



Employment and
Social Development Canada

Emploi et
Développement social Canada

Canada

INFO SOURCE - SOURCES OF FEDERAL GOVERNMENT AND EMPLOYEE INFORMATION

Final Report

2018-2019

**Info Source - Sources of Federal Government
and Employee Information
Employment and Social Development Canada - 2018-2019**

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Introduction

Info Source: Sources of federal government and employee information provide information about the functions, programs, activities and related information holdings of government institutions subject to the [Access to Information Act](#) and the [Privacy Act](#). It provides individuals and employees of the government (current and former) with relevant information to access personal information about themselves held by government institutions subject to the Privacy Act and to exercise their rights under the Privacy Act.

The [Introduction](#) and an [index of institutions](#) subject to the Access to Information Act and the Privacy Act are available centrally.

The Access to Information Act and the Privacy Act assign overall responsibility to the President of Treasury Board (as the designated Minister) for the government-wide administration of the legislation.

General information

Background

The [Department of Employment and Social Development Act](#) defines the powers, duties, and functions of the Minister of Employment and Social Development, the Minister of Labour and of the Canada Employment Insurance Commission. The Department reports to Parliament through the Minister of ESDC.

Our Ministers

Minister of Families, Children and Social Development – [The Honourable Jean-Yves Duclos](#)

Minister of Employment, Workforce Development and Labour – [The Honourable Patricia A. Hajdu](#)

Minister of Public Services, Procurement and Accessibility – [The Honourable Carla Qualtrough](#)

Minister of Seniors – [The Honourable Filomena Tassi](#)

Raison d'être

The mission of Employment and Social Development Canada (ESDC), including the Labour Program and Service Canada, is to build a stronger and more inclusive Canada, to support Canadians in helping them live productive and rewarding lives and improving Canadian's quality of life.

Mandate and role

ESDC delivers programs and services to each and every Canadian throughout their lives in a significant capacity. ESDC fulfills its mission by:

1. developing policies that ensure Canadians can use their talents, skills and resources to participate in learning, work and their community
2. delivering programs that help Canadians move through life's transitions, from school to work, from one job to another, from unemployment to employment, from the workforce to retirement
3. providing income support to seniors, families with children and those unemployed due to job loss, illness or caregiving responsibilities
4. helping Canadians with distinct needs such as Indigenous people, persons with disabilities, homeless people, travelers and recent immigrants

5. ensuring labour relations stability by providing mediation services
6. promoting a fair and healthy workplace by enforcing minimum working conditions, promoting decent work and employment equity, and fostering respect for international labour standards; and
7. delivering programs and services on behalf of other departments and agencies

Operating context: Conditions affecting our work

Each day, the Government of Canada interacts with millions of Canadians by delivering services that play important roles in their lives. They expect high-quality, easy-to-access, simple and secure services that are responsive to their needs, whether they are offered online, through call centres, or in person. As the face of the Government of Canada services for many Canadians, Employment and Social Development Canada (ESDC) is playing an important role in the advancement of government-wide service initiatives.

As part of the commitment to provide Canadians access to high-quality and timely services, the Department is working hard to be responsive to current and emerging client needs, provide secure and easy-to-use digital services and collaborate with stakeholders to offer a suite of integrated programs and services. There is also a need to mature data governance to support the protection and security of personal and/or sensitive information, and to also invest in infrastructure that will protect and secure data for use.

In terms of policies, ESDC is moving forward economic and social policies and programs to increase Canadians' economic and social security while supporting and improving the well-being of families, children, seniors, workers, indigenous peoples and persons with disabilities. In this context, the Department aims at providing opportunities for Canadians to gain the skills and experience needed to obtain good quality jobs while supporting families, workers and seniors to have the appropriate financial security and the quality of life they deserve.

Institutional functions, programs and activities

Legend

- Class of Records (CoRs)
- Personal Information Banks (PIBs)
- Program Activity (PA)
- Sub Activity (SA)

1. Government-wide service excellence

1.1. Service Network Supporting Government Departments (PA)

This program supports Government of Canada programs by ensuring that Canadians have the information necessary to make informed choices about available programs and services, and the tools to access them, while supporting migration to preferred service channels. Canadians are able to access information about ESDC and other Government of Canada programs and services in the most accessible and convenient way, have their questions answered quickly and accurately, and receive or are directed to the information or service they need. Under this program, information and services are delivered to Canadians through the Internet, 1 800 O-Canada and its customized telephone services as well as through a network of in-person points of service.

- [Applications Intake \(CoR\)](#)
 - [Veterans Affairs Canada program delivery \(PIB\)](#)
 - [Processing and Payment Services \(PIB\)](#)
- [Channel Management \(CoR\)](#)
 - [Call Centre Operations \(PIB\)](#)
- [Channel Operations \(CoR\)](#)
- [Channel Support \(CoR\)](#)
- [Citizen-Centered Research \(CoR\)](#)
- [Client Segments \(CoR\)](#)
- [Compensation for Employers of Reservists Program \(CoR\)](#)
- [Compensation for Employers of Reservists Program \(PIB\)](#)
- [Marketing \(CoR\)](#)
- [Office for Client Satisfaction \(CoR\)](#)
- [Service Offerings \(CoR\)](#)

1.1.1. Government of Canada telephone general inquiries services (SA)

The Government of Canada telephone general enquiries services supports Canadians through 1 800 O-Canada as well as its customized information services. 1 800 O-Canada provides a single point of contact for all Canadians to access quick, up-to-date government information over the phone. It acts as the first point of contact for general information on all Government of Canada programs, services and initiatives; it supports key government priorities and messaging including those outlined in the Budget and Speech from the Throne; and it supports the Government's communication needs in crisis situations. Customized information services provide support to Canadians on behalf of Government of Canada programs and services that require a service delivery partner to meet their communication needs, which can include ongoing requirements, targeted campaigns and temporary needs in crisis situations. Canadians who require specialized or client-specific information on programs are connected or are directed to appropriate online resources, program call centres or in-person resources.

- [Call Centre Operations \(PIB\)](#)

1.1.2. Government of Canada Internet presence (SA)

The Government of Canada Internet presence supports Canadians by providing easy, fast and convenient access to information and services online. Through Service Canada, ESDC is the principal publisher for a single Government of Canada website, Canada.ca. The site provides an enhanced user experience; citizen-centric, theme-based content; and a common and enhanced Government of Canada search. Canadians can locate detailed information on the programs and services offered through ESDC, as well as general information on all Government of Canada programs and services. Through Service Canada, ESDC also provides a simple and secure online portal for Canadians to bring together a number of services and allow clients to, among other things, view and update their personal information and transact securely with ESDC.

- [Registration and Authentication \(CoR\)](#)
 - [My Service Canada Account \(PIB\)](#)

1.1.3. In-person points of service (SA)

In-person points of service support the delivery of services and information for the Government of Canada. They provide information on how to self-serve; client authentication and identification; and services for clients who require one-on-one assistance. Canadians who require specialized or client-specific information for programs like Passport, Employment Insurance, the Canada Pension Plan or Old Age Security are directed to appropriate online resources and program call centres. Canadians have access to in person points of service within reasonable distances from where they live through Service Canada Centres and scheduled outreach locations.

- [Service Processing \(CoR\)](#)
- [Channel Performance Tracking and Reporting \(CoR\)](#)

1.2. Delivery of services for other government of Canada programs (PA)

This program provides service delivery, oversight and monitoring on behalf of other government department programs through service delivery agreements. It provides Canadians access to a range of Government of Canada programs, benefits and services in person, by phone, by mail and over the Internet through the provision of basic and detailed program and service information; application intake and review for completeness; client authentication and validation of identity documents; quick and direct access to specialized agents in other departments; and provision of space in the service delivery network for other departments. It enables a move from department and program siloes to the achievement of a seamless service delivery network, resulting in timelier, accurate and cost-effective service delivery to Canadians.

- [Common Experience Payment \(CoR\)](#)
 - [Common Experience Payment \(PIB\)](#)

1.2.1. Passport (SA)

Service Canada delivers domestic Passport services for the Passport program on behalf of Immigration Refugees and Citizenship Canada. Service Canada is also the primary provider of passport service delivery for applications received from the United States, and a small number of specific countries. The functions include provision of information, intake of applications, validation of identity, collection of fees, admissibility and eligibility, production of passports, distribution to eligible applicants, social media messaging and response to client compliments and complaints relating to service delivery.

- [Passport Service \(CoR\)](#)
- [Passport Service \(PIB\)](#)

1.2.2. Other government department programs (SA)

Services provided on behalf of other Government of Canada programs include: assistance to Canadians; provision of basic and detailed program and service information; application intake and review for completeness; client authentication and validation of identity documents; quick and direct access to specialized agents in other government departments; and provision of space in the service delivery network for other departments.

2. A skilled, adaptable and inclusive labour force and an efficient labour market

- [Grants and Contributions Files \(CoR\)](#)

2.1. Skills and Employment (PA)

Skills and Employment are intended to ensure that Canadian labour market participants are able to access the supports that they need to enter or reposition themselves in the labour market to allow them to contribute to economic growth through full labour market participation. Initiatives within this program activity contribute to the common overall objectives of promoting skills development, labour market participation and ensuring labour market efficiency.

- [Government Annuities \(CoR\)](#)
 - [Government Annuities \(PIB\)](#)
- [Program Integrity \(CoR\)](#)
 - [Employment Insurance Program Investigation \(PIB\)](#)

- [Social Insurance Number Investigations and Reviews \(PIB\)](#)

2.1.1. Employment Insurance (SA)

Employment Insurance provides temporary income support to unemployed Canadians while they look for work or upgrade their skills. It also supports those who must take time off work due to illness, pregnancy, to care for a newborn or adopted child, to care for a critically ill child or to provide or arrange care for a family member who is seriously ill with a significant risk of death. Under the authority of Part II of the Employment Insurance Act, programs are in place to help unemployed Canadians prepare for, find and keep employment. Employment Insurance benefits are funded by premiums collected from employers and employees. In addition, self-employed people who have opted into the Employment Insurance (EI) program for special benefits contribute the employee portion of premiums.

- [Employment Insurance \(CoR\)](#)
 - [Benefit and Overpayment File \(PIB\)](#)
 - [Employment Insurance Bi-Weekly Claimant's Report \(PIB\)](#)
 - [Record of Employment](#)
 - [Employment Insurance Databank \(PIB\)](#)
 - [Insurance Claim File - Local Office \(PIB\)](#)
 - [Employment Insurance Claim Files \(PIB\)](#)
 - [Interstate Employment Insurance Claims \(PIB\)](#)
 - [Listing of Employees by Nominal Roll \(PIB\)](#)
 - [Registration for the Employment Insurance Measure for Self-Employed People \(PIB\)](#)
- [Income Benefits \(CoR\)](#)
 - [Additional Labour Market Initiatives \(PIB\)](#)
- [Social Insurance Number Management Services \(CoR\)](#)
 - [Social Insurance Number Register \(PIB\)](#)

2.1.2. Labour Market Development Agreements (SA)

Labour Market Development Agreements are established under Part II of the Employment Insurance Act to help unemployed Canadians find and return to work and to develop a skilled labour force that meets the needs of employers. These agreements provide program and administration funding to provinces and territories annually for them to design and deliver employment benefits and support measures. Employment benefits, such as skills development, self-employment and wage subsidies, are offered to EI-eligible participants, while employment services are available to all unemployed Canadians. Complementary activities conducted under the authority of Part I of the Employment Insurance Act provide EI benefits to eligible individuals.

- [Labour Market Information \(CoR\)](#)
- [Labour Market Development Agreements \(CoR\)](#)

2.1.3. Canada Job Fund Agreements (SA)

Canada Job Fund Agreements ensure direct employer involvement in training decisions and increase private-sector investment in the skills training system. The Government of Canada transfers funds to provinces and territories for them to deliver programs and services that aim to increase labour force participation and help Canadians develop the skills necessary to find and keep a job. This program consists of three program streams. First, the Canada Job Grant encourages greater employer involvement and investment in training by providing financial assistance to employers on a cost shared basis in order to help Canadians develop the skills they need for available jobs. Second, employer-sponsored training supports employer involvement in and contribution to demand-driven training programs and incentives. Third, employment services and supports enhance labour market participation of Canadians, with priority given to unemployed Canadians who are ineligible for Employment Insurance benefits and to low-skilled employed workers. A separate six-year agreement was signed with Quebec that does not include the delivery of the Canada Job Grant, recognizing that the core principles behind the Canada Job Grant are already embedded in Quebec's training system. Quebec's new agreement, however, includes a commitment to strengthened reporting and accountability. Canada Job Fund Agreements complement other provincial and territorial employment and skills training programs funded by the Government of Canada, for example, under Labour Market Development Agreements and Labour Market Agreements for Persons with Disabilities, and Targeted Initiative for Older Workers.

- [Canada Job Fund Agreements \(CoR\)](#)

2.1.4. Labour Market Agreements for Persons with Disabilities (SA)

In recognition of the barriers faced by people with disabilities in the labour market, Labour Market Agreements for Persons with Disabilities are designed to improve employment outcomes for Canadians with disabilities by enhancing their employability, increasing employment opportunities and demonstrating the best possible results for Canadians. This program transfers funds to provinces and territories under bilateral agreements (covering 50% of eligible costs, to a predetermined maximum) for programs and services. Provinces and territories agree to match the federal amount. As the needs of people with disabilities may differ between jurisdictions, provinces and territories have flexibility to determine the design and delivery of programming in the following five priority areas: education and training; employment participation; employment opportunities; connecting employers and people with disabilities; and building knowledge. These programs and services for Canadians with disabilities complement other provincial and territorial employment and skills training programs funded by the Government of Canada (e.g. Labour Market Development Agreements and the Opportunities Fund for Persons with Disabilities).

- [Labour Market Agreements for Persons with Disabilities \(CoR\)](#)

2.1.5. Opportunities Fund for Persons with Disabilities (SA)

The Opportunities Fund for Persons with Disabilities helps Canadians with disabilities to prepare for, obtain and maintain employment. It supports people with disabilities in overcoming barriers to participation in the Canadian labour market, and it supports employers to hire people with disabilities. This program supports a wide range of programs and services, including job search supports, skills development, wage subsidies and employer awareness initiatives to encourage employers to hire people with disabilities. The Opportunities Fund is delivered across the country by Service Canada Centres, in partnership with organizations in the community.

- [Opportunities Fund for Persons with Disabilities \(CoR\)](#)
 - [Opportunities Fund for Persons with Disabilities \(PIB\)](#)

2.1.6. Youth Employment Strategy (SA)

The Youth Employment Strategy (YES) helps youth aged 15 to 30 gain the skills, career information and work experience they need to find and maintain employment. The YES is delivered collaboratively by 11 federal departments and agencies through three streams of programming targeting youth between the ages of 15 and 30: Skills Link, Career Focus and Summer Work Experience, which includes ESDC's Canada Summer Jobs Program. This program is delivered nationally, regionally and locally through funding instruments such as contribution agreements and direct delivery methods.

- [Youth Employment Strategy \(CoR\)](#)
 - [Youth Employment Strategy \(PIB\)](#)

2.1.7. Targeted Initiative for Older Workers (SA)

The Targeted Initiative for Older Workers is a federal-provincial/territorial cost-shared initiative that provides unemployed older workers (normally between the ages of 55 and 64) with employment assistance services, skills upgrading and work experience to reintegrate into the workforce and/or increase their employability. The Initiative assists unemployed older workers in small communities of 250,000 or less that are experiencing high unemployment, significant downsizing/closures, unfulfilled employer demand and/or skills mismatches. Under this program, provinces and territories are responsible for identifying specific communities for participation in the Initiative, designing and delivering projects, and monitoring and reporting on projects. All projects must include employment assistance activities such as résumé writing, interview techniques, counselling and job search techniques and at least two employability improvement activities, such as prior learning assessment, skills training, work experience or preparation for self-employment. The Government of Canada's investment in the Initiative complements other funding provided through various labour market transfers to provinces and territories to help Canadians obtain the training they need to secure employment, including the Canada Job Fund Agreements, Labour Market Development Agreements and Labour Market Agreements for Persons with Disabilities.

- [Targeted Initiative for Older Workers \(CoR\)](#)

- [Targeted Initiative for Older Workers \(PIB\)](#)

2.1.8. Enabling Fund for Official Language Minority Communities (SA)

The Enabling Fund for Official Language Minority Communities is an integral component of the Government of Canada's strategy for official languages as expressed in the Roadmap for Canada's Official Languages 2013-2018: Education, Immigration, Communities. This program aims to enhance the development and vitality of these communities by strengthening their capacity in the areas of human resources and community economic development, and by promoting partnerships at all levels, including with federal partners. This program provides funds to official language minority communities in every province and territory by supporting professional local capacity to deliver services and supports to jobseekers, businesses and communities; generate strategic partnerships; spur on investment; and consolidate efforts and resources of stakeholders to take action on priorities. The Enabling Fund is designed so that official language minority communities can plan and implement community-specific development initiatives and better access a range of labour market services and programs. In addition to contributing to community development, the Enabling Fund allows the Department to deliver on its commitments and obligations related to the Official Languages Act.

- [Enabling Fund for Official Language Minority Communities \(CoR\)](#)

2.1.9. Aboriginal Skills and Employment Training Strategy (SA)

Indigenous communities have historically experienced significantly higher rates of unemployment, lower rates of labour force participation and higher rates of social assistance than other Canadian communities. The Aboriginal Skills and Employment Training Strategy (ASETS) is composed of a network of over 80 Indigenous agreement holders with over 600 points of service across Canada. This network of Indigenous organizations designs and delivers labour market programming to meet the needs identified in their communities, in large part by working with employers and Indigenous individuals to ensure skills development and job training respond to local labour demand. Specific attention is given to working with partners in the private sector, educational institutions and other levels of government in demand-driven labour markets. ASETS is linked to the Employment Insurance Act, which enables Indigenous groups to deliver programs similar to those established by Part II of the Act. ASETS is also linked to the First Nations and Inuit Child Care Initiative, which provides supports for childcare to assist Indigenous parents and caregivers accessing labour market programs. Currently, ASETS supports labour market obligations specified in treaty and self-government agreements that are in place with some Indigenous groups. The Aboriginal Skills and Employment Training Strategy network of agreement holders is used for the delivery of the First Nations Job Fund under the Income Assistance Reform. Transfer payments are managed through contribution agreements with Indigenous organizations.

- [Aboriginal Skills and Employment Strategy \(CoR\)](#)
 - [Aboriginal Skills and Employment Strategy \(PIB\)](#)

2.1.10. Skills and Partnership Fund (SA)

The Skills and Partnership Fund (SPF) is a demand-driven, partnership-based program that supports government priorities through strategic partnerships. As a complement to the Aboriginal Skills and Employment Training Strategy, the program funds projects submitted by Indigenous organizations that contribute to the skills development and training-to-employment of Indigenous workers towards long-term, meaningful employment. SPF encourages innovations in Indigenous training-to-employment and service delivery, including new approaches to labour market training, and improving employment outcomes for Indigenous people. SPF requires the development of partnerships and leveraging of contributions from other partners such as industry, not-for-profit, other federal government departments/agencies and provincial/territorial governments to maximize SPF investments. Funding recipients deliver supports and services to First Nations, Inuit and Métis people to help them develop the necessary skills and training to improve their employability and secure jobs. Transfer payments are managed through contribution agreements with Indigenous organizations.

- [Skills and Partnership Fund \(CoR\)](#)
 - [Skills and Partnership Fund \(PIB\)](#)

2.1.11. First Nations Job Fund (SA)

The Aboriginal youth population is growing in First Nations communities, along with high unemployment rates and high dependency on Income Assistance, especially on reserves. The First Nations Job Fund aims to provide recipients of First Nations Income Assistance who live on reserve with the personalized training necessary to access jobs. Beneficiaries are between 18 and 24 years of age, are able to work and are trainable within one year. Clients are referred to the Fund through Aboriginal Affairs and Northern Development Canada's Enhanced Service Delivery system. This program is delivered through the Aboriginal Skills and Employment Training Strategy delivery network. Selected organizations work with local training facilities and employers to ensure that Income Assistance recipients referred from the Enhanced Service Delivery system are provided with the training-to-employment and employment supports they need to secure jobs. The Fund is one of two components of the First Nations Income Assistance Reform Initiative— a joint initiative between AANDC, that delivers the enhanced Service Delivery, and ESDC, that administers the First Nations Job Fund.

- [First Nations Job Fund \(CoR\)](#)
 - [First Nations Job Fund \(PIB\)](#)

2.1.12. Job Bank (SA)

Job Bank provides timely and relevant labour market information on employment opportunities across Canada to help workers find suitable employment and help employers find suitable workers. This program targets employers, individuals (e.g. job

seekers, unemployed Canadians, students, newcomers and potential immigrants), career practitioners (e.g. employment and vocational counselling organizations, education/learning institutions, and community organizations) and government analysts and decision-makers (including federal-provincial/territorial government organizations and programs, ESDC/Service Canada). Job Bank offers a free and bilingual online job board, delivered in collaboration with all provinces and territories, which allows employers to post available job opportunities and job seekers to search for jobs. In addition, the Web portal includes a variety of economic, labour market and demographic reports, including sectoral and occupational profiles and projections. This program is legislated by Employment Insurance Act subsections 60(1) and (2); section 58, subsection C of the National Employment Service (Employment Insurance Regulations); and the International Labour Organization Convention 88. The Department collaborates with provinces and territories through the Forum of Labour Market Ministers and its Labour Market Information Working Group. Through the Working Group, jurisdictions share information and undertake projects that address areas of mutual interest and concern related to the development and delivery of labour market information.

- [Job Bank \(CoR\)](#)
 - [Job Bank \(PIB\)](#)

2.1.13. Sectoral Initiatives Program (SA)

The Sectoral Initiatives Program (SIP) is a grants and contributions program with the objective of addressing current and future skills shortages by supporting the development and distribution of sector-specific labour market intelligence (LMI), national occupational standards (NOS), and skills certification and accreditation systems. The SIP's mandate is to help industries identify, forecast, and address their human resources and skills issues. It funds partnership-based projects for key sectors of the Canadian economy. These projects are developed and implemented by such industry partners as: workplace organizations, employer associations, education and training bodies, professional associations, unions and Aboriginal organizations. Through its LMI business line, the SIP supports the development, validation, and distribution of timely, national, sectoral and cross-sectoral LMI, and plays an important role within the Department, in engaging with employers and industry stakeholders, facilitating deeper sectoral analysis, and informing government policy and program issues. In funding the development of NOS, the SIP aims to help industry sectors document and communicate sector-specific skills requirements to educators, trainers, employers and workers. By supporting employee certification and learning program accreditation, the SIP seeks to provide a key solution for integrating a formal quality control framework for education and training, founded on employer-validated NOS, to help ease labour mobility and labour market adjustment.

- [Sectoral Initiatives Program \(CoR\)](#)

2.1.14. Literacy and Essential Skills (SA)

The Office of Literacy and Essential Skills (OLES) supports Canadians to improve their workplace essential skills to help them better prepare for, obtain and keep a job and to adapt and succeed at work. OLES supports the integration of workplace essential skills into employment and training programs, which are funded in large part by provincial and territorial governments and through labour market programs supported by the Government of Canada.

- [Literacy and Essential Skills \(CoR\)](#)

2.1.15. Skilled Trades and Apprenticeship (Red Seal Program) (SA)

Tradespeople are a key component of the highly skilled workforce that supports Canadian competitiveness. Skilled Trades and Apprenticeship targets skilled tradespeople and registered apprentices, working with jurisdictions through the Canadian Council of Directors of Apprenticeship to deliver the Interprovincial Standards Red Seal Program. The Canadian Council of Directors of Apprenticeship is comprised of apprenticeship authorities from each province and territory and representatives from ESDC. The Red Seal Program helps to develop a highly qualified, productive and mobile skilled trades workforce by developing high-quality Red Seal products, including National Occupational Analyses and interprovincial examinations for the trades in collaboration with industry. Tradespeople who meet the Red Seal standards receive a Red Seal endorsement on their provincial/territorial trade certificates. The Canadian Council of Directors of Apprenticeship also collaborates to develop common apprenticeship training resources such as interprovincial program guides as well as tools for building essential skills.

- [Skilled Trades and Apprenticeship \(Red Seal Program\) \(CoR\)](#)

2.1.16. Apprenticeship Grants (SA)

The Apprenticeship Grants are designed to improve accessibility to apprenticeships, encourage the progression of apprentices, and build momentum towards completion and journey person certification in the Red Seal trades. The Apprenticeship Incentive Grant is a \$1,000 taxable cash grant available to registered apprentices upon completion of first or second year of an apprenticeship program in a designated Red Seal trade. The Apprenticeship Completion Grant, introduced as part of Canada's Economic Action Plan, is a \$2,000 taxable cash grant available to apprentices who complete their apprenticeship program and receive journey person certification.

- [Apprenticeship Grant \(CoR\)](#)
- [Apprenticeship Incentive Grant \(CoR\)](#)
 - [Apprenticeship Incentive Grant \(PIB\)](#)
- [Apprenticeship Completion Grant \(CoR\)](#)
 - [Apprenticeship Completion Grant \(PIB\)](#)

2.1.17. Foreign Credential Recognition Program (SA)

Canada's aging society, combined with its low population growth, is creating labour market pressures that heighten the need for immigrants and other internationally trained individuals to integrate rapidly into the Canadian labour market. The Foreign Credential Recognition Program targets internationally trained professionals and tradespeople, working with provincial and territorial governments and various organizations (such as regulatory bodies, national associations and credential assessment agencies) to facilitate credential recognition processes and ensure they are fair, consistent, transparent and timely. This program provides strategic financial support to its stakeholders through contribution agreements for key high-demand professions and skilled trades as well as other occupations to ensure that professionals and tradespeople who have obtained their credentials in another country can fully use their skills in Canada's labour market. In order to streamline foreign credential recognition processes, this program facilitates national coordination among provinces and territories and other partners. The Foreign Credential Recognition Program also works to implement domestic labour mobility initiatives, and complements the Agreement on Internal Trade, by facilitating national coordination among partners and reducing barriers faced by workers in regulated occupations as they pursue employment opportunities across the country.

- [Foreign Credential Recognition \(CoR\)](#)

2.1.18. Temporary Foreign Worker Program (SA)

The Temporary Foreign Worker Program is the Government of Canada's principal tool to help employers meet immediate skill requirements when qualified Canadian citizens and permanent residents are unavailable. Although the Temporary Foreign Worker Program is jointly managed by Employment and Social Development Canada, Service Canada, Citizenship and Immigration Canada and the Canada Border Services Agency, there are three divisions at ESDC responsible for the management of the Program. These responsibilities include: policy and program design, federal-provincial-territorial relations, national coordination and direction for regional Temporary Foreign Worker Program staff as well as the Program's integrity and employer compliance.

- [Temporary Foreign Worker Program \(CoR\)](#)
 - [Temporary Foreign Worker Program \(PIB\)](#)
 - [Temporary Foreign Worker Program Employer Compliance Reviews and Inspections \(PIB\)](#)
 - [International Mobility Programs Inspections \(PIB\)](#)

2.2. Learning (SA)

Learning Branch is responsible for two major statutory programs:

- the Canada Student Loans and Grants and Canada Apprentice Loans Program; and
- the Canada Education Savings Program.

The Canada Student Loans and Grants and Canada Apprentice Loans Program aims to improve access to, and affordability of, post-secondary education, including apprenticeship programs, by providing supports to eligible apprentices through loans and to students with demonstrated financial need through grants, loans and repayment assistance measures. This program also provides non-repayable grants that are targeted to students from low- and middle-income families, students with permanent disabilities, students with dependents and part-time students from low-income families.

In addition, the Government recognizes the importance of helping Canadians to save for their children's future education. Through the Canada Education Savings Program, the Government encourages Canadians to use Registered Education Savings Plans (RESPs) to save for a child's post-secondary education. The Government offers two education savings incentives linked to RESPs: the Canada Education Savings Grant (CESG) which is available to all eligible Canadians with higher CESG rates (termed "Additional CESG") for children from middle- and low-income families; and the Canada Learning Bond (CLB) which is available for children from low-income families, born in 2004 or later and up to the age of 15, with no requirement that personal contributions be made.

Together, these programs help make post-secondary education more accessible to all Canadians. These programs help families save for their children's education, provide financial assistance in the form of repayable loans and non-repayable grants to students, and ensure that debt loads are manageable. ESDC promotes the communication of information to support informed education and labour market choices that help secure good-quality jobs. ESDC works in collaboration with the provinces and territories, the voluntary sector, financial institutions, service providers and other key stakeholders to help Canadians pursue post-secondary education.

2.2.1. Canada Loans and Grants for Students and Apprentices Program (SA)

The Canada Student Loans and Grants and Canada Apprentice Loans Program provides repayable loans and non-repayable grants to help Canadians finance their participation in post-secondary education. Recipients of these loans and grants include full- and part-time students, students from low- and middle-income families, students with dependents and students with permanent disabilities. The Program also offers apprenticeship loans targeting apprentices registered in a Red Seal trade to help cover the cost of technical training. Apprentices registered in a Red Seal trade apprenticeship are able to apply for loans of up to \$4,000 per period of technical training. Students and apprentices who receive loans also have access to debt management measures if they

are experiencing financial difficulty in repaying their loans. These are managed in partnership with the participating provinces and territories, educational institutions and agencies, financial aid administrators, financial institutions and a service provider. Activities are enabled by the Canada Student Financial Assistance Act, the Canada Student Loans Act and the Apprentice Loans Act and related Regulations. Provinces and territories that do not participate in this program are provided with an alternative payment to fund similar programs and services.

- [Canada Student Loans \(CoR\)](#)
- [Canada Student Grants \(CoR\)](#)
 - [Student Financial Assistance \(PIB\)](#)
- [Canada Apprentice Loans \(CoR\)](#)
 - [Canada Apprentice Loans \(PIB\)](#)

2.2.2. Canada Education Savings Program (SA)

The Government of Canada encourages Canadians to use Registered Education Savings Plans (RESP) to save for a child's post-secondary education. RESP savings grow tax-free until they are withdrawn to pay for full or part-time studies at a trade school, CEGEP, college, or university, or in an apprenticeship program.

Employment and Social Development Canada (ESDC) administers two education savings incentives linked to RESPs: the Canada Education Savings Grant (CESG) and the Canada Learning Bond (CLB):

- I. The CESG consists of a basic grant of 20% on the first \$2,500 in annual personal contributions to an RESP (this grant is available to all Canadians regardless of their family income), as well as an Additional amount of CESG , which consists of:

10% on the first \$500 of annual personal contributions for children from families with a net income between \$45,916* and \$90,831*; or,

20% on the first \$500 of annual personal contributions for children from families with net incomes of \$45,916* or less.

*Net family income levels are subject to annual indexing for inflation.

The CESG is available until the calendar year in which the beneficiary turns 17, and the maximum lifetime amount, including the additional amount of CESG, is \$7,200.

- II. The CLB is available for children from low-income families born in 2004 or later and provides an initial payment of \$500 plus \$100 for each year of eligibility, up to age 15, for a maximum of \$2,000. Personal contributions are not required to receive the CLB.

These incentives are delivered through an alternative service delivery arrangement with financial institutions, banks, mutual fund companies and scholarship foundations.

- [Canada Education Savings Program \(CoR\)](#)
 - [Canada Education Savings Program \(PIB\)](#)

3. Safe, fair and productive workplace and cooperative workplace relations

3.1. Labour (PA)

This program activity seeks to promote and sustain stable industrial relations and safe, fair, healthy, equitable, and productive workplaces within the federal jurisdiction: International and interprovincial rail, road, air and marine transportation, post office and courier companies, telecommunications, banking, grain handling, nuclear facilities, federal Crown corporations, provincially-regulated companies who have major contracts with the federal government, Aboriginal governments and their employees, Aboriginal communities and certain Aboriginal undertakings. It develops labour legislation and regulations to achieve an effective balance between the rights and responsibilities of workers and employers. The program ensures that workplaces under the federal jurisdiction respect the rights and obligations established under labour legislation. The program also manages Canada's international and intergovernmental labour affairs, as well as Aboriginal labour affairs responsibilities.

3.1.1. Labour relations (SA)

This sub-activity provides mediation and conciliation services to assist employers and unions in achieving a collective agreement without resorting to a work stoppage. In addition, it seeks to support constructive labour management relations through relationship development preventive mediation services that identify opportunities for employers and unions to meet and discuss issues of mutual interest and to support new and innovative approaches to collective bargaining. This sub-activity also appoints arbitrators to hear grievances; adjudicators to hear complaints of alleged unjust dismissal and appeals under the Wage Earner Protection Program Act; and referees for unjust dismissal and wage recovery appeals.

