

ANNUAL REPORT

on the Administration of the
Access to Information Act

2021-2022



Veterans Affairs
Canada

Anciens Combattants
Canada



Canada

The Honourable Lawrence MacAulay
Minister of Veterans Affairs and Associate Minister of National Defense

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Introduction

At Veterans Affairs Canada (VAC), we value our clients' contributions to the development of Canada as a nation, and honour the sacrifices they have made in the defence of freedom and the pursuit of world peace. As an expression of Canada's gratitude to our Veterans, we strive to exemplify the high principles they have defended, and to be as open and transparent as possible.

The *Access to Information Act* provides Canadian citizens, permanent residents, and all individuals and corporations present in Canada with a right of access to records under the control of government institutions. The Act gives limited and specific exceptions, and provides for an independent review of decisions made by government institutions on the disclosure of information under Part I of the Act. Part II of the Act is concerned with the proactive publication of government information and requires government institutions to proactively publish information of interest to the public.

Openness and transparency in government are the pillars on which public trust and confidence are built. We demonstrate our commitment to these by:

- giving access to government information and personal information by responding to formal requests through the *Access to Information Act* and the *Privacy Act*;
- publishing information on our external departmental page;
- disclosing information on Open Government; and
- sharing information about our Department through the online catalogue of information (formerly known as "Info Source").

Veterans and their families entrust us with their personal information every time they apply for, and access our programs, services and benefits. Protecting their personal information is a priority and we are committed to the proper handling and use of this information.

Our report on the administration of the *Access to Information Act* provides a summary of our activities and performance during the period from April 1, 2021 to March 31, 2022, and includes an interpretation and explanation of the performance data found in our statistical reports to the Treasury Board of Canada Secretariat (TBS).

The report has been prepared and tabled in Parliament in accordance with s.94 of the *Access to Information Act* and s.20 of the *Service Fees Act*.

The report for the Office of the Veterans Ombudsman on their administration of the *Access to Information Act* is attached to this report as Annex A.

About Veterans Affairs Canada

Canada's development as an independent country with a unique identity stems partly from its achievements in times of war. Veterans Affairs Canada exists to assist and help those whose courageous efforts gave us this legacy and contributed to our growth as a nation.

The [Department of Veterans Affairs Act](#) provides authority to the Minister of Veterans Affairs to administer Acts of Parliament and orders in council, as are not by law assigned to any other federal

department or any Minister, for the care, treatment and re-establishment in civil life of Veterans and the care of their dependents and survivors, and such other matters as the Governor in Council may assign.

Our mandate is to support the well-being of Veterans and their families, and to promote recognition and remembrance of the achievements and sacrifices of those who served Canada in times of war, military conflict and peace. To achieve this mandate, the Department focuses on its four main roles:

- Provide leadership as a champion of Veterans, and administer and coordinate needed benefits and services; whether through the Government of Canada or in partnership with provincial and community programs and non-governmental organizations.
- Help Veterans access the supports and services they need, from all levels of government and the community at large, and maintain a leadership role in the care and support of all Veterans and their families.
- Listen to the suggestions of Veterans, their representatives and stakeholders to guide work and research, and strive to design and deliver programs that meet the modern and changing needs of Veterans and their families.
- Engage Canadians of all ages in paying tribute to Veterans and those who died in service, ensuring that the legacy of their tremendous contributions to peace and freedom is preserved for generations to come.

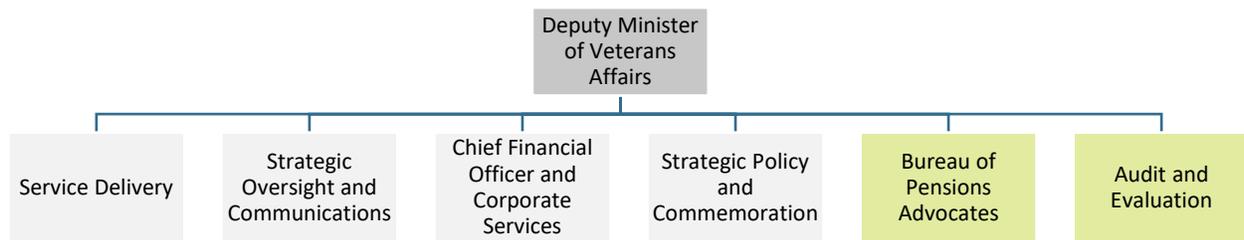
Our Department fulfills its mandate and role through the delivery of programs such as disability benefits, financial benefits, rehabilitation, pension advocacy, education, and training supports. The Department also works to commemorate the achievements and sacrifices of Canadians during periods of war, military conflict and peace. We serve a highly diverse group, reflecting the remarkable breadth of Canada's contributions to world peace.

The Veterans Affairs Portfolio consists of:

1. the Department of Veterans Affairs, which reports to the [Minister of Veterans Affairs](#);
2. the [Veterans Review and Appeal Board¹](#), which reports to Parliament through the Minister of Veterans Affairs; and
3. the [Office of the Veterans Ombudsman](#), a special advisor to the [Minister of Veterans Affairs](#);

The Department is made up of four branches and two divisions which report to the [Deputy Minister of Veterans Affairs Canada](#).

¹ A separate report on the administration of the *Access to Information Act* is tabled by the Veterans Review and Appeal Board.



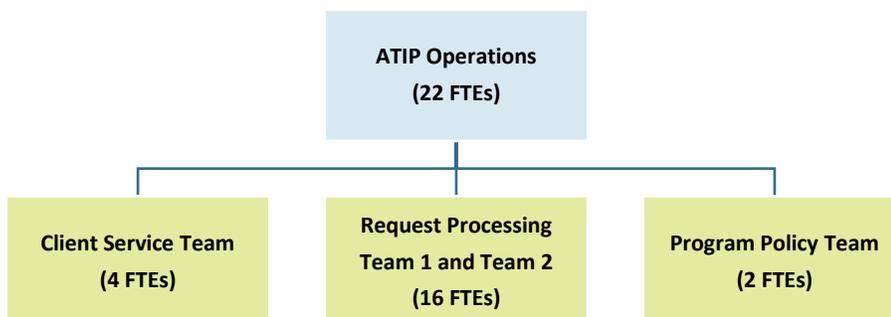
The Access to Information and Privacy Office

The Access to Information and Privacy (ATIP) Office is part of the Chief Financial Officer and Corporate Services Branch. This branch is responsible for supporting the Department in meeting Government of Canada requirements in areas such as financial stewardship, corporate reporting and key accountabilities. Privacy and Information Management is within this branch and is where VAC's ATIP Office is found.

The ATIP Office administers both the *Access to Information Act* and the *Privacy Act*, and is located in Charlottetown, Prince Edward Island. The Director of Privacy and Information Management is the head of the Office, and also serves as the department's ATIP Coordinator. It consists of 4 units: ATIP Operations (the ATIP Office); Privacy and IM Policy; IM Operations; and IM Projects.

The Privacy and Information Management (IM) Policy unit provides training, guidance, and recommendations on privacy and IM. This unit coordinates privacy impact assessments, privacy breach investigations, complaints from the Office of the Privacy Commissioner and works with all areas of the Department on various initiatives and new programs to ensure privacy and IM considerations are included. (7 FTEs).

The ATIP Operations Unit is responsible for administering the access to information and privacy request program. This team is responsible for processing requests in accordance with the Acts, as well as providing guidance to the branches on all matters related to this function. The ATIP Operations Unit has twenty-two full-time employees and is organized into four teams led by one Manager. These teams are:



The Client Service team receives the ATIP requests from the public and consultation requests from other government departments. This team liaises with employees to obtain and retrieve documents required to process ATIP requests, is responsible for importing and scanning the retrieved documents and providing the requestor with the release package.

The Request Processing Teams are responsible for processing formal and informal requests for personal information and government information, completing consults with other government departments and third parties, and resolving complaints from oversight bodies, namely the Office of the Information Commissioner and the Office of the Privacy Commissioner. They liaise with the oversight bodies to resolve complaints.

The Program Policy Team provides strategic functional advice, guidance and support (i.e. writing procedure manuals, process maps, forms, letters) for ATIP Operations, VAC management and VAC employees. They also coordinate and review documents for proactive publication, and carry out the ATIP function for order paper questions.

ATIP operational environment, including the impact of Covid-19

The global COVID-19 pandemic transformed the operational environment into one largely dependent on remote work. As a result, during the reporting period, the ATIP Office continued to operate for the most part remotely and were successful in this. We attribute this success to the dedication, resiliency and adaptability of our employees and to the commitment and steadfastness of our information technology team. We anticipate a shift to a hybrid model for the workplace as re-occupancy of government offices begins in 2022-23.

