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HOUSE OF COMMONS  
CHAMBRE DES COMMUNES  
CANADA

# Report to Canadians 2023

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## Message from the Speaker

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**Hon. Anthony Rota, M.P.**  
Speaker of the House of Commons

As Speaker of the House of Commons and its chief administrative officer, I am proud to present the latest *Report to Canadians*.

Published annually, this report presents the highlights of the past year and summarizes the work of the Members of the House of Commons as well as the efforts of the House Administration in supporting their activities.

Last year, after a long hiatus due to the pandemic, the House of Commons resumed some activities, such as welcoming visitors back and allowing the public to attend House of Commons debates and committee meetings. Parliamentary diplomacy—the practice of dialogue and cooperation among legislators from around the world—was also able to resume in person. We have therefore hosted heads of state and dignitaries from everywhere and given them tours of Canada's Parliament. These meetings allow us to promote democracy as well as the economic and social ties that we have with other nations. We also participated in international missions, conferences and meetings to promote and defend Canada's interests worldwide.

Finally, all these initiatives and many others would not have been possible without the support of the diverse and highly skilled staff of the House Administration. Through their excellent service and their impartiality, the teams of the House Administration make a tangible contribution to the vitality of parliamentary democracy and for that, on behalf of all Members, we are very grateful.

I hope this report will provide you with an interesting insight into the work that is done for Canadians every day. Thank you for your interest in the House of Commons.

**Hon. Anthony Rota, M.P.**

A handwritten signature in black ink, appearing to be 'AR', written over a horizontal line.

## Message from the Clerk

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**Eric Janse**  
Acting Clerk of the House of Commons

One of the roles of the Clerk of the House of Commons is to manage the House of Commons Administration, which, day to day, provides quality services and helps Members of Parliament fulfill their parliamentary duties. As Acting Clerk of the House of Commons, I am honoured to lead a dedicated, non-partisan, and competent team that plays a vital role in supporting parliamentary democracy.

The *Report to Canadians* allows you to learn more about Members' work and their functions, and keeps you informed about the projects that were completed by the House Administration over the past year. It describes the activities and initiatives undertaken by the institution in support of Members and democracy, in Canada and around the world. Also, the financial review included in this report is a testament to the House Administration's commitment to transparency regarding financial oversight.

As a workplace and public place, the House of Commons also has a responsibility to provide an inclusive and accessible environment for Members and their staff, House Administration employees, as well as all Canadians and all those visiting Parliament Hill. Over the past year, one of the House's priorities has been to increase its understanding of accessibility issues, particularly through the development of its Accessibility Plan to ensure a barrier-free environment. It is also for the purpose of inclusion that this report has been renamed *Rapport à la population canadienne* in French (formerly *Rapport aux Canadiens*). Inclusive writing in both official languages is something we hear about more and more and is part of a much broader accessibility issue. While this change to the report's French title is simple, it represents a tangible commitment to accessibility, which is a priority for our organization.

Finally, in 2022, the House Administration entered the final year of its strategic plan. This roadmap enabled it to continue to provide exceptional service to Members while supporting parliamentary democracy, particularly during two general elections and through the COVID-19 pandemic. Both strong in its traditions and forward-looking, the House Administration will continue to support Members' parliamentary work by anticipating their needs through impartial, seamless, personalized and quality services under a new strategic plan that came into effect in April 2023.

I hope this report will help you learn more about our projects, our accomplishments and our commitment. And lastly, I would like to thank you for your interest in our organization and I hope you enjoy this report.

**Eric Janse**

A handwritten signature in black ink, appearing to read 'Eric Janse', written in a cursive style.

## Highlights from the Hill

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The publication of House proceedings and parliamentary information is a key component of our democratic system that makes Parliament accessible to all Canadians. It is the House of Commons' responsibility to ensure that the Canadian public is able to stay informed and get involved in the parliamentary process and in Members' work.

- [Welcoming visitors back to Parliament](#)
- [Everyone's House](#)
- [Supporting Members' work](#)
- [Ensuring that employees are heard](#)

## Welcoming visitors back to Parliament

In March 2020, when the COVID-19 outbreak was declared a global pandemic, the Board of Internal Economy (the Board) decided to restrict visitor access to the precinct, and suspend public tours, committee travel, and in-person parliamentary functions and events as a precautionary measure.

On April 25, 2022, after being closed for just over two years, the Chamber's gallery and committees reopened to the public, allowing people to once again witness the work of Members and committees in person. General public access and guided tours resumed shortly after, on May 20, 2022.

When it reopened to the public, the House of Commons maintained the public health protocols it had put in place in response to the pandemic. The Board decided to relax its health measures following adjustments to the COVID-19 restrictions imposed by public health authorities, and the obligation to wear a mask in the precinct was lifted on June 23, 2022.



### Discover (or rediscover) the House of Commons

A visit to Parliament Hill is the best way to uncover the workings, as well as the history, functions, art and architecture of the House of Commons. In addition to in-person tours of this remarkable place, the House Administration launched the following resources in 2022–2023 for those who cannot make it on site.

- The renewed [History, Art and Architecture section](#) of the House of Commons website showcases the architectural spaces, works of art and other objects that tell their own fascinating history of Parliament.
- [ProceduralInfo](#) is a collection of tools and resources that make it easier to understand the work of Members as well as the procedural rules and practices of the House of Commons and its committees.

## Everyone's House

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The House of Commons is central to our democracy and dedicated to representing our diverse country. As a place of work and a public space, it strives to be an inclusive and accessible environment not just for Members, their staff, and House Administration employees, but for all Canadians and visitors taking part in parliamentary business.

### Accessibility: identifying, removing and preventing barriers

Inclusion has always been an important consideration in the House of Commons' operations. In the last several months, the House has been working to better understand accessibility challenges, with the goal of drafting an accessibility plan and establishing a barrier-free environment.



## What is a barrier?

A barrier is anything that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation. This includes anything physical, architectural, technological or attitudinal.

