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Health Canada

Access to Information Act

Annual Report

2013-2014

Canada 

2013-2014 Annual Report on the *Access to Information Act*
is available on the Health Canada web site.

Également disponible en français sur le site Web de Santé Canada sous le titre :
Rapport annuel 2013-2014 sur la
Loi sur l'accès à l'information.

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Introduction

I. Access to Information Act

The *Access to Information Act* (the *Act*) gives the Canadian public a right to access information contained in federal government records, subject to certain specific and limited exceptions.

The *Act* requires the head of every federal government institution to submit an annual report to Parliament on the administration of the *Act* following the close of each fiscal year. This annual report is prepared and is being tabled before each House of Parliament in accordance with section 72 of the *Act*. This report summarizes how Health Canada has fulfilled its access to information responsibilities during the fiscal year 2013-2014.

II. About Health Canada

Health Canada (HC) is the federal department responsible for helping the people of Canada maintain and improve their health.

HC is committed to improving the lives of all of Canada's people and to making this country's population among the healthiest in the world as measured by longevity, lifestyle and effective use of the public health care system.

By working with others in a manner that fosters the trust of Canadians, HC strives to:

- Prevent and reduce risks to individual health and the overall environment;
- Promote healthier lifestyles;
- Ensure high quality health services that are efficient and accessible;
- Integrate renewal of the health care system with longer term plans in the areas of prevention, health promotion and protection;
- Reduce health inequalities in Canadian society; and
- Provide health information to help Canadians make informed decisions.

HC has regional offices in British Columbia, Alberta, Saskatchewan, Manitoba, Ontario, Quebec, and the Atlantic and Northern Regions.

For more information about HC, please visit our website at:

<http://www.hc-sc.gc.ca/index-eng.php>

Access to Information Infrastructure

I. The Access to Information and Privacy (ATIP) Division

The Access to Information and Privacy (ATIP) Division is housed in the Planning, Integration and Management Services Directorate of the Corporate Services Branch at Health Canada.

In June 2012, under the terms of the HC and the Public Health Agency of Canada (the Agency) Shared Services Partnership Agreement, a shared service was established for the administration of the *Access to Information Act* and the *Privacy Act* in the two institutions. 2013-2014 was the first full fiscal year under this new arrangement, and saw the implementation of a single ATIP Coordinator model for HC and the Agency.

The ATIP Coordinator is accountable for the development, coordination and implementation of effective policies, guidelines, systems and procedures in order to enable efficient processing of requests under the *Act*. The Coordinator is also responsible for related policies, systems and procedures stemming from the *Act*. The division is responsible for all Access to Information (ATI) legislative requirements pursuant to the *Act* such as:

- Responding to access to information requests within the statutory time frame as well as meeting the duty to assist requesters;
- Providing advice and guidance to departmental employees on the application of the *Act* and Treasury Board of Canada policies and directives;
- Developing corporate-wide access to information protocols and practices to guide the ATI process;
- Promoting staff awareness and providing training on the *Act*;
- Ensuring that a comprehensive description of institutional responsibilities is published in Info Source, including for programs and functions, classes of records and all manuals;
- Preparing the annual report to Parliament and other statutory reports; and
- Liaising with the Office of the Information Commissioner (OIC), Treasury Board of Canada Secretariat (TBS), other federal departments and agencies, provincial ministries of health and other key stakeholders.

In 2013-2014, the *Act* was administered at HC by 23.15 full-time equivalent (FTE) employees with the support of consultant services (16.45 FTE) and some part-time and casual employees for a total complement of 40.20 FTEs.

II. Reading Room

Section 71 of the *Act* requires government institutions to provide facilities where members of the public may inspect any manuals used by employees of the institution in administering or carrying out programs or activities of the institution that affect the public. HC has a reading room available where members of the public may make arrangements to review materials.

