



Veterans Affairs  
Canada

Anciens Combattants  
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Canada



ANNUAL REPORT

Administration of the  
*Access to Information Act*

2019-2020

The Honourable Lawrence MacAulay, PC, MP

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# 1. Introduction

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Accessing information is an essential element of our system of democracy, and a way for the Government of Canada to demonstrate that it is open and transparent.

Veterans Affairs Canada (VAC) is committed to the principles of openness and transparency and to making information accessible to Canadians through compliance with, and promotion of, the *Access to Information Act*. More recently VAC has also shown its commitment by proactively releasing information and data through the Open Government website. The Open Government portal is designed to foster transparency, accountability and citizen engagement, all while taking into consideration privacy, confidentiality, and security.

The [Access to Information Act](#) provides the right of access to records under the control of a government institution, subject to some exceptions; complements other methods for obtaining government information; and, does not limit in any way access to government information that is normally available to the public upon request.

This annual report on the administration of the *Access to Information Act* describes how VAC fulfilled its responsibilities under the *Act* during the fiscal year April 1, 2019, to March 31, 2020. This report is prepared and tabled in Parliament in accordance with section 72 of the *Access to Information Act*.

## Mandate of Veterans Affairs Canada

VAC recognizes that a successful transition from service to civilian life is best achieved when the overall well-being of Veterans is positive and reflects a balance of financial, mental, physical and social factors. VAC strives to be proactive, timely and compassionate in its response to Veterans and their families through the provision of benefits and services designed to meet their unique needs.

VAC has a dual mandate as set out in the [Department of Veterans Affairs Act](#), which gives the Minister of Veterans Affairs responsibility for:

- *“...the care, treatment or re-establishment in civil life of any person who served in the Canadian Forces or Merchant Navy or in the naval, army, air forces or merchant navies of Her Majesty, of any person who has otherwise engaged in pursuits relating to war, and of any other person designated . . . and the care of the dependents or survivors of any person referred to...”*. VAC is also responsible for keeping alive the achievements and sacrifices of those who served Canada in times of war, military conflict and peace

Veterans Affairs Canada 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.

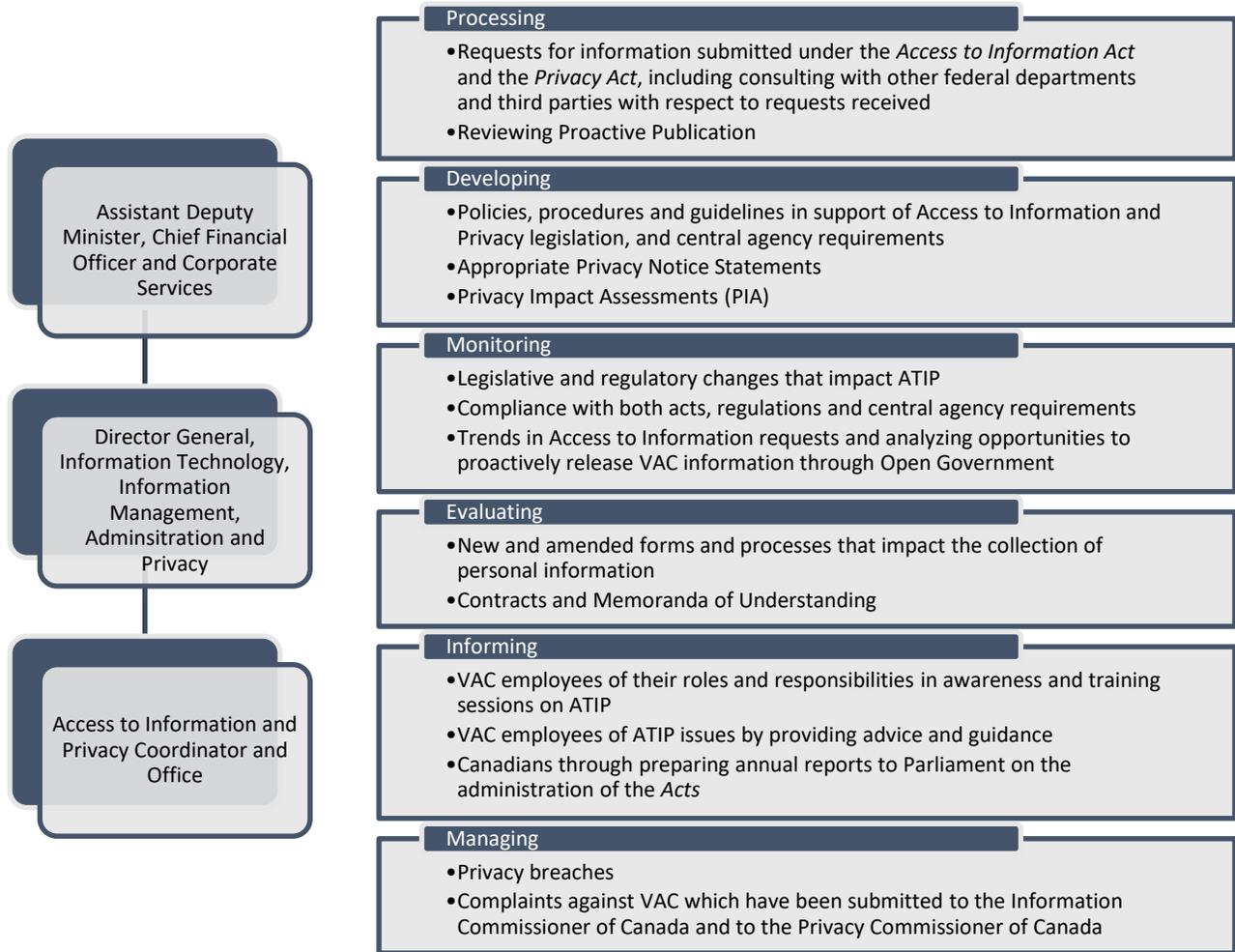
## 2. Organization

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Processing of access to information and privacy requests is centralized within the Access to Information and Privacy (ATIP) Office in Charlottetown, Prince Edward Island. In 2019-2020, the VAC ATIP Office employed a total of 33.84 full-time equivalents (FTEs). Of the 33.84 FTEs, 8.38 FTEs were dedicated primarily to processing requests under the Act.

The ATIP Office is comprised of two divisions: Operations, and Policy and Governance. Within Operations, there are three units, the Intake unit, the Privacy unit and the Access unit. The Intake unit responds to calls, provides database administration and the distribution of cases. The Privacy and Access Units, process both formal and informal requests, carries out consults with other government departments and third parties, resolves complaints from oversight bodies and provides advice and review proactive disclosures. Privacy and Governance provides training, guidance, and recommendations to ensure privacy compliance. This unit coordinates privacy impact assessments, privacy breach investigations, and Office of the Privacy Commissioner complaints. Privacy and Governance is also responsible for Information Management policy and awareness, which oversees sound information management practices. As part of this role, the unit is the central contact for Open Government, providing education, awareness and guidance on publishing information and data to [open.canada.ca](https://open.canada.ca).

The VAC ATIP Office is part of the Information Technology, Information Management, Administration and Privacy (ITIMAP) division under the Corporate Services branch. The VAC ATIP Office administers the *Access to Information Act* for VAC and is led by a Director, who acts as the ATIP Coordinator for the Department.



