



**2020-2021  
Annual Report on the Administration of  
the *Access to Information Act***

**April 1, 2020 to March 31, 2021**



CANADIAN  
MUSEUM  
OF HISTORY  
-  
MUSÉE  
CANADIEN  
DE L'HISTOIRE



CANADIAN  
WAR  
MUSEUM  
-  
MUSÉE  
CANADIEN  
DE LA GUERRE

Canada

## **2019-2020 Annual Report on the Administration of the *Access to Information Act* Canadian Museum of History**

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### **Introduction**

The Canadian Museum of History (CMH) presents to Parliament its Annual Report on the Administration of the *Access to Information Act* (the “Act”) for fiscal year 2020-2021 (reporting period April 1, 2020 to March 31, 2021). This report is tabled in Parliament in accordance with section 94 of the Act.

The purpose of the Act is to provide a right of access to records under the control of a government institution. The Act maintains that government records should be made available to the public, that necessary exceptions to the right of access should be limited and specific, and that decisions on the disclosure of records should be reviewed independently of government.

In accordance with Treasury Board of Canada Secretariat (TBS) requirements, this report provides an overview of the activities of the CMH in administering its responsibilities under the Act.

### **Mandate**

The CMH is a federal Crown corporation that is responsible for two national museums: the Canadian Museum of History and the Canadian War Museum. The mandate of the CMH is to enhance Canadians’ knowledge, understanding and appreciation of events, experiences, people and objects that reflect and have shaped Canada’s history and identity and also to enhance their awareness of world history and cultures.

### **Access to Information and Privacy Office**

The Access to Information and Privacy (ATIP) office is the focal point for access to information and privacy matters and is responsible for the effective administration of the Act at the CMH. The ATIP office is accountable for developing and implementing effective policies, guidelines, systems and procedures to ensure that the CMH fulfils its access to information obligations.

For much of the reporting period, the ATIP Coordinator was the sole CMH employee in the ATIP office. However, a second employee, an ATIP and Integrity Officer, was hired through a job competition undertaken during the second half of the reporting period. The ATIP and Integrity Officer position was not included in statistical reporting since they were onboarded in the last days of the fiscal year. A part time consultant was retained during the reporting period to support the continuity of ATIP office operations.

### **Delegation Order**

In accordance with section 95(1) of the *Access to Information Act*, the President and Chief Executive Officer (CEO) (the head of the CMH) has delegated the powers, duties and functions for the administration of the Act to the Corporate Secretary. The signed and dated delegation of authority order is included in Appendix A of this report.

### **Highlights of the *Access to Information Act* Statistical Report**

2020-2021 was an unprecedented time for the country and its government institutions. COVID-19 took the country by surprise and required exceptional measures to be put in place to protect the health and safety of federal employees, businesses and Canadians. Like many other government institutions, openness, transparency and accountability are engrained in the governance of the Museums. However, the Museum had to consider its operational realities and balance them with requirements mandated by the *Access to Information Act* and the *Privacy Act*. Undoubtedly the pandemic had other impacts on the ability to process requests and public reporting. The Museum published a public notice on its website to advise potential requestors and visitors to its website of the impact of COVID-19 on ATIP activities. Current requestors were advised of the operational realities and potential impact on their requests.

During the reporting period, the CMH received five new requests and carried over two requests from the previous reporting period, for a total of seven requests. In total, two of the seven requests were closed during the 2020-2021 fiscal year with 0 pages processed. One request was closed within 60 to 120 days with a disposition of no records found. A second request, one carried over from fiscal year 2017-2018, was closed as abandoned after more than 365 days. None of the two requests (0%) featured a disposition of all disclosed or disclosed in part.

