



Canadian
human rights
commission

Commission
canadienne des
droits de la personne

CANADIAN HUMAN RIGHTS COMMISSION

ANNUAL REPORT

ACCESS TO INFORMATION ACT

April 1, 2018 to March 31, 2019

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1. INTRODUCTION

This is the 35th Annual Report to Parliament submitted by the Canadian Human Rights Commission (the Commission) pursuant to subsection 72(1) of the *Access to Information Act* (ATIA).

The purpose of the ATIA is to provide a right of access to records under the control of a government institution in accordance with the principles that government information should be available to the public, that necessary exceptions to the right of access should be limited and specific, and that decisions on the disclosure of government information should be reviewed independently of government.














Section 72 of the *Access to Information Act* requires that the head of every government institution shall prepare, for submission to Parliament, an annual report on the administration of the Act within the institution during each fiscal year.

This report describes the work of the Commission's Access to Information and Privacy Office for the fiscal year 2018-2019.

About the Commission

The Canadian Human Rights Commission was established in 1977 under Schedule I.1 of the *Financial Administration Act* in accordance with the *Canadian Human Rights Act* (CHRA). The Commission leads the administration of the CHRA and ensures compliance with the *Employment Equity Act* (EEA). The CHRA prohibits discrimination and the EEA promotes equality in the workplace. Both laws apply the principles of equal opportunity and non-discrimination to federal government departments and agencies, Crown corporations, and federally-regulated private sector organizations.

The 13 grounds of discrimination in the CHRA are the following:

-  race;
-  national or ethnic origin;
-  colour;
-  religion;
-  age;
-  sex;
-  sexual orientation;
-  gender identity or expression;
-  marital status;
-  family status;
-  disability;
-  genetic characteristics; and
-  a conviction for which a pardon has been granted or a record suspended.

Mandate and Role

The Commission promotes the core principle of equal opportunity and works to prevent discrimination. It works closely with federally regulated employers and service providers, individuals, unions, and provincial, territorial and international human rights bodies to foster understanding of human rights and promote the development of human rights cultures.

The Commission's mandate also includes protecting human rights through effective case and complaint management. This role involves representing the public interest to advance human rights for all Canadians.

The Commission is also responsible for ensuring compliance with the *Employment Equity Act*. This involves auditing federally regulated employers to ensure that they are providing equal opportunities to the four designated groups: women, Aboriginal peoples, persons with disabilities and members of visible minorities.

2. ORGANIZATIONAL STRUCTURE

The Commission has 3 core responsibilities:

1) Engagement and Advocacy

Serves as an independent, national credible voice for equality in Canada; promote broadly human rights in Canada by raising public awareness of human rights issues; and engage civil society, governments, employers and the public in dialogue and action to affect human rights change.

