

# Department of Government Services

## Strategic Plan

2008 - 2011



Government Services

# Message from the Minister



I am pleased to provide this strategic plan for the Department of Government Services. In the development of this plan, careful consideration was given to the strategic directions of government. These directions represent the desired physical, social, or economic outcomes government is seeking to achieve for the people of Newfoundland and Labrador. My plan outlines the action required by the Department of Government Services to fulfill these outcomes. For a list of my strategic directions as Minister responsible for the Department of Government Services, please refer to Appendix "A". They form the foundation for this plan and have been communicated to officials of the Department.

The focus of this document is the strategic plan for the Department of Government Services for the years 2008-2011. Government Services, as a department of government, is defined as a Category 1 entity under the *Transparency and Accountability Act* and as such, must plan at the outcomes level. It provides an overview of the Department and identifies the key strategic goals and objectives to be accomplished during the fiscal period covered by the plan. As the Minister for the Department of Government Services, I am accountable for the preparation of this plan and for the achievement of the specific goals and objectives contained therein.

A handwritten signature in black ink that reads "Kevin O'Brien". The signature is fluid and cursive.

Kevin O'Brien  
Minister of Government Services

## Vision

Newfoundlanders and Labradorians living and working in healthy and safe environments with access to an open, fair, and responsive regulatory system.

## Mission

By 2011, the Department of Government Services will have improved citizen protection in the areas of public health and safety, worker health and safety, and consumer interests.

### Goal 1:

*The Department of Government Services will have increased ease of access to its services via one or more delivery channels.*

#### Objectives

1. By March 31, 2009, the Department of Government Services will have identified and/or implemented changes to increase access to services.
2. By March 31, 2010, the Department of Government Services will have implemented additional changes in select areas to increase access to its services.
3. By March 31, 2011, the Department of Government Services will have implemented changes to increase access to its services

### Goal 2:

*By March 31, 2011, the Department of Government Services will have increased the types of services delivered through the Government Service Centres as identified through a planning process.*

#### Objectives

1. By March 31, 2009, the Department of Government Services will have completed a review and evaluation of public sector services.
2. By March 31, 2010, the Department of Government Services will have the infrastructure required to offer the approved service types.
3. By March 31, 2011, the Department of Government Services will have increased the types of services delivered through the single window delivery model as identified through the planning process.

**Goal 3:**

*By March 31, 2011, the Department of Government Services will have increased capacity to support improved customer service.*

**Objectives**

1. By March 31, 2009, the Department of Government Services will have identified customer service curricula.
2. By March 31, 2010, the Department of Government Services will have implemented further action to increase capacity in the Department to deliver quality service.
3. By March 31, 2011, the Department of Government Services will have increased capacity to support improved customer service.

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The Department of Government Services provides services to protect public health and safety, the environment, and the occupational health and safety of employees of Newfoundland and Labrador. It also safeguards consumer interests and provides a wide array of services to the general public. The Department was founded on the concept of consolidating, as much as possible, licensing, permitting, inspections, and regulations within government and providing a single window entry for the public in these areas. The authority to carry out these functions is derived from more than 150 pieces of legislation and related regulations, standards, and codes of practice. Our ability to fulfill the challenges of the Department's legislated responsibilities is directly linked to the strength of our collaborative relationships with our partners and key stakeholders.

The Department of Government Services employs 518 employees, 250 men and 268 women, and is organized into the Government Services Branch, the Consumer and Commercial Affairs Branch, and the Occupational Health and Safety Branch. Please see Table A below for locations of offices and number of employees. The Department of Government Services is accessible to the residents of the province through widely dispersed offices across the province, as well as Internet and mail services. Combined, the entire Department brought in \$110 million in current account and related revenue for 2007-08. The operating budget for fiscal year 2008-09 is \$36.2 million.

**Table A**

<b>OFFICE LOCATION</b>	<b>NUMBER OF EMPLOYEES</b>
St. John's	207
Mount Pearl	108
Harbour Grace	19
Clarenville	23
Marystown	8
Grand Bank	4
Gander	21
Grand Falls/Windsor	41
Corner Brook	63
Stephenville	9
St. Anthony	1
Happy Valley-Goose Bay	6
Labrador City	8

## **Government Services Branch**

The Government Services Branch provides a variety of services internally to government and externally to the people of this province. This is accomplished through four divisions:

The Government Service Centres provide one-stop services to the public and business community in the areas of public health and food safety, public safety, and environmental protection, as well as access to a variety of government permits and licences.

