PROVINCE OF BRITISH COLUMBIA

Public Service Commission

Fifty-sixth Annual Report

JANUARY 1 TO DECEMBER 31

1974

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in right of the Province of British Columbia.
1975

To Colonel the Honourable WALTER STEWART OWEN, 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 Public Service Commission, Province of British Columbia, from January 1 to December 31, 1974.

ERNEST HALL
Provincial Secretary

Victoria, B.C., February 1975.

The Honourable Ernest Hall, Provincial Secretary.

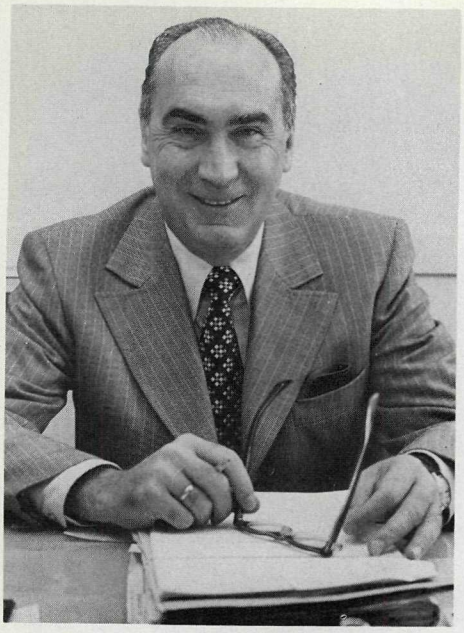
The Honourable Ernest Hall,
Provincial Secretary,
Province of British Columbia.

SIR: In conformity with the provisions of section 7 of the *Public Service Act* (chapter 143, *Revised Statutes of British Columbia, 1960*), I have the honour to submit herewith the Report of the proceedings and work of the Public Service Commission from January 1 to December 31, 1974.

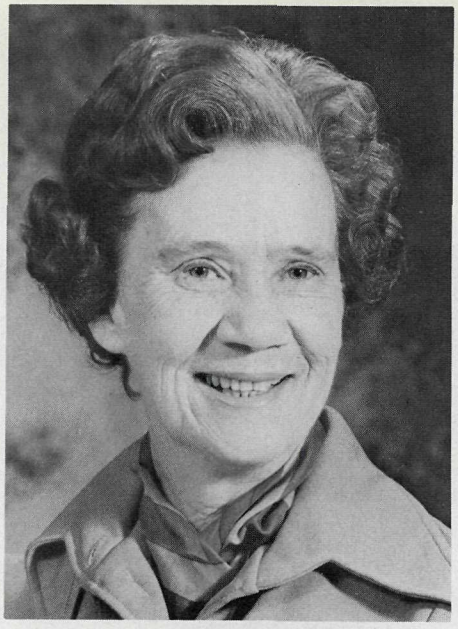
ARTHUR G. RICHARDSON
Chairman, Public Service Commission

Victoria, B.C., February 1975.

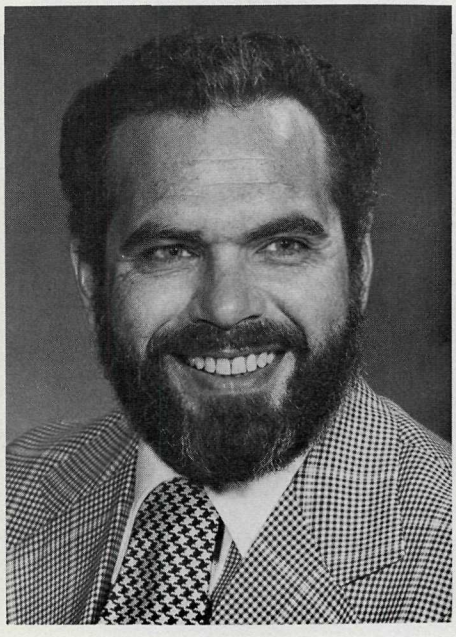
Arthur G. Richardson, Chairman.



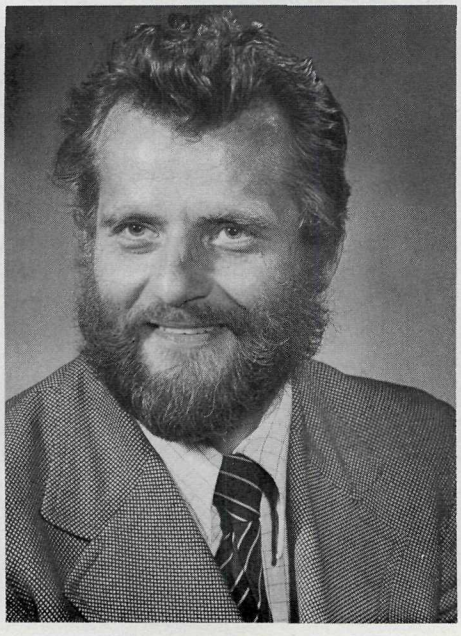
R. D. HIGGINS
Commissioner
Classification, Selection
Recruitment



J. M. CAMPBELL
Commissioner
Staff Training, Accident Prevention



R. L. SCHMIDT
Commissioner
Management Services, Administration
and Employee Relations



C. L. PERRY
Commissioner
Labour Relations

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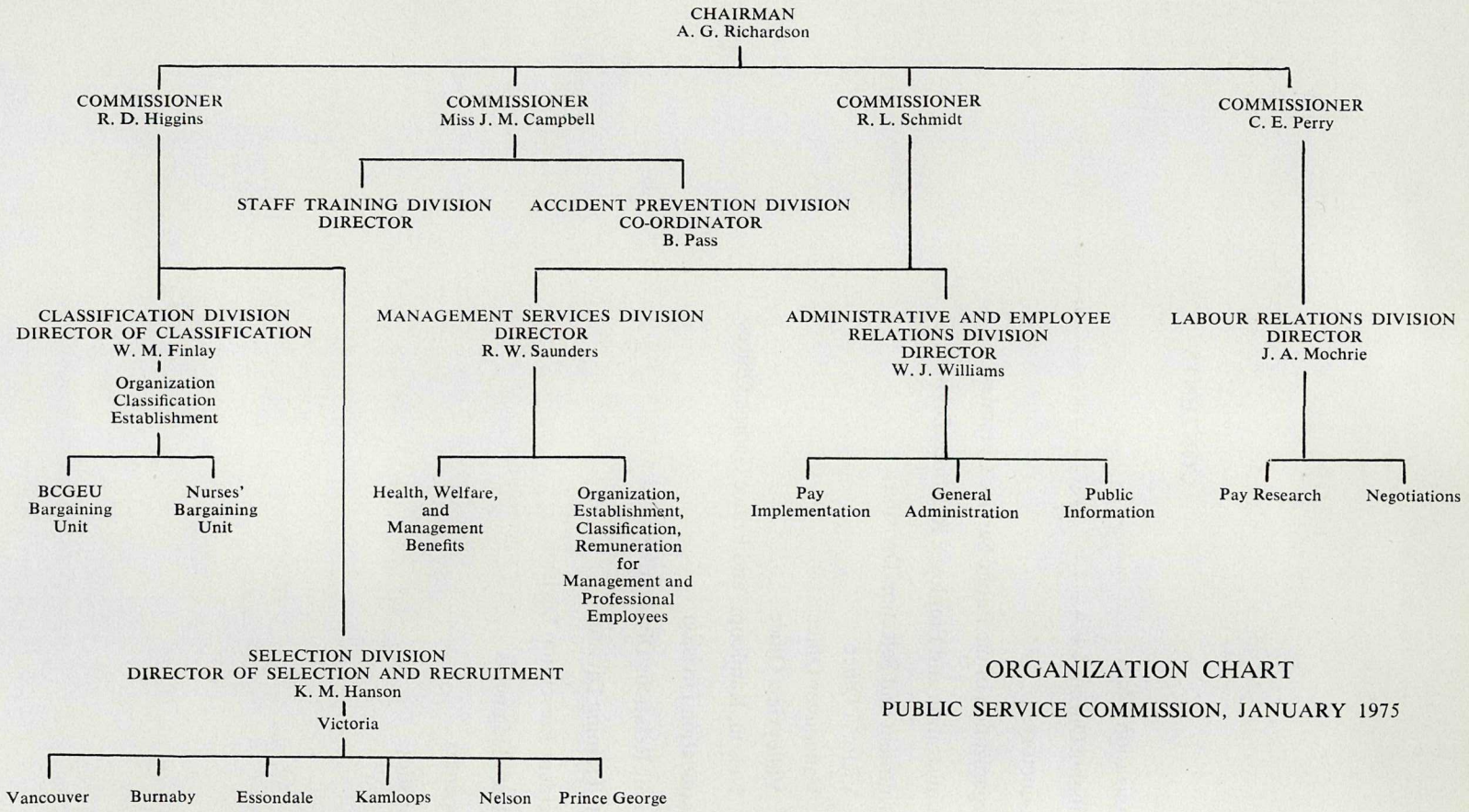


