

# 2020-2021 ANNUAL REPORT



## Immigration, Population Growth and Skills

## Message from the Minister



I hereby submit the 2020-21 Annual Report for the Department of Immigration, Population Growth and Skills (formerly the Department of Immigration, Skills and Labour). This report covers the period April 1, 2020 to March 31, 2021 under the former department.

On April 8, 2021 the Provincial Government established the Department of Immigration, Population Growth and Skills, including elements of the former department.

In keeping with the requirements of a Category One entity under the **Transparency and Accountability Act**, my signature below is indicative of my accountability for the actual results reported. This support is submitted recognizing this as the first and only report under the 2020-23 Immigration, Skills and Labour Strategic Plan, as years two and three are to be replaced by an updated two-year plan for 2021-23.

During 2020-21 the department faced the unprecedented challenge of delivering programs and services during a global pandemic. As we work through COVID-19, the Provincial Government, spearheaded by this department, continues to face challenges and embrace new opportunities as together we plan for population growth and a prosperous future.

We are well-positioned to meet this government's commitment to welcome 5,100 newcomers a year by 2026. While working to draw people to move here in record numbers, we must also see to it that the people living here today have the skills and supports they need to secure and maintain meaningful employment.

As staff work to support the overarching goal of population growth, swiftly meeting the challenge of a quickly aging workforce, progress will continue to be made in workforce development, welcoming more newcomers to live and work here, positioning us as a national leader on settlement, retention and putting a stop to racism, ensuring our communities are safe, welcoming, inclusive and diverse.

Respectfully submitted,

A handwritten signature in black ink, consisting of a stylized 'G' followed by a long horizontal line that curves back under the 'G'.

**Hon. Gerry Byrne**

Minister of Immigration, Population Growth and Skills

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## Departmental Overview

In April 2021 the Lieutenant-Governor in Council created the Department of Immigration, Population Growth and Skills (IPGS) (formerly known as the Department of Immigration, Skills and Labour during this reporting period). Associated structural changes in the department have resulted in the need to revisit the current three-year strategic plan (2020-23) and create a new two-year plan (2021-23) for the remainder of the planning cycle. Accordingly, this will be the only annual report for the 2020-23 strategic plan. Subsequent annual reports will focus on the new 2021-23 strategic plan.

The department works to ensure Newfoundlanders and Labradorians obtain the skills they need to find and keep gainful employment in our province and that businesses operating in our province can find the workforce talent needed to grow.

This includes creating a climate that is conducive to economic growth, competitiveness, and prosperity. This is achieved through a range of services and supports including:

- increasing the recruitment and retention of immigrants<sup>1</sup> and newcomers<sup>2</sup>;
- promoting diversity and multiculturalism;
- helping employers access and retain skilled workers;
- working with employers, employees, and unions to foster a positive employment relations climate<sup>3</sup>;
- providing programs and supports for apprenticeship and trades certification;

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<sup>1</sup> Economic immigrants, refugees, and other newcomers to Canada intending to or in the process of permanently settling in Newfoundland and Labrador.

<sup>2</sup> International students, international graduates, migrant workers, and asylum seekers.

<sup>3</sup> Services transferred to the Department of Environment and Climate Change in April 2021.

- offering career development and planning services as well as employment and training supports, and information about the labour market; and,
- delivering income support and other financial supports<sup>4</sup>.

Additional information on the department's mandate and lines of business can be viewed on the departmental website at the following location: [About the Department](#).

## Structure

At the end of the fiscal year, the department's staff complement consisted of 535 employees, of which 469 were permanent and 66 were temporary. Seventy-eight per cent of the staff complement were female and 22 per cent were male. Forty-five per cent of employees were located at six sites in the St. John's Census Metropolitan Area. The remaining 55 per cent were located in other offices throughout the province.

The organizational structure of the department included three branches:

### **1. Immigration, Workforce Development and Labour<sup>5</sup>**

This branch ensures that immigration, workforce, and labour-related policies, programs, services and initiatives are strategically aligned to develop and deploy a highly trained and skilled workforce to meet evolving labour market demands in the province. The branch administers immigration programs, provides newcomer settlement supports and offers labour supports to promote positive employment relationships in the province. This includes administering minimum terms and conditions of employment, and providing workplace dispute resolution.

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<sup>4</sup> Programs and services transferred to the Department of Children, Seniors and Social Development in April 2021.

<sup>5</sup> Labour-related services transferred to the Department of Environment and Climate Change in April 2021.

## 2. Employment, Skills and Regional Services<sup>6</sup>

This branch administers and delivers client-focused, labour market-related programs designed to assist people in securing training and finding sustainable employment, and in helping employers meet labour supply challenges. The branch is also responsible for programs and supports for apprenticeship and trades certification. The branch works with a large and varied client base, including individuals who may need employment and income supports.

Clients receive services by telephone or in-person at one of the 19 Employment Centres across the province. The branch also has responsibility for policy development as it relates to employment and income support programs and services.

## 3. Corporate Services and Policy<sup>7</sup>

This branch is responsible for the department's financial, information, and human resource management. The branch coordinates all corporate policy requirements including legislative reviews; planning and accountability functions; quality assurance and evaluation functions; and policy support for the workers' compensation system, including support to WorkplaceNL and the Workplace Health, Safety and Compensation Review Division. The branch also provides advice on privacy matters and leads access to information requests.

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<sup>6</sup> Income support programs and services transferred to the Department of Children, Seniors and Social Development in April 2021.

<sup>7</sup> Policy support for the workers' compensation system, including support to WorkplaceNL and the Workplace Health, Safety and Compensation Review Division, transferred to the Department of Environment and Climate Change in April 2021.

## Geographic Overview

The 22 offices of the department are located in 18 communities throughout Newfoundland and Labrador (see Appendix B for contact information). From a service delivery perspective, the province is divided into two regions; eastern and western (including Labrador), which provide services through Employment Centres. There are also specialized offices, including offices that assist with the administrative functions of operations, as follows:

- Administration Offices located in St. John's - Confederation Building (as well as Office of Immigration and Multiculturalism);
- Labour Relations Division located in St. John's - Beothuk Building (moved to Department of Environment and Climate Change in April 2021); and
- Document Processing Unit located in St. John's - Petten Building (moved to Department of Children, Seniors and Social Development in April 2021).