The Motor Registration Division develops, administers, maintains and audits highway enforcement programs to achieve safety on public highways; administers tests and issues driver licences; maintains and manages driver convictions, suspensions, accident and medical records; issues vehicle registrations; and collects HST, RST, traffic court fines and other government revenues. The Motor Registration Division also issues generic photo identification cards to the general public.

Vital Statistics registers and certifies all vital events (births, deaths, marriages) and related documents to support personal identification needs. It registers adoptions, legal name changes, and certifies clergy and civil authorities for marriages.

The Office of the Queen's Printer provides internal printing and micrographic services to government departments and prints provincial legislation and publications.

## **Consumer and Commercial Affairs Branch**

The Consumer and Commercial Affairs Branch provides consumer protection through three divisions:

The Financial Services Regulation Division regulates individuals and companies that provide financial products and services to the public. The regulated sectors include insurance, securities, pensions, real estate, mortgage brokers, prepaid funerals, and deposit taking loan and trust companies.

The Commercial Registrations Division registers transactions for real and personal property in the province and registers all corporations, cooperatives and limited partnerships for the purpose of ensuring these companies uphold their legal responsibilities as prescribed by legislation. It also registers mechanics' liens, condominiums, and lobbyists.

The Trade Practices Division administers trade practices legislation to ensure a fair and equitable marketplace, protects the interests of consumers, mediates and adjudicates disputes between

residential landlords and tenants, and regulates charitable and non-profit organizations' lottery fund-raising activities. It also licenses and regulates collection agencies, private investigators and security guard industries.

## Occupational Health and Safety Branch

The Occupational Health and Safety Branch protects the health and safety of employees throughout the province. It is responsible for developing and enforcing occupational health and safety legislation; investigating workplace accidents; conducting compliance inspections of provincially regulated workplaces; completing hygiene assessments of various physical, chemical, biological and ergonomic agents in the workplace; and evaluating and inspecting radiation control measures in workplaces.

## Mandate

The mandate of the Department of Government Services is derived from the *Executive Council Act*, Section 4, which states that the Department is responsible for the supervision, control and direction of all matters related to:

- Vital Statistics;
- Motor Vehicles;
- the regulation and operation of Government Service Centres throughout the province;
- provincially regulated financial institutions;
- consumer and commercial affairs;
- compliance with occupational health and safety legislation, including radiation health and safety; and
- the administration of the *Acts* and *Regulations* set out in the Schedule to the *Executive Council Act*.
- (Attached as Appendix "B").

## Lines of Business

The Department of Government Services is responsible for carrying out four basic lines of business throughout all of its branches and divisions including: (i) enforcement of legislated requirements; (ii) licensing, permitting, inspections and registrations; (iii) conflict resolution; and (iv) printing services.



Enforcement of Legislated Requirements: The Department of Government Services enforces legislated requirements in all mandated aspects of public health and safety, occupational health and safety, environmental protection, provincially regulated financial services, and consumer protection.

Licensing, Permitting, Inspections and Registrations: The Department of Government Services provides licences, permits, inspections and registration services from designated locations around the province for:

- public safety activities (boiler and pressure vessels, elevating devices, amusement rides, electrical installations, electrical contractors, building design for fire/life safety, and building accessibility for recreational facilities, personal care homes, group homes, and day care facilities);
- environmental health activities (food establishments, tobacco retailers, waste disposal systems, municipal water supplies, commercial and institutional water supplies, well inspections, abattoirs, public pools, recreational parks, child care centres, dairy farms, and housing sanitation);
- environmental protection activities (waste disposal sites, spill responses, petroleum storage tank systems, dry cleaners, sawmills, quarries, asphalt plants, scrap yards, used tire facilities, exploration sites, used oil storage facilities, PCB storage sites, farm waste management, soil treatment facilities, and indiscriminate dumping/abandoned vehicles);
- financial services activities (insurance, securities, pension funds, real estate, mortgage brokers, and prepaid funeral services);
- consumer protection activities (trade practices, collection agencies, private investigators and security guards, charitable gaming, and residential tenancies);
- commercial registrations activities (deeds, companies, personal property, co-operatives, limited partnerships, mechanics' liens, condominiums, and lobbyists);
- occupational health and safety activities (provincially regulated workplaces, radiation emitting devices, asbestos abatement contractors, explosive magazines on mine sites, and underground diesel equipment);
- motor vehicle activities (driver licences, special permits, commercial vehicle inspections and vehicle registrations);
- vital statistic activities (marriages, births, deaths, legal name changes, adoptions, and gender changes);
- sale and distribution of angling and small game licences;

