



Canadian
human rights
commission

Commission
canadienne des
droits de la personne

CANADIAN HUMAN RIGHTS COMMISSION

ANNUAL REPORT

ACCESS TO INFORMATION ACT

April 1, 2020 to March 31, 2021

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1. INTRODUCTION

This is the 37th Annual Report to Parliament submitted by the Canadian Human Rights Commission (the Commission) pursuant to section 94 of the *Access to Information Act* (ATIA) and section 20 of the *Services Fees Act* (SFA).

The purpose of the ATIA is to provide a right of access to information in 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. It also sets out requirements for the proactive publication of information.

Section 94 of the ATIA 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 (FY) 2020-21.

About the Commission

The Canadian Human Rights Commission was established in 1977 under Schedule 1.1 of the *Financial Administration Act* in accordance with the *Canadian Human Rights Act* (CHRA). The Commission leads the administration of the CHRA. The Commission is responsible for administering the law, which protects people in Canada from discrimination when based on any of the 13 grounds such as race, sex and disability.

Mandate and Role

The Commission promotes the core principle of equal opportunity and works to prevent discrimination. Its 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 also works with federally regulated employers to ensure compliance with the *Accessible Canada Act*, the *Employment Equity Act*, the *National Housing Strategy Act*, and the *Pay Equity Act*. This contributes to the elimination of barriers for women, Indigenous peoples, persons with disabilities and racialized groups.¹

¹ The Employment Equity Act uses the term "visible minorities." The Commission is of the view that this is an antiquated term. The Commission is using the term "racialized groups" in the interim.

2. ORGANIZATIONAL STRUCTURE

During this reporting year, the ATIP Office was organizationally housed within the Legal Services Division, which is within the Legal Services Branch, reporting to the Director & General Counsel. We note that since April 2021, the ATIP Unit is part of the IM/IT Services Division, which is a part of the Corporate Management Branch.

In fiscal year 2020-21, the ATIP unit was composed of an ATIP Coordinator, a Senior ATIP Analyst, and an ATIP Analyst. Also, the ATIP unit received assistance during the reporting period on an needed basis from two ATIP Consultants and an FSWEF student.

The ATIP unit processes formal and informal requests, consultations 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.

Furthermore, the ATIP unit provides subject matter expert advice and training to all staff, compiles statistics as required, and prepares weekly reports to provide updates with respect to the active *Access to Information Act* requests, consultations and complaints submitted to the Office of the Information Commissioner (OIC) for senior management.

Lastly, as per the Treasury Board Secretariat (TBS) requirements, the ATIP unit prepares the completed access to information requests that are posted on the Open Canada website (<https://open.canada.ca/>).

3. 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.

The Chief Commissioner has delegated her decision-making authority under the *Access to Information Act* to the Director General of the Corporate Management Branch during this reporting year. The power to process requests is delegated to the ATIP Office. As the functional delegate, the Director General oversees the processing of requests and the handling of complaints.

Please refer to Appendix A for the Signed Delegation Order.

4. STATISTICAL REPORT

During the period under review, April 1, 2020 to March 31, 2021, the Commission received **46 new requests**, 2 were brought forward from the previous year making **a total of 48**. Of these, **40 requests were completed** during this reporting period and **8 were carried over**. During this 2020-21 reporting period, the Commission received 20 Access to Information requests more than last reporting year representing a 77% increase.