The department hosted two secretariats, until the end of March 2021, located in the Confederation Building:

- Forum of Labour Market Ministers
- Atlantic Workforce Partnership

The eastern region includes seven service delivery offices with Employment Centres in the following areas:

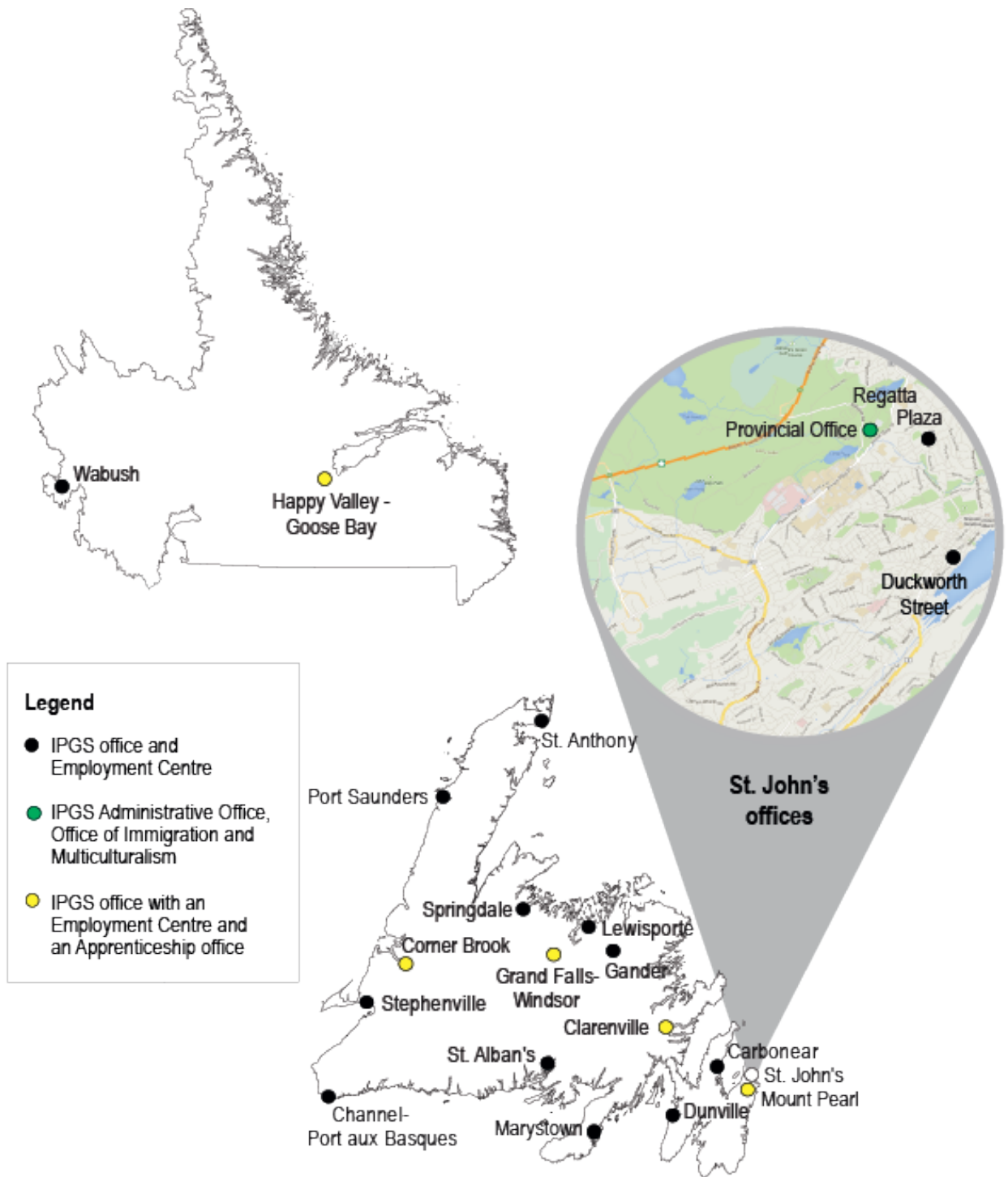
- Carbonear
- Clarenville (including Apprenticeship)
- Marystown
- Mount Pearl (including Apprenticeship)
- Dunville
- St. John's - Duckworth Street
- St. John's - Elizabeth Avenue

The western region includes 12 service delivery offices with Employment Centres in the following areas:

- Channel-Port aux Basques
- Corner Brook (including Apprenticeship)
- Gander
- Grand Falls-Windsor (including Apprenticeship)
- Happy Valley-Goose Bay (including Apprenticeship)
- Lewisporte
- Port Saunders
- Springdale
- St. Alban's
- St. Anthony
- Stephenville
- Wabush

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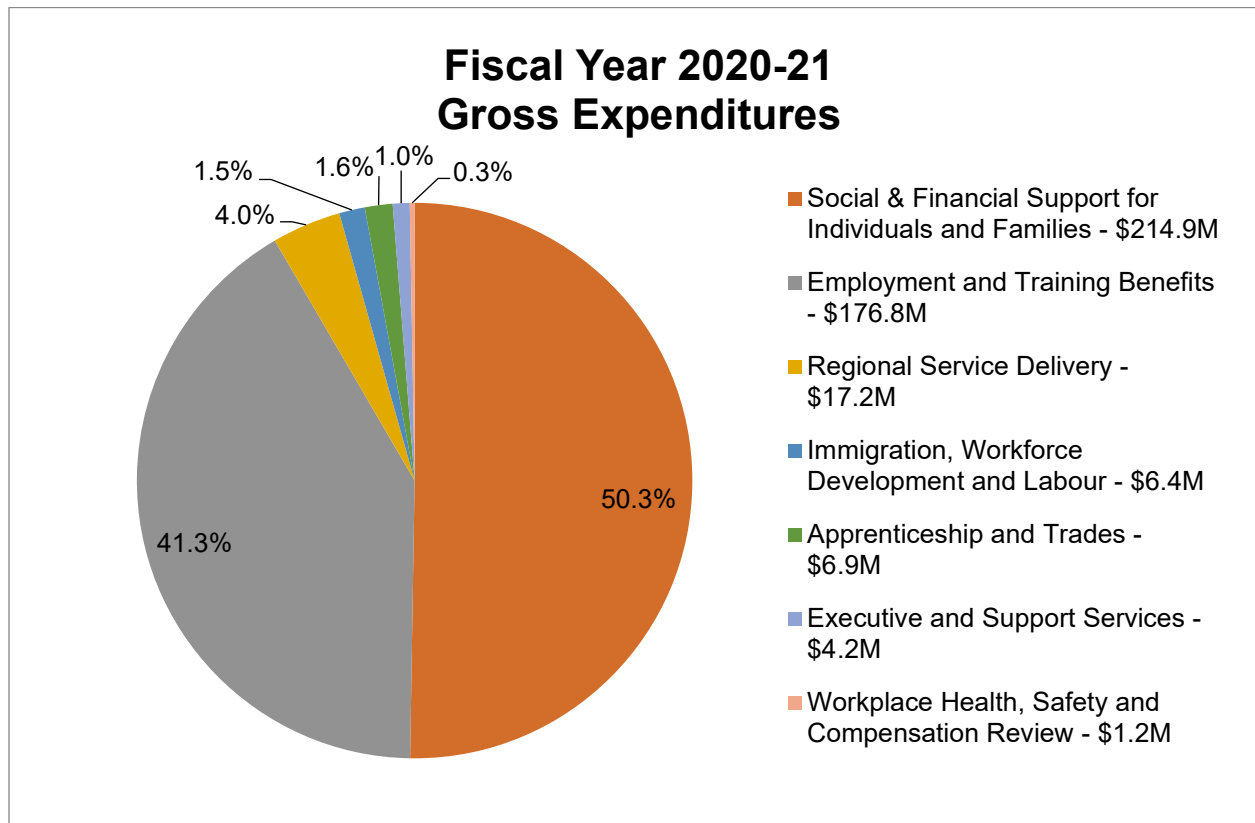
The following map illustrates the 18 communities where offices of the department are located:





## Expenditures

During the 2020-21 fiscal year, the department's gross expenditures were \$427.6 million. The following diagram shows the major expenditure categories:



The greatest expenditure was in support of Income and Social Development, accounting for \$391.7 million, with \$214.9 million for income support for individuals and families and \$176.8 million focused on providing employment and training benefits under the Labour Market Development Agreement, the Workforce Development Agreement, as well as other employment and training programs. Regional Service Delivery accounted for approximately \$17.2 million with Apprenticeship and Trades having approximately \$6.9 million and Immigration, Workforce Development and Labour accounting for approximately \$6.4 million. Executive and Support Services accounted for \$4.2 million and Workplace Health, Safety and Compensation Review accounted for the remaining \$1.2 million. A summary of expenditures and related revenue can be found in the 'Financial Information' section of this report.

