



Public Service Commission

ANNUAL REPORT

2020-2021

Respect • Integrity • Accountability • Excellence

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Message from the Chief Executive Officer



On behalf of the Public Service Commission, I am pleased to present the Minister of Finance, Hon. Mark McLane, Mr. Carl Lafford, Chair of the Public Service Commission, and Prince Edward Islanders, the 2020-2021 Annual Report for the Public Service Commission (PSC) of Prince Edward Island. As the corporate agency responsible for human resource leadership, management and administration, the PSC team continues to demonstrate an unwavering commitment to public service and to the delivery of human resource service excellence.

The public service plays a pivotal role in the success of our province. The PSC is a support system that enables the public service to collaborate, bring ideas to life and create solutions to benefit the people of Prince Edward Island. We take great pride in working with fellow members of the PEI Civil Service to ensure that provincial programs and services are developed in a safe, healthy, and inclusive environment that helps foster growth, innovation, diversity, and inclusion amongst our provincial communities.

As we continue to navigate through the challenges of COVID-19, the PSC team has proudly remained agile and resilient to the challenges incurred throughout the pandemic. In 2020-2021, our team was successful in maintaining seamless service delivery while ensuring safety remained a top priority for our valued employees, clients and Islanders. Services were quickly amended to adhere to public health guidance and process innovations were implemented, resulting in a successful year for all service areas. As leaders in our provincial workforce, we will continue to adapt to new levels of normalcy while we strive for increased efficiency in attraction, engagement, and retention in our Public Service and stay committed to a future of diverse and sustainable Island communities.

Respectfully submitted,

A handwritten signature in blue ink that reads "Tanya Rowell". The signature is fluid and cursive.

Tanya Rowell
PEI Public Service Commission

PEI Public Service Commission

Board Members



Mr. Carl Lafford (chair) is a retired Federal Government employee. His work experience over the years spans from labourer, consultant to manager. He has been a volunteer and an active member of the Island community. His appointment to the PEI Public Service Commission Board was effective February 2013. Mr. Lafford is married with two adult children and resides in Charlottetown, PEI.



Mrs. Rita Ryan-Sabada is a retired provincial public service employee. She has extensive experience working with the Union of Public Sector Employees on behalf of provincial employees. She is an avid volunteer and an active member of the community. Her appointment to the PEI Public Service Commission Board was effective January 2017. Mrs. Ryan-Sabada currently resides in Charlottetown, PEI.



Mr. Bobby Kenny retired from the Provincial Civil Service in 2011 after thirty-seven years of service. His experience included positions as a property assessor and staffing officer, along with management positions in tax administration and human resources. He is currently an active participant on a number of Provincial and Federal Boards. His appointment to the Public Service Commission Board was effective October 2012. Mr. Kenny is married with one daughter and resides in Charlottetown, PEI.

PSC Overview and Mandate

The PEI Public Service Commission (PSC) is an independent and impartial agency established by the *Civil Service Act*. The purpose of the Commission is to:

- Maintain a professional, independent, ethical and efficient civil service
- Foster the development of a public service that is representative of the province's diversity
- Facilitate quality services to the public which are responsive and flexible to their needs
- Encourage accountability, innovation and professional development for employees
- Foster a constructive working relationship among Government, its employees and their representatives

The PSC provides human resources leadership and services that support performance excellence and help build the capacity of the Civil Service to deliver government's programs and services. Through the *Civil Service Act*, the Public Service Commission is mandated to provide advice, assistance, programs and services in the following areas:

- Human resources management and planning
- Employer/employee relations
- Employee and organization learning and development (including French language training and diversity and inclusion programs)
- Human resources processes and systems (including staffing, classification, and payroll administration)
- Human resources legislation, policies and collective agreements
- Employee health, safety and well-being

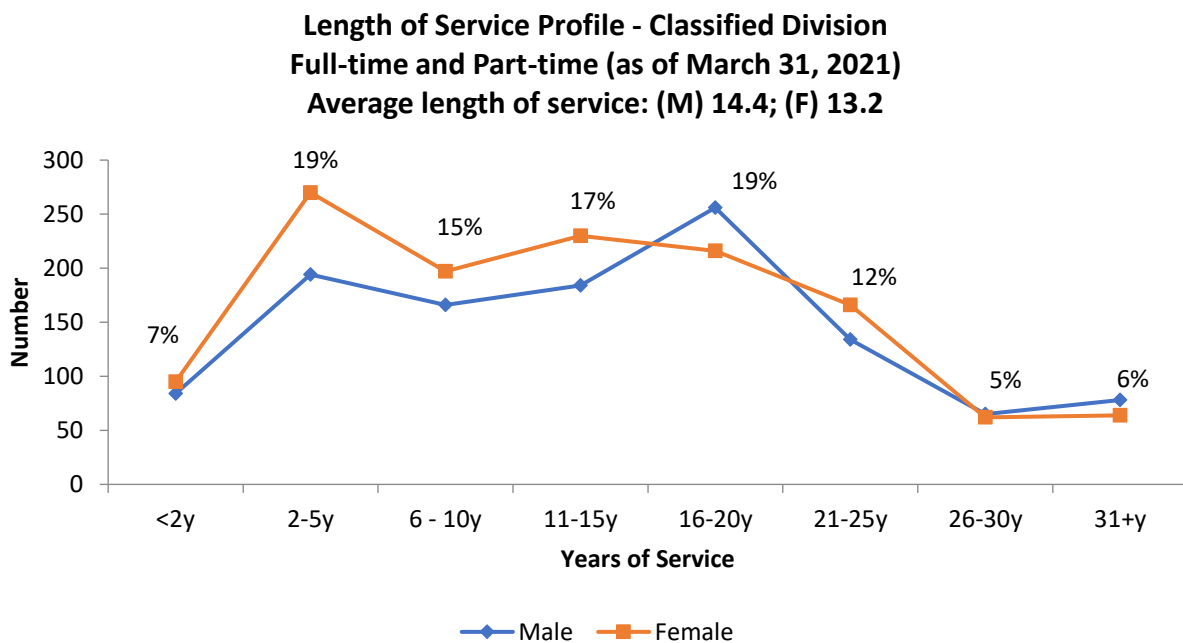
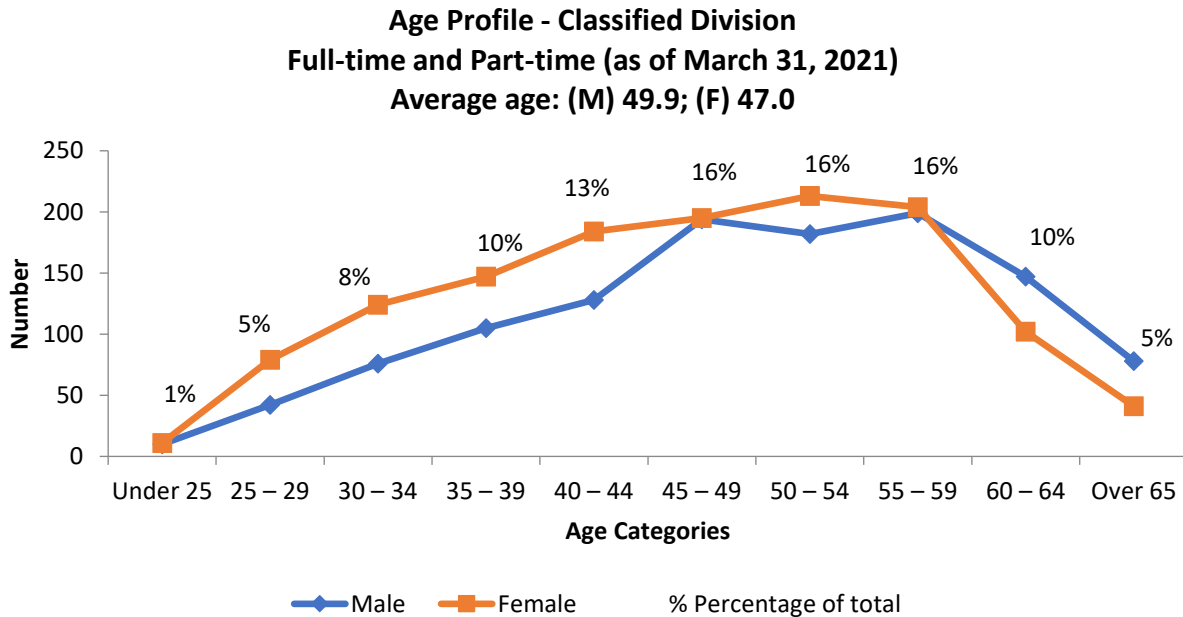
The PSC supports the growth of our province and promotes workplaces where employees are inspired to make a positive impact and proud to shape the future of our Island community. We fulfill this mandate by working with commitment to deliver services, which are effective and efficient for government departments and our Island community.