Select licensing application information is available on the Department's web site:

<http://www.gs.gov.nl.ca/gs/>.

Conflict Resolution: The Department of Government Services provides conflict resolution services for such disputes as: residential tenancy, the provincially regulated financial services industry, occupational health and safety complaints, work refusals and appeal of compliance orders, outcomes of building inspections, and consumer complaints.

Printing Services: The Department of Government Services provides internal printing and microfilming services through the Office of the Queen's Printer. The Queen's Printer book store, located in the Confederation Building, provides provincial government legislation and various provincial government reports to the public for purchase.

Select documents and purchasing information are available on the Queen's Printer web site:

<http://www.gs.gov.nl.ca/gs/oqp/bookstore.stm>

## Values

The work environment of the Department of Government Services is focused on respect for its clients, delivery of exceptional customer service and due diligence in its role to protect the public. While the Department aspires to demonstrate a number of organizational values, it has chosen three core values as key for this planning cycle. To facilitate the communication of these values throughout the organization, the following action statements have been identified:

Accountability: Each person accepts responsibility for their actions and follows through on requests and commitments.

Integrity: Each person engages in ethical behaviour exercising proper use of authority and responsibility.

Respect: Each person accepts differences and exercises courtesy in their encounters with others.

## Primary Clients

The clients of the Department of Government Services include: the general public, employees, employers, consumers, partner departments, agencies, businesses, industry organizations, worker organizations, professional groups, special interest groups, and charitable organizations.

## Vision

Newfoundlanders and Labradorians living and working in healthy and safe environments with access to an open, fair, and responsive regulatory system.

## Mission Statement

The mission statement identifies the priority focus area of the Minister over the next planning cycle. It represents the key longer-term result that the Minister and the Department will be working towards as they move forward on the strategic directions of government. The statement also identifies the measure(s) and indicator(s) that will assist both the Department and the public in monitoring and evaluating success.

The Department of Government Services is principally mandated to protect the public and the environment generally, and the citizen as a consumer. Such protection is a complex responsibility that is primarily achieved through the establishment of timely and relevant standards combined with robust enforcement practices designed to ensure compliance with these standards. This process is used as a means of achieving compliance with over 150 pieces of legislation and related regulations, standards, and codes of practice for which the Department is responsible (Appendix “B”). The Department recognizes the need for continuous improvement in this area to enhance service to the public.

Over the next three years, the Department will focus on improving its compliance and enforcement activities. Extensive efforts will be required over the coming years to ensure current industry and consumer needs are addressed, national practices are incorporated as appropriate, and the compliance and enforcement activities undertaken are adequate to protect the public and the environment of this province. Key areas to be addressed include public health and safety, environmental protection, worker health and safety, and the protection of consumer interests.

The protection of public health and safety as well as the province's environment is essential to the physical and social well being of all citizens in the province. Inspecting licensed waste disposal sites, food establishments, sanitation of public buildings and monitoring municipal water supplies reduces the risk to good public health. Confidence in the safety of the province's highways, public facilities (such as elevators, boilers, pressure vessels and fire and life safety of building designs) is achieved through the compliance and enforcement activities of the Department.

Safe and healthy workplaces benefit all Newfoundlanders and Labradorians. Reduced instances of occupational diseases and work-related injuries translate into an improved quality of life for workers and their families and improved productivity and profitability for employers. This also translates into reduced worker compensation insurance claims and premiums, easing the burden on the public health care system and therefore improving the overall social and economic health of the province.

