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Health Canada

Access to Information Act

Annual Report

2015-2016

2015-2016 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 2015-2016 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 2014-2015.

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 Operations Division

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

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 the implementation of relevant government-wide policies, systems and procedures. 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 awareness and providing training on the *Act*;
- Preparing annual reports to Parliament; 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 2015-2016, the *Act* was administered by 26.87 full-time equivalent (FTE) employees with the support of consultant services (9.15 FTE) and some part-time and casual employees (0.97 FTE) for a total complement of 36.99 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 November 25, 2015, a new a delegation order for the *Access to Information Act* was signed by the Minister of Health. The 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. The delegation order recognizes the new Privacy Management Division and provides a distinction between the Privacy Management and ATIP Operations functions. Additionally, the delegation order recognizes the title of Deputy Director, a new position within the ATIP Operations Division.

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, 2015 and March 31, 2016 (Appendix B).

II. Number of Access Requests and Case Load

Number of Access Requests

In 2015-2016 HC received 1,222 requests, a decrease of approximately 22% compared to 1,569 in 2014-2015. Some of this decrease is attributed to decisions by requesters to combine requests of a similar nature, which reduce application fees and the administrative burden of processing files separately. However, since the same records are being retrieved, these do not impact the volume of records retrieved, reviewed or released.

Source of Requests: Trends

As with past years, the primary source of requests received by HC are from businesses seeking information related to pharmaceuticals, medical devices and natural health products. Of the 1,222 ATI requests received by HC in 2015-2016, 589 were from the business sector, representing 48% of all new requests. A significant number of the requests processed by HC require several complex third party consultations to identify confidential business information requiring protection. These records often involve large volumes of technical and scientific information, which can take additional time to review.

For fiscal year 2015-2016, the most significant change in source of requests was in the "Decline to Identify" category, which represents 8% of requests received. This is the first full year that this option has been available to requesters, who might have previously identified as from another source (e.g. Media or Public) but are now choosing not to. The table below shows the proportion

of requests among sources, including variations from 2014-15. It remains to be seen if this represents a trend or will stabilize in future years.

SOURCE OF REQUESTS

Source	Number of Requests	Proportion of Requests (%)	Proportion of Requests (%) among Identified Requesters	Net Variation (%) in Source from 2014-2015
Business (Private Sector)	589	48%	52%	-30%
Public	277	23%	25%	-29%
Media	170	14%	15%	-28%
Decline to Identify	96	8%	N/A	317%
Organization*	53	4%	5%	66%
Academia	37	3%	3%	-18%
Total	1,222	100%	100%	

*Examples – Associations, Political Parties and Unions

Informal Requests

Whenever feasible to do so, HC processes requests informally as "access informal". There was a slight increase in the use of this processing method, which includes records previously released under the ATI Act. In 2015-2016, HC processed 391 requests as "access informal" compared to 314 requests in 2014-2015.

Posting of Completed ATI Requests

HC met TBS requirement to proactively post on its web site monthly summaries of completed ATI requests, which assists in facilitating Canadians' right of access to departmental records.

Case Load

During the 2015-2016 fiscal year, HC completed the processing of 1,026 of 2,073 (49%) active requests. Active requests included 1,222 new requests and 851 requests carried over from previous years. Of the requests received in 2015-2016, HC closed 671 within the fiscal year, representing 55% of files received during the year.

While 2015-2016 saw a significant decrease from the previous year in the number of pages reviewed, this decrease was largely due to an effort to streamline by ensuring that only records that fell within the scope of the request were reviewed. A focus on improving business processes including a new IT system and training of employees meant that HC was unable to close files within timelines to the desired degree, however these improvements will allow HC to increase its compliance rates in future years.

KEY STATISTICS BY FISCAL YEAR

Fiscal Year	Number of Requests Received	Number of Requests Carried Over	Total Caseload	Number of Requests Closed	# of Pages Reviewed for Closed Files
2011-2012	1,763	612	2,375	1,866	771,188
2012-2013	1,765	509	2,274	1,689	713,096
2013-2014	1,563	585	2,148	1,446	327,523
2014-2015	1,569	702	2,271	1,420	526,849
2015-2016	1,222	851	2,073	1,026	214,792

Consultations Completed from Other Institutions

In 2015-2016, HC completed 180 consultations (8,907 pages) from other federal institutions, and completed 25 consultations from other jurisdictions (1,450 pages). This is comparable to 2014-2015 where HC completed 154 consultations (12,353 pages) from other federal institutions and 23 from other jurisdictions.