Civil Service Establishment as of March 31, 2021

Department/ Agency	Exec Division	Classified Division								Casual Division	Total All Divisions
		Employees					Vacant Positions				
		FT	EXL FT	PT	EXL PT	Total	FT	PT	Total	Total	
Agriculture & Land	1	102	9	8	0	119	12	7	19	20	159
Cannabis Management Corp.	0	29	2	13	0	44	3	4	7	15	66
Economic Growth, Tourism & Culture	1	71	11	4	0	86	4	1	5	15	107
Education & Lifelong Learning	1	99	15	23	0	137	14	0	14	49	201
Employment Development Agency	0	2	0	0	0	2	0	1	1	0	3
Environment, Water, & Climate Action	2	71	4	10	0	85	15	5	20	22	129
Executive Council	5	17	35	1	0	53	22	0	22	21	101
Finance	1	65	27	0	1	93	7	0	7	17	118
Fisheries & Communities	1	27	6	6	0	39	4	0	4	12	56
Health & Wellness	3	45	13	2	0	60	7	1	8	67	138
Justice & Public Safety	0	274	63	34	1	372	31	6	37	134	543
Liquor Control Commission	0	96	5	30	0	131	31	27	58	105	294
Public Service Commission	1	12	64	0	3	79	0	1	1	8	89
Social Development & Housing	1	264	38	15	0	317	34	6	40	125	483
Tourism PEI	1	29	4	46	0	79	6	19	25	23	128
Transportation, Infrastructure & Energy	1	331	27	143	0	501	72	75	147	266	915
Treasury Board	1	217	44	1	0	262	35	1	36	68	367
Women's Secretariat	0	1	1	0	0	2	1	0	1	1	4
Total March 31, 2021	20	1752	368	336	5	2461	298	154	452	968	3901
Total March 31, 2020	21	1722	352	362	5	2441	291	157	448	773	3683
Difference	-1	30	16	-26	0	20	7	-3	4	195	218

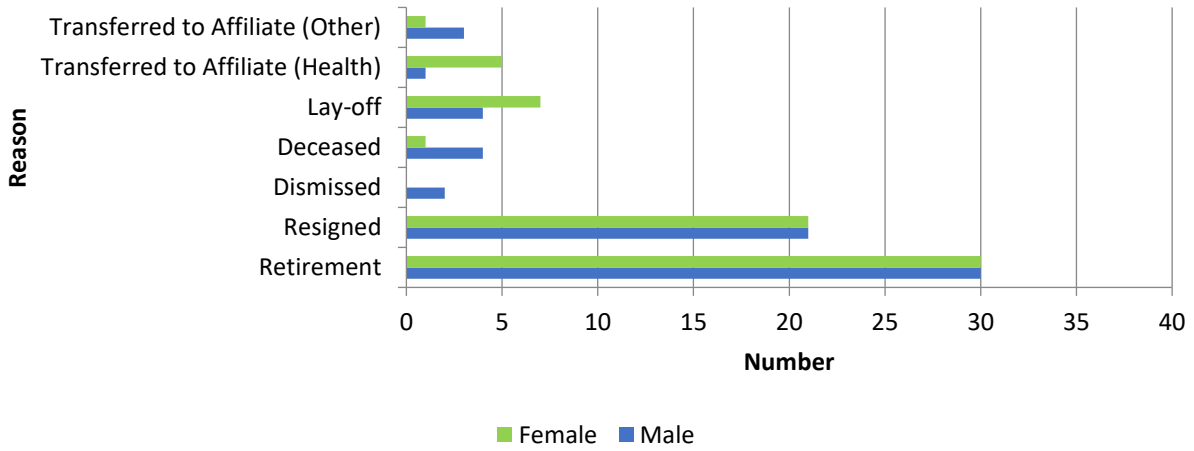
Legend: FT = Full-time EXL FT = Excluded Full-Time PT = Part-Time EXL PT = Excluded Part-Time

Civil Service Establishment as of March 31, 2021 – Breakdown of Demographics

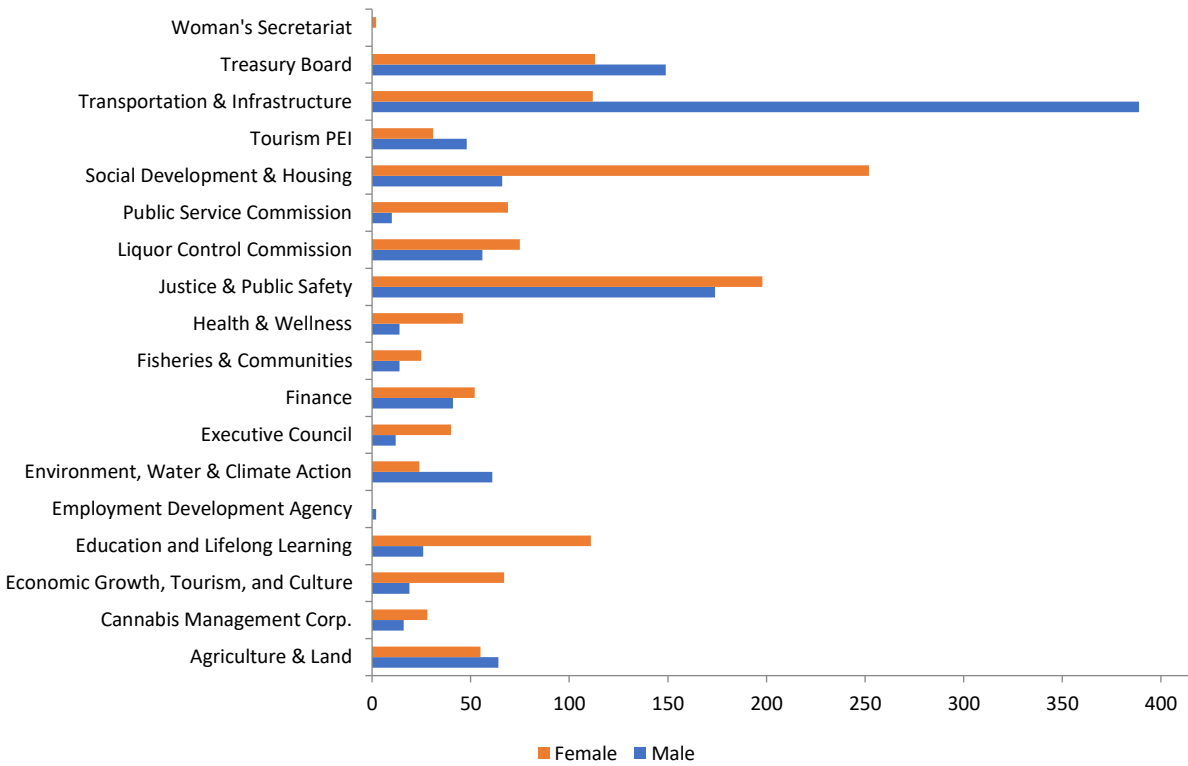


Seperations - Classified Division (as of March 31, 2021)

*Employees terminated while on LTD or WBC are included in lay-off category



Department Profile - Classified Division Full-time and Part-time (as of March 31, 2021)



Strategic Direction - Executive Summary

<p>Vision</p>	<p><i>Human Resource Excellence in Public Service</i></p>			
<p>Mission</p>	<p><i>Working as professional and strategic human resources partner with the public service to provide safe, healthy, engaging, productive and inclusive work environments that promote learning, diversity, collaboration, innovation and responsiveness to successfully deliver excellence in human resources services benefitting our Island community.</i></p>			
<p>Values</p>	<p>Respect <i>I practice acceptance, civility, fairness and inclusion</i></p>	<p>Integrity <i>I do my work in a non-partisan, honest, open and fair way</i></p>	<p>Excellence <i>I provide high levels of accuracy, proficiency, and knowledge in my work</i></p>	<p>Accountability <i>I am responsible for performing quality work and decisions</i></p>
<p>Goals</p>	<p>Building Capacity and Human Resource Planning</p>	<p>Lifelong Learning and Leadership Development</p>	<p>Workplace and Employee Health, Safety, and Wellbeing</p>	<p>Efficient and Innovative Human Resource Processes, Policy, and Practices</p>
<p>Key Actions</p>	<p>Effective Succession Management and Human Resource Planning Recruiting and Attracting Talent Developing and Engaging Employees Retention and Repatriation</p>	<p>Fostering a culture of lifelong learning and development Providing Blended Learning Opportunities Offering Career Planning Opportunities Cultivating Leadership Development</p>	<p>Providing Resources and Tools for Health, Safety, and Well-Being Learning about Health, Safety, and Well-Being Innovating Policies and Practices Fulfilling the Occupational Health and Safety Act, Regulations, and Policy Requirements</p>	<p>Enhancing business solutions to benefit HR practices Reviewing and improving policy, practices and processes Demonstrating increased accountability Improving Communication about the Public Service Commission</p>

Values

Values are integral to our activities and relationships as civil servants with the Island community and one another in the workplace.

Respect – Integrity – Accountability – Excellence

Respect – The attitude of acceptance, civility and inclusion.

