



**Information about
Programs and Information
Holdings – Sources of
Federal Government and
Employee Information**

**FINAL REPORT
2021-2022**

Information about Programs and Information Holdings - Sources of Federal Government and Employee Information Employment and Social Development Canada 2021-2022

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Introduction

Information about programs and information holdings explains:

- ESDC programs and activities
- The information held by ESDC, including personal information under its control

The [Access to Information Act](#) and [Privacy Act](#) apply to ESDC programs and activities.

Information about Programs and Information Holdings references the personal information of:

- Individuals
- Current and former employees of the government

The purpose of this document is to help them to find out which programs:

- May hold personal information about them
- To focus on when making a formal request under the *Access to Information Act* and *Privacy Act*

The list of institutions subject to the *Access to Information Act* and *Privacy Act* are available in the legislations themselves.

The *Access to Information Act* and the *Privacy Act* assign responsibility to the President of the Treasury Board (as the designated Minister) to administer these legislations.

General information

Background

The *Department of Employment and Social Development Act* (DESDA) describes the powers, duties and responsibilities of the:

- Minister of Employment and Social Development
- Minister of Labour
- Canada Employment Insurance Commission (CEIC)

The Department reports to Parliament through the Minister of ESDC.

Our ministers

Minister of Employment, Workforce Development and Disability Inclusion
– The Honourable Carla Qualtrough

Minister of Families, Children and Social Development – The Honourable
Karina Gould

Minister of Labour – The Honourable Seamus O'Regan Jr.

Minister of Seniors – The Honourable Kamal Khera

Raison d'être

The mission of Employment and Social Development Canada (ESDC) is to:

- Build a stronger and more competitive Canada
- Support Canadians in making choices that help them live productive and rewarding lives
- Improve Canadians' quality of life

Mandate and role

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

1. Developing policies that ensure Canadians can use their talents, skills and resources to participate in learning, work and their community.
2. Delivering programs that help Canadians move through life's transitions from:
 - School to work
 - One job to another
 - Unemployment to employment
 - The workforce to retirement
3. Providing income support to seniors, families with children and those unemployed due to job loss, illness or caregiving responsibilities.
4. Helping Canadians with distinct needs such as Indigenous people, persons with disabilities, homeless people, travellers and recent immigrants.
5. Ensuring labour relations stability by providing mediation services.
6. Promoting a fair and healthy workplace by:
 - Enforcing minimum working conditions
 - Promoting decent work and employment equity
 - Fostering respect for international labour standards
7. Delivering programs and services on behalf of other departments and agencies.

Operating context: Conditions affecting our work

Each day, we provide important services to millions of Canadians. They expect easy to access and secure services that meet their needs online, through call centres, or in person.

With ESDC's commitment to provide Canadians high quality and timely services, we are working hard to:

- Be responsive to current and future client needs
- Provide secure and easy-to-use digital services
- Work with stakeholders to offer integrated programs and services

We also need to improve data management to enhance service and also protect personal information.

ESDC is creating economic and social policies and programs to:

- Increase Canadians' economic and social security
- Support and improve the well-being of families, children, seniors, workers, indigenous peoples and persons with disabilities

With our policies, we aim to help Canadians gain the skills and experience needed to obtain good quality jobs. We also support families, workers and seniors to get financial security and the quality of life they deserve.

Institutional core responsibilities, programs and activities

Legend

- Class of Records (CoRs)
- Personal Information Banks (PIBs)

1. Social development

Description

- Increase inclusion and opportunities for participation of Canadians in their communities.

Departmental results

- Homelessness in Canada is prevented and reduced.
- Not-for-profit organizations, communities and other groups have an enhanced capacity to address a range of social issues such as the social inclusion of people with disabilities, the engagement of seniors, and support for children and families.
- Access to early learning and childcare is increased.
- Clients receive high quality, timely and efficient services that meet their needs.

Program mapping

- Homelessness Partnering Strategy
- Reaching Home
- Accessible Canada Initiative
- Social Development Partnerships Program
- New Horizon for Seniors Program
- Enabling Accessibility Fund
- Social Innovation / Social Finance

1.1 Homelessness Partnering Strategy

This program's activities supported the implementation of effective and lasting community solutions to prevent and reduce homelessness throughout Canada. It was a community-based program that provided funding to communities and service providers in the form of grants and contributions. The Homelessness Partnering Strategy was replaced by Reaching Home on April 1, 2019.

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

1.2 Reaching Home

Reaching Home supports community-based responses to prevent and reduce homelessness across Canada. Communities and service providers receive grants and contributions funding to support services targeted to individuals, families and Indigenous peoples who are homeless or at

imminent risk of homelessness in urban centres, rural communities and in the territories.

Outside of Quebec, federal funding is prioritized based on input from Community/Regional Advisory Boards, as communities are best placed to identify their needs. In Quebec, Reaching Home is administered through the Canada-Quebec Agreement that respects the jurisdiction and priorities of both governments.

Reaching Home Works with communities to develop and deliver data-driven system plans with clear outcomes. Communities are asked to report publicly on community-wide outcomes. The program also collects and analyzes national homelessness data and shares knowledge with communities, partners and stakeholders. Federally-funded projects and federal leadership that fosters transformation of the sector, together promote the prevention and reduction of homelessness in Canada.

The Government of Canada is one of many funding partners addressing homelessness. Performance indicators and expected results are impacted by multiple factors. The program is a transfer payment program with non-repayable grants and contributions. However, some repayment clauses are outlined in the Terms and Conditions.

Reaching Home replaced the Homelessness Partnering Strategy on April 1, 2019 and uses funding from the transfer payment under the same name. Note that the Surplus Federal Real Property for Homelessness Initiatives expired on March 31, 2019.

- [Nationally Delivered Funding Streams \(CoR\)](#)
- [Regionally Delivered Funding Streams \(CoR\)](#)

1.3 Accessible Canada Initiative

The Accessible Canada initiative supports a proactive approach to the identification, removal and prevention of barriers to accessibility, particularly through the implementation and ongoing administration of the *Accessible Canada Act (ACA)*, along with the advancement of broader accessibility initiatives. This includes developing accessibility regulations under the Act; providing horizontal policy analysis and overall strategic direction to support the interpretation of the Act; collaborating with Statistics Canada to develop an Accessibility Data and Measurement Strategy to measure the Act's outcomes; initiating Public Opinion Research (POR) to

measure Canadian attitudes towards accessibility; leading stakeholder engagement to inform policy and regulatory development; supporting the implementation of new structures under the Act, such as the Chief Accessibility Officer and the Canadian Accessibility Standards Development Organization (CASDO); awareness activities to promote broader culture change outcomes and raise the profile of accessibility at the national level; providing expertise on accessibility to other areas under Federal Jurisdiction; and accessibility-focused grants and contributions, administered through the Social Development Partnerships Program-Disability.

- [Accessible Canada Initiative \(CoR\)](#)

1.4 Social Development Partnerships Program

The Social Development Partnerships Program (SDPP) is a grants and contributions program. It supports government of Canada priorities through investment in not-for-profit organizations that aim to improve the quality of life of persons with disabilities, children and families, Black Canadian communities, and other vulnerable populations facing physical, economic and social pressures. The program has an annual budget supporting two components: Disability and Children and Families.

Grants and contributions support communities, not-for-profit, and voluntary sector organizations in providing vulnerable Canadian populations with the tools and skills to respond to current and emerging social issues that they are facing, such as a limited ability to participate in the workplace or to contribute to their families and communities.

- [Children and Families \(CoR\)](#)
- [Supporting Black Canadian Communities Initiative \(CoR\)](#)
- [Social Development Partnerships Program - Disability \(CoR\)](#)
- [Canada's Volunteer Awards Information \(CoR\)](#)
 - [Canada's Volunteer Awards \(PIB\)](#)

1.5 New Horizons for Seniors Program

The New Horizons for Seniors Program supports the Government of Canada's overarching social goals to enhance the quality of life and promote the full participation of individuals in all aspects of Canadian society. In doing so, the program initiatives at the national, regional and

community level address seniors' issues through partnerships and the engagement and contributions of seniors themselves. The program's design includes two streams: Community-based grants and Pan-Canadian grants and contributions.

Community-based grants address social challenges 'on the ground' and recognize communities as the focal point for program and service delivery. Funded projects are volunteer-based; supported by communities; inspired or led by seniors; and, address one or more of the five program objectives. Selected through annual calls for proposals, one-year Community-based projects are eligible to receive up to \$25,000 in grant funding.

Pan-Canadian grants and contributions support innovative projects that create a significant impact in communities and invest in large initiatives that meet the growing social needs of seniors. Organizations can apply for projects up to five years in duration and up to \$5M in funding under the pan-Canadian stream.

- [Community Based \(CoR\)](#)
- [Pan-Canadian \(CoR\)](#)

1.6 Enabling Accessibility Fund

Persons with disabilities often experience barriers to their participation and inclusion in daily activities. To support their participation in society, the Enabling Accessibility Fund (EAF) is taking concrete action to ensure greater accessibility and opportunities.

The EAF provides funding for eligible capital projects that increase accessibility and eliminate barriers for persons with disabilities in communities and workplaces creating more opportunities for them to participate in community activities, programs and services, or to access employment opportunities. Eligible recipients are not-for-profit, for-profit and Indigenous organizations, as well as municipal and territorial governments. They can apply for funding through periodic funding processes under three program components.

The small projects component supports small-scale construction, renovation or retrofit projects that increase accessibility in communities or workplaces.

The youth innovation component empowers youth to identify accessibility barriers within their communities and work with local organizations to find solutions to increase accessibility and safety in community spaces and workplaces.

The mid-sized projects component supports larger retrofit, renovation or construction projects of facilities or venues that house or will house programs and services geared towards addressing the social and/or labour market integration needs of persons with disabilities in a holistic manner.

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

1.7 Social Innovation and Social Finance Strategy

The Social Innovation and Social Finance (SI/SF) Strategy aims to strengthen the ability of communities to develop, finance and scale new solutions to persistent social and environmental challenges in Canada. The Investment Readiness Program (IRP) represents one of the first foundational elements in building a SI/SF Strategy for Canada. The IRP is a two-year grants and contributions program aimed at improving the ability of social purpose organizations to participate in the social finance market and the larger social innovation ecosystem.

Other foundational elements of the SI/SF Strategy include the proposed Social Finance Fund and Social Innovation Advisory Council expected to launch in 2020 to 2021.

- [Social Innovation and Social Finance Strategy – Investment Readiness Program \(CoR\)](#)

2. Pensions and benefits

Description

- Assist Canadians in maintaining income for retirement, and provide financial benefits to survivors, people with disabilities and their families.

Departmental results

- Seniors have income support for retirement
- People with disabilities and their families have financial support

- Clients receive high quality, timely and efficient services that meet their needs

Program mapping

- Old Age Security
- Canada Pension Plan
- Canada Disability Savings Program
- Universal Child Care Benefit
- Canadian Benefit for Parents of Young Victims of Crime

2.1 Old Age Security

The Old Age Security program is one of the main sources of retirement income for senior Canadians. Its objective is to ensure a minimum income for seniors and to contribute to their income replacement in retirement. The Old Age Security program is funded through federal tax revenues. The benefits payable under the Old Age Security program include the Old Age Security pension, the Guaranteed Income Supplement, and the Allowances. The Old Age Security Pension is a monthly payment to all Canadians aged 65 or older who meet the residence and legal status requirements. To be eligible for the pension, an individual must have resided in Canada for at least 10 years after the age of 18. A full pension is paid to seniors with at least 40 years of residence in Canada after the age of 18.

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

2.2 Canada Pension Plan

The Canada Pension Plan (CPP), a contributory social insurance program and is a key component of the Retirement Income System. It provides eligible contributors and their families with modest income replacement in the event of retirement, disability or death. It is funded by contributions from employees, employers, self-employed individuals, and revenue from investments. The retirement pension, the main benefit of CPP, is meant to replace 25% of career average pensionable earnings. Beginning in 2019, this amount will gradually increase to 33.33% as a result of the CPP

Enhancement, with 40 years of contributions required to receive the full effects of the enhancement. The monthly pension amount depends on the age at which a beneficiary begins receiving it. To be eligible, at least one contribution to the Plan must have been made. Working beneficiaries can increase retirement income through the Post Retirement Benefit. The Canada Pension Plan also provides supplementary benefits.

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

2.3 Canada Pension Plan Disability Benefits

The Canada Pension Plan Disability (CPPD) pension and Post Retirement Disability benefit provide eligible contributors with partial income replacement in the event of severe and prolonged disability. The Plan also provides a one-time death benefit and a monthly survivor's pension to the families of deceased eligible contributors. In addition, the Plan pays a monthly flat-rate children's benefit for dependent children of the deceased and disabled contributors.

2.4 Canada Disability Savings Program

The Canada Disability Savings Grant is a limited matching grant up to \$3,500 a year that the government deposits into a Registered Disability Savings Plan (RDSP) to match private contributions to the plan. Grants may be paid into a plan until the end of the calendar year in which the beneficiary turns 49 years old. The limit is \$70,000 of grants over the beneficiary's lifetime. In addition, the Government will deposit a Canada Disability Savings Bond of up to \$1,000 a year into the RDSPs of low and modest-income Canadians. Bonds may be paid into a plan until the end of the calendar year in which the beneficiary turns 49 years old. The limit is \$20,000 in bonds over the beneficiary's lifetime. There is no annual RDSP contribution limit, but there is a maximum lifetime contribution limit of \$200,000. No contributions are necessary to receive a bond.

The objective of the Canada Disability Savings Program is to encourage long-term savings to help ensure the financial security of people with severe and prolonged disabilities by providing Government of Canada incentives (grants and bonds) to open and contribute to an RDSP. The grant and bond respond to long-standing and ongoing needs identified by

people with disabilities, their families, and organizations supporting them to reduce barriers to saving for the future.

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

2.5 Universal Child Care Benefit

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

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

2.6 Canadian Benefit for Parents of Young Victims of Crime

The Canadian Benefit for Parents of Young Victims of Crime grant is an income support grant available to eligible applicants who have suffered a loss of income from taking time away from work to cope with the death or disappearance of their child or children, as a result of a probable Criminal Code offence.

- [Canadian Benefit for Parents of Young Victims of Crime \(CoR\)](#)
 - [Canadian Benefit for Parents of Young Victims of Crime \(PIB\)](#)

3. Learning skills development and employment

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

Description

- Help Canadians access post-secondary education, obtain the skills and training needed to participate in a changing labour market, and provide supports to those who are temporarily unemployed

Departmental results

- More students from low- and middle-income families access and participate in post-secondary education
- Canadians receive financial support during employment transitions such as job loss, illness, or maternity/parental leave
- Canadians access education, training, and life-long learning supports to gain the skills and work experience they need
- Canadians participate in an inclusive and efficient labour market
- Clients receive high quality, timely and efficient services that meet their needs

Program mapping

- Employment Insurance
- Labour Market Development Agreements
- Workforce Development Agreements
- Opportunities Fund for Persons with Disabilities
- Youth Employment and Skills Strategy (YESS)
- Targeted Initiative for Older Workers
- Enabling Fund for Official Language Minority Communities
- Aboriginal Skills and Employment Training Strategy
- Indigenous Skills and Employment Training (ISET)
- Skills and Partnership Fund (SPF)
- First Nations Job Fund
- Job Bank
- Sectoral Initiatives Program
- Literacy and Essential Skills
- Skilled Trades and Apprenticeship (Red Seal Program)
- Apprenticeship Grants
- Foreign Credential Recognition Program
- Temporary Foreign Worker Program

Skills and employment

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

- [Government Annuities \(CoR\)](#)
 - [Government Annuities \(PIB\)](#)
- [Program Integrity \(CoR\)](#)
 - [Employment Insurance Program Investigation \(PIB\)](#)
 - [Social Insurance Number Investigations and Reviews \(PIB\)](#)

3.1 Employment Insurance

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

- [Employment Insurance \(CoR\)](#)
- [Benefit Program – Canada Emergency Response Benefit \(CERB\) through Service Canada also known as the Employment Insurance Emergency Response Benefit \(EI ERB\) \(CoR\)](#)
- [Benefit Program - Canada Emergency Student Benefit \(CESB\) \(CoR\)](#)
 - [Benefit and Overpayment File \(PIB\)](#)
 - [Employment Insurance Bi-Weekly Claimant's Report \(PIB\)](#)
 - [Record of Employment \(PIB\)](#)
 - [Employment Insurance Databank \(PIB\)](#)
 - [Insurance Claim File - Local Office \(PIB\)](#)
 - [Employment Insurance Claim Files \(PIB\)](#)
 - [Interstate Employment Insurance Claims \(PIB\)](#)

- [Listing of Employees by Nominal Roll \(PIB\)](#)
- [Registration for the Employment Insurance Measure for Self-Employed People \(PIB\)](#)
- [Income Benefits \(CoR\)](#)
 - [Additional Labour Market Initiatives \(PIB\)](#)
- [Social Insurance Number Management Services \(CoR\)](#)
 - [Social Insurance Number Register \(PIB\)](#)
- [Employment Insurance Premium Reduction Program \(CoR\)](#)
- [Supplemental Unemployment Benefit Program \(CoR\)](#)
 - [Employment Insurance Premium Reduction Program \(PIB\)](#)

3.2 Labour Market Development Agreements

Labour Market Development Agreements are established under Part II of the Employment Insurance Act to help Canadians find and keep employment and to develop a skilled labour force that meets the needs of employers. These agreements provide annual program and administration funding to provinces and territories annually for them to design and deliver employment benefits and support measures. Employment benefits, such as skills development, self-employment supports and wage subsidies, are offered to unemployed insured participants, that is, current and former EI claimants (in the last five years) as well as individuals who have made minimum EI premium contributions in at least five of the last ten years. Employment assistance services are available to all Canadians.

- [Labour Market Development Agreements \(CoR\)](#)
 - [Employment Benefits, Support Measures and Other Programs \(PIB\)](#)

3.3 Workforce Development Agreements

The Workforce development Agreements transfer funding annually to provinces and territories to support skills training and employment programs with a focus on those further removed from the labour market and those wishing to upskill. Programs funded under these agreements can assist individuals regardless of their employment status. Individuals who are unemployed, underemployed, employed or self-employed can receive supports to upskill and/or reorient their careers and to ultimately find and/or maintain employment. These agreements include specific funding targeted for persons with disabilities, and can also be used to support members of underrepresented groups such as Indigenous peoples, youth, older worker,

and newcomers to Canada. Employers seeking to train current or future employees to fill available jobs or enhance the skills of their workforce can also receive support through these agreements.

- [Workforce Development Agreements \(CoR\)](#)
 - [Workforce Development Agreements \(PIB\)](#)

Opportunities Fund for Persons with Disabilities

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

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

3.5 Youth Employment and Skills Strategy

The Youth Employment and Skills Strategy (YESS) helps youth aged 15 to 30 gain the skills, career information and work experience they need to find and maintain employment. The YESS is delivered collaboratively by 11 federal departments and agencies through three programs: the Youth Employment and Skills Strategy Program (YESSP), Canada Summer Jobs (CSJ) program, and Goal Getters.

- **YESSP** offers a range of supports and services to help youth access training and work experience opportunities that range in intensity and duration.
- **CSJ** provides wage subsidies to employers, including not-for profit organizations, public-sector employers, and small private sector employers to create quality summer employment opportunities.
- **Goal Getters** works with organizations to encourage youth facing barriers to complete high school and transition to post-secondary education and/or employment. It helps youth consider future

educational and employment opportunities at an earlier age as a way to improve their future labour market integration.

The YESS is delivered nationally, regionally and locally through funding instruments such as contribution agreements and direct delivery methods.

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

3.6 Targeted Initiative for Older Workers

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

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

3.7 Enabling Fund for Official Language Minority Communities

The Enabling Fund for Official Language Minority Communities (EF-OLMC) aims to enhance the development and vitality of OLMCs. The EF-OLMC provides funding to a network of 14 organizations across Canada, with more than 130 employees in 50 locations. The organizations help OLMCs

to strengthen their capacity in the areas of human resource and community economic development by providing local leadership, promoting partnerships, implementing projects, and leveraging networks for concerted action.

The EF-OLMC is ESDC's main program to meet its Official Languages Act obligation to enhance the vitality of the English and French linguistic minority communities in Canada and support and assist their development. It is also ESDC's main contribution under the Action Plan for Official Languages - 2018-2023: Investing in Our Future.

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

3.8 Aboriginal Skills and Employment Training Strategy (2010 to 2018)

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

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

3.9 Indigenous Skills and Employment Training (ISET) Program

Indigenous communities have historically experienced significantly higher rates of unemployment, lower rates of labour force participation and higher rates of social assistance than other communities in Canada. Launched in 2019, the Indigenous Skills and Employment Training (ISET) program replaces the Aboriginal Skills and Employment Training Strategy (ASETS) with a co-developed, distinctions-based framework. With the overall objective of reducing the skills and employment gaps between Indigenous and non-Indigenous people, the ISET program supports a network of over 110 Indigenous service delivery organizations with over 650 points of service across Canada to design and deliver client-centred, job training services to First Nations, Inuit, Métis and urban/non-affiliated Indigenous people in their communities.

ISET service delivery organizations offer a variety of employment services based on the needs and priorities of First Nations, Inuit, Métis and urban/non-affiliated Indigenous people. They work closely with employers to identify labour market needs. Organizations link training needs to the job market by providing skills and training required to find a job such as: a suite of skills development and job training, from essential skills such as literacy and numeracy to more advanced training for in-demand jobs.

3.10 Skills and Partnership Fund (SPF)

The SPF is a strategic, partnership and project-based fund focused on training Indigenous Peoples for industry identified specific jobs that align with emerging labour market needs and government priorities. It supports collaboration between Indigenous organizations and employers to increase Indigenous employment in emerging economic opportunities and to respond to changes at the local, regional and national level.

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

3.11 First Nations Job Fund (2013 to 2017)

The youth population is growing in First Nation communities, along with high unemployment rates and high dependency on Income Assistance, especially with the on reserve population. The First Nations Job Fund aimed to provide recipients of First Nations Income Assistance who live on reserve with the personalized training necessary to access jobs.

Beneficiaries were between 18 and 24 years of age, were able to work and were trainable within one year. Clients were referred to the Fund through Aboriginal Affairs and Northern Development Canada's Enhanced Service Delivery system. This program was delivered through the Aboriginal Skills and Employment Training Strategy delivery network.

Selected organizations worked with local training facilities and employers to ensure that Income Assistance recipients referred from the Enhanced Service Delivery system were provided with the training-to-employment and employment supports they needed to secure jobs. The Fund was one of two components of the First Nations Income Assistance Reform Initiative—a joint initiative between AANDC, that delivers the enhanced Service Delivery, and ESDC, that administers the First Nations Job Fund.

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

3.12 Job Bank

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

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

3.13 Sectoral Initiatives Program

The Program supports sectors and employers to address current and future skills shortages by funding the development and distribution of sector-specific labour market intelligence, national occupational standards, and skills certification and accreditation systems. The Program also supports innovative skills training approaches. The objective of the Program is to help key sectors of the Canadian economy identify, forecast and address their human resources and skills issues.

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

3.14 Literacy and Essential Skills

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

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

3.15 Skilled Trades and Apprenticeship (Red Seal Program)

The Program works in partnership with the provinces and territories, who are responsible for apprenticeship training and trade certification in their jurisdictions, as well as industry, to develop national standards for each of the 56 designated Red Seal trades. The objective of the Program is to facilitate the labour mobility of tradespeople. Red Seal certification allows tradespeople to work anywhere in Canada without the need to re-validate their credentials from province-to-province or territory.

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

3.16 Apprenticeship Grants

The Program provides grants (up to \$4,000 for all apprentices and up to \$8,000 for women in trades where they are under-represented) to eligible apprentices in designated Red Seal trades for completing their first and second year of their apprenticeship or upon receipt of their journey person certification. The Program provides these grants through the Apprenticeship Incentive Grant, the Apprenticeship Incentive Grant for Women, and the Apprenticeship Completion Grant. The objective of the Program is to support entry/progression and completion/certification within an apprenticeship program in a designated Red Seal trade.

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

3.17 Foreign Credential Recognition Program

The Foreign Credential Recognition Program supports the labour market integration of skilled newcomers by: simplifying and harmonizing national credential recognition processes; providing loans and support services to help navigate foreign credential recognition processes; and helping highly skilled newcomers gain their first Canadian work experience in their profession/field of study. The objective of the Program is to support skilled newcomers and reduce barriers that keep them from fully participating in the Canadian labour market.

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

3.18 Temporary Foreign Worker Program

The objective of the Temporary Foreign Worker (TFW) Program is to provide Canadian employers with access to temporary foreign workers when qualified Canadians or permanent residents are not available and ensure that foreign workers are protected. The Program is jointly administered by three departments: Employment and Social Development Canada (ESDC); Immigration, Refugees and Citizenship Canada (IRCC); and the Canada Border Services Agency (CBSA). The TFW Program is legislated through the Immigration and Refugee Protection Act (IRPA) and its regulations (IRPR). ESDC works closely with IRCC, CBSA and the Provinces and Territories to monitor and share information related to the

integrity of the TFW Program. The TFW Program administers a robust compliance regime, including on-site inspections to maintain program integrity and protect foreign workers.

- [Temporary Foreign Worker Program \(CoR\)](#)
 - [Temporary Foreign Worker Program \(PIB\)](#)

3.19 Canada Service Corps

- [Canada Service Corps Civic Participation Pilot – Application Intake and Selection \(CoR\)](#)
 - [Canada Service Corps Civic Participation Pilot – Application Intake and Selection \(PIB\)](#)

Learning

Learning Branch is responsible for two major statutory programs:

- Canada Student Loans Program
- Canada Education Savings Program

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

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

Together, these programs help make post-secondary education more accessible to all Canadians. These programs help families save for their

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

3.20 Canada Student Loans Program

The Canada Student Loans Program provides repayable loans and non-repayable grants to help Canadians finance their participation in post-secondary education. Recipients of these loans and grants include full- and part-time students, students from low- and middle-income families, students with dependents and students with permanent disabilities. The Program also offers apprenticeship loans targeting apprentices registered in a Red Seal trade to help cover the cost of technical training. Apprentices registered in a Red Seal trade apprenticeship are able to apply for loans of up to \$4,000 per period of technical training. Students and apprentices who receive loans also have access to debt management measures if they are experiencing financial difficulty in repaying their loans. These are managed in partnership with the participating provinces and territories, educational institutions and agencies, financial aid administrators, financial institutions and a service provider. Activities are enabled by the Canada Student Financial Assistance Act, the Canada Student Loans Act and the Canada Apprentice Loans Act and related Regulations. Provinces and territories that do not participate in this program are provided with an alternative payment to fund similar programs and services.

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

3.21 Canada Education Savings Program

The Government of Canada encourages Canadians to use Registered Education Savings Plans (RESP) to save for a child's post-secondary education. RESP savings grow tax-free until they are withdrawn to pay for

full or part-time studies at a trade school, CEGEP, college, or university, or in an apprenticeship program.

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

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

10% on the first \$500 of annual personal contributions for children from families with a net income between \$48,535* and \$97,069*; or,

20% on the first \$500 of annual personal contributions for children from families with net incomes of \$48,535* or less.

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

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

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

These incentives are delivered through agreements with financial institutions, banks, mutual fund companies, and scholarship foundations.

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

4. Work conditions and relations

Description

- Promotes safe, healthy, fair and inclusive work conditions and cooperative workplace relations

Departmental results

- Work conditions are fair and inclusive.
- Labour relations are cooperative.
- Workplaces are safe and healthy.
- Clients receive high quality, timely and efficient services that meet their needs

Program mapping

- Labour Relations
- Occupational Health and Safety
- Federal Workers' Compensation
- Labour Standards
- Workplace Equity
- International Labour Affairs
- Wage Earner Protection Program

4.1 Labour Relations

The Labour Relations Program includes the Federal Mediation and Conciliation Service, which promotes cooperative labour relations between unions and employers in federally regulated workplaces. This encompasses: banking; telecommunications; broadcasting; air, interprovincial rail, road and pipeline transportation; shipping; uranium mining; grain handling; along with workplaces in the territories, aboriginal public administration and some Crown Corporations. Through Section 70.1 of the Canada Labour Code, the service has responsibility for assisting employers and unions in the negotiation and renewal of collective agreements and the management of relations resulting from their implementation. Program activities include: mediation and conciliation assistance to parties to resolve collective bargaining disputes; dispute prevention skills training; facilitation services; grievance mediation; provision of advice to the Minister of Labour on a range of industrial relations issues; and mediation assistance to artists and producers in the negotiation of scale agreements under the Status of the Artist Act.

