

The basic principle on which the National Employment Service has proceeded since its establishment is set forth in a statement of policy adopted by the Unemployment Insurance Commission before the first local office began to function. This statement describes the aim as being: (a) to refer to suitable employment any employable resident of Canada, either male or female, of whatever occupation or calling; (b) to secure suitable applicants to fill any vacancy reported by an employer; (c) in a general way to assist wherever possible in alleviating an unemployment situation or in suggesting means for its alleviation.

It will be seen, therefore, that the main object in the employment field has been to provide a placement service technically and physically equipped to cope with employment problems. This service must be such as to provide adequate facilities for satisfying the requirements both of employer and employee. It must be courteous and efficient and capable of enlisting their active support and patronage. It must also provide special facilities to meet the needs of special categories of workers where the problem of placement varies from the normal.

The head office of the Unemployment Insurance Commission, of which the National Employment Service is a branch, is located in Ottawa. Here the Commission has built up a central organization responsible for the planning and general direction of the organization as a whole. An Executive Director is the senior officer under the Commission and the line of authority extends from him through the five regional superintendents to the local offices of the Commission, which now number 200. Regional offices located at Moncton, Montreal, Toronto, Winnipeg and Vancouver supervise local-office administration and affairs generally in their respective regions. They are, of course, responsible to the head office.

The five administration areas are the Atlantic, Quebec, Ontario, Prairie and Pacific regions. The Atlantic region includes Newfoundland, Prince Edward Island, Nova Scotia and New Brunswick. The Province of Quebec is the Quebec region. All of Ontario east of a line drawn north near the head of the Lakes constitutes the Ontario region. The Prairie region consists of the remainder of Ontario, the Provinces of Manitoba, Saskatchewan, Alberta, and the Peace River District. The remainder of British Columbia is comprised in the Pacific region.

In considering this organization the importance of the local office will immediately be noted. In fact the success or failure of an employment service system depends largely on the local employment office, the point at which the service meets the public. In the local office, the Commission's organization is in direct contact with both employers and workers. Consequently every effort is made to ensure that these offices are adequately staffed and provide efficient service.

Employment offices are established wherever the population and economic conditions create the need. They are graded as to size according to the nature of the local economy. The smaller or lower-graded offices usually serve areas predominantly rural and with small urban populations. The larger and higher-graded offices usually serve areas which are urban and industrial. Other offices vary in grade between the two extremes.