As an employee of the Prince Edward Island Civil Service, I respect the citizens of my province and my Civil Service colleagues. I show respect for others in how I do my work every day by being considerate, civil, and inclusive.

Integrity – The quality of being non-partisan, honest, open and fair.

As an employee of the Prince Edward Island Civil Service, I am committed to doing my work in a non-partisan, honest, open and fair way.

Accountability – The practice of being responsible, transparent, and willing to accept responsibility or to account for one's actions.

As an employee of the Prince Edward Island Civil Service, I am responsible for my decisions and the quality of my work every day. I am able and willing to explain my work decisions, behavior and performance.

Excellence – The aspiration to provide high levels of accuracy, proficiency and knowledge in performing our work and in delivering services to the public.

As an employee of the Prince Edward Island Civil Service, I am committed to using my knowledge and experience to provide high quality service and products to the citizens of our province as well as my colleagues within the Public Service.

“Finding and developing talent is such a critical priority for the Department of Economic Growth, Tourism & Culture, particularly given the aging workforce. The PSC has been a tremendous partner and support for us as we adapt to a challenging recruitment environment but also in helping us grow and support the development of our future leaders and being an employer of choice for service-minded Islanders”.



Erin McGrath Gaudet,
Deputy Minister of Economic Growth
Tourism and Culture

Year in Review

This section highlights the work completed by the PSC toward accomplishing our strategic goals in our 2018-2020 Business HR Plan. Accomplishments for each goal area and stories from clients about their experiences are showcased in various sections of the Annual Report, highlighting how the public service is working together to deliver solutions and shape communities to benefit our citizens.

The year 2020-2021 was a unique one for all government departments due to the increased demands for services, rising costs, recruitment needs, and the operational impacts associated with the COVID-19 pandemic. Staff across government were redeployed to areas in government with high needs, and there was a growing demand for online virtual services for clients. Despite the challenges, the PSC accomplished and surpassed expectations in the services it provided, including: innovations resulting in a record year for staffing and classification services and human resource and labour relations services; flipping to virtual delivery and continuing to see great uptake in all learning and development initiatives, new leadership programs, French language training; a sustained focus on developing the diversity and inclusion strategy; significant upgrades in corporate processes; and an increased need for EAP services.

Each strategic goal is aligned with a set of indicators showing progress or areas where enhancements may be required. Indicators are monitored consistently and measure performance against our three strategic goals.

The PSC's hard work reflects Government's efforts to support ongoing growth of the province through a public service that is engaged in meaningful work, adding value, and benefiting Island residents today and in the future.

"It is a pleasure to collaborate with a professional and collegial team like the PEI Public Service Commission. Provincial Pharmacy Services has worked closely with the PSC on many classifications and the hiring process. I am grateful for the staff's ability to make themselves available in a timely manner and answer questions and provide direction in the complex world of staff management. In this difficult time of Health Human Resource shortages/vacancies, the PSC strives to ensure the processes fit the needs of the organization. COVID has also heightened our appreciation for the Employee Assistance Program and employee wellness initiatives that have provided support to many. Thank you, PSC, for your support!"

Kilby Rinco,

Director of Pharmacy Services, Health PEI



Goal 1: Building Capacity and Human Resource Planning

Strategic Priorities: Highlights of Accomplishments

Succession Management and Human Resource Planning

- All departments led strategies from their respective Human Resource plans with a focus on succession management;
- Departments updated their workforce profiles which include retirement eligibility and demographics and began strategic succession planning; HR Managers worked with departments on HR planning initiatives and associated recruitment and retention strategies such as succession planning for key positions and organizational re-design;
- HR Managers provided evidence informed and efficient guidance to departments with respect to ease back and building re-population planning, ensuring safe practices in accordance with CPHO guidelines;
- Work continued on promotion and supporting employee engagement initiatives;
- The PSC continued its work on interjurisdictional (federal, provincial, territorial) tables and these collaborations proved extremely useful during COVID-19; enabling jurisdictions to compare strategies, deal with the impacts, and to share resources throughout the pandemic. This helped facilitate access to information across jurisdictions and avoid duplication of efforts for the delivery of public services, protecting the health of employees and planning for increased disruptions.

Recruiting and Attracting Talent

- Staffing services had a positive and productive year: processing 2,867 job competitions, 26,390 job applications, and a total of 3,361 appointments were made; and continued via a mix of virtual, in-person and telephone services ensuring safety protocols were in place;
- Changing demographics was another challenge observed across the workforce, both in civil and in Health PEI. This resulted in additional job ads due to retirements, and employees moving into leadership and promotional positions;
- There were several hard-to-recruit positions across the workforce, with the greatest impact in Healthcare. The PSC supported hiring managers to staff these job competitions quickly and efficiently, while maintaining the integrity of the hiring process;
- Government of PEI's Diversity & Inclusion strategy was drafted;
- Employment opportunities were offered to qualified candidates referred through the PSC Diversity Talent Pool; and the Diversity & Inclusion Consultant continued to work with hiring managers and the staffing team on potential job opportunities for skilled candidates from the talent pool. Meetings were also held with UPEI, Holland College and Community Navigator Program and a number of organizations providing services for diverse communities;

- The Bilingual Recruitment Coordinator implemented several action items from the *Targeted Recruitment for Designated Bilingual Positions – An Adapted Approach* strategy. Accomplishments include the French translation of various sections of our PSC website, increased collaborative efforts within government and external partnerships with community and educational facilities. Initiatives in the last year include active recruitment via virtual job fairs, virtual visits to educational facilities, connecting with students from the French Health Network database of students, the Work PEI database, and posting notifications on selected universities and their career websites;
- Increased uptake for *Take Our Kids to Work Day* hosted by the PSC, due to virtual engagement;
- Hiring practices were adapted due to COVID-19 to follow the recommendations of the Chief Public Health Office and the PSC leveraged the use of technology to conduct interviews to recruit and interview talent;
- Revitalized options for supporting progressive and flexible workplaces;
- Accelerated Correctional Officer program was launched and was a coordinated effort with the Department of Justice & Public Safety and Holland College;
- The PSC supported additional hiring during the onset of the pandemic that was required on emerging and tight timelines. Examples: Border Entry Screening Teams (BEST) (JPS); Border Screening Team (BST) (CPHO); COVID Screening (Access PEI); COVID Clinics – Testing; COVID Isolation Operations; and assisted Health PEI with staffing Rosedale Care Centre (COVID-19).

Developing and Engaging Employees

- The onboarding program was transitioned to a digital platform to provide a more consistent and engaging orientation program for all new employees of Government;
- Virtual learning was provided for all learning opportunities and uptake was excellent, resulting in both developing and engaging employees;
- Creation of the Online Learning Booklet with a variety of subjects to choose from in synchronous and asynchronous formats. This booklet includes a combination of both LIVE facilitated virtual offerings and independent external virtual/ online offerings and was updated regularly;
- All departments continued to use Customized Training Funds to promote cultural diversity and inclusion training or health and wellness training (e.g. Critical Incident Stress Management – CISM, Mindfulness, Nutrition); and there were continued, ongoing use of Development and Training funds;
- A variety of talent mobility options were promoted: redeployment opportunities in response to COVID-19; government also partnered with Canada Games to post their temporary opportunities and promote supporting employees to go on secondment to expand skills or do stretch assignments;
- Continued promotion of secondment opportunities; and shorter-term skill sharing, and mentorship was provided in programs like the Policy Hackathon and Leaders in Action;
- Continued access to French language proficiency assessments.

Retention and Repatriation

- Continuous promotion of re-training, internships, and on-the-job training opportunities to build the capacity of the public service and provide individuals with the skills and experiences required to apply for opportunities within the public service;
- Promotion (and evaluation) of formal and informal opportunities to work remotely; Effective January 2021, 1,083 public servants were working in full or part-time telework arrangements. This represents 69% of the public service positions that can work remotely. Employees who were working remotely were primarily doing it on a part-time basis, with an average of 2.25 days per week;
- Many islanders returned to PEI and were hired in Civil and Health during the pandemic;
- Deployed the Working from Home Survey (May 2020);
- Implemented a new Exit survey tool (QuestionPro) (December 2020) in order to gather useful information from employees and facilitate discussion of possible workplace improvements;
- Increase in provisional appointments for hard to fill positions. This allows employees to gain meaningful skills and experience while continuing education.

“Child and Family Services works very closely with PSC to address our staffing needs. We have multiple roles within our division including Child Protection Social Workers and Supervisors, Family Service Workers, Youth Workers and Administrative Support. These roles have diverse needs with unique skills required and there is a great demand to fill positions quickly. The staffing consultants at the PSC always exceed our expectations in their professionalism, understanding of our division’s needs, and having expertise in screening and interviewing applicants. Their timely and positive communication throughout all of our staffing processes are always appreciated. All of these qualities help us at Child and Family Services make sure that we have qualified and capable staff ready to meet the needs of the children, youth and families we work with every day.”