The following HC location in Ottawa has been designated as a public reading room:

Access to Information and Privacy Division
1600 Scott Street, Holland Cross,
Tower B, 7th Floor, Suite 700
Ottawa, Ontario K1A 0K9

Delegation of Authority

On July 11, 2013, a new delegation order for the *Access to Information Act* was signed by the Minister of Health. The new delegation order extends the delegation of authorities beyond the Coordinator to the Assistant Deputy Minister and Director General levels within HC's Corporate Services Branch. Select authorities have also been delegated to ATIP managers and analysts in order to more effectively manage the volume of access to information requests received. This revised approach was adopted to maximize operational efficiency while continuing to minimize risks.

The Delegation Order is attached as Appendix A.

Requests under the *Access to Information Act* - Statistical Figures, Interpretation and Explanation

I. Statistical Report

This section of the report includes an interpretation and explanation of the data contained in HC's statistical report which summarizes ATI-related activity for the period between April 1, 2013 and March 31, 2014 (Appendix B).

II. Number of Access Requests and Case Load

Number of Access Requests

Although there was a decrease in the number of requests received in 2013-2014 (1,563 as compared with 1,765 in 2012-2013), since 2008-2009, HC has seen an overall increase of 35% in the number of requests received.

Source of Requests: Trends

Of the 1,563 ATI requests received by HC in 2013-2014, 811 were from the business sector, representing 52% of all new requests.

As with past years, the majority of the requests received by HC are from businesses seeking information related to pharmaceuticals, medical devices and natural health products. As a result, HC must conduct a large number of complex third party consultations involving confidential business information. These records often involve large volumes of technical and scientific information, which can take additional time to review.

Requests from the academic, public, and media sectors saw significant increases in fiscal year 2013-2014 as compared with 2012-2013, and is depicted in the table below:

SOURCE OF REQUESTS

Source	Number of Requests	Variance (%)
Business (Private Sector)	811	-25%
Public	428	35%
Media	240	18%
Organization*	39	-73%
Academia	45	88%
Total	1,563	

*Examples – Associations, Political Parties and Unions

While it is difficult to pinpoint the exact reason for this shift, it may point to a greater awareness of the *Access to Information Act* and an increased interest in health-related issues. It is also possible that HC's participation in the Access to Information and Privacy Online Request tool has simplified access for certain requestors.

Informal Requests

Whenever feasible to do so, HC processes requests informally as "access informal". The department has seen an increase in the use of this processing method which includes previously released ATI packages. In 2013-2014, HC processed 395 requests as "access informal" compared to 524 requests in 2012-2013. The decrease can be explained by the fact that requestors will often ask for multiple previously released packages in one request. HC is looking at ways to modify the process around "access informal" requests in order to attain more reliable data for future reports. This will also allow the department to adequately assess performance associated with these requests.

In addition to "access informal" requests, where possible, HC provides information informally. This includes information that is publically available, where a link to a website will be forwarded to the requester. Requests treated in this manner are classified as "treated informally" for the purpose of statistical reporting. In 2013-2014, HC processed 28 requests that were "treated informally".

Case Load

During the 2013-2014 fiscal year, HC completed the processing of 1,446 of 2,148 (67%) active requests. Active requests included 1,563 new requests and 585 requests carried over from previous years.

While 2013-2014 saw a significant decrease from the previous year in the number of pages reviewed, there are a number of factors that contributed to this result. First, HC has attempted to be more strategic in the manner with which it deals with its requests, and has dedicated more resources to front-end processes. For example, requests are more closely analyzed and discussed with the requestor from the outset, in an attempt to retrieve records that respond to their needs. In a similar vein, ATIP has worked with departmental officials to help ensure that documents retrieved are relevant to the request. Finally, it is worth noting that the number of pages reviewed relate only to files closed during 2013-2014, and do not account for large active requests still under review at the end of the fiscal year.

PAGES REVIEWED BY FISCAL YEAR

Fiscal Year	# of Pages Reviewed
2009-2010	442,521
2010-2011	467,336
2011-2012	771,793
2012-2013	713,096
2013-2014	327,523

Posting of Completed ATI Requests

HC proactively posts on its web site monthly summaries of completed access to information requests to facilitate Canadians' right of access to departmental records.

