



ANNUAL REPORT

ACCESS TO INFORMATION ACT

April 1, 2021 to March 31, 2022

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Cat. No. HR2-10E/PDF
ISSN 2562-5934

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1. INTRODUCTION

This is the 38th 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) 2021-2022.

About the Commission

The Canadian Human Rights Commission is Canada's human rights watchdog. We work for the people of Canada and operate independently from the Government. The Commission helps ensure that everyone in Canada is treated fairly, no matter who they are. We are responsible for representing the public interest and holding the Government of Canada to account on matters related to human rights. The Canadian Human Rights Act gives the Commission the authority to research, raise awareness, and speak out on any matter related to human rights in Canada. The Commission is responsible for administering the Act, which protects people in Canada from discrimination when based on any of the grounds of discrimination such as race, sex and disability.

The Accessible Canada Act, the Employment Equity Act, and the Pay Equity Act give the Commission the authority to work with federally regulated employers to ensure they are preventing discrimination and promoting inclusion through proactive compliance with these laws. This contributes to the elimination of employment barriers and wage discrimination in federally regulated workplaces for women, Indigenous peoples, people with disabilities and racialized groups.* The Commission also serves as the National Monitoring Mechanism for Canada's implementation of the United Nations Convention on the Rights of Persons with Disabilities. This designates the Commission as the body responsible for monitoring how the Convention is put into action in Canada, and to identify gaps and priority issues that need to be addressed.

* 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.

Our Mandate

The Commission protects the core principle of equal opportunity and promotes a vision of an inclusive society free from discrimination by:

- promoting human rights through research and policy development;
- protecting human rights through a fair and effective complaints process;
- representing the public interest to advance human rights for all Canadians; and
- auditing employers under federal jurisdiction for compliance with employment equity.
- help federally regulated employers and services create a barrier-free Canada through the proactive identification, removal, and prevention of barriers to accessibility;
- promote women's equality by ensuring that federal public and private sector organizations value the work done by women in the same as they value work done by men; and
- drive change on key systemic housing issues and advance the right for housing for all in Canada.

2. ORGANIZATIONAL STRUCTURE

The ATIP Office is organizationally housed within the IM/IT Division, which is part of the Corporate Management Branch.

In fiscal year 2021-2022, the ATIP Unit was composed of a Manager, an ATIP Coordinator, a Senior ATIP Analyst, an ATIP Analyst, and an ATIP Officer. Also, the ATIP Unit received assistance from an ATIP Consultant.

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. 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 a copy of the Signed Delegation Order.

4. STATISTICAL REPORT

During the period under review, April 1, 2021 to March 31, 2022, the Commission received **36 new requests**, and **8** were outstanding from the previous year making a **total of 44 requests**. Of these, **34 requests were completed** during this reporting period and **10 were carried over to the next reporting period**. During this 2021-2022 reporting period, the Commission received 10 access to information requests less than last reporting year representing a decrease of 22%.

Of the 8 requests carried over from the 2020-2021 fiscal year, 3 were completed within legislated timelines during the reporting year, 3 were completed beyond legislated timelines during the reporting year, and 2 were carried over beyond legislated timelines to the next reporting period (2022-2023). Extensions were taken for the 8 requests as follows:

- 30-days extension for 3 requests;
- 60-days extension for 3 requests;
- 75-days extension for 1 request; and
- 150-days extension for 1 request.

The type of request sources of the **36 new requests** received during this period were: 5 from Media; 3 from Academia; 3 from Business (Private Sector); 17 from Public; and 8 Decline to identify.

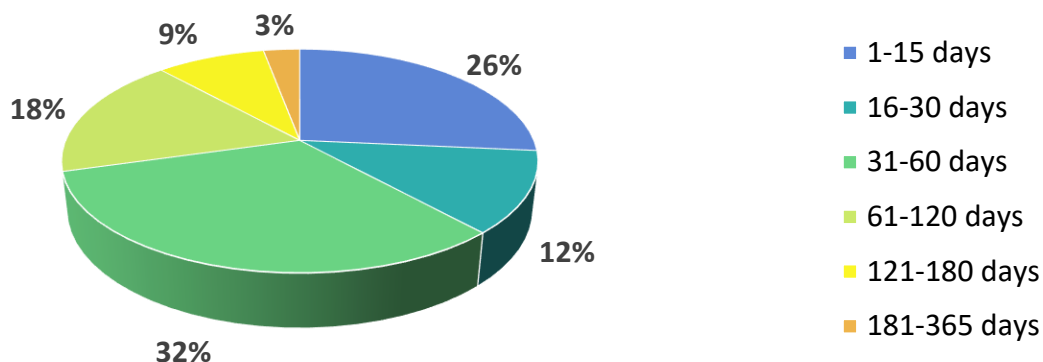
Of the **34 requests completed** during this period, 8,259 relevant pages were processed and 5,567 pages were released. The disposition of each request was as follows:

