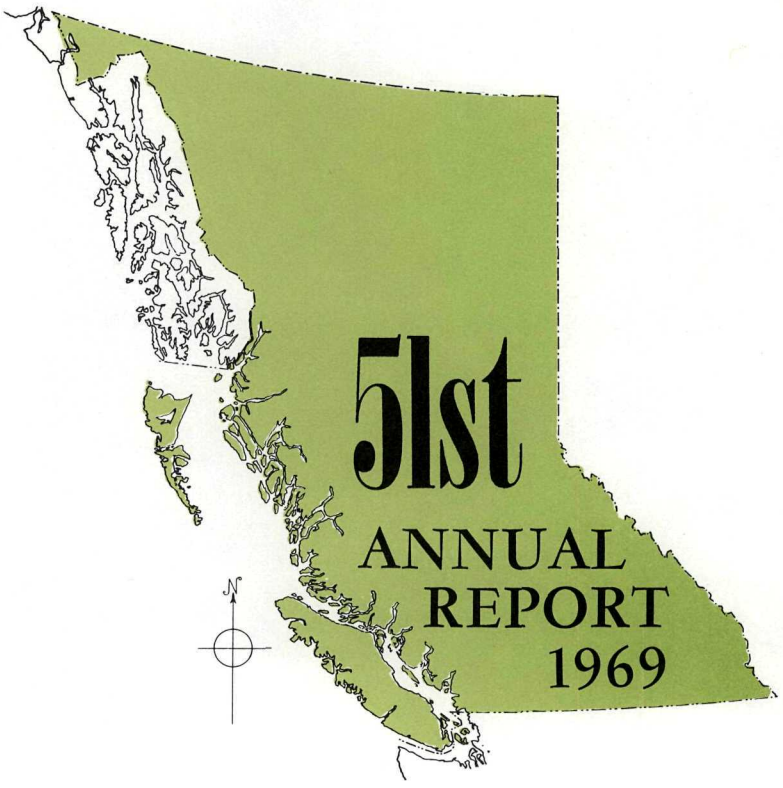
THE GOVERNMENT OF
THE PROVINCE OF BRITISH COLUMBIA



51st ANNUAL REPORT 1969

January 1 to December 31, 1969

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PROVINCE OF BRITISH COLUMBIA

Civil Service Commission

Fifty-first Annual Report

JANUARY 1 TO DECEMBER 31

1969

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in right of the Province of British Columbia.
1970

To Colonel the Honourable JOHN R. NICHOLSON, P.C., O.B.E., Q.C., LL.D.,
Lieutenant-Governor of the Province of British Columbia.

MAY IT PLEASE YOUR HONOUR:

The undersigned respectfully submits the Report of the Civil Service Commission, Province of British Columbia, from January 1 to December 31, 1969.

WESLEY D. BLACK,
Provincial Secretary.

Victoria, British Columbia, January, 1970.

The Honourable Wesley D. Black,
Provincial Secretary,
Province of British Columbia.

SIR,—In conformity with the provisions of section 8 of the *Civil Service Act* (chapter 56, *Revised Statutes of British Columbia, 1960*), I have the honour to submit herewith the Report of the proceedings and work of the Civil Service Commission from January 1 to December 31, 1969.

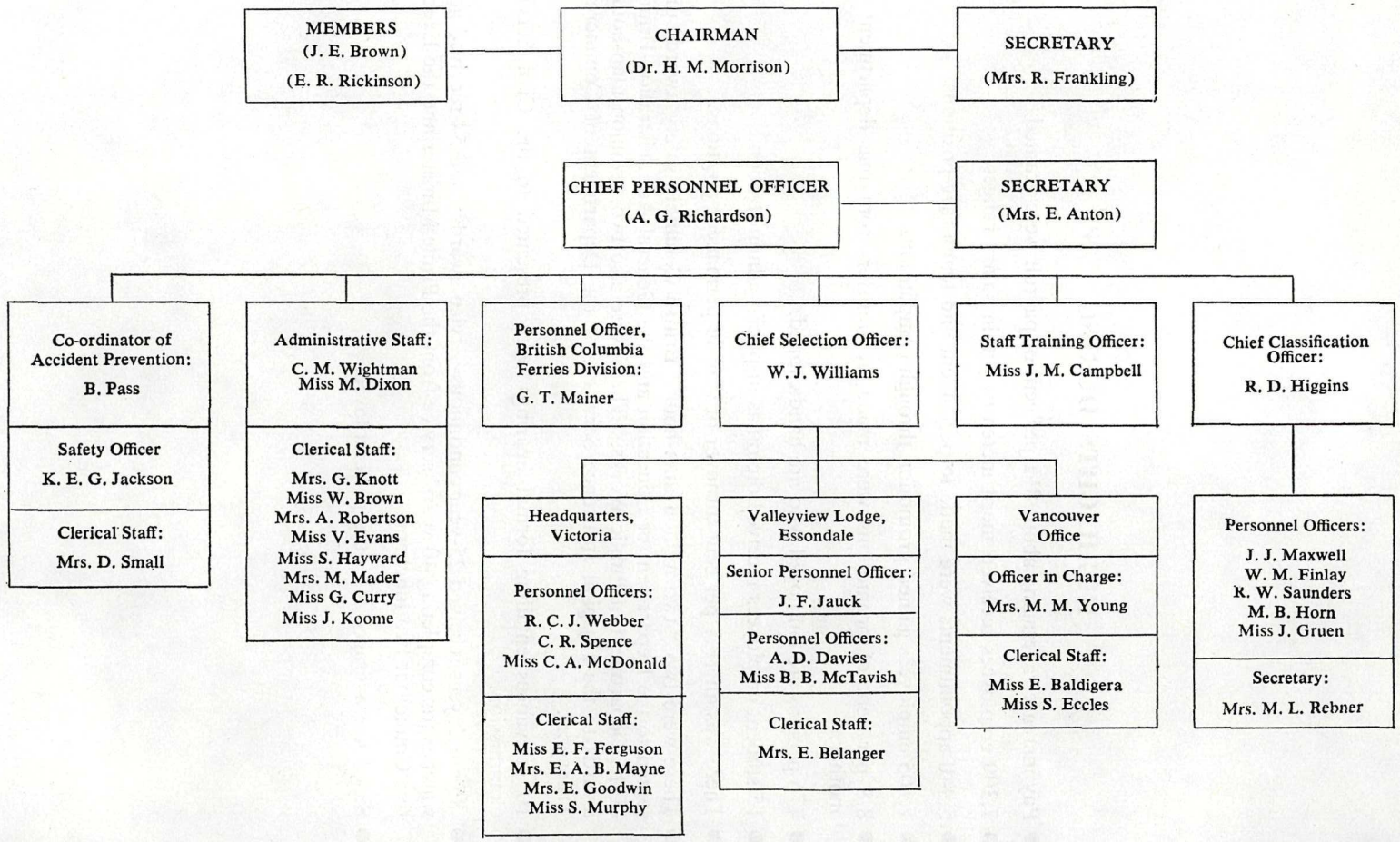
ARTHUR G. RICHARDSON,
Acting Chairman, Civil Service Commission.

Victoria, British Columbia, January, 1970.

HIGHLIGHTS DURING 1969

- Pay increases averaging about 8½ per cent of payroll were granted.
- 7,309 employees received merit increases within salary ranges.
- 5,940 appointments were made to permanent and temporary positions.
- 1,105 employees gained promotion through competitions.
- 8.8 per cent of promotions were made by transfer from one department to another.
- 476 persons are employed who are handicapped.
- 15 student employees received diplomas in public administration.
- There was an 18.7 per cent turnover of staff in permanent positions.
- There were two " two million man-hour " British Columbia safety awards presented to the Department of Education and the General Administration Branch of the Department of Public Works. There were also two " million man-hour " awards to the Hospital Insurance Service and the Department of Commercial Transport.
- 10 grievances entailing formal hearings were presented to the Civil Service Commission.
- 85 employees received 25-year continuous-service awards; and 54 received gold watches for completing 40 years' service from the Prime Minister and the Executive Council at two luncheons.
- Sick leave averaged 5.5 days per employee.