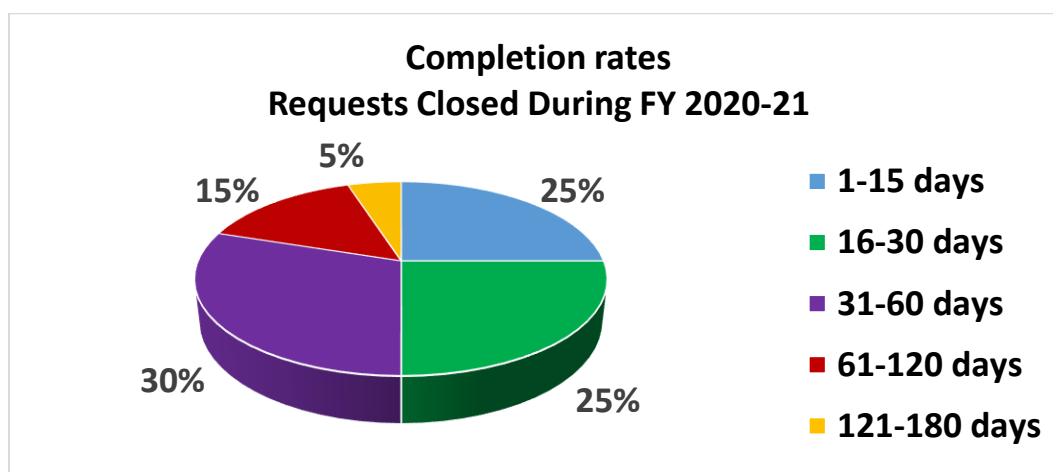
The type of request sources of the **46 new requests** received during this period were: 3 from Media; 3 from Academia; 7 from Business (Private Sector); 1 from Organization²; 25 from Public; and 7 Decline to identify.

Of the **40 requests completed** during this period, 4,310 relevant pages were processed and the disposition of each request was as follows:

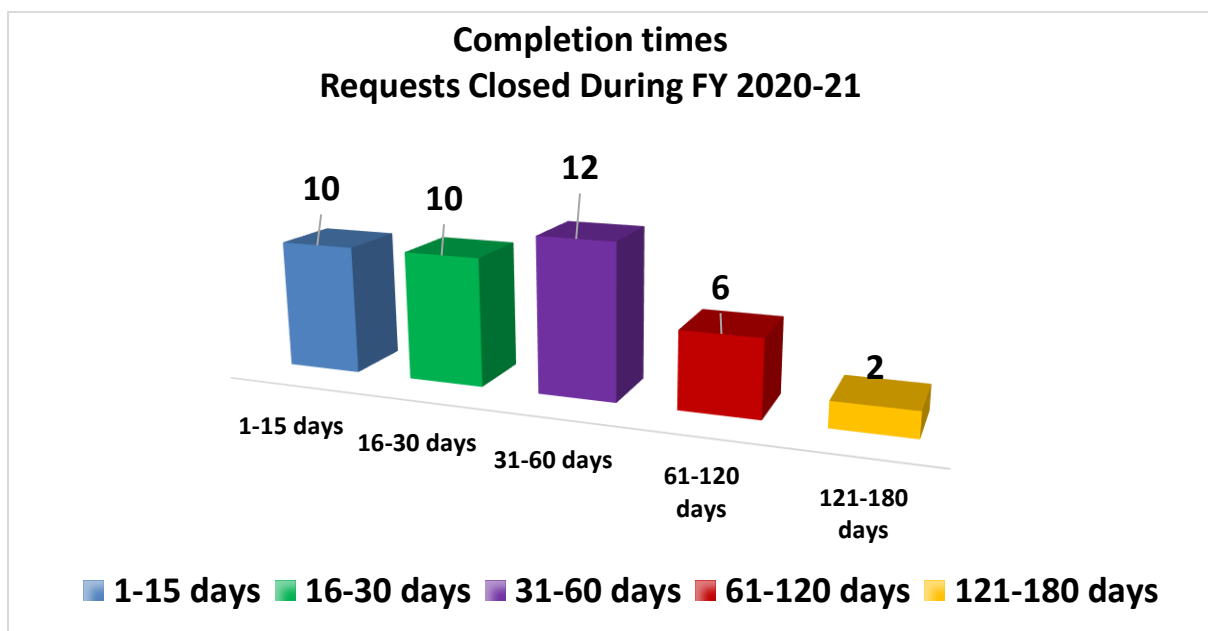
- 16, or 40%, were All Disclosed;
- 11, or 27.5%, were Disclosed in part;
- 6, or 15%, were No records exist;
- 1, or 2.5%, was Request transferred;
- 4, or 10%, were Request abandoned; and
- 2, or 5%, were Neither confirmed nor denied.

