

Attorney General

Annual Report
2014–2015

**Attorney General
Annual Report 2014–2015**

Province of New Brunswick
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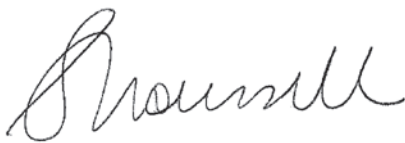
From the Attorney General to the Lieutenant-Governor

The Honourable Jocelyne Roy Vienneau
Lieutenant-Governor of New Brunswick

May it please your Honour:

It is my privilege to submit the Annual Report of the Office of the Attorney General, Province of New Brunswick, for the fiscal year April 1, 2014, to March 31, 2015.

Respectfully submitted,



Honourable Serge Rousselle, Q.C.
Attorney General

From the Deputy Attorney General to the Attorney General

Honourable Serge Rousselle, Q.C.
Office of the Attorney General

Sir:

I am pleased to be able to present the Annual Report describing operations of the Office of the Attorney General for the fiscal year 2014-2015.

Respectfully submitted,



Johanne C. Bray, Q.C.
Deputy Attorney General

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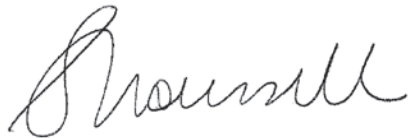
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Attorney General's message

The integrity of every government rests with the Office of the Attorney General. The impartial administration of justice provides the foundation for all social institutions that a culture and society require to sustain and develop.

All government operations rely on the services and advice that the Office of the Attorney General provides. Government departments and agencies call on the Office of the Attorney General to support and defend government policies. All contractual rights and responsibilities conferred by the Constitution upon the Government of New Brunswick are administered by the Office of the Attorney General.

It is an honour to be part of this institution as the chief law officer of the Crown. I look forward to serving New Brunswickers in this capacity.

A handwritten signature in black ink, appearing to read 'S. Rousselle', written in a cursive style.

Honourable Serge Rousselle, Q.C.
Office of the Attorney General

Deputy Attorney General's message

The mandate of the Office of the Attorney General is to promote the impartial administration of justice and to ensure protection of the public interest.

The Office of the Attorney General has numerous responsibilities, including administering the criminal justice system, the prosecution of all offences under the *Criminal Code of Canada* and the Statutes of New Brunswick. The office also represents the Crown in all matters of civil and constitutional litigation.

The Office of the Attorney General provides legal advice and services to all government departments and agencies. The Office of the Attorney General is called upon to represent the Crown where public rights of concern to the provincial government are being questioned. The Office of the Attorney General also provides advice to government on proposed legislation and undertakes studies for the reform of law.

The Office of the Attorney General provides advice and drafting services for the government and is responsible to publish all acts and regulations in accordance with the *Queen's Printer Act*.

As Deputy Attorney General, I will continue to promote the impartial administration of justice and ensure the protection of the public interest.



Johanne C. Bray, Q.C.
Deputy Attorney General

Strategic priorities

Strategy management

The Government of New Brunswick (GNB) uses a formal management system built on leading business practices to develop, communicate and review strategy. This process provides the public service with a proven methodology to execute strategy and continuously drive improvement.

The development of the strategy, using the formal management system, starts with a strategic vision of *Moving New Brunswick Forward*. This vision is anchored in four strategic themes that include:

- *More jobs*: Creating the best environment for jobs to be generated by New Brunswickers, by businesses, by their ideas, by their entrepreneurial spirit, and by their hard work. This includes providing seamless support to businesses, leveraging new technologies and innovation by supporting research and development, and developing a skilled workforce by improving literacy and education.
- *Fiscal responsibility*: Getting New Brunswick's fiscal house in order through a balanced approach to decrease costs and increase revenues.
- *Best place to raise a family*: Designing social programs to make life more affordable and make New Brunswick the best place to raise family.
- *Smarter government*: Providing taxpayers with better value for their money by transforming the culture of government by eliminating waste and duplication, adopting new innovations in technology to improve services and savings and improving accountability measures.

Highlights

During the 2014-2015 fiscal year, the Office of the Attorney General focused on these strategic priorities through:

The office continued to work cooperatively with the Department of Justice on the Early Resolution and E-Disclosure projects in Moncton.



