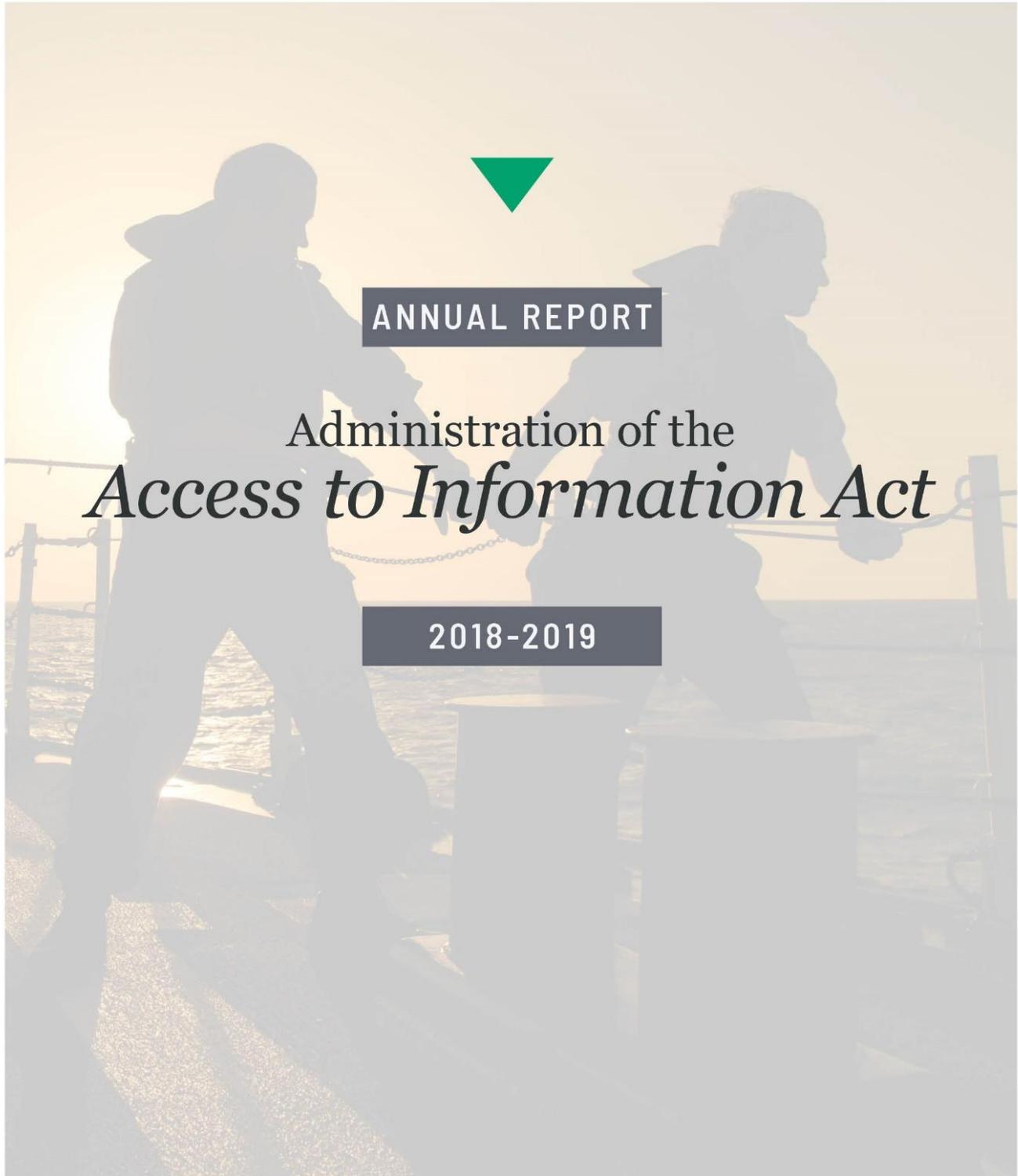




Veterans Affairs
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ANNUAL REPORT

Administration of the
Access to Information Act

2018-2019

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

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1. 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.

Veterans Affairs Canada (VAC) is committed to being open and transparent and making information accessible to Canadians through compliance with, and promotion of, the *Access to Information Act*. VAC is building on this obligation by proactively releasing information and data through Open Government to foster transparency, accountability and citizen engagement, all while taking into consideration privacy, confidentiality, and security.

This annual report on the administration of the *Access to Information Act* describes how VAC fulfilled its responsibilities under the *Access to Information Act* during the fiscal year April 1, 2018 to March 31, 2019. This report is prepared and tabled in Parliament in accordance with section 72 of the *Access to Information Act*.

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

Mandate of Veterans Affairs Canada

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

VAC's mandate is set out in the [Department of Veterans Affairs Act](#), which gives the Minister of Veterans Affairs responsibility for:

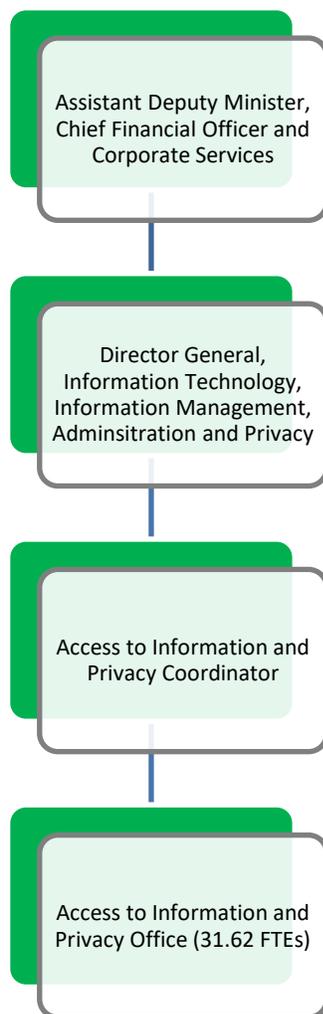
"...the care, treatment or re-establishment in civil life of any person who served in the Canadian Forces or Merchant Navy or in the naval, army, air forces or merchant navies of Her Majesty, of any person who has otherwise engaged in pursuits relating to war, and of any other person designated . . . and the care of the dependents or survivors of any person referred to..."

VAC is also responsible for keeping alive the achievements and sacrifices of those who served Canada in times of war, military conflict and peace. VAC fulfills this mandate by supporting the care and well-being of Veterans and their families through a range of benefits, services, research, partnerships, and by commemorating those who served in Canada's military efforts.