CIVIL SERVICE COMMISSION



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REPORT OF THE CIVIL SERVICE COMMISSION

Pursuant to Section 8 of the Civil Service Act, from January 1 to December 31, 1969

During the year the Civil Service Commission met 34 times. These meetings did not include 10 others to hear grievances from individuals and groups of employees. The hearings involving individuals were concerned primarily with the intentions of departments to dismiss the employee. All 10 were of this nature, of which nine were ruled in favour of the department, and one in favour of the employee. One ruling of the Commission was appealed to the Lieutenant-Governor in Council, and in this case the Commission's ruling was upheld.

In addition to grievances heard by the Commission, the Chief Personnel Officer mediated 20 grievances between individual employees and the departments.

The Screening Committee, which deals with problems of employees who are unable to perform their duties due to ill-health, dealt with 10 cases during the year. Five of these were re-established in different types of employment, two retired, and three are pending.

The review of the Sick Leave Regulation which was commenced in 1968 was completed in 1969. The Commission's recommendations to eliminate the waiting period when no sick leave was available and to increase the maximum amount of sick leave accumulating, from 126 days to 250 days, were approved. The Commission also recommended a change in the regulation to provide for leave of absence for pregnancy. This was approved.

A study of the entire grievance procedures was started, and is continuing.

For the eighth consecutive year, pay increases were granted to all Government employees in 1969, amounting to an average of about 8½ per cent of payroll.

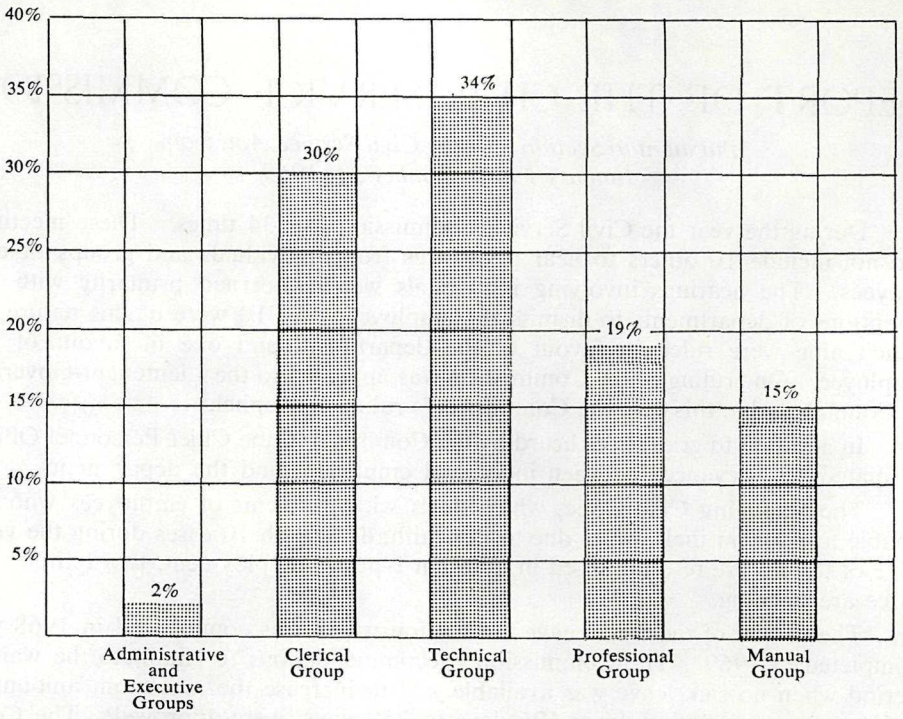
There were 476 employees throughout the Civil Service with disabilities ranging from coronary conditions and crippling defects from poliomyelitis to respiratory ailments and amputations. The Commission continues to promote the gainful employment of handicapped persons who, by and large, become conscientious and dedicated employees.

SIZE AND COMPOSITION OF THE CIVIL SERVICE

On December 31, 1969, there were 27,081 Government employees (*see* Table 1 of the Appendix). On December 31, 1968, there were 25,438 employees. Hence, there was an increase of 1,643 employees. The largest increases in numbers of employees were in the Attorney-General's Department, the Department of Education, the Mental Health Services, the Department of Highways, the Forest Service, the Department of Public Works, and the British Columbia Ferries Division.

Of the 27,081 Government employees, 15,566 were classed as permanent employees and 11,515 were classed as temporary employees. In 1968 there were 15,148 permanent employees and 10,290 temporary employees.

The following graph indicates the percentage of employees within each of the major occupational groups in the main Civil Service schedules:—

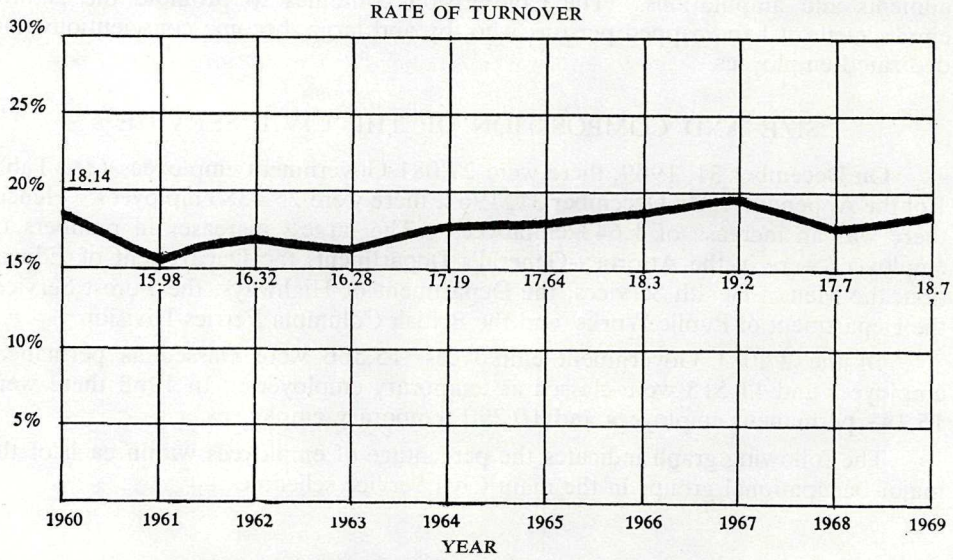


The clerical and technical groups were 1 per cent less than in 1968, whereas the professional and manual groups both increased by 1 per cent.

SEPARATIONS

During the year, 2,912 employees left permanent positions within the Civil Service. This represents a turnover of 18.7 per cent. In 1968, 2,678 employees left permanent positions, representing a turnover of 17.7 per cent.

The following graph shows the percentage of turnover in each year since 1960.



During 1968, 50 employees were dismissed as unsatisfactory, the probationary periods of 90 employees were extended, and merit increases were withheld in the case of 41 employees.

RECRUITING AND SELECTION DIVISION

General

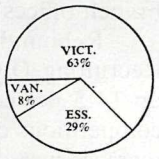
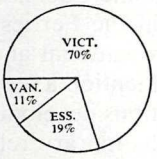
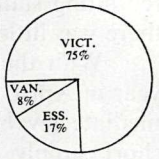
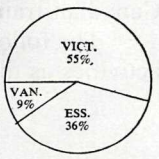
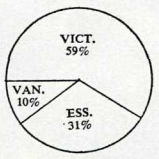
The Civil Service Commission, with headquarters in Victoria, operates branch offices of the Recruiting and Selection Division at Vancouver and Essondale. The branch offices' reports follow this general recruiting summary.

