPPA requests were completed within the required time frame and are in full compliance with legislation.

The Consumer Protection continued to revise methods of communicating important consumer information to Manitobans and improving accessibility to consumers through a number of IT projects, record digitizing, legislative and regulatory changes, while continuing on-going efforts to modernize client services by expanding information through numerous media outlet platforms.

The Registrar-General continued to oversee new initiatives that expanded access to information, reduced wait times, cut costs and re-allocated resources by the following strategies: The new on-line Electronic Registration, the new Land Titles Form 30, electronic delivery of Statuses of Title and Statuses of Instruments to clients, completion of the transfer of the Manitoba Land Titles Database, and a Canada and United States wide, single telephone access phone number, for all Personal Property Registry and Land Titles contacts.

Continuation of the Courts Family Justice Resource Centre, first piloted in 2016/2017. The program is aimed at providing Manitobans with family law information and assistance, including program referrals and resources that focus on dispute resolutions without the necessity of court proceedings.

With the assistance of criminal justice stakeholders, community-based service providers, and federal funding, Victim Services continued to provide information workshops in Winnipeg, Selkirk and The Pas for sexual assault survivors that provided basic but essential legal information and resources. In 2018/2019, the branch also continued to offer an informational brochure that is now available in Spanish, Cree and Punjabi.

Integrated Decision-Making and Planning

This guideline is defined as actions taken to encourage and facilitate decision-making and planning processes to make them more efficient, timely, accountable and cross-sectoral, and address and account for intergenerational effects.

In 2018/19:

- Criminal Property Forfeiture and the funding made available, (CPFF), continued to contribute funds to a number of programs in the department. For instance, law enforcement agencies received \$1,406,517.26 of funding to help support safer communities. Victim Services received \$300,000.00 towards the Victims' Assistance Fund and compensation to victims of crime. Additional funding was also donated to Crime Stoppers of Manitoba. The branch has distributed nearly \$21 million to the province through criminal property forfeitures since 2010.
- Victim Services partook in a joint development of third party sexual assault reporting, with community-based agencies and police. The new reporting includes Winnipeg and surrounding areas.
- Manitoba Police Commission (MPC) continued the management of the Civilian Monitor program with four civilian monitors. The monitors are designated to oversee assigned Independent Investigation Unit (IIU) cases, involving police action causing death as required by *The Police Services Act*.

- The MPC continued to work with numerous police and law enforcement associations, agencies and community groups that contributed to the development of regulations and actively assisted and consulted numerous municipal councils, police boards and agencies in crafting the governing framework and policies under *The Police Services Act*.
- MPC remained consistent in their participation with the Manitoba Association of Chiefs of Police, the Canadian Association of Police Governance and the Canadian Association of Civilian Oversight of Law Enforcement. The partnerships have resulted in constructive and applicable information for the Commission regarding governance, standards and regulations. The Commission also continued their work of support and assistance to police agencies, municipal councils and municipal police boards focusing on policy development, governing framework and training to police boards.
- Throughout 2018/2019, Consumer Protection continued to represent the department on the cross-departmental Regulatory Accountability Working Group. Under *The Red Tape Reduction and Government Efficiency Act 2017*, developing legislative amendments that revised and streamlined regulations in *The Consumers Protections Act* and *The Residential Tenancies Act*. The branch was also active during 2018/19 on the Federal/ Provincial/Territorial Consumer Measures Committee to review and improve regulations, laws and practices for Canadian Consumers and to assist in raising public awareness.

Sustainable Development Procurement

Manitoba Justice's sustainable procurement practices are based on the provincial government's sustainable development procurement goals that were first established in 2002. The following occurred in the 2018/2019 fiscal year:

1. Education, Training and Awareness

To increase awareness of the benefits of sustainable development procurement practices, key administrative and procurement staff attended a highly informative session on "Advancing Sustainable Development in the Public Sector" that supplied new tools, resources, ideas and success stories on how to improve on purchasing practices that are environmentally friendly and socially responsible.

Manitoba Justice also continued with the provision of an online sustainable development intranet site that is used as a reference guide for department staff. The website covers a variety of sustainable development topics including legislative requirements, sustainable business practices that relate to the department's action plan, reports, green choice products and resources. The department also encouraged staff to use sustainable methods of transportation.

2. Pollution Prevention and Human Health Protection

To protect the health and environment of Manitobans from possible adverse effects of provincial government operations and activities, and provide a safe and healthy working environment; the department continued recycling a variety of waste including paper, beverage cans, plastic, books, cardboard, furniture and equipment to reduce solid waste sent to landfills.

