

# Ministry of Trade and Export Development



## Regulatory Modernization

### Red Tape Reduction Annual Report 2021-2022

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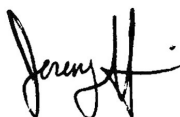
# Letters of Transmittal



The Honourable  
Jeremy Harrison  
Minister of Trade and  
Export Development

Office of the Lieutenant Governor of Saskatchewan

I respectfully submit the Regulatory Modernization Red Tape Reduction Annual Report for the Ministry of Trade and Export Development for the fiscal year ending March 31, 2022.

A handwritten signature in black ink, appearing to read 'Jeremy H.', with a stylized flourish at the end.

The Honourable Jeremy Harrison  
Minister of Trade and Export Development



Jodi Banks  
Deputy Minister of Trade and  
Export Development

The Honourable Jeremy Harrison  
Minister of Trade and Export Development

Dear Minister:

I have the honour of submitting the Regulatory Modernization Red Tape Reduction Annual Report for the Ministry of Trade and Export Development for the fiscal year ending March 31, 2022.

A handwritten signature in blue ink, appearing to read 'J Banks', with a stylized flourish at the end.

Jodi Banks  
Deputy Minister of Trade and Export Development

# From the Chair of the Red Tape Reduction Committee

As the Chair of Saskatchewan's Red Tape Reduction Committee, I am pleased to present the 2021-22 Regulatory Modernization Red Tape Reduction Annual Report, outlining over 64 initiatives that have resulted in the reduction of red tape in the province. Saskatchewan's report highlights the province's proven track record of achieving positive improvements year after year for all Saskatchewan residents and the business community.

Thanks to the efforts of all ministries, agencies and Crown corporations, Saskatchewan hit an all-time record of more than \$107.4 million in red tape savings in 2021-22. About 98.5 per cent of those savings are considered external. This is good news for jobs, businesses, and our communities across the province as we continue to see significant investment pour into a strong, sustainable Saskatchewan.

As of March 2022, Saskatchewan has reported more than \$641.6 million in cumulative red tape savings over the next 10 years using Saskatchewan's Direct Cost Estimator. This is yet another key indicator that Saskatchewan remains a leader in Canada in red tape reduction and is in an enviable position coming out of the pandemic. Saskatchewan continues to be the only province in Canada with an active Cabinet committee overseeing the review of all business-related regulations. In 2021-22, the Red Tape Reduction Committee (RTRC) reviewed close to 2,400 compliance requirements. A total of 33 regulatory reviews were brought forward to the RTRC with the goal of reducing the regulatory footprint and eliminating unnecessary business requirements.

Saskatchewan's Help Cut Red Tape webpage is essential in providing citizens with 24/7 access to a platform where red tape regulatory irritants can be reported. In 2021-22, the page received over 5,678 visits from outside government, quadrupling website traffic from the previous two years combined. Since its launch in January 2019, 124 submissions with actionable items have been received, and only five items remain open. These can be found in the "Help Cut Red Tape Webpage" section of this report.



Reducing red tape remains among the top priorities for Canadian businesses. Saskatchewan has identified red tape reduction as a key objective in Saskatchewan's Growth Plan to facilitate interaction between businesses and citizens with government-owned entities. Saskatchewan's red tape reduction efforts will play a key role in our overall economic recovery as we navigate through the post-pandemic era.

A handwritten signature in black ink, appearing to read "Don McMorris".

The Honourable Don McMorris  
Chair of the Red Tape Reduction Committee

# Accountable Government

The fiscal year 2021-22 marks the fifth year Saskatchewan has tracked net savings for all regulatory and policy changes made during a fiscal year. Savings achieved during the 2021-22 fiscal year were estimated to surpass \$107.47 million over the next 10 years\* and the cost of new regulations were estimated at \$21.4 million over the same 10 years. In 2021-22, Saskatchewan achieved net savings of approximately \$86.04 million (net savings are defined as the cost of regulatory amendments after savings of regulatory amendments have been accounted for).

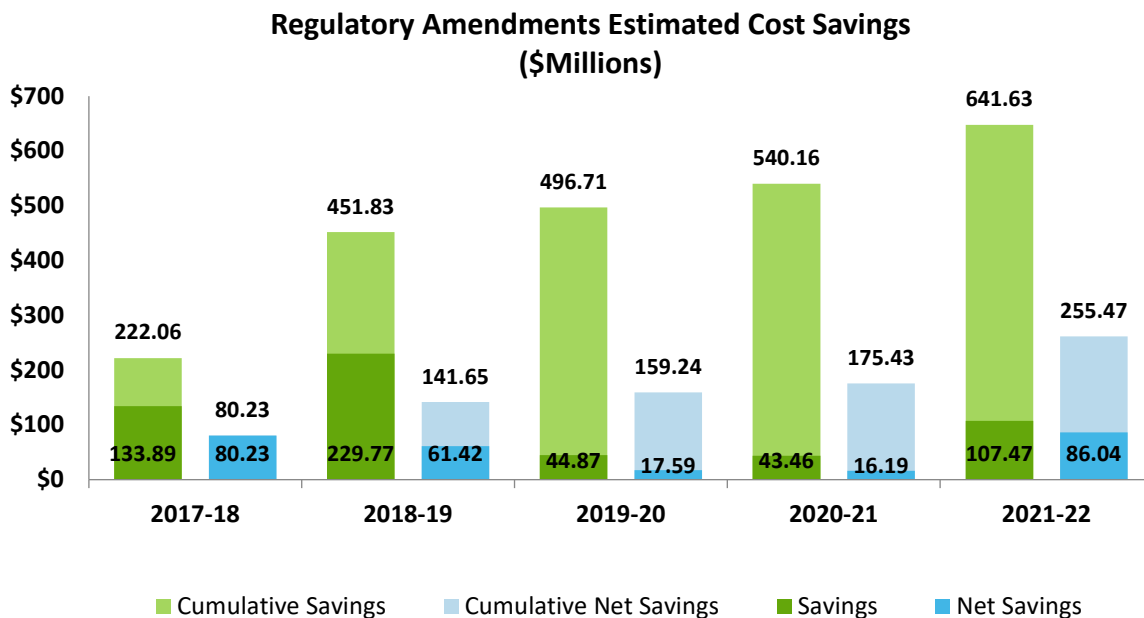
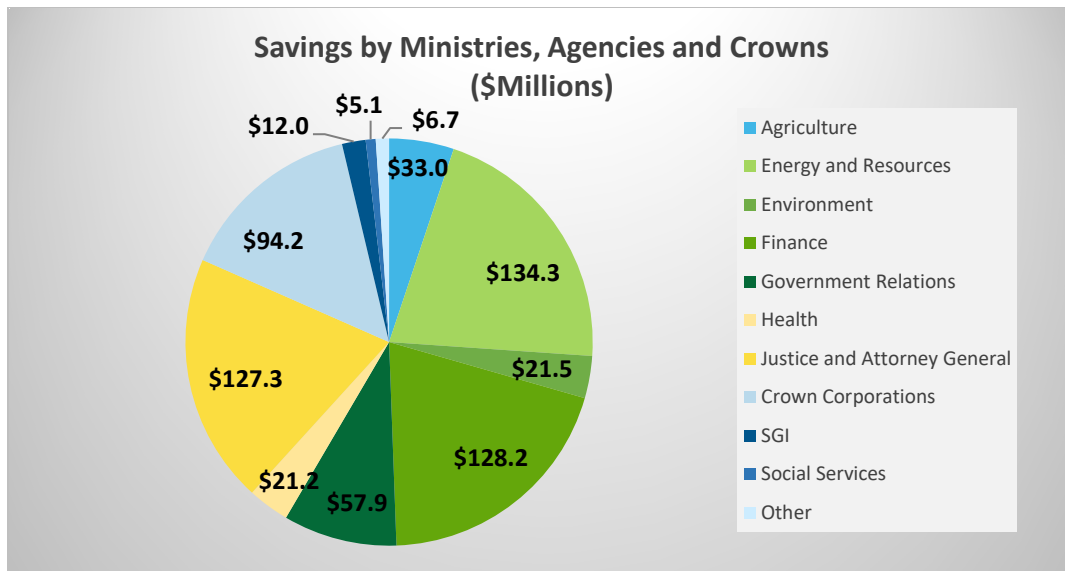
As of 2021-22, Saskatchewan has publicly reported more than \$641.63 million in cumulative, forecasted red tape savings over the next 10 years. These savings are significant and will help our economy grow post-pandemic, and demonstrates the commitment of all ministries, agencies and Crown corporations towards reducing the government's red tape footprint in Saskatchewan.

Saskatchewan has completed a recount on all compliance requirements residing in 260 business-related regulations and associated policies, allowing the province to better target future red tape reduction efforts. The new count for 2021-22 is 23,364, a reduction of 311 compliance requirements from the previous count.

Since 2014, Cabinet's Red Tape Reduction Committee has reviewed thousands of regulatory requirements through the regulatory review process. This regulatory review process is the only one of its kind in Canada. In 2021-22, approximately 2,376 compliance requirements were reviewed.

Businesses and citizens have also contributed to the reduction of red tape in Saskatchewan. Saskatchewan's Help Cut Red Tape webpage on [Saskatchewan.ca](https://www.saskatchewan.ca) continues to be useful in identifying red tape irritants.

Since the Direct Cost Estimator became mandatory for all regulatory amendments in 2017, ministries, agencies and Crowns have provided estimated savings generated from regulatory changes and improvements. The following graphs show a breakdown of the cumulative forecasted savings over the next 10 years.



\*Estimation over a 10-year period

Source: Regulatory Modernization Unit  
Last Updated March 31<sup>st</sup>, 2022

#### Notes:

\* The savings identified in this section are estimates intended to represent the effect of the change to stakeholders over a 10-year period. The estimates are based on the best available information (e.g., Statistics Canada data) and include the application of conservative assumptions for the future (including the application of inflation and net present value to the analysis). They are not intended to represent actual current or projected future savings. Note: Figures from fiscal year 2021-22 have been adjusted.

Total savings are calculated at a point in time, over a 10-year period to allow for consistency in reporting. For example, a reduction of fees for a stakeholder amounting to \$100,000 in year one will translate into an approximate savings of \$1 million over 10 years (not accounting for inflation and discount value of a dollar).

Total savings include estimated savings for regulation change, program review and continuous improvement initiatives.

# Enhancing Customer Service

The Government of Saskatchewan's commitment to a client-centred approach to service delivery considers the needs and expectations of citizens, businesses and industry, and then incorporates these considerations into our programs and services. Continuous improvement in this area ensures the work of the public service remains relevant, meets the needs of Saskatchewan people, and contributes to the growth of the province.

Modernizing service delivery includes identifying barriers that make it more difficult for clients to access government services. It entails providing easy access to information, streamlining government processes and enhancing services, such as:

- simplifying and using plain language in government documents;
- adopting a single-entry and contact point for approvals and client information; and
- providing clear and direct information through policies and regulations.

It also means eliminating processes that are redundant, unnecessary or overly complex, and reducing application processing and wait times.

The following are some of the initiatives that were implemented in 2021-22 to enhance customer service.





## Ministry of Government Relations

### Saskatchewan Assessment Manual Changes

Property assessment revaluation occurs every four years in Saskatchewan; 2021 was a revaluation year with assessments for all property classes changing from being valued as of a base date of January 1, 2015 to January 1, 2019.

Government is committed to ensuring a fair and effective property assessment and taxation regime through improvements to legislation, regulations, and the assessment manual, as well as addressing the impact of the COVID-19 pandemic, which negatively impacted some sectors of the economy throughout 2020 and 2021.

As part of its role overseeing how assessments are conducted in the province, the Saskatchewan Assessment Management Agency (SAMA) reviews the methodology and assessment manual used by assessors for the next revaluation – the next revaluation is in 2025. This is done through a number of working committees in collaboration with representatives from industry, municipal associations and the Ministry of Government Relations.

Through these committees, issues and improvements to definitions and policy were identified. One issue concerned the treatment of oil and gas tanks and buildings at multi-well sites, particularly when wells were shut-in (suspended) and tanks disconnected. Another issue raised the potential to improve transparency regarding the definition and calculation of market value and the acceptable ranges of assessed values to sales prices for residential and commercial/industrial property.

Amendments to the assessment manual were identified and agreed upon by SAMA, government and stakeholders. The amendments were originally identified as part of SAMA's regular consultation process ahead of the 2025 revaluation. However,

upon hearing from industry and stakeholders, the committees identified the need to propose the amendments prior to 2025. Instead of waiting to implement the changes for the 2025 revaluation, the changes were recommended by the SAMA board and approved by government to take effect for the balance of the 2021 revaluation period.

The changes to the oil and gas tank policy define what constitutes a single-well and multi-well site, and how buildings and storage tanks will be treated and reported; allowing these sites to benefit from the obsolescence reduction factor when classified as shut-in.

The changes regarding SAMA's Quality Assurance Standards will improve transparency for 2022 to 2024 by requiring calculations of assessed values to sales prices once per year, instead of once during the four-year revaluation cycle, and by requiring the sales file used to calculate the standards to be posted to SAMA's website annually.

The oil and gas related changes give the industry and SAMA time to confirm the number of well pads that are shut-in and could result in a reduction of up to 0.4 per cent of the total oil and gas assessment of over \$7 billion, depending on the number of such sites reported.

All changes will carry over into the assessment manual for the 2025 revaluation and towards ensuring a fair and effective property assessment and taxation system in the province.

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*"CAPP appreciated the opportunity to be part of a collaborative process that sought the input of stakeholders to compromise on a variety of technical matters related to updating the Saskatchewan Assessment Manual."*

**–Siân Pascoe, Manager of Saskatchewan Operations  
Canadian Association of Petroleum Producers  
[SAMA news release](#), November 29, 2021**

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## **Saskatchewan Liquor and Gaming Authority**

### **Provincial Sales of Raffle Tickets**

The Saskatchewan Liquor and Gaming Authority (SLGA) continues to implement changes to internal policies and procedures based on survey feedback received from charitable gaming organizations in 2020 regarding charitable gaming policies and rules.