- [Workplace Dispute Prevention and Resolution \(CoR\)](#)
 - [Conciliation Commissioner/Board Members Files \(PIB\)](#)
 - [Federal Mediation and Conciliation Service \(PIB\)](#)
- [Unjust Dismissal and Wage Recovery Adjudication \(CoR\)](#)
 - [Unjust Dismissal Adjudicators, Grievance Arbitrators and Wage Recovery Referees \(PIB\)](#)
- [Workplace Information \(CoR\)](#)

- [Workplace Information, Collective Bargaining and Labour Organization Contacts \(PIB\)](#)

3.1.2. Workplace health and safety (SA)

This sub-activity seeks to promote and sustain safe workplaces within the federal jurisdiction (international and interprovincial transportation, post office and courier companies, telecommunications, banking, grain handling, nuclear facilities, federal Crown corporations, companies who have major contracts with the federal government, and Aboriginal governments and their employees, Aboriginal communities and certain Aboriginal undertakings). It seeks to ensure federal employers' compliance with relevant occupational health and safety standards through employer and employee cooperation to ensure healthy and safe workplaces in targeted high risk industries. It also provides income support and rehabilitation support to injured federal workers and merchant seamen.

- [Occupational Health and Safety \(CoR\)](#)
 - [Canada Labour Code, Part II: Occupational Health and Safety \(PIB\)](#)
- [Federal Workers' Compensation \(CoR\)](#)
 - [Government Employees Federal Worker's Compensation \(PIB\)](#)
 - [Compensation Program for Survivors of Employees Slain on Duty \(PIB\)](#)
 - [Compensation Program for Inmates of Federal Penitentiaries \(PIB\)](#)
 - [Compensation Program for Merchant Seamen \(PIB\)](#)
- [Fire Protection \(CoR\)](#)
- [Non-smokers' Health Act \(CoR\)](#)
 - [Non-smokers' Health Act \(PIB\)](#)

3.1.3. Labour standards and equity (SA)

This sub-activity seeks to promote and sustain fair and equitable workplaces within the federal jurisdiction interprovincial transportation, post office and courier companies, telecommunications, banking, grain handling, nuclear facilities, federal Crown corporations, provincially-regulated companies who have contracts with the federal government, some First Nations employers and employees. The sub-activity administers and enforces labour standards and workplace equity through education and compliance activities.

It also seeks to identify and eliminate barriers to employment for the four designated groups within the federal jurisdiction; women, Aboriginal peoples, persons with disabilities and members of visible minorities.

The sub-activity also reduces the economic insecurity of workers through the protection of wages, vacation, severance, and termination pay when their employer declares bankruptcy or becomes subject to receivership.

- [Labour Standards \(CoR\)](#)
 - [Canada Labour Code, Part III: Labour Standards \(PIB\)](#)

- [Workplace Equity \(CoR\)](#)
- [Wage Earner Protection Program \(CoR\)](#)
 - [Wage Earner Protection Program \(PIB\)](#)

3.1.4. International labour affairs (SA)

This sub-activity seeks to support Canadian workers and employers from unfair competition from other countries based on poor labour standards or lax labour law enforcement. It also negotiates international labour standards that reflect Canadian values and oversees Canada's participation in international labour fora. The sub-activity also promotes fundamental labour rights internationally to support equitable growth and social stability in developing countries, protect human rights, and contribute to reducing the growing global divide between rich and poor. In addition, it negotiates and implements labour provisions of free trade agreements and other labour cooperation frameworks and provides technical assistance to partner countries.

- [International Labour Standards \(CoR\)](#)
- [Bilateral and Regional Labour Cooperation \(CoR\)](#)

4. Income security, access to opportunities and well-being for individuals, families and communities

4.1. Income security

This program ensures that Canadians are provided with retirement pensions, survivor pensions, disability benefits and benefits for children, through the Old Age Security program, the Canada Pension Plan and the Canada Disability Savings Program.

4.1.1. Old Age Security (Sub-Program)

The Old Age Security (OAS) program is one of the cornerstones of Canada's public pension system. The objective of the OAS program is to ensure a minimum base upon which individuals can add income from other sources such as the Canada Pension Plan or Quebec Pension Plan, employer-sponsored pension plans and personal registered retirement savings plans, as well as investments and personal savings, to address their particular financial circumstances. The OAS program provides benefits to all seniors aged 65 and over who meet the legal status and residence requirements and eligible low-income near-seniors. The benefits under the OAS program include the basic monthly OAS pension to eligible seniors aged 65 and over; the Guaranteed Income Supplement (GIS) for OAS pensioners with little or no income; as well as the income- tested Allowances for low-income individuals aged 60 to 64 who are the spouses or common-law partners of GIS recipients, or who are widows or widowers. Service Canada's delivery of OAS benefits involves answering program queries through specialized call centres ,via the Internet and at in-person points of service ; collecting and processing applications and issuing payments; monitoring of claims for

accuracy; and administering requests for reconsideration of a decision ; conducting client authentication and identification; and preventing, detecting and deterring fraud and abuse. This program uses funding from the following transfer payment(s): Old Age Security Pensions; Guaranteed Income Supplement; and Allowance Payments.

- [Program Integrity \(CoR\)](#)
- [Old Age Security \(CoR\)](#)
 - [Old Age Security Program Investigations and Reviews \(PIB\)](#)
 - [Old Age Security Program \(PIB\)](#)

4.1.2. Canada Pension Plan (Sub-Program)

The Canada Pension Plan (CPP) is an income security plan that is funded by the contributions of employees, employers and self-employed persons as well as the revenue earned on CPP investments. The CPP covers virtually all employed and self-employed persons in Canada, excluding Quebec, which operates its own comprehensive plan, the Quebec Pension Plan. The CPP is a main pillar of Canada's retirement income system. In addition, it provides monthly income benefits in the event of death of the contributor. There are over 5 million recipients of benefits. The CPP is a statutory program that is governed by the federal government and the provinces. It is enabled by the CPP legislation and the Canada Pension Plan Investment Board Act. Applicants must meet the eligibility criteria in order to receive benefits. Service Canada's delivery of CPP benefits involves answering program queries through specialized call centres, via the Internet and at in-person points of service; collecting and processing applications and issuing payments; monitoring of claims for accuracy; and administering requests for reconsideration of a decision; conducting client authentication and identification; and preventing, detecting and deterring fraud and abuse.

- [Canada Pension Plan \(CoR\)](#)
 - [Record of Earnings \(PIB\)](#)
 - [Canada Pension Plan Program \(PIB\)](#)
- [Program Integrity \(CoR\)](#)
 - [Canada Pension Plan Program Investigations and Reviews \(PIB\)](#)

4.1.3. Canada Pension Plan Disability Benefits (Sub-Program)

The Canada Pension Plan disability benefit is designed to provide partial income replacement to eligible Canada Pension Plan contributors who are under age 65 with a severe and prolonged disability, as defined in the Canada Pension Plan legislation.

There are two eligibility criteria for the Canada Pension Plan disability program. First, applicants must have made contributions to the program in four of the last six years, with minimum levels of earnings in each of these years, or three of the last six years for those with 25 or more years of contributions. Second, they must demonstrate that their physical or mental disability prevents them from working regularly at any job that is substantially gainful, and that it is long term and of indefinite duration, or is likely to result in death. Children of Canada Pension Plan disability beneficiaries are also eligible

for a flat-rate monthly benefit up to the age of 18, or up to age 25 if attending school full-time. Service Canada's delivery of Canada Pension Plan disability benefits involves answering program queries through specialized call centres, the Internet and at in-person points of service; collecting and processing applications and issuing payments; monitoring claims for accuracy; and administering requests for reconsideration of a decision; conducting client authentication and identification; and preventing, detecting and deterring fraud and abuse.

4.1.4. Canada Disability Savings Program (Sub-Program)

The Registered Disability Savings Plan (RDSP) was introduced in 2008 to help people with disabilities achieve long-term financial security by providing a tool to encourage them and their families to save for the future. This program complements the RDSP by providing Canada Disability Savings Grants and Canada Disability Savings Bonds as additional supports to encourage savings. Canadian residents who have a Social Insurance Number and are eligible for the Disability Tax Credit can open an RDSP up until the end of the calendar year in which they reach 59 years of age. Once an RDSP is opened, the beneficiary may receive grants and bonds until the end of the calendar year in which the beneficiary reaches 49 years of age. Assets held in and payments received from RDSPs will not affect their eligibility for federal benefits, such as the Canada Child Tax Benefit, the Goods and Services Tax/Harmonized Sales Tax Credit, Old Age Security and Employment Insurance.

This program uses funding from the following transfer payment(s): Canada Disability Savings Program – Grants and Bonds.

- [Canada Disability Saving Bonds \(CoR\)](#)
- [Canada Disability Saving Grants \(CoR\)](#)
 - [Canada Disability Savings Program \(PIB\)](#)

4.1.5. National Child Benefit (SA)

The National Child Benefit initiative, a partnership among federal, provincial and territorial governments, with a First Nations component, is designed to help prevent and reduce the depth of child poverty; promote attachment to the labour market by ensuring families are always better off as a result of working; and reduce program overlap and duplication.

The National Child Benefit initiative provides income support and other benefits and services to low-income families with children. The Government of Canada's contribution to the National Child Benefit initiative is the National Child Benefit Supplement. The Supplement is an additional benefit paid to low-income families with children through the Canada Child Tax Benefit, and complements other federal supports for families with children. While the National Child Benefit Supplement is delivered by the Canada Revenue Agency, ESDC is responsible for policy development with respect to the federal, provincial and territorial governments National Child Benefit initiative and coordinates annual federal, provincial and territorial government reports to Canadians on progress.

- [National Child Benefit \(CoR\)](#)

4.2. Social development (PA)

This program supports programs for Canadians who are homeless or at risk of becoming homeless, as well as programs for children, families, seniors, communities, and people with disabilities. It provides these groups with the knowledge, information and opportunities to move forward with their own solutions to social and economic challenges.

4.2.1. Homelessness Partnering Strategy (Sub-Program)

This sub-activity supports the implementation of effective and lasting community solutions to prevent and reduce homelessness throughout Canada. The Homelessness Partnering Strategy is a community-based program that provides funding to communities and service providers in the form of grants and contributions. These services are targeted towards individuals, families and Aboriginal people who live in large urban centres, rural communities and the North. The renewed Strategy emphasizes the use of the Housing First approach. Housing First involves giving people who are homeless a place to live first, and then providing other necessary supports, such as addiction treatment, to help them stabilize their lives and work toward recovery and reintegration into the community. Federal funds are directed toward community priorities, which are identified through an inclusive community planning process involving officials from all levels of government, community stakeholders, and the private and voluntary sectors. These services target individuals, families and Aboriginal people who are homeless or at imminent risk of becoming homeless in major urban centres, rural communities and the North. Complementary activities under the Strategy include promoting data development and collection; disseminating knowledge among communities, partners and stakeholders; and exploring innovative approaches to homelessness such as social enterprise (businesses that support a social good). Funding to not-for-profit organizations, municipal governments, and Band/tribal councils and other Aboriginal organizations assists communities to more effectively address homelessness issues and supports activities to help alleviate and prevent homelessness across Canada. This program uses funding from the following transfer payment: Homelessness Partnering Strategy.

- [Nationally Delivered Funding Streams \(CoR\)](#)
- [Regionally Delivered Funding Streams \(CoR\)](#)
- [Surplus Federal Real Property for Homelessness Initiative \(CoR\)](#)

4.2.2. Social Development Partnerships Programs (Sub-Program)

The Social Development Partnership Program makes strategic investments to support government priorities related to children and families, people with disabilities, the voluntary sector, official languages minority communities and other vulnerable populations by playing a unique role in furthering broad social goals.

It provides an opportunity to work in partnership with social not-for-profit organizations to help improve life outcomes of these target groups. Activities funded through the Social Development Partnerships Program are expected to lead to the development and sharing of knowledge of existing and emerging social issues; to the creation of collaboration, partnerships, alliances and networks; and to the development of approaches to respond to existing and emerging social issues; the creation of collaboration, partnerships, alliances and networks; and the development of approaches to respond to existing and emerging social issues.

Over the long term, support for these activities from the Social Development Partnerships Program will help the not-for-profit sector and partners be more effective in addressing existing and emerging social issues, and will help grant access to information, programs and services tailored to meet their unique needs.

- [Children and Families \(CoR\)](#)
- [Disability \(CoR\)](#)
- [Canada's Volunteer Awards Information \(CoR\)](#)
 - [Canada's Volunteer Awards \(PIB\)](#)

4.2.3. New Horizons for Seniors Program (Sub-Program)

The growth in the population of seniors in Canada is accelerating, with the total number of seniors projected to reach approximately 10 million by 2036. This presents both opportunities and risks for seniors and their communities. Empowering seniors, encouraging them to share their knowledge, skills and experience with others in the community, and enhancing seniors' social well-being and community vitality are goals of the New Horizons for Seniors Program. This program provides grants and contributions funding for projects led or inspired by seniors who want to make a difference in the lives of others and in their communities. The program has five objectives: promoting volunteerism among seniors and other generations; engaging seniors in the community through mentoring of others; expanding awareness of elder abuse, including financial abuse; supporting social participation and inclusion of seniors; and providing capital assistance for new and existing community projects and/or programs for seniors. Community-based projects are typically eligible to receive up to \$25,000 in grant funding per project for up to one year. Pan-Canadian projects are eligible to receive up to \$750,000 for up to three years in duration. In order to test elements of the Social Partnerships Agenda in the New Horizons for Seniors Program, pilot projects involving the leveraging of funds commenced in 2014–15 for a period of two years. This program is complemented by a range of policies, programs and services targeted at seniors such as the Canada Pension Plan, Old Age Security and the National Seniors Council.

This program uses funding from the following transfer payment: New Horizons for Seniors Program

- [Community Participation and Leadership \(CoR\)](#)
- [Capital Assistance \(CoR\)](#)
- [Elder Abuse Awareness \(CoR\)](#)

4.2.4. Universal Child Care Benefit (SA)

The Universal Child Care Benefit is a statutory income benefit introduced in 2006 designed to assist Canadian families with young children by supporting their child care choices through direct financial support. The Universal Child Care Benefit was designed with the objective of supporting families in the choice of child care that best meets the needs of their family. Families receive up to \$1,200 per year for each child under six, taxable in the hands of the lower income spouse. Families can use this monthly benefit to best address their child care needs. The Universal Child Care Benefit is a pillar in the system of income benefits for families with children adding to existing measures such as the Canada Child Tax Benefit and the National Child Benefit Supplement and does not affect the benefits families receive under these programs or the Child Care Expense Deduction.

- [Universal Child Care Benefit \(CoR\)](#)
 - [Universal Child Care Benefit \(PIB\)](#)

4.2.5. Enabling Accessibility Fund (Sub-Program)

People with disabilities often experience barriers to their full participation and inclusion in activities of everyday living. The objective of the Enabling Accessibility Fund is to improve accessibility, remove barriers and enable Canadians with disabilities to participate in and contribute to their community. The Fund supports capital costs of construction and renovations related to improving accessibility and safety for people with disabilities in Canadian communities and workplaces. Grants or contributions are provided to eligible recipients for capital cost projects that increase access for people with disabilities to their programs and services, which in turn can create an equal opportunity for people with disabilities to participate in community activities or access employment opportunities. This program uses funding from the following transfer payment: Enabling Accessibility Fund.

- [Enabling Accessibility \(CoR\)](#)

4.2.6. Federal Income Support for Parents of Murdered or Missing Children (SA)

The Federal Income Support for Parents of Murdered or Missing Children grant is an income support grant available to eligible applicants who have suffered a loss of income from taking time away from work to cope with the death or disappearance of their child or children, as a result of a probable Criminal Code offence.

- [Federal Income Support for Parents of Murdered or Missing Children \(CoR\)](#)
 - [Federal Income Support for Parents of Murdered or Missing Children Program \(PIB\)](#)

5. Internal services

5.1. Internal services (PA)

Internal services constitute 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, materiel services, acquisition services, and travel and other administrative services. Internal services include only those activities and resources that apply across an organization and not to those provided specifically to a program.

5.1.1. Management and oversight services (SA)

Management and oversight services involve activities undertaken for determining strategic direction and allocating resources among services and processes, as well as those activities related to analyzing exposure to risk and determining appropriate countermeasures. They ensure that the service operations and programs of the federal government comply with applicable laws, regulations, policies or plans.

- [Cooperation and Liaison \(CoR\)](#)
 - [Lobbying Act Requirements \(PIB\)](#)
 - [Outreach Activities \(PIB\)](#)
- [Executive Services \(CoR\)](#)
 - [Executive Correspondence \(PIB\)](#)
- [Internal Audit and Evaluation \(CoR\)](#)
 - [Evaluation \(PIB\)](#)
 - [Internal Audit \(PIB\)](#)
- [Planning and Reporting \(CoR\)](#)

5.1.2. Communications services (SA)

Communications services involve activities undertaken to ensure that Government of Canada communications are effectively managed, well-coordinated and responsive to the diverse information needs of the public. The communications management function ensures that the public- internal or external- receives government information, and that the views and concerns of the public are taken into account in the planning, management and evaluation of policies, programs, services and initiatives.

- [Communications \(CoR\)](#)

- [Internal Communications \(PIB\)](#)
- [Public Communications \(PIB\)](#)

5.1.3. Legal services (SA)

Legal services involve activities undertaken to enable government departments and agencies to pursue policy, program and service delivery priorities and objectives within a legally sound framework.

- [Legal Services \(CoR\)](#)

5.1.4. Human resources management services (SA)

Human resources management services involve activities undertaken for determining strategic direction, allocating resources among services and processes, as well as activities relating to analyzing exposure to risk and determining appropriate countermeasures. They ensure that the service operations and programs of the federal government comply with applicable laws, regulations, policies and plans.

- [Online Learning \(CoR\)](#)
- [Professional Development Training \(CoR\)](#)
- [Required Training \(CoR\)](#)
- [Awards \(Pride and Recognition\) \(CoR\)](#)
 - [Recognition Program \(PIB\)](#)
- [Classification of Positions \(CoR\)](#)
 - [Staffing \(PIB\)](#)
- [Compensation and Benefits \(CoR\)](#)
 - [Attendance and Leave \(PIB\)](#)
 - [Pay and Benefits \(PIB\)](#)
- [Employment Equity and Diversity \(CoR\)](#)
 - [Employment Equity and Diversity \(PIB\)](#)
- [Hospitality \(CoR\)](#)
 - [Hospitality \(PIB\)](#)
- [Human Resources Planning \(CoR\)](#)
 - [Human Resources Planning \(PIB\)](#)
 - [Workplace Day Care \(PIB\)](#)
- [Labour Relations \(CoR\)](#)
 - [Canadian Human Rights Act - Complaints \(PIB\)](#)
 - [Discipline \(PIB\)](#)
 - [Grievances \(PIB\)](#)
 - [Harassment \(PIB\)](#)
 - [Disclosure of Wrongdoing in the Workplace \(PIB\)](#)
 - [Values and Ethics Codes for the Public Sector and Organizational Code\(s\) of Conduct \(PIB\)](#)
- [Occupational Health and Safety \(CoR\)](#)

- [Employee Assistance \(PIB\)](#)
 - [Harassment \(PIB\)](#)
 - [Occupational Health and Safety \(PIB\)](#)
 - [Vehicle, Ship, Boat and Aircraft Accidents \(PIB\)](#)
- [Official Languages \(CoR\)](#)
 - [Official Languages \(PIB\)](#)
- [Performance Management Reviews \(CoR\)](#)
 - [Discipline \(PIB\)](#)
 - [Sectorial Initiatives Program \(PIB\)](#)
 - [Employee Performance Management Program \(PIB\)](#)
- [Recruitment and Staffing \(CoR\)](#)
 - [Applications for Employment \(PIB\)](#)
 - [Employee Personnel Record \(PIB\)](#)
 - [EX Talent Management \(PIB\)](#)
 - [Personnel Security Screening \(PIB\)](#)
 - [Staffing \(PIB\)](#)
 - [Values and Ethics Codes for the Public Sector and Organizational Code\(s\) of Conduct \(PIB\)](#)
- [Relocation \(CoR\)](#)
 - [Relocation \(PIB\)](#)
- [Training and Development \(CoR\)](#)
 - [Training and Development \(PIB\)](#)

5.1.5. Financial management services (SA)

Financial management services involve activities undertaken to ensure the prudent use of public resources, including planning, budgeting, accounting, reporting, control and oversight, analysis, decision support and advice, and financial systems.

- [Financial Management \(CoR\)](#)
 - [Accounts Payable \(PIB\)](#)
 - [Accounts Receivable \(PIB\)](#)
 - [Acquisition Cards \(PIB\)](#)

5.1.6. Information management services (SA)

Information management services involve activities undertaken to achieve efficient and effective information management to support program and service delivery; foster informed decision-making; facilitate accountability, transparency and collaboration; and preserve and ensure access to information and records for the benefit of present and future generations.

- [Access to Information and Privacy \(CoR\)](#)
 - [Access to Information Act and Privacy Act Requests \(PIB\)](#)
- [Information Management \(CoR\)](#)

- [Library Services \(PIB\)](#)

5.1.7. Information technology services (SA)

Information technology services involve activities undertaken to achieve efficient and effective use of information technology to support government priorities and program delivery, to increase productivity, and to enhance services to the public.

- [Information Technology \(CoR\)](#)
 - [Electronic Network Monitoring \(PIB\)](#)

5.1.8. Materiel services (SA)

Materiel services involve activities undertaken to ensure that materiel can be managed by departments in a sustainable and financially responsible manner that supports the cost-effective and efficient delivery of government programs.

- [Materiel Management \(CoR\)](#)
 - [Vehicle, Ship, Boat and Aircraft Accidents \(PIB\)](#)

5.1.9. Acquisition services (SA)

Acquisition services involve activities undertaken to acquire a good or service to fulfil a properly completed request (including a complete and accurate definition of requirements and certification that funds are available) until entering into or amending a contract.

- [Procurement and Contracting \(CoR\)](#)
 - [Professional Services Contracts \(RIB\)](#)

Travel and other administrative services

Travel and other administrative services include Government of Canada travel services, as well as those other internal services that do not fit smoothly in any of the internal services categories.

- [Administrative Services \(CoR\)](#)
 - [Parking \(PIB\)](#)
- [Boards, Committees and Council \(CoR\)](#)
 - [Governor in Council Appointments \(PIB\)](#)
 - [Members of Boards, Committees and Councils \(PIB\)](#)
- [Business Continuity Planning \(CoR\)](#)
 - [Business Continuity Planning \(PIB\)](#)

- Disclosure to Investigative Bodies (CoR)
 - Disclosure to Investigative Bodies (PIB)
- Proactive Disclosure (CoR)
 - Hospitality (PIB)
 - Travel (PIB)
- Security (CoR)
 - Identification Cards and Access Badges (PIB)
 - Disclosure of Wrongdoing in the Workplace (PIB)
 - Personnel Security Screening (PIB)
 - Security Incidents and Privacy Breaches (PIB)
 - Security Video Surveillance and Temporary Visitor Access Control Logs and Building Passes (PIB)
- Travel (CoR)
 - Travel (PIB)

Classes of personal information

Provincial personal information supplied to ESDC

Employment and Social Development Canada may obtain provincial personal information pertaining to various programs administered by provinces if applicable information sharing agreements are in place.

Currently, ESDC has information sharing agreements with the provinces whereby ESDC exchanges Employment Insurance data with selected interested provinces in return for data on social assistance. The Canada Social Transfer supports social assistance programs, which are administered by provinces and territories.

In the course of carrying out EI-related policy analysis, research and evaluation activities, departmental Project Authorities may make use of personal information pertaining to provincial social assistance recipients that is collected in accordance with applicable provincial laws and made available to ESDC by various provinces. This personal information may include, for example, age, gender, marital and/or family status, number of dependents, benefits paid and other sources of income. All such provincially collected personal information is transmitted securely to the Data Development Unit of ESDC, where it is anonymized. The ESDC Project Authorities who are provided access to the anonymized information for their approved/authorized Policy Analysis, Research and Evaluation activities are not able to identify individuals.

The purpose of this personal information is to improve the effectiveness of EI programming and to ensure that federal labour market and labour-market-related income support policies and programs are developed and implemented in a manner consistent with national economic and social goals. Masked provincially collected and supplied social assistance administrative data may be shared with ESDC employees and their duly authorized contractors to undertake approved/authorized ESDC Policy Analysis, Research and Evaluation activities in support of this purpose.

Manuals

Employment and Social Development Canada (ESDC)

- [Administration and Enforcement Procedures, Fair Wages and Hours of Labour Act and Regulations](#)
- [ASETS Operations Manual](#)
- [ATIP Procedure Manual](#)
- Authentication tools
- [Canada Education Savings Program – User Guide](#) to Disclosing Personal Information

- [Canada Summer Jobs Overview](#)
- [Claims Processing](#)
- [Claims Processing Pursuant to Section 7 of the Government Employees Compensation Act \(GECA\)](#)
- [Communications between ESDC, Justice and the Claimant in Subrogation Files](#)
- [Communications Policy of the Government of Canada](#)
- [Communications with Workers' Compensation Boards](#)
- [Complaints Handling, Canada Labour Code, Part II of the Canada Labour Code](#)
- [Complaints Handling, Canada Labour Code, Part III](#)
- [Compliance Policy, Canada Labour Code, Part II](#)
- [Federal Contractors Program - Compliance Assistance](#)
- [Federal Contractors Program – Construction industry](#)
- [Federal Contractors Program – Dual Jurisdiction Employers](#)
- [Federal Contractors Program – Joint Venture Suppliers](#)
- [Federal Contractors Program – Standing Offers and Supply Arrangements](#)
- [Government of Canada Policies, directives, standards and guidelines](#)
- [Government Communications](#)
- [Government Employees Compensation Act \(GECA\) - Subrogation](#)
- [Government Employees Compensation Act \(GECA\) - Subrogation - Procedure Where Employee Elects to Pursue Third Party - Entitlement to Receive Compensation After Pursuit of Legal Action](#)
- [Group Termination Procedures, Canada Labour Code, Part III](#)
- [Hazardous Occurrence Investigations](#)
- [HIFIS Community Coordinator Guidelines](#)
- [HIFIS 3 Front Desk Guide Self-Training Manual: Client Processing](#)
- [HIFIS 3 Administration Guide](#)
- [HIFIS 3 Data Dictionary](#)
- [HIFIS 3 Report Manual Self-Training Manual: Service Provider Administration](#)
- [HIFIS 4 Technical Architecture and Deployment](#)
- [How to show proof of Canadian citizenship for adult passport applications](#)
- [NHIS Application Guide](#)
- [Homelessness Partnering Strategy Directives 2014-2019](#)
- [Identification Requirements and Controls](#)
- [Identity Assurance Standard Instructional Guide](#)
- [IMPACT knowledge repositories \(supporting Canada Enquiry Centre call centre operations agents\) this tool includes all the information, developments and procedures that agents use as well as all the other functions that support the agents workflow when serving the public](#)
- [Inspections, Canada Labour Code, Part III](#)
- [ISCC \(IMPACT for Service Canada Centres\) knowledge repository \(supporting in-person CSOs\): this tool includes information, developments and procedures that agents use when delivering information to the public.](#)
- [Mandatory Policy Committees, Work Place Committees and Health and Safety Representatives](#)

- Merchant Seamen Compensation Act Permanent total disability (PTD and permanent partial disability (PPD)
- [Ministerial Permit under section 176 - Hours in excess of maximum hours of work](#)
- National Training Program (NTP) for Labour Affairs Officers (LAOs)
- [New Horizons for Seniors Program](#)
- Operations Knowledge Centre
- Passport Officer Course
- Passport Policy Manual
- Priorities for Interventions, Canada Labour Code, Part III
- Program Directives Manual System
- Prosecution Guide
- [Protective Clothing and Equipment for Staff with Field Duties](#)
- [Reference Standards on OHS, Engineering and Hygiene](#)
- Refusals to Work in Situations Involving Demonstrations
- Response to a Refusal to Work in Case of Danger
- Response to Complaint of Alleged Unjust Dismissal, Canada Labour Code, Part III
- Response to Non-Compliance
- Response to Work Place Incidents Related to AIDS
- Revocation of Election to Claim
- Schedule Development Procedures, Fair Wages and Hours of Labour Act and Regulations
- Social Media interaction protocol
- Source Call Centre
- Source Print Centre
- Supply and Distribution of Pre-printed Labour Canada Forms
- Targeted Initiative for Older Workers
- The Stewardship of Information at ESDC Guidelines
- Visual Identity Guide
- [Wage Recovery Procedure, Canada Labour Code, Part III](#)
- Workplace Hazardous Material Information System (WHMIS)
- Work-Sharing Operational Directives

Service Canada Manual List

- Career Focus Operations Directives
- Grants and Contributions Operations Guide
- [SIN Code of Practice](#)
- Skills Link Operational Directives
- The Benefit Manual (BM) and Circulars for the Employment Insurance (EI) Program
- The EI online reference tool (Please note that this implemented in May 2014 and is becoming the main source of information for EI processing procedures. It will progressively replace the BM and Circulars.)
- Youth Employment Strategy Program Interdepartmental Operational Guidelines

IMPACT knowledge repositories (supporting Canada Enquiry Centre call centre operations agents): this tool includes all the information, developments and procedures that agents use as well as all the other functions that supports the agents workflow when serving the public

ISCC (IMPACT for Service Canada Centres) knowledge repository (supporting in-person CSOs): this tool includes information, developments and procedures that agents use when delivering information to the public.

Operation Knowledge Centre (OKC) Service Canada collection of Passport manuals; bulletins; procedures.

Additional information

Access to Information and Privacy

The Access to Information and Privacy Division is responsible for the administration of the [Access to Information Act](#) and the [Privacy Act](#) throughout the ESDC portfolio, including the Labour Program and Service Canada.

- [Access to Information and Privacy](#)
- [Submit a request for information](#)

Note: The Access to Information and Privacy Division is responsible for processing requests received under the Access to Information Act and Privacy Act only for records held by Employment and Social Development Canada, which includes the Labour Program and Service Canada. These requests should be forwarded to the following:

Access to Information and Privacy Coordinator

Employment and Social Development Canada
Phase IV, Level 12, Mail stop 1203
140 Promenade du Portage
Gatineau QC K1A 0J9

Telephone: 819-654-6972

Fax: 819-953-0659

Generic Mailbox: NC-COMM-ATIP-AIPRP-GD@hrsdc-rhdcc.gc.ca

For additional information about the programs and activities, visit the [Employment and Social Development Canada website](#).

Completed Access to Information requests

ESDC provides a list of [completed access to information requests](#) online. All requests related to ESDC, Service Canada, Labour, and the Canada Employment Insurance Commission are processed by ESDC and are included in these statistics.

Privacy impact assessments

To assure Canadians that privacy principles are being taken into account when there are proposals for, and during the design, implementation and evolution of programs and services that raise privacy issues by:

- prescribing the development and maintenance of Privacy Impact Assessments; and
- routinely communicating the results of Privacy Impact Assessments to the [Privacy Commissioner of Canada](#) and the public.

Privacy Impact Assessments provide a framework to ensure that privacy is considered throughout the design or re-design of programs or services. The assessments will identify the extent to which proposals comply with the provisions of the Privacy Act, regulations and [Treasury Board Directive on Privacy Impact Assessment](#). Assessments assist managers and decision-makers to avoid or mitigate privacy risks and promote fully informed policy, program and system design choices.

Public summaries: Privacy impact reports

Subsection 5(2) of the [Privacy Act](#) requires government institutions to notify individuals of the intended uses, consistent uses and disclosure of personal information when it is being collected. To complement this requirement and to promote a broader understanding of how privacy issues related to the program or service have been addressed, institutions must make summaries of the results of their Privacy Assessments available to the public.

