



Veterans Affairs
Canada

Anciens Combattants
Canada

Canada

ANNUAL REPORT

on the Administration of the
Access to Information Act

2022-2023

The Honourable Ginette Petitpas Taylor

Minister of Veterans Affairs and Associate Minister of National Defense

Introduction	3
About Veterans Affairs Canada.....	3
Delegation Orders.....	6
Improving Access to Information.....	6
Initiatives and Projects.....	7
Policies, Guidelines, and Procedures	9
Proactive Publication under Part 2 of the ATIA	10
Training and Awareness.....	13
Monitoring and Compliance	13
Interpretation and explanation of Annex C – statistical report.....	14
Closing remarks.....	21
Annex A - Office of the Veterans Ombud	22
Annex B - Delegation Order	34
Annex C - Statistical Report.....	52

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 that is 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, 2022 to March 31, 2023, and includes an interpretation and explanation of the performance data found in our statistical report 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 Ombud 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.

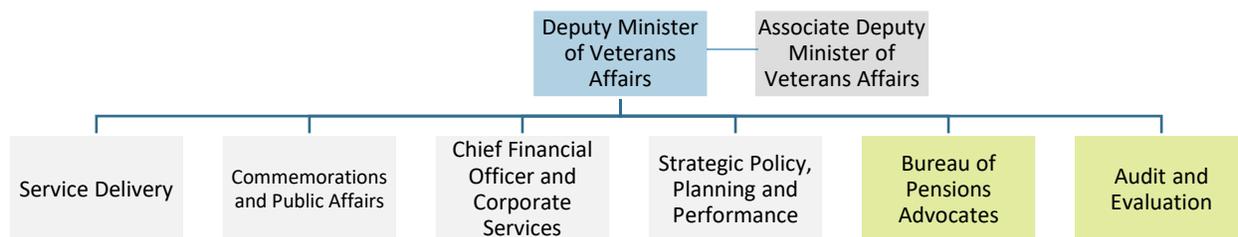
Our Department fulfills its mandate and role through the delivery of programs such as disability benefits, financial benefits, rehabilitation, pension advocacy, education, and training supports. The Department also works to commemorate the achievements and sacrifices of Canadians during periods of war, 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 Ombud](#), 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.



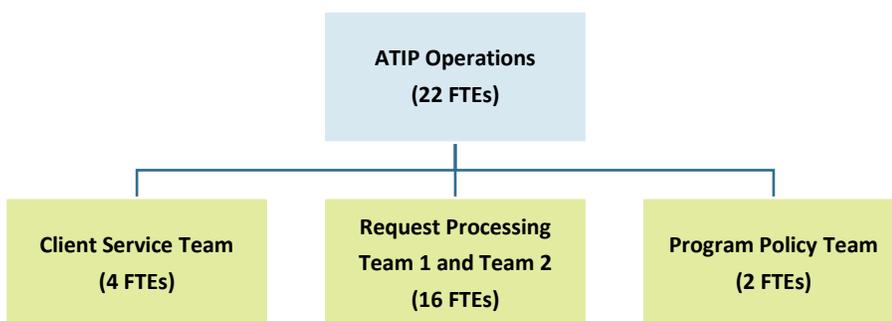
The Access to Information and Privacy Office

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 (PIM) is within this branch and is where VAC’s ATIP Office is located.

The ATIP Office administers both the *Access to Information Act* and the *Privacy Act*, and is situated 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. There are 4 units in PIM whose works relates to information management (IM) and access to information and privacy - ATIP Operations (the ATIP Office), Privacy and IM Policy, IM Operations, and IM Projects.

The Privacy and 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 request 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, imports and scans the retrieved documents, and provides 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.

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.

We did not employ any consultants or contractors during the reporting period, nor were there any ATIP employees working in VAC's regional offices.

VAC was not a party to any service agreements under section 96 of the *Access to Information Act*.

ATIP operational environment, including the impact of Covid-19

Our services shifted to a hybrid model for the workplace as re-occupancy of government offices began in 2022-23. Our operations were not affected by this shift, nor were they impacted by Covid-19.

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.

The Department reviewed its delegation orders during the reporting period. The updated orders will be included in the 2023-24 report to Parliament.

Improving Access to Information

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.

During the reporting period, we participated in initiatives and projects, and worked on policies, guidelines and procedures to improve our ATIP program. Some highlights of this work are captured below.

Initiatives and Projects

Participating in ATIP Community Opportunities

During the reporting period, we were able to participate in TBS-led community of practice meetings and other community meetings with ease and equal opportunity, since geographical limitations and cost barriers no longer existed for us due to the technological advancements made as a result of the Covid-19 pandemic. Through opportunities and collaboration, we were able to:

- participate in all of TBS's ATIP Community Meetings (June, September, January) and their Deep Dive Sessions;
- join a pilot project with TBS on the new features of the ATIP Online Request Service (AORS);
- provide comments on TBS's draft directives on Open Government and Proactive Publication;
- join the inter-institutional Proactive Publication Working Group;
- participate in the ATIP Interdepartmental Modernization Consultation Group; and
- be kept up to date on initiatives and changes impacting the ATIP community as a whole.

