



Canadian  
human rights  
commission

Commission  
canadienne des  
droits de la personne

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**CANADIAN HUMAN RIGHTS COMMISSION**

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**ANNUAL REPORT**

***ACCESS TO INFORMATION ACT***

**April 1, 2016 to March 31, 2017**

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## 1. INTRODUCTION

This is the 33rd Annual Report to Parliament submitted by the Canadian Human Rights Commission (the Commission) pursuant to subsection 72(1) of the *Access to Information Act* (ATIA).

The purpose of the ATIA is to provide a right of access to 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* requires that the head of every government institution shall prepare, for submission to Parliament, an annual report on the administration of the Act within the institution during each fiscal year.








This report describes the work of the Commission's Access to Information and Privacy Office for the fiscal year 2016-2017.

### About the Commission

The Canadian Human Rights Commission is akin to an Agent of Parliament. It operates independently from government. As Canada's human rights watchdog, the Commission is responsible for representing the public interest and holding the Government of Canada to account on matters related to human rights.

The *Canadian Human Rights Act* (CHRA) gives the Commission the authority to research, raise awareness of, and speak out on any matter related to human rights in Canada. This year, Canada not only celebrates its 150<sup>th</sup> anniversary, and the 35<sup>th</sup> anniversary of the *Canadian Charter of Rights and Freedoms*, but also the 40<sup>th</sup> anniversary of the CHRA.

The Commission is responsible for administering the CHRA, which protects people in Canada from discrimination when based on any of the 11 grounds:

-  race,
-  national or ethnic origin,
-  color,
-  religion,
-  age,
-  sex,
-  sexual orientation,

- ✚ marital status,
- ✚ family status,
- ✚ disability, and,
- ✚ conviction for an offence for which a pardon has been granted or in respect of which a record suspension has been ordered.

The Commission has long advocated for two new grounds to be added to the CHRA.

- Bill S-201 would add the ground of “genetic discrimination” to the CHRA. The bill received Royal Assent on May 4<sup>th</sup>, 2017.
- Bill C-16 would add the ground of “gender identity or expression”. The Commission remains hopeful that Bill C-16 will be passed before the end of 2017.

The Commission also works with federally regulated employers to ensure compliance with the *Employment Equity Act*. This contributes to the elimination of employment barriers in various workplaces for women, Indigenous peoples, persons with disabilities and visible minorities.

## 2. ORGANIZATIONAL STRUCTURE

COMMISSION'S CORE RESPONSIBILITIES			
Engagement and Advocacy	Canadian Human Rights Complaints	Employment Equity Audits	Internal Services

### Engagement and Advocacy

The Commission serves as an independent, national voice for the rights of people, especially those in vulnerable circumstances, in Canada. An important part of the Commission's work is to speak out and raise public awareness of human rights issues in Canada. Part of this work includes engaging and fostering partnerships by the Commission with other human rights organizations, with civil society, law-makers, First Nations organizations, employers, and the public in order to affect human rights change.

### Human Rights Complaints

As Canada's national human rights institution, the Commission receives discrimination complaints and works with both the complainant and respondent to resolve the issues through mediation. When a complaint cannot be settled, or when the Commission determines that further examination is warranted, it may refer the complaint to the Canadian Human Rights Tribunal.

In some cases, the Commission will also attend the Tribunal hearing to represent the public interest in cases where the outcome has the potential to clarify, influence, shape or define human rights law. If this happens, the Commission may also provide documents and call witnesses.

### Employment Equity Audits

The Commission works with federally regulated employers to ensure compliance with the *Employment Equity Act*. This contributes to the elimination of employment barriers in various workplaces for

- ✓ women,
- ✓ Indigenous peoples,
- ✓ persons with disabilities, and,
- ✓ visible minorities.

**Internal Services**

Internal Services are groups of related activities and resources that are administered to support the needs of programs and other corporate obligations of an organization. These groups are:

- Management and Oversight Services;
- Communications Services;
- Legal Services;
- Human Resources Management Services;
- Financial Management Services;
- Information Management Services;
- Information Technology Services;
- Real Property Services;
- Material Services;
- Acquisition Services; and,
- Travel and Other Administrative Services.

### 3. ORGANIZATION OF ACTIVITIES

The Commission's Access to Information and Privacy (ATIP) Office is comprised of an ATIP Coordinator, an ATIP Analyst, and a Team Leader.

The Chief Commissioner, Marie-Claude Landry, has delegated her decision-making authority under the *Access to Information Act* (ATIA) to the Director General of the Protection Branch during this reporting year. The power to process requests is delegated to the ATIP Office. As the functional delegate, the Director General oversees the processing of requests and the handling of complaints. The ATIP Office is organizationally housed within the Legal Services Division at the Commission.