Source: [Accessible Canada Act](#)

The *Accessible Canada Act* came into force on July 11, 2019, with the goal of creating a Canada without barriers by 2040, particularly for persons with disabilities. In January 2022, the House of Commons created an accessibility working group comprised of management, employees and subject-matter experts from all areas of the organization. The working group developed the Administration's first accessibility plan, which was officially published on December 1, 2022. The [Accessibility Plan 2023–2025](#) was informed by consultations with persons living with a wide range of disabilities, Members of Parliament and their staff, as well as employees of the House Administration, and developed in accordance with the *Accessible Canada Act*.

- [Learn more about the House Administration's first accessibility plan in the Reporting on Results section.](#)

### An inclusive, diverse and engaged workforce

The House of Commons is dedicated to fostering a workplace that embraces all cultures, social identities, abilities and perspectives. Over the past few years, the new core value of inclusion was incorporated in the strategic plan, and tools and programs were developed to support a workplace reflective of Canada's evolving population.

The House of Commons' Diversity Council, made up of employees from all areas and levels of the Administration, is committed to building employee awareness and employee engagement in activities that will help strengthen the value of inclusion and the House's strategic and operational priorities. This year, the Diversity Council, in collaboration with the Workplace Inclusion, Diversity and Equity team, designed an extensive work plan focused on staff recognition and training, and on forum and event planning—all to break down barriers and help employees create a truly inclusive and safe workplace.



The House Administration's *Policy on Workplace Inclusion*, the Anti-Racism Subcommittee, the Women's Leadership Network, and the Respectful Workplace Team are all examples of initiatives aiming to build awareness and identify opportunities for improvement at the House.

On August 28, 2022, the House Administration invited its employees to march alongside their colleagues and parliamentary partners in the Capital Pride Parade. The annual parade is an opportunity for 2SLGBTQI+ communities in the National Capital Region to celebrate, advocate for, and educate people about their diversity, and for allies to show their support.

House Administration employees are known for their generosity and commitment to giving back to the community. Once again this year, the House Administration was an active partner in the federal Workplace Charitable Campaign initiative, which builds awareness and raises funds to help individuals and organizations in need. Dozens of employees volunteered to organize fundraising activities, and together they raised \$118,421 for registered Canadian charities.



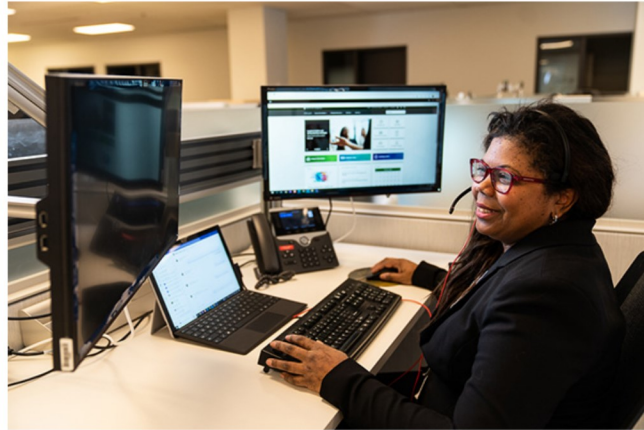
**A new network for women leaders** – On March 8, 2023, the House Administration marked International Women's Day with the launch of its Women's Leadership Network. Working alongside the WIDE team and the Diversity Council, the network provides a space where employees can share experiences and build leadership skills, regardless of gender identification or job level. Mentorship opportunities, network town halls, and training and development form part of the activities.

## Supporting Members' work

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In 2022–2023, the House Administration continued its efforts to restore and modernize its physical and digital workspace to support Members' evolving needs. This was especially important as the severity of the pandemic lessened and the House saw a return to more normal parliamentary operations. Always looking to simplify access to services to facilitate Members' work, the Administration launched a new system for planning meetings and events and arranging access for visitors on the Hill. Other accomplishments include the creation of a security records management system and a new case management and reporting framework for occupational health and safety.

- [Find out how the House of Commons strives to provide a modern, accessible, and secure built environment to Members, their staff, Administration employees, the Canadian public, and visitors in the Reporting on Results section.](#)



The new Client Care Team was introduced on April 1, 2022, to streamline access to the House Administration's services and offer a simplified service experience. This new centralized team, brings together client care experts from across the organization, removing barriers and facilitating the work of Members and their employees.

- [Learn more about the Client Care Team in the Members' Snapshot section.](#)

## Ensuring that employees are heard

In developing the House's first accessibility plan, consultations were held with people living with various disabilities to better understand the barriers they face. The feedback collected through surveys and workshops was instrumental in the plan's preparation.

Giving employees a voice and creating a feedback culture are an effective way for the organization to hear ideas and concerns on a wide range of topics. In 2022–2023, in addition to providing regular updates on COVID-19 pandemic measures to Members and employees, the House Administration conducted its fourth COVID-19 pulse survey to better understand how the workforce was adapting to the situation and to guide planning for the future of the workplace.

To inform its efforts in preparing a new strategic plan and help shape the vision, mission, values and priorities for the next three years, the House Administration organized a series of consultations with employees from across the organization. The new strategic plan came into effect in April 2023.

## Members' Snapshot

[Print](#)

Members of Parliament are elected by their constituents to represent them in the House of Commons. Their work and activities are as varied as the many regions of the country and the people who live here.





- [Constituencies](#)
- [About Members of Parliament](#)
- [A streamlined service experience for Members](#)

## Constituencies

Each of Canada's 338 constituencies (also called ridings or electoral districts) has a representative in the House of Commons—these are the Members of Parliament. Members provide a direct link between Parliament and Canadians by speaking to their constituents' views and advocating for them in the House of Commons.