Rebounding from the temporary easing of recruiting demands in 1968, the Recruiting Division set new all-time records in 1969. Total positions filled were up 14.5 per cent, persons taking written examinations were up 19.5 per cent, and competitions conducted by the Civil Service Commission were up 30 per cent. The increase was due partly to a rise in turnover rate and partly due to the addition of some 500 new positions to departmental establishments. There were expansions in the Ferries Division, Mental Health Services, motor-vehicle inspection stations, vocational and technical training, and Water Resources and Pollution Control, to mention a few. During mid-summer, a serious backlog of requisitions and competitions developed, requiring exceptional efforts on the part of all of the staff and some temporary relief assistance. The death in-Service, in the spring, of the Personnel Officer assigned to the British Columbia Ferries Division threw an extra load on the recruiting staff, but fortunately, within the Recruiting and Selection Division itself, there was little staff turnover during the year.

With the salary adjustments coming into effect at the beginning of the fiscal year in April, there was generally less difficulty in recruiting at the lower and intermediate levels in most classifications. The demand continued in some areas of short supply such as qualified hydraulic and pollution-control engineers, audit accountants, experienced psychiatrists, psychologists, and social workers, foresters, Canadian-trained agriculturists, and senior economists.

The following table illustrates the major breakdown of recruiting and selection activities as distributed between the Commission's three offices:—

Distribution of Work Load

	1968	1969	Per Cent Change from 1968	1969 Distribution
Requisitions and requests for staff—				
Victoria	4,072	4,454	+9.1	
Essondale	1,427	2,040	+43.0	
Vancouver	518	586	+13.1	
Totals	6,017	7,080	+17.7	
Competitions—				
Victoria	746	1,004	+34.6	
Essondale	209	268	+28.2	
Vancouver	125	152	+21.6	
Totals	1,080	1,424	+30.9	
Examinations (persons taking written examinations)—				
Victoria	2,137	2,546	+19.2	
Essondale	175	277	+58.3	
Vancouver	522	564	+8.0	
Totals	2,834	3,387	+19.5	
Appointments (initial hiring)—				
Victoria	2,624	2,397	−8.6	
Essondale	1,249	1,594	+27.6	
Vancouver	382	395	+3.4	
Totals	4,255	4,386	+3.1	
Total positions filled (including competitions)—				
Victoria	3,225	3,427	+8.1	
Essondale	1,436	1,857	+29.3	
Vancouver	524	596	+13.1	
Totals	5,185	5,940	+14.5	

GENERAL ENTRANCE AND PROMOTIONAL EXAMINATIONS

Examinations to establish qualified lists for such positions as stenographer, typist, clerk, and draughtsman were held as follows:—

Classification	Number of Occasions	Number Examined	Number Qualified	Per Cent Qualified
Victoria				
Clerk-Typist	274	900	571	63
Clerk	55	980	719	73
Clerk-Stenographer 1	69	158	110	70
Clerk-Stenographer 2	84	199	123	62
Draughtsman 1	13	104	82	79
Draughtsman 2 and 3	3	45	17	38
Key-punch Operator	34	47	47	100
Data-processing Operator	5	19	8	42
Personnel Officer	3	30	14	47
Administrative Officer	2	17	6	35
Senior Examiner of Titles	1	5	4	80
Industrial Relations Officer	3	9	9	100
Labour Relations Officer	1	3	3	100
Land Registry Officer	2	2	2	100
Public Information Officer	1	11	6	55
Stationary Engineer	1	9	7	78
Building Service Worker 4	1	8	3	38
Totals, 1969	552	2,546	1,731	68
Totals, 1968	488	2,137	1,380	65
Essondale				
Clerk-Typist 1	22	32	28	88
Clerk 1 or 2	21	37	27	73
Clerk-Stenographer 1	12	16	13	81
Clerk-Stenographer 2	50	65	63	97
Fire Lieutenant	1	3	3	100
Cook 1	2	14	6	43
Cook 3	1	3	3	100
Hairdresser	1	2	2	100
Dietary Aide 2	2	5	5	100
Seamstress 2	1	2	2	100
Cabinetmaker	1	1	1	100
Stationary Engineer Helper	2	5	3	60
Superintendent, Transportation and Vehicle Maintenance	3	3	2	67
Assistant Charge Psychiatric Nurse	4	89	74	83
Totals, 1969	123	277	232	84
Totals, 1968	89	175	148	85
Vancouver				
Clerk-Typist	82	118	98	83
Clerk	112	225	183	81
Clerk-Stenographer 1	16	20	16	80
Clerk-Stenographer 2 or 3	89	117	104	89
Draughtsman	----	-----	----	-----
Clerk, Land Registry	5	13	4	31
Clerk, Court Registry	2	5	3	60
Key-punch Operator	14	17	14	82
Cook	1	2	2	100
Personnel Officer	2	5	2	40
Switchboard Operator	6	6	6	100
Public Information Officer	1	1	-----	-----
Stockman	2	2	2	100
Multilith Operator	1	1	1	100
Miscellaneous clerical	4	8	7	87
Industrial Relations Officer	2	9	6	67
Stationary Engineer Helper	1	14	12	86
Building Service Worker 4	1	1	1	100
Totals, 1969	341	564	461	82
Totals, 1968	302	522	441	84

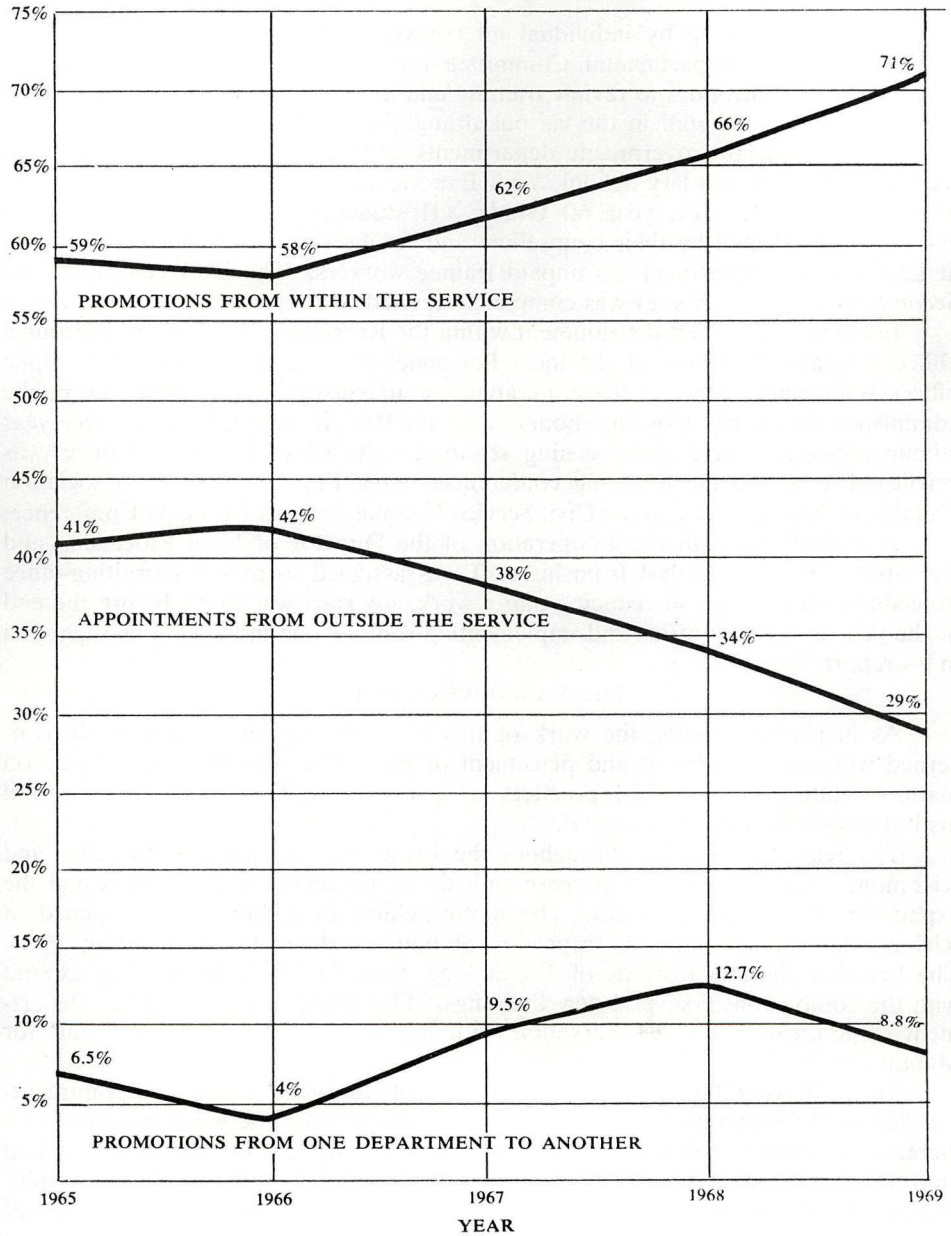
In total, 3,387 persons sat for the foregoing examinations during 1969. There were increases at all three centres with the large increase at Essondale being due, in part, to a change in examination schedules. Seventy-one per cent of the appli-

cants qualified. The examinations were held on 552 separate occasions in Victoria, 341 occasions in Vancouver, and 123 occasions at Essondale.