It is our view that government-wide collaboration is 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 become the way forward.

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 and contract requirements for ATIP (e.g., how we are going to retrieve within a business system or from a contractor) in the design of new departmental programs, initiatives, contracts and business systems. We highlight the importance to program areas of identifying ATIP requirements at the front end in order to reduce and possibly eliminate risks. It also helps to ensure that the most appropriate mitigation measures and strategies are put in place before implementation.

During the reporting period, ATIP Operations had the opportunity to:

- participate in a working group on the use of SharePoint as a new business solution;
- provide support and recommendations to contract administration on critical ATIP considerations and requirements for contracts; and
- participate in VAC’s IT Modernization project.

Our involvement in these initiatives means that we are able to contribute an ATIP perspective at the front end, which helps identify potential “issues” and areas for further exploration and consideration.

Additionally, we worked with program areas to ensure privacy principles were adhered to in relation to any information handling required to support the delivery of Departmental programs and services. Three Privacy Impact Assessments (PIA) Addendums, 23 Privacy, Information Management and Information Technology Security Needs Determination Reports were completed to determine if new or amended programs or projects required a full PIA. No other initiatives were identified as requiring a full PIA or addendum.

Experimenting with new tools

We tested the eDiscovery tool (which is part of the M365 license) to retrieve records from business systems. This was done because branches play a fundamental role in the retrieval of records for access to information and privacy requests, and the level of effort required by them to locate records is high. Experimenting with the eDiscovery tool aligned with the Department’s goal of using digital solutions when possible.

The goal of the experiment was to determine whether the tool:

- reduced the level of effort and engagement needed by the branches to perform a search;
- improved the timelines for searching for and retrieving records;
- performed an accurate and reliable search and added value; and
- produced unexpected efficiencies.

The results of the experiment showed we can successfully retrieve some privacy requests and that more work is needed in this domain before the eDiscovery tool can be reliably used to locate records for formal access to information requests. We will continue to explore this work in 2023-24.

Working with internal clients

The ATIP Office provides services to internal clients, such as Audit and Evaluation, National Employee Council, and Parliamentary Affairs. We review documents intended for release to employees, the public, or third parties, or for proactive publication, and apply a Part 1 lens to them. During the reporting period, we completed the following:

- 303 pages of documents that included such things as survey results, audit and evaluation of programs, transcripts and reports for 9 clients;
- reviewed order paper questions; and
- processed 2,026 pages of briefing materials for the Minister and Deputy Minister that were to be proactively published.

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.

Acquiring new processing software

The ATIP Office uses the AccessPro Case Management (APCM) system and the AccessPro Redaction (APR) system to process access to information and privacy requests. The current version that is in use is outdated and will be unsupported by June 2024. For this reason, we have secured funding to move forward with acquiring a new software solution approved by TBS. We are working to acquire the new software in 2023 with the goal of implementing it in 2024.

Policies, Guidelines, and Procedures

In July 2022, TBS updated its ATIP policy instruments to reflect and support legislative changes made by Bill C-58. As a result of this update, we began work on reviewing and validating our own internal policies, processes and procedures. Some highlights of the improvements we made to our ATIP program that resulted from this work include:

- creating an internal process for releasing new, or updated, documents (i.e. procedures, processes, guidance, etc...) to ATIP Operations staff;
- developing and issuing monthly bulletins for ATIP Operations staff that contain important information about their work, upcoming ATIP Community Events and other practical and useful information related to working in the ATIP field; and
- writing guidance documents for all VAC employees on how to respond to ATIP requests.

We will continue to build on this work in 2023-24 and beyond, with the goal of aligning our tools with the updated TBS instruments and modernizing our outdated internal processes.

Proactive Publication under Part 2 of the ATIA

Bill C-58 amended the *Access to Information Act* (ATIA) to require government institutions to proactively publish information of interest to the public. On June 21, 2019, the Bill received Royal Assent.

Part 2 of the ATIA requires government institutions to proactively publish information that is of interest to the public. Because VAC is a government institution under the Act, and is listed in Schedule I, it is responsible for publishing the requirements set out in sections 82 to 88. Table 1 provides details about how VAC meets these requirements.

VAC is supported by a Minister, and is therefore also responsible for publishing the requirements set out in sections 74 to 78. Table 2 provides details about how VAC meets these requirements.

Proactive publication is a shared responsibility at VAC, which means that various business units have a responsibility in meeting requirements. Work is carried out by Finance, Human Resources, and ATIP which are located in the Chief Financial Officer and Corporate Services Branch. Parliamentary Affairs also plays a role in proactive publication; they are located in the Corporate Secretariat.

Table 1. The proactive publication of information for government institutions (sections 82 to 88).