To further minimize the waste of paper, the department continued best practices of scanning, storing and sending documents in electronic form; replacing paper-based business magazines and newspapers with online subscriptions, printing and copying double-sided when possible, and scheduling, corresponding and reporting by email. To minimize paper-based mailings, Manitoba Justice continued the practice of referring the general public to its internet site to obtain more information about the department's programs, initiatives and reports, and its intranet site to provide important departmental information online for staff reference.

In 2018/2019, Prosecutions maintained discussions with RCMP and the Winnipeg Police Service to expedite and increase electronic disclosure. The process has already been put into operation in some areas and has proven to increase efficiencies in the system by decreasing time required by legal counsel and reducing the need for paper.

3. Reduction of Fossil Fuel Emissions

Manitoba Justice uses a variety of vehicles for circuit court, the transport of offenders in custody or property in trust, and business in general. To contribute to the provincial government's overall goal to reduce the consumption of fossil fuels, the department annually reviews its fleet for efficiency and sustainability. We currently have four environmentally friendly vehicles (electric hybrids) that run on a combination of electricity and gas. In efforts to substitute regular fossil fuels with ethanol-blended fuel and alternate energy sources, the department continued the practice of using various types of fuels and electricity as an alternate energy source for the department's owned and leased vehicles and equipment.

Manitoba Justice continually strives to reduce the consumption of fossil fuels while ensuring the safety of our passengers at all times.

Further contributions are made by the department to reduce fossil fuel consumption by continuing the use of walker and cyclist couriers for deliveries within downtown Winnipeg.

In 2019, all Justice employees were encouraged to register and participate in the National Commuter Challenge.

Sheriff Services is responsible for the transportation of inmates to and from court facilities across Manitoba and, in 2018/2019, Winnipeg and regional officers utilized the video conferencing technology for a total of 15,552 prisoner court appearances, while also providing lawyer video interviewing capability in eight provincial facilities, greatly reducing the fossil fuel demand on government vehicles.

4. Resource Conservation

To assist the provincial government with its commitment to reducing the total consumption of utilities in provincial government premises, the department continued working with Manitoba Infrastructure and Transportation to ensure Leadership in Energy and Environmental Design (LEED) Green Building Rating System™ standards were used where feasible in construction projects for Justice facilities.

To increase the proportion of environmentally preferable products and services within the context of reduced resource use, the department purchased products that minimize waste by replacing virgin consumable products with sustainable (green) choices that contain post-consumer waste, are remanufactured, reusable or recyclable. Where possible, the department also purchased products that are non-toxic, biodegradable, energy efficient and use minimal packaging.

For the 2018/2019 fiscal year, the department maintained its high averages of sustainable purchases for the following: office paper (93 per cent green), hygiene tissue paper (100 per cent), caulk, glue and tape (100 per cent), garbage bags (77 per cent), and rags and wipes (78 per cent) and other plumbing access (100 per cent).

Appendix I

In accordance with Schedule K of OIC 192/2016 dated May 3, 2016 as amended by OIC 251/2016, 293/2016, 227/2017 and 67/2018, 344/2018, 1/2019, 83/2019 the Minister of Justice is responsible for administering:

The Body Armour and Fortified Vehicle Control Act (B65)
The Child Sexual Exploitation and Human Trafficking Act (C94)
The International Commercial Arbitration Act (C151)
The Constitutional Questions Act (C180)
The Correctional Services Act (C230)
The Court of Appeal Act (C240)
The Provincial Court Act (C275)
The Court of Queen's Bench Act (C280)
The Court of Queen's Bench Small Claims Practices Act (C285)
The Court Security Act (C295)
The Crime Prevention Foundation Act (C303)
The Criminal Property Forfeiture Act (C306)
The Cross-Border Policing Act (C325)
The Crown Attorneys Act (C330)
The Child Custody Enforcement Act (C360)
The Discriminatory Business Practices Act (D80)
The Domestic Violence and Stalking Act (D93)
The Election Financing Act (E27)
The Elections Act (E30)
The Electoral Divisions Act (E40)
The Enforcement of Canadian Judgments Act (E116)
The Enforcement of Judgments Conventions Act (E117)
The Escheats Act (E140)
The Manitoba Evidence Act [Division VI of Part I] (E150)
The Executive Government Organization Act (E170)
[subsection 12(2), only, as Keeper of the Great Seal]
The Expropriation Act (E190)
The Family Property Act (F25)
The Fatality Inquiries Act (F52)
The Fortified Buildings Act (F153)
The Gunshot and Stab Wounds Mandatory Reporting Act (G125)
The Horse Racing Commission Act (H90)
The Human Rights Code (H175)
The Inter-jurisdictional Support Orders Act (I60)
The Intimate Image Protection Act (I87)
The Intoxicated Persons Detention Act (I90)
The Reciprocal Enforcement of Judgments Act (J20)
The Canada - United Kingdom Judgments Enforcement Act (J21)
The Jury Act (J30)
The Department of Justice Act (J35)
The Justice for Victims of Child Pornography Act (J39)
The Law Enforcement Review Act (L75)
The Law Fees and Probate Charge Act (L80)
The Law Reform Commission Act (L95)
The Legal Aid Manitoba Act (L105)