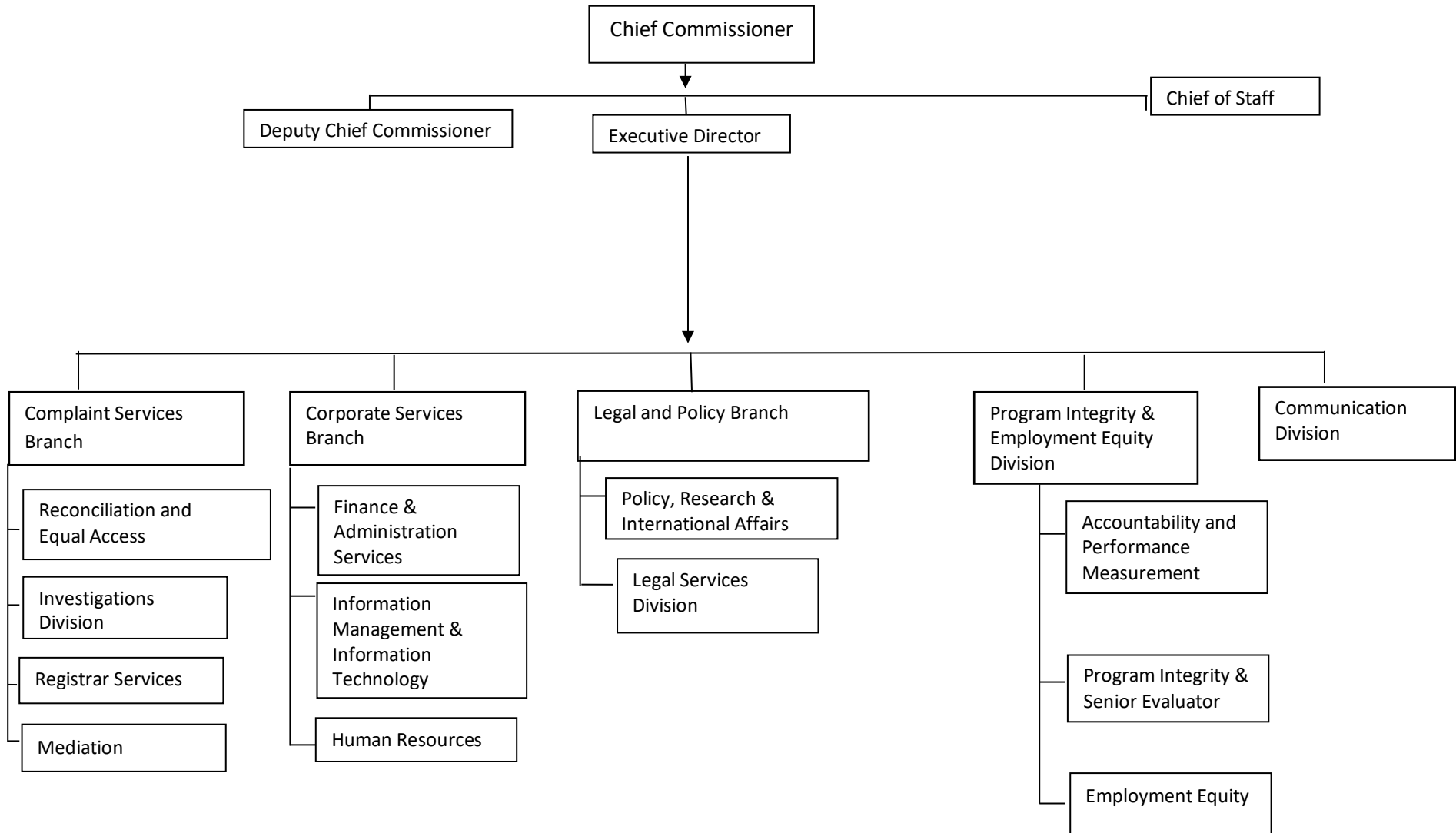
2) Canadian Human Rights Complaints

Provide people in Canada with a mechanism to file human rights complaints and remedies to victims of discrimination; reduce instances of systemic discrimination; and represent the public interest in legal cases to advance human rights in Canada.

3) Employment Equity Audits

Ensure employer's compliance with employment equity statutory requirements; and encourage employers to identify barriers to employment and implement best practices to eliminate gaps in the representation of women, visible minority groups, Aboriginal peoples and persons with disabilities.

Below are the Commission's high-level organizational structure and a brief description of each Branch:



Complaint Services Branch

As Canada's national human rights institution, the Commission receives discrimination complaints and works with both the complainant and respondent to resolve the issues through mediation. If the complaint is not settled, it may be investigated. When the Commission determines that further examination is warranted, it will refer the complaint to the Canadian Human Rights Tribunal. In some cases, Commission lawyers will attend the Tribunal hearing to represent the public interest in cases where, among other reasons, the outcome has the potential to clarify, influence, shape or define human rights law.

Corporate Services Branch

The Corporate Services Branch includes all of the Internal Services. Internal Services are those groups of related activities and resources that the federal government considers to be services in support of a program and/or required to meet corporate obligations of an organization. Internal Services refers to the activities and resources of the service categories that support Program delivery in the organization, regardless of the Internal Services delivery model in a department. The service categories are: Management and Oversight Services; Communication Services; Legal Services (provided by Legal Division); Human Resources Management Services; Financial Management Services; Information Management Services; Information Technology Services; Real Property Services; Material Services; and Acquisition Services.

Legal and Policy Branch

The Legal and Policy Branch brings together the legal and policy, research and international subject matter expertise to ensure consistent and coordinated advice and support to the Chief Commissioner and the rest of the Commission.

The Legal Services Division provides legal advice to the Canadian Human Rights Commission in the administration of the *Canadian Human Rights Act* and *Employment Equity Act*, and on Corporate matters. The Division also represents the Commission and the public interest before the Canadian Human Rights Tribunal and before the different level of courts. Furthermore, it is responsible for developing and providing information and training on current and emerging legal trends. The ATIP Office processes requests and complaints the Commission receives pursuant to the *Access to Information Act* and the *Privacy Act* and produces Annual Reports and the *Info Source* in accordance with these Acts.

Policy, Research & International is responsible for knowledge development and exchange. Knowledge products include position statements, submissions to Parliament and international bodies, policies, and guides. It is in contact with other human rights commissions, domestic civil society organizations, experts and advocacy groups to gather evidence and exchange knowledge. It is also responsible for maintaining international partnerships, including the UN. The Commission's Library is part of Policy, Research & International.