In October 2021, SLGA implemented changes to internal policies and application forms. Through amendments to the Raffle Terms and Conditions – Raffles with a Total Retail Prize Value over \$2,500, application system changes, and an update to SLGA’s website, SLGA:

- removed the requirement for charities to sell raffle tickets through avenues other than online;
- created flexibility for pricing of raffle tickets (i.e., allow single tickets to be sold from a ticket package);
- allowed printed tickets to include all pricing options; and
- created a frequently asked questions document for bingo licence applicants on SLGA’s website.

## **Saskatchewan Government Insurance**

### **Certificate of Police Approval Discontinued**

The Certificate of Police Approval was first implemented in the 1970s to ensure that individuals transporting passengers for hire did not have a criminal record and were of sound character. The process was intended to check not only for convictions but also charges and other incidents. Several municipalities incorporated this requirement into their bylaws.

Under The Vehicles for Hire Act, established in December 2018, all persons transporting passengers for hire (taxis, rideshare, limos) must submit a criminal record check (CRC) directly to Saskatchewan Government Insurance (SGI) on an annual basis. The section in The Traffic Safety Act related to the Certificate of Police Approval was repealed at the same time but the form requirement was overlooked, which has now been addressed. A survey was sent to municipalities to assess whether they had any issues with the discontinuation of the form. None of the respondents were opposed to its discontinuation.

Since the requirement was no longer legislated and drivers have to submit a CRC to SGI annually, the Certificate of Police Approval form was discontinued. This resulted in Class 4 drivers no longer having to contact law enforcement to complete the form, saving them time and effort.

## **Learner's Licences for 15-year-old Drivers**

Previously a 15-year-old had to be in a high school driver education program before they were allowed to write the knowledge tests and get a learner's licence. The requirement to practise driving for nine months before being eligible to take their Class 5 road test often meant that some individuals were well past the age of 16 before they could take their test and get their driver's licence. This was particularly inconvenient in rural communities where high school driver-ed programs are offered sparsely, often once per year, and the requirement to help on the family farm was pressing and required a driver's licence.

Now, if a student is 15 years old, in addition to the parent's signature, all they need to do is declare their intent to take the next available driver education program and they can then write the knowledge tests at any SGI location without waiting to actually be in a high school driver education program.

The benefit to customers is that the student can start their required nine months of practising with a supervising driver (usually mom and/or dad) when they turn 15 and are then eligible to get a driver's licence at the age of 16. Aside from eliminating the red tape and making it easier for a student to get their licence at age 15, there is also a traffic safety benefit. Data shows that driving with a supervising driver is the safest time in a driver's history and the potential benefit of three extra months of practice will pay off in terms of a more successful road test and improved driving when they get their driver's licence.

## **Ministry of Energy and Resources**

### **Saskatchewan Mineral Exploration Tax Credit**

The Saskatchewan Mineral Exploration Tax Credit (SMETC) program offers a 10 per cent provincial tax credit (in addition to the 15 per cent federal METC) to individual residents of Saskatchewan who purchase flow-through shares offered by junior mineral exploration companies. Exploration companies use the capital raised to fund their exploration activities within Saskatchewan, and individual investors claim the tax credit against personal income tax owing.

In 2019, the Government of Saskatchewan initiated a Program and Red Tape Review of the reporting requirements detailed in The Mineral Exploration Tax Credit Regulations, 2014 (the Regulations). As a result of that review, it was recommended that the Government of Saskatchewan amend Section 5 of the Regulations in order to clarify reporting requirements for program application and verification.

Section 5 required the reporting of very specific information on the actual tax credits issued by a mineral exploration company or any financial partnership selling flow-through shares on a mineral exploration company's behalf. To fulfill this requirement, financial partnerships were required to submit copies of all tax credits issued, creating an administrative burden that did not add any value. Some exploration companies reported that they avoided using the SMETC program because of the additional administration required in comparison to other provincial programs.

Contracting the administration of the SMETC program to the Canada Revenue Agency was determined to be cost prohibitive. However, changes were identified that aligned the provincial application forms to federal METC forms the mineral exploration companies were already submitting. This change places the onus for the reporting requirements on mineral exploration companies that apply to the SMETC, rather than on financial partnerships selling the companies' flow-through shares. This change also provides an improved provincial reconciliation process while reducing the administrative burden for program applicants.

## **Ministry of Immigration and Career Training**

### **Saskatchewan Immigrant Program Pilots**

The Ministry of Immigration and Career Training recently launched two new Saskatchewan Immigrant Nominee Program streams – the Hard-to-Fill Skills Pilot and the Tech Talent Pathway. These pilot programs are helping ease labour shortages in Saskatchewan in sectors with high demands, improving how immigration is tailored towards the needs of the provincial labour market. These new programs provide employers with increased access to international options in recruiting workers and advances the discussion around immigration autonomy with the federal government.

The Hard-To-Fill Skills Pilot enables Saskatchewan employers to recruit workers through overseas missions, or other international recruitment activities, into select jobs that have significant recruitment challenges. The eligible jobs under this pilot will allow for application of low and entry level positions that may require on-the-job training but are critical for businesses to continue to operate and grow. The sectors with the highest labour demands include health, manufacturing, agriculture, ag-technology, construction, hospitality and retail.

The Tech Talent Pathway will support Saskatchewan's thriving technology sector by easing critical labour shortages. Employers in Saskatchewan's technology and innovation sectors will be able to attract more highly skilled talent to support expansion of this sector and increase Saskatchewan's global competitiveness. As Saskatchewan emerges from the impacts of the global pandemic the technology sector will be an important driver of economic growth. This new stream will facilitate and expedite the permanent immigration of tech workers already working in Saskatchewan, as well as those who have been recruited outside Canada.

These new pilot programs will help fill the labour shortages in Saskatchewan, increase the population through immigration, and ultimately help grow the economy.

## **Crown Investments Corporation**

### **Red Tape Reduction in the Crown Sector**

The Red Tape Reduction Collaboration is led by the Crown Investments Corporation and includes each of its subsidiary Crowns (SGI, SaskTel, SaskPower, SaskGaming, SaskWater and SaskEnergy). Each Crown is responsible for collecting, tracking, and reporting its red tape reduction initiatives. It is anticipated the Crowns will share a balanced scorecard target of implementing eight customer service/red tape reduction initiatives in 2022-23.

## **SaskPower**

### **SaskPower Project Blueprint (Billing Efficiency Project)**

SaskPower Customer Care & Billing engaged in process analysis and deployed automation to reduce manual efforts in billing exception work items. Through the deployment of automation, Customer Care & Billing were able to repurpose resourcing of two full-time equivalents to higher-value work, improve the accuracy and the turnaround in the processing of customer invoices.

## SaskPower Business Bulletin Newsletter

Supporting Small and Medium Business (SMB) customers in obtaining information from the SaskPower website and contextualizing it for their application is a reoccurring theme for SMB and Customer Service Representatives (CSRs). To inform and improve the value in the interactions CSRs have with SMB customers, Customer Services developed and piloted a Quarterly SMB Newsletter. The newsletter works to proactively address questions about process/policy changes, provides more information, and focuses on the feedback received from customers for the following quarterly distribution. The approach was to focus on the most common customer inquiries and pain points. By tailoring communications with SaskPower's SMB customers, Customer Services can provide them with important information as a first contact solution, improving the customer experience.

## Ministry of Agriculture

### Irrigation Development Process

The Irrigation Unit is responsible for ensuring a sustainable, profitable, and growing irrigation sector in the province. To meet these challenges the Unit supports potential and existing irrigators through engineering and agronomic services which can range from pivot design to soil testing.

The Irrigation Development Process ensures that clients who apply to work with the Ministry of Agriculture on irrigation projects have met all regulatory requirements and are supported through the process of developing irrigation on their lands.

In November 2020, the Irrigation Unit of the Crops and Irrigation Branch embarked on a redesign project to review the Irrigation Development Process, leveraging work that had been completed several years prior along with an understanding of what was working well and what areas needed improvement, the goal was to streamline the process and enhance service to irrigation clients. The Lands Branch, Water Security Agency, and the Ministry of Environment were all involved in developing the new processes and tools.

The irrigation development process is very complex. By working with the team, irrigation staff were able to document the process, understand how a customer moves through the process, and identify areas where customers were impacted.

The process redesign allowed the ministry to enhance the customer experience by creating customer interactions at the appropriate time in the process. Additional resource information was also made available to the customer so they could fully understand where to go for assistance. A clearly documented, repeatable process creates consistency in implementation for the employee and the customer. It will also be a significant benefit when training new employees.



## Saskatchewan Crop Insurance Corporation Claims Modernization

Saskatchewan experienced a significant drought in 2021, as a result, Saskatchewan Crop Insurance Corporation (SCIC) customers registered an above average number of claims. The largest indemnity in SCIC history was paid to Saskatchewan producers with just under 30,000 post-harvest claims registered.

The traditional post-harvest claims process required an adjuster to visit each farm and account for all production for each claim. When claim numbers are significant and a common cause of loss occurs, the on-farm inspection process by adjusters quickly becomes redundant. Several processes were implemented in 2021 to eliminate the need for conducting on-farm inspections for the lowest risk claims, SCIC also eliminated the need for climbing bins when completing post-harvest inspections. SCIC had to ensure timely claim payments while maintaining the integrity and sustainability of the Crop Insurance program.

An internal process was developed to complete risk assessments and pay eligible claims without an on-farm inspection. Provisions were implemented to allow claim payment advances to producers to ensure timely payments. This provided quick access to a portion of the claim proceeds to relieve financial pressure on producers experiencing cash flow issues. The new claims process utilizes the customer's production declaration to calculate the claim indemnity, and upon verification of claim eligibility the remaining portion of the indemnity is released to the producer.

A graphic with a green background on the left and a photograph of a combine harvester in a golden field on the right. The green section contains white and yellow text. The photograph shows a combine harvester moving away from the viewer, kicking up a cloud of dust. The Saskatchewan logo is in the bottom right corner of the image.

SCIC Claims  
Modernization

**67%** of all post-harvest claims were paid without an adjuster inspection in 2021. Providing an expected savings of almost

**\$3 million**

[saskatchewan.ca/help-cut-red-tape](https://saskatchewan.ca/help-cut-red-tape)

Saskatchewan

SCIC staff were recognized publicly by producers at producer meetings and farm tradeshow who were thankful for the quick claim payments. SCIC has plans to implement additional improvements to the process that will provide additional reductions to the administration of the Crop Insurance claims process. Even though 2021 was a record year for indemnity payments, SCIC was able to complete most claims before December 31, 2021.



## Ministry of Corrections, Policing and Public Safety

### *The Private Investigators and Security Guards Amendment Regulations, 2021*

*The Private Investigators and Security Guards Act, 1997* requires every business that is engaged in providing private investigators, security guards or armoured vehicles to obtain a licence from the Registrar of Private Investigators and Security Guards. The Act also requires individuals to hold a valid security guard or private investigators licence while employed by a licensed business.

*The Private Investigators and Security Guards Regulations, 2000* prescribe application forms for business licences, individual licences and temporary licences, as well as the required form of bond and incident report form. The amendments will improve administrative efficiencies by:

- modernizing forms that remove the requirement to have applications sworn before a Commissioner of Oaths, reducing red tape and allowing for easier online submission;
- providing clarification that business applicants seeking a licence are required to include criminal record checks (CRC) for individuals who are the primary owners of the business;
- providing clarification that a CRC is not required in an application respecting an individual where that individual currently holds a temporary licence and has received at least 75 per cent on an approved exam; and
- other housekeeping changes such as updating the address of the Private Investigator and Security Guard Program.

A portion of these estimated savings (\$38,100) are from existing practices that are being clarified by the regulatory amendments, consequently the changes will only maintain these specific current savings.

The changes respecting CRCs for business applicants reflect existing practices and are not expected to result in any new costs or savings for stakeholders.



Private Investigators  
and Security Guards  
Amendment

Removing the requirement for  
applicants to be sworn before  
a Commissioner of Oaths has  
reduced red tape and will result  
in an annual savings of

**\$133,400**

*Saskatchewan*

[saskatchewan.ca/help-cut-red-tape](https://saskatchewan.ca/help-cut-red-tape)

## **Ministry of Environment**

### **Amendments to the Hydrostatic Testing Chapter**

Within most chapters of the Saskatchewan Environmental Code (Code) a proponent may follow either an “acceptable solution” (a predefined process) or they could propose their own “alternative solution” that is signed by a qualified person, reviewed and accepted by the Minister. The ability for a proponent, within the Code, to develop their own alternative solution encourages industry and others to develop innovative solutions that meet or exceed the required results.

In the case of the Hydrostatic Testing Chapter, where water is used to pressure test new oil and gas pipelines prior to commissioning, it was found that the method of taking water from and returning it to an existing water infrastructure system such as a municipal waterworks system (tank-to-tank) was not available as an acceptable solution even though it was frequently used. Within the Code, proponents could use this method but only if they followed the alternative solution and developed an Environmental Protection Plan (EPP), had it certified by a qualified person and then reviewed by the Minister before the work could be completed. As well, the review of the EPP must be completed within 45 days, which was time consuming and costly.

The tank-to-tank method is low risk and a clearly understood process. By developing an acceptable solution, the proponent can now notify the Minister that they are following a specified acceptable solution, be given a notification number and begin work right away. This saves industry the time and cost of a qualified person to develop and certify its methodology and the Ministry no longer needs to review and approve an activity that is low risk and a clearly understood process.

Other changes made to the Code chapter to improve efficiency and consistency include:

- bringing the Code chapter more in-line with federal legislation and Alberta Codes of Practice;
- rewording for clarity; and
- retaining record keeping but removing the requirement to send the report to the Minister.

Using the Direct Cost Estimator, the amendments to the Code chapter could save the Ministry \$9,000 per year and industry \$329,000 per year, on average.