Delegation orders

The responsibilities for administering the *Access to Information Act* are delegated by the Minister of Veterans Affairs to VAC officials through a delegation order. Treasury Board of Canada Secretariat has recommended that government institutions draft orders that are relevant to the size, the mandate and the culture of their institution. As such, VAC's delegation orders reflect our organizational structure and the nature of our work. Authorities have been given to a number of leadership positions in our Department, including the Deputy Minister, the Assistant Deputy Minister of Corporate Services, the Director General of Information Technology, Information Management, Administration, and Privacy Division, and the Director of Privacy and Information Management.

Our orders ensure that appropriate administrative authorities have been delegated to the ATIP officials responsible for effectively and efficiently administering the Act. The signed delegation order is included in Annex B of this report.

Policies, Guidelines, Procedures and Initiatives

During the reporting period, we made improvements to our ATIP program, some highlights of these are detailed below. We will continue to improve and update our program in 2022-23 and beyond.

Developing a strategic plan for operations

Veterans, their families, and Canadians are very curious about the work we do at VAC, as such we receive many inquiries about our programs and services. As the sharing arm for the Department, the

ATIP Office is responsible for finding and sharing the records that are of interest to these groups. This function is carved out for us in the *Access to Information Act* and the *Privacy Act*. We work within this legislative framework to:

- connect with the branches (who are the creators and keepers of departmental records) to retrieve all relevant records;
- review the records for sensitivities in accordance with the Acts; and
- share the records with those who have requested them.

Ensuring seamless access to records is a priority for our office because the public's right of access is a foundational pillar on which public trust and confidence are built. In order to provide seamless access we need to be able to:

- conduct an accurate and complete search of all government records in all formats (e.g. by ensuring capacity to search and pull relevant records from all software and systems – archived and current);
- deliver relevant records on time for processing by the ATIP Office;
- have the tools and guidance available to facilitate the work of the ATIP Officers; and
- have access to improved technology to gain efficiencies in processing the records.

We have focused our attention this past year on looking for ways to gain efficiencies in the above areas, and to pivot to processes and practices that allow for better ways to do our work. We believe that an organized and strategic approach to enhancing our services is what is needed to deliver the best service possible. That is why we began work on a multi-year strategy to chart the course for improving, enhancing and modernizing our internal and external ATIP services.

We recognize that improving and enhancing our access to information and privacy system is also vital for ensuring our ability and capacity to provide on-going services despite difficult times, such as the COVID-19 pandemic.

This strategic planning work will continue in 2022-23.

[Building connections with the ATIP Professionals Community](#)

The remote operational environment of COVID-19 created unprecedented opportunities for government-wide collaboration thanks to the implementation of new IT systems, such as Microsoft Teams. The new IT platforms removed geographical barriers to collaboration as virtual meetings became commonplace and allowed for equal opportunity to participate, especially for those offices located in the regions.

During the reporting period, we were able to participate in TBS-led community of practice meetings with ease and equal opportunity since geographical limitations and cost barriers no longer existed for us. Being able to regularly participate in such meetings meant that we had more, and better, opportunities to connect with other functional specialists and practitioners. This virtual community building environment has been transformative to our work in that we now have been able to:

- participate in current and on-going community discussions (e.g. *Privacy Act* Modernization, Access to Information Review);
- have the ability and opportunity to attend regular community of practice meetings led by TBS (i.e. being able to see the presentations, the speakers and have the ability to engage and ask questions);
- learn from the experiences of other government institutions about their modernization initiatives and innovative practices; and
- be kept up to date on initiatives and changes impacting the ATIP community as a whole.

We have been able to learn from other government institutions who have pivoted and modernized elements of their programs, such as Immigration, Refugees and Citizenship Canada, Canada Revenue Agency and the Royal Canadian Mounted Police. By learning from others, we have been able to better define our own challenges and isolate areas for improvement in our ATIP program.

It is our view that government-wide collaboration seems stronger and easier than ever. And learning from one another has never been more important given the growth and changes in the world of access to information and privacy.

We believe that these connections allow for a more cohesive and united community where the exchange of practices, ideas and advancements and accomplishments benefit the whole ATIP community and the public who rely on us to meet their information needs. We look forward to fostering, maintaining and furthering these connections as hybrid models of work become more mainstream.

Applying an “ATIP-by-design” lens to departmental initiatives

We are working to increase awareness in our Department surrounding the need for, and importance of, applying an ATIP lens to program design work. This means we identify the business requirements of ATIP (e.g. how are we going to retrieve) in the design of new departmental programs, initiatives and business systems. It is important to identify the requirements at the front end in order to reduce, and possibly eliminate risks, and ensure that the most appropriate mitigation measures and strategies are put in place before implementation. An example of why an ATIP lens is critical can be seen in VAC’s use of business system repositories for storing client information. A critical ATIP consideration and design element for a repository is the ability for the Department to extract information from it. This functionality is a critical design element because the Department must be able to extract information when responding to access to information and privacy requests.

Additionally, we work with program areas to ensure privacy principles are adhered to in relation to any information handling required to support the delivery of Departmental programs and services. We completed 30 “Privacy, Information Management and Information Technology Security Needs Determination Reports” on various initiatives. Although there was a decrease in the number of needs determinations, we saw an increase in their complexity, largely due to the nature of the initiatives proposed, such as automation, automated decision-making, and artificial intelligence.

Expanding our guidance tools for processing ATIP requests

In the last reporting period, we created a new team called the Program Policy Team whose role was, and is, to develop procedures and guidance documents to support the ATIP Operations teams. During this reporting period, the team completed work on a number of documents, including:

- guidance material on applying section 19 and 23 of the *Access to Information Act*, and for processing records related to government contracts;
- digitizing the process for responding to informal access requests;
- procedure manuals for the Request Processing Teams; and
- guidance for ATIP employees on how to respond to requests for information about labour relations files.

We will continue to build on this work in 2022-23 by focusing on more comprehensive tools for VAC employees to increase awareness about access to information and privacy at VAC.

Enhancing our services to internal clients

The ATIP Office provides services to internal clients, such as audit and evaluation, and parliamentary affairs. We are engaged in reviewing documents that are to be published, or shared with the public or third parties, for sensitivities based on the intent of the Act.

During the reporting period, we had 20 instances in which internal clients consulted the ATIP Office to review documents for sensitivities. The nature of these documents included such things as survey results, audit and evaluation of programs and terms of reference. In total we reviewed, 3,998 pages.

Additionally, we reviewed order paper questions, and briefing materials for the Minister and Deputy Minister that were to be proactively published. We reviewed a total of 752 pages of briefing materials.

We also provided guidance to the branches on best practices for sharing information with VAC clients, and worked with other government institutions to support their respective program needs and requirements.

Training and Awareness

We provided awareness training to 249 departmental staff during the reporting period. This included training in privacy awareness and a general overview and understanding of access to information and privacy. We continue to adapt and update our content to meet the needs of departmental staff as well as to ensure the information is accurate and up to date. Details about the training sessions we delivered during the reporting period are as follows:

Privacy 101 Sessions

These more customized sessions focus on promoting awareness of VAC's Privacy and Information Management Directorate role, explaining the legislative framework, defining what "personal information" means, familiarizing participants with Personal Information Banks and how they apply to their everyday work, reviewing consent and when it is needed, and lastly providing guidance on what privacy breaches are and best practices to avoid them. In 2021-22, sessions were delivered to various

groups including new employees onboarding to the department, nurses, program managers, and contractors.

Details: 194 Participants in 7 Sessions (5 English sessions and 2 French session)

ATIP 101 Training

These sessions provided employees with basic information about access to information and privacy, and their role as a public service employee. Subjects covered included: information sharing, improving retrieval processes and general education on ATIP and the legislation.

Details: 55 Participants in 2 English sessions

Monitoring and Compliance

Our practice has been to produce monthly reports to monitor our performance on the administration of the Act. These reports include data on timeliness for the retrieval of records, number of closed cases and number of cases and pages disclosed. To improve on this practice, we redesigned our reporting structure to now include quarterly reports to senior management, and we implemented a new dashboard. This new dashboard allows for the fulsome view of key operational data that has both an internal interface for the ATIP Office and an external interface for VAC senior management.

The internal dashboard interface provides the ATIP Coordinator, ATIP manager and team leaders with workload management data (e.g. number of pages processed by Officer, number of requests in review, etc...) which allows them to more accurately track and review the status of requests. As such, they are able to better monitor deadlines, allocate resources and escalate outstanding retrievals – all key components of effective workload management.

The purpose of the external interface is to ensure that VAC senior management are up to date on the status of retrievals and the overall progress of processing requests. Key trends and items of note are highlighted to senior management on a quarterly basis through the Department's governance committees.