Program Integrity & Employment Equity Division

The Program Integrity & Employment Equity Division work includes the management of internal audit, evaluation and risk management activities and liaison with the Office of the Auditor General (OAG), other government assurance providers, the Office of the Comptroller General (OCG) and Treasury Board Secretariat (TBS). The Division ensures that the Commission's Internal Audit and Evaluation policies align with TBS policies and that it is making good progress in establishing effective processes to provide timely information on significant issues of risk; the controls or other issues related to management practices; and the implementation of appropriate Management Action Plans (MAPs). An important element of this work is the monitoring and reporting on the five-year risk-based plan to the Deputy Head.

The Division is also responsible to provide the Commission with statistical information related to the human rights complaints and the employment equity programs for the purposes of workload reporting and process improvement, strategic communications and policy development, and corporate reporting. It also provides statistical information to respond to requests from the media and ATIP and to inform parliamentarians and stakeholders about human rights and employment equity issues identified through the Commission's work.

In addition, the Division works to ensure employers' compliance with *Employment Equity Act's* requirements. It encourages employers to identify barriers to employment and implement best practices to eliminate gaps in the representation of women, visible minority groups, Aboriginal peoples and persons with disabilities.

Communications Division

The Communications' Division is responsible for ensuring that the Commission communicates to its audiences in a clear, concise, timely, and accurate manner. It leads the design, production and distribution of all communications tools and products. It provides information to the public through media engagement, the Commission website, and social media platforms.

3. ORGANIZATION OF ACTIVITIES

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

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

The ATIP Coordinator has a number of duties including managing the processing of requests and complaints; preparing different reports such as the ATIP Annual Reports and the *Info Source*; as well as providing policy and processing advice to the ATIP delegate, to senior management, as well as Commission staff.

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

The Team Leader has supervisory responsibilities and assists with complex requests and complaints; as well as carries out tasks as the ATIA delegate.

Also, an ATIP Consultant assists on an as-needed basis.

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

The Commission's ATIP Office

The Commission's ATIP Office is responsible for providing quality service to the public and to the Commission. The ATIP Office begins this process by coordinating the records retrieval.

When a request comes in, the ATIP Office sends the request to the appropriate Branch Head, also referred to as the OPI. The OPI then, sends the request to their staff to conduct the search for relevant documents. Should the request not be clear, the OPI will seek clarification from the ATIP Office. The request is then put on hold and the ATIP Office contacts the requester to seek clarification on their request.

It is our duty to assist the requester in trying to understand the type of information that they may be seeking access to.

Once the request has been clarified, the requester is asked to confirm their request in writing; it may be sent to the ATIP Office via email, letter or fax. After confirmation is received, the

request is no longer on hold and the ATIP Office sends the clarification to the OPI. Staff then conducts the retrieval of responsive records and forwards the records retrieved as part of their search to their managers who, in turn, may make recommendations to the OPI and to the ATIP Office.

The ATIP Office then prepares these records which consists in triaging, scanning and indexing the records; preparing consultations as required or applicable; and liaising and negotiating with other government departments and/or third parties.

An in-depth analysis of the information content of the records is also performed by the ATIP Office and the final release package is prepared and submitted to the Team Leader & Senior Counsel for final approval and signature. Once approved, the release package is returned to the ATIP Office to prepare the response package for mailing.

The ATIP Office is also responsible for responding to complaints submitted to the Office of the Information Commissioner (OIC).

Furthermore, the ATIP Office provides ATIP training to all staff; compiles statistics; and prepares reports (*Info Source, Access to Information Act Annual Report*). Weekly reports are also prepared for the Team Leader & Senior Counsel, the Executive Director, the Deputy Executive Director & Senior General Counsel, and the Director & General Counsel to provide updates with respect to the active Access to Information requests and complaints submitted to the OIC.

As per the new Treasury Board Secretariat of Canada requirements, the ATIP Office prepares the completed access to information requests which are posted on the Open-Canada website.

<https://open.canada.ca/en>

4. SIGNED DELEGATION ORDER

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

Please refer to Appendix A for the Signed Delegation Order.

5. STATISTICAL REPORT

During the period under review, April 1, 2018 to March 31, 2019, the Commission received **18 new requests** plus 4 that were brought forward from the previous year making a **total of 22**. Of the 18 new requests, their sources were: 1 from Academia; 1 from Organization; and 16 from Public.

A total of 20 requests were completed in 2018-2019 while the last 2 are to be completed in the fiscal year 2019-2020. For the 18 new requests received during the period of April 1, 2018 to March 31, 2019, a total of 3,885 pages were processed.