- 5, or 14.7%, and totalizing 251 pages, were All disclosed;
- 20, or 58.8%, and totalizing 7,779 pages, were Disclosed in part;
- 1, or 2.9%, was All exempted, and 229 pages were exempted;
- 2, or 5.9%, were No records exist;
- 1, or 2.9%, was Request transferred;
- 3, or 8.9%, were Request abandoned; and
- 2, or 5.9%, were Neither confirmed nor denied.

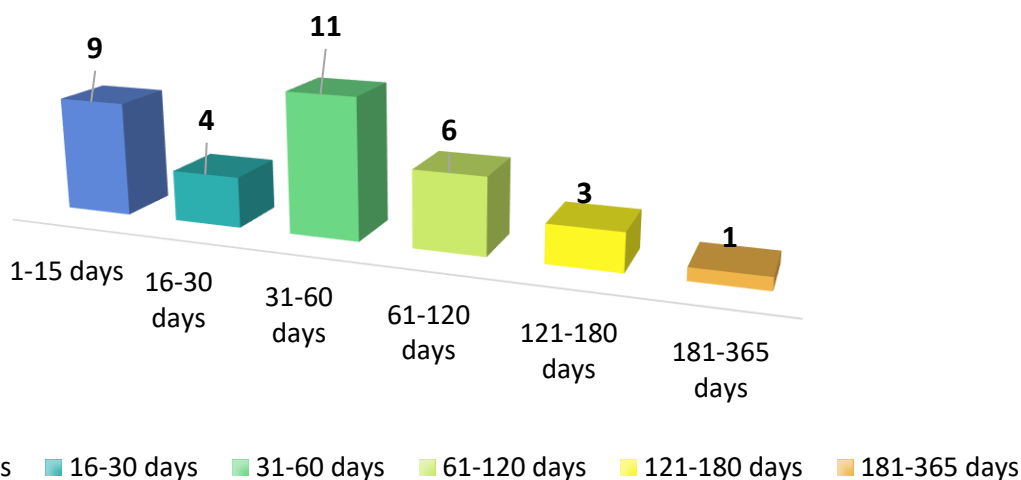
The completion times of the **34 access to information requests closed during this reporting period** were as follows:

- 9 requests took 1 to 15 days;
- 4 requests took 16 to 30 days;
- 11 requests took 31 to 60 days;
- 6 requests took 61 to 120 days;
- 3 requests took 121 to 180 days; and
- 1 request took 181 to 365 days.

Completion rates Requests Closed During Fiscal 2021-2022



Completion times Requests Closed During Fiscal 2021-2022



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 **12 consultation requests** and reviewed altogether 187 pages originating from other Government of Canada institutions. All consultations were closed during the reporting period and there were none carried over from the last reporting period. The completion times were as follows:

- 9 consultation requests took 1 to 15 days;
- 2 consultation requests took 16 to 30 days; and
- 1 consultation request took 31 to 60 days.

The recommendation was to disclose all records on each consultation request.

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 **42 informal requests during this reporting period**, 4447 pages were re-released, and the completion times were as follows:

- 13 informal requests took 1 to 15 days;
- 20 informal requests took 16 to 30 days;
- 8 informal requests took 31 to 60 days; and
- 1 informal request 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. After a significant drop in the number of requests in 2018-2019, when we received only 18 requests, we notice a relatively stable growth until 2020-2021, up to 40 requests, and a slight decrease for the reporting year where we received, processed and completed 34 requests.