- [Workplace Dispute Prevention and Resolution \(CoR\)](#)
 - [Conciliation Commissioner/Board Members Files \(PIB\)](#)
 - [Federal Mediation and Conciliation Service \(PIB\)](#)
- [Workplace Information \(CoR\)](#)

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

4.2 Occupational Health and Safety

The role of the Program is to ensure that workplaces in the federal jurisdiction are safe and healthy by working to reduce the number of work-related injuries and illnesses. Employers within the federal jurisdiction include those within industries such as: banking; rail, air and road transportation; marine shipping; many First Nations activities; federal Crown corporations; broadcasting and telecommunications; and the parliamentary precinct. The development of and amendments to legislation and regulations under Part II (Occupational Health and Safety) of the Canada Labour Code and the Non-Smoker's Health Act are the responsibility of the program, which ensures that workplaces are safe and able to keep up with the demands of the evolving workforce. The program also operates to create workplaces free from harassment and through a new Part IV of the Code promote ongoing compliance. It creates tools to increase awareness of health and safety issues and assist employers and employees to understand their duties and rights under the Code, conducts inspections and investigations, issues directions and can initiate prosecutions to enforce compliance with the Code. It also funds: a grant to support federal workplace health and safety objectives linked to Part II of the Code and a Grant and Contribution program to promote and co-develop labour management resources to reduce harassment and violence in the workplace.

- [Occupational Health and Safety \(CoR\)](#)
 - [Canada Labour Code, Part II: Occupational Health and Safety \(PIB\)](#)
- [Non-smokers' Health Act \(CoR\)](#)
 - [Non-smokers' Health Act \(PIB\)](#)

4.3 Federal Workers' Compensation

The Federal Workers' Compensation Service (FWCS) of the Labour Program is responsible for administering the Government Employee Compensation Act (GECA). The Act provides compensation benefits such as medical expenses, treatments and wage replacement to federal employees for workplace injuries and occupational illnesses. Based on

Service Agreements with the Minister of Labour, the provincial workers' compensation boards (WCBs) are responsible for the adjudication of workers' compensation claims for federal government employees, for providing benefits and services such as payment of medical expenses, wage replacement, and for facilitating return to work. Once claims are adjudicated, (WCBs) charge the Labour Program for claim related costs plus administration fees. The Labour Program recovers these costs from employers from which the claims occurred. Federal government employers must provide all of their employees with a safe work environment and deal with workplace injuries in a timely manner. Where an occupational injury or illness requiring professional medical care (beyond first aid) occurs, employers are expected to report that injury or illness within three days of being made aware. Employees covered by the GECA have the responsibility to work with their employer, their WCB and FWCS as they submit their claim for compensation and work towards their recovery and reintegration back into the workplace.

- [Federal Workers' Compensation \(CoR\)](#)
 - [Government Employees Federal Worker's Compensation \(PIB\)](#)
 - [Compensation Program for Survivors of Employees Slain on Duty \(PIB\)](#)
 - [Compensation Program for Inmates of Federal Penitentiaries \(PIB\)](#)
 - [Compensation Program for Merchant Seamen \(PIB\)](#)

4.4 Labour Standards

This program seeks to support fair and equitable workplaces through the administration and enforcement of labour standards (Part III of the Canada Labour Code) that define minimum conditions of employment in the federal jurisdiction. The program also develops educational materials to assist employers and employees in understanding their obligations and rights; provides advice to employers and employees who have questions about their responsibilities and rights; investigates complaints of possible violations of Part III; responds to violations with compliance and enforcement tools; and engages in proactive inspections of employer records to verify compliance, while targeting those employers with a history of non-compliance. Note that adjudicative functions for unjust dismissal complaints and wage recovery appeals will be transferred to the Canada Industrial Relations Board in this fiscal year.

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

4.5 Workplace Equity

Workplace Equity comprises three programs. The Legislated Employment Equity Program promotes, supports and enhances employment equity outcomes for four designated groups – women, Aboriginal peoples, persons with disabilities and members of visible minorities – in federally regulated private-sector employers, Crown corporations and other federal organizations that have 100 or more employees and fall under the Employment Equity Act. The Federal Contractors Program ensures that contractors who have a combined workforce in Canada of 100 or more employees and have received initial federal government goods and services contract valued at \$1 million or more achieve and maintain a workforce that is representative of the Canadian workforce. Workplace Opportunities: Removing Barriers to Equity is a grant and contribution program designed to support employers subject to the Act in their efforts to improve designated group representation in areas of low representation through the development of partnerships and industry-tailored strategies. Workplace Opportunities: Removing Barriers to Equity is one of three funding streams that fall under the Terms and Conditions of the Labour Funding Program. Workplace Equity is responsible for Workplace Opportunities: Removing Barriers to Equity project assessments, approvals, and monitoring.

- [Workplace Equity \(CoR\)](#)
 - [Workplace Equity \(PIB\)](#)

4.6 International Labour Affairs

This program seeks to improve labour standards internationally and to protect Canadian workers and employers from unfair competition from other countries with poor labour standards or lax labour law enforcement. The program negotiates international labour standards that reflect Canadian values and oversees Canada's participation in international labour forums. This program also promotes fundamental labour rights internationally to support equitable growth and social stability in developing countries, protect human rights and contribute to reducing the growing global divide between rich and poor. The program negotiates and

implements the labour provisions of free trade agreements (LPFTAs) and provides technical assistance to partner countries.

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

4.7 Wage Earner Protection Program

This program is designed to reduce the economic insecurity of Canadian workers in all labour jurisdictions who are owed unpaid wages and vacation, termination and severance pay when their employer files for bankruptcy or becomes subject to a receivership. Individuals can receive an amount of up to seven weeks' maximum insurable earnings under the Employment Insurance Act. Service Canada's delivery of the Wage Earner Protection Program (WEPP) involves answering program queries by telephone, online, and at in-person points of service; collecting and processing applications; issuing notifications of initial payments or non-payment decisions; collecting and transferring requests for ministerial review; collecting and transferring appeal requests; and monitoring claims for accuracy. Applicants who disagree with an initial eligibility decision can request a review by the Minister within 30 days of the decision and file a request for appeal within 60 days of the review decision. When eligible individuals receive payments under the Wage Earner Protection Program Act (WEPPA), they sign over their rights as creditors of the employer to the federal government to the extent of the WEPP payment. Appeals, which are based solely on questions of law or jurisdiction, are submitted directly to the Canada Industrial Relations Board.

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

5. Information delivery and services on behalf of other departments

Description

- Provide information to the public on the programs of the Government of Canada and the department, and provide services on behalf of other government departments.

Departmental results

- Clients receive high quality, timely, accurate government information and services that meet their needs.
- Canadians can obtain an error-free passport within Canada in a timely manner.

Program mapping

- Service Network Supporting Government Departments
- Government of Canada Telephone General Inquiries Services
- Government of Canada Internet Presence
- In-Person Service Delivery Network
- Delivery of Services for Other Government of Canada Programs
- Passport
- Other Government Department Programs

5.1 Service Network Supporting Government Departments

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

- Applications Intake (CoR)
 - Veterans Affairs Canada program delivery (PIB)
 - Processing and Payment Services (PIB)
- Channel Management (CoR)
 - Call Centre Operations (PIB)
- Channel Operations (CoR)
- Channel Support (CoR)
- Citizen-Centered Research and Feedback (CoR)
- Office for Client Satisfaction (CoR)
- Service Delivery Partnerships (CoR)

5.2 Government of Canada Telephone General Inquiries Services

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

- [Channel Management \(CoR\)](#)
 - [Call Centre Operations \(PIB\)](#)

5.3 Government of Canada Internet Presence

The Government of Canada Internet presence supports Canadians by providing easy, fast and convenient access to information and services online. Through Service Canada, ESDC is the principal publisher for a single Government of Canada website, Canada.ca. The site provides an enhanced user experience; citizen-centric, theme-based content; and a common and enhanced Government of Canada search.

Canadians can locate detailed information on the programs and services offered through ESDC, as well as general information on all Government of Canada programs and services. Through Service Canada, ESDC also provides a simple and secure online portal for Canadians to bring together a number of services and allow clients to, among other things, view and update their personal information and transact securely with ESDC.

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

5.4 In-person Service Delivery Network

In-person service delivery network supports the delivery of services and information for the Government of Canada. They provide information on how to self-serve; client authentication and identification; and services for clients who require one-on-one assistance. Canadians who require specialized or client-specific information for programs like Passport, Employment Insurance, the Canada Pension Plan or Old Age Security are directed to appropriate online resources and program call centres.

Canadians have access to in-person service delivery network within reasonable distances from where they live through Service Canada Centres and scheduled outreach locations.

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

5.5 Delivery of Services for Other Government of Canada Programs

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

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

5.6 Passport

Service Canada delivers domestic Passport services for the Passport Program on behalf of Immigration Refugees and Citizenship Canada. Service Canada is also the primary provider of passport service delivery for applications received from the United States, Bermuda, American Samoa,

Midway Islands, Puerto Rico and US Virgin Islands. The functions include provision of information, intake of applications, validation of identity, collection of fees, admissibility and eligibility, production of passports for passports applications submitted in Canada and abroad, distribution to eligible applicants, social media messaging and response to client enquiries and complaints relating to service delivery.

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

5.7 Other Government Department Programs

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

- [Service Canada Compliance Verification Service for the Public Health Agency of Canada during COVID-19 Pandemic \(CoR\)](#)
 - [Service Canada Compliance Verification Service for the Public Health Agency of Canada during COVID-19 Pandemic \(PIB\)](#)

6. Internal services

Internal services constitute groups of related activities and resources that are administered to support the needs of programs and other corporate obligations of an organization. These groups are management and oversight services, communications services, legal services, human resources management services, financial management services, information management services, information technology services, real property services, materiel services, acquisition services, and travel and other administrative services. Internal services include only those activities and resources that apply across an organization and not to those provided specifically to a program.

6.1 Management and Oversight Services

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

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

6.2 Communications Services

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

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

6.3 Legal Services

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

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

6.4 Human Resources Management Services

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

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

- Official Languages (PIB)
- Performance Management Reviews (CoR)
 - Discipline (PIB)
 - Sectorial Initiatives Program (PIB)
 - Employee Performance Management Program (PIB)
- Recruitment and Staffing (CoR)
 - Applications for Employment (PIB)
 - Employee Personnel Record (PIB)
 - EX Talent Management (PIB)
 - Personnel Security Screening (PIB)
 - Staffing (PIB)
 - Values and Ethics Codes for the Public Sector and Organizational Code(s) of Conduct (PIB)
- Relocation (CoR)
 - Relocation (PIB)
- Training and Development (CoR)
 - Training and Development (PIB)

6.5 Financial Management Services

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

- Financial Management (CoR)
 - Accounts Payable (PIB)
 - Accounts Receivable (PIB)
 - Acquisition Cards (PIB)

6.6 Information Management Services

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

- Access to Information and Privacy (CoR)
 - Access to Information Act and Privacy Act Requests (PIB)
- Information Management (CoR)

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

6.7 Information Technology Services

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

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

6.8 Materiel Services

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

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

6.9 Acquisition Services

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

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

7. Travel and other administrative services

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

- [Administrative Services \(CoR\)](#)
 - [Parking \(PIB\)](#)
- [Boards, Committees and Council \(CoR\)](#)

- Governor in Council Appointments (PIB)
 - Members of Boards, Committees and Councils (PIB)
- Business Continuity Planning (CoR)
 - Business Continuity Planning (PIB)
- Disclosure to Investigative Bodies (CoR)
 - Disclosure to Investigative Bodies (PIB)
- Proactive Disclosure (CoR)
 - Hospitality (PIB)
 - Travel (PIB)
- Security (CoR)
 - Identification Cards and Access Badges (PIB)
 - Disclosure of Wrongdoing in the Workplace (PIB)
 - Personnel Security Screening (PIB)
 - Security Incidents and Privacy Breaches (PIB)
 - Security Video Surveillance and Temporary Visitor Access Control Logs and Building Passes (PIB)
- Travel (CoR)
 - Travel (PIB)

Classes of personal information

Provincial personal information supplied to ESDC

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

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

In the course of carrying out EI-related policy analysis, research and evaluation activities, departmental Project Authorities may make use of personal information pertaining to provincial social assistance recipients that is collected in accordance with applicable provincial laws and made available to ESDC by various provinces. This personal information may include, for example, age, gender, marital and/or family status, number of

dependents, benefits paid and other sources of income. All such provincially collected personal information is transmitted securely to the Data Development Unit of ESDC, where it is anonymized. The ESDC Project Authorities who are provided access to the anonymized information for their approved/authorized Policy Analysis, Research and Evaluation activities are not able to identify individuals.

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

Manuals

Employment and Social Development Canada (ESDC)

- [Administration and Enforcement Procedures, Fair Wages and Hours of Labour Act and Regulations](#)
- [ASETS Operations Manual](#)
- [ATIP Procedure Manual](#)
- Authentication tools
- [Canada Education Savings Program – Registered Education Saving Plan Provider User Guide](#)
- Canada Labour Code
- [Canada Summer Jobs Overview](#)
- Claims Processing
- [Claims Processing Pursuant to Section 7 of the Government Employees Compensation Act \(GECA\)](#)
- Communications between ESDC, Justice and the Claimant in Subrogation Files
- [Communications Policy of the Government of Canada](#)
- Communications with Workers' Compensation Boards
- [Complaints Handling, Canada Labour Code, Part II of the Canada Labour Code](#)
- [Complaints Handling, Canada Labour Code, Part III](#)

- [Compliance Policy, Canada Labour Code, Part II](#)
- Documentary Evidence of Citizenship (DEC) book
- Everyone Counts 2020 – A Guide to Point-in-Time Counts in Canada – 3rd edition – Standards for Participation
- Federal Contractors Program – Quick Reference Guide for Contractors
- [Government of Canada Policies, directives, standards and guidelines](#)
- [Government Communications](#)
- [Government Employees Compensation Act \(GECA\) - Subrogation](#)
- [Government Employees Compensation Act \(GECA\) - Subrogation - Procedure Where Employee Elects to Pursue Third Party - Entitlement to Receive Compensation After Pursuit of Legal Action](#)
- [Group Termination Procedures, Canada Labour Code, Part III](#)
- [Hazardous Occurrence Investigations](#)
- HIFIS Configuration Guide
- HIFIS Implementation Guide
- HIFIS Installation Guide
- HIFIS User Guide
- HIFIS 3 Training Guide
- HIFIS 4 Technical Architecture and Deployment
- [How to show proof of Canadian citizenship for adult passport applications](#)
- Identification Requirements and Controls
- Identity Assurance Standard Instructional Guide
- IMPACT knowledge repositories (supporting Canada Enquiry Centre call centre operations agents) this tool includes all the information, developments and procedures that agents use as well as all the other functions that support the agents workflow when serving the public
- [Inspections, Canada Labour Code, Part III](#)
- ISCC (IMPACT for Service Canada Centres) knowledge repository (supporting in-person CSOs): this tool includes information, developments and procedures that agents use when delivering information to the public.
- Legal Opinions in the Administration of the Government Employees Compensation Act (GECA)
- Legislated Employment Equity Program – Employer User Guide
- [Mandatory Policy Committees, Work Place Committees and Health and Safety Representatives](#)
- Merchant Seamen Compensation Act Permanent total disability (PTD) and permanent partial disability (PPD)

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

Service Canada

- Career Focus Operations Directives

- [SIN Code of Practice](#)
- Skills Link Operational Directives
- The Benefit Manual (BM) and Circulars for the Employment Insurance (EI) Program
- The EI online reference tool (Please note that this implemented in May 2014 and is becoming the main source of information for EI processing procedures. It will progressively replace the BM and Circulars.)
- Youth Employment Strategy Program Interdepartmental Operational Guidelines
- IMPACT knowledge repositories (supporting Canada Enquiry Centre call centre operations agents): this tool includes all the information, developments and procedures that agents use as well as all the other functions that supports the agents workflow when serving the public
- ISCC (IMPACT for Service Canada Centres) knowledge repository (supporting in-person CSOs): this tool includes information, developments and procedures that agents use when delivering information to the public.
- Operation Knowledge Centre (OKC) Service Canada collection of Passport manuals; bulletins; procedures.

Additional information

Access to Information and Privacy

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

[Access to Information and Privacy](#)

[Submit a request for information](#)

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

Access to Information and Privacy Coordinator

Employment and Social Development Canada

Phase IV, Level 12, Mail stop 1203

140 Promenade du Portage

Gatineau QC K1A 0J9

Telephone: 819-654-6972

Fax: 819-953-0659

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

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

Completed Access to Information requests

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

Privacy Impact Assessments

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

prescribing the development and maintenance of Privacy Impact Assessments; and

routinely communicating the results of Privacy Impact Assessments to the [Privacy Commissioner of Canada](#) and the public.

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

Public summaries: Privacy impact reports

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

Privacy Impact Assessments before 2012

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

Privacy Impact Assessments 2012 to 2020

2012 to 2013

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

2013 to 2014

- Aboriginal Skills and Employment Training Strategy
- Citizenship and Immigration Canada - Early Initiative
- Enabling Services Renewal Program ERP-SAP Solution
- Information Sharing Agreement with the Ministère du Revenu du Québec
- Information Sharing Exchanges between Human Resources and Skills Development Canada and Veterans Affairs Canada

- Labour Market Development Agreements with Provinces and Territories
- Parents of Critically Ill Children
- Record of Employment Web Online Registration and File Maintenance
- Sharing of Individual-Level Data under the MOU between HRSDC and OSFI
- Temporary Foreign Worker Program - Phase I
- 2014-2015
- Canada Apprentice Loans - Phase I
- Enabling Services Renewal Program - myEMS (PeopleSoft)
- Job Bank
- Provincial and Territorial Delivery of the Canada Job Grant
- Provincial and Territorial Delivery of the Canada Job Grant - Datagateway
- Skills and Partnership Fund
- Temporary Foreign Worker Program Phase - II
- Temporary Foreign Worker Program Phase - III

2015 to 2016

- Canada Apprentice Loans Phase II: Account Manager
- Compensation for Employers of Reservists Program
- Employment Equity Programs
- Federal Workers' Compensation Under the Government Employees Compensation Act
- Hosted Social Media Account Management Service - Hootsuite
- Interdepartmental Memorandum of Understanding on Collection Services with the Canada Revenue Agency
- Managed Web Services
- Passport Program Transition

2016 to 2017

- Canada Disability Savings Program: Administration of Canada Disability Savings Grants & Bonds
- Canada Education Savings Program - Administration and the Delivery of the Canada Education Savings Grant, Canada Learning Bond and Provincial Education Savings Incentives
- Canadian Government Annuity Program

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

2017 to 2018

- Automatic Enrolment for the Guaranteed Income Supplement
- Call recording and screen capture functionality for the 1 800 O-CANADA and customized information services Quality Assurance Program
- Canada Apprentice Loans Phase III: Repayment
- DFO-Ice Assistance Program
- Direct Deposit and Sharing information Initiative
- eNotification Project in My Service Canada Account
- Exchange of Information between ESDC and the Northwest Territories' Department of Education, Culture and Employment
- Exchange of Personal Information between ESDC and Yukon Department of Health and Social Services for the Administration of the Yukon Senior Income Supplement
- First Nations Job Fund
- MOU concerning the disclosure of various administrative data files from ESDC to Statistics Canada
- Workforce Development Agreement
- Youth Employment Strategy

2018 to 2019

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

2019 to 2020

- Biometrics Expansion Project: Service Canada In-Canada Biometrics Collection Services for the Department of Immigration, Refugees and Citizenship Canada (IRCC)
- Canada Pension Plan Disability (CPPD) Medical Adjudication Quality Assurance (MA QA) Program
- Canada Student Loans and Grants Program (CSLP) June 2019 Release
- Canada's Volunteer Awards Program
- DARS Replacement Project (DRP)
- Disclosure of Information Collected under the *Old Age Security Act* to the Province of Newfoundland and Labrador for the Administration of the 65 Plus Plan
- Exchange of Information between Employment and Social Development Canada, the Department of Community Services and Service Nova Scotia
- Job Bank 3.0
- MyAlberta Digital Identity (MADI)
- Non-ESDC Saba Cloud Integrated Learning Management System for Government of the Northwest Territories Employees
- Reaching Home
- Receipt of Entry-Exit Data from the Canada Border Services Agency by the Employment Insurance Program
- Rogers Virtual Contact Centre

2020 to 2021

- British Columbia Trusted Digital Identity Project with the Department of Employment and Social Development Canada (ESDC)

- Canada Emergency Response Benefit
- Canada Pension Plan Service Improvement Strategy Enhanced Death Notification, Proof of Concept
- Disclosure of Canada Pension Plan and Old Age Security Personal Information with the Office of the Chief Actuary and Canada Revenue Agency for Statutory Valuations and to Prepare Actuarial Reports
- Electronic Social Insurance Number (eSIN) Application
- Enterprise-Wide Document Upload Solution (Enterprise DUS)
- ESDC, Service Canada, Benefits and Integrated Services Branch, Employment Insurance Benefits Processing, Employment Insurance Emergency Response Benefit (EI ERB)
- Government of Canada Telephone General Enquiries Services Program, 1 800 O Canada Business Model Review and Procurement Project
- Grant Program to Support Self-Employed Fish Harvesters in Canada Affected by COVID-19
- Mental Health Peer Support Program
- OAS/CPP Personal Information Exchange between the Service Canada International Operations and International Social Security Agreement Foreign Partners using Canada Post, epost Connect
- Passport Program Modernization
- Pensions Process Automation
- Quarantine Call Centre
- Receipt of Entry-Exit Data from the Canada Border Services Agency by the Old Age Security Program
- Service Canada Compliance Verification Service for the Public Health Agency of Canada During COVID-19 Pandemic 2.0 & 3.0
- Unauthorized Access Program
- Vidcruiter Hiring Platform

2021 to 2022

- Addendum to the MyAlberta Digital Identity (MADI) Pilot December 2018
- Addendum to Enabling Services Renewal Program (ESRP) – myEMS (PeopleSoft) PeopleSoft Human Capital Management (HCM) - 9.2
- Amendment - Receipt of Entry-Exit Data from the Canada Border Services Agency by the Old Age Security Program
- Canada Emergency Student Benefit
- Recovery Benefits

- COVID-19 – One-Time Non-Taxable Payment to Persons with Disabilities
- COVID-19 – One-time Tax-Free Payment for seniors
- Supplementary Payment for Older Seniors 75 and Over
- Canada Service Corps Civic Participation Pilot - Application Intake and Selection
- Canada Student Financial Assistance Program's (formerly the Canada Student Loan Program) use of Simplified Digital Identity Validation
- Canada Education Saving Program Analytical and Monitoring Solution
- Employment Insurance Workload Efficiency and Process Improvement (EIWEPI) Project
- eServiceCanada Passport
- Hosted Contact Centre Solution: Wave 2
- Implementation of Adobe Target on Canada.ca
- Integrated Labour System (ILS) Employer's Annual Hazardous Occurrence Reports
- Electronic Public Trustee Portal (ePTP) to the Social Insurance Number (eSIN) Application
- Record of Employment - Comment Artificial Intelligence Model
- Security Screening Intake Process Simplification (SSIPS) Project
- Exchange of personal information on offenders between Employment and Social Development Canada, the Canada Employment Insurance Commission, and Correctional Service Canada for the administration of the Employment Insurance Emergency Response Benefit
- Simplified Digital Identity Validation

Reading room

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

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

Regional offices

To locate a Service Canada Office where you can access *Information about Programs and Information Holdings*, visit the [Service Canada website](#).

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

Official title: Information about programs and information holdings : Sources of Federal Government and employee information 2021 to 2022

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- Canadian Benefit for Parents of Young Victims of Crime (CoR)
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- Social Innovation and Social Finance Strategy – Investment Readiness Program (CoR)
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- Enabling Fund for Official Language Minority Communities (CoR)
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 - Occupational Health and Safety (CoR)
 - Canada Labour Code Part II - Occupational Health and Safety (PIB)
 - Federal Workers' Compensation (CoR)

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

Nationally Delivered Funding Streams (CoR)

Description

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

Note

The Homelessness Partnering Strategy was replaced by Reaching Home on April 1, 2019. Reaching Home continues to receive funding from the transfer payment under the Homelessness Partnering Strategy name.

Document types

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

Record number

ESDC HPS 171

Regionally Delivered Funding Streams (CoR)

Description

Records relate to results reports submitted for each regionally delivered project, and community plans submitted by designated communities.

Note

The Homelessness Partnering Strategy was replaced by Reaching Home on April 1, 2019. Reaching Home continues to receive funding from the transfer payment under the Homelessness Partnering Strategy name.

Document types

Project information; reports tools results reports; policies; guidelines; reviews of best practices; research; terms and conditions; community plans; briefing materials; and correspondence.

Record number

ESDC HPS 170

Surplus Federal Real Property for Homelessness Initiative (CoR)

Description

Records relate to surplus federal real estate properties available to community organizations, not-for-profit sectors and other orders of government for projects to help reduce and prevent homelessness.

Note

Program ended March 31, 2019.

Document types

Briefing materials; correspondence; procedures; policies; guidelines; analyses; evaluations; project information; community plan assessments; and proposals.

Record number

ESDC HPS 172

Accessible Canada Initiative (CoR)

Description

Records relating to the implementation and administration of the *Accessible Canada Act*, including the development of regulations under the *Act*, the development of a Data and Measurement Strategy to measure its outcomes, and other documents relating to the implementation of new entities under the *Act*.

Document types

Memoranda of understanding, letters of agreement, contracts and statements of work, briefing materials, legal opinions, project plans, surveys and statistical and other reports.

Record number

ESDC EAF 211

Children and Families (CoR)

Description

Records relate to the general information on the children and families funding component of the Social Development Partnerships Program which is provided to eligible organizations based on calls for proposals with specific eligibility criteria and funding priorities.

Document types

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

Record number

ESDC SDPP 181

Supporting Black Canadian Communities Initiative

Description

Records relate to the general information on the Supporting Black Canadian Communities initiative's funding under the Children and Families component of the Social Development Partnerships Program, which is provided to eligible organizations based on calls for proposals, and a solicited call for proposals under the intermediary model with specific eligibility criteria and funding priorities. Funding is for five years from 2019-20 to 2023-24.

Document types

Web content; correspondence; calls for proposals documentation, including terms and conditions, applications for funding, funding guide, screening and evaluation tools, contribution agreements, project descriptions, claims, reports, briefing materials, and program evaluations.

Record number

ESDC SDPP 183

Social Development Partnerships Program -Disability (CoR)

Description

Records relate to the disability component of the Social Development Partnerships Program. The information covers programs and services funded to address social issues and barriers that people with disabilities face and information on projects collected for evaluation and research purposes, including reporting program indicators.

Document types

Web content; correspondence; and calls for proposals documentation, including applications for funding, funding guides, screening and evaluation tools, terms and conditions, project assessments, grants and contribution agreements, project descriptions, claims, reports, briefing material, general information related to former projects, and performance measurement and evaluations.

Record number

ESDC SDPP 182

Canada's Volunteer Awards Information (CoR)

Description

Records related to Canada's Volunteer Awards program. Records may include information on nominators, those who have been nominated for an award, applicants to the Advisory Committee, and statistics and data compiled for program design, delivery, and evaluation purposes.

Document types

Nomination forms (online and hard copy); signed letters written in support of nominations; assessments of nominations; applications and CVs of Advisory Committee applicants; biographies of Advisory Committee members; correspondence; assessments and rankings; evaluations; results from the criminal record or background checks, indicating whether nominees are "cleared"; and public information on award winners and other top-ranked nominees.

Format

Audio or audiovisual materials, photographs of award winners and top- ranked nominees.

Record number

ESDC PMVA 205

Canada's Volunteer Awards (PIB)

Description

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

Class of individuals

Nominators; nominees; authors of letters of support; volunteers for regional reviewer positions, Advisory Committee applicants; and contact person for nominated groups, businesses and not-for-profit organizations, Awards recipients' guests, CVA Alumni and Stakeholders.

Purpose

Personal information is used to administer the C VA program and to review and evaluate nominations, select award winners, recognize and celebrate award winners and top-ranked nominees, and raise awareness of the program. Personal information is collected pursuant

to subsection 5.(1), subsection 5.(2), section 7 and subsection 9.(1), of the *Department of Employment and Social Development Act*.

Consistent uses

Information may be used or disclosed for the following purposes: reporting to senior management; evaluation and award program delivery, including program promotion, expenses reimbursement, and payment of contracts policy and program analysis. The information may be shared with Privy Council Office with the consent of those involved, to brief the Office of the Prime Minister. The information may be shared with ESDC's Public Affairs and Stakeholder Relations Branch to develop C-VA- related communications materials. The information may be shared with regional reviewers and Advisory Committee members who will assess and rank nominations and make recommendations to the Minister of Employment and Social Development on award recipients. The information will be shared with members of Parliaments, media, and the public to celebrate accomplishments and promote C-VA awareness.

Information is published on the Internet/intranet. Information is used or disclosed for program-related mail-outs when an individual has signaled interest, and for celebrating and publicly recognizing award winners and top-ranked candidates.

Retention and disposal standards

Six years.

RDA number

2015/002, 2016/001, and 2018/013

Related record number

ESDC PMVA 205

TBS registration

20110375

Bank number

ESDC PPU 650

New Horizons for Seniors Program - Community Based Stream (CoR)

Description

Records relate to funding provided to organizations for projects that encourage seniors to contribute to their communities by sharing their skills, wisdom, and experience.

Document types

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

Record number

ESDC NHSP 184

New Horizons for Seniors Program - Pan-Canadian stream (CoR)

Description

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

Document types

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

Record number

ESDC NHSP 186

Enabling Accessibility (CoR)

Description

Records relate to the funding provided to community and workplace accessibility projects across Canada.