Of the 20 completed requests, the disposition was as follows:

- 2 were All Disclosed;
- 12 were Disclosed in part;
- 4 were No records existed;
- 1 was Abandoned; and
- 1 was Neither confirmed nor denied.

CONSULTATIONS:

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

The Commission processed **18 new consultation requests** and **1** from the previous year for a **total of 19 consultations**, and reviewed records originating from the Commission for a total of 292 pages. All consultations were closed during the reporting period.

The recommendations on the consultations received during the reporting period were as follows:

- 12 were Disclose entirely;
- 6 were Disclose in part; and
- 1 was Consult other institution.

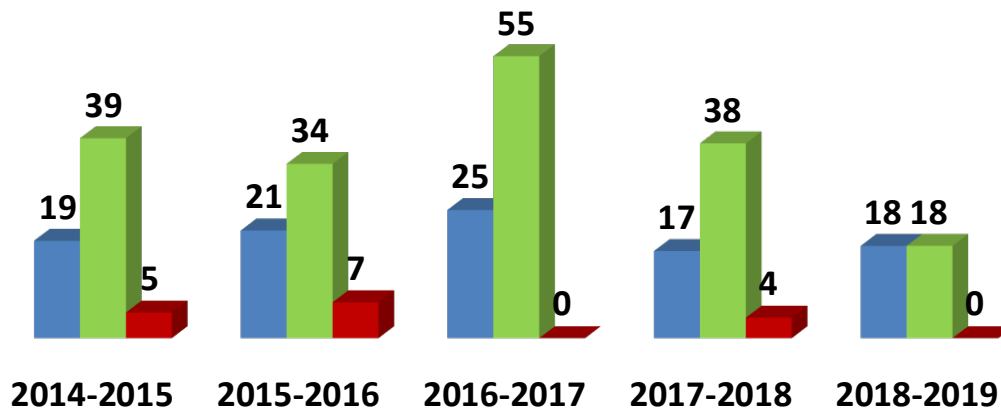
INFORMAL REQUESTS:

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

The Commission received **34 informal requests** [11 Media, 5 Academia, 3 Businesses (Private Sector), 2 Organization and 12 Public] and **1** from the previous year for a **total of 35 informal requests**. 33 were completed in fiscal year 2018-2019, while 2 were carried over to the next reporting period.