Privacy Impact Assessments before 2012

- Access Key Authentication Service
- Canada Education Savings Plan
- Information Technology Renewal Delivery System
- MOU Regarding the Exchange of Personal Information with Respect to Persons Sentenced to Imprisonment in a Penitentiary for the Administration of the Old Age Security Act
- Prime Minister's Volunteer Awards (PMVA)
- Processing and Payment Services
- Universal Child Care Benefit

Privacy Impact Assessments 2012-2019

2012-2013

- Parents of Murdered or Missing Children grant
- Connecting Canadians with Available Jobs
- Cyber-Authentication Renewal - Phase I
- Cyber-Authentication Renewal - Phase II
- Old Age Security Proactive Enrolment Initiative
- Social Security Tribunal

2013-2014

- Aboriginal Skills and Employment Training Strategy
- Citizenship and Immigration Canada - Early Initiative
- Enabling Services Renewal Program ERP-SAP Solution
- Information Sharing Agreement with the Ministère du Revenu du Québec
- Information Sharing Exchanges between Human Resources and Skills Development Canada and Veterans Affairs Canada
- Labour Market Development Agreements with Provinces and Territories
- Parents of Critically Ill Children
- Record of Employment Web Online Registration and File Maintenance
- Sharing of Individual-Level Data under the MOU between HRSDC and OSFI
- Temporary Foreign Worker Program - Phase I

2014-2015

- Canada Apprentice Loans - Phase I
- Enabling Services Renewal Program - myEMS (PeopleSoft)
- Job Bank
- Provincial and Territorial Delivery of the Canada Job Grant
- Provincial and Territorial Delivery of the Canada Job Grant - Datagateway
- Skills and Partnership Fund
- Temporary Foreign Worker Program Phase - II
- Temporary Foreign Worker Program Phase - III

2015-2016

- Canada Apprentice Loans Phase II: Account Manager
- Compensation for Employers of Reservists Program
- Employment Equity Programs
- Federal Workers' Compensation Under the Government Employees Compensation Act
- Hosted Social Media Account Management Service - Hootsuite

- Interdepartmental Memorandum of Understanding on Collection Services with the Canada Revenue Agency
- Managed Web Services
- Passport Program Transition

2016-2017

- Canada Disability Savings Program: Administration of Canada Disability Savings Grants & Bonds
- Canada Education Savings Program - Administration and the Delivery of the Canada Education Savings Grant, Canada Learning Bond and Provincial Education Savings Incentives
- Canadian Government Annuity Program
- Citizenship and Immigration Canada and Employment and Social Development Canada Global Case Management System – Social Insurance Register Linkages Project (GCMS - SIR)
- Disclosure of Information Collected under the Old Age Security Act to the Province of Alberta for the Administration of the Alberta Seniors and Housing Programs
- Exchange of Information Collected under the Canada Pension Plan in Support of the Superannuation Programs Administered by Public Works and Government Services Canada
- Exchange of Personal Information between ESDC and Alberta Ministry of Seniors and Housing for the Administration of the Alberta Seniors Benefit
- Individual Quality Feedback - Accuracy
- Integrated Learning Management System
- Linked EACCOUNTS Service between ESDC and Canada Revenue Agency
- Old Age Security: Proactive Enrolment Initiative - Phase 2
- Service Canada Role in International Mobility Program Inspections
- Temporary Foreign Worker Program Phase IV

2017-2018

- Automatic Enrolment for the Guaranteed Income Supplement
- Call recording and screen capture functionality for the 1 800 O-CANADA and customized information services Quality Assurance Program
- Canada Apprentice Loans Phase III: Repayment
- DFO-Ice Assistance Program
- Direct Deposit and Sharing information Initiative
- eNotification Project in My Service Canada Account
- Exchange of Personal Information between ESDC and Yukon Department of Health and Social Services for the administration of the Yukon Senior Income Supplement
- First Nations Job Fund

- MOU concerning the disclosure of various administrative data files from ESDC to Statistics Canada
- OAS-NWT
- Workforce Development Agreement
- Youth Employment Strategy

2018-2019

- Education Savings Referral Service
- Exchange of Information between ESDC and BC's Ministry of Social Development and Poverty Reduction
- Modernization of Integrity Case Management System TFWP/IMP
- Information Sharing Agreement between ESDC and the Department of Justice
- Death Abroad Data Exchange Initiative

Reading room

In accordance with the Access to Information Act and Privacy Act, an area on the premises will be made available should the applicant wish to review materials on site. The address is:

National Headquarters
Place du Portage, Phase IV, Level 12
140 Promenade du Portage,
Gatineau QC K1A 0J9

Regional offices

To locate a Service Canada Office where you can access the Info Source Chapter, visit the [Service Canada website](#).

Detailed content, institution specific classes of records (CoR) and personal information banks (PIB)

Official title: Info Source: Sources of Federal Government and Employee Information 2018-2019

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Applications Intake (CoR)

- **Description**
 - Records relate to personal information supplied by Canadians applying for various government programs and benefits, and to information used by various federal departments to validate application information and applicant identity, and determine eligibility for a program or benefit. Records also relate to correspondence to departments to validate and verify applicant information and respond to processing requests; divorce, separation and custody documents; and program related documentation to outline eligibility and assessment requirements.
- **Document types**
 - Applications, assessments, correspondence, supporting documents, letters of decision, reports, directives, policies, procedures, client profiles, service strategies, presentations and training manuals.
- **Record number**
 - ESDC CCS 002

Veterans Affairs Canada Program Delivery (PIB)

- **Description**
 - This bank describes information about individuals applying to various programs administered by Veterans Affairs Canada. Applications and supporting documents are received and reviewed by citizen service officers in Service Canada Centres, and forwarded to Veterans Affairs Canada for processing. Personal information may include: name; surname at birth; contact information; dates and places of birth and death; year of marriage; surname of spouse; gender; number and expiry date of other identity documents; serial number of proof of citizenship document; passport number and date of issue; biographical information (such as aliases and language); other identification numbers; military or other service information; witness statements; quality-of-life assessments; financial information; medical information; marital status; dependent information; citizenship status; physical attributes; signature and photos.
- **Note**
 - Individuals who are acting on behalf of an account holder or estate and who are requesting information described in this bank must demonstrate legal authority to do so. Some information may be stored in the local web database.
- **Class of individuals**
 - Program applicants; guarantor and representatives legally acting on behalf of an applicant.
- **Purpose**
 - Personal information is used to validate an individual's identity and support the application process, and is forwarded to Veterans Affairs Canada to administer the program. The authority to collect personal information is

provided in the appropriate Orders in Council (PC # 2011-1348) related to this particular department and program.

- **Consistent uses**

- The personal information may be shared with Veterans Affairs Canada (VAC) for the administration of their programs and to determine eligibility, client needs, funding levels and to disburse funding for different benefits. This information is described in VAC institution-specific PIBs Disability Awards (VAC PPU 603); Disability Pensions (VAC PPU 601); Non-departmental Institutions - Veterans Independence (VAC PPU 618); Veterans Independence Program - Home Care Benefits & Services (VAC PPU 616); and Veterans Independence Program Other Services (VAC PPU 617). The data elements are stored and may be shared with ESDC's Innovation, Information and Technology Branch. This information is accessed only if applications are lost in transit by Canada Post. The information would be used by Veterans Affairs Canada to contact and inform applicants.

- **Retention and disposal standards**

- Under development

- **RDA number**

- Under development

- **Related record number**

- ESDC CCS 002

- **TBS registration**

- 20110542

- **Bank number**

- ESDC PPU 701

Processing and Payment Services (PIB)

- **Description**

- This bank describes information collected from individuals applying to various programs that are administered by other federal government departments. Applications and supporting documents are received by mail at Service Canada Processing Centres. Applications, copies of identity documents and other supporting documentation provided by the applicant are reviewed by Service Canada. Once the department responsible authorizes payment, payment information is forwarded to Public Works and Government Services Canada to have a cheque issued to the applicant. Personal information may include: name; contact information; other identification numbers; physical attributes; relationship status to other family members; place of birth; biographical information; date of birth; date of death; place of death; and signature.

- **Note**

- Individuals who request information described in this bank must provide the file number and legal authorization to make the request (if applicable). The following data elements may be stored in the Common System for Grants and Contributions (CSGC). The CSGC (ESDC PPU 298) is now included in this PIB. This service offered in partnership with Public Safety Canada, was launched on November 25, 2011, and terminated on March 31, 2013. Physical files have been transferred to Public Safety Canada. Electronic copies are maintained in the CSGC.

- **Class of individuals**

- Individuals who may be entitled to receive payment, family members (first-degree family: spouse or common-law partner, children, and parents; and second-degree family: siblings, grandparents, and grandchildren); and designated representatives selected to act on behalf of the family member.

- **Purpose**

- Personal information is used to administer payment programs or activities on behalf of other federal government departments, determine eligibility for payment programs or activities on behalf of other federal government departments, and establish an inventory of all individuals who have applied or who are part of an application. The authority to collect personal information is found in Order in Council PC Number 2011-1254.

- **Consistent uses**

Information may be used or disclosed for the following purposes: reporting to senior management. The personal information will be shared with Public Safety Canada for administration purpose. The personal information may be shared with Public Works and Government Service Canada for payment purpose. This information is described in Public Works and Government Services Canada (PWGSC) institution-specific PIB Receiver General Payments

(PWGSC PCU 712).

- **Retention and disposal standards**
 - Under development
- **RDA number**
 - Under development
- **Related record number**
 - ESDC CCS 002
- **TBS registration**
 - 20120211
- **Bank number**
 - ESDC PPU 702

Channel Management (CoR)

- **Description**
 - Records relate to the management of a service delivery channel (that is, Internet, telephone, in-person, or mail), including information, content of knowledge repositories (programs descriptions, procedures, and scripts) that support service delivery interactions between agents and the public, planning, quality assurance and research into the optimal functioning of the channels.
- **Document types**
 - Agendas; briefing materials; business requirements: privacy impact analyses; procedures; processes; directives; training manuals; communiqués; correspondence; statistical reports; service frameworks; general information related to channels and enabling services; standards; strategies; surveys; tools; directives; policies; and frameworks.
- **Record number**
 - ESDC CCS 007

Call Centre Operations (PIB)

- **Description**

This bank describes information used to reply to general enquiries received on 1 800 O Canada and various other Customized Information Services (CIS) enquiries by the Program. Personal information collected through various mechanisms (e.g telephone, email, Fax, TTY) may include: name, contact information and voice recording. Personal information collected from CIS clients may include date of birth, as well as other program specific personal identifiers, such as service number, client account numbers, banking and credit information.
- **Note**
 - The Program relays general information about government programs, projects and initiatives; offer application assistance; helps callers to connect quickly and effectively to experts. Agents may also authenticate clients to provide status of application information. If an individual requires more detailed information on their file or their eligibility, the program connects them to specialized agents or directs them to online resources. Information may be stored in the following systems or associated servers: Rogers Virtual Call Centre, Electronic Monitoring System (EMS), and IMPACT.
- **Class of Individuals**
 - Members of the general public that contact the Government of Canada, employees of contractors.
- **Purpose**
 - Personal information will be used to provide information about

Government of Canada programs and to provide support on how to access them. Personal information is collected under the authority of Order in Council P.C. 2005-1637.

- **Consistent Use**
 - The information may be used or disclosed for policy analysis, research and evaluation purposes, for quality assurance, to manage the program operations, and for contract administration purposes. Personal information may be accessed by or disclosed to a third party service contractor and government institutions that have a service delivery agreement with ESDC for CIS.
- **Retention and Disposal Standards**
 - The retention period for call recordings and screen captures is 90 days, and then destroyed. The retention period for email and fax interactions is 2 years, and then destroyed.
- **Records Disposition Authority (RDA)**
 - 2015/002
- **Related Record Number**
 - ESDC CCS 007
- **TBS Registration**
 - 20170149
- **Bank Number**
 - ESDC PPU 729

Channel Operations (CoR)

- **Description**
 - Records relate to routine operations of the Internet channel, such as publishing content and quality assurance for the Internet channel, including operational service standards and web standards.
- **Document types**
 - Agendas; briefing materials; correspondence; processes; procedures; and general information related to services and tools.
- **Record number**
 - ESDC CCS 008

Channel Support (CoR)

- **Description**
 - Records relate to the technical environments (such as software and hardware) and agreements (such as web hosting, contracts, or service level agreements) required to support the operations of the Internet, telephone and in-person channels.
- **Document types**
 - Correspondence; processes; procedures; agreements; system

specifications; general and technical information related to service; standards and requirements; and tools.

- **Record number**
 - ESDC CCS 009

Citizen-Centred Research (CoR)

- **Description**
 - Records relate to research and analysis conducted to inform continuous improvements in service delivery strategy and policy. These activities provide insights into current state of service delivery from a client-centric perspective and inform future directions.
- **Document types**
 - Contracts, surveys and research studies.
- **Record number**
 - ESDC CCS 006

Client Segments (CoR)

- **Description**
 - Records relate to client segment service strategies for seniors, workers, people with disabilities, and Aboriginal people, among others.
- **Document types**
 - Agendas, briefing materials, brochures, communiqués, correspondence, service frameworks, general information related to citizen-centred services, pamphlets, strategies, surveys and tools.
- **Record number**
 - ESDC CCS 001

Compensation for Employers of Reservists Program (CoR)

- **Description**
 - Records relate to a cash grant that is available to eligible employers who employ reservists to offset the costs incurred when part-time reservists sign up for full-time military duty, including hiring and/or training of replacement workers, increasing overtime hours for existing employees or purchasing equipment.
- **Document types**
 - Operational directives; internal procedures and policies; correspondence; statistics; application forms; assessment forms; briefing notes; costs and results analyses; data evaluation; and reservist and employer data.

- **Record number**
 - ESDC POB 160

Compensation for Employers of Reservists Program (PIB)

- **Description**
 - This bank describes information that is related to the administration of CERP. The program's objective is to provide financial support to civilian employers and/or self-employed Reservists to offset operational costs they incur when Reservist-employees deploy away from their places of employment to participate in military duties.
 - Personal information may include: name, contact information, employee identification number, specific organizational information, financial information, preferred language, information on the organization owing any amounts to the Government of Canada, tax related information (business number, pay stubs, and financial statements), other identification numbers and signature.
- **Note:**
 - Information is stored in the Common System for Grants and Contributions (CSGC).
- **Class of individual**
 - Reservists, civilian employers of Reservists and self-employed Reservists who meet the program requirements.
- **Purpose**
 - The personal information is used to administer CERP by performing program delivery functions such as receiving, assessing and making recommendations with respect to applications and communicating with, and effecting payment of compensation directly to eligible applicants (upon a positive decision from DND) and obtaining certification from the employers or reservists that the consent of reservists to share personal information with ESDC has been obtained. As well, administering CERP includes the validation of the employer's identity and eligibility, and disbursement of funds in respect of CERP. The authority for the program is found in Order-in-Council Number: 2014-1293. The authority for the collection of personal information is pursuant to Sections 5, 7 and 10 of the *Department of Employment and Social Development Act*.
- **Consistent Uses**
 - The information may be used or disclosed to the Department of National Defence (DND) to seek confirmation on the deployment and return dates of military duty for the purpose of payment approval. This activity is described in DND institution specific PIB, **Human Resources Management Information System** (DND PPE 805).
 - Information may also be disclosed to Public Works and Government

Services Canada (PWGSC) to facilitate production of a cheque or issuance of direct deposit. This activity is described in PWGSC institution specific PIB, Receiver General Deposit (PWGSC PCU 717) and Receiver General Payments (PWGSC PCU 712).

- **Records Disposition Authority (RDA)**
 - 2015/002
- **Related Class of Records Number**
 - ESDC POB 160
- **Personal Information Bank Number**
 - ESDC PPU 721
- **TBS registration Number**
 - 20160061

Marketing (CoR)

- **Description**
 - Records relate to marketing products and activities developed to ensure Canadians are able to find and understand information about various federal programs and services. The information relates to marketing activities such as plain language review, design services, Service Canada branding, publication and video production, smart publishing, web content design and social media.
- **Document types**
 - Mandate, procedures and reports.
- **Record number**
 - ESDC MD 031

Office for Client Satisfaction (CoR)

- **Description**
 - Mandate, procedures and reports.
- **Document types**
 - Policies, procedures, briefing materials, correspondence, analyses, operational and statistical reports and public opinion research reports.
- **Record number**
 - ESDC OCS 021

Service Offerings (CoR)

- **Description**
 - Records relate to program information delivered through Service Canada to Canadian citizens on behalf of other departments.
- **Document types**
 - Publications, directives, policies, procedures, application forms, client

- profiles, service strategies, reports and client surveys.
- **Record number**
 - ESDC CCS 004

Registration and Authentication (CoR)

- **Description**
 - Records relate to the client identification and data verification process to complement the program safeguards and security features of cyber authentication systems.
- **Document types**
 - Agendas; briefing materials; business requirements; correspondence; directives; legal opinions; minutes from meetings; supporting documents; presentations; policies; privacy impact analyses; procedures; processes; research and reviews of best practices: system specifications; statistical reports; training manuals and application forms.
- **Record number**
 - ESDC CCS 003

My Service Canada Account (PIB)

- **Description**
 - This bank describes information that is related to My Service Canada Account, which provides a single point of access for individuals to view or update their information held by the Employment Insurance, Canada Pension Plan and Old Age Security programs. My Service Canada Account is also used to register for the Employment Insurance Measure for Self-Employed People. Individuals can also access the Canada Revenue Agency's My Account for individuals by using the secure MSCA-CRA link on the My Service Canada Account lobby page. Personal information may include name, contact information, citizenship status, date of birth, financial information, other identification numbers, signature, employer and employment information, Social Insurance Number, user identification, password, recovery questions including answers and hints, mother's maiden name, and official language preference.
- **Note**
 - Individuals requesting information described by this bank must provide their Social Insurance Number, date of birth, Canada Pension Plan and Old Age Security program Personal Access Code or Employment Insurance program Access Code.
 - To access the My Service Canada Account, individuals must create a Government of Canada GCKey username and password, a process which is administered by Shared Services Canada, or use a username and

password they may already have with participating banks through a service called SecureKey Concierge; refer to central personal information bank, External Credential Management Services – SSC PCU 607.

- Individuals can access the Canada Revenue Agency's My Account for Individuals by using the secure link and by providing their consent for the disclosure of their social insurance number by Employment and Social Development Canada to the Canada Revenue Agency.
- **Class of individuals**
 - Individuals who apply for, or receive benefits under any of the following programs: Employment Insurance; Canada Pension Plan; or Old Age Security.
- **Purpose**
 - The personal information is used to administer My Service Canada Account and to provide a Personal Access Code for the Canada Pension Plan on Old Age Security program or an Employment Insurance Access Code for the Employment Insurance program, and to validate the identity of the client. The personal information is collected pursuant to the Employment Insurance Act, the Canada Pension Plan Act, and the Old Age Security Act. The authority to use and collect the Social Insurance Number is pursuant to the Canada Pension Plan, Old Age Security Act and the Employment Insurance Act.
- **Consistent uses**
 - Personal information may be used in the operation of the MSCA-CRA Link for bridging authorized users between ESDC and CRA platforms. Personal information may be used, upon subscription, for the operation of the "Alert me" electronic notification service. Information may also be used or disclosed for evaluation and reporting to senior management as well as for research or statistical purposes.
- **Retention and disposal standards**
 - Under development
- **RDA number**
 - Under development
- **Related record number**
 - ESDC CCS 003
- **TBS registration**
 - 20110517
- **Bank number**
 - ESDC PPU 680

Service Processing (CoR)

- **Description**
 - Records relate to the collection of data regarding service interactions with clients to create various corporate reports and data-centric models used for resourcing.
- **Document types**

- Products produced during routine collection, management of the application (working group), and while using tabular data, including: in-person points of service resourcing plans, statistical reports, agendas and minutes of meetings, proposals, evaluations, memoranda, procedures, policies, project plans and surveys.
- **Record number**
 - ESDC CCS 012

Channel Performance Tracking and Reporting (CoR)

- **Description**
 - Data is collected and stored in the course of normal online, in-person, and telephone front-line service interactions. This data is used to track performance trends, ensure accountability and manage operational resource requirements. Data collected from in-person and telephone interactions are anonymous and no personal identifying information is collected or stored.
- **Document types**
 - Database records; web analysis tool records; summary databases and spreadsheets; and statistical summary reports.
- **Record number**
 - ESDC CCS 010

Common Experience Payment (CoR)

- **Description**
 - Records relate to a component of the Indian Residential Schools Settlement Agreement that recognizes the experience of residing at an Indian Residential School and its impact.
- **Note**
 - This program ceased its activity in September 2011
- **Document types**
 - Applications, assessments, processes, procedures, policies, legislation, eligibility criteria, payments, reports, evaluations, statistics, appeals documents, supporting documentation and internal audits.
- **Record number**
 - ESDC IAP 065

Common Experience Payment (PIB)

- **Description**
 - This bank describes personal information that is used in support of the Common Experience Payment, a component of the Indian Residential Schools Settlement Agreement. Personal information on former residents may include: name, including other name(s) known at residential school or traditional name(s); contact information; date and place of birth; language preference; signature; full name of mother, father, guardian(s), and/or caregiver(s), and the relationship to the guardian or caregiver; group to which applicant belonged while attending a residential school (Registered Indian; non-status Indian; Métis; Inuit; Inuvialuit; or non-Aboriginal); scanned copies or photocopies of birth certificate, certificate of Indian status, driver's licence, health card, passport, marriage certificate/registration, divorce decree, legal change of name document and adoption papers. Information may also include residential school(s) resided at, including location and dates attended; date of death; proof of death; medical information; financial institution information; other identification number; payment details, including amount, cheque number, issue date and mailing date; and information about the Alternate Dispute Resolution and/or the Independent Assessment Process.
- **Note**
 - Individuals who request information described in this bank must provide the date of birth of the former resident.
- **Class of individuals**
 - All former residents included in the Indian Residential Schools Settlement Agreement who were alive on May 30, 2005; former students of the Mohawk Residential Boarding School in Brantford, Ontario, between 1922 and 1969 who were alive on October 5, 1996; legal representatives of former residents and former students; estates acting on behalf of the former resident; witnesses; guarantors; former residents and former students' parents, guardians and caregivers.
- **Purpose**
 - Personal information is used to determine eligibility for Common Experience Payment and to issue a payment.
- **Consistent uses**

Information may be used for reporting to senior management, evaluation, research, and/or statistical purposes. This information is described in Aboriginal Affairs and Northern Development Canada (AANDC) institution-specific PIB Management of Indian Residential Schools Records (AANDC IRS PPU 040). Information may be shared with Public Works and Government Services Canada for the issuance and management of benefit payments and entitlements. This information is described in PWGSC institution-specific PIB Receiver General Payments (PWGSC PCU 712). Information may also be shared with the Royal Canadian Mounted Police (RCMP) for administration and enforcement. This information is described in RCMP institution-specific PIB Operational Case Records (RCMP PPU 005). Information may also be shared with the Department of Justice Canada for legal advice and for enforcement. This information is described in JUS institution-specific PIBs: Civil Proceedings

and Legal Services (JUS PPU 010) and Prosecution and Related Criminal Matters (JUS PPU 015). Information may be shared, with consent, with AANDC for eligibility purposes. This information is described in AANDC institution-specific PIB Indian Register and Departmentally Administered Band Lists (AANDC PPU 110). Information may also be shared with Health Canada to determine eligibility. This information is described in HC institution-specific PIB Status Verification System (HC PPU 017). Information may be shared with the Canada Revenue Agency (CRA) for the purpose of administering the Income Tax Act. This information is described in CRA institution-specific PIB Individual Income Tax Return (CRA PPU 005). Information may be shared with Correctional Service Canada. Information may be shared with provincial/territorial governments for the purpose of confirming information provided by the applicant.

- **Retention and disposal standards**
 - Under development
- **RDA number**
 - Under development
- **Related record number**
 - ESDC IAP 065
- **TBS registration**
 - 20091611
- **Bank number**
 - ESDC PPU 100

Passport Service (CoR)

- **Description**
 - Records relate to information on the issuance of passports to Canadian citizens in Canada.
- **Document types**
 - Reports; statistics; procedures; training manuals; agreements; legislation and regulations; memoranda; correspondence; studies; documents regarding information activities and public relations; proof of citizenship, visas, travel, fee collection and control and passport accountability; application forms; documents relating to entitlement, issuance, urgent passports, certificates of identity, refugee travel documents, lost or stolen passports and security precautions.
- **Record number**
 - ESDC CCS 005

Grants and Contributions Files (CoR)

- **Description**
 - The Quality Assurance and Monitoring Unit within the Chief Financial Officer Branch provides ESDC management with assurance that departmental grants and contributions (G&C) programs and agreements are managed in a way that ensures stewardship of program funds by assessing internal compliance with applicable G&C internal control framework elements; assessing external (recipient) compliance with agreement terms and conditions; assessing the effectiveness of internal controls, identifying areas of potential risk and recommending corrective and/or mitigation measures; and coordinating and ensuring alignment with other departmental groups involved in the management and quality assurance continuum of G&C.
- **Document types**
 - Quality Assurance and Monitoring Unit national reports, tools and methodologies.
- **Format**
 - Paper or internal electronic storage with limited access
- **Record number**
 - ESDC CFO 252

Government Annuities (CoR)

- **Description**
 - Records contain information on the administration of Canadian government annuities, contracts, and systems that support the administration of the Canadian Government Annuities Plan.
- **Document types**
 - Correspondence; operational procedures; status reports; payment requisitions; financial reports; T4 tax information slips; actuarial and administrative reports; and databank for contracts, such as premium collection, related reports, micrographic listings and statistical studies on the program.
- **Record number**
 - ESDC IAP 545

Government Annuities (PIB)

- **Description**
 - This bank describes information that is used to support the Canadian Government Annuity (CGA) program. Personal information contained in this bank may include: the annuitant's contract number, contract terms and conditions, other contract information (balance, account type, status, plan

type, registration date, maturity date, retirement date, termination date, payment suspension date, transaction information, actuarial information, frequency of payments, discontinued date, lien information, premiums paid, taxation information), annuitant's first, middle and last name, Social Insurance Number and its status, gender, date and place of birth, date and place of death, date and place of marriage, address, financial information, telephone number, birth and/or baptismal certificate data, death certificate data, language, signature, contingent annuitant/survivor information (name, gender, date and place of birth, date of death, social insurance number, date of survivor election, contact information and signature), beneficiary information (name, relationship, address), witness information (name, address and signature), power of attorney or other legal representative documentation, name of purchaser, amount remitted to date, information on statement of contribution, joint purchaser information (name, address and signature), if under a group contract: group certificate number, name of employer, separation reason from employer, number of years of service and records of employment.

- **Note**
 - The bank may be accessed using the contract number, the name or the Social Insurance Number. Personal information may be stored in the CGA systems and/or in a secure location as a paper file.
- **Class of individuals**
 - Individuals who bought government annuities as private individuals or through pension fund contributions.
- **Purpose**
 - The personal information will be used by the Department of Employment and Social Development (Service Canada) to administer the CGA Program. Personal information is collected pursuant to sections 4 and 6 of the Government Annuities Act, the Government Annuities Regulations including section 7 and the Government Annuities Improvement Act. The Social Insurance Number (SIN) is collected pursuant the Income Tax Act and handled in accordance with the Treasury Board of Canada Secretariat Directive on the SIN.
- **Consistent uses**
 - Personal information may be used and/or disclosed for policy analysis, research, evaluation and/or audit purposes. Information is shared for administrative purposes with Public Services and Procurement Canada (PSPC). This information is described in the following PSPC institution-specific PIB Public Service Pensions Databank (PWGSC PCU 702). Information is also shared with the Canada Revenue Agency (CRA) and Revenu Québec to process individual income tax returns, including initial assessments, validations, accounting and adjustments. This information is described in CRA institution-specific PIB Individual Returns and Payment Processing (CRA PPU 005).
- **Retention and disposal standards**
 - Paper and electronic files are destroyed five years after all benefits have been paid with the exception of contracts that have been written off which

are destroyed after seven years according to the Financial Administration Act. An archival file of the destroyed contracts/files is then created for future reference. Microfilms containing a registry of Individual Annuity Contracts and a registry of Group Certificates are kept indefinitely for historical purposes.

- **RDA number**
 - 69/115
- **Related record number**
 - ESDC IAP 545
- **TBS registration**
 - 002395
- **Bank number**
 - ESDC PPU 395

Program Integrity (CoR)

- **Description**
 - Records relate to program integrity for Employment Insurance (including the Social Insurance Number), the Canada Pension Plan, Old Age Security, the Temporary Foreign Worker Program, the international Mobility Program and grants and contributions. Records relate to the development, maintenance and implementation of activities, programs, applications, systems, and tools to prevent and detect errors, misuse and abuse of program benefits and services. Records also include information related to the conduct of program investigations, reviews and inspections (including authorities for investigators), liaison with law enforcement agencies and other federal government departments, prosecution, major investigation activities and legal issues. Records may include information related to the research, analysis, evaluation, and development of statistical models that help identify cases of high-risk errors, omissions, fraud and abuse. Records may also relate to the quality assessment of investigations, reviews and inspections, for consistent and uniform application of policies and procedures. These assessments help ensure that clients and/or beneficiaries receive the right benefit or service, at the right time, in the right amount and for the intended purpose. Records may also relate to the overall planning, analysis and evaluation of integrity performance and of current and planned integrity policies and programs.
- **Note**
 - Formerly ESDC IAP 051, 054, 055 and 061.
- **Document types**
 - Applications, contribution history, payment history, forms, correspondence, questionnaires, investigation reports, records of decisions, documentary evidence, reports, studies, statistics, briefing materials, project plans, business requirements, processes, agreements, audits, evaluations, strategies, directives, policies and legislation.

- **Record number**
 - ESDC IAP 059

Employment Insurance Program Investigation (PIB)

- **Description**
 - This bank describes information that is used to support Employment Insurance program investigations. Personal information may include: name, contact information, biographical information, citizenship status information, criminal check and history, date of birth, date of death, educational information, employee identification number, employee information, financial information, medical information, other identification numbers, physical attributes, place of birth, place of death, signature, Social Insurance Number and Canada Revenue Agency Business Number. Information may also include opinions and views of, or about, individuals; travel information and photos.
- **Note**
 - This bank replaces and includes the information previously contained in the following banks: Combined Overpayment Detection Systems ESDC PPU 085; Record of Employment ESDC PPU 385; Report on Hirings ESDC PPU 210; False Claim Detection Program ESDC PPU 108; Business Registration Investigation ESDC PPU 080; Employment Insurance - CPP Retirement Match ESDC PPU 095; Computer Post Audit Program ESDC PPU 090; Automated Earnings Reporting ESDC PPU 215; Returning Canadian Resident Program ESDC PPU 120; and Insured Earnings Match ESDC PPU 115. Individuals who request information described in this bank must provide the Social Insurance Number, National Integrity Investigation System case number, legal authority for those acting on behalf of an account holder or estate, and the Canada Revenue Agency Business Number. Personal information may be stored in the following systems or databases: Major Investigation Sensitive Case Information System, National Integrity Investigation System, Group Information Session Planner, Quality Monitoring System, Corporate Client Information Service, Automated Earnings Reporting System, Maintain Hiring Details Application, Combined Overpayment Detection System and Control Indicator System.
- **Class of individuals**
 - Employment Insurance program applicants or claimants; representatives acting on behalf of applicants or claimants; appointed holders of a power of attorney; lawyers; employers; employer representatives; accountants; union representatives; trustees; Canadian residents who have travelled outside of Canada and who are returning to Canada by air; self-employed individuals; taxpayers; new business owners; and informants.

- **Purpose**

- Personal information is used to administer and enforce the Employment Insurance program. Personal information is collected pursuant to subsections 50(5) and 126(14) of the Employment Insurance Act. Some information is collected through established agreements with other federal government departments. The Social Insurance Number is collected pursuant to sections 28.1, 28.2, 28.3 and 28.4 of the Department of Employment and Social Development Act and is used for identification purposes.

- **Consistent uses**

- Personal information may be used or disclosed for the following purposes: program analysis, development, and evaluation, and reporting to senior management. Information may be shared with the Royal Canadian Mounted Police and with provincial or municipal enforcement agencies for investigative purposes under the Criminal Code. This information is described in RCMP institution-specific PIB Operational Case Records (RCMP PPU 005). Information may be shared with the Canada Revenue Agency for the administration of the Employment Insurance program and the administrative arrangements related to Employment Insurance coverage and rulings. This information is described in CRA institution-specific PIB Canada Pension Plan and Employment Insurance Program (CRA PPU 070). Information may be shared with the Canadian Border Services Agency (CBSA) to obtain copies of E-311 forms. This information is described in CBSA institution-specific PIB Traveler Declaration Card (CBSA PPU 018). Information may be shared with Public Services and Procurement (PSP) for imaging and storage of closed investigation files and for the issuance and management of benefit payments and entitlements. This information is described in PSP institution-specific PIBs, Document Imaging Solutions (PWGSC PCU 709) and Receiver General Payments (PWGSC PCU 712). Information may be shared with a third-party service provider to perform data entry tasks (through a service agreement contract). Information may be shared with Service Canada's Processing and Payment Services Branch to render decisions on eligibility for and entitlement to benefits. This information is described in ESDC institution-specific PIB Benefit and Overpayment File (ESDC PPU 180). Information may be shared with the Internal Integrity and Security Directorate of Service Canada's Integrity Services Branch when employee malfeasance is suspected. Information may be shared with ESDC's Skills and Employment Branch to support the delivery of Job Bank services. This information is described in ESDC institution-specific PIB Job Bank (ESDC PPU 711). Information may be shared with provincial government departments and third parties administering programs when data-sharing agreements are in place to conduct research into the labour force, labour market, income support and other related fields. Information may be shared with academics, research groups, or private sector firms under specific contract to the Department, or to other government or contracted agencies under terms of memoranda of understanding, for policy formulation, planning, statistics research, and evaluation purposes. Information may be

shared with ESDC's Labour Market Information program for analysis, research and evaluation purposes. Personal information may be disclosed to Statistics Canada for statistical and research purposes. The Statistics Canada Personal Information bank is under development.