Document types

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

Record number

ESDC EAF 210

Pensions and benefits

Old Age Security (CoR)

Description

Records related to the administration and delivery of the Old Age Security (OAS) program, including the administration of the OAS Pension, the Guaranteed Income Supplement, the Allowance and the Allowance for the Survivor.

Note

This CoR is a consolidation of the following former CoRs: Old Age Security (ESDC IAP 063); Old Age Security Pensions (ESDC IS 041); Guaranteed Income Supplement (ESDC IS 042); and Allowances Policy (ESDC IS 043).

Document types

Adjudication; administration; advice; agreements and corresponding documents; analysis of decisions; applications, appeals and supporting documentation; assessments; client files; communications and correspondence; directives; entitlement; guidelines; income statements; internal audits; legal opinions; legislation; maintenance of accounts; meeting documents; memorandum; policy and policy development documents; policy and legislative agenda; presentations; procedures; project documents; processing; proposal; publications; recommendations; record of earnings and contributions; records of decisions; reports; research; studies; surveys.

Record number

ESDC IAP 063

Old Age Security (PIB)

Description

This bank describes personal information that is related to administration of the Old Age Security (OAS) program, which includes the OAS pension, the Guaranteed Income Supplement (GIS) the Allowance and the Allowance for the Survivor. Personal information about applicants, beneficiaries, persons eligible for the automatic enrolment of the OAS pension and/or the GIS, and/or their spouse/common-law partner and/or their representatives may include: name; contact information; citizenship and immigration information; information about residence and absences from Canada; date and place of birth; date and place of death; sex/gender; marital/relationship information; financial information; medical information; employment information; signature; Social Insurance Number (SIN); client identifier; OAS account number; Canada Pension Plan / Quebec Pension Plan history related to participation in the plans (contributions, benefits, provisions); income tax information; information about a survivor's involvement in the death of a spouse/common-law partner; incarceration information.

Note

In addition to the requirements specified on the Treasury Board of Canada Secretariat Personal Information Request form, individuals requesting information described in this bank must provide their SIN or OAS account number.

Class of individuals

Individuals who may be eligible for automatic enrolment, who have applied for or are currently receiving at least one of the following benefits: the OAS pension, the GIS, the Allowance or the Allowance for the Survivor, their spouse/common-law partner and representatives.

Purpose

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

Consistent uses

Personal information may be used or disclosed for the following purposes: research, planning, evaluation, and statistics. Information may be exchanged with foreign governments and foreign institutions under the terms of an international social security agreement for the administration and coordination of the OAS program and the foreign pension program of a partner country. Information may be shared in accordance with legislation and/or information sharing agreements within Employment and Social Development Canada (ESDC) for the administration of the Canada Pension Plan (CPP) program. This activity is described in ESDC institution-specific PIB Canada Pension Plan Program (ESDC PPU 146). It may also be shared for investigations and reviews of the OAS program, CPP Program and the Social Insurance Registry. These activities are described in the ESDC institution-specific PIB Old Age Security Program Investigations and

Reviews (ESDC PPU 336), Canada Pension Plan Program Investigations and Reviews (ESDC PPU 649), PIB (ESDC PPU390) for the purpose of updating and/or validating client information. This information may be used to determine eligibility for and to administer emergency, special and/or supplementary payments and/or benefits for seniors. This information may also be matched with personal information related to other Federal and/or Provincial government benefit plans to determine eligibility for and to administer any emergency, special and/or supplementary payments and/or benefits for seniors.

Information may be shared in accordance with legislation and/or information sharing agreements with the following prescribed federal institutions: the Canada Revenue Agency for the administration or enforcement of the *Income Tax Act* or Part 1 of the *Energy Costs Assistance Measures Act*. This activity is described in the CRA institution-specific PIB Individual Returns and Payment Processing (CRA PPU 005). It may also be shared with the Department of Justice or the Royal Canadian Mounted Police in relation to war crimes, or crimes against humanity, or extradition for such crimes (no identifiable PIB in place). It may be shared with the Department of Veterans Affairs (VAC) for the administration of VAC programs. This activity is described in the following Veterans Affairs institution-specific PIBs War Veterans Allowance (VAC PPU 040); Earnings Loss (VAC PPU 607); Canadian Forces Income Support (VAC PPU 608); Non-departmental Institutions - Veterans Independence Program (VAC PPU 618); and Non-departmental Institutions - Long Term Care (LTC) (VAC PPU 619). Information may be shared in accordance with legislation and/or information sharing agreements with the following institutions: the Department of Justice to administer requests made under Part I of the *Family Orders and Agreements Enforcement Assistance Act*. This activity is described in the following Justice institution-specific PIB Family orders and Agreements Enforcement Assistance (JUS PPU 125). It may also be shared with the Administrative Tribunals Support Service of Canada, which supports the Social Security Tribunal in cases of appeals (PIB under development). It may be shared with Public Works and Government Services Canada for the Receiver General to issue payments. This

activity is described in the PWGSC institution-specific PIB Receiver General Payments (PWGSC PCU 712), and with Revenu Québec for the administration of taxation laws. Information may be shared in accordance with legislation and/or information sharing agreements with other institutions for the administration of a prescribed federal or provincial law or activity and with provincial governments for the administration of their own social programs and public bodies who have entered into agreements with provincial governments for the administration of provincial programs. Personal information may be disclosed to Statistics Canada for statistical and research purposes. The Statistics Canada Personal Information bank is under development.

Retention and disposal standards

New retention and disposition schedule under development.

RDA number

2015/002

Related record number

ESDC IAP 063

TBS registration

003391

Bank number

ESDC PPU 116

Last updated

2022 (To be reviewed by TBS)

Old Age Security Program Investigations and Reviews (PIB)

Description

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

Note

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

Class of individuals

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

Purpose

Personal information is used to administer and enforce the Old Age Security program. Personal information is collected pursuant to subsection 44.2 (6) of the Old Age Security Act, and sections 23. (1)

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

Consistent uses

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

Retention and disposal standards

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

RDA number

95/019

Related record number

ESDC IAP 063

TBS registration

005007

Bank number

ESDC PPU 336

Canada Pension Plan (CoR)

Description

Records related to administration and delivery of the Canada Pension Plan (CPP) program including all pensions and benefits (retirement, disability, survivors, death and post-retirement) and provisions (child rearing, pension sharing and division of unadjusted pensionable earnings).

Note

Consolidates the following CoRs: Canada Pension Plan (ESDC IAP 064); Retirement Benefits (ESDC IS 046); Disability Benefits (ESDC IS 045); Survivor Benefits (ESDC IS 047).

Document types

Adjudication; administration; advice; agreements and corresponding documents; analysis of decisions; applications, appeals and supporting documentation; assessments; briefing notes; client files; communications and correspondence; directives; entitlement; guidelines; income statements; internal audits; legal opinions; legislation; medical records; memorandum; policy and policy development documents; policy and legislative agenda; presentations; procedures; project documents; processing; proposal; publications; recommendations; record of earnings and contributions; records of decisions; reports; research; studies; surveys.

Record number

ESDC IAP 064

Canada Pension Plan – Record of Earnings (PIB)

Description

This bank describes personal information that is related to the employment and self-employment earnings of individuals and the history of their contributions to the Canada Pension Plan (CPP) program and/or contributors identified as "dual contributors", those who contributed to both the Canada Pension Plan and the Régie des Rentes du Québec, (Quebec Pension Plan). This bank also includes information related to the issuance and/or replacement of Social Insurance Numbers approved by Employment and Social Development Canada (ESDC). The personal information may include: name; name at birth; alternate surname; date of birth; mother's maiden name; language preference; address information; sex/gender; date of death and source of date of death; Social Insurance Number (SIN) status information (fraud, under investigation, dormant, expiry date, alternate); earnings and contributions information made to the CPP and/or to the Quebec Pension Plan.

Note

In addition to the requirements specified on the Treasury Board of Canada Secretariat Personal Information Request form, individuals requesting information described by this bank must provide their name, address and SIN.

Class of individuals

Canada Pension Plan and Quebec Pension Plan contributors.

Purpose

Personal information is collected pursuant to the Canada Pension Plan and its Regulations. The personal information is used to verify the SIN found on CPP applications, to ensure that the contributory earnings posted to the record of earnings are attributed to the correct SIN in order to administer CPP benefits, which includes determining eligibility and entitlement. The SIN is collected under various sections of the Canada Pension Plan and its Regulations, and in accordance

with Treasury Board Secretariat Directive on the SIN as an authorized user of the SIN.

Consistent uses

Personal information may be used or disclosed for the following purposes: research, planning, evaluation, and statistics. Information may be exchanged with foreign governments and foreign institutions under the terms of an international social security agreement for the administration and coordination of the CPP program and foreign pension program of a partner country. Information may be shared in accordance with legislation and/or information sharing agreements within ESDC for the administration of the CPP program and the Old Age Security (OAS) program. These activities are described in ESDC institution-specific PIBs Canada Pension Plan Program (ESDC PPU 146) and Old Age Security Program (ESDC PPU 116). It may also be shared within ESDC for investigations and reviews of the Canada Pension Plan, the OAS Program and the Social Insurance Registry. These activities are described in the ESDC institution-specific PIBs Canada Pension Plan Program Investigations and Reviews (ESDC PPU 649), Old Age Security Program Investigations and Reviews (ESDC PPU 336) and the Social Insurance Registry (ESDC PPU 390) for the purpose of updating and/or validating client information. Information may also be shared in accordance with legislation and/or information sharing agreements with the following prescribed federal institutions: the Canada Revenue Agency for the purpose of administering the Canada Pension Plan. This activity is described in the CRA institution-specific PIB Appeals Regarding the Canada Pension Plan and the *Employment Insurance Act* (CRA PPU 130). Public Works and Government Services (PWGSC) for the administration of the *Public Service Superannuation Act*, the *Canadian Forces Superannuation Act* and the *Royal Canadian Mounted Police Superannuation Act*. PWGSC may also further disclose this information for the administration of long-term disability benefits.

These activities are described in the PWGSC institution-specific PIBs Federal Government employee, pensioners and survivors – Insurance Information (PWGSC PCU703) and Federal pensions administration (PWGSC PCU 702). It may be shared with the Department of Justice

or the Royal Canadian Mounted Police in relation to war crimes, or crimes against humanity, or extradition for such crimes (no identifiable PIB in place). It may be shared with the Department of Veterans Affairs (VAC) for the administration of VAC programs. This activity is described in the following VAC institution-specific PIBs: War Veterans Allowance (VAC PPU 040), Earnings Loss (VAC PPU 607), Canadian Forces Income Support (VAC PPU 608), Non-departmental Institutions - Veterans Independence Program (VIP) (VAC PPU 618), and Non-departmental Institutions - Long Term Care (LTC) (VAC PPU 619). Information may be shared in accordance with legislation and/or information sharing agreements with the following institutions: the Department of Justice to administer requests made under Part I of the *Family Orders and Agreements Enforcement Assistance Act*. This activity is described in the Justice institution-specific PIB Family Orders and Agreements Enforcement Assistance (JUS PPU 125). It may also be shared with the Administrative Tribunals Support Service of Canada, which supports the Social Security Tribunal in cases of appeals (PIB Under Development).

Information may be shared in accordance with legislation and/or information sharing agreements with the government of Québec for the administration of the QPP and the coordination of the QPP and CPP programs and with the Revenu Québec for the administration of taxation laws. Information may be shared in accordance with legislation and/or information sharing agreements with other institutions for the administration of a prescribed federal or provincial law or activity and with provincial governments for the administration of their own social programs and public bodies who have entered into agreements with provincial governments for the administration of provincial programs. Personal information may be disclosed to Statistics Canada for statistical and research purposes. The Statistics Canada Personal Information bank is under development.

Retention and disposal standards

New retention and disposition schedule under development.

RDA number

2015/002

Related record number

ESDC IAP 064

TBS registration

003393

Bank number

ESDC PPU 140

Canada Pension Plan Program (PIB)**Description**

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

Note

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

Class of individuals

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

Purpose

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

Consistent uses

Personal information may be used or disclosed for the following purposes: research, planning, evaluation, and statistics. Information may be exchanged with foreign governments and foreign institutions under the terms of an international social security agreement for the administration and coordination of the CPP program and the foreign pension program of a partner country. Information may be shared in accordance with legislation and/or information sharing agreements within Employment and Social Development Canada (ESDC) for the administration of the Old Age Security (OAS) program. This activity is described in the ESDC institution-specific PIB Old Age Security Program (ESDC PPU 116). It may be shared for investigations and reviews of the CPP program. This activity is described in ESDC institution-specific PIB Canada Pension Plan Program Investigations and Reviews (ESDC PPU 649). It may also be shared for investigations and reviews of the OAS program. This activity is

described in ESDC institution-specific PIB Old Age Security Program Investigations and Reviews (ESDC PPU 336). It may also be shared within ESDC with the Social Insurance Registry for the purpose of updating and/or validating client information. This activity is described in ESDC institution-specific PIB (ESDC PPU 390). Information may be shared in accordance with legislation and/or information sharing agreements with the following prescribed federal institutions: the Canada Revenue Agency for the administration and enforcement of the *Income Tax Act*. This activity is described in the CRA institution-specific PIBs Individual Returns and Payment Processing (CRA PPU 005), and Appeals Regarding the Canada Pension Plan and the Employment Insurance Act (CRA PPU 130). Public Works and Government Services (PWGSC) for the administration of the *Public Service Superannuation Act*, the *Canadian Forces Superannuation Act* and the *Royal Canadian Mounted Police Superannuation Act*. PWGSC may also further disclose this information for the administration of long-term disability benefits. These activities are described in the PWGSC institution-specific PIBs Federal Government employee, pensioners and survivors – Insurance Information (PWGSC PCU703) and Federal pensions administration (PWGSC PCU 702). It may be shared with the Department of Justice or the Royal Canadian Mounted Police in relation to war crimes, or crimes against humanity, or extradition for such crimes (no identifiable PIB in place). It may be shared with the Department of Veterans Affairs (VAC) for the administration of VAC programs. This activity is described in the following VAC institution-specific PIBs: War Veterans Allowance (VAC PPU 040), Earnings Loss (VAC PPU 607), Canadian Forces Income Support (VAC PPU 608), Non-departmental Institutions - Veterans Independence Program (VIP) (VAC PPU 618), and Non-departmental Institutions - Long Term Care (LTC) (VAC PPU 619). Information may be used to determine eligibility and administer emergency benefits or payments such as the one-time payment to persons with disabilities to address extraordinary expenses incurred because of the COVID-19 pandemic.

Information may be shared in accordance with legislation and/or information sharing agreements with the following institutions: the Department of Justice to administer requests made under Part I of

the *Family Orders and Agreements Enforcement Assistance Act*. This activity is described in the following Justice institution-specific PIB Family Orders and Agreements Enforcement Assistance (JUS PPU 125). It may also be shared with the Administrative Tribunals Support Service of Canada, which supports the Social Security Tribunal in cases of appeals (PIB Under Development). It may be shared with PWGSC for the Receiver General to issue payments. This activity is described in the PWGSC institution-specific PIB Receiver General Payments (PWGSC PCU 712). It may also be shared with the CRA for the administration of the Canada Child Tax Benefit Program (CRA PPU 063), Goods and Services Tax/Harmonized Sales Tax Credit (CRA PPU 140), and Working Income Tax Benefit (CRA PPU 178). Information may be shared in accordance with legislation and/or information sharing agreements with the government of Québec for the administration of the QPP and the coordination of the QPP and CPP programs and with the Revenu Québec for the administration of taxation laws. Information may be shared in accordance with legislation and/or information sharing agreements with other institutions for the administration of a prescribed federal or provincial law or activity and with provincial governments for the administration of their own social programs and public bodies who have entered into agreements with provincial governments for the administration of provincial programs. Personal information may be disclosed to Statistics Canada for statistical and research purposes. The Statistics Canada Personal Information bank is under development.

Retention and disposal standards

New retention and disposition schedule under development.

RDA number

2015/002

Related record number

ESDC IAP 064

TBS registration

003394

Bank number

ESDC PPU 146

Last updated

2021

Canada Pension Plan Program Investigations and Reviews (PIB)**Description**

This bank describes information used in support of Canada Pension Plan (CPP) investigations and reviews. Personal information may include: name; contact information; signature; spousal/common law, third party administrator signatures; citizenship status; residence information; credit information; criminal checks/history; educational information; educational information of family members; employee identification number; employment equity information; employee personnel information; employer information and earnings; biographical information; third party administrators, family members, spouses or common law partners; address history; information from government institutions (Federal, Provincial, Municipal, Territorial, Foreign); Indigenous Band Membership, First Nation's citizenship; medical information; financial information; insurers; Social Insurance Number SIN; Spousal/common law partner, family members' SINs; date and place of birth; date and place of death; CRA Business Number; physical attributes; and other identification numbers. Other information may include facts or findings about the individual, travel information, employment including earnings and work status and photos.

Note

This bank was modified to remove references to Old Age Security (OAS) investigation information, and now includes information contained in the former bank Loss of Money - Debtors ESDC PPU 031. Individuals who request information described in this bank must provide the Social Insurance Number SIN, legal authority for those

acting on behalf of an account holder or estate, and the CRA Business Number or a National Integrity Investigation System (NIIS) case number. Personal information may be stored in the following systems or databases: Major Investigation Sensitive Case Information System, National Integrity Investigation System NIIS, Quality Monitoring System and Information Technology Renewal Delivery System, and the Rules Based Reassessment System.

Class of individuals

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

Purpose

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

Consistent uses

Personal information may be used or disclosed for the following purpose: program analysis, development, evaluation, and reporting to senior management. Information may be shared with the Royal Canadian Mounted Police (RCMP) and with provincial or municipal police agencies for investigative referrals under the Criminal Code. This information is described in the RCMP institution-specific PIB Operational Case Records (RCMP PPU 005). Information may be shared with the Canada Revenue Agency CRA for the administration of the CPP and the administrative arrangements related to CPP coverage and rulings. This information is described in the CRA

institution-specific PIB Canada Pension Plan CPP and Employment Insurance Program (CRA PPU 070). Information may be shared with Public Services and Procurement Canada PSPC for imaging and storage of closed investigation files and for the issuance and management of benefit payments and entitlements. This information is described in the following PSP institution- specific PIBs Document Imaging Solutions (PWGSC PCU 709) and Receiver General Payments (PWGSC PCU 712). Information may be shared with Service Canada's SC's Processing and Payment Services Branch BDSB to render decisions on eligibility for and entitlement to Canada Pension Plan CPP benefits. This information is described in the ESDC institution- specific PIB Canada Pension Plan CPP – Retirement, Disability, Survivors and Death Benefits (Individual) (ESDC PPU 146). Information may be shared with the Internal Integrity and Security Directorate IISD of Service Canada's SC's Integrity Services Branch ISB when employee malfeasance is suspected. Information used in the administration of benefits under an international agreement may be shared with the governments of foreign states. Personal information may be used or disclosed for the following purposes: research, planning, evaluation, and statistics. Information may be exchanged with foreign governments and foreign institutions under the terms of an international social security agreement for the administration and coordination of the CPP program and the foreign pension program of a partner country. Information may be shared in accordance with legislation and/or information sharing agreements and/or arrangements within ESDC for the administration of the CPP program.

Retention and disposal standards

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

RDA number

2015/002

Related record number

ESDC IS 045, ESDC IS 046, ESDC IS 047, and ESDC IAP 059

TBS registration

004258

Bank number

ESDC PPU 649

Canada Disability Saving Bonds (CoR)

Description

Records relating to the amount of bonds available to low- and modest-income Canadians. Information relates to individuals who meet eligibility requirements and the administration of the Canada Disability Savings Bonds. Records also relate to repayment to the Government of Canada for bonds maintained for less than 10 years, and to all other money in the Registered Disability Savings Plans, including private contributions, investment income earned, and grants and bonds, that have been in the Registered Disability Savings Plans for more than 10 years and that are paid to the beneficiary or the beneficiary's estate.

Document types

Legislation; policies; procedures; applications; payment history; correspondence; and internal audits.

Format

Compact disk and magnetic tapes.

Record number

ESDC IAP 064 and ESDC IAP 059

Canada Disability Saving Grants (CoR)

Description

Records relate to the matching grants provided to individuals who contribute to a Registered Disability Savings Plan. Information related to individuals who meet eligibility requirements and the administration of the Canada Disability Savings Grants. Records also relate to the repayment of grants to the Government of Canada and to all other money in the Registered Disability Savings Plans, including private contributions, investment income earned, and grants and bonds, that have been in the Registered Disability Savings Plans for more than 10 years and that are paid to the beneficiary or the beneficiary's estate.

Document types

Legislation; policies; procedures; applications; payment history; publications; correspondence; and internal audits.

Record number

ESDC IS 049

Canada Disability Savings Program (PIB)

Description

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

or business number; language preference; financial information; and RDSP contract number.

Note

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

Class of individuals

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

Purpose

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

Consistent uses

Information may be used or disclosed for the following purposes: policy analysis, research, and evaluation. Information may be shared with the Canada Revenue Agency, specifically the Registered

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

Retention and disposal standards

Under development

RDA number

Under development

Related record number

ESDC IS 049

TBS registration

20110401

Bank number

ESDC PPU 038

Universal Child Care Benefit (CoR)

Description

Records relate to the application for and payment of monthly benefits to families with children under the age of six. Records are collected and retained by the Canada Revenue Agency. ESDC receives limited personal information from Canada Revenue Agency for purposes related to accounts receivable and evaluations.

Document types

Applications; online My Account data; payment history; direct deposit forms; guidelines and procedures; evaluation reports; accounting information; and internal audits.

Note

The Minister of Employment and Social Development has primary authority and overall responsibility for the Universal Child Care Benefit. The Canada Revenue Agency delivers the Universal Child Care Benefit on behalf of ESDC, according to the terms and conditions outlined in a memorandum of understanding between ESDC and the Canada Revenue Agency for the administration and delivery of the Universal Child Care Benefit.

Record number

ESDC UCCB 200

Universal Child Care Benefit (PIB)

Description

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

information, Social Insurance Number, financial information, Employee personnel information and medical information.

Class of individuals

Children under the age of six and individuals who live with, and have primary responsibility for the care of, a child under the age of six.

Purpose

Personal information is used for the evaluation and formation of policy under the *Universal Child Care Benefit Act*. Personal information is collected pursuant to section 4 of the *Universal Child Care Benefit Act*. The Social Insurance Number is collected pursuant to the *Income Tax Act*.

Retention and disposal standards

Under development

RDA number

Under development

Related record number

ESDC UCCB 200

TBS registration

20120210

Bank number

ESDC PPU 102

Canadian Benefit for Parents of Young Victims of Crime (CoR)

Description

Records relate to financial support for eligible parents.

Document types

Correspondence; terms and conditions; applications for funding; grant agreements and supporting documentation; policies and procedures; claims; reports; briefing materials; general information related to the Canadian Benefit for Parents of Young Victims of Crime grant; program evaluations; and recipient audits.

Record number

ESDC PMMC 001

Canadian Benefit for Parents of Young Victims of Crime (PIB)

Description

This bank describes information related to applications for the Canadian Benefit for Parents of Young Victims of Crime (PYVC) grant. Personal information may include: name; contact information; criminal checks/history; date of birth; date of death; employee identification numbers; employee personnel information; financial information; police incident report number; place of death; signature; Social Insurance Number; attestations, certifications or declarations; preferred language of communication; applicant's relationship to the child; whether Employment Insurance or Quebec Parental Insurance Plan benefits are received; date of probable Criminal Code offence; type of Criminal Code offence; date on which a missing child was found; whether the offence occurred in Canada; name of investigating officer; stamp of law enforcement agency; contact information and signature of designated individual (when applicable); declaration of employer; employer's Business Number.

Note

Personal information collected through this program is kept in the Common System for Grants and Contributions (CSGC). The CSGC (ESDC PPU 298) is now included in this PIB.

Class of individuals

Individuals who apply for the PYVC grant; designated individuals when appointed; employers; and law enforcement officers/agencies.

Purpose

Personal information is used to administer the PYVC grant, determine eligibility for the PYVC grant, and disburse funds under the PYVC grant. The legislative authority for the PYVC program is found under sections 5 and 7 of the *Department of Employment and Social Development Act*.

Consistent uses

The personal information may be shared with the Canada Revenue Agency and Revenu Québec for the administration of their respective taxation acts. This information is described in CRA institution-specific PIB Review and Control CRA PPU 125). Information may be shared with Public Works and Government Services Canada for the issuance and management of benefit payments and entitlements. This information is described in PWGSC institution-specific PIB Receiver General Payments (PWGSC PCU 712). Information may be used by ESDC for policy analysis, research, evaluation, audit, or statistical purposes. The Social Insurance Number may be used by ESDC for the administration and enforcement of the PYVC grant, including for investigative purposes and to collect overpayments.

Retention and disposal standards

Under development

RDA number

2015/002

Related record number

ESDC PMMC 001

TBS registration

20130237

Bank number

ESDC PPU 291

Social Innovation and Social Finance Strategy – Investment Readiness Program (CoR)

Description

Records relate to general information on the delivery of the Investment and Readiness Program. The program provides funding to eligible organizations for projects that improve the ability of social purpose organizations (for example, non-profits, charities, co-operatives, hybrid social enterprises, and mission focused for-profits) to participate in the social finance market.

Document types

Correspondence; briefing materials; web content; terms and conditions; funding guide; applications for funding; project descriptions; contribution and grant agreements; results reports; program evaluations; and research.

Record number

ESDC SDPP 184

Learning skills development and employment

Grants and Contributions Files (CoR)

Description

The Quality Assurance and Monitoring Unit within the Chief Financial Officer Branch provides ESDC management with assurance that departmental grants and contributions (G&C) programs and agreements are managed in a way that ensures stewardship of program funds by assessing internal compliance with applicable G&C internal control framework elements; assessing external (recipient)

compliance with agreement terms and conditions; assessing the effectiveness of internal controls, identifying areas of potential risk and recommending corrective and/or mitigation measures; and coordinating and ensuring alignment with other departmental groups involved in the management and quality assurance continuum of G&C.

Document types

Quality Assurance and Monitoring Unit national reports, tools and methodologies.

Format

Paper or internal electronic storage with limited access

Record number

ESDC CFO 252

Government Annuities (CoR)

Description

Records contain information on the administration of Canadian government annuities, contracts, and systems that support the administration of the Canadian Government Annuities Plan.

Document types

Correspondence; operational procedures; status reports; payment requisitions; financial reports; T4 tax information slips; actuarial and administrative reports; and databank for contracts, such as premium collection, related reports, micrographic listings and statistical studies on the program.

Record number

ESDC IAP 545

Government Annuities (PIB)

Description

This bank describes information that is used to support the Canadian Government Annuity (CGA) program. Personal information contained in this bank may include: the annuitant's contract number, contract terms and conditions, other contract information (balance, account type, status, plan type, registration date, maturity date, retirement date, termination date, payment suspension date, transaction information, actuarial information, frequency of payments, discontinued date, lien information, premiums paid, taxation information), annuitant's first, middle and last name, Social Insurance Number and its status, gender, date and place of birth, date and place of death, date and place of marriage, address, financial information, telephone number, birth and/or baptismal certificate data, death certificate data, language, signature, contingent annuitant/survivor information (name, gender, date and place of birth, date of death, social insurance number, date of survivor election, contact information and signature), beneficiary information (name, relationship, address), witness information (name, address and signature), power of attorney or other legal representative documentation, name of purchaser, amount remitted to date, information on statement of contribution, joint purchaser information (name, address and signature), if under a group contract: group certificate number, name of employer, separation reason from employer, number of years of service and records of employment.

Note

The bank may be accessed using the contract number, the name or the Social Insurance Number. Personal information may be stored in the CGA systems and/or in a secure location as a paper file.

Class of individuals

Individuals who bought government annuities as private individuals or through pension fund contributions.

Purpose

The personal information will be used by the Department of Employment and Social Development (Service Canada) to administer

the CGA Program. Personal information is collected pursuant to sections 4 and 6 of the *Government Annuities Act*, the *Government Annuities Regulations* including section 7 and the *Government Annuities Improvement Act*. The Social Insurance Number (SIN) is collected pursuant the *Income Tax Act* and handled in accordance with the Treasury Board of Canada Secretariat Directive on the SIN.

Consistent uses

Personal information may be used and/or disclosed for policy analysis, research, evaluation and/or audit purposes. Information is shared for administrative purposes with Public Services and Procurement Canada (PSPC). This information is described in the following PSPC institution- specific PIB Public Service Pensions Databank (PWGSC PCU 702). Information is also shared with the Canada Revenue Agency (CRA) and Revenu Québec to process individual income tax returns, including initial assessments, validations, accounting and adjustments. This information is described in CRA institution-specific PIB Individual Returns and Payment Processing (CRA PPU 005).

Retention and disposal standards

Paper and electronic files are destroyed five years after all benefits have been paid with the exception of contracts that have been written off which are destroyed after seven years according to the *Financial Administration Act*. An archival file of the destroyed contracts/files is then created for future reference. Microfilms containing a registry of Individual Annuity Contracts and a registry of Group Certificates are kept indefinitely for historical purposes.