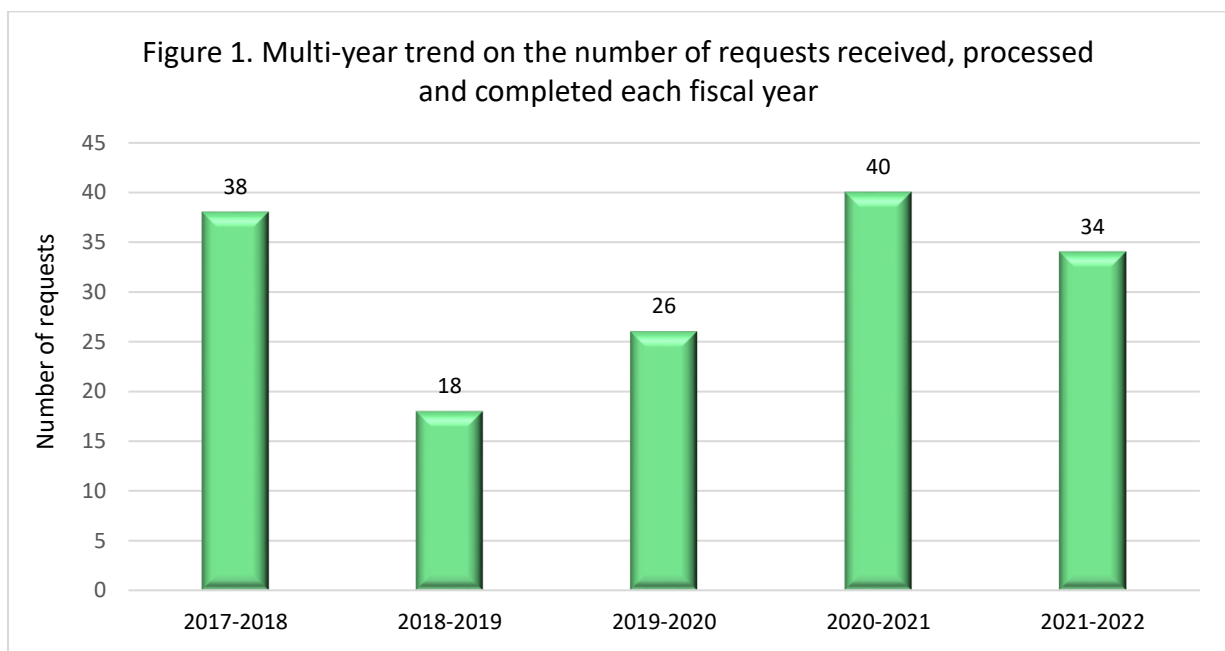
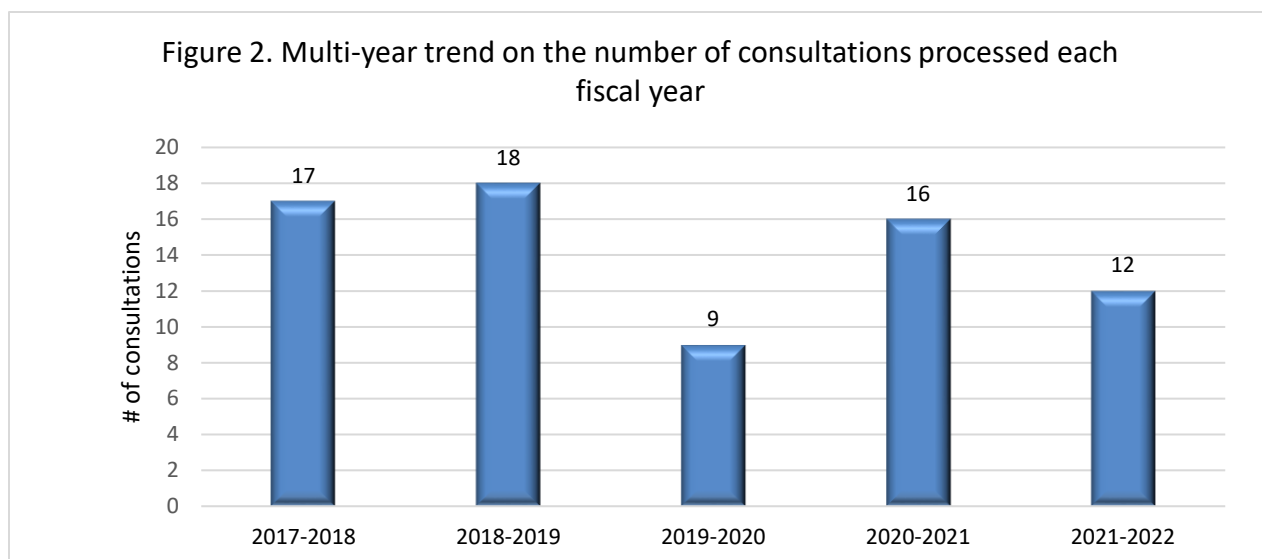
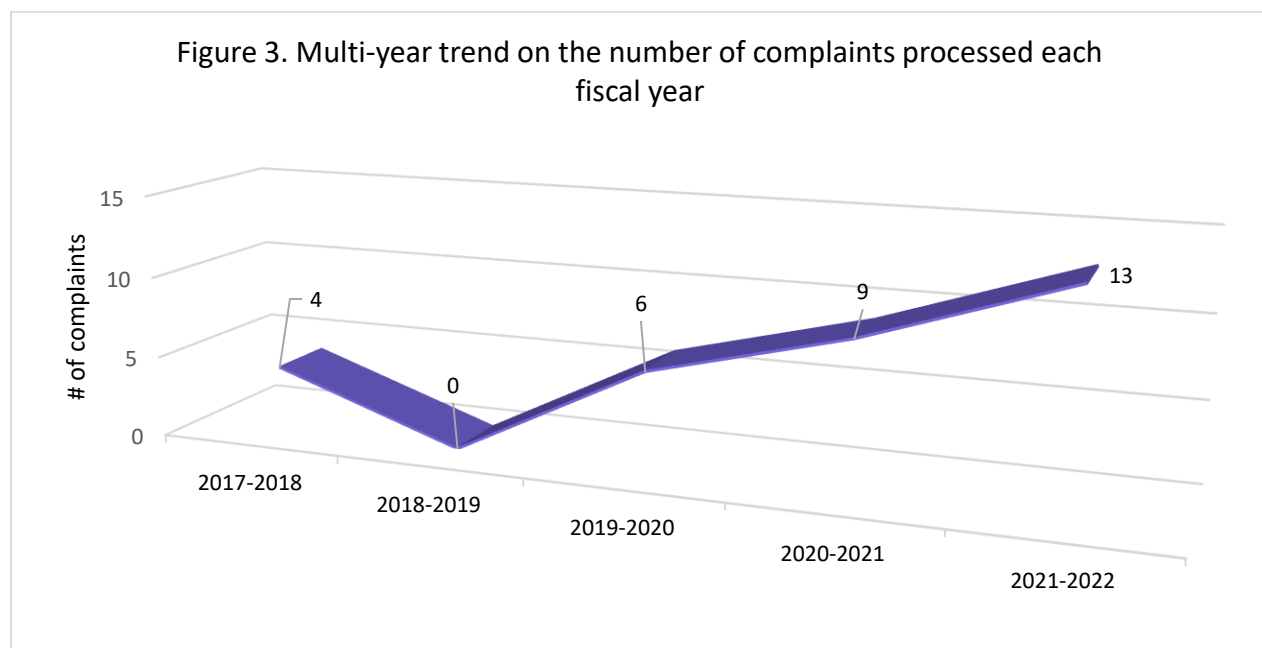