Competitions for Promotion

Apart from appointments through entrance examinations, there were 1,424 competitions held in 1969. This was an increase of 344, or 30.9 per cent over the previous year, and is the first year that the total number has exceeded 1,300. Of these competitions, 258 were handled by the Civil Service Commission Personnel Officer attached to the British Columbia Ferries Division. Civil Service Commission officers did not participate in 41 competitions which were delegated to such agencies as the Provincial Gaol Service. With the pressure of work, a considerable number of competitions were also handled to the point of final recommendation by departmental Personnel Officers and Government Agents, whose assistance was much appreciated. Excluding several competitions in which there were no applicants and six competitions with over 100 applicants, the average number of applications received per competition during 1969 was 11.9. These competitions resulted in 1,554 candidates being appointed to the various Government departments and agencies. Seventy-one per cent of these appointments were promotions within the Service and the remainder were initial appointments. The number of promotional appointments made from one department to another was 136. This was 12.3 per cent of the in-Service promotions which, although less than the previous year, still represents a very high level of inter-departmental mobility. The reduced percentage from the previous year is largely due to the agreement with the British Columbia Ferries' employees which places great stress on seniority in promotions. Because of limited response at the Clerk 3 and 4 and Clerk-Stenographer 3 level from qualified in-Service candidates, competitions at this level were opened during the year to the general public. There were, in total, 702 competitions of all kinds open to the general public.

A graph on promotional policy follows:—



Special Activities

The four officers in the Victoria Recruiting Division convened 371 selection panels, which interviewed 1,614 candidates. They also held 1,783 individual recruiting or counselling interviews with applicants. Letters of inquiry and inquiries received by telephone and over the counter concerning employment also demanded care and attention. During 1969 the Victoria recruiting officers answered 1,077 such letters of inquiry. Selection Officers also took part in Career Days at secondary schools and administered employment examinations for typists and stenographers at vocational schools and in commercial departments of secondary schools in Victoria and Nanaimo. General employment briefing sessions for graduating students at the University of Victoria and Simon Fraser University were held, and

these were followed up by individual interviews. A senior recruiting officer reconvened the Interdepartmental Committee on Draughtsman Qualifications and arranged several meetings to review training and revise the tests and standards used for reclassification of staff in the various draughting fields.

The Provincial Government departments at Victoria participated for their second year in a Secondary School Work Experience programme, organized by the school counsellors. This year 60 Grade XII students, primarily in commercial classes, were selected by their counsellors and teachers to be placed for one week at Easter in 18 departments as unpaid trainee workers. The booklet *Careers for Secondary School Graduates* was completely revised and reprinted.

In the matter of staff development within the Recruiting Division, all Personnel Officers became members of the local Personnel Management Association. One officer is currently granted leave to attend a university credit course in public administration during working hours, and another is enrolled in a three-year labour relations course with evening sessions. The Chief Selection Officer was privileged to attend the founding conference of the Public Personnel Association Canadian Chapter, and also the Civil Service Commissioners of Canada Conference.

In the fall, through the co-operation of the Director of Data Processing and Research, a systems analyst from his staff was assigned to review recruiting-office procedures with a view to reducing paper work. A start was made before the end of the year in revising forms and implementing some of the modifications suggested in his report.

The Vancouver Office

As in previous years, the work of this office during 1969 was mainly concerned with the recruitment and placement of personnel, and advising officials on matters relating to personnel practices as concern the Government offices and institutions on the Lower Mainland.

The recruiting activity throughout the Fraser Valley, Surrey, Burnaby, and Richmond areas continues to increase with the construction of new offices and the expansion of established offices. The motor-vehicle inspection station opened in Richmond, with the Burnaby Inspection Station scheduled to open during 1970. The British Columbia Institute of Technology, Burnaby, has continued to expand with the completion of several new buildings. This office also assisted the Department of Recreation and Conservation with the recruitment of catering staff for Manning Park.

The following table shows the number of competitions and appointments handled by the Vancouver office during the last five years. There was a 22-per-cent increase in promotional competitions; 14-per-cent increase in appointments, and an 8-per-cent increase in persons taking written exams. Examinations were administered on 341 occasions to 564 candidates, including an increased number of employees taking promotional tests.

	1965	1966	1967	1968	1969
Competitions	140	180	189	125	152
Total appointments	936	755	548	524	596

The Essondale Office

The Essondale Office is located at Valleyview Lodge and is primarily engaged in recruiting and selection for the various Mental Health Services institutions throughout the Province. An important secondary activity is the recruiting of

related professional and technical staffs for Vancouver area institutions of other departments.

The year 1969 marked an all-time high in the number of employees recruited, and in the number of competitions completed by the Essondale Office. The total number recruited was 1,857, an increase of nearly 30 per cent over 1968. The number of competitions closing at Essondale rose 28 per cent to 268.

In connection with these competitions, the office received 2,062 applications and interviewed 758 applicants, out of which 273 persons were selected. Selection panels were convened in 229 cases.

The Mental Health Services expansion programme into the community and the inauguration of new services was strongly emphasized during the past year. Five mental health centres were opened, namely: Boundary, Simon Fraser, Haney, Courtenay, and Cranbrook. Three of these were fully staffed, and the other two partially. Tranquille was also established as a regional facility requiring a more sophisticated staff, such as psychologist, director of training and education.

The Retarded programme was also partially decentralized, with smaller units being opened in different communities, such as Alder Lodge in Maillardville, Bevan Lodge in Courtenay.

The following table shows the total number of appointments made, by institution:—

Location	Total Appointments					Percentage of Total Appointments				
	1965	1966	1967	1968	1969	1965	1966	1967	1968	1969
Tranquille	189	272	229	165	199	13.9	16.0	14.4	11.5	10.7
Dellview	38	46	46	27	42	2.8	2.7	2.8	1.9	2.3
Skeenaview	22	33	43	52	53	1.6	2.0	2.8	3.6	2.9
Vista, Venture, and Mental Health Centres, except Burnaby	18	22	25	28	47	1.3	1.3	1.6	2.0	2.5
Valleyview	150	188	186	156	200	11.1	11.0	11.7	10.9	10.7
Woodlands	353	394	293	277	405	26.1	23.2	18.4	19.3	21.8
Riverview	517	643	663	597	715	38.2	37.8	41.7	41.5	38.6
Burnaby Mental Health Centre and Youth Development Centre	31	42	33	53	111	2.3	2.5	2.1	3.7	6.0
Headquarters and Education Centre	13	42	35	31	30	1.0	2.5	2.2	2.2	1.5
Public Works	23	18	37	34	29	1.7	1.0	2.3	2.4	1.5
Agriculture and other areas	.....	.....	.....	16	26	.....	.....	.....	1.0	1.5
Totals	1,354	1,700	1,590	1,436	1,857	100.0	100.0	100.0	100.0	100.0

During the year there were 207 new positions filled, with the greatest proportion going to the mental health centres, the Youth Development Centre, and The Woodlands School. There was a very marked increase in holiday relief staff. Again, the proportion of locally trained psychiatric nurses rose relative to outside recruiting, indicating a lessening need for out-of-Province recruiting.