The Liquor and Gaming Control Act (L153)
The Lobbyists Registration Act (L178)
The Mental Health Act [Part 10 and clauses 125(1)(i) and (j)] (M110)
The Minors Intoxicating Substances Control Act (M197)
The Missing Persons Act (M199)
The Municipal By-law Enforcement Act (M245)
The Police Services Act (P94.5)
The Privacy Act (P125)
The Private Investigators and Security Guards Act (P132)
The Proceedings Against the Crown Act (P140)
The Profits of Criminal Notoriety Act (P141)
The Provincial Offences Act (P160)
The Public Guardian and Trustee Act (P205)
The Restorative Justice Act (R119.6)
The Safer Communities and Neighbourhoods Act (S5)
The International Sale of Goods Act (S11)
The Sheriffs Act (S100)
The Statutes and Regulations Act (S207)
The Interprovincial Subpoena Act (S212)
The Summary Convictions Act (S230)
The Transboundary Pollution Reciprocal Access Act (T145)
The Uniform Law Conference Commissioners Act (U30)
The Vacant Property Act (V10)
The Victims' Bill of Rights (V55)
The Witness Security Act (W167)

CONSUMER PROTECTION ACTS

The Business Practices Act (B120)
The Cemeteries Act (C30)
The Title to Certain Lands Act (R.S.M. 1990, c. 259) (-)
The Change of Name Act (C50)
The Condominium Act (C170)
The Consumer Protection Act (C200)
The Funeral Directors and Embalmers Act (F195)
The Prearranged Funeral Services Act (F200)
The Housing and Renewal Corporation Act [clause 44(k)] (H160)
The Hudson's Bay Company Land Register Act (H170)
The International Interests in Mobile Equipment Act (Aircraft Equipment) (I63)
The Landlord and Tenant Act (L70)
The Life Leases Act (L130)
The Marriage Act (M50)
The Mortgage Act [Part III] (M200)
The New Home Warranty Act (N85)
The Personal Investigations Act (P34)
The Personal Property Security Act (P35)
The Manitoba Public Insurance Corporation Act (P215)
[sections 174.1 to 174.4 (claimant adviser office) and
sections 175 to 185 (Automobile Injury Compensation Appeal Commission)]
The Real Property Act (R30)

The Registry Act (R50)
The Residential Tenancies Act (R119)
The Special Survey Act (S190)
The Surveys Act [Part I] (S240)
The Vital Statistics Act (V60)

and:

The Bedding and Other Upholstered or Stuffed Articles Regulation, M.R. 78/2004,
made under The Public Health Act

Other statutes related to areas for which the Minister of Justice is responsible:

The Age of Majority Act
An Act to Repeal the Statute of Frauds
The Apportionment Act
The Arbitration Act
The Blood Test Act
The Boundary Lines and Line Fences Act
The Builders' Liens Act
The Civil Remedies against Organized Crime Act
The Class Proceedings Act
The Controverted Elections Act
The Court of Queen's Bench Small Claims Practices Act
The Court of Queen's Bench Surrogate Practice Act
The Debtors' Arrest Act (Public Unconsolidated)
The Defamation Act
The Dependants Relief Act
The Distress Act
The Domicile and Habitual Residence Act
The Equality of Status Act
The Executions Act
The Factors Act
The Family Maintenance Act
The Fatal Accidents Act
The Federal Courts Jurisdiction Act
The Fraudulent Conveyances Act
The Frustrated Contracts Act
The Garage Keepers Act
The Garnishment Act
The Gold Clauses Act
The Guarantors' Liability Act
The Health Care Directives Act
The Homesteads Act
The Hotel Keepers Act
The Infants' Estates Act
The Interpretation Act
The International Trusts Act
The Intestate Succession Act
The Judgments Act