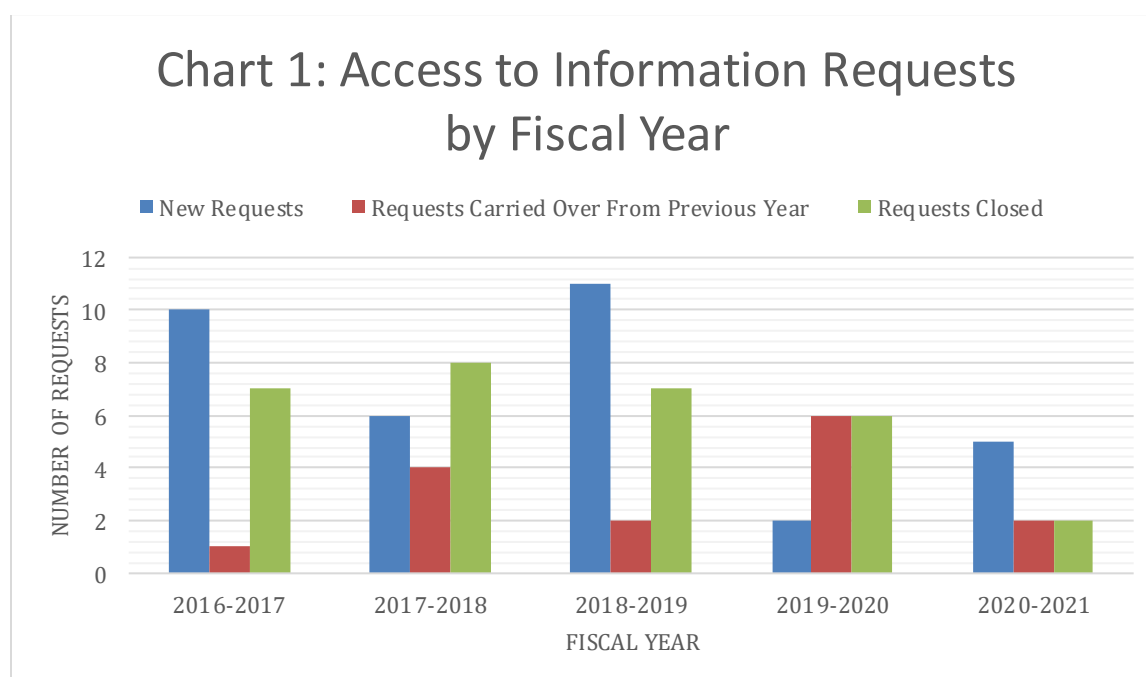


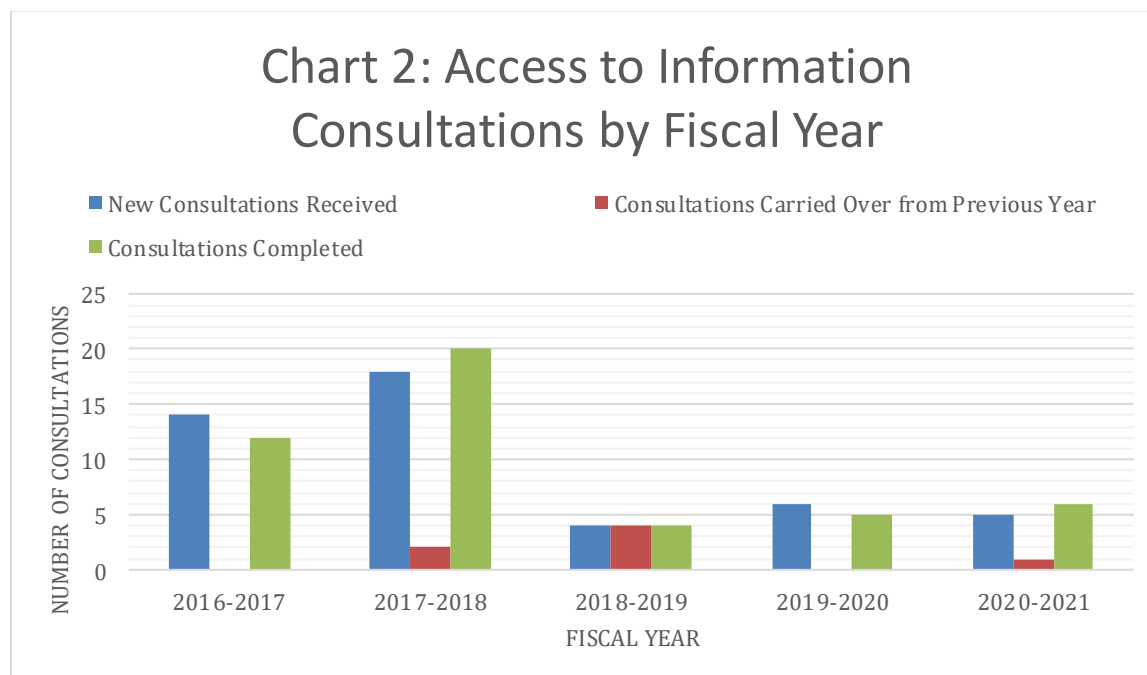
Table 1: Access to Information Requests – Number of Pages Processed by Fiscal Year