## Highlights and Partnerships

During 2020-21, in association with its partners, the department continued to work towards the development and delivery of policies, programs and services that support individuals who are educated, skilled and employed in Newfoundland and Labrador. Examples of these important joint efforts are as follows:

### Working with Industry

- Amended the **Labour Standards Act**, in consultation with the business community, extending the period that an employee can remain temporarily laid off to 26 weeks in a period of 33 consecutive weeks, thereby helping employees stay connected to their jobs during COVID-19.
- Partnered with TradesNL and Indigenous communities to fund the establishment of the Labrador Office for Indigenous and Northern Skilled Trades, thereby supporting increased participation of Indigenous people and other Labradorians in the skilled trades.
- Assisted the Oceans Learning Partnerships with the Ocean Careers Immersion Program to support youth in career exploration and create awareness of employment opportunities for rural and Indigenous students in the ocean industry.
- Worked with the tourism and hospitality industry to identify and fund efforts to prepare the tourism and hospitality sector for a post-pandemic recovery.
- Invested in the Heritage Foundation of Newfoundland and Labrador's heritage conservation training initiative, building local conservation knowledge and skills.
- Partnered with the Office to Advance Women Apprentices to deliver the Advancing Women in Apprenticeship Project to support the creation of sustained, healthy and respectful workplace environments for women working in construction trades.
- Collaborated with industry representatives to begin the retraining of registered apprentices in low-demand trades to higher demand trades (e.g., Sheet Metal Worker).

## Working across the Country

- Partnered with the Government of New Brunswick to extend their Virtual Learning Strategist program to apprentices here in Newfoundland and Labrador. This program has an online portal that provides individualized assessments and supports to apprentices experiencing learning barriers.
- Hosted the Forum of Labour Market Ministers (FLMM) Secretariat for the second year of a two-year term. The Secretariat provides administrative and coordinating support to the FLMM and its associated subcommittees and rotates between provinces every two years. Its operations and activities are cost shared with all provinces and territories and the Federal Government.
- Hosted the Atlantic Workforce Partnership for the third year of a three-year term with the mandate of helping to prepare the Atlantic region and its workers for labour market opportunities. Common focus areas are: Apprenticeship Harmonization, Immigration and Attraction, Labour Market Information, Federal Programs, Business Supports, and Youth.
- Represented Newfoundland and Labrador on the national Labour Market Information Council (LMIC). LMIC's mandate is to improve the timeliness, reliability and accessibility of labour market information to facilitate decision-making by employers, workers, job seekers, academics, policy makers, educators, career practitioners, students, parents and under-represented populations.
- Engaged with the Future Skills Center (FSC), funded by the Federal Government, which supports projects that develop, test and measure new approaches to skills assessment and development on both national and regional levels. This includes a formalized relationship with the Newfoundland and Labrador Workforce Innovation Center.
- Collaborated with the federal Department of Immigration, Refugees and Citizenship (IRCC) on "Priority Skills NL", a new immigration pathway for newcomers to our province; and continued to collaborate in the provision of key settlement and integration services in all areas of Newfoundland and Labrador. Some funded projects completed include:

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- Association for New Canadians, Temporary Foreign Worker Support Program Pilot;
- Multicultural Women's Organization of NL, Creation of Positive Social Connection for Newcomers and Immigrants to Reduce Social Isolation; and,
- Public Legal Information Association of NL, Educating Newcomers to NL on Legal Rights.

### Working with the Public Sector and Community-Based Groups

- Continued to work with the Newfoundland and Labrador Environmental Industry Association's TeamGrowNL project - an initiative helping guide employers and immigrants along the immigration process by providing information on immigration pathways most suitable to employers' circumstances.
- Collaborated with community partners to create a Newcomers to Canada working group, which meets regularly to share information on community and other resources available to newcomers in the province.
- Released the [Report on Settlement Outcomes Survey](#), which will assist the department and its settlement partners in better understanding the settlement experiences and use of settlement programs and services by newcomers to Newfoundland and Labrador. Generally, survey respondents reported a positive settlement experience. Respondents are comfortable communicating in English and/or French, they have a good understanding of Canadian rights and laws, and they feel that their communities are safe and welcoming.
- Through the Workforce Innovation Centre, established an Economic Immigration Ideas Lab, administered at College of the North Atlantic - Corner Brook campus. The lab will bring together leaders in communities, business, labour, and post-secondary education to incubate new approaches to increase immigration.
- Implemented the COVID-19 Co-operative Placement Assistance Program for post-secondary training institutions in order to help post-secondary students experiencing difficulty securing the work placements they need to complete their programs due to the COVID-19 pandemic.

## Report on Performance

### Strategic Issue 1:

The need to attract and retain more immigrants and newcomers to support sustainable communities and economic growth.

Immigration continues to represent an important opportunity for Newfoundland and Labrador's economic, social and cultural growth. Over 80 per cent of Canada's population growth comes from immigration, mostly in the economic category. In Newfoundland and Labrador immigration is an important contributor to population growth by stabilizing net population decreases related to more deaths than births. Immigrants also have a younger age profile than the total provincial population which helps to increase the number of families with children in the province. In November 2020 the median age in Newfoundland and Labrador was 47.4, forecasting to 50 years of age by 2040. For every 100 new labour market entrants, 150 are potentially retiring, across all regions, with only the Avalon Peninsula forecasted to see population growth, and Labrador and Corner Brook – Rocky Harbour regions forecasted to grow or remain stable<sup>8</sup>. Welcoming immigrants is just the beginning of a journey that is only complete when new residents realize a sense of belonging to the community and choose to build their future in the province. Newcomers who settle in Newfoundland and Labrador are more likely to remain in the province in the long-term if they are joined by family members. Five-year retention rate data released from Statistics Canada concluded that Newfoundland and Labrador's family class retention rate was approximately 75 per cent, meaning three in four individuals joining their family members in the province remained here five years later, compared to the 50 per cent overall immigration retention rate. Long-term retention is dependent on an immigrant's lived experience with their neighbours and wider community. During the first year of the strategic plan, the department made progress in implementing initiatives to fulfill its performance indicators. The results outlined in the next section provide details on the work completed to meet the 2020-21 strategic plan objective.

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<sup>8</sup> Source: Statistics Canada and Department of Finance.

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**Goal 1:** By March 31, 2023, the Department of Immigration, Skills and Labour will have worked to advance the attraction and retention of immigrants and newcomers to the province.