### 3. Delegation Order

The responsibilities associated with the administration of the *Access to Information Act* are delegated to VAC officials through a delegation order (attached as Annex 1). The Minister has delegated most of his authorities to VAC’s ATIP Coordinator who carries out the powers, duties and functions on behalf of the Minister ensuring the Department fulfills its responsibilities under the *Access to Information Act*.

### 4. Highlights of the 2019-2020 Statistical Report

The following summary provides an overview of key statistics on the administration of the *Access to Information Act* at VAC between April 1, 2019 and March 31, 2020. A more detailed breakdown can be found in the 2019-2020 Statistical Report (attached as Annex 2). VAC continues to explore ways of get information to clients in the fastest and most efficient way. VAC achieves this goal through informal disclosure. Informal disclosure is providing information without the need to make a request under the *Access to Information Act* or the *Privacy Act*. VAC has published various information and data resources on the Open Government

portal (open.canada.ca) such as VAC policies, reports, service standards, wait times and employment equity data.

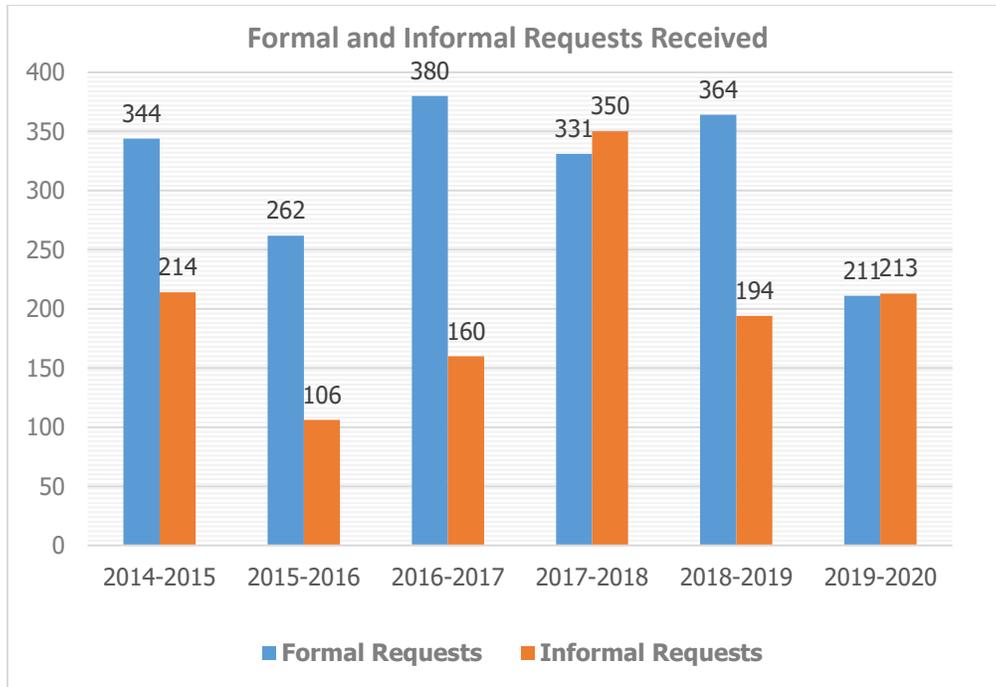
## I Requests under the *Access to Information Act*

Between April 1, 2019 and March 31, 2020, VAC received 211 formal requests for information under the *Access to Information Act*. This represents a 32% decrease in requests received from the previous fiscal year (211 in 2019-2020 compared to 364 in the 2018-2019). On April 1, 2019, VAC carried forward 38 formal requests from the previous fiscal year. Combined with the 211 new formal requests received, a total of 249 requests required action by the Department during the 2019–2020 fiscal year. Of the 249 requests requiring action, 213 requests were completed in 2019-2020, compared with 349 requests completed in the 2019–2020 reporting period.

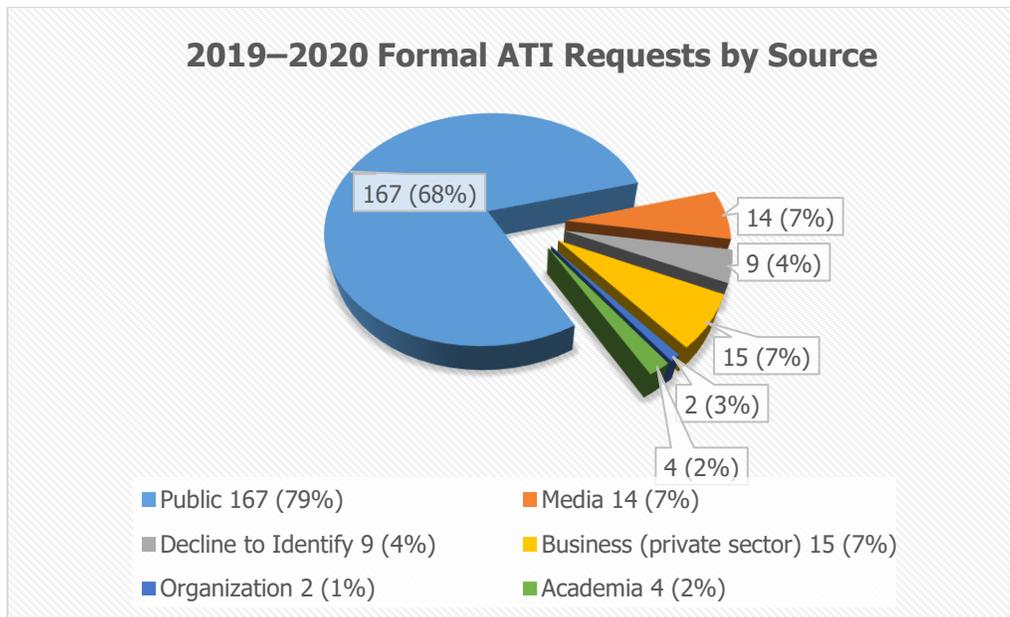
At the end of the 2019–2020 fiscal year, VAC carried forward 36 outstanding formal requests into the 2020–2021 fiscal year.

The VAC ATIP Office not only manages formal requests submitted under the *Access to Information Act*, but also informal 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. 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.

VAC's ATIP Office received 249 new informal ATI requests in the 2019–2020 fiscal year, and completed 213. This is a 28% increase in the number of informal requests received in comparison to 2018-2019 when 194 informal ATI requests were received and 217 completed.