The completion times of the **40 Access to Information requests closed during this reporting period** were as follows:

- 10 requests took 1 to 15 days;
- 10 request took 16 to 30 days;
- 12 requests took 31 to 60 days;
- 6 requests took 61 to 120 days; and
- 2 requests took 121 to 180 days.



² An organization may be a third party such as a charitable organization or a union.



Consultations:

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

The Commission received **16 consultation requests** and reviewed 349 pages in total of records originating from the Commission. All consultations were closed during the reporting period and there were none carried over from the last reporting period.

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

- 15 Disclose entirely; and
- 1 Disclose in part.

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 and closed **10 informal requests during this reporting period**, their completion times were as follows:

- 2 informal requests took 1 to 15 days;
- 5 informal requests took 16 to 30 days; and
- 3 informal requests took 31 to 60 days.

Multi-year trends

Figure 1 demonstrates the number of requests received, processed and closed during each fiscal year over the past five years. We observe that although the number of requests received, processed and completed during the first three fiscal years decreased, this number increased in fiscal year 2019-2020 and during this reporting period.

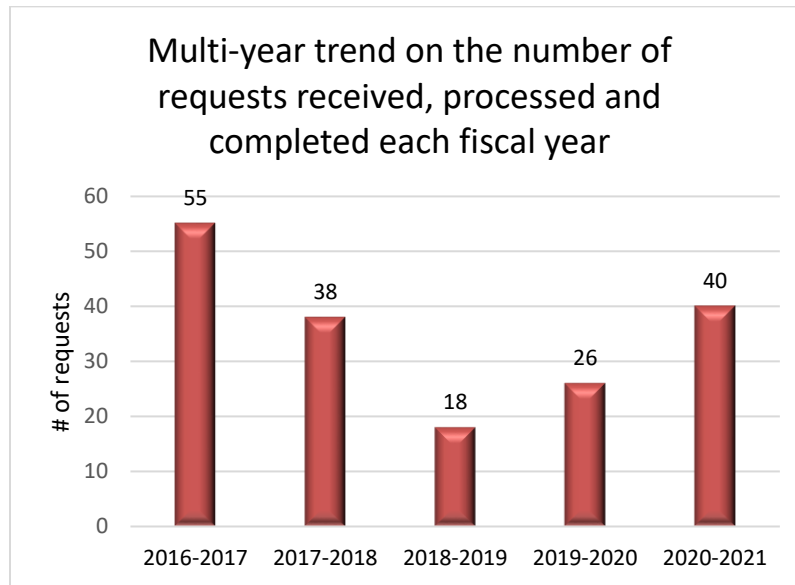
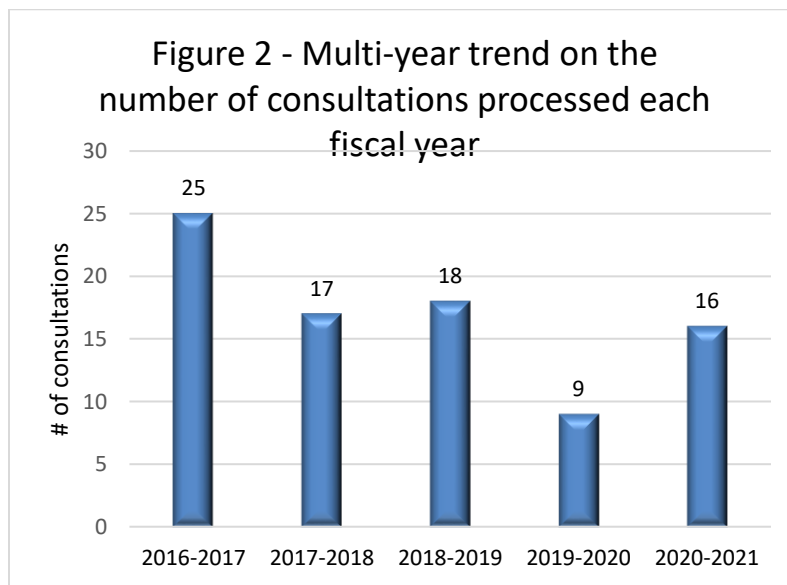
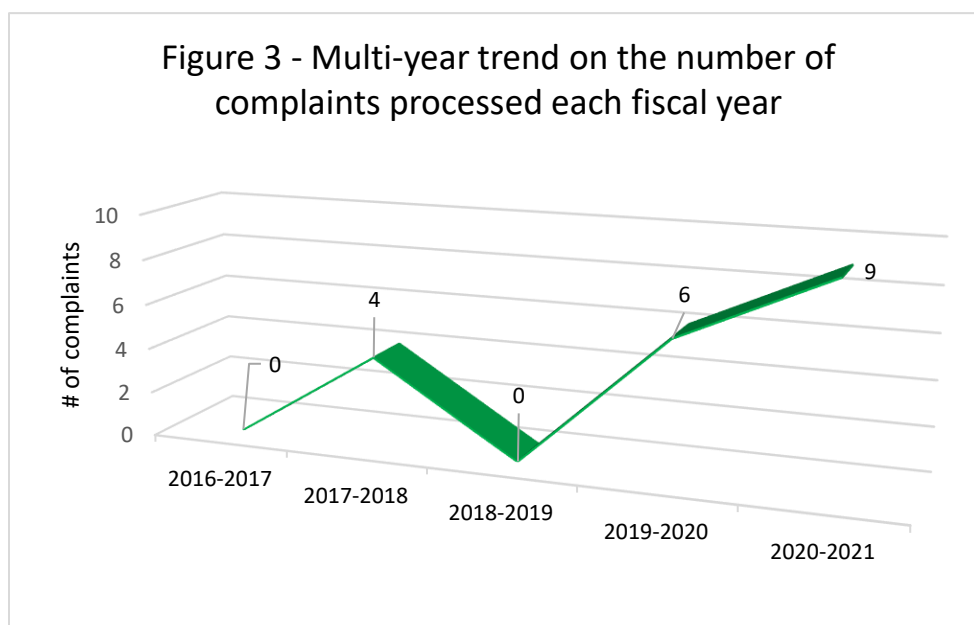