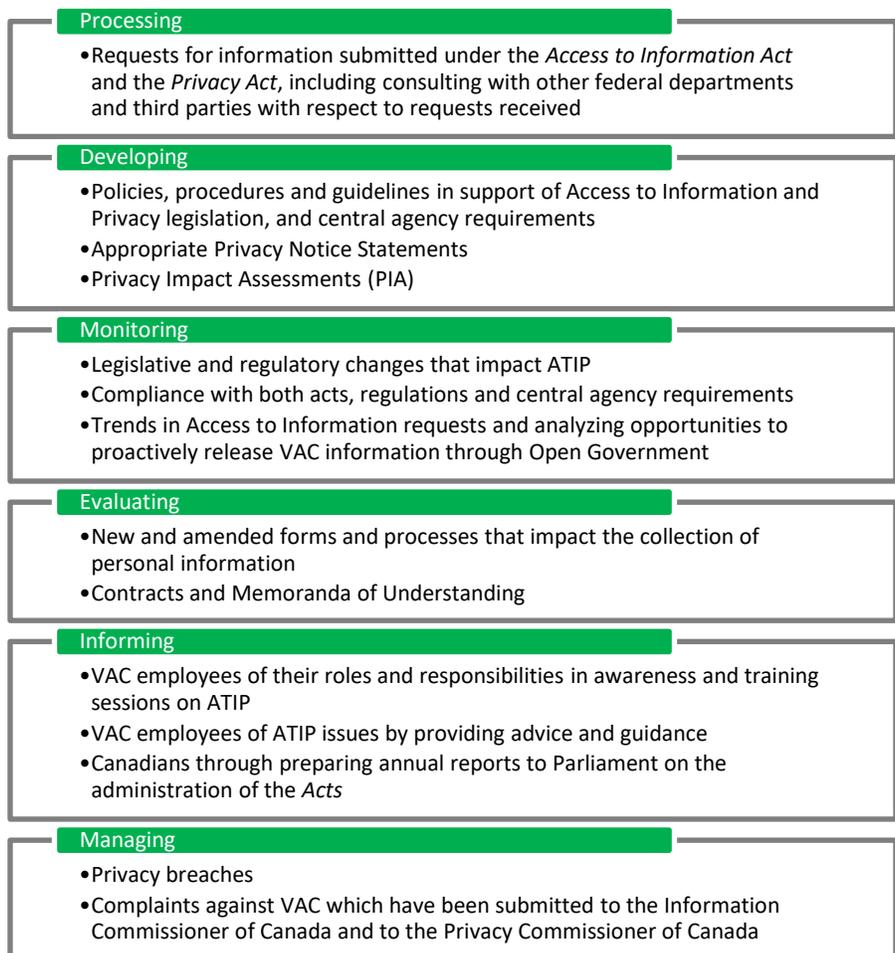
2. Organization

The VAC Access to Information and Privacy (ATIP) Coordinator acts on behalf of the Minister and Deputy Minister of Veterans Affairs to ensure that the Department fulfills its responsibilities under the *Access to Information Act* and the *Privacy Act*.

Processing of access to information and privacy requests is centralized within the ATIP Office in Charlottetown, Prince Edward Island. The ATIP Office is comprised of two teams: Operations, and Policy and Governance. In 2018-2019, the VAC ATIP Office employed a total of 31.62 full-time equivalents (FTEs).



The main activities at the VAC ATIP Office include:



3. Delegation Order

The responsibilities associated with the administration of the *Access to Information Act* are delegated to VAC officials through a delegation order (attached as Annex 1).

4. Highlights of the 2018-19 Statistical Report

The following summary provides an overview of key statistics on the administration of the *Access to Information Act* at VAC between April 1, 2018, and March 31, 2019. A more detailed breakdown can be found in the 2018-2019 Statistical report (attached as Annex 2).

I Requests under the *Access to Information Act*

Between April 1, 2018, and March 31, 2019, VAC received 364 formal requests for information under the *Access to Information Act*. This represents a 10% increase in requests received (364 in 2018-2019 compared to 331 in the 2017-2018 fiscal year). This increase can be attributed to a 25% increase in requests for personal information under the *Act* (183 Access Privacy requests received in 2018-2019 compared to 147 in 2017-2018).

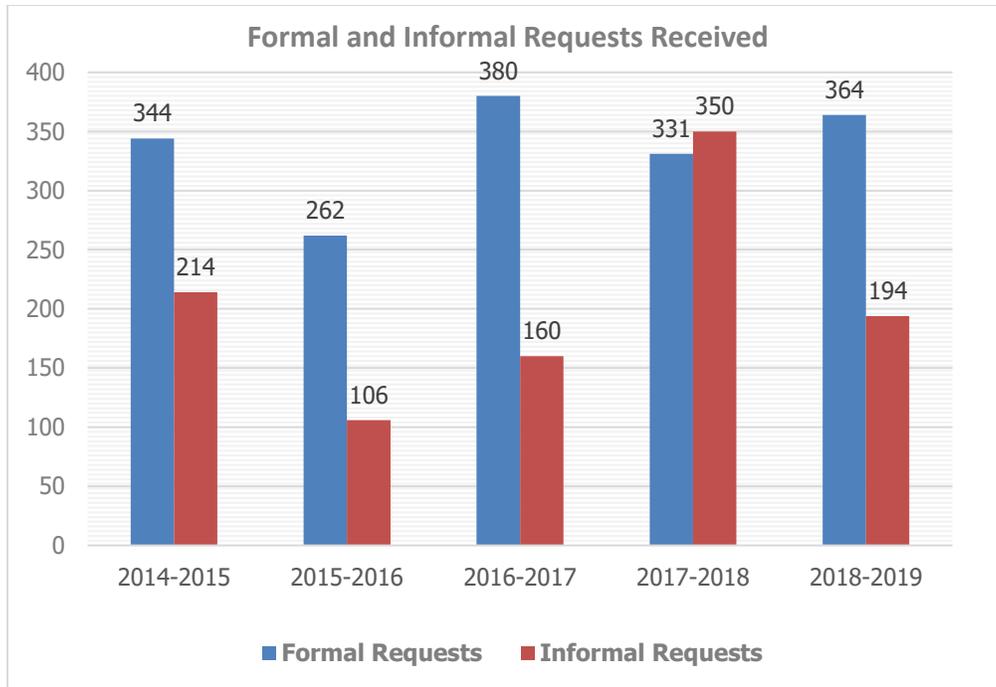
On April 1, 2018, VAC carried forward 23 open formal requests from the previous fiscal year. Combined with the 364 new formal requests received, a total of 387 requests required action by the Department during the 2018–2019 fiscal year. Of the 387 requests requiring action, 349 requests were completed in 2018-2019, compared with 362 requests completed in the 2017–2018 reporting period.

At the end of the 2018–2019 fiscal year, VAC carried forward 38 outstanding formal requests into the 2019–2020 fiscal year.

The VAC ATIP Office not only manages formal requests submitted under the *Access to Information Act*, but also informal requests. VAC's ATIP Office received 194 new informal ATI requests in the 2018–2019 fiscal year, and completed 217. This is a 49% reduction in the number of informal requests received and a 38% reduction in the number of informal requests closed, in comparison to 2017-2018 when 379 informal ATI requests were received and 350 completed.

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

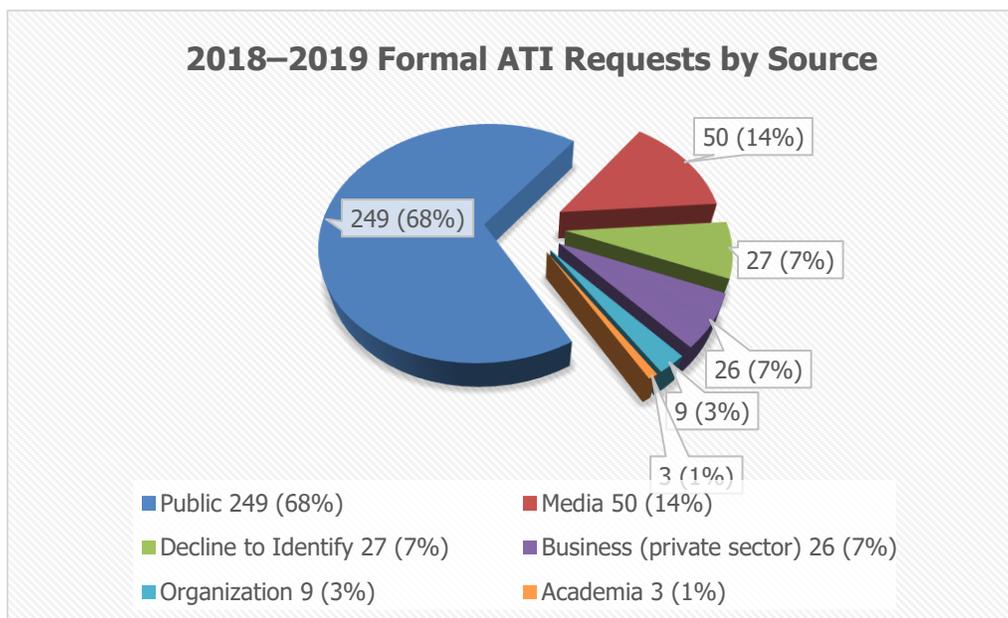
An **informal request** for information is a request that is not made or processed under the *Act*. Fees are not charged, there are no deadlines for responding, and the requestor has no statutory right of complaint.