Legislative Requirement	Section	Publication Timeline	Responsible Business Unit	Publication location
Travel Expenses	82	Within 30 days after the end of the month of reimbursement	Finance	https://open.canada.ca/en/proactive-disclosure
Hospitality Expenses	83	Within 30 days after the end of the month of reimbursement	Finance	https://open.canada.ca/en/proactive-disclosure
Reports tabled in Parliament	84	Within 30 days after tabling	ATIP	https://www.veterans.gc.ca/eng/about-vac/publications-reports/reports/access-to-information-privacy
Contracts over \$10,000	86	Q1-3: Within 30 days after the quarter Q4: Within 60 days after the quarter	Finance	https://open.canada.ca/en/proactive-disclosure
Grants & Contributions over \$25,000	87	Within 30 days after the quarter	Finance	https://open.canada.ca/en/proactive-disclosure

Packages of briefing materials prepared for new or incoming deputy heads or equivalent	88(a)	Within 120 days after appointment	Parliamentary Affairs	https://www.veterans.gc.ca/eng/about-vac/who-we-are/department-officials/deputy-minister/briefing
Titles and reference numbers of memoranda prepared for a deputy head or equivalent, that are received by their office	88(b)	Within 30 days after the end of the month received	ATIP	https://open.canada.ca/en/proactive-disclosure
Packages of briefing materials prepared for a deputy head or equivalent's appearance before a committee of Parliament	88(c)	Within 120 days after appearance	Parliamentary Affairs	https://www.veterans.gc.ca/eng/about-vac/who-we-are/department-officials/deputy-minister/briefing
Reclassification of positions	85	Within 30 days after the quarter	Human Resources	https://open.canada.ca/en/proactive-disclosure

Table 2. The proactive publication of information for ministers (sections 74 to 78).

Legislative Requirement	Section	Publication Timeline	Responsible Business Unit	Publication location
Packages of briefing materials prepared by a government institution for new or incoming ministers	74(a)	Within 120 days after appointment	Parliamentary Affairs	https://www.veterans.gc.ca/eng/about-vac/who-we-are/department-officials/minister/briefing
Titles and reference numbers of memoranda prepared by a government institution for the minister, that is received by their office	74(b)	Within 30 days after the end of the month received	ATIP	https://open.canada.ca/en/proactive-disclosure

Package of question period notes prepared by a government institution for the minister and in use on the last sitting day of the House of Commons in June and December	74(c)	Within 30 days after last sitting day of the House of Commons in June and December	Parliamentary Affairs	https://open.canada.ca/en/proactive-disclosure
Packages of briefing materials prepared by a government institution for a minister's appearance before a committee of Parliament	74(d)	Within 120 days after appearance	Parliamentary Affairs	https://www.veterans.gc.ca/eng/about-vac/who-we-are/department-officials/minister/briefing
Travel Expenses	75	Within 30 days after the end of the month of reimbursement	Finance	https://open.canada.ca/en/proactive-disclosure
Hospitality Expenses	76	Within 30 days after the end of the month of reimbursement	Finance	https://open.canada.ca/en/proactive-disclosure
Contracts over \$10,000	77	Q1-3: Within 30 days after the quarter Q4: Within 60 days after the quarter	Finance	https://open.canada.ca/en/proactive-disclosure
Ministers' Offices Expenses *Note: This consolidated report is currently published by TBS on behalf of all institutions.	78	Within 120 days after the fiscal year	Finance	https://open.canada.ca/en/proactive-disclosure

Eighty-eight percent (88%) of the publications due during the reporting period were published within the legislated timelines, with twelve percent (12%) being published late due to a natural catastrophe, labour disruptions and oversight.

To support the work of proactive publication, the Department has prepared guidance materials, such as process maps (i.e., overview of proactive publication at VAC, critical steps for publishing briefing materials and Question Period Notes), and a guide for ATIP Operations staff on how to process records that are being proactively published.

Proactive publication is monitored by each business unit who have developed and implemented their own compliance and reporting structure. Reporting structures depend on the frequency of publication (i.e., whether a requirement is published monthly, quarterly, etc..). For example, ATIP Operations tracks the briefing note titles that it publishes monthly. These titles are provided by the offices of the Assistant Deputy Ministers. The final list for publication is approved by ATIP prior to publication.

Training and Awareness

We provided awareness training to 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 2022-23, sessions were delivered to various groups including new employees onboarding to the department, nurses, program managers, and contractors. Details: 40 Participants in 3 Sessions (2 English sessions and 1 French session)

No training sessions on proactive publication were held during the reporting period.

In 2023-24, we will be creating a full-time position dedicated to ATIP training. This position will focus on creating a training plan for both ATIP staff and VAC employees.

Monitoring and Compliance

We 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. We do quarterly reports to senior management and use a Dashboard that was successfully implemented in 2021-22. This 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 Dashboard’s 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. We have found the Dashboard to be a useful reporting tool and are continuously working with the IT team to make improvements in order to ensure optimal reporting.

