

Order Paper Questions

enough to be able to estimate the amount, if any, which might be contributed by government.

Prairie Farm Rehabilitation Administration (PFRA) Water Development Assistance

- (a) and (b) No specific projects are planned for the near future, although the PFRA water development program will continue to respond to the expressed needs of the farming community. An estimate of amounts to be spent is difficult to ascertain, because of the reactive nature of the program and prevailing weather conditions.

CANADA EMPLOYMENT CENTRE—BROCKVILLE INVESTIGATION

Question No. 1,028—**Mr. Cossitt:**

1. Was a special investigation made of the Canada Employment Centre in Brockville, Ontario, in connection with management administration and, if so, was Mr. S. Bernard in charge of the investigation and, if not, who was and what are the names and job designations of the other members on the investigating team?

2. Did the investigation take place on or about May 28, May 29 and May 30, 1980?

3. Was an attempt made to contact Brockville industries or large employers concerning the services of the office and is the government aware that the complaints brought to their attention by the hon. member for Leeds-Grenville did not originate from that level?

4. Was an attempt made to discuss managerial administration with individual persons served by the office and (a) if so (i) in what way (ii) how many persons were contacted (b) if not, for what reason?

5. Is the government aware that some of the numerous complaints brought to their attention by the hon. member for Leeds-Grenville about the service to the public originated from members of the Brockville city council including the mayor of the city?

6. Did the investigating team contact the Brockville industrial commissioner, Mr. John Broome and, if not, for what reason?

Hon. Lloyd Axworthy (Minister of Employment and Immigration): 1. No. A special investigation of the Canada Employment Centre in Brockville was not conducted. However, a review of the Brockville CEC was made as part of the regular continuing operational review process of the Belleville district. This review was occasioned by the planned assignment of a new manager to that office. Mr. S. Barnard, manager, CEC Belleville was the review team leader. Mr. A. Hamilton, supervisor, programs, Belleville CEC and Mr. R. Daley, acting service unit supervisor, Kingston CEC, were the team members.

2. Yes.

3. Although no attempt was made to directly contact Brockville industries or large employers due to the scope and terms of reference under which the team operated, a review of the CEC service records concerning a representative sample of Brockville employers was conducted. Of the eleven employers in the sample, all had used the CEC services successfully within the previous two years. The CEC manager has recently implemented an accelerated program of visiting employers to promote and market CEC services. The CEC has also initiated

a local industrial training advisory committee to advise the CEC on service requirements. Most, if not all, major Brockville employers employing the machining trades are members of this committee.

4. No direct contact was made with any clients served by the CEC due to the scope and terms of reference under which the team operated. The team did review the suggestions/complaints from the public left with the CEC via the "Listening Post". Response to this vehicle of public forum for comments on service was found to be very low and of unexceptional content.

5. Yes.

6. The review team contacted the Brockville industrial commissioner, Mr. John Broome. Mr. Broome indicated that his relations with the CEC have been extremely good. Mr. Broome has never heard a complaint about the CEC from employers and described the CEC image with employers as extremely good.

Question No. 1,030—**Mr. Cossitt:**

Did any of the investigators, during the recent investigation made by Canada Manpower officials of the Canada Manpower Centre in Brockville, Ontario, contact the editor of the *Brockville Recorder and Times* or any person at the newspaper to determine whether or not it had received complaints, from individuals who used the office, about the operation of the local Manpower Centre and (a) if so, was it determined that such complaints had been received (b) if not, for what reason was the newspaper not contacted?

Hon. Lloyd Axworthy (Minister of Employment and Immigration): The review team did not contact the editor of the *Brockville Recorder and Times*, as such contact is not within the usual requirements of an operational review.

Question No. 1,316—**Mr. Cossitt:**

With reference to the placing on the order paper of question No. 1,028 concerning whether the investigation of the Canada Employment Centre in Brockville had included interviewing the mayor and certain other persons in the municipality were steps subsequently taken to contact the mayor and others and, if so (a) what are all the details (b) what are the names of the other persons contacted and what is the name and job designation of the persons making the contacts?

Hon. Lloyd Axworthy (Minister of Employment and Immigration): (a) and (b) Subsequent to the review of the Brockville Canada Employment Centre, Mr. C. Paterson, director of Employment and Insurance, Belleville district, visited mayor Sheridan on June 18, 1980, to introduce Mr. J. Parsons, the new manager of the Brockville CEC. Mr. Parsons, on June 26, attended a luncheon meeting with mayor Sheridan during which the delivery of CEC programs and services was discussed. Mr. Parsons contacted Mr. A. Keyes, the employment counsellor to St-Lawrence College to ensure that facilities were available to enable Miss Sally Flood, a client of the Brockville CEC, to participate in an industrial maintenance mechanic course. Pat Dingle from the industrial commissioner's office has visited the Brockville CEC to discuss a brochure which is distributed to employers considering locating in the Brockville area. Information on local wage rates was also given. Arrangements have been made with Mr. Trevor Scott, Public Relations, Brockville city hall to meet with Mr. Parsons to discuss the new employment programs announced by the