The Law of Property Act
The Limitation of Actions Act
The Manitoba Evidence Act (Parts I and IV)
The Marine Insurance Act
The Married Women's Property Act
The Mental Health Act (Part 9)
The Mercantile Law Amendment Act
The Mortgage Act
The Newspapers Act
The Nuisance Act
The Occupiers' Liability Act
The Official Securities Act
The Parental Responsibility Act
The Parents' Maintenance Act
The Perpetuities and Accumulations Act
The Petty Trespasses Act
The Powers of Attorney Act
The Presumption of Death Act
The Registration of Property Restraint Orders Act
The Repair Shops Act
The Retirement Plan Beneficiaries Act
The Sale of Good Act
The Sand and Gravel Act
The Short Forms Act
The Soldiers' Estates Act
The Stable Keepers Act
The Survivorship Act
The Threshers' Liens Act
The Tortfeasors and Contributory Negligence Act
The Trustee Act
The Unconscionable Transactions Relief Act
The Warehousemen's Liens Act
The Wills Act

Appendix II

Court of Appeal Office in Manitoba

Winnipeg

Appendix III

Court of Queen's Bench Offices in Manitoba

Winnipeg

Brandon

Dauphin

Flin Flon

Minnedosa

Morden

Portage la Prairie

St. Boniface

Selkirk

Swan River

The Pas

Thompson

Virden

Appendix IV

Court Centres and Circuit Court locations within Manitoba

The following is a list of court centres and circuit court locations within Manitoba:

Brandon

- Boissevain
- Sioux Valley

Dauphin

- Camperville
- Roblin

Flin Flon

- Cranberry Portage
- Snow Lake

Minnedosa

- Rossburn
- Russell
- Waywayseecappo

Morden

Portage la Prairie

- Sandy Bay

Selkirk

- Arborg
- Ashern
- Beausejour
- Berens River
- Bloodvein
- Fisher Branch
- Garden Hill
- Gimli
- Little Grand Rapids
- Lundar
- Pauingassi
- Peguis
- Poplar River
- Powerview (formerly Pine Falls)
- St. Martin
- St. Theresa Point
- Stonewall

Steinbach

- Altona
- Emerson
- St. Pierre-Jolys

Swan River

The Pas

- Easterville
- Grand Rapids
- Moose Lake
- Pukatawagan

Thompson

- Brochet
- Churchill
- Cross Lake
- Gillam
- God's Lake Narrows
- God's River
- Lac Brochet
- Leaf Rapids
- Lynn Lake
- Nelson House
- Norway House
- Oxford House
- Shamattawa
- South Indian Lake
- Split Lake

Virден

Winnipeg – 408 York Avenue

- Manitoba Youth Centre

Winnipeg – St. Boniface

Winnipeg – Provincial Offences Court

Appendix V

The following is a list of some of the most commonly contacted branches, boards, agencies and programs reporting to the Minister of Justice. To contact offices not listed here, please call:

Manitoba Government Inquiry 1-866-626-4862, toll free outside Winnipeg

Administration and Finance
1110 - 405 Broadway
Winnipeg MB R3C 3L6
204-945-2878

Automobile Injury Compensation Appeal Commission
301 – 428 Portage Avenue
Winnipeg MB R3C 0E2
204-945-4155
Toll-Free in MB 1-855-548-7443

Claimant Adviser Office
200 – 330 Portage Avenue
Winnipeg MB R3C 0C4
204-945-7413

Community Safety
810 - 405 Broadway
Winnipeg MB R3C 3L6
204-945-7804

Compensation for Victims of Crime
1410 - 405 Broadway
Winnipeg MB R3C 3L6
204-945-0899
1-800-262-9344

Consumer Protection Office
302-258 Portage Avenue
Winnipeg MB R3C 0B6
204-945-3800
Toll free in MB 1-800-782-0067

Court of Appeal
Main Floor – 408 York Avenue
Winnipeg, MB R3C 0P9
204-945-2647

Court of Queen's Bench
Room 100C - 408 York Avenue
Winnipeg MB R3C 0P9
General Reception: 204-945-0344

Courts
235 - 405 Broadway
Winnipeg MB R3C 3L6
204-945-0504

Crown Law Analysis and Development
1210 - 405 Broadway
Winnipeg MB R3C 3L6
204-945-6726