Mike Henthorn,
*Provincial Manager of Children’s Services, Social
Development and Housing*

Strategic Performance/ Progress Indicators

Progress Indicators		Baseline Year 2013-2014	2014- 2015	2015- 2016	2016- 2017	2017- 2018	2018- 2019	2019- 2020	2020- 2021
1. Percentage of employee survey respondents who self-identify with the four designated diversity groups**	Indigenous People	2.20%	=====	2.40%	=====	2.40%	=====	=====	=====
	Person with a Disability	3.40%	=====	2.60%	=====	2.90%	=====	=====	=====
	Member of a Visible Minority	1.60%	=====	2.40%	=====	2.60%	=====	=====	=====
	Non-traditional Occupation for Gender	6.10%	=====	6.30%	=====	6.10%	=====	=====	=====
2. Percentage of employees that have been assessed as being bilingual		5.1%	5.3%	5.1%	6.3%	6.6%	6.7%	7.6%	7.3%
3. Number and percentage of designated bilingual positions in the Civil Service*		75 (3.3 %)	77 (3.4 %)	73 (2.6%)	98 (3.6%)	97 (3.4%)	93 (3.9%)	94 (3.9%)	87 (3.5%)
4. Percentage of employees who access bilingual training and development opportunities		4.36%	5.97%	4.84%	2.70%	4.46%	5.52%	6.35%	7.56%
5. Percentage of external hires		14.30%	19.80%	17.20%	14.40%	8.08%	16.0%	8.5%	9.9%
6. Percentage of permanent employees under the age of 35 years		10.90%	11%	10.10%	7.30%	11.16%	13.0%	13.8%	13.9%
7. Percentage of employees who agree they have opportunities for career growth**		45.90%	=====	47%	=====	54.8%	=====	=====	=====
8. Percentage of new permanent employees that stay over five years or over two years with the Civil Service		78.90%	81.30%	82.50%	82.10%	87.0%	88.0%	79.0%	85%
		93.50%	94.80%	95.80%	92.30%	96.0%	92.0%	93.0%	94%
9. Percentage of appointments to senior management positions (director level and higher) from within the Civil Service ***		7.70%	4%	2.45%	2.16%	0.88%	2.33%	5.40%	3.11%
10. Percentage of employees who report that they have completed a Performance Management Plan within the past two fiscal years		31%	38%	30%	36%	39%	38%	34%	25%
11. Overall employee engagement index for the Civil Service**		71%	=====	72.2%	=====	76.2%	=====	=====	=====
Notes on Strategic Performance Indicators		<p>* The decrease in number of designated bilingual positions is largely due to a reassignment of positions in Education caused by the pandemic and the closing of the Wellington liquor store.</p> <p>** The data source for these indicators is the Employee Survey. The last 2018 survey was conducted in February 2018 and several Pulse surveys will attribute the next employee engagement index over the next two years.</p> <p>*** Note the reporting criteria for this metric was updated this year to provide a more accurate reflection of the number of internal appointments to senior management positions.</p>							

Goal #2: Lifelong Learning and Leadership Development

Strategic Priorities: Highlights of Accomplishments

Fostering a Culture of Lifelong Learning and Development

- Increased the range of training opportunities available in virtual delivery format (offered over 100 virtual sessions for learning and development); Increased number of participants (vs registrations) in learning and development over previous year;
- All 89 PSC Staff completed unconscious bias training;
- Learning opportunities were increasingly promoted civil wide and through HR Managers on a regular (monthly basis) and to all civil employees via regular emails;
- An RFP was issued in June 2020 and awarded new contracts for facilitating learning to Settlements Inc., Winding Path Inc., Holland College, UPEI, Morneau Shepell, Center for a Better Workplace (previously known as Carvo), Ebony Consulting, and Blair Corkum.

Providing Innovative Adult Learning Opportunities

- Embraced technologies and tools to provide various learning options to all generations in the workplace in order to create and sustain a learning culture that inspires and supports employees during COVID-19 to continue to pursue learning through diverse formats, methods and streams (video conferencing – WebEx; then Teams);
- Communities of Practice continued to come together virtually;
- The PSC chaired the professional development committee of the fourth [policy hackathon](#), which was delivered virtually to offer the opportunity to create a unique, creative and meaningful professional development event that also sparks innovative ideas for the public good;
- To enhance employee knowledge and expertise on diversity and inclusion, the PSC initiated a series of new virtual courses: Unconscious Bias to Conscious Inclusion; Strategies for Leading Respectful Workplace Cultures; Fostering Inclusive Communication in the Workplace; Applying an Inclusion Lens in Decision Making; A Cultural Inclusion and Gender Inclusive Language workshop: Pronouns 101 (delivered by Pride PEI); and a webinar was developed on Unconscious Bias for all employees which will form part of our new on-boarding program new employees and be mandatory training for all other employees in the civil service;
- As a result of the RFP in July 2020, the successful proponent to provide French Language Training was the Office of Continuing Education & Professional Development and the Centre d'excellence en français from UPEI, and they delivered virtual opportunities as well. In January 2021, 39 employees registered in four courses in the winter and 22 employees in the two spring half courses;
- The Café de Paris initiative and in-person conversation groups took place in five Health PEI establishments, and employees have been encouraged to transition to Babbel (an application that can be used on a computer, tablet or phone to learn French) and since November 2020, UPEI has offered a program (15 hours/week) to support the employees enrolled in Babbel. The PSC has purchased 75 subscriptions with Babbel (55 employees are currently enrolled).

Supporting Career Planning Opportunities

- Continued to offer career planning workshops to support employees with guidance and career exploration opportunities;
- Continuation of retirement planning workshops, in-person in a small class format (ensuring safety protocols were maintained);
- Promoted virtual post-board interviews and learning and development opportunities through the staffing division;
- Encouraged professional development plans and annual reviews to promote career planning conversations between managers and employees.

Cultivating Leadership Development

- The PSC offered four virtual labour relations training sessions (Investigating Employee Misconduct; Managing Conflicts in the Workplace; Mediating Employee Conflict in the Workplace; and Accommodating Mental Health in the Workplace) with over 300 attendees;
- Pathways to Learning continued to offer individual sessions on leadership development through the Pathways to Learning calendar;
- Mid-Level Leaders cohort #3 was successfully launched virtually; The second Leaders in Action cohort continued, with a completion date of May, 2021. They engaged in a wide variety of training over the two years and present corporate projects to Deputy Ministers;
- Conducted senior leadership and management presentations and promotion of both the importance of performance management and the tools available to managers;
- Annual employee recognition and leadership awards were presented during Public Service Week;
- Economic Growth Tourism and Culture consulted with the PSC in the development of their own departmental leadership program called Developing Emerging Leaders;
- The PSC Leadership competencies continue being rolled out across the organization. They are used in a variety of HR functions, and most recently to inform our Mid-Level Managers program which has recently completed three cohorts (169 participants). Tools and resources are available to managers and have been workshopped with HR Managers and Officers.

"I thought the [French language] training at UPEI was much better with the one-hour class per week. I felt when I finished the training, I had a much better grasp of the basics of the language. I understood more about pronunciation and grammar rules. The professor was wonderful and helpful. Any questions were answered quickly and accurately. I felt that they were there if I required assistance. I feel the online course is much more convenient for everyone."

Rhonda Arsenault,

Store Manager Alberton and Tignish, PEI Liquor Control Commission



Strategic Performance/ Progress Indicators

Progress Indicators	Baseline Year	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021
	2013-2014							
1. Percentage of employees who have discussed a learning plan with their immediate supervisor *	46.5%	=====	53.4%	=====	55.5%	=====	=====	=====
2. Number of employees who have completed (cohort) Leadership/ Manager programs that are provided through the PSC	68	41	69	N/A	24	55	58	55
3. Percentage of employees who agree their manager provides regular feedback on their performance *	62%	=====	63.7%	=====	68.1%	=====	=====	=====
4. Number of registrations for PSC funded learning opportunities for all learning areas (e.g. French language training, labour relations training, cultural diversity training, OHS, EAP, etc.)**	2,463	2,802	3,382	4,131	3,852	5,202	5,746	3,710
5. Number and percentage of applications approved for funding from Employee Training and Development Funds ***	723 (84%)	576 (78 %)	667 (80%)	511 (63%)	637 (85%)	685 (78%)	738 (89%)	598 (93%)
Notes on Strategic Performance Indicators	<p>* The data source for these indicators is the Employee Survey. The last 2018 survey was conducted in February 2018 and several Pulse surveys will attribute the next employee engagement index over the next two years.</p> <p>** Drop in registrations due to (March 2020) Public Health Order/ State of Emergency – many courses were cancelled and not rescheduled (virtually) until the following fiscal year</p> <p>*** No established target, standard or benchmark; target toward continuous improvement</p>							

Dr. Shamara Baidoobonso,
*Leaders in Action
 Graduate &
 Provincial
 Epidemiologist,
 Department of
 Health and Wellness*



2021 Premier's Excellence in Leadership Award Recipient:

Kelley Rayner



(Left to right) Premier Dennis King and Kelley Rayner, Director of Primary Care and Chronic Disease and the Pandemic Operations Branch, Health PEI