II Source of Requests Received

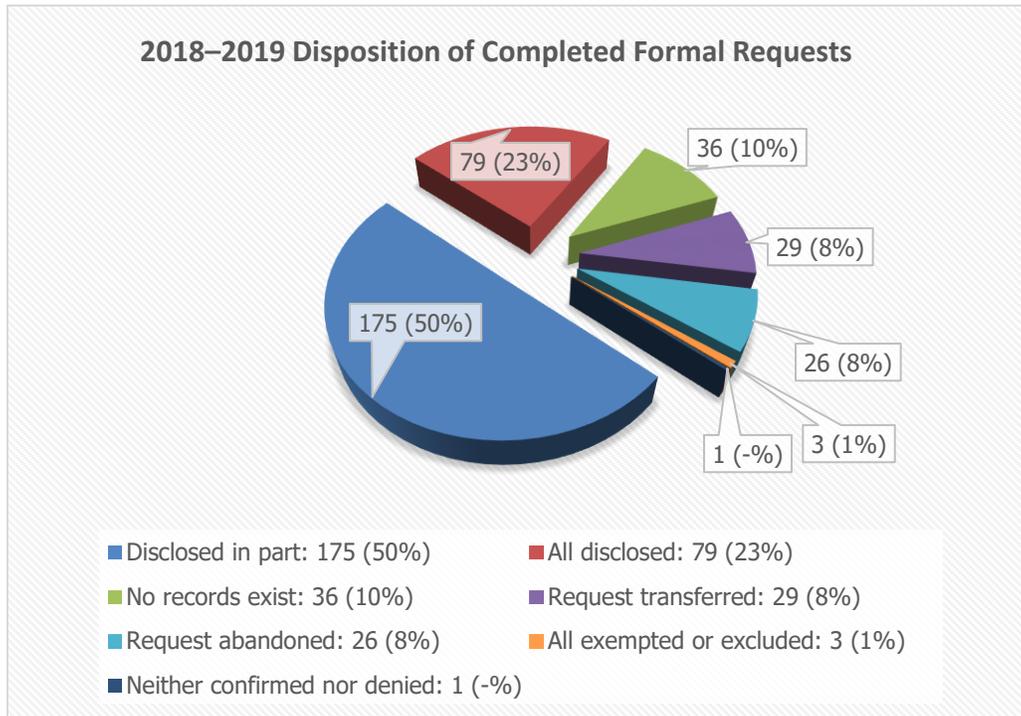
More formal requests were submitted by the public in 2018-2019 (249 requests or 68%) than in 2017-2018, when the public submitted 186 or 56% of formal requests. Fewer requests were received by the media in 2018-2019 (50 or 14%) compared to 57 (or 17%) submitted in 2017-2018.

Included in the following chart are 364 requests received by VAC in 2018-2019, shown by source of request.

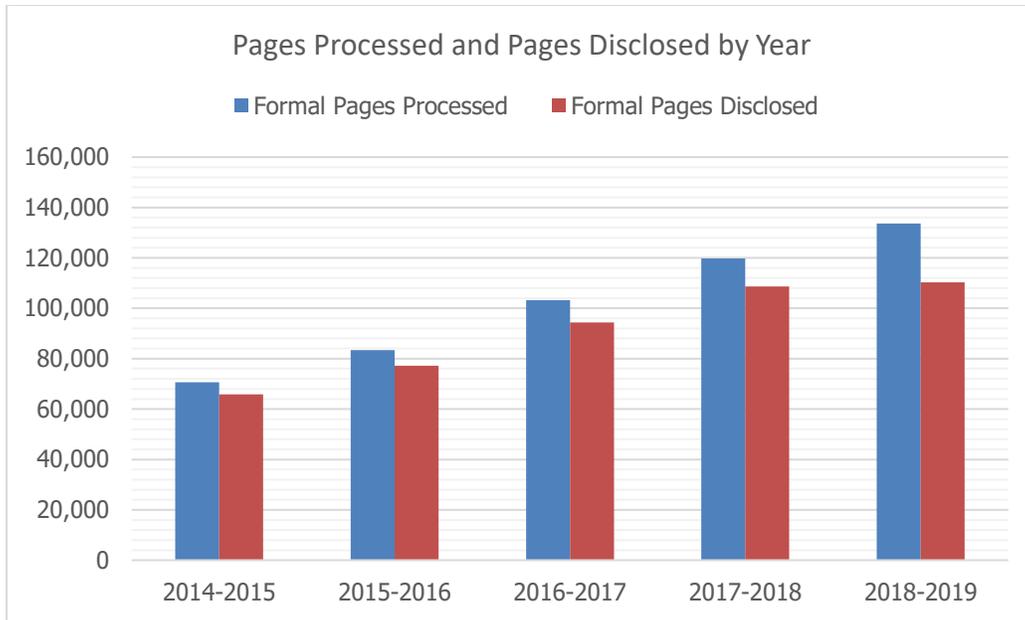


III Disposition of Requests Completed

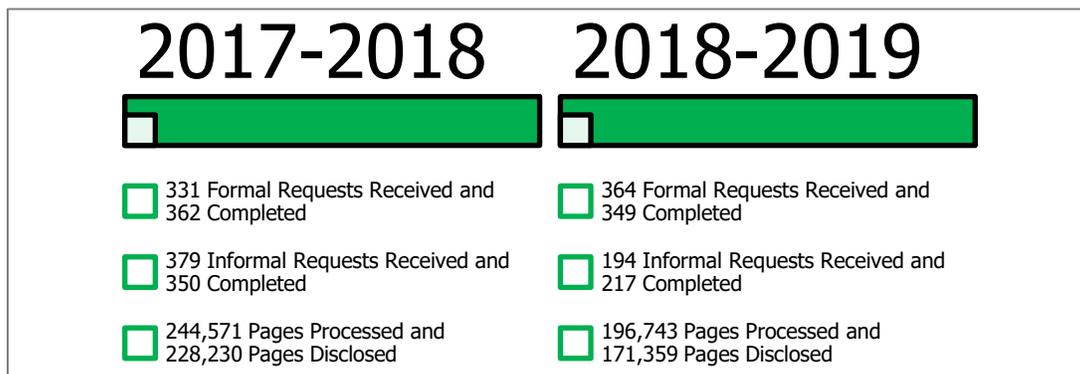
Fifty percent (175) of the 349 formal requests completed in 2018-2019 were disclosed in part to the requester, while 23% (79 requests) were disclosed in full. The following table provides further details on the disposition of the 349 requests completed in 2018–2019:



The Department processed 133,605 pages and disclosed 110,231 in 2018–2019. In comparison, the Department processed 119,761 pages and disclosed 108,649 pages in 2017–2018. This represents a slight (2%) increase in pages released by the Department for formal ATI requests compared with the previous year. VAC has seen a steady increase in pages processed and disclosed over the past five years and attributes this increase to the ongoing demand for briefing materials, large and complex and high volume requests, as well as interest in initiatives occurring within the Department to support Veterans and their families. Additionally, the 25% increase in requesters seeking personal information under the *Access to Information Act* is also contributing to the increase in pages processed.