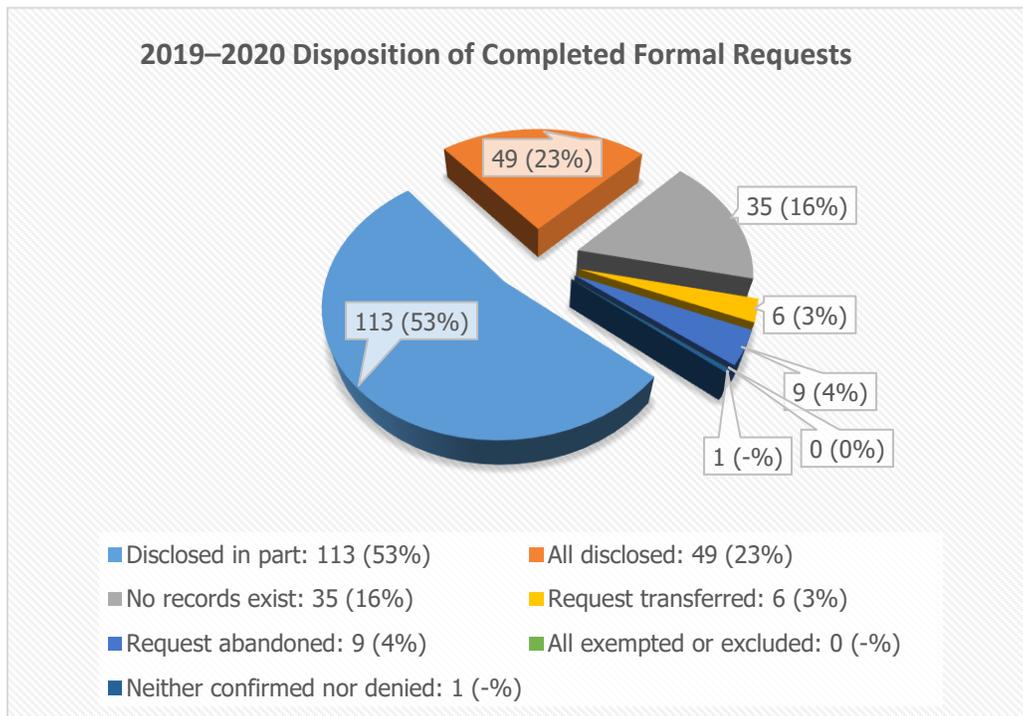
Included in the following chart are 211 requests received by VAC in 2019-2020, shown by source of request.



In 2019-2020, the largest source of requests were from the general public which accounts for 68% of all requests received. The remaining 32% includes media, businesses, organizations and academia.

## II Disposition of Requests Completed

When a case is completed and provided to the requester, it may be disclosed in full or disclosed in part. If redactions are not required the documents are disclosed in full. A record is disclosed in part when an exemption or exclusion is applied in accordance with the provisions of the legislation. Forty nine requests, (23%) of the 213 formal requests completed were disclosed in full, while 113 requests (53%) were disclosed in part to the requester. The following table provides further details on the disposition of the 213 requests completed in 2019–2020:



The Department processed 68,564 pages and disclosed 53,545 in 2019–2020. The remaining 16,455 were not disclosed based on exemptions and exclusions.

In addition to formal pages processed and disclosed, VAC processed 27,362 informal pages and disclosed 26,283 informal pages in response to the 213 informal requests completed in 2019-2020.

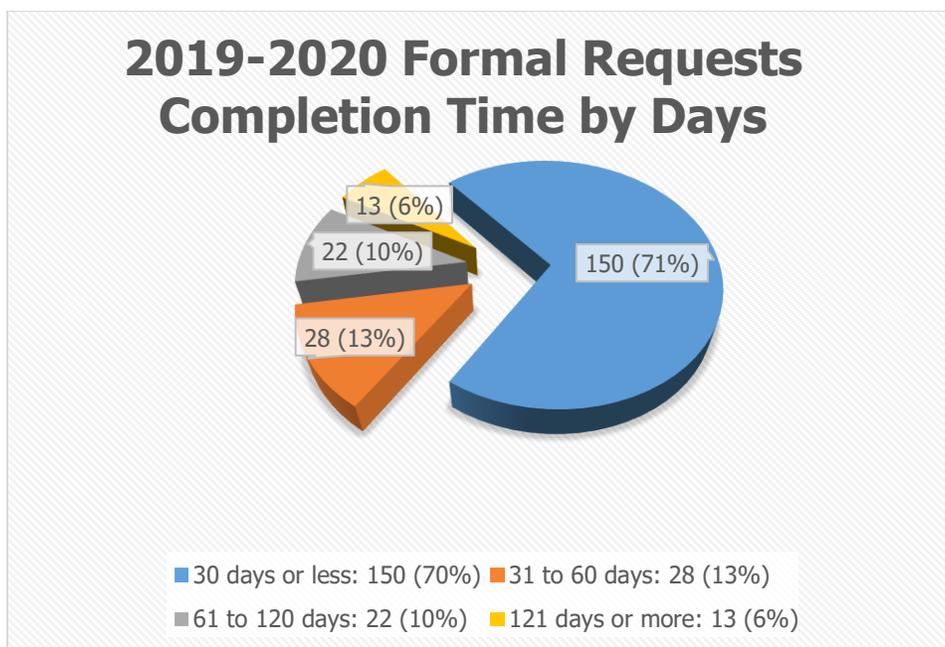
In combination with formal and informal pages, VAC processed a total of 98,200 pages, and disclosed a total of 82,102 pages.

### III Completion Time and Extensions

The legislation sets timelines for responding to access to information requests and allows for extensions when the response is for a large number of records or requires the review of a large number of records, or consultations with other organizations.

During this reporting period, VAC sought extensions in 38 instances (17%) as the requests reasonably interfered with operations, and in some cases to consult with other government institutions, legal services, or third parties. Overall, of the 213 requests, 178 (84%) were completed within the prescribed time limits, including all extensions, which were taken in accordance with subparagraphs 9(1)(a), (b) and (c) of the *Access to Information Act*.

Requests completed **on-time** are those that are completed within 30-days or the legislated extension time.



Files closed beyond 30 days were not necessarily late as extensions provide in the Act may have been applied.

### IV Exemptions Cited

Canadians have a right of access to publicly held information. The *Access to Information Act* provides specific exemptions to this general right to access where the need to withhold certain information is recognized.

During the 2019-2020 fiscal year, VAC invoked 212 exemptions under various sections of the *Access to Information Act*.

An **exemption** is a provision under the Act that authorizes the head of the government institution to refuse to disclose records in response to an access request (formal and informal).

The following table identifies the number of requests to which specific types of exemptions were applied by VAC. Note: For statistical purposes, an exemption is counted only once when it is applied to a file multiple times.

<b>Exemptions cited</b>	<b>2019-2020</b>
Paragraph 16(2) (Security)	5
Subsection 16(2)(c) (Security)	29
Subsection 19(1) (Personal information)	101
Paragraph 20(1)(b) (Confidential information – third party)	6
Paragraph 20(1)(b.1) (Third party information – emergency management)	1
Paragraph 20(1)(c) (Competitive process – third party)	15
Paragraph 20(1)(d) (Negotiations – third party)	2
Paragraph 21(1)(a) (Operations of government – advice)	16
Paragraph 21(1)(b) (Operations of government – consultations or deliberations)	6
Paragraph 21(1)(c) (Operations of government – negotiations )	5
Paragraph 22 (Operations of government – testing procedures and audits)	4
Section 23 (Solicitor-client privilege)	12
Section 24 (1) (Statutory prohibitions against disclosures)	5
Section 26 (Refusal of access where information to be published)	5
<b>Total exemptions cited</b>	<b>212</b>

## V Exclusions Cited

An **exclusion** is information to which the *Act* does not apply as described in section 69 of the *Access to Information Act*. Examples include 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.

During the reporting period, exclusions under section 69 were applied by VAC 35 times. All exclusions applied were for information subject to Cabinet confidence.

The following table identifies the number of requests to which specific types of exclusions were applied by VAC. Note: For statistical purposes, an exclusion is counted only once when it is applied to a file multiple times.