2021 Engagement and Collaboration Award Recipient:

Student Well-Being Teams



(Left to right) Premier Dennis King, Emily Freeze, Keri Thompson, Julie Morrison (on behalf of Student Well-Being Teams) and Dan Campbell (Clerk of Executive Council and Secretary to Cabinet)

Goal #3 Workplace and Employee Health, Safety, and Wellbeing

Strategic Priorities: Highlights of Accomplishments

Providing Resources and Tools for Health, Safety, and Well-Being

- Completed job demands analyses for several key occupations including Cooks and Administrative Support Workers to further support safe occupational health and safety practices and return to work procedures;
- The Employee Assistance Program (EAP) was deemed an essential service in March 2020, at the beginning of COVID-19 and maintained services to government employees with no interruptions; and an additional resource/counselor was put in place to support EAP service delivery;
- Modalities of counselling service were augmented to include in person, telephone, and virtual (Zoom platform). As well, EAP converted in-person presentations on Stress Reset and EAP Supervisor Assisted Referrals to virtual platforms. The Orientation to EAP presentation was also developed into a YouTube presentation which has been uploaded to the website;
- EAP mobilized to provide more psycho-educational materials on topics related to COVID-19 and general mental health functioning since March 2020. The website was updated to provide useful resources/tools for anxiety during COVID-19 as well as many articles written by the EAP team on related topics such as: Video Chat Burnout, Working from Home with Children during the Pandemic, Co-existing in the Workplace during COVID-19, Grief and Loss, Changing with the Changing Times, and Staying with the Present Moment. These articles have been very well received by Civil Service, Health PEI, and Education employees. EAP offered 19 virtual group sessions to employees during COVID;
- Continued support and guidance for departments to ensure safe and effective processes during the COVID-19 pandemic;
- The Policy for the Prevention and Resolution of Harassment in the Workplace was updated in July 2020 to reflect WCB legislative changes related to the definition of harassment;
- Continued promotion of safe and healthy workplaces through the provision of effective and timely services, research, reporting and training in a variety of OH&S areas;
- Created new resources and communication materials to support managers around dealing with critical incidents, such as an unexpected workplace crisis or emergency.

Learning about Health, Safety, and Well-Being

- Provided training and tools for managers to address workplace conflicts and foster respectful workplaces;
- Updated the OHS Calendar to provide ten learning sessions that were attended by 132 participants;
- Implemented internal and external communication activities to promote cultural and linguistic diversity and inclusion and raised disability awareness through education sessions (Pride week, Public Service Week activities, Annual D&I theme calendar, departmental newsletters, information meetings with service providing agencies and organizations representing diverse community groups).

Innovating Policies and Practices

- Updated the Remote Work Guidelines (May 2020) and provided associated training to management and employees to promote the benefits that a flexible work arrangement can provide;
- Many manual processes have migrated to digital including job interviews and job offer letters;
- Implemented numerous hybrid remote work arrangements, both formally and informally, in accordance with the Remote Work Guidelines;
- Adopted a virtual meeting platform (Webex) to ensure continued operations during the pandemic as well as the delivery of learning and development opportunities;
- Increased electronic processes.

Fulfilling the Occupational Health and Safety Act, Regulations, and Policy Requirements

- Updated the Harassment Policy to reflect the updated WCB regulations around harassment in the workplace (July 2020);
- Continue to support workplace occupational health and safety committees to identify common concerns and ensure that legislative requirements are being met;
- Review of first aid kits was initiated to ensure new legislative requirements met by March 2023;
- Updated the Drug, Alcohol and Medication Policy (November 2020) to include the Employer's commitment to promoting, establishing and maintaining both a physical and a psychologically healthy, safe and productive work environment.

2021 The Douglas MacMaster Memorial

Occupational Health and Safety Award Recipient



(Left to right) Premier Dennis King, Jon MacDonald, Jeremy Blakely (on behalf of Land Division, with the Department of Agriculture and Land) and Tanya Rowell, CEO Public Service Commission

Strategic Performance/ Progress Indicators

Progress Indicators		Baseline Year 2013-2014	2014- 2015	2015- 2016	2016- 2017	2017- 2018	2018- 2019	2019- 2020	2020- 2021*
1. Percentage of employees who agree that they have support at work to balance work and personal life.		81%	=====	81.4%	=====	80.5%	=====	=====	=====
2. Average Leave utilization rates (days)							9.60	8.54	7.28
a. Sick Leave – Unpaid		0.1	0.11	0.16	0.14	0.15	0.14	0.11	0.10
b. Sick Leave – Paid (including Medical Appointments)*		9.07	8.71	9.77	9.62	9.04	8.07	7.21	6.27
Special Leave	c. Serious Illness in Family (Art. 24.14b)	0.06	0.06	0.08	0.07	0.06	0.06	0.06	0.03
	d. Illness in Family (Doctor's Statement)	0.01	0.02	0.01	0.02	0.01	0.02	0.01	0.01
	e. Illness in Family (Art. 24.13 (a)(1))	1.13	1.04	1.09	1.1	1.06	0.93	0.80	0.59
	f. Travel Family Medical (Art. 24.13(a)(2))	0.36	0.39	0.42	0.42	0.41	0.39	0.34	0.28
3. Usage of the Employee Assistance Program**		8.4%	8.9%	9.4%	11.0%	10.5%	11.2%	12.6%	13.4%
4. Number of Days Lost to Workers Compensation Board Claims		7,304	7,995	5,718	4,582	5,722	6,604	6,301	6,927
5. Number of Workers Compensation Board Claims		177	195	192	184	154	180	200	160

*Note: Numbers are based on 2500 employees who were enrolled in a sick leave plan on March 31, 2021, with a total of 18,203.29 sick days (unpaid and paid sick and special leave)

** Note: the usage of the Employee Assistance Program was adjusted to reporting utilization rates in 20-21 instead of whole numbers to more accurately reflect the usage. The utilization rate is the percentage of usage with a weighted population of 10,000 employees. It is the overall average percentage of all the sectors, Health, Civil, Education, and Other.

(Left to right) Janet Horne, Bilingual Recruitment Specialist, Public Service Commission; Matt Barlow, Staffing Assistant, Public Service Commission



Goal #4 Efficient and Innovative Human Resource Processes, Policy, and Practices

Strategic Priorities: Highlights of Accomplishments

Enhancing Business Solutions to Benefit HR Practices

- The PSC worked with the service provider to complete a significant system upgrade, which was implemented in July of 2020. This upgrade impacted all system users and provided new functionality and navigational changes making the system more user-friendly;
- With COVID-19, Human Resources Management System (HRMS) had to pivot from face to face training to online training. Training videos were developed for the upgrade and delivered via WebEx. The PSC has developed numerous new configurations and new reports for COVID-19;
- The PSC has updated over 700 business process documents. All documents are available through the Alfresco repository. This fiscal year, we provided the timekeepers in Health access to their business processes;
- In the 20/21 fiscal year, 2976 incidents were logged by staff of the Corporate HRMS/ Payroll office compared to 3428 in 2019-2020 and 3972 in 2018-2019.
- With the pandemic, many PSC staff moved to a remote or hybrid working environment. Corporate Services coordinated with ITSS to get the technology required to support remote workers at the PSC and Payroll staff located in departments;
- As part of the new digital recruitment platform project (Candidate Gateway), a threat risk assessment was completed. This assessment looked at the security risks associated with the implementation of the gateway and its underlying infrastructure; and recommendations will follow.

Reviewing and Improving Policy, Practices and Processes

- As a result of the work completed from the Lean Six Sigma Project, the Classification unit was able to quickly transition to working from home during COVID-19. The analytical nature of the work has seen this team be very successful in this remote option and the team continued to work at home on a part-time basis and use regular check-ins to stay connected;
- The new position questionnaire template has been instituted for several years and has been providing the team with a much better tool to evaluate the position. It is currently being evaluated, and the PSC is seeking input from stakeholders, and making adjustments in order to continue to improve this document;
- Classification continues to look at other efficiencies to support the work of this Division, such as more group PQs for similar positions across the province. Large reviews were completed over the past two years for RCWs, LPNs, Physiotherapy and Occupational Therapy positions;
- Staffing challenges have allowed for identification of opportunities to implement efficiencies and streamline staffing processes. Some of these efficiencies include:
 - migrating manual based processes to digital i.e. job offer letters and tracking of job competitions;
 - increased use of virtual interviews;
 - implemented a hybrid telework arrangement where some employees work remotely part-time to support efficiencies;

Demonstrating Increased Accountability

- The Managers Dashboard roll out continued and expanded to Health PEI during 2020-2021. This is for timely review of critical human resource indicators, metrics and measures for senior management;
- The PSC regularly reviews data and information to be posted online with a commitment to further support government's commitment to Open Data and transparency;
- Worked with departmental HRMS users to develop checklists and implement auditing processes to ensure human resources procedures across departments are compliant. We continue to audit and improve procedures that require further updates. We have regular meetings with staff to ensure that they continue to follow the checklists, etc.;
- Process payroll biweekly – 13,436 cheques produced for pay period ending March 20, 2021; completed several retro pays (e.g. Physician Master Agreement and CUPE Education); and completed the across the board salary increases for October 2020 and April 2021.