Multi-Year Trend on the number of Consultations, Requests, Complaints processed

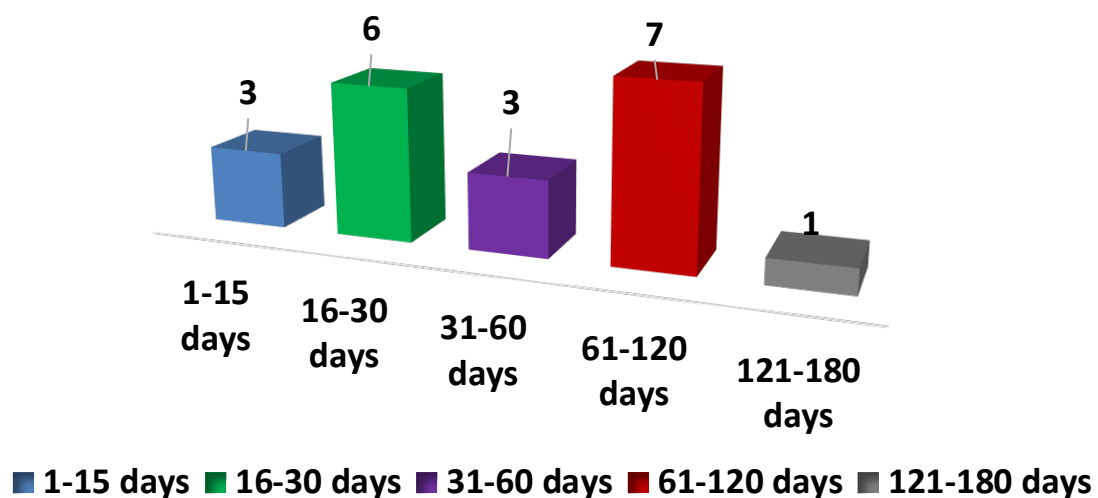
■ Consultations ■ Requests ■ Complaints

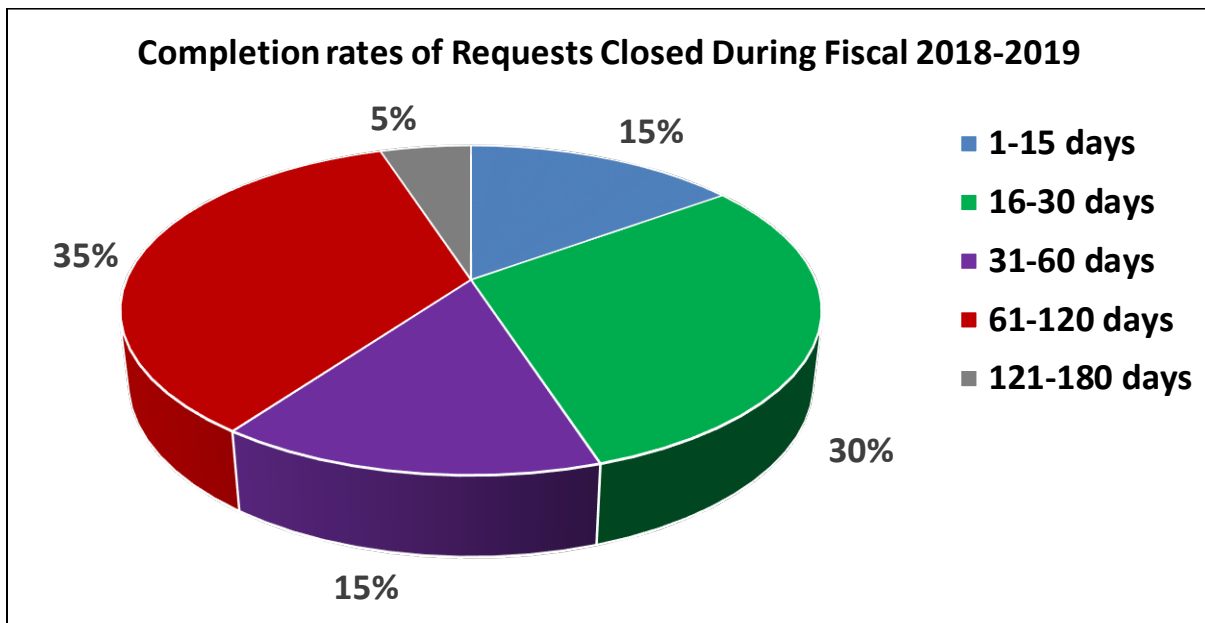


Completion times of the **20 Access to Information requests** were as follows:

- 3 requests took 1 to 15 days;
- 6 request took 16 to 30 days;
- 3 requests took 31 to 60 days;
- 7 requests took 61 to 120 days; and
- 1 request took 121 to 180 days

Processing times of requests Closed during Fiscal 2018-2019





The Commission is committed to completing requests in a timely fashion, however, two requests were completed Past the statutory Deadline:

Number of Requests Closed Past the Statutory Deadline	Principal Reason			
	Workload	External Consultation	Internal Consultation	Other
2	1	1		

The Commission requested a 45-day extension on one request due to volume. The request was completed 3 days Past the Statutory Deadline due to workload. With respect to the second file, the Commission requested a 150-day extension in order to consult with an external party. The request was completed 1 day Past the Statutory Deadline due to workload.

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

Sections of the ATIA used in Partial Exemptions	Number of requests
<u>Section 15(1)</u> – where the head of a government institution may refuse to disclose any record under this Act that contains information the disclosure of which could reasonably be expected to be injurious to the conduct of international affairs, the defence of Canada or any state allied or associated with Canada or the detection, prevention or suppression of subversive or hostile activities, including, without restricting the generality of the foregoing, any such information (d) obtained or prepared for the purpose of intelligence relating to (ii) the detection, prevention or suppression of subversive or hostile activities	2
<u>Paragraph 16(1)(b)</u> – 16 (1) where the head of a government institution may refuse to disclose any record requested under this Act that contains (b) information relating to investigative techniques or plans for specific lawful investigations	1
<u>Paragraph 16(1)(c)</u> – 16 (1) where the head of a government institution may refuse to disclose any record requested under this Act that contains (c) information the disclosure of which could reasonably be expected to be injurious to the enforcement of any law of Canada or a province or the conduct of lawful investigations, including, without restricting the generality of the foregoing, any such information (iii) that was obtained or prepared in the course of an investigation	1
<u>Section 19(1)</u> – Personal information – where the head of a government institution shall refuse to disclose any record requested under this Act that contains personal information as defined in section 3 of the <i>Privacy Act</i> .	10
<u>Paragraph 21(1)(a)</u> – Advice, etc. – where the head of a government institution may refuse to disclose any record requested under this Act that contains (a) advice or recommendations developed by or for a government institution or a minister of the Crown	1
<u>Paragraph 21(1)(b)</u> – Advice, etc. – where the head of a government institution may refuse to disclose any record requested under this Act that contains (b) an account of consultations or deliberations in which directors, officers or employees of a government institution, a minister of the Crown or the staff of a minister participate,	2
<u>Section 23</u> – Solicitor-client privilege – where the head of a government institution may refuse to disclose any record requested under this Act that contains information that is subject to solicitor-client privilege.	5
<u>Section 24(1)</u> – Statutory prohibitions against disclosure – where the head of a government institution shall refuse to disclose any record requested under this Act that contains information the disclosure of which is restricted by or pursuant to any provision set out in Schedule II.	2

Please refer to Appendix B for the statistical report on the *Access to Information Act*.