Consultations Completed from Other Institutions

In 2013-2014, HC completed 164 consultations (10,113 pages) from other federal institutions, and completed 14 consultations from other jurisdictions. This represented a marginally lower number of cases (10), while the amount of pages increased from the previous year by 967.

NUMBER OF CONSULTATIONS AND PAGES REVIEWED FROM OTHER FEDERAL INSTITUTIONS

Federal Institutions	Number of Consultations Completed	Pages Reviewed
Public Works and Government Services Canada	11	3,206
Public Health Agency of Canada	14	2,685
Canadian Food Inspection Agency	27	1,022
Industry Canada	7	439
Department of Justice	4	387
Environment Canada	11	332
Privy Council Office	10	289
Royal Canadian Mounted Police	5	275
Treasury Board of Canada Secretariat	12	246
Others	63	1,232
Total	164	10,113

III. Disposition of Requests Completed

Completed requests were classified as follows:

DISPOSITION OF REQUESTS COMPLETED BY PERCENTAGE

Disposition of Requests	Requests Completed by Percentage
Disclosed in part	54%
Request abandoned	16%
All disclosed	13%
No records exist	11%
Treated informally	2%
All exempted	2%
Request transferred	1%
All excluded	0%

IV. Exemptions Invoked

Sections 13 through 24 of the *Act* set out the exemptions intended to protect information pertaining to a particular public or private interest, and section 26 of the *Act* is a discretionary exception relating to information to be published.

The vast majority of the 1,730 exemptions invoked by HC focussed on three sections of the *Act* – section 19 (personal information), section 20 (third party information), and section 21 (operations of government). Together, these accounted for 1,509 or 87%, of the exemptions applied in 2013-2014. It is worth noting that the invocation of section 20 on 458 occasions necessitated numerous consultations with third parties, many of which were large multi-national corporations. This has a significant impact on resources, within the ATIP division as well as the Legal Services Unit, due to the possibility of legal proceedings. The need to conduct extensive consultations that are often very technical in nature has also, in some instances, had an impact on the department's ability to meet legislative timeframes.

PRINCIPAL EXEMPTIONS APPLIED

Exemptions	Number of Times Applied
Section 19 – Personal information	721
Section 20 – Third party information	458
Section 21 – Operations of Government	330
Section 16 – Law enforcement and investigation	60
Section 14 – Federal-provincial affairs	45
Section 23 – Solicitor-client privilege	36
Section 13 – Obtained in confidence	34
Section 15 – Injurious to international affairs	17
Section 18 – Economic interests	11
Section 17 – Threatens the safety of individuals	9
Section 24 – Restricted under Schedule II	5
Section 22 – Prejudices results of tests or audits	3
Section 26 – Will be published within 90 days	1

V. Exclusions Cited

The *Act* does not apply to published material, material available to the public for purchase or for public reference (section 68); nor does it apply to confidences of the Queen's Privy Council (section 69). Requests containing proposed exclusions under section 69 require consultation with the Department of Justice, and potentially the Privy Council Office.

During 2013-2014, HC applied 20 exclusions pursuant to section 68 of the *Act*, and 44 exclusions for section 69 of the *Act*.

VI. Disposition and Completion Time

HC tracks the disposition of closed requests and the length of time taken to process them. Of the total caseload of 2,148 requests, HC completed 1,446 cases and carried over 702 active requests to fiscal year 2014-2015.

HC was able to respond within 30 days or less in 701 (49%) of completed cases. The remaining requests can be categorized into 31 to 60 days, 61 to 120 days, and 121 days or more, and are depicted in the table below. It is important to note that the deadlines for many of these requests were legally extended under the *Act*.

PERCENTAGE OF FILES PER COMPLETION TIME CATEGORY

Completion Time	Fiscal Year 2012-2013	Fiscal Year 2013-2014
30 days or less	48%	49%
31–60 days	13%	11%
61–120 days	18%	18%
More than 120 days	21%	22%

VII. Extensions

Legal extensions were most frequently invoked to provide time to complete third party consultations and notifications, and to process voluminous records. In 2013-2014, HC invoked 719 extensions under section 9(1) of the *Act*, a decrease from 757 in 2012-2013.