**The ATIP Coordinator** has a number of duties including managing the processing of requests and complaints, the supervision of the ATIP Analyst, and providing policy and processing advice to the ATIP delegate, to senior management, as well as Commission staff.

**The ATIP Analyst** is responsible for a number of tasks including the coordination of the records retrieval from the Offices of Primary Interest (OPIs), reviewing requests, entering all essential data in the case management program and preparing packages for the requesters.

**The Team Leader** has supervisory responsibilities and assists with complex requests and complaints. (An ATIP Consultant assists on an as needed basis.)

Finally, because the ATIP Office is part of the Legal Services Division, its Director manages the financial and human resources of the ATIP Office.

#### **The Commission's ATIP Office**

The Commission's ATIP Office is responsible for providing quality service to the public and to the Commission. The ATIP Office begins the process by coordinating the records retrieval. When a request comes in, the ATIP Office starts by sending it to the appropriate Departmental Head, also referred to as the OPI. The OPI will then send the request to his/her staff to see if they have relevant documents. Should the request not be clear, the OPI will then seek clarification from the ATIP Office. Once the employees have gathered the records, they forward the information to their managers who in turn may make recommendations to the OPI and to the ATIP Office.

The ATIP Office then continues the process of triaging/scanning/indexing records, reviews all records, consults/liases/negotiates with other government departments or third parties, provides an in-depth analysis, and, prepares the final release package which is subsequently sent to the Director General for final approval and signature. The approved release package is then returned to the ATIP Office to prepare the package for mailing.



The ATIP Office also deals with complaints from the Office of the Information Commissioner. Furthermore, the ATIP Office provides ATIP training to all staff; compiles statistics; and prepares reports (*Info Source, Access to Information Act Annual Report*). Weekly reports are also prepared for the Director General, the Director, and the Team Leader.

As per the new Treasury Board Secretariat of Canada requirement, the ATIP Office also prepares the text of the completed access to information request (but not including the ones requesting their complaint files) to be posted on the Open-Canada website.

[http://open.canada.ca/en/search/ati?f%5B0%5D=ss\\_ati\\_organization\\_en%3ACanadian%20Human%20Rights%20Commission](http://open.canada.ca/en/search/ati?f%5B0%5D=ss_ati_organization_en%3ACanadian%20Human%20Rights%20Commission)

#### **4. SIGNED DELEGATION ORDER**

The Delegation Order sets out the powers, duties and functions for the administration of the ATIA that have been delegated by the head of the institution, the Chief Commissioner.

Attached is the Signed Delegation Order - Appendix A.