CLASSIFICATION AND WAGE DIVISION

The Classification and Wage Division is responsible for evaluating and classifying positions and for defining, revising, and maintaining position specifications. Directly related to classification is the matter of wages and salaries, although there are many things about a classification plan that are completely extraneous to a salary plan. The information used by the Civil Service Commission in forming its recommendations on salaries and wages is gathered, analysed, and interpreted by the Classification and Wage Division. The Division assists departments in matters

involving organization and staff utilization, and carries out the Commission's control of departmental establishments.

During 1969, the Division reviewed a greater number of individual positions for the purpose of classification than during 1968; 789 as against 765. Table 2 of the Appendix indicates the number of reviews by Departments. Upward revisions totalled 491, downward revisions were 20, and a total of 278 remained unchanged. One hundred and eight position specifications were prepared or rewritten. As shown in the listing of miscellaneous studies, many reviews involving complete series and (or) classes also were carried out. In keeping with the policy of conducting " on the job " reviews whenever possible, Division members visited a number of areas in the Interior of the Province and made many trips to the Greater Vancouver and Essondale areas.

Salary and wage surveys were conducted on " benchmark " positions in all groups and classes, and numerous outside concerns were visited for the purpose of ensuring proper matching of positions. In connection with professional and administrative positions, the Chief Classification Officer visited the Provinces of Alberta, Saskatchewan, Manitoba, and Ontario, as well as the Federal Pay Research Bureau in Ottawa.

The Division investigated 128 requisitions for new positions, investigated 35 requests for extensions to casual appointments, and carried out the following miscellaneous studies:—

Organization and Classification Study:
- Senior positions, Department of Agriculture.
- Administrative area, Vancouver District, British Columbia Forest Service.
- Parks Branch, Department of Recreation and Conservation.
- Accounting Division, Mental Health Services.
- Langford Workshop, Department of Recreation and Conservation.

Classification and Salary Study:
- Family and Children's Service, Victoria.
- Bacteriologists.
- Librarians.
- Archivists.
- Court reporters.
- Fire-fighters.
- Speech therapists.
- Industrial therapists.
- Medical records librarians.
- Business administrators, Mental Health Services.
- Physiotherapists and occupational therapists.

Classification Study:
- Job placement officers.
- Rehabilitation officers.
- Agriculture inspectors.
- Stock-keeping staff, Swartz Bay and Departure Bay, British Columbia Ferries Division.
- Public health engineers.
- Houseparents, Marpole Infirmary, Probation Service.
- Co-ordinators of Volunteers, Mental Health Services.
- Right-of-way agents.

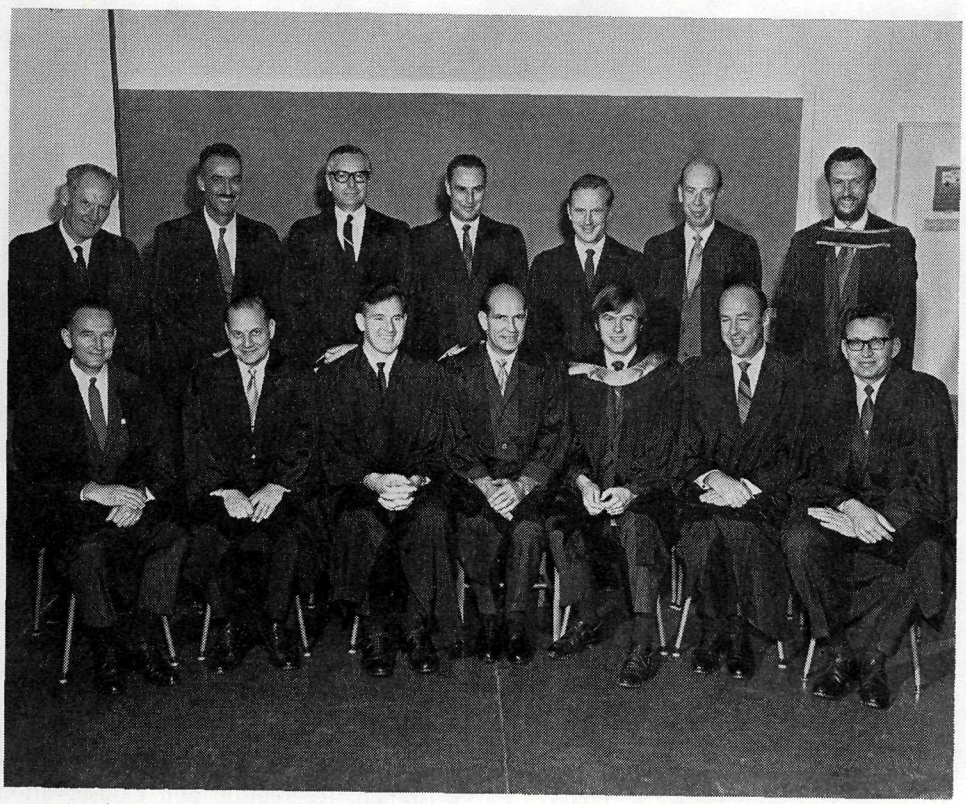
Classification Study—*Continued*
Group leaders, Child Care Resources.
Equalization valuators.
Salary Study:
Supervisory nursing positions.
First Aid Certificate Payment Study.

The Division managed to more than equal 1968's work production despite unprecedented work load and unprecedented turnover in Division staff. For this, credit must be given to the members of the Division presently remaining for their co-operation, enthusiasm, and willingness to work many extra hours. Mr. R. J. Meunier resigned in March and was replaced by Miss J. L. Gruen in June; Miss Gruen resigned in November; and Mr. J. J. Maxwell resigned in December. At the time of writing, replacements to the two vacancies had not been made.

STAFF TRAINING AND DEVELOPMENT

Executive Development Training Plan

Fifteen employees enrolled in Class XI of the Executive Development Training Plan received their diplomas in public administration at a special academic assembly at the University of Victoria on November 28, 1969.



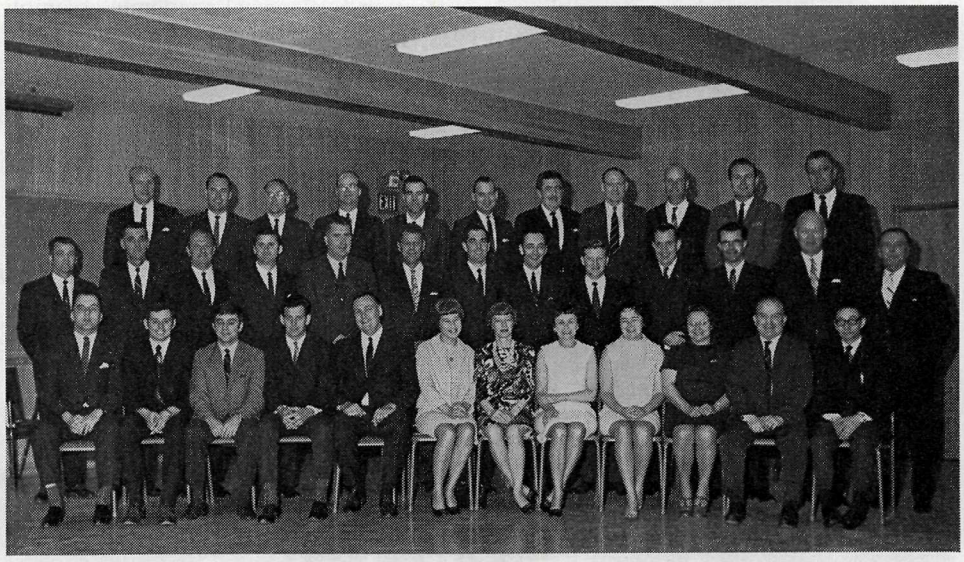
Back row: D. S. Cameron, R. F. Bryant, J. W. Minty, G. G. Thorpe, R. H. Vale, F. J. Holden, J. A. Cochrane. Front row: A. F. Smith, C. A. F. Munns, R. M. Hearst, B. W. Cole, K. R. D. Mundy, J. A. Montador, A. G. Tranfield. H. Riehl was absent when the picture was taken.