We also have a full-time position devoted to reporting and data management. This role brings capacity to ATIP Operations by generating more timely and complex data, monitoring and identifying trends in the types of information being requested to identifying opportunities for making information available by other means, capturing accurate historical data, performing quality control evaluations and reviewing critical performance measures from year to year.

All of these reporting practices have been implemented 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, one reviewer and 4 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 2022-23, as reflected in our statistical report to TBS, 2022-23 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.

Type of request	Total requests closed during the reporting period	Total pages processed	Total pages disclosed
Access to information – formal	75	73,784	43,149
Access to information – informal	285	246,028	246,028
Total	359	319,812	289,177

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.

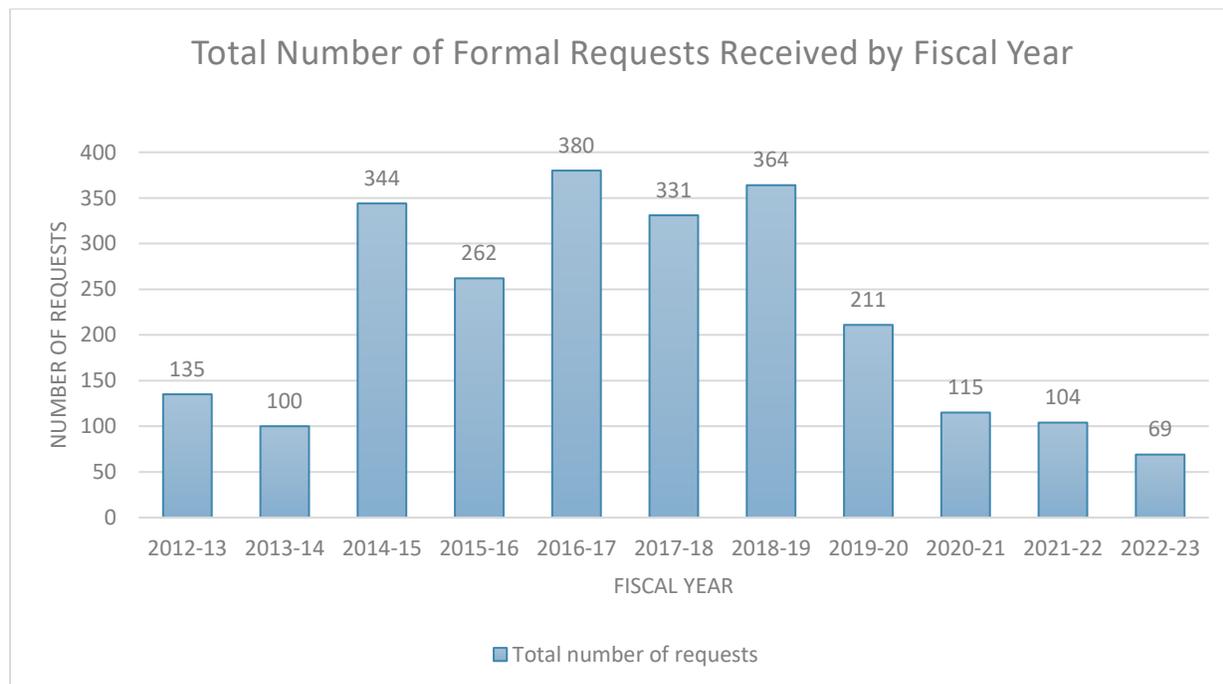
Fiscal year	Number of requests received	Number of requests carried over from the previous FY	Total caseload	Number of closed requests	Number of pages reviewed for closed requests	Number of pages disclosed*	Number of requests carried over to the next FY
2022-23	69	33	102	75	73,784	43,149	27
2021-22	104	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, 2022 and March 31, 2023, VAC received 69 formal requests for information under the *Access to Information Act*, and carried forward 33 requests from previous fiscal years (28 were from the previous reporting period (2021-22), 4 were from 2020-21 and 1 was from 2019-20) for a total of 102 requests that required action by the Department. Of these 102 requests, we closed 75 (including the 5 received prior to 2021-22 due to the emphasis we placed on completing old cases).

