



Human Resources and  
Skills Development Canada

Ressources humaines et  
Développement des compétences Canada



Human Resources and Skills Development Canada

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

*Human Resources and Skills Development Canada*

*2010-2011*

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## 2010-2011 Highlights



### Highlights

- Human Resources and Skills Development Canada (HRSDC) received 492 formal requests under the *Access to Information Act* in 2010-2011, and reviewed more than 106,518 pages in response to these requests
- HRSDC staff at National Headquarters processed more than 60% of *Access to Information Act* requests within the 30 calendar day standard, and met the legislated due dates in more than 95% of cases
- 1,127 HRSDC employees received direct training on access to information issues in 2010-2011 while many others made use of online resources and tools

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## *Introduction*

The approach of Human Resources and Skills Development Canada (HRSDC) to access to information is based on the direction and purpose set out in the *Access to Information Act*, specifically, “to extend the present laws of Canada to provide a right of access to information in records under the control of a government institution in accordance with the principles that government information should be available to the public, that necessary exceptions to the right of access should be limited and specific and that decisions on the disclosure of government information should be reviewed independently of government.”

Section 72 of the *Access to Information Act* mandates departments to prepare annual reports on the performance of their access to information responsibilities that are tabled in Parliament. HRSDC is proud to meet that requirement with this report on our actions and progress under the *Access to Information Act* within the Department (including Service Canada and the Labour Program) for the year ending March 31, 2011. We have designed this report to offer a clear summary of our activities and key performance indicators. It includes an annex that provides additional details.

### **Human Resources and Skills Development Canada: At Work for Canadians Throughout Their Lives**

HRSDC’s mission is to build a stronger, more competitive Canada, to support Canadians in making choices that help them live productive and rewarding lives, and to improve Canadians’ quality of life.

Our Department delivers its mandate through three business lines: programs that support human resources and skills development, the Labour Program, and Service Canada. We deliver a range of programs and services that affect the lives of Canadians during all stages of life, including:

- Old Age Security;
- Canada Pension Plan;
- Employment Insurance;
- Canada Student Loans and Grants;
- the National Child Benefit; and
- the Universal Child Care Benefit.

HRSDC also provides funding to organizations and other levels of government through targeted labour market and social development programs that aim to improve Canada’s competitiveness, increase opportunities for vulnerable or excluded populations, and help Canadians become resilient, skilled and adaptable.

Through the Labour Program, HRSDC is responsible for labour laws and policies in federally regulated workplaces. Under this Program, we promote and protect workplace health and safety and labour standards, facilitate constructive labour relations and address labour-related policy and program matters in Canada and with partners internationally.

Service Canada helps Canadians make use of programs from HRSDC and many other federal departments. They can connect with us at more than 600 points of service across the country,

online ([www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)) and by phone through 1 800 O-Canada and our integrated network of call centres.

## **Why Transparency and Accountability Matter to Human Resources and Skills Development Canada**

Meeting the expectations of Canadians in the area of access to information is not simply a legislated requirement for HRSDC, we know it is essential to earning and sustaining the trust of Canadians.

HRSDC is an institution with a vast array of knowledge and expertise, with a reputation as a department rich in capacity for policy development, known for an outstanding service delivery arm, and with an area of the portfolio that diligently oversees labour law and undertakes regulatory activities surrounding workplace safety and standards. Over the years, HRSDC has developed a culture of excellence in everything we do. In addition, because in many respects we are the face of the federal government, our maintained commitment to transparency has an added benefit of fostering a trust from Canadians in the Government of Canada. We understand the importance of being accountable to the citizenry and embrace this opportunity at every turn. In return, Canadians provide their support and place their confidence in HRSDC.

HRSDC understands that a delicate balance must be struck when weighing the public's right to know with the institution's legitimate, yet very limited right (and in some cases obligation) to withhold specific information in an effort to protect larger interests of society. The Department contains a wealth of personal information pertaining to individuals in our records, and unless very specific conditions set out in the Act allow for its release, such information must be severed from disclosure. HRSDC subjects all requested records to a thorough review in order to determine if any information should be withheld. On average, four in 10 requests in which relevant records were reviewed resulted in a full disclosure, with the remaining ones resulting in partial disclosure, meaning that records were released with pieces of information severed, as permitted under the Act. Only three cases saw the responsive records withheld in their entirety.

## How Human Resources and Skills Development Canada is Organized to Manage and Support Access to Information

### *Governance and Accountability*

The Minister of Human Resources and Skills Development has legal responsibilities for access to information under the legislation. The Minister is accountable to Parliament for these responsibilities with oversight by the Treasury Board Secretariat as well as the Office of the Information Commissioner of Canada.