Figure 2 shows the number of consultations processed during each reporting period. It includes those received during the fiscal year and carried over from previous years.



With respect to figure 3, the graph shows the number of complaints processed during each reporting period, which includes those received during the fiscal year and carried over from previous years. The Commission received 6 new complaints during the reporting period and the other 3 represent those that were carried forward from previous fiscal years. This is further explained on pages 11 and 12.



Requests Closed Past the Statutory Deadline

The Commission is committed to completing requests in a timely fashion. During this reporting period, 85% of requests, or 34, were responded to within the legislated timelines; however, 15% of requests, or 6, were Closed Past the Statutory Deadline. The details are explained in the following table and further expanded below.

Number of Requests Closed Past the Statutory Deadline	Principal Reason			
	Interference with Operations / Workload	External Consultation	Internal Consultation	Other
6	3	2		1

Out of the 6, the Commission took an extension on 1 request due to volume pursuant to s. 9(1)(a), and meeting the original time limit would unreasonably interfere with the operations; and, given the size of the Commission's ATIP Office, this would create a significant challenge. An extension was taken on 2 requests pursuant to s. 9(1)(b) in order to consult with third parties. The Commission did not take an extension on the remaining 3 requests. Two of these requests were closed past the statutory deadline due to workload, and the last one was following numerous attempts to reach the requester to send them the records responsive to the request.

Impact experienced in relation to the processing of ATIP requests due to COVID-19

With respect to the exceptional and unprecedented situation experienced worldwide due to COVID-19, the Commission followed the recommendation of public health officials to physically distance and operated under alternative work arrangements in order to keep its staff and the public safe. As a result, we were unable to access our offices and physical records after March 16, 2020 – and had limited access to electronic records for the remainder of this reporting period.