In addition to developing and implementing a new dashboard, we also created a new position for reporting and data management. This new role has now brought capacity to ATIP Operations by generating more timely and complex data, monitoring and identifying trends, capturing accurate historical data, performing quality control evaluations and reviewing critical performance measures from year to year.

All of this work is being done to help improve completion times and meet legislative requirements.

Interpretation and explanation of Annex C – statistical report

The Request Processing team is responsible for processing access to information requests. This team is made up of one team leader and five ATIP Officers who process formal and informal requests for government information. They are also responsible for processing complex privacy requests and for reviewing materials for proactive publication.

What follows is an overview of key data on our performance for 2021-22, as reflected in our statistical report to TBS, 2021-22 Statistical Report on the Access to Information Act (attached as Annex C).

The following table provides an overview of the access to information requests we processed during the reporting period.

Access to information – formal	99	84924	81077
Access to information – informal	136	31104	31069
Total	235	116,028	112,146

Formal requests

A formal request is a written request made under the *Access to Information Act* to the government institution that controls the record. There is a \$5.00 application fee, and the Department has 30 calendar days to respond. If extensions are required, applicants are notified in writing.

The following table provides details on the requests we processed during the reporting period and how this work compares to previous reporting periods.

Fiscal year	Number of requests received	Number of requests carried over from the previous FY	Total caseload	Number of closed requests	Number of pages reviewed for closed requests	Number of pages disclosed*	Number of requests carried over to the next FY
2021-22	104	28	132	99	84,924	81,077	33
2020-21	115	36	151	126	61,796	51,121	28
2019-20	211	38	249	213	68,564	53,545	36
2018-19	364	23	387	349	133,605	110,231	38
2017-18	331	54	385	362	119,761	108,649	23

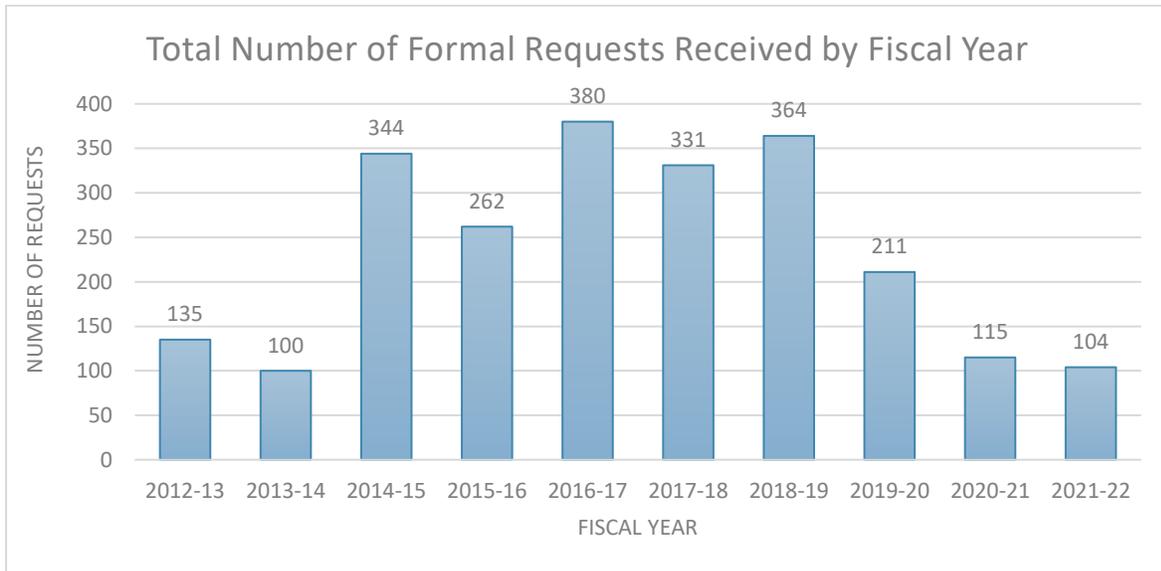
*When pages are not disclosed, it is based on exemptions and exclusions.

Between April 1, 2021 and March 31, 2022, VAC received 104 formal requests for information under the *Access to Information Act*, and carried forward 28 requests from previous fiscal years (4 were from 2018-19, 1 was from 2019-20, and 23 were from 2020-21) for a total of 132 requests that required action by the Department. Of these 132 requests, we closed 99 (including the 4 requests from 2018-19 due to the emphasis we placed on completing old cases).

We carried forward 33 (21 were carried forward within the legislated timeline and 12 were carried over beyond the legislated timeline) to the 2022-23 fiscal year. Of the 33 requests, 3 were carried forward

from the 2020-21 reporting year, 29 were from the 2021-22 year and one was carried forward from 2019-20 due to a consultation with two other government institutions.

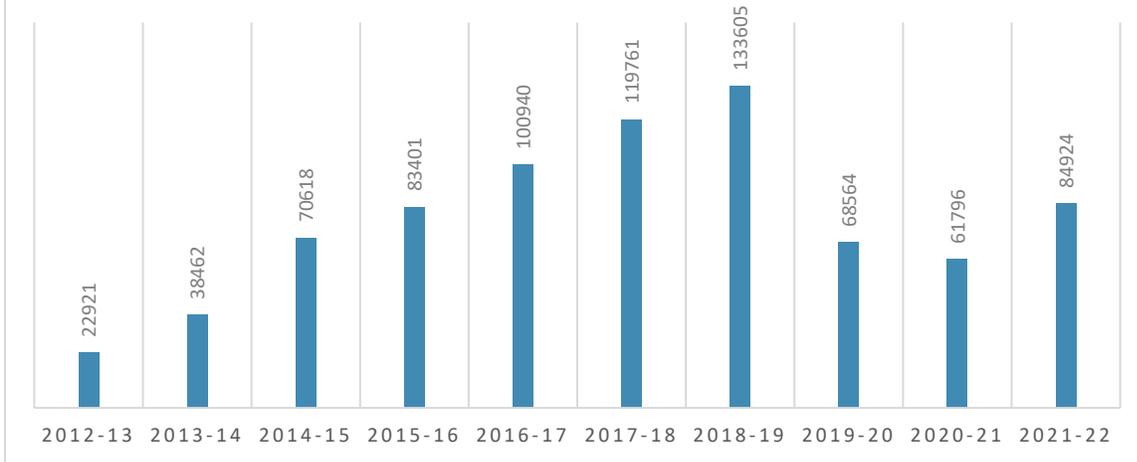
The following chart provides a ten year historical view of the number of formal requests we have been receiving.



We have included this historical view to show how we have experienced peaks and valleys in the number of requests we receive from year to year. The number of requests we receive can be influenced by changes to departmental priorities and activities, or the implementation of new initiatives. Or as we have seen during the last two reporting periods, a change in requests due to external factors such as the Covid-19 pandemic.

Although we received fewer requests in this reporting year than last year, we saw a notable increase in the volume of pages when compared to the 2019-20 and 2020-21 fiscal years. We are interested in seeing whether or not a new trend may be emerging, specifically, whether there will continue to be a decrease in the number of requests which doesn't necessarily impact the volume of pages we process. The following chart provides a historical view on the number of pages we have processed by fiscal year.

TOTAL NUMBER OF PAGES PROCESSED BY FISCAL YEAR

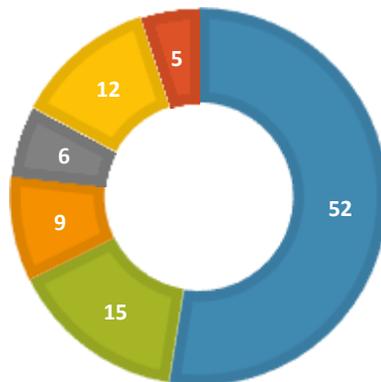


Completion times

Of the 99 requests we closed, 69 (or 69.7%) were closed within the legislated timeline, and thirty requests were closed past the legislated timeline. The reasons for the past due requests include interference with operations/workload (10), external consultation (2), internal consultation (3) and other (15). We had 8 requests where extensions were taken and the requests were closed on time. The following chart shows the number of closed requests broken down by completion times.