- **Retention and disposal standards**
 - Records in which discrepancies are identified are retained for 12 years after all administrative actions and then destroyed. Records in which no discrepancies are identified are destroyed immediately.
- **RDA number**
 - 2007/002
- **Related record number**
 - ESDC IAP 059, ESDC IAP 070
- **TBS registration**
 - 005101
- **Bank number**
 - ESDC PPU 171

Social Insurance Number Investigations and Reviews (PIB)

- **Description**
 - This bank describes information used to support Social Insurance Number investigations. Personal information may include: name, contact information, signature, citizenship status, residence information, employee identification number, employee personnel information, employment equity information, biographical information, criminal check and history, educational information, financial information, medical information, Social Insurance Number, date and place of birth, date and place of death, birth registration, status in Canada, immigration or citizenship document, mother's full name, maiden name, other surnames and names, father's full name, proof-of-identity document, photos, physical attributes, other identification numbers and opinion and views of or about individuals.
- **Note**
 - This bank replaces and includes the information previously contained in the following banks: Combined Overpayment Detection Systems ESDC PPU 085; Record of Employment ESDC PPU 385; Report on Hirings ESDC PPU 210; False Claim Detection Program ESDC PPU 108; Business Registration Investigation ESDC PPU 080; Employment Insurance – CPP Retirement Match ESDC PPU 095; Computer Post Audit Program ESDC PPU 090; Automated Earnings Reporting ESDC PPU 215; Returning Canadian Resident Program ESDC PPU 120; and Insured Earnings Match ESDC PPU 115. Individuals who request information described in this bank must provide the Social Insurance Number, National Integrity Investigation System case number, legal authority for those acting on behalf of an account holder or estate, and the Canada

Revenue Agency Business Number. Personal information may be stored in the following systems or databases: Major Investigation Sensitive Case Information System, National Integrity Investigation System, Group Information Session Planner, Quality Monitoring System, Corporate Client Information Service, Automated Earnings Reporting System, Maintain Hiring Details Application, Combined Overpayment Detection System and Control Indicator System.

- **Class of individuals**

- Employment Insurance program applicants or claimants; representatives acting on behalf of applicants or claimants; appointed holders of a power of attorney; lawyers; employers; employer representatives; accountants; union representatives; trustees; Canadian residents who have travelled outside of Canada and who are returning to Canada by air; self-employed individuals; taxpayers; new business owners; and informants.

- **Purpose**

- Personal information is used to administer and enforce the Employment Insurance program. Personal information is collected pursuant to subsections 50(5) and 126(14) of the Employment Insurance Act. Some information is collected through established agreements with other federal government departments. The Social Insurance Number is collected pursuant to sections 28.1, 28.2, 28.3 and 28.4 of the Department of Employment and Social Development Act and is used for identification purposes.

- **Consistent uses**

Personal information may be used or disclosed for the following purposes: program analysis, development, and evaluation, and reporting to senior management. Information may be shared with the Royal Canadian Mounted Police and with provincial or municipal enforcement agencies for investigative purposes under the Criminal Code. This information is described in RCMP institution-specific PIB Operational Case Records (RCMP PPU 005). Information may be shared with the Canada Revenue Agency for the administration of the Employment Insurance program and the administrative arrangements related to Employment Insurance coverage and rulings. This information is described in CRA institution-specific PIB Canada Pension Plan and Employment Insurance Program (CRA PPU 070). Information may be shared with the Canadian Border Services Agency (CBSA) to obtain copies of E-311 forms. This information is described in CBSA institution-specific PIB Traveler Declaration Card (CBSA PPU 018). Information may be shared with Public Services and Procurement Canada for imaging and storage of closed investigation files and for the issuance and management of benefit payments and entitlements. This information is described in PSP institution-specific PIBs, Document Imaging Solutions (PWGSC PCU 709) and Receiver General Payments (PWGSC PCU 712). Information may be shared with a third-party service provider to perform data entry tasks (through a service agreement contract). Information may be shared with Service Canada's Processing and Payment Services Branch to render decisions on eligibility

for and entitlement to benefits. This information is described in ESDC institution-specific PIB Benefit and Overpayment File (ESDC PPU 180). Information may be shared with the Internal Integrity and Security Directorate of Service Canada's Integrity Services Branch when employee malfeasance is suspected.

- Information may be share with ESDC's Skills and Employment Branch to support the delivery of Job Bank services. This information is described in ESDC institution-specific PIB Job Bank (ESDC PPU 711). Information may be shared with provincial government departments and third parties administering programs when data sharing agreements are in place to conduct research into the labour force, labour market, income support and other related fields. Information may be shared with academics, research groups, or private sector firms under specific contract to the Department, or to other government or contracted agencies under terms of memoranda of understanding, for policy formulation, planning, statistics research, and evaluation purposes. Information may be shared with ESDC's Labour Market Information program for analysis, research and evaluation purposes.
- **Retention and disposal standards**
 - Records in which discrepancies are identified are retained for 12 years after all administrative actions and then destroyed. Records in which no discrepancies are identified are destroyed immediately.
- **RDA number**
 - 2007/002
- **Related record number**
 - ESDC IAP 059, ESDC IAP 070
- **TBS registration**
 - 005101
- **Bank number**
 - ESDC PPU 118

Employment Insurance (CoR)

- **Description**
 - Records relate to the support of applications for Employment Insurance benefits and/or the processing of Employment Insurance claims.
- **Document types**
 - Forms; questionnaires, policies, procedures, reviews of best practices, project information and descriptions, statements of work, contracts, decision records, correspondence, evaluations, licences, agreements, memoranda of understanding, documents related to performance monitoring and quality assurance, reports, statistics, tools, agendas and minutes of meetings, briefing notes, visas, work permits, plans and internal audits.
- **Record number**

- ESDC IAP 070

Benefit and Overpayment File (PIB)

- **Description**

- This bank contains information related to clients applying for or receiving Employment Insurance benefits that reveals that individuals received amounts to which they were not entitled and that establish an overpayment. It may also contain information from Canada Revenue Agency's Payroll Deductions Accounting and Collection System and Taxation Taxpayer Master Files. Personal information may include: name, Social Insurance Number, date of birth, gender, preferred official language, address, telephone number, job occupation code, reason for no longer working, start date of the claim, end date of the claim, information regarding overpayments, amount and duration of Employment Insurance benefits payable, education information, participation in Employment Insurance Part II programs, incarceration, financial information, income tax exemption level and payment/non-payment information.

- **Note**

- Employment Insurance Overpayment ESDC PPU 161 is now included in the bank.

- **Class of individuals**

- Individuals who are receiving or have received Employment Insurance benefits.

- **Purpose**

Personal information is used to administer the Employment Insurance program to determine whether benefits are payable. The authority to collect the personal information is provided under sections 7, 10, 23, 152.07, and 152.1 of the Employment Insurance Act and section 8 of the Employment Insurance (Fishing) Regulations. The Social Insurance Number is collected pursuant to subsection 28.1 (1) of the Department of Employment and Social Development Act.

- **Consistent uses**

- The accuracy of personal information is validated using personal information under the control of the Canada Revenue Agency. This information is described in CRA institution-specific PIB Review and Control (CRA PPU 125). Information is used for statistical, internal audit, and planning purposes. Selected information is provided to the Canada Revenue Agency and Revenue Quebec for taxation purposes. This information is described in CRA institution-specific PIB Individual Returns and Payment Processing (CRA PPU 005). Information may be shared with Statistics Canada for statistical, analytical; and planning purposes. This information is described in Statistics Canada institution-specific PIB Labour Force Survey (StatCan PPU 015). Information may be shared with the Canada Revenue Agency for locating debtors to the Crown. This information is described in CRA institution-specific PIB Individual Tax

Arrears - Collection Action (CRA PPU 050). Subject to a formal agreement, information may be shared with provincial and municipal governments for the administration and enforcement of their programs and the coordination of benefit payment and research. Information may also be shared with employers to assist them in fulfilling their responsibilities under the Employment Insurance Act. Information may be shared with the Department of Justice Canada to administer the Family Orders and Agreements Enforcement Assistance Act. This information is described in JUS institution-specific PIB Family Orders and Agreements Enforcement Assistance (JUS PPU 125). Information may be shared with Public Works and Government Services Canada for the issuance and management of benefit payments and entitlements. This information is described in PWGSC institution-specific PIB Receiver General Payments (PWGSC PCU 712). Information may be shared with provincial government departments and third parties administering programs when data-sharing agreements are in place to conduct research into the labour force, labour market, income support and other related fields, and it may be provided to academics, research groups or private sector firms under specific contract to the Department, or to other government or contracted agencies under terms of memoranda of understanding, for policy formulation, planning, statistics, research and evaluation purposes. Information may also be shared within ESDC with the Labour Market Information program for analysis, research, and evaluation purposes. Personal information may be disclosed to Statistics Canada for statistical and research purposes. The Statistics Canada Personal Information bank is under development.

- **Retention and disposal standards**

Records for any claim are retained for 11 years. After 6 years, they are purged of information received from the Canada Revenue Agency. Basic claim information is retained on separate tapes for an additional 5 years, and then destroyed. Information for self-employment benefits is retained for 99 years after the first week for which Employment Insurance was paid.

- **RDA number**
 - 2007/002
- **Related record number**
 - ESDC IAP 070
- **TBS registration**
 - 002362
- **Bank number**
 - ESDC PPU 180

Employment Insurance Bi-Weekly Claimant's Report (PIB)

- **Description**
 - Claimant reports received through either the Telephone Reporting Service or the Internet Reporting Service may include the following personal information: date, time and length of call or session, Social Insurance Number (SIN), dates covered, success or termination status of call or session, assistance level of call or session, the individual's confirmed responses, declaration of dates available for work, earnings, medical information, educational information, contact information and signature.
- **Note**
 - Individuals seeking access to records in this bank must specify the two-week period covered by the report card they wish to consult.
- **Class of individuals**
 - Individuals on claim for Employment Insurance benefits and Unemployment benefits; and employers.
- **Purpose**
 - To provide a record of claimant eligibility for benefits during a two-week period.
- **Consistent uses**
 - Information in this bank may be used for research, planning, evaluation, and statistics purposes, and for control and internal audit purposes. It may be disclosed to private-sector research firms for these purposes. It may also be shared with the Royal Canadian Mounted Police for investigative purposes under the Criminal Code. This information is described in RCMP institution-specific PIB Operational Case Records (RCMP PPU 005).
- **Retention and disposal standards**
 - Reports are retained for seven years and then destroyed.
- **RDA number**
 - 2007/002
- **Related record number**
 - ESDC IAP 070
- **TBS registration**
 - 002361
- **Bank number**
 - ESDC PPU 155

Record of Employment (PIB)

- **Description**

- This bank contains information on employment history provided in the Record of Employment, which is used to establish claims for Employment Insurances benefits. All requests for access must identify the period of employment covered by the Record of Employment.
- The personal information may include:
 - employee's name;
 - address;
 - Social Insurance Number;
 - payroll reference number and occupation;
 - employer's name and address
 - Canada Revenue Agency Business Number;
 - pay period type;
 - data pertaining to length of employment;
 - date and reason for separation;
 - expected date of recall and;
 - insurable hours and earnings;
 - telephone number of the person who submitted the record of employment

- **Class of Individuals**

- Individuals and employers.

- **Purpose**

- Used in the administration and enforcement of the Employment Insurance Act, including for the prevention and detection of fraud and abuse. The personal information is collected pursuant to Department of Employment and Social Development Act (Part 4).The Social Insurance Number, may be collected and used under the authority of the section 87 of the Employment Insurance Act.

- **Consistent Uses**

Statistical, planning and internal audit purposes. Subject to formal agreement, some information may be shared with other federal or provincial departments for planning, research and evaluation. Information pertaining to the employer and reason of layoff may be shared with the Temporary Foreign Worker Program (TFWP) (ESDC PPU 440) for the purpose of the administration and enforcement of the outcome of the Labour Market Impact Assessment. Information may also be shared with the Department of Justice for the administration of the Family Orders and Agreements Enforcement Assistance Act. It may also be released to the issuing employer in exceptional circumstances. Release of information is subject to Part 4 of the Department of Employment and Social Development Act.

- **Retention and Disposal Standards**

- Record of Employment (Second Copy - paper) is destroyed after microfilming. Microfilmed copies are retained for 11 years by Service Canada, Record of Employment National Services in New Brunswick and

are then destroyed. Records of Employment stored in electronic format are kept 11 years and are then destroyed.

- **RDA Number**
 - M-4-86 and 96/023
- **Related Record Number**
 - HRSDC IAP 059
- **TBS Registration**
 - 001971
- **Bank Number**
 - HRSDC PPU 385

Employment Insurance Databank (PIB)

- **Description**
 - This bank may contain the following information on clients applying to and/or participating in Employment Insurance programs operated or funded by ESDC: Social Insurance Number, gender, date of birth, name, detailed information on periods of employment and unemployment, eligibility for Employment Insurance, training courses taken and other employment services received. Information is extracted from the following banks: Employment Insurance Program Investigation ESDC PPU 171, Benefit and Overpayment Master File ESDC PPU 180 and Social Insurance Number Register ESDC PPU 390.
- **Class of individuals**
 - Employment Insurance beneficiaries who participated in ESDC employment programs.
- **Purpose**
 - Individuals who experienced a job loss and applied for Employment Insurance or participated in ESDC employment programs, administered by ESDC or third parties, and ESDC-funded services administered by provincial/territorial governments under labour market development agreements.
- **Consistent uses**

Information may be shared within ESDC with Labour Market Information program for analysis, research and evaluation purposes. Information may be shared with provincial government departments and third parties administering programs when data-sharing agreements are in place to conduct research into the labour force, labour market, income support and other related fields. Information may be provided to academics, research groups, or private-sector firms under specific contract to the Department, or to other government or contracted agencies under terms of memoranda of understanding, for policy formulation, planning, statistics, research and evaluation purposes.
- **Retention and disposal standards**
 - Under development

- **RDA number**
 - Under development
- **Related record number**
 - ESDC IAP 070
- **TBS registration**
 - 005002
- **Bank number**
 - ESDC PPU 501

Insurance Claim File – Local Office (PIB)

- **Description**
 - This bank describes information related to Canadians applying for or receiving Employment Insurance benefits (regular, fishing, maternity, parental, sickness, compassionate care, family caregiver for children or for family caregiver for adults) . It contains information that is used to support inquiries regarding clients who are involuntarily or voluntarily unemployed. It may also include information collected from the Canada Revenue Agency's Payroll Deductions Accounting and Collection System and Taxation Taxpayer Master Files. Personal information may include: name, Social Insurance Number, date of birth, gender, contact information, employment information, employee personnel information, biographical information, education information, financial information, medical information, preferred official language, appeals to boards of referees or to the Social Security Tribunal, disentitlement notices, disqualification notices, any interviews or investigations conducted by ESDC and Service Canada staff and penalties or criminal procedures undertaken for fraud under the Employment Insurance Act.
- **Note**
 - Employment Insurance Overpayment ESDC PPU 161 and Benefit and Overpayment File ESDC PPU 180 are now included in this bank. All requests for access must include the Social Insurance Number.
- **Class of individuals**
 - Individuals who have applied for Employment Insurance benefits; individuals who share the benefits, when applicable; children or adults who are critically ill ; family members who are gravely ill with a significant risk of death; and medical professionals who provide information when needed.
- **Purpose**
 - Personal information is used to administer the Employment Insurance program. The authority to collect the personal information is provided under sections 7, 10, 22, 23, 152.07, and 152.1 of the Employment Insurance Act, and section 8 of the Employment Insurance (Fishing) Regulations. The Social Insurance Number is collected pursuant to subsection 28.1 (1) of the Department of Employment and Social

Development Act.

- **Consistent uses**

Information may be disclosed for appeals to the Board of Referees or for appeals to the Social Security Tribunal. Information may be shared for the administration of Part II of the Employment Insurance Act. Information may be shared for program analysis, development and design of program policy options, adjustment strategies and emergency measures, and pilot projects related to the Employment Insurance program. Masked data is used to analyze the effectiveness of the Employment Insurance program and to develop policy options, including estimated impacts. Information may be shared with Public Works and Government Services Canada for imaging and storage of closed investigation files and for the issuance and management of benefit payments and entitlements. This information is described in the following PWGSC institution-specific PIBs: Document Imaging Solution (PWGSC PCU 709) and Receiver General Payments (PWGSC PCU 712). The accuracy of personal information is validated using personal information under the control of CRA. This information is described in the CRA institution-specific PIB Review and Control (CRA PPU 125). Information is used for statistical, internal auditing, and planning purposes. Selected information is provided to the CRA and Revenu Québec for taxation purposes. This information is described in CRA institution-specific PIB Individual Returns and Payment Processing (CRA PPU 005). It may also be shared with the CRA for locating debtors to the Crown. This information is described in CRA institution-specific PIB Individual Tax Arrears - Collection Action (CRA PPU 050). Information may be shared with Statistics Canada for statistical, analytical and planning purposes. This information is described in Statistics Canada institution-specific PIB Labour Force Survey (StatCan PPU 015). Information may be shared with the Department of Justice Canada to administer the Family Orders and Agreements Enforcement Assistance Act. This information is described in JUS institution-specific PIB Family Orders and Agreements Enforcement Assistance (JUS PPU 125). Information may be shared with the Royal Canadian Mounted Police for the investigation of alleged Employment Insurance fraud. This information is described in RCMP institution-specific PIB Operational Case Records (RCMP PPU 005). Information may be shared, subject to a formal agreement, with provincial and municipal governments for the administration and enforcement of their own programs, as with the Quebec Parental Insurance Plan, and the coordination of benefit payment and research. Information may be shared with employers to assist them with their responsibilities under the Employment Insurance Act. Some of the information may be provided to private-sector survey companies for evaluations, research, statistical and planning purposes.

- **Retention and disposal standards**

- Records for any claim are retained for 11 years. The information for self-employed special benefits is retained for 99 years after the first week for which Employment Insurance was paid.

- **RDA number**
 - 2007/002
- **Related record number**
 - ESDC IAP 070
- **TBS registration**
 - 001989
- **Bank number**
 - ESDC PPU 150

Employment Insurance Claim Files (PIB)

- **Description**
 - This bank describes information related to clients who apply for or receive Employment Insurance benefits (regular, fishing, maternity, parental, sickness, compassionate care, or for parents of gravely ill children). It contains information about Employment Insurance clients that is used to support inquiries regarding clients who are involuntarily or voluntarily unemployed. Information may also be collected from the Canada Revenue Agency's Payroll Deductions Accounting and Collection (PAYDAC) System and Taxation Taxpayer Master Files. Personal information may include: name; Social Insurance Number; date of birth; gender; mother's maiden name; contact information; employment information; employee personnel information; education informational; financial information; medical information; preferred official language; biographical information; and signature.
- **Note**
 - Benefit and Overpayment File ESDC PPU 180, Insurance Claim File – Local Office (OPS) ESDC PPU 150, and Employment Insurance Bi-Weekly Claimants' Report ESDC PPU 155 are now included in this bank. All requests for access must include the Social Insurance Number.
- **Class of Individuals**
 - Individuals who have applied for Employment Insurance benefits; individuals who share the benefits, when applicable; children who are critically ill; family members who are gravely ill with a significant risk of death; and medical professionals who provide information when needed.
- **Purpose**
 - Personal information is used to administer the Employment Insurance program and to detect fraud and abuse. It can also be used to assess continued entitlement or to establish overpayment if revised information reveals that individuals have received amounts to which they were not entitled. The authority to collect personal information is provided in subsections 48. (2), 50. (1), and 50. (5) of the *Employment Insurance Act*. The Social Insurance Number is collected pursuant section 138 of the *Employment Insurance Act*.

- **Consistent Uses**

Information may be disclosed to the Social Security Tribunal for appeals processes. Information may be shared for the administration of Part II of the *Employment Insurance Act*. Information may be shared with the provinces and territories and within ESDC for program analysis, development and design of program policy options, adjustment strategies and emergency measures, and pilot projects related to the Employment Insurance program. Information may be shared with Public Works and Government Services Canada for imaging and storage of closed investigation files and for the issuance and management of benefit payments and entitlements. This information is described in the following PWGSC institution specific PIBs: Document Imaging Solution (PWGSC PCU 709) and Receiver General Payments (PWGSC PCU 712). The accuracy of personal information is validated using personal information under the control of the Canada Revenue Agency (CRA). This information is described in CRA institution specific PIB Review and Control (CRA PPU 125). Information is used for statistical, internal audit, and planning purposes. Selected information is provided to the CRA and Revenu Québec for taxation purposes. This information is described in CRA institution specific PIB Individual Returns and Payment Processing (CRA PPU 005). Information may also be shared with the CRA for locating debtors to the Crown. This information is described in CRA institution specific PIB Individual Tax Arrears – Collection Action (CRA PPU 050). Information may be shared with Statistics Canada for statistical, analytical, and planning purposes. This information is described in Stat Can institution specific PIB Labour Force Survey (Stat Can PPU 015). Information may be shared with the Department of Justice Canada for the purpose of administering the *Family Orders and Agreements Enforcement Assistance Act*. This information is described in JUS institution specific PIB Family Orders and Agreements Enforcement Assistance (JUS PPU 125). Information may be shared with the Royal Canadian Mounted Police for investigation of alleged Employment Insurance fraud. This information is described in RCMP institution specific PIB Case Records (RCMP PPU 005). Information may be shared, subject to formal agreement, with provincial and municipal governments for the administration and enforcement of their own programs, as with the Quebec Parental Insurance Plan, and for the coordination of benefit payment and research. Information may be shared with employers to assist them with their responsibilities under the *Employment Insurance Act*. Information may be shared with provincial government departments and third parties administering programs when data-sharing agreements are in place to conduct research into the labour force, labour market, income support, and other related fields, and it may be provided to academics, research groups, or private-sector firms under specific contract to the Department, or to other government or contracted agencies under terms of memoranda of understanding, for policy formulation, planning, statistics, research, and

evaluation purposes. Information may be shared within ESDC with the Labour Market Information program for analysis, research, and evaluation purposes.

- **Retention and Disposal Standards**
 - Records are retained for 12 years. Information for self-employed special benefits is retained for 99 years after the first week for which Employment Insurance was paid.
- **RDA Number**
 - 2007/002
- **Related Record Number**
 - ESDC IAP 070
- **TBS Registration:**
 - 20180019
- **Bank Number**
 - ESDC PPU 151

Interstate Employment Insurance Claims (PIB)

- **Description**
 - This bank contains statistics relative to liable and agent state claims. Personal information may include: name, Social Insurance Number, citizenship status, work permit, visa, date of birth, employment equity information, mother's maiden name, contact information, employee personnel information, education informational, financial information, medical information, preferred official language, biographical information and signature.
- **Note**
 - Individuals may gain access by supplying either their Social Insurance Number or social security number.
- **Class of individuals**
 - Agent state claimants who are Canadians or non-Canadian residents; liable state claimants with working visas or American citizenship; and landed immigrants.
- **Purpose**

To facilitate the payment of Employment Insurance benefits to people in all American states, the District of Columbia, Puerto Rico, the Virgin Islands, and Canada residing outside the state in which their entitlement was earned, including to prevent fraud and abuse. To create, maintain, and control claim files when Canada is the agent state, and to provide administrative assistance to liable states concerned. To create, maintain, control, adjudicate and provide payment of benefit when Canada is the liable state. The authority to collect the personal information is provided under subsections 48. (2), 50. (1) and 50. (5) of the Employment Insurance Act. The Social Insurance Number is collected pursuant section 138 of the Employment Insurance Act.

- **Consistent uses**

Information may be disclosed to the Social Security Tribunal for appeal processes. Information may be shared within ESDC for program analysis, development and design of program policy options, adjustment strategies and emergency measures, and pilot projects related to the Employment Insurance program. Information may be shared with PWGSC for imaging and storage of closed investigation files and for the issuance and management of benefit payments and entitlements. This information is described in the following PWGSC institution-specific PIBs: Document Imaging Solution (PWGSC PCU 709) and Receiver General Payments (PWGSC PCU 712). The accuracy of personal information is validated using personal information under the control of Canada Revenue Agency. This information is described in CRA institution-specific PIB Review and Control (CRA PPU 125). Selected information is provided to the CRA and Revenue Quebec for taxation purposes. This information is described in CRA institution-specific PIB Individual Returns and Payment Processing (CRA PPU 005). Information may be shared with the CRA for locating debtors to the Crown. This information is described in CRA institution-specific PIB Individual Tax Arrears - Collection Action (CRA PPU 050). Information may be shared with Statistics Canada for statistical, analytical, and planning purposes. This information is described in Statistics Canada institution-specific PIB Labour Force Survey (StatCan PPU 015). Information may be shared with the Department of Justice Canada to administer the Family Orders and Agreements Enforcement Assistance Act. This information is described in JUS institution-specific PIB Family Orders and Agreements Enforcement Assistance (JUS PPU 125). Information may be shared with the Royal Canadian Mounted Police for investigation of alleged Employment Insurance fraud. This information is described in RCMP institution-specific PIB Operational Case Records, (RCMP PPU 005). Information may be shared, subject to a formal agreement, with provincial and municipal governments for the administration and enforcement of their own programs, as with the Quebec Parental Insurance Plan, and the coordination of benefit payment and research. Information may be shared with employers to assist them with their responsibilities under the Employment Insurance Act. Information may be shared with all American states, the District of Columbia, Puerto Rico, and the Virgin Islands subject to the formal Agreement between the Government of Canada and the Government of the United States of America for the administration, including for the prevention of fraud and abuse, of their own programs. Some information may be provided to private-sector survey companies for evaluations, research, statistical, and planning purposes.

- **Retention and disposal standards**
 - Records are retained for 12 years.
- **RDA number**
- 2007/002

- **Related record number**
 - ESDC IAP 070
- **TBS registration**
 - 001990
- **Bank number**
 - ESDC PPU 170

Listing of Employees by Nominal Roll (PIB)

- **Description**
 - This bank describes personal information received from employers involved in labour disputes. Personal information may include: name; Social Insurance Number; badge or clock number; information pertaining to a stoppage of work; first and last day worked; site location; reason for separation; return to work date; employee personal information; and financial information.
- **Class of individuals**
 - Employees involved in labour disputes or related claims for Employment Insurance benefits or monies paid to individuals.
- **Purpose**
 - Personal information is used to administer the Employment Insurance program, including preventing fraud and abuse. The authority to collect the personal information is provided under subsections 87. (1), 88. (1) and 88. (5) of the Employment Insurance Act. The Social Insurance Number is collected pursuant to section 138 of the Employment Insurance Act.
- **Consistent uses**
 - Information in this bank is used to administer the Employment Insurance program and other employment programs. Information is used for statistical, planning, and internal auditing purposes, and may be shared with private-sector research firms for these purposes. Information may also be shared with the Royal Canadian Mounted Police for investigation of offences. This information is described in RCMP institution-specific PIB Operational Case Records (RCMP PPU 005). Subject to a formal agreement, information may be shared with federal, provincial and municipal governments for the administration of their own programs. Information may also be shared with employers to assist them with their responsibilities under the Employment Insurance Act.
- **Retention and disposal standards**
 - Records are retained for 12 years and then destroyed.
- **RDA number**
 - 2007/002
- **Related record number**
 - ESDC IAP 070
- **TBS registration**
 - 003409
- **Bank number**
 - ESDC PPU 281

Registration for the Employment Insurance Measure for Self-Employed People (PIB)

- **Description**
 - This bank describes information about individuals who voluntarily registered for, or opted out of, the Employment Insurance Measure for Self-Employed People, which provides coverage for Employment Insurance special benefits, that is, maternity, parental, sickness, compassionate care, family caregiver for children or family caregiver for adults to self-employed individuals. Personal information may include: name, Social Insurance Number, contact information, opt-in date, termination date and signature.
- **Note**
 - In addition to the requirements specified on the Treasury Board of Canada Secretariat's Personal Information request form, individuals who request information described in this bank must provide the Social Insurance Number. In some instances, correspondence may be filed in the name of the individual's representative. In these cases, the name and address of the representative should also be included on the Record Access Request Form. The subject matter and date of the requested correspondence are also required. Information may be stored in an Oracle database within the My Service Canada Account and is viewable by authorized Service Canada employees through a specialized administration application.
- **Class of individuals**
 - Self-employed persons who have registered for or opted out of the Employment Insurance Measure for Self-Employed People.
- **Purpose**
 - Personal information is used for registration or termination processes related to coverage for Employment Insurance benefits for self-employed individuals. Registration for coverage into the program is voluntary for self-employed individuals. Therefore, Employment Insurance premiums on self-employment income are only collected from self-employed individuals who have entered into an agreement. The authority to collect the personal information is provided under subsection 152.07 (1) of the Employment Insurance Act. The Social Insurance Number is collected pursuant to subsection 28.1 (1) of the Department of Employment and Social Development Act. The authority to disclose information is provided under subsections 34. (1) and 35. (2) of the Department of Employment and Social Development Act, as well as a memorandum of understanding (information-sharing agreement) between ESDC and the Canada Revenue Agency.
- **Consistent uses**
 - Information may be used or disclosed within ESDC to process claims related to this measure. Information may be disclosed for appeals to the Board of Referees or for appeals to the Social Security Tribunal. ESDC

will inform the Canada Revenue Agency about individuals who have registered for or opted out from the Employment Insurance Measure for Self-Employed People in the previous year, which will allow CRA to determine the amount of Employment Insurance premiums payable for those individuals. This information is described in CRA institution-specific PIB Individual Returns and Payment Processing (CRA PPU 005). Information may be used or disclosed under agreement for policy analysis and evaluation purposes. Information may be used or disclosed under agreement for auditing, research, or statistical purposes. Some information may be used or disclosed for enforcement and for reporting (that is, for statistical reporting on the number of self-employed people registering for or opting out of the measure). Personal information may be accessed and used to prevent and detect fraud or for possible investigations. Information may be shared with the Royal Canadian Mounted Police for investigation of alleged Employment Insurance fraud. This information is described in RCMP institution-specific PIB Operational Case Records (RCMP PPU 005). It might also be shared internally. This information is described in ESDC institution-specific PIB Employment Insurance Program Investigations (ESDC PPU 171).

- **Retention and disposal standards**
 - The information is retained for 99 years after the opt-in date.
- **RDA number**
 - Under development
- **Related record number**
 - ESDC IAP 070
- **TBS registration**
 - 20110516
- **Bank number**
 - ESDC PPU 323

Income Benefits (CoR)

- **Description**
 - Analysis of program effectiveness, development and design of program policy options, adjustment strategies and emergency measures, and pilot projects related to the Employment Insurance (EI) program.
- **Note**
 - Masked data is used for the purpose of analyzing the effectiveness of the EI program and in developing policy options, including estimated impacts.
- **Document types**
 - Analyses of the impacts and effectiveness of the EI program, program policy development, policy recommendations, microsimulation modeling results, pilot projects that test the labour market impacts of proposed changes to the EI program, analyses of stakeholder positions and amendments to Employment Insurance Regulations and the Employment Insurance Act.
- **Record number**
 - ESDC SEB 130

Additional Labour Market Initiatives (PIB)

- **Description**
 - Participant, employer, contractor and Official Language Minority Communities business information relating to Work-Sharing and the Enabling Fund for the Official Language Minority Communities. Participant information may include: name, contact information, SIN, employee personnel information, financial information and signature.
- **Class of individuals**
 - Clients who have participated in the programs, and persons and legal parties contracted under an agreement to assist in the delivery of the programs.
- **Purpose**
 - To retain information on and to monitor clients and effectiveness of the programs.
- **Consistent uses**
 - Client and agreement information is used by ESDC for program accountability and evaluation purposes and may be shared with other ESDC branches for statistical, planning, research, internal audit and evaluation purposes. Participants' and contractors' financial information for programs funded under Part I of the Employment Insurance Act is shared only with other internal branches for accountability and evaluation purposes.
- **Retention and disposal standards**
 - Disposition under review. No record can be disposed of and must be

retained in its entirety.