Year	Number of Requests Closed	Number of Pages Processed for Closed Requests	Number of Pages Disclosed
2016-2017	7	1250	1242
2017-2018	8	890	854
2018-2019	7	3203	1610
2019-2020	6	958	817
2020-2021	2	0	0

Of the two requests completed, the CMH closed one (50%) of them within the statutory timeframe. The remaining five requests were carried over into the 2021 -2022 reporting period.

Chart 1 and Table 1 illustrate five-year trends in CMH access to information request processing. Chart 1 demonstrates that the number of new requests received (5) was higher than the previous year’s total (2), but still well below the five-year average. As demonstrated by Table 1, the total number of requests closed, and the total number of pages processed was well below previous years. This last trend can be attributed to a staff shortage exacerbated by the pandemic.

Section 9(1)(a) of the Act permits an extension to be taken to the original 30-day statutory time limit if a large number of records have been requested, the processing of which would unreasonably interfere with the CMH’s operations. Likewise, section 9(1)(b) of the Act permits an extension to be taken if consultations are required that cannot be completed within the original time limit. The CMH applied extensions to the two requests closed during the reporting period. The Museum applied section 9(1)(a) to both while section 9(1)(b) was invoked for one of the two requests in question.



In addition to processing access to information requests, five consultations were received from other government institutions during the reporting period. One additional consultation was carried over from the 2019-2020 fiscal year. All six consultations were closed during the reporting period with a status of “all disclosed.” In total, 542 pages were reviewed and released. Chart 2 demonstrates that the number of consultations received and the number of consultations closed was consistent with numbers from preceding years.

Further information can be found in the statistical report on the Act for the 2020–2021 fiscal year as included in Appendix B of this report. Also, summaries of the CMH’s completed access to information requests may be found on the CMH’s website:

<https://www.historymuseum.ca/about/the-corporation/corporate-reports/completed-access-to-information-requests/>

## **Training and Awareness**

No formal training sessions on the Act were held due to a realignment of priorities and resource challenges.

The ATIP office remains responsible for providing education and training activities upon employee request. In addition, the ATIP office provides ongoing advice to employees during the processing of requests, to ensure the fulfilment of the CMH's access to information obligations.

## **Policies, Guidelines, Procedures, and Initiatives**

The CMH did not implement any new policies, guidelines, procedures or initiatives during the reporting period.

## **Complaints, Investigations, and Audits**

The Act provides a system of review to help ensure government institutions comply with their obligations. Under this system of review, a requester may file a complaint with the Office of the Information Commissioner of Canada (OIC), who will investigate the matter on behalf of the requester. After the complaint investigation is carried out, the Commissioner issues a finding on the matter and determines whether an institution handled the request properly.