Protection of consumer interests is of great importance to this Department and to the citizens of this province. Effective and efficient consumer complaints and dispute resolution mechanisms is a key component of this process. Protecting our people from financial scams through effective standards and rigorous enforcement of those standards reduces opportunities to take advantage of people and reduces personal financial loss. As well, the regulation of industries in the financial sector is important as it provides the public with a high degree of confidence that their interests are being looked after. Overall, these activities assist in protecting the economic status of the individual and facilitating economic activity in the province.

**By 2011, the Department of Government Services will have improved citizen protection in the areas of public health and safety, worker health and safety and consumer interests.**

**Measure 1:**

Improved protection in public health and safety.

**Indicators:**

Timely and relevant standards in the areas of:

- inspections of public facilities for environmental health;
- review of building designs for fire and life safety;
- inspections of commercial vehicles;
- inspections of waste disposal sites.

Increased achievement of enforcement standards for environmental health.

**Measure 2:**

Improved protection in worker health and safety.

**Indicators:**

Timely and relevant standards in the areas of:

- general health and safety requirements;
- mining health and safety standards.

Targeted and strategic enforcement activities on a sector specific basis in all industrial sectors of the province.

**Measure 3:**

Improved protection in consumer interests.

**Indicators:**

Timely and relevant standards in the areas of:

- registrations of deeds, companies, and cooperatives;
- mechanics liens, condominiums, personal property and lobbyists;
- resolution of residential tenancy disputes;
- regulation of companies and individuals in the financial services sector;
- registrations of pension plans;
- issuance of charitable gaming licences.

Increased achievement of enforcement standards in the areas of:

- insurance, securities, real estate, and mortgage brokers;
- financial scams.

Note: The indicators will be measured according to existing baseline data. In cases where targets cannot be immediately identified, they will be developed throughout the planning process. As appropriate, gender-based analysis will be applied.

## Strategic Issues

In consideration of Government's strategic directions, mandate, and financial resources of the Department, the following areas have been identified as the key priorities of the Minister for the next three years. The goals identified for each issue reflect the results expected in the three year timeframe while the objectives provide an annual focus. Measures and indicators are provided for both the goal and the first years' objectives to assist both the Department and the public in monitoring and evaluating success. As the Department progresses through this planning cycle, it will consider the resulting impacts on both women and men, as well as for the various stakeholder groups and geographic areas of the province, and strive to achieve equity.

## Issue One: Service Access

Improving ease of access to government services provided through the Department of Government Services is a current and growing challenge. Some segments of the population prefer in-person service either at an office location or by phone, while many of our citizens are expecting more services to be available to them through the Internet. The newly announced initiative to expand bandwidth throughout the province provides an opportunity to increase access to services on-line. At the same time that government is expanding Internet service, the Department is still required to maintain and enhance office and phone service to meet the needs of the different segments of our population.

### Goal One:

By 2011, the Department of Government Services will have increased ease of access to its services via one or more delivery channels.

**Measure:** Increased access

**Indicators:**

- increased access to information on-line;
- increased number of interactive services available on-line;
- improved phone system;
- increased number of offices offering full service.

### Objective 1:

By March 31, 2009, the Department of Government Services will have identified and/or implemented changes to increase access to its services.

**Measure:** Strategies identified and selected changes implemented.

**Indicators:**

- on-line permitting and licensing information available for small and medium-sized businesses as well as individuals;
- pilot project for a phone system is completed;
- full Motor Registration Division will be available in two additional locations;
- on-line registration of deeds available;
- approval sought for electronic service delivery plan and priorities identified.

**Objective 2:**

By March 31, 2010, the Department of Government Services will have implemented additional changes in select areas to increase access to its services.

**Measure:** Additional changes implemented.

**Objective 3:**

By 2011, the Department of Government Services will have implemented changes to increase access to its services.

**Issue Two: Service Type**

The Department of Government Services was founded on the concept of consolidating, as much as possible, licensing, permitting, inspections, and regulations within government and providing a single window entry for the public in these areas. Ideally, citizens would like all transactions with government to be provided in one place, a “single-window”. The essence of the single-window service is the bringing together of government services, or information about them, in order to reduce the amount of time and effort citizens must expend to find and obtain the services they need. Single window service initiatives in the public sector can be compared to the private sector’s “one-stop shopping”. Over the next three years the Department of Government Services will focus on expanding the types of services which citizens can obtain through our service centres.