## **SaskEnergy**

### **Customer Portal**

The objective of the My Account portal project is to deliver an online customer centric service experience that meets the needs of customers and efficiencies for SaskEnergy by streamlining processes and adding automation to current manual tasks. Interactions will support ease-of-use that is imperative for customers and includes accessing billing information, easy payment solutions, and self-service options.



## SaskTel

### Improving Connectivity for Saskatchewan Residents and Businesses

Voice over Wi-Fi will allow SaskTel wireless customers the option to place a voice call over a Wi-Fi network they are connected to. It is currently enabled for the Apple iPhone. It provides a better indoor wireless experience and improves the ability for a business customer, health care worker, teacher, etc., to connect with a client, patient or family member when needed.

SaskTel worked with Bell, TELUS, as well as a few large carriers in the United States (US), to ensure SaskTel wireless customers can make cellular voice calls when roaming elsewhere in Canada or in the US, where legacy wireless voice networks have turned down or will soon turn down. This will allow continuity of their cellular service outside of Saskatchewan and enable SaskTel customers to call a business client or family/friend when needed.

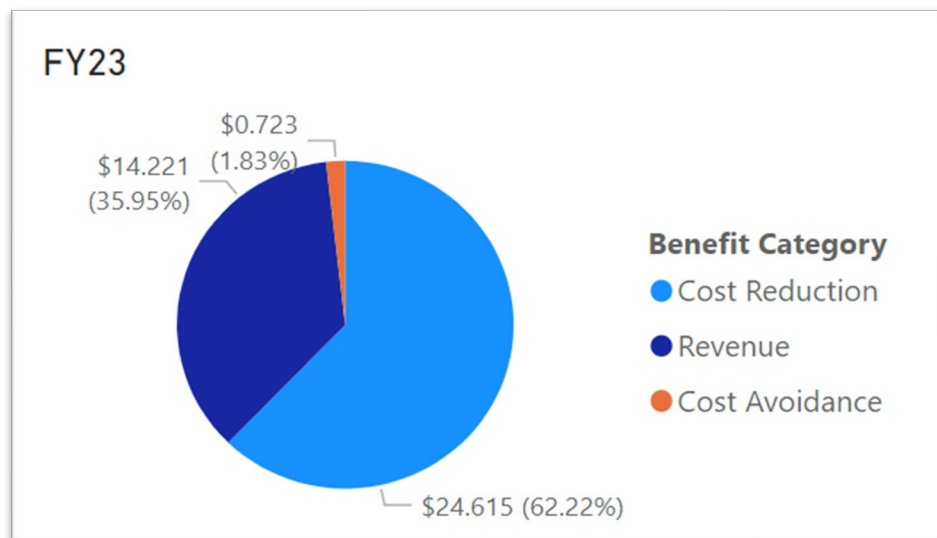
### Transformational SaskTel Initiatives

The SaskTel Executive Balanced Scorecard Transformation Target was implemented in 2020 as a response to a period of flat financial forecasts and the increased use of fiscal restraint and headcount reductions to manage financial targets. The target is designed to drive pro-active, intentional transformation.

As a result, SaskTel currently tracks 60 initiatives. SaskTel has forecasted that these initiatives will provide up to \$39.6 million in benefits next year (2023), \$21.9 million of which will come from sustainable benefits created from work completed in prior years, and \$17.7 million of which is expected to come from new work to be completed in 2023.

These initiatives include customer and employee experience improvements that derive benefits from new service delivery to customers, efficiency improvements in delivery of services, and cost reduction opportunities.

Benefits are reported in terms of net income impact and have been assigned to one of three categories: Cost Reduction, Revenue or Cost Avoidance.



## SaskWater

### Water Analysis Validation Software Installation

As a requirement of operating water treatment facilities within the Province of Saskatchewan, SaskWater must conduct extensive water quality testing of its Water Treatment Facilities and report the findings as required by the provincial regulator; the Water Security Agency of Saskatchewan.

In 2020-21, SaskWater created and started using a software tool called Water Analysis Validation (WAV) or Water Analysis and Validation. This is a software program that collects, analyzes and reports on water quality data. WAV allows SaskWater to collect all the water data requirements (Supervisory Control and Data Acquisition [SCADA] data, lab test data and field test data) in one spot, validate it, sort it and more easily report on the findings.

Prior to WAV, data was stored in various locations and formats and compiling it into a single report was an extensive manual process. The replacement of the previous software program with the WAV application has resulted in a substantive improvement in the ability to assess water quality data and to publish water quality reports to the regulator and public in a timelier fashion. As this is a new program, SaskWater is continuing to make annual improvements to reduce time and improve information supplied to customers.

The implementation of the WAV has resulted in annual cost savings of approximately \$69,000. This figure was calculated when comparing the amount of time SaskWater staff needed to generate water quality reports under the previous software solution with the shortened amount of time needed to generate reports using WAV.

### Expediting of Line Locate Process

Line locating is a requirement of obtaining a building or construction permit in the province. All line locate requests are administered through Sask 1st Call; a third-party entity SaskWater hired to protect its

infrastructure from accidental contact from outside construction projects. Sask 1st Call will notify SaskWater in the event that a proposed construction project is within the vicinity of SaskWater's infrastructure in order for SaskWater to determine any potential impact and to work with the contractor to ensure that the project does not interfere with SaskWater infrastructure. In 2020-21, Sask 1st Call transitioned to a single, shared software solution for line locate ticket processing that is now used by all western provinces (British Columbia, Alberta, Saskatchewan, Manitoba).

In conjunction, SaskWater converted its infrastructure data files to GIS files, which under Sask 1st Call's new software allowed for greater location accuracy of SaskWater's assets.

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*The new program "allows for a more fully-realized submission portal with up-to-date software."*

**—Quote from the Sask 1<sup>st</sup> Call Website**

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This transition has benefited SaskWater immensely. Prior to the software update and SaskWater's conversion to GIS files, SaskWater was notified in the event that a contractor was proposing to do construction on the same quarter section of land as some of SaskWater's infrastructure. Under the new system, SaskWater is only notified in the event that the potential project is within 50 meters of any water supply asset. This has resulted in a significant decrease in line locate submissions to SaskWater. In 2019-20, SaskWater had 5,575 line locates and with implementation of the new software system, in 2021-22, this number dropped to 1,012.

This has produced several benefits for both SaskWater and the applicants submitting line locates. Specifically, applicants are now receiving their project approval quicker as the reduction in line locate volume has allowed SaskWater employees to process requests much quicker. SaskWater has saved approximately \$13,000 annually as a result of the initiative in both the reduction of staff resources and the overall costs needed for Sask 1st Call to process line locates.

## **New SaskWater Website**

SaskWater updated its website to help customers find information they need. It was designed to better serve the customer experience and usage through the architecture and navigation of the website. The following benefits were kept in mind:

- provide a positive online experience for potential and existing customers that supports them throughout their customer journey;
- ensure that the general public know who SaskWater is and what it does; and
- reflect the SaskWater brand through visual design, language choices, tone, and the overall browsing experience.

Enhancements made to the website include:

- simple, modern design and user-friendly navigation that guides individuals easily from the homepage throughout the site and back;
- prioritized content and a simplified structure designed to stream different audiences to pages with appropriate solutions, based on who they are and what they need; and
- interactive FAQ lists and contact points to help people reach SaskWater with additional questions and minimize misguided inquiries.

## **Ministry of Social Services**

### **Continuous Improvement in Community Based Organization Group Homes**

Child and Family Programs (CFP) developed the Operational Oversight Unit (OOU) in January 2022 to provide support and oversight to group homes to deliver high quality care operational programs. The OOU is beginning to work with group homes to provide training and partnership initiatives. The team consists of one clinically trained worker in Regina, Saskatoon and Prince Albert with a manager overseeing the team.

The Ministry committed to improving oversight of CFP contracted Community Based Organization (CBO) group homes in response to the “Someone to Watch Over Us” report written by the Advocate for Children and Youth (ACY). The ACY provided three recommendations to the Ministry in response to the report.

#### ACY Recommendation #1

That the Ministry of Social Services enhance and re-design its group home oversight and accountability structure to:

- incorporate a leadership role that is responsible for the effective oversight of group homes;
- develop comprehensive evidence-based quality-of-care definitions and standards that promote proactive, not reactive, responses to the care of children;
- articulate what evidence is needed to demonstrate that group homes are meeting quality-of-care standards; and
- include sufficient human and financial resources to enable timely and proactive reviews of group home care.

### ACY Recommendation #2

That the Ministry of Social Services develop a permanent resource for group home operators that provides a clear point of contact, support, and resources such as skill development.

### ACY Recommendation #3

That the Ministry of Social Services enhance its process for approving group home openings to include identifying and verifying the qualifications and training of staff and examining the unique needs of the children who are the intended residents to determine what unique features should be included in the group home.

A Ministry director and manager are now accountable for the operational oversight of group homes throughout the province through the OOU. The OOU focused initial efforts on group homes providing care to children 11 years and under and homes caring for children with complex medical and developmental needs. The scope of the work will expand to all group homes in the future.

A Quality-of-Care Assessment is being developed that will assess services within group home programs to ensure a high quality of childcare is being provided.

The OOU team has begun regular partnership meetings with group home leadership that will provide a clear point of contact needed for group homes to support their skill building and resource development.

The OOU is working in partnership with group home leadership to assess the training and operational support needed to provide high quality care. The OOU has several training packages that have begun to be shared and supported with group homes while the assessments are taking place.

Once a Negotiated Request for Proposal has been awarded to a CBO for a group home development, the Community Services Development (CSD) manager will work with the CBO to outline training requirements identified in the Residential Services Manual; and further outline training requirements based on the specific needs of the children/youth who will be placed in the group home. The CSD manager will verify that training has been completed prior to any children/youth being placed in the group home. Check lists have been developed for the short-term community-based homes and the developmental medical group homes and CSD will be developing training check lists for other group home types.



## **Saskatchewan Assistance Program/Transitional Employment Allowance Wind Down**

The Saskatchewan Assistance Program (SAP) and Transitional Employment Allowance (TEA) were scheduled to close on August 31, 2021. Clients who might continue to need income assistance (IA) were encouraged to apply for the Saskatchewan Income Support (SIS) program. The SAP/TEA working group and legal counsel identified additional documentation requirements that clients might experience as they transitioned.

With these considerations in mind, the Ministry updated procedures regarding the shelter benefit and direct deposit documentation requirements to create an efficient, simple and client-friendly process for clients transitioning from SAP/TEA to SIS.

The following was achieved while enhancing customer service:

- increased efficiency for IA staff;
- reduced documentation burden on clients (client-friendly);
- reduced delay in providing clients' benefits;
- reduced security risk associated with mailing cheques; and
- continued support for third-party partners.

The table indicates a steady increase (from April 2021 to June 2021) in the percentage of SIS clients who have had their shelter benefit validated, as well as the percentage increase of direct deposit information updated for SIS clients, ensuring that clients have a seamless transition from SAP/TEA to SIS.

	Shelter Benefit Validated	Direct Deposit Documentation Uploaded
April	42.70%	10.60%
May	82.70%	66.90%
June	91%	86.60%

## Water Security Agency

### Streamlining the Review of Farm Dugout Development

In the fall of 2021, following extremely dry conditions across much of the province, Ministry of Agriculture (Agriculture) program staff contacted the Water Security Agency (WSA) with concerns that there may be a significant increase in applications to the Farm and Ranch Water Infrastructure Program (FRWIP), and that due to the dry conditions there would be significant pressure to turn around applications for new dugout development very quickly.

Recognizing an opportunity with the project review and environmental screening work that Agriculture staff were already doing, WSA developed additional screening criteria and a notification and waiver process that could be incorporated into FRWIP program delivery.

This waiver process replaced the need for project specific Aquatic Habitat Protection Permits issued by WSA. This eliminated the need to have the client make another application to a separate agency, it also eliminated WSA's processing time required to review the project application and issue a permit.

These changes to Agriculture's internal review processes were supported by training developed and delivered by WSA. As a result, the overall administrative process required of applicants was significantly reduced and turnaround times were greatly improved.

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*"I wanted a dugout for my cows fairly close to a first order stream but knew I needed an AHPP". I was happy I could complete a Notification of Dugout development activities form instead of having to wait up to 12 weeks for an approval. I was confident I could comply with all of the guidelines listed in the application form. I wanted to ensure my project was compliant and this process meant less paperwork for me with a short wait time."*

**–Producer, Program Applicant**

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## Ministry of Justice and Attorney General

### Facilitating Remote Access to Justice Services

The Ministry has put forward a series of changes to legislation that will enable citizens to take care of various legal matters remotely. These changes include allowing lawyers to remotely witness wills, powers of attorney, health care directives, and remotely commission other documents. They also allow citizens to name beneficiaries of particular investments electronically – something that could previously only happen in person.

The remote witnessing of wills, powers of attorney, and commissioning of other documents were first introduced as a temporary measure in 2020 to allow lawyers to provide these important services to the public during the COVID-19 emergency period.

In 2021, amendments to *The Miscellaneous Statutes (Remote Witnessing) Amendment Act, 2021* expanded these provisions to apply to health care directives and moves those changes from the regulations to their respective acts to ensure these services are available on a permanent, ongoing basis.

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*“These changes improve access to justice and make it easier for members of the public to receive timely legal services. The pandemic highlighted the need to augment remote options for those in need of legal or financial services. This legislation is part of our efforts to modernize Saskatchewan laws to meet those needs on a permanent basis.”*

–Gordon Wyant

Former Minister of Justice and Attorney General

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Also in 2021, changes to *The Queen’s Bench Amendment Act, 2021* now allows a citizen’s property guardian or power of attorney to name, change or revoke beneficiaries on behalf of a citizen who lacks capacity. Previously, substitute decision makers could not designate beneficiaries for another individual. This change will apply to specific types of investments (set out in *The Queen’s Bench Act, 1998*) and may necessitate a court order – depending on the requirements of each case.