In addition to formal pages processed and disclosed, VAC processed 63,138 pages and disclosed 61,128 pages in response to the 217 informal requests completed in 2018-2019. VAC received 49% fewer informal ATI requests in 2018-2019 when compared to 2017-2018, when 350 informal ATI requests were completed. This reporting period also saw a 49% reduction in informal pages processed and disclosed when compared to 2017-2018, when 124,810 informal pages were processed and 119,581 disclosed.



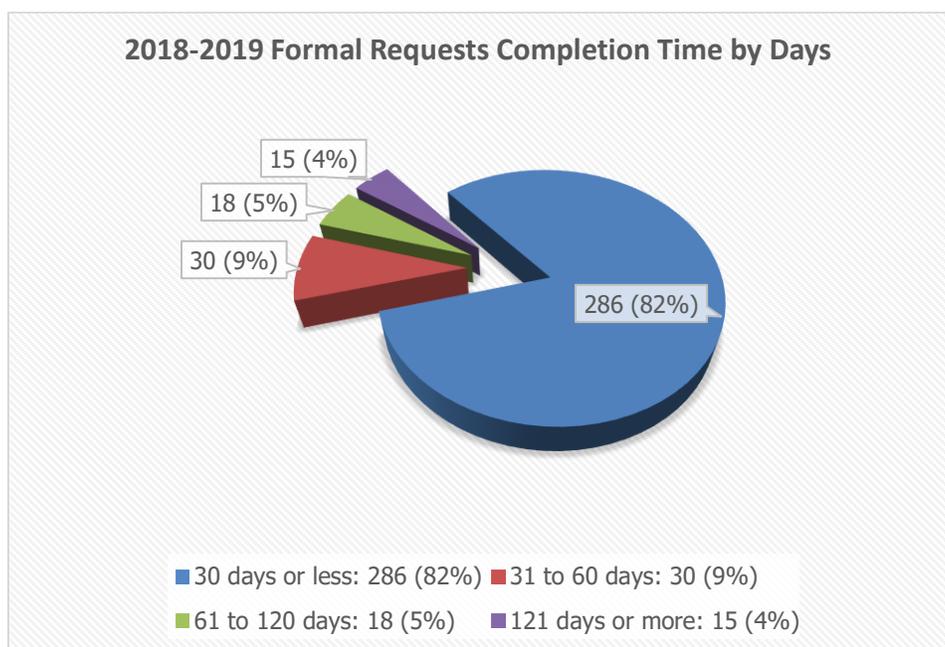
IV Completion Time

Ensuring that Canadians receive timely access to information is key. VAC is committed to continue to improve completion times of access to information requests through various measures, including frequent reporting to monitor performance; an escalation process to ensure retrievals are received on a timely basis; weekly meetings to establish priorities and reallocate resources as necessary; and working closely with program areas throughout the Department on completing timely and quality retrievals.

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

The results of VAC's commitment is obvious. Of the 349 formal requests completed in 2018-2019, the vast majority of requests (315 or 91%) were completed on-time. This is an improvement from 2017-2018 when 299 of 362 formal requests (83%) were completed on-time.

As illustrated in the chart below, 82% or 286 of the 349 formal requests were completed in 30 days or less. VAC has made significant progress in completion times since 2015-2016 when 45% of requests were completed in 30 days or less. This increase reflects improved information management practices, application of reasonable extensions for more complex and/or high volume cases so requesters can better anticipate when they will receive the information which they are seeking, and collaboration between both program areas and the VAC ATIP Office to complete cases in a timely fashion. The significant improvement in processing times has also been achieved in an environment where requests continue to increase in both complexity and volume.



V Exemptions Cited

Canadians have a right of access to publicly held information. The *Access to Information Act* identifies, however, specific exemptions for which the need to withhold certain information is recognized.

During the 2018-2019 fiscal year, VAC invoked 339 exemptions under sections 16, 17, 19, 20, 21, 22, 23, 24 and 26 of the *Access to Information Act*. This represents a 15% decrease in exemptions applied in 2017-2018, and can be attributed to fewer requests completed, and more requests for military service records being received under the *Act*. These requests are transferred to Library

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

and Archives Services for action (29 requests in 2018-19 compared to 13 in 2017-2018). When exemptions are applied, however, they are complex because of the nature of the information.

VAC most frequently invoked subsection 19(1), which is used for personal information, such as sensitive medical information. Some requesters seek their personal information under the *Access to Information Act* instead of the *Privacy Act*. This contributes significantly to the Department's use of section 19.

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

Exemptions cited	2016-2017	2017-2018	2018-2019
Paragraph 16(1) (a) (i) (Records Relating to investigations, examinations and audits)	1	0	0
Paragraph 16.1.1.(c) (Records Relating to investigations, examinations and audit)	-	-	1
Paragraph 16(2) (Security)	1	4	2
Paragraph 16(2)(a) (Security)	0	3	2
Subsection 16(2)(b) (Security)	-	-	1
Subsection 16(2)(c) (Security)	32	31	34
Section 16.5 (<i>Public Servants Disclosure Protection Act</i>)	-	-	2
Section 17 (Safety of Individuals)	0	3	6
Paragraph 18(b) (Economic interests of Canada)	1	0	0
Subsection 19(1) (Personal information)	167	181	156
Paragraph 20(1)(a) (Trade secrets – third party)	1	5	3
Paragraph 20(1)(b) (Confidential information – third party)	20	27	15
Paragraph 20.1.(b.1) (Third party information – emergency management)	-	-	1
Paragraph 20(1)(c) (Competitive process – third party)	24	25	16
Paragraph 20(1)(d) (Negotiations – third party)	2	4	2
Paragraph 21(1)(a) (Operations of government – advice)	52	51	35
Paragraph 21(1)(b) (Operations of government – consultations or deliberations)	8	22	18
Paragraph 21(1)(c) (Operations of government – negotiations)	2	2	8
Paragraph 21(1)(d) (Operations of government – management)	3	5	4
Paragraph 22 (Operations of government – testing procedures and audits)	2	7	3
Section 23 (Solicitor-client privilege)	22	14	15
Section 24 (1) (Statutory prohibitions against disclosures)	12	11	9
Section 26 (Refusal of access where information to be published)	3	2	6
Total exemptions cited	353	397	339

VI Exclusions Cited

During the reporting period, sections 68 and 69 were applied by VAC 40 times, the majority of which was due to information being subject to Cabinet Confidence. This is similar to what occurred in 2017-2018.