Improving Communication About the Public Service Commission

- Continued to modernize and improve the Public Service Commission Website presence
- Employment Journey articles:
 - <https://employmentjourney.com/career-opportunities-with-the-pe-i-public-service-commission/>
 - <https://employmentjourney.com/tips-for-applying-to-the-provincial-government/>
 - <https://employmentjourney.com/hiring-healthcare-workers-is-an-ongoing-need/>
- There were 37 Employee Updates, not including EAP specific or T&D specific messages sent to all Civil Service Employees
- The Provincial Government Job Opportunities page continues to be the most viewed and visited PSC website page on a monthly basis;
- Media Pieces:
 - [Promptu magazine Diversity and Inclusion article.pdf](#) (pg 23)
 - CBC: <https://www.cbc.ca/news/canada/prince-edward-island/pei-provincial-government-workers-home-1.5831652>

(Left to right) Shelley Morrison, Human Resources Assistant, and Joyce MacAusland, Payroll Clerk, Public Service Commission



Strategic Performance/ Progress Indicators

Progress Indicators		Baseline Year	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019		2019-2020		2020-2021	
		2013-2014										
1. Average time to hire (days)	a. Civil	85	69	69*	58*	72*	Internal	67	Internal	62	Internal	55
		External	87	External	69	External	75					
	b. Health PEI	57	39	50*	41*	40*	Internal	37	Internal	38	Internal	40
		External	57	External	63	External	55					
2. Average classification file turnaround time (working days)	a. Vacant Positions	21	32	44	45	53	68**		58		41	
	b. Encumbered Positions	170	141	234	220	378	225		165		159	
3. Total number of pay cheques produced		12,924	12,345	11,754	12,085	12,461	12,666		12,772		13,436	
4. Total number and percentage of "off cycles" produced (pays outside of normal pay schedule)		54 (0.42%)	35 (0.28%)	47 (0.40%)	58 (0.47%)	46 (0.37%)	36 (0.28%)		43 (0.34%)		28 (0.21%)	
5. Total number of overpayments for total cheques produced		49	48	75	63	89	87		72		80	
6. Average level of client satisfaction with PSC services		In 2018, another client satisfaction survey was implemented, and average level of satisfaction is indicated on a likert scale of 1-7 (1 being lowest satisfaction and 6 being highest – and 7 being no answer at this time).										
		Staffing					6.0		===		===	
		Classification					5.2		5.4		===	
		HR Management, Labour Relations, Occupational Health and Safety					5.9		===		===	
		Organizational Development (HR Planning, Diversity, French Language Services)					6.0		===		===	
* Revisions to "time to hire" methodology were established in 2018 to more accurately reflect staffing activity within the fiscal year and applied to 2015-16 forward.												
**All classification in 2018-2019 focused on completing a large backlog of classification reviews. Turnaround time has been reduced in subsequent fiscal years.												

2021 Departmental Innovation Award Recipient:

Dr. Heather Morrison & Chief Public Health Office Team



(Left to right) Premier Dennis King, Erin Bentley, and Tanya O'Brien (on behalf of the Department of Health and Wellness' Dr. Heather Morrison & CPHO Team), and Tanya Rowell, CEO, Public Service Commission

Divisional Highlights

Staffing, Classification and Organizational Development

Staffing provides staffing services to government departments and Health PEI in accordance with hiring practices outlined in legislation, various collective agreements, and policy. Staffing consultants assist employers in the selection of qualified employees using a process of, candidate screening, testing (if required), interviewing, referencing and appointment to a position. They are also available to provide career advice and post-interview feedback to employees. This fiscal year saw a continued high volume of staffing activities with a number of new programs and services in the public sector and health.

Classification provides for the development, maintenance and administration of the job evaluation process, and the classification plan, which establishes the framework for pay plans, and advice on organizational design and compensation. The purpose of a job classification is to determine the relative worth of jobs, based on the described duties and responsibilities of one position compared to the next position within the organization. The Willis (Position) Evaluation System is used, which was adopted by the PSC through a joint committee of union and management representatives. This process is fundamental to the employer's commitment to compensate employees fairly and equitably for the work they do. The Classification Section provides services to all departments of government in accordance with the *Civil Service Act*. Classification services are also provided to Health PEI, school boards, and other crown corporations and agencies, including the PEI Liquor Control Commission.

Organizational Development provides services in relation to HR planning (Succession Planning and Workforce Monitoring), Employee Recognition (e.g. Annual Awards), Employee Engagement (bi-annual surveys), Learning and Leadership Development (Pathways to Learning, Policy Hackathon, Leadership programs e.g. Leaders in Action, and Employee Training and Development Funds), Federal/ Provincial/ Territorial (Inter-Jurisdictional) representation, French Language Training, and Diversity and Inclusion Management (developing and implementing policies and programs ensuring a diverse and inclusive civil service that is representative of the diverse population we serve).

Employee Assistance Program (EAP) provides services to Civil, Health and Education Sectors. The mandate of the EAP is to assist employees, immediate family members and retirees in dealing with personal or work-related issues which affect their work life. The program also supports managers and directors in addressing personal and work-related issues at an early stage to increase the likelihood of an early and satisfactory resolution that meets both the individual's and employer's needs. The program functions under the direction of the EAP Advisory Committee with representation from both management and unions. The committee's role is to promote EAP in the workplace, assess program effectiveness and provide suggestions with the objective of continually improving program delivery.

Staffing Statistics 2020-2021

Staffing Process Information	Civil Sector	Health Sector	Total
COMPETITIONS			
Internal	298	1,717	2,015
External	128	53	181
Internal and External	57	614	671
Total Competitions	483	2,384	2,867
APPLICANTS	6,844	19,546	26,390
APPOINTMENTS			
Permanent	380	1,350	1,730
Temporary and Casual	256	1,375	1,631
Total Appointments	636	2,725	3,361

Classification Statistics 2020-2021

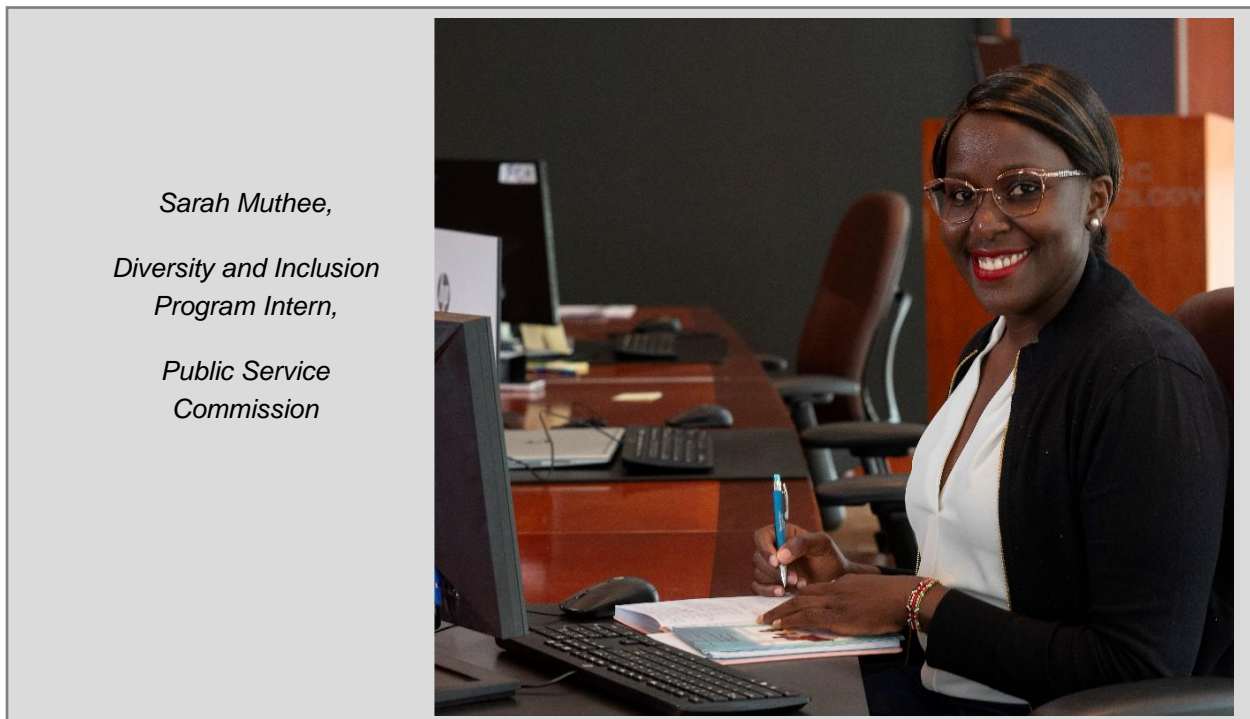
Classification Process Information	Number
REVIEWS COMPLETED (by Sector)	
Civil Service	247
Health PEI	79
School Boards	14
Other (IWMC, IRAC, other external agencies)	0
Total Reviews Completed	340
REVIEW REQUESTS RECEIVED	302
AVERAGE TURNAROUND TIME (expressed in working days)	
Vacant Positions	41
Encumbered Positions	159