ORGANIZATION CHART

PUBLIC SERVICE COMMISSION, JANUARY 1975

HIGHLIGHTS DURING 1974

- The *Public Service Act* and the *Public Service Labour Relations Act* were proclaimed early in the year.
- A major reorganization of the Commission was carried out.
- Two of three Master Agreements and 12 of 22 Component Agreements were completed.
- A Management Advisory Committee of non-union representatives was created to advise the Commission on matters affecting managers and executives in government.
- 3,240 job competitions were conducted during the year.
- 12,254 appointments, including promotions, were made.
- There was a 17.1-per-cent turnover of staff in permanent positions.
- 19 employees received university diplomas in public administration and 43 employees received in-service certificates in basic public administration.
- Over 800 individual position classification reviews were carried out; 1,989 new permanent positions and over 2,000 new temporary-continuous positions were classified.
- Reviewing committees, including union representatives, were established by collective agreement to assist in major group classification reviews.
- 235 employees who had completed 25 years of continuous service were presented with certificates. Gold watches were presented to 115 employees who had completed from 35 to 40 years of continuous service.
- The award for safety achievement was won by the B.C. Forest Service in view of a 14-per-cent accident-frequency improvement.
- Sick leave averaged 4.52 days per employee.
- 118 grievances and appeals were referred to the Director of Administration and Employee Relations for mediation, and three cases were heard before the Commission.
- The first Monday in August was declared B.C. Day and becomes a statutory holiday in the Public Service.
- A new system of isolation allowances was adopted.

REPORT OF THE PUBLIC SERVICE COMMISSION

Pursuant to Section 7 of the Public Service Act, From January 1 to December 31, 1974

On January 3, 1974, the Government proclaimed the new *Public Service Act,* and on January 31, 1974, the *Public Service Labour Relations Act.* These proclamations resulted in a major addition to the Commission's responsibilities in that it became the agent designated to negotiate collective agreements with public employees.

Three bargaining agents were certified and negotiations commenced at the end of March 1974 with the British Columbia Government Employees' Union. The Master Agreement covering working conditions common to the approximate 35,000 employees in this bargaining unit was completed by the end of May 1974 and bargaining then commenced with the 13 occupational groups in this large unit. By the end of the year, 10 of the occupational group agreements, which covered wages and other conditions affecting these individual groups, were completed. The remaining three were under negotiation at the end of the year.

The nurses' bargaining unit commenced negotiations for a Master Agreement in July 1974 and this was concluded in October 1974. By the end of the year the two occupational groups in this bargaining unit had concluded agreements which were in the process of ratification by the membership.

The licensed professional bargaining unit commenced negotiations for a Master Agreement in August 1974 and this had not been concluded by the end of the year. The seven occupational groups in this bargaining unit had not commenced negotiations.

In order to deal with the negotiations which were conducted by the Commissioners, and in accordance with a new *Public Service Act,* two new Commissioners were appointed—R. L. Schmidt and C. E. Perry. Earlier in the year Miss J. M. Campbell and R. D. Higgins were appointed Commissioners and A. G. Richardson was appointed Chairman. Along with responsibilities to negotiate agreements, the Commissioners were each given responsibilities for directing one or more of the Commission's divisions. The result has been that the Commissioners have been required to devote extremely long hours, particularly in the negotiations with employees, and by the end of the year proposals to revamp the organization and responsibilities were being considered.

In order to assist the Commissioners in negotiations and to provide information and advice, a new Labour Relations Division was established under the directorship of J. A. Mochrie. The staff have been gradually appointed and they have been required to put in many extra hours preparing for and attending negotiating meetings. It is anticipated that as competent staff are added to this division the work load on the present staff will be decreased.

During negotiations the Commissioners were assisted by many Senior Officers and Personnel Officers from all departments. Their advice and assistance has been invaluable and the Commission wishes to express their appreciation for this assistance.

REORGANIZATION OF THE PUBLIC SERVICE COMMISSION

Following the proclamation of the new *Public Service Act* and the *Public Service Labour Relations Act,* the confirmation of appointment of A. G. Richardson as Chairman, and the appointment of R. D. Higgins and Miss J. M. Campbell as Commissioners, a major reorganization of the Commission structure was carried out. The new structure provides for seven divisions, each under a Director. The Division Directors are responsible for the operating procedures in their respective divisions to one of the four Commissioners under the Chairman. The Commissioners are responsible for over-all policy determination and review. The Commission held 24 regular meetings during the year.

In the new structure the Selection and Recruitment Division, Staff Training Division, and Accident Prevention Division remain unchanged except for the addition of regional recruiting offices at Kamloops, Prince George, and Nelson, and a regional headquarters at Burnaby. An Administration and Employee Relations Division was created which included and replaced many of the functions previously carried out by the Assistant to the Chairman and the Chief Personnel Officer and Executive Officer. The latter two positions were deleted. A new Labour Relations Division was created which included the former Pay Research Section of the Classification Division. At year-end a Management Services Division was created with R. W. Saunders as Director, to deal with management and executive personnel and matters of organization and classification of professional employees, which were formerly part of the duties of the Classification Division. The remaining major functions of the Classification Division continued in that division.

A Public Service Grievance Board is provided in the *Public Service Act* but, pending constitution of that Board, the Director of Administration and Employee Relations Division, W. J. Williams, was designated to mediate grievances and appeals which would normally come before that Board.

ADMINISTRATION AND EMPLOYEE RELATIONS DIVISION

There was a 30.4-per-cent increase over 1973 in the number of Pay Action forms processed by the Implementation Section of the Division. In total, 25,182 were processed for new appointments, promotions, demotions, transfers, and pay or classification revisions. Many of the revisions resulted from collective contract provisions which could not be applied directly by computer. The administration of new benefits also multiplied.

As a consequence, a restructuring of the Division took place. Several new departmental sections were created in the Implementation Section. A separate Administration Section and a Public and Employees Information Section were set up and in the process of being staffed at year-end. A Benefits Administration Section was established in mid-year to administer the new extended health and dental care plans under a joint union-management board of trustees.

Office space problems resulted in scattering of the Commission's divisions into six different buildings. The Commissioners and administration headquarters staff occupied refurbished offices at 544 Michigan Street, but the decentralization of divisions resulted in some loss of efficiency and co-ordination during a critical period of growth and expanded responsibilities.

A new development following certification of the three bargaining units was the creation of a Management Advisory Committee of persons not included in any of the bargaining units. This group, under the initial chairmanship of Commissioner Schmidt, and with the Division Director and the Superannuation Commissioner as

resource persons, undertook to advise the Commission and make recommendations concerning salary, benefits, and other conditions of employment for the management and executive group.