<b>Exclusions cited</b>	<b>2019-2020</b>
69(1)(a) – Proposals to Council	2
69(1)(d) – Records used in government decisions or formulation of policy	4
69(1)(e) – Briefings of Ministers	3
69(1)(f) – Draft Legislation	2
69(1)(g) re (a) – Cabinet confidences	14
69(1)(g) re (c) – Cabinet confidences	4
69 (1)(g) re (d) – Cabinet confidences	1
69 (1)(g) re (f) – Cabinet confidences	5
<b>Total exclusions cited</b>	<b>35</b>

## VI Translation

VAC did not receive any requests requiring translation during the 2019-2020 reporting period.

## VII Consultations

During the 2019–2020 fiscal year, VAC sent 39 requests for consultation to other government departments or to third party organizations. In addition, VAC sent 19 requests to the Department of Justice Legal Services Unit for consultation on Cabinet confidences.

VAC received 31 requests for consultations from other government institutions in 2019-2020. There were 3 requests for consultations carried forward from 2018-2019. All 34 requests for consultations were completed in 2019-2020.

## VIII Costs

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*. The total FTEs in 2019-2020 were 33.84, compared to 31.62 FTEs in 2018-2019. Of the 33.84, FTEs, 8.83 FTEs were dedicated primarily to processing requests under the administration of the *Access to Information Act* in 2019-2020.

The VAC ATIP office spent a total of \$889,428 to administer the *Access to Information Act* during the reporting period, of which \$829,643 was spent on salaries, \$41,866 for other administrative costs (operations and maintenance expenditures), and \$17,919 for overtime costs incurred in 2019-2020.

The costs identified above pertain only to expenses directly related to the VAC ATIP Office. They do not include time spent compiling and reviewing records for access requests in the various program areas within the Department, as well as the new proactive publication requirements under Part II of the Act, which takes significant time to review prior to publishing.

## IX COVID-19

On March 16, 2020, VAC employees were advised not to report to the office due to the global COVID-19 pandemic. This significantly limited ATIP's ability to process work as not all staff were not equipped to work remotely. The VAC ATIP office was able to quickly disperse equipment to allow limited processing of cases, and they were equipped and working on March 31<sup>st</sup>, 2020. However, between March 16, 2020 to March 31, 2020 (the end of the fiscal year) ATIP staff were unable to retrieve and fully process requests.

At the end of the 2019-2020 fiscal year, 36 cases were incomplete and were carried over into the new fiscal year. The number of requests closed in the 2019-2020 fiscal year was impacted by the immediate shift to working from home due to the global pandemic.

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

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VAC collects fees for formal requests under the *Access to Information Act*. As a result of the *Service Fees Act*, all government institutions that charge fees for services must report annually to Parliament on monies collected. This includes fees for access to information requests. The information below is reported in accordance with the requirements of section 20 of the *Service Fees Act*.

### 2019-2020 Fees

Enabling Authority	<i>Access to Information Act</i> , Section 11
Fee amount	\$5 application fee
Total revenue	\$1,005
Fees waived	<p>In accordance with the <i>Interim Directive on the Administration of the Access to Information Act</i>, issued on May 5, 2016, VAC waives all fees prescribed by the <i>Act</i> and <i>Regulations</i>, other than the \$5 application fee set out in paragraph 7(1)(a) of the <i>Regulations</i>.</p> <p>In 2019-2020, VAC waived application fees totaling \$60. 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	\$889,428

## 6. Training and Awareness

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Continued emphasis was placed on ATIP awareness training for departmental staff during 2019-2020. Twenty-nine sessions providing customized ATIP awareness training were offered to 673 VAC employees and contracted staff during the year. Guidance on effective information management and GCdocs in support of timely and comprehensive ATIP retrievals was provided to 340 participants in 57 sessions.

The following describes the training activities related to access to information with respective participants and sessions for each:

### Privacy and Information Management 101 Sessions

**673 Participants in 29 Sessions (26 English sessions and 3 French sessions)**

Privacy and Information Management 101 provide basic privacy and information management principles. Sessions focus on promoting awareness of VAC's Privacy and Information Management Directorate role, basic privacy principles under the *Privacy Act*, access rights under the *Access to Information Act*, and proper information management to help mitigate privacy breaches, and facilitate access to information requests. In 2019-20, sessions were delivered to new employees, including adjudicators and nurses, as well as contractors. Refresher sessions were also delivered to various program areas.

#### **GCdocs Advanced:**

##### **17 participants in 2 sessions**

GCdocs Advanced: This was a session that outlined more advanced functions in GCdocs such as advanced search, collections, Enterprise Connect add-ons in Outlook and other MS Office programs, comparing users and groups, and reviewing the Administration and Business Management folder structures.

#### **GCdocs Basics/101:**

##### **340 participants in 57 sessions**

GCdocs Basics/101: This session outlines the basic functions of GCdocs that staff require to use GCdocs in their day-to-day work activities, including creating, editing, and saving documents, using favorites and shortcuts and sending links to collaborate with their colleagues.

#### **IM & GCdocs:**

##### **89 participants in 9 sessions**

IM & GCdocs: These sessions were targeted sessions for whole business areas to review their folder structure and IM best practices while using GCdocs.

#### **Liaison Officer Training:**

##### **20 participants in 1 session**

Liaison Officer Training: These sessions were held for Liaison Officers, and focused on Information sharing, improving retrieval processes and general education on ATIP and the legislation.

## **7. Policies, Guidelines, Procedures and Initiatives**

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VAC has developed several business process documents to assist with the timeliness and completeness of access to information retrievals. These documents are available to all VAC employees on the departmental Intranet and include:

- Considerations for Access to Information Retrievals – Reference for Liaison Officers and Program Areas
  - This infographic helps program areas identify potential sensitivities in access to information retrievals, enabling ATIP officers to make informed decisions when processing records, and reducing the number of follow-up questions.
- Escalation Process

- This is an internal process to provide guidance to VAC ATIP Officers on how to escalate retrievals when program areas are not meeting deadlines to provide information required to process an access to information or privacy request.

VAC continued in 2019-2020 to proactively publish data, making more departmental information available in the public forum. During the 2019-2020 fiscal year, all the new requirements of the *Access to Information Act* related to pro-active publication were successfully met. To meet the requirement of the *Act*, VAC published the Minister's Briefing book in November, 655 pages, the Deputy Minister's briefing binder in December, 781 pages, Question Period book, 194 pages, Deputy Ministers Briefing Binder, 486 pages and the Ministers Standing Committee, 158 pages. The Access team processed 2,274 pages of briefing material to meet the requirements of Part II of the *Act*.

The **Open Government** portal ([open.canada.ca](http://open.canada.ca)) is a central repository for all federal institutions to publish their data and information for the public.

VAC posts summaries of completed Access to Information requests online, in accordance with Annex E of the Treasury Board Secretariat *Directive on the Administration of the Access to Information Act: Criteria for Posting Summaries of Completed Access to Information Requests*. Summaries of completed VAC access to information requests are posted monthly on the Open Government portal at: <http://open.canada.ca/en/search/ati>.

## 8. Summary of Key Issues and Actions Taken on Complaints or Audits

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### I Complaints

VAC received 16 complaints in relation to access to information requests in 2019-20. 2 complaints were carried forward from the previous fiscal year, resulting in a total of 18 complaints requiring action during 2019-2020. Of the 16, 4 were resolved with no action required and one with remedial action taken.