Twenty-seven employees are enrolled in Class XII, the third and and final year of the programme, and 29 employees are enrolled in Class XIII, the second year of the programme. Thirty employees who were selected for Class XIV commenced the first year of the programme in September, 1969.

Correspondence Course in Public Administration

Thirty-six employees enrolled in the eight-month Correspondence Course in Public Administration received their certificates on April 2, 1969, the final day of a three-day workshop. Dr. H. M. Morrison, Chairman of the Civil Service Commission, presented the certificates to the employees who had successfully completed 24 weekly assignments and had attended the workshop at Parksville. Dr. Morrison conveyed to the class the best wishes of the Honourable W. D. Black, Provincial Secretary, who was unable to attend the luncheon because of his Legislative duties.

Lecturers at the workshop were K. Lightbody, Co-ordinator of Central Accounting, Control, and Audit; W. H. Forrest, Superannuation Commissioner; A. G. Richardson, Chief Personnel Officer, Civil Service Commission; and Miss Meryl Campbell, Staff Training Officer of the Civil Service Commission.



Graduates of this training programme are as follows: G. E. Abbot, Public Works, Prince George; Mrs. W. A. Bailey, General Administration, Attorney-General, Victoria; G. E. Barter, Motor-vehicle Branch, Attorney-General, Victoria; A. C. Birtles, Valleyview Hospital, Mental Health Services, Essondale; Miss C. E. Bliss, Motor Carrier Branch, Public Utilities Commission, Vancouver; Miss P. R. Bonney, General Administration, Industrial Development, Trade, and Commerce, Victoria; A. Brady, Public Works, Victoria; W. Brennan, Medical Services Commission, Provincial Secretary, Victoria; Mrs. H. M. Campbell, Child Welfare Division, Social Welfare, Victoria; Mrs. P. P. Collins, Division on Aging, Social Welfare, Vancouver; A. N. Clarke, Parks Branch, Recreation and Conservation, Victoria; D. Conway, Lands Service, Victoria; A. B. Cunningham, British Columbia Ferries Division, Highways; W. F. A. Foster, Probation Service, Correction Branch, Attorney-General, Victoria; K. Haley, Forest Service, Port Alberni;

R. W. Kroeger, Air Surveys Division, Lands Service, Victoria; L. P. Lean, Government Agency, Finance, Nelson; W. B. MacDonald, Public Health Unit, Health Services, Cranbrook; T. P. McKinnon, Government Agency, Finance, Kaslo; A. A. Marshall, British Columbia Ferries Division, Highways, Victoria; R. E. Marsden, Motor-vehicle Branch, Attorney-General, Victoria; R. W. Martin, Vocational School, Education, Prince George; J. N. Maxwell, Engineering Division, Forest Service, Nelson; J. H. Mills, Liquor Control Board, Kelowna; J. A. Pidgeon, Weigh Scales Branch, Commercial Transport, Fernie; W. D. Purdy, Labour Standards, Labour, Vancouver; D. W. Roberts, Water Rights, Water Resources Service, Nelson; J. G. Rodgers, Liquor Control Board, Victoria; J. F. Schaufele, Forest Inventory Division, Forest Service, Victoria; S. J. Tognela, Accounts Office, Highways, Victoria; H. R. Traviss, Tranquille School, Mental Health Services, Tranquille; A. G. Tyrrell, Vocational School, Education, Kelowna; G. Van der Meer, Skeenaview Hospital, Mental Health Services, Terrace; L. G. Underwood, Personnel Office, Forest Service, Victoria; R. W. Veitch, Highways, Burns Lake; W. E. Watson, Hospital Claims Division, Hospital Insurance Service, Victoria.

E. J. Thomas, an employee of the Agent-General's Office, British Columbia House, London, England, successfully completed the correspondence section of the course. His certificate was presented to him by Admiral Stirling, the Agent-General.

Appraisal Courses

Eleven employees from the Lands Service, Finance Department, and Department of Highways completed the third and final year of the appraisal course at a two-week institute held in April, 1969.

One employee completed his credits for full accreditation as an A.A.C.I., bringing to 61 the total number of accredited appraisers who have taken the Appraisal Course under the sponsorship of the Civil Service Commisison.

Personnel Officers Course

Five Personnel Officers attended a 24-hour course on the personnel policies of the British Columbia Civil Service. The Staff Training Officer conducted this programme for the newly recruited Departmental and Civil Service Commission officers.

Colombo Plan Students

During 1969 the Staff Training Officer, at the request of the Canadian International Development Agency, arranged special training programmes in public administration for two students of the Colombo Plan—Miss K. Boontanon and Mr. V. Sarvaloganayan. Both students were from Thailand and had completed a nine-month course in public administration at Carleton College in Ottawa prior to their attachment with the British Columbia Civil Service Commission.

Tips to Supervisors

During the year a set of Tips to Supervisors was sent to each Civil Servant promoted to a supervisory position.

Training Programmes in the Planning Stage

The Staff Training Officer served as co-chairman with Dr. Walsh on a committee to recommend a continuing programme in staff management in the Mental Health Service hospitals; and as co-ordinator of several sub-committees developing

training programmes for mapping assistants, architectural, structural, and engineering draughtsmen and technicians.

Departmental Training Programmes

In addition to the training programmes sponsored by the Civil Service Commission, many of the departments of Government conducted training programmes directly related to the work of the department concerned. Major in-Service training programmes of a continuing nature are listed below:—

Attorney-General:
- Probation Officer-in-training Course.
- Security Officers' Academy Course.

Education: Teacher Education Programme for Vocational Instructors' Certificate (Summer School).

Forest Service: Forest Service Training School.

Mental Health:
- School of Psychiatric Nursing.
- Psychiatric Aide Programme.

Highways:
- Engineering Aide Programmes.
- Paving.

Social Welfare:
- In-Service Social Workers' Training Programme.
- Office Administration Programme.

Sick and Special Leave

Sick leave granted during the period October 1, 1968, to September 30, 1969, totalled 97,708.2 days (84,508.5 with pay and 13,199.7 without pay), an average per employee of 5.50 days. (*See* Table 3, Appendix.) In the 12-month period October 1, 1967, to September 30, 1968, the average per employee was 6.20 days. These figures are exclusive of sick leave granted under the Workmen's Compensation Board and the Department of Veterans' Affairs section of the Sick Leave Regulation.

The average number of days' sick leave per employee (exclusive of the above groups) for the past 10 years was as follows:—

Year Ended Sept. 30	Average per Employee	Year Ended Sept. 30	Average per Employee
1960	5.73	1965	5.62
1961	5.37	1966	6.10
1962	5.53	1967	5.91
1963	5.59	1968	6.20
1964	5.91	1969	5.50

Fourteen employees were granted leave for the purpose of training with Reserve Units of Her Majesty's forces, and 182 employees were granted leave for the purpose of further training and study.

ACCIDENT PREVENTION

The year showed a continuation in the growth of the activities of Government, Service man-hours increasing by 10 per cent over 1968. Since 1965 the staff and programme budgets of the Division have remained unchanged, but the number of

employees covered by the programme has increased. The following table indicates that, after a drop in accident frequency in 1966, there was a rise in 1967 and the position was static in 1968. This year the position has deteriorated, accident-frequency rate increasing by 20 per cent over 1968, and now standing 8 per cent above the 1965 figure.

Year	Equivalent Full-time Staff Covered by Programme	Increase per Cent (1965 base=100)	Accident Frequency Rate (1965 base=100)
1965	19,300	100	100
1966	20,200	105	87
1967	20,682	107	90
1968	23,278	121	90
1969	25,527	132	108

Of the 24 departments embraced by the programme, 13 had the same or lower accident frequencies than in 1968, while 11 had higher rates than the previous year.