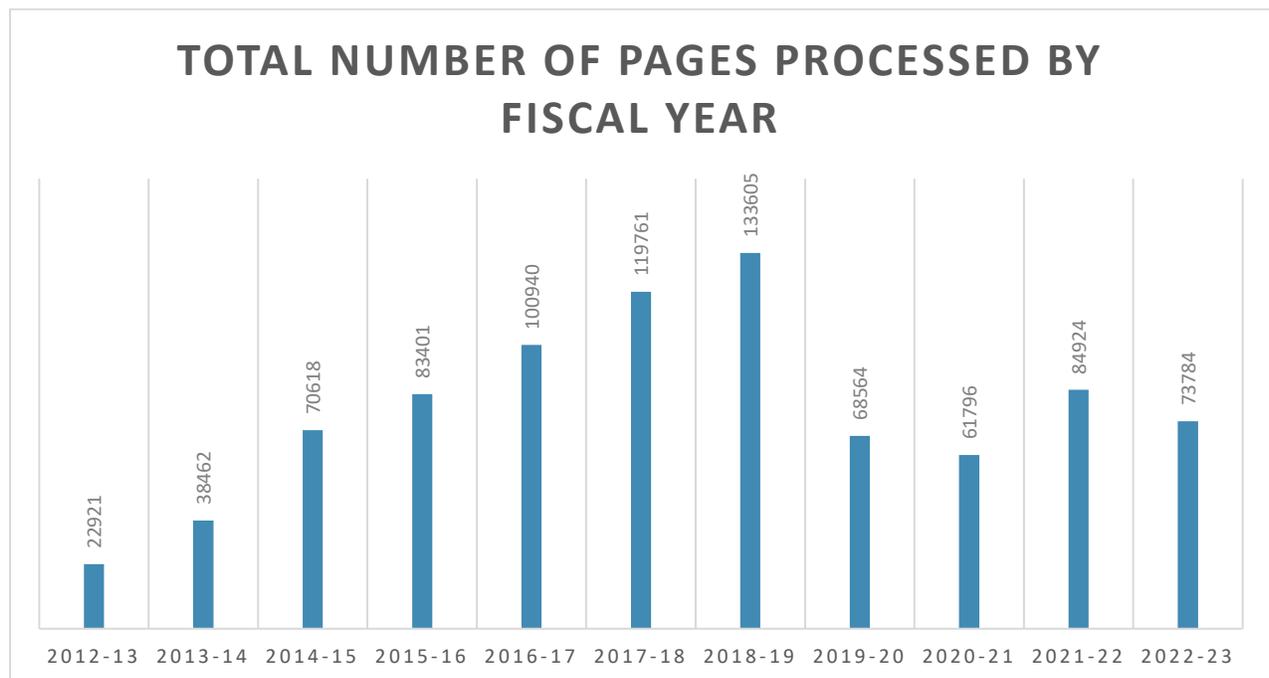
We carried forward 27 (9 were carried forward within the legislated timeline and 18 were carried over beyond the legislated timeline) to the 2023-24 fiscal year. Of the 27 requests, 9 were carried forward from the 2021-22 reporting year and 18 were carried forward from 2022-2023.

The following chart provides a 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 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.

Interestingly, although we have experienced a decrease in the number of requests received over the past few reporting periods, the number of pages that we process continues to be notable. In 2019-20, we closed 213 requests and processed 68,564 pages, while in 2022-23 we closed 75 requests and processed more pages (73,784) as shown in the historical chart below.

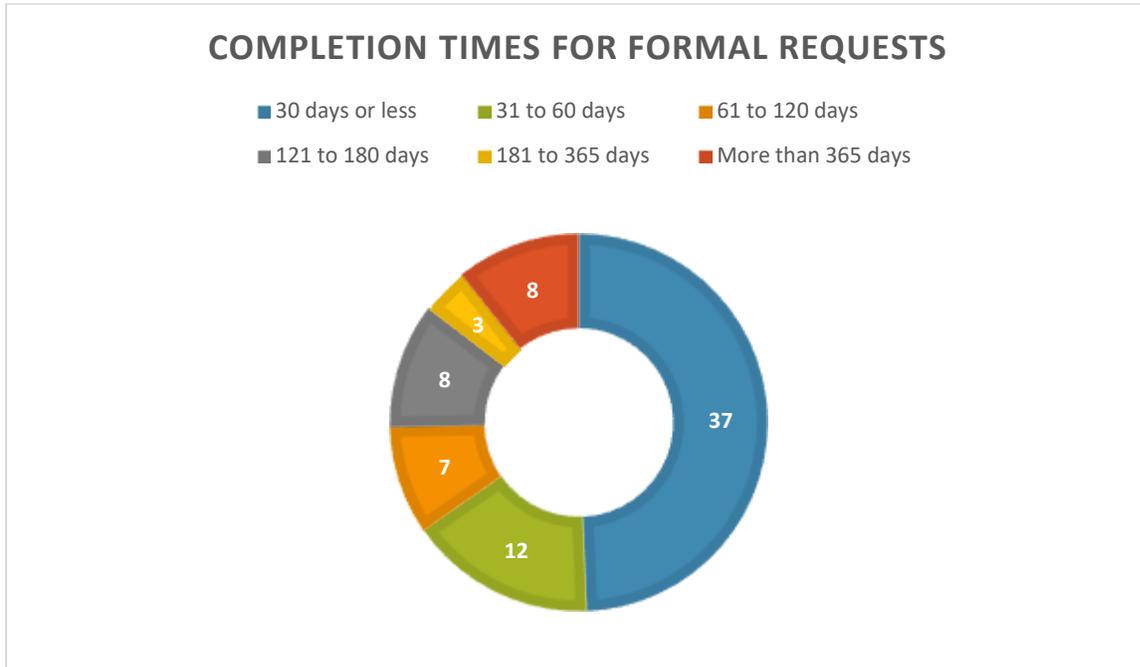


Completion times

Of the 75 requests we closed, 45 (or 60%) 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 (6), internal consultation (1), and other (13). Of note is the fact that the Department received an unprecedented number of requests for the production of motion papers, which required processing a significant volume of records with tight timelines. These required the reallocation of staff to process and review the records, which resulted in less staff being available to process formal requests under the Act.