**Goal Two:**

By March 31, 2011, the Department of Government Services will have increased the types of services delivered through the Government Service Centres as identified through a planning process.

**Measure:** Expanded single-window model.

**Indicators:**

- increased number of service types

**Objective 1:**

By March 31, 2009, the Department of Government Services will have completed a review and evaluation of public sector services.

**Measure:** Review completed.

**Indicators:**

- review of public sector services for consolidation within the single-window model completed;
- potential services identified for single-window model.

**Objective 2:**

By March 31, 2010, the Department of Government Services will have the infrastructure required to offer the approved service types.

**Measure:** Infrastructure in place.

**Objective 3:**

By March 31, 2011, the Department of Government Services will have increased the types of services delivered through the single window delivery model as identified through the planning process.

## Issue Three: Customer Service

Citizen expectations of quality in delivering services are high. Employees (customer service agents) are expected to exhibit competence, a caring attitude, responsiveness, initiative, problem-solving abilities, and goodwill. The Department is responsible for internal strategies to support the delivery of good customer service.

**Goal Three:**

By March 31, 2011, the Department of Government Services will have increased capacity to support improved customer service.

**Measure:** Improved customer service.

**Indicators:**

- developed and implemented training program for all customer service personnel;
- developed customer service protocols in select areas.

**Objective 1:**

By March 31, 2009, the Department of Government Services will have identified customer service curricula.

**Measure:** Training program developed and target areas for protocols identified.



**Indicators:**

- training modules have been developed for customer service personnel;
- target areas for customer service protocols identified.

**Objective 2:**

By March 31, 2010, the Department of Government Services will have implemented further action to increase capacity in the Department to deliver quality service.

**Measure:** Training completed for existing employees and protocols in place.

**Objective 3:**

By March 31, 2011, the Department of Government Services will have increased capacity to support improved customer service.

## Strategic Directions

Strategic directions are the articulation of desired physical, social, or economic outcomes and normally require action by more than one government entity. These directions are generally communicated by government through platform documents, Throne and Budget Speeches, policy documents, and other communiqués. *The Transparency and Accountability Act* requires departments and public bodies to take into account these strategic directions in the preparation of their performance-based plans. This action will facilitate the integration of planning practices across government and will ensure that all entities are moving forward on key commitments.

The directions related to the Department of Government Services are provided below. Each strategic direction is comprised of a number of components or focus areas. These focus areas will be addressed through the various planning processes of the Department. As indicated in the table, some have been addressed in this strategic plan while others are addressed in the operational and/or work planning processes.

### 1. Title: Red Tape Reduction Initiative

Outcome Statement: Reduced regulatory burden on individuals and businesses.

Components of Strategic Direction	This Direction is addressed:		
	in the department's strategic plan	in the department's operational plan	in the branch/divisional work plans of the department
1. To reduce the regulatory burden of at least 25%.		✓	
2. To maintain an efficient, flexible and transparent balanced regulatory regime.		✓	

## 2. Title: School Bus Safety

Outcome Statement: Enhanced school bus safety.

Components of Strategic Direction	This Direction is addressed:		
	in the department's strategic plan	in the department's operational plan	in the branch/divisional work plans of the department
1. Develop a comprehensive plan for school bus safety for government consideration.		✓	
2. Implement approved items.		✓	

## Legislation

### **Motor Vehicle Registration:**

*Dangerous Goods Transportation Act*  
Dangerous Goods Transportation Regulations  
Dangerous Goods Ticket Offences Regulations  
*Highway Traffic Act* (with Transportation and Works)\*  
Cargo Securement Regulations  
Licensing and Equipment Regulations  
Commercial Vehicle Maintenance Standards Regulations  
Highway Traffic Hours of Service Regulations  
Bus Regulations  
Vehicles Regulations  
Official Inspection Station Regulations  
Ambulance, Bus, School Bus, Taxi & Commercial Vehicle Insurance Regulations  
Highway Traffic Snow Clearing Regulations  
Designated Impaired Mobility Parking Regulations  
Highway Traffic Demerit Point System Regulations  
Highway Traffic Trip Inspection Report Regulations  
Carrier Safety Regulations  
Vehicle Seizure and Impoundment Regulations  
Highway Traffic Driver Regulations  
*Motor Carrier Act & Regulations* (with Transportation and Works)\*  
*Motorized Snow Vehicles and All-Terrain Vehicles Act & Regulations* (with Natural Resources)\*