### 2020-21 Objective Results for Goal 1

<b>2020-21 Objective</b>	<b>By March 31, 2021, the department will have commenced initiatives to attract and retain immigrants and newcomers.</b>
<b>Indicator 1</b>	<b>Continued to implement Immigration Action Plan initiatives.</b>
<b>2020-21 Results</b>	
<p>The Immigration Action Plan is a five-year strategy focused on increasing immigration in Newfoundland and Labrador. Increasing immigration is key to the prosperity of the province. We must position our province to become a destination of choice for prospective immigrants looking for a new place in which to work, settle and raise a family. Being successful in this requires a new and innovative way of doing business - one that maximizes available resources and unlocks the potential of our partnerships.</p> <p>Examples of the department's response to this challenge during 2020-21 were:</p> <ul style="list-style-type: none"> <li>• <b>Enhanced public accountability; e.g. publishing policies and procedures</b> – In April 2020 the department introduced a regularly updated, Frequently Asked Questions section regarding COVID-19 and Immigration in Newfoundland and Labrador. Also during April 2020 the department published the Job Vacancy Assessment policy online, along with the updated International Graduate eligibility policy. Additional policies published online included the policy on in-Canada refugee claimants (October 2020); in-demand occupations exempt from labour market testing (December 2020) and field of study requirements for International Graduates (December 2020). These items are located on the department's immigration <a href="#">webpage</a>.</li> <li>• <b>Enhanced accessibility to clients including newcomers, employers, community organizations and the general public</b> – A series of monthly webinars were held from July to December 2020 for newcomers in Newfoundland and Labrador interested in pursuing provincial immigration pathways to permanent residency and for employers seeking to avail of immigration programs to address workforce shortages. In response to COVID-19, the department increased the frequency of webinars on provincial immigration programs from monthly to weekly for employers and newcomers, during the period of September to December 2020.</li> </ul>	

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<b>2020-21 Objective</b>	<b>By March 31, 2021, the department will have commenced initiatives to attract and retain immigrants and newcomers.</b>
<b>Indicator 1</b>	<b>Continued to implement Immigration Action Plan initiatives.</b>
<b>2020-21 Results</b>	
<p>In January 2021 the department organized a virtual meeting with service-providing organizations to address questions related to the annual Call for Proposals and the program administration system - Labour Market Programs Support System (LaMPSS). Also in January 2021 the International Entrepreneur and International Graduate Entrepreneur application guides were updated to promote efficient application processes. In February 2021 department officials participated in a series of virtual immigration fairs (Canada Live! – UK and Destination Canada – France, Belgium and other countries using French as an official language). These fairs promote job vacancies on behalf of local employers, to assist them with their labour gaps / workforce needs. Four local employers attended the Canada Live! virtual fair and a total of 477 people visited the virtual booths. Five local employers attended the Destination Canada virtual fair and several thousand people visited the virtual booths.</p> <ul style="list-style-type: none"> <li>• <b>Established easier pathways to permanent residency for internationally trained professionals with experience in “in-demand” occupations</b> – In January 2021 the department launched the Priority Skills NL pathway, intended for highly-skilled, international professionals interested in permanently settling in the province. Priority Skills NL is open to persons who have one or more advanced academic or specialized qualifications in priority sectors such as information and communications technology, oceans technology, health care, agriculture and aquaculture:             <ul style="list-style-type: none"> <li>○ Memorial University Masters or PhD degree graduates, whose studies have been completed within the last three years; or</li> <li>○ Exceptionally qualified individuals who have worked in a specialized, highly skilled, high-demand occupation for at least one year.</li> </ul> </li> <li>• <b>Enhanced Office of Immigration and Multiculturalism digital presence</b> – In 2020 the department’s online application intake system was enhanced to include Expression of Interest (EOI) submissions for the newly launched Priority Skills NL pathway. The system received a total of 11,863 EOI submissions between January 2 and January 31, 2021.</li> </ul>	

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<b>2020-21 Objective</b>	<b>By March 31, 2021, the department will have commenced initiatives to attract and retain immigrants and newcomers.</b>
<b>Indicator 2</b>	<b>Provided sector-specific immigration supports to employers to satisfy labour requirements.</b>
<b>2020-21 Results</b>	
<p>The department has responded to employers in high-growth sectors requiring specific skills who have been requesting additional assistance to meet a growing demand for highly educated, highly skilled workers. In December 2020 the Provincial Government entered into a partnership with techNL to help support employers and international professionals in the technology industry, to help address workforce needs and support international immigration recruitment. Subsequently, in January 2021, the department provided \$1.87 million from the Canada-Newfoundland and Labrador Workforce Development Agreement to support techNL's new Tech Talent Strategy. This strategy involves working with existing community supports and developing paths to retrain local workers and attract others from across Canada and around the world in three stages:</p> <ul style="list-style-type: none"> <li>• Finding – networking, marketing campaigns, developing a talent website and strengthening partnerships;</li> <li>• Hiring – engaging with professional job-matching services, employment supports, enhanced training, and working with employers to identify and address workforce needs; and</li> <li>• Retaining – enhancing services and supports, including ongoing workplace training, collaboration with the Office of Immigration and Multiculturalism in international recruitment, settlement and integration for newcomers and their families, and special events.</li> </ul>	



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<b>2020-21 Objective</b>	<b>By March 31, 2021, the department will have commenced initiatives to attract and retain immigrants and newcomers.</b>
<b>Indicator 3</b>	<b>Promoted a greater understanding of diversity and multiculturalism.</b>
<b>2020-21 Results</b>	
<p>Celebrating diversity, strengthening our sense of community, and ensuring all individuals feel a sense of belonging to Newfoundland and Labrador is critical to planning for future growth. Events for Multiculturalism Month 2020 were delayed due to the uncertainty of the COVID-19 pandemic; many of these celebrations were carried out virtually in March 2021. Some examples of activities were:</p> <ul style="list-style-type: none"> <li>• Showcasing Multicultural Success - Clarenville New Office Grand Opening Event;</li> <li>• Multiculturalism Week Digital Advertising Partnership with Digital Advertising Solutions (DAS);</li> <li>• Association for New Canadians Community Connections;</li> <li>• Multiculturalism Month Video Contest;</li> <li>• Multiculturalism Arts Contest;</li> <li>• Multiculturalism Adult Trivia;</li> <li>• J.R. Smallwood Middle School Multicultural Button Contest;</li> <li>• A.P. Low Primary School Multicultural Story Time;</li> <li>• Centre éducative l'ENVOL Multicultural Story Time;</li> <li>• Menihek High School Multicultural Poetry Contest;</li> <li>• Menihek Nordic Ski Club Multicultural Snowshoe Evening;</li> <li>• Multicultural Languages Week Poster Project; and,</li> <li>• Public Scavenger Hunt.</li> </ul> <p>On March 21, 2021 Sharing Our Cultures, Inc. organization celebrated 21 years of programming in Newfoundland and Labrador. This virtual event showcased students of various ethnic and linguistic backgrounds sharing their own cultures and cultural experiences. Coinciding with the International Day for the Elimination of Racial Discrimination on March 21, Multiculturalism Month features a wide variety of events planned by organizations and municipalities, to celebrate cultural diversity in Newfoundland and Labrador. In November 2020 the department extended the funding partnership with Sharing Our Cultures to March 2022, further enhancing the provincial expansion of the organization's activities to promote multiculturalism in all areas of the province.</p>	