The significant over-all increase in frequency was mainly attributable to higher accident rates in the following large departments, accounting for 54 per cent of the total service man-hours:—

Forest Service, up 15 per cent.
Mental Health Branch, up 11 per cent.
Highways, up 39 per cent.
Ferries Division, up 3 per cent.

It is with deep regret we report that seven employees were killed on duty during the year, compared with one the previous year.

The Division concentrated effort in 1969 on field service to the Department of Highways, the Youth Crew Programme in the Department of Recreation and Conservation, and general liaison and co-ordination of activities with other major-hazard departments.

A major new area of activity was concerned with starting a formal safety programme in the Ferries Division. The Co-ordinator spent some weeks in the spring surveying work-accident experience in the Division, and writing a report with recommendations for consideration of senior management. Arising from this, a headquarters safety committee was established, with the Operations Manager as chairman and division superintendents as members. The committee decided to embark on initial safety orientation for all employees and accordingly the Safety Officer conducted general meetings on standby vessels, commencing in November. It is planned to continue this programme early in 1970. With the active support of the Deputy Minister, the Department of Public Works conducted a special safety campaign in all zones in the three-month period September to November, 1969. The Co-ordinator addressed safety rallies throughout the Province as part of this campaign. As a result, the number of compensable accidents was halved, compared with the same period in 1968.

The Co-ordinator attended 30 headquarters safety committee meetings, 6 local safety committee meetings, 24 other meetings, and made 108 visits to departmental locations. He chaired an interdepartmental meeting on Defensive Driver Training, made a depth study in the Ferries Division, and addressed 13 safety rallies to Public Works employees throughout the Province. He attended the Canada Safety Conference in Ottawa, and on that occasion discussed safety matters with officials of the Federal Department of Labour. Forty per cent of his time was spent away from Victoria.

The Safety Officer addressed 37 safety rallies, conducted 4 film shows, 6 workshops, and made 147 other visits to departmental locations. He investigated five fatalities and conducted special programmes for youth crews and for the Ferries Division. He attended the British Columbia Provincial Safety Conference in Vancouver. Seventy-eight per cent of his time was spent away from Victoria.

The year's activities culminated in the Annual Safety Presentation Ceremony held at the Parliament Buildings on December 17th. Eleven British Columbia Safety Council awards were presented to 10 entire departments and major divisions. The ceremony was attended by members of the Cabinet, 23 Deputy Ministers and senior departmental officials, the Chairman of the Workmen's Compensation Board, and the President and the General Manager of the British Columbia Safety Council. The Provincial Secretary, the Honourable W. D. Black, gave the main address, and the awards were presented by the Honourable W. A. C. Bennett.

The main results were summarized as follows:—

(1) There were seven fatal accidents, compared with 12, 8, 5, 2, 3, 0, and 1 in the previous years.

(2) For the first time, two awards of over two million consecutive man-hours each were presented. These were won by the Department of Education and General Administration, Public Works. " Million man-hour " awards were also earned by the Hospital Insurance Service and Department of Commercial Transport.
(3) Bronze awards were won by the Departments of Labour, Travel Industry, Mines and Petroleum Resources. The Kamloops Forest District earned a silver award and the Public Utilities Commission a gold award.
(4) Department of Industrial Development, Trade, and Commerce earned a silver-on-gold award and Commercial Transport an award of honour. As previously indicated, this latter department went on to achieve a " million man-hour " award.
(5) The awards represented 8,531,359 man-hours free of compensable injury, worked by 2,374 employees.
(6) During the year a total of 141 British Columbia Safety Council awards were won by units of various departments, compared with 184 in 1968. These included four " million man-hour " awards, seven awards of honour, seven silver-on-gold, and twelve bronze-on-gold, all major awards for outstanding performance.

The Division is indebted for the fine co-operation and help of the Workmen's Compensation Board, the British Columbia Safety Council, the editor of the *British Columbian* for Service-wide publicity, and the co-operation and support of Ministers, Deputy Ministers, and all levels in the Service.

GRIEVANCES AND HEARINGS

As indicated in the beginning of this report, the Commission heard 10 grievances from individuals and groups of employees, and 37 representations on salaries and working conditions were reviewed. The Commission acknowledges the great assistance and advice afforded by solicitors assigned as counsel to the Commission by the Attorney-General's Department.

EMPLOYEE RELATIONS

The Chairman during the year visited Government offices and employees in the Kootenay, Okanagan, Cariboo, and Prince George areas.

The *Civil Service Newsletter* is now published bi-monthly rather than monthly as heretofore. The circulation is about 26,000, and it is a very useful medium of informing employees of changes in regulations.

The untimely death of the Commission's Personnel Officer with the British Columbia Ferries Division, Mr. W. T. McLaughlin, was deeply felt. Mr. G. T. Mainer was employed to replace Mr. McLaughlin.

In conclusion, the Chairman wishes to record his sincere appreciation to his two colleagues on the Commission, to each member of the Commission's staff, the Government Agents, to the Civil Service Commissions of other provinces, and the Federal Government for their able assitance, and to you, Mr. Minister, for your sympathetic appreciation of the Commission's problems.

CIVIL SERVICE COMMISSION.

H. M. MORRISON, *Chairman.*
J. E. BROWN, Member.
E. R. RICKINSON, Member.

APPENDIX

Twenty-five-year continuous-service certificates were awarded to the following Government employees in December, 1969:—

Department of Agriculture
Anton (Tony) Bauer.
Gunnar A. Thomson.

Department of the Attorney-General
Jack C. Atkinson.
Miss Gwyneth E. Davies.
Miss Edith B. Hornby.
Miss Elizabeth M. Langley.
Robert J. McCall.
Francis W. McDonald.
William R. Ridgway.
Ernest T. Schooley.
John L. Swannie.
Mrs. Nancy W. Yeadon.

Department of Education
Philip J. Kitley.

Department of Finance
Miss Margaret M. Nelson.

Health Services
Miss Elizabeth S. Chadbourne.
Henry Ewert.
Mrs. Monica M. Green.
Miss Marion King.
Mrs. Myrtle L. Lewis.
Miss Barbara C. Mackenzie.
Miss Marjorie Park.
Miss Marjorie D. Petavel.
Dr. George D. Saxton.
Claude R. Stonehouse.

Mental Health Services
Miss Dorothy R. Begg.
Lawrence B. Carnie.
Miss Florence N. Dart.
Thomas H. Evans.
Miss Ruth Hawkins.
Edwin V. Hazzard.
Miss Lois M. Kaldestad.
John D. Leigh.
Miss Mary J. Piercy.
Kenneth Woolcock.

Department of Highways
Joseph Brown.
William J. Balbernie.
Enrico Ditomassi.
Frank L. Carr.
James C. Drake.
John H. Harding.
Walter H. Krebs.
Miss Stella I. LaBelle.
Harvey E. Stenquist.
Thomas A. Sweeten.

Department of Industrial Development, Trade, and Commerce
Norman R. Blake.
Miss Orsa-Marie Douglas.
Maurice H. A. Glover.

Department of Labour
Miss Eunice M. Bell.
Mrs. Yvonne M. McCully.

Department of Lands, Forests, and Water Resources
Lands Service:
David B. Young.
John C. Young.
Forest Service:
Miss Mary Damjanac.
Alexander M. Dick.
Theodore L. Gibbs.
Eric W. Robinson.
Hugo R. Wood.
Water Resources:
Robert D. B. Lyttle.
Graham H. Robe.

Department of Mines and Petroleum Resources
Stanley W. Metcalfe.

Department of Provincial Secretary
Kenneth Garland.
James R. Henderson.

Public Utilities Commission
Charles A. Wood.

Department of Public Works
William S. Boughey.
Kenneth A. Cochrane.
Harry R. Eastham.

Department of Recreation and Conservation
David K. Davidson.
George A. Lines.
Fred H. Martin.

Department of Social Welfare
Robert J. Burnham.
Miss June L. James.
Miss Stella M. Patmore.