### **Vital Statistics:**

*Adoption Act* (with Health & Community Services)\*  
*Change of Name Act*  
*Children's Law Act* (with Justice)\*  
*Solemnization of Marriage Act*  
*Vital Statistics Act*

### **Government Service Centres:**

*Building Standards Act* (with Municipal & Provincial Affairs)\*  
*Buildings Accessibility Act & Regulations*  
*Child Care Services Act & Regulations* (with Health & Community Services)\*  
*Child Youth and Family Services Act* (with Health & Community Services)\*  
*Communicable Diseases Act* (with Health & Community Services)\*  
*Environmental Protection Act* (with Environment & Conservation)\*  
Air Pollution Control Regulations  
Storage & Handling of Gasoline & Associated Products Regulations  
Halocarbon Regulations  
Environmental Control Water and Sewage Regulations  
Pesticide Control Regulations  
Storage of PCB Wastes Regulations  
Waste Management Regulations, 2003

*Fire Prevention Act, 1991 & Regulations (with Municipal & Provincial Affairs)\**  
*Food and Drug Act (with Health & Community Services)\**  
 Food Premises Regulations  
*Health and Community Services Act (with Health & Community Services)\**  
 Public Pool Regulations  
*Meat Inspection Act & Regulations (with Natural Resources)\**  
*Public Safety Act*  
 Amusement Rides & Elevating Devices Regulations  
 Boiler, Pressure Vessel and Compressed Gas Regulations  
 Electrical Regulations  
*Tobacco Control Act*  
*Urban and Rural Planning Act, 2000 (with Municipal & Provincial Affairs)\**  
 Brenton Development Control Regulations  
 Butterpot-Witless Bay Development Control Regulations  
 Fogo Central Development Control Regulations  
 Gander River Protected Area Regulations  
 Highway Sign Regulations  
 Interim Development Regulations  
 Marble Mountain Protected Area Regulations  
 Protected Road Zoning Regulations  
 Regional Appeals Board Appeals Fees  
*Water Resources Act (with Environment & Conservation)\**  
*Works, Services & Transportation Act (with Transportation and Works)\**

**Queens Printer:**

*Printing Services Act*

**Occupational Health & Safety:**

*Occupational Health and Safety Act and Regulations*  
 Occupational Health and Safety First Aid Regulations  
*Radiation Health and Safety Act and Regulations*  
 WHIMS Regulations  
 Asbestos Abatement Regulations  
 Asbestos Exposure Code Regulations  
 OHS Electrical & Fisheries Advisory Committee Regulations  
 The Mines (Safety of Workers) Regulations

**Trade Practices:**

*Architects Act*  
*Business Electronic Filing Act*  
*Certified General Accountants Act*  
*Certified Public Accountants Act*  
*Chartered Accountants Act*  
*Chartered Accountants and Certified Public Accounts Merger Act*

*Collections Act & Regulations*  
*Consumer Protection Act & Regulations*  
*Consumer Reporting Agencies Act & Regulations*  
*Direct Sellers Act*  
*Electronic Commerce Act*  
*Embalmers and Funeral Directors Act & Regulations*  
*Engineers and Geoscientists Act & Regulations*  
*Lottery Licensing Regulations*  
*Management Accountants Act*  
*Private Investigations & Security Services Act & Regulations*  
*Public Accountancy Act*  
*Residential Tenancies Act, 2000*  
*Sale of Goods Act*  
*Trade Practices Act*  
*Unsolicited Goods and Credit Cards Act*

**Commercial Registrations:**

*Condominium Act & Regulations*  
*Conveyancing Act*  
*Co-operatives Act*  
*Corporations Act & Regulations*  
*Fraudulent Conveyances Act*  
*Limited Partnership Act*  
*Mechanics' Lien Act*  
*Personal Property Security Act & Regulations*  
*Registration of Deeds Act*  
*Warehouser's Lien Act*  
*Warehouser Receipts Act*