## Ministry of Trade and Export Development

### Women Entrepreneurs of Saskatchewan Report

Women entrepreneurs are important contributors to Saskatchewan communities and the province’s economic growth. The Government of Saskatchewan, through the Status of Women Office, created the Saskatchewan Advisory Committee on the Gender Entrepreneurship Gap in May 2019. The Advisory Committee, led by Women Entrepreneurs of Saskatchewan, released a report entitled “Enabling Scale in Saskatchewan” in July 2020. The Advisory Committee’s report highlights the importance of women entrepreneurs to Saskatchewan’s economy and job creation and the potential for further contribution by supporting women to scale their businesses. It also identifies four priority areas for action including, “Enhancing awareness and support by building momentum.”

The report is one of the steps the Government of Saskatchewan is taking to increase understanding and awareness of the successes of women entrepreneurs and their contribution to our economy. This report provides characteristics of women entrepreneurs in the Saskatchewan business economy, information about women-owned businesses in Saskatchewan, and female self-employment in different sectors. The report also includes a comparison of how women-owned businesses compare to men-owned businesses in Saskatchewan and Canada. Responses from women-owned businesses regarding the impact of COVID-19 on their businesses are also included.



# Building a Modern Regulatory Framework

Governments have traditionally relied on prescriptive, command and control regulations to mitigate potentially harmful actions or consequences. Modern and flexible regulatory approaches are now being used to achieve social, economic and environmental objectives in a more effective and efficient manner.

Having an effective and modern regulatory framework offers more flexibility for businesses to comply in a way that helps them capitalize on their competitive advantages. Regulatory flexibility creates incentives and multiple pathways to regulatory compliance with a focus on outcomes. An outcome-based approach to regulation enables business and industry to develop innovative solutions to complex problems. Solutions can be arrived at quicker and more efficiently without delays tied to regulatory reviews and amendments by government.

Modern regulations promote government transparency, accountability and fairness. They also require government to carefully consider feedback from stakeholders and incorporate that feedback into government decisions at all levels. Resolving public concerns requires consideration of various alternatives, such as incentive-based solutions rather than an immediate default to more government regulation. Problems are risk assessed to determine if they need to be acted on by government. Limited government resources are directed to areas where regulatory non-compliance is reoccurring or where there is a significant risk to the public.

The Government of Saskatchewan has implemented the following initiatives to support the adoption of a modern and flexible regulatory framework.





## Ministry of Government Relations

### Modernization of the Provincial Capital Commission's Regulations, Policies and Bylaws

The Provincial Capital Commission (PCC) is a provincial agency responsible for the operation, management and stewardship of provincial assets, enhancing quality of life, and creating pride in the capital city through educational programming, public events, and celebratory opportunities. The Commission acts as a regulator for all land use within Wascana Centre.

The legislation establishing the PCC lacked key definitions, clear review and approval processes regarding development and other activities in Wascana Centre. This gap affected the Commission's ability to consider potential projects and activities, including updates to the master plan, and developing policies regarding how to engage with project proponents and the public. These issues were noted by the Provincial Auditor in 2019 and in a 2020 court decision regarding three of the Commission's bylaws.

The Ministry of Government Relations worked with the PCC and the Ministry of Justice to address these challenges by:

- developing *The Provincial Capital Commission Regulations*;
- creating public participation policies and procedures for the Commission; and
- modernizing existing bylaws.

Noteworthy changes in these new regulations, policies and bylaws includes:

- definitions and thresholds for improvements and major developments;
- a clearer framework for when and how public participation will be undertaken;

- guidance and direction on public notice standards and public participation activities; and
- replacement of outdated bylaws that were difficult to administer and contained significant gaps with new bylaws and processes that balance the need for regulation and public safety with an individual's rights.

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*"Public engagement [on the Wascana Centre Master Plan] will begin in 2022 and conclude in 2023. These engagement opportunities will help inform the formal review of the Master Plan and will include topics such as the Centre's five pillars (recreation, culture, environment, education and government), park and facility usage, as well as religious and ceremonial land use within the park."*

**—Provincial Capital Commission  
News Release, October 15, 2021**

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The changes to the regulatory framework help achieve transparency, fairness and balance. The new framework allows for efficient review and approval of minor and temporary improvements while also providing direction for when robust public participation is to occur on major developments. Updated bylaws create processes for the review of permits and licenses and ensure all requests to engage in activity in Wascana Centre are given due consideration. The bylaws are more readable, accessible and uniquely the PCC's.

As a result of this work, the PCC is able to more efficiently administer its policies and bylaws, provide clarity to developers regarding public engagement expectations (and potential cost savings), be transparent to the public, and achieve balance between the need to protect order, health and safety with safeguarding constitutionally protected rights. There were no significant cost or implementation issues for government or the Commission, and it aligns the PCC with the practices of other capital commissions in North America.

## Saskatchewan Liquor and Gaming Authority

### Liquor Red Tape Reduction

The Saskatchewan Liquor and Gaming Authority (SLGA) regularly reviews its rules and regulations and consults with stakeholders in an effort to identify areas where changes could be made to reduce red tape while also maintaining public safety.

Through a combination of making some public health order provisions permanent, the formal red tape review process and SLGA's commitment to continuous improvement and reducing red tape, several changes have been implemented, including:

- allowing restaurants to sell liquor for off-site consumption with the purchase of food;
- allowing liquor retail stores and restaurants to deliver liquor without obtaining a separate home delivery permit;
- allowing third-party contractors to obtain a home delivery permit (e.g., SkipTheDishes, Uber Eats);
- allowing taverns to replace light meals with pre-packaged snacks (e.g., chips, nuts) after 11:00 p.m.;
- allowing restaurants to provide a reasonable number of meal choices rather than prescribing components of a meal;
- replacing the maximum patio area size with the National Fire Code standards;

The changes have increased business flexibility while improving convenience for consumers. SLGA remains committed in continuing to review its policies and regulations to create a business environment that balances business flexibility, consumer convenience and public safety.

- allowing private clubs to serve liquor at special events throughout their private club rather than requiring the host of the special event to obtain a special occasion permit;
- removing restrictions that limited the areas where movie theatres could have permitted areas, with minors being present in permitted area;
- allowing billiard halls and golf simulators to be eligible for a patio endorsement;
- allowing non-liquor businesses to cross promote with liquor stores;
- clarifying how trade show organizers and manufacturers can operate at trade shows and how liquor is sold;
- establishing minimum refundable deposits for bidders who participate in the retail store permit open bid processes to ensure that only serious bidders participate;
- using the term 'patio' to cover all other service areas and streamlining the application process (previously patio, sidewalk café, temporary outside seating area were all used); and
- updating the Commercial Liquor Permittee Policy Manual to consolidate recent policy changes into a single document and separating out sections related to alcohol manufacturing. A new policy manual specifically for alcohol manufacturers (the Saskatchewan Alcohol Manufacturing Policy Manual) was created in response to manufacturer feedback.



## Ministry of Environment

### Modernizing *The Captive Wildlife Regulations*

Effective June 1, 2021, *The Captive Wildlife Regulations, 2021*, modernize the regulations and adopt standards of care for wildlife in captivity; adopt a risk framework developed by a Captive Wildlife Expert Panel to clarify when wildlife may be held under a captive wildlife licence; establish a restricted list and allowed list of wildlife suitable for captivity with or without licensing requirements, respectively; offer a transitional period with a grandfathering process for the public and pet retailers; and implement fees for holding wildlife under a captive wildlife licence.

A complete restructuring of the regulation was undertaken to improve the general provisions to provide clarity regarding the rules and requirements for captive wildlife licensing. The purposes for which the Minister may issue a captive wildlife licence is established in the regulations for falconry, operating a zoo, wildlife rehabilitation, scientific research, and raising and releasing upland game birds.

The changes have garnered support from some stakeholders, as cited in the June 2, 2022, Saskatchewan Star Phoenix article, *Lions, tigers and bears: Saskatchewan tightens captive wildlife rules*.

Adopting Canadian Accredited Zoos and Aquariums standards of care for zoos and the International Wildlife Rehabilitation Council requirements for wildlife rehabilitation, aligns Saskatchewan with other jurisdictions, and addresses animal welfare and public safety concerns for wildlife held in these facilities.

Other changes strengthen and improve permitting processes for falconry by establishing a 3-year permitting cycle and clear standards for commercial breeding of raptors and using raptors for bird abatement.

Approved fees aligned with neighboring jurisdictions help offset costs associated with captive wildlife licensing.

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*"If exotic wildlife escapes, Saskatchewan Wildlife Federation executive director Darrell Crabbe is concerned it may present a threat for native species. That's why he hopes the new rules are getting ahead of wildlife challenges facing other jurisdictions, including examples of big cats escaping captivity in the U.S. Tightening registration requirements may also clarify how many species of exotic wildlife are in Saskatchewan. 'We don't know exactly how many of what species may be in our province already' he said."*

**–Saskatchewan Wildlife Federation  
Saskatchewan Star Phoenix**

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## Ministry of Energy and Resources

### Structured Project Application Authorization

Prior to the Structured Project Application Authorization (SPAA) enhancement, the Enhanced Oil Recovery (EOR) or Waterflood application process, was heavily manual. There was little leeway to work with an applicant on an application in the system and little structured data to leverage. After approval, a manual process (that added time) was required to set up what had been approved. Each submitted licence referencing the authorization had to be checked and would often trigger a non-routine licence, adding days to a licence issuance for wells associated to a waterflood or EOR authorization.

With this functionality Energy and Resources has:

- decreased application review times;
- established automation that allows for edits and coordination with an applicant inside the application process;
- automated the system changes that are needed after an authorization is issued;
- created a way for licences to only go non-routine if required, which has decreased the volume of non-routine licences; and
- ensured that if a licence does go non-routine, a review is triggered.

## The Seismic Exploration Regulations

The amendments brought into effect on April 1, 2021, remove all health and safety provisions related to the handling, loading, and detonating of explosives from *The Seismic Exploration Regulations*, and incorporate them through reference to *The Occupational Health and Safety Regulations (OHSR)*, 1996, providing clarity and consistency on the health and safety rules to be followed. With this change, a \$50 explosive permit fee, which was issued once an individual met certain eligibility criterion for the handling of explosives, was eliminated as it was deemed unnecessary red tape as safety requirements were covered under the OHSR. The expected result was an industry savings of approximately \$2,100 a year, while the Ministry will see an internal savings of approximately \$2,600 a year in processing fees.

The amendments will also enable future operational efficiencies by allowing for the submission of information through electronic means.

## Ministry of Parks, Culture and Sport

### Program Improvement

Park Rangers are provincial park staff who educate visitors and ensure compliance with *The Parks Act and Regulations*. Their primary tasks include day-time park patrols, campground checks, and ensuring visitors know about park rules and programs. A review of the program found that Park Ranger job descriptions were very dated, having not been reviewed since the 1990s and were not completely aligned to the current enforcement environment. In 2021-22, new job descriptions were created to clarify the roles and responsibilities of Park Rangers, including clearly distinguishing their roles from those of Park Enforcement Officers.

In addition, the development and delivery of training for Park Rangers was moved in-house. These changes have resulted in more consistent regulatory application and compliance in provincial parks and will save the program an estimated \$10,000 each year which can be redirected to other park programs.



## Financial and Consumer Affairs Authority

### Self-Certified Prospectus Exemption

The Financial and Consumer Affairs Authority (FCAA) issued General Order 45-538 Self-Certified Prospectus Exemption, which grants an exemption from the prospectus requirements in *The Securities Act, 1988* to allow sales of securities by businesses to certain investors without the use of a prospectus. These investors are persons who, because of their education or occupation, can make an informed investment decision without a prospectus. The businesses who will use this exemption to sell their securities will typically be small, early-stage businesses seeking funding to grow. The exemption significantly reduces the cost to these businesses, without compromising investor protection.

## Ministry of Justice and Attorney General

### Repealing of Obsolete Regulations

Recent amendments to Section 4-12 of *The Legislation Act* sponsored by the Ministry of Justice and Attorney General now allow the Lieutenant Governor in Council to repeal several regulations through a single set of repeal regulations.

*The Legislation Act (Regulations) Repeal Regulations, 2022* was the first set of repeal regulations brought forward under the new provisions and resulted in the repeal of 21 individual sets of obsolete regulations. The repeal of outdated and obsolete regulations forms an important component of Justice's commitment to red tape reduction.

The specific regulations that are being repealed fall under:

- *The Financial Administration Act, 1993*;
- *The Saskatchewan Employment Act*; and
- *The Water Corporation Act*.

## Small Business Financing

The FCAA issued General Order 45-539 Small Business Financing, which grants an exemption from the prospectus requirements in *The Securities Act, 1988*. The exemption allows sales of securities by businesses to the public without the use of a prospectus if certain less burdensome requirements are met. The other requirements that must be met include providing a streamlined offering document to the investors and a maximum investment limit. This exemption is intended to support small local businesses that do not currently have the profile or growth prospects to attract the interest of venture capitalists or public capital markets. It permits businesses to raise money from purchasers who are part of the public and who would not qualify to invest under one of the other prospectus exemptions commonly relied on by small businesses. The exemption significantly reduces the cost to these businesses to raise capital, while maintaining appropriate investor protection.

The regulations have been identified through consultations with the responsible ministries. These ministries confirmed that the repeal of these regulations will not have a substantive impact on government or stakeholders.

### Improving Timelines for Inter-Jurisdictional Support Orders

*The Inter-jurisdictional Support Orders Act* enables Saskatchewan courts and out-of-province courts to grant and register support orders or agreements when the person receiving support and the person paying support do not live in the same province or country. *The Inter-jurisdictional Support Orders Amendment Act, 2021* will:

- eliminate the requirement for copies of support orders from other domestic jurisdictions to be certified before they can be filed in a Saskatchewan court;
- eliminate the requirement for copies of support orders from Saskatchewan to be certified before they can be filed in the court of a reciprocating domestic jurisdiction, except where required by that jurisdiction; and



- allow for the transmission of electronic documents in accordance with the regulations.

