



ANNUAL REPORT

ACCESS TO INFORMATION ACT

April 1, 2023, to March 31, 2024

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1. Introduction

This is the Canadian Human Rights Commission's (the Commission) Annual Report to Parliament, submitted pursuant to section 94 of the *Access to Information Act* and section 20 of the *Service Fees Act*.

The purpose of the *Access to Information Act* is to provide a right of access to information in records under the control of a government institution in accordance with the principles that government information should be available to the public, that necessary exceptions to the right of access should be limited and specific and that decisions on the disclosure of government information should be reviewed independently of government. It also sets out requirements for the proactive publication of information.

Section 94 of the *Access to Information Act* requires that the head of every government institution prepare, for submission to Parliament, an annual report on the administration of the Act within the institution during each fiscal year.

This report describes the work of the Commission's Access to Information and Privacy Office for the fiscal year 2023-2024.

About Us

The Commission was established by Parliament through the Canadian Human Rights Act (CHRA) in 1977. It has a broad mandate to promote and protect human rights. This includes screening and, where possible, mediating discrimination complaints, representing the public interest in the litigation of complaints, and conducting research in consultation with rights holders and stakeholders, issuing public statements, and tabling special reports in Parliament.

The Commission is committed to working with the Government of Canada as well as domestic and international partners and stakeholders to ensure continued progress in the protection of human rights, including Canada's implementation of the rights and obligations enshrined in the human rights treaties to which Canada is a party.

The Commission also has a mandate under the [Employment Equity Act](#) and supports the Accessibility Commissioner and the Pay Equity Commissioner in carrying out their mandates under the [Accessible Canada Act](#) and the [Pay Equity Act](#), respectively. It also provides support to the Federal Housing Advocate as legislated by the [National Housing Strategy Act](#). The Commission is also the designated body responsible for [monitoring the Government of Canada's implementation of the United Nations Convention on the Rights of Persons with Disabilities](#) (CRPD), in accordance with article 33.2 of the Convention.

Our Mandate

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

- promoting human rights through research and policy development;
- protecting human rights through a fair and effective complaints process;

- representing the public interest to advance human rights for all Canadians;
- auditing employers under federal jurisdiction for compliance with employment equity;
- helping federally regulated employers and service providers create a barrier-free Canada through the proactive identification, removal, and prevention of barriers to accessibility;
- promoting women’s equality by ensuring that federal public and private sector organizations value the work done by women in the same way as they value work done by men; and
- driving change on key systemic housing issues and advancing the right for housing for all in Canada.

2. Organizational Structure

The ATIP Office is organizationally housed within the IM/IT Division, which is part of the Corporate Management Branch. In fiscal year 2023-2024, the ATIP Unit was composed of an ATIP Coordinator, a Senior ATIP Adviser, a Senior ATIP Analyst, an ATIP Analyst, and an ATIP Officer.

The ATIP Unit processes formal and informal requests, consultations and complaints the Commission receives pursuant to the *Access to Information Act* and the *Privacy Act*, and produces Annual Reports and the Info Source in accordance with these Acts.

Furthermore, the ATIP Unit provides subject matter expert advice and training to all staff, compiles statistics as required, and prepares weekly reports to provide updates with respect to the active access to information requests, consultations, and complaints submitted to the Office of the Information Commissioner for senior management.

In accordance with the Treasury Board Secretariat requirements, the ATIP Unit prepares the list of [completed access to information requests](#) and publishes them on Open Canada.

The Commission fulfills its proactive publication requirements under Part 2 of the *Access to Information Act* by proactively publishing the required information by the required timelines. During the reporting period, the following offices were responsible for fulfilling the requirements set out in sections 82 to 88 of the *Access to Information Act*:

- Financial Services Division;
- Administrative Services Division; and
- Interim Chief Commissioner’s office.

Lastly, the Commission was not party to any service agreements under section 96 of the *Access to Information Act* during the reporting period.

3. Delegation Order

The Delegation Order sets out the powers, duties, and functions for the administration of the *Access to Information Act* that have been delegated by the head of the institution, the Interim Chief Commissioner.

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

Please refer to Appendix A for a copy of the Signed Delegation Order.