### II Audits

No audits were completed during the 2019-2020 fiscal year. The VAC ATIP Office has addressed all recommendations arising from the March 2018 *Audit of Access to Information and Privacy Requests Processing* conducted by the VAC Audit and Evaluation Division. The audit recognized that VAC has made significant improvements related to the completion of requests within the legislated 30-day timeframe.

The ***Audit of Access to Information and Privacy Requests Processing March 2018*** can be viewed at [veterans.gc.ca](http://veterans.gc.ca).

## 9. Monitoring Compliance

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The VAC ATIP Office reviews the status of requests to monitor deadlines, allocate resources, escalate outstanding retrievals, and report on the status of active requests to ATIP Liaison Officers and Directorate, Divisional and senior management.

The VAC ATIP Office continued to monitor access to information retrieval times in 2019-2020, to ensure retrievals were received on a timely basis. These efforts contributed to a 84% on-time completion rate for formal access requests in 2019-2020.

# Annex 1: Delegation Order – *Access to Information Act* and Access to Information Regulations

## Delegation Order - *Access to Information Act* and *Access to Information Regulations*

The Minister of Veterans Affairs, pursuant to section 73 of the *Access to Information Act*, hereby designates the persons holding the positions set out in the schedule hereto, or the persons occupying on an acting basis those positions, to exercise the powers, duties and functions of the Minister as the head of Veterans Affairs Canada, under the provisions of the Act and related regulations set out in the schedule opposite each position. This designation replaces all previous delegation orders.

<b>Access to Information Act Provisions and associated descriptions</b>		<b>Column 1</b> Deputy Minister and Associate DM	<b>Column 2</b> All Assistant Deputy Ministers, the Director General of Communications and senior management positions within the Department of Veterans Affairs Canada that reports directly to the positions outlined in Column 1	<b>Column 3</b> Access to Information Coordinator within the Department of Veterans Affairs Canada	<b>Column 4</b> Any senior analyst position (PM-05 or above) within Department of Veterans Affairs that reports directly to the position outlined in Column 3	<b>Column 5</b> Any analyst position within the Access to Information and Privacy (ATIP) of the Department of Veterans Affairs that reports directly to the positions outlined in Column 4
4(2.1)	Responsibility of head of institution (duty to assist)	X	X	X	X	X
7(a)	Notice when access requested	X	X	X	X	X
7(b)	Giving access to the record	X	X	X	X	
8(1)	Transfer of request	X	X	X	X	X
9	Extension of time limits	X	X	X	X	X
11(2)(3) (4)(5)(6)	Additional Fees	X	X	X	X	X
11(6)	Waiver of refund	X	X	X	X	
12(2)(b)	Language of access	X	X	X	X	X
12(3)(b)	Access in an alternative format	X	X	X	X	X
13	Information obtained in confidence	X	X	X	X	

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14	Federal-provincial affairs	X	X	X	X	
15	International affairs and defence	X	X	X	X	
16	Law enforcement and investigations	X	X	X	X	
17	Safety of individuals	X	X	X	X	
18	Economic interests of Canada	X	X	X	X	
18.1	Economic interest of certain government institutions	X	X	X	X	
19	Personal information	X	X	X	X	
20	Third party information	X	X	X	X	
21	Operations of Government	X	X	X	X	
22	Testing procedures, tests and audits	X	X	X	X	
22.1	Internal Audits	X	X	X	X	
23	Solicitor-client privilege	X	X	X	X	
24	Statutory prohibitions	X	X	X	X	
25	Severability	X	X	X	X	
26	Refusal of access where information is to be published	X	X	X	X	

<b>Access to Information Act Provisions and associated descriptions</b>		<b>Column 1</b> Deputy Minister and Associate DM	<b>Column 2</b> All Assistant Deputy Ministers, the Director General of Communications and senior management positions within the Department of Veterans Affairs Canada that reports directly to the positions outlined in Column 1	<b>Column 3</b> Access to Information Coordinator within the Department of Veterans Affairs Canada	<b>Column 4</b> Any senior analyst position (PM-05 or above) within Department of Veterans Affairs that reports directly to the position outlined in Column 3	<b>Column 5</b> Any analyst position within the Access to Information and Privacy (ATIP) of the Department of Veterans Affairs that reports directly to the positions outlined in Column 4
27(1), (4)	Third party notification	X	X	X	X	
28(1)(b), (2), (4)	Third party notification	X	X	X	X	
29(1)	Notice of decision to disclose	X	X	X	X	
33	Notice to Information Commissioner of notices to third parties	X	X	X	X	
35(2)(b)	Right to make representations	X	X	X	X	
37(1)	Notice of actions to implement recommendations of Commissioner	X	X	X	X	
37(4)	Access to be given to complainant	X	X	X	X	
43(1)	Notice to third party of application to Federal Court for review	X	X	X		
44(2)	Notice to requester of application for review by third party	X	X	X	X	
52(2)(b), 52(3)	Special rules for hearings	X	X			
71(1)	Facilities for inspection of manuals	X	X	X	X	

<b>Access to Information Act Provisions and associated descriptions</b>		<b>Column 1</b> Deputy Minister and Associate DM	<b>Column 2</b> All Assistant Deputy Ministers, the Director General of Communications and senior management positions within the Department of Veterans Affairs Canada that reports directly to the positions outlined in Column 1	<b>Column 3</b> Access to Information Coordinator within the Department of Veterans Affairs Canada	<b>Column 4</b> Any senior analyst position (PM-05 or above) within Department of Veterans Affairs that reports directly to the position outlined in Column 3	<b>Column 5</b> Any analyst position within the Access to Information and Privacy (ATIP) of the Department of Veterans Affairs that reports directly to the positions outlined in Column 4
72	Annual report to Parliament	X	X	X		

<b>Access to Information Regulations Provisions and associated descriptions</b>						
6(1)	Transfer of request	X	X	X	X	X
7(2)	Search and preparation fees	X	X	X	X	X
7(3)	Production and programming fees	X	X	X	X	X
8	Method of access	X	X	X	X	
8.1	Limitations in respect of format	X	X	X	X	

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.

<b>Position</b>	<b><i>Access to Information Act</i></b>	<b><i>Access to Information Regulations</i></b>
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

*Laurence M. Delany*  
 Minister of Veterans Affairs

MAR 25 2019

\_\_\_\_\_  
 Date

## Annex 2: Statistical Report on the *Access to Information Act*

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**Name of institution:** Veterans Affairs Canada

**Reporting period:** 2019/04/01 to 2020/03/31

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

#### 1.1 Number of requests

	Number of Requests
Received during reporting period	211
Outstanding from previous reporting period	38
<b>Total</b>	249
Closed during reporting period	213
Carried over to next reporting period	36

#### 1.2 Sources of requests

Source	Number of Requests
Media	14
Academia	4
Business (private sector)	15
Organization	2
Public	167
Decline to Identify	9
<b>Total</b>	211

### 1.3 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
17	22	121	29	8	12	4	213

**Note:** All requests previously recorded as “treated informally” will now be accounted for in this section only.



TBS/SCT 350-63 (Rev. 2011/03)