The office has undertaken three megatrials this past year, which require an extraordinary use of staffing and other resources.



The Public Prosecutions Branch completed its revision of continued work on the Public Prosecutions Standards of Performance.



The office worked cooperatively with the Department of Justice on the implementation of the Case Management Counter in Moncton Provincial Court in February 2015.



Between April 1, 2014, and March 31, 2015, 67 bills drafted by the office received Royal Assent, and 123 regulations drafted by the office were filed with the Registrar of Regulations.



The office appeared before the Supreme Court of Canada to present the position of the Government of New Brunswick in the matter of *Henry v. British Columbia (Attorney General)*.



The office worked on extensive law reform projects with respect to the modernization of the *Trustees Act* and the law surrounding fraudulent assignments and preferences and implementation in New Brunswick of the *International Convention on International Interests in Mobile Equipment*.



The Revised Statutes 2014 were deposited with the Clerk of the Legislative Assembly of New Brunswick on Dec. 30, 2014.



The Attorney General laid before the Legislative Assembly of New Brunswick the first annual report under the *Statute Repeal Act*.



The office developed 11 submissions for government and processed 17 requests under the *Right to Information and Protection of Privacy Act*.

Performance measures

Based on the strategic direction, this framework translates strategy into objectives and performance measures. This allows the Office of the Attorney General to measure process in meeting its objectives. The performance measures do not reflect all the day-to-day operations of the office but rather the strategic areas where the Office of the Attorney General and the Department of Justice focused their improvement efforts.

The Office of the Attorney General and the Department of Justice share a senior management team and Performance Excellence Goals. They share a common Strategy Map, Balanced Scorecard and Lean Six Sigma Resources. While the office is a fully participating member in Performance Excellence, the specific performance measures, under the Best Place to Raise a Family theme, are available in the Department of Justice's annual report for 2014-2015.

Fiscal responsibility	Measures
Grow revenues	Ratio of actual to budgeted revenue
Reduce expenditures	Ratio of actual to budgeted expenditures
Smarter government	Measures
Enhance employee involvement, commitment and productivity	Percentage performance reviews complete

Fiscal responsibility

Objective of the measure

Grow revenues.

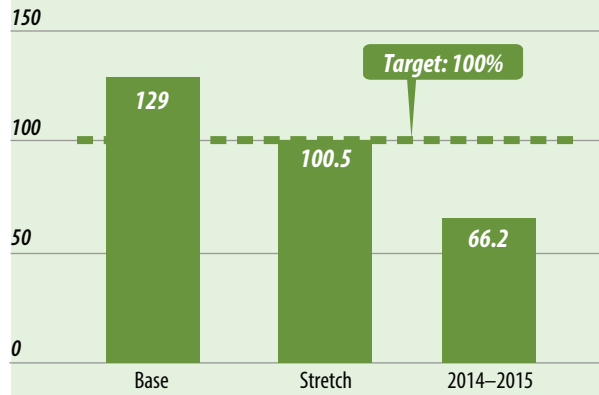
Measure

Ratio of actual to budgeted revenue.

Description of measure

Percentage of total revenue over- total budget.

Ratio of Actual to Budgeted Revenues (%)



Overall performance

Below expectations.

Why do we measure this?

This indicator measures the ability of GNB to manage its overall revenues, with the goal of improving its finances.

What initiatives or projects were undertaken in the reporting year to achieve the outcome?

The Public Intervener program was added. This program has flow-through expenses directly to industry, and the recoveries from this program go to general revenue. This program was not fully functional due to a mid-year staff appointment leading to a lower-than-budgeted recovery.

Fiscal responsibility

Objective of the measure

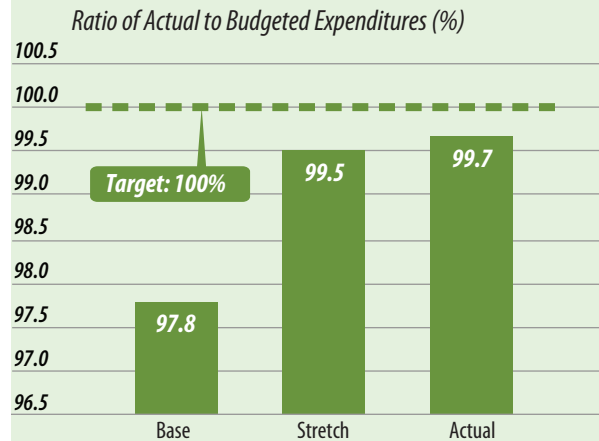
Reduce expenditures.