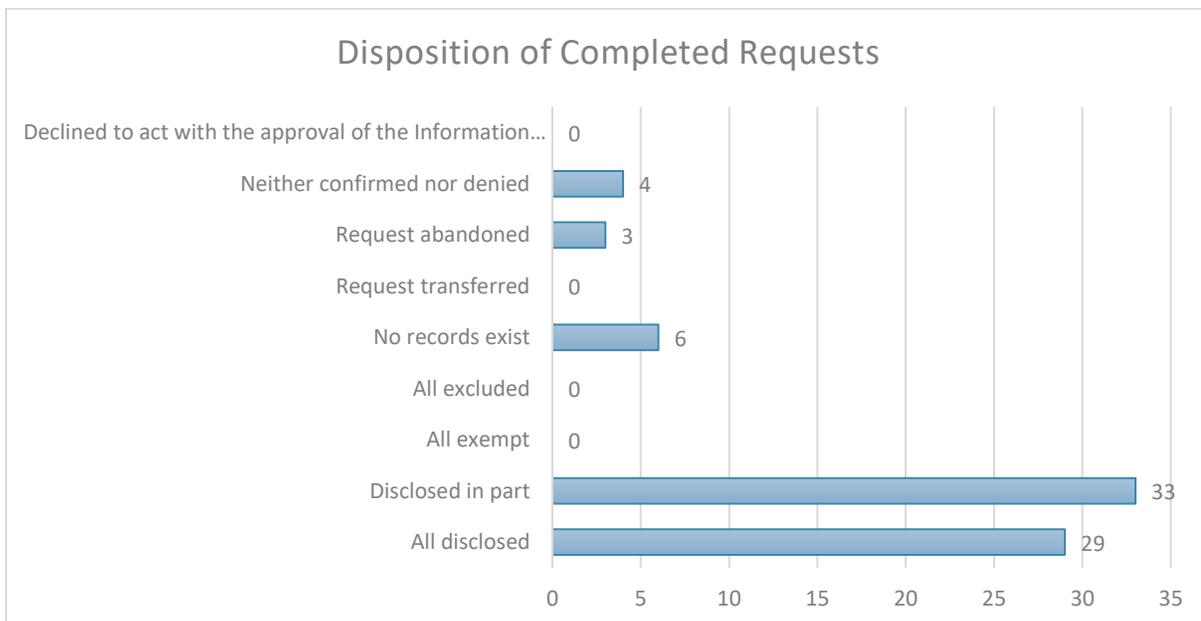
Importantly, completion times were also impacted by Hurricane Fiona which shut down government operations in Charlottetown, PEI, for a period of (10 business days). The largest impact was due to power outages as 90% of Prince Edward Island had no power.

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.



Disposition of requests

Of the 75 closed requests, 83% of the records were disclosed (29 were disclosed in full and 33 were disclosed in part). The chart below shows the breakdown of the disposition of the completed requests.



Sources of requests

We received 69 requests during the reporting period. Of these, 43 requests were from the public, which represents 62% of our requests. The remaining requests came from businesses (8), the media (4), and organizations (5). There were also 9 requesters that declined to identify.

Channel of requests

During this reporting period, we received 69 requests, of which 62 were submitted online, 4 were by email, and 3 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 97 exemptions under the Act. The most common exemptions were section 19(1) which is a mandatory exemption to protect personal information (31 instances); section 16(2)/16(2)(c) for purposes of security (21 instances); and section 20, which protects third-party information (17 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 King'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, 16 requests contained information subject to Cabinet confidence.

Format of information released

Of the formal requests processed, 92% of the requests were released electronically, which is the same as 2021-22 and an increase from 2020-21, in which 84% were released electronically. Five records were released in paper format.

Extensions

During the reporting period, we took 18 extensions. Of these, 13 were for interference with operations, and 5 were for other reasons. The extensions taken ranged from 30 days to more than 365 days.

Consultations Received from Other Government of Canada Institutions and Organizations

VAC had a total of 18 requests from other Government of Canada Institutions that required consultation. Of these, 16 were new requests (totaling 967 pages) and 2 were outstanding from the previous reporting period (totaling 4339 pages). We closed 16 requests during the reporting period and we processed 5285 pages. We carried forward 2 requests (representing 21 pages) into the 2023-24 reporting period. These 2 requests were carried forward within the time limits provided by the other government institution.

The following chart shows the breakdown of the disposition of the completed access consultations.