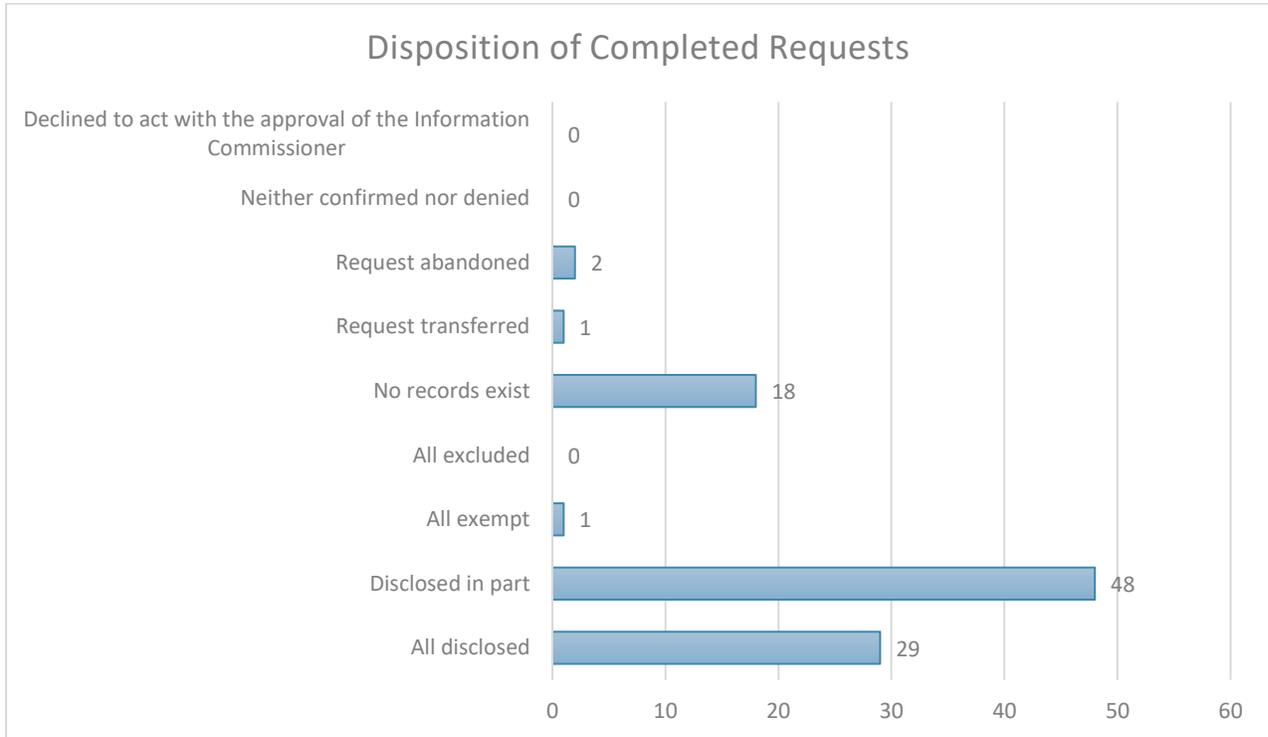
COMPLETION TIMES FOR FORMAL REQUESTS

- 30 days or less
- 31 to 60 days
- 61 to 120 days
- 121 to 180 days
- 181 to 365 days
- More than 365 days



Disposition of requests

Of the 99 closed requests, 77% of the records were disclosed (29% were disclosed in full, and 48% were disclosed in part). The chart below shows the breakdown of the disposition of the completed requests.



Sources of requests

We received 104 requests during the reporting period. Of these, 84 requests were from the public, which represents 80% of our requests. The remaining requests came from businesses (8), the media (4), academia (3) and organizations (2). There were also 3 requesters that declined to identify.

Channel of requests

During this reporting period, we received 104 requests, of which 99 were submitted online, 1 was by email, and 4 were by mail. This means that 96% of the requests were submitted electronically.

Exemptions invoked

Sections 13 to 24 of the Act provide specific exemptions for a government institution to withhold certain information when there is an identifiable need to do so. As a result, institutions can apply these exemptions to records in order to withhold information in whole or in part. A record is disclosed in part when an exemption(s) is applied to appropriately safeguard information.

VAC cited 123 exemptions under the Act. The most common exemptions were section 19(1) which is a mandatory exemption to protect personal information (43 instances); section 16(2)/16(2)(c) for purposes of security (29 instances); and section 20 which protects third party information (19 instances).

Exclusions cited

The *Access to Information Act* does not apply to published material, material available for purchase by the public, material at Library and Archives of Canada or confidences of the Queen's Privy Council of Canada (s. 69). Requests containing proposed exclusions under s. 69 require consultation with the Department of Justice and, in some cases, the Privy Council Office. During the reporting period, 31 requests contained information subject to Cabinet confidence.

Format of information released

Of the formal requests processed, 92% (71) of the requests were released electronically, which is an increase from 2020-21 in which 84% were released electronically.

Extensions

During the reporting period, we received 21 requests requiring extensions. The reasons for the extensions were varied. Of the requests, 7 involved a large volume of records which interfered with our operations. Six of the requests involved records with Confidences of the Queen's Privy Council which required consultation with the Department of Justice. Seven cases were for other consultations, and one case was for a third party notice. The extensions taken ranged from 31 days to more than 365 days.

Consultations Received from Other Government of Canada Institutions and Organizations

VAC received 23 requests (totaling 5771 pages) from other Government of Canada Institutions that required consultation and we had 3 that were outstanding from the previous reporting period. Of these 26 requests for consultation, 24 were closed during the reporting period and we processed 1513 pages. We carried forward 2 requests (representing 4339 pages) into the 2022-23 reporting period.

Recommendation	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	Total
Disclose entirely	3	9	3	0	0	1	0	16
Disclose in part	1	3	2	2	0	0	0	8
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	4	12	5	2	0	1	0	24

Complaints

If a requester believes that government institutions have not respected their rights under the Act, they can complain to the Office of the Information Commissioner. The Information Commissioner is an Officer of Parliament who receives complaints and independently investigates them.

We received one complaint during 2021-22, and it was still active at the end of the reporting period (for a deemed refusal).

As of March 31, 2022, we have two active complaints from prior reporting periods (1 from 2019-20 – deemed refusal; 1 2020-21- denial of access).

During the reporting period, we received 8 reports with findings. Of these, 3 were not well-founded with no action required; 4 were well-founded (3 action to be taken and 1 no action required); and 1 was resolved with no action required.

We had no court actions.

Translation

VAC did not receive any requests requiring translation during the 2021-2022 reporting period.

Informal Requests

An informal request for information is a request that is not made or processed under the Act. Fees are not charged, there are no deadlines for responding, and the requestor has no statutory right of complaint. Summaries of the formal requests are published monthly on the Open Government webpage and many informal requests can be for records that were processed as a formal request, or can be a new request. The following table provides an overview of the informal requests that we processed during the reporting period.

Type of request	Total requests closed during the reporting period	Total pages processed	Total pages disclosed
Access Informal	18	289	254
Access Informal Subsequent	118	30,815	30,815
Total	136	31104	31069

Between April 1, 2021 and March 31, 2022, we received 63 new informal requests for information and carried forward 87 requests into the fiscal year from previous reporting periods. We closed 136 informal requests and carried forward 14 into the 2022-23 reporting year. This was largely due to the fact that we focused our resources on closing backlogged requests.

Audits

There were no audits completed during the reporting period.

Human Resources and Operational Costs

Costs for Administering the Access to Information Act

To effectively manage workload, a number of employees in the VAC ATIP Office are involved in both the administration of the *Access to Information Act* and the *Privacy Act*. Nine FTEs were dedicated primarily to processing requests under the administration of the *Access to Information Act* in 2021-22. These same FTEs were also responsible for processing complex privacy requests and proactive publication materials.

The VAC ATIP Office spent a total of \$622,732 to administer the *Access to Information Act* during the reporting period, of which \$600,015 was spent on salaries, \$19,623 for other administrative costs (operations and maintenance expenditures), and \$3,094 for overtime costs incurred in 2021-2022.

Service Fees

VAC collects fees for formal requests under the *Access to Information Act*. The *Service Fees Act* requires a responsible authority to report annually to Parliament on the fees collected by the institution. With respect to fees collected under the *Access to Information Act*, the information below is reported in accordance with the requirements of section 20 of the *Service Fees Act*.

2021-2022 Fees

Enabling Authority	<i>Access to Information Act</i> , Section 11
Fee amount	\$5 application fee – this is the only fee charged for an ATI request.
Total revenue	\$475
Fees waived	<p>\$45</p> <p>In accordance with the <i>Interim Directive on the Administration of the Access to Information Act</i>, issued on May 5, 2016, and the changes to the <i>Access to Information Act</i> that came into force on June 21, 2019, Veterans Affairs Canada waives all fees prescribed by the <i>Act</i> and Regulations, other than the \$5 application fee set out in paragraph 7(1)(a) of the Regulations.</p> <p>An example of when fees are waived would be when a request is complex and covers three different topics. In order to respond in a timely manner, the request is split into three different requests but the requester is only charged for one request; the fees for the other two requests are waived.</p>
Cost of operating the program	\$622,732

Closing remarks

We work to provide Veterans, their families and Canadians with the information they want and we strive to find ways to be faster and more efficient in this endeavour. For this reason, we are always looking for ways to improve so that we can provide better service to Canadians. This means looking at our challenges, and finding opportunities for improvement, which is what we did in 2021-22, and will continue to do in 2022-23. Our focus, and commitment, will continue to be to:

- provide the best possible service to our clients;

- build public trust through accurate and relevant searches of records;
- be nimble and innovative in how we work to ensure continuous and seamless services (even in difficult times);
- leverage digital technology to gain efficiencies; and
- support the Government of Canada's commitment to be open and transparent with Canadians.