Measure

Ratio of actual to budgeted expenditures.

Description of measure

Percentage of total expenditures over total budget.



Overall performance

Exceeded expectations.

Why do we measure this?

This indicator measures the ability of GNB to manage its overall expenses as compared to budget. The government must ensure expenses are managed in accordance with the budget and be prepared to take corrective action if expenses are projected to be over budget during the year.

What initiatives or projects were undertaken in the reporting year to achieve the outcome?

The Office of the Attorney General was able to balance its operating budgets despite significant expenditures on three megatrials representing \$430,000 (four per cent of budget). The budget is more than 90 per cent salaries, and while there were some vacancies, this pressure was managed very well through reasonable outside legal services usage. Total outside legal services costs were \$790,000.

Smarter government

Objective of the measure

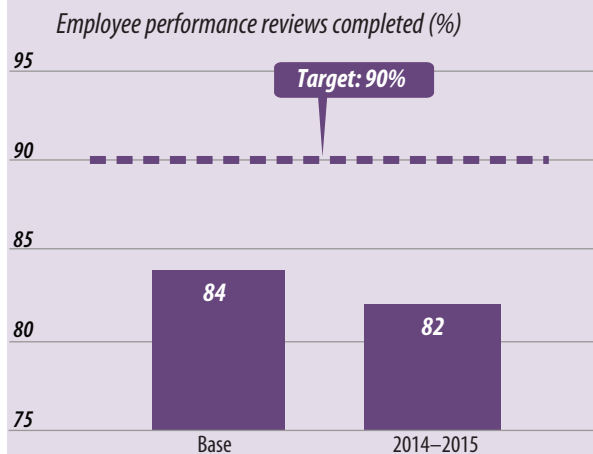
Enhance employee involvement, commitment and productivity.

Measure

Percentage of employee performance reviews completed.

Description of measure

The completion of performance reviews will provide an opportunity for managers and employees to discuss, review and assess the accomplishment of work objectives, demonstrated competencies and overall individual employee contribution against GNB's business results.



Overall performance

The office reported an 82-per-cent completion rate for all performance reviews. The completion rate dropped slightly due to workload and competing work priorities.

Why do we measure this?

Employees are entitled to receive their year-end performance reviews in a timely manner.

The completion of performance reviews will provide an opportunity for managers and employees to discuss and review the accomplishment of work objectives, demonstrated competencies and overall individual employee contribution toward the strategy of the Office of the Attorney General. By completing reviews, employees and their supervisors can discuss strategic and organizational goals to increase organizational and individual performance.

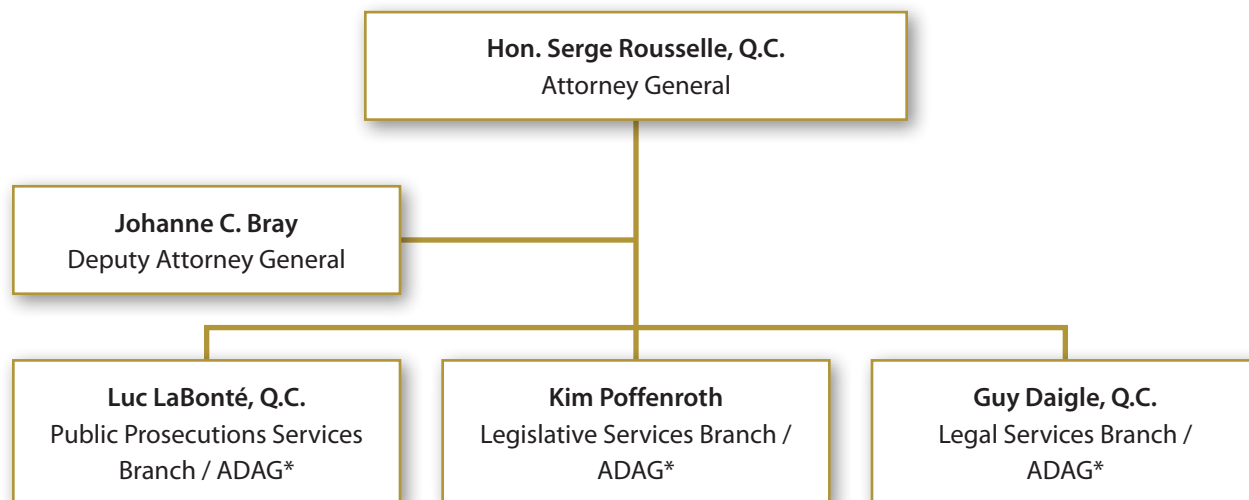
What initiatives or projects were undertaken in the reporting year to achieve the outcome?

