GOVERNMENT OF THE YUKON

Annual Report 1993/94



TO THE PEOPLE OF THE YUKON

I am pleased to submit the Annual Report of the Government of the Yukon, which provides an overview of the government's activities for the fiscal year 1993-94.

John Ostashek Government Leader

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EXECUTIVE COUNCIL OFFICE

Policy, Communications and Intergovernmental Relations

The Branch assisted in the finalization of agreements transferring from federal to territorial control the Whitehorse General Hospital, responsibility for land titles, and onshore oil and gas resources. Negotiations continued on the transfer of forest resources and preliminary discussions were begun on the transfer of health programs and Arctic "A" airports. Development of an intergovernmental relations policy was completed.

Several boards, committees and departments were provided assistance for public meetings held to discuss gambling, the economy and the environment, and health and social services, and other issues.

Among the many protocol events were a visit by the Governor of Alaska for bilateral meetings and ceremonies marking the official transfer of the Whitehorse General Hospital and the official opening of the Thomson Centre continuing care and rehabilitation facility.

Bureau of Statistics

The Yukon Health Promotion Survey was completed, along with the Yukon Travel Survey, several business surveys, Tourism Travel Survey, Yukon Border Crossing, Weekly Fuel Price Survey and the 911 Feasibility Survey. Preparations were undertaken for the National Longitudinal Survey on Youth and National Longitudinal Survey on Health Status. In addition, the bureau designed and is administering the Yukon Visitor Exit Survey.

Publication formats were standardized and a new Monthly Statistical Review replaced the quarterly report. The bureau produced three new quarterly information sheets, the first annual Yukon Statistical Review, and two new semi-annual information sheets on population figures.

Aboriginal Language Services

Several language initiatives were supported through the Aboriginal Languages Community Initiatives Program, including the production of sound and video recordings of elders, completion of an inventory of oral history and other projects. The branch continued to respond to the language needs of aboriginal communities in cooperation with First Nations, governments, language groups and organizations.

Bureau of French Language Services

The Statutes of the Yukon were published in bilingual format on schedule as per requirements of the *Languages Act*. The bureau produced its first annual report in both English and French.

Negotiations for annual funding under the five year agreement with the federal government resulted in a further agreement.

Working committees have been established at both the government and community levels. These provide information and assist the decision-making process to enable the bureau to improve client services. Two bilingual employees were hired by the Department of Health and Social Services, one to provide social services and the other to provide information on health services.

Land Claims Secretariat

The secretariat began the process of planning for implementation of all the agreements, and continued to make progress in the negotiations of land claims and self-government agreements with the Ta'an Kwach'an Council and the Dawson, Little Salmon/Carmacks, Selkirk, and Kwanlin Dun First Nations.

Bureau of Management Improvement

The bureau conducted and coordinated internal audits and evaluations of departmental programs and cost-shared agreements. Planning was completed and implementation started on the government's Service Improvement Program which is dedicated to good government through enhanced program and service delivery.

COMMUNITY & TRANSPORTATION SERVICES

Office of the Deputy Minister

The Communications branch introduced the Multi-Department Mobile Radio System in the Dempster Highway area, completing the system set up throughout the Yukon. CBC FM radio service was extended to Stewart Crossing. A redistribution of responsibilities between Directors and Assistant Deputy Minister resulted in a saving of \$114,000.

Municipal and Community Affairs

238 urban and country residential lots were made available with the development of the Logan, Arkell II, Mary Lake Infill and Canyon Crescent subdivisions. Agreements were reached with the City of Whitehorse concerning sewage treatment; and the Town of Dawson City for their sewer and water systems improvement.

Transportation Division

Cost savings were achieved by the amalgamation of the Stewart Crossing and Mayo maintenance areas under one foreman, and maintenance of the North and South Canol Roads without the opening of maintenance camps at Quiet Lake and Twin Creeks. The Fraser station commenced supervision of the joint Yukon/Alaska maintenance of the 12 kilometre Alaska portion of the Klondike Highway. In June, over 60 kilometres of the Dempster Highway was repaired and reopened within a week following a serious washout.

Transportation Engineering

A total of \$32 million in highway construction projects was undertaken. A major portion of this work involved the US funded Shakwak project reconstructing the North Alaska Highway. The Strategic Highway Improvement Program was negotiated with the federal government, which would bring \$20 million in improvements to the Top of the World and South Campbell Highways and Freegold Road between 1993/94 and 1997/98.