Learning and Development Statistics 2020-2021

Learning and Development Opportunity		Base line Year 2013 - 2014	2014- 2015	2015- 2016	2016- 2017	2017- 2018	2018- 2019	2019- 2020	2020- 2021
Pathways to Learning <i>(previously named: Sessions About Working in Government)</i>	No. of <u>Internal</u> Subject Matter Experts/Learning Facilitators	36	46	36	21	24	26	42	23
	No. of <u>External</u> Subject Matter Experts/Learning Facilitators	2	6	8	5	15	15	23	19
	No. of Sessions Pathways to Learning	33	65	64	60	74	93	111	103
	No. of Topics for Sessions for Pathways to Learning	16	26	27	24	32	53	49	47
	No. of registrations processed	554	755	1365	1095	1386	2170	2373	2074
Insights Discovery	Insights Profiles Processed (Internal facilitators)	107	195	245	88	225	311	285	173
	Insights Transformational Leadership Programs	NA	NA	NA	NA	33	55 +24	58 +19	55
Customized Training	No. of Departments funded for Customized Training	7	11	13	12	13	13	13	13
	No. of Departmental Customized Training Sessions Delivered	17	28	14	14	13	13	13	13
	No. of Corporate Specialized Training Opportunities	1	2	1	1	1	4	4	4
Occupational Health and Safety	No. of Participants	782	349	448	552	536	614	720	132*
	No. of Formal Training Sessions	27	14	17	11	11	15	21	10
Employee Assistance Program	No. of Sessions delivered on Request	25	32	38	18	20	27	23	19
Diversity and Cultural Training	No. of participants	101	203	187	139	244	218	172	384
Labour Relations Training	No. of Registrations (Civil only)	118	142	139	149	48	425	168	312
	No. of Courses Offered (Civil only)	7	7	7	4	4	4	2	4
Specialized Program Cohorts U=UPEI H= Health PEI C= Civil	Leaders in Action Program	===	===	===	===	24	===	24	===
	Collaborative Leadership and Facilitation Skills Certificate (U)	7 H/ 21 C	===	===	===	===	16	5	4
	New or Aspiring Managers/Supervisors Program (U)	4 H/ 21 C	20 C	45 C	===	===	32	41	31
	Administrative Professionals/ Executive Administration Certificate (U)	===	===	===	===	===	6	===	40
	Case Management Certificate (U)	===	===	===	===	===	===	25	24
<i>Notes</i>	<i>*The significant decrease in registrations is due to reduced in-person sessions (20 people max) due to COVID-19 restrictions and the Department of Transportation and Infrastructure oversaw their own safety sessions for orientation (which were included in the past).</i>								

Employee Training and Development Fund Applications 2020-2021

Application Status	Unionized Fund	Excluded Fund	Total
Applications Approved	407	148	555
Applications Denied	19	16	35
Applications Withdrawn	54	20	74
Applications Ineligible	4	4	8
Pending Proof of Completion	10	12	22
Lack of Funds	0	1	1
Revoked	4	0	4
Maximum obtained (\$2500)	41	17	58
Total Applications	433	165	598



Employee Assistance Program Statistics 2020-2021

		2014-2015	2015-2016	2016-2017	2017 – 2018	2018-2019	2019-2020	2020-2021
Number of Clients Served		NA	NA	906	857	936	1038	919
Number of Counseling Hours		NA	NA	1896	1910	2000	2128	1815
Files	No. of New Counseling Files	499	561	668	642	745	872	818
	No. of Closed Counseling Files	353	371	181	1824	1840	738	775
Referrals	Percentage of self-referrals	70%	63%	61%	60.4%	59%	69%	71.9%
	Percentage of employer referrals	30%	37%	39%	11.1%	11.6%	8.9%	8.2%
	Percentage of family referrals				11.0%	12.7%	11.2%	10.8%
	Percentage of colleague, friend referrals				9.5%	8.8%	5.6%	1.5%
	Percentage of physician & outside agency				6.2%	6.5%	4.1%	3.0%
	Union & other				1.7%	1.5%	1.2%	1.0%
Client Gender	Percentage Female				75%	75%	78%	78%
	Percentage Male	25%	25%	22%	22%	23%	22%	22%
Group Sessions	Number of Sessions Offered	29	38	18	20	27	23	19
	Total Number of Participants	2451	3287	1559	1156	1409	1881	308*

**PEITF session was cancelled due to COVID-19 restrictions so group # participants is significantly lower*

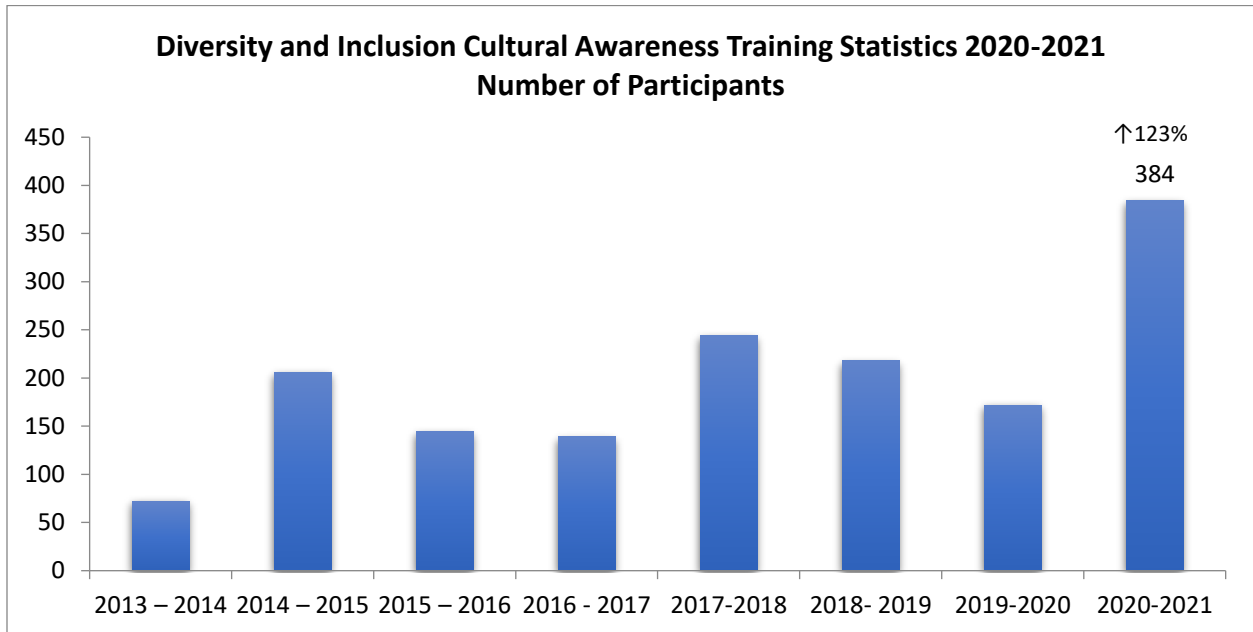


*Janice Smith, Manager,
Employee Assistance Program*

"I am so grateful for the EAP service. Especially during the uncertainties and long social isolation of COVID! Having a confidential and non-judgmental "ear" to voice my fears and worries to has been such a help navigating life challenges. The counsellor's patient listening, and insightful comments helped me achieve some real "ah-ha" moments. Those breakthroughs have given me much more peace and compassion for the journey forward. A big shout-out to your Administrative Support – her quick call-backs and soothing voice on the other end of the phone meant so much on difficult days."

(Anonymous EAP Client)

Diversity and Inclusion Cultural Awareness Training 2020-2021



2021 Premier’s Leadership Award for Diversity & Inclusion in the Public Service

Leadership Teams at Community Hospitals West and Primary Care West



(Left to right) Premier Dennis King, Christina Phillips and Paul Young, Administrators, Community Hospitals West and Primary Care West



“I graduated from UPEI in May 2019 successfully completing my master’s degree in Education. I had been actively seeking potential employment opportunities for months before I reached out to the Diversity and Inclusion Consultant at the PEI Public Service Commission. The PSC team is amazing and had been very helpful in my employment journey. Everyone in the office is incredibly supportive, understands that providing a great service to international students and diversity clients are important priorities, and makes me proud to be guided by such responsive and professional team. They helped me to explore my employment opportunities, gather information, and modify my resume to connect with potential departments and other resources. Now I have been a part of the public service for more than two years as a policy analyst / coordinator and I am working in my dream job. Over the last two years, I had enjoyed a variety of interesting and exciting projects and opportunities to grow personally and professionally. I am just so grateful that the PSC Diversity Employment Program is in place to support people like me who have diverse backgrounds to find meaningful employment opportunities in PEI.”