Progress was regularly discussed with senior management, and reminders were sent to managers. Lists of outstanding performance reviews and completion rates were provided throughout the year.

Overview of departmental operations

The mission of the Office of the Attorney General is to ensure the application of the rule of law, impartial administration of justice and the protection of the public interest.

High-level organizational chart



As of March 31, 2015

*Assistant Deputy Attorney General

Office overview and highlights

Public Prosecution Services Branch

Overview

The mission of Public Prosecutions Services Branch is to seek justice according to law and to do so firmly but fairly, and with an ingrained sense of dignity, in search of the truth.

The branch attempts to achieve its objective with a contingent of about 55 Crown prosecutors, 13 Family Crown Counsel, administrative and regional directors located in six regions as well as Specialized Prosecutions, all of which are overseen by an assistant deputy attorney general and two executive directors.

The branch performs a quasi-judicial function whereby it independently and objectively determines whether there is sufficient evidence to pursue a prosecution in any given investigation carried out by a policing agency or to justify the filling of adult and child protection applications which engage section 7 of the *Canadian Charter of Rights and Freedoms*.

Where a prosecution is commenced, the branch attempts to obtain a just outcome while protecting the rights of charged persons and obtaining the participation of victims and other vulnerable persons without exposing them to undue hardship or abuse.

Similarly, where adult and child protection applications are commenced, support orders are sought and enforced and applications under the *Hague Convention on the Civil Aspects of International Child Abduction* are pursued, the branch attempts to obtain a just outcome while protecting these most vulnerable members of society and balancing the rights of opposing parties to fundamental justice.

The branch performs these functions while taking into account the *Canadian Charter of Rights and Freedoms*, language rights, Aboriginal and treaty rights and the current statutes and case law.

In the performance of its duties the branch at all times balances its obligation to function at a high level in determining and seeking the public interest with its obligation to make every effort to remain within its budgetary restraints.

Highlights

- The Public Prosecutions Services Branch has managed 18,321 criminal prosecutions against adults and a further 1,790 prosecutions under the *Youth Criminal Justice Act*. These have resulted in 59,194 appearances in Provincial Court during the year. There have also been 48 matters before the Court of Appeal and three matters in the Supreme Court of Canada.
- The branch has been involved in the Early Resolution and E-Disclosure projects in Moncton. The Early Resolution project shows promising results in reducing court backlogs and increasing overall efficiencies at the prosecutor and court levels. The E-Disclosure project increases efficiencies in the disclosure of files and further reduces storage costs.
- The branch has developed nationally recognized expertise in a number of fields with its prosecutors providing training through the Federation of Law Societies National Criminal Law Program, the National Judicial Institute and the Canadian Police College.
- The branch has undertaken three megatrials this past year. These are prosecutions or groups of prosecutions identified according to established criteria based on their size, complexity and public interest. One of these megatrials has resulted in the prosecution of an accused for the murder of three members of the RCMP; another involved the prosecution of 97 accused and more than 352 potential charges. Another megatrial remains before the courts.
- Family Crown Services continues to deal with highly complex adult and child protection, subrogated support and support enforcement applications. During the period covered by this report, inquiries from left behind parents under the *Hague Convention on the Civil Aspects of International Child Abduction* have increased considerably.
- Child support issues litigated by these same counsels account for more than 50 per cent of family Crown work. This litigation assists those receiving income assistance in obtaining child support orders and contributes to the successful recovery of income assistance costs by GNB (through the Family Support Orders Service) each year.
- Family Crown Counsel provides a number of services under the *Hague Convention on the Civil Aspects of*