Aviation and Marine

A review of the Yukon Air Navigation System Transport Canada resulted in a memorandum of understanding for the negotiation of greater local control of the Yukon Community Aerodrome Radio Stations.

Transport Services

To improve efficiency, reorganization of the weigh stations program was initiated. Construction of a new Whitehorse weigh station was started.

ECONOMIC DEVELOPMENT

Energy and Mines

Under the Yukon Mining Incentives Program (YMIP), 26 grassroots prospectors received funding of \$233,000, and 25 target evaluations were supported with \$430,000.

Seven geological mapping projects are being conducted through the Geoscience Office under the Canada/Yukon Economic Development Agreement. Several new preliminary geology maps with accompanying summary reports were published during the year.

Other EDA geoscience projects undertaken included an airborne gamma-ray spectrometric survey in the Dawson range, an airborne electromagnetic survey in the Whitehorse area, and regional geochemistry surveys in the Dezadeash and Watson Lake areas. Technology R&D projects funded included research into the feasibility of biological processing of refractory gold ores and the feasibility of heap-leaching of oxide copper ores. Information projects funded included the purchase of mining posters and mineral kits and the start of development of a mining curriculum for use in Yukon schools.

Interest-free loans to improve energy efficiency were provided to 125 residences and 6 businesses under the Saving Energy Action Loans (SEAL).

Economic Programs

Loans from the Business Development Fund provided support for the opening of Duke River Ventures' Store in Burwash Landing. It also provided assistance for the expansion of inventory and modernization of fixtures for the Old Crow Cooperative store. In Whitehorse, the High Country Inn expansion was financed jointly with bank and BDF funding.

Economic Policy, Planning and Research

With the signing of the Northern Accord at the Dawson Gold Show in May 1993, a new branch was established. The Oil and Gas Resources Branch will coordinate the transfer and development of legislation for oil and gas resources.

The Economic Policy, Planning and Research Branch coordinated the Employment Task Force exercise, and launched a major evaluation of the Canada/Yukon Economic Development Agreement. It also developed and released a public discussion paper called the "Yukon Industrial Support Policy", and prepared the Dawson City Economic Profile released at the 1994 Gold Show.

The branch provided economic forecasting and research services to the budgeting process, the social assistance review, and the ministerial winter/spring community tour of 1993/94.

EDUCATION

Public Schools Branch

The construction of Holy Family Elementary School was completed and the school opened in September 1993. The school is 2200 square meters and has a capacity of 200 students. An addition to the St. Elias Community School was completed. It includes a new library and two classrooms.

An Education Review was initiated with the mandate of examining special needs programming and curriculum.

The branch participated in an agreement to work toward shared curriculum and program development, leading towards common curriculum between the western provinces and territories.

Diagnostic Assessment, a comprehensive program for monitoring implementation of the curriculum and for evaluating student achievement in the area of mathematics, was carried out in grades 8 to 12.

A federally funded experimental learning module project was undertaken by the three Whitehorse area junior high schools. The department continued to develop experimental programs. A Music, Art and Drama, (MAD) program based at the Yukon Arts Centre was successfully piloted in January 1993. It is now offered on an ongoing program by F.H. Collins.

Advanced Education Branch

The branch renewed its commitment to Trades Training Courses updating and upgrading courses with the delivery of courses for Yukon carpenters, gasfitters and automotive technicians.

The Student Training Employment Program (STEP) increased 30 per cent during 1993-94 year. This increase reflects the number of students placed in the private sector.

The branch carried out an Industrial Adjustment Service for the community of Faro. Career counselling, job search and relocation assistance, skills training courses and debt counselling was provided.

Phase two of the employer need survey was conducted, concentrating on training requirements in food and beverage service and kitchen occupations. A strategy to increase and improve the participation of women in the work force was initiated.

Finance, Management & Information services:

Bibliofile, an automation package used by other libraries in Yukon, was chosen to automate Whitehorse Public Library's circulation system and the libraries' acquisition system.

In cooperation with NOGAP and the Yukon Council of Archives, access to collections was improved. Bibliographies and aids on genealogy sources, the Beaufort Sea, the Whitehorse Chamber of Commerce Records, the Doug Bell papers and KWIYA records were developed.