RDA number

2015/002

Related record number

ESDC IAP 545

TBS registration

002395

Bank number

Program Integrity (CoR)

Description

Records relate to program integrity for Employment Insurance (including the Social Insurance Number), the Canada Pension Plan, Old Age Security, the Temporary Foreign Worker Program, the international Mobility Program and grants and contributions. Records relate to the development, maintenance and implementation of activities, programs, applications, systems, and tools to prevent and detect errors, misuse and abuse of program benefits and services. Records also include information related to the conduct of program investigations, reviews and inspections (including authorities for investigators), liaison with law enforcement agencies and other federal government departments, prosecution, major investigation activities and legal issues. Records may include information related to the research, analysis, evaluation, and development of statistical models that help identify cases of high-risk errors, omissions, fraud and abuse. Records may also relate to the quality assessment of investigations, reviews and inspections, for consistent and uniform application of policies and procedures. These assessments help ensure that clients and/or beneficiaries receive the right benefit or service, at the right time, in the right amount and for the intended purpose. Records may also relate to the overall planning, analysis and evaluation of integrity performance and of current and planned integrity policies and programs.

Note

Formerly ESDC IAP 051, 054, 055 and 061.

Document types

Applications, contribution history, payment history, forms, correspondence, questionnaires, investigation reports, records of decisions, documentary evidence, reports, studies, statistics, briefing materials, project plans, business requirements, processes,

agreements, audits, evaluations, strategies, directives, policies and legislation.

Record number

ESDC IAP 059

Employment Insurance Program Investigation (PIB)

Description

This bank describes information that is used to support Employment Insurance program investigations. Personal information may include: name, contact information, biographical information, citizenship status information, criminal check and history, date of birth, date of death, gender, language, educational information, employee identification number, employee information, financial information, medical information, employment history including reasons for job termination and job search activities, other identification numbers, physical attributes, place of birth, place of death, signature, Social Insurance Number and Canada Revenue Agency (CRA) Business Number. Information may also include facts/findings about an individual; travel information and photos.

Note

This bank replaces and includes the information previously contained in the following banks: Combined Overpayment Detection Systems Employment and Social Development Canada (ESDC) PPU 085; Record of Employment ESDC PPU 385; Report on Hirings ESDC PPU 210; False Claim Detection Program ESDC PPU 108; Business Registration Investigation ESDC PPU 080; Employment Insurance - CPP Retirement Match ESDC PPU 095; Computer Post Audit Program ESDC PPU 090; Automated Earnings Reporting ESDC PPU 215; Returning Canadian Resident Program ESDC PPU 120; and Insured Earnings Match ESDC PPU 115. Individuals who request information described in this bank must provide the Social Insurance Number, National Integrity Investigation System case number, legal authority for those acting on behalf of an account holder or estate, and

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

Class of individuals

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

Purpose

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

Consistent uses

Personal information may be used or disclosed for the following purposes: program analysis, development, evaluation, compliance and enforcement, risk management, and reporting to senior management. Compliance and risk management activities may include any authorized automated personal information analysis, personal information matching and knowledge discovery techniques to detect and/or prevent fraud. Personal information may be collected

indirectly to support program compliance, as well as to detect and/or prevent fraud. Information may be shared with the Royal Canadian Mounted Police (RCMP) and with provincial or municipal police agencies for investigative purposes under the Criminal Code. This information is described in RCMP institution-specific PIB Operational Case Records (RCMP PPU 005). Information may be shared with the CRA for the administration of the Employment Insurance program and the administrative arrangements related to Employment Insurance coverage and rulings. This information is described in CRA institution-specific PIB Canada Pension Plan and Employment Insurance Program (CRA PPU 070). Information may be shared with the Canada Border Services Agency (CBSA) to obtain traveller information. This information is described in CBSA institution-specific PIB Traveler Declaration Card (CBSA PPU 018) and Entry / Exit Traveller Processing (CBSA PPU 1202). Information may be shared with Public Services and Procurement (PSP) for imaging and storage of closed investigation files and for the issuance and management of benefit payments and entitlements. This information is described in PSP institution-specific PIBs, Document Imaging Solutions (PWGSC PCU 709) and Receiver General Payments (PWGSC PCU 712). Information may be shared with a third-party service provider to perform data entry tasks (through a service agreement contract). Information may be shared with Service Canada's Benefits Delivery Services Branch to render decisions on eligibility for and entitlement to benefits. This information is described in ESDC institution-specific PIB Benefit and Overpayment File (ESDC PPU 180). Information may be shared with the Internal Integrity and Security Directorate of Service Canada's Integrity Services Branch when employee malfeasance is suspected. Information may be shared with ESDC's Skills and Employment Branch to support the delivery of Job Bank services. This information is described in ESDC institution-specific PIB Job Bank (ESDC PPU 711). Information may be shared with provincial government departments and third parties administering programs when data-sharing agreements are in place to conduct research into the labour force, labour market, income support and other related fields. Information may be shared with the Department of Justice to administer the Family Orders and Agreements Enforcement

Assistance Act. This information is described in JUS institution-specific PIB Family Orders and Agreements Enforcement Assistance (JUS PPU 125). Information may be shared with academics, research groups, or private sector firms under specific contract to the Department, or to other government or contracted agencies under terms of memoranda of understanding, for policy formulation, planning, statistics research, and evaluation purposes. Information may be shared with ESDC's Labour Market Information program for analysis, research and evaluation purposes. Personal information may be disclosed to Statistics Canada for statistical and research purposes. The Statistics Canada PIB is under development.

Retention and disposal standards

Records in which discrepancies are identified are retained for 12 years after all administrative actions and then destroyed. Records in which no discrepancies are identified are destroyed immediately.

RDA number

2015/002

Related record number

ESDC IAP 059, ESDC IAP 070

TBS registration

005101

Bank number

ESDC PPU 171

Social Insurance Number Investigations and Reviews (PIB)

Description

This bank describes information used to support Social Insurance Number investigations. Personal information may include: name, contact information, signature, citizenship status, residence

information, employee identification number, employee personnel information, employment equity information, biographical information, criminal check and history, educational information, financial information, medical information, Social Insurance Number, date and place of birth, date and place of death, birth registration, status in Canada, immigration or citizenship document, mother's full name, maiden name, other surnames and names, father's full name, proof-of-identity document, photos, physical attributes, other identification numbers and opinion and views of or about individuals.

Note

This bank replaces and includes the information previously contained in the following banks: Combined Overpayment Detection Systems ESDC PPU 085; Record of Employment ESDC PPU 385; Report on Hirings ESDC PPU 210; False Claim Detection Program ESDC PPU 108; Business Registration Investigation ESDC PPU 080; Employment Insurance – CPP Retirement Match ESDC PPU 095; Computer Post Audit Program ESDC PPU 090; Automated Earnings Reporting ESDC PPU 215; Returning Canadian Resident Program ESDC PPU 120; and Insured Earnings Match ESDC PPU 115.

Individuals who request information described in this bank must provide the Social Insurance Number, National Integrity Investigation System case number, legal authority for those acting on behalf of an account holder or estate, and the Canada Revenue Agency Business Number. Personal information may be stored in the following systems or databases: Major Investigation Sensitive Case Information System, National Integrity Investigation System, Group Information Session Planner, Quality Monitoring System, Corporate Client Information Service, Automated Earnings Reporting System, Maintain Hiring Details Application, Combined Overpayment Detection System and Control Indicator System.

Class of individuals

Employment Insurance program applicants or claimants; representatives acting on behalf of applicants or claimants; appointed holders of a power of attorney; lawyers; employers; employer representatives; accountants; union representatives; trustees;

Canadian residents who have travelled outside of Canada and who are returning to Canada by air; self-employed individuals; taxpayers; new business owners; and informants.

Purpose

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

Consistent uses

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

a service agreement contract). Information may be shared with Service Canada's Processing and Payment Services Branch to render decisions on eligibility for and entitlement to benefits. This information is described in ESDC institution-specific PIB Benefit and Overpayment File (ESDC PPU 180).

Information may be shared with the Internal Integrity and Security Directorate of Service Canada's Integrity Services Branch when employee malfeasance is suspected.

Information may be shared with ESDC's Skills and Employment Branch to support the delivery of Job Bank services. This information is described in ESDC institution-specific PIB Job Bank (ESDC PPU 711). Information may be shared with provincial government departments and third parties administering programs when data sharing agreements are in place to conduct research into the labour force, labour market, income support and other related fields. Information may be shared with academics, research groups, or private sector firms under specific contract to the Department, or to other government or contracted agencies under terms of memoranda of understanding, for policy formulation, planning, statistics research, and evaluation purposes. Information may be shared with ESDC's Labour Market Information program for analysis, research and evaluation purposes.

Retention and disposal standards

Records in which discrepancies are identified are retained for 12 years after all administrative actions and then destroyed. Records in which no discrepancies are identified are destroyed immediately.

RDA number

2007/002

Related record number

ESDC IAP 059, ESDC IAP 070

TBS registration

005101

Bank number

ESDC PPU 118

Employment Insurance (CoR)**Description**

Records relate to the support of applications for Employment Insurance benefits and/or the processing of Employment Insurance claims.

Document types

Forms; questionnaires, policies, procedures, reviews of best practices, project information and Descriptions, statements of work, contracts, decision records, correspondence, evaluations, licences, agreements, memoranda of understanding, documents related to performance monitoring and quality assurance, reports, statistics, tools, agendas and minutes of meetings, briefing notes, visas, work permits, plans and internal audits.

Record number

ESDC IAP 070

Benefit Program: Canada Emergency Response Benefit (CERB) through Service Canada also known as the Employment Insurance Emergency Response Benefit (EI ERB) (CoR)**Description**

Records created and information collected relate to the development, administration, delivery, and assessment of the Canada Emergency Response Benefit (CERB) through Service Canada also known as the Employment Insurance Emergency Response Benefit (EI ERB).

Note

The Service Canada CERB (EI ERB) began March 15, 2020, and ended October 3, 2020.

Document types

- Forms and questionnaires
- Claim files
- Policies and procedures
- Project management documents, statements of work, and system requirement documents
- Decision records
- Correspondence
- Evaluations, performance monitoring and quality assurance documents
- Memorandum of understanding
- Reports and statistics
- Agendas, minutes of meetings, and briefing notes
- Plans and internal audits

Record number

ESDC IAP 071

Benefit Program: Canada Emergency Student Benefit (CESB) (CoR)

Description

Records created and information collected relate to the development, administration, delivery, and verification of the Canada Emergency Student Benefit (CESB) through the Canada Student Financial Assistance (CSFA) Program.

Note

The CESB began May 10, 2020, and ended August 29, 2020.

Document types

- Forms and questionnaires

- Funding materials
- Policies and procedures
- Project management documents
- Decision records
- Legal opinions
- Correspondence
- Evaluations and performance monitoring
- Memorandum of understanding
- Reports and statistics
- Agendas, minutes of meetings, and briefing notes
- Plans and internal audits

Record number

ESDC IAP 072

Employment Insurance Premium Reduction Program (CoR)**Description**

Records relate to information employers submit regarding the details of their Short Term Disability Plans in order to determine their eligibility for an EI premium reduction. The Program also retains a history of all reductions and changes to the employers' premium reduction registration.

Document types

Procedures, policies, Short Term Disability Plans, agreements, contracts, reports, procedures, legislation and regulations, application forms, memorandums, meeting minutes, appeal documents and correspondence.

Record number

ESDC IAP 061

Employment Insurance Premium Reduction Program (PIB)

Description

This bank describes information that is collected for the purposes of administering the Employment Insurance Premium Reduction Program. It may contain the authorized representative's name, title, contact information, signature and date of the application, the Employer's company name and mailing address, file number, payroll account number(s), total number of employees initially reported under the payroll account number, number of employees for whom the employer must remit EI premiums to QPIP in a given year, method of returning the employees' portion 5/12 of the savings, copies of the employer's plan, type of plan(s) (weekly indemnity, special weekly indemnity, paid sick leave or enhanced paid sick leave), insurance provider, policy number, Administrative Service Only number (ASO), union details, groups of employees, the status of the reduction (whether a reduction is granted) as well as the rate granted and the year it was granted and applied, history of reductions and all changes made to the employer's account. It may also contain notes of conversations with employers related to their file.

Class of Individual

Full- or part-time employees of institutions both current and former employees; While personal information identifying individual employees are not collected, information such as the total number of part time employees as well as the total number of full time employees under a given plan are collected.

Other: The Employer representative who may be the individual who signed the EI Premium Reduction application or another individual.

Purpose

The personal information is used to administer the Premium Reduction Program, determine eligibility for the premium reduction, establish an inventory of premium reduction program outstanding requests, obtain views and opinions on the Premium Reduction

Program, provide services for the Premium Reduction Program and to communicate and obtain information related to the employer's eligibility to the EI Premium Reduction Program. The authority to collect the personal information is found under Subsection 69(3) of the *EI Act* and Section 68 of the *EI Regulations*. The employer's payroll account number is collected pursuant to paragraph 69(2)(b), 69(3)(b) of the *EI Regulations*.

Consistent uses

The information can also be shared the Employment Insurance program for integrity purposes within Employment and Social Development Canada. The personal information collected may be used or disclosed for enforcement, inventory and evaluation. The information may also be shared with the CRA to allow them to correct EI premiums.

Other Uses and/or Disclosures

The information collected is included with regular program mailings.

Retention and disposal standards

Under development

RDA number

Under development

Related record number

ESDC IAP 061, 062 and 070

TBS registration

20200163

Bank number

ESDC PPU 301

Last Updated

2018

Supplemental Unemployment Benefit Program (CoR)

Description

Records relate to information on the administration of the Supplemental Unemployment Benefit Program (SUB) program. The information includes an application as well as a copy of the employer's SUB plan, detailing the type of plan (temporary stoppage of work, training, illness injury or quarantine) and the amount paid. EI pay details are sent to the employer via a weekly report if requested.

Document types

Procedures, agreements, policies, SUB plans, reports, legislation and regulations, registration forms, renewals, memorandums and correspondence.

Record number

ESDC IAP 062

Benefit and Overpayment File (PIB)

Description

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

Note

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

Class of individuals

Individuals who are receiving or have received Employment Insurance benefits.

Purpose

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

Consistent uses

The accuracy of personal information is validated using personal information under the control of the Canada Revenue Agency. This information is described in CRA institution-specific PIB Review and Control (CRA PPU 125). Information is used for statistical, internal audit, and planning purposes. Selected information is provided to the Canada Revenue Agency and Revenue Quebec for taxation purposes. This information is described in CRA institution-specific PIB Individual Returns and Payment Processing (CRA PPU 005). Information may be shared with Statistics Canada for statistical, analytical; and planning purposes. This information is described in Statistics Canada institution-specific PIB Labour Force Survey (StatCan PPU 015). Information may be shared with the Canada Revenue Agency for locating debtors to the Crown. This information is described in CRA institution-specific PIB Individual Tax Arrears - Collection Action (CRA PPU 050). Subject to a formal agreement, information may be shared with provincial and municipal governments for the administration and enforcement of their programs and the coordination of benefit payment and research. Information may also be shared with employers to assist them in fulfilling their responsibilities under the *Employment Insurance Act*.

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

Retention and disposal standards

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

RDA number

2015/002

Related record number

ESDC IAP 070

TBS registration

002362

Bank number

ESDC PPU 180

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

Description

Claimant reports received through either the Telephone Reporting Service or the Internet Reporting Service may include the following personal information: date, time and length of call or session, Social Insurance Number (SIN), dates covered, success or termination status of call or session, assistance level of call or session, the individual's confirmed responses, declaration of dates available for work, earnings, medical information, educational information, contact information and signature.

Note

Individuals seeking access to records in this bank must specify the two- week period covered by the report card they wish to consult.

Class of individuals

Individuals on claim for Employment Insurance benefits and Unemployment benefits; and employers.

Purpose

To provide a record of claimant eligibility for benefits during a two-week period.

Consistent uses

Information in this bank may be used for research, planning, evaluation, and statistics purposes, and for control and internal audit purposes. It may be disclosed to private-sector research firms for these purposes. It may also be shared with the Royal Canadian Mounted Police for investigative purposes under the Criminal Code.

This information is described in RCMP institution-specific PIB Operational Case Records (RCMP PPU 005).

Retention and disposal standards

Reports are retained for seven years and then destroyed.

RDA number

2015/002

Related record number

ESDC IAP 070

TBS registration

002361

Bank number

ESDC PPU 155

Record of Employment (PIB)

Description

This bank contains information on employment history provided in the Record of Employment, which is used to establish claims for Employment Insurances benefits. All requests for access must identify the period of employment covered by the Record of Employment.

The personal information may include:

- employee's name;
- address;
- Social Insurance Number;
- payroll reference number and occupation;
- employer's name and address
- Canada Revenue Agency Business Number;
- pay period type;
- data pertaining to length of employment;
- date and reason for separation;

- expected date of recall and;
- insurable hours and earnings;
- telephone number of the person who submitted the record of employment

Class of individuals

Individuals and employers.

Purpose

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

Consistent uses

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

Retention and disposal standards

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

RDA number

2015/002

Related record number

ESDC IAP 059

TBS registration

001971

Bank number

ESDC PPU 385

Employment Insurance Databank (PIB)**Description**

This bank may contain the following information on clients applying to and/or participating in Employment Insurance programs operated or funded by ESDC: Social Insurance Number, gender, date of birth, name, detailed information on periods of employment and unemployment, eligibility for Employment Insurance, training courses taken and other employment services received. Information is extracted from the following banks: Employment Insurance Program Investigation ESDC PPU 171, Benefit and Overpayment Master File ESDC PPU 180 and Social Insurance Number Register ESDC PPU 390.

Class of individuals

Employment Insurance beneficiaries who participated in ESDC employment programs.

Purpose

Individuals who experienced a job loss and applied for Employment Insurance or participated in ESDC employment programs, administered by ESDC or third parties, and ESDC-funded services administered by provincial/territorial governments under labour market development agreements.

Consistent uses

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

Retention and disposal standards

Under development

RDA number

2015/002

Related record number

ESDC IAP 070

TBS registration

005002

Bank number

ESDC PPU 501

Insurance Claim File – Local Office (PIB)

Description

This bank describes information related to Canadians applying for or receiving Employment Insurance benefits (regular, fishing, maternity, parental, sickness, compassionate care, family caregiver for children or for family caregiver for adults). It contains information that is used to support inquiries regarding clients who are involuntarily or voluntarily

unemployed. It may also include information collected from the Canada Revenue Agency's Payroll Deductions Accounting and Collection System and Taxation Taxpayer Master Files. Personal information may include: name, Social Insurance Number, date of birth, gender, contact information, employment information, employee personnel information, biographical information, education information, financial information, medical information, preferred official language, appeals to boards of referees or to the Social Security Tribunal, disentitlement notices, disqualification notices, any interviews or investigations conducted by ESDC and Service Canada staff and penalties or criminal procedures undertaken for fraud under the *Employment Insurance Act*.

Note

Employment Insurance Overpayment ESDC PPU 161 and Benefit and Overpayment File ESDC PPU 180 are now included in this bank. All requests for access must include the Social Insurance Number.

Class of individuals

Individuals who have applied for Employment Insurance benefits; individuals who share the benefits, when applicable; children or adults who are critically ill; family members who are gravely ill with a significant risk of death; and medical professionals who provide information when needed.

Purpose

Personal information is used to administer the Employment Insurance program. The authority to collect the personal information is provided under sections 7, 10, 22, 23, 152.07, and 152.1 of the *Employment Insurance Act*, and section 8 of the *Employment Insurance (Fishing) Regulations*. The Social Insurance Number is collected pursuant to subsection 28.1 (1) of the *Department of Employment and Social Development Act*.

Consistent uses

Information may be disclosed for appeals to the Board of Referees or for appeals to the Social Security Tribunal. Information may be shared

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

payment and research. Information may be shared with employers to assist them with their responsibilities under the *Employment Insurance Act*. Some of the information may be provided to private-sector survey companies for evaluations, research, statistical and planning purposes.

Retention and disposal standards

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

RDA number

2015/002

Related record number

ESDC IAP 070

TBS registration

001989

Bank number

ESDC PPU 150

Employment Insurance Claim Files (PIB)

Description

This bank describes personal information collected about individuals who apply for or receive Employment Insurance (EI) benefits (Regular, Fishing, Maternity, Parental, Sickness, Compassionate Care, Family Caregiving for adults or children, or Special Benefits for the Self-Employed). This bank also describes personal information collected about individuals who received the Canada Emergency Response Benefit (CERB) through Service Canada, also known as the Employment Insurance Emergency Response Benefit (EI ERB). Additionally, this bank describes personal information collected from the Canada Revenue Agency's (CRA) Payroll Deductions Accounting

and Collection (PAYDAC) System and Taxation Taxpayer Master Files.

Personal information may include:

- Name
- Social Insurance Number (SIN)
- Date of birth
- Date of death
- Gender
- Contact information
- Employment information and employee personnel information
- Educational information
- Employment equity information
- Financial information
- Medical information
- Preferred official language
- Biographical information
- Incarceration status
- Citizenship status
- Signature

Note

All requests for access to information must follow the instructions in the Treasury Board of Canada Secretariat Personal Information Request form and must include the SIN.

Benefit and Overpayment File ESDC PPU 180, Insurance Claim File – Local Office ESDC PPU 150, and Employment Insurance Bi-Weekly Claimants' Report ESDC PPU 155 are now included in this bank.

Class of individuals

Individuals who have applied for or are receiving EI benefits; individuals who may share the benefits, when applicable; family members (adult or child) who are critically ill or injured; family members who are seriously ill with a significant risk of death; employers; and medical professionals who provide information when needed.

Purpose

Personal information is used to administer the EI program and to determine eligibility and entitlement to benefits, including the CERB through Service Canada also known as the EI ERB. It can also be used to assess continued entitlement or to establish overpayment if new or updated information reveals that individuals have received amounts to which they were not entitled. The information can be used to respond to any enquiries from Employment Insurance and EI ERB clients. The authority to collect personal information is provided in subsections 48 (2), 50 (1), 50 (5), and 153.8 (3) (4) of the *Employment Insurance Act*. The SIN is collected under section 138 and 153.12 of the *Employment Insurance Act* to validate the identity of the individual applying for benefits.

Consistent uses

Personal Information may be shared with federal government institutions listed below according to legislation and/or signed information-sharing agreements. This information may be shared for the administration of Part II of the Employment Insurance Act and for the following purposes:

- for appeals processes with the Social Security Tribunal
- for imaging and storage, and for the issuance and management of benefit payment and entitlements (Public Services and Procurement Canada (PSPC) PIBs: Document Imaging Solution - PWGSC PCU 709 and Receiver General Payments - PWGSC PCU 712)
- to confirm accuracy of personal information using personal information under the control of the Canada Revenue Agency (CRA) and for statistical, internal audit, and planning purposes (CRA PIB: Review and Control - CRA PPU 125)
- to determine eligibility, authorize payment, and ensure compliance for the CERB through the CRA (CRA PIB: Canada Emergency Response Benefit (CERB) - CRA PPU 640) and the Canada Emergency Student Benefit (CESB) through the CRA (CRA PIB: Canada Emergency Student Benefit (CESB) CRA PPU 641)

- to determine eligibility, authorize payment, and ensure compliance for the Canada Recovery Benefit (CRB), Canada Recovery Sickness Benefit (CRSB), and the Canada Recovery Caregiving Benefit (CRCB), administered through the CRA (CRA PIB: Canada Recovery Benefits CRA PPU 642)
- for taxation purposes, selected information is provided to the CRA and Revenu Québec (CRA PIB: Individual Returns and Payment Processing - CRA PPU 005)
- for locating debtors to the Crown (CRA PIB: Individual Tax Arrears – Collection Action - CRA PPU 050)
- for statistical, analytical, and planning purposes (Statistics Canada PIB: Labour Force Survey - Stat Can PPU 015)
- for administering the *Family Orders and Agreements Enforcement Assistance Act* (Department of Justice Canada PIB: Family Orders and Agreements Enforcement Assistance - JUS PPU 125)
- for investigation of alleged EI fraud (Royal Canadian Mounted Police (RCMP) PIB: Case Records - RCMP PPU 005)

Personal Information may be shared within Employment and Social Development Canada (ESDC). It may also be shared according to formal agreements and memoranda of understanding with provincial, territorial, municipal, and aboriginal governments, and their authorized third-party service providers. Information may also be shared with third parties such as academics, research groups, or private-sector firms under specific contract to the Department, or to other government or contracted agencies. This information is used for the following purposes:

- to administer and enforce municipal, provincial, and territorial programs and coordinate benefit payment (such as the Quebec Parental Insurance Plan)
- to conduct research on the labour force, labour market, income support, and other related fields
- for policy formulation, planning, statistics, research, and evaluation

- within ESDC with the Labour Market Information program for analysis, research, and evaluation purposes
- within ESDC to analyze programs, develop and design program policy options, adjust strategies, emergency measures, reporting, and for pilot projects related to the EI program
- with employers to assist them with their responsibilities under the Employment Insurance Act.

Retention and disposal standards

Records are kept for 12 years. Information for self-employed special benefits is kept for 99 years after the first week for which EI was paid.

RDA number

2015/002

Related record number

ESDC IAP 070, ESDC IAP 071

TBS registration

20180019

Bank number

ESDC PPU 151

Last Updated

2022 (To be reviewed by TBS)

Interstate Employment Insurance Claims (PIB)

Description

This bank contains statistics relative to liable and agent state claims. Personal information may include: name, Social Insurance Number, citizenship status, work permit, visa, date of birth, employment equity information, mother's maiden name, contact information, employee personnel information, education informational, financial information,

medical information, preferred official language, biographical information and signature.

Note

Individuals may gain access by supplying either their Social Insurance Number or social security number.

Class of individuals

Agent state claimants who are Canadians or non-Canadian residents; liable state claimants with working visas or American citizenship; and landed immigrants.

Purpose

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

Consistent uses

Information may be disclosed to the Social Security Tribunal for appeal processes. Information may be shared within ESDC for program analysis, development and design of program policy options, adjustment strategies and emergency measures, and pilot projects related to the Employment Insurance program. Information may be shared with PWGSC for imaging and storage of closed investigation files and for the issuance and management of benefit payments and entitlements. This information is described in the following PWGSC institution-specific PIBs: Document Imaging Solution (PWGSC PCU 709) and Receiver General Payments (PWGSC PCU 712). The

accuracy of personal information is validated using personal information under the control of Canada Revenue Agency. This information is described in CRA institution-specific PIB Review and Control (CRA PPU 125). Selected information is provided to the CRA and Revenue Quebec for taxation purposes. This information is described in CRA institution-specific PIB Individual Returns and Payment Processing (CRA PPU 005). Information may be shared with the CRA for locating debtors to the Crown. This information is described in CRA institution-specific PIB Individual Tax Arrears - Collection Action (CRA PPU 050). Information may be shared with Statistics Canada for statistical, analytical, and planning purposes. This information is described in Statistics Canada institution-specific PIB Labour Force Survey (StatCan PPU 015). Information may be shared with the Department of Justice Canada to administer the *Family Orders and Agreements Enforcement Assistance Act*. This information is described in JUS institution-specific PIB Family Orders and Agreements Enforcement Assistance (JUS PPU 125).

Information may be shared with the Royal Canadian Mounted Police for investigation of alleged Employment Insurance fraud. This information is described in RCMP institution-specific PIB Operational Case Records, (RCMP PPU 005). Information may be shared, subject to a formal agreement, with provincial and municipal governments for the administration and enforcement of their own programs, as with the Quebec Parental Insurance Plan, and the coordination of benefit payment and research. Information may be shared with employers to assist them with their responsibilities under the *Employment Insurance Act*. Information may be shared with all American states, the District of Columbia, Puerto Rico, and the Virgin Islands subject to the formal Agreement between the Government of Canada and the Government of the United States of America for the administration, including for the prevention of fraud and abuse, of their own programs. Some information may be provided to private-sector survey companies for evaluations, research, statistical, and planning purposes.

Retention and disposal standards

Records are retained for 12 years.

RDA number

2015/002

Related record number

ESDC IAP 070

TBS registration

001990

Bank number

ESDC PPU 170

Listing of Employees by Nominal Roll (PIB)**Description**

This bank describes personal information received from employers involved in labour disputes. Personal information may include: name; Social Insurance Number; badge or clock number; information pertaining to a stoppage of work; first and last day worked; site location; reason for separation; return to work date; employee personal information; and financial information.

Class of individuals

Employees involved in labour disputes or related claims for Employment Insurance benefits or monies paid to individuals.

Purpose

Personal information is used to administer the Employment Insurance program, including preventing fraud and abuse. The authority to collect the personal information is provided under subsections 87. (1), 88. (1) and 88. (5) of the *Employment Insurance Act*. The Social Insurance Number is collected pursuant to section 138 of the *Employment Insurance Act*.

Consistent uses

Information in this bank is used to administer the Employment Insurance program and other employment programs. Information is used for statistical, planning, and internal auditing purposes, and may be shared with private-sector research firms for these purposes. Information may also be shared with the Royal Canadian Mounted Police for investigation of offences. This information is described in RCMP institution-specific PIB Operational Case Records (RCMP PPU 005). Subject to a formal agreement, information may be shared with federal, provincial and municipal governments for the administration of their own programs. Information may also be shared with employers to assist them with their responsibilities under the *Employment Insurance Act*.

Retention and disposal standards

Records are retained for 12 years and then destroyed.