EXTENSIONS INVOKED

Length of extensions	9(1)(a) Interference with operations		9(1)(b) Consultation		9(1)(c) Third party notice	
	Number of times invoked	Percentage	Number of times invoked	Percentage	Number of times invoked	Percentage
30 days or less	43	6%	43	6%	14	2%
More than 30 days	139	19%	233	32%	247	35%

VIII. Translations

One English to French translation was required to respond to a request made under the *Access to Information Act* in 2013-2014.

IX. Format of Information Released

Of requests that were fully or partially disclosed, 732 were sent out in paper format. This number, however, represents only 14% of the total pages released. Comparatively, 246 requests were released electronically, representing 86% of pages released.

HC's imaging software allows the department to respond to formal ATI requests using Portable Document Format (PDF) which provides more delivery options to the public. Released documents can be mailed on CD-ROM which eliminates the need for photocopying. It is anticipated that the use of electronic formats for the release of information will continue to grow in future years.

X. Fees

The *Act* authorizes fees for certain aspects of processing formal requests and the fee structure is prescribed in the ATI Regulations. Accordingly, HC cannot charge fees for reviewing records, overhead or shipping, nor can it charge for the first five hours needed to search for a record or prepare any part of it for disclosure.

Based on requests completed in 2013-2014, HC collected \$5,950 in application fees and \$523 in search fees for a total of \$6,473 submitted to the Receiver General for Canada. In addition, HC waived \$7,722 in fees for 1,167 requests in accordance with its duty to assist applicants.

XI. Costs

HC spent a total of \$4,814,319 on ATI functions in 2013-2014. Of this total, salaries accounted for \$1,644,721 and administration for \$3,169,598, most of which was used to retain temporary help to address the volume and complexity of requests. Staffing for the fiscal year amounted to 40.20 full-time employees dedicated to ATI activities. These figures do not include administrative support, management, reporting, monitoring and policy resources nor do they include their overhead cost which contributed to overall support of the operations of the application of the *Act*. It is important to note that these amounts relate only to the costs associated within the ATIP division, and do not account for additional costs that other divisions within HC bear for responding to ATI requests.

Training and Awareness

Training for HC Employees

Within the ATIP division, there is one employee designated as a full time training coordinator. Training sessions regarding the *Act* and related processes are delivered to HC employees on a regular basis. Twenty-seven (27) “ATI 101” training sessions, with 349 attendees, took place during 2013-2014. The basic objectives of the course are to impart an understanding of the *Act*, roles and responsibilities, the handling of formal and informal requests, basic grounds to withhold information and how to process an ATI request. Additionally, four other sessions were customized for specific teams, attended by 44 attendees.

Orientation and Awareness

HC continued to increase awareness among employees of their responsibilities under the *Act* by advertising sessions open to all employees through Broadcast News messages (a daily electronic newsletter sent to every HC employee). In 2013-2014, the ATIP division also established a working group with representatives from all parts of the department to discuss issues related to ATI processes and policies. This group has helped to foster a broader understanding of the *Act* and has yielded excellent feedback that helped in improving efficiencies and processes.

New and/or Revised Institution-Specific Access to Information Related Policies, Guidelines and Procedures

I. ATIP Division

The HC-PHAC Shared Services Partnership, launched on June 29, 2012, enabled the streamlining and simplification of HC and Agency ATIP operations which included treatment of ATI and privacy requests, as well as privacy policy and other key functions. 2013-2014 was the first complete year under the new shared services model and work continued on activities to integrate and optimize service delivery.

ATI Delegation Order

As noted earlier, on July 11, 2013, a new delegation order was signed by the Minister of Health. The new delegation order extends the delegation of authorities beyond the Coordinator to the Assistant Deputy Minister and Director General levels and, in select cases, to ATIP managers and analysts. The revised approach was adopted to maximize operational efficiency while continuing to minimize risks.