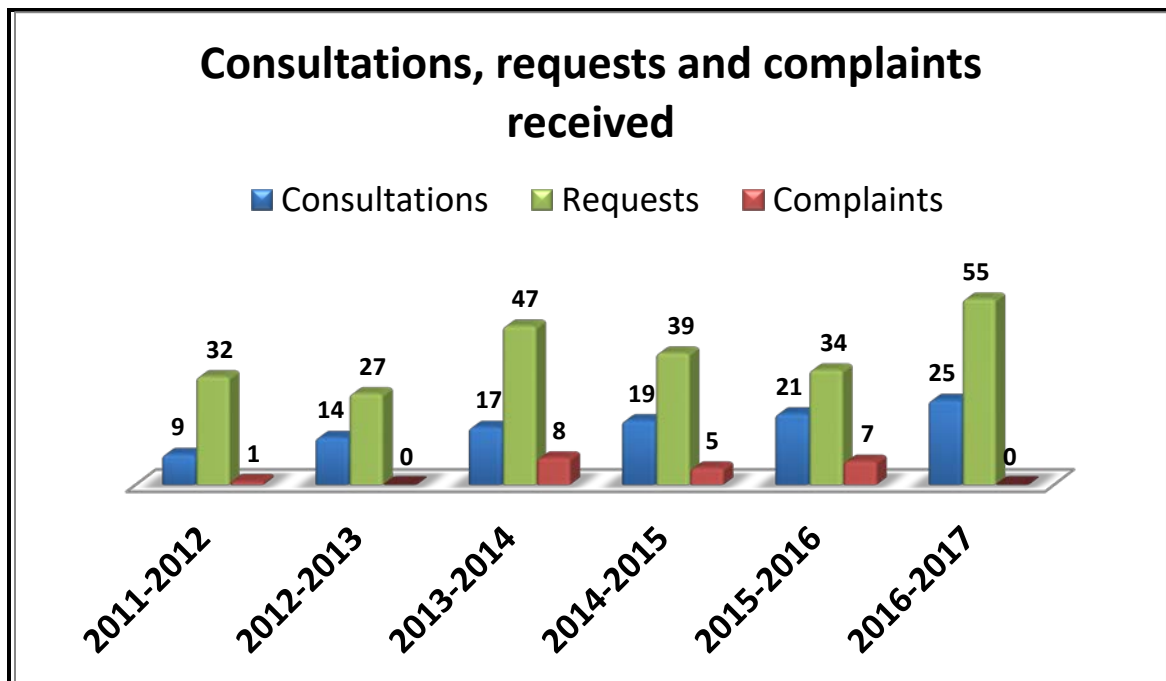
## 5. STATISTICAL REPORT

During the period under review, April 1, 2016 to March 31, 2017, the Commission received **55 new requests** plus **1** that was brought forward from the previous year making **a total of 56**. Of the new 55 requests, 3 were from media; 6 were from business (private sector); 2 were from organizations; and, 44 were from the public.

A total of 51 requests were completed in 2016-2017 while the last 5 are to be completed in fiscal year 2017-2018. During this fiscal year, there was no trend to report. For the 55 new requests received during the period of April 1, 2016 and March 31, 2017, a total of 14,304 pages were processed.

Of the 51 completed requests:

- 15 completed requests were fully disclosed;
- 27 requests were partially disclosed;
- 1 request was all exempted;
- 4 were no records existed; and,
- 4 requests were abandoned.



**CONSULTATIONS:**

*A consultation is when record(s) responding to a particular request are transmitted from another organization (federal, provincial, territorial, municipal) to us for review and to make recommendations if any exemptions are needed.*

The Commission processed **23 new consultation requests** and **2** from the previous year for a **total of 25 consultations** to review records originating from the Commission for a total of 1,279 pages.

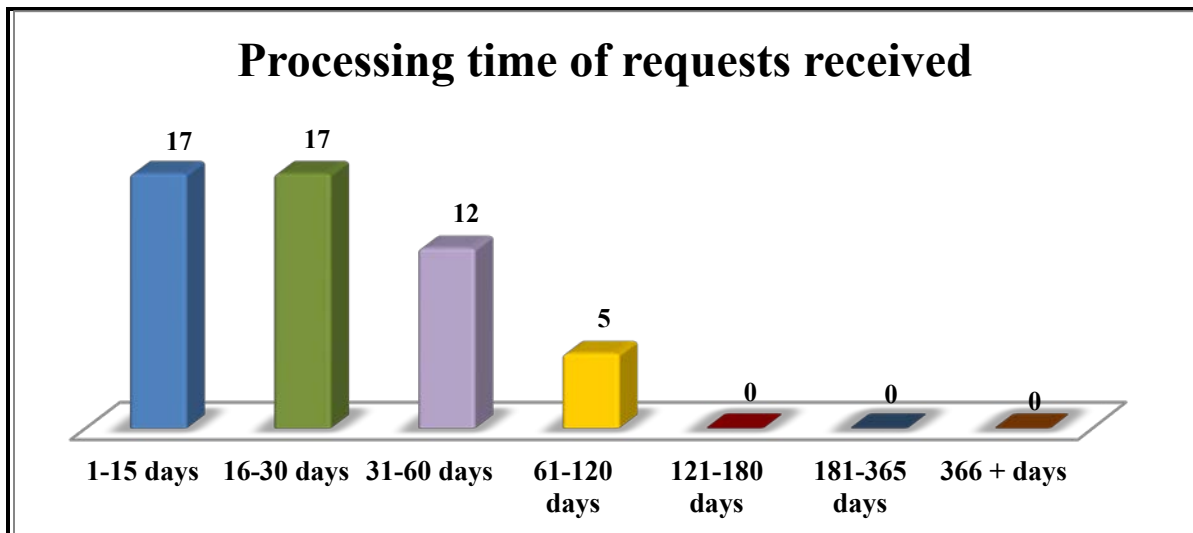
**INFORMAL REQUESTS:**

*An informal request is a request for information that is not processed under the Act. The administration fee cannot be charged for informal requests and there are no deadlines for responding. Also, the requester has no statutory right to complain to the Office of the Information Commissioner of Canada.*

The Commission also received **25 informal requests** and 24 were closed within 30 days while 1 is to be completed in fiscal year 2017-2018.

The completion times for the 51 requests were as follows:

- 17 requests took 1 to 15 days;
- 17 requests took 16 to 30 days;
- 12 request took 31 to 60 days; and,
- 5 requests took 61 to 120 days.



The Commission is committed to completing requests in a timely fashion but 7 requests went past the statutory deadline. Here are the reasons.

Number of Requests Closed Past the Statutory Deadline	Principal Reason			
	Workload	External Consultation	Internal Consultation	Other
7	1		0	6

For requests that took 1-30 days:

- For one we took 37 days: we did not ask for an extension.
- For one we took 45 days: we did not ask for an extension.