The requesters were informed of the likelihood of additional delays due to the pandemic, and that the responsive records may only represent those in electronic format, should they exist, in the interim. They were also informed that additional physical records may be provided in future once Commission staff would be physically back at the office, if any exist, and as applicable. The ATIP unit plans to follow up with the OPIs in future, as staff return back to the office to conduct a search for physical records, should those exist and as applicable.

Lastly, the Commission took extensions as allowed and in accordance with the Act.

Application of Exemptions

Partial exemptions claimed under the ATIA were invoked in 11 requests. For some requests, more than one exemption was invoked.

Sections of the ATIA used in Partial Exemptions	Number of requests
<u>Paragraph 16(2)(c)</u> – Security – where the head of a government institution may refuse to disclose any record requested under this Part that contains information that could reasonably be expected to facilitate the commission of an offence, including, without restricting the generality of the foregoing, any such information <u>(c)</u> on the vulnerability of particular buildings or other structures or systems, including computer or communication systems, or methods employed to protect such buildings or other structures or systems.	1
<u>Section 19(1)</u> – Personal information – Subject to section 2, where the head of a government institution shall refuse to disclose any record requested under this Part that contains personal information as defined in section 3 of the <i>Privacy Act</i> .	10
<u>Paragraph 21(1)(b)</u> – Advice, etc. – where the head of a government institution may refuse to disclose any record requested under this Part that contains <u>(b)</u> 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	3
<u>Section 23</u> – Protected information — solicitors, advocates and notaries – where the head of a government institution may refuse to disclose any record requested under this Part that contains information that is subject to solicitor-client privilege or the professional secrecy of advocates and notaries or to litigation privilege.	6
<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 Part that contains information the disclosure of which is restricted by or pursuant to any provision set out in Schedule II.	3

NOTE: Legal Advice Sought

Legal advice was requested **29** times during the reporting period for issues including access to information requests, privacy requests, and both access and privacy complaints. We note that the Commission is developing a legal case management system, and so this information was gathered informally.

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

5. REPORTING ON ACCESS TO INFORMATION FEES

The *Service Fees Act* requires a responsible authority to report annually to Parliament on the fees collected by the institution.

With respect to fees collected under the *Access to Information Act*, the information below is reported in accordance with the requirements of section 20 of the *Service Fees Act*.

Enabling authority: *Access to Information Act*

Fee amount: \$5.00 application fee

Total revenue: \$165.00

Fees waived: \$35.00

In accordance with the Interim Directive on the Administration of the *Access to Information Act*, issued on May 5, 2016, and the changes to the *Access to Information Act* that came into force on June 21, 2019, the Canadian Human Rights Commission waives all fees prescribed by the Act and Regulations, other than the \$5.00 application fee set out in paragraph 7(1)(a) of the Regulations.

6. EDUCATION AND TRAINING ACTIVITIES

The ATIP Office continues to provide policy and processing advice to Commission staff on the ATIA as needed. ATIP training was provided to various teams as needed, which included a general overview of ATIP, discussing the 8 steps of the processing of ATIP requests, drawing on the information available in the Canada School of Public Service online ATIP module. The training also touched on the various responsibilities of the Commission staff members that need to be completed in response to an ATIP request. We note there is no official tracking system for these activities. Lastly, the ATIP Unit has been training staff on best practices on the retrieval of responsive records for ATIP requests since April 2021.

Employees wanting more training for their personal and professional development are also referred to the TBS training calendar and the Canada School of Public Service.

7. INSTITUTIONAL POLICIES AND PROCEDURES

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

With respect to COVID-19, OPIs were advised to conduct a search for electronic records in the interim in order to continue to process requests. The ATIP unit developed a procedure for the OPIs to send responsive electronic records. In the past, the process was to print responsive electronic records and submit them to ATIP in printed format. In addition, the ATIP unit added a Search as recommended by TBS to flag those files affected by the pandemic in the Commission's ATIP case management system.

As indicated earlier, the requesters were informed that the responsive records may only represent those in electronic format, should they exist, in the interim and that additional physical records may be provided in future once Commission staff would be physically back at the office, if any exist, and as applicable.