Organizational Renewal

Work continued to enhance resources to strengthen and stabilize the ATIP function at HC and the Agency. This included a strategy to move away from temporary help consultants to full-time employees. Competitive staffing processes were completed in the fourth quarter of 2013-2014 in order to position ATIP to fill vacancies in 2014-2015 to support the revised structure. It is anticipated that staffing activities will continue through 2014-2015 in order to build internal capacity.

Business Processes

In 2013-2014, work continued on harmonizing institutional processes between HC and the Agency. A major milestone was the implementation of a single ATIP Coordinator model for both HC and the Agency. This approach, believed to be the first of its kind in the federal government, was adopted following extensive departmental consultations with the Legal Services unit and human resources section. The model is fully compliant with legislative requirements, and involves the cross-appointment of select delegated authorities to both institutions.

HC and the Agency also addressed the ‘care and custody’ of records that are owned by one department, yet used by the other. For example, HC has ‘care and custody’ of the Agency’s Human Resources records which can now be accessed through a harmonized institutional process.

The management team and staff members continue to be engaged in the implementation of strengthened processes around ATIP requests.

IT Systems Modernization

A case management and imaging system has been procured to improve the ability to track and respond to requests, enhance efficiencies, streamline ATIP processes, and enhance reporting capacity. Much of the work performed in 2013-2014 consisted of system modification and testing, in collaboration with internal and external partners.

Governance and Outreach

There is an ongoing focus on employee engagement within the division and on stakeholder engagement through meetings with branches, central agencies and other government departments. An Office of Primary Interest (OPI) – ATI working group has been established which has led to increased awareness and engagement on issues related to ATI.

Complaints and Court Applications for Reviews

I. Complaints to the Information Commissioner

During 2013-2014, 50 complaints under the *Act* were filed with the Office of the Information Commissioner of Canada (OIC) related to requests completed by HC.

COMPLAINTS FILED WITH THE OIC

Reason	Number of Complaints
Deemed Refusal	14
Time Extension	13
Exemptions	10
Refusal – Exemption	3
Refusal – General	1
Disclosure and Use	1
Other	8

The department reviews the outcomes of all OIC investigations, and where appropriate, incorporates lessons learned into business processes.

II. Types of Complaints and their Disposition Completed in 2013-2014

Types of Complaints and their Disposition Completed in 2013-2014		
Subject of Complaint	Number of Closed Complaints	Final Disposition by OIC
Time Extension	12	<ul style="list-style-type: none"> 9 Not Well Founded 2 Abandoned 1 Well Founded
Deemed Refusal (delay)	16	<ul style="list-style-type: none"> 10 Well Founded 6 Abandoned
Other	5	<ul style="list-style-type: none"> 3 Well Founded 2 Not Well Founded
Exemption	5	<ul style="list-style-type: none"> 3 Well Founded 1 Abandoned 1 Not Well Founded
Total	38	<ul style="list-style-type: none"> 17 Well Founded 12 Not Well Founded 9 Abandoned

III. Applications/Appeals Submitted to the Federal Court / Federal Court of Appeal

At the beginning of 2013-2014, four applications, made pursuant to subsection 44(1) of the *Access to Information Act* for review of Health Canada's decision to disclose information, were before the Federal Court. Five additional applications were filed pursuant to subsection 44(1) of the *Act* during the fiscal year. Of these nine applications, three were dismissed, three were discontinued, and three are still ongoing.

In addition, one application was filed in Federal Court by the Information Commissioner pursuant to subsection 42(1) of the *Act*. This application relates to the use of section 23 of the *Act* (solicitor-client privilege) with the hearing scheduled for Fall 2014.

IV. Responses to Recommendations raised by other Agents of Parliament

There were no recommendations raised by other Agents of Parliament during fiscal year 2013-2014.

Appendix A: Access to Information Act and Privacy Act – Delegation Order

Delegation of Authority

Access to Information Act and Privacy Act

I, the Minister of Health, pursuant to section 73 of the *Access to Information Act* and section 73 of the *Privacy Act*, hereby designate the persons holding the positions set out in the Delegation of Authority Schedule attached 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 Health Canada, under the provisions of the Act and related regulations set out in the schedule opposite each position. This designation supersedes all previous delegation orders.