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<b>2020-21 Objective</b>	<b>By March 31, 2021, the department will have commenced initiatives to attract and retain immigrants and newcomers.</b>
<b>Indicator 3</b>	<b>Promoted a greater understanding of diversity and multiculturalism.</b>
<b>2020-21 Results</b>	
<p>Recognizing cultural events and holidays supports increased awareness of diversity in our province and can help immigrants and newcomers feel welcome in their new communities. In January 2021 the 2021 Commemorative Days for Newfoundland and Labrador Communities <a href="#">Calendar</a> was published with input from various community groups and organizations and in consultation with the Department of Canadian Heritage. Each month of the year recognizes important events among diverse cultural communities of the province, such as Republic Day (India), Moon Festival (China and Vietnam) and Santa Cruzan Day (Philippines).</p> <p>During 2020-21 the department also partnered with the Association for New Canadians in pursuing business diversity training for businesses and organizations seeking to build intercultural competency in their workplaces. The organization expanded its workshop offerings to include anti-racism programming, and sessions to support educators. Furthermore, the organization held 29 Atlantic Immigration Pilot Diversity Workshops specifically to businesses, which included training 393 workers and employers.</p> <p>These workshops will help businesses become better equipped to work with a diverse workforce complement.</p>	

## Strategic Issue 2:

The need for a strengthened workforce to respond to emerging labour market demands and economic diversification opportunities.

A productive, knowledge-based economy requires a workforce that is trained and ready for current jobs as well as adaptive to future labour market opportunities. The Provincial Government supports the development of Newfoundlanders and Labradorians to ensure businesses and industry have access to the skilled workers they need to remain competitive and create jobs in a changing economy. The effects of COVID-19 remain and have impacted many key industries in Newfoundland and Labrador. Disruptions continue to impact the oil and gas, hospitality, and retail sectors. In many cases, the impacts are compounding existing drivers of change such as the use of digital technologies and automation, resulting in significant growth in sectors such as technology. These effects are reshaping the landscape of skills demands with potential far-reaching consequences for workers, employers, and overall labour market. Collaboration amongst partners (government, industry, labour, and education) is vital to provide sustainable employment opportunities that are matched with a skilled workforce. The pursuit of economic diversification and associated private sector growth will also identify new job opportunities. Increasing the skilled labour supply also requires that the Provincial Government support organizations that work with underrepresented groups, including women, persons with disabilities, immigrants and newcomers, youth, Indigenous peoples and older workers. This will enable these groups to fully participate in the provincial economy and in so doing, create local and regional economic benefits. During the first year of the strategic plan, the department made progress in implementing initiatives to fulfill its performance indicators. The results outlined in the next section provide details on the work completed to meet the 2020-21 strategic plan objective.

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**Goal 2:** By March 31, 2023, the Department of Immigration, Skills and Labour will have worked to strengthen the provincial workforce to respond to emerging labour market demands and economic diversification opportunities.

### 2020-21 Objective Results for Goal 2

<b>2020-21 Objective</b>	<b>By March 31, 2021 the department will have undertaken initiatives to strengthen the provincial workforce.</b>
<b>Indicator 1</b>	<b>Commenced year-two initiatives in the action plan on workforce development.</b>
<b>2020-21 Results</b>	
<p>The Workforce Development Action Plan provides an understanding of current labour demands and identifies potential skills gaps and future opportunities for economic growth. It also considers the unique employment needs of Indigenous people, persons with disabilities, youth, older workers, women and newcomers to the province. The plan outlines areas and initiatives to support the growth of the economy and strengthen the province’s workforce beginning in the K-12 education system and continuing throughout the working lives of Newfoundlanders and Labradorians.</p> <p>During 2020-21 the department undertook a series of new initiatives including:</p> <ul style="list-style-type: none"> <li>• Engaging with the Department of Education on preliminary planning towards providing career resources in the K-12 school system. This includes development of a plan to work with local schools in delivering and providing training on labour market information (LMI) and career resources while also assisting ongoing career guidance activities by teachers and similar resources in the system, including coordination of LMI.</li> <li>• Working with stakeholders, including sector groups and community agencies, to develop, promote, and deliver LMI. This includes delivering information and presentations on how best to use LMI, as well as the provision of funding to sector groups to develop and disseminate sector-specific LMI.</li> <li>• Developing and disseminating LMI through the provincial LMI website and engagements with department career support officials. This includes hosting sessions for staff on LMI tools and resources, as well as updating regional and career profiles on the LMI website.</li> </ul>	

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<b>2020-21 Objective</b>	<b>By March 31, 2021 the department will have undertaken initiatives to strengthen the provincial workforce.</b>
<b>Indicator 1</b>	<b>Commenced year-two initiatives in the action plan on workforce development.</b>
<b>2020-21 Results</b>	
<ul style="list-style-type: none"> <li>• Reviewing existing materials in preparation for enhancement and development of online human resource supports targeting small and medium sized businesses. This included updating the existing <a href="#">NL HR Manager</a> to include:             <ul style="list-style-type: none"> <li>○ a wider range of business industry sector groups;</li> <li>○ additional information on the National Job Bank;</li> <li>○ information about managing intergenerational workplaces; and,</li> <li>○ information relating to labour standards and labour relations.</li> </ul> </li>   <li>• Providing new funding through the Canada-Newfoundland and Labrador Labour Market Development Agreement to support Hospitality Newfoundland and Labrador's (HNL) efforts to prepare the tourism and hospitality sector for a post-pandemic recovery. HNL's Rebuilding a Dynamic Tourism Workforce for Newfoundland and Labrador Project will use this funding to assist with recovery by providing resources, support, and learning opportunities for businesses in the tourism and hospitality sector.</li>   <li>• Providing new funding to help post-secondary students secure work terms. Due to the COVID-19 pandemic, co-op students are experiencing difficulty securing the work placements they need to complete their programs. Funded through the Workforce Development Agreement, the one-time wage subsidy will cover up to 75 per cent of a co-op student's hourly wage up to a maximum of \$8,000 per student work term. Employers of any size will be eligible for the wage subsidy. Memorial University and College of the North Atlantic will administer the subsidy through existing co-operative placement assistance programs. Assistance may also be available to support work term placements of students at private training institutions.</li> </ul>	