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

Exclusions cited	2016-2017	2017-2018	2018-2019
69(1)(a) – Proposals to Council	3	2	4
69(1)(c) – Agenda of Council	3	1	1
69(1)(d) – Records used in government decisions or formulation of policy	3	1	2
69(1)(e) – Briefings of Ministers	10	2	4
69(1)(f) – Draft Legislation	1	0	2
69(1)(g) re (a) – Cabinet confidences	19	21	18
69(1)(g) re (c) – Cabinet confidences	7	1	1
69 (1)(g) re (d) – Cabinet confidences	1	1	1
69 (1)(g) re (e) – Cabinet confidences	3	9	2
69 (1)(g) re (f) – Cabinet confidences	8	2	5
Total exclusions cited	58	40	40

An **exclusion** is information to which the *Act* does not apply as described in sections 68 and 69 of the *Access to Information Act*. Examples include published material, material available for purchase by the public, material at Library and Archives of Canada or confidences of the Queen's Privy Council of Canada.

VII Translation

VAC did not receive any requests requiring translation during the 2018-2019 reporting period.

VIII Extensions

Section 9 of the *Access to Information Act* provides for the extension of the statutory time limits if: (1) consultations are necessary; or (2) the request is for a large number of records and meeting the original time limit would unreasonably interfere with the Department's operations.

During the reporting period, a total of 41 requests were extended by VAC. Of these, 16 were extended for 30 days or less, and 25 requests required an extension of 31 days or more. This is a reduction from 2017-2018 when 44 requests were extended, and also shows a continuing downward trend since 2016-2017, when 62 requests were extended by VAC.

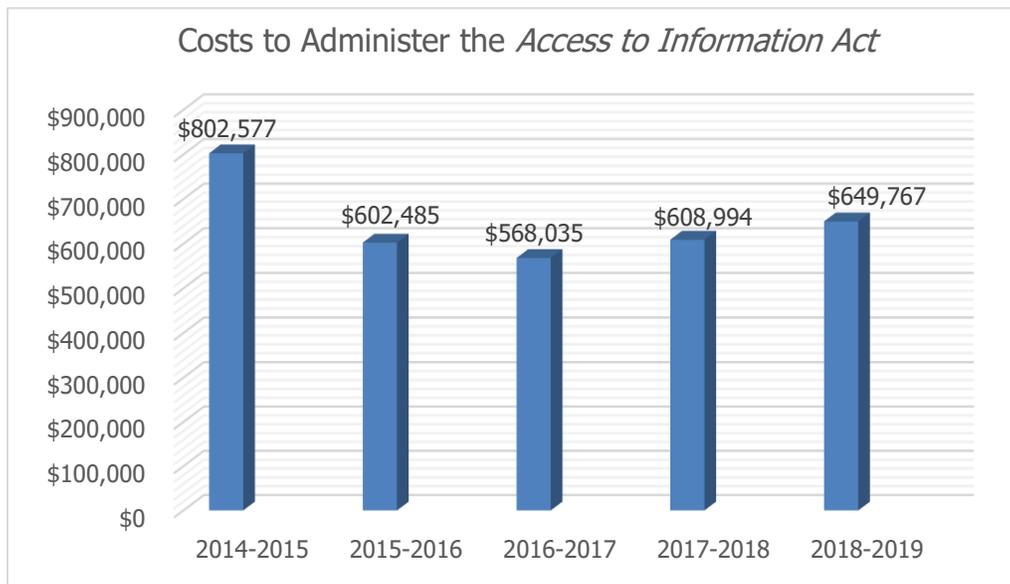
IX Consultations

During the 2018–2019 fiscal year, VAC sent 16 requests for consultation to other government departments or third party organizations. In addition, VAC sent 20 requests to the Department of Justice Legal Services Unit for consultation on Cabinet confidences. VAC received 36 requests for consultations from other government institutions in 2018-2019. No requests for consultations were carried forward from 2017-2018. Of the 36 requests, 33 consultations were completed in 2018-2019 and 3 consultations carried over to the 2019-2020 fiscal year. This marks a 16% increase in consultations received in 2018-2019 compared to 2017-2018 when VAC received 31 consultations and completed 34.

X Costs

To effectively manage workload, a number of employees in the VAC ATIP Office are involved in both the administration of the *Access to Information Act* and the *Privacy Act*. Total FTEs in 2018-2019 were 31.62, compared to 28.43 FTEs in 2017-2018. Of the 31.62 FTEs, 8.49 FTEs were dedicated primarily to the administration of the *Access to Information Act* in 2018-2019.

The VAC ATIP office spent a total of \$649,767 to administer the *Access to Information Act* during the reporting period, of which \$611,282 was spent on salaries and \$38,485 for other administrative costs (operations and maintenance expenditures). No overtime costs were incurred in 2018-2019.



The costs identified in the above table pertain only to expenses directly related to the VAC ATIP Office. They do not include time spent compiling and reviewing records for access requests in the various program areas within the Department.

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

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

2018-2019 Fees

Enabling Authority	<i>Access to Information Act</i> , Section 11
Fee amount	\$5 application fee
Total revenue	\$1,715
Fees waived	In accordance with the <i>Interim Directive on the Administration of the Access to Information Act</i> , issued on May 5, 2016, VAC waives all fees prescribed by the Act and Regulations, other than the \$5 application fee set out in paragraph 7(1)(a) of the <i>Regulations</i> . In 2018-2019, VAC waived application fees totaling \$80. 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.
Cost of operating the program	\$649,767

6. Training and Awareness

Continued emphasis was placed on ATIP awareness training for departmental staff during 2018-2019. Twenty-four sessions providing customized ATIP awareness training were offered to 538 VAC employees and contracted staff during the year. Guidance on effective information management and GCdocs in support of timely and comprehensive Access to Information retrievals was provided to 437 employees in 64 sessions. As well, beginning in June 2018, Integrated Security/ATIP training moved to the Canada School of Public Service (CSPS) online platform, which enabled 1,346 employees to complete this training in 2018-2019.

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

Integrated Security / ATIP Training

1,346 employees completed online training in 2018-19

- This online course provides foundational knowledge about security awareness, including the protection of personal and institutional information; how to appropriately safeguard documents; and, the need to know.

ATIP Awareness Sessions

538 Participants in 24 Sessions (20 English sessions and 4 French sessions)

ATIP Awareness sessions focus on ATIP principles and best practices. The sessions are customized in order to provide a general overview of the *Access to Information Act* and the *Privacy Act*; the duty to assist; exemptions and exclusions; and, the roles and responsibilities related to privacy management. In addition, sessions are customized to focus on certain ATIP areas depending on the audience. In 2018-19, sessions were delivered to new employees, including adjudicators and nurses, as well as contractors. Refresher sessions were also delivered to various program areas.

Effective Information Management

50 Participants in 3 Sessions

Effective Information Management sessions included training on how to manage information, and the value of good information management to facilitate retrieval of documents requested under the *Access to Information Act*.

GCdocs

387 Participants in 61 Sessions

GCdocs training provides VAC staff with the necessary skills and techniques to effectively store, organize, classify, share, retrieve and dispose of electronic information in electronic corporate and client repositories.

Right to Know Week, September 24-30, 2018

VAC launched an awareness campaign in September 2018 to mark *Right to Know Week* in Canada. An article on the departmental internal website provided information on *Right to Know Week* and related events. The article also reminded VAC employees of their responsibilities when responding to a retrieval made under the *Access to Information Act* or *Privacy Act*; promoted the “Need-to-Know” principle when employees are accessing the departmental corporate repository GCdocs; and provided links to online departmental resources including frequently asked questions and ATIP desktop references.