Four new developments of interest in the general benefits area were

(*a*) a completely new system of Isolation Allowances to replace the former Special Living Allowances which had remained virtually unchanged for some 25 years; the Division Director was the Commission's representative on the two-person joint union-management committee which devised the new system;

(*b*) contract provisions for pre-retirement leave of 40 per cent of accummulated unused sick-leave credits;

(*c*) the proclamation of the first Monday of August as B.C. Day, a new statutory holiday;

(*d*) the conducting of a Health Evaluation Program for 1,000 volunteer employees and spouses in the Victoria area who received a two-hour series of fitness tests and counselling; subsequently, the Director of Administration and Employee Relations attended a National Conference on Employee Fitness sponsored through the Occupational Health Division with a view to development of a more comprehensive ongoing fitness program.

The Screening Committee, which deals with problems of employees who are unable to perform their duties due to ill health, considered 26 cases, of which 12 were successfully concluded and 14 were still pending.

The annual long-service awards ceremonies were held for the second time on two evenings in December at Government House. A record number attended due to the reduction from 40 years to 35 years in the requirement for receiving a gold watch. His Honour the Lieutenant-Governor was host for the very enjoyable concert, reception, and dinner for recipients and their spouses.

The Division Director, W. J. Williams, continued as chairman of the Interdepartmental and Crown Agency Committee for Metric Conversion was the representative at the quarterly meetings of Federal, Provincial, and Territorial officials. Metric conversion activities are reported on more fully in the report of the Department of the Provincial Secretary.

Grievances and Appeals

Pending establishment of the Public Service Grievance Board, the Commission continued to hear grievances that were not settled by mediation or covered by arbitration procedures in the collective contracts. During the year the Commission heard three appeals. The Director of Administration and Employee Relations had 118 grievances referred for mediation. Of these, 85 were settled, 10 were pending at year-end, and 23 were referred to the Commission. Of the 23, a group of 20 were dealt with as a single case.

Size and Composition of the Public Service

On December 31, 1974, there were 37,739 Government employees (*see* Table 1 of Statistics). On December 31, 1973, there were 34,226. The increase of 3,513 represents a general expansion of 10.3 per cent.

Of the total staff, 21,576 were classed as permanent employees and 16,163 as temporary employees. In 1973 there were 17,718 permanent employees and 16,508 temporary employees. The majority of the temporary employees are employed on a full-time continuous basis.

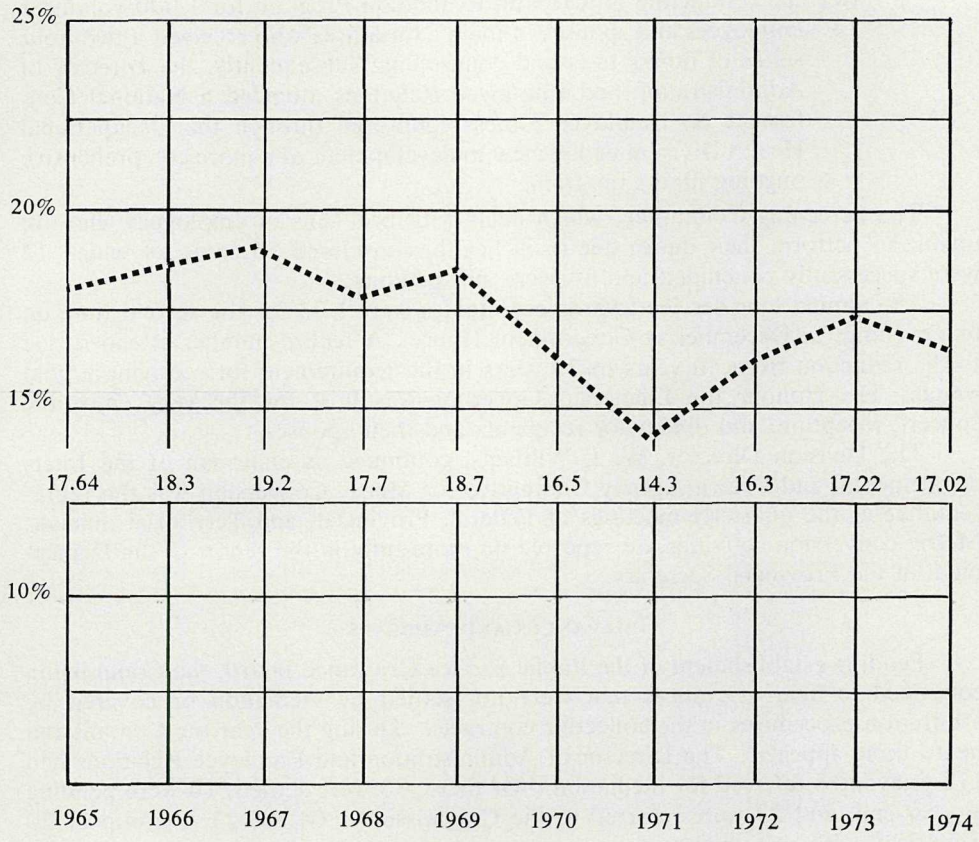
Separations

During the year, 3,779 employees left positions in Schedule 1 of the Public Service. This represents a turnover of 17.1 per cent.

Turnover dropped slightly from 1973 when it was 17.2 per cent.

The 10-year average has been 17.29 per cent. The following graph shows the percentage of turnover for the past 10 years. During 1974, 74 employees had their probationary period extended, and 52 were dismissed.

RATE OF TURNOVER



RECRUITMENT AND SELECTION DIVISION

The Public Service Commission, with headquarters in Victoria, also operates recruitment and selection offices in Vancouver, Essondale, Nelson, Kamloops, and Prince George; in the very near future, an additional office will open in Burnaby. The office, which opened in Bastion Square in November 1973 as a suboffice to the headquarters office in Victoria, has proven to be extremely successful in providing improved service to departments and has provided easy access to the public in the uptown area. During 1974 this office hired, on the average, more than 215 persons per month and was mainly concerned with clerical, stenographic, typist, and draughting positions.

The prime concern of the Recruitment and Selection Division is that the departments of Government in the Province of British Columbia are staffed by the best-qualified applicants available. The Division's basic purpose is to assist departments in obtaining their staff needs.

During the year, members of the Division made 15 trips across Canada for the purpose of interviewing out-of-province applicants for positions that were difficult to fill. The positions involved were mainly those requiring particular professional skills although, during the latter part of the year, out-of-province recruiting included Key-punch Operators, which were in great demand at that time.

In review, 1974 was an exceedingly busy year and an all-time high of 3,240 competitions was posted through this Division. The number of people actually hired was 12,254, a very significant increase over previous years. With the large number of new positions added to departmental establishments during the year and relatively high staff turnover, the Division was hard pressed to keep abreast of work load. In addition, certain new functions were assigned to the Division, including the taking over of the selection of staff for the Liquor Administration Branch.

Victoria Office

The headquarters office of the Division was reorganized during 1974 to provide for the establishment of two sections. Two Section Supervisors were appointed, namely M. B. Horn and D. M. Robertson. Each of these supervisors is responsible for a specific number of departments and for the staffing requirements of such departments in the Victoria area. The staff under Mr. Horn's direction are E. W. Dodd, L. Cormack, Ms. I. M. Johnson, and G. R. Barnes; Mr. Robertson has under his direction Mrs. A. Plant, J. C. Rowbotham, N. J. Irvine, and J. R. Coates. Staff turnover within the Division was again significant in that J. D. Cherrington transferred to the Department of Agriculture, Mrs. M. M. Soles transferred to the Department of the Attorney-General, and C. R. Green, who was a short-term employee, joined the staff of the Department of Public Works. In addition, Miss C. A. McDonald resigned to accept an appointment with the Federal Government.