L'ordonnance de délégation des pouvoirs

Loi sur l'accès à l'information et Loi sur la protection des renseignements

En ma qualité de ministre de la Santé et en vertu de l'article 73 de la *Loi sur l'accès à l'information* et de l'article 73 de la *Loi sur la protection des renseignements personnels*, je délègue par la présente aux titulaires des postes énoncés à l'annexe de délégation de pouvoirs ci-après, ou aux personnes occupant lesdits postes à titre intérimaire, les attributions dont je suis investie, à titre de ministre de Santé Canada, aux termes des dispositions des lois et des règlements connexes mentionnés en regard de chaque poste. Le présent document remplace toute ordonnance de délégation de pouvoirs antérieure.



The Honorable Leona Aglukkaq, P.C., M.P.
Minister of Health
L'honorable Leona Aglukkaq, c.p., députée
Ministre de la Santé

JUL 11 2013

Date

Delegation of Authority Schedule / Annexe de délégation de pouvoirs		
Position / Poste	<i>Access to Information Act and Regulations / Loi sur l'accès à l'information et règlements</i>	<i>Privacy Act and Regulations / Loi sur la protection des renseignements personnels et règlements</i>
Assistant Deputy Minister, Corporate Services Branch / Sous-ministre adjoint, Direction générale des services de gestion Health Canada (HC) / Public Health Agency of Canada (PHAC) Santé Canada (SC) / Agence de la santé publique du Canada (ASPC)	Full authority / Autorité absolue	Full authority / Autorité absolue
Director General, Planning, Integration and Management Services, Corporate Services Branch / Directeur (trice) général(e), Direction de la planification, de l'intégration et des services de gestion, Direction générale des services de gestion HC/PHAC SC/ASPC	Full authority / Autorité absolue	Full authority / Autorité absolue
Director, Access to Information and Privacy (Coordinator) / Directeur (trice), Accès à l'information et protection des renseignements personnels (Coordonnateur) HC/PHAC SC/ASPC	Full authority / Autorité absolue	Full authority / Autorité absolue
Chief, Access to Information and Privacy / Chef, Accès à l'information et de la protection des renseignements personnels	Sections / Articles : Full authority except / Autorité absolue sauf : 35(2), 52(2)(b), 52(3), 72 Regulations / Règlements : Sections / Articles : Full authority / Autorité absolue	Sections / Articles : Full authority except / Autorité absolue sauf : 8(2)(j), 8(2)(m), 8(4), 8(5), 33(2) 51(2)(b), 51(3), 72(1) Regulations / Règlements : Sections / Articles : Full authority except Autorité absolue sauf : 7
Team Leader, Access to Information and Privacy / Chef d'équipe Accès à l'information et de la protection des renseignements personnels	Sections / Articles : 4(2.1), 7, 8(1), 9(1), 9(2), 10(1), 10(2), 11(2), 11(3), 11(4), 11(5), 11(6), 12(2)(b), 12(3)(b), 19, 25, 27(1), 27(4), 33, 43(1), 44(2) Regulations / Règlements : Sections / Articles : Full authority / Autorité absolue	Sections / Articles : 14, 15, 16, 17(2)(b), 17(3)(b), 26, 31 Regulations / Règlements : Sections / Articles : 9, 11(2), 13(1), 14
Senior Analyst, Access to Information and Privacy / Analyste principal, Accès à l'information et de la protection des renseignements personnels	Sections / Articles : 4(2.1), 7, 9(2), 27(1), 27(4), 33 Regulations / Règlements : Sections / Articles : 5	Regulations / Règlements : Sections / Articles : 9, 11(2)
Analyst, Access to Information and Privacy / Analyste, Accès à l'information et de la protection des renseignements personnels	Sections / Articles : 4(2.1), 7, 9(2) Regulations / Règlements : Sections / Articles : 5	Regulations / Règlements : Sections / Articles : 9, 11(2)