The transfer of inactive Yukon government records from the Records Centre continued at a steady pace. Public requests for information through the Access to Information Act increased significantly. In cooperation with the Yukon Council of Archives, a series of conservation projects and a disaster plan were undertaken to promote long term preservation of Yukon's documentary heritage.

A major theme in the Finance and Administration section of the department was the refinement of financial and human resource information systems to manage budgetary resources better. The Salary Forecast System, FTE Report System and the Capital Summary Report System were completed.

Preparation work is also under way to connect several schools to the on line Financial Management System (FIRM). These developments will simplify local control and management of school based resources. The department participated in negotiations with the federal government for devolution of the Forest Resources Program to the Yukon Government.

Discussions were held with the federal government regarding modifications to the Formula Financing Agreement and an incentive for economic development was negotiated as an amendment to the agreement.

Preliminary discussions with the federal government were also held regarding the renewal of Formula Financing in April 1995.

GOVERNMENT SERVICES

A new strategic plan was completed for 1993/94 & 94/95. The plan reaffirms the department's commitment to continue with the review and streamlining of its operations. A thorough review of all aspects of operations was done to identify and reduce or eliminate any duplication or overlap with other departments.

Information Systems

Projects completed include the testing and evaluation of Voice Mail, the implementation of several Local Area Networks (LAN) in client departments, the study and development of an action plan for common information systems such as the joint federal-Yukon Geographic Information System (GIS), the development and implementation of the new Financial Information Resource Management (FIRM) system, and the implementation of a governmentwide systems development methodology. A standardized filing system developed by the branch, the Administrative Records Classification System, is being implemented in several departments and crown corporations. A governmentwide telecommunications strategy was developed that focuses on improving technological support for program delivery, including improved access to information.

Supply Services

A joint review of the government's vehicle fleet management programs was begun with the Department of Community and Transportation Services. The Queen's Printer coordinated the republication of the Yukon Statutes in bilingual format and published the first ever consolidation of Yukon Regulations. A new legislative document management system was implemented which will make publishing new statutes and regulations quicker and less expensive.

Corporate Services

The Business Incentive Office paid \$575,000 in cash rebates to contractors and suppliers. Reporting requirements for construction contracts were streamlined with new forms that require contractors to provide only one report to meet requirements of the Business Incentive Policy for Construction and the Supplementary General Conditions. Employee training sessions were started to increase understanding and consistency in the application of the Contract Regulations. The branch started an extensive consultation process that will seek internal and public input to improve the government's Contract Regulations.

Property Management

The branch reorganized its Whitehorse operations into four multi-disciplinary teams, each focusing on servicing specific client departments. This is modelled on the existing regional organization which has proven to be a cost-effective means of delivering quality work environments to clients. Work continued with client departments to remove overlaps in activities between departments, written service agreements are being developed to clearly establish responsibility and service levels relating to facility maintenance matters. The branch is taking more active interest in the design of buildings to find ways to reduce the initial costs as well as operations and maintenance costs. The procurement process for leased space has been modified to focus more on reducing total costs to the government.

HEALTH & SOCIAL SERVICES

The department concentrated much of its policy work on reforms in the areas of health and social assistance. In May 1993, the department released a Reader's Guide and a Report on Social Assistance. The report outlined a mission statement, principles, and goals of the Social Assistance Program. It also provided recommendations on how the program could be more cost-effective and changed to better serve those in need.

The department held a series of territory-wide community meetings designed to seek input into reforms in three separate areas - social assistance, health, and alcohol and drug programming. The results of the consultation helped firm up the departmental directions for reform in the areas of health and social assistance. Work continues on the alcohol and drug program area.

Also, as a result of the Report on Social Assistance and the intense review of that program area, three agreements were signed with the federal department of Human Resources and Labour (formerly Employment and Immigration Canada). One of these agreements saw \$200,000 directed into an on-the-job training, wage subsidy program called **Headstart**. Over the course of the first year, approximately 48 people participated in the program.

Efforts were made to increase welfare service programs, to get people back into the workforce and off social assistance; and developmental work continued on health reform policies throughout the year.

The department signed a protocol with Health Canada in May, 1993 for the delivery of the Community Action Program for Children (CAP-C) in the Yukon. Through the program, the Yukon will receive \$2.42 million over the next four years and an estimated \$998,000 every year thereafter. This money will be used to address the needs of children through partnerships between parents, communities and the territorial and federal governments.