For requests that took 31-60 days:

- For one we took 45 days: we did not ask for an extension.
- For two we took 32 days: we did not ask for an extension.
- For one we took 40 days: we did not ask for an extension.
- On one occasion, we asked for an extension but we still went beyond the extension time.

Partial exemptions claimed under the ATIA were invoked in 18 requests. For some requests, more than one exemption was invoked.

SECTIONS OF THE ATIA USED IN PARTIAL EXEMPTIONS	NUMBER OF REQUESTS
<p><b><u>Paragraph 16(1)(b)</u></b> – 16 (1) where the head of a government institution may refuse to disclose any record requested under this Act that contains</p> <p><b>(b)</b> information relating to investigative techniques or plans for specific lawful investigations</p>	1
<p><b><u>Subsection 19(1)</u></b> – Personal information – where the head of a government institution shall refuse to disclose any record requested under this Act that contains</p> <p>personal information as defined in section 3 of the <i>Privacy Act</i>.</p>	26
<p><b><u>Paragraph 20(1)(a)</u></b> – Third party information – where the head of a government institution shall refuse to disclose any record requested under this Act that contains</p> <p><b>(a)</b> trade secrets of a third party</p>	1
<p><b><u>Paragraph 20(1)(b)</u></b> – Third party information – where the head of a government institution shall refuse to disclose any record requested under this Act that contains</p> <p><b>(b)</b> financial, commercial, scientific or technical information that is confidential information supplied to a government institution by a third party and is treated consistently in a confidential manner by the third party</p>	4
<p><b><u>Paragraph 20(1)(c)</u></b> – Third party information – where the head of a government institution shall refuse to disclose any record requested under this Act that contains</p> <p><b>(c)</b> information the disclosure of which could reasonably be expected to result in material financial loss or gain to, or could reasonably be expected to prejudice the competitive position of a third party</p>	2
<p><b><u>Paragraph 20(1)(d)</u></b> – Third party information – where the head of a government institution shall refuse to disclose any record requested under this Act that contains</p> <p><b>(d)</b> information the disclosure of which could reasonably be expected to interfere with contractual or other negotiations of a third party</p>	2
<p><b><u>Paragraph 21(1)(a)</u></b> – Advice, etc. – where the head of a government institution may refuse to disclose any record requested under this Act that contains</p> <p><b>(a)</b> advice or recommendations developed by or for a government institution or a minister of the Crown</p>	12
<p><b><u>Paragraph 21(1)(b)</u></b> – Advice, etc. – where the head of a government institution may refuse to disclose any record requested under this Act that contains</p> <p><b>(b)</b> an account of consultations or deliberations in which directors, officers or employees of a government institution, a minister of the Crown or the staff of a minister participate,</p>	4

SECTIONS OF THE ATIA USED IN PARTIAL EXEMPTIONS	NUMBER OF REQUESTS
<p><b>Section 23</b> – Solicitor-client privilege – where the head of a government institution may refuse to disclose any record requested under this Act that contains information that is subject to solicitor-client privilege.</p>	12
<p><b>Section 24</b> – Statutory prohibitions against disclosure – where the head of a government institution shall refuse to disclose any records requested under this Act that contains information the disclosure of which is restricted by or pursuant to any provision set out in Schedule II.</p>	8

Attached is a statistical report on the *Access to Information Act* - Appendix B.

**NOTE: Legal Advice Sought**

Legal advice was requested on an as needed basis for approximately 23% of the requests.

## **6. EDUCATION AND TRAINING ACTIVITIES**

The ATIP Office continues to provide policy and processing advice to Commission staff on the ATIA as needed. Over the past year, we provided some training on an as-needed basis. Employees would come to the ATIP Office at any time to ask questions, and therefore, there was no official tracking system of how many people came to the office for advice/information.

The ATIP Office has developed an online training program for Commission staff. It will be mandatory for all to complete, and the Commission will keep track of the staff that took the training. The training program will be on the Commission's Intranet sometime during the summer 2017.

Employees wanting more training for their personal and professional development are also referred to the Treasury Board Secretariat training calendar and to the University of Alberta's ATIP program.

## **7. INSTITUTIONAL POLICIES AND PROCEDURES**

The functioning of the ATIP Office is governed by the Treasury Board Secretariat's policies.

There is an on-going review and business re-engineering of the Commission's practices with regards to the processing of requests. This review serves to improve our policies and practices. To make the ATIP functions operate more smoothly, the Commission continues to develop new procedures to take into account the complexity of the requests so that we can achieve our goal of fulfilling our mandate under the ATIA within the prescribed deadlines.

The development of a new ATIP procedures manual for the Commission is still underway.