Appendix B: Statistical Report on the Access to Information Act

TBS/SCT 350-62

Name of institution: Health Canada

Reporting period: 2013-04-01 to 2014-03-31

PART 1 – Requests under the *Access to Information Act*

1.1 Number of Requests

Requests	Number of Requests
Received during reporting period	1,563
Outstanding from previous reporting period	585
Total	2,148
Closed during reporting period	1,446
Carried over to next reporting period	702

1.2 Sources of requests

Source	Number of Requests
Media	240
Academia	45
Business (Private Sector)	811
Organization	39
Public	428
Total	1,563

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	5	105	49	28	3	3	2	195
Disclosed in part	22	219	88	214	47	53	140	783
All exempted	2	14	1	5	2	0	1	25
All excluded	0	0	0	0	0	0	0	0
No records exist	31	105	18	7	4	0	0	165
Request transferred	12	1	0	0	0	0	0	13
Request abandoned	118	47	8	3	7	9	45	237
Treated informally	5	15	1	1	6	0	0	28
Total	195	506	165	258	69	65	188	1,446

2.2 Exemptions

Section	Number of requests	Section	Number of requests	Section	Number of requests	Section	Number of requests
13(1)(a)	16	16(1)(c)	5	16.5	0	20(1)(c)	120
13(1)(b)	8	16(1)(d)	2	17	9	20(1)(d)	37
13(1)(c)	8	16(2)(a)	0	18(a)	4	20.1	0
13(1)(d)	2	16(2)(b)	2	18(b)	3	20.2	0
13(1)(e)	0	16(2)(c)	41	18(c)	2	20.4	0
14(a)	30	16(3)	0	18(d)	2	21(1)(a)	110
14(b)	15	16.1(1)(a)	1	18.1(1)(a)	0	21(1)(b)	150
15(1) - I.A.*	16	16.1(1)(b)	1	18.1(1)(b)	0	21(1)(c)	61
15(1) - Def.*	1	16.1(1)(c)	0	18.1(1)(c)	0	21(1)(d)	9
15(1) - S.A.*	0	16.1(1)(d)	0	18.1(1)(d)	0	22	3
16(1)(a)(i)	3	16.2(1)	3	19(1)	721	22.1(1)	0
16(1)(a)(ii)	1	16.3	0	20(1)(a)	19	23	36
16(1)(a)(iii)	0	16.4(1)(a)	0	20(1)(b)	280	24(1)	5
16(1)(b)	1	16.4(1)(b)	0	20(1)(b.1)	2	26	1

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

2.3 Exclusions

Section	Number of requests	Section	Number of requests
68(a)	20	69(1)(e)	8
68(b)	0	69(1)(f)	0
68(c)	0	69(1)(g) re (a)	11
68.1	0	69(1)(g) re (b)	1
68.2(a)	0	69(1)(g) re (c)	6
68.2(b)	0	69(1)(g) re (d)	3
69(1)(a)	2	69(1)(g) re (e)	9
69(1)(b)	0	69(1)(g) re (f)	4
69(1)(c)	0	69.1(1)	0
69(1)(d)	0		

2.4 Format of information released

Disposition	Paper	Electronic	Other formats
All disclosed	166	29	0
Disclosed in part	566	217	0
Total	732	246	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	13,577	13,568	195
Disclosed in part	178,895	136,941	783
All exempted	1,383	0	25
All excluded	0	0	0
Request abandoned	12,957	25	237

2.5.2 Relevant pages processed and disclosed by size of requests

Disposition	Less than 100 pages processed		101-500 pages processed		501-1,000 pages processed		1,001-5,000 pages processed		More than 5,000 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	171	2,441	18	2,677	1	710	5	7,740	0	0
Disclosed in part	538	10,584	160	29,984	47	25,528	34	54,517	4	16,328
All exempted	21	0	3	0	1	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Abandoned	219	0	13	0	3	25	2	0	0	0
Total	949	13,025	194	32,661	52	26,263	41	62,257	4	16,328