This Ministry of Justice and Attorney General is proposing these amendments now as part of the ongoing commitment to ensure that we are doing all we can to facilitate the payment of these critical orders as efficiently as possible. By eliminating some of the legal requirements for inter-jurisdictional filing, we can help ensure Saskatchewan families receive the support to which they are entitled.

## Preventing Abuse by Payers Under a Support Order

*The Enforcement of Maintenance Orders Amendment Act*, sets out a number of instances where steps may be taken to enforce a maintenance order when a payor is in arrears of more than three months of payments.

In 2021, the Ministry introduced changes to legislation to enforce support payments that have been withheld in bad faith and that make it easier and faster to file for child support.

The new amendment gives the Maintenance Enforcement Office discretion to commence enforcement procedures after the payor is one month in arrears, where the payor is acting in bad faith and has previously defaulted on payments. This applies to enforcement measures such as the attachment of pension entitlements, driver's license suspensions, and corporate liability for payments.

Prior to the amendments, a payor, who wished to act maliciously or in bad faith, could potentially delay enforcement actions for arrears by making a small payment, putting their arrears under the three-month threshold. The new amendments address that potential delay and is the first of its kind in Canada to specifically target repetitive malicious conduct. It would not apply to cases in which external circumstances, such as illness or loss of employment, that prevent someone from making support payments.

## Modernizing *The Non-Profit Corporations Act*

As part of the modernization of Saskatchewan's key Business Registry legislation that began last year with the new *Business Corporations Act, 2021*, the Ministry undertook a modernization review of *The Non-Profit Corporations Act* in 2021 to modernize the Act's provisions to reflect current practices, replace outdated rules and language, and create efficiencies for organizations by emphasizing the use of modern technologies.

One of the key changes successfully addressed a red tape concern submitted through the Saskatchewan Help Cut Red Tape webpage regarding online board meetings and electronic voting.

The modernization initiative has resulted in:

- reducing red tape by removing requirements for corporations and officials to provide notices and other documents to the Registrar in matters focused solely on the internal activities of the corporation that should not involve the Registrar;
- removing the Registrar's ability to make court applications in matters that are more appropriately resolved by corporations and other interested parties;
- allowing the Registrar to stop publishing corporate notifications in the Gazette;
- modernizing the Act by expressly allowing for the use of electronic technology, such as sending notice of member meetings electronically and holding electronic meetings;
- updating provisions respecting the Corporate Registry to reflect current processes more accurately for the registration of corporations and the filing of documents; and
- removing the requirement for charitable corporations to receive court approval to add, change or remove any restriction on its activities. The Canada Revenue Agency (CRA) and Charities Directorate do not support this court process as it makes additional work for them when dealing with Saskatchewan charities, especially when the reason most charities amend their articles is to be granted charity status by the CRA.

## **Deeming the Saskatchewan Gazette's Digital Version as an Official Record**

*The Queen's Printer's Act* requires paper publication of the Gazette not less than twice in each month, and the publication is currently produced weekly and posted on Fridays. While the legislation identified the paper version as an official record, it did not extend that recognition to the online version. This meant that only the paper version of the Gazette could be used as evidence in trials and legal proceedings. Printing and mailing hard copies of the Gazette can take up to a week from the date it is first posted online.

An *Amendment to The Queen's Printer's Act* established the online version of The Saskatchewan Gazette as an official record. Both the print and online copies will now be an official government record.

With this amendment, the delay of printing and mailing a hard copy will be removed. Citizens will now be able to officially reference the online copy as soon as it is posted – without further authentication of its contents – and rely on it in legal proceedings as the authoritative legal record.



# Expanding Online Tools and Solutions

Technological improvements and high-speed internet connectivity are becoming more accessible and easier to use for businesses and residents each year. Saskatchewan ministries, agencies and Crown corporations are continuing to innovate and adopt web-based platforms to improve access to information, broaden their reach and expand services to clients.

The expansion of online tools and solutions has enabled the provincial government to improve regulatory services and response times by making it easier and faster to submit applications and seek approvals. There is an overall reduction in administrative time for both government and the client. Technology has also provided clients with the ability to submit applications day or night, at times convenient for them.

The Government of Saskatchewan has implemented the following initiatives to further expand online regulatory tools, solutions and technologies.



## **Ministry of Social Services**

### **Improving Communications with Housing Authority Office**

The Ministry of Social Services delivers housing across the province through the Saskatchewan Housing Corporation (SHC) with a focus on those most in need. This work is supported by local housing authorities in over 200 locations who handle the daily operations in their communities. Housing authorities rely on the Ministry to provide them with current information regarding policies and other news in a timely manner to help them provide appropriate services to Ministry clients. In January 2022, the Ministry launched a new secure SharePoint portal to distribute the crucial information to the housing authority stakeholders. In 2020-21, the Ministry completed a business case for the web portal and in 2021-22 successfully implemented the work from development to launch. SHC lead the initiative, which included prototyping, testing, and developing the secure SharePoint portal that is accessible to all housing authority staff. The SharePoint portal houses important information regarding policy, processes, news and other crucial information. Prior to launching the portal, this information was delivered to housing authorities in numerous ways (mail, email, network drive), none of which used technology effectively. After conducting a process review and considering the needs of the housing authorities, the existing medium and processes for delivering and filing information, it was established that the Ministry's methods of delivering policy, process, forms, and other information to housing authority staff were outdated, costly, inefficient, and time-consuming.

The new SharePoint portal eliminates all those operational constraints and offers housing authority staff immediate, online access to all the current information on demand from any of their devices (desktop, laptop, tablet and phone). Housing authorities were given access to the SharePoint in stages; all were online by January 2022.

Through this initiative, the Ministry has significantly reduced the administrative costs, as well as its environmental footprint through the reduction in printing and paper resources. The Ministry is expecting an estimated savings between \$80,000 (four mailings) and \$250,000 (13 mailings) per year. The Ministry also plans to expand the portal to include web-based forms, additional knowledge base content, and other useful features and apps like interactive calendars, maps, and directories for housing authorities.

## **Ministry of Finance**

### **Bulletins Issued and Updated for 2021-22**

The Ministry of Finance maintains approximately 100 Tax Bulletins and 40 Information Notices, all of which are available on the Government of Saskatchewan's website. They provide the most current information to businesses concerning the application of tax and various tax programs. Updates to tax bulletins and notices are completed on a priority basis involving changes made to legislation, outdated information, changes in technology or language to provide greater clarity, better organization or simplification. Overall, 28 tax bulletins and notices were updated for the 2021-22 fiscal year and, in particular, the updated notices and bulletins reflected initiatives announced in the Budget 2021-22, which mainly focused on introducing new Tobacco and Vapor Taxes, and Fuel Taxes to Saskatchewan businesses and residents. The other updates are mainly in relation to regular ongoing work to update bulletins and notices for accuracy, clarity and readability.

By updating these bulletins, it ensures the most accurate and up-to-date tax information is easily available for businesses to understand and comply with our regulations.

For more details on all updated bulletins and notices, Saskatchewan residents can go to:  
Tax Information Updates | Provincial Taxes, Policies and Bulletins | Government of Saskatchewan.

Saskatchewan businesses and residents are also able to directly subscribe to this website to ensure that any information that the Ministry of Finance updates for Bulletins and Notices are being sent via email as a newsletter that highlights changes made or new information listed.

## **Ministry of Advanced Education**

### **Implementation of the Post-Secondary Document Uploader**

In 2021-22, the Ministry of Advanced Education implemented the Post-Secondary Document Uploader feature on Saskatchewan.ca to enhance customer service to students, parents, post-secondary education institutions and third-party organizations by providing a secure, online alternative to submit documents.

Over the years, and especially during the pandemic, it became evident that the Student Service Centre needed to expand the options for clients to submit their required documentation. Implementing the Post-Secondary Uploader feature has significantly improved client service and upload accessibility, as well as allowed for increased file size capacity, improved security of confidential information, and reduced the need to rely on regular mail and fax machines.

By implementing this new online feature, Student Service Centre clients can upload the required documents and forms without an existing Advanced Education Student Portal account. Documentation is uploaded immediately, and students experience fewer delays and expedited documentation processing by avoiding wait times for mail delivery. Institutions and advisors can be sure their confidential documentation is received by Ministry staff immediately upon upload.

The Post-Secondary Document Uploader streamlined the workflow in the Student Service Centre, reduced the risk of loss of documentation through regular mail or faxing, and decreased the overall volume of emails received by the Student Service Centre. The new Uploader provides a central location for files to be submitted and received, and since its launch in April 2021, over 20,000 documents have been uploaded by Student Service Centre clients.



## SaskPower

### Start/Stop Meter Read

When customers want to start or stop their service with SaskPower, a meter read must be conducted to ensure appropriate billing and account management. This requires dispatch of SaskPower field resources to obtain a meter read at a cost to them, but with the addition of this functionality within MySaskPower it allows the customer the option to:

- submit their first meter read after starting service with SaskPower and save the \$35 connection fee on their first bill by submitting it through the Start or Stop meter reading; and
- submit their last meter read after stopping service with SaskPower to receive their final bill faster.



## Ministry of Agriculture

### Website for Pesticide Regulatory Improvement

The Crops and Irrigation Branch developed material on the Government of Saskatchewan website to save clients time and frustration trying to locate information on pesticide regulatory responsibilities and investigations.

The material can be found at: [Pesticide Investigations and Regulations in Saskatchewan | Crops and Irrigation | Government of Saskatchewan](#)

This would be quantifiable by measuring the number of inquiries received per year that are from clients seeking information on complaints that ultimately result in redirecting them to Health Canada or Transport Canada. In 2021, 16 calls were redirected to Health Canada and 10 calls were redirected to Transport Canada out of a total of 78 inquiries/complaints relating to pesticide application.

The Ministry of Agriculture is responsible for *The Pest Control Products (Saskatchewan) Act and Regulations*, pesticide licensing, enforcement, inspections and pesticide investigations.

- The federal government is responsible for *The Pest Control Products Act* (Health Canada's Pest Management Regulatory Agency) and the flight of aerial pesticide applicators (Transport Canada).
- Clients who are concerned about pesticide drift in the province are required to talk to Health Canada if their concerns relate to a farmer or other applicators who do not require a licence; or Transport Canada if their concerns relate to the flight (e.g., low flying aircraft) of an aerial pesticide applicator; and Saskatchewan Ministry of Agriculture if their concerns relate to a licensed pesticide applicator.

- The complexity of the legislation and regulatory requirements and lack of clarity was resulting in confusion for clients.
- As there was no information about who to contact within the Ministry of Agriculture regarding pesticide complaints, clients would often be frustrated by the time they reached the Provincial Pesticide Investigator. Furthermore, if their complaint was regarding a farmer or the flight of an aerial applicator, they would need to be referred to federal counterparts.
- Creating clear and concise information for the Saskatchewan.ca website, including a pesticide investigation complaint form will reduce the number of referrals needed to make and increase client satisfaction, access to complaints, and accessing information efficiently to receive input about concerns.

## **Ministry of Energy and Resources**

### **Virtual Safety and Loss Management System Audits**

Virtual auditing has improved efficiencies, reduced associated costs, and allowed for more participants from Energy and Resources. Subject matter experts are at the table on both sides of the audit allowing for more wholesome discussions on the topics being audited. Field personnel that may not have been at the table to provide a more “on the ground” view of the Safety and Loss Management System programs would not have been invited to corporate head offices because of the cost and inefficiencies. Now, they can remain in the field but participate remotely.

Overall, the use of virtual auditing has reduced costs, created capacity building opportunities, and provided a venue for a more thorough review of the content.

## **Ministry of Health**

### **Drug Plan and Extended Benefits Vaccine Portal**

The Vaccine Portal was developed to allow community pharmacies the ability to register their personal care home clients, identify Health Care Workers, and enable pharmacies to electronically provide the Ministry of Health’s Drug Plan and Extended Benefits Branch (DPEBB) with their weekly vaccine request. The Vaccine Portal had a positive impact on resource requirements for both community pharmacies as well as DPEBB.

- 1) Personal care home registration for high-dose influenza:
  - provided pharmacies with the ability to register their clients through the Vaccine Portal, enabling enhanced efficiencies for both pharmacy and DPEBB staff;
  - pharmacy staff are able to enter patient information into the Vaccine Portal in real time, reducing pre-work and wait times for processing by DPEBB staff; and
  - allowed DPEBB staff to focus on other priorities.

2) COVID-19 Immunization Health Care Worker Identification:

- provided pharmacies with the ability to identify Health Care Workers receiving COVID-19 immunizations through the Vaccine Portal enabling enhanced efficiencies for both pharmacies and DPEBB staff;
- pharmacy staff were able to enter patient information into the Vaccine Portal in real time, reducing pre-work and waiting times for processing by DPEBB staff; and
- enabled DPEBB to automate Health Care Worker reporting for COVID-19 immunizations administered in community pharmacies.

3) Ordering of weekly COVID-19 immunizations by pharmacies:

- pharmacies are enabled to enter their weekly COVID-19 vaccine request for two consecutive weeks into the Vaccine Portal; and
- DPEBB is able to report back to each pharmacy individually their vaccine allotment for the upcoming week. This information allows pharmacies to plan their COVID-19 immunizations for the upcoming week, ensuring adequate vaccine stock, staffing, as well as booked appointments.



Enhanced efficiencies occurred in both pharmacies and DPEBB with the reduction in the manual processes.



## SaskEnergy

### Online Appointment Booking

Technology has changed the way our customers want to interact with SaskEnergy. The increase in mobile platforms and the ability to self-serve online has influenced customers' expectations. By providing the ability for our customers to book an appointment online, we offer an ease-of-use service that customers are accustomed to in other areas of their personal and professional experiences. This improved customer interaction builds confidence in our company and improves our reputation in the marketplace.

### Customer Callbacks

Previously, SaskEnergy customers who wanted to speak to a Customer Services Representative were required to wait on hold if a representative was not available to take their call. SaskEnergy successfully implemented a Customer Callback option on June 16, 2021, which has enhanced the experience for customers who need to speak to a Customer Services Representative. Now, if someone calls SaskEnergy's customer service and all the agents are currently unavailable, they have the option to request a callback.