In practice, the Minister delegates that authority for access to information to departmental officers who have the authority, knowledge and expertise to exercise the powers, duties or functions of the Minister under the legislation. In February 2009, the Minister of Human Resources and Skills Development, the Honourable Diane Finley, approved Delegations of Authority for the *Access to Information Act*. These delegations of authority are structured to ensure that the powers, duties and functions are delegated to positions in which people will have the knowledge and expertise to meet their access to information responsibilities.

At HRSDC the *Access to Information Act* is administered centrally, with all requests for information processed by National Headquarters officials. The requested information is forwarded to the Access to Information and Privacy Division for review, possible exemption and disclosure to the requestor.

Copies of the *Access to Information Act* delegations are included in the Annex to this report.

### *Internal Access to Information Operations – ATIP Division*

As the name demonstrates, the HRSDC Access to Information and Privacy (ATIP) Division has a lead role in administering access to information and privacy legislation for HRSDC. The Division's 45 employees are led by a Director who has delegated authority for the administration of the *Access to Information Act* and the *Privacy Act* within HRSDC. The Division is also supported by an Associate Director. The directors report to the Corporate Secretary and are supported by three managers, each responsible for one of the following sections:

- **The Operations Section** processes requests under the *Access to Information Act* and the *Privacy Act*. This includes performing a line-by-line review of records requested under this legislation and, for requests under the *Access to Information Act*, preparing and distributing weekly reports and briefings to interested parties within the Department. The Operations Section is also the main point of contact with the Office of the Information Commissioner of Canada (OIC) for complaint resolution. The Section prepares and delivers privacy training and awareness sessions throughout the Department. It leads on departmental access to information reporting to Parliament and central agencies.
- **The Privacy Policy Management Section** provides policy advice and guidance on handling personal information (including the interpretation of the Department's privacy codes) to officials of HRSDC across its portfolios. It assists program officials with drafting information-sharing agreements to ensure respect for privacy laws. The section responds to legal instruments in which the Department is asked to share personal information (e.g., subpoenas, court orders, search warrants) and liaises with the Office of the Privacy Commissioner on issues such as privacy breaches.

- **The Planning and Liaison Section** develops products and tools, including standards and guidance to the Department, on privacy issues. The section also provides advice to departmental officials on preparing Privacy Impact Assessments and monitors compliance with legislation, policy and directives by leading department-wide risk exercises. It leads on departmental privacy reporting to Parliament, central agencies, and the Office of the Privacy Commissioner.

### ***Internal Access to Information Operations – Branch and Regional Activities***

While the ATIP Director, with support from the Division’s ATIP officers, has overall authority for the administration of the *Access to Information Act*, branches and regions also play a key role. For example, Assistant Deputy Ministers and Executive Heads of Service Management are responsible for the search and retrieval of relevant records within their respective branches and regions, for the formulation of recommendations regarding their disclosure, and for the coordination of access to information training and awareness sessions for their employees and managers. Each is equipped with a fully trained ATI liaison officer who fulfills these responsibilities on behalf of their executive head, who is ultimately accountable to ensure that these tasks are accomplished, while always respecting the associated timeframes. This network of coordinators is crucial in contributing to the Department’s achievements which are discussed in further detail on the following pages.



## 2010-2011 Activities and Accomplishments

### Key Operational Statistics

The bulk of the access to information work in HRSDC is summarized by the following statistics, with related issues and details described in the statistical report included as an Annex to this report:

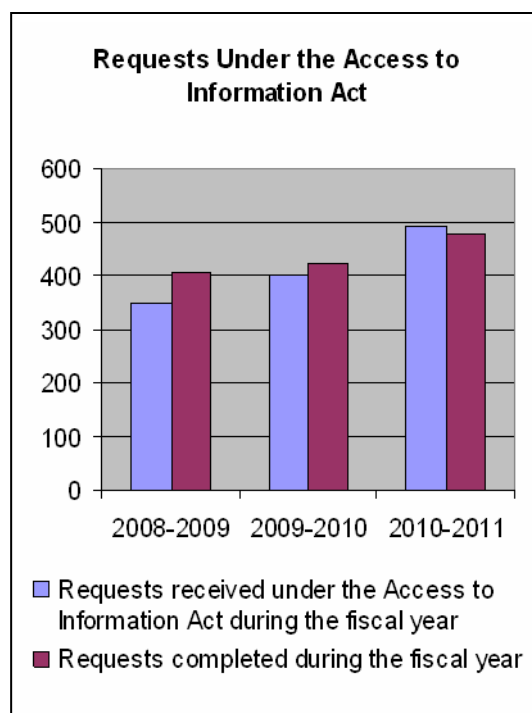
	2008-2009	2009-2010	2010-2011
Formal requests received under the <i>Access to Information Act</i>	350	400	492
Requests completed during the year	407	422	475
Number of pages reviewed	65,898	107,039	106,518
Requests completed within:			
• 30 calendar days	168	249	293
• 31 – 60 calendar days	108	100	104
• 61 or more calendar days	131	73	78
Proportion of requests that were responded to within legislated timeframes according to Information Commissioner's standards	89.8%	91%	96%
Complaints to the Information Commissioner of Canada	20	17	24