NUMBER OF CONSULTATIONS AND PAGES REVIEWED FROM OTHER FEDERAL INSTITUTIONS

Federal Institutions	Number of Consultations Completed	Pages Reviewed
Canadian Food Inspection Agency	20	587
Public Health Agency of Canada	16	3,021
Treasury Board of Canada Secretariat	18	200
Privy Council Office	14	313
Agriculture and Agri-Food Canada	14	529
Indigenous and Northern Affairs Canada	12	335
Public Services and Procurement Canada	10	521
Department of Justice Canada	6	136
Environment and Climate Change Canada	5	204
Innovation, Science and Economic Development Canada	4	502
Canada Border Services Agency	3	252
Department of Finance Canada	2	38
Other	55	2,269
Total	180	8,907

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	40%
Request abandoned	22%
All disclosed	22%
No records exist	12%
All exempted	1%
All excluded	1%
Neither confirmed or denied	1%

Over 60% of the requests completed in 2015-2016 were either disclosed in part (40%) or all disclosed (22%). Additionally, 22% of requests were closed as abandoned. A few factors contributed to this number. First, some requesters abandoned their requests due to the passage of time in processing their requests. The information requested was no longer required, so the requesters agreed to abandon their request. Additionally, many requests were abandoned because the requests were not clear or fees had not been received, and the requesters declined further contact with us. Finally, it sometimes became apparent during the course of processing the request that a requester would be better served by obtaining the records through a different avenue, or that the records requested were not held by any federal institution. These requests were abandoned as a response was no longer required.

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 temporary exception relating to information to be published.

The vast majority of the 887 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 736 or 83%, of the exemptions applied in 2015-2016. It is worth noting that the invocation of section 20 on 215 occasions necessitated numerous consultations with third parties, many of which were large multi-national corporations. Such consultations are complex and resource-intensive.

PRINCIPAL EXEMPTIONS APPLIED

Exemptions	Number of Times Applied
Section 19 – Personal information	376
Section 20 – Third party information	215
Section 21 – Operations of Government	145
Section 16 – Law enforcement and investigation	36
Section 23 – Solicitor-client privilege	29
Section 17 – Threatens the safety of individuals	20
Section 14 – Federal-provincial affairs	19
Section 13 – Obtained in confidence	19
Section 22 – Prejudices results of tests or audits	9
Section 15 – Injurious to international affairs	8
Section 18 – Economic interests	6
Section 26 – Will be published within 90 days	3
Section 24 – Restricted under Schedule II	2

V. Exclusions Cited

The *Access to Information 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 2015-2016, HC applied 9 exclusions pursuant to section 68 of the *Act*, and 28 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 2,073 requests, HC completed 1,026 cases and carried over 1,047 active requests to fiscal year 2016-2017.

HC was able to respond within 30 days or less in 366 (36%) of completed cases. The remaining requests, categorized into time segments of 31 to 60 days, 61 to 120 days, and 121 days or more, 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 2014-2015	Fiscal Year 2015-2016
30 days or less	52%	36%
31–60 days	12%	17%
61–120 days	21%	18%
More than 120 days	15%	29%

An emphasis on processing older files has resulted in an increase in the percentage of files completed in more than 120 days. These files are often voluminous and complex and therefore require more time to process. Additionally, the operational challenges encountered in implementing Windows 7 delayed the processing of all files.

VII. Extensions

Legal extensions were most frequently invoked to provide time to complete third party consultations and notifications, and to process voluminous records. In 2015-2016, HC invoked 522 extensions under section 9(1) of the *Act*, a decrease from 694 in 2014-2015.

EXTENSIONS INVOKED

Length of extensions	9(1)(a) Interference with operations		9(1)(b) Consultation		9(1)(c) Third party notice	
	#of times invoked	Percentage	#of times invoked	Percentage	#of times invoked	Percentage
30 days or less	82	16%	41	8%	1	1%
More than 30 days	96	18%	91	17%	211	40%

VIII. Translations

No translation was required to respond to requests in 2015-2016.

IX. Format of Information Released

Of requests that were fully or partially disclosed, 490 were sent out in paper format. Comparatively, 148 requests were released electronically.

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, and associated costs for requesters. 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.