## 8. ACCESS TO INFORMATION ACT COMPLAINTS

There were no new complaints for 2016-2017 fiscal year. Three will be carried forward to the 2017-2018 fiscal year.

The key issues were as follows:

<b>COMPLAINTS CARRIED FORWARD FROM PREVIOUS YEARS 2012-2014</b>	<b>REASON FOR COMPLAINT</b>	<b>STATUS</b>
1 - Received April 16, 2012	Refusal Exemption	Closed Sept 12, 2016 Resolved – well founded No action required
1 - Received February 24, 2014		Ongoing
<b>COMPLAINTS CARRIED FORWARD FROM PREVIOUS YEAR 2014-2015</b>	<b>REASON FOR COMPLAINT</b>	<b>STATUS</b>
1 - Received August 12, 2014	Refusal Exemption	Closed June 30, 2016 Resolved – well founded No action required

<b>COMPLAINTS CARRIED FORWARD FROM PREVIOUS YEAR 2015-2016</b>	<b>REASON FOR COMPLAINT</b>	<b>STATUS</b>
1 - Received July 6, 2015	Refusal General	Closed October 7, 2016 Resolved – well founded No action required
1 - Received April 29, 2015  1 - Received August 4, 2015   1 - Received January 26, 2016	Refusal Exemptions	Ongoing  Closed October 31, 2016 Resolved – well founded No action required  Closed October 31, 2016 Resolved – well founded No action required
1 - Received December 15, 2015	Miscellaneous	Closed June 6, 2016 Resolved – well founded No action required
<b>COMPLAINTS CARRIED FORWARD FROM PREVIOUS YEAR 2016-2017</b>	<b>REASON FOR COMPLAINT</b>	<b>STATUS</b>
October 19, 2016	Refusal Exemptions	Ongoing

## **9. TIME TO PROCESS A REQUEST**

Requests are monitored daily and information about the different processing stages is entered into the Commission's case management program.

Delays in processing requests primarily occur when consultations are needed. When it appears that a delay in processing a request is inevitable, the ATIP Analyst will contact the requester. If the requester cannot be reached, the ATIP Coordinator will then be notified of any concerns; and if necessary will discuss with the Team Leader. The ATIP Delegate, currently the Commission's Director General & Senior General Counsel, Human Rights Protection Branch, is then notified of the steps taken to ensure that the request is being processed in a reasonable time frame.

The Director General will decide next steps, as needed, and will bring any issues to the Chief Commissioner, as required.

# APPENDIX A

## Access to Information Act and Privacy Act Delegation Order

### Arrêté sur la délégation en vertu de la *Loi sur l'accès à l'information* et de la *Loi sur la protection des renseignements personnels*

The Acting Chief Commissioner, Canadian Human Rights Commission, pursuant to section 73 of the *Access to Information Act* and the *Privacy Act*, hereby designates the persons holding the positions set out in the schedule hereto, or the persons occupying the positions on an acting basis, to exercise the powers and functions of the Chief Commissioner as the head of a government institution, under the section of the Act set out in the schedule opposite each position. This delegation replaces any and all previous designations/delegations.

En vertu de l'article 73 de la *Loi sur l'accès à l'information* et de la *Loi sur la protection des renseignements personnels*, le président par intérim, Commission canadienne des droits de la personne délègue aux titulaire des postes mentionnés aux annexes ci-après, ainsi qu'aux personnes occupant a titre intérimaire lesdits postes, les attributions dont il est, en qualité de responsable d'une institution fédérale, investi par les articles de la Loi mentionnés en regard de chaque poste. Le présent document remplace et annule toute désignation/délégation précédentes.

Position/Poste	Schedule/Annexe	
	<i>Privacy Act</i> and Regulations / <i>Loi sur la protection des renseignements personnels</i> et règlements	<i>Access to Information Act</i> and Regulations / <i>Loi sur l'accès à l'information</i> et règlements
Senior General Counsel / Avocate générale principale	Full Authority / Autorité absolue	Full Authority / Autorité absolue
Coordinator, Access to Information and Privacy / Coordinateur(trice), l'accès à l'information et de la protection des renseignements personnels	8(4), 9(1), 9(4), 10, 14(b), 15, 17(1), 17(2) <sup>c</sup> , 17(3) <sup>c</sup> , 31, 33(2), 77	4(2.1), 7(b), 8(1), 9, 11, 12(1), 12(2) <sup>c</sup> , 12(3) <sup>c</sup> , 26, 27(1), 27(4), 28(4), 33, 35(2), 43(1), 44(2), 71(1), 77

<sup>c</sup> Delegation conditional on consultation with Executive Director / Délégation conditionnelle sur la consultation au Directeur Exécutif.