Deputy Minister's Office
110 Legislative Building – 450 Broadway
Winnipeg MB R3C 0V8
204-945-3739

Independent Investigation Unit
700 – 155 Carlton Street
Winnipeg MB R3C 3H8
204-948-7000

Indigenous Courtwork Program
3rd Floor – 408 York Avenue
Winnipeg MB R3C 0P9
204-945-0024

Law Enforcement Review Agency
420 - 155 Carlton Street
Winnipeg MB R3C 3H8
204-945-8667

Legal Aid Manitoba
4th Floor - 287 Broadway
Winnipeg MB R3C 0R9
204-985-8500

Legal Services
730 - 405 Broadway
Winnipeg MB R3C 3L6
204-945-2832

Legal Services - Constitutional Law
1205 - 405 Broadway
Winnipeg MB R3C 3L6
204-945-0679

Legal Services - Family Law
1230 - 405 Broadway
Winnipeg MB R3C 3L6
204-945-0268

Legislative Counsel
410 - 405 Broadway
Winnipeg MB R3C 3L6
204-945-5758

Legislative Security Services
102 – 405 Broadway
Winnipeg MB R3C 0V8
204-945-4830

Maintenance Enforcement
Building #80 – 352 Donald Street
Winnipeg MB R3B 2H8
204-945-7133

Manitoba Human Rights Commission
7th Floor - 175 Hargrave Street
Winnipeg MB R3C 3R8
204-945-3007

Manitoba Law Reform Commission
432 - 405 Broadway
Winnipeg MB R3C 3L6
204-945-2896

Manitoba Police Commission
1801 – 155 Carlton Street
Winnipeg MB R3C 3H8
204-948-1391

Manitoba Prosecutions Service
510 - 405 Broadway
Winnipeg MB R3C 3L6
204-945-2852

Manitoba Protective Services
810 – 405 Broadway
Winnipeg MB R3C 3L6
204-945-4298

Minister's Office
104 Legislative Building – 450 Broadway
Winnipeg MB R3C 0V8
204-945-3728

Office of the Chief Medical Examiner
210 - 1 Wesley Avenue
Winnipeg MB R3C 4C6
204-945-2088

Office of the Registrar-General
1203 – 155 Carlton Street
Winnipeg MB R3C 3H8
204-945-0300

Policing Services and Public Safety
1800 – 155 Carlton Street
Winnipeg MB R3C 3H8
204-945-8042

Provincial Court
Main Floor, 408 York Avenue
Winnipeg MB R3C 0P9
204-945-3454

Provincial Policing
1801-155 Carlton Street
Winnipeg MB R3C 3H8
204-945-2825

Public Guardian and Trustee
155 Carlton Street – Suite 500
Winnipeg MB R3C 5R9
204-945-2700

Residential Tenancies Branch
1700 – 155 Carlton Street
Winnipeg MB R3C 3H8
204-945-2476
Toll-Free in MB 1-800-782-8403

Residential Tenancies Branch
340 – 9th Street
Brandon MB R7A 6C2
Toll-Free in MB 1-800-656-8481

Residential Tenancies Branch
113 – 59 Elizabeth Drive
Thompson MB R8N 1X4
Toll-Free in MB 1-800-229-0639

Residential Tenancies Commission
1650 – 155 Carlton Street
Winnipeg MB R3C 3H8
204-945-2028
Toll-Free in MB 1-800-782-8403

Review Board (Criminal Code)
2nd Floor - 408 York Avenue
Winnipeg MB R3C 0P9
204-945-4438

Security and Intelligence
810 – 405 Broadway
Winnipeg MB R3C 3L6

Sheriff Services, Civil Enforcement Section
2nd Floor – 408 York Avenue
Winnipeg MB R3C 0P9
204-945-2107

Provincial Offences Court
100 – 373 Broadway
Winnipeg MB R3C 4S4
204-945-3156

Vehicle Impoundment Registry
2nd Floor - 408 York Avenue
Winnipeg MB R3C 0P9
204-945-4454

Victim Services
1410 - 405 Broadway
Winnipeg MB R3C 3L6
204-945-6851
1-866-484-2846

Victim/Witness Assistance
400 - 408 York Avenue
Winnipeg MB R3C 0P9
204-945-3594
1-866-635-1111

Vital Statistics Agency
254 - 258 Portage Avenue
Winnipeg MB R3C 0B6
204-945-3701



Available in alternate formats upon request