Final work on the two year, Yukon specific health promotion survey was completed in December, with the report released in March, 1994. Further analysis of the survey results has begun, focusing on topics of particular interest such as youth, smoking, alcohol and drugs, and how Yukoners measure and experience their well-being.

After the transfer of the Whitehorse General Hospital in March 1993, the Yukon Hospital Corporation Board was appointed. In October, hospital employees were transferred from federal to board employ. In December, work began to redesign the new Whitehorse General Hospital to better serve the hospital needs of Yukoners in the future. It still have 77 beds, including day procedure beds, self care beds and four elder rooms for First Nations use.

The Continuing Care/Rehabilitation Centre officially opened in September, 1993. Named the Thomson Centre after long time Yukon resident Margaret Thomson, the facility opened one long term care unit and the special care/ dementia unit. The rehabilitation wing opened in January 1994. Part of this facility will be used to provide acute care beds to the hospital during construction of the new facility.

JUSTICE

A departmental operational review resulted in the reorganization and renaming of several branches. The Deputy Minister's Office, Policy, Planning & Communications, and Finance & Administration were all combined into one branch called Management Services.

Court Services

Improvements were made to the Witness Administration Program. Community Court Registry offices were empowered to care for Crown witnesses whenever circuit court hearings occur. The main office in Whitehorse continued to provide travel arrangements and orientation for Crown witnesses called to Whitehorse courts.

Legal Services

The branch assisted in the finalization of the Land Claim Umbrella Final Agreement, several First Nations land claims settlements, the Northern Accord on Oil and Gas, and in preparing First Nations self-government legislation.

Consumer Commercial Services

The Justice Services Branch was renamed Consumer & Commercial Services to better reflect the services provided. Efforts were focused on improving service to the public and increasing operating efficiency.

The issuing of business licenses was transferred from Consumer Services to Corporate Affairs to centralize all business services. Devolution of the Land Titles Office was completed.

The Coroner's office underwent major policy and procedural changes to focus services more clearly on the investigation of unexplained, unnatural and unexpected deaths.

Community & Correctional Services

The Corrections & Law Enforcement Services Branch was renamed Community & Correctional Services to better reflect the services provided.

Offenders contributed almost 30,000 hours of community work through the Work Camp and Technical Training programs.

The focus of the carpentry/welding shop changed from production-based, low skill development projects to teachingbased, high skill development projects to help offenders prepare for job opportunities on release.

First Nation programming at the Whitehorse Correctional Centre continued to expand. It now includes healing circles, elders visitation, native language courses, sweat lodges, traditional hunts, and sewing classes.

Construction was completed on a 25 bed minimum security facility in Teslin.

Management Services

The policy function was transferred into the newly formed Management Services Branch and the Community Program function was renamed Community & Policing to better reflect their roles.

A major report on the enhancement of aboriginal policing services in the Yukon was completed by the First Nations Policing Committee.

A new 20 year RCMP Police Services Agreement was signed.

PUBLIC SERVICE COMMISSION

All employees were involved in developing a strategic plan to provide integrated services to departments. This resulted in a reorganization of the branches to meet the service needs of departments and employees. Some functions were combined and the number of branches was reduced from six to five.

Corporate Services

A security policy was developed and corporate human resource policies were reviewed and updated for inclusion in the new General Administration Manual. A joint project for development of an inventory of people with disabilities was initiated in partnership with community organizations. The third Mentorship Program for people with disabilities was completed with several volunteers from amongst Yukon government employees.

Labour Relations

Collective agreements were negotiated with the Yukon Teachers' Association and, through conciliation, with the Public Service Alliance of Canada. Legislation of a 2% rollback and merit freeze for management and Order-in-Council employees was passed. A standardized severance policy for Deputy Ministers was developed. The Branch was involved in consultations related to the transfer of the federal Forestry program.

Staffing

The branch assisted the Department of Health and Social Services in recruiting staff for the Thomson Centre. The branch also participated in development and implementation of a security policy and the development of guidelines for the application of employment equity in the staffing process.

Compensation

The branch provided classification and costing support for the proposed Forestry transfer. A full-time equivalency reporting system was implemented and a single payline for Deputy Ministers was developed.