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<b>2020-21 Objective</b>	<b>By March 31, 2021 the department will have undertaken initiatives to strengthen the provincial workforce.</b>
<b>Indicator 2</b>	<b>Supported industry and community-led initiatives through the Workforce Innovation Centre.</b>
<b>2020-21 Results</b>	
<p>The Newfoundland and Labrador Workforce Innovation Centre (WIC) was established by the Provincial Government in 2017 and is administered by College of the North Atlantic. The WIC provides a coordinated, central point of access to engage government, business, and community partners in the research, testing and sharing of ideas and models of innovation in workforce development that will promote individual employability and attachment to the workforce.</p> <p>The WIC is funded through the Canada-Newfoundland and Labrador Labour Market Development Agreement (LMDA) - Research and Innovation measure. Through WIC, 20 research and innovation projects have been funded to date, representing \$7.6 million in funding, stemming from two calls for proposals.</p> <ul style="list-style-type: none"> <li>• The first of these projects was completed in the summer of 2020. Through this two-year project led by Social Research and Demonstration Corporation (SRDC), improved employment pathways for Inuit youth in Nunatsiavut were co-designed.</li> <li>• Nineteen other projects are ongoing in various stages of completion. There are early wins and findings identified during 2020-21 with two projects showing encouraging early results and potential expansion.             <ul style="list-style-type: none"> <li>○ Collective Interchange Cooperative and Canadian Career Development Foundation - Developing of PRIME 2.0, a software tool designed for career practitioners and clients to monitor and guide the job readiness and job search process.</li> <li>○ Eastern Health - Developing and testing approaches to improving mental health and safety through technology-based support, which has led to the development of Employee Virtual Assistant (EVA) software. This online tool uses artificial intelligence to guide health care professionals in finding employee assistance services and peer support, anonymously.</li> </ul> </li> <li>• The WIC is also supporting the department in moving forward a number of actions focusing on immigration supports and regional interaction, moving from traditional interactions to virtual activities to best engage stakeholders. This includes the development of regionally tailored workforce development action plans, hosting of a number of sessions with underrepresented groups to explore labour market challenges and opportunities during the Fall and Winter of 2020, and the establishment of an Economic Immigration Ideas Lab, announced in January 2021.</li> </ul>	

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<b>2020-21 Objective</b>	<b>By March 31, 2021 the department will have undertaken initiatives to strengthen the provincial workforce.</b>
<b>Indicator 2</b>	<b>Supported industry and community-led initiatives through the Workforce Innovation Centre.</b>
<b>2020-21 Results</b>	
<p>The lab will bring together leaders in communities, business, labour, and post-secondary education to incubate new approaches to increase immigration. The department provided funding through the Research and Innovation Measure, LMDA to support these initiatives.</p> <ul style="list-style-type: none"> <li>In October 2020 WIC entered a contract with Brookfield Institute for Innovation and Entrepreneurship (BII+E) to implement “Job Transition Pathways for Recovery in NL” which will focus on sectors in Newfoundland and Labrador that are affected by both COVID-related disruptions and other forces like commodity price declines or technological disruption. The goal of this project is to identify high potential ‘job pathways’ leading workers in sectors experiencing job-related disruption to related occupations in growing sectors in line with BII+E previous research released in their report “LOST and FOUND – Pathways from Disruption to Employment”. This initiative was also supported by the department through LMDA funding under the Research and Innovation Measure.</li> </ul>	

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<b>2020-21 Objective</b>	<b>By March 31, 2021 the department will have undertaken initiatives to strengthen the provincial workforce.</b>
<b>Indicator 3</b>	<b>Worked to connect individuals with employment barriers to the workforce.</b>
<b>2020-21 Results</b>	
<p>The department continued to work with its community partners to remove barriers to employment by providing targeted supports to individuals to assist them in gaining and maintaining long-term employment. Examples of work undertaken to connect individuals to the workforce were:</p> <ul style="list-style-type: none"> <li>• <b>Bus pass pilot program for income support recipients</b> - In September 2020 the department provided bus passes to approximately 10,000 income support clients in the metro St. John's region by partnering with Metrobus and the City of St. John's. This initiative allows individuals to gain better access to transportation to visit loved ones, participate in community events, attend medical appointments, further their education, and explore rejoining the workforce.</li> <li>• <b>Incentives and supports for income support clients</b> – In January 2021 the department initiated a three-year pilot project in partnership with community agencies Stella's Circle and Choices for Youth. The pilot is aimed at improving self-reliance for 200 Income Support participants by enhancing and adding incentives and supports to encourage increased labour market attachment. Employment Stability Initiatives being introduced as part of the pilot include: an enhanced Job Start Allowance; extended overlap of Income Support benefits and employment earnings; enhanced Earnings Exemption formula; a new Employment Stability Assistance benefit; and, new Employment Continuation Bonuses.</li> <li>• <b>Employment Transitions Program for individuals with autism</b> – In June 2020 the department partnered with Avalon Employment Inc. to provide individuals on the autism spectrum with targeted supports participants may need to gain and maintain long-term employment. The program had been providing more than 30 individuals with meaningful work experience in the St. John's area, Clarenville, Gambo, Deer Lake, and Labrador West. In January 2021 the department provided \$3 million in additional funding through the Canada – Newfoundland and Labrador Workforce Development Agreement to expand the project to six other regions of the province: Corner Brook; Carbonear; Glovertown; Grand Falls-Windsor; New-Wes-Valley; and Channel-Port-aux-Basques.</li> </ul>	



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<b>2020-21 Objective</b>	<b>By March 31, 2021 the department will have undertaken initiatives to strengthen the provincial workforce.</b>
<b>Indicator 3</b>	<b>Worked to connect individuals with employment barriers to the workforce.</b>
<b>2020-21 Results</b>	
<ul style="list-style-type: none"> <li>• <b>Targeted referral process for Employment Insurance (EI) claimants</b> – In October 2020 the department began piloting a Targeted, Referral and Feedback process with the federal government to identify EI claimants - early in their EI claim - who require assistance with:             <ul style="list-style-type: none"> <li>○ Rapid Re-employment – connecting to available jobs to speed up their return to work; and</li> <li>○ Employability Development – identifying appropriate measures to improve their job readiness, including provincially delivered programs and services. By the end of March 2021, almost 38,000 individuals had been identified and almost 1,000 contacted to discuss employment opportunities and program support.</li> </ul> </li>   <li>• <b>Students Supporting Communities Program</b> – In May 2020 the department implemented this program, which enabled organizations to hire students to help address social isolation issues of vulnerable populations, with a focus on delivery/support services and innovative ideas of how to teach or support technology, while maintaining social distancing. In summer 2020, 72 organizations were supported to hire students for a number of initiatives, including friendly visiting, technology support, assistance with accessing basic needs as groceries and prescriptions, and tutorials related to social media and connecting with family and friends.</li> </ul>	

### Strategic Issue 3:

The need for a more innovative and flexible provincial system for skilled trades training and certification.

Apprenticeship is a proven workforce training strategy to develop new talent in highly-skilled occupations, combining paid on-the-job learning with related technical instruction in the classroom. As technology advances, tradespeople are required to adapt or risk having their skills become obsolete. At the same time, the province must keep pace to ensure that the apprenticeship system is easy to join, navigate and complete.

The demand for highly skilled tradespeople in Newfoundland and Labrador mirrors the cyclical nature of economic activity in the province. That is why innovative and flexible training methods of service and program delivery are continually being developed, to ensure a high quality education that meets industry needs during both times of economic expansion and contraction.

Further, the province must support the mobility of workers through National and Atlantic harmonization initiatives ensuring Newfoundland and Labrador skilled trades workers can take advantage of opportunities across Canada and abroad, when attaching to the labour market. During the first year of the strategic plan, the department made progress in implementing initiatives to fulfill its performance indicators. The results outlined in the next section provide details on the work completed to meet the 2020-21 strategic plan objective.