Ongoing review and business re-engineering of the Commissions' practices concerning the processing of requests is always a top consideration. This review serves to improve our policies and practices. For example, the organization has been in the process of moving towards electronic files for some time and the pandemic has provided an opportunity to implement these measures in a timely way. Moving to electronic records may eliminate the scanning of records to process responsive records in some cases.

To make the ATIP functions operate more smoothly, the Commission continues to develop its procedures to take into account the complexity of the requests to achieve our goal of fulfilling our mandate under the ATIA within the prescribed deadlines.

In line with our commitment to finding efficiencies, since 2021, the ATIP unit has developed tools for OPIs and the Commission as a whole to provide information on best practices, including on how to respond to an ATIP request and the retrieval of responsive records.

8. ACCESS TO INFORMATION ACT COMPLAINTS

The Commission received 6 new complaints during the reporting period and 2 remain open. Furthermore, the Commission worked on 3 complaints that were carried forward from previous fiscal years and these were closed in fiscal year 2020-21. The key issues were as follows:

COMPLAINTS RECEIVED IN FISCAL YEAR 2020-21	REASON FOR COMPLAINT	STATUS
1 - Received July 29, 2020	Administrative – Time limits	<ul style="list-style-type: none"> ▪ Closed – September 11, 2020 ▪ Resolved ▪ No further investigation necessary
2 – Received November 18, 2020	Refusal – Exemption	<ul style="list-style-type: none"> ▪ Ongoing
3 – Received January 12, 2021	Refusal – General	<ul style="list-style-type: none"> ▪ Ongoing
4 – Received January 13, 2021	Administrative – Failed to respond	<ul style="list-style-type: none"> ▪ Closed – May 28, 2021 ▪ Resolved ▪ No further investigation necessary
5 – Received January 13, 2021	Administrative – Failed to respond	<ul style="list-style-type: none"> ▪ Closed – May 28, 2021 ▪ Resolved ▪ No further investigation necessary
6 – Received January 21, 2021	Refusal - General	<ul style="list-style-type: none"> ▪ Closed – July 15, 2021 ▪ Well founded ▪ Resolved
COMPLAINTS CARRIED FORWARD FROM FISCAL YEAR 2019-20	REASON FOR COMPLAINT	STATUS
1 - Received July 23, 2019	Refusal - Exemption	<ul style="list-style-type: none"> ▪ Closed – October 28, 2020 ▪ Well founded ▪ Resolved
2 – Received January 27, 2020	Refusal - General	<ul style="list-style-type: none"> ▪ Closed – October 13, 2020 ▪ Not well founded
COMPLAINTS CARRIED FORWARD FROM FISCAL YEAR 2014-15	REASON FOR COMPLAINT	STATUS

1 - Received April 29, 2015	Refusal Exemption	<ul style="list-style-type: none"> ▪ Closed - April 3, 2020 ▪ Well-founded ▪ Recommendations issued ▪ Resolved
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9. TIME TO PROCESS A REQUEST

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

Delays in processing requests primarily occur when consultations are needed or when handling voluminous records. When it appears that a delay in processing a request is inevitable, the ATIP staff will contact the requester. If the requester cannot be reached, the ATIP team leader will be notified of any concerns; and if necessary, the ATIP delegate will be notified to ensure that the request is being processed in a reasonable time frame.

The ATIP Delegate will bring any issues to the Executive Director's attention and 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 président, 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 and Regulations / Loi sur la protection des renseignements personnels et règlements</i>	<i>Access to Information Act and Regulations / Loi sur l'accès à l'information et règlements</i>
Executive Director / Directeur exécutif	Full Authority to waive solicitor-client privilege under 27 / Autorité absolue pour renonciation au secret professionnel des avocats de moins de 27	Full Authority to waive solicitor-client privilege under 23 / Autorité absolue pour renonciation au secret professionnel des avocats de moins de 23
Director General, Corporate Management Branch / Directeur(trice) générale, Direction de la general intégrée	Full Authority except to waive solicitor-client privilege under 27 / Autorité absolue sauf pour renonciation de secret professionnel des avocats de moins de 27	Full Authority except to waive solicitor-client privilege under 23 / Autorité absolue sauf pour renonciation de secret professionnel des avocats de moins de 23
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)*, 17(3)*, 31, 33(2), 77	4(2.1), 7(b), 8(1), 9, 11, 12(1), 12(2)*, 12(3)*, 26, 27(1), 27(4), 28(4), 33, 35(2), 43(1), 44(2), 71(1), 77

* Delegation conditional on consultation with Director General, Corporate Management Branch / Délégation conditionnelle sur la consultation au Directeur(trice) général, Direction de la general intégrée.