Of the 3,240 competitions dealt with during the year, the majority were handled by the Victoria office. This, combined with numerous recruitment interviews, contributed to an extremely busy year. The following table shows the number of competitions and appointments handled by the Victoria office during the past five years:

	1970	1971	1972	1973	1974
Competitions	655	995	1,077	1,437	2.323
Total appointments	2,289	3,029	2,320	3,812	5,000

Bastion Square

The suboffice at Bastion Square has now been in operation for slightly more than one year, and, through the fine efforts of Mrs. L. E. Colgate, Mrs. L. A. Bryant, L. Cormack, and latterly Ms. M. A. Johannson, the move has proven to be a good one. Not only does the office provide for the junior staff needs of departments, but also testing facilities, staff for operation "Stop Gap", and, until recently, it handled a large volume of clerical competitions. The statistics for the year are:

	1974
Competitions	583
Total appointments	2,619
Total number of applicants tested	8,907

VANCOUVER OFFICE

During 1974 the Vancouver office continued to be extremely busy with the number of competitions more than twice that of 1973 and the number of appointments up 35 per cent. A. D. Davies was appointed as Regional Representative in charge of both the Burnaby and Vancouver offices. When the Burnaby office opens early in 1975, Mr. Davies will then assume responsibilities for only the Burnaby office. Miss J. Brebber has been transferred from the Valleyview office to the Vancouver office. The following table shows the number of competitions and appointments handled by the Vancouver office during the past five years:

	1970	1971	1972	1973	1974
Competitions	94	157	156	242	519
Total appointments	363	961	886	1,050	1,433

VALLEYVIEW OFFICE

This office continued to experience increased activity and expansion in servicing the Mental Health Branch and other departments in the area, which now includes the Fraser Valley as far as Hope. Total appointments for 1974 were 3,202, up about 8 per cent from 1973. Recruitment difficulties were still prevalent in a number of categories such as Psychiatrists, Psychologists, Psychiatric Social Workers, Nurses, Occupational Therapists, and Physiotherapists. A special overseas recruiting trip undertaken in the latter part of 1973 is still producing good applicants for nursing positions.

New Personnel Officers hired during the year include G. W. Loat and R. B. Hurlburt. Miss J. Brebber transferred to the Vancouver office. The following table shows the number of competitions and appointments handled by the Valleyview office during the past five years:

	1970	1971	1972	1973	1974
Competitions	127	208	212	290	324
Total appointments	1,240	1,910	2,558	3,042	3,202

NELSON, KAMLOOPS, AND PRINCE GEORGE OFFICES

As these offices have only been in operation for a short time, separate statistics with regard to work load are not shown but have been reflected in the statistics covering the Victoria office.

By open competition, S. M. Burgess, formerly with the Department of Human Resources, was appointed Regional Representative at Nelson; W. R. Henderson, formerly Senior Personnel Officer with the Department of Public Works, was appointed Regional Representative at Kamloops; and R. D. Newman, formerly with the Federal Department of Regional Economic Expansion, was appointed Regional

Representative at Prince George. All three offices are presently at the stage of becoming fully functional and the Regional Representatives are busy establishing good relations with the departments and the general public in their respective regions.

CLASSIFICATION DIVISION

The Classification Division continued to handle requests for increases in staffs of departments, and assisted departments by carrying out major organizational studies. During 1974 a total of 1,989 positions was added to the permanent establishments of departments. These positions were reviewed by the Division to establish appropriate classification levels. In addition, over 2,000 new temporary-continuous positions were classified and added to departmental complements.

The Division assisted in a number of reviews of departmental organizations. These consisted of the Liquor Administration Branch, Departments of Agriculture, Economic Development, Education, Labour, Environment and Land Use Committee Secretariat, Water Resources, Municipal Affairs, and Travel Industry.

Turnover of staff was again a major problem in the Division. Eight new Classification Officer positions were added to the Division's establishment during the year, but at the time of writing this Report, five positions are yet to be filled. Six Classification Officers left the Division during the year, being successful on promotional competitions or on applications for transfer to departmental personnel offices. This turnover made it extremely difficult, if not impossible, for the Division to be current in its review of individual classification requests from departments. Priority had to be given to the studying and classifying of new positions in order that new Government programs could be adequately staffed and implemented.

The Division conducted a number of major reviews of classification series that are utilized in all departments. Article 28.02 of the Master Agreement with the B.C. Government Employees' Union makes it mandatory that the union be consulted in reviews that encompass change in a job evaluation plan. Reviews that have been undertaken under this article during 1974 are the Administrative Officer study, Agriculture Officer study, Laundry Worker study, Draughtsman and Mapping Assistant study, Activity Worker study, and Programmer and Systems Analyst study. In all cases, union representatives formed part of the reviewing committee and had input into the factors and weighting to be used in the job evaluation plan for each occupational group.

Under Article 28.02 of the Master Agreement with the B.C. Government Employees' Union, a joint committee of management and union has been formed to review changes in job evaluation plans. The Director of the Division and a Senior Classification Officer are the Public Service Commission representatives on this committee. One meeting has been called to date and a proposal in the form of a draft paper has been submitted by the Public Service Commission representatives to the B.C. Government Employees' Union executive as to the function and conduct of the committee.

In addition to the study of new positions and group reviews, over 800 individual positions were evaluated. The Division is faced with a significant backlog of reviews in some components and it is hoped that, when appointments are made to the positions that have been added to establishment, the backlog will lessen. A major review was also undertaken of Court Clerks due to the takeover of the Magistrate Court function by the Department of the Attorney-General. As a result of such review, a Court Clerk series was established to facilitate the integration of the municipal clerks into the Administrative Support component.

The Division assisted the various bargaining committees in restructuring the pay groups of several components to simplify the pay plan. Also, the Division was consulted in matters affecting classification and was used as a resource agency by the bargaining committees.

The Classification Division acknowledges the assistance given by the various departmental administrators in the carrying-out of its functions under the *Public Service Act*.

LABOUR RELATIONS DIVISION

The Division was established to provide assistance to the Commission in the negotiation of collective agreements, to assist departmental management with the interpretation and administration of these agreements, and to undertake ongoing discussions with the employees' bargaining agents to deal with matters of mutual interest and to resolve grievances. The Division is also responsible for gathering and analysing pay and benefit research data and for dealing on behalf of the Commission with the Labour Relations Board and the Public Service Grievance Board.

During the past year the Division has been in the process of hiring staff and developing internal policies which will assist it in providing effective service both to the Commission and to departmental management. There are now four officers, with two additional vacancies, and four office staff.

The *Public Service Labour Relations Act* establishes these bargaining units:

(*a*) A nurses unit:

(*b*) A licensed professional unit; and

(*c*) A general public service unit.

Shortly after the Act was proclaimed, unions were certified to represent each of these units.

The B.C. Government Employees' Union was certified to represent the over 30,000 employees in the Public Service Bargaining Unit. Negotiations started shortly after these certifications in March and culminated in the settlement of the Master Agreement in July. The Master Agreement established 13 component groupings and during the remainder of the year the Division has been engaged in assisting in the negotiation of the component agreements.

The Registered Nurses' Association of B.C. and the Registered Psychiatric Nurses' Association of B.C. were granted a joint certificate to represent the 2,000 nurses in the Public Service. During the latter part of the year, settlements of the Master and two Component Agreements were reached at the bargaining table. Negotiations for the Licensed Professionals' Master Agreement are continuing.

In the general Public Service unit, 10 of the 13 component agreements had been reached at the bargaining table. Negotiations with the Operational Services Component, the Trades and Crafts Component, and the Retail and Warehouse Component are continuing at the time of writing this Report. Apart from certification, there was one formal hearing before the Labour Relations Board. Settlement of all grievances was accomplished without reference to the arbitration procedure.