Dated, at the City of Ottawa,  
this 20 day of JUNE, 2016

Daté à la ville d'Ottawa,  
ce 20<sup>e</sup> jour de JUIN, 2016

LA PRÉSIDENTE  
MARIE-CLAUDE LANDRY, Ad. E.



MARIE-CLAUDE LANDRY, Ad. E.  
CHIEF COMMISSIONER

**Powers, duties and functions delegated pursuant to Section 73 of the  
Access to Information Act - Canadian Human Rights Commission /  
Délégation des pouvoirs, fonctions et attributions en vertu de l'article 73 de la  
Loi sur l'accès à l'information - Commission canadienne des droits de la personne**

Section / L'article	Description	Senior General Counsel / Avocate générale principale	Coordinator, Access to Information and Privacy / Coordinateur(trice), l'accès à l'information et de la protection des renseignements personnels
4(2.1)	Responsibility of head of government institution to make reasonable effort to provide access/ Responsabilité du dirigeant de l'institution fédérale de faire tous les efforts raisonnables pour communiquer les documents	X	X
7(a)	Notify requestor whether or not access to be given / Aviser le requérant si le document sera communiqué ou non dans le cas échéant	X	
7(b)	Where access is to be given, give the person who made the request access to the record or part thereof / Donner communication totale ou partielle du document dans le cas échéant.	X	X
8(1)	Transfer to and transfer from institution / Transmission de la demande	X	X
9	Extension of time limits / Prorogation du délai	X	X
11	Assess fees / Frais additionnels de traitement	X	X
12(1)	Form of Access / Exercice de l'accès	X	X
12(2)	Language of access / Langue de la communication	X	X <sup>c</sup>
12(3)	Access to record in alternative format / Communication sur un support de substitution	X	X <sup>c</sup>
13	Denial of access – Information obtained in confidence / Refus de communication – Renseignements obtenus à titre confidentiel	X	
14	Denial of access – Federal-Provincial / Refus de communication – Affaires fédéro-provinciales	X	
15	Denial of access – International Affairs and Defence / Refus de communication – Affaires internationales et défense	X	

<sup>c</sup> Delegation conditional on consultation with Executive Director /  
Délégation subordonnée à la consultation avec le Directeur Exécutif

Appendix B of June 20, 2016, Delegation Order  
Annexe B de l'ordre de la délégation du 20 juin, 2016

Section / L'article	Description	Senior General Counsel / Avocate générale principale	Coordinator, Access to Information and Privacy / Coordinateur(trice), l'accès à l'information et de la protection des renseignements personnels
16	Denial of access – Law enforcement and investigation / Refus de communication – Enquêtes et respect des lois	X	
16.5	Denial of access - <i>Public Servants Disclosure Protection Act</i> / Refus de communication - <i>Loi sur la protection des fonctionnaires divulgateurs d'actes répréhensibles</i>	X	
17	Denial of access – Safety of Individuals / Refus de communication – Sécurité des individus	X	
18	Denial of access – Economic interests of Canada / Refus de communication – Intérêts économiques du Canada	X	
18.1	Denial of access – Economic interests of certain government institutions / Refus de communication – Intérêts économiques du Canada de certaines institutions fédérales	X	
19	Denial of access – Personal Information / Refus de communication – Renseignements personnels	X	
20	Denial of access – Third-party information / Refus de communication – Renseignements de tiers	X	
21	Denial of access – Advice / Refus de communication – Avis	X	
22	Denial of access – Testing procedures / Refus de communication – Examen et vérifications	X	
22.1	Denial of access – Internal audits / Refus de communication – Vérifications internes	X	
23	Denial of access – Solicitor-client privilege / Refus de communication – Secret professionnel des avocats	X	
23	Waive solicitor-client privilege / Renonciation au secret professionnel des avocats	X	
24	Denial of access – Statutory prohibitions / Refus de communication – Interdictions fondées sur d'autres lois	X	
25	Severance / Prélèvement	X	
26	Denial of access – Information to be published / Refus de communication – Publication	X	X

Appendix B of June 20, 2016, Delegation Order  
Annexe B de l'ordre de la délégation du 20 juin, 2016