As we work in an evolving operational environment, we remain committed to adapting and providing the best possible service to Veterans, their families and Canadians, and will continue to look for ways to do better in this endeavor.

Annex A – Office of the Veterans Ombudsman

Annual Report on the Administration of the *Access to Information Act*

Introduction:

Accessing information is an essential element of our system of democracy, and a means for the Government of Canada to be open and transparent. The *Access to Information Act* is an important tool for Canadians to obtain information held by the Government of Canada. The *Act* provides the right of access to records under the control of a government institution, subject to some exceptions. The *Act* complements other methods for obtaining government information and does not limit in any way the access to government information that is normally available to the public upon request.

This annual report on the administration to the *Access to Information Act* describes how the Office of the Veterans Ombud fulfilled their responsibilities under the *Access to Information Act* during the fiscal year April 1, 2021 to March 31, 2022. This report is prepared and tabled in Parliament in accordance with section 72 of the *Access to Information Act*.

The mandate of the OVO is to:

- Review and address complaints by Veterans and other individuals served by VAC and their representatives arising from the application of the provisions of the *Veterans Bill of Rights*;
- Identify and review emerging and systemic issues related to programs and services provided or administered by the Department or by third parties on the Department's behalf that impact negatively on Veterans and other individuals served by VAC;
- Review and address complaints by Veterans and other individuals served by VAC and their representatives related to programs and services provided or administered by the Department or by third parties on the Department's behalf, including decisions related to the programs and services for which there is no right of appeal to the Veterans Review and Appeal Board;
- Review systemic issues related to the Veterans Review and Appeal Board; and,
- Facilitate access by stakeholders to programs and services by providing them with information and referrals.

Organizational Structure:

The Veterans Ombud, Deputy Ombud and Executive Director, Legal Advisor, and Director – Veterans Intervention Services have full authority for the OVO to exercise the powers, duties, and functions of the Minister as the Head of Veterans Affairs under the provisions of the *Acts* and related regulations. Although four positions have been delegated full authority, the Director – Veterans Intervention Services, is responsible for management of the Access to Information and Privacy Unit function within the OVO.

The OVO's Access to Information and Privacy Unit in Charlottetown, Prince Edward Island ensures that the Office's responsibilities under both acts are met. Processing of requests is centralized within the unit. The Unit consists of the Director - Veterans Intervention Services, Knowledge Management

Coordinator and Internal Services Project Officer. These staff members were assigned to the administration of both acts on a part time (as required) basis during the 2021-22 reporting period, which represents 0.10 of an FTE.

The main activities of the OVO ATIP Unit include:

- Processing OVO requests for information submitted under the *Access to Information Act* and *The Privacy Act*, including consulting with other federal departments and third parties with respect to ATIP requests received;
- Developing OVO policies, procedures, guidelines and processes in support of Access to Information and Privacy and central agency requirements;
- Monitoring legislative and regulatory changes that impact ATIP;
- Providing awareness and training on ATIP to ensure that OVO employees understand their roles and responsibilities;
- Monitoring OVO compliance with both acts, regulations and central agency requirements;
- Preparing and providing information specific to the OVO to VAC for inclusion in annual reports to Parliament on the administration of the *Acts*;
- Leading the development of Privacy Impact Assessments (PIAs) for the OVO;
- Working closely with VAC for the resolution of any complaints against OVO which have been submitted to the Information Commissioner of Canada and the Privacy Commissioner of Canada;
- Providing centralized management of privacy breaches within the OVO;
- Providing advice, guidance and training to OVO staff on ATIP issues;
- Analyzing and responding to OVO privacy and access to information policy issues;
- Reviewing new and amended OVO forms and processes that impact the collection of personal information
- Developing appropriate Privacy Notice Statements for the OVO; and,
- Evaluating OVO contracts and Memoranda of Understanding.

Delegation Order:

The responsibilities associated with the administration of the *Access to Information Act* are delegated to departmental and OVO officials through a delegation order.

Highlights of the Statistical Report 2021-22:

- All requests were responded to within the legislative timelines
- There were 0 consultations with other institutions
- There were no extensions of timelines

The completed statistical report for 2021-22 is included.

Training and Awareness:

OVO staff took part in Departmental ATIP training and OVO ATIP Refresher training.

Policies, Guidelines, Procedures and Initiatives

The OVO continues to work on an Open Government action plan and will continue the transition to having more information available on the Open Government portal. The OVO has completed the required steps to be part of ATIP Online Request Services (AORS) where users can submit ATIP requests online and view past ATI requests by subject.

The OVO also maintained and monitored current Access to Information policies, guidelines and procedures during the 2021-22 reporting period.

Summary of Key Issues and Actions Taken on Complaints or Audits:

In the 2021-22 reporting period, OVO received no complaints in relation to Access to Information. No complaints were carried over from 2020-21. The OVO had no audits or investigations concluded during the reporting period.

Monitoring Compliance:

The OVO uses a tracking spreadsheet to monitor the processing of requests for access to information on a weekly basis when requests are being processed. This tracking spreadsheet is maintained by the Knowledge Management Coordinator. Any anticipated issues with processing are escalated to the Director – Veterans Intervention Services.

Reporting on Access to Information fees for the purposes of the *Service Fees Act*

- Enabling authority: Access to Information Act
- Fee Amount: \$10.00
- Total Revenue: \$10.00

Fees Waived: Cost to operate program: \$7,400



Government of Canada

Gouvernement du Canada

Statistical Report on the *Access to Information Act*

Name of institution: Office of the Veterans Ombud

Reporting period: 2021/04/01 to 2022/03/31

Section 1: Requests Under the *Access to Information Act*

1.1 Number of requests

		Number of Requests
Received during reporting period		2
Outstanding from previous reporting periods		0
• Outstanding from previous reporting period	0	
• Outstanding from more than one reporting period	0	
Total		2
Closed during reporting period		2
Carried over to next reporting period		0
• Carried over within legislated timeline	0	
• Carried over beyond legislated timeline	0	

1.2 Sources of requests

Source	Number of Requests
Media	0
Academia	0
Business (private sector)	0
Organization	0
Public	2
Decline to Identify	0
Total	2

1.3 Channels of requests

Source	Number of Requests
Online	2
E-mail	0
Mail	0
In person	0
Phone	0
Fax	0
Total	2

Section 2: Informal Requests

2.1 Number of informal requests

		Number of Requests
Received during reporting period		0
Outstanding from previous reporting periods		0
• Outstanding from previous reporting period	0	
• Outstanding from more than one reporting period	0	
Total		0
Closed during reporting period		0
Carried over to next reporting period		0

2.2 Channels of informal requests

Source	Number of Requests
Online	0
E-mail	0
Mail	0
In person	0
Phone	0
Fax	0
Total	0

2.3 Completion time of informal requests

Completion Time							
1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
0	0	0	0	0	0	0	0

2.4 Pages released informally

Less Than 100 Pages Released		100-500 Pages Released		501-1000 Pages Released		1001-5000 Pages Released		More Than 5000 Pages Released	
Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released
0	0	0	0	0	0	0	0	0	0

2.5 Pages re-released informally

Less Than 100 Pages Re-released		100-500 Pages Re-released		501-1000 Pages Re-released		1001-5000 Pages Re-released		More Than 5000 Pages Re-released	
Number of Requests	Pages Re-released	Number of Requests	Pages Re-released	Number of Requests	Pages Re-released	Number of Requests	Pages Re-released	Number of Requests	Pages Re-released
0	0	0	0	0	0	0	0	0	0

Section 3: Applications to the Information Commissioner on Declining to Act on Requests

	Number of Requests
Outstanding from previous reporting period	0
Sent during reporting period	0
Total	0
Approved by the Information Commissioner during reporting period	0
Declined by the Information Commissioner during reporting period	0
Withdrawn during reporting period	0
Carried over to next reporting period	0

Section 4: Requests Closed During the Reporting Period

4.1 Disposition and completion time

Disposition of Requests	Completion Time							Total
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
All disclosed	0	1	0	0	0	0	0	1
Disclosed in part	0	0	0	0	0	0	0	0
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	1	0	0	0	0	0	0	1
Request transferred	0	0	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0
Total	1	1	0	0	0	0	0	2