Additionally, HC can no longer charge fees in the search for, or preparation of, any electronic documents. As of March 31, 2015, pursuant to the case *Information Commissioner of Canada v. Attorney General of Canada*, 2015 FC 405, the Federal Court agreed with the Commissioner's position that 'non-computerized records' are records which are not stored in electronic format. In practice, this means that if any record is stored electronically, such as in email, word processing applications (Microsoft Word) or in databases no fees can be charged for their processing except for the \$5 application fee established by the *Act*.

Based on requests completed in 2015-2016, HC collected \$4,505 in application fees and \$280 in search fees for a total of \$4,785 submitted to the Receiver General for Canada. In addition, HC waived \$3,262 in fees for 662 requests. Fees may be waived for a variety of factors, but are most commonly waived for costs of a paper or digitized copy where the fees chargeable would be less than \$25.

XI. Costs

HC spent a total of \$4,303,539 on ATI functions in 2015-2016. Of this total, salaries accounted for \$2,516,084 and administration for \$1,715,511, most of which was used to retain temporary help to address the volume and complexity of requests. Staffing for the fiscal year amounted to 37 FTEs dedicated to ATI activities. In previous years, these figures did not include administrative support, management, reporting, monitoring and policy resources, nor did they include their overhead cost which contributed to overall support of the operations of the application of the *Act*. In this fiscal year (2015-2016) these elements were incorporated in the above noted costs.

Training and Awareness

Training for HC Employees

Training sessions regarding the *Act* and related processes are delivered to HC employees on a regular basis. In fiscal year 2015-2016, the ATIP Operations Division delivered 23 "ATI 101" training sessions to 323 participants. In addition, 3 sessions targeting executives were offered to 43 participants in early 2016. 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. Significant efforts have been put into updating training materials and tools. In addition, a new process to identify and strategically assess training needs and to provide customized training to the target groups has been implemented.

Orientation and Awareness

The ATIP Division worked in collaboration with various program areas to promote awareness and develop customized training to address HC needs. As a result of this collaboration, 12 general awareness sessions were delivered to 145 participants. This approach resulted in increased engagement and awareness. The Division also continued to increase awareness among HC employees of their responsibilities under the *Act* by advertising sessions open to all employees.

Complaints and Court Applications for Reviews

I. Complaints to the Information Commissioner

During 2015-2016, 44 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	22
Exemptions	17
Other	3
Time Extension	2

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

Health Canada was one of six departments to participate in the OIC's pilot project on the investigation of complaints concerning delays (deemed refusals) and extensions. This pilot project streamlined administrative processes involved in the investigation of these complaints with the goal of quicker resolution for both the complainant and the institution. Early results appear to show a much quicker resolution of these types of complaints than previously.

II. Types of Complaints and their Disposition Completed in 2015-2016

Types of Complaints and their Disposition Completed in 2015-2016		
Subject of Complaint	Number of Closed Complaints	Final Disposition by OIC
Deemed Refusal (delay)	26	<ul style="list-style-type: none">• 23 Well Founded• 3 Abandoned
Other	5	<ul style="list-style-type: none">• 3 Well Founded• 1 Not Well Founded• 1 Abandoned
Exemption	11	<ul style="list-style-type: none">• 3 Well Founded• 2 Not Well Founded• 6 Abandoned
Time Extension	6	<ul style="list-style-type: none">• 3 Well Founded• 1 Not Well Founded• 2 Abandoned
Total	48	<ul style="list-style-type: none">• 32 Well Founded• 4 Not Well Founded• 12 Abandoned

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

During 2015-2016, one new application, made pursuant to subsection 44(1) of the *Access to Information Act* for review of HC's decision to disclose information, was before the Federal Court. In this case a third party was seeking a review of Health Canada's decision to disclose information concerning that third party. One new application made pursuant to section 41 was made. In 2014, a requester filed for review of Health Canada's actions following a complaint to the Information Commissioner. The case was dismissed in December 2015.

IV. Responses to Recommendations raised by other Agents of Parliament

There were no recommendations raised by other Agents of Parliament during fiscal year 2015-2016.

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

Delegation of Authority

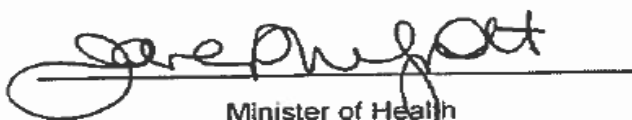
Access to Information Act and Privacy Act

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 responsible for 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 responsable 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.