### New Service Installation Auto-Notification

Customers who are working with SaskEnergy to install a new natural gas service are now receiving auto-notification of the status of their project throughout the process. This enhancement has resulted in a positive impact to customers and a large reduction in calls from customers looking for status updates on their project. There were 169 auto-notifications sent to customers in the first three months of 2022. SaskEnergy is continuing to identify further opportunities for auto-notification to customers through 2022.

### Service Request Enhancements

If customers want to make changes to their existing natural gas service infrastructure, they can now visit [saskenergy.com](https://saskenergy.com) to request the change. Examples are moving a natural gas line or meter, upgrading the capacity of their natural gas service, or removing a service line for demolition of a building.



## SaskTel

### Improving the Wholesale Application Process

SaskTel evolved the application process for requesting Support Structure, Sub-links, and Carrier Co-location wholesale services. The process was transitioned from a three-layer carbon copy paper mail-in process to an online submission. This new process allows online completion of the application form, the online submission of additional required documents (plans, maps, etc.), auto-checking of application completeness, and a tracking mechanism for customers as the application moves through the internal approval steps.

With the launch of this new process, the inconvenience for customers having to wait for an application form to be mailed to them was eliminated. The cost incurred by customers of mailing their applications to SaskTel was also removed. The approval process has sped up with the online sharing of documents between departments and cities. There is an estimated one-week savings in processing time per application.

Customers are also experiencing an enhanced customer experience as they are receiving notifications as their application moves along the approval process. This provides them visibility into the status of their application and when they can expect to receive approval.

## Saskatchewan Government Insurance

### Traffic Safety Workshop – Moved to Online Platform

Novice drivers, meaning new drivers who are still in the Graduated Driver's Licensing Program, who are at fault for a collision or met the threshold for traffic convictions are required to attend a presentation on traffic safety with the goal of improving their driving behaviour.

The video discusses the importance of safe driving habits, appeals, suspension, the Safe Driver Recognition program, Criminal Code convictions, and more. Previously, participants had to schedule an appointment to attend a group session in-person, which may have required them to travel some distance depending on their location. Saskatchewan Government Insurance (SGI) is now offering the Traffic Safety Education sessions online.

The session was videotaped and produced in-house and is now available to be watched online by those required to complete it, about 8,000 annually. Customers are sent a letter with the link to the video. They can watch it at a place and time that is convenient for them and are given 4-6 weeks to do so. At the end of the video, they complete and submit a form and then SGI considers their requirement to take this session as complete.



## Saskatchewan Liquor and Gaming Authority

### New Online Reporting System

Prior to October 2021, Saskatchewan Liquor and Gaming Authority (SLGA) manually collected and processed monthly sales reports from cannabis retail stores. The manual reporting system led to errors, increased administrative time for SLGA, and delays in submitting the reports to Health Canada.

In October 2021, SLGA implemented an online reporting portal for submission of reports. The new online reporting system allows for monthly sales data from cannabis retailers to be extracted directly from permittees' point of sale systems and uploaded to SLGA's online reporting system. Both SLGA and parties submitting reports have identified time savings with the implementation of the new online reporting system. Retail stores have identified time savings through store preparation and submission of reports, while SLGA staff are now able to easily identify and rectify any errors.

The benefits of the new online reporting system have not been fully realized due to the recent cyber security incident SLGA experienced; however, it is anticipated that they will be substantial. SLGA will continue to monitor the benefits of the new online reporting system in 2022-23.

## Ministry of Parks, Culture and Sport

### Improvement to the Provincial Park Campsite Reservations

The 2022 campsite reservations website received an upgrade to improve the customer experience. One of these improvements included the Campsite Favourites, which allows campers to create and save a list in their online account instead of writing site numbers down or saving photos on their phone. Campers have been asking for this feature and Saskatchewan Parks is now able to offer it for the 2022 season. Here's a list of what's new this year:

- campsite comparison – compare up to three sites online to assist in deciding the site that best suits your needs;
- campsite favourites – create a list of favourite sites that will be saved in your online account;
- print-at-home entry – speed up the check-in process when you arrive at the park by printing your own daily or weekly entry permit at home. Annual entry permits purchased online will be mailed the next day (a printable temporary pass is available and valid for three weeks from purchase); and
- upgraded maps – in response to campers' requests for better maps on the reservation site last year, geographical information system maps have been added to the site. Maps are based on geographical coordinates for campsites and amenities across the province.



## Ministry of Justice and Attorney General

### New Online Public Access Portal for Landlords and Tenants

The Office of Residential Tenancies (ORT) has launched an online public access portal for landlords and tenants. The new portal will provide landlords and tenants with the ability to create notices, file applications online and upload evidence, photos and other documents related to ORT applications from the convenience of a computer or mobile device. Clients can log into the online portal using their Saskatchewan Account at [www.saskatchewan.ca/ort](http://www.saskatchewan.ca/ort).

The ORT provides information and services to landlords and tenants to help them work toward the early resolution of disputes. The ORT also adjudicates disputes between landlords and tenants where necessary. The office has eight hearing officers and four Deputy Directors who hear approximately 6,000 applications annually.

The ORT saw over 150,000 inquiries via email and phone in 2020-21 and accepted 3,969 applications from tenants and landlords. Applications typically involve disputes over security deposits, overdue or unpaid rent, damages to property, and abandoned personal property.

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*"The new system will allow ORT staff to respond to claims faster and better manage claims from beginning to end, improving access to justice and reducing paper usage. Landlords and tenants will now have 24-hour access to complete notices, file applications online, upload evidence, and track the progress of their dispute."*

**—Gordon Wyant**  
**Former Justice Minister and Attorney General**

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# Regulatory Alignment Across Jurisdictions

In an increasingly globalized marketplace, Saskatchewan businesses are operating across domestic and international borders with increased frequency. Regulations that are out of step with other jurisdictions can be frustrating to businesses that must comply with multiple sets of regulations that can be duplicative or in conflict. The Government of Saskatchewan is working to streamline regulations with municipal, provincial and federal jurisdictions to facilitate the movement of goods and services across borders and reduce burdens to the provider or consumer.

Saskatchewan is an active participant in the Regulatory Reconciliation and Cooperation Table (RCT), which was established through the Canadian Free Trade Agreement. The RCT aims to reconcile regulations that are considered an impediment to business in the areas of trade, labour and innovation.

The following initiatives have been implemented by ministries, agencies and Crown corporations to improve inter-jurisdictional alignment.

## Ministry of Labour Relations and Workplace Safety

### Harmonization of Personal Protective Equipment Requirements

As per the commitment under the Canadian Free Trade Agreement, Saskatchewan has been working with other jurisdictions towards removing barriers to trade, investment and labour mobility. Part of this initiative is to reduce barriers around occupational health and safety. To this end, Saskatchewan has signed the Pan-Canadian Occupational Health and Safety Reconciliation Agreement.

This agreement harmonizes six fall protection requirements found in *The Occupational Health and Safety Regulations, 2020* with Canadian Standards Association (CSA) standards. This means that fall protection requirements will be standardized across Canada.

This initiative lessens the requirement on employers to have multiple types of fall protection depending on the jurisdiction they are working in, which in turn should reduce costs. Employers in Saskatchewan that do not work across jurisdictions would not be impacted by the move to the CSA standards. They can continue to follow the existing regulations.



## Ministry of Government Relations

### Construction Code Interpretations

Building owners and industry members have expressed concerns about inconsistent application of construction codes, both between municipalities and even from desk to desk within the same municipality. Those inconsistencies can result in delays because of disagreements in applying construction code requirements, and added costs for design changes and construction. The issue is especially prevalent when construction companies work in multiple municipalities in Saskatchewan. To address this issue, *The Construction Codes Act* provides two mechanisms to ensure construction projects can proceed in a timely manner.

First, the Minister of Government Relations can issue binding interpretations of how a construction code is to be applied to all similar construction projects throughout Saskatchewan. These interpretations are binding on both the buildings to which they apply and the local authorities responsible for administration and enforcement of construction codes. Ministerial interpretations are intended to help harmonize construction requirements across different local authorities.

Second, the Saskatchewan Construction Standards Appeal Board can issue pre-rulings where there is a disagreement between a building owner, contractor, designer, or building official and a local authority on how a provision of a construction code is to be interpreted. These pre-rulings are project specific and intended to resolve conflict prior to construction starting.

Both the Ministerial interpretations and the pre-rulings by the appeal board help fulfill the commitments made in the Government of Saskatchewan's Growth Plan to allow for independent judgements in the application of the National Building Code.

Using the Direct Cost Estimator, it is estimated \$28,670 annually and \$240,320 over ten years could be saved by local authorities in administrative time and costs of building officials if the time spent in interpreting a complicated/complex requirement was reduced as a result of a binding Ministerial interpretation or pre-ruling having been made regarding a matter.

## **Model Building Bylaw**

Local authorities have expressed concerns about the technical and legal resources necessary to develop their own building bylaw, especially in smaller jurisdictions which have seen low construction activity in recent years. Building owners have expressed concern that the lack of a building bylaw leaves them ill-informed of what is required to obtain permission to construct a new building or to renovate an existing building.

To address this issue, *The Construction Codes Act* provides local authorities that have not adopted their own building bylaw by the date specified in *The Building Code Regulations*, with a model building bylaw that automatically applies to them. This is similar to the default Code of Ethics found in *The Cities Regulations*, *The Northern Municipalities Regulations* and *The Municipalities Regulations*, where the model building bylaw would only apply to local authorities who have not adopted their own building bylaw. A local authority would no longer be subject to the provincial model building bylaw if they adopt their own building bylaw.

The model building bylaw provides a common standard for municipalities without their own building bylaw and does so without adding any financial burdens or responsibilities to the municipality. This will increase harmonization in Saskatchewan jurisdictions and make it easier for industry and building owners to comply with construction requirements.

Using the Direct Cost Estimator, it is estimated this will save municipalities over \$52,000 in administrative costs to implement the default bylaw versus the process of drafting and developing a unique building bylaw on their own and presenting it to council to review and approve.

## **SaskPower**

### **SaskPower Environmental Protection Plan for Working in or Near Water**

SaskPower has over 72,000 structures across Saskatchewan with a surface water feature of some kind. As a result of routine maintenance work that is necessary on SaskPower's linear infrastructure, Aquatic Habitat Protection Permits (AHPPs) are often required for work conducted in or near water throughout the Province of Saskatchewan under *The Environmental Management and Protection Act*. SaskPower was historically applying for hundreds of AHPPs each year resulting in project delays, consultant costs and resourcing burdens to both SaskPower and the Ministry of Environment. Project delays in turn resulted in increased asset management costs through lost opportunity, risk and liability exposure. AHPP permit conditions are generally very similar and/or identical in most cases.

In 2018, SaskPower applied to Environment for an Environmental Protection Plan (EPP) for lower risk work conducted in or near water on private and Crown Land. The EPP was approved for application on private land only and an immediate reduction of 200 AHPPs and associated costs was realized over 2018.

After successful application of the EPP over the intervening years as proven through multiple audits on the process, SaskPower applied to expand the EPP to include Crown Land. In late 2020, the EPP was approved to expand to include occupied Crown Land. In 2021, SaskPower successfully applied the EPP to 642 projects on private and occupied Crown Land and realized cost savings of over \$260,000 through reductions in permit applications and associated monitoring requirements. SaskPower continues to engage with Environment to look for opportunities to expand the approval to include unoccupied Crown Land.



In addition, in 2021, SaskPower began work with the Red Tape Review Committee (RTRC) to look at applying a similar process to *The Forestry Resource Management Act*. The RTRC has recently endorsed Environment's recommendation to pursue a Memorandum of Understanding (MOU) with SaskPower to support further reductions with regard to Forest Product Permits. It is hoped to expand this scope to also include additional reductions in both AHPPs and Crown Work Authorizations for maintenance activities. Further discussions and negotiations are anticipated to occur in 2022 to define the scope of the MOU and how it will be implemented.

## Ministry of Trade and Export Development

### Saskatchewan Indigenous Investment Finance Corporation

To further strengthen the Indigenous business sector, the Saskatchewan Indigenous Investment Finance Corporation (SIIFC) was created to help Indigenous communities and organizations access capital through loan guarantees to invest in natural resource and agriculture value-added projects. Indigenous business owners, Indigenous leaders and officials from major resource companies identified a lack of access to capital was the primary barrier to Indigenous equity ownership of natural resource and value-added agriculture projects.



The SIIFC will help to address this need by providing up to \$75 million in loan guarantees for eligible projects. Minimum loan guarantees will be \$5 million. The SIIFC offers loan guarantees to eligible First Nations and Métis communities and organizations to support investment in forestry, mining, oil and gas, energy production and value-added agriculture projects.

*"We have been working together in partnership with the province and First Nations representatives since January to develop the framework of the Saskatchewan Indigenous Investment Finance Corporation (SIIFC). The establishment of the SIIFC is a huge step forward for Métis and First Nation community-owned businesses in the resource, energy, and agricultural sectors. The availability of major project funding will further economic growth in Saskatchewan and our Métis communities."*

**—Métis Nation, Saskatchewan President Glen MaCallum**

# Help Cut Red Tape Webpage

The Government of Saskatchewan's Help Cut Red Tape webpage has been an effective tool to identify red tape irritants and to connect with stakeholders on their concerns. The webpage, featured on Saskatchewan.ca, received over 5,678 visits from outside of government during the 2021-22 fiscal year and 34 submissions. The webpage was successfully launched in January 2019, and since then the page has received over 9,764 visits from outside of government, and a total of 124 submissions. The website offers an always-on, citizen-centered platform to report on red tape irritants encountered in the province, provides information on red tape, and links to all previous Regulatory Modernization Annual Reports published by Saskatchewan.

## Saskatchewan's Handling of Irritants

The Help Cut Red Tape webpage is administered by the Ministry of Trade and Export Development. Every submission received through the page is carefully examined to determine:

- whether the issue raised should be considered red tape;
- whether the issue raised is within provincial jurisdiction; and
- the entity responsible for the administration of the mandatory compliance requirement in question.