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	6	7	0	0	0	0	0	13
Disclose in part	1	1	0	1	0	0	0	3
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	7	8	0	1	0	0	0	16

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 2022-23, and it was still active at the end of the reporting period. The complaint received was in respect of time limits.

As of March 31, 2023, we have three active complaints – one from 2022-23 (time limits), one from 2021-22 (deemed refusal) and one from 2020-21 (denial of access).

During the reporting period, we did not receive any reports of findings.

One formal representation was made to the Information Commissioner pursuant to Section 35 of the Act.

We had no court actions.

Translation

VAC did not receive any requests requiring translation during the 2022-2023 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	31	29,774	29,774
Access Informal Subsequent	254	216,254	216,254
Total	285	246,028	246,028

Between April 1, 2022, and March 31, 2023, we received 328 new informal requests for information and carried forward 14 requests from the previous reporting periods, for a total of 342 requests. We closed 285 informal requests and carried forward 57 into the 2023-24 reporting year.

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 2022-23. These same FTEs were also responsible for processing complex privacy requests and proactive publication materials.

The VAC ATIP Office spent a total of \$708,174 to administer the *Access to Information Act* during the reporting period, of which \$684,605 was spent on salaries, \$12,163 for other administrative costs (operations and maintenance expenditures), and \$11,406 for overtime costs incurred in 2022-2023.

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*.

2022-2023 Fees

Enabling Authority	<i>Access to Information Act</i> , Section 11
Fee payable	A \$5 application fee is the only fee charged for an ATI request.

Total revenue	\$325
Fees waived or refunded	<p>\$20</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> <p><i>It should be noted that two refunds for requests closed in March 2023 will be reflected in the 2023-24 annual report.</i></p>
Cost of operating the program	\$708,174

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 2022-23 and will continue to do in 2023-24. 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 a new hybrid workplace model, 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 Ombud

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, 2022 to March 31, 2023. This report is prepared and tabled in Parliament in accordance with section 94(1) of the *Access to Information Act*.

The mandate of the OVO, found in the [Order in Council P.C. 2007-530](#), shall be:

- to review and address complaints by clients [of Veterans Affairs Canada] and their representatives arising from the application of the provisions of the [Veterans Bill of Rights](#);
- to 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 clients;
- to review and address complaints by clients [of Veterans Affairs Canada] and their representatives related to programs and services provided or administered by the Department or by third parties on the Department's behalf, including individual decisions related to the programs and services for which there is no right of appeal to the (Veterans Review and Appeal) Board;
- to review systemic issues related to the (Veterans Review and Appeal) Board; and
- to facilitate access by stakeholders to programs and services by providing them with information and referrals.

Organizational Structure:

The Veterans Ombud, the Deputy Veterans 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, and the Knowledge Management Coordinator. These staff members were assigned to the administration of both acts on a part time (as required) basis during the 2022-23 reporting period, which represents 0.05 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 2022-23:

- Only 1 Access to Information request was received and it was responded to within the legislative timelines
- There were 0 consultations with other institutions
- There were no extensions of timelines

The completed statistical report for 2022-23 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 2022-23 reporting period.

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

In the 2022-23 reporting period, OVO received no complaints in relation to Access to Information. No complaints were carried over from 2021-22. 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: \$5.00
- Total Revenue: \$5.00
- Fees Waived: Nil

Cost to operate program: \$3,700



Statistical Report on the Access to Information Act

Name of institution: Office of the Veterans Ombud

Reporting period: 2022/04/01 to 2023/03/31

Section 1: Requests Under the Access to Information Act

1.1 Number of requests

		Number of Requests
Received during reporting period		1
Outstanding from previous reporting periods		0
- Outstanding from previous reporting period	0	
- Outstanding from more than one reporting period	0	
Total		1
Closed during reporting period		1
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	1
Decline to Identify	0
Total	1

1.3 Channels of requests

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

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	
0		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	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
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0
Total	0	1	0	0	0	0	0	1

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
1	1	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	1	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	1	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 Closed requests

4.6.1 Requests closed within legislated timelines

Number of requests closed within legislated timelines	1
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	1	\$5.00	0	\$0.00	0	\$0.00
Other fees	0	\$0.00	0	\$0.00	0	\$0.00
Total	1	\$5.00	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	1	10	0	0
Outstanding from the previous reporting period	0	0	0	0
Total	1	10	0	0
Closed during the reporting period	1	10	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	1	0	0	0	0	0	1
Total	0	1	0	0	0	0	0	1

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	\$3,700
Overtime	\$0
Goods and Services	\$0
• Professional services contracts	\$0
• Other	\$0
Total	\$3,700

11.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	0.050
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	0.000
Students	0.000
Total	0.050

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"> • 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: 2022/04/01 to 2023/03/31

Section 1: Requests Under the Access to Information Act

1.1 Number of requests

		Number of Requests
Received during reporting period		69
Outstanding from previous reporting periods		33
• Outstanding from previous reporting period	28	
• Outstanding from more than one reporting period	5	
Total		102
Closed during reporting period		75
Carried over to next reporting period		27
• Carried over within legislated timeline	9	
• Carried over beyond legislated timeline	18	