4. Performance 2023-2024

During the period under review, April 1, 2023, to March 31, 2024, the Commission's total number of Access to Information requests were as follows:

- 40 new requests were received;
- 1 request was outstanding from the previous reporting period; and
- 1 request was outstanding from more than one reporting period.

Of these, 33 requests were closed during this reporting period, and 9 were carried over to the next reporting period as follows: 4 were carried over within legislated timelines and 5 were carried over beyond legislated timelines to the next reporting period (2024-2025). Of the 2 requests outstanding from the previous reporting periods, 1 was completed within legislated timelines, and the second one was completed beyond legislated timelines.

During this 2023-2024 reporting period, the Commission received 16 more access to information requests than last reporting year, which represents an increase of 40%.

The type of request sources of the 40 new requests received during this period were:

- 2 from Media
- 0 from Academia;
- 10 from Business (Private Sector);
- 1 from Organization¹;
- 21 from Public; and
- 6 Decline to identify.

Of the 33 requests closed during this period, 3,095 relevant pages were processed and 1,584 pages were released. The disposition of each request was as follows:

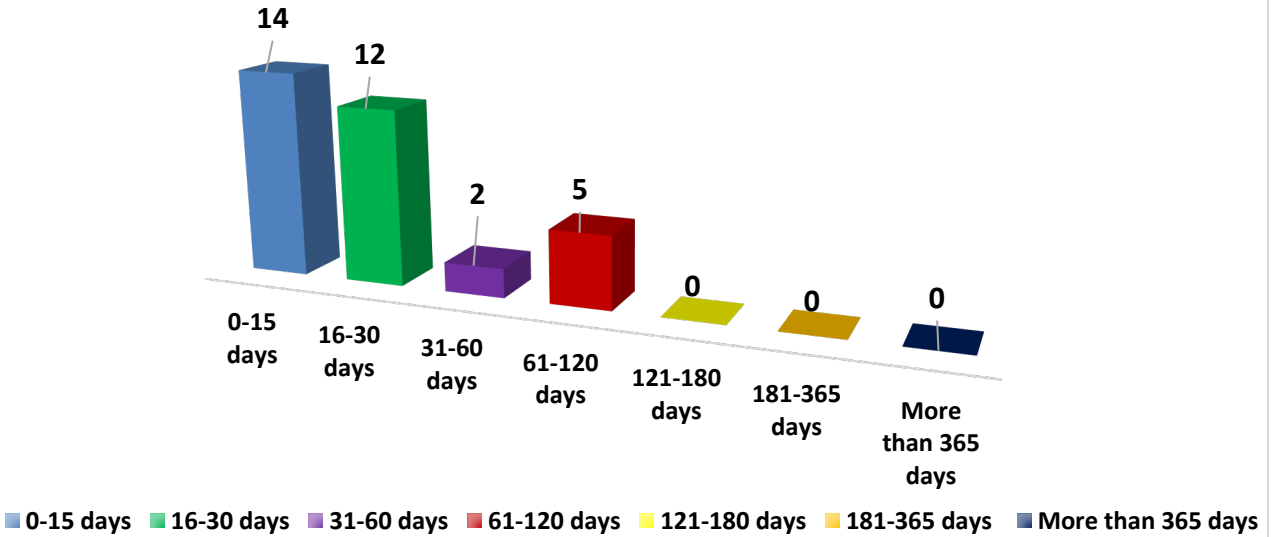
- 5, or 15%, and totalizing 149 pages, were All disclosed;
- 11, or 33%, and totalizing 2,945 pages, were Disclosed in part;
- 1, or 3%, and totalizing 1 page were All exempted;
- 8, or 24%, were No records exist;
- 1, or 3%, were Request abandoned; and
- 7, or 21%, were Neither confirmed nor denied.