Dated, at the City of Ottawa,
this 22 day of July, 2019

Daté à la ville d'Ottawa,
ce 22 jour de juillet 2019

LA PRÉSIDENT
MARIE-CLAUDE LANDRY


MARIE-CLAUDE LANDRY
CHIEF COMMISSIONER

APPENDIX B



Statistical Report on the Access to Information Act

Name of institution: Canadian Human Rights Commission

Reporting period: 2020-04-01 to 2021-03-31

Section 1: Requests Under the Access to Information Act

1.1 Number of requests

	Number of Requests
Received during reporting period	46
Outstanding from previous reporting period	2
Total	48
Closed during reporting period	40
Carried over to next reporting period	8

1.2 Sources of requests

Source	Number of Requests
Media	3
Academia	3
Business (private sector)	7
Organization	1
Public	25
Decline to Identify	7
Total	46

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	
2	5	3	0	0	0	0	10

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

Section 2: Decline to act vexatious, made in bad faith or abuse of right requests

	Number of Requests
Outstanding from previous reporting period	0
Sent during reporting period	0
Total	0
Approved by the Information Commissioner during reporting period	0
Declined by the Information Commissioner during reporting period	0
Carried over to next reporting period	0

Section 3: Requests Closed During the Reporting Period

3.1 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	3	5	5	3	0	0	0	16
Disclosed in part	0	0	6	3	2	0	0	11
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	2	3	1	0	0	0	0	6
Request transferred	0	1	0	0	0	0	0	1
Request abandoned	3	1	0	0	0	0	0	4
Neither confirmed nor denied	2	0	0	0	0	0	0	2
Decline to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0
Total	10	10	12	6	2	0	0	40

3.2 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)	1	18(d)	0	21(1)(a)	0
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	3
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)	10	22.1(1)	0
15(1) - I.A.*	0	16.2(1)	0	20(1)(a)	0	23	6
15(1) - Def.*	0	16.3	0	20(1)(b)	0	23.1	0
15(1) - S.A.*	0	16.31	0	20(1)(b.1)	0	24(1)	3
16(1)(a)(i)	0	16.4(1)(a)	0	20(1)(c)	0	26	0
16(1)(a)(ii)	0	16.4(1)(b)	0	20(1)(d)	0		
16(1)(a)(iii)	0	16.5	0				
16(1)(b)	0	16.6	0				
16(1)(c)	0	17	0				
16(1)(d)	0						

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

3.3 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

3.4 Format of information released

Paper	Electronic	Other
6	21	0

3.5 Complexity

3.5.1 Relevant pages processed and disclosed

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
4310	2653	33

3.5.2 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	12	65	4	582	0	0	0	0	0	0
Disclosed in part	3	184	6	934	1	385	1	503	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	4	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	2	0	0	0	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0	0	0
Total	21	249	10	1516	1	385	1	503	0	0

3.5.3 Other complexities

Disposition	Consultation Required	Assessment of Fees	Legal Advice Sought	Other	Total
All disclosed	0	0	1	0	1
Disclosed in part	2	0	3	0	5
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Request abandoned	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0
Total	2	0	4	0	6

3.6 Closed requests

3.6.1 Number of requests closed within legislated timelines

	Requests closed within legislated timelines
Number of requests closed within legislated timelines	34
Percentage of requests closed within legislated timelines (%)	85

3.7 Deemed refusals

3.7.1 Reasons for not meeting legislated timelines

Number of Requests Closed Past the Legislated Timelines	Principal Reason			
	Interference with Operations / Workload	External Consultation	Internal Consultation	Other
6	3	2	0	1