7. Policies, Guidelines, Procedures and Initiatives

In 2018-2019, VAC developed several business process documents to assist with the timeliness and completeness of access to information retrievals. These documents are available to all VAC employees on the departmental Intranet and include:

- Considerations for Access to Information Retrievals – Reference for Liaison Officers and Program Areas
 - This infographic helps program areas identify potential sensitivities in access to information retrievals, enabling ATIP officers to make informed decisions when processing records, and reducing the number of follow-up questions.
- Functional Direction on Digital Imaging of Paper Information Resources of Business Value
 - This directive provides guidance to employees on how to preserve paper documents of business value in an electronic format, which can be saved in a corporate repository and easily retrieved when subject to an access to information or privacy request.
- Escalation Process
 - This is an internal process to provide guidance to VAC ATIP Officers on how to escalate retrievals when program areas are not meeting deadlines to provide information required to process an access to information or privacy request.

VAC continued in 2018-2019 to proactively publish data, making more departmental information available in the public forum.

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

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

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

I Complaints

VAC received one complaint in relation to an access to information request in 2018-19; a reduction from 5 complaints received in 2017-2018. The complaint was related to improper disclosure. Four complaints were carried forward from the previous fiscal year, resulting in a total of five complaints requiring action during 2018-2019.

VAC made representations to the Office of the Information Commissioner on one of the five active complaints, pursuant to Section 35 of the *Act*. Rulings were made by the Office of the Information Commissioner on two complaints, relating to denial of access and delay; both were deemed well founded and resolved. VAC awaits findings on the remaining two complaints which were carried forward to 2019-2020.

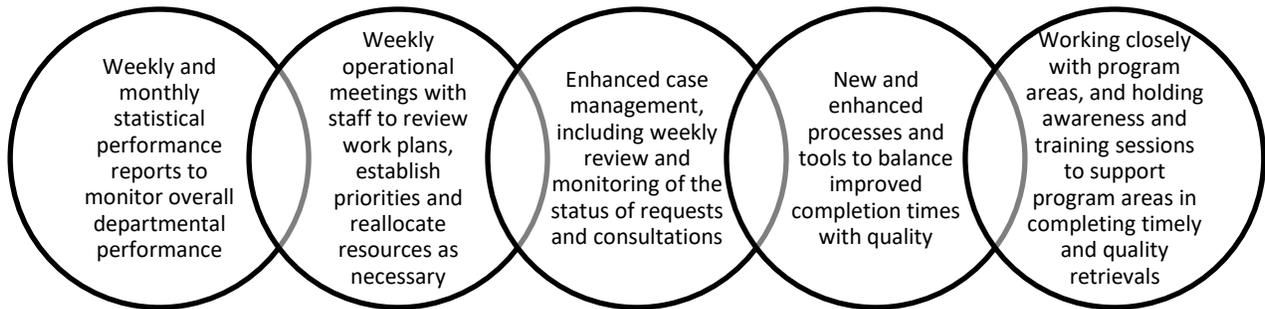
II Audits

No audits were completed during the 2018-2019 fiscal year. The VAC ATIP Office has addressed all recommendations arising from the March 2018 *Audit of Access to Information and Privacy Requests Processing* conducted by the VAC Audit and Evaluation Division. The audit recognized that VAC has made significant improvements related to the completion of requests within the legislated 30-day timeframe. In response to audit recommendations, the VAC ATIP Office offers customized ATIP awareness training, as well as general training and tools, to employees and contract staff, and continues to improve data analysis in support of improved performance.

The ***Audit of Access to Information and Privacy Requests Processing March 2018*** can be viewed at veterans.gc.ca.

9. Monitoring Compliance

Using a robust case monitoring system, the VAC ATIP Office reviews the status of requests to monitor deadlines, allocate resources, escalate outstanding retrievals, and report on the status of active requests to ATIP Liaison Officers and Directorate, Divisional and senior management. More specifically, monitoring involves:



The VAC ATIP Office continued to enhance and monitor reporting on access to information retrieval times in 2018-2019, to ensure retrievals were received on a timely basis. Additionally, the Office continued to monitor and adjust access to information processes to improve service during 2018-2019. These efforts contributed to a 91% on-time completion rate for formal access requests in 2018-2019.

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

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

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

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

Access to Information Act Provisions and associated descriptions		Column 1 Deputy Minister and Associate DM	Column 2 All Assistant Deputy Ministers, the Director General of Communications and senior management positions within the Department of Veterans Affairs Canada that reports directly to the positions outlined in Column 1	Column 3 Access to Information Coordinator within the Department of Veterans Affairs Canada	Column 4 Any senior analyst position (PM-05 or above) within Department of Veterans Affairs that reports directly to the position outlined in Column 3	Column 5 Any analyst position within the Access to Information and Privacy (ATIP) of the Department of Veterans Affairs that reports directly to the positions outlined in Column 4
14	Federal-provincial affairs	X	X	X	X	
15	International affairs and defence	X	X	X	X	
16	Law enforcement and investigations	X	X	X	X	
17	Safety of individuals	X	X	X	X	
18	Economic interests of Canada	X	X	X	X	
18.1	Economic interest of certain government institutions	X	X	X	X	
19	Personal information	X	X	X	X	
20	Third party information	X	X	X	X	
21	Operations of Government	X	X	X	X	
22	Testing procedures, tests and audits	X	X	X	X	
22.1	Internal Audits	X	X	X	X	
23	Solicitor-client privilege	X	X	X	X	
24	Statutory prohibitions	X	X	X	X	
25	Severability	X	X	X	X	
26	Refusal of access where information is to be published	X	X	X	X	

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27(1), (4)	Third party notification	X	X	X	X	
28(1)(b), (2), (4)	Third party notification	X	X	X	X	
29(1)	Notice of decision to disclose	X	X	X	X	
33	Notice to Information Commissioner of notices to third parties	X	X	X	X	
35(2)(b)	Right to make representations	X	X	X	X	
37(1)	Notice of actions to implement recommendations of Commissioner	X	X	X	X	
37(4)	Access to be given to complainant	X	X	X	X	
43(1)	Notice to third party of application to Federal Court for review	X	X	X		
44(2)	Notice to requester of application for review by third party	X	X	X	X	
52(2)(b), 52(3)	Special rules for hearings	X	X			
71(1)	Facilities for inspection of manuals	X	X	X	X	

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

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

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

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


Minister of Veterans Affairs

MAR 25 2019

Date

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



Government of Canada / Gouvernement du Canada

Statistical Report on the *Access to Information Act*

Name of institution: Veterans Affairs Canada

Reporting period: 2018-04-01 to 2019-03-31

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

1.1 Number of requests

	Number of Requests
Received during reporting period	364
Outstanding from previous reporting period	23
Total	387
Closed during reporting period	349
Carried over to next reporting period	38

1.2 Sources of requests

Source	Number of Requests
Media	50
Academia	3
Business (private sector)	26
Organization	9
Public	249
Decline to Identify	27
Total	364

1.3 Informal requests

Completion Time							Total
1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
48	46	64	35	17	7	0	217

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

Part 2: Requests Closed During the Reporting Period

2.1 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	11	64	4	0	0	0	0	79
Disclosed in part	7	113	25	16	5	6	3	175
All exempted	0	1	0	1	0	0	0	2
All excluded	0	0	0	1	0	0	0	1
No records exist	7	28	1	0	0	0	0	36
Request transferred	28	1	0	0	0	0	0	29
Request abandoned	23	2	0	0	1	0	0	26
Neither confirmed nor denied	1	0	0	0	0	0	0	1
Total	77	209	30	18	6	6	3	349