### Overview of Operational Trends and Activities

The following section is a summary of the information contained in the statistical report found in the annex, which contains the exact numbers.

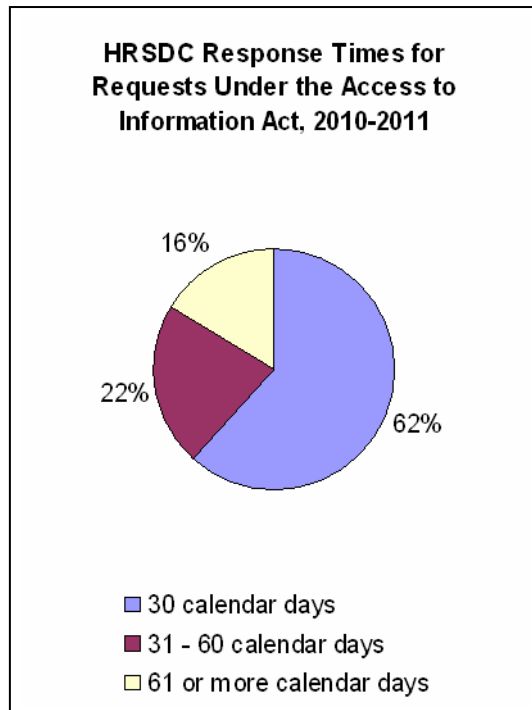
During the reporting period, HRSDC received 492 requests under the *Access to Information Act* and responded to 475 requests, corresponding to a review of 106,518 pages. The Department submitted consultations on 66 of these requests to other government departments (OGD) and third parties. In addition, we received 148 requests for consultations regarding the handling of other organizations' Access to Information requests.

Many of the access to information requests were received from the general public. There was also strong representation from the business community. In several instances, requests arising from businesses were for records regarding their own applications under HRSDC's Temporary Foreign Worker Program. Other common requests were for information regarding contracts and contract deliverables, statistics on the Department's various programs, briefing notes, research, and studies on issues of interest to HRSDC.



Of the requests that were completed in 2010-2011, 80% resulted in at least a partial release of records to the applicant. Approximately 12% of requests resulted in a nil response being sent (i.e. "unable to process"), as the requested records did not exist. An even smaller proportion of

requests (about 6%) were abandoned by the applicant. In the remaining 2% of requests, either the records were exempted in their entirety, or the request was transferred to another institution which was thought to have the requested records.

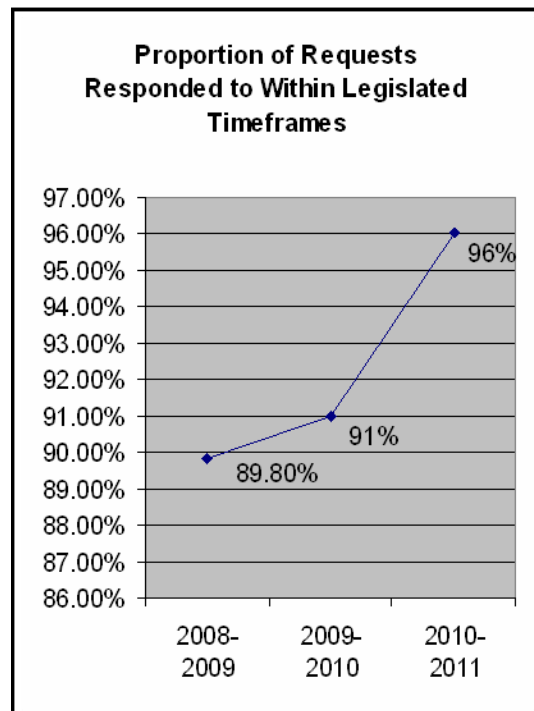


On the requests where an exemption was invoked, the most frequently applied provision was subsection 19(1), which seeks to protect personal information pertaining to individuals other than the requester. Other frequently-used exemptions include section 21, which is used to protect the government's decision-making process, section 20, to protect third party confidential information held in government records, section 23, which protects information which is subject to solicitor client privilege, and section 16, which seeks to protect the integrity of ongoing investigations and to protect the security of structures and systems. This has been a consistent trend over the past several years at HRSDC. Most exclusions cited fell within the category of paragraph 69(1)(g), references to Cabinet Confidences.