- [Find the Member of Parliament for your constituency.](#)
- [Find the address for your Member's constituency office.](#)

Every year, Members of Parliament and their staff process thousands of inquiries from constituents seeking assistance from federal government programs and services, including:

-  Employment Insurance
-  Disability pensions
-  Support for veterans
-  Passports and immigration



**Move around the map to see the distribution of Canada's 338 constituencies.**



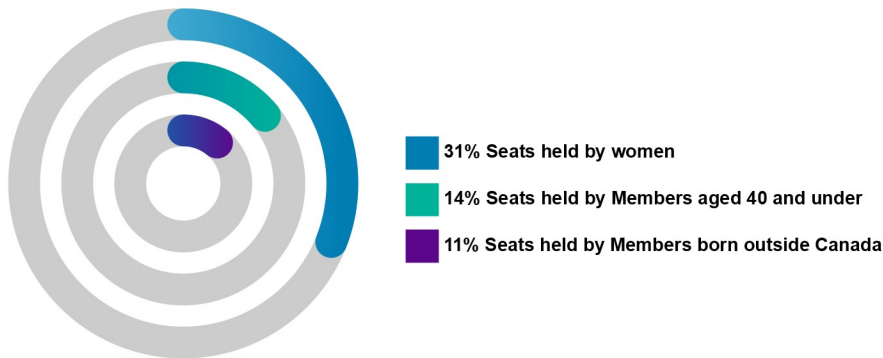
## About Members of Parliament

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### Members of Parliament by the numbers

Since 1867, Members of Parliament have upheld the principles and practices of Canadian democracy by representing the citizens who elect them. Much like the times, the face of Parliament is constantly changing.

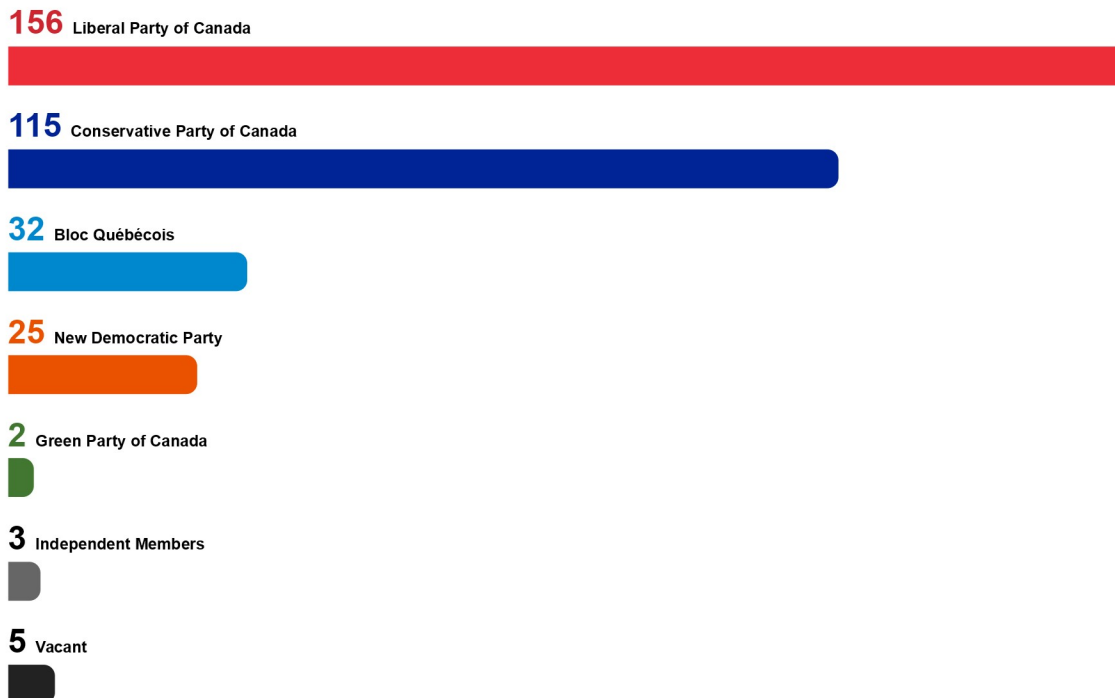
As at March 31, 2023



### Party standings

A party must hold at least 12 seats to be recognized in the House of Commons. Recognition means that the party receives funding for research and staff. It also means that the party can participate more regularly in proceedings of the House and its committees.

### Seats held by each political party in the House of Commons (as at March 31, 2023)



- [Find out more about current Members of Parliament and party standings in the House of Commons.](#)
- [Learn more about the role of political parties in Canada's Parliament.](#)
- [View the list of party leaders and House Officers.](#)

## A streamlined service experience for Members

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The House Administration exists to support parliamentary democracy by providing quality services and sound advice to Members and their employees, both in Ottawa and in their constituencies. Members count on the House Administration for services and guidance on a wide range of topics to help them carry out their parliamentary functions.

Members' reality is constantly evolving, and the House Administration has adapted its service offerings to meet their individual and collective needs as legislators and representatives in the Chamber, in committees and in caucus.

### Introducing the Client Care Team

In April 2022, the House Administration brought together a number of different service teams under one roof to give Members, their staff, and House Administration employees a more streamlined and accessible client service experience.

Working in person, on the phone and via email, the newly created Client Care Team (CCT) provides support in areas like information technology, building management, parliamentary precinct access, and financial services.

In addition, a central case management system has been developed. Not only does this system allow the CCT to manage its clients' requests, but it also groups all requests in one single place, regardless of the subject. With this system, the CCT can also gather data, report on its services, and identify opportunities for improvement. In the coming months, additional features will be developed so that the CCT can provide even more timely and accessible services.

**“Thanks to our one-stop shop, Members and their employees get quick answers through a single point of contact. Being on the front line, our team is in the best position to suggest creative ways to improve the House Administration’s service delivery.”**

Client Care Team

### A growing concept

After one year in existence, the Client Care Team continues to explore ways to extend its multidisciplinary service model. For example, it is looking at broadening its communication channels and offering more choices to Members and their employees to support them more effectively. The team is also working on ensuring that accessibility implications are fully considered, including examining technological enhancements to give everyone equal access to commonly used services, regardless of individual abilities.

### Client Care Team by the numbers (as at March 31, 2023)

Employees  
**70**

Calls received  
**67,000**

Emails replied to  
**98,000**

In-person <sup>Print</sup> Requests  
handled  
**1,300**

## Members' Activities

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Members of the House of Commons have a wide range of responsibilities. For a better understanding of their work, let's look at where they have worked over the past year.

- [In the Chamber](#)
- [In committees](#)
- [In international and interparliamentary forums](#)

### In the Chamber

The Chamber of the House of Commons is where Members meet to debate issues of importance to Canadians, receive documents prepared by government departments and agencies, and debate and vote on proposed legislation and other important matters. Presiding over these activities are the [Speaker of the House and other Presiding Officers](#).