Figure 2 shows the number of consultations processed during each reporting period. It includes those received during the fiscal year and carried over from previous years.



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 8 new complaints during the reporting period and the other 5 represent those that were carried forward from 2020-2021 fiscal year. It should be noted that all deferred complaints were resolved during the reporting fiscal year. This is further explained on page 12.



Requests Closed Past the Statutory Deadline

The Commission is committed to completing requests in a timely fashion. During this reporting period, 71% of requests, or 24, were responded to within the legislated timelines, while 29% of requests, or 10, 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
10	8	2	0	0

Out of the 10 requests that were closed past the statutory deadline, the Commission took an extension on 6 requests due to volume pursuant to s. 9(1)(a) because meeting the original time limit would unreasonably interfere with the operations. 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 2 requests, which were closed past the statutory deadline due to workload. In fact, during the second and third quarters of the 2021-2022 fiscal year, the workload was double what we usually see.

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 continued to operate under alternative work arrangements in order to keep its staff and the public safe. However, given the presence of the information management team in the office, the ATIP team was able to process certain documents in paper format. In regard to electronic documents, the Commission has changed its way of working, and now all the documents produced are in electronic format. Documents received in paper format are systematically scanned. Thus, compared to the 2020-2021 fiscal year, the Commission's ability to access documents has increased and all Commission staff have access to the offices and paper documents.

Application of Exemptions

Partial exemptions claimed under the ATIA were invoked in **21 requests**. For some requests, more than one exemption was invoked.