- **RDA number**
 - 2007/002
- **Related record number**
 - ESDC SEB 130, 136 and 144
- **TBS registration**
 - 004468
- **Bank number**
 - ESDC PPU 295

Social Insurance Number Management Services (CoR)

- **Description**
 - Records relate to the administration, management, maintenance, security and integrity of the Social Insurance Number issuance process.
- **Document types**
 - Briefing notes, presentations, research reports and studies, procedures, policy guidelines, operational documents and responses to audits concerning a variety of Social Insurance Number and Social Insurance Register-related topics.
- **Record number**
 - ESDC IAP 060

Social Insurance Number Register (PIB)

- **Description**
 - This bank describes information related to individuals who apply to obtain a SIN, which is needed to work in Canada or to have access to government programs and benefits. Personal information may include: name(s), surname(s), other surnames previously used and current legal name; sex/gender contact information and country or city and country of birth if outside Canada; other identification numbers; citizenship status; employment equity information; type of birth; whether a twin or a triplet; date of birth; date and place of death; death registration number in Canada; father's full name (if applicable); mother's full name (maiden surname at her birth); any cancelled SIN, issued, or reissued; date of application; effective or issue date; eligibility to work; document status (active or inactive and reason); signatures; relationship of representative to the applicant; expiry date for 900-series SIN; and account status and other annotations, such as administrative flags (such as death data) or notes. There may be situations (pre-1993 application forms) when the microfilmed copy contains marital status information and the name and address of the employer(s).

- **Note**
 - All requests for access must include: SIN; name; place and date of birth; family name at birth of the individual's mother; and the same documentary proof of identity as is required when submitting an application for a SIN.
- **Class of individuals**
 - Canadian citizens; Registered Indians; permanent residents; temporary residents and others who are authorized to work in Canada; mother and father of the applicant; representative of the applicant; and witnesses.
- **Purpose**
 - Personal information may be used to register persons pursuant to section 138 of the Employment Insurance Act, subsection 28.1 (1) of the Department of Employment and Social Development Act and section 98 of the Canada Pension Plan, and those on whose behalf a Social Insurance Number application has been received by the Canada Employment Insurance Commission (CEIC). Subsection 28.1 (2) of the Department of Employment and Social Development Act authorizes the CEIC to maintain a register containing the names of all persons registered and other information, as required, to accurately identify all persons so registered. Personal information may also be used in administering certain acts of Canada, such as the Employment Insurance Act and the Income Tax Act. Release of information from the Social Insurance Register is pursuant to the Department of Employment and Social Development Act for the accurate identification of individuals and for the effective use by those individuals of SINs.
- **Consistent uses**
 - The information may be used for investigation purposes or to validate Social Insurance Registry (SIR) records for administration and program benefits eligibility purposes by Social Insurance Number-based programs. Information and documentation provided in support of a SIN application may be verified and/or shared with federal departments and agencies that are authorized users of the SIN and in accordance with the Treasury Board of Canada Secretariat's Directive on Social Insurance Number for the administration of benefits and services. Information may also be shared with provincial departments and agencies for the administration of benefits and services and/or with federal and provincial departments for the administration and enforcement of the legislation for which they are responsible. Information from the SIR may be shared with Fisheries and Oceans Canada. This information is described in the Department of Fisheries and Oceans institution-specific PIB Financial Relief for Fishers (DFO PPU 036). It might also be shared with the Department of Justice Canada. This information is described in the JUS institution-specific PIB Family Orders and Agreements Enforcement Assistance (JUS PPU 125). It might also be shared with Veterans Affairs Canada. This information is described in the following VAC institution-specific PIBs: Canadian Forces Income Support (VAC PPU 608); Earnings Loss (VAC PPU 607); and War Veterans Allowance (VAC PPU 040). It might also be shared with

Immigration Refugees and Citizenship Canada. This information is described in the following IRCC institution-specific PIBs; Query Response Centre Records (CIC PPU 056) and Application and Assessment for Canadian Citizenship (CIC PPU 050). Information from the SIR may be also shared with the Canada Border Services Agency. It might also be shared with the RCMP. This information is described in RCMP institution-specific PIB Operational Case Records (RCMP PPU 005). It might also be shared with the Canada Revenue Agency. This information is described in the following CRA institution-specific PIBs: Individual Returns and Payment Processing (CRA PPU 005); Criminal Investigations Program (CRA PPU 095); Disability Tax Credit Program (CRA PPU 218); Benefit Programs - Working Income Tax Benefit Program (CRA PPU 178); Goods and Services Tax/Harmonized Sales Tax Credit (GST/HST credit) (CRA PPU 140); and Canada Child Tax Benefit Data Bank (CRA PPU 063). It may also be shared internally within the ESDC institution-specific PIBs: Apprenticeship Grants (ESDC PPU 297); Student Financial Assistance (ESDC PPU 030); Canada Education Savings Program (ESDC PPU 506); Canada Disability Savings Program (ESDC PPU 038); Government Annuities (ESDC PPU 395); Wage Earner Protection Program (ESDC PPU 035); the Canada Pension Plan Program (ESDC PPU 146); and the Old Age Security Program (ESDC PPU 116). It may also be shared with Statistics Canada; Retraite Québec; Régie de l'assurance-maladie du Québec; Ministère du revenu du Québec; and the Commission des normes, de l'équité, de la santé et de la sécurité au travail. Information and documentation to support a SIN application may also be verified with the provincial/territorial vital statistics registers and/or with Immigration Refugees and Citizenship Canada. The SIN could also be shared with an employer or former employer who has lost contact with an employee but requires the employee's SIN to meet legal requirement. Information may also be used and/or disclosed for policy analysis, research, and/or evaluation purposes, and may be linked to various sources of information under the custody and control of ESDC. Information may be shared with provincial government departments and third parties administering programs when data-sharing agreements are in place to conduct research into the labour force, labour market, income support, and other related fields, and it may be provided to academics, research groups, or private-sector firms under specific contract to the Department, or to other government or contracted agencies under terms of memoranda of understanding, for policy formulation, planning, statistics, research, and evaluation purposes. Information may also be shared within ESDC with the Labour Market Information program for analysis, research and evaluation purposes.

- **Retention and disposal standards**

- Paper-based SIN application forms are destroyed immediately after microfilming, but the application form is entered electronically into the SIR. Requests made through electronic means (such as Social Insurance Number Rapid Access and Newborn Registration Service) do not require

a paper-based application form. Therefore, there is no microfilmed copy. Microfilmed copies and electronic applications are retained for 100 years.

- **RDA number**
 - M-59-73
- **Related record number**
 - ESDC IAP 060
- **TBS registration**
 - 002396
- **Bank number**
 - ESDC PPU 390

Labour Market Information (CoR)

- **Description**
 - Administrative data and aggregate data tables from different surveys are obtained and used to produce labour market statistics, reports and analysis at the national, provincial and local level. The records are used to prepare occupational and industrial analysis (including: wages; employment outlooks; workers characteristics, such as gender and age distribution; and proportion of full-time/part time workers), economic scans and client segment profiles and to respond to requests for labour market information.
- **Document types**
 - Statistical reports; data tables; data files; reports; agendas and minutes of meetings; work plans; contracts; notes; directives; guidelines; and correspondence.
- **Record number**
 - ESDC SEB 146

Labour Market Development Agreements (CoR)

- **Description**
 - Records relating to the development, management, monitoring, and evaluation of Labour Market Development Agreements.
- **Document types**

Cabinet documents; Treasury Board submissions; terms and conditions; federal-provincial/territorial agreements; policies; guidelines; legal opinions/advice; correspondence; memos, briefing materials, and presentations; terms of references; agendas; meeting records; communications strategies; media lines and backgrounders; photos, videos, and infographics; policy and program analyses; program and activity descriptions; budgets; program expenditures; research reports; evaluations; work plans; annual reports and plans from provinces/territories; audited financial statements from

provinces/territories; and individual and aggregate data on program participants, service delivery and results transmitted to Canada by the provinces and territories. Directives, operational policies, correspondence, briefing materials, methodologies, research, annual plans, performance reports; analyses, evaluations and information relating to similar programs and services under the Employment Benefits and Support Measures (EBSM).

- **Record number**
 - ESDC SEB 131

Canada Job Fund Agreements (CoR)

- **Description**
 - Records relate to the development, management, and monitoring of the Canada Job Fund Agreements with the provinces and territories, and provincial/territorial delivery of the Canada Job Grant under the Canada Job Fund Agreements, including, but not limited to, the following sources of information: bilateral agreements and amendments; documents containing advice to the Minister and to senior departmental officials on policy and program matters; documents seeking program, policy and financial authorities; internal and external communication materials such as policy and program advice, work plans, briefing notes, records of decision, terms of reference, presentations, memoranda and correspondence, speeches, news releases, communications plans and strategies; and documents related to financial and performance management, such as annual reports and plans, evaluation frameworks and reports and performance measurement frameworks.
- **Note**
 - This class of records now includes Labour Market Agreements ESDC SEB 139.
- **Document types**

Cabinet documents; terms and conditions; federal-provincial/territorial agreements; policies; guidelines; legal opinions/advice; correspondence; memos, briefing materials, and presentations; terms of references; agendas; meeting records; communications strategies; media lines and backgrounders; photos, videos, and infographics; policy and program analyses; program and activity descriptions; budgets; program expenditures; research reports; evaluation frameworks; evaluations; work plans; annual reports and plans from provinces/territories; audited financial statements from provinces/territories; and aggregate data on program participants, service delivery and results.
- **Record number**
 - ESDC SEB 144

Labour Market Agreements for Persons with Disabilities (CoR)

- **Description**
 - Records relating to Labour Market Agreements for Persons with Disabilities (LMAPD).
- **Document types**
 - Bilateral agreements; provincial evaluation frameworks; provincial/territorial evaluations; policies; guidelines; procedures; budgets; methodologies; provincial and territorial annual reports; provincial and territorial annual plans; and provincial and territorial statements of expenditures.
- **Record number**
 - ESDC SEB 137

Opportunities Fund for Persons with Disabilities (CoR)

- **Description**
 - Records relating to financial support for employers who hire persons with disabilities; supports for individuals with disabilities to obtain employment, improve their employability or return to school; projects that would enable individuals to access employment, skills or employment services. In addition, information and correspondence on social services and interventions tailored to meet the needs of individuals and to facilitate integration into employment.
- **Note**
 - This activity was duplicated under Social Development Partnerships Program and was removed.
- **Document types**
 - Agreements, terms and conditions, policies, procedures, frameworks for evaluation, cash flow statements, payment history, asset inventory, recipient auditing, monitoring and reporting strategies.
- **Record number**
 - ESDC SEB 138

Opportunities Fund for Persons with Disabilities (PIB)

- **Description**
 - This bank describes information that relates to the Opportunities Fund (OF) for Persons with Disabilities. Personal information may include:

name, contact information, biographical information, residency status, date of birth, level of education information, employment equity information, Employment Insurance eligibility information, employment intervention information (e.g. NOC, NAIC), financial information, medical information including type of disability, intervention language, intervention results (employed/self-employed, return to school, incompleteness), signature and Social Insurance Number.

- **Class of individuals**

- Program applicants or claimants of the Opportunities Fund; individuals who apply or participate in OF-funded services.

- **Purpose**

- Personal information is used to administer the OF and to determine eligibility. Personal information is also used to monitor the effectiveness of the OF through evaluation and accountability activities. Personal information is collected pursuant to Part II of the Employment Insurance Act. The OF is delivered under the authority of section 7 of the Department of Employment and Social Development Act. The Social Insurance Number is collected pursuant to the Opportunities Fund for Persons with Disabilities and is used to determine if the individual is either an active or former claimant as defined by section 63 of the Employment Insurance Act (is eligible for employment benefits or similar provincial/territorial programs).

- **Consistent uses**

The information may be used or disclosed for the following purposes: policy analysis, research and/or evaluation purposes. Personal information may be shared with other ESDC or Service Canada programs to administer the Consolidated Revenue Fund for statistical, planning, research, internal audit and evaluation purposes. Personal information may be collected by organizations for ESDC, including: non-profit organizations, aboriginal organizations (band or tribal councils or self-government entities), municipal governments, for-profit organizations, provincial and territorial governments, institutions, agencies and Crown Corporations and individuals who may act as organizations who have contribution agreements with the OF to deliver the program. Information is used or disclosed to the Canada Revenue Agency for the purpose of administering the Income Tax Act. This information is described in the CRA institution-specific PIB Individual Returns and Payment Processing (CRA PPU 005). It may also be shared with the Department of Justice Canada for the purpose of administering the Family Orders and Agreements Enforcement Assistance Act. This information is described in the JUS institution-specific PIB Family Orders and Agreements Enforcement Assistance (JUS PPU 125).

- **Retention and disposal standards**

- Under development

- **RDA number**

- Under development

- **Related record number**
 - ESDC SEB 138
- **TBS registration**
 - 006228
- **Bank number**
 - ESDC PPU 300

Youth Employment Strategy (CoR)

- **Description**
 - Records relating to funding for employers who hire youth; projects that would enable youth to access employment, skills or employment services. In addition, information and correspondence on services and interventions tailored to meet the needs of youth and to facilitate integration into employment.
 - Records relating to various youth employment programs.
- **Document types**
 - Contribution agreements; program terms and conditions; policies; directives and procedures; frameworks for performance measurement evaluation; cash flow statements; payment history; asset inventory; funding recipient auditing; financial and activity monitoring reports.
- **Record number**
 - ESDC SEB 134

Youth Employment Strategy (PIB)

- **Description**
 - This bank describes information used in support of the Youth Employment Strategy (YES) that is delivered by 11 Government of Canada departments and agencies: Employment and Social Development Canada; Indigenous and Northern Affairs Canada; Agriculture and Agri-Food Canada; Canadian Heritage; the Canadian Mortgage and Housing Corporation; Global Affairs Canada; Environment and Climate Change Canada; Innovation, Science and Economic Development Canada; the National Research Council; Natural Resources Canada; and Parks Canada.

ESDC collects program participant information from participating YES departments and agencies for reporting and evaluation purposes. Personal information collected may include: name; date of birth; contact information; Social Insurance Number (SIN); employee personnel information; biographical information; financial information; education information; official language preference; employment equity information; medical information; and citizenship status.
- **Class of individuals**

- Youth between the ages of 15 and 30.
- **Purpose**
 - Personal information is used to administer YES, determine the eligibility of participants, as well as for reporting and evaluation purposes. Personal information is collected pursuant to section 7 of the Department of Employment and Social Development Act. The Social Insurance Number (SIN) is collected in accordance with the Treasury Board of Canada Secretariat's Directive on Social Insurance Number, which identifies ESDC's Youth Employment Strategy as authorized users of the SIN and is used to administer YES; determine the eligibility of participants; report case results; and evaluate YES program streams.
- **Consistent uses**
 - The information may be used or disclosed for the purposes of internal reporting and performance measurements. Within ESDC/Service Canada, personal information can be accessed by Service Canada and Program Operations Branch program officers working on contribution agreements. Participants' SIN is checked internally with the Employment Insurance program to confirm that participants are not in receipt of, or eligible for, Employment Insurance benefits. This information is described in the following ESDC institution specific PIB Employment Insurance Claims Files (ESDC PPU 151).
- **Retention and disposal standards**
 - Records are retained for five years after their last administrative use. They are then destroyed.
- **Records Disposition Authority (RDA) number**
 - 2007/002
- **Related record number**
 - ESDC SEB 134
- **TBS registration**
 - 20150242
 - **Bank number**
 - ESDC PPU 706

Targeted Initiative for Older Workers (CoR)

- **Description**
 - Records relating to the initiative for unemployed older workers in vulnerable communities.
- **Document types**
 - Policies, guidelines, correspondence, Treasury Board submissions, terms and conditions, briefing materials, reports, cash flow forecasts, program evaluations, federal-provincial/territorial contribution agreements, audits, recommendation formed financial statements, claims, participant information forms, participant follow-up feedback forms, participant follow-up survey information and monitoring reports.
- **Record number**

- ESDC SEB 135

Targeted Initiative for Older Workers (PIB)

- **Description**
 - This bank describes information that is collected by provinces/territories and transferred to the Government of Canada for the purpose of evaluating the Targeted Initiative for Older Workers (TIOW). The information is about TIOW participants and is collected through the mandatory completion of project intake and feedback forms as well as participant follow-up surveys. The personal information collected may include: name, contact information, date of birth, educational information, biographical information, gender, language, use of Employment Insurance, use of social assistance, reasons for participating in project, expectations of project and participant evaluation of the program (exit information form).
- **Note**
 - Individuals will need to provide their surname, given name and date of birth to be able to access their personal information.
- **Class of individuals**
 - Canadian citizens who are unemployed older workers participating in the TIOW.
- **Purpose**
 - The information is used to evaluate the TIOW as per the agreements between the provinces/territories and the Government of Canada. Personal information is collected pursuant to paragraph 6. (a) of the Department of Employment and Social Development Act.
- **Retention and disposal standards**
 - The information will be retained for five years after the completion of the evaluation, after which it will be destroyed.
- **RDA number**
 - 2007/002
- **Related record number**
 - ESDC SEB 135
- **TBS registration**
 - 20150037
- **Bank number**
 - ESDC PPU 705

Enabling Fund for Official Language Minority Communities (CoR)

- **Description**
 - Records relating to the Enabling Fund for Official Language Minority Communities. Information pertains to their economic and human resources-related needs and issues. Also includes information on relevant federal programs and other initiatives that are of relevance to Enabling Fund recipient organizations.
- **Document types**
 - Funding proposals, action plans, policies, directives, strategies, guidelines, program evaluations, call for proposals, agreements, reporting and performance measurement information.
- **Record number**
 - ESDC SEB 136

Aboriginal Skills and Employment Training Strategy (CoR)

- **Description**
 - Records relating to the management and delivery of the Aboriginal Skills and Employment Training Strategy.
- **Document types**
 - Briefing and correspondence, policies, procedures, directives and guidelines, meeting records, project assessment and monitoring documents, reports, program evaluations and reviews, research, program results, quarterly activity reports, quarterly financial claims, budgets, contracts, contribution agreements including service level agreements and program terms and conditions.
- **Record number**
 - ESDC SEB 132

Aboriginal Skills and Employment Training Strategy (PIB)

- **Description**
 - This bank describes information used in support of the management and delivery of the Aboriginal Skills and Employment Training Strategy (ASETS). Personal information may include: SIN, name, date of birth, employment equity information, contact information, biographical information, educational information, language(s) spoken, physical attributes, disability, agreement number, barriers to employment, Employment Insurance claimant status, applicant intervention information, photo and/or video of success stories and signature.

- **Note**
 - Aboriginal Labour Market Programs ESDC PPU 101 is now included in this PIB. Individuals who request information described in this bank must provide their SIN.
- **Class of individuals**
 - First Nations, Inuit, Métis, parents or guardians and witnesses.
- **Purpose**
 - Personal information is used to administer ASETS, including program monitoring, accountability, evaluation, and reporting. Personal information is collected pursuant to paragraph 6. (a) of the Department of Employment and Social Development Act. The SIN is also collected pursuant to the Employment Insurance Act to verify client eligibility for, or entitlement to, Employment Insurance benefits while participating in ASETS.
- **Consistent uses**
 - The information may be used and disclosed for program promotion purposes, such as success stories including photos and/or videos.
- **Retention and disposal standards**
 - Records are retained for 10 years after their last administrative use. Certain documents with archival or historical value are transferred to Library and Archives Canada at the end of the retention period.
- **RDA number**
 - 2007/002
- **Related record number**
 - ESDC SEB 132
- **TBS registration**
 - 20150127
- **Bank number**
 - ESDC PPU 717

Skills and Partnership Fund (CoR)

- **Description**
 - Records relating to the general management of the project-based program. Records relate to Aboriginal, private-sector, and provincial/territorial partnerships, and support the development and testing of strategies to improve labour market services and employment outcomes for Aboriginal people.
- **Document types**
 - Briefing materials, correspondence, policies, procedures, directives and guidelines, meeting records, project assessment and monitoring documents, reports, program evaluations and reviews, research, program results, quarterly activity reports, quarterly financial claims, budgets, contracts, contribution agreements including program terms and conditions and labour market agreements.
- **Record number**
 - ESDC SEB 151

Skills and Partnership Fund (PIB)

- **Description**
 - This bank describes information used to support the delivery and management of the Skills and Partnership Fund (SPF), and to demonstrate its success. Personal information may include: SIN, name, date of birth, employment equity information, biographical information, languages spoken, disability, contact information, agreement number, educational information, social assistance recipient status, barriers to employment, applicant action plan information, applicant intervention information, signature, consent and release forms and photo and/or video of success stories.
- **Note**
 - Aboriginal Labour Market Programs ESDC PPU 101 is now included in this bank. Individuals who request information described in this bank must provide their SIN.
- **Class of individuals**
 - First Nations, Inuit, Métis and witnesses.
- **Purpose**

Personal information is used to administer the SPF including program monitoring, accountability and evaluation reporting, and the posting of aggregate client results on the SPF webpage. Personal information is collected pursuant to paragraph 6. (a) of the Department of Employment and Social Development Act. The SIN is collected in accordance with the Treasury Board of Canada Secretariat's Directive on Social Insurance Number, which identifies ESDC's Aboriginal programs (includes the SPF) as authorized users of the SIN. The SIN will be used for the following authorized activities: monitoring, assessing and evaluating the effectiveness of assistance provided with government funding.
- **Consistent uses**
 - The information may be used or disclosed for the following purposes: enforcement, reporting to senior management, evaluation, internal audit and operating the program.
- **Retention and disposal standards**
 - Records are retained for 10 years after their last administrative use. Certain documents with archival or historical value are transferred to Library and Archives Canada at the end of the retention period.
- **RDA number**
 - 2007/002
- **Related record number**
 - ESDC SEB 151
- **TBS registration**
 - 20150038
- **Bank number**
 - ESDC PPU 710

First Nations Job Fund (CoR)

- **Description**
 - Records relating to the management and delivery of the First Nations Job Fund program.
- **Document types**
 - Briefing and correspondence, policies, procedures, directives and guidelines, meeting records, project assessment and monitoring documents, contribution agreements, program terms and conditions, program evaluations and reviews, research, program results, quarterly activity reports, quarterly financial claims and budgets.
- **Record number**
 - ESDC SEB 142

First Nations Job Fund (PIB)

- **Description**
 - This bank describes information used in support of the management and delivery of the First Nations Job Fund. Personal information may include: SIN, name, date of birth, employment equity information, contact information, biographical information, educational information, language(s) spoken, physical attributes, disability, agreement number, barriers to employment, financial information, photo and/or video of success stories and signature.
- **Note**
 - Aboriginal Labour Market Program ESDC PPU 101 is now included in this PIB. Individuals who request information described in this bank must provide their SIN.
- **Class of individuals**
 - First Nations and witnesses.
- **Purpose**
 - Personal information is used to administer the First Nations Job Fund, including program monitoring, accountability, evaluation and reporting. Personal information is collected under paragraph 6. (a) of the Department of Employment and Social Development Act. The SIN is collected pursuant to Aboriginal Program (ESDC) for client tracking, monitoring and evaluation.
- **Consistent uses**
 - The information may be used for program promotion purposes, such as success stories, including photos and/or videos. Information can also be shared with Aboriginal Affairs and Northern Development Canada for the administration of the Enhanced Service Delivery program. This information is described in the AANDC institution-specific PIB Income Assistance Reform (AANDC PPU 240).
- **Retention and disposal standards**

- Records are retained for 10 years after their last administrative use. Certain documents with archival or historical value are transferred to Library and Archives Canada at the end of the retention period.
- **RDA number**
 - 2007/002
- **Related record number**
 - ESDC SEB 142
- **TBS registration**
 - 20150126
- **Bank number**
 - ESDC PPU 716

Job Bank (CoR)

- **Description**
 - Records are related to the administration of Job Bank services
- **Document types**
 - Policy documents, memoranda, briefing material, agreements, statistical reports, evaluation reports, procedures, legal advice, meeting documents, planning documents, correspondence, research, analyses, project documents, communications documents, submissions, assessments, financial reports, performance reports, business requirements, process flows.
- **Record number**
 - ESDC SEB 149

Job Bank (PIB)

- **Description**
 - This bank describes information required for the administration and enforcement of certain labour exchange services on Job Bank. Personal information may include: name, contact information, biographical information, mother's maiden name, date of birth, educational information, employment equity information, SIN, Express Entry credentials and business information.
- **Class of individuals**
 - Individuals from the general public including job seekers, employers, and third party representatives, who register on Job Bank to use its labour exchange services.
- **Purpose**
 - Personal information is used to support the administration, delivery, and enforcement of the labour exchange services delivered through ESDC's Job Bank website. In particular, the information is used to create and authenticate a Job Bank user account, as well as a job seeker profile and/or an employer file for the purpose of connecting real job seekers with real employers. Personal information is collected pursuant to

subsections 60. (1) and 60. (2) of the Employment Insurance Act and supplemented by sections 58 and 59 of the Employment Insurance Regulations as well as subsection 34. (2) of the Department of Employment and Social Development Act. Certain personal information is used to determine eligibility for Job Bank for Job Seekers or Job Bank for Employers services. This information is authenticated by cross-referencing the Social Insurance Registry (ESDC PPU 390) in the case of Canadian users or the Express Entry system (CIC PPU 042) in the case of Express Entry users.

- Social Insurance Numbers (SIN)
- The SIN is used during registration of a Job Bank user account to confirm the user's identity and eligibility through a cross-reference check with the Social Insurance Registry. After this step, the SIN is erased from the system. It is not used for any other purpose and is not retained. The SIN is collected pursuant to the Employment Insurance Act, which is one of the authorized purposes for the collection or use of the SIN and is identified as such under the Treasury Board Directive on Social Insurance Number.
- **Consistent uses**
 - The information may be used or disclosed for the purposes of enforcement, reporting and evaluation. In terms of enforcement, the information included on Job Bank may be used or disclosed to authenticate and cross-check business information provided to the Integrity Services Branch. It may be shared with Immigration, Refugees and Citizenship Canada (IRCC) to support and facilitate the administration of federal and provincial immigration programs. Personal information elements could potentially be cross-referenced to ensure program eligibility and integrity with the following ESDC institution-specific PIBs: Employment Insurance Databank (ESDC PPU 501); Temporary Foreign Worker Program (ESDC PPU 440); Employment Insurance Program Investigation (ESDC PPU 171); Insurance Claim File - Local Office (OPS) (ESDC PPU 150). Additionally, personal information may be shared with the RCMP and/or provincial governments for the administration and enforcement of federal, provincial, territorial or municipal legislation related to labour, employment, social benefits, immigration and occupational health and safety. This information is described in RCMP institution-specific PIB Operational Case Records (RCMP PPU 005).
- **Retention and disposal standards**
 - Disposition to be decided. No records can be disposed of, and records must be retained in their entirety.
- **RDA number**
 - Under development
- **Related Record number**
 - ESDC SEB 149
- **TBS registration**
 - 20150171
- **Bank number**
 - ESDC PPU 711

Sectoral Initiatives Program (CoR)

- **Description**
 - Labour market information and recommending program investments to support matching workers' skills with jobs in key economic sectors. The records and information that are created, collected, and maintained relate to the design, development, delivery, management, performance measurement, and evaluation of contribution agreements and of the program as a whole, for ESDC's Sectoral Initiative Program.
- **Note**
 - Core funding for sector councils under the Sector Council Program expired on March 31, 2013. The Sector Council Program has been refocused as the Sectoral Initiatives Program with a new approach to addressing skills shortages and improving labour market efficiency in key sectors.
- **Document types**
 - Policy documents, briefing materials, memoranda, correspondence, project concept papers, project proposals, agreements, project reports, studies, contracts, statements of work, evaluation criteria, evaluation reports, meeting agendas, presentations, business plans, skills profiles and labour market information products.
- **Record number**
 - ESDC SEB 140

Sectoral Initiatives Program (PIB)

- **Description**
 - This bank describes information that is collected for the design, development, delivery, management, performance measurement, and evaluation of contribution agreements and the program as a whole for ESDC's Sectoral Initiatives Program (SIP). Personal information may include:
 - Name of the proponent or contribution agreement recipient and/or key contacts with the organization;
 - Business contact information;
 - Educational information;
 - Employment equity numbers;
 - Signatures.
- **Class of Individuals**
 - SIP proponents/applicants; signatories on the contribution agreements; full or part-time current and former employees of institutions that are or were recipients; and contractors and consultants (via Request for Proposal processes) engaged by recipients through SIP.
- **Purpose**

- This personal information is collected and used in the delivery, management, performance measurement, and evaluation of SIP contribution agreements and the SIP program as a whole. The personal information is collected pursuant to the *Employment Insurance Act* and the *Financial Administration Act*.
- **Consistent Uses**
 - The information may be used or disclosed for the following purposes:
 - Creating and maintaining an inventory of SIP stakeholders for engagement purposes;
 - Reporting to senior management; and
 - Evaluation.
 - Information may be shared with other federal institutions in cases of jointly supported agreements; with province(s) or (an) institution(s) in cases of jointly funded projects; and within ESDC for evaluation purposes.
- **Retention and Disposal Standards**
 - If the contribution agreement has received prominent media coverage or required intervention by the Minister, the information will be retained for six years after the end of the agreement and then transferred to Library and Archives Canada as archival records.
 - If the contribution agreement has not received prominent media coverage or did not require intervention by the Minister, the information will be retained for six years after the end of the agreement and will be destroyed.
 - As per the Records Disposition Authority, certain information developed or collected by the SIP would be retained for 10 years and archived thereafter. Examples include: policy documents; program guidelines; decks and briefing notes for senior management; performance measurement, results and evaluation reports; etc.
- **RDA Number**
 - 2007/002
- **Related Class of Record Number**
 - ESDC SEB 140
- **TBS Registration**
 - 003490
- **Bank Number**
 - ESDC PPU 703

Literacy and Essential Skills (CoR)

- **Description**
 - The Office of Literacy and Essential Skills collects and creates research and analysis documents related to essential skills for workplace and the labour market. These documents are created internally, through funded projects or by partners and stakeholders across the country and internationally. The Office also collects performance information on funded projects, such as best practices, outputs, and outcomes to inform policy and program decisions.

- **Document types**
 - Policy documents, briefing materials, memoranda, correspondence, project concept papers, project proposals, agreements, project reports, studies, contracts, statements of work, evaluation criteria, evaluation reports, meeting agendas, presentations, business plans, skills profiles and published tools and resources.
- **Record number**
 - ESDC SEB 143

Skilled Trades and Apprenticeship (Red Seal Program) (CoR)

- **Description**
 - Records relate to delivery of the Red Seal Program.
- **Document types**
 - Directives, policies and procedures, correspondence, contracts, legal agreements, interdepartmental letters of agreement, terms of reference, presentations, research studies, project information and descriptions, briefing notes, reports, analyses, statistics, legal opinions, surveys, agendas, minutes and work plans.
- **Record number**
 - ESDC SEB 141

Apprenticeship Grant (CoR)

- **Description**
 - Documents relate to an incentive program for Canadians wanting to pursue and complete apprenticeships in the Red Seal trades.
- **Document types**
 - Directives; operational policies; correspondence; project information; briefing notes and materials; methodologies; reports; analyses; project descriptions; statistics and evaluations; memoranda; budgets; program expenditures; documents regarding implementation cost analyses, results and data evaluations.
- **Record number**
 - ESDC IAP 710

Apprenticeship Incentive Grant (CoR)

- **Description**
 - Records relate to an incentive program for Canadians who successfully completed their first or second year or level of an apprenticeship program in one of the designated Red Seal trades.

- **Document types**
 - Application forms, directives, operational policies, correspondence, project information, briefing notes and materials, methodologies, reports, analyses, statistics and evaluations, memoranda, budgets, program expenditures, implementation costs analyses, results and data evaluations.
- **Record number**
 - ESDC IAP 142

Apprenticeship Incentive Grant (PIB)

- **Description**
 - This bank describes personal information related to eligible apprentices who apply for and/or receive funding through the Apprenticeship Incentive Grant (AIG). Personal information may include: name; contact information; biographical information; citizenship status; financial information; educational information; Social Insurance Number; employment information; other identification numbers; date of birth; employment equity information; official language, and signature.
- **Class of individuals**
 - Eligible apprentices who have made applications for the Apprenticeship Incentive Grant.
- **Purpose**
 - Personal information is used to determine eligibility for the Grant and to disburse funds to recipients and may be shared with the apprenticeship authority of the province/territory in which the applicant is registered as an apprentice. Personal information is collected under the authority of sections 5(1), 5(2) and 7 of the Department of Employment and Social Development Act (DESDA) to administer and enforce the Apprenticeship Incentive Grant. The Social Insurance Number (SIN) is collected in accordance with the Treasury Board of Canada Secretariat's Directive on Social Insurance Number, which identifies the Apprenticeship Incentive Grant as an authorized user of the SIN.
- **Consistent uses**
 - The personal information may be used and/or disclosed for policy analysis, research and/or evaluation purposes. Personal information may be disclosed to Statistics Canada for statistical and research purposes. The Statistics Canada Personal Information bank is under development. Information, including Social Insurance Number, name, contact information, and payment amount, may be shared with the Canada Revenue Agency and Revenu Québec for administration of respective taxation acts. This activity is described in CRA institution-specific PIB Review and Control (CRA PPU 125). Information, including Apprenticeship Incentive Grant payment information and Social Insurance Number, may be shared with the Department of Justice Canada to administer the Family Orders and Agreements Enforcement Assistance Act. This activity is

described in JUS institution-specific PIB Family Orders and Agreements Enforcement Assistance (JUS PPU 125). Information may be shared with Public Works and Government Services Canada for the issuance and management of benefit payments and entitlements. This activity is described in PWGSC institution-specific PIB Receiver General Payments (PWGSC PCU 712).