The Division would like to acknowledge the assistance provided by the members of departmental management for their input to and participation on negotiating teams.

STAFF TRAINING DIVISION

The Staff Training Division of the Public Service Commission is responsible for the development and administration of training programs involving employees in two or more departments of the Provincial Government. It is also responsible

for assisting, wherever required, departments in establishing their own training programs and acting as a resource service for these programs.

Staff, Facilities, and Equipment

The year 1974 was indeed an eventful one for the Staff Training Division. The first major event took place in January when the Director of Staff Training, Miss J. Meryl Campbell, was appointed a Commissioner of the Public Service Commission. Miss Campbell, a Public Service employee for 26 years, was the initiator and sole member of the Training Division for over 20 years. It was during this period that most of the programs now being conducted by the Division were commenced.

While she has been appointed Commissioner, Miss Campbell has not severed her connection with Staff Training. In her new position she will be responsible for the operations of both the Staff Training and Accident Prevention Divisions of the Commission. In addition, pending the appointment of a new Director of Staff Training, she is filling that position.

The second major event occurred in May when the Division was moved from its previous quarters in a little 90-year-old house to new accommodation in a downtown commercial building. The new facilities include a large classroom, a smaller classroom, audio-visual workroom, offices for the Director and Staff Training Officers, a general office, a duplicating-filing room, a library-workroom, and a storeroom.

The third event was the hiring of two new staff members. Alex MacInnes assumed the duties of a Staff Training Officer, and Mrs. June Pritchard joined the Division as a Clerk-Typist. Both these appointments occurred in May.

The fourth major event was the purchase of a large amount of audio-visual equipment and materials. In past years our audio-visual equipment has been limited to a portable overhead projector which was shared with another division. During 1974 we were able to purchase a video tape recording unit, 16-mm and 35-mm projectors, cassette recorders, sound on slide projectors, and a wealth of auxiliary equipment. Our new training rooms have been fully supplied with the wiring and lighting necessary to produce or project movies or video tapes, record or playback audio tapes, and also incorporate the latest in chalkboards and projection screens.

Taking all this into account, 1974 will be remembered as our year of greatest expansion.

Training Programs

Executive Development Training Plan

Nineteen employees received their diplomas in public administration at an Academic Assembly held at the University of Victoria on Friday, October 25, 1974. These employees, who were enrolled in Class XVI of the Executive Development Training Plan, successfully completed three years of intensive study related to public administration.

Twenty-six employees are enrolled in Class XVII, the third and final year of the program, and 25 employees are enrolled in Class XVIII, second year. Thirty employees who were selected for Class XIX, plus two employees who were accepted as re-entries from previous classes, commenced the first year of their studies in September 1974.

Photo 1 — Class XVI
Executive Development Training Plan.

Photo 2 — Class X
Correspondence Course in Public Administration.

Correspondence Course in Public Administration

Forty-three employees enrolled in Class 10 of the Correspondence Course in Public Administration received their certificates at a luncheon held on April 11, 1974, the final day of the four-day workshop on staff management. The 43 students represented 18 departments and agencies of Government. They ranged in age from 24 to 56, and their length of service was from 2 to 28 years. Miss J. Meryl Campbell, Commissioner of the Public Service Commission, presented the certificates to the employees who had successfully completed 24 weekly assignments during the fall and winter.

Fifty students were enrolled in Class 10 of the course, and commenced their studies in September 1974.

Supervision—Staff Management Seminars

During the latter part of 1974, Alex MacInnis conducted 14 seminars in supervision and staff management. This program of five two-hour lecture/discussion sessions covered the following topics:

The Environment in Which We Work,
The Line of Authority,
The Line of Human Relations,
Supervisor's Role and Responsibilities,
Public Service Regulations and Procedures,
Classification and Job Evaluation,
Recruitment, Selection, and Promotion,
Employee Appraisals,
Collective Agreements.

The sessions were given in the Victoria and Vancouver areas and over 210 supervisors attended. Plans are being made to continue this program throughout the Province in 1975.

Crown Liability Seminars

A series of five seminars were conducted in Victoria and Vancouver to explain the ramifications of the new *Crown Proceedings Act,* under which it is now possible to sue the Crown without first securing the Crown's permission. The seminars were conducted by Profs. B. Slutsky and J. Blom, of the Faculty of Law, University of British Columbia. Nearly 350 senior representatives from all departments attended these sessions.

In addition, video and audio tapes were made of these presentations and have been circulated to several major departments where they have been seen and heard by hundreds of other staff members.

Interdepartmental Training Officers Meeting

Nine monthly meetings were held during 1974 at which training representatives from the various departments met with members of the Staff Training Division. Also attending these meetings were representatives from B.C. Institute of Technology, Camosun College, B.C. Railway, and other Governmental organizations involved in training. These meetings are held with a view to assessing the training needs of departments, providing information on new training programs, and attempting to establish standards for supervisory training within the diversified departments.

Secretarial Seminars

Funds from the Staff Development Appropriation were used to pay for 21 senior secretaries to attend Development Seminars for Executive Secretaries at the Banff Centre School of Management Studies.

Seven two-day and fourteen one-day seminars for junior stenographers and typists were held on Vancouver Island and in the Greater Vancouver area. A total of 485 staff attended. It is planned to take the one-day "Office Skills" program to field locations throughout the Province during 1975.

Report Writing

Effective report writing courses are being offered in correspondence and seminar form. The initial course was offered in the last few weeks of 1974 and 20 employees took advantage of the offering. This number is expected to quadruple in 1975.

Basic Accounting for Office Managers

This course is offered in correspondence form in co-operation with the B.C. Institute of Technology. The course consists of 13 assignments in fundamental accounting concepts, terminology, and procedures. Each assignment takes between one and two weeks to complete. Over 110 employees have applied for this course to date.

Collective Bargaining Seminars

Seminars on collective bargaining were held for Deputy Ministers, Senior Officers, and Personnel Officers during 1974.

The first two seminars were conducted by K. C. Barass, of Calgary, Alta., a widely known consultant in labour relations, and Dr. Richard Beard, a specialist in human behaviour. A total of 87 senior personnel attended.

Eleven other seminars were held for the purpose of familiarizing Personnel Officers and management officials with the progress and provisions of the various Master and Component Agreements. Approximately 470 persons attended these.

Other Training Activities

D. Maxwell and A. MacInnis, Staff Training Officers, attended a two-week Instructional Techniques Course put on by the B.C. Institute of Technology.

D. Maxwell attended two seminars concerned with human relations in industry. Special emphasis was placed, in these seminars, on organizations which were about to be, or were newly unionized.

K. Jackson attended a seminar given by Dr. Joyce Brothers on "Management and Training."

In early June, D. Maxwell attended the Interprovincial Conference of Training Officers held in Charlottetown, P.E.I. The Federal Government, Northwest Territories, and most of the provinces were represented. Existing and proposed programs, training methods, and mutual problems were discussed.

In September a meeting of the Training Directors of the four western provinces was held in Victoria. Attending were Miss S. Bradshaw, of Manitoba; L. DeVore, of Saskatchewan; R. Clarke, of Alberta; and Miss J. M. Campbell, of British Columbia. Various co-operative ventures were discussed.

In early May, nine political science students from the University of Western Washington were given a short three-hour session on "Government in Canada—The Three Levels," by Miss J. M. Campbell. In November, another group of seven

students from the same university were given the same program. Senior students journey to Victoria each year to meet with representatives of the Federal, Provincial, and Municipal Governments.

Staff Development Appropriation

This fund, established in 1973, provides money to pay for tuition fees for Government employees who wish to take further training related to their job or the work of their department. Provision is also made to bring specialists in various fields to the Province to give "in house" training.