Most requests (62%) were responded to within the first 30 calendar days, and 83% were processed within the first 60 days. Extensions were claimed in just over a quarter of requests, with approximately half of the extensions claimed due to a large volume of records, and the other half extended because consultations with other departments or organizations were necessary, and the requests could not be completed within the first 30 days.

HRSDC collected \$5,610.00 in fees, and waived \$12,929.00 worth of fees. Applicants are provided the option to obtain their records in electronic format on compact disc. Reproduction fees are waived in these cases. These fees are also waived when requests result in a release of 125 pages or less, as per Treasury Board guidelines.

At HRSDC, the *Access to Information Act* was administered through a staff complement of 11.3 full time equivalents resulting in salaries totalling \$788,000 and administration (non-salary) costs of \$71,000. This includes employees at National Headquarters within the Access to Information and Privacy Division responsible for administering the Act.



The Department was notified of 24 complaints received by the Office of the Information Commissioner of Canada during 2010-2011. In 14 of these cases, complainants alleged that HRSDC improperly claimed an extension. Six of the complaints resulted from individuals who felt that they were denied access to records. Two of the complaints were lodged due to delays in receiving a response, and two complainants felt that exemptions had been improperly invoked.

HRSDC received the findings on 27 complaints in 2010-2011. The Office of the Information Commissioner ruled that 19 of the complaints were well founded and were resolved without recommendations. In five instances, the complaints were not well founded, and the Information Commissioner's Office discontinued their investigation in three of the complaints. Fewer than 3% of the requests HRSDC completed resulted in a well-founded complaint. These complaints were isolated incidents and did not require a change in policies and procedures.

## **New Policies and Procedures**

### ***Treasury Board Secretariat Directive on the Administration of the Access to Information Act***

In April 2010, the new Treasury Board of Canada Secretariat Directive was implemented. We immediately undertook a thorough review of the document and discovered that HRSDC was already in compliance with all mandatory requirements except for one, the obligation to inform applicants of the principles surrounding our obligations under the Duty to Assist provisions in the *Access to Information Act*. While HRSDC has always approached the processing of access to information requests from the viewpoint of assisting the applicant, the principles behind our process were not, at the time, routinely shared with applicants. Very early in the fiscal year, HRSDC amended its templates for acknowledgement letters and included a copy of the list of principles (Annex C) as an attachment.

As mentioned last year, our service standards and procedures were developed with a focus on the needs of our clients. A few examples include the following:

- communicating with applicants to clarify broad requests, and for other reasons throughout the process in order to keep them informed;
- accepting payment of fees over the telephone via credit card;
- ensuring that the identity of applicants is never shared beyond the ATIP Division without the individual's consent;
- providing additional context to applicants when disclosing relevant records may for some reason be misleading;
- respecting the limited and specific nature of the Act's exemption provisions; and
- informing applicants of their right to complain to the Information Commissioner of Canada, and advising them on how to avail themselves of this right.

These examples represent some of the ways in which the Department respects its Duty to Assist applicants. These protocols were in place long before the Duty to Assist Obligation was enshrined in legislation.

### ***Human Resources and Skills Development Canada's Commitment to Respect Timeframes***

Except for specific circumstances in which an extension can be claimed, the *Access to Information Act* provides 30 calendar days for responding to requests. Given these strict

timeframes, and the Department's commitment to respect the spirit and the letter of the legislation, the following processes and responsibilities are clearly established at HRSDC.

- *Retrieval of Relevant Records and Formulation of Recommendations:* Targeted branches and regions (offices of primary interest) are allotted eight working days to retrieve complete and accurate records in response to requests, and provide them, along with recommendations, to the ATIP Division.
- *Line-by-line Review of the Responsive Records:* The Operations Section of the ATIP Division is provided with eight working days to do a thorough line-by-line review of the records and to invoke the limited and specific exemption and exclusion provisions that are applicable.
- *Seen and Noted Signatures, and copies for information:* If requested, the Executive Head of the targeted branch or region is provided a copy of the release package and is given four working days to provide his or her signature indicating that he or she is aware that the records are being released, (i.e., for seen and noted purposes). At the same time that the records are provided to the office of primary interest, departmental communications officials and employees from the Deputy Minister's Office and from the Minister's Office are also given a copy of the package for information only, when requested. Some files may require the preparation of media lines. The ATIP Division's involvement in communications activities is limited to informing officials of new requests and upcoming releases, and sharing copies of records. The preparation of communications products is undertaken by communications and branch officials, and does not impact the timely processing of access to information requests.