- **Retention and disposal standards**
 - Records will be retained for six years after all administrative actions are completed, and then destroyed.
- **RDA number**
 - 2007/002
- **Related record number**
 - ESDC IAP 142
- **TBS registration**
 - 20091236
- **Bank number**
 - ESDC PPU 297

Apprenticeship Completion Grant (CoR)

- **Description**
 - Records relate to an incentive program for Canadians who are registered apprentices and who have successfully completed an apprenticeship program and achieved certification as a journey person in one of the designated Red Seal trades.
- **Document types**
 - Application forms, directives, operational policies, correspondence, project information and descriptions, briefing notes and materials, methodologies, reports, analyses, statistics and evaluations, memoranda budgets, program expenditures, implementation costs analyses, results and data evaluations.
- **Record number**
 - ESDC IAP 153

Apprenticeship Completion Grant (PIB)

- **Description**
 - This bank describes personal information related to eligible apprentices who apply for and/or receive funding through the Apprenticeship Completion Grant. Personal information may include: name; contact information; biographical information; citizenship status; financial information; educational information; Social Insurance Number; employment information; other identification numbers; date of birth; employment equity information; official language; and signature.
- **Class of individuals**

- Eligible apprentices and journey persons who have applied for the Apprenticeship Completion Grant.
- **Purpose**
 - Personal information is used to determine eligibility for the Grant and to disburse funds to recipients and may be shared with the apprenticeship authority of the province/territory in which the applicant is registered as an apprentice or has been certified as a journey person. Personal information is collected under the authority of sections 5(1), 5(2) and 7 of the Department of Employment and Social Development Act (DESDA) to administer and enforce the Apprenticeship Completion Grant. The Apprenticeship Completion Grant was developed under the authority of subsections 5. (1) and 5. (2) and section 7 of the DESDA. The Social Insurance Number (SIN) is collected in accordance with the Treasury Board of Canada Secretariat's Directive on Social Insurance Number, which identifies the Apprenticeship Incentive Grant as an authorized user of the SIN.
- **Consistent uses**
 - The personal information may be used and/or disclosed for policy analysis, research and/or evaluation purposes. Personal information may be disclosed to Statistics Canada for statistical and research purposes. The Statistics Canada Personal Information bank is under development. Information including the Social Insurance Number, name, contact information, and payment amount, may be shared with the Canada Revenue Agency and Revenu Québec for administration of respective taxation acts. This activity is described in CRA institution specific PIB Review and Control (CRA PPU 125). Information, including Apprenticeship Completion Grant payment information and Social Insurance Number, may be shared with the Department of Justice Canada to administer the Family Orders and Agreements Enforcement Assistance Act. This activity is described in JUS institution specific PIB Family Orders and Agreements Enforcement Assistance (JUS PPU 125). Information may be shared with Public Works and Government Services Canada for the issuance and management of benefit payment and entitlement. This activity is described in PWGSC institution specific PIB Receiver General Payments (PWGSC PCU 712).
- **Retention and disposal standards**
 - Records will be retained for six years after all administrative actions are completed, and then destroyed.
- **RDA number**
 - 2007/002
- **Related record number**
 - ESDC IAP 153
- **TBS registration**
 - 20160008
- **Bank number**
 - ESDC PPU 299

Foreign Credential Recognition (CoR)

- **Description**
 - Records relate to signed contribution agreements with federal and provincial partners and key stakeholders (such as national associations and regulatory bodies). In addition, they relate to engagement with provinces and territories to support the implementation of the Pan-Canadian Framework for the Assessment and Recognition of Foreign Qualifications and to engage the Labour Mobility Coordinating Group.
- **Document types**
 - Contribution agreements, frameworks, research studies, policy and program initiatives, correspondence, guidelines, evaluation reports, briefing materials, project information, policy and program guidelines, monitoring and evaluation reports, reports, analyses, project descriptions, memoranda, budgets, program expenditures, results, internal audits, meeting agendas, presentations, and common notes from federal, provincial and territorial engagement.
- **Record number**
 - ESDC SEB 148

Temporary Foreign Worker Program (CoR)

- **Description**
 - Records are related to the Temporary Foreign Worker Program, the Federal Skilled Worker Program, and the Federal Skilled Trades Program to process Labour Market Impact Assessments (LMIA) applications submitted by employers that want to hire temporary foreign workers or support the permanent immigration of skilled workers.
- **Document types**
 - Bulletins; directives; policies; program guidelines; agreements; correspondence; LMIA applications and decision letters; appointment of representative forms; employer-employee contracts; questionnaires relating to advertising and layoffs; foreign academic recruitment summaries; guarantor attestation for Live-in Caregiver Program; review findings; bedroom Description and medical disability certificates for the Live-in Caregiver Program; Canada Revenue Agency documentation (Business Number, PD7A, ePD7A, Notice of Assessment, T2, T2124, and T4 summaries); payroll statements and pay stubs; time sheets; medical disability certificate; physician's note; Old Age Security card; passport or birth certificate; long-form birth certificate; foreign birth certificate; adoption certificate of child; official guardianship documentation; worker's

compensation clearance letter; copy of work permit; cancelled cheques and money transfers; travel itineraries and invoices; confirmation of coverage letter from insurer; workplace insurance clearance letter; report of interview form in Integrity Services Branch's National Integrity Investigation System; attestation by a lawyer, a notary public or a Chartered Professional Accountant confirming that the employer is engaged in a legal business that provides a good and/or service in Canada; business licenses; and commercial lease documents.

- **Record number**
 - ESDC SEB 147

Temporary Foreign Worker Program (PIB)

- **Description**
 - This bank describes information used in support of the administration and enforcement of the Temporary Foreign Worker Program, Federal Skilled Worker Program and Federal Skilled Trades Program. Personal information may include: name, contact information, biographical information, mother's maiden name, citizenship status, date of birth, employee identification number, employment equity information, employee personnel information, other identification numbers, place of birth, signature, work permit information, passport information, housing information, medical information, Old Age Security card, birth certificate, adoption certificate, employer identification number, business and legal name, credit information and Canada Revenue Agency Business Number.
- **Note**
 - Individuals who request information described in this bank must provide their employer identification number and system file number. Information may be stored in the following internal systems or databases: Foreign Worker System.
- **Class of individuals**

General public (spouse, common-law partner, and other relative); Temporary Foreign Worker Program and Federal Skilled Worker Program applicants; third parties (including employment agencies, immigration consultants, lawyers, or private individuals representing applicants to the Temporary Foreign Worker Program or the Federal Skilled Worker Program); and employers.
- **Purpose**
 - Personal information is collected pursuant to sections 203 and 209 of the Immigration and Refugee Protection Regulations and subsection 30. (1.43) of the Immigration and Refugee Protection Act. Personal information is used to enforce the Immigration and Refugee Protection Act and Regulations and to administer and enforce the Temporary Foreign Worker Program and the Federal Skilled Worker Program by assessing LMIA applications from employers.
- **Consistent uses**

- The information may be used for enforcement, reporting to senior management and evaluation. Personal information elements are accessed by the Canada Border Services Agency to issue work permits at ports of entry. This information is described in CBSA institution-specific PIB Temporary Foreign Worker Program (CBSA PPU 050). Information may be shared with Citizenship and Immigration for the administration and enforcement of immigration legislation. This information is described in CIC institution-specific PIB Temporary Worker Records and Case File (CIC PPU 054). Personal information may be shared with provincial and territorial ministries or departments responsible for labour, employment, and occupational health and safety legislation to assist with the administration and enforcement of that legislation. ESDC may receive personal information regarding the employer's history of violations under employment and occupational health and safety legislation. This information is described in ESDC institution-specific PIB Canada Labour Code Part II Occupational Health and Safety (ESDC PPU 024). Personal information elements may be collected from federal partners to verify that employers seeking temporary foreign workers do not have an active work-sharing agreement. Personal information may be shared within the Processing and Payments Service Branch to use the employer personal information on a record of employment (ROE) to cross-check against an employer's LMIA application and verify whether the position requested on the application is the same position for which an ROE was submitted by the employer. It may also be shared with Integrity Services Branch to search for employer information under a Canada Revenue Agency Business Number. This information is described in CRA institution-specific PIB Review and Control (CRA PPU 125).
- **Retention and disposal standards**
 - Records will be retained for seven years after all administrative actions are completed, and then destroyed.
- **RDA number**
 - 2007/002
- **Related record number**
 - ESDC SEB 147
- **TBS registration**
 - 003127
- **Bank number**
 - ESDC PPU 440

Temporary Foreign Worker Program Employer Compliance Reviews and Inspections (PIB)

- **Description**
 - This bank describes information that is used to support Temporary Foreign Worker Program's employer compliance reviews and inspections. Personal information may include: name, contact information, biographical information, citizenship status information, criminal check and history, date of birth, educational information, employee identification number, employment equity information, employee personnel information, financial information, medical information, other identification numbers, physical attributes, place of birth, signature, travel itinerary, location of residence outside of Canada, accommodation information, transportation information, medical coverage, working conditions, work permit, tenancy agreement, immigration status, identification document, and National Occupational Classification. Information may also include opinions and views of, or about, individuals.
- **Note**
 - Individuals requesting information described in this bank must provide an employer identification number, system file number, National Integrity Investigation System case number or a Canada Revenue Agency (CRA) Business Number. Personal information may be stored in the following systems or databases: National Integrity Investigation System, Quality Monitoring System, Foreign Worker System, Major Investigations and Sensitive Case System, Corporate Client Information System, National Integrity Investigations Systems and SharePoint database.
- **Class of individuals**
 - General public; family members or other relatives; immigration consultants; applicants to the Temporary Foreign Worker Program; employers; employment agencies and employer representatives; consultants; lawyers; informants; and temporary foreign workers.
- **Purpose**
 - Personal information is used to administer and enforce the Temporary Foreign Worker Program to ensure compliance with the requirements of the Immigration and Refugee Protection Regulations, through the conduct of reviews and inspections related to Labour Market Impact Assessments. Personal information is collected pursuant to paragraph 32. (d) of the Immigration and Refugee Protection Act and subsections 203. (1) to 203. (5) and sections 209.1 to 209.92 of the Immigration and Refugee Protection Regulations and through established information-sharing agreements.
- **Consistent uses**
 - Personal information may be used or disclosed for policy analysis, research and/or evaluation purposes, and reporting to senior management. Information may be published on the ESDC website.

Information may be shared with Citizenship and Immigration Canada for the administration of the Immigration and Refugee Protection Act and the Immigration and Refugee Protection Regulations. This information is described in the CIC institution-specific PIB Temporary Worker Records and Case File (CIC PPU 054). Information may be shared with the Canada Border Services Agency for the issuance of work permits at ports of entry in relation to Labour Market Impact. This information is described in CBSA institution-specific PIB Assessments Temporary Foreign Worker Program (CBSA PPU 050). It may also be shared with the RCMP for investigative purposes under the Criminal Code. This information is described in RCMP institution-specific PIB Operational Case Records (RCMP PPU 005). Information may be shared with provincial and territorial governments. Information may be shared with the Temporary Foreign Worker Program to render final decisions when employer compliance reviews or inspections result in non-compliance. This information is described in ESDC institution-specific PIB Temporary Foreign Worker Program (ESDC PPU 440).

- **Retention and disposal standards**
 - Records will be retained for seven years after all administrative actions are completed, and then destroyed.
- **RDA number**
 - 2007/002
- **Related record number**
 - ESDC IAP 059, ESDC SEB 147
- **TBS registration**
 - 20150128
- **Bank number**
 - ESDC PPU 715

International Mobility Programs Inspections (PIB)

- **Description**

- This bank describes information that is used in support of International Mobility Programs (IMP) Inspections conducted by Service Canada/Integrity Services Branch (ISB) on behalf of Immigration, Refugees and Citizenship Canada (IRCC) formerly known as Citizenship and Immigration Canada (CIC). Personal information may include: name; contact information; biographical information; citizenship status information; criminal checks/history; date of birth; educational information; employment equity information; employee personnel information; financial information; other identification numbers; physical attributes; place of birth; and signature.

- **Note**

- In addition to the requirements specified on the Treasury Board of Canada Secretariat Personal Information Request form, individuals requesting information described in this bank must provide an employer name (legal and operating); employer identification number; employer location; National Integrity Investigation System (NIIS) case number; Canada Revenue Agency business number; legal authority for those acting on behalf of an account holder or estate; The personal information may be stored in the following systems/databases: NIIS, Business Expertise Support System (BESS) and ISB Quality Monitoring System.

- **Class of Individuals**

- General public; foreign workers; contractors; accountants; third party representatives; immigration consultants; lawyers; employer(s)/business owners who apply to IMP; full or part time employees (Canadians and Permanent Residents) employed by the employer currently or in the past; employment agency employees; complainants.

- **Purpose**

- The personal information is used to administer the International Mobility Program inspections on behalf of IRCC by collecting information and documents from IMP employers, interviewing employers, employees and foreign workers, conducting on-site inspections, and submitting summaries of fact findings to IRCC to render decisions of employer compliance or non-compliance. The International Mobility Program operates under the authority of the Immigration and Refugee Protection Act and the Immigration and Refugee Protection Regulations. IRCC has been authorized to leverage Service Canada's/ISB's existing inspection capacity to assist IRCC in conducting inspections on employers using the IMP.

The personal information is collected pursuant to the Immigration and Refugee Protection Act and the Immigration and Refugee Protection Regulations, and the Privacy Act. The authority to disclose information is provided under subsections 34 (1) and 35 (1) of the Department of Employment and Social Development Act and through established

information Sharing Agreements.

- **Consistent Uses**

- The personal information may be used or disclosed for enforcement purposes; reporting to senior management and the minister's office; and reporting to IRCC for rendering decisions. This activity is described in IRCC institution specific PIB Temporary Foreign Worker Records and Case File (IRCC PPU 054). It may also be used or disclosed for safety of foreign workers and workplace; security of foreign workers and workplace; evaluation of employers' compliance with the IMP requirements; evaluation of program use and the compliance framework; research; policy analysis. The information may be published on the Employment and Social Development Canada and IRCC Internet Websites. The information may be shared with the Canada Border Services Agency for the purposes of issuance of work permits, confirmation of permanent residency, foreign workers departures from Canada, inspections/investigations and enforcement of IRPA and IRPR. This activity is described in CBSA institution specific PIB Temporary Foreign Worker Program (CBSA PPU 050). It may also be shared with the City Police/Royal Canadian Mounted Police for investigative purposes. This activity is described in RCMP institution specific PIB Operational Case Records (RCMP PPU 005). It may be shared with Provincial and Territorial Governments and with the Temporary Foreign Worker Program (TFWP) to deter non-compliance and prevent misuse of the IMP and TFWP. This activity is described in ESDC institution specific PIB Temporary Foreign Worker Program (ESDC PPU 440).

- **Retention and Disposal Standards**

- Records will be retained for 2 years after all administrative actions are completed and then destroyed.

- **RDA Number**

- 2015-002

- **Related Record Number**

- ESDC CCS 002

- **Personal Information Bank Number**

- ESDC PPU 730

- **TBS Registration**

- 20180022

Canada Student Loans (CoR)

- **Description**
 - Records relate to the administration of Canada Student Loans , which provides loans to students who have a demonstrated financial need to help them participate in post-secondary education.
- **Document types**
 - Applications, loan information, repayment plans, student guides, reports, strategies, legislation, policies, procedures, studies, statistics, publications and correspondence.
- **Record number**
 - ESDC LB 110

Canada Student Grants (CoR)

- **Description**
 - Records relate to the delivery of the Canada Student Grants which provides non-repayable financial assistance to help students finance their participation in post-secondary education.
- **Document types**
 - Applications, guidelines, policies, procedures, eligibility criteria and assessments.
- **Record number**
 - ESDC LB 111

Student Financial Assistance (PIB)

- **Description**
 - This bank describes personal information about individuals who have qualified for and/or have received student financial assistance through the Canada Student Loans Program. Personal information may include: name, citizenship status, contact information, credit information, date of birth, educational information, financial information, medical information, physical attributes, signature, Social Insurance Number, language, photograph, gross family income, employment information, profession registration number, designated community of employment, medical expense information, and employer information (for loans in collections). The Canada Student Loans Program also collects the following data for the purposes of delivering student financial assistance: loan information (including tuition refund details, balance, interest rate, payments, and terms), employer information (for loans in collections), and existence of bankruptcy-related events (bankruptcy, orderly payment of debts, and consumer proposal).

- **Note**
 - Individuals who request information described in this bank must provide their name, Social Insurance Number and date of birth.
- **Class of individuals**
 - Full- and part-time students, students with permanent disabilities, students with Canadian citizenship or landed immigrant status, reservists (in the Canadian Forces Reserves), additional contact persons, parents/legal guardians or spouse/common-law partner of a borrower requesting eligibility for the Repayment Assistance Plan, and a borrower requesting eligibility to have a portion of his or her loan(s) forgiven under the Canada Student Loan forgiveness measure for doctors and nurses practicing in underserved rural or remote communities.
- **Purpose**
 - The personal information collected is used to administer student financial assistance through the Canada Student Loans Program, including to assess applications and determine eligibility to receive Canada Student Loans and Grants; to manage the in-study/grace period, student loan consolidation and repayment; to manage repayment assistance plan and debt collections. Personal information is collected pursuant to the Canada Student Financial Assistance Act and Regulations, and the Canada Student Loans Act and Regulations. The Social Insurance Number is collected pursuant to the Canada Student Financial Assistance Act and Regulations, and the Canada Student Loans Regulations.
- **Consistent uses**
 - Personal information may be used or disclosed to provide a legal basis for collecting debts due to the Crown and to monitor activity on a defaulted borrower's account. The Canada Student Loans Program's service provider, the National Student Loans Service Centre, shares data with the Canada Revenue Agency to manage debt collection processes and to collect debts due to the Crown. This information is described in the CRA institution-specific PIBs Individual Returns Payment Processing (CRA PPU 005) and Collection Action (CRA PPU 050). Aggregate personal information is used for program evaluation, policy research and analysis. Personal information may also be disclosed to Statistics Canada for statistical and research purposes. The Statistics Canada Personal Information bank is under development. Furthermore, personal information is provided to a credit bureau to do a credit check. The National Student Loans Service Centre shares data with the Department of National Defence to manage the reservist benefit in order to provide interest-free periods to students who meet the criteria. This information is described in DND institution-specific PIB Unit Military Personnel Bank (DND PPE 836). Information such as Social Insurance Number, photo identification and a void cheque (when provided) is collected through Canada Post for the purposes of verifying identity and key elements on a student's Certificate of Eligibility/Student Loan Agreement/Grant document. In undertaking an investigation, the Canada Student Loans Program investigators submit a request for information to the Social Insurance Registry to verify the

personal information of the individual holding the loan(s). This information is described in ESDC institution-specific PIB Social Insurance Number Register (ESDC PPU 390). This information may be shared with the Royal Canadian Mounted Police to conduct a criminal investigation. This information is described in RCMP institution-specific PIB Operational Case Records (RCMP PPU 005). Information may also be shared with provinces/territories and other third parties for statistics, planning, internal audit, and research and evaluation purposes, as well as to provide benefits.

- **Retention and disposal standards**
 - Records are retained for a minimum of 2 years and a maximum of 12 years, and then destroyed.
- **RDA number**
 - 2015/002
- **Related record numbers**
 - ESDC LB 110, ESDC LB 111
- **TBS registration**
 - 000485
- **Bank number**
 - ESDC PPU 030

Learning Opportunities Abroad (CoR)

- **Description**
 - Records relate to government funding available to all post-secondary students in Canada who participate in international placements and internships.
- **Document types**
 - Guidelines, agreements and proposals.
- **Record number**
 - ESDC LB 112

Canada Education Savings Program (CoR)

- **Description**
 - Records relate to the Canada Education Savings Program whose clients include subscribers and beneficiaries of Registered Education Savings Plans.
- **Document types**
 - Agreement, correspondence, reports, studies, policies, procedures, briefing materials, project plans and statistical information.
- **Record number**
 - ESDC LB 113

Canada Education Savings Program (PIB)

- **Description**
 - This bank describes personal information required to process an application for education savings incentives, including the Canada Education Savings Grant (CESG) and the Canada Learning Bond (CLB), or for any federally administered provincial education savings incentives. The personal information may include: name; contact information; sex; date of birth; Social Insurance Number; date of death; financial information; related to Registered Education Savings Plan (RESP); and post- secondary information, including academic year, type of program and postal code of the institution.
- **Note**
 - Individuals who request access to information described in this bank must provide their Social Insurance Number. Additional information including address and contract ID of the Registered Education Savings Plan may be requested of individuals before access is granted. All personal information is stored in the Canada Education Savings Grant system.
- **Class of individuals**
 - Subscribers; primary caregivers and their cohabitating spouse or common-law partner and beneficiaries of RESP.
- **Purpose**
 - Personal information is used to administer the Canada Education Savings Act and to deliver funds for federally administered provincial education savings incentives. Personal information is collected pursuant to the Department of Employment and Social Development Act and the Canada Education Savings Act and Regulations, which govern the payment and administration of the CESG and the CLB held in RESPs. Personal information is also collected on behalf of the Canada Revenue Agency for the administration of subsection 146.1 of the Income Tax Act, which governs the use of the RESPs into which the Government of Canada may deposit the CESG and CLB. The Social Insurance Number is collected pursuant to section 7 and sub-section 12.1 of the Canada Education Savings Act and is used to assess eligibility for the CESG and the CLB, and to register an RESP with the Canada Revenue Agency for tax purposes.
- **Consistent uses**
 - Personal information may be shared to register RESPs with the Canada Revenue Agency. This activity is described in the institution-specific CRA PIB Deferred Income and Savings Plans [CRA PPU 226]. It may be used to validate the identities of beneficiaries with Service Canada. This activity is described in the institution-specific ESDC PIB Social Insurance Number Register [ESDC PPU 390]. The information is used to validate eligibility for the CESG and the CLB. This activity is described in the institution-specific CRA PIB Canada Child Benefit Data Bank [CRA PPU 063]. The information is also used to inform primary caregivers of eligible children about the availability of education savings incentives to which they may

be entitled and for operational mailings to existing clients which may be carried out through an approved third party contractor. It is also used to produce aggregate statistical information to report on results, perform policy analysis, research and/or program evaluations. The information may also be used or disclosed for promotional activities. Promotional activities may be done with third parties. Personal information may be disclosed to Statistics Canada for statistical and research purposes. The Statistics Canada Personal Information bank is under development.

- **Retention and disposal standards**
 - Records are retained for a minimum of two years and a maximum of the latest of six fiscal years following the RESP termination or the last administrative action.
- **RDA number**
 - 2015/002
- **Related record number**
 - ESDC LB 113
- **TBS registration**
 - 005100
- **Bank number**
 - ESDC PPU 506

Canada Apprentice Loans (CoR)

- **Description**
 - Documents relate to eligibility for the Canada Apprentice Loan and loan disbursement.
- **Document types**
 - Application forms and loan agreements; correspondence; legislation; publications; reports; and procedures.
- **Record number**
 - ESDC LB 115

Canada Apprentice Loans (PIB)

- **Description**
 - This bank describes information that is about individual (apprentices) who have qualified for and have received a Canada Apprentice Loans (CALs). CALs are awarded by issuing a loan to individuals who are registered apprentices in an eligible red seal trade and undertaking a technical training period with an approved training provider. The personal information includes: name, contact information, date of birth, citizenship status, credit information, educational information, financial information, other identification information, physical attributes, signature, photos and Social Insurance Number.

- **Note**
 - Individuals requesting information described by this bank must provide their Social Insurance Number and their legal authority for those acting on behalf of an account holder or estate. The personal information may be stored in the following Canada Student Loans System and the service provider database Loan Servicing System.
- **Class of individuals**
 - Canada Apprentice Loans applicants.
- **Purpose**
 - The personal information collected is used to administer CALs, including determining eligibility to receive a CAL and processing loan disbursement. The personal information is collected pursuant to the Canada Apprentice Loans Act; the Canada Apprentice Loans Regulations; and the Canada Student Financial Assistance Regulations. The Social Insurance Number is collected pursuant to the Apprentice Loan Regulations and is used for SIN validation.
- **Consistent uses**
 - The information may be used and disclose by ESDC and its service provider to produce statistical information, to report on program results, perform policy analyses, research and /or program evaluations. Personal information may also be disclosed to Statistics Canada for statistical and research purposes. The Statistics Canada Personal Information bank is under development. Personal information will also be provided to the Credit Bureau to do a credit check on first time borrowers and for reporting on loan repayment. Personal information may be used or disclosed to provide a legal basis for collecting debts due to the Crown and to monitor activity on a defaulted borrower's account. Canada Student Loans Program (CSLP) administers CAL and shares data with the Canada Revenue Agency to manage debt collection processes and to collect debts due to the Crown. This information is described in the CRA institution-specific PIBs Individual Returns Payment Processing (CRA PPU 005) and Collection Action (CRA PPU 050). If an investigation is undertaken, CSLP investigators submit a request for information to the Social Insurance Registry to verify the personal information of the individual holding the loan(s). This information is described in ESDC institution-specific PIB Social Insurance Number Register (ESDC PPU 390). This information may be shared with the Royal Canadian Mounted Police to conduct a criminal investigation. This information is described in RCMP institution-specific PIB Operational Case Records (RCMP PPU 005).

- **Retention and disposal standards**
 - Records are retained and disposed in accordance with CSLP's records retention and disposition guide. Retention periods for most records are for five or six years, although phone logs and related materials are to be kept for two years and affidavits for 12 years.
- **RDA number**
 - 2015/002
- **Related class of record number**
 - ESDC LB 115
- **TBS registration**
 - 20150172
- **Bank number**
 - ESDC PPU 709

Workplace Dispute Prevention and Resolution (CoR)

- **Description**
 - Records relate to labour, industrial relations, and collective bargaining with particular reference to the federal jurisdiction. Information also includes records related to services and tools offered to employers and unionized employees that permit them to reach a mutual agreement. It also includes records on additional services to prevent disputes before they occur. In addition, information may include grievance mediation.
- **Document types**
 - Collective agreements; procedures; workshops; practices; legislation; and processes.
- **Record number**
 - ESDC LAB 090

Conciliation Commissioner and Board Members Files (PIB)

- **Description**
 - This bank describes information that relates to the working experiences of individuals who are qualified to be appointed as conciliation commissioner or conciliation board chairperson for the Federal Mediation and Conciliation Service (FMCS). Personal information may include: names and contact information of non-governmental persons who have acted for the FMCS in the role of conciliation commissioner and board chairpersons, or who possess the required experience and qualifications to undertake third-party work. In some cases, the files contain biographical information and/or educational information relating to the person's involvement in industrial disputes at the provincial level, or in respect of the service rendered.
- **Class of individuals**
 - Canadian citizens.
- **Purpose**
 - Personal information is used to maintain a list of qualified persons. The list will serve as a reference to assist FMCS in recommending suitable persons to act as conciliation commissioners and board chairpersons in reaching settlements in collective bargaining disputes. The authority to collect personal information is provided under the Canada Labour Code, Part I.
- **Retention and disposal standards**
 - Records are destroyed two years after a person advises the director general of the FMCS that he or she no longer wishes to be considered for the position of conciliation commissioner or conciliation board chairperson.

- **RDA number**
 - 2007/002
- **Related record number**
 - ESDC LAB 090
- **TBS registration**
 - 000451
- **Bank number**
 - ESDC PPU 036

Federal Mediation and Conciliation Service (PIB)

- **Description**
 - This bank describes information that relates to recipients of a service from the Federal Mediation and Conciliation Service. Personal information contained in the automated file may include: names and contact information of mediation and arbitration professionals available to be appointed as grievance arbitrators under Part I of the Canada Labour Code and of employees, employers or unions who have been the recipients of a service from the Federal Mediation and Conciliation Service.
- **Note**
 - Information may be stored in the Federal Mediation and Conciliation Service Information System (FMCSIS).
- **Class of individuals**
 - Arbitration/Mediation professionals, representatives for employers, unions and employees and Canadian citizens.
- **Purpose**
 - Personal information is used to maintain an up-to-date mailing list of clients and to administer the provisions of Part I and Part III of the Canada Labour Code with respect to Federal Mediation and Conciliation Service's dispute and prevention services. Portions of the list may be shared with external research suppliers, and/or research or evaluation consultants for the purpose of policy analysis, research, and evaluation. Personal information is collected under the authority of Part I and Part III of the Canada Labour Code.
- **Retention and disposal standards**
 - Disposition under review. No record can be disposed of, and records must be retained in their entirety.
- **RDA number**
 - Under development
- **Related record number**
 - ESDC LAB 090
- **TBS registration**
 - 005225
- **Bank number**
 - ESDC PPU 050

Unjust Dismissal, Generic Discrimination and Wage Recovery Adjudication (CoR)

- **Description**
 - For Unjust Dismissal and Wage Recovery Adjudication: records relate to information that has been collected and stored for the provision of adjudicators to non-unionized workers with the right to file a complaint if they believe they have been unjustly dismissed from their employment, and/or records related to the provision of referees to hear wage recovery appeals.
 - For Genetic Discrimination: records relate to information that has been collected and stored for the provision of adjudicators to all workers with the right to file a complaint if they believe they have been disciplined for refusing to undergo a genetic test, refusing to disclose the results of a genetic test or on the basis of the results of a genetic test.
- **Document types**
 - Correspondence; complaints; legislation; processes; and procedures.
- **Record number**
 - ESDC LAB 091

Unjust Dismissal and Genetic Discrimination Adjudicators, Grievance Arbitrators and Wage Recovery Referees (PIB)

- **Description**
 - This bank describes information that relates to individuals available to be appointed as adjudicators and referees. Personal information may include: names, contact information, and biographical information of individuals available for ministerial appointment as unjust-dismissal and genetic discrimination adjudicators and wage recovery referees. These persons can also be appointed as referee to hear complaints under the Wage Earner Protection Act.
- **Note**
 - Information may be stored in the Federal Mediation and Conciliation Service Information Systems (FMCSIS).
- **Class of individuals**
 - Arbitration professionals.
- **Purpose**
 - Personal information is used to assist the Federal Mediation and Conciliation Service in recommending suitable persons to act as unjust-dismissal and genetic discrimination adjudicators and wage recovery referees, and is collected pursuant to the Canada Labour Code, Part I and Part III, and the Wage Earner Protection Act.
- **Retention and disposal standards**
 - Disposition under review. No record can be disposed of, and records must be retained in their entirety. ¹¹⁸

- **RDA number**
 - Under development
- **Related record number**
 - ESDC LAB 091
- **TBS registration**
 - 000452
- **Bank number**
 - ESDC PPU 041

Workplace Information (CoR)

- **Description**
 - Records relate to the provision of wage settlements and collective agreement information, as well as information on work stoppages on a Canada-wide jurisdictional, industry and sectoral basis.
- **Document types**
 - Workplace bulletins; collective agreements; wage settlements; wages projection reports; union coverage reports; research reports; labour organizations directory, affiliations and union coverage reports; monthly calendar of collective bargaining; annual overview of collective bargaining in Canada; and reports relating to strikes, lockouts and innovative clauses in collective agreements.
- **Record number**
 - ESDC LAB 100

Workplace Information, Collective Bargaining and Labour Organization Contacts (PIB)

- **Description**
 - This bank describes contact information of parties involved in the collective bargaining process as well as unions covering 50 or more employees across Canada. Personal information may include: names and contact information.
- **Note**
 - Information is stored in the Industrial Relations Information System (IRIS) and the Divisional Application Toolbox (DAT).
- **Class of individuals**
 - Canadian Citizens.
- **Purpose**
 - The personal information is used solely for the collection of data on collective bargaining and union coverage statistics across Canada pursuant to paragraph 6(a) and section 18.2 of the Department of Employment and Social Development Act.
- **Consistent uses**
 - Personal information is used for the collection of data on collective bargaining and union coverage statistics across Canada. The names of union Presidents are published as part of the Labour Organizations in Canada web page.
- **Retention and disposal standards**
 - Disposition under review. No record can be disposed of and must be retained in its entirety as part of a historical database.
- **RDA number**
 - Under development.
- **Related record number**
 - ESDC LAB 100
- **TBS registration**
 - 20160060
- **Bank number**
 - ESDC PPU 728

Occupational Health and Safety (CoR)

- **Description**
 - Records relate to statistical information on work-related injuries and on the costs of proposed amendments to occupational health and safety regulations obtained through surveys or from administrative records.
- **Document types**
 - Representations; revisions; developments; reports; surveys; inspection agreements; studies; committee minutes; guidelines; amendments; and general information regarding Part II of the Canada Labour Code (Occupational Health and Safety).
- **Record number**
 - ESDC LAB 093

Canada Labour Code Part II - Occupational Health and Safety (PIB)

- **Description**

- This bank contains information that relates to the promotion of safe workplaces within the federal labour jurisdiction. The program collects, disseminates, and analyzes workplace information, and ensures compliance with occupational health and safety requirements under the Canada Labour Code, Part II. Personal information may include: name, contact information, biographical information, biometric information, citizenship status, criminal checks/history, date and place of birth, date and place of death, educational information, employee identification number, employment equity information, employee personnel information, medical information, other identification numbers, physical attributes, signature and autopsy reports.