International Child Abduction. They have dealt with a number of incoming requests from foreign states for the return of children wrongfully removed from the foreign country or wrongfully retained in Canada. They have also processed outgoing requests for the return of New Brunswick children wrongfully removed from New Brunswick or wrongfully retained in a foreign state. Additionally, Family Crown Counsel have responded to inquiries from New Brunswick residents and/or their lawyers seeking to prevent international child abduction by referring them to websites which identify preventative measures to consider in custody/access litigation or agreements or when dealing with travel of children outside Canada.

- A full revision of the *Public Prosecution Operational Manual* has been completed and translated. It will take effect Sept. 1, 2015.

Legal Services Branch

Overview

The Legal Services Branch is responsible for the provision of legal advice to and representation of departments and agencies in all matters not pertaining to public prosecution and legislative drafting. The legal advice and representation services provided by professional staff of the branch is intended to assist the Attorney General in the fulfilment of his constitutionally mandated role as chief law officer of the Crown and legal adviser to the provincial government.

The branch is composed of five practice groups: a Litigation Practice Group; an Employment and Administrative Law Practice Group; a Corporate, Commercial and Property Law Practice Group; a Legal Advice Services Practice Group; and a Constitutional Law Practice Group.

The practice group mode of service delivery is designed to encourage the sharing of knowledge among group members. The particular mode of service delivery implemented in the branch retains sufficient flexibility to accommodate the delivery of services in a cross-disciplinary environment. It thereby allows the Attorney General to take full advantage of in-house resources to expedite resolution of matters submitted to him.

The increasing complexity of legal matters dealt with by solicitors of the branch on behalf of the Executive Branch of government requires a certain degree of specialization on their part. The practice group mode of service delivery combined with a collegial approach to the practice of law has been determined as the most effective model for the delivery of legal services.

Highlights

- The branch conducted research and provided legal advice on complex real property matters involving ownership, title to real property and major infrastructure projects (courts, hospitals, schools and bridges) throughout the province, including the Perth-Andover compensation claims and flood relocation and the Petitcodiac River land claims.
- The branch represented the Attorney General, who intervened in the public interest in the case of the *McCorkill Estate*. The Court of Queen's Bench voided a man's bequest under his will because it violated public policy.

Legislative Services Branch

Overview

The mandate of the Legislative Services Branch is to provide to all departments and agencies a central legislative drafting service, in both English and French. The branch also provides advice to the Attorney General, the Deputy Attorney General, the Executive Council Office and Cabinet on all legislative matters before the Officials Committee, the Policy Committee, the Legislative Instruments and Regulations Board and on Cabinet agenda and carries out law reform projects for the Office of the Attorney General.

The Registrar of Regulations is located within the branch and discharges the responsibilities of that office as provided by the *Regulations Act*. The Legislative Publishing Unit discharges the responsibilities of the Queen's Printer as provided by the *Queen's Printer Act*, including the publication and distribution of all public Acts and Regulations.

At the end of 2014-2015, the branch had a staff complement of 30 FTEs, including two vacancies, of which 19 were legislative counsel positions.

Highlights

- The branch dealt with a heavy workload in terms of the breadth and complexity of the legislative portfolio. A total of 67 bills drafted in the Legislative Services Branch received Royal Assent between April 1, 2014, and March 31, 2015, many of which dealt with significant GNB priorities.
- Significant work was done by the branch during this same period on another 38 Acts that later received Royal Assent. During this period, 123 regulations drafted in the branch were filed with the Registrar of Regulations.

- The Legislative Development Group continued to work on the modernization of the law relating to the enforcement of money judgments, amending legislation as a result of consultation with stakeholders and developing supporting regulations.
- The Legislative Development Group also worked on extensive law reform projects with respect to the modernization of the *Trustees Act* and the law surrounding fraudulent assignments and preferences and implementation in New Brunswick of the *International Convention on International Interests in Mobile Equipment*.
- The branch deposited the Revised Statutes, 2014 with the Clerk of the Legislative Assembly of New Brunswick on Dec. 30, 2014, completing the revision of 38 Acts. On Feb. 13, 2015, the Attorney General laid before the Legislative Assembly of New Brunswick the first annual report under the *Statute Repeal Act*, which report is prepared in the branch.