Section / L'article	Description	Senior General Counsel / Avocate générale principale	Coordinator, Access to Information and Privacy / Coordinateur(trice), l'accès à l'information et de la protection des renseignements personnels
27(1)	Notify third parties of intent to disclose information / Aviser les tiers de l'intention de divulguer des renseignements	X	X
27(4)	Extend time limit for third parties / Prorogation de délai accordé à un tiers	X	X
28(1)	Decide to disclose information after third-party representation / Décider de communiquer des renseignements suite aux observations d'un tiers	X	
28(2)	Waive requirement for representations to be made in writing / Autoriser une présentation orale	X	
28(4)	Where decision made to disclose under 28(1)(b), provides requestor access to the record forthwith on completion of 20 days after notice given / Dans les cas où il décide, en vertu de l'alinéa (1)(b), de donner communication du document à la personne qui en a fait la demande, donner suite à sa décision dès l'expiration des vingt jours suivant la transmission de l'avis prévu à cet alinéa.	X	X
29(1)	Disclosure on recommendations of Information Commissioner / Communication suite des recommandations du Commissaire à l'information	X	
33	Advise Information Commissioner of third-party's involvement / Avis au Commissaire à l'information de la participation d'un tiers	X	X
35(2)	Right to make representations / Droit de présenter des observations	X	X
37(4)	Access to be given to the complainant / Communication accordée au plaignant	X	
43(1)	Notice to the third party of applications to Federal Court for review / Avis au tiers (des demandes de révision à la Cour fédérale)	X	X
44(2)	Notice to requestor of applications to Federal Court by a third party / Avis au demandeur (demande de révision par la Cour fédérale faite par un tiers)	X	X
52(2)	Special rules for hearings related to international affairs and defence / Règles spéciales pour l'audition	X	



Appendix B of June 20, 2016, Delegation Order  
 Annexe B de l'ordre de la délégation du 20 juin, 2016

Section / L'article	Description	Senior General Counsel / Avocate générale principale	Coordinator, Access to Information and Privacy / Coordinateur(trice), l'accès à l'information et de la protection des renseignements personnels
and (3)	des causes au sujet des Affaires internationales et défense		
69	Denial of access – Cabinet confidences / Refus de communication – Documents confidentiels du Cabinet	X	
71(1)	Provide facilities at the institution where the public may inspect any manuals used by employees of the institution that affect the public / Fournir des installations de consultation par le public des manuels dont se servent les fonctionnaires qui touchent le public.	X	X
71(2)	Exempt information severed from manuals / Prélèvement des renseignements visés par une exception des manuels	X	
72	Report to Parliament / Rapport au Parlement	X	
77	Responsibilities conferred on the head of the institution by the Regulations made under section 77 which are not included above / Responsabilités attribuées au responsable de l'institution par règlement fait en vertu de l'article 77 qui ne sont pas incluses ci-dessus	X	X

# APPENDIX B



## Statistical Report on the Access to Information Act

Name of institution: Canadian Human Rights Commission

Reporting period: 2016-04-01 to 2017-03-31

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

#### 1.1 Number of requests

	Number of Requests
Received during reporting period	55
Outstanding from previous reporting period	1
<b>Total</b>	<b>56</b>
Closed during reporting period	51
Carried over to next reporting period	5

#### 1.2 Sources of requests

Source	Number of Requests
Media	3
Academia	0
Business (private sector)	6
Organization	2
Public	44
Decline to Identify	0
<b>Total</b>	<b>55</b>

#### 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	
23	1	0	0	0	0	0	24

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

## Part 2: Requests Closed During the Reporting Period

### 2.1 Disposition and completion time

Disposition of Requests	Completion Time							Total
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
All disclosed	5	9	1	0	0	0	0	15
Disclosed in part	7	4	11	5	0	0	0	27
All exempted	0	1	0	0	0	0	0	1
All excluded	0	0	0	0	0	0	0	0
No records exist	1	3	0	0	0	0	0	4
Request transferred	0	0	0	0	0	0	0	0
Request abandoned	4	0	0	0	0	0	0	4
Neither confirmed nor denied	0	0	0	0	0	0	0	0
<b>Total</b>	<b>17</b>	<b>17</b>	<b>12</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>51</b>

### 2.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	0	16(2)	0	18(a)	0	20.1	0
13(1)(b)	0	16(2)(a)	0	18(b)	0	20.2	0
13(1)(c)	0	16(2)(b)	0	18(c)	0	20.4	0
13(1)(d)	0	16(2)(c)	0	18(d)	0	21(1)(a)	12
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	4
14	0	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	0
14(a)	0	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	0
14(b)	0	16.1(1)(c)	0	18.1(1)(d)	0	22	0
15(1)	0	16.1(1)(d)	0	19(1)	26	22.1(1)	0
15(1) - I.A.*	0	16.2(1)	0	20(1)(a)	1	23	12
15(1) - Def.*	0	16.3	0	20(1)(b)	4	24(1)	8
15(1) - S.A.*	0	16.4(1)(a)	0	20(1)(b.1)	0	26	0
16(1)(a)(i)	0	16.4(1)(b)	0	20(1)(c)	2		
16(1)(a)(ii)	0	16.5	0	20(1)(d)	2		
16(1)(a)(iii)	0	17	0				
16(1)(b)	1						
16(1)(c)	0						
16(1)(d)	0						