The three steps described above account for a total of 20 working days, corresponding to the 30 calendar days permitted under the legislation.

As can be seen from the three-step process outlined above, HRSDC's ATIP Division has a long-standing history of keeping its partners informed throughout the process when responding to access to information requests. This collaborative approach fosters a no-surprise environment for stakeholders within HRSDC and its portfolios, enabling officials in the ATIP Division to appropriately administer the legislation within deadlines.

#### ***Information Commissioner's Report Card on Human Resources and Skills Development Canada***

In 2008-2009, the Office of the Information Commissioner (OIC) rated 24 departments and agencies on their performance with respect to their compliance with the *Access to Information Act*. HRSDC was selected as one of the institutions targeted by the report card, and received a three-star average rating, corresponding to 10.2 percent of requests receiving late responses. The report card was tabled by the Information Commissioner in April 2010 as a special report to Parliament, and can be found on the Office of the Information Commissioner's website.

The Department's performance improved during the 2009–2010 fiscal year, and although we were not rated by the OIC that year, we would have expected to receive a better grade had we been rated by the Information Commissioner's Office. While we were able to decrease our deemed refusal rate to nine percent, corresponding to a four-star, above average rating, HRSDC continues to strive for a five-star, outstanding rating, corresponding to less than five percent of requests receiving a late response.

For the 2010-2011 fiscal year, our performance has continued to improve. Our deemed refusal rate was 3.2% for this period. At the time of writing this report, HRSDC has been notified that the Information Commissioner will rate its performance for 2010-2011. As always, we look forward to collaborating with the Office of the Information Commissioner.

### ***Training and Information***

Training is an important element of HRSDC's commitment to meet our access to information commitments to Canadians. Training is varied and extensive across the Department, and is typically tailored to meet specific needs.

During 2010-2011, our Access to Information and Privacy Division provided 106 training sessions to 996 employees and senior management across the Department, and regional officials provided six awareness sessions on access to information to 131 employees.

This training was provided through stand-alone sessions and is integrated as a core component of the Department's "Orientation for New Employees" program. We used questionnaires at the end of each session to capture participant comments in order to identify possible improvements in the content and methodology of the sessions.

We have also recognized that formal training is not enough, and as a result we are expanding our awareness and outreach efforts through the development of an access to information communications strategy that will:

- raise awareness about access to information responsibilities at all levels across the portfolio;
- provide access to access to information tools; and
- provide enhanced access to information training opportunities.

In the Management Accountability Framework Round VIII (2010-2011), Treasury Board Secretariat recognized HRSDC's access to information training efforts as part of our strong access to information governance structure.

## *Annexes*

- A. HRSDC *Access to Information Act* Delegation Order
- B. Statistical Report on the administration of the *Access to Information Act* within HRSDC in 2010-2011
- C. "Principles for assisting applicants" (acknowledgement letter attachment)

## Annex A - HRSDC *Access to Information Act* Delegation Order

### DEPARTMENT OF HUMAN RESOURCES AND SKILLS DEVELOPMENT

#### DELEGATION ORDER

#### ACCESS TO INFORMATION ACT

I, Diane Finley, Minister of Human Resources and Skills Development, pursuant to Section 73 of the *Access to Information Act*, hereby designate the officer or employee of the Department of Human Resources and Skills Development whose position or title is set out in the attached Schedule, or the officers or employees occupying, on an acting basis or otherwise, those positions, to exercise the powers, duties or functions of the head of the institution under the Act that are set in the Schedule in relation to that officer or employee.

This delegation order supersedes any previous order executed pursuant to section 73 of the Act.