### Section 2: Decline to act vexatious, made in bad faith or abuse of right requests

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

## Section 3: Requests Closed During the Reporting Period

### 3.1 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	5	36	6	2	0	0	0	49
Disclosed in part	1	57	22	20	1	9	3	113
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	18	17	0	0	0	0	0	35
Request transferred	4	2	0	0	0	0	0	6
Request abandoned	8	1	0	0	0	0	0	9
Neither confirmed nor denied	0	1	0	0	0	0	0	1
<b>Total</b>	<b>36</b>	<b>114</b>	<b>28</b>	<b>22</b>	<b>1</b>	<b>9</b>	<b>3</b>	<b>213</b>

### 3.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	5	16(2)	5	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)	29	18(d)	0	21(1)(a)	16
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	6
14	0	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	5
14(a)	4	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	4
15(1)	2	16.1(1)(d)	0	19(1)	101	22.1(1)	4
15(1) - I.A.*	0	16.2(1)	0	20(1)(a)	0	23	12
15(1) - Def.*	0	16.3	0	20(1)(b)	6	23.1	
15(1) - S.A.*	0	16.31		20(1)(b.1)	1	24(1)	5
16(1)(a)(i)	0	16.4(1)(a)	0	20(1)(c)	15	26	5
16(1)(a)(ii)	0	16.4(1)(b)	0	20(1)(d)	2		
16(1)(a)(iii)	0	16.5	0				
16(1)(b)	0	16.6					
16(1)(c)	0	17	0				
16(1)(d)	0						

### 3.3 Exclusions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
68(a)	0	69(1)	0	69(1)(g) re (a)	14
68(b)	0	69(1)(a)	2	69(1)(g) re (b)	0
68(c)	0	69(1)(b)	0	69(1)(g) re (c)	4
68.1	0	69(1)(c)	0	69(1)(g) re (d)	1
68.2(a)	0	69(1)(d)	4	69(1)(g) re (e)	0
68.2(b)	0	69(1)(e)	3	69(1)(g) re (f)	5
		69(1)(f)	2	69.1(1)	0

### 3.4 Format of information released

Paper	Electronic	Other
35	127	0

### 3.5 Complexity

#### 3.5.1 Relevant pages processed and disclosed

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
68564	53545	172

### 3.5.2 Relevant pages processed and disclosed by size of requests

Disposition	Less Than 100 Pages Processed		101-500 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
All disclosed	40	593	8	1884	1	828	0	0	0	0
Disclosed in part	44	1868	31	5658	14	7364	24	35350	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	9	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	1	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>94</b>	<b>2461</b>	<b>39</b>	<b>7542</b>	<b>15</b>	<b>8192</b>	<b>24</b>	<b>35350</b>	<b>0</b>	<b>0</b>

### 3.5.3 Other complexities

Disposition	Consultation Required	Assessment of Fees	Legal Advice Sought	Other	Total
All disclosed	1	0	0	2	3
Disclosed in part	38	0	0	0	38
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Request abandoned	0	0	0	0	0

Neither confirmed nor denied	0	0	0	0	0
<b>Total</b>	39	0	0	2	41

### 3.6 Closed requests

#### 3.6.1 Number of requests closed within legislated timelines

	<b>Requests closed within legislated timelines</b>
<b>Number of requests closed within legislated timelines</b>	178
<b>Percentage of requests closed within legislated timelines (%)</b>	84

### 3.7 Deemed refusals

#### 3.7.1 Reasons for not meeting legislated timelines

<b>Number of Requests Closed Past the Legislated Timelines</b>	<b>Principal Reason</b>			
	<b>Interference with Operations / Workload</b>	<b>External Consultation</b>	<b>Internal Consultation</b>	<b>Other</b>
35	16	4	2	13

### 3.7.2 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	6	3	9
16 to 30 days	7	2	9
31 to 60 days	5	0	5
61 to 120 days	0	2	2
121 to 180 days	0	1	1
181 to 365 days	3	5	8
More than 365 days	0	1	1
<b>Total</b>	21	14	35

### 3.8 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
<b>Total</b>	0	0	0

## Section 4: Extensions

### 4.1 Reasons for extensions and disposition of requests

Disposition of Requests Where an Extension Was Taken	9(1)(a) Interference With Operations	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
All disclosed	0	0	1	0
Disclosed in part	22	7	7	1
All exempted	0	0	0	0
All excluded	0	0	0	0
No records exist	0	0	0	0
Request abandoned	0	0	0	0
<b>Total</b>	22	7	8	1

### 4.2 Length of extensions

Length of Extensions	9(1)(a) Interference With Operations	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
30 days or less	14	2	2	1
31 to 60 days	4	3	2	0
61 to 120 days	2	1	3	0
121 to 180 days	0	1	0	0
181 to 365 days	2	0	1	0
365 days or more	0	0	0	0
<b>Total</b>	22	7	8	1

## Section 5: Fees

Fee Type	Fee Collected		Fee Waived or Refunded	
	Number of Requests	Amount	Number of Requests	Amount
Application	213	\$1,065	12	\$60
Other fees	0	\$0	0	\$0
<b>Total</b>	213	\$1,065	12	\$60

## Section 6: Consultations Received From Other Institutions and Organizations

### 6.1 Consultations received from other Government of Canada institutions and organizations

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during reporting period	31	773	0	0
Outstanding from the previous reporting period	3	1058	0	0
<b>Total</b>	34	1831	0	0
Closed during the reporting period	34	1830	0	0
Pending at the end of the reporting period	0	1	0	0

**6.2 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	13	6	7	2	0	0	0	28
Disclose in part	1	1	3	1	0	0	0	6
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
<b>Total</b>	14	7	10	3	0	0	0	34

**6.3 Recommendations and completion time for consultations received from other organizations**

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
<b>Total</b>	0	0	0	0	0	0	0	0

## Section 7: Completion Time of Consultations on Cabinet Confidences

### 7.1 Requests with Legal Services

Number of Days	Fewer Than 100 Pages Processed		101-500 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	2	0	5	789	2	1096	0	0	0	0
16 to 30	1	59	0	0	2	876	3	4297	0	0
31 to 60	1	0	0	0	0	0	0	0	0	0
61 to 120	2	20	0	0	0	0	1	402	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
<b>Total</b>	6	79	5	789	4	1972	4	4699	0	0

## 7.2 Requests with Privy Council Office

Number of Days	Fewer Than 100 Pages Processed		101–500 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
<b>Total</b>	0	0	0	0	0	0	0	0	0	0

## Section 8: Complaints and investigations

Section 32 Notice of intention to investigate	Subsection 30(5) Ceased to investigate	Section 35 Formal representations	Section 37 Reports of finding received	Section 37 Reports of finding containing recommendations issued by the Information Commissioner	Section 37 Reports of finding containing orders issued by the Information Commissioner
16	0	0	2	0	0

## Section 9: Court action

### 9.1 Court actions on complaints received before the coming into force of Bill C-58 and on-going

Section 41 (before C-58)	Section 42	Section 44
0	0	0

### 9.2 Court actions on complaints received after the coming into force of Bill C-58

Section 41 (after the coming into force of Bill C-58)				
Complainant (1)	Institution (2)	Third Party (3)	Privacy Commissioner (4)	Total
0	0	0	0	0

## Section 10: Resources Related to the Access to Information Act

### 10.1 Costs

Expenditures		Amount
Salaries		\$829,643
Overtime		\$17,919
Goods and Services		\$41,866
• Professional services contracts	\$0	
• Other	\$41,866	
<b>Total</b>		<b>\$889,428</b>