The completion times of the 33 access to information requests closed during this reporting period were as follows:

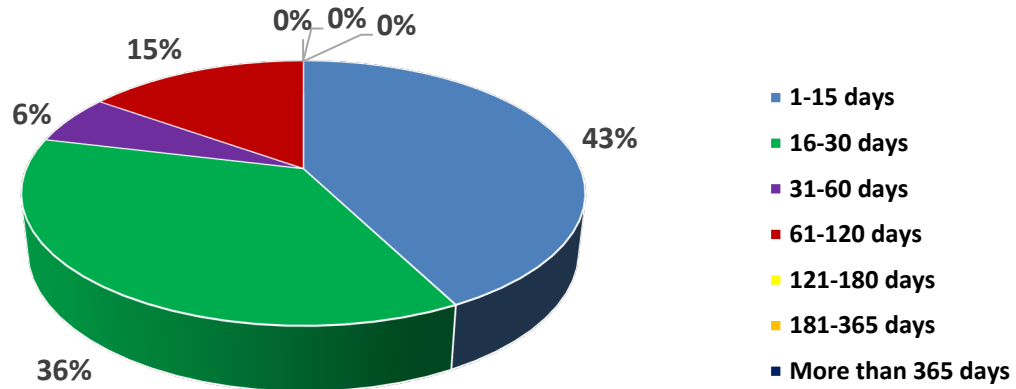
- 14 requests took 1 to 15 days;
- 12 requests took 16 to 30 days;
- 2 requests took 31 to 60 days;
- 5 requests took 61 to 120 days;
- 0 requests took 121 to 180 days;
- 0 requests took 181 days to 365 days; and
- 0 requests took more than 365 days.

¹ An organization may be a third party such as a charitable organization or a union.

Completion times Requests Closed During Fiscal 2023-2024



Completion rates Requests Closed During Fiscal 2023-2024



Consultations:

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

During this reporting period, the Commission received 17 consultation requests and reviewed a total of 795 pages originating from other Government of Canada institutions. All consultations were closed during the reporting period and none carried over from the last reporting period. The completion times were as follows:

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

The Commission had no concerns with the full disclosure of the records for 15 out of the 17 consultation requests, the Commission recommended a partial disclosure in 1 consultation request, and to exempt all records in 1 consultation request.

Informal requests:

An informal request is a request for information that is not processed under the *Access to Information Act*. The administration fee cannot be charged for informal requests and there are no deadlines for responding. Also, the requester has no statutory right to complain to the Office of the Information Commissioner of Canada.

The Commission received 30 new informal requests during this reporting period and 2 were outstanding from previous reporting periods for a total of 32 informal requests, which were all closed during this reporting period.

Of the 32 informal requests closed during this period, 41,152 pages were re-released, and the completion times were as follows:

- 7 informal requests took 1 to 15 days;
- 22 informal requests took 16 to 30 days;
- 2 informal requests took 31 to 60 days;
- 0 informal requests took 61 to 120 days;
- 0 informal requests took 121 to 180 days;
- 0 informal requests took 181 to 365 days; and
- 1 informal request took more than 365 days;

Multi-year trends

Figure 1 demonstrates the number of requests received, processed, and closed during each fiscal year over the past five years. We observe a significantly lower number of requests in 2019-2020 compared to the following 4 fiscal years, where there was significant growth in 2020-2021, up to 40 requests, a decrease in 2021-2022 and 2022-2023, and a slight increase for the reporting year. The number of requests received, processed, and closed over the last 3 fiscal years has been relatively stable.