Dated at Ottawa, Ontario,

this 28<sup>th</sup> day of February 2008

Diane Finley

The Honourable Diane Finley  
Minister of Human Resources and Skills Development

**Access to Information Act – Delegation of Authority**  
**Department of Human Resources and Skills Development**

Description	Section	Deputy Minister HRSD	Deputy Minister Labour	Deputy Head Service Canada	ADMs of PPCA and Labour	Corporate Secretary HRSD	Director ATIP	Manager ATIP Operations	ATIP Officers
Responsibility of government institutions	4(2.1)	X	X	X	X	X	X	X	
Notice where access requested	7(a)	X	X	X	X	X	X	X	X
Giving access to record	7(b)	X	X	X	X	X	X	X	
Transfer of request to another government inst.	8(1)	X	X	X	X	X	X	X	X
Extension of time limits	9	X	X	X	X	X	X	X	
Payment of additional fees	11(2)	X	X	X	X	X	X	X	X
Payment of fees for EDP record	11(3)	X	X	X	X	X	X	X	X
Deposit	11(4)	X	X	X	X	X	X	X	X
Notice of fee payment	11(5)	X	X	X	X	X	X	X	X
Waiver of refund of fees	11(6)	X	X	X	X	X	X	X	

**Director ATIP:** Director of the Access to Information and Privacy Division;  
**Manager ATIP Operations:** Operations Manager within the Access to Information and Privacy Division  
**ATIP Officers:** Officers within the Access to Information and Privacy Division at the PM-04 and PM-05 levels

1

Description	Section	Deputy Minister HRSD	Deputy Minister Labour	Deputy Head Service Canada	ADMs of PPCA and Labour	Corporate Secretary HRSD	Director ATIP	Manager ATIP Operations	ATIP Officers
Language of access	12(2)(b)	X	X	X	X	X	X	X	X
Access to alternate format	12(3)(b)	X	X	X	X	X	X	X	X
Refuse access – Obtained in confidence	13	X	X	X	X	X	X	X	
Refuse access – Federal-provincial affairs	14	X	X	X	X	X	X	X	
Refuse access – International affairs and defence	15	X	X	X	X	X	X	X	
Refuse access – Law enforcement, investigations	16	X	X	X	X	X	X	X	
Refuse access – <i>Public Servants Disclosure Protection Act</i>	16.5	X	X	X	X	X	X	X	
Refuse access – Safety of individuals	17	X	X	X	X	X	X	X	
Refuse access – Economic Interests of Canada	18	X	X	X	X	X	X	X	
Refuse access – Economic interest of the Canada Post Corporation, Export Development Canada, the Public Sector Pension Investment Board and VIA Rail Canada Inc.	18.1	X	X	X	X	X	X	X	

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2



Description	Section	Deputy Minister HRSD	Deputy Minister Labour	Deputy Head Service Canada	ADMs of PPCA and Labour	Corporate Secretary HRSD	Director ATIP	Manager ATIP Operations	ATIP Officers
Refuse access – Personal information	19	X	X	X	X	X	X	X	
Refuse access – Third party information	20	X	X	X	X	X	X	X	
Refuse access – Operations of Government	21	X	X	X	X	X	X	X	
Refuse access – Testing procedures, tests, audits	22	X	X	X	X	X	X	X	
Refuse access – Audit working papers and draft audit reports	22.1	X	X	X	X	X	X	X	
Refuse access – Solicitor-client privilege	23	X	X	X	X	X	X	X	
Refuse access – Statutory prohibitions	24	X	X	X	X	X	X	X	
Severability	25	X	X	X	X	X	X	X	
Information to be published	26	X	X	X	X	X	X	X	
Third party notification	27(1)	X	X	X	X	X	X	X	
Third party notification – Extension of time limit	27(4)	X	X	X	X	X	X	X	

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3

Description	Section	Deputy Minister HRSD	Deputy Minister Labour	Deputy Head Service Canada	ADMs of PPCA and Labour	Corporate Secretary HRSD	Director ATIP	Manager ATIP Operations	ATIP Officers
Third party notification – Notice of decision	28(1)(b)	X	X	X	X	X	X	X	
Third party notification – Representations in writing	28(2)	X	X	X	X	X	X	X	
Third party notification – Disclosure of record	28(4)	X	X	X	X	X	X	X	
Where the Information Commissioner recommends disclosure	29(1)	X	X	X	X	X	X	X	
Advising Information Commissioner of third party involvement	33	X	X	X	X	X	X	X	
Right to make representations	35(2)(b)	X	X	X	X	X	X	X	
Access to be given to complainant	37(4)	X	X	X	X	X	X	X	
Notice to third party (application to Federal Court)	43(1)	X	X	X	X	X	X	X	X
Notice to applicant (application to Federal Court by third party)	44(2)	X	X	X	X	X	X	X	X