**Financial Services Regulations:**

*Accident and Sickness Insurance Act*  
*Automobile Insurance Act & Regulations*  
*Uninsured Automobile & Unidentified Automobile Coverage Regulations*  
*Bank of Nova Scotia Trust Company Act, 1997*  
*Corporations Guarantee Act*  
*Credit Union Deposit Guarantee Corporation Regulations*  
*Credit Union Act & Regulations*  
*Fire Insurance Act*  
*Income Tax Savings Plans Act*  
*Insurance Adjusters, Agents and Brokers Act & Regulations*  
*Insurance Companies Act*  
*Insurance Contracts Act*  
*Life Insurance Act*  
*Mortgage Brokers Act & Regulations*  
*Pension Benefits Act, 1997 & Regulations*

*Pension Plans Designation of Beneficiaries Act*

*Perpetuities and Accumulations Act*

*Prepaid Funeral Services Act & Regulations*

*Real Estate Trading Act*

Real Estate Licensing Regulations

*Securities Act & Regulations*

*Trust and Loan Corporations Licensing Act (Formerly Trust and Loan Companies Licensing Act) & Regulations*

*Trustee Act*

\*Legislative authority rests with another department as named with cooperation for policy and program delivery through the Department of Government Services

## Ministerial Entities that are Inactive

### Boiler/Pressure Vessel Advisory Board

The Boiler/Pressure Vessel Advisory Board is appointed by the Lieutenant-Governor in Council under the authority of Section 29 of the *Public Safety Act*, SNL1996 P-41.01. The Board's mandate is to report to and advise the minister on the application of the *Public Safety Act* and the Boiler, Pressure Vessel and Compressed Gas Regulations and on other matters that may be assigned by the Minister regarding systems or devices. The Boiler Pressure Vessel Advisory Board is funded by the Department of Government Services and is an advisory mechanism only. The Board comes together as a group only when the need arises, and was inactive for the 2007-08 fiscal year, thus, the submission of an Activity Plan for 2008-11 is not expected. In the years in which there is no activity within this board, this information will be provided through the departmental annual report and strategic plan. When there is activity, an activity plan will be submitted in accordance with the requirement under the *Transparency and Accountability Act*.

### Buildings Accessibility Advisory Board

The Buildings Accessibility Advisory Board is appointed by the Lieutenant Governor-in-Council under the authority of section 18 of the *Buildings Accessibility Act*, RSNL1990 B-10. The mandate of the Board is to report to and advise the Minister of the Department of Government Services on the application of the *Buildings Accessibility Act* and regulations, and on all other matters related to the Act and regulations that may be assigned to the Board by the Minister. The Buildings Accessibility Advisory Board consists of a chairperson, representatives of persons with disabilities, one representative of the Department, other than the director, and those other members that the Lieutenant Governor-in-Council may appoint. This public body, which is funded by the Department of Government Services, is an advisory mechanism only. The Board has been inactive in 2007-08 fiscal year, thus, the submission of an Activity Plan for 2008-11 is not expected. In the years in which there is no activity, this information will be provided through the departmental annual report and strategic plan. The Board has recently been reconstituted, but has not met. When there is activity, an activity plan will be submitted in accordance with the requirements under the *Transparency and Accountability Act*.



### **Buildings Accessibility Appeal Tribunal**

The Buildings Accessibility Appeal Tribunal is appointed by the Lieutenant Governor-in-Council under the authority of Section 20 of the Buildings Accessibility Act, RSNL1990 B-10. The tribunal's mandate is to hear appeals of notices, decisions, directions, or orders confirmed or varied by the director under section 17 of the *Buildings Accessibility Act*. The Building Accessibility Appeal Tribunal has five members that serve a two-year term. This public body, which is funded by the Department of Government Services, is only intended to hear appeals. The tribunal was inactive for the 2007-08 fiscal year, thus, the submission of an Activity Plan for 2008-11 is not expected. In the years in which there is no activity within this tribunal, this information will be provided through the departmental annual report and strategic plan. The Board has recently been reconstituted, but has not met. When there is activity, an activity plan will be submitted in accordance with the requirements under the *Transparency and Accountability Act*.