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

## 2.3 Exclusions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
68(a)	1	69(1)	0	69(1)(g) re (a)	0
68(b)	0	69(1)(a)	0	69(1)(g) re (b)	0
68(c)	0	69(1)(b)	0	69(1)(g) re (c)	0
68.1	1	69(1)(c)	0	69(1)(g) re (d)	0
68.2(a)	1	69(1)(d)	0	69(1)(g) re (e)	0
68.2(b)	0	69(1)(e)	0	69(1)(g) re (f)	0
		69(1)(f)	0	69.1(1)	0

## 2.4 Format of information released

Disposition	Paper	Electronic	Other Formats
All disclosed	0	0	15
Disclosed in part	0	0	27
<b>Total</b>	0	0	42

## 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	311	311	15
Disclosed in part	13968	10538	27
All exempted	3	0	1
All excluded	0	0	0
Request abandoned	22	0	4
Neither confirmed nor denied	0	0	0

### 2.5.2 Relevant pages processed and disclosed by size of requests

Disposition	Less Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
All disclosed	15	311	0	0	0	0	0	0	0	0
Disclosed in part	6	117	13	1994	2	1341	6	7086	0	0
All exempted	1	0	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	4	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	26	428	13	1994	2	1341	6	7086	0	0

### 2.5.3 Other complexities

Disposition	Consultation Required	Assessment of Fees	Legal Advice Sought	Other	Total
All disclosed	0	0	0	0	0
Disclosed in part	1	0	0	5	6
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Request abandoned	0	0	0	0	0
Neither confirmed nor	0	0	0	0	0
<b>Total</b>	1	0	0	5	6

### 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
7	1	0	0	6

#### 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	6	1	7
16 to 30 days	0	0	0
31 to 60 days	0	0	0
61 to 120 days	0	0	0
121 to 180 days	0	0	0
181 to 365 days	0	0	0
More than 365 days	0	0	0
<b>Total</b>	6	1	7

### 2.7 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
<b>Total</b>	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	2	0	0	0
Disclosed in part	8	0	1	0
All exempted	0	0	0	0
All excluded	0	0	0	0
No records exist	0	0	0	0
Request abandoned	0	0	0	0
<b>Total</b>	10	0	1	0

### 3.2 Length of extensions

Length of Extensions	9(1)(a) Interference With Operations	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
30 days or less	3	0	0	0
31 to 60 days	5	0	1	0
61 to 120 days	2	0	0	0
121 to 180 days	0	0	0	0
181 to 365 days	0	0	0	0
365 days or more	0	0	0	0
<b>Total</b>	10	0	1	0

## Part 4: Fees

Fee Type	Fee Collected		Fee Waived or Refunded	
	Number of Requests	Amount	Number of Requests	Amount
Application	47	\$235	8	\$40
Search	0	\$0	0	\$0
Production	0	\$0	0	\$0
Programming	0	\$0	0	\$0
Preparation	0	\$0	0	\$0
Alternative format	0	\$0	0	\$0
Reproduction	0	\$0	0	\$0
<b>Total</b>	47	\$235	8	\$40

## Part 5: Consultations Received From Other Institutions and Organizations

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

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during reporting period	23	1272	0	0
Outstanding from the previous reporting period	2	7	0	0
<b>Total</b>	25	1279	0	0
Closed during the reporting period	23	1202	0	0
Pending at the end of the reporting period	2	77	0	0

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

Recommendation	Number of Days Required to Complete Consultation Requests							Total
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
Disclose entirely	13	0	0	0	0	0	1	14
Disclose in part	7	0	0	0	0	0	0	7
Exempt entirely	2	0	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	0	0	0	0	0	0	0	0
<b>Total</b>	22	0	0	0	0	0	1	23

### 5.3 Recommendations and completion time for consultations received from other organizations

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



## Part 6: Completion Time of Consultations on Cabinet Confidences

### 6.1 Requests with Legal Services

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

### 6.2 Requests with Privy Council Office

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

## Part 7: Complaints and Investigations

Section 32	Section 35	Section 37	Total
2	8	3	13

## Part 8: Court Action

Section 41	Section 42	Section 44	Total
0	0	0	0

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

**9.1 Costs**

Expenditures		Amount
Salaries		\$145,965
Overtime		\$0
Goods and Services		\$9,236
• Professional services contracts	\$9,236	
• Other	\$0	
<b>Total</b>		<b>\$155,201</b>

**9.2 Human Resources**

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	2.00
Part-time and casual employees	0.36
Regional staff	0.00
Consultants and agency personnel	1.00
Students	0.00
<b>Total</b>	<b>3.36</b>

**Note:** Enter values to two decimal places.