Sections of the ATIA used in Partial Exemptions	Number of requests
<u>Section 14</u> – Federal-provincial affairs - The head of a government institution may refuse to disclose any record requested under this Part that contains information the disclosure of which could reasonably be expected to be injurious to the conduct by the Government of Canada of federal-provincial affairs, including, without restricting the generality of the foregoing, any such information (a) on federal-provincial consultations or deliberations; or (b) on strategy or tactics adopted or to be adopted by the Government of Canada relating to the conduct of federal-provincial affairs.	1
<u>Subsection 16(2)</u> – Security – 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 (a) on criminal methods or techniques; (b) that is technical information relating to weapons or potential weapons; or (c) 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>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 (c) 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>Subsection 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> .	15
<u>Paragraph 21(1)(a)</u> – Advice, etc. – The head of a government institution may refuse to disclose any record requested under this Part that contains (a) advice or recommendations developed by or for a government institution or a minister of the Crown,	3
<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 (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	6
<u>Paragraph 21(1)(c)</u> – Advice, etc. – The head of a government institution may refuse to disclose any record requested under this Part that contains (c) positions or plans developed for the purpose of negotiations carried on or to be carried on by or on behalf of the Government of Canada and considerations relating thereto	1
<u>Paragraph 21(1)(d)</u> – Advice, etc. – The head of a government institution may refuse to disclose any record requested under this Part that contains (d) plans relating to the management of personnel or the administration of a government institution that have not yet been put into operation	1
<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.	12
<u>Subsection 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.	4

NOTE: Legal Advice Sought

During the reporting period, legal advice was requested **53** times for issues regarding the *Access to Information Act*. 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. EDUCATION AND TRAINING ACTIVITIES

The ATIP Office provides policy and processing advice to Commission staff on the ATIA as needed. During this fiscal year, the ATIP Unit finalized a new training that focuses on the role and the responsibilities of the Offices of Primary Interest (OPI) when responding to ATIP requests. Thus, the Commission has two types of training that can be provided to various teams. One includes a general overview of ATIP, discussing the 8 steps involved in the processing of ATIP requests, drawing on the information available in the Canada School of Public Service online ATIP module. The training also touches on the various responsibilities of the Commission staff members that need to be completed in response to an ATIP request. The second training consists of a summary of the first one, but focuses on explaining how to read a request, how and where to search for records, how to retrieve them, how to determine which records are responsive, and how to send the responsive records to the ATIP Unit. This training also touches on best practices of information management and a staff member from the Information Management Unit is always present to assist the ATIP trainer when answering questions. As this second part is very interactive, participants can ask questions during the presentation and the trainer makes demonstrations on different actions that the OPI needs to take when processing an ATIP request.

The ATIP Unit offered both types of trainings this fiscal year and shared with different branches the PowerPoint presentations in both English and French. The 8 steps training was provided once. The new training was provided to one Unit, as well as, one on one training to new CHRC staff members. We note there is no official tracking system for these activities.

Employees wanting more training for their personal and professional development are also referred to the Treasury Board Secretariat (TBS) training calendar and the Canada School of Public Service (CSPS).

6. 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, as previously indicated, although Commission staff continued to operate under alternative work arrangements, the presence of the information management team in the office allowed the ATIP team to process certain documents in paper format. Moreover, given the improvements concerning the pandemic situation during the course of the reporting period, all Commission staff had access to the offices and paper documents. The ATIP Unit continues to flag the files affected by the pandemic in the Commission's ATIP case management system as previously recommended by TBS.

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, as indicated earlier, the Commission changed its way of working and transitioned to electronic records, the documents that are produced now exist in electronic format, and the documents that are received in paper format are systematically scanned. This has resulted in the processing of primarily electronic records for the ATIP Unit.

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, the ATIP Unit continues to refine the tools for OPIs and the Commission as a whole providing information on best practices, including on how to respond to an ATIP request and the retrieval of responsive records.

7. ACCESS TO INFORMATION ACT COMPLAINTS

The Commission received **8 new complaints** during the reporting period and 5 remain open. Furthermore, the Commission worked on 5 complaints that were carried forward from the previous fiscal year and these were closed in the fiscal year 2021-2022. The key issues were as follows:

COMPLAINTS RECEIVED IN FISCAL YEAR 2021-2022	REASON FOR COMPLAINT	STATUS
1 – Received April 16, 2021	Administrative – Failed to respond (Extension)	<ul style="list-style-type: none"> ▪ Closed – July 17, 2021 ▪ Not well founded
2 – Received May 20, 2021	Refusal - General	<ul style="list-style-type: none"> ▪ Closed – July 15, 2021 ▪ Discontinued ▪ No further investigation necessary
3 – Received May 20, 2021	Refusal – Exemption	<ul style="list-style-type: none"> ▪ Ongoing
4 – Received July 5, 2021	Refusal - General	<ul style="list-style-type: none"> ▪ Closed – March 9, 2022 ▪ Discontinued ▪ No further investigation necessary
5 – Received July 5, 2021	Refusal – Exemption	<ul style="list-style-type: none"> ▪ Ongoing
6 – Received July 6, 2021	Administrative – Failed to respond (Extension)	<ul style="list-style-type: none"> ▪ Ongoing
7 – Received December 23, 2021	Refusal – Exemption	<ul style="list-style-type: none"> ▪ Ongoing
8 – Received January 24, 2022	Refusal - General	<ul style="list-style-type: none"> ▪ Ongoing
COMPLAINTS CARRIED FORWARD FROM FISCAL YEAR 2020-2021	REASON FOR COMPLAINT	STATUS
1 – Received November 18, 2020	Refusal – Exemption	<ul style="list-style-type: none"> ▪ Closed – February 25, 2022 ▪ Well founded ▪ Resolved
2 - Received January 12, 2021	Refusal - General	<ul style="list-style-type: none"> ▪ Closed – October 18, 2021 ▪ Not well founded
3 – Received January 13, 2021	Administrative – Failed to respond	<ul style="list-style-type: none"> ▪ Closed – May 28, 2021 ▪ Resolved ▪ No further investigation necessary
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 21, 2021	Refusal – General	<ul style="list-style-type: none"> ▪ Closed – July 15, 2021 ▪ Well founded ▪ Resolved

8. 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 Manager 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.

9. 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 payable: \$5.00 application fee is the only fee charged for an ATI request

Total revenue: \$170.00

Fees waived: \$10.00

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.

The total cost of operating the program for the 2021-2022 fiscal year amounts to \$242,685.

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 titulaires des postes mentionnés aux annexes ci-après, ainsi qu'aux personnes occupant à 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: 4/1/2021 to 3/31/2022

Section 1: Requests Under the Access to Information Act

1.1 Number of requests

		Number of Requests
Received during reporting period		36
Outstanding from previous reporting periods		8
• Outstanding from previous reporting period	8	
• Outstanding from more than one reporting period	0	
Total		44
Closed during reporting period		34
Carried over to next reporting period		10
• Carried over within legislated timeline	4	
• Carried over beyond legislated timeline	6	

1.2 Sources of requests

Source	Number of Requests
Media	5
Academia	3
Business (private sector)	3
Organization	0
Public	17
Decline to Identify	8
Total	36

1.3 Channels of requests

Source	Number of Requests
Online	31
E-mail	3
Mail	0
In person	0
Phone	2
Fax	0
Total	36

Section 2: Informal Requests

2.1 Number of informal requests

		Number of Requests
Received during reporting period		44
Outstanding from previous reporting periods		3
• Outstanding from previous reporting period	3	
• Outstanding from more than one reporting period	0	
Total		47
Closed during reporting period		42
Carried over to next reporting period		5

2.2 Channels of informal requests

Source	Number of Requests
Online	43
E-mail	1
Mail	0
In person	0
Phone	0
Fax	0
Total	44

2.3 Completion time of informal requests

Completion Time							
1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
13	20	8	1	0	0	0	42

2.4 Pages released informally

Less Than 100 Pages Released		100-500 Pages Released		501-1000 Pages Released		1001-5000 Pages Released		More Than 5000 Pages Released	
Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released
0	0	0	0	0	0	0	0	0	0

2.5 Pages re-released informally

Less Than 100 Pages Re-released		100-500 Pages Re-released		501-1000 Pages Re-released		1001-5000 Pages Re-released		More Than 5000 Pages Re-released	
Number of Requests	Pages Re-released	Number of Requests	Pages Re-released	Number of Requests	Pages Re-released	Number of Requests	Pages Re-released	Number of Requests	Pages Re-released
25	388	16	3536	1	523	0	0	0	0

Section 3: Applications to the Information Commissioner on Declining to Act on 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
Withdrawn during reporting period	0
Carried over to next reporting period	0

Section 4: Requests Closed During the Reporting Period

4.1 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	1	1	2	1	0	0	0	5
Disclosed in part	3	2	7	4	3	1	0	20
All exempted	0	0	0	1	0	0	0	1
All excluded	0	0	0	0	0	0	0	0
No records exist	1	1	0	0	0	0	0	2
Request transferred	1	0	0	0	0	0	0	1
Request abandoned	1	0	2	0	0	0	0	3
Neither confirmed nor denied	2	0	0	0	0	0	0	2
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0
Total	9	4	11	6	3	1	0	34