Not all submissions result in changes, such as those that do not relate to a regulation or specific process, those that are outside of provincial control or that relate to taxation or budget issues. Individual concerns are forwarded to the Ministry or Agency responsible for the concern raised, who then corresponds directly with the individual in order to provide assistance. This approach enhances collaboration and transparency within government to act as one team and provide a client-centred approach.

If the concern relates to another government entity (i.e., federal or municipal) the proponent is notified of this, and the Ministry makes every effort to inform the appropriate entity of the concern for their consideration.

## Breakdown of 2021-22 Submissions

Issues with Red Tape Items		Issues with No Red Tape Items	
Individual concerns resolved	3	Individual concerns resolved	4
Outside of Provincial Control	1	Outside of Provincial Control	0
Outside of Initiative Scope	1	Outside of Initiative Scope	0
Resulted in revisions of policy, regulation or procedure (change in progress)	5	Resulted in revisions to policy, regulation or procedure (change in progress)	0
In examination*	24	In examination	1
<b>Total</b>	<b>34</b>	<b>Total</b>	<b>4</b>
<b>Carryovers since 2019 -20</b>	<b>4</b>		
In examination since 2019-20	1		
Issues Closed in 2021-22	4		
<b>Total Issues closed in 2021-22</b>	<b>13</b>		

\*Issues in examination are those where the entity responsible has yet to implement the proposed resolution.

Highlights of red tape issues received:

Files Open/Issues in Examination Stage	
Topic	Details
<b>Process to change and observe statutory holidays for non-unionized employers</b> Ministry of Labour Relations and Workplace Safety (LRWS) Date Received: February 6, 2020	<p>A business concern was received in February 2020 on the paperwork required for employers wishing to observe or move a statutory holiday to another day. The process involves submitting a prescribed form for approval by the Director of Employment Standards, containing names, signatures of all employees and hours affected. The business questions this practice citing that all documentation of work hours is already required to be kept by the Canada Revenue Agency (CRA).</p> <p><b>Next Steps:</b> This issue was forwarded to LRWS for examination. LRWS recommended this issue be reviewed in the context of other employment standards requirements. Since the process in question resides in <i>The Saskatchewan Employment Act</i>, any change would require opening the Act, which adds considerable resources. A review of the Act was scheduled to begin during the 2021-22 fiscal year.</p> <p>A delay occurred in commencing a review of Part II of <i>The Saskatchewan Employment Act</i>. LRWS is planning to commence a review of Part II of <i>The Saskatchewan Employment Act</i> in 2022-23 and 2023-24.</p>
<b>Individual Pension Plan Regulation</b> Financial and Consumer Affairs Authority (FCAA) Date Received: March 15, 2021	<p>A concern was expressed about how Individual Pension Plans (IPP) are currently being regulated in Saskatchewan. The individual questioned whether the province should oversee something that is already heavily regulated federally.</p> <p><b>Next Steps:</b> FCAA agrees this is an area of review. Resource constraints prevented FCAA from conducting a public consultation in 2021 as planned and has re-scheduled consultation to begin in the 2022-23 fiscal year.</p>
<b>SINP Job Approval Process (SINP)</b> Ministry of Innovation and Career Training (ICT) Date Received: August 13, 2021	<p>A concern was raised about the length it takes to hire employees through the SINP job program. It outlines the hiring process takes 13 weeks or more to hire a skilled employee which gives that skilled employee time to accept a job in another province or country. The process to obtain SINP Job Approval letters needs to be improved since the system currently used is not as efficient; employers that have appropriately used the program in the past should be allowed to have expedited service.</p> <p><b>Next Steps:</b> An external audit of the SINP Job Approval function was undertaken in winter 2020. As a result, a team was formed in 2021 to implement system and procedural changes and develop new policies to create further efficiencies with these processes. An action plan is being implemented by this team. The processing times have been reduced from 13 weeks to seven weeks as of the end of August 2021. Additional redeployments and other process efficiencies achieved this.</p>
<b>Worker's Compensation Funding Agreement</b> Workers' Compensation Board (WCB) Date Received: November 11-25, 2021 20 submissions from various Industry Safety Associations	<p>A number of businesses suggested removing WCB's oversight of the safety associations and establishing an industry-based safety council that would provide safety association management to work directly with the WCB Board and not the WCB Administration.</p> <p>The new processes established by WCB for safety association funding are in response to various audit recommendations and a growing concern that safety associations were focusing on working with employers outside of their industry rate groups, which goes beyond the needs of their members who pay the mandatory premiums to fund the associations. Preliminary analysis by the WCB suggested that using a third-party oversight council would actually generate more regulatory requirements, inefficiencies, and misalignment for safety association grants, including injury prevention and workplace safety. It is WCB's goal to work in partnership with the safety associations to help them be successful in delivering work-related injury prevention programming to employers and workers within specific rate codes that are funding the safety associations.</p>

	<p><b>Next Steps:</b> The WCB is contracting an independent firm to complete a review of the funding agreement, which will include additional consultation with industry, safety association boards, safety association management, and other interested safety partners. This review will help define effective and efficient processes while ensuring the funding collected from employers is used for its intended purposes. The primary outcome anticipated from this review is expected to be completed by November 2022, it will include alignment on key priorities and the development of a roadmap to achieve outcomes.</p>
<p><b>Qualified Persons in Source Air Quality</b> Ministry of Environment (ENV) Date Received: December 7, 2021</p>	<p>A Help Cut Red Tape submission raised concerns that ENV may be authorizing Qualified Persons (QP) in Industrial Source Air Quality who are not certified. It proposed a review on QP certifications and only allowing people to work in their areas of expertise.</p> <p><b>Next Steps:</b> ENV is currently reviewing both air-related Saskatchewan Environmental Code chapters. Two surveys including detailed questions dealing specifically with each air-related code chapter concluded on January 31, 2022. The Ministry is currently engaged in crafting recommendations for the code chapters under review and is scheduled to present findings and recommendations to the Red Tape Reduction Committee in October 2022.</p>

Files Resolved (Closed)	
<p><b>Who is on the Red Tape Reduction Committee (RTRC)</b> Ministry of Trade and Export Development (TED) Date Received: April 26, 2021</p>	<p>A business inquired about the current members sitting on the RTRC.</p> <p><b>Resolution:</b> TED responded by providing the submitter with the list of members currently on the RTRC.</p>
<p><b>Checking all customer's ID at the cannabis store, regardless of age</b> Saskatchewan Liquor and Gaming Authority (SLGA) Date Received: May 5, 2021</p>	<p>An anonymous submitter raised concerns about the requirement to check an individual's identification card at cannabis shops regardless of age. The submitter suggested the law should be the same as liquor stores where they check everyone who looks under age 30.</p> <p><b>Resolution:</b> The concern was forwarded to SLGA for review and examination. The current regulatory requirement for cannabis is to verify age of buyers prior to purchasing the product. The concern was handled as casework and SLGA responded directly to the submitter to clarify the current legislation.</p>
<p><b>Information on Saskatchewan's Red Tape Reduction Initiative/ program and how it has been managed</b> Ministry of Trade and Export and Development (TED) Date Received: August 10, 2021</p>	<p>A submitter working with the Government of Alberta inquired through the Help Cut Red Tape webpage about Saskatchewan's Red Tape Reduction Initiative. The request included information to determine if Saskatchewan's process was running smoothly and if Saskatchewan could share any numbers related to how well the province is doing.</p> <p><b>Resolution:</b> TED responded to the submitter and gave information about Saskatchewan's Red Tape Reduction Initiative. Process outcomes were also provided. TED also gave the submitter contact information for the Alberta government's counterparts overseeing Alberta's Red Tape Reduction Initiative.</p>

<b>Building elevation standards for construction near water</b> Water Security Agency (WSA) Date Received: August 18, 2021	<p>When a new construction is near a body of water the builder needs to abide by the appropriate elevation level to prevent damage in the event of a flood. However, the submitter was having difficulties finding this information electronically. The submission indicated that contacting the WSA resulted in weeks delay to obtain the information and suggests the report be publicly available for faster lookup.</p> <p><b>Resolution:</b> WSA cannot provide flood elevation data without professional oversight as a simple information product. To make improvements on the professional oversight service that is currently provided, it commits to communicate clearly where inquiries can be directed. Communicate the level of effort required to answer a request, an estimate of the time required, and a date when a response can be expected. As well as review the standards, processes and response times with this service.</p>
<b>SINP Job Approval Process</b> Ministry of Innovation and Career Training (ICT) Date Received: August 26, 2021	<p>A submission raised concerns about the current length of time to get workers through the SINP program. This submission mentions that the workers are essential and cannot wait 13 weeks to get workers through the program. It also says the business has called workers previously through the program and is wondering why they have to submit the same information again.</p> <p><b>Resolution:</b> For the employer's application, a request was granted to extend the time for the submitter to gather the information needed for the SINP to complete its assessment. This extended deadline passed without any additional information or a request for more time and the decision on the application was finalized. After submitting the red tape submission, the employer offered a new application that was processed within the six-week service standard, which was approved.</p>
<b>e-Justice Provincial Offenses Project – payment of traffic tickets online</b> Ministry of Justice and Attorney General (JU) Date received: October 7, 2021	<p>The submitter raised a concern that unnecessary information is required to pay a ticket online.</p> <p><b>Resolution:</b> The submission was forwarded to JU to examine. A review of the online fine payment system took place, including the information that a citizen needs to enter to find their ticket in the system and pay the fine online. Any changes resulting from this review will require engagement from Information Services Corporation and the Digital Strategy Office. JU is taking the necessary steps in its commitment that the e-Justice Project improves the user experience for those who wish to pay their fine online.</p>
<b>Information requested on the Saskatchewan Red Tape website and how it has been managed</b> Ministry of Trade and Export and Development (TED) Date Received: November 29, 2021	<p>The submitter, a resident from Quebec, asked for information on managing submissions from the Help Cut Red Tape website.</p> <p><b>Resolution:</b> TED responded to the submitter directly and provided the information about how the webpage submissions are typically handled.</p>
<b>QR code for proof of COVID-19 vaccination</b> eHealth Date received: December 6, 2021	<p>The submitter raised a concern that he could not access a QR code for his proof of vaccination and long wait times to get a hold of someone to speak with from Saskatchewan Health Authority.</p> <p><b>Resolution:</b> eHealth responded directly to the submitter explaining the processes to get the code and why the wait times might change daily due to higher volume at certain times.</p>

<p><b>Seniors Enrolled in Saskatchewan Assured Income Disability (SAID)</b></p> <p>Ministry of Social Services (SS)</p> <p>Date received: December 3, 2021</p>	<p>The submitter questioned the process to adequately inform clients that some benefits will cease once a person enrolls in the Canada Pension Plan (CPP)/Old Age Security (OAS) program and other federal programs. The individual suggested that SS should provide a letter and the application form for clients to apply to CPP/OAS. The information should include details, all the changes, and the adjustments that may result after the change.</p> <p><b>Resolution:</b> The submission was done anonymously and therefore a direct response was not possible. SS responded to Regulatory Modernization with an explanation on what happens when a client transitions from the SAID program to the federal programs, they will also need to have their Supplementary Health benefits ended in exchange for the federal program.</p>
<p><b>Requirement for two separate bonds for Low Voltage Electrical Licenses and Electrical Contractors Licenses</b></p> <p>Ministry of Government Relations (GR)</p> <p>Date Received: May 2, 2020</p>	<p>An electrical business raised concerns with the need for two separate bonds required for a Low Voltage Electrical License and an Electrical Contractors License. The business proposed that GR consider combining these bonds into one bond when it relates to the same business.</p> <p><b>Resolution:</b> GR proceeded to thoroughly examine the legislation and regulations for the licensing of electrical contractors, restricted electrical contractors, and other contractors who carry multiple licenses.</p> <p>The Technical Safety Authority of Saskatchewan has addressed this issue through their internal processes to ensure contractors and licence holders can obtain a licence in several categories without necessarily having to get multiple bonds. The next time GR completes a review of <i>The Electrical Licensing Regulations</i>, these requirements will be consulted to address the issue permanently.</p>
<p><b>Passes for seniors to get into provincial parks</b></p> <p>Ministry of Parks, Culture and Sport (PCS)</p> <p>Date Received: January 30, 2021</p>	<p>An anonymous submitter expressed concerns about passes for seniors into provincial parks that are only valid for a month. Every time a senior goes into a provincial park in a new month, they have to get a new free pass, wasting time and paper. The submitter suggested changing the validity of seniors' passes from monthly to yearly or an option to have window decals for seniors to be identified when they enter the park.</p> <p><b>Resolution:</b> PCS explained the policy is in place to keep better track of the seniors entering the park and is a free service. Seniors can opt to pay \$75 for a year (sticker) pass or the daily/weekly/monthly free pass, requiring seniors to apply each time.</p> <p>With the development and implementation of the new reservation service in the 2021 season, Saskatchewan parks returned to providing seniors, who are Saskatchewan residents 65 years or older, with the option of a free daily or annual entry permit based on their preference or length of stay. The new reservation system provided the ability for each senior annual permit issued to be directly attributed to an individual, which allowed for better tracking and reduced the risk of misuse of the permit.</p>
<p><b>Process for Legal Guardian/Parent to request accessing Child health records</b></p> <p>Ministry of Health (HE)</p> <p>Date Received: January 21, 2022</p>	<p>A submitter expressed concerns regarding the process of a parent/guardian accessing their child's health and vaccination record through the e-Health Saskatchewan website.</p> <p><b>Resolution:</b> e-Health Saskatchewan was aware of the process and length of time it took when providing proof of parentage for access to the child's health and vaccination records. e-Health explained that their current process to verify parentage was using the federal child support application process. When a long-form birth certificate is not available, they do everything they can to collaborate with the parent/guardian of the child to determine an acceptable alternative.</p> <p>After further examination, e-Health Saskatchewan reported a reduction in processing times when completing access to records requests from 3-4 weeks to 2-3 business days. This happened by improving the alternate verification process, reviewing website content to ensure clear instructions, providing additional resources to their Data Administration team, and managing the voicemail backlog issue.</p>