#### More specifically, Members' work in the Chamber typically includes:



Reviewing and debating bills and motions



Examining public expenditures



Holding the government to account by means of oral and written questions



Considering resolutions on issues of public interest



Presenting petitions (paper or electronic) on behalf of the public

- [Learn more about a typical week in the Chamber.](#)
- [Watch Chamber proceedings on ParIVU.](#)
- [Take a virtual tour of the interim Chamber.](#)

#### Statistics about the Chamber (from April 1, 2022 to March 31, 2023)

Sitting days

127

Written questions  
submitted

920

Statements and rulings by  
the Speaker in response to  
points of order or questions  
of privilege raised

45

Sessional papers  
tabled

2,981

## Continuation of hybrid proceedings

In response to the COVID-19 pandemic, parliamentarians have been able to meet in hybrid format since 2020, where some Members attend in person and others remotely by videoconference. On June 23, 2022, the House of Commons adopted a special order to allow hybrid proceedings for House sittings and committee meetings to continue for another year. House proceedings were broadcast as usual, and the public portions of committee meetings remained available for Canadians.

Support teams from across the House Administration were there to assist Members and their employees for hybrid sittings. They ensured the connectivity and security of the parliamentary network, while Members participated in proceedings in person on the Hill or remotely from across the country.

From April 1, 2022 to March 31, 2023, the House had 1,009 sitting hours. The most discussed topics in the House included the cost of living, inflation, carbon pollution pricing, COVID-19 pandemic, and broadcasting.



## What is a typical sitting day?

The daily business of the House of Commons is set out in the Standing Orders, the written rules of the House. It generally consists of daily and routine proceedings, Government Orders, Private Members' Business, and adjournment proceedings. Although the House meets in accordance with a predetermined daily schedule, it remains flexible in the timing and duration of its sittings.



## Tribute to Her Majesty The Queen

Following the passing of Her Majesty Queen Elizabeth II, the Speaker recalled the House on September 15 and 16, 2022. Members met in the Chamber to commemorate Canada's longest-reigning monarch and to make statements on the accession to the throne of His Majesty King Charles III.

As a tribute to Her Majesty The Queen, the Parliament Building was illuminated in royal blue and the royal cypher was projected on the Peace Tower from dusk to dawn throughout the mourning period.

## Procedural information, one click away

The House of Commons' new [ProceduralInfo](#) website is a collection of tools and resources that helps the public understand the procedural rules and practices of the House and its committees, and their application during proceedings. It provides an easier access to important material, including a centralized video library where the public can learn more about various topics related to parliamentary procedure.

- [Take a look at ProceduralInfo's new video library.](#)

This year, the House also published selected decisions of the 36th Speaker of the House of Commons, Geoff Regan. During a Speaker's tenure, a Speaker is called upon to interpret how the rules of the House should apply and to make formal decisions or rulings on specific procedural matters before the House. This publication is the tenth in a collection of Speakers' decisions and is available in both official languages. Also, with the launch of the new ProceduralInfo website, previous collections have been made available online.

- [Browse the selected decisions delivered by the Honourable Geoff Regan and by other presiding officers during the 42nd Parliament \(2015-2019\).](#)



Speaker Anthony Rota and former Speaker Geoff Regan, celebrating the publication of the selected decisions of the former Speaker



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## A special address to Parliament

On Friday, March 24, 2023, the Honourable Joseph R. Biden, Jr., President of the United States of America, addressed parliamentarians in the House of Commons Chamber. In his speech, President Biden spoke about different bilateral and multilateral topics, while focusing on the long-standing friendship between Canada and the United States.

### In committees

In committees, Members study matters related to their committees' mandates, consider and potentially amend proposed legislation, and examine government spending. Members often seek input from stakeholders and invite ministers, public servants, private citizens, experts and representatives of organizations to appear before committees to provide information relevant to a study.

**Standing committees** are established under the *Standing Orders of the House of Commons* and are authorized to study all matters relating to their mandate and the various government departments assigned to them by the House.

**Standing joint committees** are established under the *Rules of the Senate* and the *Standing Orders of the House of Commons*, and are composed of Senators and Members of the House of Commons.

**Special committees** are appointed by the House of Commons to carry out specific inquiries, studies or other tasks that the House deems important. Special committees are dissolved when their final report has been presented to the House or when the House is no longer in session.

**Special joint committees** are established in accordance with orders adopted by both the Senate and the House of Commons, and are composed of Senators and Members of the House of Commons. These committees are tasked with studying specific matters and are dissolved when their final report has been presented to both Houses of Parliament or when the House is no longer in session.



- [See the list of committees.](#)
- [Learn more about committees.](#)
- [Browse the committee meetings and watch or listen to public meetings.](#)

## Committee business by the numbers



[Print](#)

On June 23, 2022, the House of Commons adopted a [motion to continue](#) holding committee meetings in a hybrid format for another 12 months. From April 1, 2022 to March 31, 2023, a total of 1,295 committee meetings were held, including meetings for standing and special committees, and their respective subcommittees.

At the beginning of this period, the Special Joint Committee on Medical Assistance in Dying held its first meeting. As well, one new committee was created during this period: the Special Committee on the Canada–People’s Republic of China Relationship.

Committees presented 195 reports to the House of Commons. The reports covered topics such as reducing gas emissions, improving the health of Indigenous peoples in Canada, managing radioactive waste, improving support for victims of crime, mental health of young women and girls, the situation at the Russia-Ukraine border and implications for peace and security, and promoting fairness in Canadian immigration decisions.

During this time, Administration employees offered procedural, administrative, technical and logistical support to all committees. Legal advice was also provided to committees upon request, and amendments were drafted on behalf of Members for studies of bills in committees.

On March 3, 2022, the Board of Internal Economy lifted the suspension of committee travel, which had been imposed due to the COVID-19 pandemic. The Board’s decision allowed Members of the House of Commons to travel in Canada and abroad to study issues related to their committee work.

For example, in October 2022, the Standing Committee on Industry and Technology travelled to Helsinki, Finland, to attend the World Summit of Committees of the Future. In November 2022, the Standing Committee on National Defence travelled to Washington D.C. to meet with the Ambassador of Canada to the United States and embassy personnel and various officials.