4.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	0	16(2)	1	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)	3
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	6
14	1	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	1
14(a)	0	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	1
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)	15	22.1(1)	0
15(1) - I.A.*	0	16.2(1)	0	20(1)(a)	0	23	12
15(1) - Def.*	0	16.3	0	20(1)(b)	0	23.1	0
15(1) - S.A.*	0	16.4(1)(a)	0	20(1)(b.1)	0	24(1)	4
16(1)(a)(i)	0	16.4(1)(b)	0	20(1)(c)	0	26	0
16(1)(a)(ii)	0	16.5	0	20(1)(d)	0		
16(1)(a)(iii)	0	16.6	0				
16(1)(b)	0	17	0				
16(1)(c)	0						
16(1)(d)	0						

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

4.3 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

4.4 Format of information released

Paper	Electronic				Other
	E-record	Data set	Video	Audio	
3	22	0	0	0	0

4.5 Complexity

4.5.1 Relevant pages processed and disclosed for paper and e-record formats

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
8259	5567	31

4.5.2 Relevant pages processed per request disposition for paper and e-record formats by size of requests

Disposition	Less Than 100 Pages Processed		100-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed
All disclosed	4	14	1	237	0	0	0	0	0	0
Disclosed in part	8	250	8	2446	2	1548	2	3535	0	0
All exempted	0	0	1	229	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	3	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	17	264	10	2912	2	1548	2	3535	0	0

4.5.3 Relevant minutes processed and disclosed for audio formats

Number of Minutes Processed	Number of Minutes Disclosed	Number of Requests
0	0	0

4.5.4 Relevant minutes processed per request disposition for audio formats by size of requests

Disposition	Less Than 60 Minutes Processed		60 - 120 Minutes Processed		More than 120 Minutes Processed	
	Number of Requests	Minutes Processed	Number of Requests	Minutes Processed	Number of Requests	Minutes Processed
All disclosed	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0
All exempted	0	0	0	0	0	0
All excluded	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0
Total	0	0	0	0	0	0

4.5.5 Relevant minutes processed and disclosed for video formats

Number of Minutes Processed	Number of Minutes Disclosed	Number of Requests
0	0	0

4.5.6 Relevant minutes processed per request disposition for video formats by size of requests

Disposition	Less Than 60 Minutes Processed		60 - 120 Minutes Processed		More than 120 Minutes Processed	
	Number of Requests	Minutes Processed	Number of Requests	Minutes Processed	Number of Requests	Minutes Processed
All disclosed	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0
All exempted	0	0	0	0	0	0
All excluded	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0
Total	0	0	0	0	0	0

4.5.7 Other complexities

Disposition	Consultation Required	Legal Advice Sought	Other	Total
All disclosed	0	1	0	1
Disclosed in part	6	5	0	11
All exempted	0	1	0	1
All excluded	0	0	0	0
Request abandoned	0	0	0	0
Neither confirmed nor denied	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
Total	6	7	0	13

4.6 Closed requests

4.6.1 Requests closed within legislated timelines

Number of requests closed within legislated timelines	24
Percentage of requests closed within legislated timelines (%)	70.58823529

4.7 Deemed refusals

4.7.1 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
10	8	2	0	0

4.7.2 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	2	4	6
16 to 30 days	0	0	0
31 to 60 days	0	2	2
61 to 120 days	0	0	0
121 to 180 days	0	1	1
181 to 365 days	0	1	1
More than 365 days	0	0	0
Total	2	8	10

4.8 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 5: Extensions

5.1 Reasons for extensions and disposition of requests

Disposition of Requests Where an Extension Was Taken	9(1)(a) Interference With Operations/ Workload	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
All disclosed	3	0	0	0
Disclosed in part	13	0	3	0
All exempted	0	0	1	0
All excluded	0	0	0	0
Request abandoned	0	0	0	0
No records exist	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
Total	16	0	4	0

5.2 Length of extensions

Length of Extensions	9(1)(a) Interference With Operations/ Workload	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
30 days or less	10	0	1	0
31 to 60 days	6	0	2	0
61 to 120 days	0	0	1	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	16	0	4	0

Section 6: Fees

Fee Type	Fee Collected		Fee Waived		Fee Refunded	
	Number of Requests	Amount	Number of Requests	Amount	Number of Requests	Amount
Application	34	\$170.00	2	\$10.00	0	\$0.00
Other fees	0	\$0.00	0	\$0.00	0	\$0.00
Total	34	\$170.00	2	\$10.00	0	\$0.00