<p><b>Common legislation between prairie provinces on infrastructure and economic development projects</b></p> <p>Multiple ministries</p> <p>Date Received: February 28, 2022</p>	<p>An individual provided a proposal to create common legislation to seek further collaboration between Saskatchewan, Alberta and Manitoba for infrastructure and economic development projects.</p> <p><b>Resolution:</b> To provide an examination and response to the submitter, the Ministries of Trade and Export Development and Highways and Infrastructure examined the review with the help of Saskatchewan's Canadian Intergovernmental Affairs. Saskatchewan also reached out to Alberta and Manitoba, copied in the original submission.</p> <p>The issue raised is complex, with many facets falling outside of provincial jurisdiction and, thus, the scope of Saskatchewan's Help Cut the Red Tape initiative. Transport Canada oversees and regulates most aspects of transportation within federal jurisdiction, including interprovincial transport. Saskatchewan works proactively with the federal government and provincial and territorial jurisdictions, including the western provinces, to collaborate on prioritizing trade corridor projects beneficial to the national and provincial supply chain.</p> <p>Saskatchewan is a member of WESTAC, a non-profit, non-partisan organization focusing on resolving the constraints and inefficiencies that undermine the performance of Western Canada's supply chain and transportation sector. Saskatchewan is also a party to the Canadian Free Trade Agreement (CFTA), an intergovernmental trade agreement between the provinces, territories and federal government. The CFTA reduces barriers to trade, investment and labour mobility between the parties. In addition, Saskatchewan is a party to the New West Partnership Trade Agreement. This agreement goes beyond the ambition of the CFTA by further liberalizing trade, investment and labour mobility between Alberta, British Columbia, Manitoba and Saskatchewan.</p>
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# Saskatchewan's Response to the COVID-19 Pandemic

Over two years have passed since the Government of Saskatchewan declared a provincial State of Emergency due to the COVID-19 global pandemic. As the economy begins to recover from its impacts, Saskatchewan residents and businesses continue to navigate their new normal living with the virus. Saskatchewan remains vigilant to step in and provide support to aid in that recovery, offering a path that ensures growth as a primary focus for our province.

In 2021-22, and despite multiple COVID-19 infection waves, Saskatchewan has seen an increase in new jobs and a decrease in unemployment with rates below the national average. This brings much needed hope and optimism for Saskatchewan residents as we have experienced many economic hardships over the last two years. During the recent Omicron wave, Saskatchewan was one of the few Canadian provinces to maintain health orders and remain open, promoting economic recovery and allowing residents and businesses certainty so they could regain aspects of pre-pandemic normalcy.

Within this economic growth, is the assurance that the identification of red tape remains a key aspect for policy makers forming provisions and programs as part of Saskatchewan's response to COVID-19. Red tape reduction will continue to be a focus in Saskatchewan as the virus becomes endemic.

The following section of this report outlines Saskatchewan's most important initiatives in response to the COVID-19 crisis during 2021-22.



## Ministry of Health

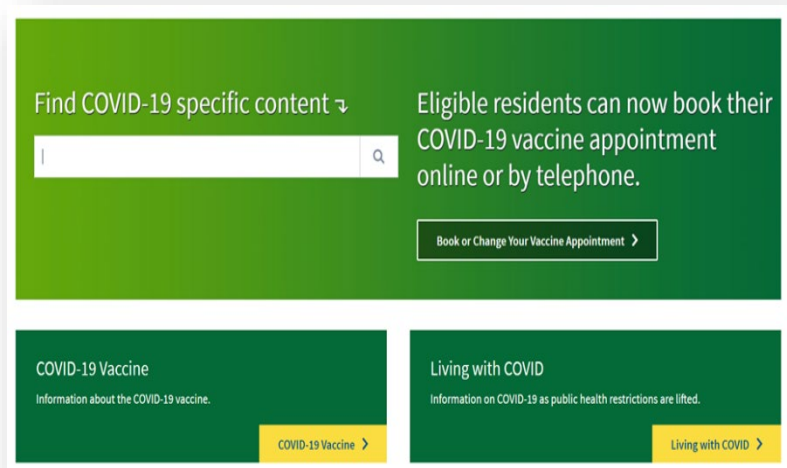
### COVID-19/Public Health Website on Saskatchewan.ca

Beginning in March 2020, the COVID-19 pandemic was an evolving public health crisis with the potential to impact all Saskatchewan residents. From the earliest stages of the pandemic and throughout many subsequent waves and variants of the disease the Government of Saskatchewan responded to the exceptionally high levels of demand for information from the public. To meet this demand, one of the first functions created by Ministry of Health communications staff was to build and design an easy-to-navigate and specific COVID-19 website hosted by Saskatchewan.ca.

The website's overall objective was to serve as a consistent, timely and accurate source of information to help Saskatchewan people protect themselves during a public health crisis. The website provided a critical client service to assist the public in easily locating factual and scientific information about COVID-19, especially with much false information and conspiracy theories circulating online.

The Ministry of Health and health system partners, such as the Saskatchewan Health Authority (SHA), contributed updated content daily to keep the public informed on a multitude of topics including Public Health Measures; the latest media updates and conferences; testing and vaccination information; and health care provider information, along with many other important topics. All COVID-19 content "lived" on Saskatchewan.ca, including all SHA-created content. Both the Ministry and SHA were able to provide a consistent URL ([saskatchewan.ca/covid19](https://saskatchewan.ca/covid19)) for all COVID-19 information.

Public uptake of this website was very high and sustained as the website served as the "source of truth" for members of the public and media. From mid-March 2020 until December 31, 2021, the COVID-19 section accounted for 42.5% of all traffic to Saskatchewan.ca. The COVID-19 site received nearly 66 million views during this period of time.



## Amendments to *The Disease Control Regulations* and *The Public Health Act, 1994*

*The Public Health Act, 1994* (Act) and related regulations provide authority to respond to communicable diseases, including serious public health threats. COVID-19, which was declared a pandemic on March 11, 2020, by the World Health Organization, posed a unique challenge due to the large number of persons at risk of serious infection. Powers contained in the Act, together with amendments made to *The Disease Control Regulations* in 2020 and 2021, provided the government with the necessary tools to effectively respond to the pandemic. The regulatory amendments clarified or strengthened the authority to:

- establish public health measures contained in the Provincial Public Health Orders issued by the Chief Medical Health Officer on behalf of the Minister of Health;
- establish the province-wide immunizations programs to administer COVID-19 and influenza vaccines, including enabling health professionals, health students and others to deliver vaccines in a controlled environment; and
- establish the ability to create and enforce safe access zones around hospitals so that patients and health care providers are protected from harassment.

The amendments related to public health measures in *The Disease Control Regulations* were repealed on March 31, 2022.

## Ministry of Environment

### Ongoing Relief to Outfitters and Ecotourism Operators

Many outfitters and ecotourism operators rely predominantly on tourists from the United States and were affected by travel restrictions implemented to mitigate the spread of COVID-19. Due to this, some of these businesses were unable to operate over the past two years. In 2020, the Saskatchewan Commission of Professional Outfitters estimated outfitters suffered more than \$88 million in lost revenue due to cancellations and reduced demand.

The Ministry of Environment took steps to alleviate the devastating effects COVID-19 had on these industries. *The Crown Resource Land Regulations, 2019* were amended to set permit and lease fees to \$0 for outfitters and ecotourism operators.

*The Outfitting and Guide Regulations, 2004* were amended to:

- eliminate outfitting licence fees for those who did not operate while allowing the right to a licence in 2022-23, as well as maintaining the ability to advertise for the upcoming year; and
- reduce fees to \$20 for each licence, endorsement, day-use lake fee and out-camp fee for those who did decide to operate.

These amendments were a continuation of measures implemented in 2020-21 and provided immediate economic relief to these struggling industries. The amendments saved outfitters approximately \$175,000 in licensing fees.

## SaskPower

### Rink Relief Program

Seasonal customers, such as rinks, are charged on peak usage per month, which is not feasible for all to maintain during seasonal lulls. To adjust for this, customers were given the option to do a seasonal disconnect or move into a minimum billing process as viable options. With the provincial COVID-19 restrictions implemented in November 2020, rinks faced further strain on their ability to raise the funds necessary to cover their current and future operating costs. In response to their concerns, SaskPower waived all Demand and Minimum Bill charges for approved rink customers from March 1 to September 1, 2021. Customers would still pay for consumption used, the basic monthly charge, and applicable taxes as a temporary, one-time only program. In doing so, SaskPower assumed the rink's contribution to managing the fixed costs of infrastructure and maintaining power reserves.

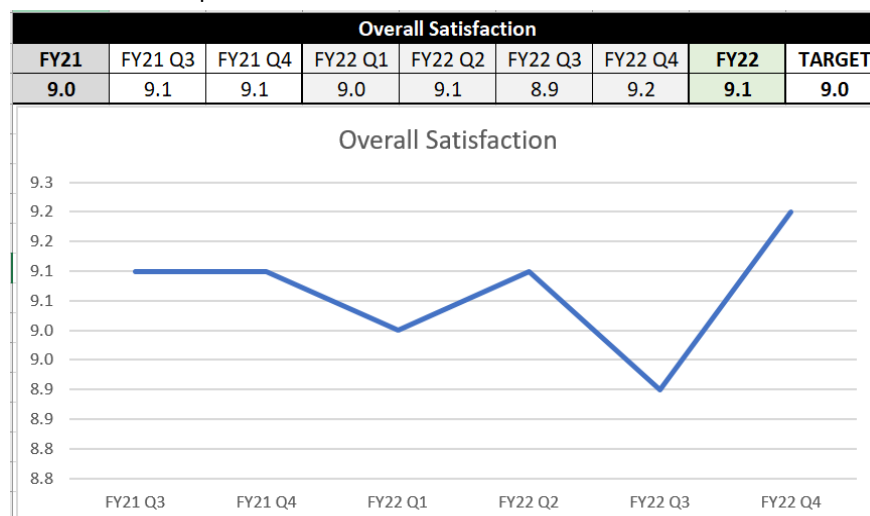
The business practice changes implemented by SaskPower to manage the rinks that qualified for the relief program provided the customers that wished to participate the ability to apply online for this support. The applications, evaluation and management of the process were streamlined, enabling SaskPower to be more effective in providing and administering a feasible interim billing option. Providing relief for those rinks that ceased seasonal operations and for those that attempted to maintain alternate operations (e.g., weddings, community events) during the summer months.

## SaskTel

### Improving the SaskTel Retail Store Experience

Considering the global pandemic, SaskTel needed to re-evaluate the retail store shopping experience to stay relevant and generate sales while offering a safe and comfortable experience for customers. As a result, SaskTel developed a new "Book Appointments" to increase the customer experience that enables the following for customers:

- 'Skip the Line, Book Online' that focused on removing the customer irritant of waiting in-line;
- curbside pickup that focused on offering a touchless, safe option to purchase from stores and removed the need and wait time for shipping; and
- personalized shopping experience, which is positioned as a VIP service, offers the customers no wait time and a dedicated in-store specialist.



In addition, SaskTel also executed the following:

- accommodated a safe shopping experience that aligned with government and health guidelines (e.g., following social distancing requirements, installation of additional plexi-glass workstations, monitored the number of customers in our stores, encouraged cashless payment, and followed rigorous cleaning procedures); and
- on July 30, 2020, SaskTel implemented a 6-week trial in Regina for a Sensory Shopping night for vulnerable customers (e.g., immune compromised, seniors, autistic demographic) in stores that are open Thursday nights. This continues today at all stores that are open Thursday evenings.

Post Sale Survey		
	FY21	FY22
Volume of Surveys	2324	3308
Provincial Score	96%	97%

As a result, SaskTel was able to maintain a very high level of customer experience in stores over the course of the pandemic.

## Ministry of Trade and Export Development

### Small Business Emergency Payment Program Extension

The Saskatchewan Small Business Emergency Payment (SSBEP) program was launched in April 2020 for two months and relaunched in December 2021 for five months. The SSBEP provided financial support to small and medium-sized businesses during the COVID-19 pandemic.

The SSBEP was available to businesses across the province that were ordered to temporarily close or substantially curtail operations due to public health orders in effect. Through two phases and seven eligibility periods, the SSBEP provided more than \$77 million in financial support to more than 6,500 businesses.

Businesses received up to \$5,000 per eligibility period that their business was curtailed or closed due to a public health order.



**Saskatchewan  
Small Business  
Emergency Payment**

» Extended support for businesses impacted by COVID-19 between April 1 and April 30, 2021

» Up to 15% of an eligible business's monthly sales revenue to a maximum of \$5,000 per month

[saskatchewan.ca/covid19-businesses](https://saskatchewan.ca/covid19-businesses)

*Saskatchewan*



# Conclusion

The reduction of red tape refers to the actions taken by governments to remove unnecessary burdens for businesses and citizens when interacting with government-owned entities. Red tape reduction should never be confused with deregulation.

Over the last two years, the world has gone through the biggest economic crisis since the Great Depression, including, but not limited to, a stock market that surged to all-time highs, high inflation, and significant supply chain issues. Throughout these economic cycles, when applied efficiently, regulations continue to be an essential piece of governance to maintain order and promote innovation. They serve as the moderator of societies, protecting businesses, the environment, and the safety of citizens.

As Saskatchewan returns to normal, it is important to remain vigilant in identifying sector-based barriers to economic growth and ensure regulatory requirements remain effective, efficient and relevant to those impacted.

Saskatchewan continues to be an avid participant in federal, provincial and territorial groups to promote red tape reduction, identify issues with other jurisdictions and recognize opportunities to harmonize regulations.

Red tape reduction continues to be one of the cornerstones of Saskatchewan's growth and prosperity. By working together, we will be able to drive improvements that benefit all Saskatchewan citizens.