Minister of Health
Ministre de la Santé

Nov 25, 2015
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	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	Full authority / Autorité absolue	Full authority / Autorité absolue
Director (Coordinator), Access to Information and Privacy / Directeur (trice) (Coordonnateur(trice)), Accès à l'information et protection des renseignements personnels	Full authority / Autorité absolue	Full authority except/ Autorité absolue sauf: Sections/Articles: 8(2)(j), 8(2)(m), 8(5), 9(1), 9(4), 10
Deputy Director, Access to Information and Privacy. Directeur (trice), Accès à l'information et protection des renseignements personnels	Full authority / Autorité absolue	Full authority except/ Autorité absolue sauf: Sections/Articles: 8(2)(j), 8(2)(m), 8(5), 9(1), 9(4), 10
Director, Privacy Management Division/ Directeur (trice) Division de la gestion de la protection des renseignements personnels	nil	Full authority except/ Autorité absolue sauf: Sections/Articles: 14-28 inclusively/inclusivement
Chief, Access to Information and Privacy / Chef, Accès à l'information et de la protection des renseignements personnels	Full Authority except/ Autorité absolue sauf: Sections / Articles : Full authority except / Autorité absolue sauf : 35(2), 52(2)(b), 52(3), 72 Regulations / Règlements : Sections / Articles : Full authority / Autorité absolue	Full Authority except/ Autorité absolue sauf: Sections / Articles : Full authority except / Autorité absolue sauf : 8(2)(j), 8(2)(m), 8(4), 8(5), 9(1), 9(4), 10, 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: 2015-04-01 to 2016-03-31

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

1.1 Number of requests

Requests	Number of Requests
Received during reporting period	1222
Outstanding from previous reporting period	851
Total	2073
Closed during reporting period	1026
Carried over to next reporting period	1047

1.2 Sources of requests

Source	Number of Requests
Media	170
Academia	37
Business (private sector)	589
Organization	53
Public	277
Decline to Identify	96
Total	1222

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	
10	45	77	112	54	77	16	391

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	2	47	74	70	15	10	6	224
Disclosed in part	4	75	57	92	63	68	55	414
All exempted	0	1	2	4	1	1	1	10
All excluded	0	0	0	3	0	0	0	3
No records exist	17	78	24	4	2	3	0	128
Request transferred	17	0	0	1	0	0	0	18
Request abandoned	81	37	17	6	4	10	60	215
Neither confirmed or denied	4	3	4	0	2	1	0	14
Total	125	241	178	180	87	93	122	1026

2.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	4	16(2)	4	18(a)	6	20.1	0
13(1)(b)	6	16(2)(a)	0	18(b)	0	20.2	0
13(1)(c)	9	16(2)(b)	0	18(c)	0	20.4	0
13(1)(d)	0	16(2)(c)	19	18(d)	0	21(1)(a)	51
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	65
14	1	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	26
14(a)	9	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	3
14(b)	9	16.1(1)(c)	3	18.1(1)(d)	0	22	9
15(1)	4	16.1(1)(d)	0	19(1)	376	22.1(1)	0
15(1) - I.A.*	4	16.2(1)	2	20(1)(a)	3	23	29
15(1) - Def.*	0	16.3	0	20(1)(b)	127	24(1)	2
15(1) - S.A.*	0	16.4(1)(a)	0	20(1)(b.1)	0	26	3
16(1)(a)(i)	3	16.4(1)(b)	0	20(1)(c)	67		
16(1)(a)(ii)	0	16.5	0	20(1)(d)	18		
16(1)(a)(iii)	0	17	20				
16(1)(b)	1						
16(1)(c)	4						
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)	9	69(1)	0	69(1)(g) re (a)	5
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)	3
68.1	0	69(1)(c)	0	69(1)(g) re (d)	1
68.2(a)	0	69(1)(d)	0	69(1)(g) re (e)	5
68.2(b)	0	69(1)(e)	7	69(1)(g) re (f)	3
		69(1)(f)	0	69.1(1)	0

2.4 Format of information released

Disposition	Paper	Electronic	Other Formats
All disclosed	179	45	0
Disclosed in part	311	103	0
Total	490	148	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	11059	11059	224
Disclosed in part	67901	55010	414
All exempted	1316	0	10
All excluded	115	0	3
Request abandoned	27005	0	215
Neither confirmed nor denied	0	0	14