Communications, Policy and Planning, and Administrative Services Overview

The Office of the Attorney General received support from the following branches and division of the Department of Justice:

Communications Branch: The Communications Branch provides public awareness and promotion of departmental programs, services and policies. The branch is responsible for public communication and education/awareness programs as well as providing strategic communications planning and advice to the Minister, senior managers and staff. The branch prepares news releases, advertisements, speeches, speaking notes and briefing notes for the office. Along with providing ministerial support, the branch co-ordinates departmental news conferences and events as well as coordinating activities related to the Legislative Assembly of New Brunswick.

The communications director, acting as spokesperson for the Office of the Attorney General, responds to inquiries from the media and the public with regard to services, programs, policies and decisions. The director also oversees content on the department's website.

During the fiscal year, communications within GNB was restructured to achieve greater efficiencies and

economies of scale. While the corporate communications mandate resides with the Executive Council Office, the communications director continues to support the department.

Policy and Planning Branch: The Policy and Planning Branch provides leadership in the identification and development of broad policy initiatives. It provides advice and support services in relation to the overall corporate strategy, policies and direction. It is responsible for the strategic and departmental planning, represents the Office of the Attorney General on numerous federal/provincial/territorial committees, plays an integral role in policy development and program design and reviews, and provides executive support to the Attorney General and Deputy Attorney General.

Administrative Services Division: The Administrative Services Division supports the Office of the Attorney General in meeting its mission, goals and objectives through the provision of quality support, advice, consultation, monitoring and coordinating services to all managers and employees in the areas of departmental services, financial services, human resources, information systems and facilities management. It also oversees the expropriation advisory function. The employees responsible for the execution of the Lean Six Sigma aspect of GNB's Performance Excellence process, the departmental Process Improvement Facilitators, are part of this division.

Human Resources Branch Overview

The Human Resources Branch provides leadership and support to the Department of Justice and the Office of the Attorney General on human resource planning, recruitment, classification, labour relations, employee relations, training, Performance Management, Change Management, organizational development, human resource policies and program implementation.

Highlights

- Vacation carryover decreased by about 150 days from December 2013 to December 2014.
- Provided the online learning tool, Skillssoft, so employees may develop appropriate skills on their own time at a very limited cost to the office, thereby reducing costs of travel and registration fees for courses.

Financial information

Table 1: Ordinary Account expenditures by program

For year ending March 31, 2015 (in thousands of dollars)

	Budget	Actual	Variance Over/(Under)
Prosecutions	\$ 11,063.9	\$ 10,976.3	\$ (87.6)
Legislative Services	3,086.1	3,078.5	(7.6)
Legal Services	4,269.2	4,311.6	42.4
Total Program	\$ 18,419.2	\$ 18,366.4	\$ (52.8)

Table 2: Ordinary Revenue

For year ending March 31, 2015 (in thousands of dollars)

	Budget	Actual	Variance Over/(Under)
Sale of Goods and Services			
Queen's Printer	\$ 140.0	\$ 175.6	\$ 35.6
Fines and Penalties			
Court Cost - Recoveries	10.0	1.5	(8.5)
Miscellaneous			
Public Intervener - Recoveries	234.0	77.1	(156.9)
Total Revenue	\$ 384.0	\$ 254.2	\$ (129.8)

Table 3: Special Purpose Account Revenue and Expenditures

For year ending March 31, 2015 (in thousands of dollars)

	Budget	Actual	Variance Over/(Under)
Proceeds of Crime Trust Fund			
Revenue	\$ 500.0	\$ 39.3	\$ 460.7
Expenditures	325.0	2.7	322.3
Net Proceeds of Crime	\$ 175.0	\$ 36.6	\$ 138.4

Summary of staffing activity

Pursuant to section 4 of the *Civil Service Act*, the Deputy Minister of the Department of Human Resources delegates staffing to each Deputy Head for his or her respective departments. Please find below a summary of the staffing activity for 2014-2015 for the Office of the Attorney General.