RDA number

Under development

Related record number

ESDC IAP 070

TBS registration

003409

Bank number

ESDC PPU 281

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

Description

This bank describes information about individuals who voluntarily registered for, or opted out of, the Employment Insurance Measure for Self-Employed People, which provides coverage for Employment Insurance special benefits, that is, maternity, parental, sickness,

compassionate care, family caregiver for children or family caregiver for adults to self-employed individuals. Personal information may include: name, Social Insurance Number, contact information, opt-in date, termination date and signature.

Note

In addition to the requirements specified on the Treasury Board of Canada Secretariat's Personal Information request form, individuals who request information described in this bank must provide the Social Insurance Number. In some instances, correspondence may be filed in the name of the individual's representative. In these cases, the name and address of the representative should also be included on the Record Access Request Form. The subject matter and date of the requested correspondence are also required. Information may be stored in an Oracle database within the My Service Canada Account and is viewable by authorized Service Canada employees through a specialized administration application.

Class of individuals

Self-employed persons who have registered for or opted out of the Employment Insurance Measure for Self-Employed People.

Purpose

Personal information is used for registration or termination processes related to coverage for Employment Insurance benefits for self-employed individuals. Registration for coverage into the program is voluntary for self-employed individuals. Therefore, Employment Insurance premiums on self-employment income are only collected from self-employed individuals who have entered into an agreement. The authority to collect the personal information is provided under subsection 152.07 (1) of the *Employment Insurance Act*. The Social Insurance Number is collected pursuant to subsection 28.1 (1) of the *Department of Employment and Social Development Act*. The authority to disclose information is provided under subsections 34. (1) and 35. (2) of the *Department of Employment and Social Development Act*, as well as a memorandum of understanding (information-sharing agreement) between ESDC and the Canada Revenue Agency.

Consistent uses

Information may be used or disclosed within ESDC to process claims related to this measure. Information may be disclosed for appeals to the Board of Referees or for appeals to the Social Security Tribunal. ESDC will inform the Canada Revenue Agency about individuals who have registered for or opted out from the Employment Insurance Measure for Self-Employed People in the previous year, which will allow CRA to determine the amount of Employment Insurance premiums payable for those individuals. This information is described in CRA institution-specific PIB Individual Returns and Payment Processing (CRA PPU 005). Information may be used or disclosed under agreement for policy analysis and evaluation purposes. Information may be used or disclosed under agreement for auditing, research, or statistical purposes.

Some information may be used or disclosed for enforcement and for reporting (that is, for statistical reporting on the number of self-employed people registering for or opting out of the measure). Personal information may be accessed and used to prevent and detect fraud or for possible investigations. Information may be shared with the Royal Canadian Mounted Police for investigation of alleged Employment Insurance fraud. This information is described in RCMP institution-specific PIB Operational Case Records (RCMP PPU 005). It might also be shared internally. This information is described in ESDC institution-specific PIB Employment Insurance Program Investigations (ESDC PPU 171).

Retention and disposal standards

The information is retained for 99 years after the opt-in date.

RDA number

Under development

Related record number

ESDC IAP 070

TBS registration

20110516

Bank number

ESDC PPU 323

Income Benefits (CoR)

Description

Analysis of program effectiveness, development and design of program policy options, adjustment strategies and emergency measures, and pilot projects related to the Employment Insurance (EI) program.

Note

Masked data is used for the purpose of analyzing the effectiveness of the EI program and in developing policy options, including estimated impacts.

Document types

Analyses of the impacts and effectiveness of the EI program, program policy development, policy recommendations, microsimulation modeling results, pilot projects that test the labour market impacts of proposed changes to the EI program, analyses of stakeholder positions and amendments to *Employment Insurance Regulations* and the *Employment Insurance Act*.

Record number

ESDC SEB 130

Additional Labour Market Initiatives (PIB)

Description

Participant, employer, contractor and Official Language Minority Communities business information relating to Work-Sharing and the Enabling Fund for the Official Language Minority Communities.

Participant information may include: name, contact information, SIN, employee personnel information, financial information and signature.

Class of individuals

Clients who have participated in the programs, and persons and legal parties contracted under an agreement to assist in the delivery of the programs.

Purpose

To retain information on and to monitor clients and effectiveness of the programs.

Consistent uses

Client and agreement information is used by ESDC for program accountability and evaluation purposes and may be shared with other ESDC branches for statistical, planning, research, internal audit and evaluation purposes. Participants' and contractors' financial information for programs funded under Part I of the *Employment Insurance Act* is shared only with other internal branches for accountability and evaluation purposes.

Retention and disposal standards

Disposition under review. No record can be disposed of and must be retained in its entirety.

RDA number

2015/002

Related record number

ESDC SEB 130 and 136

TBS registration

004468

Bank number

ESDC PPU 295

Social Insurance Number Management Services (CoR)

Description

Records relate to the administration, management, maintenance, security and integrity of the Social Insurance Number issuance process.

Document types

Briefing notes, presentations, research reports and studies, legal agreements (or contracts), correspondence documents (e-mails), policy guidelines, operational documents (including procedures), document(s) that confirm identity and legal status in Canada, proof of address, documents confirming the identity and coordinate information of entities (i.e. Public Trustee and/or Guardian, Department Administrator, etc.) with the legal authorization to request information in the SIR on behalf of an individual, and responses to audits concerning a variety of Social Insurance Number and Social Insurance Register-related topics.

Record number

ESDC IAP 060

Last Updated

2021

Social Insurance Number Register (PIB)

Description

This bank describes information related to individuals who apply to obtain a SIN, which is needed to work in Canada or to have access to government programs and benefits. Personal information may include: name(s), surname(s), other surnames previously used and current legal name; sex/gender contact information, proof of identity and legal status in Canada, proof of address, and country or city and country of birth if outside Canada; other identification numbers; citizenship status; employment equity information; type of birth; whether a twin or

a triplet; date of birth; date and place of death; death registration number in Canada; father's full name (if applicable); mother's full name (maiden surname at her birth) parent's name at birth; any cancelled SIN, issued, or reissued; date of application; effective or issue date; eligibility to work; document status (active or inactive and reason); signatures; e-mail addresses; relationship of representative to the applicant; expiry date for 900-series SIN; and account status and other annotations, such as administrative flags (such as death data) or notes. There may be situations (pre-1993 application forms) when the microfilmed copy contains marital status information and the name and address of the employer(s). This bank also describes personal information pertaining to entities (i.e. Public Trustees and/or Guardians, Departmental Administrators, etc.) with legal authorization to access information held in the Social Insurance Register (SIR) on behalf of an individual: name(s), surnames(s), work title, work coordinates (i.e. city and province of work, contact information), and attestation of identity.

Note

All requests for access must include: SIN; name; place and date of birth; family name at birth of the individual's mother; and the same documentary proof of identity as is required when submitting an application for a SIN. Entities acting on behalf of an individual must provide their personal information every time they request information held in the SIR.

Class of individuals

Canadian citizens; Registered Indians; permanent residents; temporary residents and others who are authorized to work in Canada; mother and father of the applicant's parent's name at birth; representative of the applicant; and witnesses.

Purpose

Personal information may be used to register persons pursuant to section 138 of the *Employment Insurance Act*, subsection 28.1 (1) of the *Department of Employment and Social Development Act* and section 98 of the Canada Pension Plan, and those on whose behalf a

Social Insurance Number application has been received by the Canada Employment Insurance Commission (CEIC). Subsection 28.1 (2) of the *Department of Employment and Social Development Act* authorizes the CEIC to maintain a register containing the names of all persons registered and other information, as required, to accurately identify all persons so registered. Personal information may also be used in administering certain acts of Canada, such as the *Employment Insurance Act* and the *Income Tax Act*. Release of information from the Social Insurance Register is pursuant to the *Department of Employment and Social Development Act* for the accurate identification of individuals and for the effective use by those individuals of SINs.

Consistent uses

The information may be used for investigation purposes or to validate Social Insurance Registry Register (SIR) records for administration and program benefits eligibility purposes by Social Insurance Number-based programs. Information and documentation provided in support of a SIN application may be verified and/or shared with federal departments and agencies that are authorized users of the SIN and in accordance with the Treasury Board of Canada Secretariat's Directive on Social Insurance Number for the administration of benefits and services. Information may also be shared with provincial departments and agencies for the administration of benefits and services and/or with federal and provincial departments for the administration and enforcement of the legislation for which they are responsible. Information from the SIR may be shared with Fisheries and Oceans Canada. This information is described in the Department of Fisheries and Oceans institution-specific PIB Financial Relief for Fishers (DFO PPU 036). It might also be shared with the Department of Justice Canada. This information is described in the JUS institution-specific PIB Family Orders and Agreements Enforcement Assistance (JUS PPU 125). It might also be shared with Veterans Affairs Canada. This information is described in the following VAC institution-specific PIBs: Canadian Forces Income Support (VAC PPU 608); Earnings Loss (VAC PPU 607); and War Veterans Allowance (VAC PPU 040). It might also be shared with Immigration Refugees and Citizenship

Canada. This information is described in the following IRCC institution-specific PIBs; Query Response Centre Records (CIC PPU 056) and Application and Assessment for Canadian Citizenship (CIC PPU 050). Information from the SIR may also be shared with the Canada Border Services Agency (CBSA PPU 1403). It might also be shared with the RCMP. This information is described in RCMP institution-specific PIB Operational Case Records (RCMP PPU 005). It might also be shared with the Canada Revenue Agency. This information is described in the following CRA institution-specific PIBs: Individual Returns and Payment Processing (CRA PPU 005); Criminal Investigations Program (CRA PPU 095); Disability Tax Credit Program (CRA PPU 218); Benefit Programs - Working Income Tax Benefit Program (CRA PPU 178); Goods and Services Tax/Harmonized Sales Tax Credit (GST/HST credit) (CRA PPU 140); and Canada Child Tax Benefit Data Bank (CRA PPU 063).

- It may also be shared internally within the ESDC institution-specific PIBs: Apprenticeship Grants (ESDC PPU 297); Student Financial Assistance (ESDC PPU 030); Canada Education Savings Program (ESDC PPU 506); Canada Disability Savings Program (ESDC PPU 038); Government Annuities (ESDC PPU 395); Wage Earner Protection Program (ESDC PPU 035); the Canada Pension Plan Program (ESDC PPU 146); and the Old Age Security Program (ESDC PPU 116). It may also be shared with Statistics Canada; Retraite Québec; Régie de l'assurance-maladie du Québec; Ministère du revenu du Québec; and the Commission des normes, de l'équité, de la santé et de la sécurité au travail. Information and documentation to support a SIN application may also be verified with the provincial/territorial vital statistics registers and/or with Immigration Refugees and Citizenship Canada. The SIN could also be shared with an employer or former employer who has lost contact with an employee but requires the employee's SIN to meet legal requirement. Information may also be used and/or disclosed for policy analysis, research, and/or evaluation purposes, and may be linked to various sources of information under the custody and control of ESDC. Information may be shared with provincial

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

Retention and disposal standards

- Paper-based SIN application forms are destroyed immediately after microfilming, but the application form is entered electronically into the SIR. Requests made through electronic means (such as Social Insurance Number Rapid Access and Newborn Registration Service) do not require a paper-based application form. Therefore, there is no microfilmed copy. Microfilmed copies and electronic applications are retained for 100 years.
- Electronic web-based SIN applications' retention and disposition schedule are under development.
- Electronic information collected from the web-based Entity portal are under development.
- SIN Card return information (including forms) or physical SIN cards will be disposed off once the administrative action to update the SIR is completed.

RDA number

M-59-73

Related record number

ESDC IAP 060

TBS registration

002396

Bank number

ESDC PPU 390

Last Updated

2022 (To be reviewed by TBS)

Labour Market Information (CoR)

Description

Administrative data and aggregate data tables from different surveys are obtained and used to produce labour market statistics, reports and analysis at the national, provincial and local level. The records are used to prepare occupational and industrial analysis (including: wages; employment outlooks; workers characteristics, such as gender and age distribution; and proportion of full-time/part time workers), economic scans and client segment profiles and to respond to requests for labour market information.

Document types

Statistical reports; data tables; data files; reports; agendas and minutes of meetings; work plans; contracts; notes; directives; guidelines; and correspondence.

Record number

ESDC SEB 146

Labour Market Development Agreements (CoR)

Description

Records relating to the development, management, monitoring, and evaluation of Labour Market Development Agreements.

Document types

Cabinet documents; Treasury Board submissions; terms and conditions; federal-provincial/territorial agreements; policies; guidelines; legal opinions/advice; correspondence; memos, briefing materials, and presentations; terms of references; agendas; meeting records; communications strategies; media lines and backgrounders; photos, videos, and infographics; policy and program analyses; program and activity Descriptions; budgets; program expenditures; research reports; evaluations; work plans; annual reports and plans from provinces/territories; audited financial statements from provinces/territories; and individual and aggregate data on program participants, service delivery and results transmitted to Canada by the provinces and territories. Directives, operational policies, correspondence, briefing materials, methodologies, research, annual plans, performance reports; analyses, evaluations and information relating to similar programs and services under the Employment Benefits and Support Measures (EBSM).

Record number

ESDC SEB 131

Employment Benefits, Support Measures and Other Programs (PIB)

Description

Employment Benefits and Support Measures currently include pan-Canadian programming, including elements of the National Employment Service. Programs similar to Employment Benefits and Support Measures are also delivered by provinces and territories under Labour Market Development Agreements, and Indigenous groups under Indigenous Skills and Employment Training Program agreements. The data in this bank is transferred to Canada for performance measurement and evaluation purposes. Data and information gathered for this PIB are maintained in a secure manner. Employees working with this information or data must undergo a security check. Personal information may include: name, contact information, biographical information, citizenship status, date of birth,

educational information, employment equity information, SIN, official language of choice, employment status, activity and outcome information, youth at risk, Employment Insurance client status, social assistance recipient status, other identification numbers, and date record was last accessed.

Note

ESDC PPU 501 EI Databank is now included in this PIB.

Class of individuals

Employment Benefits are available to individuals who are eligible for EI (both active and former EI clients and those who have made sufficient contributions to EI), while Support Measures are available to all employed and unemployed Canadians.

Purpose

To monitor and evaluate the effectiveness of the above-mentioned programs.

Consistent uses

The information may be used and/or disclosed for policy analysis, research and/or evaluation purposes and may be linked to various sources of information under the custody and control of ESDC. Information is disclosed to the Canada Revenue Agency for the purpose of administering the *Income Tax Act*. This information is described in the following CRA institution-specific PIB Individual Income Tax Return (CRA PPU 005). To conduct evaluation activities, the SIN is used to link employment and income information from ESDC and other sources (such as the Canada Revenue Agency for income level) with program participant data.

Retention and disposal standards

Disposition under review. No record can be disposed of, and records must be retained in their entirety.

RDA number

2015/002

Related record number

ESDC SEB 131

TBS registration

004158

Bank number

ESDC PPU 293

Workforce Development Agreements (CoR)**Description**

Records relating to the development, management, monitoring, and evaluation of the Workforce Development Agreements.

Document types

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

Record number

ESDC SEB 133

Workforce Development Agreements (PIB)**Description**

This bank describes the information that is collected by the provinces and territories about employment programs and services funded through Workforce Development Agreements. This information is transferred to Canada for performance measurement and evaluation purposes. Data and information gathered for this PIB are maintained in a secure manner. Employees working with this information or data must undergo a security check. Personal information may include: name, contact information, biographical information, citizenship status, date of birth, educational information, employment equity information, SIN, official language of choice, employment status, activity and outcome information, Employment Insurance client status, and social assistance recipient status.

Note

This personal information bank includes the Targeted Initiative for Older Workers ESDC PPU 705. The Targeted Initiative for Older Workers program ended March 31, 2017.

Class of individuals

Services and programs delivered under Workforce Development Agreements are available to Canadian citizens, permanent residents and protected persons within the meaning the *Immigration and Refugee Protection Act* entitled to work in Canada.

Purpose

To monitor and evaluate programs and services delivered under the Workforce Development Agreements.

Consistent uses

The information may be used and/or disclosed for policy analysis, research and/or evaluation purposes and may be linked to various sources of information under the custody and control of ESDC. To conduct evaluation activities, the SIN is used to link employment and income information from ESDC and other sources (such as the Canada Revenue Agency for income level) with program participant data.

Retention and disposal standards

Disposition under review. No record can be disposed of, and records must be retained in their entirety.

RDA number

2015/002

Related record number

ESDC SEB 133

TBS registration

2019016

Bank number

ESDC PPU 303

Opportunities Fund for Persons with Disabilities (CoR)

Description

Records relating to financial support for employers who hire persons with disabilities; supports for individuals with disabilities to obtain employment, improve their employability or return to school; projects that would enable individuals to access employment, skills or employment services. In addition, information and correspondence on social services and interventions tailored to meet the needs of individuals and to facilitate integration into employment.

Note

This activity was duplicated under Social Development Partnerships Program and was removed.

Document types

Agreements, terms and conditions, policies, procedures, frameworks for evaluation, cash flow statements, payment history, asset inventory, recipient auditing, monitoring and reporting strategies.

Record number

Opportunities Fund for Persons with Disabilities (PIB)

Description

This bank describes information that relates to the Opportunities Fund (OF) for Persons with Disabilities. Personal information may include: name, contact information, biographical information, residency status, date of birth, level of education information, employment equity information, Employment Insurance eligibility information, employment intervention information (e.g. NOC, NAIC), financial information, medical information including type of disability, intervention language, intervention results (employed/self-employed, return to school, incompleteness), signature and Social Insurance Number.

Class of individuals

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

Purpose

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

Consistent uses

The information may be used or disclosed for the following purposes: policy analysis, research and/or evaluation purposes. Personal information may be shared with other ESDC or Service Canada

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

Retention and disposal standards

Under development

RDA number

2015/002

Related record number

ESDC SEB 138

TBS registration

006228

Bank number

ESDC PPU 300

Youth Employment and Skills Strategy (CoR)

Description

Records relating to funding for employers who hire youth; projects that would enable youth to access employment, skills or employment services. In addition, information and correspondence on services and interventions tailored to meet the needs of youth and to facilitate integration into employment.

Records relating to various youth employment programs.

Document types

Contribution agreements; program terms and conditions; policies; directives and procedures; frameworks for performance measurement evaluation; cash flow statements; payment history; asset inventory; funding recipient auditing; financial and activity monitoring reports.

Record number

ESDC SEB 134

Youth Employment and Skills Strategy (PIB)

Description

This bank describes information used in support of the Youth Employment and Skills Strategy (YESS) that is delivered by 11 Government of Canada departments and agencies: Employment and Social Development Canada; Indigenous Services Canada; Agriculture and Agri- Food Canada; Canadian Heritage; the Canadian Mortgage and Housing Corporation; Global Affairs Canada; Environment and Climate Change Canada; Innovation, Science and Economic Development Canada; the National Research Council; Natural Resources Canada; and Parks Canada. The YESS is delivered through three programs; the Youth Employment and Skills Strategy Program (YESSP), Canada Summer Jobs (CSJ) program, and Goal Getters.

ESDC collects program participant information from participating YESS departments and agencies for reporting and evaluation purposes.

Personal information collected may include: name; date of birth; contact information; Social Insurance Number (SIN) (with the exception of the Goal Getters program); employee personnel information; biographical information; education information; official language preference; employment equity information; medical information; and citizenship status.

Class of individuals

Youth between the ages of 15 and 30, with the exception of the Goal Getters program which serves youth below 15.

Purpose

Personal information is used for reporting and evaluation purposes. Personal information is collected pursuant to section 7 of the *Department of Employment and Social Development Act*. The Social Insurance Number (SIN) is collected in accordance with the Treasury Board of Canada Secretariat's Directive on Social Insurance Number, which identifies ESDC's Youth Employment and Skills Strategy as authorized users of the SIN and is used to report case results; and evaluate YESS program streams.

Consistent uses

The information may be used or disclosed for the purposes of internal reporting and performance measurements. Within ESDC/Service Canada, personal information can be accessed by Service Canada and Program Operations Branch program officers working on contribution agreements.

Retention and disposal standards

Records are retained for five years after their last administrative use. They are then destroyed.

RDA number

2015/002

Related record number

ESDC SEB 134

TBS registration

20150242

Bank number

ESDC PPU 706

Targeted Initiative for Older Workers (CoR)**Description**

Records relating to the initiative for unemployed older workers in vulnerable communities.

Document types

Policies, guidelines, correspondence, Treasury Board submissions, terms and conditions, briefing materials, reports, cash flow forecasts, program evaluations, federal-provincial/territorial contribution agreements, audits, recommendation formed financial statements, claims, participant information forms, participant follow-up feedback forms, participant follow-up survey information and monitoring reports.

Record number

ESDC SEB 135

Targeted Initiative for Older Workers (PIB)**Description**

This bank describes information that is collected by provinces/territories and transferred to the Government of Canada for the purpose of evaluating the Targeted Initiative for Older Workers (TIOW). The information is about TIOW participants and is collected through the mandatory completion of project intake and feedback forms as well as participant follow-up surveys. The personal information collected may include: name, contact information, date of birth, educational information, biographical information, gender,

language, use of Employment Insurance, use of social assistance, reasons for participating in project, expectations of project and participant evaluation of the program (exit information form).

Note

Individuals will need to provide their surname, given name and date of birth to be able to access their personal information.

Class of individuals

Canadian citizens who are unemployed older workers participating in the TIOW.

Purpose

The information is used to evaluate the TIOW as per the agreements between the provinces/territories and the Government of Canada. Personal information is collected pursuant to paragraph 6. (a) of the *Department of Employment and Social Development Act*.

Retention and disposal standards

The information will be retained for five years after the completion of the evaluation, after which it will be destroyed.

RDA number

2007/002

Related record number

ESDC SEB 135

TBS registration

20150037

Bank number

ESDC PPU 705

Enabling Fund for Official Language Minority Communities (CoR)

Description

Records relating to the Enabling Fund for Official Language Minority Communities. Information pertains to their economic and human resources-related needs and issues. Also includes information on relevant federal programs and other initiatives that are of relevance to Enabling Fund recipient organizations.

Document types

Funding proposals, action plans, policies, directives, strategies, guidelines, program evaluations, call for proposals, agreements, reporting and performance measurement information.

Record number

ESDC SEB 136

Aboriginal Skills and Employment Training Strategy (CoR)

Description

Records relating to the management and delivery of the Aboriginal Skills and Employment Training Strategy.

Document types

Briefing and correspondence, policies, procedures, directives and guidelines, meeting records, project assessment and monitoring documents, reports, program evaluations and reviews, research, program results, quarterly activity reports, quarterly financial claims, budgets, contracts, contribution agreements including service level agreements and program terms and conditions.

Record number

ESDC SEB 132

Aboriginal Skills and Employment Training Strategy (PIB)

Description

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

Note

Aboriginal Labour Market Programs ESDC PPU 101 is now included in this PIB. Individuals who request information described in this bank must provide their SIN.

Class of individuals

First Nations, Inuit, Métis, parents or guardians and witnesses.

Purpose

Personal information is used to administer ASETS, including program monitoring, accountability, evaluation, and reporting. Personal information is collected pursuant to paragraph 6. (a) of the *Department of Employment and Social Development Act*. The SIN is also collected pursuant to the *Employment Insurance Act* to verify client eligibility for, or entitlement to, Employment Insurance benefits while participating in ASETS.

Consistent uses

The information may be used and disclosed for program promotion purposes, such as success stories including photos and/or videos.

Retention and disposal standards

Records are retained for 10 years after their last administrative use. Certain documents with archival or historical value are transferred to Library and Archives Canada at the end of the retention period.

RDA number

2015/002

Related record number

ESDC SEB 132

TBS registration

20150127

Bank number

ESDC PPU 717

Skills and Partnership Fund (CoR)

Description

Records relating to the general management of the project-based program. Records relate to Aboriginal, private-sector, and provincial/territorial partnerships, and support the development and testing of strategies to improve labour market services and employment outcomes for Aboriginal people.

Document types

Briefing materials, correspondence, policies, procedures, directives and guidelines, meeting records, project assessment and monitoring documents, reports, program evaluations and reviews, research, program results, quarterly activity reports, quarterly financial claims, budgets, contracts, contribution agreements including program terms and conditions and labour market agreements.

Record number

ESDC SEB 151

Skills and Partnership Fund (PIB)

Description

This bank describes information used to support the delivery and management of the Skills and Partnership Fund (SPF), and to

demonstrate its success. Personal information may include: SIN, name, date of birth, employment equity information, biographical information, languages spoken, disability, contact information, agreement number, educational information, social assistance recipient status, barriers to employment, applicant action plan information, applicant intervention information, signature, consent and release forms and photo and/or video of success stories.

Note

Aboriginal Labour Market Programs ESDC PPU 101 is now included in this bank. Individuals who request information described in this bank must provide their SIN.

Class of individuals

First Nations, Inuit, Métis and witnesses.

Purpose

Personal information is used to administer the SPF including program monitoring, accountability and evaluation reporting, and the posting of aggregate client results on the SPF webpage. Personal information is collected pursuant to paragraph 6. (a) of the *Department of Employment and Social Development Act*. The SIN is collected in accordance with the Treasury Board of Canada Secretariat's Directive on Social Insurance Number, which identifies ESDC's Aboriginal programs (includes the SPF) as authorized users of the SIN. The SIN will be used for the following authorized activities: monitoring, assessing and evaluating the effectiveness of assistance provided with government funding.

Consistent uses

The information may be used or disclosed for the following purposes: enforcement, reporting to senior management, evaluation, internal audit and operating the program.

Retention and disposal standards

Records are retained for 10 years after their last administrative use. Certain documents with archival or historical value are transferred to Library and Archives Canada at the end of the retention period.

RDA number

2015/002

Related record number

ESDC SEB 151

TBS registration

20150038

Bank number

ESDC PPU 710

First Nations Job Fund (CoR)

Description

Records relating to the management and delivery of the First Nations Job Fund program.

Document types

Briefing and correspondence, policies, procedures, directives and guidelines, meeting records, project assessment and monitoring documents, contribution agreements, program terms and conditions, program evaluations and reviews, research, program results, quarterly activity reports, quarterly financial claims and budgets.

Record number

ESDC SEB 142

First Nations Job Fund (PIB)

Description

This bank describes information used in support of the management and delivery of the First Nations Job Fund. Personal information may include: SIN, name, date of birth, employment equity information, contact information, biographical information, educational information, language(s) spoken, physical attributes, disability, agreement number, barriers to employment, financial information, photo and/or video of success stories and signature.

Note

Aboriginal Labour Market Program ESDC PPU 101 is now included in this PIB. Individuals who request information described in this bank must provide their SIN.

Class of individuals

First Nations and witnesses.

Purpose

Personal information is used to administer the First Nations Job Fund, including program monitoring, accountability, evaluation and reporting. Personal information is collected under paragraph 6. (a) of the *Department of Employment and Social Development Act*. The SIN is collected pursuant to Aboriginal Program (ESDC) for client tracking, monitoring and evaluation.

Consistent uses

The information may be used for program promotion purposes, such as success stories, including photos and/or videos. Information can also be shared with Aboriginal Affairs and Northern Development Canada for the administration of the Enhanced Service Delivery program. This information is described in the AANDC institution-specific PIB Income Assistance Reform (AANDC PPU 240).

Retention and disposal standards

Records are retained for 10 years after their last administrative use. Certain documents with archival or historical value are transferred to Library and Archives Canada at the end of the retention period.

RDA number

2015/002

Related record number

ESDC SEB 142

TBS registration

20150126

Bank number

ESDC PPU 716

Job Bank (CoR)

Description

Records are related to the administration of Job Bank services

Document types

Policy documents, memoranda, briefing material, agreements, statistical reports, evaluation reports, procedures, legal advice, meeting documents, planning documents, correspondence, research, analyses, project documents, communications documents, submissions, assessments, financial reports, performance reports, business requirements, process flows.

Record number

ESDC SEB 149

Job Bank (PIB)

Description

This bank describes information required for the administration and enforcement of certain labour exchange services on Job Bank. Personal information may include: name, contact information, biographical information, mother's maiden name, date of birth, educational information, employment equity information, SIN, Express Entry credentials and business information.

Class of individuals

Individuals from the general public including job seekers, employers, and third party representatives, who register on Job Bank to use its labour exchange services.

Purpose

Personal information is used to support the administration, delivery, and enforcement of the labour exchange services delivered through ESDC's Job Bank website. In particular, the information is used to create and authenticate a Job Bank user account, as well as a job seeker profile and/or an employer file for the purpose of connecting real job seekers with real employers. Personal information is collected pursuant to subsections 60. (1) and 60. (2) of the *Employment Insurance Act* and supplemented by sections 58 and 59 of the *Employment Insurance Regulations* as well as subsection 34. (2) of the *Department of Employment and Social Development Act*. Certain personal information is used to determine eligibility for Job Bank for Job Seekers or Job Bank for Employers services. This information is authenticated by cross-referencing the Social Insurance Registry (ESDC PPU 390) in the case of Canadian users or the Express Entry system (CIC PPU 042) in the case of Express Entry users.