- [Learn more about the committee work carried out in 2022–2023, including studies, activities and reports.](#)

### About AMAD

On February 15, 2023, the [Special Joint Committee on Medical Assistance in Dying](#) (AMAD) presented its final report to the House and Senate: “Medical Assistance in Dying in Canada: Choices for Canadians.” In total, the committee held 36 meetings and heard from almost 150 witnesses. It also received more than 350 briefs and other correspondence, demonstrating the level of engagement in this matter.

### More in-person appearances for committee witnesses

The House of Commons is committed to ensuring Canadians' involvement in the parliamentary process and in Members' parliamentary work. Committee work in particular offers a key opportunity, seeing that private citizens and experts are regularly invited to appear as witnesses before committees to share information relevant to a topic under consideration. Committee meetings allow witnesses to give their point of view and Members to ask questions.

In April 2022, the House adopted a motion to give witnesses the choice to appear before committees either in person or by videoconference. Since the start of the pandemic, only Senators, Members and departmental and parliamentary officials were allowed to appear before committees in person.



## In international and interparliamentary forums

Parliamentary diplomacy is the practice of dialogue and cooperation among legislators from around the world. The Speaker and Members of the House of Commons represent the Parliament of Canada internationally in a number of ways and, this past year, they engaged with their counterparts on a wide range of topics of national and international interest. This way, they further Canada's interests at international conferences and meetings, while promoting democracy as well as economic and social ties with other nations.

- [Learn more about Canada's involvement in parliamentary diplomacy.](#)

### Speaker's diplomatic duties

In addition to his role and responsibilities in the House of Commons, Speaker Anthony Rota has a number of ceremonial and diplomatic duties when welcoming visiting heads of state or heads of government to Parliament. He interacts regularly with the diplomatic corps, hosts foreign speakers or visiting delegations, and leads parliamentary missions abroad to maintain positive relations around the world. In 2022–2023, Speaker Rota participated in activities with his counterparts and members of the diplomatic corps from countries such as the United Kingdom, Scotland, Estonia, Austria, Armenia, Malta, and Albania to name a few.

As president of the Commonwealth Parliamentary Association (CPA), Speaker Rota welcomed delegates in Halifax, Nova Scotia for the 65th Commonwealth Parliamentary Conference from August 20 to 26, 2022. Hosted by the CPA Canada Region, this conference welcomed almost 400 Commonwealth parliamentarians and 180 clerks and parliamentary officials, representing 42 Commonwealth countries.

Speaker Rota also participated in the 26th Conference of Speakers and Presiding Officers of the Commonwealth that took place in Canberra, Australia from January 3 to 6, 2023, where participants discussed parliamentary engagement, innovation and security.

Such events help to strengthen the partnerships that exist between our parliaments and countries.

- [Learn about Speaker Rota's activities and reports.](#)

### Statistics about the Speaker's parliamentary diplomacy (from April 1, 2022 to March 31, 2023)



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## In-person incoming activities

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recurring and emerging issues in—and good practices for—public administration, which included education, research, bilateral, multilateral,

## In-person outgoing activities

# 7

## Virtual activities

# 19

### Support for Ukraine

This year, Canada alongside international partners and allies continued to condemn Russia's invasion of Ukraine. Speaker Rota attended the 19th Conference of the Speakers of the G7 Member States in Berlin, Germany, from September 15 to 17, 2022. The conference was an opportunity to engage with counterparts about strengthening democracy through civic education and continuing to support the people of Ukraine.

In October 2022, the Canada-Europe Parliamentary Association took part in a parliamentary mission to Poland to witness the impacts of the war. Meetings were held with Polish officials, Ukrainian-language teachers, and the Polish Red Cross to discuss the humanitarian support provided to Ukrainian refugees.

On December 5, 2022, Speaker Rota met with Ukrainian Members of Parliament Ivanna Klymush-Tsintsadze and Mariia Ionova during their visit to Ottawa. They provided important, first-hand information about the Russian invasion in Ukraine.



## A distinguished visitor's address in the Chamber

On Tuesday, March 7, 2023, Her Excellency Ursula von der Leyen, President of the European Commission, addressed Members and Senators in the Chamber of the House of Commons. During this joint session, she spoke of the deep ties uniting Canada and Europe and pledged to keep supporting Ukraine against Russian invasion.



## Parliamentary associations and interparliamentary groups

Over the past year, Canadian parliamentarians participated in over 193 events hosted by 13 parliamentary associations and 4 interparliamentary groups, including:

[Print](#)



### Canada-Africa Parliamentary Association

As part of its mandate to improve exchanges between Canadian and African parliamentarians, the Canada–Africa Parliamentary Association travelled to Accra, Ghana from May 21 to 27, 2022. Members of the association discussed Ghana’s political, economic, and human rights issues with organizations promoting women’s rights, freedom of the press, and transparency and good governance. Four members of the association also visited Dakar and Thiès, Senegal, from November 5 to 11, 2022, to take part in a productive bilateral mission.



### Canada-Japan Inter-Parliamentary Group

From October 26 to 29, 2022, Canada-Japan Inter-Parliamentary Group participated in the 30th Annual Meeting of the Asia-Pacific Parliamentary Forum in Bangkok, Thailand. Delegates from both Canada-Japan and Canada-China groups attended this meeting, whose theme was “Parliaments and Post-COVID Sustainable Development.” The topics covered included promoting biodiversity and a green economy, facilitating access to health care services, and strengthening women’s participation in the post-COVID recovery.



### Canadian NATO Parliamentary Association

From November 18 to 21, 2022, the Canadian NATO Parliamentary Association took part in the 68th Annual Session in Madrid, Spain. Delegates examined the Indo-Pacific region, the war in Ukraine, cybersecurity, radicalization and corruption, migration, the effects of climate change on security, and resilient and secure supply chains.

# House of Commons Administration

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The House of Commons Administration (House Administration) is dedicated to providing quality services and expert advice to Members of Parliament to support them in their parliamentary duties as legislators and representatives in the Chamber, in committees, in caucus, and in their offices on Parliament Hill and in their constituency.