Number of permanent and temporary employees, as of Dec. 31 of each year		
Employment type	2014	2013
Permanent	163	163
Temporary	14	11
Total	177	174

The Office of the Attorney General advertised nine competitions, including six open (public) competition and three closed (internal) competitions.

Pursuant to section 15 and 16 of the *Civil Service Act*, the office made the following appointments using other processes to establish merit, than the competitive process:

Appointment type	Appointment description	Section of the <i>Civil Service Act</i>	Number
Specialized Professional, Scientific or Technical	An appointment may be made without competition when a position requires: <ul style="list-style-type: none"> – a high degree of expertise and training – a high degree of technical skill – recognized experts in their field 	15(1)	0
Equal Employment Opportunity Program	Provides Aboriginals, persons with disabilities and members of a visible minority group with equal access to employment, training and advancement opportunities.	16(1)(a)	0
Department Talent Management Program	Permanent employees identified in corporate and departmental talent pools, who meet the four-point criteria for assessing talent, namely performance, readiness, willingness and criticalness.	16(1)(b)	0
Lateral transfer	The GNB transfer process facilitates the transfer of employees from within Part 1, 2 (School Boards) and 3 (Hospital Corporations) of the Public Service.	16(1) or 16(1)(c)	4
Regular appointment of casual/temporary	An individual hired on a casual or temporary basis under section 17 may be appointed without competition to a regular properly classified position within the Civil Service.	16(1)(d)(i)	0
Regular appointment of students/ apprentices	Summer students, university or community college co-op students or apprentices may be appointed without competition to an entry level position within the Civil Service.	16(1)(d)(ii)	0

Pursuant to section 33 of the *Civil Service Act*, no complaints alleging favouritism were made to the Deputy Head of the Office of the Attorney General and no complaints were submitted to the Ombudsman.

Summary of legislation and legislative activity

Bill #	Name of Legislation	Date of Royal Assent	Summary of changes
58	<i>International Interests in Mobile Equipment Act</i> http://www.gnb.ca/legis/bill/pdf/57/4/Bill-58.pdf	May 21, 2014	The Act gives legal effect to the <i>Convention on International Interests in Mobile Equipment</i> and the <i>Protocol to the Convention on International Interests in Mobile Equipment on Matters Specific to Aircraft Equipment</i> . These documents establish an international system for the recognition, registration and enforcement of secured financing arrangements for aircraft.
62	<i>An Act to Amend the Interjurisdictional Support Orders Act</i> http://www.gnb.ca/legis/bill/pdf/57/4/Bill-62.pdf	May 21, 2014	The amendment to the Act introduces amendments that will improve access to support orders and support enforcement when one of the parties lives or works in another province or in a foreign country.
71	<i>An Act To Repeal the Statute of Frauds</i> http://www.gnb.ca/legis/bill/pdf/57/4/Bill-71.pdf	May 21, 2014	The amendment to the Act provides that certain kinds of agreements are not enforceable unless the agreement is in writing and is signed. The main reasons for repealing the Act are that it promotes injustice, it has led to complexity and uncertainty in the law, and portions of it are redundant or obsolete.
80	<i>An Act to Amend the Enforcement of Money Judgments Act</i> http://www.gnb.ca/legis/bill/pdf/57/4/Bill-80.pdf	May 21, 2014	The amendment to the Act contains a number of clarifications and minor adjustments to the <i>Enforcement of Money Judgments Act</i> , which was enacted last year, and is scheduled for proclamation later this year. The amendments fine-tune some of the Act's provisions.
81	<i>An Act to Amend An Act Respecting the Enforcement of Money Judgments Act</i> http://www.gnb.ca/legis/bill/pdf/57/4/Bill-81.pdf	May 21, 2014	The amendment to the Act contains the consequential amendments to the <i>Enforcement of Money Judgments Act</i> . It was enacted last year and is subject to proclamation.
90	<i>An Act to Amend the Expropriation Act</i> http://www.gnb.ca/legis/bill/pdf/57/4/Bill-90.pdf	May 21, 2014	The amendment to the Act removes the requirement to have a plan of survey accompany a notice of intention to expropriate, and to provide for regulation making authority to specify the documents required to accompany the notice of intention to expropriate.
8	<i>An Act to Amend the International Interests in Mobile Equipment Act</i> http://www.gnb.ca/legis/bill/pdf/58/1/Bill-8.pdf	Dec. 19, 2014	The amendment to the Act makes a minor amendment to the <i>International Interests in Mobile Equipment Act</i> , which was passed in May 2014. The <i>International Interests in Mobile Equipment Act</i> implements two international conventions in New Brunswick. The conventions establish an international registry for secured financing arrangements involving aircraft.
12	<i>An Act Respecting the Revised Statutes, 2014</i> http://www.gnb.ca/legis/bill/pdf/58/1/Bill-12.pdf	March 27, 2015	The amendment to the Act is the next step of an ongoing initiative of the Office of the Attorney General to complete a revision of the Acts of New Brunswick to provide New Brunswickers with the best legislative product available.