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4

Description	Section	Deputy Minister HRSD	Deputy Minister Labour	Deputy Head Service Canada	ADMs of PPCA and Labour	Corporate Secretary HRSD	Director ATIP	Manager ATIP Operations	ATIP Officers
Special rules for hearings	52(2)(b)	X	X	X	X	X	X	X	
<i>Ex parte</i> representations (Federal Court)	52(3)	X	X	X	X	X	X	X	
Facilities for inspection of manuals	71(1)	X	X	X	X	X	X	X	
Annual report to Parliament	72	X	X	X	X	X	X	X	
<b>REGULATIONS</b>									
Transfer of request	6(1)	X	X	X	X	X	X	X	X
Search and preparation of fees	7(2)	X	X	X	X	X	X	X	X
Production and programming fees	7(3)	X	X	X	X	X	X	X	X
Providing access to records	8	X	X	X	X	X	X	X	
Limitations in respect of format	8.1	X	X	X	X	X	X	X	

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**Manager ATIP Operations:** Operations Manager within the Access to Information and Privacy Division  
**ATIP Officers:** Officers within the Access to Information and Privacy Division at the PM-04 and PM-05 levels

# Annex B - Statistical Report on the administration of the *Access to Information Act* within HRSDC in 2010-2011

Institution Human Resources and Skills Development Canada / Ressources humaines et Développement des compétences Canada				Reporting period / Période visée par le rapport 2010/04/01 - 2011/03/31	
Source	Media / Médias 55	Academia / Secteur universitaire 4	Business / Secteur commercial 160	Organization / Organisme 73	Public 200

<b>I Requests under the Access to Information Act / Demandes en vertu de la Loi sur l'accès à l'information</b>	
Received during reporting period / Reçues pendant la période visée par le rapport	492
Outstanding from previous period / En suspens depuis la période antérieure	46
<b>TOTAL</b>	<b>538</b>
Completed during reporting period / Traitées pendant la période visées par le rapport	475
Carried forward / Reportées	63

<b>II Disposition of requests completed / Disposition à l'égard des demandes traitées</b>			
1. All disclosed / Communication totale	164	6. Unable to process / Traitement impossible	59
2. Disclosed in part / Communication partielle	219	7. Abandoned by applicant / Abandon de la demande	29
3. Nothing disclosed (excluded) / Aucune communication (exclusion)	0	8. Treated informally / Traitement non officiel	0
4. Nothing disclosed (exempt) / Aucune communication (exemption)	3	<b>TOTAL</b>	<b>475</b>
5. Transferred / Transmission	1		

<b>III Exemptions invoked / Exceptions invoquées</b>							
S. Art. 13(1)(a)	3	S. Art 16(1)(a)	2	S. Art. 18(b)	0	S. Art. 21(1)(a)	47
(b)	1	(b)	5	(c)	0	(b)	70
(c)	1	(c)	14	(d)	0	(c)	6
(d)	0	(d)	0	S. Art. 19(1)	185	(d)	5
S. Art. 14	38	S. Art. 16(2)	49	S. Art. 20(1)(a)	3	S. Art.22	1
S. 15(1) Art. International rel. / Relations intern.	8	S. Art. 16(3)	0	(b)	39	S. Art.23	51
Defence / Défense	0	S. Art. 17	1	(c)	16	S. Art. 24	37
Subversive activities / Activités subversives	0	S. Art. 18(a)	0	(d)	5	S. Art. 26	0

<b>IV Exclusions cited / Exclusions citées</b>			
S. Art. 68(a)	0	S. Art. 69(1)(c)	0
(b)	0	(d)	2
(c)	0	(e)	7
S. Art. 69(1)(a)	2	(f)	0
(b)	0	(g)	18

<b>V Completion time / Délai de traitement</b>	
30 days or under / 30 jours ou moins	293
31 to 60 days / De 31 à 60 jours	104
61 to 120 days / De 61 à 120 jours	50
121 days or over / 121 jours ou plus	28

<b>VI Extensions / Prorogations des délais</b>		
	30 days or under / 30 jours ou moins	31 days or over / 31 jours ou plus
Searching / Recherche	30	30
Consultation	19	39
Third party / Tiers	2	6
<b>TOTAL</b>	<b>51</b>	<b>75</b>

<b>VII Translations / Traduction</b>		
Translations requested / Traductions demandées		0
Translations prepared / Traductions préparées	English to French / De l'anglais au français	0
	French to English / Du français à l'anglais	0

<b>VIII Method of access / Méthode de consultation</b>	
Copies given / Copies de l'original	383
Examination / Examen de l'original	0
Copies and examination / Copies et examen	0