Social Insurance Numbers (SINs)

The SIN is used during registration of a Job Bank user account to confirm the user's identity and eligibility through a cross-reference check with the Social Insurance Registry. After this step, the SIN is erased from the system. It is not used for any other purpose and is not retained. The SIN is collected pursuant to the *Employment Insurance Act*, which is one of the authorized purposes for the collection or use of the SIN and is identified as such under the Treasury Board Directive on Social Insurance Number.

Consistent uses

The information may be used or disclosed for the purposes of enforcement, reporting and evaluation. In terms of enforcement, the information included on Job Bank may be used or disclosed to

authenticate and cross-check business information provided to the Integrity Services Branch. It may be shared with Immigration, Refugees and Citizenship Canada (IRCC) to support and facilitate the administration of federal and provincial immigration programs. Personal information elements could potentially be cross-referenced to ensure program eligibility and integrity with the following ESDC institution-specific PIBs: Employment Insurance Databank (ESDC PPU 501); Temporary Foreign Worker Program (ESDC PPU 440); Employment Insurance Program Investigation (ESDC PPU 171); Insurance Claim File - Local Office (OPS) (ESDC PPU 150). Additionally, personal information may be shared with the RCMP and/or provincial governments for the administration and enforcement of federal, provincial, territorial or municipal legislation related to labour, employment, social benefits, immigration and occupational health and safety. This information is described in RCMP institution-specific PIB Operational Case Records (RCMP PPU 005).

Retention and disposal standards

Disposition to be decided. No records can be disposed of, and records must be retained in their entirety.

RDA number

2015/002

Related record number

ESDC SEB 149

TBS registration

20150171

Bank number

ESDC PPU 711

Sectoral Initiatives Program (CoR)

Description

Labour market information and recommending program investments to support matching workers' skills with jobs in key economic sectors. The records and information that are created, collected, and maintained relate to the design, development, delivery, management, performance measurement, and evaluation of contribution agreements and of the program as a whole, for ESDC's Sectoral Initiative Program.

Document types

Policy documents, briefing materials, memoranda, correspondence, project concept papers, project proposals, agreements, project reports, studies, contracts, statements of work, evaluation criteria, evaluation reports, meeting agendas, presentations, business plans, skills profiles and labour market information products.

Record number

ESDC SEB 140

Sectoral Initiatives Program (PIB)

Description

This bank describes information that is collected for the design, development, delivery, management, performance measurement, and evaluation of contribution agreements and the program as a whole for ESDC's Sectoral Initiatives Program (SIP).

Personal information may include:

- Name of the proponent or contribution agreement recipient and/or key contacts with the organization;
- Business contact information;
- Educational information;
- Employment equity numbers;
- Signatures.

Class of individuals

SIP proponents/applicants; signatories on the contribution agreements; full or part-time current and former employees of institutions that are or were recipients; and contractors and consultants (via Request for Proposal processes) engaged by recipients through SIP.

Purpose

This personal information is collected and used in the delivery, management, performance measurement, and evaluation of SIP contribution agreements and the SIP program as a whole. The personal information is collected pursuant to the *Employment Insurance Act* and the *Financial Administration Act*.

Consistent uses

The information may be used or disclosed for the following purposes:

- creating and maintaining an inventory of SIP stakeholders for engagement purposes
- reporting to senior management and
- evaluation

Information may be shared with other federal institutions in cases of jointly supported agreements; with province(s) or (an) institution(s) in cases of jointly funded projects; and within ESDC for evaluation purposes.

Retention and disposal standards

If the contribution agreement has received prominent media coverage or required intervention by the Minister, the information will be retained for six years after the end of the agreement and then transferred to Library and Archives Canada as archival records.

If the contribution agreement has not received prominent media coverage or did not require intervention by the Minister, the information will be retained for six years after the end of the agreement and will be destroyed.

As per the Records Disposition Authority, certain information developed or collected by the SIP would be retained for 10 years and archived thereafter. Examples include: policy documents; program guidelines; decks and briefing notes for senior management; performance measurement, results and evaluation reports; etc.

RDA number

2015/002

Related record number

ESDC SEB 140

TBS registration

003490

Bank number

ESDC PPU 703

Literacy and Essential Skills (CoR)

Description

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

Document types

Policy documents, briefing materials, memoranda, correspondence, project concept papers, project proposals, agreements, project reports, studies, contracts, statements of work, evaluation criteria, evaluation reports, meeting agendas, presentations, business plans, skills profiles and published tools and resources.

Record number

ESDC SEB 143

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

Description

Records relate to delivery of the Red Seal Program.

Document types

Directives, policies and procedures, correspondence, contracts, legal agreements, interdepartmental letters of agreement, terms of reference, presentations, research studies, project information and descriptions, briefing notes, reports, analyses, statistics, legal opinions, surveys, agendas, minutes and work plans.

Record number

ESDC SEB 141

Apprenticeship Grant (CoR)

Description

Documents relate to an incentive program for Canadians wanting to pursue and complete apprenticeships in the Red Seal trades.

Document types

Directives; operational policies; correspondence; project information; briefing notes and materials; methodologies; reports; analyses; project descriptions; statistics and evaluations; memoranda; budgets; program expenditures; documents regarding implementation cost analyses, results and data evaluations.

Record number

ESDC IAP 710

Apprenticeship Incentive Grant (CoR)

Description

Records relate to an incentive program for Canadians who successfully completed their first or second year/ level (or equivalent) of an apprenticeship program in one of the designated Red Seal trades.

Document types

Application forms, directives, operational policies, correspondence, project information, briefing notes and materials, methodologies, reports, analyses, statistics and evaluations, memoranda, budgets, program expenditures, implementation costs analyses, results and data evaluations.

Record number

ESDC IAP 142

Apprenticeship Incentive Grant (PIB)

Description

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

Class of individuals

Eligible apprentices who have made applications for the Apprenticeship Incentive Grant.

Purpose

Personal information is used to determine eligibility for the Grant and to disburse funds to recipients and may be shared with the apprenticeship authority of the province/territory in which the applicant

is registered as an apprentice. Personal information is collected under the authority of sections 5(1), 5(2) and 7 of the *Department of Employment and Social Development Act* (DESDA) to administer and enforce the Apprenticeship Incentive Grant. The Social Insurance Number (SIN) is collected in accordance with the Treasury Board of Canada Secretariat's Directive on Social Insurance Number, which identifies the Apprenticeship Incentive Grant as an authorized user of the SIN.

Consistent uses

The personal information may be used and/or disclosed for policy analysis, research and/or evaluation purposes. Personal information may be disclosed to Statistics Canada for statistical and research purposes. This activity is described in Statistics Canada's Registered Apprenticeship Information System, StatCan PPU 083. Information, including Social Insurance Number, name, contact information, and payment amount, may be shared with the Canada Revenue Agency and Revenu Québec for administration of respective taxation acts. This activity is described in CRA institution-specific PIB Review and Control (CRA PPU 125). Information, including Apprenticeship Incentive Grant payment information and Social Insurance Number, may be shared with the Department of Justice Canada to administer the *Family Orders and Agreements Enforcement Assistance Act*. This activity is described in JUS institution-specific PIB Family Orders and Agreements Enforcement Assistance (JUS PPU 125). Information may be shared with Public Works and Government Services Canada for the issuance and management of benefit payments and entitlements. This activity is described in PWGSC institution-specific PIB Receiver General Payments (PWGSC PCU 712).

Retention and disposal standards

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

RDA number

2015/002

Related record number

ESDC IAP 142

TBS registration

20091236

Bank number

ESDC PPU 297

Apprenticeship Completion Grant (CoR)

Description

Records relate to an incentive program for Canadians who are registered apprentices and who have successfully completed an apprenticeship program and achieved certification as a journey person in one of the designated Red Seal trades.

Document types

Application forms, directives, operational policies, correspondence, project information and descriptions, briefing notes and materials, methodologies, reports, analyses, statistics and evaluations, memoranda budgets, program expenditures, implementation costs analyses, results and data evaluations.

Record number

ESDC IAP 153

Apprenticeship Completion Grant (PIB)

Description

This bank describes personal information related to eligible apprentices who apply for and/or receive funding through the Apprenticeship Completion Grant. Personal information may include: name; contact information; biographical information; citizenship status; financial information; educational information; Social Insurance Number; employment information; other identification numbers; date

of birth; employment equity information; official language; and signature.

Class of individuals

Eligible apprentices and journey persons who have made applications for the Apprenticeship Completion Grant.

Purpose

Personal information is used to determine eligibility for the Grant and to disburse funds to recipients and may be shared with the apprenticeship authority of the province/territory in which the applicant is registered as an apprentice or has been certified as a journey person. Personal information is collected under the authority of sections 5(1), 5(2) and 7 of the *Department of Employment and Social Development Act* (DESDA) to administer and enforce the Apprenticeship Completion Grant. The Apprenticeship Completion Grant was developed under the authority of subsections 5. (1) and 5. (2) and section 7 of the DESDA. The Social Insurance Number (SIN) is collected in accordance with the Treasury Board of Canada Secretariat's Directive on Social Insurance Number, which identifies the Apprenticeship Incentive Grant as an authorized user of the SIN.

Consistent uses

The personal information may be used and/or disclosed for policy analysis, research and/or evaluation purposes. Personal information may be disclosed to Statistics Canada for statistical and research purposes. This activity is described in Statistics Canada's Registered Apprenticeship Information System, StatCan PPU 083. Information including the Social Insurance Number, name, contact information, and payment amount, may be shared with the Canada Revenue Agency and Revenu Québec for administration of respective taxation acts. This activity is described in CRA institution-specific PIB Review and Control (CRA PPU 125). Information, including Apprenticeship Completion Grant payment information and Social Insurance Number, may be shared with the Department of Justice Canada to administer the *Family Orders and Agreements Enforcement Assistance Act*. This activity is described in JUS institution-specific PIB Family Orders and

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

Retention and disposal standards

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

RDA number

2015/002

Related record number

ESDC IAP 153

TBS registration

20160008

Bank number

ESDC PPU 299

Foreign Credential Recognition (CoR)

Description

Records relate to signed contribution agreements with federal and provincial partners and key stakeholders (such as national associations and regulatory bodies). In addition, they relate to engagement with provinces and territories to advance foreign credential recognition priorities through the Forum of Labour Market Ministers as well as commitments to domestic labour mobility as set out under Chapter 7 of the Canadian Free Trade Agreement (certificate-to-certificate recognition).

Document types

Contribution agreements, frameworks, research studies, policy and program initiatives, correspondence, guidelines, evaluation reports, briefing materials, project information, policy and program guidelines, monitoring and evaluation reports, reports, analyses, project descriptions, memoranda, budgets, program expenditures, results, internal audits, meeting agendas, presentations, and common notes from federal, provincial and territorial engagement.

Record number

ESDC SEB 148

Temporary Foreign Worker Program (CoR)

Description

Records are related to the Temporary Foreign Worker Program, Canadian Experience Class, the Federal Skilled Worker Program, and the Federal Skilled Trades Program to process Labour Market Impact Assessment (LMIA) applications submitted by employers that want to hire temporary foreign workers or support the permanent immigration of skilled workers.

Document Type

Bulletins; directives; policies; program guidelines; agreements; correspondence; LMIA applications and decision letters; appointment of representative forms; employer-employee contracts; questionnaires relating to advertising and layoffs; foreign academic recruitment summaries; review findings; accommodation description and medical disability certificates for the Live-in Caregiver Program; Canada Revenue Agency documentation (Business Number, PD7A, ePD7A, Notice of Assessment, T2, T2124, and T4 summaries); payroll statements and pay stubs; time sheets; medical disability certificate; physician's note; Old Age Security card; passport or birth certificate; long-form birth certificate; foreign birth certificate; adoption certificate of child; official guardianship documentation; worker's compensation clearance letter; copy of work permit; cancelled cheques and money transfers; travel itineraries and invoices; confirmation of coverage

letter from insurer; workplace insurance clearance letter; report of interview form in Integrity Services Branch's – Integrity Case Management System; inspection decisions, penalties and bans; attestation by a lawyer, a notary public or a Chartered Professional Accountant confirming that the employer is engaged in a legal business that provides a good and/or service in Canada; business licenses; and commercial lease documents.

Record number

ESDC SEB 147

Temporary Foreign Worker Program (PIB)

Description

This bank describes information used in support of the administration and enforcement of the Temporary Foreign Worker Program, Canadian Experience Class, Federal Skilled Worker Program and Federal Skilled Trades Program. Personal information may include: name, contact information, biographical information, mother's maiden name, citizenship status, date of birth, employee identification number, employment equity information, employee personnel information, other identification numbers, place of birth, signature, work permit information, passport information, housing information, medical information, birth certificate, adoption certificate, employer identification number, business and legal name, credit information and Canada Revenue Agency Business Number.

Note

Individuals who request information described in this bank must provide their employer identification number and system file number. Information may be stored in the following internal systems or databases: Labour Market Impact Assessment (LMIA) System; Integrity Case Management System.

Class of individuals

General public (spouse, common-law partner, and other relative); Temporary Foreign Worker Program, Canadian Experience Class, and Federal Skilled Worker Program, and Federal Skilled Trades Program applicants; third parties (including employment agencies, immigration consultants, lawyers, or private individuals representing applicants to the aforementioned); employers; temporary foreign workers; Canadian/Permanent Resident employees.

Purpose

Personal information is collected pursuant to sections 203 and 209 of the Immigration and Refugee Protection Regulations and subsection 30. (1.43) of the *Immigration and Refugee Protection Act*. Personal information is used to enforce the *Immigration and Refugee Protection Act* and *Regulations* and to administer and enforce the Temporary Foreign Worker Program, Canadian Experience Class, Federal Skilled Worker Program and Federal Skilled Trades Program by assessing LMIAs from employers.

Consistent uses

The information may be used for enforcement, reporting to senior management and evaluation. Personal information elements are accessed by the Canada Border Services Agency to issue work permits at ports of entry. This information is described in CBSA institution-specific PIB Temporary Foreign Worker Program (CBSA PPU 050). Information may be shared with Immigration, Refugees and Citizenship Canada (IRCC) for the administration and enforcement of immigration legislation. This information is described in IRCC institution-specific PIB Temporary Worker Records and Case File (IRCC PPU 054). Personal information may be shared with provincial and territorial ministries or departments responsible for labour, employment, and occupational health and safety legislation to assist with the administration and enforcement of that legislation. ESDC may receive personal information regarding the employer's history of violations under employment and occupational health and safety legislation. This information is described in ESDC institution-specific PIB Canada Labour Code Part II Occupational Health and Safety (ESDC PPU 024).

Personal information elements may be collected from federal partners to verify that employers seeking temporary foreign workers do not have an active work-sharing agreement. Personal information may be shared within the Transformation and Integrated Service Management Branch (TISMB) to use the employer personal information on a record of employment (ROE) to cross-check against an employer's LMIA application and verify whether the position requested on the application is the same position for which an ROE was submitted by the employer. It may also be shared with Integrity Services Branch to search for employer information under a Canada Revenue Agency Business Number. This information is described in CRA institution-specific PIB Review and Control (CRA PPU 125). Personal Information may be disclosed to Statistics Canada for analysis, research and evaluation purposes.

Retention and disposal standards

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

RDA number

2015/002

Related record number

ESDC SEB 147

TBS registration

003127

Bank number

ESDC PPU 440

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

Description

This bank describes information that is used to support Temporary Foreign Worker Program's (TFWP) employer compliance reviews and inspections. Personal information may include: name, contact information, biographical information, citizenship status information, criminal check and history, date of birth, educational information, employee identification number, employment equity information, employee personnel information, financial information, medical information, other identification numbers, physical attributes, place of birth, signature, travel itinerary, location of residence outside of Canada, accommodation information, transportation information, medical coverage, working conditions, inspection decisions, penalties and bans, work permit, tenancy agreement, immigration status, identification document, and National Occupational Classification. Information may also include opinions and views of, or about, individuals.

Note

Individuals requesting information described in this bank must provide an employer identification number, system file number, National Integrity Investigation System case number, or a Canada Revenue Agency (CRA) Business Number. Personal information may be stored in the following systems or databases: National Integrity Investigation System, Integrity Case Management System (ICMS), Quality Monitoring System, Foreign Worker System, Labour Market Impact Assessment (LMIA) system, Major Investigations and Sensitive Case System, Corporate Client Information System, National Integrity Investigations Systems and SharePoint database.

Class of individuals

General public; family members or other relatives; immigration consultants; applicants to the Temporary Foreign Worker Program TFWP; employers; employment agencies and employer representatives; consultants; lawyers; informants; and temporary foreign workers, and Canadian/Permanent Resident employees

Purpose

Personal information is used to administer and enforce the Temporary Foreign Worker Program to ensure compliance with the requirements of the *Immigration and Refugee Protection Regulations*, through the conduct of reviews and inspections related to Labour Market Impact Assessments. Personal information is collected pursuant to paragraph 32. (d) of the *Immigration and Refugee Protection Act* and subsections 203. (1) to 203. (5) and sections 209.1 to 209.9972 of the *Immigration and Refugee Protection Regulations* and through established information-sharing agreements.

Consistent uses

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

Retention and disposal standards

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

RDA number

2007/002

Related record number

ESDC IAP 059, ESDC SEB 147

TBS registration

20150128

Bank number

ESDC PPU 715

International Mobility Programs Inspections (PIB)

Description

This bank describes information that is used in support of International Mobility Programs (IMP) Inspections conducted by Service Canada/Integrity Services Branch (ISB) on behalf of Immigration, Refugees and Citizenship Canada (IRCC) formerly known as Citizenship and Immigration Canada (CIC). Personal information may include: name; contact information; Canada Revenue Agency Business Number; biographical information; immigration status; citizenship status information; accommodation information, transportation information, medical coverage, working conditions, work permit; criminal checks/history; date of birth; educational information; employment equity information; employee personnel information; inspection decisions, penalties and bans, financial information; other identification numbers; physical attributes; place of birth; and signature. Information may also include opinions and views of, or about, individuals and photos.

Note

In addition to the requirements specified on the Treasury Board of Canada Secretariat Personal Information Request form, individuals requesting information described in this bank must provide an employer name (legal and operating); employer identification number; employer location; National Integrity Investigation System (NIIS) or

Integrity Case Management System (ICMS), National Integrity Investigation System (NIIS) case number; Canada Revenue Agency business number; legal authority for those acting on behalf of an account holder or estate; The personal information may be stored in the following systems/databases: NIIS, (ICMS), Business Expertise Support System (BESS) and ISB Quality Monitoring System.

Class of individuals

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

Purpose

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

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

Consistent uses

The personal information may be used or disclosed for enforcement purposes; reporting to senior management and the minister's office;

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

Retention and disposal standards

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

RDA number

2015-002

Related record number

ESDC CCS 002

TBS registration

20180022

Bank number

ESDC PPU 730

Canada Service Corps Civic Participation Pilot - Application Intake and Selection (CoR)

Description

Records related to the Civic Participation Pilot program. Records included information on youth participants/applicants and were used for supporting and improving operations for the CSC. The records were collected to find suitable applicants, for administering the program and for determining the best placement of applicants, and were kept to be able to contact the participants to be able to determine the impact of the program during evaluation.

Note

This program was terminated in August of 2021.

Document types

Contracts; statements of work; proposals; evaluation criteria; memoranda; procedures; policies; project plans; surveys; statistical reports; curriculum and associated tools.

Record Number

ESDC IAP 072

Canada Service Corps Civic Participation Pilot- Application Intake and Selection (PIB)

Description

This bank describes information that is related to administration of the Civic Participation Pilot (CPP). Personal information about applicants may have included: first and last name; email address; year of birth; preferred official language; Citizenship status (Canadian citizen, permanent resident or protected persons); province of principal residence. The following was also required: Biographical information.

Questions of Interest - for administrative elements (informing facilitators of participant interests to ensure activities to supplement curriculum were varied, diverse, and inclusive). The following data elements were optional and were used for future PARE and policy analysis activities, and to ensure alignment with TB submission objectives: Educational information; Employment Equity information; Gender identity; Demographic information, such as identifying as a visible minority or part of a racialized group; identifying as part of an Indigenous group; identifying as a Person with a disability; LGBTQ2 identification, Recent newcomer to Canada; Official Language Minority Community (OLMC), Living in a rural or remote area).

Metadata (potentially found on laptops together with other personal information); IP address; Browser History; Geolocation; Etc. (TBD). Collected from Selected Applicants/Participants who request a laptop and IT support services.

Note

The program ceased to exist in August 2021.

Class of individuals

Program Applicants to the Civic Participation Pilot.

Purpose

The personal information was used to administer and provide services for the CPP program; to determine eligibility for the CPP program; for the provision of the necessary technology for participants to work and interact with facilitators; and for Policy, Analysis, Research and Evaluation (PARE) activities.

Consistent Uses

Reporting to senior management and evaluation.

Information may be shared with:

Last name, First name, Email address, Language of preference, Phone number (shipping address and telephone number collected for selected applicants/participants who request a laptop and IT support service only), Year of Birth, Citizenship status, Province of Principal

Residence, Questions 1 and 2 of Expression of Interest, Gender identity (Optional- with a prefer not to respond and Another gender not listed options), Level of Education (Optional- with a prefer not to respond option), Optional- Identity of participant with one or more of the demographic characteristics listed (options for responses include prefer not to answer) is collected by Learning Branch, Canada Service Corps Secretariat. It may be shared and used by ESDC, Canada Service Corps Secretariat and Innovation, Information Technology Branch (IITB). This information was disclosed outside of ESDC, with third party evaluator Ference and Company for CPP Evaluation.

Metadata (potentially found on laptops together with other personal information), IP Address, Browser History, Geolocation, etc. is collected by ESDC/IITB, and could be used by IITB.

Other

Last name, First name, Email address, Shipping Address, Telephone Number (collected for selected applicants/participants who request a laptop and IT support services only), was collected by Learning Branch, Canada Service Corps Secretariat. It may have been used by Third party Software/Support Services provider, and disclosed outside of ESDC to the Software Solution Provider, who only used first and last names to create an email address, and their personal email to share the information.

The following information was made available to the contractor CompuGen, who provided the management services of a Microsoft M365 environment provided by the Government of Canada to support the delivery of the CPP: First and last name, email address, phone number, address, city, province, postal code, country (shipping address and telephone number collected for two selected participants who requested a laptop and IT support services only).

The following contact information was shared with the third-party supplier of evaluation - who evaluated the feasibility and functionality of the Government of Canada to direct-deliver a civic engagement/leadership initiative for youth-, the information only was for those participants that were accepted into the Pilot initiative: Email address.

Retention and Disposal Standards

Records will be retained for at least two to five years following the last time the personal information was used for an administrative purpose unless the individual consents to its disposal.

Records retained of personal information in the context of policy analysis, research/statistical purposes that is no longer required to fulfill its intended purpose was destroyed, erased, or made anonymous.

Any data produced during the Pilot and stored on the loaned hardware was wiped at the end of the Pilot by the IT Branch of ESDC. Any data produced during the Pilot and safeguarded on the Microsoft 365 OneDrive will be wiped at the end of the Pilot.

RDA number

2015/002

Related record number

ESDC IAP 072

TBS registration

To be confirmed (To be reviewed by TBS)

Bank number

ESDC PPU 707

Civil Service Insurance (CoR)

Description

Records contain information on the administration of Civil Service Insurance policies and database that support the administration of the Civil Service Insurance (CSI) program.

Document types

Correspondence; operational procedures; payment requisitions; financial reports; T5 tax information slips; actuarial and administrative

reports; and databank for policies, such as premium collection, related reports and statistical studies on the program.

Record number

ESDC IAP 058

Civil Service Insurance (PIB)

Description

This bank describes information that is used to support the Civil Service Insurance (CSI) program. Personal information contained in this bank may include the following: the insured's name, Social Insurance Number, address, telephone number, date and place of birth, age of insured at date of policy issuance, preferred language, date of death, age at death, date of death notification, date and place of marriage, birth and/or baptismal certificate data, death certificate data, signature; the insured's policy number, policy terms and conditions, policy amount, date of issue, premiums information (amount paid, frequency, due date, last premium due date and pension number along with the Department's name where the insured worked), medical information and medical examiner's report conducted at policy issuance, taxation information, claim or surrender number if applicable, cash surrender value amount if applicable, type of annuity if this option is available (guarantee period, due date), table rate, interest rate; beneficiary information (name, date of birth, date of death, social insurance number, address, telephone number, preferred language, relationship with the insured); witness' information (name, address and signature); power of attorney or other legal representative documentation.

Note

The bank may be accessed using the policy number or the name. Personal information may be stored in the CSI database and/or in a secure location as a paper file.

Class of individuals

Individuals who bought a civil servant insurance policy through the Civil Service Insurance program.

Purpose

The personal information will be used by the Department of Employment and Social Development (Service Canada) to administer the CSI Program. Personal information is collected pursuant to sections 18 (b), (c), (d), (g), (h), (i) of the *Civil Service Insurance Act*. The Social Insurance Number (SIN) is collected pursuant the *Income Tax Act*.

Consistent uses

Personal information may be used and/or disclosed for policy analysis, research, evaluation and/or audit purposes. Information is shared with the Canada Revenue Agency (CRA) and Revenu Québec to process individual income tax returns. This information is described in CRA institution-specific PIB Individual Returns and Payment Processing (CRA PPU 005).

Retention and disposal standards

Paper and electronic files are destroyed five years after all benefits have been paid. An archival file of the destroyed policies/files is then created for future reference.

RDA number

2015/002

Related record number

ESDC IAP 058

TBS registration

20200161

Bank number

ESDC PPU 301

Canada Student Loans (CoR)

Description

Records relate to the administration of Canada Student Loans, which provides loans to students who have a demonstrated financial need to help them participate in post-secondary education.

Document types

Applications, loan information, repayment plans, student guides, reports, strategies, legislation, policies, procedures, studies, statistics, contracts, forecasts, publications and correspondence.

Record number

ESDC LB 110

Canada Student Grants (CoR)

Description

Records relate to the administration of Canada Student Grants, which provides non-repayable financial assistance to students who have a demonstrated financial need to help them participate in post-secondary education.

Document types

Applications, guidelines, policies, procedures, eligibility criteria and assessments.

Record number

ESDC LB 111

Student Financial Assistance (PIB)

Description

This bank describes personal information about individuals who have qualified for and/or have received student financial assistance through the Canada Student Loans Program. Personal information may

include: name, citizenship status, contact information, credit information, date of birth, educational information, financial information, medical information, physical attributes, signature, electronic signature, Social Insurance Number, language, photograph, gross family income, employment information, profession registration number, designated community of employment, medical expense information, medical insurance information, exceptional expense information, employer information loan information (including tuition refund details, balance, interest rate, payments, and terms) and existence of bankruptcy-related events (bankruptcy, orderly payment of debts, and consumer proposal). The Canada Student Loans Program also collects the following data for the purposes of delivering student financial assistance: loan information (including tuition refund details, balance, interest rate, payments, and terms), employer information (for loans in collections), and existence of bankruptcy-related events (bankruptcy, orderly payment of debts, and consumer proposal).

Note

Individuals who request information described in this bank must provide their name, Social Insurance Number and date of birth. Those acting on behalf of an account holder or estate must provide written authorization or proof of their legal authority. The personal information may be stored in the following Canada Student Loans System and the service provider database Loan Servicing System.

Class of individuals

Full- and part-time students, students with permanent disabilities, students with Canadian citizenship or landed immigrant status, reservists (in the Canadian Forces Reserves), additional contact persons, parents/legal guardians or spouse/common-law partner of a borrower requesting eligibility for the Repayment Assistance Plan, and a borrower requesting eligibility to have a portion of his or her loan(s) forgiven under the Canada Student Loan forgiveness measure for doctors and nurses practicing in underserved rural or remote communities or under the Severe Permanent Disability Benefit

Purpose

The personal information collected is used to administer student financial assistance through the Canada Student Loans Program, including: assessment of applications; determining eligibility to receive Canada Student Loans and Grants; management of the in-study/non-repayment period, student loan consolidation and repayment; and management of the repayment assistance plan, loan forgiveness under the Canada Student Loan forgiveness measure for doctors and nurses practicing in underserved rural or remote communities, loans forgiveness under the Severe Permanent Disability Benefit, and debt collections. Personal information is collected pursuant to the *Canada Student Financial Assistance Act and Regulations*, and the *Canada Student Loans Act and Regulations*. The Social Insurance Number is collected pursuant to the *Canada Student Financial Assistance Act and Regulations*, and the *Canada Student Loans Regulations*.

Consistent uses

Personal information may be used or disclosed to provide a legal basis for collecting debts due to the Crown and to monitor activity on a defaulted borrower's account. The Canada Student Loans Program's service provider, the National Student Loans Service Centre, and participating provinces and territories shares data with the Canada Revenue Agency to manage debt collection processes and to collect debts due to the Crown. This information is described in the CRA institution-specific PIBs Individual Returns Payment Processing (CRA PPU 005) and Collection Action (CRA PPU 050). Aggregate personal information is used for program evaluation, policy research and analysis. Personal information may also be disclosed to Statistics Canada for statistical and research purposes. The Statistics Canada Personal Information bank is under development. Furthermore, personal information is provided to a credit bureau to do a credit check. The National Student Loans Service Centre shares data with the Department of National Defence to manage the reservist benefit in order to provide interest-free periods to students who meet the criteria.