Summary of Official Languages activities

Introduction	The Department of Justice and the Office of the Attorney General continue to implement a departmental action plan developed in response to GNB's <i>Plan of Official Languages</i> (2011-2013). The action plan includes activities in each of the four main sectors of activity found in the <i>Plan on Official Languages</i> .
Focus 1	<p>Language of Service : Ensure access to service of equal quality in English and French throughout the province:</p> <p>Objectives for 2014-2015:</p> <ul style="list-style-type: none"> – Ensure bilingual signage is properly displayed at first point of contact; – Ensure staff understand requirement for bilingual voice mail messages; – Extend a bilingual Offer of Service at first point of contact; – Ensure correspondence is provided in the client's Official Language of choice; – Generic correspondence is sent in both Official Languages. <p>Activities to meet objectives:</p> <ul style="list-style-type: none"> – Managers monitor the use of bilingual messaging and interactions with clients; – Additional signage is ordered and posted in public areas as required; – Managers ensure correspondence is provided in the client's Official Language of choice; – Employees are reminded periodically of their obligations.
Focus 2	<p>Language of Work: An environment and climate that encourages, for all employees, the use of the Official Language of their choice in their workplace:</p> <p>Objectives for 2014-2015:</p> <ul style="list-style-type: none"> – Ensure branches maintain appropriate linguistic profiles to meet the needs of their clients; – Ensure performance reviews are conducted in the employee's Official Language of choice; – Employees are offered upon hire Official Language preference for computer set-ups. <p>Activities to meet objectives:</p> <ul style="list-style-type: none"> – Periodically review team linguistic profiles to ensure compliance; – Managers conduct performance reviews in their employee's preferred Official Language of choice; – During orientation, ask employees for their preferred Official Language for computer set-up. – Training is offered in both Official Languages.
Focus 3	<p>Promotion of Official Languages: New and revised government programs and policies taking into account the realities of the province's Official Language communities.</p> <p>Objective for 2014-2015:</p> <ul style="list-style-type: none"> – When meeting and consulting with the public, proceed in the preferred Official Language of choice. <p>Activity to meet objective:</p> <ul style="list-style-type: none"> – Correspondence and information is provided to the public in the Official Language of choice.
Focus 4	<p>Knowledge of the <i>Official Languages Act</i> and other obligations: Ensure public service employees have a thorough knowledge and understanding of the <i>Official Languages Act</i>, relevant policies, regulations, and GNB's obligations with respect to Official Languages:</p> <p>Objectives for 2014-2015:</p> <ul style="list-style-type: none"> – Raise new employees' awareness of the Language of Work and Language of Service policies. <p>Activities to meet objectives:</p> <ul style="list-style-type: none"> – The office requires all new employees to complete the iLearn Modules on Language of Work and Language of Service; – All new employees are informed of their obligations as part of their orientation program.
Conclusion	Based on employee engagement survey results in 2014, employees continue to demonstrate a strong awareness of their obligations under the Language of Work and Language of Service policies.

Summary of recommendations from the Office of the Auditor General

The Office of the Auditor General has not issued any recommendations to the Office of the Attorney General since 2009-2010.

Report on the *Public Interest Disclosure Act*

As provided under section 18(1) of the *Public Interest Disclosure Act*, the chief executive shall prepare a report of any disclosures of wrongdoing that have been made to a supervisor or designated officer of the portion of the public service for which the chief executive officer is responsible. The Office of the Attorney General did not receive any disclosure of wrongdoings in the 2014-2015 fiscal year.