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**Goal 3:** By March 31, 2023 the Department of Immigration, Skills and Labour will have worked to advance the innovation and flexibility of the provincial system for skilled trades training and certification.

### 2020-21 Objective Results for Goal 3

<b>2020-21 Objective</b>	<b>By March 31, 2021 the department will have commenced initiatives to advance innovation and flexibility in the provincial system for skilled trades training and certification.</b>
<b>Indicator 1</b>	<b>Implemented further apprenticeship Atlantic and National harmonization initiatives in high demand occupations.</b>
<b>2020-21 Results</b>	
<p>The department is an active participant in Atlantic and National trade harmonization initiatives, including the Atlantic Apprenticeship Harmonization Project (AAHP) – for the Atlantic Provinces – and the Canadian Council of Directors of Apprenticeship (CCDA) Harmonization Initiative – for jurisdictions across Canada. The goal of these projects is to provide greater consistency in apprenticeship training and certification requirements in the areas of training such as trade hours and trade names. This will help improve labour and apprentice mobility, in the Atlantic provinces and across Canada.</p> <p><b>Atlantic harmonization</b></p> <p>In 2020-21 Newfoundland and Labrador continued to host the AAHP office. Departmental staff supported the goals of Phase 3 of the AAHP by participating in the development of curriculum standards and examination banks for three of the seven trades identified for harmonization in this phase. Additionally, Apprenticeship staff worked with the AAHP staff to review policies and procedures developed in Phase 1 and to develop policies and procedures for the maintenance of curriculum documents and examination banks.</p> <p><b>National harmonization</b></p> <p>Departmental staff and trade stakeholders continued to be involved in activities of the National Harmonization initiative in the 2020-21 fiscal year. This national initiative, comprised of seven phases, aims to improve the mobility of apprentices, support an increase in their completion rates and enable employers to access a larger pool of apprentices.</p> <p>Phase six was completed during 2020-21 and included the development of new Red Seal examinations related to new harmonized Red Seal Occupational Standards (RSOS) for Glazier, Instrumentation and Control Technician, Motorcycle Technician, Parts Technician and Roofer. Workshops were held throughout the year to update and</p>	

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<b>2020-21 Objective</b>	<b>By March 31, 2021 the department will have commenced initiatives to advance innovation and flexibility in the provincial system for skilled trades training and certification.</b>
<b>Indicator 1</b>	<b>Implemented further apprenticeship Atlantic and National harmonization initiatives in high demand occupations.</b>
<b>2020-21 Results</b>	
<p>harmonize the Red Seal Occupational Standards. Due to the pandemic, these workshops were redesigned into a virtual format to ensure this important work continued.</p> <p>This involved tradespeople, instructors, and apprenticeship staff connecting from their home locations all across the country. Where and when possible, groups within jurisdictions met in person following public health guidelines but connected virtually to other jurisdictions.</p> <p>Phase seven trades for National harmonization were also involved in harmonization activities including RSOS workshops, RSOS jurisdictional review/validation/weighting, and ratification of the new RSOS and harmonized sequencing. The following trades had already been harmonized in earlier phases of the initiative but were determined to be due for post-implementation reviews and updates to the RSOS where critical:</p> <ul style="list-style-type: none"> <li>• Mobile Crane Operator;</li> <li>• Construction Electrician;</li> <li>• Industrial Electrician;</li> <li>• Metal Fabricator (Fitter); and,</li> <li>• Carpenter.</li> </ul> <p>For these trades, post-implementation surveys were distributed virtually to stakeholders requesting input on any critical issues from the previous harmonization. Responses to these surveys fed into RSOS updates with the intention to not adjust the harmonized sequencing of training in a major way. Workshops and reviews also took place to update the RSOS and harmonize training sequencing for Cabinetmaker, Lather, and Recreational Vehicle Service Technician. Some of this work, related to phase seven trades, will continue into the next fiscal year, along with development of new Red Seal examinations.</p>	

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<b>2020-21 Objective</b>	<b>By March 31, 2021 the department will have commenced initiatives to advance innovation and flexibility in the provincial system for skilled trades training and certification.</b>
<b>Indicator 2</b>	<b>Partnered with training providers to assess ongoing and emerging need for online skilled trades training.</b>
<b>2020-21 Results</b>	
<p>Apprenticeship training has to be flexible to fit the times and environments in which we work. This has never been more of a priority given the recent challenges presented by the COVID-19 pandemic. Taking advantage of technological resources and tools, like on-line learning, go a long way in meeting the needs of industry and apprentices - enabling them to stay in their home communities and work while participating in required block training.</p> <p><b>Expanding current online training</b></p> <p>The department worked with College of the North Atlantic and Academy Canada to pilot the development and delivery of online training. Training institutions were selected in consultation with training providers and industry representatives based on the demand for identified trades, ongoing delivery of level training, and access to online learning platforms. To oversee the development, implementation, and evaluation of the project, teams consisting of employers, training institutions, apprentices, and journeypersons were formed. In 2020-21 College of the North Atlantic completed the transition of Metal Fabricator, Welder, Carpenter, and Plumber and continued the transition of Industrial Electrician and Construction Electrician.</p> <p><b>Expanding access to online learning platforms</b></p> <p>In 2020-21 eight private training institutions were provided with funding and support to install Brightspace, the online learning platform used by College of the North Atlantic and Memorial University, in their training centers. Brightspace is a learning management system from D2L designed to administer post-secondary training through alternate formats such as online and blended courses. This \$32,000 initiative ensured an alternate approach to in-class training to remain compliant with COVID-19 restrictions. Further, this builds on efficiencies and investments to date in Brightspace deployment to the public and post-secondary education system. As a result, during the COVID-19 lock down in February 2021, institutions were able to pivot seamlessly to online learning.</p>	

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<b>2020-21 Objective</b>	<b>By March 31, 2021 the department will have commenced initiatives to advance innovation and flexibility in the provincial system for skilled trades training and certification.</b>
<b>Indicator 3</b>	<b>Continued to develop and prepare for implementation of the new online Apprenticeship Management System in Newfoundland and Labrador.</b>
<b>2020-21 Results</b>	
<p>The Apprenticeship Management System (AMS) is an online apprenticeship system being developed by the Atlantic provinces of Nova Scotia, Newfoundland and Labrador, New Brunswick, and Prince Edward Island. AMS is part of a major initiative to maximize similarities among apprenticeship authorities and modernize apprenticeship management services. During 2020-21 collaboration continued with the Atlantic Provinces. The following aspects of the new system were advanced in the province, as follows:</p> <ul style="list-style-type: none"> <li>• In preparation for User Acceptance Testing, the vendor provided the core product to the department in December 2020.</li> <li>• Implementation activities occurred such as finalizing the province’s go-live approach, reviewing, adjusting and updating current business processes and development of a new plastic ID card.</li> <li>• Change management activities were undertaken such as:             <ul style="list-style-type: none"> <li>○ Developing an external engagement strategy;</li> <li>○ holding meetings with stakeholders, including training providers, to discuss future system functionality;</li> <li>○ updating of the Apprenticeship and Trade Certification Division’s website;</li> <li>○ developing fact sheets;</li> <li>○ reviewing changes to all impacted stakeholders; and,</li> <li>○ developing change management skills within the division.</li> </ul> </li> </ul>	

## Opportunities and Challenges

During 2021-22 COVID-19 will continue to factor into how the department manages the delivery of services, programs and policies as well as priority areas of focus. For example, the prevalence of virtual over face-to-face meetings will continue to present opportunities for increased and broader collaboration with partners while recognizing some of the technological limitations this may involve. Increased online access to programs and services will continue to offer time and cost efficiencies while at the same time providing challenges in program delivery for clients lacking access to or knowledge of the required technological resources. Limited movement of people to and within Canada may also affect how the department serves clients who may be looking for employment, skills training or seeking to repatriate or immigrate to the province.