NOTE: Legal Advice Sought

Legal advice was requested **40** times during the reporting period for issues including access to information requests, privacy requests, and both access and privacy complaints.

6. EDUCATION AND TRAINING ACTIVITIES

The ATIP Office continues to provide policy and processing advice to Commission staff on the ATIA as needed. Over the past year, we provided some training on an as-needed basis. Employees would come to the ATIP Office at any time to request information and advice on ATIA matters. There is no official tracking system for this activity.

The ATIP Office developed an online training program for Commission staff. It will be mandatory for all to complete and completion dates will be tracked. The online training program was not launched during this reporting period due to limited resources. The goal is to launch the program and post it in the Commission's Intranet website in fiscal year 2019-2020.

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

7. INSTITUTIONAL POLICIES AND PROCEDURES

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

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

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

8. *ACCESS TO INFORMATION ACT COMPLAINTS*

There were no new complaints received for 2018-2019 fiscal year. The Commission worked on two complaints which were carried forward from the previous fiscal and were closed in 2018-2019. The Commission has two opened complaints from previous fiscal years 2013-2014 and 2015-2016.

The key issues were as follows:

COMPLAINTS CARRIED FORWARD FROM THE PREVIOUS YEARS 2017-2018	REASON FOR COMPLAINT	STATUS
1 - Received July 4, 2018	Refusal General	Closed May 23, 2018 Well founded – Resolved No action required
2 – Received Dec 20, 2017	Refusal General	Closed Jan 30, 2019 Well founded – Resolved No action required
COMPLAINTS CARRIED FORWARD FROM THE PREVIOUS YEAR 2015-2016	REASON FOR COMPLAINT	STATUS
1 - Received April 29, 2015	Refusal Exemption	Ongoing
COMPLAINTS CARRIED FORWARD FROM THE PREVIOUS YEAR 2013-2014	REASON FOR COMPLAINT	STATUS
1 - Received February 24, 2014	Refusal Exemption	Ongoing

9. TIME TO PROCESS A REQUEST

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

Delays in processing requests primarily occur when consultations are needed. When it appears that a delay in processing a request is inevitable, the ATIP Analyst will contact the requester. If the requester can not be reached, the ATIP Coordinator will then be notified of any concerns; and, if necessary, the ATIP Coordinator will inform the Team Leader & Senior Counsel to ensure that the request is being processed in a reasonable time frame.

The Team Leader & Senior Counsel, as the ATIP Delegate, will bring any issues to the Executive Director's attention. Then the Executive Director will discuss with the Chief Commissioner, as required.

APPENDIX A

Access to Information Act and Privacy Act Delegation Order

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

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

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

Schedule/Annexe

Position / Poste	<i>Privacy Act</i> and Regulations/ <i>Loi sur la protection des renseignements personnels</i> et règlements	<i>Access to Information Act</i> and Regulations / <i>Loi sur l'accès à l'information</i> et règlements
Senior Counsel and ATIP Team Leader / Avocat(e) conseil et chef d'équipe de l'AIPRP	Full Authority / Autorité absolue	Full Authority / Autorité absolue
Coordinator, Access to Information and Privacy / Coordinateur(trice), l'accès à l'information et de la protection des renseignements personnels	8(4), 9(1), 9(4), 10, 14(b), 15, 17(1), 17(2) ^c , 17(3) ^c , 31, 33(2), 77	4(2.1), 7(b), 8(1), 9, 11, 12(1), 12(2) ^c , 12(3) ^c , 26, 27(1), 27(4), 28(4), 33, 35(2), 43(1), 44(2), 71(1), 77

^c Delegation conditional on consultation with Senior Counsel and ATIP Team Leader / Délégation conditionnelle sur la consultation au Avocat(e) conseil et chef d'équipe de l'AIPRP.

Dated at the City of Ottawa / Daté à la ville d'Ottawa
this / ce 18 day of / jour de January 2018


LA PRÉSIDENTE / CHIEF COMMISSIONER
MARIE-CLAUDE LANDRY, Ad. E.