During the first 11 months of the year, 2,956 employees received training assistance in the total amount of $187,000, with a further $75,000 approved for courses to be taken in the fiscal year. Twenty-three group programs were offered in Crown liability, appraisal of real property, metric conversion, industrial first aid, etc. In a wide variety of courses offered by recognized post-secondary institutions, 50 to 100 per cent of the tuition fees are paid on behalf of employees enrolled. Courses taken by individual employees include welding, speedwriting, medical terminology, criminology, etc.

Educational Leave

During the year, 125 employees were granted leave for educational purposes. One employee was granted leave to train with Her Majesty's Reserve Forces.

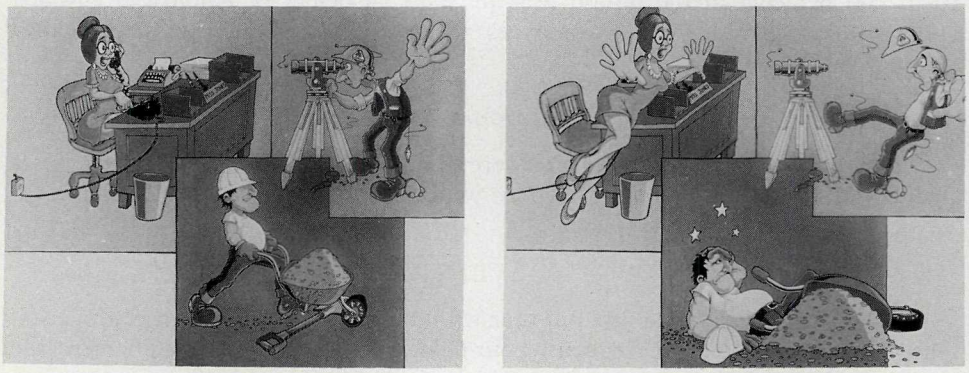
ACCIDENT PREVENTION DIVISION

This Report covers the first full year with the expanded operation of three full-time Safety Officers and, consequently, our field coverage has been greatly increased. However, there has been some change in the role of the field officers away from direct contact with departmental employees on the working level, to assistance and co-ordination of the activities of newly appointed departmental Safety Officers. Late in the year, two additional Safety Officers were appointed in the Department of Highways, bringing their complement to one in each of the four regions; a full-time Safety Officer was appointed in the Department of Public Works in the fall and the Division emphasis in these areas has been to assist the new incumbents. The field activities of the Co-ordinator were greatly restricted due to a heavier administrative load, not only in the supervision of the Division, but in adjusting to major departmental reorganizations and responding to major regulatory developments.

In the latter area, the Workers' Compensation Board initiated full scale revision of the Accident Prevention Regulations early in the year; the Board also issued new and very comprehensive First Aid Regulations on June 1. The action necessary by the Government to comply with requirements for first aid facilities and qualified staff is extensive and complex; it will be several years before this can be completed. Also in 1974 the Board published draft proposals for the first issue of very comprehensive Industrial Hygiene Regulations. Probably the most extensive in Canada, these go far beyond any previous requirements in this Province, covering detailed standards in such areas as heat stress, illumination, and medical controls in addition to the usual standards of noise and airborne contaminant control. A parallel development was the inclusion of safety and health provisions in the first B.C. Government Employees' Union Master Contract. At the time this Report was being drafted, the Co-ordinator was engaged in reviewing adjustments in structures and procedures to change the existing Accident Prevention Committees required by the

Board's regulations, to fill a new role as "Safety and Health Committees" to meet the needs of accident prevention, industrial hygiene, and occupational health as envisaged in the foregoing regulations and the Union Contract.

These major changes have served to reduce availability for field work at the same time that additional staff has increased it. However, in total, the Co-ordinator and the three Safety Officers spent 42 per cent of their time away from Victoria; they attended 49 Headquarters Safety Committee meetings, 170 other meetings, made 372 departmental visits, participated in 25 safety rallies, and conducted 117 training sessions. The Co-ordinator attended the National Safety Congress in Chicago and two of the Safety Officers went to the Industrial Accident Prevention Association Conference in Toronto. The two new Safety Officers, Messrs. Kilgour and Harkness, also completed the week-long Accident Prevention Course of the British Columbia Safety Council, held at the University of British Columbia.



"Falling down on the job" is the major cause of injury. Above are some examples of material from the Division's new training program on "Slips, Trips, and Falls."

There were two major special projects during the year. Mr. Harkness conducted a series of training seminars on office safety throughout the Province, holding 69 classes, attended by 766 employees from all departments. The other project was the convening by the Division of an interdepartmental Safety Workshop at Parksville, the first such meeting since the inception of the program. In addition to the field staff of the Division, the workshop was attended by Safety Officers from the Departments of Highways, Public Works, and the Forest Service. One day was devoted to a presentation by representatives of the Workers' Compensation Board on the relatively new concept of total loss control. The purpose of the workshop was to examine some fundamental traditional dogma to decide whether new directions should be followed. In conclusion, the workshop adopted the following consensus statements:

(1) While physical working conditions cannot be ignored, they do not significantly affect safety performance:
(2) Pilot projects involving the concept of total loss control be initiated and the results assessed:
(3) Policies and regulations should be adhered to by *all levels of management:*
(4) There must be full involvement by *all levels of management* in accident prevention:

(5) That senior departmental managements authorize interdepartmental meetings of Safety Officers at intervals of not more than six months:
(6) That the basis of the frequency and severity statistics furnished by the Accident Prevention Division are the best available at present.

The Defensive Driving Training Program continued in 1974, but it was noted with concern that the number of employees receiving the course was falling. The program depends on voluntary, part-time instructors drawn from various departments; on inception in 1972 we qualified over 90 such instructors; since then the number available has dropped to about 40. Accordingly, the Co-ordinator arranged with the B.C. Safety Council to hold further Instructor Development Courses in April 1975 and departments have been invited to submit names of suitable volunteers to increase our instructor strength. The number of employees receiving the Defensive Driving Course in 1974 was just over 2,000. The aim is to give the course to at least 4,000 employees each year, which would provide a six-year cycle, taking into account turnover.

The Premier's Safety Luncheon held in December was the culmination of the major activities of the Division in the year. Due to the unavoidable absence of the Premier at the Finance Minister's Meeting in Ottawa, the Honourable Ernest Hall, Provincial Secretary, filled the dual capacities of officiating and presenting the awards to the Deputy Ministers of award-winning departments and divisions. A total of 49 Ministers, Deputies, and departmental representatives attended and 12 awards were presented as undernoted:

Target Zero

(for small, low-hazard departments, two years zero frequency)—
Municipal Affairs, Travel Industry.

On Target

(larger, low-hazard departments, frequency under 5.0)—
Medical Services Commission, Finance, Labour, Water Resources.
(low-medium hazard departments, frequency under 10.0)—
Prince George Regional Correctional Centre,
Kamloops Regional Correctional Centre.
(medium-hazard departments, frequency under 20.0)—
Forest Inventory Division,
Highways Engineering Headquarters,
Ferries Division terminal operations.

Safety Achievement Award

(higher-hazard department with best improvement)—
Forest Service with 14 per cent drop in accident frequency.

In his address, Mr. Hall made the following main points:

(1) In 1974, we arrested the upward trend in accident rates which is prevalent in North America. This was achieved despite such negative factors as large summer employment programs and a constant widening of the scope of injuries deemed compensable.
(2) Nine employees were killed in compensable accidents in 1973. In 1974 the figure had dropped to two.
(3) We are in the midst of major and rapid change, to quote the Minister: "Let no one imagine that now is the time to sit back. Accident prevention is not isolated from the rapid changes in our technology and environment. Indeed, immediately ahead, in 1975, you will

be faced with technical and engineering problems arising from new regulations on industrial hygiene involving not only standards for noise control but requirements in such areas as heat stress, illumination, and medical controls. The new Union Master Contract focuses attention on health standards of even wider implications. All major departments with significant work hazards in such areas would be well advised to plan their staffing and funding now. Highways, the Ferries Division, and Public Works have already shown management foresight to meet the challenges of the immediate future."