- **Note**

- Individuals who request information from this bank must indicate the nature of the incident and where it took place, and provide a legal authority if they are acting on behalf of the account holder or estate.

- **Class of individuals**

- General public; full- and part-time employees from private and public sectors falling under federal or provincial jurisdictions; contractors and consultants to whom employers provide access to their workplace (or if services are retained by the Labour Program); a family member as employer or as witness during a health and safety investigation; other types of employees (employer's workforce is comprised of various types of employees); employees or employer representatives during an incident or death investigation conducted by health and safety officers.

- **Purpose**

- Personal information is used to administer Part II of the Canada Labour Code (the Code), Occupational Health and Safety; establish an inventory of high-risk employers and of non-compliant employers under Part II of the Code; obtain views and opinions on the incident or fatality investigated under Part II of the Code (fact-finding); provide services for the program or activity under Part II of the Code, such as the occupational health and safety counselling program or enforcement activities; and determine jurisdiction and/or employee-employer relationship before initiating an investigation or inspection under Part II of the Code. Personal information is collected pursuant to Part II of the Code.

- **Consistent uses**

The information may be used or disclosed for the following purposes, in accordance with relevant legislation: enforcement; inventory of high-risk employers and of compliant and non-compliant employers under Part II of the Canada Labour Code; reporting to senior management; safety; security; and evaluation. Per memoranda of understanding, information may be shared with Transport Canada and the National Energy Board,

which are respectively responsible for the application and enforcement of Part II of the Canada Labour Code on behalf of the Minister of Labour for on-board employees in an aircraft, a vessel, or rolling stock on a railway, and for employees in the federal oil and gas (pipeline industry) and in the frontier oil and gas sectors, excluding employees in those sectors in head and regional offices. This information is described in the following standard PIBs; Occupational Health and Safety (TC PSE 907) and (NEB PSE 907). The information may also be shared with the provincial or territorial ministry of labour, police authorities, or the office of the chief coroner/medical examiner of the jurisdiction where a hazardous occurrence took place and only in accordance with Part 4 of the Department of Employment and Social Development Act. This information (except the autopsy report or other third-party information) can be communicated to the Occupational Health and Safety Tribunal Canada when necessary so that it can exercise its mandate to hear and determine appeals from decisions pursuant to subsection 129. (7) of the Canada Labour Code and appeals of directions submitted under section 146 of the Code in all sectors under jurisdiction of Part II, such as the air, rail, marine, and oil and gas sectors, the federal public service, and businesses such as international and interprovincial road transportation, banks, ferries and grain elevators.

- **Retention and disposal standards**
 - The Labour Program's Record Disposition Authority (RDA) is currently under review. No record disposition is taking place during this process. The previous RDA required that records be retained for: 10 years after the last administrative action for incidents resulting from non-exposure to a hazardous substance (accident and occupational injury or illness investigation reports, including related correspondence and the supervisor's accident investigation report); 30 years after the last administrative action for incidents resulting from exposure to a hazardous substance (accident and occupational injury or illness investigation reports, including related correspondence and supervisor's accident investigation report); 5 years after the last administrative action for other non-archival operational records including, but not limited to, those listed in ESDC's Records Disposition Authority - Retention period.
- **RDA number**
 - 2007/002
- **Record number**
 - ESDC LAB 093
- **TBS registration**
 - 20110383
- **Bank number**
 - ESDC PPU 024

Federal Workers' Compensation (CoR)

- **Description**
 - The records relate to the administration of the Government Employees Compensation Act, the Merchant Seamen Compensation Act, the Public Service Income Benefits Plan for Survivors of Employees Slain on Duty, as well as the death and disability benefits under the Corrections and Conditional Release Regulations. Records also relate to the administration of claims and the provision of compensation for services such as medical and rehabilitation, and loss of earnings that are processed by provincial workers' compensation boards.
- **Document types**
 - Accident reports; federal legislation and regulations; guidelines; policies; procedures; terms and conditions; provincial agreements; claim data from provincial workers' compensation boards.
- **Record number**
 - ESDC LAB 097

Government Employees Federal Worker's Compensation (PIB)

- **Description**
 - This bank describes information about individuals for whom a federal employer has reported an occupational injury or illness to the Labour Program under the Government Employees Compensation Act. Personal information collected may include: name, contact information, biographical information, employee identification numbers, employment equity information, employee personnel information, financial information, medical information, other identification numbers (such as health card number), date and place of birth, date and place of death, signature, Social Insurance Number, marital status and return to work schedules.
- **Note**
 - Information is stored in the National Injury Compensation System and the Internet National Injury Compensation System (employers have access to data on their compensation claims only).
- **Class of individuals**
 - Federal department and agency employees; interviewers; some Crown corporation employees; contractors/consultants; other types of employees (such as casual and term); employers; members of provincial workers' compensation boards; third parties; witnesses; spouses; dependants; beneficiaries, and representatives acting on behalf of individuals (such as lawyers and holders of a power of attorney).
- **Purpose**
 - Personal information is used to determine the validity of claims, identify

third parties responsible for occupational injuries or illnesses, identify treatment plans, facilitate return to work, determine monetary entitlement to compensation benefits as well as to the recovery of damages from a third party. Personal information is collected pursuant to the Government Employees Compensation Act. The Social Insurance Number is collected pursuant to subsection 237.1 of the Income Tax Act.

- **Consistent uses**

- Workers' compensation claims from federal employers are processed by the workers' compensation board (WCB) of the province in which the worker is usually employed. The Labour Program has a service agreement with each WCB to administer these claims. Accident reports for occupational injuries or illnesses are submitted by federal employers to the Labour Program, which subsequently submits them to the provincial workers' compensation board for adjudication. As prescribed by the Income Tax Act, an information slip "Statement of Benefits T5007" is also issued for the individual, and a copy is sent to the Canada Revenue Agency to declare workers' compensation benefits received in the taxation year. This information is described in the institution-specific CRA PIB Individual Returns and Payment Processing (CRA PPU 005). Documentation obtained as a result of a compensation claim, such as a claim's decision, medical report and appeal decision, may be shared between the WCB and ESDC, and the employer and employee, when applicable. When a third party is deemed responsible for an occupational injury or illness and the Crown is subrogated to the right of an individual, ESDC may take action against the third party, and information is shared with the third party or his/her representative (such as insurance companies) to negotiate a settlement in or out of court. Aggregate information may be used or disclosed for program development purposes in accordance with ESDC protocols for policy, analysis, research and evaluation activities.

- **Retention and disposal standards**

- Records are disposed of three years after a claim is settled. All paper files are destroyed after files have been microfilmed. Microfilms are retained for 100 years, and then destroyed.

- **RDA number**

- 2007/002

- **Related record number**

- ESDC LAB 097

- **TBS registration**

- 000450

- **Bank number**

- ESDC PPU 032

Compensation Program for Survivors of Employees Slain on Duty (PIB)

- **Description**
 - This bank describes information about individuals who have submitted a claim pursuant to the Public Service Income Benefit Plan for Survivors of Employees Slain on Duty. Survivors of a federal government employee killed by a violent act at work may be eligible for a guaranteed supplementary income benefit. The employer applies for this benefit on behalf of survivors, and the Labour Program administers the claims and pays benefits on behalf of the Treasury Board of Canada Secretariat. Personal information collected may include: name, contact information, biographical information, citizenship status, date and place of birth, date and place of death, employment equity information, employee personnel information, medical information, signature and Social Insurance Number.
- **Note**
 - Information is stored in the Workers Injury Compensation System (internal to the Federal Workers' Compensation Service).
- **Class of individuals**
 - Federal department and agency employers and employees; spouses; dependants; and representatives acting on behalf of individuals (such as lawyers and holders of a power of attorney).
- **Purpose**
 - Personal information is used to administer claims and to make benefit payments to eligible survivors and dependants. Personal information is collected pursuant to the Government Employee's Compensation Act and the Public Service Income Benefit Plan for Survivors of Employees Slain on Duty. The Social Insurance Number is collected pursuant to subsection 237.1 of the Income Tax Act.
- **Consistent uses**
 - As prescribed by the Income Tax Act, an information slip "Statement of Benefits T5007" is issued for the individual, and a copy is sent to the Canada Revenue Agency to declare workers' compensation benefits received in the taxation year. This information is described in CRA institution-specific PIB Individual Returns and Payment Processing (CRA PPU 005). Aggregate information may be used or disclosed for program development purposes in accordance with the ESDC protocols for policy, analysis, research, and evaluation activities.
- **Retention and disposal standards**
 - Records are disposed of three years after a claim is settled. All paper files are destroyed after files have been microfilmed. Microfilms are retained for 100 years, and then destroyed.
- **RDA number**
 - 2007/002
- **Related record number**
 - ESDC LAB 097

- **TBS registration**
 - 20150170
- **Bank number**
 - ESDC PPU 037

Compensation Program for Inmates of Federal Penitentiaries (PIB)

- **Description**
 - This bank describes information about individuals who have submitted a worker's compensation claim pursuant to the Corrections and Conditional Release Regulations because of an occupational injury or illness. The Labour Program is responsible for the assessment of the disability on behalf of [Correctional Service Canada](#), which pays benefits to eligible inmates of federal penitentiaries who are injured while registered in an approved program. The Labour Program receives and assesses all claims, makes recommendations related to permanent disability impairments and forwards them to Correctional Service Canada, which in turn uses that assessment to determine benefit entitlement and make payments. Personal information collected may include: name; contact information; biographical information; citizenship status; criminal checks/history; date and place of birth; date and place of death; financial information; medical information; other identification numbers; signature; and Social Insurance Number.
- **Note**
 - Information is stored in the Workers Injury Compensation System (internal to the Labour Program).
- **Class of individuals**
 - Federal inmates; witnesses; spouses; dependants; beneficiaries; and representatives acting on behalf of individuals (such as lawyers and holders of a power of attorney).
- **Purpose**
 - Personal information is used to assess claims pursuant to the Corrections and Conditional Release Regulations and to make recommendations related to permanent disability impairments on behalf of Correctional Service Canada. Personal information is collected pursuant to section 127 of the Corrections and Conditional Release Regulations and section 18 of Department of Employment and Social Development Act. The Social Insurance Number is collected pursuant to subsection 237.1 of the Income Tax Act.
- **Consistent uses**
 - Inmate applications for compensation are submitted to the Labour Program, which is responsible for evaluating occupational injuries and illnesses as per a memorandum of understanding with Correctional Service Canada. After assessing an injury, the Labour Program submits to

Correctional Service Canada all documentation obtained in administering the claim, including the disability assessment report, for review. As prescribed by the Income Tax Act, an information slip "Statement of Benefits T5007" is issued for the individual, and a copy is sent to the Canada Revenue Agency to declare workers' compensation benefits received in the taxation year. This information is described in CRA institution-specific PIB Individual Returns and Payment Processing (CRA PPU 005). Aggregate information may be used or disclosed for program development purposes in accordance with the ESDC protocols for policy, analysis, research and evaluation activities.

- **Retention and disposal standards**
 - Records are disposed of five years after a claim is settled. All paper files are destroyed after files have been microfilmed. Microfilms are retained for 100 years, and then destroyed.
- **RDA number**
 - 2007/002
- **Related record number**
 - ESDC LAB 097
- **TBS registration**
 - 20150169
- **Bank number**
 - ESDC PPU 034

Compensation Program for Merchant Seamen (PIB)

- **Description**
 - This bank describes information about individuals who have submitted a worker's compensation claim pursuant to the Merchant Seamen Compensation Act, which provides that certain merchant seamen injured in work-related accidents can receive compensation for occupational injuries and illnesses. The Act also provides financial assistance for surviving dependants if a work-related injury results in the death of a seaman. Personal information collected may include: name; contact information; biographical information; citizenship status; date and place of birth; date and place of death; employment equity information; employee personnel information; medical information; signature; Social Insurance Number; and return to work schedule.
- **Note**
 - Information is stored in the Workers Injury Compensation System (internal to the Labour Program).
- **Class of individuals**
 - Merchant seamen; employers; witnesses; spouses; dependants; beneficiaries; and representatives acting on behalf of individuals (such as lawyers and holders of a power of attorney).

- **Purpose**
 - Personal information is used to process claims and to determine monetary entitlement to compensation benefits. Personal information is collected pursuant to the Merchant Seamen Compensation Act. The Social Insurance Number is collected pursuant to subsection 237.1 of the Income Tax Act.
- **Consistent uses**
 - Information relevant to a compensation claim submitted under the Merchant Seamen Compensation Act is shared with the individual's employer, except for medical information, unless the authorization to release such information is obtained from the individual. As prescribed by the Income Tax Act, an information slip "Statement of Benefits T5007" is issued for the individual, and a copy sent to the Canada Revenue Agency to declare workers' compensation benefits received in the taxation year. This information is described in CRA institution specific PIB Individual Returns and Payment Processing (CRA PPU 005). Aggregate information may be used or disclosed for program development purposes in accordance with the ESDC's protocols for policy, analysis, research, and evaluation activities.
- **Retention and disposal standards**
 - Records are disposed of five years after a claim is settled. All paper files are destroyed after files have been microfilmed. Microfilms are retained for 100 years, and then destroyed.
- **RDA number**
 - 2007/002
- **Related record number**
 - ESDC LAB 097
- **TBS registration**
 - 20160007
- **Bank number**
 - ESDC PPU 034

Fire Protection (CoR)

- **Description**
 - This program activity provided oversight in the delivery of fire protection services, collecting/storing records related to fire safety in and around Government of Canada property as well as information about services provided to clients occupying federal buildings aimed at minimizing risk to life and property. Information stored also included: general information on fire loss statistics; advice and guidance on fire safety topics; and additional information pertaining to grants provided to partners in an effort to promote fire safety and prevention awareness.
- **Note**
 - This associated program activity no longer exists as of March 2014.
- **Document types**
 - Technical documents, policies, standards, directives, evaluations, bulletins, interpretations, Treasury Board Secretariat standards, reports, grants.
- **Record number**
 - ESDC LAB 0 9 4

Non-smokers' Health Act (CoR)

- **Description**
 - This program activity oversees the development, revision, general information, and activity reports regarding the Non-smoking Health Act.
- **Document types**
 - Legislation and regulations; revisions, developments, amendments and interpretations; reporting and investigation of complaints; enquiries made by employees, employers and/or the general public; promotional/counseling activities; enforcement.
- **Record number**
 - ESDC LAB 102

Non-smokers' Health Act (PIB)

- **Description**
 - This bank describes information that is about inspections, investigations, and counseling/promotional activities. Information contained in this bank includes reports and records dealing with matters related to the application of the Non-smokers' Health Act in workplaces under federal jurisdiction. The files contain information obtained during the course of inspections,

investigations and counseling/promotional activities and/or the service of a ticket or prosecutions.

- **Class of individuals**
 - Employees and employers under federal jurisdiction as well as members of the public in workplaces under federal jurisdiction.
- **Purpose**
 - Record, enquire into and resolve various issues in connection with the application of the Non-smokers' Health Act. To determine if a violation exists under the Non-smokers' Health Act, if the violation can be resolved by the employer, or if legal action is necessary. The information is used for statistical and planning purposes.
- **Retention and disposal standards**
 - Disposition under review. No record can be disposed of and must be retained in its entirety.
- **RDA number**
 - Under development.
- **Related record number**
 - ESDC LAB 102
- **TBS registration**
 - 005275
- **Bank number**
 - ESDC PPU 098

Labour Standards (CoR)

- **Description**
 - The records contain information on minimum standards of employment for employees and employers under federal jurisdiction. They also provide information on hours of work, payment of wages, overtime pay, access to general holidays, annual leave, hours of work, sick leave protection, maternity and parental leave, death and disappearance leave, critical illness leave, bereavement leave, individual and group terminations protections and genetic discrimination protection.
- **Document types**
 - Enquiries; complaints; applications for permits; permits; correspondence; reports; ministerial orders; letters of determination; payment orders; notices of unfounded complaint; orders to debtor; payment orders to directors; appeals; requests to appoint an adjudicator; adjudicator and referee decisions and orders; legal documents; parliamentary and ministerial submissions; memorandums; regulations; records of decision; policy papers; briefing notes; presentations; audits and evaluations; proposals; recommendations; program design models; procedures; forms and letters; operational directives; and guidelines.
- **Record number**
 - ESDC LAB 095

Canada Labour Code, Part III - Labour Standards (PIB)

- **Description**
 - This bank describes information that is related to the Labour Program's activities in the enforcement of Part III of the Canada Labour Code. The files contain information collected from complaints and respondent employers that are collected during investigations, inspections, and counselling activities. Personal information may include: names; business address; contact information; citizenship status; financial information; official language and salutation of the parties; the nature of the complaint and the employer response including employee personnel information. More information about the employer may include: findings on

compliance, payroll and banking information, as well as collective agreement provisions.

- **Note**

- Information may be stored in the LA 2000 database. The Fair Wages and Hour of Labour Act was repealed effective January 1, 2014 but it continues to apply to contracts in existence prior to the repeal of the Act.

- **Class of individuals**

- Employers, applicants and their representatives, and respondents and their representatives addressing investigations or inspections.

- **Purpose**

- The personal information is used to administer, register and investigate an unjust dismissal, and a monetary or non-monetary complaint against an employer. This information is collected pursuant to section 240 and 251.01 of the Canada Labour Code of the Canadian Labour Code Part III.

- **Consistent uses**

- The information collected may be used and/or disclosed for policy analysis, research and/or evaluation purposes. Employer compliance information may be shared within Employment and Social Development Canada for administration and enforcement of the Temporary Foreign Worker Program. This information is described in ESDC institution-specific PIB Temporary Foreign Workers Program (ESDC PPU 440). Employee and employer (including Director of the employer) information may be shared within ESDC for the purpose of administering the Wage Earner Protection Program. This information is described in ESDC institution-specific PIB Wage Earner Protection Program (ESDC PPU 035).

- **Retention and disposal standards**

- The Labour Program's Record Disposition Authority (RDA) is currently under review. No record disposition is taking place during this process. The previous RDA required records to be retained for 10 years after settlement of complaint, and then destroyed.

- **RDA number**

- 2007/002

- **Related record number**

- ESDC LAB 095

- **TBS registration**

- 000445

- **Bank number**

- ESDC PPU 006

Workplace Equity (CoR)

- **Description**
 - This bank contains records regarding the equitable representation in workplaces of the following four designated groups: women, Aboriginal peoples, persons with disabilities, and members of visible minorities.
- **Document types**
 - The data comes primarily from employers' human resources systems and includes information on hiring, promotion, and termination.
- **Record number**
 - ESDC LAB 096

Wage Earner Protection Program (CoR)

- **Description**
 - Records relate to the development and administration of the Wage Earner Protection Program (WEPP). These records include: legislation and policy documents establishing or amending the WEPP; records relating to the administration of reviews and appeals; legal opinions and counsel; program recommendations; program analysis and evaluation reports; internal/external and stakeholder correspondence; operational and system-related forms, letters, and processes; and materials and records of services that support delivery of the WEPP.
- **Document types**
 - Parliamentary and ministerial submissions and memorandums; legislation; regulations; records of decision; press releases and announcements; policy papers; briefing notes; presentations; program funding criteria; audits and evaluations; agreements, internal/external contracts, and statements of work; correspondence; proposals; recommendations; legal opinions; program design models; process flows; procedures; forms and letters; financial statements; operational directives; applicant request forms relating to reviews and appeals; and case notes.
- **Record number**
 - ESDC LAB 098

Wage Earner Protection Program (PIB)

- **Description**
 - This bank describes information about individuals involved in the Wage Earner Protection Program (WEPP). Personal information may include: SIN; name; contact information; preferred official language; biographical

information; financial information; incorporation; registration and business numbers.

- **Note**

- To access records about the status of an application, a determination or a review, and appeal processes or decisions, the applicant must provide his or her SIN and name. Trustees must provide bankruptcy/receivership identification when requesting information from Service Canada. Information may be stored in the Common System for Grants and Contributions (CSGC) - Client Module and Interactive Fact Finding System. The CSGC (ESDC PPU 298) is now included in this PIB.

- **Class of individuals**

- Individuals whose employer is subject to bankruptcy or a receivership and who apply for the WEPP, as well as trustees, receivers, adjudicators, legal counsel, and other parties required to assist in the delivery of the WEPP.

- **Purpose**

- Personal information is used to administer and report on the WEPP, to determine applicant and employer eligibility, to support the review and appeal process, to disburse funds to individuals, trustees, and receivers, and to provide services that will support participation of, or payment to, other parties required to assist in the delivery of the WEPP. The authority to collect personal information is pursuant to the Wage Earner Protection Program Act and Regulations. The authority for the WEPP is provided in chapter 47 of the Statutes of Canada, 2005, as amended by chapter 36 of the Statutes of Canada, 2007. The authority to collect personal information and SIN for the purpose of administration of the WEPP is provided by sections 8 and 21(1)(d) of the WEPPA, and sections 15(1) of the WEPPR.

- **Consistent uses**

- Information may be shared with the Canada Revenue Agency for the administration of the Income Tax Act. This information is described in the institution-specific CRA PIB Review and Control (CRA PPU 125). It is also shared with Revenu Québec for the administration of its taxation act. Information may be shared with the Department of Justice Canada to administer the Family Orders and Agreements Enforcement Assistance Act. This information is described in the institution-specific JUS PIB Family Orders and Agreements Enforcement Assistance (JUS PPU 125). Information may be shared with Public Works and Government Services Canada for the issuance and management of benefit payments and entitlements. This information is described in PWGSC institution-specific PIB Receiver General Payments (PWGSC PCU 712). Information may be shared with the provincial and territorial ministries of labour to administer and deliver their respective employment standards programs. Information is shared in accordance with the Employment and Social Development Act for the purpose of administering Part III of the Canada Labour Code. Information may also be used for policy analysis, research, evaluation, audit, or statistical purposes, and may be provided to contractors or other parties to undertake these activities. Most reporting on the WEPP consists

of aggregated data, but some personal information such as a SIN may be released for activities such as audits.

- **Retention and disposal standards**
 - Records will be retained for 10 years after all administrative actions are completed, and then destroyed.
- **RDA number**
 - 2007/002
- **Related record number**
 - ESDC LAB 098
- **TBS registration**
 - 20091514
- **Bank number**
 - ESDC PPU 035

International Labour Standards (CoR)

- **Description**
 - Records relate to the collection of information relating to international forums, negotiations and the implementation of multilateral and bilateral initiatives, capacity building programs, promoting internationally recognized labour standards, and managing partnerships and consultations with stakeholders. Other records pertain to the International Labour Organization and its committees, as well as labour activities at the United Nations.
- **Document types**
 - Agreements; correspondence; standards; positions; reports to Parliament; reports to the International Labour Organization; and briefing binders.
- **Record number**
 - ESDC LAB 099

Bilateral and Regional Labour Cooperation (CoR)

- **Description**
 - Records relate to program activities that promote respect for international labour standards.
- **Document types**
 - Labour cooperation agreements or labour chapters; reports and documents pertaining to cooperative programs and public communications; correspondence; academic research and analyses on labour issues; declarations, plans of action, and reports; and terms and conditions.
- **Record number**
 - ESDC LAB 103

Old Age Security (CoR)

- **Description**
 - Records related to the administration and delivery of the Old Age Security (OAS) program, including the administration of the OAS Pension, the Guaranteed Income Supplement, the Allowance and the Allowance for the Survivor.
- **Note**
 - This CoR is a consolidation of the following former CoRs: Old Age Security (ESDC IAP 063); Old Age Security Pensions (ESDC IS 041); Guaranteed Income Supplement (ESDC IS 042); and Allowances Policy (ESDC IS 043).
- **Document types**
 - Adjudication; administration; advice; agreements and corresponding documents; analysis of decisions; applications, appeals and supporting documentation; assessments; client files; communications and correspondence; directives; entitlement; guidelines; income statements; internal audits; legal opinions; legislation; maintenance of accounts; meeting documents; memorandum; policy and policy development documents; policy and legislative agenda; presentations; procedures; project documents; processing; proposal; publications; recommendations; record of earnings and contributions; records of decisions; reports; research; studies; surveys.
- **Record number**
 - ESDC IAP 063

Old Age Security Program Investigations and Reviews (PIB)

- **Description**
 - This bank describes information used in support of Old Age Security program investigations and reviews. Personal information may include: name, contact information, biographical information, citizenship status information, criminal check and history, date and place of birth, date and place of death, educational information, employee identification number, employment equity information, employee personnel information, financial information, medical information, other identification numbers, physical attributes, signature, Social Insurance Number and Canada Revenue Agency Business Number. Information may also include opinions and views of, or about, individuals; travel information and photos.
- **Note**
 - This bank was modified to remove references to CPP investigation information and now includes information previously contained in Loss of

Money - Debtors ESDC PPU 031. Individuals who request information described in this bank must provide the Social Insurance Number, Old Age Security program account number, legal authority for those acting on behalf of an account holder or estate, and the Canada Revenue Agency Business Number or a National Integrity Investigation System case number. Personal information may be stored in the following systems or databases: Major Investigation Sensitive Case Information System, National Integrity Investigation System, Quality Monitoring System, and Information Technology Renewal Delivery System.

- **Class of individuals**

- Old Age Security program applicants or beneficiaries; representatives acting on behalf of applicants or beneficiaries; appointed holders of a power of attorney; lawyers; employers; employer representatives; accountants; union representatives; trustees; family members, such as spouse or common-law partners and dependants; and informants.

- **Purpose**

- Personal information is used to administer and enforce the Old Age Security program. Personal information is collected pursuant to subsection 44.2 (6) of the Old Age Security Act, and sections 23. (1) and 23. (2) of the Old Age Security Regulations. Some information is obtained through established agreements with other federal government departments. The Social Insurance Number is collected pursuant to sections 28.1, 28.2, 28.3, and 28.4 of the Employment and Social Development Canada Act, and is used for identification purposes.

- **Consistent uses**

- Information may be used or disclosed for the following purposes: program analysis, development, and evaluation, and reporting to senior management. Information may be shared with the RCMP and with provincial or municipal enforcement agencies for investigative purposes under the Criminal Code. This information is described in RCMP institution-specific PIB Operational Case Records (RCMP PPU 005). Information may be shared with Public Services and Procurement (PSP) Canada for imaging and storage of closed investigation files and for the issuance and management of benefit payments and entitlements. This information is described in the following PSP institution-specific PIBs: Document Imaging Solution (PWGSC PCU 709) and Receiver General Payments (PWGSC PCU 712). Information may be shared with Service Canada's Processing and Payment Services Branch to render decisions on eligibility for and entitlement to Old Age Security benefits described in institution-specific Old Age Security Program (ESDC PPU 116) and with the Internal Integrity and Security Directorate of Service Canada's Integrity Services Branch when employee malfeasance is suspected.

- **Retention and disposal standards**

Records will be retained for six years after the last administrative action, and then destroyed. Records of suspected fraud that have been referred to the RCMP are transferred to Library and Archives Canada as archival records.

- **RDA number**
 - 95/019
- **Related record number**
 - ESDC IAP 063
- **TBS registration**
 - 005007
- **Bank number**
 - ESDC PPU 336

Old Age Security (PIB)

- **Description**
 - This bank describes personal information that is related to administration of the Old Age Security (OAS) program, which includes the OAS pension, Guaranteed Income Supplement, Allowance and Allowance for the Survivor, applicants, beneficiaries and persons eligible for automatic enrolment for the OAS pension. Personal information about the individual, their spouse/common-law partner and/or their representatives may include: name; contact information; citizenship and immigration information; information about residence and absences from Canada; date and place of birth; date and place of death; sex/gender; marital/relationship information; financial information; medical information; employment information; signature; Social Insurance Number (SIN); client identifier; OAS account number; Canada Pension Plan / Quebec Pension Plan history related to participation in the plans (contributions, benefits, provisions); income tax information; information about a survivor's involvement in the death of a spouse/common-law partner; incarceration information.
- **Note**
 - In addition to the requirements specified on the Treasury Board of Canada Secretariat Personal Information Request form, individuals requesting information described in this bank must provide their SIN or OAS account number.
- **Class of individuals**
 - Individuals who may be eligible for automatic enrolment, who have applied for or are currently receiving at least one of the following benefits: OAS pension, Guaranteed Income Supplement, Allowance or Allowance for the Survivor, their spouse/common-law partner and representatives.
- **Purpose**

Personal information is collected pursuant to the Old Age Security Act. The personal information is used to determine eligibility for and entitlement to benefits under the Old Age Security Act. The SIN is collected under the authority of Section 18 of the Old Age Security Regulations, and in accordance with Treasury Board Secretariat Directive on the SIN as an authorized user of the SIN. The SIN is used to ensure an individual's exact identification and for income verification purposes with the Canada

Revenue Agency.

- **Consistent uses**

- Personal information may be used or disclosed for the following purposes: research, planning, evaluation, and statistics. Information may be exchanged with foreign governments and foreign institutions under the terms of an international social security agreement for the administration and coordination of the OAS program and the foreign pension program of a partner country. Information may be shared in accordance with legislation and/or information sharing agreements within Employment and Social Development Canada (ESDC) for the administration of the Canada Pension Plan (CPP) program. This activity is described in ESDC institution specific PIB Canada Pension Plan Program (ESDC PPU 146). It may also be shared for investigations and reviews of the OAS program, CPP Program and the Social Insurance Registry. These activities are described in the ESDC institution specific PIB Old Age Security Program Investigations and Reviews (ESDC PPU 336), Canada Pension Plan Program Investigations and Reviews (ESDC PPU 649), PIB (ESDC PPU 390) for the purpose of updating and/or validating client information. Information may be shared in accordance with legislation and/or information sharing agreements with the following prescribed federal institutions: the Canada Revenue Agency for the administration or enforcement of the Income Tax Act or Part 1 of the Energy Costs Assistance Measures Act. This activity is described in the CRA institution specific PIB Individual Returns and Payment Processing (CRA PPU 005). It may also be shared with the Department of Justice or the Royal Canadian Mounted Police in relation to war crimes, or crimes against humanity, or extradition for such crimes (no identifiable PIB in place). It may be shared with the Department of Veterans Affairs (VAC) for the administration of VAC programs. This activity is described in the following Veterans Affairs institution specific PIBs War Veterans Allowance (VAC PPU 040); Earnings Loss (VAC PPU 607); Canadian Forces Income Support (VAC PPU 608); Non-departmental Institutions - Veterans Independence Program (VAC PPU 618); and Non-departmental Institutions - Long Term Care (LTC) (VAC PPU 619). Information may be shared in accordance with legislation and/or information sharing agreements with the following institutions: the Department of Justice to administer requests made under Part I of the Family Orders and Agreements Enforcement Assistance Act. This activity is described in the following Justice institution specific PIB Family orders and Agreements Enforcement Assistance (JUS PPU 125). It may also be shared with the Administrative Tribunals Support Service of Canada, which supports the Social Security Tribunal in cases of appeals (PIB under development). It may be shared with Public Works and Government Services Canada for the Receiver General to issue payments. This activity is described in the PWGSC institution specific PIB Receiver General Payments (PWGSC PCU 712), and with Revenu Québec for the administration of taxation laws. Information may be shared in accordance with legislation and/or

information sharing agreements with other institutions for the administration of a prescribed federal or provincial law or activity and with provincial governments for the administration of their own social programs and public bodies who have entered into agreements with provincial governments for the administration of provincial programs. Personal information may be disclosed to Statistics Canada for statistical and research purposes. The Statistics Canada Personal Information bank is under development.

- **Retention and disposal standards**
 - New retention and disposition schedule under development.
- **RDA number**
 - 2015/002
- **Related record number**
 - ESDC IAP 063
- **TBS registration**
 - 003391
- **Bank number**
 - ESDC PPU 116

Canada Pension Plan (CoR)

- **Description**
 - Records related to administration and delivery of the Canada Pension Plan (CPP) program including all pensions and benefits (retirement, disability, survivors, death and post-retirement) and provisions (child rearing, pension sharing and division of unadjusted pensionable earnings).
- **Note**
 - Consolidates the following CoRs: Canada Pension Plan (ESDC IAP 064); Retirement Benefits (ESDC IS 046); Disability Benefits (ESDC IS 045); Survivor Benefits (ESDC IS 047).
- **Document types**
 - Adjudication; administration; advice; agreements and corresponding documents; analysis of decisions; applications, appeals and supporting documentation; assessments; briefing notes; client files; communications and correspondence; directives; entitlement; guidelines; income statements; internal audits; legal opinions; legislation; medical records; memorandum; policy and policy development documents; policy and legislative agenda; presentations; procedures; project documents; processing; proposal; publications; recommendations; record of earnings and contributions; records of decisions; reports; research; studies; surveys.