The CMH received no complaints in 2020-2021. However, there continued to be one outstanding complaint by the end of the reporting period. No investigator had been assigned to the file as of yet and, accordingly, the investigation was not initiated.

No audits in relation to the CMH's obligations under the Act were carried out during the reporting period.

## **Monitoring Compliance**

Throughout the processing of a request, the ATIP office carefully monitors the proceedings and associated timelines. Clear deadlines are indicated in record retrieval letters received by the Office of Primary Interest (OPI). An OPI is the holder of relevant records identified in an access request. If a deadline is not met, the ATIP office promptly contacts the OPI to follow-up on the status of their response and, when required, escalates the issue to the OPI's immediate supervisor.

Weekly status reports are provided to the President and CEO advising on all key actions and timelines associated with request processing as well as summary notes prior to disclosure of records.

# APPENDIX A: DELEGATION ORDER



## ACCESS TO INFORMATION ACT

### Delegation of Authority

In accordance with the *Access to Information Act*, I, Mark O'Neill, Head of the Canadian Museum of History hereby delegate the powers, duties and functions stipulated in the under-listed sections and subsections of the *Act*, to the Corporate Secretary and Director of Strategic Planning and Access to Information Coordinator:

Sections and subsections	Sections and subsections	Sections and subsections	Sections and subsections
7 (a)	16	24	37 (4)
8 (1)	17	25	43 (1)
9	18	26	44 (2)
11 (2), (3), (4), (5),(6)	19	27 (1), (4)	52 (2) (3)
12 (2), (3)	20	28 (1), (2), (4)	69
13	21	29 (1)	71 (2)
14	22	33	77
15	23	35 (2)	6 (1) and 8 of the <i>Access to Information Regulations</i> .



Mark O'Neill  
President and Chief Executive Officer

AUG 01 2018  
Date:



Chrissie Unterhoffer  
Corporate Secretary and Director of Strategic Planning

August 1, 2018  
Date:

APPENDIX B: STATISTICAL  
REPORT ON THE *ACCESS TO  
INFORMATION ACT*





## Statistical Report on the Access to Information Act

Name of institution: Canadian Museum of History and Canadian War Museum

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

### Section 1: Requests Under the Access to Information Act

#### 1.1 Number of requests

	Number of Requests
Received during reporting period	5
Outstanding from previous reporting period	2
<b>Total</b>	<b>7</b>
Closed during reporting period	2
Carried over to next reporting period	5

#### 1.2 Sources of requests

Source	Number of Requests
Media	0
Academia	1
Business (private sector)	0
Organization	1
Public	3
Decline to Identify	0
<b>Total</b>	<b>5</b>

#### 1.3 Informal requests

Completion Time							Total
1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
0	0	0	0	0	2	0	2

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

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

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

## Section 3: Requests Closed During the Reporting Period

### 3.1 Disposition and completion time

Disposition of Requests	Completion Time							Total
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
All disclosed	0	0	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0	0	0
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	0	0	0	1	0	0	0	1
Request transferred	0	0	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0	1	1
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Decline to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0
<b>Total</b>	0	0	0	1	0	0	1	2

### 3.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	0	16(2)	0	18(a)	0	20.1	0
13(1)(b)	0	16(2)(a)	0	18(b)	0	20.2	0
13(1)(c)	0	16(2)(b)	0	18(c)	0	20.4	0
13(1)(d)	0	16(2)(c)	0	18(d)	0	21(1)(a)	0
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	0
14	0	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	0
14(a)	0	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	0
14(b)	0	16.1(1)(c)	0	18.1(1)(d)	0	22	0
15(1)	0	16.1(1)(d)	0	19(1)	0	22.1(1)	0
15(1) - I.A.*	0	16.2(1)	0	20(1)(a)	0	23	0
15(1) - Def.*	0	16.3	0	20(1)(b)	0	23.1	0
15(1) - S.A.*	0	16.31	0	20(1)(b.1)	0	24(1)	0
16(1)(a)(i)	0	16.4(1)(a)	0	20(1)(c)	0	26	0
16(1)(a)(ii)	0	16.4(1)(b)	0	20(1)(d)	0		
16(1)(a)(iii)	0	16.5	0				
16(1)(b)	0	16.6	0				
16(1)(c)	0	17	0				
16(1)(d)	0						