### 10.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	10.73
Part-time and casual employees	0.46
Regional staff	0.00
Consultants and agency personnel	0.00
Students	0.18
<b>Total</b>	<b>11.37</b>

**Note:** Enter values to two decimal places.

## Annex 3: Six-Year Statistical Analysis

	2014– 2015	2015– 2016	2016– 2017	2017– 2018	2018– 2019	2019– 2020	Variance 2019-2020 and 2018-2019
Requests received	344	262	380	331	364	211	-42%
Requests carried forward from prior year	66	77	49	54	23	38	+39%
Total requests requiring action	410	339	429	385	387	249	-37%
Completed requests	332	291	375	362	349	213	-39%
Requests carried forward to next year	78	48	54	23	38	36	-5%
Completed in 30 days or less	173	132	224	271	286	150	-48%
Pages released	65,843	77,225	94,375	108,680	110,231	54,547	-50%
ATIA – Total costs of administration	\$802,577	\$602,485	\$568,035	\$608,994	\$649,767	\$889,428	+27%
FTEs	10.48	6.96	8.43	8.15	8.49	11.37	+25%
Informal requests	214	106	160	350	217	213	-2%
Complaints received	5	1	4	5	1	16	+1500%

# Annex 4: Definitions of Dispositions

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These definitions provide a brief explanation of the status of a completed request.

**All disclosed:**

All the records relevant to the request were disclosed to the applicant (i.e., without the application of any exemptions or exclusions).

**All exempted:**

No information was disclosed because all of the information requested qualified for exemption. For example, exemptions may be applied to personal information or information related to advice or recommendations developed by or for a government institution.

**All excluded:**

No information was disclosed because all of the information requested qualified for exclusion. Excluded information would include publicly available information or Confidences of the Queen's Privy Council. The *Access to Information Act* does not apply to published material or material available for purchase by the public.

**Disclosed in part:**

Only a portion of the information requested was disclosed because the remainder was exempt and/or excluded. For example, exemptions may be applied to personal information or information related to advice or recommendations developed by or for a government institution. Excluded information would include publicly available information or Confidences of the Queen's Privy Council. Excluded information is addressed in sections 68 and 69 of the *Access to Information Act*. The *Access to Information Act* does not apply to published material or material available for purchase by the public.

**Does not exist:**

The request provided sufficient information to identify the specific information sought but no relevant records were found.

**Neither confirmed nor denied:**

The Department could neither confirm nor deny the existence of any records pertaining to the request

**Request abandoned:**

The request was abandoned either by the requester, or following a lack of response from the requester to a clarification letter.

**Request transferred:**

The request was transferred to another government department that was better suited to respond to the request.

## Annex 5:2019-2020 Supplemental Statistical Report – Requests affected by COVID-19 measures

In addition to completing the forms for the Statistical Reports on the ATIA and *Privacy Act* for 2019-20, institutions are asked to complete this Supplemental Report to help identify the impact of COVID-19 measures on institutional performance for 2019-20 and going forward. The data requirements are set out in the tables below.

### Supplemental Statistical Report on the *Access to Information Act*

The following table reports the total number of formal requests received during two periods; 2019-04-01 to 2020-03-13 and 2020-03-14 to 2020-03-31.

**Table 1 – Requests Received**

	<b>Number of requests</b>
Received from 2019-04-01 to 2020-03-13	208
Received from 2020-03-14 to 2020-03-31	3
<b>Total</b>	211

The following table reports the total number of requests closed within the legislated timelines and the number of closed requests that were deemed refusals during two periods 2019-04-01 to 2020-03-13 and 2020-03-14 to 2020-03-31.

**Table 2 – Requests Closed**

	<b>Number of requests closed within the legislated timelines</b>	<b>Number of requests closed past the legislated timelines</b>
Received from 2019-04-01 to 2020-03-13 and outstanding from previous reporting periods	177	35
Received from 2020-03-14 to 2020-03-31	1	0
<b>Total</b>	178	35

The following table reports the total number of requests carried over during two periods; 2019-04-01 to 2020-03-13 and 2020-03-14 to 2020-03-31.

**Table 3 – Requests Carried Over**

	<b>Number of requests</b>
Requests received from 2019-04-01 to 2020-03-13 and outstanding from previous reporting period that were carried over to the 2020-2021 reporting period	33
Requests received from 2020-03-14 to 2020-03-31 that were carried over to the 2020-2021 reporting period	3
<b>Total</b>	<b>36</b>

# Annex 6:2019-2020 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 Ombudsman fulfilled their responsibilities under the *Access to Information Act* during the fiscal year April 1, 2019 to March 31, 2020. 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 Ombudsman, Deputy Ombudsman and Executive Director, Legal Advisor, and Director – Corporate Services and Charlottetown Operations 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 – Corporate Services and Charlottetown Operations, 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 - Corporate Services and Charlottetown Operations, 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 2019-20 reporting period, which represents 0.10 of a 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 2019-20:**

- All requests were responded to within the legislative timelines
- There were 2 consultations with other institutions
- There were no extensions of timelines

The completed statistical report for 2019-20 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 2019-20 reporting period.

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

In the 2019-20 reporting period, OVO received no complaints in relation to Access to Information. No complaints were carried over from 2018-19. 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 – Corporate Services and Charlottetown Operations.

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

- Enabling authority: Access to Information Act
- Fee Amount: \$0.00
- Total Revenue: \$0.00
- Fees Waived: All fees were waived for the 2019 to 2020 fiscal period.
- Cost to operate program \$6662

## Supplemental Statistical Report on the *Access to Information Act*

The following table reports the total number of formal requests received during two periods; 2019-04-01 to 2020-03-13 and 2020-03-14 to 2020-03-31.

**Table 1 – Requests Received**

		<b>Column (Col.) 1</b>
		<b>Number of requests</b>
<b>Row 1</b>	Received from 2019-04-01 to 2020-03-13	2
<b>Row 2</b>	Received from 2020-03-14 to 2020-03-31	0
<b>Row 3</b>	<b>Total<sup>1</sup></b>	2

<sup>1</sup> – Total for Row 3 should equal the total in the ATI Statistical Report section 1.1 Row 1

The following table reports the total number of requests closed within the legislated timelines and the number of closed requests that were deemed refusals during two periods 2019-04-01 to 2020-03-13 and 2020-03-14 to 2020-03-31.

**Table 2 – Requests Closed**

		<b>Col. 1</b>	<b>Col. 2</b>
		<b>Number of requests closed within the legislated timelines</b>	<b>Number of requests closed past the legislated timelines</b>
<b>Row 1</b>	Received from 2019-04-01 to 2020-03-13 and outstanding from previous reporting periods	2	0
<b>Row 2</b>	Received from 2020-03-14 to 2020-03-31	0	0
<b>Row 3</b>	<b>Total<sup>2</sup></b>	2	0

<sup>2</sup> – Total for Row 3 Col. 1 should equal the total in the ATI Statistical Report section 3.6.1 Row 1 -- Total for Row 3 Col. 2 should equal the total in the ATI Statistical Report section 3.7.1. Col. 1 Row 1

The following table reports the total number of requests carried over during two periods; 2019-04-01 to 2020-03-13 and 2020-03-14 to 2020-03-31.