- [Structure](#)
- [Board of Internal Economy](#)
- [Speaker of the House of Commons](#)
- [Clerk of the House of Commons](#)
- [Procedural Services](#)
- [Law Clerk and Parliamentary Counsel](#)
- [Administrative Services](#)

## Structure

**Board of Internal Economy**

**Speaker of the House of Commons**

**Clerk of the House of Commons**

Audit and Improvement  
Corporate Communications  
Curatorial Services  
Press Gallery Secretariat

### Procedural Services

Committees and Legislative Services

House Proceedings

International and Interparliamentary Affairs

Parliamentary Information and Publications

### Law Clerk and Parliamentary Counsel

Legal Services

Legislation Services

### Administrative Services

Digital Services and Real Property

Finance Services

Human Resources Services

Office of the Sergeant-at-Arms and Corporate Security

Parliamentary Precinct Operations

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## Board of Internal Economy

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The Board of Internal Economy (the Board) is the governing body of the House of Commons. Under the *Parliament of Canada Act*, it has the legal authority to make decisions and provide direction on financial and administrative matters related to the House of Commons and its Members, premises, services and employees. All recognized parties are given representation on the Board and decisions are made on a non-partisan basis.

## Speaker of the House of Commons

The Speaker is the Board's chair and head of the House Administration.

As representative of the House of Commons, the Speaker has a number of traditional, ceremonial and diplomatic duties, including serving as spokesperson for the House in its dealings with the Senate, the Crown, and other bodies outside Parliament.

The Speaker also leads the procession when the House is summoned before the Senate to attend the Speech from the Throne at the beginning of a Parliament or session, or when there is a traditional ceremony to grant royal assent to a bill.

## Clerk of the House of Commons

The Clerk is the chief executive of the House Administration and is responsible for the day-to-day management of its operations. The Clerk is also at the service of all Members and must act with impartiality and discretion. The Clerk authenticates all decisions made by the House, maintains a record of proceedings, and advises on the interpretation of parliamentary rules, precedents, and practices.

In addition, the Clerk oversees the following functions:

### Audit and Improvement

The Audit and Improvement Directorate helps the organization deliver on its mission through assurance and advisory activities intended to add value to its governance, risk management and control processes and continually improve processes and services to Members.

### Corporate Communications

The Corporate Communications team provides the Board, the Office of the Speaker, the Clerk and the House Administration with strategic advice, analysis, products, tools, and support related to strategic communications, branding, crisis communications, social media, and media relations.

### Curatorial Services

Curatorial Services advises the institution on heritage matters and is responsible for its collection of some 5,000 objects, including official portraits, historical paintings and other works of art, as well as ceremonial objects and furniture. It is also responsible for the Peace Tower Carillon.

### Press Gallery Secretariat

The Press Gallery Secretariat provides the technical and administrative infrastructure for Canada's Parliamentary Press Gallery.

## Procedural Services

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Procedural Services advises the Speaker, Members, and officers of the House of Commons on procedural and legislative matters. It also conducts research, provides training on parliamentary practice, and coordinates Members' participation in international and interparliamentary activities. This service area produces records of parliamentary activities in both official languages, such as the transcripts of debates in the House and the minutes of committee meetings.

### Committees and Legislative Services

The Committees and Legislative Services Directorate provides procedural and administrative support to all standing, special, legislative and joint committees of the House of Commons. The directorate is also responsible for providing procedural advice to the Speaker and Members concerning legislation and the legislative process.

### House Proceedings

The House Proceedings Directorate is responsible for supporting the business of the Chamber, including by producing parliamentary publications, managing the Page Program, and coordinating Private Members' Business. It also conducts research and provides advice and information on parliamentary procedure.

### International and Interparliamentary Affairs

The International and Interparliamentary Affairs Directorate (IIA) is a joint directorate of the Senate and the House of Commons that coordinates the Parliament of Canada's external relations and activities. IIA supports the two Speakers' exchanges with their counterparts, the activities of parliamentary associations and recognized interparliamentary groups in Canada and abroad, official visits by dignitaries and heads of state, and conferences hosted by Parliament.

### Parliamentary Information and Publications

The Parliamentary Information and Publications Directorate is responsible for coordinating Procedural Services' information technology activities; managing its information assets; producing the record of debates, proceedings, and evidence of the House and its committees; indexing key House and committee publications; and overseeing Parliament's strategy for sharing digital content.

## Law Clerk and Parliamentary Counsel

Print

As the House of Commons' chief legal officer, the Law Clerk and Parliamentary Counsel provides legal and legislative services.

### Legal Services

Legal Services offers comprehensive legal advice and services to the House as an institution as well as to the Speaker, the Board, Members, committees, the Clerk, and the House Administration. Legal advisors specialize in multiple areas of law, including parliamentary, constitutional, labour, and contract law. They may also intervene in legal proceedings on behalf of the House of Commons and its Members to ensure that their parliamentary privileges and immunities are protected.

### Legislation Services

Legislation Services assists in drafting private Member's bills and motions to amend government bills. It is also responsible for ensuring that government bills and private Member's bills are correctly printed and reprinted as they move through the legislative process, including the amendments approved by the House or its committees.

The drafting of government bills—following instructions given by the cabinet—is left to the Department of Justice.

# Reporting to Results

Print

The Office of the Deputy Clerk Administration provides direction, standards and staff for the House Administration with support of the Chief of Security, and the work of Members of Parliament. The Office also provides strategic planning and reporting activities and advises the House Administration on important areas of the corporate human resources and financial systems. It oversees several service areas, namely Digital Services and Real Property, Finance Services, Human Resources Services, the Office of the Sergeant-at-Arms and Corporate Security and Parliamentary Precinct Operations.

- [Development of our next Strategic Plan](#)
- [Highlights of 2022–2023 results](#)

## Digital Services and Real Property

Digital Services and Real Property delivers modern, secure and cost-effective products, workspaces, and services. They also provide continuous operational services related to the broadcast of a parliamentary event as well as television, telecommunications and Web-based services.

## Vision, mission and priorities of the House Administration

### Finance Services

**Vision** Finance Services provides advice and operational support on policy and financial planning, financial management, and materiel and contract management.  
To deliver outstanding services to Members of Parliament and their employees in support of parliamentary democracy.

**Mission** To support the parliamentary work of Members by anticipating their needs and delivering streamlined, personalized, quality services.

### Human Resources Services

The Human Resources Services outlines four key priorities that serve as a core management for the House Administration: benefits, occupational health and safety, and organizational effectiveness.