### **Driver's Licence Medical Advisory Board**

The Driver's Licence Medical Advisory Board was established to provide guidance to the Registrar of Motor Vehicles on difficult or unusual medical cases involving driver competency. The Board is comprised of five medical specialists under the Chair of the Medical Advisor to the Registrar. Driver medical standards are developed jointly by the provinces and territories and in consultation with the Canadian Medical Association. In certain cases, a professional evaluation of drivers must be undertaken to ensure the applicability of standards on an individual basis. A case is referred to the particular specialist who has knowledge of the requirements necessary to hold a licence. The review is conducted on the basis of medical reports and does not involve a doctor/patient visit. The Board does not have authority to grant a driver's licence but acts solely in an advisory role. A recommendation is made to the Registrar through the Departmental Medical Advisor and/or Medicals Review Officer as to whether or not to maintain, issue or suspend a driver's licence. The Board was inactive for the 2007-08 fiscal year, thus, the submission of an Activity Plan for 2008-11 is not expected. In the years in which there is no activity within this entity, this information will be provided through the departmental annual report and strategic plan. When there is activity, an activity plan will be submitted in accordance with the requirements under the *Transparency and Accountability Act*.

### Financial Services Appeal Board

The Financial Services Appeal Board is appointed by the Lieutenant Governor-in-Council under the authority of Section 3 of the *Financial Services Appeal Board Act*. The Board's mandate is to hear appeals from persons impacted by a decision or order made by the Superintendent of Securities under the *Securities Act*, the Superintendent of Insurance under the *Insurance Adjusters, Agents and Brokers Act*, the Superintendent of Real Estate Agents and Salespersons under the *Real Estate Trading Act* and the Registrar of Mortgage Brokers under the *Mortgage Brokers Act*. The Board is comprised of five individuals appointed by the Lieutenant Governor-in-Council, with one member being appointed Chairperson. This public body, which is funded by the Department of Government Services, is only intended to hear appeals. The Board was inactive for the 2007-08 fiscal year, thus, the submission of an Activity Plan for 2008-11 is not expected. In the years in which there is no activity, this information will be provided through the departmental annual report and strategic plan. When there is activity, an activity plan will be submitted in accordance with the requirements under the *Transparency and Accountability Act*.

### Consumer Protection Fund for Prepaid Funeral Services

The Consumer Protection Fund for Prepaid Funeral Services is established under Section 5 (1) of the *Prepaid Funeral Services Act*. The assurance fund was created to fulfill a payment of claim arising out of a prepaid funeral contract against a person who has been licensed under this *Act*. The Minister of Government Services may appoint a board consisting of not fewer than 5 persons and not greater than 10 persons to this board. The board's mandate is to be responsible for the financial management and administration of and disbursement of payments from the assurance fund. This public body is funded through the assurance fund. The board has not been constituted under the *Act*. Thus, the submission of an Activity Plan for 2008-11 is not expected. In the years in which there is no activity, this information will be provided through the departmental annual report and strategic plan. When there is activity, an activity plan will be submitted in accordance with the requirements under the *Transparency and Accountability Act*.

### **Radiation Health and Safety Advisory Committee**

The Radiation Health and Safety Advisory Committee is established under Section 11 of the *Radiation Health and Safety Act*. The mandate of the committee is to provide advice to the Minister on the administration of the *Act* and regulations; promote educational programs to those who may be exposed to radiation; advise the Minister with respect to non-ionizing radiation emitting devices; review professional qualifications of persons applying for appointment as inspectors; and any matter relating to radiation health and safety that the Minister has referred to the committee for its advice. The Radiation Health and Safety Advisory Committee is funded by the Department of Government Services. The committee has not been reconstituted under the *Act*, therefore there was no activity for the 2007-08 fiscal year, thus, the submission of an Activity Plan for 2008-11 is not expected. In the years in which there is no activity, this information will be provided through the departmental annual report and strategic plan. When there is activity, an activity plan will be submitted in accordance with the requirements under the *Transparency and Accountability Act*.