Staff Development

Eighteen people from the Yukon government completed the three-year Masters of Public Administration Program. The Tuition Reimbursement Program received 241 applications and two employees accessed educational leave support. Eight people attended conferences outside the Yukon. An Employee Assistance Officer was hired to provide career counselling and development services.

An inter-agency group of 35 people from various agencies and the business community continues to collaborate on training initiatives.

RENEWABLE RESOURCES

Work continued on implementing the government's Four Year Plan for Common Sense Government, land claims implementation, negotiating federal resource transfers, conserving wildlife and preserving habitat, protecting the environment, and promoting agriculture.

Two programs were transferred from the Department of Community and Transportation Services. The Special Waste Management Program was transferred to the Environmental Protection and Assessment Branch, and the Agriculture and Grazing Land Program was transferred to the Agriculture Branch.

Environmental Protection

The Environmental Protection and Assessment Branch worked with Community and Transportation Services to develop options for the storage of special and hazardous wastes and in the removal of accumulated Yukon PCBs to the Swan Hills, Alberta facility for destruction.

Forestry

Extensive work was carried out during the fiscal year to transfer the federal forestry program to the Yukon government by April 1, 1994.

Land Claims

Bear Cave Mountain, south of Old Crow, will be established as a Special Management Area and the Tombstone Mountain area north of Dawson City is being considered for a territorial park as part of negotiations with the Dawson First Nation.

Agriculture

The government's initiatives on agricultural development included work with the Yukon Agricultural Association on the proposed development of an abattoir; the agriculture branch's coordination of the Canada - Yukon Green Plan Agri-food Agreement, and the finalization of the Game Farm Policy and Regulations.

Wildlife Management

Species management plans were completed for grizzly bears, moose, sheep and caribou. The Wolf Conservation and Management Plan was formally adopted and implementation started. The Aishihik Caribou Recovery Program continued into its second year.

TOURISM

Marketing

The branch continued its close cooperation with Alaska through the established marketing activities within the Joint Alaska Program and the Tourism North Program. In addition, the branch embarked on a program aimed at the travel trade in Europe. Funding for this marketing program, which involved regional, national and international partnerships, was obtained from the Canada/Yukon Tourism Cooperation Agreement.

The branch also assisted with the international promotion of the centennial of the Royal Canadian Mounted Police in the Yukon. A direct mail piece was designed and produced. This full colour brochure was also included in the annual Tour Planner which is mailed to members of the travel trade throughout North America.

The Film Site Promotion Program had the most successful year since inception with two television movies shooting in the Yukon's late spring and early fall snow. These movies were among the many location filming activities which resulted in a direct economic impact of approximately \$2 million dollars.

Development

In November over 200 participants attended the Tourism Summit.

The Yukon Museums and Historical Association was assisted in carrying out a survey of museum visitors.

A review of legislation in other jurisdictions was completed in cooperation with the Yukon Tourism Wilderness Association, Renewable Resources and First Nations.

Planning and design for the Visitor Exit Survey was completed, including consultation with the tourism industry.

An inventory of over 125 interpretive signs, located on all major highways throughout the Yukon, was updated. Work began on a major interpretive site on the Haines Road, in partnership with Renewable Resources, Parks Canada, the Village of Haines Junction and the Champagne and Aishihik First Nation.

Heritage

An interpretation plan for Fort Selkirk was completed with the Selkirk First Nation. The branch produced a stabilization plan for Montague House.

A joint archaeology program was conducted at Fish Lake with the Kwanlin Dun First Nation and a publication of the results was funded. A similar publication was produced on the Annie Lake site from results of a cooperative project with the Carcross-Tagish First Nation.

Restoration work was completed on buildings in the historic Pauline Cove whaling settlement and a visitors guide to Herschel Island historic resources was published.

Federal funding enabled the installation of a sprinkler system for the Old Territorial Administration Building in Dawson City and a major international gold rush anniversary travelling exhibit produced by the Dawson Museum.

A preserved 26,000 year old carcass of an ice age horse in the Klondike gold fields was salvaged. The Dawson and Old Crow campuses of Yukon College were funded to undertake oral history research projects at Moosehide and Rampart House respectively.

Arts

A major territory-wide arts policy consultation was completed. Over 50 meetings were held, including public meetings in 16 Yukon communities. More than 48 organizations were represented among the 188 people who participated in the process.

An arts marketing and promotion strategy for the Yukon was completed. It includes 31 major recommendations to assist in future arts development initiatives.