**Table 3 – Requests Carried Over**

		<b>Col. 1</b>
		<b>Number of requests</b>
<b>Row 1</b>	Requests received from 2019-04-01 to 2020-03-13 and outstanding from previous reporting period that were carried over to the 2020-2021 reporting period	0
<b>Row 2</b>	Requests received from 2020-03-14 to 2020-03-31 that were carried over to the 2020-2021 reporting period	0
<b>Row 3</b>	<b>Total<sup>3</sup></b>	0

3 – Total for Row 3 should equal the total in the ATI Statistical Report section 1.1



## Statistical Report on the *Access to Information Act*

Name of institution: Office of the Veterans Ombudsman

Reporting period: 2019/04/01 to 2020/03/31

### 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 period	0
<b>Total</b>	2
Closed during reporting period	2
Carried over to next reporting period	0

#### 1.2 Sources of requests

Source	Number of Requests
Media	0
Academia	0
Business (private sector)	1
Organization	0
Public	1
Decline to Identify	0
<b>Total</b>	2

#### 1.3 Informal 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	
0	2	0	0	0	0	0	2

**Note:** All requests previously recorded as “treated informally” will now be accounted for in this section only.

**Section 2: Decline to act vexatious, made in bad faith or abuse of right requests**

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

**Section 3: Requests Closed During the Reporting Period**

**3.1 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	1	0	0	0	0	0	1
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	0	0	0	0	0	0	0	0
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
<b>Total</b>	0	2	0	0	0	0	0	2

### 3.2 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)	1	22.1(1)	0
15(1) - I.A.*	0	16.2(1)	0	20(1)(a)	0	23	1
15(1) - Def.*	0	16.3	0	20(1)(b)	0	23.1	0
15(1) - S.A.*	0	16.31	0	20(1)(b.1)	0	24(1)	0
16(1)(a)(i)	0	16.4(1)(a)	0	20(1)(c)	0	26	0
16(1)(a)(ii)	0	16.4(1)(b)	0	20(1)(d)	0		
16(1)(a)(iii)	0	16.5	0				
16(1)(b)	0	16.6	0				
16(1)(c)	0	17	0				
16(1)(d)	0						

### 3.3 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

### 3.4 Format of information released

Paper	Electronic	Other
1	1	0

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### 3.5 Complexity

#### 3.5.1 Relevant pages processed and disclosed

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
513	513	2

#### 3.5.2 Relevant pages processed and disclosed by size of requests

Disposition	Less Than 100 Pages Processed		101-500 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
All disclosed	1	2	0	0	0	0	0	0	0	0
Disclosed in part	0	0	0	0	1	511	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
<b>Total</b>	1	2	0	0	1	511	0	0	0	0

### 3.5.3 Other complexities

Disposition	Consultation Required	Assessment of Fees	Legal Advice Sought	Other	Total
All disclosed	0	0	0	0	0
Disclosed in part	0	0	1	0	1
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Request abandoned	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0
<b>Total</b>	0	0	1	0	1

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## 3.6 Closed requests

### 3.6.1 Number of requests closed within legislated timelines

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

### 3.7 Deemed refusals

### 3.7.1 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

### 3.7.2 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
<b>Total</b>	0	0	0

### 3.8 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
<b>Total</b>	0	0	0

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## Section 4: Extensions

### 4.1 Reasons for extensions and disposition of requests

Disposition of Requests Where an Extension Was Taken	9(1)(a) Interference With Operations	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
No records exist	0	0	0	0
Request abandoned	0	0	0	0
<b>Total</b>	0	0	0	0

#### 4.2 Length of extensions

Length of Extensions	9(1)(a) Interference With Operations	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
<b>Total</b>	0	0	0	0

### Section 5: Fees

Fee Type	Fee Collected		Fee Waived or Refunded	
	Number of Requests	Amount	Number of Requests	Amount
Application	2	\$10	0	\$0
Other fees	0	\$0	0	\$0
<b>Total</b>	2	\$10	0	\$0

### Section 6: Consultations Received From Other Institutions and Organizations

#### 6.1 Consultations received from other Government of Canada institutions and organizations

<b>Consultations</b>	<b>Other Government of Canada Institutions</b>	<b>Number of Pages to Review</b>	<b>Other Organizations</b>	<b>Number of Pages to Review</b>
Received during reporting period	0	0	0	0
Outstanding from the previous reporting period	0	0	0	0
<b>Total</b>	0	0	0	0
Closed during the reporting period	0	0	0	0
Pending at the end of the reporting period	0	0	0	0

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

<b>Recommendation</b>	<b>Number of Days Required to Complete Consultation Requests</b>							<b>Total</b>
	<b>1 to 15 Days</b>	<b>16 to 30 Days</b>	<b>31 to 60 Days</b>	<b>61 to 120 Days</b>	<b>121 to 180 Days</b>	<b>181 to 365 Days</b>	<b>More Than 365 Days</b>	
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
<b>Total</b>	0	0	0	0	0	0	0	0

## 6.3 Recommendations and completion time for consultations received from other organizations

<b>Recommendation</b>	<b>Number of Days Required to Complete Consultation Requests</b>							<b>Total</b>
	<b>1 to 15 Days</b>	<b>16 to 30 Days</b>	<b>31 to 60 Days</b>	<b>61 to 120 Days</b>	<b>121 to 180 Days</b>	<b>181 to 365 Days</b>	<b>More Than 365 Days</b>	
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
<b>Total</b>	0	0	0	0	0	0	0	0

## Section 7: Completion Time of Consultations on Cabinet Confidences

### 7.1 Requests with Legal Services

Number of Days	Fewer Than 100 Pages Processed		101-500 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
<b>Total</b>	0	0	0	0	0	0	0	0	0	0

### 7.2 Requests with Privy Council Office

Number of Days	Fewer Than 100 Pages Processed		101-500 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
<b>Total</b>	0	0	0	0	0	0	0	0	0	0

## Section 8: Complaints and investigations

Section 32 Notice of intention to investigate	Subsection 30(5) Ceased to investigate	Section 35 Formal representations	Section 37 Reports of finding received	Section 37 Reports of finding containing recommendations issued by the Information Commissioner	Section 37 Reports of finding containing orders issued by the Information Commissioner
0	0	0	0	0	0

## Section 9: Court action

### 9.1 Court actions on complaints received before the coming into force of Bill C-58 and on-going

Section 41 (before C-58)	Section 42	Section 44
0	0	0

### 9.2 Court actions on complaints received after the coming into force of Bill C-58

Section 41 (after the coming into force of Bill C-58)				
Complainant (1)	Institution (2)	Third Party (3)	Privacy Commissioner (4)	Total
0	0	0	0	0

## Section 10: Resources Related to the *Access to Information Act*

### 10.1 Costs

Expenditures	Amount
Salaries	\$6,632
Overtime	\$0
Goods and Services	\$30
• Professional services contracts	\$0

• Other	\$0	
<b>Total</b>		<b>\$6,662</b>

**10.2 Human Resources**

<b>Resources</b>	<b>Person Years Dedicated to Access to Information Activities</b>
Full-time employees	0.10
Part-time and casual employees	0.00
Regional staff	0.00
Consultants and agency personnel	0.00
Students	0.00
<b>Total</b>	<b>0.10</b>

**Note:** Enter values to two decimal places.

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