### Improved client experience and operational excellence

#### Office of the Sergeant-at-Arms and Corporate Security

The Office of the Sergeant-at-Arms and Corporate Security is responsible for ensuring security in support of the parliamentary work of Members of Parliament and their staff—on the Hill, in their constituency offices, and abroad.

The Office of the Sergeant-at-Arms and Corporate Security is responsible for ensuring security on the floor of the House of Commons Chamber. It also conducts investigations, coordinates visitor and event access, promotes security awareness, and administers parking services. It develops and implements House wide security policies, standards and processes to eliminate security risks and threats whenever possible and respond to those it detects. The Office works in close collaboration with other security partners such as the Parliamentary Protective Service to ensure the security of Members and their employees on and off the Precinct, including in constituency offices.

### Unified and seamless services

The House Administration offers a wide range of services to Members and their staff to support them in various roles. We continuously strive to simplify access to services to facilitate their work.

### Parliamentary Precinct Operations

#### Empowered and engaged workforce

The operational support provided by Parliamentary Precinct Operations ensures a functional work environment for Members and the House Administration. This includes trade services, tenant operations, operations, workspace services, and more. We aim to empower and motivate our employees to deliver outstanding services. To do this, we foster a culture of innovation and creativity that engages employees with diverse skills at all levels. This helps generate new ideas on ways to better serve Members and their staff.

#### Modernized physical spaces and associated services

The parliamentary precinct is the seat of our democracy and is the setting for much of the work of Members and their staff. The multi-decade rehabilitation program currently underway in partnership with Public Services and Procurement Canada provides an opportunity to restore and modernize the physical and digital workspace to continue to meet the needs of parliamentarians.



[Print](#)

## Retirement of the Clerk of the House

On December 7, 2022, Charles Robert announced his retirement after five and a half years as Clerk of the House of Commons and a 42-year career on Parliament Hill. During his mandate, he oversaw many important accomplishments. Among them are the historic move into West Block and the opening of the interim Chamber, the renewal of the Members' Orientation Program, the use of hybrid proceedings and e-voting applications in response to the constraints imposed by the pandemic, and the creation of the Client Care Team. On February 13, 2023, Eric Janse was appointed acting Clerk of the House of Commons.



## Development of our next Strategic Plan

On March 31, 2023, the House Administration completed the final year of the [Strategic Plan 2019–2023](#). This plan helped guide our collective efforts in delivering outstanding services to Members for the past four years. To help shape our new *Strategic Plan 2023–2026*, consultations and working sessions were held with employees from across the House Administration over the last several months.

The mission of the House Administration remains to support the work of Members by anticipating and responding to their needs. To achieve this, the Administration relies on a skilled, diverse workforce with the capacity to innovate and the expertise to serve parliamentary democracy.



## Highlights of 2022–2023 results

Print

The Board of Internal Economy, the governing body of the House of Commons, ensures that progress against the Strategic Plan is communicated through the annual *Report to Canadians*. In 2022–2023, a new type of report was created to provide all House Administration employees with updates on the progress of corporate initiatives. This report helps mobilize and engage our workforce, highlighting how they contribute to the success of the Strategic Plan.

This section presents some of the work undertaken by the House Administration between April 1, 2022 and March 31, 2023, in support of Members' activities and in alignment with our four strategic priorities:

- [Improved client experience and operational excellence](#)
- [Unified and seamless services](#)
- [Empowered and engaged workforce](#)
- [Modernized physical spaces and associated services](#)

## Improved client experience and operational excellence

### Helping Members throughout the parliamentary cycle

After each election, the House Administration provides newly elected and re-elected Members with a variety of resources to help them get started in their role. This year, the House Administration continued to enhance its onboarding processes for Members and their employees by improving support for constituency office set-ups and streamlining tools and processes to reduce the number of administrative tasks. These enhancements also benefit departing Members, enabling the House Administration to support Members continuously—from the day of their election, throughout the parliamentary cycle, to their transition out of their parliamentary functions.

### Using technology to work more effectively

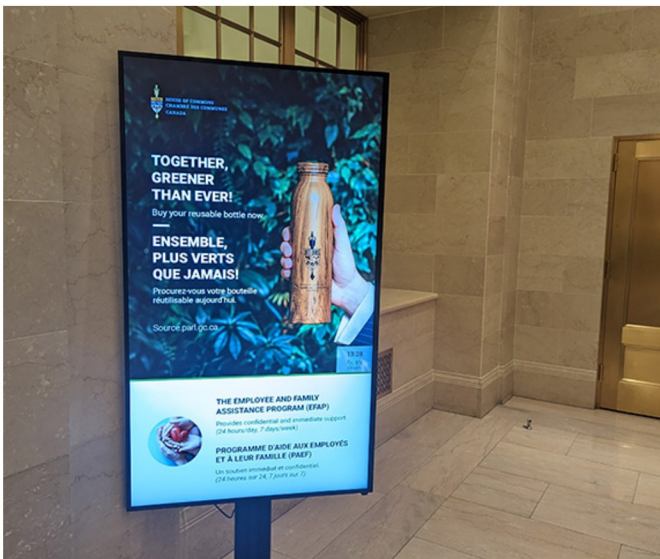
In 2022–2023, the House Administration continued to support, maintain and life cycle its technology products. Services, systems and processes were improved to deliver value and promote innovation when supporting Members as they carry out their parliamentary functions. Members and their staff continued to have access to educational material through online training and information sessions, while the House Administration delivered a series of courses on online collaboration tools, helping Members with office operations.



Print

## Introducing digital signage on the Hill

In an effort to replace paper-based signage throughout the parliamentary precinct, the House Administration has been testing out a more modern digital solution. In addition to traditional communication channels, messages are displayed on large screens located in select buildings to provide parliamentarians, employees and visitors with House news as well as the latest on services and upcoming events.



## Unified and seamless services

### An easier way to plan meetings and events on the Hill

The House Administration developed an all-in-one tool to help Members and their employees organize and track meetings and events related to their parliamentary functions on Parliament Hill. Building on existing channels, this tool offers a single point of service, making it simpler for Members to book meeting rooms, coordinate visitor and vehicle access, and request services such as multimedia and technical support, catering, photography, and interpretation.