WOMEN'S DIRECTORATE

The Women's Directorate and the Yukon Bureau of Statistics completed a territory wide survey of Yukon women to identify their concerns and priorities.

The survey report, **Multiple Roles**, **Multiple Voices**, was released in October, 1993. The findings of the survey provides the directorate and the government with a better understanding of the realities of Yukon women's lives and assists government in developing policies, programs and legislation.

One of the mandates of the Women's Directorate is to carry out a public awareness strategy on violence against women and children. The public awareness campaigns are ongoing and focus on general education about family violence; on encouraging individuals, families, and communities to take responsibility for intervention; and "helping the helpers."

Over the next three years, the public awareness campaigns will focus in three areas: empowering youth and creating healthy relationships; reducing women's vulnerability to violence; and, beginning the healing process.

The first major campaign ran from January to March, 1994, and involved a series of school-based workshops dealing with a variety of issues, including healthy relationships and dating violence; healing and talking circles for First Nations youth; self-defence for young women taught by women; goal setting for teens; personal empowerment and increased self-esteem for young children and youth; and a participatory theatre which encourages youth to intervene through role-playing when they see oppression and/or violent behaviour happening.

The directorate developed a series of print ads and posters for youth which emphasized communication, healthy lifestyles and healthy relationships. The directorate also provided assistance to several First Nations communities for healing conferences, workshops and healing circles.

The directorate participated on an inter-agency committee to coordinate community based initiatives on violence prevention and treatment.

YUKON WORKERS' COMPENSATION HEALTH AND SAFETY BOARD

A new **Worker's Compensation Act** came into force in January 1993. A full review of policies was undertaken to ensure a more equitable and accessible system for both industry and labour. The new legislation requires the board to report annually to stakeholders and this was done through a general meeting.

Through a public consultation process, the Occupational Health & Safety Act regulations were identified as needing revision. A review of the regulations began in late 1993.

An annual report, as required by the 1993 Act, was tabled in the legislature by the Minister responsible.

YUKON HOUSING CORPORATION

A total of 186 clients were assisted with low interest loans to repair their homes and 44 Yukoners utilized the Home Ownership Program to purchase their own home.

162 people enrolled in the Self Help Course offered to those interested in learning about the management of house construction.

The Rental Suite Program was accessed by 11 clients interested in building a suite or upgrading existing suites to code.

The Owner Build Program which recognizes the construction abilities of clients was accessed by 8 clients.

The Housing Industry Advisory Group and the Territorial Association of Housing Advisory Boards was formed as a result of extensive public consultation during "Solutions '93: A Housing Conference for Yukoners." These two new groups will assist the corporation with a review of policy initiatives and provide opinions to the corporation's board of directors.

The corporation worked closely with members of the housing industry to build 10 entry level homes as a means of creating winter employment. Eligible Home Ownership clients were matched with the contractors and they selected a home of their choice.

YUKON DEVELOPMENT CORPORATION

The Corporation's mandate was amended this year to focus on the operation of the Yukon Energy Corporation (YEC) and other energy-related projects. The closure of the Faro mine resulted in a 40% reduction in YEC's electrical generation requirements and a 30% reduction in its annual revenues. The YEC responded to the load loss by minimizing capital development and by reducing demand side management initiatives. Measures were also introduced to streamline plant operations.

The mine closure had a significant impact on rates which led to a protracted rate application process in 1993, which was still not entirely resolved at year end. The Yukon Utilities Board approved a 28% average rate increase over 1992 rates. The Rate Relief Program reduced the overall rate increase for residential and commercial customers to approximately 1.5%.

The YDC remains financially solvent and stable. Most of the Corporation's investments, including the Totem Oil financing agreement and the Old Yukon College Project, performed as anticipated and were not significantly affected by the economic downturn.

YUKON LIQUOR CORPORATION

The Yukon Liquor Corporation Regulates the purchase, import, distribution, and retail sales of alcohol beverages in the Yukon and operates warehouses and retail stores. In addition, the corporation is responsible for providing the service of territorial agents in rural communities where a liquor store is located.

The corporation continued to refine and modify its merchandising and inventory practices in response to customer demands and industry trends. This included progressive marketing techniques in shelf management, merchandise displays, and product information. A highlight of the year was finalization of the design for the new liquor store and Territorial Agent's office in Watson Lake.