2.5.3 Other complexities

Disposition	Consultation required	Assessment of fees	Legal advice sought	Other	Total
All disclosed	20	0	0	115	135
Disclosed in part	430	9	2	219	660
All exempted	6	0	0	1	7
All excluded	0	0	0	0	0
Abandoned	43	12	0	1	56
Total	499	21	2	336	858

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
351	227	76	5	43

2.6.2 Number of days past statutory deadline

Number of days past statutory deadline	Number of requests past statutory deadline where no extension was taken	Number of requests past statutory deadline where an extension was taken	Total
1 to 15 days	15	25	40
16 to 30 days	7	16	23
31 to 60 days	6	18	24
61 to 120 days	22	18	40
121 to 180 days	3	17	20
181 to 365 days	10	71	81
More than 365 days	10	113	123
Total	73	278	351

2.7 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	1	0	1
French to English	0	0	0
Total	1	0	1

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	12	0	19	13
Disclosed in part	137	14	209	223
All exempted	0	0	4	1
All excluded	0	0	0	0
No records exist	4	0	2	3
Request abandoned	29	0	28	21
Total	182	14	262	261

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	43	0	43	14
31 to 60 days	74	5	129	179
61 to 120 days	48	5	80	33
121 to 180 days	16	2	7	6
181 to 365 days	1	2	3	13
365 days or more	0	0	0	16
Total	182	14	262	261

PART 4 – Fees

4 Fees

Fee Type	Fee Collected		Fee Waived or Refunded	
	Number of requests	Amount	Number of requests	Amount
Application	1,190	\$5,950	182	\$910
Search	7	\$523	7	\$884
Production	0	\$0	0	\$0
Programming	0	\$0	0	\$0
Preparation	0	\$0	0	\$0
Alternative format	0	\$0	0	\$0
Reproduction	0	\$0	978	\$5,928
Total	1,197	\$6,473	1167	\$7,722

PART 5 – Consultations received from other institutions and organizations

5.1 Consultations received from other government institutions and organizations

Consultations	Other government institutions	Number of pages to review	Other organizations	Number of pages to review
Received during reporting period	154	9,934	13	256
Outstanding from the previous reporting period	18	1,368	2	97
Total	172	11,302	15	353
Closed during the reporting period	164	10,113	14	332
Pending at the end of the reporting period	8	1,189	1	21

5.2 Recommendations and completion time for consultations received from other government 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	35	61	23	5	0	0	0	124
Disclose in part	2	10	6	3	0	0	0	21
Exempt entirely	0	1	0	0	0	0	0	1
Exclude entirely	0	0	1	0	0	0	0	1
Consult other institution	2	3	0	0	0	0	0	5
Other	5	3	3	0	0	0	1	12
Total	44	78	33	8	0	0	1	164

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	6	5	0	0	0	0	0	11
Disclose in part	0	0	1	0	0	0	0	1
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	1	0	0	0	0	0	1
Other	1	0	0	0	0	0	0	1
Total	7	6	1	0	0	0	0	14

PART 6 – Completion time of consultations on Cabinet confidences

6 Completion time of consultations on Cabinet confidences

Number of days	Number of responses received	Number of responses received past deadline
1 to 15 days	1	1
16 to 30 days	2	1
31 to 60 days	3	3
61 to 120 days	4	4
121 to 180 days	3	2
181 to 365 days	2	2
More than 365 days	0	0
Total	15	13

PART 7 – Resources related to the *Access to Information Act*

7.1 Costs

Expenditures		Amount
Salaries		\$1,597,587
Overtime		\$47,134
Goods and Services		\$3,169,598
• Professional services contracts	\$3,050,635	
• Other	\$118,963	
Total		\$4,814,319

7.2 Human Resources

Resources	Dedicated full-time to ATI activities	Dedicated part-time to ATI activities	Total
Full-time employees	9.66	13.49	23.15
Part-time and casual employees	0.00	0.57	0.57
Regional staff	0.00	0.00	0.00
Consultants and agency personnel	13.39	3.06	16.45
Students	0.00	0.02	0.02
Total	23.05	17.15	40.20