4.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	0	16(2)	0	18(a)	0	20.1	0
13(1)(b)	0	16(2)(a)	0	18(b)	0	20.2	0
13(1)(c)	0	16(2)(b)	0	18(c)	0	20.4	0
13(1)(d)	0	16(2)(c)	0	18(d)	0	21(1)(a)	0
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	0
14	0	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	0
14(a)	0	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	0
14(b)	0	16.1(1)(c)	0	18.1(1)(d)	0	22	0
15(1)	0	16.1(1)(d)	0	19(1)	0	22.1(1)	0
15(1) - I.A.*	0	16.2(1)	0	20(1)(a)	0	23	0
15(1) - Def.*	0	16.3	0	20(1)(b)	0	23.1	0
15(1) - S.A.*	0	16.4(1)(a)	0	20(1)(b.1)	0	24(1)	0
16(1)(a)(i)	0	16.4(1)(b)	0	20(1)(c)	0	26	0
16(1)(a)(ii)	0	16.5	0	20(1)(d)	0		
16(1)(a)(iii)	0	16.6	0				
16(1)(b)	0	17	0				
16(1)(c)	0						
16(1)(d)	0						

* I.A.: International Affairs Def.: Defence of Canada S.A.: Subversive Activities

4.3 Exclusions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
68(a)	0	69(1)	0	69(1)(g) re (a)	0
68(b)	0	69(1)(a)	0	69(1)(g) re (b)	0
68(c)	0	69(1)(b)	0	69(1)(g) re (c)	0
68.1	0	69(1)(c)	0	69(1)(g) re (d)	0
68.2(a)	0	69(1)(d)	0	69(1)(g) re (e)	0
68.2(b)	0	69(1)(e)	0	69(1)(g) re (f)	0
		69(1)(f)	0	69.1(1)	0

4.4 Format of information released

Paper	Electronic				Other
	E-record	Data set	Video	Audio	
0	1	0	0	0	0

4.5 Complexity

4.5.1 Relevant pages processed and disclosed for paper and e-record formats

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
5	5	1

4.5.2 Relevant pages processed per request disposition for paper and e-record formats by size of requests

Disposition	Less Than 100 Pages Processed		100-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed
All disclosed	1	5	0	0	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0	0	0	0	0
All exempted	0	0	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0	0	0
Total	1	5	0	0	0	0	0	0	0	0

4.5.3 Relevant minutes processed and disclosed for audio formats

Number of Minutes Processed	Number of Minutes Disclosed	Number of Requests
0	0	0

4.5.4 Relevant minutes processed per request disposition for audio formats by size of requests

Disposition	Less Than 60 Minutes Processed		60 - 120 Minutes Processed		More than 120 Minutes Processed	
	Number of Requests	Minutes Processed	Number of Requests	Minutes Processed	Number of Requests	Minutes Processed
All disclosed	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0
All exempted	0	0	0	0	0	0
All excluded	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0
Total	0	0	0	0	0	0

4.5.5 Relevant minutes processed and disclosed for video formats

Number of Minutes Processed	Number of Minutes Disclosed	Number of Requests
0	0	0

4.5.6 Relevant minutes processed per request disposition for video formats by size of requests

Disposition	Less Than 60 Minutes Processed		60 - 120 Minutes Processed		More than 120 Minutes Processed	
	Number of Requests	Minutes Processed	Number of Requests	Minutes Processed	Number of Requests	Minutes Processed
All disclosed	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0
All exempted	0	0	0	0	0	0
All excluded	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0
Total	0	0	0	0	0	0

4.5.7 Other complexities

Disposition	Consultation Required	Legal Advice Sought	Other	Total
All disclosed	0	0	0	0
Disclosed in part	0	0	0	0
All exempted	0	0	0	0
All excluded	0	0	0	0
Request abandoned	0	0	0	0
Neither confirmed nor denied	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
Total	0	0	0	0

4.6.1 Requests closed within legislated timelines

Number of requests closed within legislated timelines	2
Percentage of requests closed within legislated timelines (%)	100

4.7 Deemed refusals

4.7.1 Reasons for not meeting legislated timelines

Number of requests closed past the legislated timelines	Principal Reason			
	Interference with operations/ Workload	External Consultation	Internal Consultation	Other
0	0	0	0	0

4.7.2 Requests closed beyond legislated timelines (including any extension taken)

Number of days past legislated timelines	Number of requests past legislated timeline where no extension was taken	Number of requests past legislated timeline where an extension was taken	Total
1 to 15 days	0	0	0
16 to 30 days	0	0	0
31 to 60 days	0	0	0
61 to 120 days	0	0	0
121 to 180 days	0	0	0
181 to 365 days	0	0	0
More than 365 days	0	0	0
Total	0	0	0

4.8 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
Total	0	0	0

Section 5: Extensions

5.1 Reasons for extensions and disposition of requests

Disposition of Requests Where an Extension Was Taken	9(1)(a) Interference With Operations/ Workload	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
All disclosed	0	0	0	0
Disclosed in part	0	0	0	0
All exempted	0	0	0	0
All excluded	0	0	0	0
Request abandoned	0	0	0	0
No records exist	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
Total	0	0	0	0

5.2 Length of extensions

Length of Extensions	9(1)(a) Interference With Operations/ Workload	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
30 days or less	0	0	0	0
31 to 60 days	0	0	0	0
61 to 120 days	0	0	0	0
121 to 180 days	0	0	0	0
181 to 365 days	0	0	0	0
365 days or more	0	0	0	0
Total	0	0	0	0

Section 6: Fees

Fee Type	Fee Collected		Fee Waived		Fee Refunded	
	Number of Requests	Amount	Number of Requests	Amount	Number of Requests	Amount
Application	2	\$10.00	0	\$0.00	0	\$0.00
Other fees	0	\$0.00	0	\$0.00	0	\$0.00
Total	2	\$10.00	0	\$0.00	0	\$0.00

Section 7: Consultations Received From Other Institutions and Organizations

7.1 Consultations received from other Government of Canada institutions and other organizations

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during the reporting period	0	0	0	0
Outstanding from the previous reporting period	0	0	0	0
Total	0	0	0	0
Closed during the reporting period	0	0	0	0
Carried over within negotiated timelines	0	0	0	0
Carried over beyond negotiated timelines	0	0	0	0

7.2 Recommendations and completion time for consultations received from other Government of Canada institutions

Recommendation	Number of Days Required to Complete Consultation Requests							Total
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
Disclose entirely	0	0	0	0	0	0	0	0
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0

7.3 Recommendations and completion time for consultations received from other organizations outside the Government of Canada

Recommendation	Number of Days Required to Complete Consultation Requests							Total
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
Disclose entirely	0	0	0	0	0	0	0	0
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0

Section 8: Completion Time of Consultations on Cabinet Confidences

8.1 Requests with Legal Services

Number of Days	Fewer Than 100 Pages Processed		100-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

8.2 Requests with Privy Council Office

Number of Days	Fewer Than 100 Pages Processed		100-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

Section 9: Investigations and Reports of finding

9.1 Investigations

Section 32 Notice of intention to investigate	Subsection 30(5) Ceased to investigate	Section 35 Formal Representations
0	0	0

9.2 Investigations and Reports of finding

Section 37(1) Initial Reports			Section 37(2) Final Reports		
Received	Containing recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner	Received	Containing recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner
0	0	0	0	0	0

Section 10: Court Action

10.1 Court actions on complaints

Section 41				
Complainant (1)	Institution (2)	Third Party (3)	Privacy Commissioner (4)	Total
0	0	0	0	0

10.2 Court actions on third party notifications under paragraph 28(1)(b)

Section 44 - under paragraph 28(1)(b)
0

Section 11: Resources Related to the Access to Information Act

11.1 Allocated Costs

Expenditures	Amount
Salaries	\$7,400
Overtime	\$0
Goods and Services	\$0
• Professional services contracts	\$0
• Other	\$0
Total	\$7,400

11.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	0.100
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	0.000
Students	0.000
Total	0.100

Note: Enter values to three decimal places.

Annex B - Delegation Order



Veterans Affairs
Canada

Anciens Combattants
Canada

Access to Information Act
Delegation Order

Loi sur l'accès à l'information
Ordonnance de délégation

I, Lawrence MacAulay, Minister of Veterans Affairs Canada, do hereby delegate, pursuant to section 95 of the *Access to Information Act*, the officers or employees of Veterans Affairs Canada who hold the positions set out in the attached Delegation Orders to exercise or perform the powers, duties, or functions that have been given to me as head of a government institution under the provisions of the *Access to Information Act* as set out in the Delegation Order.