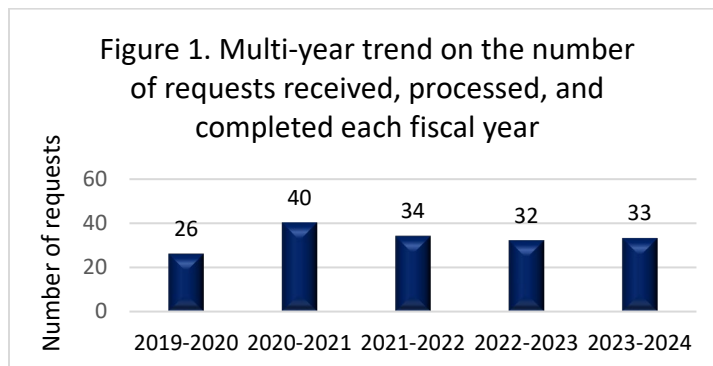
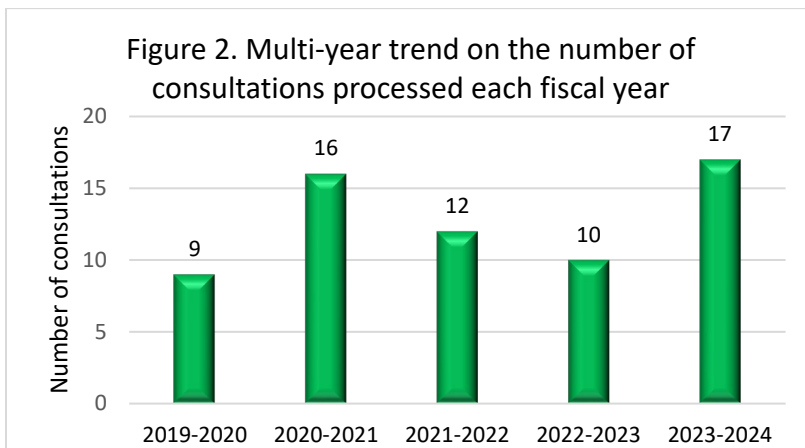
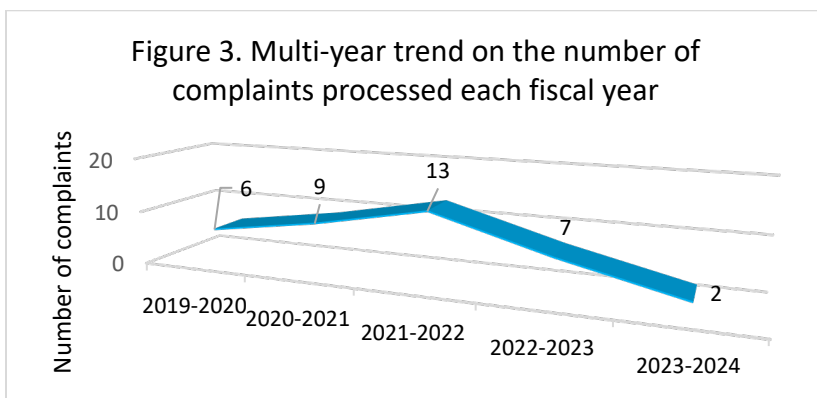


Figure 2 shows the number of consultations processed during each reporting period. It includes those received

during the fiscal year 2023-2024 and carried over from previous years. Although there is no consistent pattern in these numbers to set a specific trend, we observe that this number has significantly increased in the reporting period.



Concerning **Figure 3**, the graph shows the number of complaints processed during each reporting period over the past five years, which includes those received during fiscal year 2023-2024 and carried over from previous years. The Commission did not receive any new complaints during the reporting period, 1 complaint was carried over from previous fiscal years and remains open, and 1 complaint was closed in 2023-2024. This is further explained on page 13.



Requests closed past the legislated timelines

The Commission is committed to completing requests in a timely fashion. During this reporting period, 31 requests, or 94%, were responded to within the legislated timelines, while 2, or 6%, were closed past the legislated timeline. The details are explained in the following table and further expanded below.

Number of requests closed past the legislated timeline	Principal Reason			
	Interference with Operations / Workload	External Consultation	Internal Consultation	Other
2	2	0	0	0

Out of the 2 requests that were closed past the statutory deadline, the Commission took an extension on

both requests pursuant to s. 9(1)(a) because meeting the original time limit would unreasonably interfere with the operations of the institution.

Extensions taken on requests closed within legislated timelines

The Commission took extensions on 3 requests pursuant to s. 9(1)(a) because meeting the original time limit would unreasonably interfere with the operations of the institution, and on 2 requests to consult with another Government Department.

Application of Exemptions

Partial exemptions claimed under the *Access to Information Act* were invoked in 12 **requests**. For some requests, more than one exemption was invoked.