- **Record number**
 - ESDC IAP 064

Canada Pension Plan – Record of Earnings (PIB)

- **Description**
 - This bank describes personal information that is related to the employment and self-employment earnings of individuals and the history of their contributions to the Canada Pension Plan (CPP) program and/or contributors identified as "dual contributors", those who contributed to both the Canada Pension Plan and the Régie des Rentes du Québec, (Quebec Pension Plan). This bank also includes information related to the issuance and/or replacement of Social Insurance Numbers approved by Employment and Social Development Canada (ESDC). The personal information may include: name; name at birth; alternate surname; date of birth; mother's maiden name; language preference; address information; sex/gender; date of death and source of date of death; Social Insurance Number (SIN) status information (fraud, under investigation, dormant, expiry date, alternate); earnings and contributions information made to the CPP and/or to the Quebec Pension Plan.
- **Note**
 - In addition to the requirements specified on the Treasury Board of Canada Secretariat Personal Information Request form, individuals requesting information described by this bank must provide their name, address and SIN.
- **Class of individuals**
 - Canada Pension Plan and Quebec Pension Plan contributors.
- **Purpose**
 - Personal information is collected pursuant to the Canada Pension Plan and its Regulations. The personal information is used to verify the SIN found on CPP applications, to ensure that the contributory earnings posted to the record of earnings are attributed to the correct SIN in order to administer CPP benefits, which includes determining eligibility and entitlement. The SIN is collected under various sections of the Canada Pension Plan and its Regulations, and in accordance with Treasury Board Secretariat Directive on the SIN as an authorized user of the SIN.
- **Consistent uses**

Personal information may be used or disclosed for the following purposes: research, planning, evaluation, and statistics. Information may be exchanged with foreign governments and foreign institutions under the terms of an international social security agreement for the administration and coordination of the CPP program and foreign pension program of a partner country. Information may be shared in accordance with legislation and/or information sharing agreements within ESDC for the administration of the CPP program and the Old Age Security (OAS) program. These

activities are described in ESDC institution specific PIBs Canada Pension Plan Program (ESDC PPU 146) and Old Age Security Program (ESDC PPU 116). It may also be shared within ESDC for investigations and reviews of the Canada Pension Plan, the OAS Program and the Social Insurance Registry. These activities are described in the ESDC institution specific PIBs Canada Pension Plan Program Investigations and Reviews (ESDC PPU 649), Old Age Security Program Investigations and Reviews (ESDC PPU 336) and the Social Insurance Registry (ESDC PPU 390) for the purpose of updating and/or validating client information. Information may also be shared in accordance with legislation and/or information sharing agreements with the following prescribed federal institutions: the Canada Revenue Agency for the purpose of administering the Canada Pension Plan. This activity is described in the CRA institution specific PIB Appeals Regarding the Canada Pension Plan and the Employment Insurance Act (CRA PPU 130). Public Works and Government Services (PWGSC) for the administration of the Public Service Superannuation Act, the Canadian Forces Superannuation Act and the Royal Canadian Mounted Police Superannuation Act. PWGSC may also further disclose this information for the administration of long-term disability benefits. These activities are described in the PWGSC institution specific PIBs Federal Government employee, pensioners and survivors – Insurance Information (PWGSC PCU703) and Federal pensions administration (PWGSC PCU 702). It may be shared with the Department of Justice or the Royal Canadian Mounted Police in relation to war crimes, or crimes against humanity, or extradition for such crimes (no identifiable PIB in place). It may be shared with the Department of Veterans Affairs (VAC) for the administration of VAC programs. This activity is described in the following VAC institution specific PIBs: War Veterans Allowance (VAC PPU 040), Earnings Loss (VAC PPU 607), Canadian Forces Income Support (VAC PPU 608), Non-departmental Institutions - Veterans Independence Program (VIP) (VAC PPU 618), and Non-departmental Institutions - Long Term Care (LTC) (VAC PPU 619). Information may be shared in accordance with legislation and/or information sharing agreements with the following institutions: the Department of Justice to administer requests made under Part I of the Family Orders and Agreements Enforcement Assistance Act. This activity is described in the Justice institution specific PIB Family Orders and Agreements Enforcement Assistance (JUS PPU 125). It may also be shared with the Administrative Tribunals Support Service of Canada, which supports the Social Security Tribunal in cases of appeals (PIB Under Development). Information may be shared in accordance with legislation and/or information sharing agreements with the government of Québec for the administration of the QPP and the coordination of the QPP and CPP programs and with the Revenu Québec for the administration of taxation laws. Information may be shared in accordance with legislation and/or information sharing agreements with other institutions for the administration of a prescribed federal or provincial law or activity and with

provincial governments for the administration of their own social programs and public bodies who have entered into agreements with provincial governments for the administration of provincial programs. Personal information may be disclosed to Statistics Canada for statistical and research purposes. The Statistics Canada Personal Information bank is under development.

- **Retention and disposal standards**
 - New retention and disposition schedule under development.
- **RDA number**
 - 2015/002
- **Related record number**
 - ESDC IAP 064
- **TBS registration**
 - 003393
- **Bank number**
 - ESDC PPU 140

Canada Pension Plan Program (PIB)

- **Description**
 - This bank describes personal information that is related to administration of the Canada Pension Plan (CPP) program including all pensions and benefits (retirement, disability, survivors, death and post-retirement) and provisions (child rearing, pension sharing and division of unadjusted pensionable earnings). Personal information about the individual, their spouse/common-law partner and/or children and/or their representatives may include: name; contact information; biographical information; information about residence and absences from Canada; date and place of birth; date and place of death; educational information; sex/gender; marital/relationship information; financial information; medical information; employment information in and outside of Canada; signature; Social Insurance Number (SIN); client identifier; earnings and contributions information; pension sharing information; information about the estate; information about a representative/third party administrator; information about applications for foreign benefits and receipt of foreign benefits; information about a survivor's involvement in the death of a spouse/common law partner or parent; benefits received or applied for under CPP or Quebec Pension Plan (QPP); information about primary caregiver status (i.e., Family Allowance and/or Canada Child Tax Benefit); information about custody and control.
- **Notes**

In addition to the requirements specified on the Treasury Board of Canada Secretariat Personal Information Request form, individuals requesting information described by this bank must provide their name, address and SIN. Individuals may also request to see their files by contacting a Service Canada office.

- **Class of individuals**

- Individuals who have applied for or are currently receiving a benefit (including individuals who may be subject to a provision), their spouse/common-law partner, children and representatives.

- **Purpose**

- Personal information is collected pursuant to the Canada Pension Plan and its Regulations. The personal information is used to administer CPP benefits, which includes determining eligibility and entitlement. The SIN is collected under the authority of the Canada Pension Plan and its Regulations and in accordance with the Treasury Board Secretariat Directive on the SIN which names the Canada Pension Plan as an authorized user of the SIN. The SIN is used to ensure an individual's exact identification.

- **Consistent uses**

Personal information may be used or disclosed for the following purposes: research, planning, evaluation, and statistics. Information may be exchanged with foreign governments and foreign institutions under the terms of an international social security agreement for the administration and coordination of the CPP program and the foreign pension program of a partner country. Information may be shared in accordance with legislation and/or information sharing agreements within Employment and Social Development Canada (ESDC) for the administration of the Old Age Security (OAS) program. This activity is described in the ESDC institution specific PIB Old Age Security Program (ESDC PPU 116). It may be shared for investigations and reviews of the CPP program. This activity is described in ESDC institution specific PIB Canada Pension Plan Program Investigations and Reviews (ESDC PPU 649). It may also be shared for investigations and reviews of the OAS program. This activity is described in ESDC institution specific PIB Old Age Security Program Investigations and Reviews (ESDC PPU 336). It may also be shared within ESDC with the Social Insurance Registry for the purpose of updating and/or validating client information. This activity is described in ESDC institution specific PIB (ESDC PPU 390). Information may be shared in accordance with legislation and/or information sharing agreements with the following prescribed federal institutions: the Canada Revenue Agency for the administration and enforcement of the Income Tax Act. This activity is described in the CRA institution specific PIBs Individual Returns and Payment Processing (CRA PPU 005), and Appeals Regarding the Canada Pension Plan and the Employment Insurance Act (CRA PPU 130). Public Works and Government Services (PWGSC) for the administration of the Public Service Superannuation Act, the Canadian Forces Superannuation Act and the Royal Canadian Mounted Police Superannuation Act. PWGSC may also further disclose this information for the administration of long-term disability benefits. These activities are described in the PWGSC institution specific PIBs Federal Government employee, pensioners and survivors – Insurance Information (PWGSC PCU703) and

Federal pensions administration (PWGSC PCU 702). It may be shared with the Department of Justice or the Royal Canadian Mounted Police in relation to war crimes, or crimes against humanity, or extradition for such crimes (no identifiable PIB in place). It may be shared with the Department of Veterans Affairs (VAC) for the administration of VAC programs. This activity is described in the following VAC institution specific PIBs: War Veterans Allowance (VAC PPU 040), Earnings Loss (VAC PPU 607), Canadian Forces Income Support (VAC PPU 608), Non-departmental Institutions - Veterans Independence Program (VIP) (VAC PPU 618), and Non-departmental Institutions - Long Term Care (LTC) (VAC PPU 619).

Information may be shared in accordance with legislation and/or information sharing agreements with the following institutions: the Department of Justice to administer requests made under Part I of the Family Orders and Agreements Enforcement Assistance Act. This activity is described in the following Justice institution specific PIB Family Orders and Agreements Enforcement Assistance (JUS PPU 125). It may also be shared with the Administrative Tribunals Support Service of Canada, which supports the Social Security Tribunal in cases of appeals (PIB Under Development). It may be shared with PWGSC for the Receiver General to issue payments. This activity is described in the PWGSC institution specific PIB Receiver General Payments (PWGSC PCU 712). It may also be shared with the CRA for the administration of the Canada Child Tax Benefit Program (CRA PPU063), Goods and Services Tax/Harmonized Sales Tax Credit (CRA PPU 140), and Working Income Tax Benefit (CRA PPU 178). Information may be shared in accordance with legislation and/or information sharing agreements with the government of Québec for the administration of the QPP and the coordination of the QPP and CPP programs and with the Revenu Québec for the administration of taxation laws. Information may be shared in accordance with legislation and/or information sharing agreements with other institutions for the administration of a prescribed federal or provincial law or activity and with provincial governments for the administration of their own social programs and public bodies who have entered into agreements with provincial governments for the administration of provincial programs. Personal information may be disclosed to Statistics Canada for statistical and research purposes. The Statistics Canada Personal Information bank is under development.

- **Retention and disposal standards**
 - New retention and disposition schedule under development.
- **RDA number**
 - 2015/002
- **Related record number**
 - ESDC IAP 064
- **TBS registration**
 - 003394
- **Bank number**

- ESDC PPU 146

Canada Pension Plan Program Investigations and Reviews (PIB)

- **Description**

- This bank describes information used in support of Canada Pension Plan (CPP) investigations and reviews. Personal information may include: name; contact information; signature; citizenship status; residence information; credit information; criminal checks/history; educational information; employee identification number; employment equity information; employee personnel information; biographical information; medical information; financial information; Social Insurance Number; date and place of birth; date and place of death; Canada Revenue Agency (CRA) Business Number; physical attributes; and other identification numbers. Other information may include opinions and views of or about the individual, travel information, and photos.

- **Note**

- This bank was modified to remove references to Old Age Security investigation information, and now includes information contained in the former bank Loss of Money - Debtors ESDC PPU 031. Individuals who request information described in this bank must provide the Social Insurance Number, legal authority for those acting on behalf of an account holder or estate, and the CRA Business Number or a National Integrity Investigation System case number. Personal information may be stored in the following systems or databases: Major Investigation Sensitive Case Information System, National Integrity Investigation System, Quality Monitoring System and Information Technology Renewal Delivery System, and the Rules Based Reassessment System.

- **Class of individuals**

- CPP applicants or beneficiaries; representatives acting on behalf of the applicant or beneficiaries; appointed holders of a power of attorney; lawyers; employers; employer representatives; accountants; union representatives; trustees; family members; spouses or common-law partners; dependants; and informants.

- **Purpose**

Personal information is used to administer and enforce the Canada Pension Plan. Personal information is collected pursuant to section 52 of the Canada Pension Plan Regulations and subsection 90.2 (6) of the Canada Pension Plan. Some information is collected through established agreements with other federal government departments. The Social Insurance Number is collected pursuant to the sections 28.1, 28.2, 28.3 and 28.4 of the Department of Employment and Social Development Act, and is used for identification purposes.

- **Consistent uses**

- Personal information may be used or disclosed for the following purpose:

program analysis, development, evaluation, and reporting to senior management. Information may be shared with the RCMP and with provincial or municipal enforcement agencies for investigative purposes under the Criminal Code. This information is described in the RCMP institution-specific PIB Operational Case Records (RCMP PPU 005). Information may be shared with the Canada Revenue Agency for the administration of the CPP and the administrative arrangements related to CPP coverage and rulings. This information is described in the CRA institution-specific PIB Canada Pension Plan and Employment Insurance Program (CRA PPU 070). Information may be shared with Public Services and Procurement Canada for imaging and storage of closed investigation files and for the issuance and management of benefit payments and entitlements. This information is described in the following PSP institution-specific PIBs Document Imaging Solutions (PWGSC PCU 709) and Receiver General Payments (PWGSC PCU 712). Information may be shared with Service Canada's Processing and Payment Services Branch to render decisions on eligibility for and entitlement to Canada Pension Plan benefits. This information is described in the ESDC institution-specific PIB Canada Pension Plan (ESDC PPU 146). Information may be shared with the Internal Integrity and Security Directorate of Service Canada's Integrity Services Branch when employee malfeasance is suspected. Information used in the administration of benefits under an international agreement may be shared with the governments of foreign states.

- **Retention and disposal standards**
 - Records will be retained for six years after the last administrative action, and then destroyed. Records of suspected fraud that have been referred to the RCMP are transferred to Library and Archives Canada as archival records.
- **RDA number**
 - 95/019
- **Related record number**
 - ESDC IS 045, ESDC IS 046, ESDC IS 047, and ESDC IAP 059
- **TBS registration**
 - 004258
- **Bank number**
 - ESDC PPU 649

Canada Disability Saving Bonds (CoR)

- **Description**
 - Records relating to the amount of bonds available to low- and modest-income Canadians. Information relates to individuals who meet eligibility requirements and the administration of the Canada Disability Savings Bonds. Records also relate to repayment to the Government of Canada for bonds maintained for less than 10 years, and to all other money in the

Registered Disability Savings Plans, including private contributions, investment income earned, and grants and bonds, that have been in the Registered Disability Savings Plans for more than 10 years and that are paid to the beneficiary or the beneficiary's estate.

- **Document types**
 - Legislation; policies; procedures; applications; payment history; correspondence; and internal audits.
- **Format**
 - Compact disk and magnetic tapes.
- **Record number**
 - ESDC IAP 064 and ESDC IAP 059

Canada Disability Saving Grants (CoR)

- **Description**
 - Records relate to the matching grants provided to individuals who contribute to a Registered Disability Savings Plan. Information related to individuals who meet eligibility requirements and the administration of the Canada Disability Savings Grants. Records also relate to the repayment of grants to the Government of Canada and to all other money in the Registered Disability Savings Plans, including private contributions, investment income earned, and grants and bonds, that have been in the Registered Disability Savings Plans for more than 10 years and that are paid to the beneficiary or the beneficiary's estate.
- **Document types**
 - Legislation; policies; procedures; applications; payment history; publications; correspondence; and internal audits.
- **Record number**
 - ESDC IS 049

Canada Disability Savings Program (PIB)

- **Description**
 - This bank describes information concerning individuals who are parties to the establishment and operation of a Registered Disability Savings Plan (RDSP) and who have made an application for a government grant or bond to be deposited into the Registered Disability Savings Plans or on whose behalf an application has been made by an authorized person. Personal information for the beneficiary of an RDSP may include: name; contact information; date of birth; gender; Social Insurance Number; date of death; language preference; financial information (including contributions, earnings, losses, family income at the time of applying for a grant or loan); signature; and RDSP contract number. In certain cases, the date of death of the beneficiary will be collected. Personal information for

the holder of an RDSP may include: name of the individual or agency; date of birth of the individual; gender of the individual; relationship to beneficiary; contact information; signature; Social Insurance Number or business number; language preference; financial information; and RDSP contract number.

- **Note**

- Individuals who request information described in this bank must provide their date of birth and gender. Information may be stored in the Canada Disability Savings Program System.

- **Class of individuals**

- Beneficiaries of an RDSP; parents of a beneficiary; a representative of an agency; departments or institutions acting as legal representatives of beneficiaries; and holders of RDSPs or individuals who have received the Canada Child Tax Credit for beneficiaries under the age of 18 or are currently receiving the Canada Child Benefit for beneficiaries under the age of 18.

- **Purpose**

- Personal information is used to determine: eligibility for a grant or bond; whether a plan should be registered; payment to the beneficiary of funds in the RDSP; the repayment of grants and bonds within 10 years of the termination or deregistration of a plan, the loss of the Disability Tax Credit, or the death of a beneficiary; the repayment of grants and bonds paid within 10 years of a withdrawal from the RDSP; and whether to waive, in prescribed circumstances, payments of a grant or bond, (or repayment or an amount or earnings of a grant or bond). Personal information is collected pursuant to sections 6, 7, 8, and 15 of the Canada Disability Savings Act and sections 2, 3, and 9 of the Canada Disability Savings Regulations, and pursuant to the Income Tax Act. The Social Insurance Number is collected pursuant to paragraph 8. (a) of the Canada Disability Savings Act, and pursuant to the Canada Disability Savings Regulations and the Income Tax Act.

- **Consistent uses**

- Information may be used or disclosed for the following purposes: policy analysis, research, and evaluation. Information may be shared with the Canada Revenue Agency, specifically the Registered Disability Plan Division and the Benefit Program Division for taxation purposes. This information is described in the following CRA institution-specific PIBs Individual Returns and Payment Processing (CRA PPU 005); Canada Child Tax Benefit Data Bank (CRA PPU 063); Losses of Money and Damage Claims by and Against the Crown (CRA PPU 067); and Disability Tax Credit Program (CRA PPU 218). Information may be shared with the Department of Justice Canada for legal advice and representation. This information is described in the institution-specific JUS PIB Civil Proceedings and Legal Services (JUS PPU 010). ESDC may also share information with the Canada Employment Insurance Commission and with the Identity Management Services for accurate identification purposes. This information is described in the institution-specific ESDC PIB Social Insurance Number Register (ESDC PPU 390). Personal information may

be disclosed to Statistics Canada for statistical and research purposes.
The Statistics Canada Personal Information bank is under development.

- **Retention and disposal standards**

- Under development

- **RDA number**

- Under development

- **Related record number**

- ESDC IS 049

- **TBS registration**

- 20110401

- **Bank number**

- ESDC PPU 038

National Child Benefit (CoR)

- **Description**

- Records relating to the non-taxable amount paid monthly to help eligible families with the cost of raising children under 18 years of age. Information related to individuals meeting eligibility requirements and the administration of the Canada Child Tax Benefit and/or the National Child Benefit Supplement and the Child Disability Benefit.

- **Document type**

- Presentations; records of decision; briefing materials; correspondence; reports; and internal audits.

- **Record number**

- ESDC IS 050

Nationally Delivered Funding Streams (CoR)

- **Description**

- Records relate to homelessness service providers and improving operations; supporting the prevention and reduction of homelessness; and the homeless population at the regional and national levels. Records relate to project development and implementation, partnering committees, and services and tools for shelters and service providers.

- **Document type**

- Strategies; reports; tools; guidelines; policies; procedures; reviews of best practices; project information; results reports; research; terms and conditions; briefing materials; and correspondence.

- **Record number**

- ESDC HPS 171

Regionally Delivered Funding Streams (CoR)

- **Description**
 - Records relate to results reports submitted for each regionally delivered project, and community plans submitted by designated communities.
- **Document type**
 - Project information; reports tools; results reports; policies; guidelines; reviews of best practices; research; terms and conditions; community plans; briefing materials; and correspondence.
- **Record number**
 - ESDC HPS 170

Surplus Federal Real Property for Homelessness Initiative (CoR)

- **Description**
 - Records relate to surplus federal real estate properties available to community organizations, not-for-profit sectors and other orders of government for projects to help reduce and prevent homelessness.
- **Document types**
 - Briefing materials; correspondence; procedures; policies; guidelines; analyses; evaluations; project information; community plan assessments; and proposals.
- **Record number**
 - ESDC HPS 172

Children and Families (CoR)

- **Description**
 - Records relate to the general information on the children and families funding component of the Social Development Partnerships Program which is provided to eligible organizations based on calls for proposals with specific eligibility criteria and funding priorities.
- **Document types**
 - Web content; correspondence; calls for proposals documentation, including terms and conditions, applications for funding, funding guide, screening and evaluation tools, contribution agreements, project descriptions, claims, reports, briefing materials, general information related to former projects, and program evaluations.
- **Record number**
 - ESDC SDPP 181

Disability (CoR)

- **Description**
 - Records relate to information on programs and services funded to address social issues and barriers that people with disabilities face and information on projects collected for evaluation and research purposes, including reporting program indicators.
- **Document type**
 - Web content; correspondence; and calls for proposals documentation, including applications for funding, funding guides, screening and evaluation tools, terms and conditions, project assessments, grants and contribution agreements, project descriptions, claims, reports, briefing material, general information related to former projects, and performance measurement and evaluations.
- **Record number**
 - ESDC SDPP 182

Canada's Volunteer Awards Information (CoR)

- **Description**
 - Records related to the Canada Volunteer Awards program. Records may include information on nominators and those who have been nominated for an award, and statistics and data compiled for program design, delivery, and evaluation purposes.
- **Document types**
 - Nomination forms (online and hard copy); signed letters written in support of nominations; assessments of nominations; biographies of Advisory Committee members; correspondence; assessments and rankings; evaluations; results from the criminal record or background checks, indicating whether nominees are "cleared"; and public information on award winners and other top-ranked nominees.
- **Format**
 - Audio or audiovisual materials, photographs of award winners and top-ranked nominees.
- **Record number**
 - ESDC PMVA 205

Canada's Volunteer Awards (PIB)

- **Description**

- This bank describes information that is related to the Canada's Volunteer Awards (C VA) program, which recognizes the exceptional contribution of volunteers, local businesses, and innovative not-for-profit organizations in improving the well-being of families and their communities. Personal information may include: name; contact information; biographical information; citizenship status; signature; salutation for correspondence; personal opinions of nominators and of authors of letters of support regarding nominees; assessments (using established criteria) made by reviewers of nominations; and results from the criminal record or background checks, indicating whether nominees are "cleared."

- **Class of individuals**

- Nominators; nominees; authors of letters of support; volunteers for regional reviewer and Advisory Committee positions; and contact person for nominated groups, businesses and not-for-profit organizations.

- **Purpose**

- Personal information is used to administer the C VA program and to review and evaluate nominations, select award winners, recognize and celebrate award winners and top-ranked nominees, and raise awareness of the program. Personal information is collected pursuant to subsection 5.(1), subsection 5.(2), section 7, subsection 28.(1), and section 32 of the Department of Employment and Social Development Act.

- **Consistent uses**

Information may be used or disclosed for the following purposes: reporting to senior management; evaluation and award program delivery, including program promotion; policy and program analysis. The information may be shared with Privy Council Office with the consent of those involved, to brief the Office of the Prime Minister. The information may be shared with ESDC's Public Affairs and Stakeholder Relations Branch to develop C VA- related communications materials. The information may be shared with regional reviewers and Advisory Committee members who will assess and rank nominations and make recommendations to the Minister of Employment and Social Development on award recipients. The information will be shared with members of Parliaments, media, and the public to celebrate accomplishments and promote C VA awareness. Information is published on the Internet/intranet. Information is used or disclosed for program-related mail-outs when an individual has signaled interest, and for celebrating and publicly recognizing award winners and top-ranked candidates.

- **Retention and disposal standards**

- Under development

- **RDA number**

- Under development

- **Related record number**

- ESDC PMVA 205
- **TBS registration**
 - 20110375
- **Bank number**
 - ESDC PPU 650

Community Based (CoR)

- **Description**
 - Records relate to funding provided to organizations for projects that encourage seniors to contribute to their communities by sharing their skills, wisdom, and experience.
- **Document types**
 - Web content; correspondence; and calls for proposals documentation, including terms and conditions, applications for funding, funding guide, screening and evaluation tools, contribution agreements, project descriptions, claims, reports, briefing materials, general information related to former projects, and program evaluations.
- **Record number**
 - ESDC NHSP 184

Community Based: Capital Assistance (CoR)

- **Description**
 - Records relate to funding provided to organizations to upgrade the facilities or equipment used for existing seniors programs and activities.
- **Document types**
 - Web content; correspondence; and calls for proposals documentation, including terms and conditions, applications for funding, funding guide, screening and evaluation tools, contribution agreements, project descriptions, claims, reports, briefing materials, general information related to former projects and program evaluations.
- **Record number**
 - ESDC NHSP 185

Pan-Canadian (CoR)

- **Description**
 - Records relate to funding provided to non-profit organizations to develop national or regional projects that help ensure that seniors can benefit from, and contribute to, the quality of life in their communities.
- **Document types**

- Web postings, correspondence, and call for proposals, terms and conditions, applications for funding, funding guide, screening and evaluation tools, contribution agreements, project descriptions, claims, reports, briefing materials, general information related to former projects and program evaluations.
- **Record number**
 - ESDC NHSP 186

Universal Child Care Benefit (CoR)

- **Description**
 - Records relate to the application for and payment of monthly benefits to families with children under the age of six. Records are collected and retained by the Canada Revenue Agency. ESDC receives limited personal information from Canada Revenue Agency for purposes related to accounts receivable and evaluations.
- **Document types**
 - Applications; online My Account data; payment history; direct deposit forms; guidelines and procedures; evaluation reports; accounting information; and internal audits.
- **Note**
 - The Minister of Employment and Social Development has primary authority and overall responsibility for the Universal Child Care Benefit. The Canada Revenue Agency delivers the Universal Child Care Benefit on behalf of ESDC, according to the terms and conditions outlined in a memorandum of understanding between ESDC and the Canada Revenue Agency for the administration and delivery of the Universal Child Care Benefit.
- **Program record**
 - ESDC UCCB 200

Universal Child Care Benefit (PIB)

- **Description**
 - This bank describes the personal information collected by the Canada Revenue Agency, through the Child Care Benefit Application form, in order for the Canada Revenue Agency to administer the Universal Child Care Benefits on behalf of ESDC. Specific data elements are provided to ESDC as per the Appendix G of the Memorandum of Understanding between ESDC and the Canada Revenue Agency for the evaluation and formation of policy under the Universal Child Care Benefit Act. Personal data elements collected may include: date of birth, marital status, contact information, employment equity information, Social Insurance Number, financial information, Employee personnel information and medical information.
- **Class of individuals**

- Children under the age of six and individuals who live with, and have primary responsibility for the care of, a child under the age of six.
- **Purpose**
 - Personal information is used for the evaluation and formation of policy under the Universal Child Care Benefit Act. Personal information is collected pursuant to section 4 of the Universal Child Care Benefit Act. The Social Insurance Number is collected pursuant to the Income Tax Act.
- **Retention and disposal standards**
 - Under development
- **RDA number**
 - Under development
- **Related record number**
 - ESDC UCCB 200
- **TBS registration**
 - 20120210
- **Bank number**
 - ESDC PPU 102

Enabling Accessibility (CoR)

- **Description**
 - Records relate to the funding provided to community and workplace accessibility projects across Canada.
- **Document types**

Web content; correspondence; and calls for proposals documentation, including terms and conditions, applications for funding, funding guide, screening and evaluation tools, project assessments, grants and contribution agreements, project descriptions, claims, reports, briefing materials, general information related to former projects, and program evaluations.
- **Record number**
 - ESDC EAF 210

Federal Income Support for Parents of Murdered or Missing Children (CoR)

- **Description**
 - Records relate to financial support for eligible parents.
- **Document types**
 - Correspondence; terms and conditions; applications for funding; grant agreements and supporting documentation; policies and procedures; claims; reports; briefing materials; general information related to the Federal Income Support for Parents of Murdered or Missing Children

grant; program evaluations; and recipient audits.

- **Record number**
 - ESDC PMMC 001

Federal Income Support for Parents of Murdered or Missing Children (PIB)

- **Description**
 - This bank describes information related to applications for the Federal Income Support for Parents of Murdered or Missing Children (PMMC) grant. Personal information may include: name; contact information; criminal checks/history; date of birth; date of death; employee identification numbers; employee personnel information; financial information; police incident report number; place of death; signature; Social Insurance Number; attestations, certifications or declarations; preferred language of communication; applicant's relationship to the child; whether Employment Insurance or Quebec Parental Insurance Plan benefits are received; date of probable Criminal Code offence; type of Criminal Code offence; date on which a missing child was found; whether the offence occurred in Canada; name of investigating officer; stamp of law enforcement agency; contact information and signature of designated individual (when applicable); declaration of employer; employer's Business Number.
- **Note**
 - Personal information collected through this program is kept in the Common System for Grants and Contributions (CSGC). The CSGC (ESDC PPU 298) is now included in this PIB.
- **Class of individuals**
 - Individuals who apply for the PMMC grant; designated individuals when appointed; employers; and law enforcement officers/agencies.
- **Purpose**
 - Personal information is used to administer the PMMC grant, determine eligibility for the PMMC grant, and disburse funds under the PMMC grant. The legislative authority for the PMMC program is found under sections 5 and 7 of the Department of Employment and Social Development Act.
- **Consistent uses**
 - The personal information may be shared with the Canada Revenue Agency and Revenu Québec for the administration of their respective taxation acts. This information is described in CRA institution-specific PIB Review and Control CRA PPU 125). Information may be shared with Public Works and Government Services Canada for the issuance and management of benefit payments and entitlements. This information is described in PWGSC institution-specific PIB Receiver General Payments

(PWGSC PCU 712). Information may be used by ESDC for policy analysis, research, evaluation, audit, or statistical purposes. The Social Insurance Number may be used by ESDC for the administration and enforcement of the PMMC grant, including for investigative purposes and to collect overpayments.

- **Retention and disposal standards**
 - Under development
- **RDA number**
 - Under development
- **Related record number**
 - ESDC PMMC 001
- **TBS registration**
 - 20130237
- **Bank number**
 - ESDC PPU 291

Online Learning (CoR)

- **Description**
 - Documents relate to the design, delivery, coordination, and management of learning solutions to help ESDC and Service Canada employees excel in their current positions and further their careers.
- **Document types**

Internal service agreements; reviews of specifications and best practices; contracts; learning roadmaps; blended learning strategies; learning assessment tools; catalogue; correspondence; design and development records; decision records; evaluations; licences; memoranda of understanding; performance monitoring tools; plans; policies; procedures; quality assurance assessments; reports; standards; statements of work; statistics; strategies; tools; and minutes of working group meetings.
- **Record number**
 - ESDC SCC 001

Professional Development Training (CoR)

- **Description**
 - Records relate to the administration and management of programs for ESDC and Service Canada employees wanting to advance in their careers.
- **Document types**
 - Internal service agreements; reviews of best practices; contracts; learning roadmaps; blended learning strategies; conferences; correspondence; course delivery reports; curriculum design and development records;

decision records; evaluations; events; memoranda of understanding; performance monitoring tools; plans; quality assurance assessments; reports; research; statements of work; statistics; strategies; tools; and training materials.

- **Record number**
 - ESDC SCC 002

Required Training (CoR)

- **Description**
 - Documents relate to the Stewardship of Information and Workplace Behaviour Training course delivered to all existing and new employees of ESDC. Records may relate to the administration and management of the program; creating, coordinating, managing, and monitoring of the Stewardship of Information and Workplace Behaviour course; curriculum design and development; planning; research and best practices; partnerships and liaisons; and online assessment tools.
- **Document types**
 - Agreements; reviews of best practices; contracts; correspondence; course agenda; curriculum learning materials; learning strategy; decision records; evaluations; guidelines; memoranda of understanding; performance monitoring records; plans; quality assurance; reports; research; statements of work; statistics; strategies; and summaries.
- **Record number**
 - ESDC SCC 003