This designation replaces all previous delegation orders.

Je soussigné, Lawrence MacAulay, ministre d'Anciens Combattants Canada, délègue par la présente, conformément à l'article 95 de la *Loi sur l'accès à l'information*, les dirigeants ou les employés d'Anciens Combattants Canada qui occupent les postes indiqués dans les Ordonnances de délégation ci-jointe pour exercer les pouvoirs et les fonctions qui m'ont été conférés en tant que responsable d'une institution fédérale en vertu des dispositions de la *Loi sur l'accès à l'information*, comme indiqué dans Ordonnance de délégation.

Cette désignation remplace tous les arrêtés de délégation antérieurs.

The Minister of Veterans Affairs Canada
Ministre, Anciens Combattants Canada

Lawrence MacAulay
Minister of Veterans Affairs
Ministère des Anciens Combattants

Signed in Ottawa, Ontario, Canada this 25th day of March, 2021
Signé à Ottawa, Ontario, Canada ce 25^e jour de mars 2021

Access to Information Act and Regulations – Delegated Authorities

The Minister of Veterans Affairs, pursuant to section 95 of the *Access to Information Act* (the Act), delegates to the persons holding the positions set out in the following schedule, or the persons occupying on an acting basis those positions, the exercise of the powers, duties and functions of the Minister, as the head of Veterans Affairs Canada, under the provisions of the Act and the *Access to Information Regulations* (the Regulations). This designation replaces all previous Delegated Authorities.

All powers, duties and functions under the *Access to Information Act*, R.S.C. 1985, c. A-1 (prior to and following June 21, 2019) and related regulations (prior to and following June 21, 2019)

Access to Information Act – Delegated Authorities

Description	Section	Delegated Authority
Responsibility of government institutions	4(2.1)	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Ministers • Directors General • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy • Officer, Access to Information and Privacy
Reasons for declining to act on request	6.1(1)	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management
Notice - suspension	6.1(1.3)	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services

		<ul style="list-style-type: none"> • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management
Notice – end of suspension	6.1(1.4)	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management
Notice (written notice for declining to act on a request)	6.1(2)	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management
Notice where access requested / Giving access to record	7	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy • Officer, Access to Information and Privacy
Transfer of request to another government institution	8(1)	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister

		<ul style="list-style-type: none"> • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy
Extension of time limits	9	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy
Notice where access refused	10	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy
Application fee waiver	11(2)	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services

		<ul style="list-style-type: none"> • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy
Language of access	12(2)	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy • Officer, Access to Information and Privacy
Access in an alternative format	12(3)	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy
Information obtained in confidence	13	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration

		<ul style="list-style-type: none"> • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy
Refuse access – Federal-provincial affairs	14	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy
Refuse access – International affairs and defence	15	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy
Refuse access – Law enforcement and investigations	16	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management

		<ul style="list-style-type: none"> • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy
Refuse access – <i>Public Servants Disclosure Protection Act</i>	16.5	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management
Refuse access – Safety of individuals	17	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy
Refuse access – Economic interests of Canada	18	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy
Refuse access –	18.1	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister

Economic interest of certain government institutions		<ul style="list-style-type: none"> • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy
Refuse access – Personal information	19	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy
Refuse access – Third party information	20	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy
Refuse access – Operations of Government	21	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services

		<ul style="list-style-type: none"> • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy
Refuse access – Testing procedures, tests and audits	22	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy
Refuse access – Internal audits	22.1	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy
Refuse access – Protected information – solicitors, advocates, and notaries	23	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration

		<ul style="list-style-type: none"> • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy
Refuse access – Protected information- patents and trademarks	23.1	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy
Refuse access – Statutory prohibitions against disclosure	24	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy
Severability	25	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management

		<ul style="list-style-type: none"> • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy
Refusal of access if information to be published	26	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy
Notice to third parties	27(1)	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy
Third party notification – Extension of time limit	27(4)	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy

Third party notification – Notice of decision	28(1)	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy
Third party notification – Waive representations in writing	28(2)	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy
Third party notification – Disclosure of record	28(4)	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy
Advising Information Commissioner of third party involvement	33	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management

		<ul style="list-style-type: none"> • Manager, Access to Information and Privacy
Right to make representations	35(2)	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy
Access to be given to complainant	37(4)	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy
Review by Federal Court – government institution	41(2)	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management
Review by Federal Court – government institution- Respondents	41(5)	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services

		<ul style="list-style-type: none"> • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management
Notice to third party (application to Federal Court)	43(1)	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management
Service or notice	43(2)	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management
Notice to person who requested record	44(2)	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management
Special rules for hearings	52(2)	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management

Ex parte representations (Federal Court)	52(3)	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management
Annual report to Parliament	94	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management

Access to Information Regulations – Delegated Authorities

Description	Section	Delegated authority
Transfer of request	6(1)	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy
Search and preparation of fees	7(2)	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration

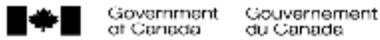
		<ul style="list-style-type: none"> • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy
Production and programming	7(3)	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy
Providing access to records	8	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management
Limitations in respect of format	8.1	<ul style="list-style-type: none"> • Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Directors General • Director, Privacy and Information Management

Office of the Veterans Ombudsman

The following portion of the Delegation Order applies to records and information that are created, collected, maintained, used and disclosed by the Office of the Veterans Ombudsman.

Position	Access to Information Act	Access to Information Regulations
Veterans Ombudsman	Full delegation	Full delegation
Director General of Operation	Full delegation	Full delegation
Legal Advisor	Full delegation	Full delegation
Director of Corporate Services and Charlottetown Operations	Full delegation	Full delegation

Annex C – Statistical Report



Government of Canada / Gouvernement du Canada

Statistical Report on the Access to Information Act

Name of institution: Veterans Affairs Canada

Reporting period: 2021/04/01 to 2022/03/31

Section 1: Requests Under the Access to Information Act

1.1 Number of requests

		Number of Requests
Received during reporting period		104
Outstanding from previous reporting periods		28
- Outstanding from previous reporting period	23	
- Outstanding from more than one reporting period	5	
Total		132
Closed during reporting period		99
Carried over to next reporting period		33
- Carried over within legislated timeline	21	
- Carried over beyond legislated timeline	12	

1.2 Sources of requests

Source	Number of Requests
Media	4
Academia	3
Business (private sector)	8
Organization	2
Public	84
Decline to Identify	3
Total	104

1.3 Channels of requests

Source	Number of Requests
Online	99
E-mail	1
Mail	4
In person	0
Phone	0
Fax	0
Total	104

Section 2: Informal Requests

2.1 Number of informal requests

		Number of Requests
Received during reporting period		63
Outstanding from previous reporting periods		87
- Outstanding from previous reporting period	64	
- Outstanding from more than one reporting period	23	
Total		150
Closed during reporting period		136
Carried over to next reporting period		14

2.2 Channels of informal requests

Source	Number of Requests
Online	12
E-mail	50
Mail	1
In person	0
Phone	0
Fax	0
Total	63

2.3 Completion time of informal requests

Completion Time							
1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
4	8	12	19	14	14	65	136

2.4 Pages released informally

Less Than 100 Pages Released		100-500 Pages Released		501-1000 Pages Released		1001-5000 Pages Released		More Than 5000 Pages Released	
Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released
18	254	0	0	0	0	0	0	0	0

2.5 Pages re-released informally

Less Than 100 Pages Re-released		100-500 Pages Re-released		501-1000 Pages Re-released		1001-5000 Pages Re-released		More Than 5000 Pages Re-released	
Number of Requests	Pages Re-released	Number of Requests	Pages Re-released	Number of Requests	Pages Re-released	Number of Requests	Pages Re-released	Number of Requests	Pages Re-released
79	1855	17	4443	15	11558	7	13159	0	0

Section 3: Applications to the Information Commissioner on Declining to Act on Requests

	Number of Requests
Outstanding from previous reporting period	0
Sent during reporting period	0
Total	0
Approved by the Information Commissioner during reporting period	0
Declined by the Information Commissioner during reporting period	0
Withdrawn during reporting period	0
Carried over to next reporting period	0

Section 4: Requests Closed During the Reporting Period

4.1 Disposition and completion time

Disposition of Requests	Completion Time							Total
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
All disclosed	3	21	4	0	1	0	0	29
Disclosed in part	1	13	8	9	4	8	5	48
All exempted	0	0	1	0	0	0	0	1
All excluded	0	0	0	0	0	0	0	0
No records exist	3	9	1	0	1	4	0	18
Request transferred	0	1	0	0	0	0	0	1
Request abandoned	0	1	1	0	0	0	0	2
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0
Total	7	45	15	9	6	12	5	99