## About the new tool

- Launch date: August 2022
- Number of meeting rooms booked using the new tool: 10,040
- Types of meetings and events: Committee meetings, caucus meetings, Board of Internal Economy meetings and protocol events

### Technology experts available 24 hours a day, 7 days a week

In January 2023, the House's IT call centre joined the Client Care Team. This team brings the House Administration's service centre together to offer unified and seamless support to Members and to improve their client experience. The technology experts of the IT call centre provide Members, their staff, and House Administration employees with advice and services related to computers, software, mobile devices, and digital applications.

## Empowered and engaged workforce

[Print](#)

### Providing a more accessible environment

On December 1, 2022, the House of Commons published its [Accessibility Plan 2023–2025](#), which highlights 60 short-, medium- and long-term initiatives to be implemented over the next three years. This plan fulfills a duty under the *Accessible Canada Act* and represents an important milestone for the House, as it outlines the steps that the House will take to identify, remove and prevent barriers that limit the full and equal participation of persons with disabilities. Every three years, an updated plan with new initiatives will be published to ensure that the House fulfills its commitment to create a barrier-free environment. In addition, a report will be available at the end of every year to provide an update on the House's progress.



Accessibility awareness training is provided to House Administration employees. This training helps participants better understand disability in Canada and its impact on the workplace, and provides them with strategies to improve the inclusion of persons with disabilities.

### Empowering leaders at all levels

In December 2022, the House Administration launched the redesigned Clerk's Leadership Program, which now features a dynamic, conversation-based format giving leaders the opportunity to learn and contribute in new ways. The format allows 25 participants to leverage the insights and guidance of the House's senior leaders and the experts in the fields of leadership excellence, diversity, and business strategy. This program is offered over a five-month period and includes a team project assignment in line with the House's Strategic Plan and current organizational priorities.

### Enabling a safer and healthier workplace

Through different programs and activities, including training and prevention initiatives, the House Administration continued to promote health and safety at all levels of the organization. In compliance with Part II of the *Canada Labour Code* and its applicable regulations, the House completed a hazard identification and risk assessment (HIRA) across the entire organization. The HIRA provides management with concrete action plans to help control health and safety risks on a continuous basis. Also, the House Administration created an electronic system for managing and reporting disability and labour relations cases, and simplified the access to up-to-date safety data sheets for every hazardous product to which employees may be exposed in the workplace.



## Modernized physical spaces and associated services

[Print](#)

### Planning the House of the future

More progress was made on the rehabilitation of the Parliament Building over the past year. Several of the projects well underway will ensure that all modernized accommodations meet the needs of parliamentarians, employees and visitors with regard to technology, broadcasting and videoconferencing, physical security and cybersecurity, as well as accessibility and sustainability. This year again, the House sought feedback from Members on how the rehabilitation could best support the future work of parliamentarians. Key decisions were made regarding the designs for additional meeting spaces for parliamentarians and regarding the requirements for the use of space in the new Parliament Welcome Centre. Once finished, this centre will provide visitors with an accessible entrance and accessible amenities such as a café, souvenir boutique, coat check, and washroom facilities. The House Administration also planned for additional parliamentary offices to reflect the changes to the electoral boundary distribution and the number of Members in the House. To ensure that Members remain informed of and engaged in the rehabilitation project, they were regularly invited to tour Centre Block to see first-hand the rehabilitation work underway.



## Preserving and restoring an important part of our Canadian heritage

The ongoing rehabilitation of the Parliament Building will safeguard and honour the building's heritage for future generations. Teams are working diligently to preserve heritage pieces such as these frescoes created by Italian artist Attilio Pusterla in 1920.

[Discover the Heritage Collection's video gallery and see how conservation specialists are working meticulously to preserve artworks during the rehabilitation of the Parliament Building.](#)

### Reinforcing physical and digital safety

The House Administration is committed to strengthening the security of Members, employees and visitors as it continues to evolve its security practices. New initiatives were launched to help support Members' security needs while they are away from the parliamentary precinct. These initiatives include raising awareness and providing advice, assessments and equipment, as well as organizing outreach activities with local police forces.

This year, investments were made in security-related technology to make the parliamentary precinct even safer for everyone.



## Financial Information

[Print](#)

This section presents a snapshot of 2022–2023 financial information regarding Members of Parliament and the House Administration. For more information on the proactive publication of financial information, see the [Reports and Disclosure](#) section of ourcommons.ca.

### Budget vs. net results

(in thousands of dollars)

	Budget <sup>1</sup>	Net results <sup>1</sup>	Variance (\$)	Variance (%)
Members and House Officers	320,732	310,116	10,616	3%
Committees, parliamentary associations and parliamentary exchanges	7,661	4,885	2,776	36%
<b>Members and House Officers program</b>	<b>328,393</b>	<b>315,001</b>	<b>13,392</b>	<b>4%</b>
House Administration program	230,122	222,595	7,527	3%
<b>Total net operating expenses</b>	<b>558,515</b>	<b>537,596</b>	<b>20,919</b>	<b>4%</b>
Services received without charge <sup>2</sup>	-	104,127	-	-
<b>Total net cost of operations</b>	<b>-</b>	<b>641,723</b>	<b>-</b>	<b>-</b>

## House Administration

[Print](#)

(in thousands of dollars)

House Administration	Net results	Full-time equivalent (FTE) budget <sup>3</sup>
Digital Services and Real Property	87,299	434
Procedural Services	29,668	331
Parliamentary Precinct Operations	29,447	462
Human Resources Services	19,673	162
Finance Services	16,347	175
Office of the Deputy Clerk, Administration	9,984	88
Office of the Sergeant-at-Arms and Corporate Security	7,328	68
Office of the Clerk and Secretariat	6,933	64
Office of the Law Clerk and Parliamentary Counsel	4,452	38
Employee benefit plans and accrual adjustments	11,464	-
<b>Total net operating expenses</b>	<b>222,595</b>	<b>1,821</b>

<sup>1</sup> Figures adjusted to include year-end accrual entries.

<sup>2</sup> Services received without charge from federal government departments and agencies.

<sup>3</sup> Budgeted number of permanent FTE employees (excluding FTE revenues).