In 2021-22 the department will continue to work towards:

- Attracting and retaining more immigrants and newcomers to the province;
- Strengthening the workforce to respond to emerging labour market demands and economic diversification opportunities; and,
- Creating a more innovative and flexible provincial system for skilled trades training and certification.

Financial Information

<b>Summary of Expenditure and Related Revenue for the Year Ended March 31, 2021 (unaudited)</b>				
		<b>Actual Expenditure</b>	<b>Amended Budget</b>	<b>Original Budget</b>
		<b>\$</b>	<b>\$</b>	<b>\$</b>
<b>Executive and Support Services</b>				
	Minister's Office	225,160	263,700	263,700
	Executive Support	1,093,290	1,129,700	1,120,900
	Administrative Support	2,367,242	2,644,900	2,672,500
	Program Development & Planning	530,699	697,800	697,800
<b>Regional Service Delivery</b>				
	Client Services	17,206,559	18,679,400	18,630,500
<b>Income and Social Development</b>				
	Income Assistance	214,687,868	216,218,600	222,355,100
	National Child Benefit Reinvestment	42,317	320,000	320,000
	Mother/Baby Nutrition Supplement	129,058	271,700	271,700
	Employment and Training Programs	410,466	1,348,500	1,348,500
	Employment Development Programs	51,279,852	53,313,600	8,263,600
	Labour Market Development Agreement	98,532,128	108,643,600	118,465,500
	Workforce Development Agreement	12,584,566	19,066,500	6,409,300
	Employment Assistance Program for Persons with Disabilities	8,511,329	9,426,400	9,426,400
	Youth and Student Services	5,524,804	6,135,700	6,135,700
<b>Immigration, Workforce Development and Labour</b>				
	Workforce Development and Productivity Secretariat	3,114,060	3,671,800	3,671,800
	Office of Immigration and Multiculturalism	1,396,201	2,075,000	2,075,000
	Labour Relations	507,926	542,500	517,000
	Standing Fish Price Setting Panel	193,858	202,200	202,200
	Labour Standards	591,425	649,100	649,100
	Labour Relations Board	592,800	742,800	763,000
<b>Apprenticeship and Trades</b>				
	Apprenticeship and Trades Certification	4,650,660	5,246,200	5,295,100
	Training Programs	2,229,906	3,164,700	6,000,000
<b>Workplace Health, Safety and Compensation Review</b>				
	Workplace Health, Safety and Compensation Review	1,217,882	1,414,700	1,414,700
	<b>Total Gross Expenditures</b>	<b>427,620,056</b>	<b>455,869,100</b>	<b>416,969,100</b>



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<b>Summary of Expenditure and Related Revenue for the Year Ended March 31, 2021 (unaudited)</b>				
		<b>Actual Expenditure</b>	<b>Amended Budget</b>	<b>Original Budget</b>
		<b>\$</b>	<b>\$</b>	<b>\$</b>
	<b>Total Revenue</b>	<b>(218,437,689)</b>	<b>(144,833,200)</b>	<b>(144,833,200)</b>
	<b>Total Net Expenditures</b>	<b>209,182,367</b>	<b>311,035,900</b>	<b>272,135,900</b>
	<b>Branch Totals</b>			
	Executive and Support	4,216,391	4,736,100	4,754,900
	Regional Service Delivery	17,206,559	18,679,400	18,630,500
	Income and Social Development	391,702,388	414,744,600	372,995,800
	Immigration, Workforce Development and Labour	6,396,270	7,883,400	7,878,100
	Apprenticeship and Trades	6,880,566	8,410,900	11,295,100
	Workplace Health, Safety and Compensation Review	1,217,882	1,414,700	1,414,700
	<b>Total Department Gross Expenditures</b>	<b>427,620,056</b>	<b>455,869,100</b>	<b>416,969,100</b>

Expenditure and revenue figures are based on public information from the Report on the Program Expenditures and Revenues of the Consolidated Revenue Fund for the year ended March 31, 2021. Audited financial statements are a requirement at the government level and are made public through the Public Accounts process; however, the department is not required to provide a separate audited financial statement.

## Appendices

### Appendix A - Contact Information

Further information about the services offered by the department may be obtained from the department's website at <https://www.gov.nl.ca/ipgs/> or by contacting the department at Confederation Building, 3rd Floor, West Block, P.O. Box 8700, St. John's, NL, A1B 4J6; Telephone: (709) 729-2480.

To access or inquire on employment and training programs and services, individuals, employer and/or organizations can:

- Call toll-free 1-800-563-6600 (Labour Market and Career Information Hotline), 1-877-729-7888 (Eastern Region) or 1-866-417-4753 (Western Region);
- TTY to 1-877-292-4205;
- E-mail [employmentprograms@gov.nl.ca](mailto:employmentprograms@gov.nl.ca) or [ipgs@gov.nl.ca](mailto:ipgs@gov.nl.ca); or
- Visit one of the 19 Employment Centres around the province; locations can be found at [www.gov.nl.ca/ipgs/files/career-employment-centres.pdf](http://www.gov.nl.ca/ipgs/files/career-employment-centres.pdf).
- EI-eligible individuals in Corner Brook, Grand Falls-Windsor, St. John's and Mount Pearl can also connect with Employment Options offices found at [www.employmentnl.ca/](http://www.employmentnl.ca/).

Office of Immigration and Multiculturalism staff are available to assist with questions regarding immigration programs and settlement integration supports, as well as multiculturalism and diversity in Newfoundland and Labrador. To access information on immigration and multiculturalism, including information on the Atlantic Immigration Pilot Program or the Newfoundland and Labrador Provincial Nominee Program, please call (709) 729-6607 or visit [www.gov.nl.ca/immigration](http://www.gov.nl.ca/immigration).

To access Apprenticeship and Trades Certification Services, call the Main Office toll-free at 1-877-771-3737; St. John's/Mount Pearl (709) 729-2729; Clarenville (709) 466-3982;

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Grand Falls-Windsor (709) 292-4215; Corner Brook (709) 637-2366; Happy Valley-Goose Bay (709) 896-6348 or, visit [www.gov.nl.ca/ipgs/app](http://www.gov.nl.ca/ipgs/app).

For information regarding an access to information request or to inquire about the collection or use of your personal information, please contact the department's Access to Information and Protection of Privacy Coordinator at (709) 729-4276.

## Appendix B - Public Entity

The Provincial Apprenticeship and Certification Board is a public entity that reports through the Minister and prepares a separate year-end performance report.