4.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	0	16(2)	1	18(a)	0	20.1	0
13(1)(b)	0	16(2)(a)	0	18(b)	2	20.2	0
13(1)(c)	0	16(2)(b)	0	18(c)	0	20.4	0
13(1)(d)	0	16(2)(c)	28	18(d)	0	21(1)(a)	9
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	3
14	0	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	1
14(a)	1	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	0
14(b)	0	16.1(1)(c)	0	18.1(1)(d)	0	22	0
15(1)	2	16.1(1)(d)	0	19(1)	43	22.1(1)	0
15(1) - I.A.*	0	16.2(1)	0	20(1)(a)	1	23	8
15(1) - Def.*	0	16.3	0	20(1)(b)	3	23.1	0
15(1) - S.A.*	0	16.4(1)(a)	0	20(1)(b.1)	0	24(1)	4
16(1)(a)(i)	0	16.4(1)(b)	0	20(1)(c)	14	26	1
16(1)(a)(ii)	0	16.5	0	20(1)(d)	1		
16(1)(a)(iii)	0	16.6	0				
16(1)(b)	0	17	0				
16(1)(c)	1						
16(1)(d)	0						

* I.A.: International Affairs Def.: Defence of Canada S.A.: Subversive Activities

4.3 Exclusions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
68(a)	0	89(1)	0	89(1)(g) re (a)	7
68(b)	0	89(1)(a)	2	89(1)(g) re (b)	0
68(c)	0	89(1)(b)	0	89(1)(g) re (c)	5
68.1	0	89(1)(c)	1	89(1)(g) re (d)	3
68.2(a)	0	89(1)(d)	3	89(1)(g) re (e)	4
68.2(b)	0	89(1)(e)	2	89(1)(g) re (f)	3
		89(1)(f)	1	89.1(1)	0

4.4 Format of information released

Paper	Electronic				Other
	E-record	Data set	Video	Audio	
6	71	0	0	0	0

4.5 Complexity

4.5.1 Relevant pages processed and disclosed for paper and e-record formats

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
84924	81077	80

4.5.2 Relevant pages processed per request disposition for paper and e-record formats by size of requests

Disposition	Less Than 100 Pages Processed		100-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed
All disclosed	27	240	2	495	0	0	0	0	0	0
Disclosed in part	22	877	12	3294	2	1419	10	19079	2	59120
All exempted	1	0	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	1	0	1	400	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0	0	0
Total	51	1117	15	4189	2	1419	10	19079	2	59120

4.5.3 Relevant minutes processed and disclosed for audio formats

Number of Minutes Processed	Number of Minutes Disclosed	Number of Requests
0	0	0

4.5.4 Relevant minutes processed per request disposition for audio formats by size of requests

Disposition	Less Than 60 Minutes Processed		60 - 120 Minutes Processed		More than 120 Minutes Processed	
	Number of Requests	Minutes Processed	Number of Requests	Minutes Processed	Number of Requests	Minutes Processed
All disclosed	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0
All exempted	0	0	0	0	0	0
All excluded	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0
Total	0	0	0	0	0	0

4.5.5 Relevant minutes processed and disclosed for video formats

Number of Minutes Processed	Number of Minutes Disclosed	Number of Requests
0	0	0

4.5.6 Relevant minutes processed per request disposition for video formats by size of requests

Disposition	Less Than 60 Minutes Processed		60 - 120 Minutes Processed		More than 120 Minutes Processed	
	Number of Requests	Minutes Processed	Number of Requests	Minutes Processed	Number of Requests	Minutes Processed
All disclosed	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0
All exempted	0	0	0	0	0	0
All excluded	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0
Total	0	0	0	0	0	0

4.5.7 Other complexities

Disposition	Consultation Required	Legal Advice Sought	Other	Total
All disclosed	0	0	0	0
Disclosed in part	17	0	0	17
All exempted	0	0	0	0
All excluded	0	0	0	0
Request abandoned	1	0	0	1
Neither confirmed nor denied	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
Total	18	0	0	18

4.6 Closed requests

4.6.1 Requests closed within legislated timelines

Number of requests closed within legislated timelines	69
Percentage of requests closed within legislated timelines (%)	69.6969697

4.7 Deemed refusals

4.7.1 Reasons for not meeting legislated timelines

Number of requests closed past the legislated timelines	Principal Reason			
	Interference with operations/ Workload	External Consultation	Internal Consultation	Other
30	10	2	3	15

4.7.2 Requests closed beyond legislated timelines (including any extension taken)

Number of days past legislated timelines	Number of requests past legislated timeline where no extension was taken	Number of requests past legislated timeline where an extension was taken	Total
1 to 15 days	4	0	4
16 to 30 days	2	3	5
31 to 60 days	1	1	2
61 to 120 days	1	2	3
121 to 180 days	7	1	8
181 to 365 days	2	2	4
More than 365 days	0	4	4
Total	17	13	30

4.8 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
Total	0	0	0

Section 5: Extensions

5.1 Reasons for extensions and disposition of requests

Disposition of Requests Where an Extension Was Taken	9(1)(a) Interference With Operations/ Workload	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
All disclosed	0	0	0	0
Disclosed in part	6	6	7	1
All exempted	0	0	0	0
All excluded	0	0	0	0
Request abandoned	1	0	0	0
No records exist	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
Total	7	6	7	1

5.2 Length of extensions

Length of Extensions	9(1)(a) Interference With Operations/ Workload	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
30 days or less	0	0	0	0
31 to 60 days	3	2	2	0
61 to 120 days	1	3	3	0
121 to 180 days	1	0	1	1
181 to 365 days	1	1	1	0
365 days or more	1	0	0	0
Total	7	6	7	1

Section 6: Fees

Fee Type	Fee Collected		Fee Waived		Fee Refunded	
	Number of Requests	Amount	Number of Requests	Amount	Number of Requests	Amount
Application	95	\$475.00	9	\$45.00	0	\$0.00
Other fees	0	\$0.00	0	\$0.00	0	\$0.00
Total	95	\$475.00	9	\$45.00	0	\$0.00

Section 7: Consultations Received From Other Institutions and Organizations

7.1 Consultations received from other Government of Canada institutions and other organizations

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during the reporting period	23	5771	0	0
Outstanding from the previous reporting period	3	81	0	0
Total	26	5852	0	0
Closed during the reporting period	24	1513	0	0
Carried over within negotiated timelines	2	4339	0	0
Carried over beyond negotiated timelines	0	0	0	0

7.2 Recommendations and completion time for consultations received from other Government of Canada institutions

Recommendation	Number of Days Required to Complete Consultation Requests							Total
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
Disclose entirely	3	9	3	0	0	1	0	16
Disclose in part	1	3	2	2	0	0	0	8
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	4	12	5	2	0	1	0	24

7.3 Recommendations and completion time for consultations received from other organizations outside the Government of Canada

Recommendation	Number of Days Required to Complete Consultation Requests							Total
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
Disclose entirely	0	0	0	0	0	0	0	0
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0

Section 8: Completion Time of Consultations on Cabinet Confidences

8.1 Requests with Legal Services

Number of Days	Fewer Than 100 Pages Processed		100-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	8	171	0	0	0	0	0	0	0	0
16 to 30	4	22	1	179	0	0	0	0	0	0
31 to 60	2	20	1	367	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	1	357	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	14	213	3	903	0	0	0	0	0	0

8.2 Requests with Privy Council Office

Number of Days	Fewer Than 100 Pages Processed		100-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

Section 9: Investigations and Reports of finding

9.1 Investigations

Section 32 Notice of intention to investigate	Subsection 30(5) Ceased to investigate	Section 35 Formal Representations
1	1	0

9.2 Investigations and Reports of finding

Section 37(1) Initial Reports			Section 37(2) Final Reports		
Received	Containing recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner	Received	Containing recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner
0	0	0	8	1	0

Section 10: Court Action

10.1 Court actions on complaints

Section 41				
Complainant (1)	Institution (2)	Third Party (3)	Privacy Commissioner (4)	Total
0	0	0	0	0

10.2 Court actions on third party notifications under paragraph 28(1)(b)

Section 44 - under paragraph 28(1)(b)
0

Section 11: Resources Related to the Access to Information Act

11.1 Allocated Costs

Expenditures		Amount
Salaries		\$600,015
Overtime		\$3,094
Goods and Services		\$19,623
- Professional services contracts	\$0	
- Other	\$19,623	
Total		\$622,732

11.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	7.189
Part-time and casual employees	0.276
Regional staff	0.000
Consultants and agency personnel	0.000
Students	0.650
Total	8.115

Note: Enter values to three decimal places.