2.2 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)	2	18(b)	0	20.2	0
13(1)(c)	0	16(2)(b)	1	18(c)	0	20.4	0
13(1)(d)	0	16(2)(c)	34	18(d)	0	21(1)(a)	35
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	18
14	0	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	8
14(a)	0	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	4
14(b)	0	16.1(1)(c)	1	18.1(1)(d)	0	22	3
15(1)	0	16.1(1)(d)	0	19(1)	156	22.1(1)	0
15(1) - I.A.*	0	16.2(1)	0	20(1)(a)	3	23	15
15(1) - Def.*	0	16.3	0	20(1)(b)	15	24(1)	9
15(1) - S.A.*	0	16.4(1)(a)	0	20(1)(b.1)	1	26	6
16(1)(a)(i)	0	16.4(1)(b)	0	20(1)(c)	16		
16(1)(a)(ii)	0	16.5	2	20(1)(d)	2		
16(1)(a)(iii)	0	17	6				
16(1)(b)	0						
16(1)(c)	0						
16(1)(d)	0						

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

2.3 Exclusions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
68(a)	0	69(1)	0	69(1)(g) re (a)	18
68(b)	0	69(1)(a)	4	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)	2	69(1)(g) re (e)	2
68.2(b)	0	69(1)(e)	4	69(1)(g) re (f)	5
		69(1)(f)	2	69.1(1)	0

2.4 Format of information released

Disposition	Paper	Electronic	Other Formats
All disclosed	41	38	0
Disclosed in part	40	135	0
Total	81	173	0

2.5 Complexity

2.5.1 Relevant pages processed and disclosed

Disposition of Requests	Number of Pages Processed	Number of Pages Disclosed	Number of Requests
All disclosed	3036	2831	79
Disclosed in part	130089	107400	175
All exempted	114	0	2
All excluded	77	0	1
Request abandoned	269	0	26
Neither confirmed nor denied	0	0	1

2.5.2 Relevant pages processed and disclosed by size of requests

Disposition	Less Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
All disclosed	71	1359	8	1472	0	0	0	0	0	0
Disclosed in part	74	2316	54	11837	18	9890	26	47160	3	36197
All exempted	2	0	0	0	0	0	0	0	0	0
All excluded	1	0	0	0	0	0	0	0	0	0
Request abandoned	25	0	1	0	0	0	0	0	0	0
Neither confirmed nor denied	1	0	0	0	0	0	0	0	0	0
Total	174	3675	63	13309	18	9890	26	47160	3	36197

2.5.3 Other complexities

Disposition	Consultation Required	Assessment of Fees	Legal Advice Sought	Other	Total
All disclosed	2	0	0	0	2
Disclosed in part	27	0	0	0	27
All exempted	0	0	0	0	0
All excluded	1	0	0	0	1
Request abandoned	0	0	0	0	0
Neither confirmed nor	0	0	0	0	0
Total	30	0	0	0	30

2.6 Deemed refusals

2.6.1 Reasons for not meeting statutory deadline

Number of Requests Closed Past the Statutory Deadline	Principal Reason			
	Workload	External Consultation	Internal Consultation	Other
34	6	2	3	23

2.6.2 Number of days past deadline

Number of Days Past Deadline	Number of Requests Past Deadline Where No Extension Was Taken	Number of Requests Past Deadline Where An Extension Was Taken	Total
1 to 15 days	11	2	13
16 to 30 days	4	2	6
31 to 60 days	4	3	7
61 to 120 days	1	1	2
121 to 180 days	2	0	2
181 to 365 days	0	2	2
More than 365 days	0	2	2
Total	22	12	34

2.7 Requests for translation

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

Part 3: Extensions

3.1 Reasons for extensions and disposition of requests

Disposition of Requests Where an Extension Was Taken	9(1)(a) Interference With Operations	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
All disclosed	0	0	0	0
Disclosed in part	19	14	7	0
All exempted	0	0	0	0
All excluded	0	1	0	0
No records exist	0	0	0	0
Request abandoned	0	0	0	0
Total	19	15	7	0

3.2 Length of extensions

Length of Extensions	9(1)(a) Interference With Operations	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
30 days or less	12	3	1	0
31 to 60 days	3	4	2	0
61 to 120 days	2	3	4	0
121 to 180 days	2	4	0	0
181 to 365 days	0	1	0	0
365 days or more	0	0	0	0
Total	19	15	7	0

Part 4: Fees

Fee Type	Fee Collected		Fee Waived or Refunded	
	Number of Requests	Amount	Number of Requests	Amount
Application	343	\$1,715	16	\$80
Search	0	\$0	0	\$0
Production	0	\$0	0	\$0
Programming	0	\$0	0	\$0
Preparation	0	\$0	0	\$0
Alternative format	0	\$0	0	\$0
Reproduction	0	\$0	0	\$0
Total	343	\$1,715	16	\$80

Part 5: Consultations Received From Other Institutions and Organizations

5.1 Consultations received from other Government of Canada institutions and organizations

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during reporting period	36	2049	0	0
Outstanding from the previous reporting period	0	0	0	0
Total	36	2049	0	0
Closed during the reporting period	33	991	0	0
Pending at the end of the reporting period	3	1058	0	0

5.2 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	9	12	1	0	0	0	0	22
Disclose in part	3	5	1	1	0	0	0	10
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	1	0	0	0	0	0	0	1
Total	13	17	2	1	0	0	0	33

5.3 Recommendations and completion time for consultations received from other organizations

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

Part 6: Completion Time of Consultations on Cabinet Confidences

6.1 Requests with Legal Services

Number of Days	Fewer Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	6	15	1	5	0	0	0	0	0	0
16 to 30	5	17	2	21	0	0	0	0	0	0
31 to 60	2	9	0	0	0	0	0	0	0	0
61 to 120	2	9	1	69	0	0	0	0	0	0
121 to 180	0	0	1	185	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	15	50	5	280	0	0	0	0	0	0

6.2 Requests with Privy Council Office

Number of Days	Fewer Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

Part 7: Complaints and Investigations

Section 32	Section 35	Section 37	Total
1	1	2	4

Part 8: Court Action

Section 41	Section 42	Section 44	Total
0	0	0	0

Part 9: Resources Related to the Access to Information Act

9.1 Costs

Expenditures		Amount
Salaries		\$611,282
Overtime		\$0
Goods and Services		\$38,485
• Professional services contracts	\$0	
• Other	\$38,485	
Total		\$649,767

9.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	7.97
Part-time and casual employees	0.16
Regional staff	0.00
Consultants and agency personnel	0.00
Students	0.36
Total	8.49

Note: Enter values to two decimal places.