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

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

^c Delegation conditional on consultation with Senior Counsel and ATIP Team Leader /
Délégation subordonnée à la consultation avec l'Avocat(e)-conseil et chef d'équipe de l'AIPRP.

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

Section / Article	Description	Senior Counsel and ATIP Team Leader / Avocat(e)-conseil et chef d'équipe de l'AIPRP	Coordinator, Access to Information and Privacy / Coordinateur(trice), l'accès à l'information et de la protection des renseignements personnels
27(1)	Notify third parties of intent to disclose information / Aviser les tiers de l'intention de divulguer des renseignements	X	X
27(4)	Extend time limit for third parties / Prorogation de délai accordé à un tiers	X	X
28(1)	Decide to disclose information after third party representation / Décider de communiquer des renseignements suite aux observations d'un tiers	X	
28(2)	Waive requirement for representations to be made in writing / Autoriser une présentation orale	X	
28(4)	Where decision made to disclose under 28(1)(b), provide requesters access to the record forthwith on completion of 20 days after notice given / Dans les cas où il décide, en vertu de l'alinéa (1)(b), de donner communication du document à la personne qui en a fait la demande, donner suite à sa décision dès l'expiration des vingt jours suivant la transmission de l'avis prévu à cet alinéa.	X	X
29(1)	Disclosure on the recommendation of Information Commissioner / Communication suite à une recommandation du Commissaire à l'information	X	
33	Advise Information Commissioner of third party involvement / Avis au Commissaire à l'information de la participation d'un tiers	X	X
35(2)	Right to make representations / Droit de présenter des observations	X	X
37(4)	Access to be given to the complainant / Communication accordée au plaignant	X	
43(1)	Notice to third party (application to Federal Court for review) / Avis au tiers (révision par la Cour fédérale)	X	X
44(2)	Notice to requester (application to Federal Court by a third party) / Avis au demandeur (demande de révision par la Cour fédérale faite par un tiers)	X	X
52(2) and (3)	Special rules for hearings related to international affairs and defence / Règles spéciales pour l'audition des causes au sujet des Affaires internationales et	X	

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



Statistical Report on the *Access to Information Act*

Name of institution: Canadian Human Rights Commission

Reporting period: 2018-04-01 to 2019-03-31

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

1.1 Number of requests

	Number of Requests
Received during reporting period	18
Outstanding from previous reporting period	4
Total	22
Closed during reporting period	20
Carried over to next reporting period	2

1.2 Sources of requests

Source	Number of Requests
Media	1
Academia	0
Business (private sector)	1
Organization	16
Public	0
Decline to Identify	0
Total	18

1.3 Informal requests

Completion Time							Total
1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
19	11	3	0	0	0	0	33

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

Part 2: Requests Closed During the Reporting Period

2.1 Disposition and completion time

Disposition of Requests	Completion Time							Total
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
All disclosed	0	1	0	1	0	0	0	2
Disclosed in part	1	4	0	6	1	0	0	12
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	0	1	1	0	0	0	0	2
Request transferred	0	0	0	0	0	0	0	0
Request abandoned	0	0	1	0	0	0	0	1
Neither confirmed nor denied	2	0	1	0	0	0	0	3
Total	3	6	3	7	1	0	0	20

2.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	0	16(2)	0	18(a)	0	20.1	0
13(1)(b)	0	16(2)(a)	0	18(b)	0	20.2	0
13(1)(c)	0	16(2)(b)	0	18(c)	0	20.4	0
13(1)(d)	0	16(2)(c)	0	18(d)	0	21(1)(a)	1
13(1)(e)	2	16(3)	0	18.1(1)(a)	0	21(1)(b)	0
14	0	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	0
14(a)	0	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	0
14(b)	0	16.1(1)(c)	0	18.1(1)(d)	0	22	0
15(1)	0	16.1(1)(d)	0	19(1)	12	22.1(1)	0
15(1) - I.A.*	2	16.2(1)	0	20(1)(a)	0	23	5
15(1) - Def.*	0	16.3	0	20(1)(b)	0	24(1)	2
15(1) - S.A.*	0	16.4(1)(a)	0	20(1)(b.1)	0	26	0
16(1)(a)(i)	0	16.4(1)(b)	0	20(1)(c)	0		
16(1)(a)(ii)	0	16.5	0	20(1)(d)	0		
16(1)(a)(iii)	0	17	0				
16(1)(b)	1						
16(1)(c)	1						
16(1)(d)	0						

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

2.3 Exclusions

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

2.4 Format of information released

Disposition	Paper	Electronic	Other Formats
All disclosed	0	0	2
Disclosed in part	0	0	12
Total	0	0	14