Section 7: Consultations Received From Other Institutions and Organizations

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

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during the reporting period	12	187	0	0
Outstanding from the previous reporting period	0	0	0	0
Total	12	187	0	0
Closed during the reporting period	12	187	0	0
Carried over within negotiated timelines	0	0	0	0
Carried over beyond negotiated timelines	0	0	0	0

7.2 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	9	2	1	0	0	0	0	12
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	9	2	1	0	0	0	0	12

7.3 Recommendations and completion time for consultations received from other organizations outside the Government of Canada

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 8: Completion Time of Consultations on Cabinet Confidences

8.1 Requests with Legal Services

Number of Days	Fewer Than 100 Pages Processed		100-500 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

8.2 Requests with Privy Council Office

Number of Days	Fewer Than 100 Pages Processed		100-500 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

Section 9: Investigations and Reports of finding

9.1 Investigations

Section 32 Notice of intention to investigate	Subsection 30(5) Ceased to investigate	Section 35 Formal Representations
8	4	7

9.2 Investigations and Reports of finding

Section 37(1) Initial Reports			Section 37(2) Final Reports		
Received	Containing recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner	Received	Containing recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner
0	0	0	6	0	0

Section 10: Court Action

10.1 Court actions on complaints

Section 41				
Complainant (1)	Institution (2)	Third Party (3)	Privacy Commissioner (4)	Total
0	0	0	0	0

10.2 Court actions on third party notifications under paragraph 28(1)(b)

Section 44 - under paragraph 28(1)(b)
0

Section 11: Resources Related to the Access to Information Act

11.1 Allocated Costs

Expenditures		Amount
Salaries		\$214,915
Overtime		\$0
Goods and Services		\$27,770
• Professional services contracts	\$15,017	
• Other	\$12,753	
Total		\$242,685

11.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	2.214
Part-time and casual employees	0.149
Regional staff	0.000
Consultants and agency personnel	0.240
Students	0.000
Total	2.603

Note: Enter values to three decimal places.

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

Name of institution: Canadian Human Rights Commission

Reporting period: 2021-04-01 to 2022-03-31

Section 1: Capacity to Receive Requests under the Access to Information Act and the Privacy Act

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 under the Access to Information Act and the Privacy Act

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	0	52	0	52
Protected B Paper Records	0	52	0	52
Secret and Top Secret Paper Records	0	52	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	0	52	52

Section 3: Open Requests and Complaints Under the Access to Information Act

3.1 Enter the number of open requests that are outstanding from previous reporting periods.

Fiscal Year Open Requests Were Received	Open Requests that are <i>Within</i> Legislated Timelines as of March 31, 2022	Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2022	Total
Received in 2021-2022	5	3	8
Received in 2020-2021	0	2	2
Received in 2019-2020	0	0	0
Received in 2018-2019	0	0	0
Received in 2017-2018	0	0	0
Received in 2016-2017	0	0	0
Received in 2015-2016 or earlier	0	0	0
Total	5	5	10

3.2 Enter the number of open complaints with the Information Commissioner of Canada that are outstanding from previous reporting periods.

Fiscal Year Open Complaints Were Received by Institution	Number of Open Complaints
Received in 2021-2022	5
Received in 2020-2021	0
Received in 2019-2020	0
Received in 2018-2019	0
Received in 2017-2018	0
Received in 2016-2017	0
Received in 2015-2016 or earlier	0
Total	5

Section 4: Open Requests and Complaints Under the Privacy Act

4.1 Enter the number of open requests that are outstanding from previous reporting periods.

Fiscal Year Open Requests Were Received	Open Requests that are <i>Within</i> Legislated Timelines as of March 31, 2022	Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2022	Total
Received in 2021-2022	3	3	6
Received in 2020-2021	0	1	1
Received in 2019-2020	0	1	1
Received in 2018-2019	0	0	0
Received in 2017-2018	0	0	0
Received in 2016-2017	0	0	0
Received in 2015-2016 or earlier	0	0	0
Total	3	5	8

4.2 Enter the number of open complaints with the Privacy Commissioner of Canada that are outstanding from previous reporting periods.

Fiscal Year Open Complaints Were Received by Institution	Number of Open Complaints
Received in 2021-2022	2
Received in 2020-2021	1
Received in 2019-2020	0
Received in 2018-2019	0
Received in 2017-2018	0
Received in 2016-2017	0
Received in 2015-2016 or earlier	0
Total	3

Section 5: Social Insurance Number (SIN)

Did your institution receive authority for a new collection or new consistent use of the SIN in 2021-2022?	No
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