This information is described in DND institution-specific PIB Unit Military Personnel Bank (DND PPE 836). Information such as Social Insurance Number, photo identification and a void cheque (when provided) is collected for the purposes of verifying identity and key

elements on a student's Certificate of Eligibility/Student Loan Agreement/Grant document. In undertaking an investigation, the Canada Student Loans Program investigators submit a request for information to the Social Insurance Registry to verify the personal information of the individual holding the loan(s). This information is described in ESDC institution-specific PIB Social Insurance Number Register (ESDC PPU 390). This information may be shared with the Royal Canadian Mounted Police to conduct a criminal investigation. This information is described in RCMP institution-specific PIB Operational Case Records (RCMP PPU 005). Information may also be shared with provinces/territories and other third parties for statistics, planning, internal audit, and research and evaluation purposes, as well as to provide benefits.

Retention and disposal standards

Records are retained for a minimum of 2 years and a maximum of 10 years, and then destroyed.

RDA number

2015/002

Related record numbers

ESDC LB 110, ESDC LB 111

TBS registration

000485

Bank number

ESDC PPU 030

Canada Apprentice Loans (CoR)

Description

Documents relate to eligibility for the Canada Apprentice Loan and loan disbursement.

Document types

Application forms and loan agreements; correspondence; legislation; publications; reports; affidavits; and procedures.

Record number

ESDC LB 115

Canada Apprentices Loans (PIB)

Description

This bank describes personal information about individuals (apprentices) who have qualified for and/or have received a Canada Apprentices Loans (CAL) through the Canada Student Loans Program. CAL are awarded by issuing a loan to individuals who are registered apprentices in an eligible red seal trade and undertaking a technical training period with an approved training provider. The personal information may include: name, citizenship status, contact information, credit information, date of birth, educational information, financial information, medical information, physical attributes, signature, Social Insurance Number, language, photograph, gross family income, employment information, profession registration number, designated community of employment, medical expense information, medical insurance information, exceptional expense information, employer information, loan information (including tuition refund details, balance, interest rate, payments, and terms) and existence of bankruptcy-related events (bankruptcy, orderly payment of debts, and consumer proposal).

Note

Individuals who request information described in this bank must provide their name, Social Insurance Number and date of birth. Those acting on behalf of an account holder or estate must provide written authorization or proof of their legal authority. The personal information may be stored in the following Canada Student Loans System and the service provider database Loan Servicing System.

Class of individuals

Full- and part-time students, students with permanent disabilities, students with Canadian citizenship or landed immigrant status, reservists (in the Canadian Forces Reserves), additional contact persons, parents/legal guardians or spouse/common-law partner of a borrower requesting eligibility for the Repayment Assistance Plan.

Purpose

The personal information collected is used to administer CALs, including determining eligibility to receive a CAL and processing loan disbursement, loan collection and loan forgiveness under the Severe Permanent Disability Benefit. The personal information is collected pursuant to the *Canada Apprentice Loans Act*; the *Canada Apprentice Loans Regulations*; and the *Canada Student Financial Assistance Regulations*. The Social Insurance Number is collected pursuant to the *Canada Apprentice Loan Regulations* and is used for SIN validation.

Consistent uses

The information may be used and disclosed by ESDC and its service provider to produce statistical information, to report on program results, perform policy analyses, research and /or program evaluations. Personal information may also be disclosed to Statistics Canada for statistical and research purposes. The Statistics Canada Personal Information bank is under development. Personal information will also be provided to the Credit Bureau to do a credit check on first time borrowers and for reporting on loan repayment. Personal information may be used or disclosed to provide a legal basis for collecting debts due to the Crown and to monitor activity on a defaulted borrower's account. Learning Branch and the Canada Student Loans Program (CSLP) Service Provider administer CAL and share data with the Canada Revenue Agency to manage debt collection processes and to collect debts due to the Crown.

This information is described in the CRA institution-specific PIBs Individual Returns Payment Processing (CRA PPU 005) and Collection Action (CRA PPU 050). If an investigation is undertaken, CSLP investigators submit a request for information to the Social Insurance Registry to verify the personal information of the individual

holding the loan(s). This information is described in ESDC institution-specific PIB Social Insurance Number Register (ESDC PPU 390). This information may be shared with the Royal Canadian Mounted Police to conduct a criminal investigation. This information is described in RCMP institution-specific PIB Operational Case Records (RCMP PPU 005).

Retention and disposal standards

Records are retained for 6 years after the last administrative action on the account.

RDA number

2015/002

Related record number

ESDC LB 115

TBS registration

20150172

Bank number

ESDC PPU 709

Canada Education Savings Program (CoR)

Description

Records relate to the Canada Education Savings Program whose clients include subscribers and beneficiaries of Registered Education Savings Plans (RESP).

Document types

Agreement, correspondence, reports, studies, policies, procedures, briefing materials, project plans and statistical information.

Record number

ESDC LB 113

Canada Education Savings Program (PIB)

Description

This bank describes personal information required to process an application for education savings incentives, including the Canada Education Savings Grant (CESG), the Canada Learning Bond (CLB), and any federally administered provincial education savings incentives. This bank also describes personal information received as part of an Education Savings Referral Service (ESRS) for the promotion of RESPs and federal education savings incentives. The personal information may include: name; contact information; sex; date of birth; Social Insurance Number (SIN); date of death; country of residence; language preference; financial information related to RESPs; and post-secondary information, including academic year, type of program and postal code of the institution.

Note

Individuals who request access to information described in this bank must provide their SIN. Additional information including address and contract identification number of the RESP may be requested of individuals before access is granted. All personal information is stored in the CESG system.

Class of individuals

Subscribers; primary caregivers and their cohabitating spouse or common-law partner, beneficiaries of RESP and parents of newborns participating in the ESRS through their province's or territory's birth registry.

Purpose

Personal information is used to administer the *Canada Education Savings Act* (CESA) and to deliver funds for federally administered provincial education savings incentives. Personal information is collected pursuant to the *Department of Employment and Social Development Act* and the CESA and the *Canada Education Savings Regulations*, which govern the payment and administration of the CESG and the CLB held in RESPs. Through the ESRS, the provincial

and/or territorial government collects personal information through a newborn registry or similar service on behalf of ESDC for the promotion of RESPs and the federal education savings incentives, pursuant to subsection 3.1 of the CESA. Personal information is also collected on behalf of the Canada Revenue Agency (CRA) for the administration of subsection 146.1 of the *Income Tax Act*, which governs the use of the RESPs into which the Government of Canada may deposit the CESG and CLB. The SIN is collected pursuant to section 7 and sub-section 12.1 of the CESA and is used to assess eligibility for the CESG and the CLB, and to register an RESP with the CRA for tax purposes.

Consistent uses

Personal information may be shared to register RESPs with the CRA. This activity is described in the institution-specific CRA PIB Deferred Income and Savings Plans [CRA PPU 226]. It may be used to validate the identities of beneficiaries with Service Canada. This activity is described in the institution-specific ESDC PIB Social Insurance Number Register [ESDC PPU 390]. The information is used to validate eligibility for the CESG and the CLB. This activity is described in the institution-specific CRA PIB Canada Child Benefit Data Bank [CRA PPU 063]. The information is also used to inform primary caregivers of eligible children about the availability of education savings incentives to which they may be entitled and for operational mailings to existing clients which may be carried out through an approved third party contractor. Through the ESRS, personal information is shared with RESP promoters with the consent of the parent of the newborn. The chosen RESP promoter contacts the parent to provide information about RESPs and federal education savings incentives. Personal information is also used to produce aggregate statistical information to report on results, perform policy analysis, research and/or program evaluations. Personal information may also be used or disclosed for promotional activities. Promotional activities may be done with third parties. Personal information may be disclosed to Statistics Canada for statistical and research purposes. Statistics Canada's PIB is under development.

Retention and disposal standards

Records are retained for a minimum of two years and a maximum of the latest of six fiscal years following the RESP termination or the last administrative action.

RDA number

2015/002

Related record number

ESDC LB 113

TBS registration

005100

Bank number

ESDC PPU 506

Working conditions and workplace relations

Workplace Dispute Prevention and Resolution (CoR)

Description

Records relate to labour, industrial relations, and collective bargaining with particular reference to the federal jurisdiction. Information also includes records related to services and tools offered to employers and unionized employees that permit them to reach a mutual agreement. It also includes records on additional services to prevent disputes before they occur. In addition, information may include grievance mediation.

Document types

Collective agreements; procedures; workshops; practices; legislation; and processes.

Record number

Conciliation Commissioner and Board Members Files (PIB)

Description

This bank describes information that relates to the working experiences of individuals who are qualified to be appointed as conciliation commissioner or conciliation board chairperson for the Federal Mediation and Conciliation Service (FMCS). Personal information may include: names and contact information of non-governmental persons who have acted for the FMCS in the role of conciliation commissioner and board chairpersons, or who possess the required experience and qualifications to undertake third-party work. In some cases, the files contain biographical information and/or educational information relating to the person's involvement in industrial disputes at the provincial level, or in respect of the service rendered.

Class of individuals

Canadian citizens.

Purpose

Personal information is used to maintain a list of qualified persons. The list serves as a reference to assist FMCS in recommending suitable persons to act as conciliation commissioners and board chairpersons in reaching settlements in collective bargaining disputes. The authority to collect personal information is provided under the *Canada Labour Code*, Part I.

Retention and disposal standards

Records are destroyed two years after a person advises the director general of the FMCS that he or she no longer wishes to be considered for the position of conciliation commissioner or conciliation board chairperson.

RDA number

2007/002

Related record number

ESDC LAB 090

TBS registration

000451

Bank number

ESDC PPU 036

Federal Mediation and Conciliation Service (PIB)

Description

This bank describes information that relates to recipients of a service from the Federal Mediation and Conciliation Service. Personal information contained in the automated file may include: names and contact information of mediation and arbitration professionals available to be appointed as grievance arbitrators under Part I of the *Canada Labour Code* and of employees, employers or unions who have been the recipients of a service from the Federal Mediation and Conciliation Service.

Note

Information may be stored in the Federal Mediation and Conciliation Service Information System (FMCSIS).

Class of individuals

Arbitration/Mediation professionals, representatives for employers, unions and employees and Canadian citizens.

Purpose

Personal information is used to maintain an up-to-date mailing list of clients and to administer the provisions of Part I and Part III of the *Canada Labour Code* with respect to Federal Mediation and Conciliation Service's dispute and prevention services. Portions of the

list may be shared with external research suppliers, and/or research or evaluation consultants for the purpose of policy analysis, research, and evaluation. Personal information is collected under the authority of Part I and Part III of the *Canada Labour Code*.

Retention and disposal standards

Disposition under review. No record can be disposed of, and records must be retained in their entirety.

RDA number

Under development

Related record number

ESDC LAB 090

TBS registration

005225

Bank number

ESDC PPU 050

Unjust Dismissal, Genetic Testing and Wage Recovery Adjudication (CoR)

Description

For Unjust Dismissal and Wage Recovery: records relate to information that has been collected and stored for the provision of adjudicators to non-unionized workers with the right to file a complaint if they believe they have been unjustly dismissed from their employment, and/or records related to the provision of referees to hear wage recovery appeals.

For Genetic Testing: records relate to information that has been collected and stored for the provision of adjudicators to all workers with the right to file a complaint if they believe they have been disciplined for refusing to undergo a genetic test, refusing to disclose

the results of a genetic test or on the basis of the results of a genetic test.

Document types

Correspondence; complaints; legislation; processes; and procedures.

Record number

ESDC LAB 091

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

Description

This bank describes information that relates to individuals available to be appointed as adjudicators and referees. Personal information may include: names, contact information, and biographical information of individuals available for ministerial appointment as unjust-dismissal and genetic testing adjudicators and wage recovery referees. Prior to July 2019, these persons could also be appointed as adjudicators to hear complaints under the *Wage Earner Protection Act*.

Note

Information may be stored in the Federal Mediation and Conciliation Service Information Systems (FMCSIS).

Class of individuals

Arbitration professionals.

Purpose

Personal information is used to assist the Federal Mediation and Conciliation Service in recommending suitable persons to act as unjust- dismissal and genetic testing adjudicators and wage recovery referees, and is collected pursuant to the *Canada Labour Code*, Part I and Part III.

Retention and disposal standards

Disposition under review. No record can be disposed of, and records must be retained in their entirety.

RDA number

Under development

Related record number

ESDC LAB 091

TBS registration

000452

Bank number

ESDC PPU 041

Workplace Information (CoR)

Description

Records relate to the provision of wage settlements and collective agreement information, as well as information on work stoppages on a Canada-wide jurisdictional, industry and sectoral basis.

Document types

Collective agreements; wage settlements;; union coverage reports; research reports; labour organizations information including affiliations; monthly calendar of collective bargaining; annual overview of collective bargaining in Canada; and reports relating to strikes, and lockouts.

Record number

ESDC LAB 100

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

Description

This bank describes contact information of parties involved in the collective bargaining process as well as unions covering 50 or more employees across Canada. Personal information may include: names and contact information.

Note

Information is stored in the Industrial Relations Information System (IRIS).

Class of individuals

Canadian Citizens.

Purpose

The personal information is used solely for the collection of data on collective bargaining and union coverage statistics across Canada pursuant to paragraph 6(a) and section 18.2 of the *Department of Employment and Social Development Act*.

Consistent uses

Personal information is used for the collection of data on collective bargaining and union coverage statistics across Canada. The names of union Presidents are published as part of the Labour Organizations in Canada web page.

Retention and disposal standards

Disposition under review. No record can be disposed of and must be retained in its entirety as part of a historical database.

RDA number

Under development.

Related record number

ESDC LAB 100

TBS registration

20160060

Bank number

ESDC PPU 728

Occupational Health and Safety (CoR)

Description

Records relate to statistical information on work-related injuries and on the costs of proposed amendments to occupational health and safety regulations obtained through surveys or from administrative records.

Document types

Representations; revisions; developments; reports; surveys; inspection agreements; studies; committee minutes; guidelines; amendments; and general information regarding Part II of the *Canada Labour Code* (Occupational Health and Safety).

Record number

ESDC LAB 093

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

Description

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

Note

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

Class of individuals

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

Purpose

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

Consistent uses

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

the Minister of Labour for on-board employees in an aircraft, a vessel, or rolling stock on a railway, and for employees in the federal oil and gas (pipeline industry) and in the frontier oil and gas sectors, excluding employees in those sectors in head and regional offices. This information is described in the following standard PIBs; Occupational Health and Safety (TC PSE 907) and (NEB PSE 907).

The information may also be shared with the provincial or territorial ministry of labour, police authorities, or the office of the chief coroner/medical examiner of the jurisdiction where a hazardous occurrence took place and only in accordance with Part 4 of the *Department of Employment and Social Development Act*. This information (except the autopsy report or other third-party information) can be communicated to the Occupational Health and Safety Tribunal Canada when necessary so that it can exercise its mandate to hear and determine appeals from decisions pursuant to subsection 129. (7) of the *Canada Labour Code* and appeals of directions submitted under section 146 of the Code in all sectors under jurisdiction of Part II, such as the air, rail, marine, and oil and gas sectors, the federal public service, and businesses such as international and interprovincial road transportation, banks, ferries and grain elevators.

Retention and disposal standards

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

RDA number

2007/002

Record number

ESDC LAB 093

TBS registration

20110383

Bank number

ESDC PPU 024

Federal Workers' Compensation (CoR)**Description**

The records relate to the administration of the Government Employees Compensation Act, the Merchant Seamen Compensation Act, the Public Service Income Benefits Plan for Survivors of Employees Slain on Duty, as well as the death and disability benefits under the Corrections and Conditional Release Regulations. Records also relate to the administration of claims and the provision of compensation for services such as medical and rehabilitation, and loss of earnings that are processed by provincial workers' compensation boards.

Document types

Accident reports; federal legislation and regulations; guidelines; policies; procedures; terms and conditions; provincial agreements; claim data from provincial workers' compensation boards.

Record number

ESDC LAB 097

Government Employees Federal Worker's Compensation (PIB)**Description**

This bank describes information about individuals for whom a federal employer has reported an occupational injury or illness to the Labour Program under the *Government Employees Compensation Act*. Personal information collected may include: name, contact information, biographical information, employee identification numbers, employment equity information, employee personnel information, financial information, medical information, other identification numbers (such as health card number), date and place of birth, date and place of death, signature, Social Insurance Number, marital status and return to work schedules.

Note

Information is stored in the National Injury Compensation System and the Internet National Injury Compensation System (employers have access to data on their compensation claims only).

Class of individuals

Federal department and agency employees; interviewers; some Crown corporation employees; contractors/consultants; other types of employees (such as casual and term); employers; members of provincial workers' compensation boards; third parties; witnesses; spouses; dependants; beneficiaries, and representatives acting on behalf of individuals (such as lawyers and holders of a power of attorney).

Purpose

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

Consistent uses

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

Retention and disposal standards

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

RDA number

2007/002

Related record number

ESDC LAB 097

TBS registration

000450

Bank number

ESDC PPU 032

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

Description

This bank describes information about individuals who have submitted a claim pursuant to the Public Service Income Benefit Plan for Survivors of Employees Slain on Duty. Survivors of a federal government employee killed by a violent act at work may be eligible for a guaranteed supplementary income benefit. The employer applies for this benefit on behalf of survivors, and the Labour Program administers the claims and pays benefits on behalf of the Treasury Board of Canada Secretariat. Personal information collected may include: name, contact information, biographical information, citizenship status, date and place of birth, date and place of death, employment equity information, employee personnel information, medical information, signature and Social Insurance Number.

Note

Information is stored in the Workers Injury Compensation System (internal to the Federal Workers' Compensation Service).

Class of individuals

Federal department and agency employers and employees; spouses; dependants; and representatives acting on behalf of individuals (such as lawyers and holders of a power of attorney).

Purpose

Personal information is used to administer claims and to make benefit payments to eligible survivors and dependants. Personal information is collected pursuant to the *Government Employee's Compensation Act* and the Public Service Income Benefit Plan for Survivors of

Employees Slain on Duty. The Social Insurance Number is collected pursuant to subsection 237.1 of the *Income Tax Act*.

Consistent uses

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

Retention and disposal standards

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

RDA number

2007/002

Related record number

ESDC LAB 097

TBS registration

20150170

Bank number

ESDC PPU 037

Compensation Program for Inmates of Federal Penitentiaries (PIB)

Description

This bank describes information about individuals who have submitted a worker's compensation claim pursuant to the *Corrections and Conditional Release Regulations* because of an occupational injury or illness. The Labour Program is responsible for the assessment of the disability on behalf of Correctional Service Canada, which pays benefits to eligible inmates of federal penitentiaries who are injured while registered in an approved program. The Labour Program receives and assesses all claims, makes recommendations related to permanent disability impairments and forwards them to Correctional Service Canada, which in turn uses that assessment to determine benefit entitlement and make payments. Personal information collected may include: name; contact information; biographical information; citizenship status; criminal checks/history; date and place of birth; date and place of death; financial information; medical information; other identification numbers; signature; and Social Insurance Number.

Note

Information is stored in the Workers Injury Compensation System (internal to the Labour Program).

Class of individuals

Federal inmates; witnesses; spouses; dependants; beneficiaries; and representatives acting on behalf of individuals (such as lawyers and holders of a power of attorney).

Purpose

Personal information is used to assess claims pursuant to the *Corrections and Conditional Release Regulations* and to make recommendations related to permanent disability impairments on behalf of Correctional Service Canada. Personal information is collected pursuant to section 127 of the *Corrections and Conditional Release Regulations* and section 18 of *Department of Employment and Social Development Act*. The Social Insurance Number is collected pursuant to subsection 237.1 of the *Income Tax Act*.

Consistent uses

Inmate applications for compensation are submitted to the Labour Program, which is responsible for evaluating occupational injuries and illnesses as per a memorandum of understanding with Correctional Service Canada. After assessing an injury, the Labour Program submits to Correctional Service Canada all documentation obtained in administering the claim, including the disability assessment report, for review. As prescribed by the *Income Tax Act*, an information slip "Statement of Benefits T5007" is issued for the individual, and a copy is sent to the Canada Revenue Agency to declare workers' compensation benefits received in the taxation year. This information is described in CRA institution-specific PIB Individual Returns and Payment Processing (CRA PPU 005). Aggregate information may be used or disclosed for program development purposes in accordance with the ESDC protocols for policy, analysis, research and evaluation activities.

Retention and disposal standards

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

RDA number

2007/002

Related record number

ESDC LAB 097

TBS registration

20150169

Bank number

ESDC PPU 034

Compensation Program for Merchant Seamen (PIB)

Description

This bank describes information about individuals who have submitted a worker's compensation claim pursuant to the *Merchant Seamen Compensation Act*, which provides that certain merchant seamen injured in work-related accidents can receive compensation for occupational injuries and illnesses. The Act also provides financial assistance for surviving dependants if a work-related injury results in the death of a seaman. Personal information collected may include: name; contact information; biographical information; citizenship status; date and place of birth; date and place of death; employment equity information; employee personnel information; medical information; signature; Social Insurance Number; and return to work schedule.

Note

Information is stored in the Workers Injury Compensation System (internal to the Labour Program).

Class of individuals

Merchant seamen; employers; witnesses; spouses; dependants; beneficiaries; and representatives acting on behalf of individuals (such as lawyers and holders of a power of attorney).

Purpose

Personal information is used to process claims and to determine monetary entitlement to compensation benefits. Personal information is collected pursuant to the *Merchant Seamen Compensation Act*. The Social Insurance Number is collected pursuant to subsection 237.1 of the *Income Tax Act*.

Consistent uses

Information relevant to a compensation claim submitted under the *Merchant Seamen Compensation Act* is shared with the individual's employer, except for medical information, unless the authorization to release such information is obtained from the individual. As prescribed by the *Income Tax Act*, an information slip "Statement of Benefits T5007" is issued for the individual, and a copy sent to the Canada Revenue Agency to declare workers' compensation benefits received in the taxation year. This information

is described in CRA institution-specific PIB Individual Returns and Payment Processing (CRA PPU 005). Aggregate information may be used or disclosed for program development purposes in accordance with the ESDC's protocols for policy, analysis, research, and evaluation activities.

Retention and disposal standards

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

RDA number

2007/002

Related record number

ESDC LAB 097

TBS registration

20160007

Bank number

ESDC PPU 033

Non-smokers' Health Act (CoR)

Description

This program activity oversees the development, revision, general information, and activity reports regarding the *Non-smoking Health Act*.

Document types

Legislation and regulations; revisions, developments, amendments and interpretations; reporting and investigation of complaints; enquiries made by employees, employers and/or the general public; promotional/counseling activities; enforcement.

Record number

ESDC LAB 102

Non-smokers' Health Act (PIB)

Description

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

Class of individuals

Employees and employers under federal jurisdiction as well as members of the public in workplaces under federal jurisdiction.

Purpose

Record, enquire into and resolve various issues in connection with the application of the *Non-smokers' Health Act*. To determine if a violation exists under the *Non-smokers' Health Act*, if the violation can be resolved by the employer, or if legal action is necessary. The information is used for statistical and planning purposes.

Retention and disposal standards

Disposition under review. No record can be disposed of and must be retained in its entirety.

RDA number

Under development.

Related record number

ESDC LAB 102

TBS registration

005275

Bank number

ESDC PPU 098

Labour Standards (CoR)

Description

The records contain information on minimum standards of employment for employees and employers under federal jurisdiction. They also provide information on hours of work, payment of wages, overtime pay, access to general holidays, annual leave, sick leave protection, maternity and parental leave, death and disappearance leave, critical illness leave, bereavement leave, personal leaves, leave for victims of family violence, leave for traditional aboriginal practices, leave for court or jury duty and individual and group terminations protections and genetic testing protection.

Document types

Enquiries; complaints; applications for permits; permits; correspondence; reports; ministerial orders; letters of determination; payment orders; notices of voluntary compliance; notices of unfounded complaint; orders to debtor; order to debtors of director of corporation; payment orders to directors; requests to refer complaints to the Canada Industrial Relations Board (Board); Board decisions and orders; legal documents; parliamentary and ministerial submissions; memorandums; regulations; records of decision; policy papers; briefing notes; presentations; audits and evaluations; proposals; recommendations; program design models; procedures; forms and letters; operational directives; and guidelines.

Record number

ESDC LAB 095

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

Description

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

More information about the employer may include: findings on compliance, payroll and banking information, as well as collective agreement provisions.

Note

Information may be stored in the LA 2000 database.

Class of individuals

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

Purpose

The personal information is used to administer, register and investigate an unjust dismissal, genetic testing, and a monetary or non-monetary complaint against an employer. This information is collected pursuant to section 240, 247.99 and 251.01 of the *Canada Labour Code*, Part III.

Consistent uses

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

employer) information may be shared within ESDC for the purpose of administering the Wage Earner Protection Program. This information is described in ESDC institution- specific PIB Wage Earner Protection Program (ESDC PPU 035).

Retention and disposal standards

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

RDA number

2007/002

Related record number

ESDC LAB 095

TBS registration

000445

Bank number

ESDC PPU 006

Workplace Equity – Legislated Employment Equity Program (CoR)

Description

This bank contains records related to the administration of the Legislated Employment Equity Program (LEEP). These records may: include information related to research, analysis, evaluation and development of the program; and relate to the assessment of annual employment equity reports submitted by employers for consistent and uniform application of policies and procedures.

Document types

Forms; evaluation criteria; operational procedures; processes; policies; legal opinions; statistical reports; narrative reports; memoranda; briefing materials; correspondence; supporting documents; training and educational materials; legislations and regulations.

Record number

ESDC LAB 092

Workplace Equity – Federal Contractors Program (CoR)

Description

This bank contains records related to the administration of the Federal Contractors Program (FCP). These records may: include information related to research, analysis, evaluation and development of the program; and relate to compliance assessments conducted one year after award of an eligible contract and every three years thereafter for consistent and uniform application of policies and procedures.

Document types

Forms; agreements; evaluation criteria; operational procedures; processes; policies; directives; legal opinions; statistical reports; assessment reports; memoranda; briefing materials; correspondence; supporting documents; training and educational materials.

Record number

ESDC LAB 096

Workplace Equity (PIB)

Description

This Personal Information Bank (PIB) describes employment equity-related information about employers and their employees that are reported to the Labour Program through the Legislated Employment Equity Program (LEEP) and the Federal Contractors Program (FCP).

For the LEEP, employers' workforce records are reviewed, consolidated and analyzed into an annual report that is made available to the public. For the FCP, employers' workforce records are assessed at pre-determined intervals (one year after award of an eligible contract and every three years thereafter) to ensure compliance with the program. Personal information may include: name, contact information and signature of employer/vendor and its representatives; identification number, work location, occupation, sector, employment status, annual salary, employment equity designated group membership and work history of employees; Agreement to Implement Employment Equity number, procurement business number and size of vendor; award date, description, number, type and value of contract; and other administrative information related to conducting FCP compliance assessments such as dates, type of assessment, results, gaps and goals to increase designated group representation.

Note

Individuals who request information described in this bank must provide their employee identification number. Information is stored in the Workplace Equity Information Management System (WEIMS).

Class of individuals

Full-time, part-time, casual and temporary employees of private-sector institutions; current and former employees; representatives acting on behalf of institutions; and private-sector employers (sole proprietors) including vendors and suppliers of goods and services to federal government departments and agencies.

Purpose

Personal information is used to administer the LEEP and FCP to determine whether employers are meeting their legislated obligations. Personal information is collected pursuant to: The *Department of Employment and Social Development Act* sections 18 and 34; *Employment Equity Act* sections 18, 19 and 42; *Employment Equity Regulations* sections 1 to 6 and 15 to 31; and Order in Council SI/96-94.

Consistent uses

Information may be used or disclosed for the following purposes: enforcement; reporting to senior management; evaluation; research; and meeting legislated obligations. As per subsection 18(10) of the *Employment Equity Act*, the following personal information from the LEEP may be shared with the Canadian Human Rights Commission: name and contact information of employer and its representatives; and work location, occupation, sector, employment status, annual salary, employment equity designated group membership and work history of employees (PIB under development). Both LEEP and FCP personal information may also be shared with Strategic Policy, Analysis and Workplace Information Directorate within the Labour Program to conduct research (Workplace Information (ESDC LAB 100) and Workplace Information, Collective Bargaining and Labour Organization Contacts (ESDC PPU 728)). Subject to sections 19 and 20 of the *Employment Equity Act*, individual statistical forms and aggregate annual employment equity reports filed by the LEEP employers are shared with the public. In addition, LEEP and FCP employers' contact information may be used or disclosed for mailing list purposes; included with regular program emails; and published on the Internet/Intranet.

Retention and disposal standards

The Labour Program's Records Disposition Authority (RDA) is currently under review. No record disposition is taking place during this process.

RDA number

The Labour Program's Records Disposition Authority (RDA) is currently under review.

Related record number

ESDC LAB 092 and 096

TBS registration

20190165

Bank number

ESDC PPU 739

Wage Earner Protection Program (CoR)**Description**

Records relate to the development and administration of the Wage Earner Protection Program (WEPP). These records include: legislation and policy documents establishing or amending the WEPP; records relating to the administration of reviews and appeals; legal opinions and counsel; program recommendations; program analysis and evaluation reports; internal/external and stakeholder correspondence; operational and system-related forms, letters, and processes; and materials and records of services that support delivery of the WEPP.