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	201	2540	19	3887	2	1064	2	3568	0	0
Disclosed in part	316	6871	58	10401	27	17204	13	20534	0	0
All exempted	9	0	0	0	0	0	1	0	0	0
All excluded	2	0	1	0	0	0	0	0	0	0
Request abandoned	183	0	20	0	6	0	5	0	1	0
Neither confirmed nor denied	14	0	0	0	0	0	0	0	0	0
Total	725	9411	98	14288	35	18268	21	24102	1	0

2.5.3 Other complexities

Disposition	Consultation Required	Assessment of Fees	Legal Advice Sought	Other	Total
All disclosed	60	0	1	30	91
Disclosed in part	233	2	1	73	309
All exempted	5	0	0	0	5
All excluded	3	0	0	0	3
Request abandoned	36	3	0	3	42
Neither confirmed nor denied	0	0	0	0	0
Total	337	5	2	106	450

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
430	399	19	0	12

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	34	21	55
16 to 30 days	33	9	42
31 to 60 days	42	26	68
61 to 120 days	20	37	57
121 to 180 days	25	18	43
181 to 365 days	13	41	54
More than 365 days	39	72	111
Total	206	224	430

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	32	0	28	34
Disclosed in part	100	5	70	155
All exempted	4	1	1	2
All excluded	3	2	1	0
No records exist	2	0	0	0
Request abandoned	37	1	23	21
Total	178	9	123	212

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	82	1	40	1
31 to 60 days	46	7	59	199
61 to 120 days	41	1	21	6
121 to 180 days	4	0	1	3
181 to 365 days	5	0	2	2
365 days or more	0	0	0	1
Total	178	9	123	212

Part 4: Fees

Fee Type	Fee Collected		Fee Waived or Refunded	
	Number of Requests	Amount	Number of Requests	Amount
Application	901	\$4,505	78	\$390
Search	2	\$280	3	\$450
Production	0	\$0	0	\$0
Programming	0	\$0	0	\$0
Preparation	0	\$0	0	\$0
Alternative format	0	\$0	0	\$0
Reproduction	0	\$0	581	\$2,422
Total	903	\$4,785	662	\$3,262

Part 5: Consultations Received From Other Institutions and Organizations

5.1 Consultations received from other Government of Canada institutions and other organizations

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during reporting period	193	8702	24	468
Outstanding from the previous reporting period	14	1739	2	987
Total	207	10441	26	1455
Closed during the reporting period	180	8907	25	1450
Pending at the end of the reporting period	27	1534	1	5

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

Recommendation	Number of Days Required to Complete Consultation Requests							
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
Disclose entirely	11	95	31	8	1	1	1	148
Disclose in part	1	5	9	1	0	0	0	16
Exempt entirely	0	2	0	0	0	0	0	2
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	11	1	1	0	0	0	1	14
Total	23	103	41	9	1	1	2	180

5.3 Recommendations and completion time for consultations received from other organizations

Recommendation	Number of Days Required to Complete Consultation Requests							
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
Disclose entirely	6	10	4	0	0	0	0	20
Disclose in part	1	1	0	0	0	1	0	3
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	1	0	0	0	0	0	1
Other	0	0	0	1	0	0	0	1
Total	7	12	4	1	0	1	0	25

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	2	5	0	0	0	0	0	0	0	0
16 to 30	7	22	0	0	0	0	0	0	0	0
31 to 60	2	7	1	0	0	0	0	0	0	0
61 to 120	2	9	0	0	0	0	0	0	0	0
121 to 180	1	0	0	0	0	0	0	0	0	0
181 to 365	1	0	1	34	0	0	0	0	0	0
More than 365	1	9	1	0	0	0	0	0	0	0
Total	16	52	3	34	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	1	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	1	0	0	0	0	0	0	0	0	0

Part 7: Complaints and Investigations

7.1 Complaints and investigations

Section 32	Section 35	Section 37	Total
44	1	48	93

Part 8: Court Action

8.1 Court action

Section 41	Section 42	Section 44	Total
1	0	0	1

Part 9: Resources Related to the *Access to Information Act*

9.1 Costs

Expenditures		Amount
Salaries		\$2,516,084
Overtime		\$71,944
Goods and Services		\$1,715,511
• Professional services contracts	\$1,497,730	
• Other	\$217,781	
Total		\$4,303,539

9.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	26.87
Part-time and casual employees	0.97
Regional staff	0.00
Consultants and agency personnel	9.15
Students	0.00
Total	36.99

Note: Enter values to two decimal places.