<b>IX Fees / Frais</b>			
Net fees collected / Frais net perçus			
Application fees / Frais de la demande	\$2,375.00	Preparation / Préparation	\$0.00
Reproduction	\$0.00	Computer processing / Traitement informatique	\$0.00

<b>X Costs / Coûts</b>	
Financial (all reasons) / Financiers (raisons)	
Salary / Traitement	\$ 788,000
Administration (O and M) / Administration (fonctionnement et maintien)	\$ 71,000

Searching / Recherche	\$3,235.00	<b>TOTAL</b>	\$5,610.00
Fees waived / Dispense de frais		No. of times / Nombre de fois	\$
\$25.00 or under / 25 \$ ou moins		192	\$ <b>1,385.00</b>
Over \$25.00 / De plus de 25 \$		69	\$ <b>11,544.00</b>

<b>TOTAL</b>	\$ <b>859,000</b>
Person year utilization (all reasons) / Années-personnes utilisées (raison)	
Person year (decimal format) / Années-personnes (nombre décimal)	<b>11.3</b>

<p><b>Additional Reporting Requirements – Access to Information Act</b></p> <p>In addition to the reporting requirements addressed in form TBS/SCT 350-62 "Report on the <i>Access to Information Act</i>", institutions are required to report on the following using this form:</p>	<p><b>Exigences additionnelles en matière d'établissement de rapports – Loi sur l'accès à l'information</b></p> <p>En plus des exigences relatives à l'établissement de rapports dont on traite dans le formulaire TBS/SCT 350-62, « Rapport concernant la <i>Loi sur l'accès à l'information</i> », les institutions sont tenues de déclarer ce qui suit, en utilisant le présent formulaire :</p>
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**Part III – Exemptions invoked / Partie III – Exceptions invoquées**

Paragraph / Paragraphe 13(1)(e) :	0
Subsection / Paragraphe 16.1(1)(a) :	0
Subsection / Paragraphe 16.1(1)(b) :	0
Subsection / Paragraphe 16.1(1)(c) :	0
Subsection / Paragraphe 16.1(1)(d) :	0
Subsection / Paragraphe 16.2(1) :	0
Subsection / Paragraphe 16.3 :	0
Subsection / Paragraphe 16.4(1)(a) :	0
Subsection / Paragraphe 16.4(1)(b) :	0
Subsection / Paragraphe 16.5 :	0
Subsection / Paragraphe 18.1(1)(a) :	0
Subsection / Paragraphe 18.1(1)(b) :	0
Subsection / Paragraphe 18.1(1)(c) :	0
Subsection / Paragraphe 18.1(1)(d) :	0
Subsection / Paragraphe 20(1)(b.1) :	0
Subsection / Paragraphe 20.1 :	0
Subsection / Paragraphe 20.2 :	0
Subsection / Paragraphe 20.4 :	0
Subsection / Paragraphe 22.1(1) :	0

**Part IV – Exclusions cited / Partie III – Exceptions invoquées**

Subsection / Paragraphe 68.1 : 0

Subsection / Paragraphe 68.2(a) : 0

Subsection / Paragraphe 68.2(b) : 0

Subsection / Paragraphe 69.1(1) : 0

*Note:* If your institution did not invoke any exemptions or cite any exclusions noted above during the reporting period, this must be stated explicitly.

**HRSDC DID NOT INVOKE ANY OF THESE EXEMPTIONS NOR CITE ANY OF THESE EXCLUSIONS DURING THE REPORTING PERIOD.**

*Nota :* Si votre institution n'a invoqué aucune exception ni cité aucune exclusion pendant la période d'établissement de rapports visée, cela doit être mentionné de façon explicite.

**RHDCC N'A INVOQUÉ AUCUNE DE CES EXCEPTIONS ET N'A CITÉ AUCUNE DE CES EXCLUSIONS DURANT LA PÉRIODE VISÉE.**

## **Annex C – “Principles for assisting applicants” (acknowledgement letter attachment)**

### **Principles for assisting applicants**

In processing your request under the *Access to Information Act*, HRSDC will:

1. Process your request without regard to your identity.
2. Offer reasonable assistance throughout the request process.
3. Provide information on the *Access to Information Act*, including information on the processing of your request and your right to complain to the Information Commissioner of Canada.
4. Inform you as appropriate and without undue delay when your request needs to be clarified.
5. Make every reasonable effort to locate and retrieve the requested records under the control of the government institution.
6. Apply limited and specific exemptions to the requested records.
7. Provide accurate and complete responses.
8. Provide timely access to the requested records.
9. Provide records in the format and official language requested, as appropriate.
10. Provide an appropriate location within the government institution to examine the requested records.