1.2 Sources of requests

Source	Number of Requests
Media	4
Academia	0
Business (private sector)	8
Organization	5
Public	43
Decline to Identify	9
Total	69

1.3 Channels of requests

Source	Number of Requests
Online	62
E-mail	4
Mail	3
In person	0
Phone	0
Fax	0
Total	69

Section 2: Informal Requests

2.1 Number of informal requests

		Number of Requests
Received during reporting period		328
Outstanding from previous reporting periods		14
• Outstanding from previous reporting period	4	
• Outstanding from more than one reporting period	10	
Total		342
Closed during reporting period		285

Carried over to next reporting period	57
---------------------------------------	----

2.2 Channels of informal requests

Source	Number of Requests
Online	4
E-mail	324
Mail	0
In person	0
Phone	0
Fax	0
Total	328

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
33	16	43	138	39	4	12	285

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
24	378	2	344	2	1136	2	6120	1	21796

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
182	3397	34	8279	7	4734	21	42948	10	156896

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	2	21	3	0	2	0	1	29
Disclosed in part	2	5	5	6	5	3	7	33
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	1	2	1	1	1	0	0	6
Request transferred	0	0	0	0	0	0	0	0
Request abandoned	2	0	1	0	0	0	0	3
Neither confirmed nor denied	0	2	2	0	0	0	0	4
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0
Total	7	30	12	7	8	3	8	75

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)	2	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)	19	18(d)	0	21(1)(a)	7
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	4
14	0	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	2
14(a)	0	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	3
14(b)	0	16.1(1)(c)	0	18.1(1)(d)	0	22	1
15(1)	0	16.1(1)(d)	0	19(1)	31	22.1(1)	0
15(1) - I.A.*	0	16.2(1)	0	20(1)(a)	1	23	7
15(1) - Def.*	0	16.3	0	20(1)(b)	5	23.1	0
15(1) - S.A.*	0	16.4(1)(a)	0	20(1)(b.1)	0	24(1)	3
16(1)(a)(i)	0	16.4(1)(b)	0	20(1)(c)	10	26	0
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	1				
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)	4
68(b)	0	69(1)(a)	3	69(1)(g) re (b)	0
68(c)	0	69(1)(b)	0	69(1)(g) re (c)	1
68.1	0	69(1)(c)	1	69(1)(g) re (d)	1
68.2(a)	0	69(1)(d)	1	69(1)(g) re (e)	1
68.2(b)	0	69(1)(e)	1	69(1)(g) re (f)	2
		69(1)(f)	1	69.1(1)	0

4.4 Format of information released

Paper	Electronic				Other
	E-record	Data set	Video	Audio	
5	57	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
73784	43149	69

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	23	442	3	577	1	964	2	2868	0	0
Disclosed in part	12	507	5	1557	6	4174	7	11191	3	51504
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	3	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	4	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	42	949	8	2134	7	5138	9	14059	3	51504

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	1	0	0	1
Disclosed in part	10	1	0	11
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	11	1	0	12

4.6 Closed requests

4.6.1 Requests closed within legislated timelines

Number of requests closed within legislated timelines	45
Percentage of requests closed within legislated timelines (%)	60

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	6	1	13

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	5	3	8
31 to 60 days	4	3	7
61 to 120 days	2	1	3
121 to 180 days	2	0	2
181 to 365 days	1	2	3
More than 365 days	2	1	3
Total	20	10	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	1	0	1	0
Disclosed in part	11	0	4	0
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	13	0	5	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	2	0	0	0
31 to 60 days	2	0	2	0
61 to 120 days	4	0	3	0
121 to 180 days	2	0	0	0
181 to 365 days	1	0	0	0
365 days or more	2	0	0	0
Total	13	0	5	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	65	\$325.00	3	\$15.00	1	\$5.00
Other fees	0	\$0.00	0	\$0.00	0	\$0.00
Total	65	\$325.00	3	\$15.00	1	\$5.00

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	16	967	0	0
Outstanding from the previous reporting period	2	4339	0	0
Total	18	5306	0	0
Closed during the reporting period	16	5285	0	0
Carried over within negotiated timelines	2	21	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	6	7	0	0	0	0	0	13
Disclose in part	1	1	0	1	0	0	0	3
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	7	8	0	1	0	0	0	16

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	2	112	0	0	0	0	0	0	0	0
31 to 60	1	17	0	0	0	0	0	0	0	0
61 to 120	1	4	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	1	1809	0	0
Total	4	133	0	0	0	0	1	1809	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	0	1

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		\$684,605
Overtime		\$11,406
Goods and Services		\$12,163
• Professional services contracts	\$0	
• Other	\$12,163	
Total		\$708,174

11.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	7.130
Part-time and casual employees	1.023
Regional staff	0.000
Consultants and agency personnel	0.000
Students	0.340
Total	8.493

Note: Enter values to three decimal places.