Document types

Parliamentary and ministerial submissions and memorandums; legislation; regulations; records of decision; press releases and announcements; policy papers; briefing notes; presentations; program funding criteria; audits and evaluations; agreements, internal/external contracts, and statements of work; correspondence; proposals; recommendations; legal opinions; program design models; process flows; procedures; forms and letters; financial statements; operational directives; applicant request forms relating to reviews and appeals; and case notes.

Record number

ESDC LAB 098

Wage Earner Protection Program (PIB)**Description**

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

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

Note

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

Class of individuals

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

Purpose

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

Consistent uses

Information may be shared with the Canada Revenue Agency for the administration of the Income Tax Act. This information is described in the institution-specific CRA PIB Review and Control (CRA PPU 125).

It is also shared with Revenu Québec for the administration of its taxation act. Information may be shared with the Department of Justice Canada to administer the Family Orders and Agreements Enforcement Assistance Act. This information is described in the institution-specific JUS PIB Family Orders and Agreements Enforcement Assistance (JUS PPU 125). Information may be shared with Public Works and Government Services Canada for the issuance and management of benefit payments and entitlements. This information is described in PWGSC institution-specific PIB Receiver General Payments (PWGSC PCU 712).

Information may be shared with the provincial and territorial ministries of labour to administer and deliver their respective employment standards programs. Information is shared in accordance with the Employment and Social Development Act for the purpose of administering Part III of the Canada Labour Code. Information may also be used for policy analysis, research, evaluation, audit, or statistical purposes, and may be provided to contractors or other parties to undertake these activities. Most reporting on the WEPP consists of aggregated data, but some personal information such as a SIN may be released for activities such as audits.

Information may be shared with the Canada Industrial Relations Board in accordance with s.15 of the *Wage Earner Protection Program Act*, which requires the Minister to provide to the Board a copy of any document that the Minister relied on for the purpose of making a decision that is being appealed.

Retention and disposal standards

Records will be retained for 10 years after all administrative actions are completed, and then destroyed.

RDA number

2007/002

Related record number

ESDC LAB 098

TBS registration

20091514

Bank number

ESDC PPU 035

International Labour Standards (CoR)

Description

Records relate to the collection of information relating to international forums, negotiations and the implementation of multilateral and bilateral initiatives, capacity building programs, promoting internationally recognized labour standards, and managing partnerships and consultations with stakeholders. Other records pertain to the International Labour Organization and its committees, as well as labour activities at the United Nations.

Document types

Agreements; correspondence; standards; positions; reports to Parliament; reports to the International Labour Organization; and briefing binders.

Record number

ESDC LAB 099

Bilateral and Regional Labour Cooperation (CoR)

Description

Records relate to program activities that promote respect for international labour standards.

Document types

Labour cooperation agreements or labour chapters; reports and documents pertaining to cooperative programs and public communications; correspondence; academic research and analyses on labour issues; declarations, plans of action, and reports; and terms and conditions.

Record number

ESDC LAB 103

Information delivery and services for other departments

Applications Intake (CoR)

Description

Records relate to personal information supplied by Canadians applying for various government programs and benefits, and to information used by various federal departments to validate application information and applicant identity, and determine eligibility for a program or benefit. Records also relate to correspondence to departments to validate and verify applicant information and respond to processing requests; divorce, separation and custody documents; and program related documentation to outline eligibility and assessment requirements.

Document types

Applications, assessments, correspondence, supporting documents, letters of decision, reports, directives, policies, procedures, client profiles, service strategies, presentations and training manuals.

Record number

ESDC CCS 002

Veterans Affairs Canada Program Delivery (PIB)

Description

This bank describes information about individuals applying to various programs administered by Veterans Affairs Canada. Applications and supporting documents are received and reviewed by citizen service officers in Service Canada Centres, and forwarded to Veterans Affairs

Canada for processing. Personal information may include: name; surname at birth; contact information; dates and places of birth and death; year of marriage; surname of spouse; gender; number and expiry date of other identity documents; serial number of proof of citizenship document; passport number and date of issue; biographical information (such as aliases and language); other identification numbers; military or other service information; witness statements; quality-of-life assessments; financial information; medical information; marital status; dependent information; citizenship status; physical attributes; signature and photos.

Note

Individuals who are acting on behalf of an account holder or estate and who are requesting information described in this bank must demonstrate legal authority to do so. Some information may be stored in the local web database.

Class of individuals

Program applicants; guarantor and representatives legally acting on behalf of an applicant.

Purpose

Personal information is used to validate an individual's identity and support the application process, and is forwarded to Veterans Affairs Canada to administer the program. The authority to collect personal information is provided in section 5.1(1) of DESDA.

Consistent uses

The personal information may be shared with Veterans Affairs Canada (VAC) for the administration of their programs and to determine eligibility, client needs, funding levels and to disburse funding for different benefits. This information is described in VAC institution-specific PIBs Disability Awards (VAC PPU 603); Disability Pensions (VAC PPU 601); Non- departmental Institutions - Veterans Independence (VAC PPU 618); Veterans Independence Program - Home Care Benefits & Services (VAC PPU 616); and Veterans Independence Program Other Services (VAC PPU 617); and Pain and

Suffering Compensation (VAC PPU 717). The data elements are stored and may be shared with ESDC's Innovation, Information and Technology Branch. This information is accessed only if applications are lost in transit by Canada Post. The information would be used by Veterans Affairs Canada to contact and inform applicants.

Retention and disposal standards

Under development

RDA number

Under development

Related record number

ESDC CCS 002

TBS registration

20110542

Bank number

ESDC PPU 701

Processing and Payment Services (PIB)

Description

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

biographical information; date of birth; date of death; place of death; and signature.

Note

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

Class of individuals

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

Purpose

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

Consistent uses

Information may be used or disclosed for the following purposes: reporting to senior management. The personal information will be shared with Public Safety Canada for administration purpose. The personal information may be shared with Public Works and Government Service Canada for payment purpose. This information is described in Public Works and Government Services Canada

(PWGSC) institution-specific PIB Receiver General Payments (PWGSC PCU 712).

Retention and disposal standards

Under development

RDA number

Under development

Related record number

ESDC CCS 002

TBS registration

20120211

Bank number

ESDC PPU 702

Channel Management (CoR)

Description

Records relate to the management of a service delivery channel (that is, Internet, telephone, in-person, or mail), including information, content of knowledge repositories (programs descriptions, procedures, and scripts) that support service delivery interactions between agents and the public, planning, quality assurance and research into the optimal functioning of the channels.

Document types

Agendas; briefing materials; business requirements; privacy impact analyses; procedures; processes; directives; training manuals; communiqués; correspondence; statistical reports; service frameworks; general information related to channels and enabling services; standards; strategies; surveys; tools; directives; policies; and frameworks.

Record number

ESDC CCS 007

Call Centre Operations (PIB)

Description

This bank describes information used to reply to general enquiries received on

1 800 O-Canada and various other Customized Information Services (CIS) enquiries by the Program. Personal information collected through various mechanisms (e.g. telephone, email, Fax, TTY) may include: name, contact information and voice recording. Personal information collected from CIS clients may include date of birth, as well as other program specific personal identifiers, such as service number, client account numbers, banking and credit information.

Note

The Program relays general information about government programs, projects and initiatives; offer application assistance; helps callers to connect quickly and effectively to experts. Agents may also authenticate clients to provide status of application information. If an individual requires more detailed information on their file or their eligibility, the program connects them to specialized agents or directs them to online resources. Information may be stored in the following systems or associated servers: Rogers Virtual Call Centre, Electronic Monitoring System (EMS), and IMPACT.

Class of individuals

Members of the general public that contact the Government of Canada, employees of contractors.

Purpose

Personal information will be used to provide information about Government of Canada programs and to provide support on how to access them. Personal information is collected under the authority of section 5.1(1) of DESDA.

Consistent uses

The information may be used or disclosed for policy analysis, research and evaluation purposes, for quality assurance, to manage the program operations, and for contract administration purposes. Personal information may be accessed by or disclosed to a third party service contractor and government institutions that have a service delivery agreement with ESDC for CIS.

Retention and disposal standards

The retention period for call recordings and screen captures is 90 days, and then destroyed. The retention period for email and fax interactions is 2 years, and then destroyed.

RDA number

2015/002

Related record number

ESDC CCS 007

TBS registration

20170149

Bank number

ESDC PPU 729

Channel Operations (CoR)

Description

Records relate to routine operations of the Internet channel, such as publishing content and quality assurance for the Internet channel, including operational service standards and web standards.

Document types

Agendas; briefing materials; correspondence; processes; procedures; and general information related to services and tools.

Record number

ESDC CCS 008

Channel Support (CoR)**Description**

Records relate to the technical environments (such as software and hardware) and agreements (such as web hosting, contracts, or service level agreements) required to support the operations of the Internet, telephone and in-person channels.

Document types

Correspondence; processes; procedures; agreements; system specifications; general and technical information related to service; standards and requirements; and tools.

Record number

ESDC CCS 009

Citizen-Centred Research and Feedback (CoR)**Description**

Records relate to research and analysis conducted to inform continuous improvements in service delivery strategy and policy. These activities provide insights into current state of service delivery from a client-centric perspective and inform future directions.

Document types

Contracts, surveys and research studies.

Record number

ESDC CCS 006

Office for Client Satisfaction (CoR)

Description

Mandate, procedures and reports.

Document types

Policies, procedures, briefing materials, correspondence, analyses, operational and statistical reports and public opinion research reports.

Record number

ESDC OCS 021

Service Delivery Partnerships (CoR)

Description

Records relate to program information delivered through Service Canada to Canadian citizens for partners, including federal institutions, provinces, territories, municipalities, non-profit corporations or public bodies, and specified indigenous organizations.

Document types

Publications, directives, policies, procedures, application forms, client profiles, service strategies, reports and client surveys.

Record number

ESDC CCS 004

Registration and Authentication (CoR)

Description

Records relate to the client identification and data verification process to complement the program safeguards and security features of cyber authentication systems.

Document types

Agendas; briefing materials; business requirements; correspondence; directives; legal opinions; minutes from meetings; supporting

documents; presentations; policies; privacy impact analyses; procedures; processes; research and reviews of best practices; system specifications; statistical reports; training manuals and application forms.

Record number

ESDC CCS 003

My Service Canada Account (CoR)

Description

Records relate to the administration of My Service Canada Account (MSCA) service including secure internet access for users to view and update their information for the Employment Insurance, Canada Pension Plan and Old Age Security programs.

Document types

Electronic records; applications; correspondence; records of decisions; system specifications.

Record number

ESDC CCS 014

My Service Canada Account (PIB)

Description

This bank describes information that is related to My Service Canada Account (MSCA), which provides a single point of entry for individuals to access their information held by the Employment Insurance (EI), Canada Pension Plan (CPP) and Old Age Security (OAS) programs. Personal information may include name, contact information, email address, citizenship status, date of birth, financial information, other identification numbers, signature, employer and employment information, Social Insurance Number (SIN), user identification, password, recovery questions including answers and hints, parent's family name, parent's family name at birth, and official language

preference. Individuals can also access the Canada Revenue Agency's (CRA) My Account for individuals by using the secure Access CRA button on the MSCA welcome page. Personal information collected during the registration of MSCA will be shared with CRA should individuals access CRA My Account via MSCA.

Note

Individuals requesting information described by this bank must provide their Social Insurance Number and a combination of their date of birth, name, parent's family name at birth, province/territory of residence, phone number, financial institution login credential or Personal Access Code (PAC).

Class of individuals

Individuals who apply for, or receive benefits under the following programs: EI; CPP; or OAS.

Purpose

The personal information is used to administer MSCA, to validate the identity of the client and for multi-factor authentication. The personal information is collected pursuant to the *Canada Pension Plan*, the *Old Age Security Act* and the *Employment Insurance Act*. The authority to use and collect the SIN is pursuant to the *Canada Pension Plan*, *Old Age Security Act* and the *Employment Insurance Act*.

Consistent uses

Personal information may be used for data matching against databases and for mapping purposes to determine if it's a new or returning user and for the creation of an MSCA. It may also be used in the operation of the MSCA-CRA Link for bridging authorized users between ESDC and CRA platforms. Personal information may be used, upon subscription, for the operation of the "Alert me" electronic notification service. Information may also be used or disclosed for evaluation and reporting to senior management as well as for research or statistical purposes.

Retention and disposal standards

Under development

RDA number

2015/002

Related record number

ESDC CCS 003 and 014

TBS registration

20110517

Bank number

ESDC PPU 680

Last updated

2022 (To be reviewed by TBS)

My Service Canada Business Account (CoR)

Description

Records relate to the administration of My Service Canada Business Account (MSCBA) service including secure internet access for users to register and update their data in order to use the Record of Employment on the Web (ROE Web) and Grants and Contributions Online Services (GCOS) programs.

Document types

Electronic records; correspondence; and system specifications.

Record number

ESDC CCS 011

My Service Canada Business Account (PIB)

Description

This bank describes information that is related to the My Service Canada Business Account service which provides secure internet access for users to register and update their data in order to use the Record of Employment on the Web (ROE Web) and Grants and Contributions Online Services (GCOS) programs. Personal information may include user name; business proprietorship; organisation name; user reference number; MSCBA user profile security questions; business number; user email address, organisation email address; user phone number; organisation phone number; user address; organisation address; official language preferences.

Note

Individuals requesting information described by this bank must provide their name, user reference number, organisation name, and business number.

Class of individuals

Individuals from the general public; business owners; full and part-time employees of a registered organisation in the MSCBA service; former employees of a registered organisation in the MSCBA service.

Purpose

The information collected under MSCBA is used to administer the MSCBA service and its related program (ROE Web) and (GCOS). The personal information is collected and used pursuant to the *Department of Employment and Social Development Act* (Part 1 and Part 4).

Consistent uses

The information may be used for updating and accessing user profiles and registered organisations in MSCBA; reporting statistical information to MSCBA senior management and MSCBA service evaluation. Information such as user name; business proprietorship; organisation name; user reference number; MSCBA user profile security questions; business number; user email address, organisation email address; user phone number; organisation phone number; user address; organisation address and official language preferences may be shared with the ROE Web and GCOS programs within ESDC.

Retention and disposal standards

Under development

RDA number

2015/002.

Related record number

ESDC CCS 011

TBS registration

20200162

Bank number

ESDC PPU 681

Service Processing (CoR)

Description

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

Document types

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

Record number

ESDC CCS 012

Channel Performance Tracking and Reporting (CoR)

Description

Data is collected and stored in the course of normal online, in-person, and telephone front-line service interactions. This data is used to track performance trends, ensure accountability and manage operational resource requirements. Data collected from in-person, telephone interactions and non-secure web interactions are anonymous and no personal identifying information is collected or stored.

Document types

Database records; web analysis tool records; summary databases and spreadsheets; and statistical summary reports.

Record number

ESDC CCS 010

Common Experience Payment (CoR)

Description

Records relate to a component of the Indian Residential Schools Settlement Agreement that recognizes the experience of residing at an Indian Residential School and its impact.

Note

This program ceased its activity in September 2011

Document types

Applications, assessments, processes, procedures, policies, legislation, eligibility criteria, payments, reports, evaluations, statistics, appeals documents, supporting documentation and internal audits.

Record number

ESDC IAP 065

Common Experience Payment (PIB)

Description

This bank describes personal information that is used in support of the Common Experience Payment, a component of the Indian Residential Schools Settlement Agreement. Personal information on former residents may include: name, including other name(s) known at residential school or traditional name(s); contact information; date and place of birth; language preference; signature; full name of mother, father, guardian(s), and/or caregiver(s), and the relationship to the guardian or caregiver; group to which applicant belonged while attending a residential school (Registered Indian; non-status Indian; Métis; Inuit; Inuvialuit; or non-Aboriginal); scanned copies or photocopies of birth certificate, certificate of Indian status, driver's licence, health card, passport, marriage certificate/registration, divorce decree, legal change of name document and adoption papers. Information may also include residential school(s) resided at, including location and dates attended; date of death; proof of death; medical information; financial institution information; other identification number; payment details, including amount, cheque number, issue date and mailing date; and information about the Alternate Dispute Resolution and/or the Independent Assessment Process.

Note

Individuals who request information described in this bank must provide the date of birth of the former resident.

Class of individuals

All former residents included in the Indian Residential Schools Settlement Agreement who were alive on May 30, 2005; former students of the Mohawk Residential Boarding School in Brantford, Ontario, between 1922 and 1969 who were alive on October 5, 1996; legal representatives of former residents and former students; estates acting on behalf of the former resident; witnesses; guarantors; former residents and former students' parents, guardians and caregivers.

Purpose

Personal information is used to determine eligibility for Common Experience Payment and to issue a payment.

Consistent uses

Information may be used for reporting to senior management, evaluation, research, and/or statistical purposes. This information is described in Crown-Indigenous Relations and Northern Affairs Canada (CIRNAC) institution-specific PIB Management of Indian Residential Schools Records (AANDC IRS PPU 040). Information may be shared with Public Works and Government Services Canada for the issuance and management of benefit payments and entitlements. This information is described in PWGSC institution-specific PIB Receiver General Payments (PWGSC PCU 712). Information may also be shared with the Royal Canadian Mounted Police (RCMP) for administration and enforcement. This information is described in RCMP institution-specific PIB Operational Case Records (RCMP PPU 005). Information may also be shared with the Department of Justice Canada for legal advice and for enforcement. This information is described in JUS institution-specific PIBs: Civil Proceedings and Legal Services (JUS PPU 010) and Prosecution and Related Criminal Matters (JUS PPU 015). Information may be shared, with consent, with CIRNAC for eligibility purposes. This information is described in CIRNAC institution-specific PIB Indian Register and Departmentally Administered Band Lists (AANDC PPU 110). Information may also be shared with Health Canada to determine eligibility. This information is described in HC institution-specific PIB Status Verification System (HC PPU 017). Information may be shared with the Canada Revenue Agency (CRA) for the purpose of administering the *Income Tax Act*. This information is described in CRA institution-specific PIB Individual Income Tax Return (CRA PPU 005). Information may be shared with Correctional Service Canada. Information may be shared with provincial/territorial governments for the purpose of confirming information provided by the applicant.

Retention and disposal standards

Under development

RDA number

Under development

Related record number

ESDC IAP 065

TBS registration

20091611

Bank number

ESDC PPU 100

Passport Service (CoR)

Description

Records relate to information on the issuance of passports to Canadian citizens in Canada.

Document types

Reports; statistics; procedures; training manuals; agreements; legislation and regulations; memoranda; correspondence; studies; documents regarding information activities and public relations; proof of citizenship, fee collection and control and passport accountability; application forms; documents relating to entitlement, issuance, lost or stolen passports and security precautions.

Record number

ESDC CCS 005

Passport Program (PIB)

Description

This bank describes information related to processing applications for regular passports. Personal information may include: name (current and previous); date and place of birth; biographical information; photos; physical attributes; contact information; signature; payment information; proof of citizenship number; relationship status; proof of parentage; date and place of death; travel information; language; other identification numbers, including (numbers on proof-of-identification documents); Social Insurance Number (SIN); and

supporting documentation (such as child custody court records, power of attorney or legal documents related to personal information); personal information of the guarantor which include name, date of birth, contact information, valid passport number, issue date and expiry date of the guarantor's passport.

Note

Employment and Social Development Canada (ESDC) (and the former Passport Canada) collected the SIN in the past when it was provided as a document to support an individual's identity. That practice has ceased and the SIN is no longer collected; however, historical collections of the SIN may remain in records under the control of the Department.

Service Canada is responsible for domestic passport delivery on behalf of Immigration, Refugees and Citizenship Canada. It provides both intake and processing functions for the Passport Program.

Class of individuals

Canadian citizens applying for passports; individuals who are guarantors or personal references; emergency contacts; parents, guardians, or the person who is authorized to apply for a passport for a child, representatives (e.g. holders of a power of attorney, legal representative for individuals requiring assistance, or a third party that acts on behalf of a guarantor); and photographers.

Purpose

Personal information is used to determine an applicant's entitlement to a Canadian passport and to administer passport services. Personal information is collected pursuant to the Canadian Passport Order (SI 81-86) and the *Department of Employment and Social Development Act*, as amended from time to time.

Consistent uses

Pursuant to the Canadian Passport Order, and as authorized by IRCC, ESDC and GAC provide domestic and international passport service functions. In support of passport program delivery, information may be disclosed between the three departments. This information is

described in the institution-specific PIBs; Regular and Official Passports, Certificates of Identity and Refugee Travel Documents (IRCC bank under development) and Consular Affairs-Assistance to Canadians (DFATD PPU 010). All personal information collected is subject to verification to authenticate identity and citizenship. In performing this verification, information may be disclosed to and collected from provincial and territorial institutions that issue identity documents and IRCC that issues citizenship documents. This information is described in the IRCC institution-specific PIB Application and Assessment for Canadian Citizenship (CIC PPU 050). Personal information collected may be used to determine if there are grounds to refuse or revoke a passport, or to refuse passport services, and to perform security queries. This information is described in the IRCC institution-specific PIB Regular and Official Passports (IRCC bank under development). Personal information collected may be used for investigative or intelligence-gathering purposes. This information is described in the IRCC institution-specific PIB Passport Program Integrity (IRCC bank under development). Photographs of passport applicants are shared with IRCC so that facial recognition technology can convert an applicant's photo into a biometric template and compare it to IRCC's facial recognition database. Personal information printed on passports, including the photograph but not the signature, are also stored electronically on a chip embedded in the passport booklet. Information on lost or stolen passports is disclosed to IRCC. This information is described in the IRCC institution-specific PIBs Regular and Official Passports (IRCC bank under development) and Passport Program Integrity (IRCC bank under development). Information may be used or disclosed for evaluation, reporting, and verification purposes.

Retention and disposal standards

Electronic passport applications and all documentation will be retained until the bearer has reached 100 years of age. When the applicant holds a valid Canadian passport that will not expire until the bearer exceeds their 100th birthday, the passport application and all documentation will be retained for one additional period that is equivalent to the validity of the passport issued. Microfilmed passport

applications and all supporting documentation will be retained for 75 years.

Note: IRCC remains the Office of Primary Interest and owns all records. ESDC follows IRCC retention and disposition rules.

RDA number

94/018

Related record number

ESDC CCS 005

TBS registration

TBD

Bank number

ESDC PPU 708

Service Canada Compliance Verification Service for the Public Health Agency of Canada during COVID-19 Pandemic (CoR)

Description

Records relate to the Service Canada Compliance Verification Service for the Public Health Agency of Canada during COVID-19 Pandemic, operating under the *Quarantine Act*. Records may include information on travellers returning to Canada.

Document Types

Correspondence, electronic database records and statistical reports

Class of Records Number

ESDC CCS 013

Service Canada Compliance Verification Service for the Public Health Agency of Canada during COVID-19 Pandemic (PIB)

Description

This bank describes information that is related to the Service Canada Compliance Verification Service for the Public Health Agency of Canada during COVID-19 Pandemic, operating under the *Quarantine Act*. In support of Health Canada's Public Health Agency of Canada (PHAC), Designated Screening Officers (DSOs) call and collect information from travellers returning to Canada by phone to ensure compliance with new measures announced by the Government of Canada.

The service provided by Service Canada on behalf of PHAC from May 2020 to July 2020 is referred to as PHAC 1.0. During PHAC 1.0, it was identified that a longer-term solution would be needed as Service Canada call agents delivering PHAC 1.0 would not be available after July 19, 2020. On July 20, 2020 PHAC 2.0/3.0 launched, with Service Canada employing a contractor to provide call centre services including inbound Interactive Voice Response (IVR), robo promo dials, and live agent outbound calls. Service Canada agents no longer make outbound calls. Service Canada is now the contracting authority and performs vendor management services. PHAC 4.0, introduced on December 18, 2020, sees Service Canada continue to provide the PHAC Call Centre technology and call centre officers (referred to as Designated Screening Officers (DSOs)) by the Minister of Health under the Quarantine Act). DSOs make calls to travellers to ensure compliance with applicable Order(s) and to follow-up with federal quarantine-related requirements. Service Canada provides also the capability for automated telephone messaging to facilitate traveller education. Additionally, Service Canada continues to provide Inbound Quarantine Verification and Symptom Reporting through the use of Interactive Voice Recognition (IVR) through the PHAC Call Centre. PHAC 5.0, also introduced on December 18, 2020, sees Service Canada providing an Outbound Robo IVR to ensure compliance with

applicable Order(s) and to follow-up with federal quarantine-related requirements.

- Personal information collected from travellers may include: COVID identification number, date of file creation, name, surname, contact information, date of birth, preferred official language, medical information (COVID symptom status, occupation status, end of isolation date, etc.), travel history, source of information collected, Compliance Rating, call type (e.g. verification call) and sub type (number between 1 to 4 that determines the action undertaken based on the outcome of the call), PHAC caller ID, call start/end time, confirmation that contact was made between the caller and the traveller, cumulative dial attempts per call, confirmation that a message was left to the traveller if applicable, confirmation of traveller ID, date and start time in IVR, date and end time in IVR, question results, survey type and survey complete flag, quarantine compliance information and additional notes made by the caller and positive test report.

Class of Individuals

General public, specifically travellers returning to Canada.

Purpose

Personal information is used to: (1) Monitor, verify and/or enforce compliance with the Mandatory Isolation Order, (2) Provide asymptomatic travellers returning to Canada with information to promote compliance with the Mandatory Isolation Order, and (3) Follow up on public health.

The personal information is collected pursuant to section 5.1(1) of the *Department of Employment and Social Development Act* (DESDA).

Consistent Uses

The personal information may be used or disclosed for the following purposes: enforcement, inventory of travellers' information returning to Canada and safety.

The personal information is shared with Health Canada's Public Health Agency of Canada (PHAC). This information is described in PHAC institution-specific PIB Quarantine Program – PHAC PPU 071.

Retention and Disposal Standards

Records will be retained for 2 years after the last administrative use before deletion.

Records Disposition Authority (RDA)

2015/002

Related Class of Records Number

ESDC CCS 013

Treasury Board Secretariat (TBS) Registration

20210012

Personal Information Bank Number

ESDC PPU 704

Last updated

2022 (To be reviewed by TBS)

Internal services

Online Learning (CoR)

Description

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

Document types

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

Record number

ESDC SCC 001

ESDC Training and Development of Non-ESDC Employees (CoR)

Description

Includes records related to formal and informal training received by non-ESDC employees to develop their knowledge, skills and competencies, maximize their potential, increase their productivity and support their assistance in delivering Service Canada service offerings. Records may include information related to special development programs, university fellowships, language training, training requirements, professional development, leadership development programs, learning and training policies, monitoring and reporting requirements, continuous learning and career counselling. May also include records related to liaison with training providers.

Document Types

Annual training reports, individual learning plans, employee orientation information, educational leave criteria, training and skills needs analysis documents, knowledge assessment criteria and results, performance level descriptions, criteria, assessments and agreements, institutional policies on membership fees, and second language training requirements.

Record number

ESDC CSB 011

Saba Learning Platform for Non-ESDC Employees (PIB)

Description

This bank describes information that is related to the training and learning completed by employees of external partners (federal institutions; provincial, territorial and municipal governments; specified indigenous organizations; and non-profit corporations or public bodies performing functions for these entities) who through a partnership agreement, deliver Service Canada services. Personal information on non-ESDC employees may include name, work contact information that is limited to work postal information, work email address, work telephone number and training-related personal information that is limited to training and development course applications taken and learning results.

Class of Individuals

All employees of external partners who deliver Service Canada services through a partnership agreement.

Purpose

To provide training and maintain a record of training completed by employees of external partners who deliver Service Canada services through a partnership agreement. Personal information is collected pursuant to section 5 of the *Department of Employment and Social Development Act*.

Consistent Uses

The information may be used or disclosed for the following purposes: reporting to regional ESDC management and learning results may be shared with the management of respective external partners whose employees deliver Service Canada services through a partnership agreement.

Retention and Disposal Standards

Records will be retained for two years after a service delivery arrangement between an external partner and ESDC has been terminated. After the two-year period, the records are then destroyed.

RDA Number

2015/002

Related Record Number

ESDC CSB 011

TBS Registration

20200007

Bank Number

ESDC PPU 700

Professional Development Training (CoR)

Description

Records relate to the administration and management of programs for ESDC and Service Canada employees wanting to advance in their careers.

Document types

Internal service agreements; reviews of best practices; contracts; learning roadmaps; blended learning strategies; conferences; correspondence; course delivery reports; curriculum design and development records; decision records; evaluations; events; memoranda of understanding; performance monitoring tools; plans; quality assurance assessments; reports; research; statements of work; statistics; strategies; tools; and training materials.

Record number

ESDC SCC 002

Mandatory Training (CoR)

Description

Documents relate to mandatory training curricula (including all courses in each curriculum) delivered to all existing and new employees, managers (with and without signing authority) and executives of ESDC. Records may relate to creating, coordinating, designing, administering, managing, and monitoring of these curricula; planning; research and best practices; partnerships and liaisons; and online assessment tools.

Document types

Agreements; reviews of best practices; contracts; correspondence; course agenda; curriculum learning materials; learning strategy; decision records; evaluations; guidelines; memoranda of understanding; performance monitoring records; plans; quality assurance; reports; research; statements of work; statistics; strategies; and summaries.

Record number

ESDC SCC 003