Statistical Report on the *Access to Information Act*
New Exemptions Table

<i>Access to Information Act</i>	
Section	Number of requests
16.31 Investigation under the <i>Elections Act</i>	0
16.6 National Security and Intelligence Committee	0
23.1 Patent or Trademark Privilege	0

Annex 3: Five-Year Statistical Analysis

	2014– 2015	2015– 2016	2016– 2017	2017– 2018	2018– 2019	Variance 2018-2019 and 2017-2018
Requests received	344	262	380	331	364	+10%
Requests carried forward from prior year	66	77	49	54	23	-57%
Total requests requiring action	410	339	429	385	387	+0.5%
Completed requests	332	291	375	362	349	-4%
Requests carried forward to next year	78	48	54	23	38	+65%
Completed in 30 days or less	173	132	224	271	286	+5%
Pages released	65,843	77,225	94,375	108,680	110,231	+1%
ATIA – Total costs of administration	\$802,577	\$602,485	\$568,035	\$608,994	\$649,767	+7%
FTEs	10.48	6.96	8.43	8.15	8.49	+4%
Informal requests	214	106	160	350	217	-38%
Complaints received	5	1	4	5	1	-80%

Annex 4: Definitions of Dispositions

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

All disclosed:

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

All exempted:

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

All excluded:

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

Disclosed in part:

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

Does not exist:

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

Neither confirmed nor denied:

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

Request abandoned:

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

Request transferred:

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

Annex 5: Office of the Veterans Ombudsman Annual Report on the Administration of the *Access to Information Act*

Introduction:

This annual report on the administration to the *Access to Information Act* describes how the Office of the Veterans Ombudsman fulfilled their responsibilities under the *Access to Information Act* during the fiscal year April 1, 2018 to March 31, 2019. This report is prepared and tabled in Parliament in accordance with section 72 of the *Access to Information Act*.

The mandate of the OVO is to:

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

Organizational Structure:

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

The OVO's Access to Information and Privacy Unit in Charlottetown, Prince Edward Island ensures that the Office's responsibilities under both acts are met. Processing of requests is centralized within the unit. The Unit consists of the Director - Corporate Services and Charlottetown Operations, Knowledge Management Coordinator and Internal Services Project Officer. These staff members were assigned to the administration of both acts on a part time (as required) basis during the 2018-19 reporting period, which represents 0.20 of a FTE.

The main activities of the OVO ATIP Unit include:

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

Delegation Order:

The responsibilities associated with the administration of the *Access to Information Act* are delegated to departmental and OVO officials through a delegation order (see Annex 1).

Highlights of the Statistical Report 2018-19:

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

The completed statistical report for 2018-19 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 2018-19 reporting period.

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

In the 2018-19 reporting period, OVO received no complaints in relation to Access to Information. No complaints were carried over from 2017-18. The OVO had no audits or investigations concluded during the reporting period.

Monitoring Compliance:

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

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

- Enabling authority: *Access to Information Act*
- Fee Amount: \$5.00
- Total Revenue: \$15.00
- Fees Waived: No fees were waived for the 2018 to 2019 fiscal period
- Cost to operate program \$12175

New Exemptions

<i>Access to Information Act</i>	
Section	Number of requests
16.31 Investigation under the Elections Act	0
16.6 National Security and Intelligence Committee	0
23.1 Patent or Trademark privilege	0

Statistical Report on the *Access to Information Act*

Name of institution: Office of the Veterans Ombudsman

Reporting period: 2018-04-01 to 2019-03-31

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

1.1 Number of requests

	Number of Requests
Received during reporting period	3
Outstanding from previous reporting period	0
Total	3
Closed during reporting period	3
Carried over to next reporting period	0

1.2 Sources of requests

Source	Number of Requests
Media	0
Academia	0
Business (private sector)	2
Organization	0
Public	1
Decline to Identify	0
Total	3

1.3 Informal requests

Completion Time							Total
1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
0	3	0	0	0	0	0	3

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

Part 2: Requests Closed During the Reporting Period

2.1 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	2	0	0	0	0	0	2
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
Total	0	3	0	0	0	0	0	3

2.2 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)	1	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)	1
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)	2	22.1(1)	0
15(1) - I.A.*	0	16.2(1)	0	20(1)(a)	0	23	1
15(1) - Def.*	0	16.3	0	20(1)(b)	0	24(1)	0
15(1) - S.A.*	0	16.4(1)(a)	0	20(1)(b.1)	0	26	0
16(1)(a)(i)	0	16.4(1)(b)	0	20(1)(c)	0		
16(1)(a)(ii)	0	16.5	0	20(1)(d)	0		
16(1)(a)(iii)	0	17	0				
16(1)(b)	0						
16(1)(c)	0						
16(1)(d)	0						

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

2.3 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

2.4 Format of information released

Disposition	Paper	Electronic	Other Formats
All disclosed	1	0	0
Disclosed in part	0	2	0
Total	1	2	0

2.5 Complexity

2.5.1 Relevant pages processed and disclosed

Disposition of Requests	Number of Pages Processed	Number of Pages Disclosed	Number of Requests
All disclosed	2	2	1
Disclosed in part	517	517	2
All exempted	0	0	0
All excluded	0	0	0
Request abandoned	0	0	0
Neither confirmed nor denied	0	0	0

2.5.2 Relevant pages processed and disclosed by size of requests

Disposition	Less Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
All disclosed	1	2	0	0	0	0	0	0	0	0
Disclosed in part	0	0	2	517	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
Total	1	2	2	517	0	0	0	0	0	0

2.5.3 Other complexities

Disposition	Consultation Required	Assessment of Fees	Legal Advice Sought	Other	Total
All disclosed	0	0	0	0	0
Disclosed in part	2	0	1	0	3
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Request abandoned	0	0	0	0	0
Neither confirmed nor	0	0	0	0	0
Total	2	0	1	0	3

2.6 Deemed refusals

2.6.1 Reasons for not meeting statutory deadline

Number of Requests Closed Past the Statutory Deadline	Principal Reason			
	Workload	External Consultation	Internal Consultation	Other
0	0	0	0	0

2.6.2 Number of days past deadline

Number of Days Past Deadline	Number of Requests Past Deadline Where No Extension Was Taken	Number of Requests Past Deadline 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

2.7 Requests for translation

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

Part 3: Extensions

3.1 Reasons for extensions and disposition of requests

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

3.2 Length of extensions

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

Part 4: Fees

Fee Type	Fee Collected		Fee Waived or Refunded	
	Number of Requests	Amount	Number of Requests	Amount
Application	3	\$15	0	\$0
Search	0	\$0	0	\$0
Production	0	\$0	0	\$0
Programming	0	\$0	0	\$0
Preparation	0	\$0	0	\$0
Alternative format	0	\$0	0	\$0
Reproduction	0	\$0	0	\$0
Total	3	\$15	0	\$0

Part 5: Consultations Received From Other Institutions and Organizations

5.1 Consultations received from other Government of Canada institutions and organizations

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during reporting period	2	186	0	0
Outstanding from the previous reporting period	0	0	0	0
Total	2	186	0	0
Closed during the reporting period	2	186	0	0
Pending at the end of the reporting period	0	0	0	0

5.2 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	2	0	0	0	0	0	0	2
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	2	0	0	0	0	0	0	2

5.3 Recommendations and completion time for consultations received from other organizations

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

Part 6: Completion Time of Consultations on Cabinet Confidences

6.1 Requests with Legal Services

Number of Days	Fewer Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

6.2 Requests with Privy Council Office

Number of Days	Fewer Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

Part 7: Complaints and Investigations

Section 32	Section 35	Section 37	Total
0	0	0	0

Part 8: Court Action

Section 41	Section 42	Section 44	Total
0	0	0	0

Part 9: Resources Related to the Access to Information Act

9.1 Costs

Expenditures		Amount
Salaries		\$12,175
Overtime		\$0
Goods and Services		\$0
• Professional services contracts	\$0	
• Other	\$0	
Total		\$12,175

9.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	0.20
Part-time and casual employees	0.00
Regional staff	0.00
Consultants and agency personnel	0.00
Students	0.00
Total	0.20

Note: Enter values to two decimal places.