Thea Du, Policy Coordinator,

IT Shared Services, Treasury Board Secretariat, Department of Finance

Human Resource Management, Labour Relations, and Occupational Health and Safety

HR Management provides senior level direction, leadership, coordination and advice in the areas of human resource (HR) management services, labour relations (LR) and occupational health and safety (OHS) to all government departments. It is responsible for building harmonious and mutually beneficial working relationships that promote the well-being and productivity of all employees through the advice, support, and assistance that HR managers and their teams provide. HR Managers, HR Officers, HR Assistants, and payroll personnel are centralized within the PSC, with assigned client department portfolios. The staff of this section provides human resource management and payroll services to government departments in the civil service in accordance with legislation, various collective agreements, and policies.

Labour Relations provides a variety of services on HR and labour relations issues including: representing the Public Service Commission in collective bargaining within the public sector; and providing assistance on the administration and interpretation of the collective agreement between the Government and the Union of Public Sector Employees. The division also develops and implements, with the assistance of government departments, policies and programs consistent with organizational needs. They also administer the cross-sectoral labour relations contracts with the external service providers. The team makes it a priority to have open and ongoing dialogue with union, departmental and external representatives on issues and policies that affect public sector labour relations. This ongoing communication has been effective in resolving situations as early as possible. A strategic and forward-looking approach has contributed to the development of human resource practices, policies and guidelines that meet the needs of both the employer and employee. During this fiscal year, two collective bargaining tables were implemented for the Health sector.

Occupational Health and Safety (OHS) provides a variety of services including timely and proactive advice and guidance, training, corporate policy development and implementation, hearing acuity testing, air quality testing, noise level testing, accident investigations, workplace inspections; assistance with return to work planning; and works collaboratively with all government departments, to ensure a safe workplace.

Administration, Corporate Human Resource Management System (HRMS) and Payroll

Corporate HRMS and Payroll provides a variety of services to the civil service, education and health sectors, and to the internal staff of the PSC. Services include:

- Management of the corporate payroll and HRMS for the civil, health, and education sectors (approximately supporting 13,000 users);
- Provision of advice and assistance on HRMS technology initiatives;
- Ensuring that the system functionality of the HRMS meets the requirements of the nine Collective Agreements, the Physician Master Agreement and Excluded Terms and Conditions
- Provision of administrative services for the PSC, including the development and management of the PSC budget

“The Human Resources team in Health PEI consists of over 50+ staff who provide payroll and HR services to approximately 6,700 staff represented by numerous bargaining units (Union of Public Sector Employees, Prince Edward Island Nurses Union, Canadian Union of Public Employees, International Union Operating Engineers), Physician Master Agreement, and the Excluded employees.

The Public Service Commission’s HRMS team are extremely knowledgeable regarding the various agreements and provide solid background, history and advice of the specific articles. Throughout negotiations, the HRMS team are efficient in amending the rules to accommodate the changes in the newly negotiated collective agreements.

In addition to the collective agreement work, the team has been instrumental in moving forward key strategic initiatives, such as assisting with the development and implementation of the Onboarding and Orientation project, Labour Relations Module (discipline and grievance database), and staffing process/project.

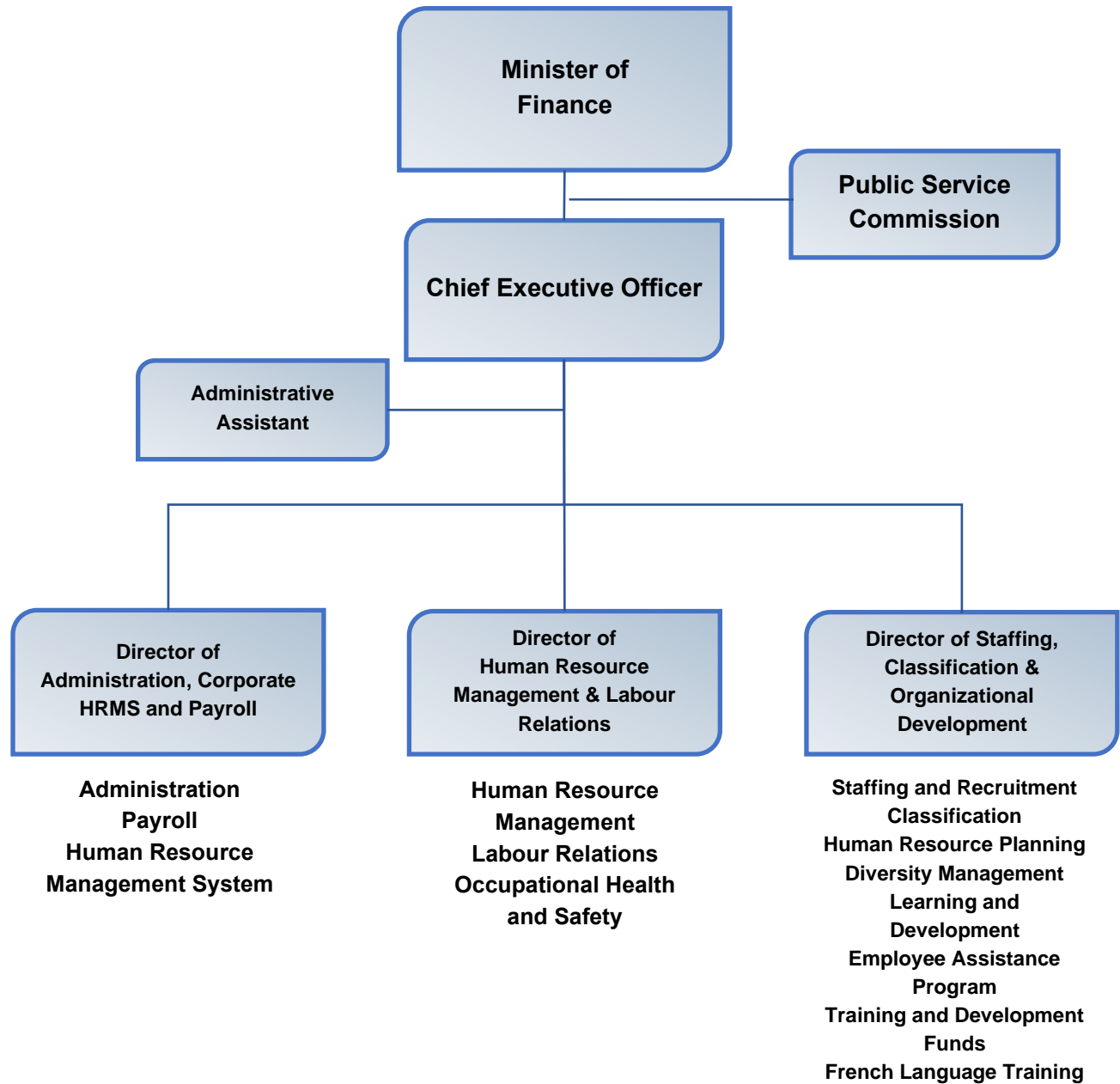
The team is extremely responsive to inquiries and addressing any PeopleSoft issues with the Human Resources team. They are a valuable resource and great with problem solving and developing solutions. Thank you!”

Jason Rendell, Director of Human Resources, HPEI

Occupational Health and Safety Statistics 2020-2021

Department / Agency	Training	Workplace Inspections	Indoor Air Quality Tests	Noise Level Testing	Hearing Tests	Ergonomic Assessments	WCB Claims	LTD Claims Approved
Agriculture and Land	29					2	4	3
Economic Growth, Tourism & Culture	8				47	2	9	
Education and Lifelong Learning	2					3	3	1
Environment, Energy and Climate Action	7				45	1	4	1
Finance	13					4	7	3
Fisheries & Communities	7				10			1
Health & Wellness	1		4				3	1
Justice & Public Safety	9		10			3	20	4
Social Development & Housing	7	3			1	6	16	1
Transportation & Infrastructure	19	1		11		2	66	4
Liquor Control Commission	25	2				3	28	
Public Service Commission	4							
Others	1							2
Total	132	6	14	11	103	26	160	21

Organizational Structure



PSC Budget

PSC Expenditures and Revenue			
Division	Unaudited Actual 2020-2021	Budget Forecast 3rd Quarter 2020-2021	Budget Estimate 2020-2021
Expenditure Budget			
Management	283,442	296,100	294,700
HR Management and Labour Relations	3,653,830	3,679,400	3,775,200
Staffing, Classification, and Organizational Development	3,091,271	3,138,800	3,079,600
Administration, Corporate HRMS, and Payroll	1,031,621	1,083,500	1,156,200
Total PSC Expenditures	8,060,165	8,197,800	8,305,700
Revenue Budget			
Management	0	0	0
HR Management and Labour Relations	0	0	0
Staffing, Classification, and Organizational Development	769,321	767,800	756,000
Administration, Corporate HRMS, and Payroll	3,600	3,700	3,700
Total PSC Revenue	772,921	771,500	759,700