The Co-ordinator is appreciative of the co-operation received from the Workers' Compensation Board, the editor of *Contact,* the headquarters and local safety committees, the volunteer Defensive Driving Course instructors, and many other people throughout the service who participated in the Safety Program.

ACKNOWLEDGMENTS

The Chairman wishes to record his sincere appreciation to his colleagues on the Commission, to each member of the Commission's staff, the Government Agents, the departmental Personnel Officers, the solicitors of the Attorney-General's Department, to the Public Service Commissioners of other provinces and the Federal Government for their able assistance, and to you, Mr. Minister, for your sympathetic appreciation of the Commission's problems.

PUBLIC SERVICE COMMISSION

A. G. RICHARDSON, *Chairman*
J. M. CAMPBELL, *Commissioner*
R. D. HIGGINS, *Commissioner*
C. PERRY, *Commissioner*
R. L. SCHMIDT, *Commissioner*

APPENDIX

Twenty-five year continuous-service certificates were awarded to the following Government employees in December 1974:

Department of Agriculture

Arnold J. Alan
Ian C. Carne
George Cruickshank
Elmer D. Daum
John D. Hazlette
William B. Howe
Eric C. Hughes
Alan E. Littler
Wilfred F. Morton
John A. Pelter

Department of Attorney-General

Eileen M. M. Bennett
Merlin V. Drews
Rupert Fulton
Gordon Hambleton
Wilfred M. Hurlburt
Margaret M. Ireland
Ralph Lawson
Robert V. McAllister
Alexander McGillivary
Bruce E. McLean
Grace M. McNeill
F. St. John Madeley
Warren H. Mulligan
John R. Norton
Alfred H. Peek
Ralph A. Purvis
James L. Richards
Bevan W. Savory
David Warren

Department of Economic Development

G. Ronald Knight
Elizabeth F. Morris

Department of Education

Eric R. Cardinall
James A. Holmes

Department of Finance

Florence Bunn
Donald H. Crawford
Stainton F. Davies
Elroy H. Edgar
Hugh G. Ferguson
Michael G. Hanna
Donavon P. Jecks
Mary R. Kerckhove
Arthur F. MacLean
Thomas P. McKinnon
Kenneth C. Moffat
John O. Moore

Department of Finance—*Continued*

Anthony C. Orton
John S. Partridge
David H. Paterson
Patricia Shields
Bertram F. L. Thirlwell
Reginald S. Todd
W. David Woodward

Department of Health

Health Branch

Clarence E. Bradbury
Marjorie M. Craik
Harry K. Ellis
Joyce Goodrow
Hubert F. Hayes
Jacob L. Hiebert
Harry K. Kennedy
John A. D. Pugh
Emelie Tollardo
Alice Tremblay
Vivian M. Verrall
Kenneth H. Watts

Hospital Insurance Service

Peter A. Bacon
Joan M. Jones

Mental Health Branch

Evelyn J. Beaton
William J. R. Boyle
Albert E. Cockram
Hazel M. Davy
Donald J. Fleming
Allen B. Ford
Ernest Hodson
Cyril N. S. Lee
Shirley R. Mackenzie
Grace L. A. Murray
William J. F. Murray
Augusta Newton-White
Patrick J. O'Brien
Alfred M. Pescott
Lloyd T. Preston
Lewis F. Puls
Roy M. Rowse
Sydney F. Smith
George Sprecker
Edward A. Taylor
Edwin Thornhill
Ida E. Weldon
James R. Wright

Department of Highways

John G. Addison
Lorne J. Anderson

DEPARTMENT OF HIGHWAYS—*Continued*

Robert L. Batie
Evan A. Beaumont
William A. Bowman
Arthur F. Callaghan
Joseph A. H. Callahan
Andrew J. Cook
Ellis E. Cummings
Arnold E. Davies
Stephen J. Dixey
Sydney J. Drinkwater
Howard M. Ferrabee
Ronald W. Feuz
Charles H. Fisher
Douglas R. Fisk
William R. Forrest
William Hautala
John E. Hay
Gordon H. Highway
George Kassa
Paul S. Kish
George P. Lobay
Leslie A. Lythgoe
Roger E. McKeown
Robert W. McLarry
Nicholas Neigum
Gordon E. Nickells
George A. Owen
Dennis S. Peet
Robert J. Petch
Isaac Piecash
Stuart E. Price
Glen J. Rose
Vivian C. B. Rowley
Edward H. Sangala
Wesley R. Skerik
Donald L. South
Jack H. Storrie
Joseph P. Surina
Paul A. Thackeray
Edward J. Trimble
George W. Wagg
David N. J. Wardell
David Williams
George R. Wishart
Hugh Woodward

DEPARTMENT OF HUMAN RESOURCES

Thomas D. Bingham
Gordon R. Goode
George C. Knowles
Ruth L. Piddington
Audrey M. Popp
William John R. Skipper

DEPARTMENT OF LANDS, FORESTS, AND WATER RESOURCES

Forest Service

Derek A. Beckett
Ivor R. Burrows
Clifford J. Calder

DEPARTMENT OF LANDS, FORESTS, AND WATER RESOURCES—*Continued*

Forest Service—Continued

Edwin H. Clough
Clarence Cooper
Robert W. Corregan
Andrew S. Cosens
Reginald A. Court
Donald O. Dewitt
Ronald Dunkley
David A. Finlayson
Dennis R. Glew
Richard C. Jackson
Morris B. Leduc
E. Hugh Lyons
Ronald A. McLaren
Kenneth A. Northrup
Alan L. Parlow
Ralph L. Schmidt
Frederick W. Simpson
George R. Webster
John P. Weinard
William Young

Lands Service

Gordon J. Duncan
Richard C. Holden
Herbert D. Ingall
Cameron R. Irving
Gordon D. More
Kenneth L. Morris
Edward J. W. Mullins
Raymond F. Oberg
Walter R. Redel
Frederick Snihur
William A. Taylor
William W. Taylor
Ronald W. Thorpe
Dennis T. Wells

Water Resources Service

Acey O. Ferguson
Stephen J. Hives
Gwendolyn M. MacNutt
Peter G. Odynsky

Liquor Administration Branch

Douglas S. Christison
Douglas A. George
William A. Georgeson
Milton S. Johnson
Roland D. Miller
George M. Morrish
James H. Tardrew
Dorothy M. Walker

DEPARTMENT OF MINES AND PETROLEUM RESOURCES

James T. Fyles
James W. McCammon
William W. McK. Ross

DEPARTMENT OF MUNICIPAL AFFAIRS

John G. Callan
A. Roy Clarke
Christopher H. L. Woodward

DEPARTMENT OF PROVINCIAL SECRETARY

Warren D. Craig
William R. Henderson
C. Ferne McDiarmid
William D. Maloan
John W. Woodford

DEPARTMENT OF PUBLIC WORKS

Alfreda K. Boyd
Douglas F. Cornborough
Clarence C. Dresser
Douglas Drinkwater
Walter W. Ekins
Elmer G. Layng
Stanley Lloyd
John Low
Nathaniel Lynch
Norman J. Manson
John L. Menard
George E. Morgan
Charles E. Rushton
Thomas O. White
William J. Wilson

DEPARTMENT OF RECREATION AND CONSERVATION

Robert H. Ahrens
T. Robert Broadland
William J. Forsythe
William H. Fowkes
Thomas Hunter
Rosina F. McKay
James W. Moore
Charles J. Velay