2.5 Complexity

2.5.1 Relevant pages processed and disclosed

Disposition of Requests	Number of Pages Processed	Number of Pages Disclosed	Number of Requests
All disclosed	640	520	2
Disclosed in part	3245	2706	12
All exempted	0	0	0
All excluded	0	0	0
Request abandoned	0	0	1
Neither confirmed nor denied	0	0	3

2.5.2 Relevant pages processed and disclosed by size of requests

Disposition	Less Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
All disclosed	1	8	0	0	1	512	0	0	0	0
Disclosed in part	4	10	6	1415	1	608	1	673	0	0
All exempted	0	0	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	1	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	3	0	0	0	0	0	0	0	0	0
Total	9	18	6	1415	2	1120	1	673	0	0

2.5.3 Other complexities

Disposition	Consultation Required	Assessment of Fees	Legal Advice Sought	Other	Total
All disclosed	0	0	0	1	1
Disclosed in part	2	0	0	5	7
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Request abandoned	0	0	0	0	0
Neither confirmed nor	0	0	0	0	0
Total	2	0	0	6	8

2.6 Deemed refusals

2.6.1 Reasons for not meeting statutory deadline

Number of Requests Closed Past the Statutory Deadline	Principal Reason			
	Workload	External Consultation	Internal Consultation	Other
2	1	1	0	0

2.6.2 Number of days past deadline

Number of Days Past Deadline	Number of Requests Past Deadline Where No Extension Was Taken	Number of Requests Past Deadline Where An Extension Was Taken	Total
1 to 15 days	0	2	2
16 to 30 days	0	0	0
31 to 60 days	0	0	0
61 to 120 days	0	0	0
121 to 180 days	0	0	0
181 to 365 days	0	0	0
More than 365 days	0	0	0
Total	0	2	2

2.7 Requests for translation

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

Part 3: Extensions

3.1 Reasons for extensions and disposition of requests

Disposition of Requests Where an Extension Was Taken	9(1)(a) Interference With Operations	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
All disclosed	1	0	0	0
Disclosed in part	6	0	0	0
All exempted	0	0	0	0
All excluded	0	0	0	0
No records exist	0	0	0	0
Request abandoned	0	0	0	0
Total	7	0	0	0

3.2 Length of extensions

Length of Extensions	9(1)(a) Interference With Operations	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
30 days or less	3	0	0	0
31 to 60 days	4	0	0	0
61 to 120 days	0	0	0	0
121 to 180 days	0	0	0	0
181 to 365 days	0	0	0	0
365 days or more	0	0	0	0
Total	7	0	0	0

Part 4: Fees

Fee Type	Fee Collected		Fee Waived or Refunded	
	Number of Requests	Amount	Number of Requests	Amount
Application	16	\$80	2	\$10
Search	0	\$0	0	\$0
Production	0	\$0	0	\$0
Programming	0	\$0	0	\$0
Preparation	0	\$0	0	\$0
Alternative format	0	\$0	0	\$0
Reproduction	0	\$0	0	\$0
Total	16	\$80	2	\$10

Part 5: Consultations Received From Other Institutions and Organizations

5.1 Consultations received from other Government of Canada institutions and organizations

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during reporting period	18	271	0	0
Outstanding from the previous reporting period	1	21	0	0
Total	19	292	0	0
Closed during the reporting period	19	292	0	0
Pending at the end of the reporting period	0	0	0	0

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

Recommendation	Number of Days Required to Complete Consultation Requests							Total
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
Disclose entirely	8	4	0	0	0	0	0	12
Disclose in part	3	3	0	0	0	0	0	6
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	1	0	0	0	0	0	1
Other	0	0	0	0	0	0	0	0
Total	11	8	0	0	0	0	0	19

5.3 Recommendations and completion time for consultations received from other organizations

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

Part 6: Completion Time of Consultations on Cabinet Confidences

6.1 Requests with Legal Services

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

6.2 Requests with Privy Council Office

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

Part 7: Complaints and Investigations

Section 32	Section 35	Section 37	Total
2	3	1	6

Part 8: Court Action

Section 41	Section 42	Section 44	Total
0	0	0	0

Part 9: Resources Related to the Access to Information Act

9.1 Costs

Expenditures		Amount
Salaries		\$58,800
Overtime		\$0
Goods and Services		\$33,152
• Professional services contracts	\$30,991	
• Other	\$2,161	
Total		\$91,952

9.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	0.56
Part-time and casual employees	0.04
Regional staff	0.00
Consultants and agency personnel	0.40
Students	0.00
Total	1.00

Note: Enter values to two decimal places.