Workmen's Compensation Board
Mrs. Rosalie Baker.
John J. Coggins.
Frank C. Cox.
Mrs. Nora L. Kelly.
Miss Marion C. McElroy.
George S. McLeod.

Liquor Control Board
Earl M. Barr.
Aubrey V. Branham.
Melburn H. Carkener.
Charles G. Davis.
Ralph M. Evans.
John Middlemass.
Cyrus Westberg.
Arthur C. Willoughby.

Gold watches were awarded to the following Government employees, with 40 or more years' service, in December, 1969:—

Department of Agriculture
Miss Lydia O. Clarke.
Leonard W. Johnson.

Department of the Attorney-General
J. Victor DiCastri.
Harold R. Goldfinch.
Albert Howard.
Miss Nanette E. Johnson.
Alexander L. Pearson.
Miss Constance I. Welch.
Miss Kathleen C. Williamson.
Miss Evelyn A. Wood.

Department of Finance
Mrs. Mae Atkins.
J. Albert Beere.
Thomas L. Clarke.
Miss A. Kathleen Dixon.
Cecil G. Graham.
Walter R. C. Hislop.
Miss May Kennedy.
John F. McDonald.
Gordon W. McFarland.
Frank J. Sell.

Health Services
James Cartner.
Miss Christina D. Watt.
Percy W. Weston.

Hospital Insurance Service
William J. Lyle.

Department of Highways
Stanley F. Deans.
Leslie J. Moore.

Department of Industrial Development, Trade, and Commerce
John H. B. Gann.

Lands Service
Allan J. Baker.
H. Leslie Hooper.
Dan Pearmain.

Forest Service
Miss Janet A. Bruce.
Archibald G. McNeil.
Albin C. Norberg.
Samuel Smith.

Water Resources Service
Maurice Chandler.
Miss Sylvia A. Palm.

Department of Mines and Petroleum Resources
Kenneth B. Blakey.
Clifford R. Stephens.

Department of Provincial Secretary
Wilfrid A. R. Johnston.
Harold A. McCaw.

Civil Service Commission
Mrs. Gladys M. Knott.

Superannuation Branch
Mrs. Irene E. Stewart.
Edward C. Wiley.

Department of Public Works
Andrew P. Lowry.

Department of Social Welfare
Miss Myrtle E. Bell.
E. Ray Rickinson.
Miss Ruby F. Hicks.

Department of Travel Industry
Richard L. Colby.

Liquor Control Board
Robert C. Dunlop.
Miss Muriel N. Fitzjohn.
Chester E. Price.
Miss Britta Neaves.
George A. Zala.

Workmen's Compensation Board
Leonard M. McLennan.

STATISTICS

TABLE 1.—NUMBER OF FULL-TIME PERMANENT AND TEMPORARY EMPLOYEES IN EACH DEPARTMENT AND AGENCY AS AT DECEMBER 31, 1969

Department	Permanent	Temporary	Combined
Legislation	1	2	3
Premier's Office	7	.....	7
Agriculture	339	133	472
Attorney-General	2,381	261	2,642
Commercial Transport	111	.....	111
Education	330	910	1,240
Finance	704	46	750
Public Health Services	1,123	541	1,664
Mental Health Services	3,865	357	4,222
Hospital Insurance Service	134	.....	134
Highways	479	4,403	4,882
Industrial Development, Trade, and Commerce	96	2	98
Labour	163	32	195
Lands Service	316	38	354
Forest Service	830	1,550	2,380
Water Resources Service	150	99	249
Mines and Petroleum Resources	121	25	146
Municipal Affairs	37	10	47
Provincial Secretary	415	216	631
Civil Service Commission	37	5	42
Superannuation Commission	57	4	61
Public Utilities Commission	57	.....	57
Public Works	636	775	1,411
Recreation and Conservation	251	196	447
Travel Industry	43	35	78
Social Welfare	678	241	919
Totals	13,361	9,881	23,242
Liquor Control Board	1,006	827	1,833
British Columbia Ferries Division	1,199	807	2,006
Grand totals	15,566	11,515	27,081

TABLE 2.—CLASSIFICATION REVIEWS BY DEPARTMENTS IN 1969 WITH COMPARATIVE FIGURES FOR PREVIOUS YEARS

Department	Upward Revisions	Downward Revisions	Reviews Resulting in No Change	Total
Agriculture	23	1	5	29
Attorney-General	100	-----	18	118
Commercial Transport	4	1	-----	5
Education	21	1	2	24
Finance	47	7	19	73
Hospital Insurance Service	6	-----	6	12
Highways	26	1	3	30
Industrial Development, Trade, and Commerce	6	-----	3	9
Labour	4	-----	3	7
Lands Service	23	1	6	30
Forest Service	24	3	30	57
Water Resources Service	9	-----	4	13
Mines and Petroleum Resources	7	-----	4	11
Municipal Affairs	2	-----	-----	2
Provincial Secretary	47	-----	125	172
Public Utilities Commission	3	-----	2	5
Public Works	45	1	13	59
Recreation and Conservation	9	-----	3	12
Travel Industry	3	-----	3	6
Social Welfare	16	1	6	23
Public Health	21	2	6	29
Mental Health	37	-----	11	48
Liquor Control Board	1	-----	3	4
British Columbia Ferries Division	7	1	3	11
Totals, 1969	491	20	278	789
Totals, 1968	-----	-----	-----	765
Totals, 1967	-----	-----	-----	727
Totals, 1966	-----	-----	-----	711
Totals, 1965	-----	-----	-----	682
Totals, 1964	-----	-----	-----	541

TABLE 3.—SICK LEAVE GRANTED FROM OCTOBER 1, 1968, TO SEPTEMBER 30, 1969, ACCORDING TO DEPARTMENTS OF GOVERNMENT

Department	Number of Civil Servants and Casual Employees as at Sept. 30, 1969	Days Sick Leave with Pay	Average per Employee	Days Sick Leave without Pay	Average per Employee	Total Average Days per Employee
Premier's Office	2	9.0	4.50	----------	------	4.15
Agriculture	307	1,469.0	4.79	16.0	0.05	4.84
Attorney-General	944	5,811.5	6.16	707.5	0.75	6.91
Commercial Transport	107	588.0	5.49	----------	------	5.49
Education	1,159	3,997.0	3.45	762.5	0.65	4.10
Finance	723	3,830.0	5.30	270.5	0.37	5.67
Forest Service	1,193	5,865.0	4.92	291.8	0.24	5.16
Health Services and Hospital Insurance	1,325	9,921.0	6.73	1,792.3	0.20	6.93
Mental Health Services	3,670	28,361.0	7.73	3,942.8	0.93	8.66
Highways	796	4,698.0	5.90	355.0	0.46	6.36
Industrial Development, Trade, and Commerce	107	543.0	5.07	39.5	0.07	5.14
Labour	154	883.0	5.73	23.0	0.15	5.88
Lands Service	336	1,952.5	5.80	35.5	0.10	5.90
Mines and Petroleum Resources	139	702.5	5.05	41.0	0.29	5.34
Municipal Affairs	50	159.5	3.19	----------	------	3.19
Provincial Secretary	230	1,915.0	8.33	342.8	0.67	9.00
Public Utilities Commission	53	215.5	4.07	1.0	0.02	4.09
Public Works	1,332	7,943.5	5.96	657.0	0.49	6.45
Recreation and Conservation	564	528.5	0.94	100.0	0.18	1.12
Social Welfare	727	5,063.0	6.96	605.5	0.83	7.79
Travel Industry	80	264.5	3.31	38.0	0.48	3.79
Water Resources	167	752.5	4.51	47.0	0.28	4.79
Totals	14,165	84,508.5	------	13,199.7	------	------

Over-all sick-leave averages: With pay, 5.18 days; without pay, 0.33 day; total, 5.50 days.

Does not include Gaol Service, which average was 8.15 days per employee; nor Liquor Control Board, which average was 8 days per employee; British Columbia Ferries Division, which average was 6.63 days per employee (10-month period only). Daily-rate staffs not available. Health Services and Hospital Insurance totals are combined.

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