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

### 3.3 Exclusions

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

### 3.4 Format of information released

Paper	Electronic	Other
0	0	0

### 3.5 Complexity

#### 3.5.1 Relevant pages processed and disclosed

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
0	0	1

### 3.5.2 Relevant pages processed and disclosed by size of requests

Disposition	Less Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
All disclosed	0	0	0	0	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0	0	0	0	0
All exempted	0	0	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	1	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

### 3.5.3 Other complexities

Disposition	Consultation Required	Assessment of Fees	Legal Advice Sought	Other	Total
All disclosed	0	0	0	0	0
Disclosed in part	0	0	0	0	0
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Request abandoned	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

### 3.6 Closed requests

#### 3.6.1 Number of requests closed within legislated timelines

	Requests closed within legislated timelines
Number of requests closed within legislated timelines	1
Percentage of requests closed within legislated timelines (%)	50

### 3.7 Deemed refusals

#### 3.7.1 Reasons for not meeting legislated timelines

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

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

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

### 3.8 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
<b>Total</b>	0	0	0

## Section 4: Extensions

### 4.1 Reasons for extensions and disposition of requests

Disposition of Requests Where an Extension Was Taken	9(1)(a) Interference With Operations	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
All disclosed	0	0	0	0
Disclosed in part	0	0	0	0
All exempted	0	0	0	0
All excluded	0	0	0	0
No records exist	1	0	0	0
Request abandoned	1	0	1	0
Decline to act with the approval of the Information Commissioner	0	0	0	0
<b>Total</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>

### 4.2 Length of extensions

Length of Extensions	9(1)(a) Interference With Operations	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
30 days or less	0	0	0	0
31 to 60 days	0	0	0	0
61 to 120 days	2	0	1	0
121 to 180 days	0	0	0	0
181 to 365 days	0	0	0	0
365 days or more	0	0	0	0
<b>Total</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>

## Section 5: Fees

Fee Type	Fee Collected		Fee Waived or Refunded	
	Requests	Amount	Requests	Amount
Application	4	\$20	1	\$5
Other fees	0	\$0	0	\$0
<b>Total</b>	<b>4</b>	<b>\$20</b>	<b>1</b>	<b>\$5</b>



## Section 6: Consultations Received From Other Institutions and Organizations

### 6.1 Consultations received from other Government of Canada institutions and organizations

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during reporting period	5	521	0	0
Outstanding from the previous reporting period	1	21	0	0
<b>Total</b>	6	542	0	0
Closed during the reporting period	6	542	0	0
Carried over to next reporting period	0	0	0	0

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

Recommendation	Number of Days Required to Complete Consultation Requests							Total
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
Disclose entirely	3	1	2	0	0	0	0	6
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
<b>Total</b>	3	1	2	0	0	0	0	6

### 6.3 Recommendations and completion time for consultations received from other organizations

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

## Section 7: Completion Time of Consultations on Cabinet Confidences

### 7.1 Requests with Legal Services

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

### 7.2 Requests with Privy Council Office

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

## Section 8: Complaints and investigations

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

## Section 9: Court Action

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

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

9.2 Court actions on complaints received after June 21, 2019

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

**Section 10: Resources Related to the Access to Information Act**

10.1 Costs

Expenditures		Amount
Salaries		\$15,002
Overtime		\$0
Goods and Services		\$65,800
• Professional services contracts	\$65,310	
• Other	\$490	
<b>Total</b>		<b>\$80,802</b>

10.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	0.100
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	0.050
Students	0.000
<b>Total</b>	<b>0.150</b>

**Note:** Enter values to three decimal places.