3.7.2 Requests closed beyond legislated timelines (including any extension taken)

Number of Days Past Legislated Timelines	Number of Requests Past Legislated Timeline Where No Extension Was Taken	Number of Requests Past Legislated Timeline Where an Extension Was Taken	Total
1 to 15 days	1	0	1
16 to 30 days	1	1	2
31 to 60 days	1	0	1
61 to 120 days	0	2	2
121 to 180 days	0	0	0
181 to 365 days	0	0	0
More than 365 days	0	0	0
Total	3	3	6

3.8 Requests for translation

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

Section 4: Extensions

4.1 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	6	0	0	0
Disclosed in part	10	0	0	0
All exempted	0	0	0	0
All excluded	0	0	0	0
No records exist	1	0	0	0
Request abandoned	0	0	0	0
Decline to act with the approval of the Information Commissioner	0	0	0	0
Total	17	0	0	0

4.2 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	10	0	0	0
31 to 60 days	7	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	17	0	0	0

Section 5: Fees

Fee Type	Fee Collected		Fee Waived or Refunded	
	Requests	Amount	Requests	Amount
Application	33	\$165	7	\$35
Other fees	0	\$0	0	\$0
Total	33	\$165	7	\$35

Section 6: Consultations Received From Other Institutions and Organizations

6.1 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	16	349	0	0
Outstanding from the previous reporting period	0	0	0	0
Total	16	349	0	0
Closed during the reporting period	16	0	0	0
Carried over to next reporting period	0	349	0	0

6.2 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	3	11	1	0	0	0	0	15
Disclose in part	0	1	0	0	0	0	0	1
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	3	12	1	0	0	0	0	16

6.3 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

Section 7: Completion Time of Consultations on Cabinet Confidences

7.1 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 Request	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

7.2 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 Request	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

Section 8: Complaints and investigations

Section 32 Notice of intention to investigate	Subsection 30(5) Ceased to investigate	Section 35 Formal representations	Section 37 Reports of finding received	Section 37 Reports of finding containing recommendations issued by the Information Commissioner	Section 37 Reports of finding containing orders issued by the Information Commissioner
6	0	1	4	1	0

Section 9: Court Action

9.1 Court actions on complaints received before June 21, 2019 and on-going

Section 41 (before June 21, 2019)	Section 42	Section 44
0	0	0

9.2 Court actions on complaints received after June 21, 2019

Section 41 (after June 21, 2019)				
Complainant (1)	Institution (2)	Third Party (3)	Privacy Commissioner (4)	Total
0	0	0	0	0

Section 10: Resources Related to the Access to Information Act

10.1 Costs

Expenditures		Amount
Salaries		\$178,107
Overtime		\$0
Goods and Services		\$36,485
• Professional services contracts	\$6,719	
• Other	\$29,766	
Total		\$214,592

10.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	1.995
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	0.099
Students	0.005
Total	2.099

Note: Enter values to three decimal places.



Supplemental Statistical Report on the *Access to Information Act* and *Privacy Act*

Name of institution: Canadian Human Rights Commission

Reporting period: 2020-04-01 to 2021-03-31

Section 1: Capacity to Receive Requests

Enter the number of weeks your institution was able to receive ATIP requests through the different channels.

	Number of Weeks
Able to receive requests by mail	52
Able to receive requests by email	52
Able to receive requests through the digital request service	52

Section 2: Capacity to Process Records

2.1 Enter the number of weeks your institution was able to process paper records in different classification levels.

	No Capacity	Partial Capacity	Full Capacity	Total
Unclassified Paper Records	52	0	0	52
Protected B Paper Records	52	0	0	52
Secret and Top Secret Paper Records	52	0	0	52

2.2 Enter the number of weeks your institution was able to process electronic records in different classification levels.

	No Capacity	Partial Capacity	Full Capacity	Total
Unclassified Electronic Records	0	0	52	52
Protected B Electronic Records	0	0	52	52
Secret and Top Secret Electronic Records	0	52	0	52