DEPARTMENT OF TRANSPORT AND COMMUNICATIONS

James L. Cox
Leslie W. Draper
Gerald T. Gibson
Beverly M. Prette
Howard C. Richardson
Peter C. Turgoose
Gordon McD. Ward
Mavis V. Willcox
Eva Wood

DEPARTMENT OF TRAVEL INDUSTRY

Joe Lewis

Gold watches were awarded to the following Government employees with 35 to 40 years' service in December 1974:

DEPARTMENT OF HUMAN RESOURCES

Norma E. Allen
Eric W. Berry
Velma I. Blaney
Katie F. Gillies
Dorothea F. Gilley
James A. Sadler

DEPARTMENT OF EDUCATION

Dr. Clifford B. Conway
William R. D. Hill

DEPARTMENT OF HEALTH

Health Branch

Edith M. Barlow
Jessie A. M. Beattie
Constance E. Carson
Eleanor M. Hooper
Dr. Robert H. Irish
Robert J. McConnell
Josephine McDiarmid
Annie E. Scott
Rika Wright

Hospital Insurance Service

Kenneth G. Wiper

Mental Health Branch

Alexander L. Blair
Norman Clare
Charles R. Foster
Jean Hagen
Reedasill Herring
Emily E. Jackson
Margaret M. E. Mackie
Frederick A. Matheson
William S. Morgan
Catherine Murray
Rolf M. Palm

DEPARTMENT OF LABOUR

William S. Haddow
William J. Hoskyn
Gerald H. O'Neill

DEPARTMENT OF PROVINCIAL SECRETARY

Paul M. Beere
Henry R. Bridger
Herbert J. Hartnell
Richard D. Higgins
Kathryn M. Johnson
George G. Langley
Roderick J. McInnes
Harold J. Price
Robert A. Stephenson

DEPARTMENT OF FINANCE

William Crothall
Edna Dunn
Robert B. Fields
James V. Gaspard
Thomas H. W. Harding
Irene M. Jones
Alan G. Jordan
Ronald J. E. Kay
Kenneth D. McRae
Beryl Jessie MacLean
Dorothy L. May
John A. Miller
Roy H. Okell
Peter F. Ramsay
Clara E. Wilson

DEPARTMENT OF TRAVEL INDUSTRY

Anne F. Adamson

DEPARTMENT OF ATTORNEY-GENERAL

Donald Campbell
Terrance W. Carlow
David P. Evans
George M. Johnston
Robert S. Law
Edwin W. Wells

LIQUOR ADMINISTRATION BRANCH

Gerald F. Aitken

DEPARTMENT OF LANDS, FORESTS, AND WATER RESOURCES

Forest Service

Phyllis L. Armstrong
Alfred H. Bamford
Donald Gillies
William V. Hicks
Voitto Ilmari Koski
John R. Long
Dai I. MacLeod
Ronald O. Noakes
William C. Phillips
Cecil M. T. Rhodes
Carl. V. Smith
John S. Stokes

Lands Service

Stanley L. Clarke
Thomas Hinton
Evelyn Rhodes

Water Resources Service

Lawrence F. Macrae
Humphrey Mellish
Brenton Varcoe
Derek White

DEPARTMENT OF RECREATION AND CONSERVATION

Robert K. Leighton
James J. Osman
Frederick J. Renton

DEPARTMENT OF HIGHWAYS

Charles G. Jeffs
Veronica M. Neary
John McC. Oliver
Elizabeth V. Prangnell

DEPARTMENT OF AGRICULTURE

Frank C. Clark
Ralph C. Homfeld

DEPARTMENT OF PUBLIC WORKS

Richard T. Bennett
Edgar Benwick
Alfred C. D. Budd
John A. Ingram
Ernest A. Killeen
Stanley Lowrey
Eoin M. MacKay
Archibald Millar
Jack Rigby
Roy E. Routley
Albert D. Stevens

DEPARTMENT OF TRANSPORT AND COMMUNICATIONS

James Barclay
E. J. Marjorie Coates
Lillian Conway
Percy R. Fraser
Lester B. Johnston
Roberta I. McMillan
Virginia C. Ross
Arthur H. Sharpe

DEPARTMENT OF MINES AND PETROLEUM RESOURCES

Doris Burton
Norman Colvin
Stuart S. Holland
Robert E. Moss

STATISTICS

Table 1—Number of Full-time Permanent and Temporary Employees in Each Department and Agency as at December 31, 1974

Department	Permanent	Temporary	Combined
Legislation	10	64	74
Premier's Office	11	2	13
Agriculture	455[1]	131[1]	586[1]
Attorney-General	3,158	875	4,033
Transport and Communications	819	282	1,101
Consumer Services	53	10	63
Education	418	564	982
Finance	755	86	841
Public Health Services	1,490	972	2,462
Mental Health Services	4,373	1,100	5,473
Hospital Insurance Services	180	14	194
Highways	512	4,840	5,352
Housing	96	12	108
Economic Development	60	10	70
Labour	293	39	332
Lands Service	466	99	565
Forest Service	2,088	1,199	3,287
Water Resources	398	113	511
Mines and Petroleum Resources	218	18	236
Municipal Affairs	51	11	62
Provincial Secretary	269	330	599
Public Service Commission	123	16	139
Superannuation Commission	70	5	75
Public Works	709	1,401	2,110
Recreation and Conservation	586	617	1,203
Travel Industry	94	44	138
Human Resources	1,132	316	1,448
Totals	18,887	13,170	32,057
British Columbia Ferries	1,230	1,752	2,982
Liquor Administration Branch	1,459	1,241	2,700
Grand totals	21,576	16,163	37,739

[1] The report tabled in the Legislature was in error. Correct figures are printed here.

Table 2—Annual Sick Leave Report, October 1, 1973, to September 30, 1974

Department	Number of Employees	Days With Pay	Average per Employee	Days Without Pay	Average per Employee	Total Average Days per Employee
Agriculture	563	1,408.0	2.50	61.0	0.10	2.60
Attorney-General	3,673	19,260.0	5.24	1,265.0	0.34	5.58
Consumer Services	39	19.0	0.49	2.0	0.05	0.54
Education	1,514	6,054.0	4.00	546.0	0.36	4.36
Finance	984	4,049.0	4.11	500.0	0.51	4.62
Forest Service	3,393	8,225.0	2.42	440.0	0.13	2.55
Health Services and Hospital Insurance	2,577	11,512.0	4.47	2,149.0	0.83	5.30
Highways	5,789	4,258.0	0.74	63.0	0.01	0.75
Housing	103	407.0	3.95	174.5	1.69	5.64
Human Resources	1,449	7,960.0	5.49	856.5	0.59	6.08
Labour	310	1,213.0	3.91	4.0	0.01	3.92
Lands	576	2,261.0	3.93	132.0	0.23	4.16
Mental Health	5,456	41,254.0	7.56	10,209.0	1.87	9.43
Mines and Petroleum Resources	218	760.5	3.49	85.5	0.39	3.88
Municipal Affairs	61	164.0	2.69	.....	.....	2.69
Economic Development	69	193.5	2.80	.....	.....	2.80
Provincial Secretary	684	2,495.0	3.65	113.0	0.17	3.82
Public Works	2,199	14,068.0	6.40	3,161.5	1.44	7.84
Recreation and Conservation	1,574	1,455.0	0.92	110.0	0.07	0.99
Transport and Communications	1,025	6,517.5	6.36	47.0	0.05	6.41
Travel Industry	137	643.0	4.69	102.0	0.74	5.43
Water Resources	502	2,402.0	4.78	121.0	0.24	5.02
Ferries	3,476	14,872.0	4.28	800.0	0.23	4.51
Liquor Administration Branch	2,002	867.5	0.43	181.5	0.09	0.52
Totals	38,373	152,318.0	3.97	21,123.5	0.55	4.52