Sections of the <i>Access to Information Act</i>	Number of requests
<u>Paragraph 16(2)(c)</u> – Law enforcement and investigations – Security - The head of a government institution may refuse to disclose any record requested under this Part that contains information that could reasonably be expected to facilitate the commission of an offence, including, without restricting the generality of the foregoing, any such information (c) on the vulnerability of particular buildings or other structures or systems, including computer or communication systems, or methods employed to protect such buildings or other structures or systems.	1
<u>Section 17</u> – Safety of individuals - The head of a government institution may refuse to disclose any record requested under this Part that contains information the disclosure of which could reasonably be expected to threaten the safety of individuals.	2
<u>Subsection 19(1)</u> – Personal information – Subject to section 2, the head of a government institution shall refuse to disclose any record requested under this Part that contains personal information.	9
<u>Paragraph 20(1)(c)</u> – Third party information - Subject to this section, the head of a government institution shall refuse to disclose any record requested under this Part that contains information the disclosure of which could reasonably be expected to result in material financial loss or gain to, or could reasonably be expected to prejudice the competitive position of, a third party	1
<u>Paragraph 21(1)(a)</u> – Advice, etc. – The head of a government institution may refuse to disclose any record requested under this Part that contains (a) advice or recommendations developed by or for a government institution or a minister of the Crown	2
<u>Paragraph 21(1)(b)</u> – Advice, etc. – The head of a government institution may refuse to disclose any record requested under this Part that contains an account of consultations or deliberations in which directors, officers or employees of a government institution, a minister of the Crown or the staff of a minister participate	1
<u>Section 23</u> – Protected information — solicitors, advocates and notaries – The head of a government institution may refuse to disclose any record requested under this Part that contains information that is subject to solicitor-client privilege or the professional secrecy of advocates and notaries or to litigation privilege.	3

<u>Subsection 24(1)</u> – Statutory prohibitions against disclosure – The head of a government institution shall refuse to disclose any record requested under this Part that contains information the disclosure of which is restricted by or pursuant to any provision set out in Schedule II.	1
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Legal Advice Sought

During the reporting period, legal advice was requested **4** times for issues regarding the *Access to Information Act*.

5. Training and Awareness

The ATIP Unit provides policy and processing advice to the Commission staff on the *Access to Information Act* as needed.

The ATIP Unit training provides the participants with key notions of the ATIP process and explains their roles and responsibilities when responding to ATIP requests. The training also promotes information management best practices. During fiscal year 2023-2024, the ATIP Unit provided 14 group and 2 one-on-one ATIP training sessions.

The Commission staff received internal one-on-one training and occasionally group training on their responsibilities regarding the Proactive Publication under Part 2 of the ATIA. The training was followed by guidance on the structure and limitations for each required publication received from the Treasury Board Secretariat. Proactive Publication under Part 2 of the ATIA is overseen by Finance for sections 82-84 and 86 of the Act, by Human Resources for section 85, and by the Interim Chief Commissioner’s office for section 88 of the Act.

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

6. Policies, Guidelines, and Procedures

The functioning of the ATIP Office is governed by the Treasury Board Secretariat’s policies and the Commission’s internal policies. Ongoing review and business re-engineering of the Commission’s practices concerning the processing of requests is always a top consideration. This review serves to improve our policies and practices. For example, all new records of business value are in electronic format, and the documents that are received in paper format are systematically digitized. This has facilitated the search for records process for the Offices of Primary Interest as well as the processing of the records for the ATIP Unit as it has resulted in the handling of primarily electronic records.

To make the ATIP functions operate more smoothly, the Commission continues to develop its procedures to consider the complexity of the requests to achieve our goal of fulfilling our mandate under the *Access to Information Act* within the prescribed deadlines. This past fiscal year, the Commission amended its ATIP Delegation to provide more authority to the ATIP Coordinator and allow for routine requests to be approved by the ATIP Coordinator, while more complex requests are reviewed by the ATIP Coordinator and approved by the ATIP Delegate. This contributes to a faster response to routine requests.

In line with our commitment to finding efficiencies, the ATIP Unit continues to refine its tools for Offices of the Primary Interest and the Commission as a whole providing information on best

practices, including how to respond to an ATIP request and the retrieval of responsive records.

7. Proactive Publication under Part 2 of the *Access to Information Act*

The Commission is a government institution listed in Schedule I.1 of the *Access to Information Act* and in Schedule II of the *Financial Administration Act* and is therefore subject to Part 2 of the *Access to Information Act*. The materials required under sections 82 to 86, and 88 were proactively published by the following offices for the period from April 1, 2023, to March 31, 2024:

- Financial Services Division
- Administrative Services Division
- Interim Chief Commissioner's office

The Commission proactively published 100% of the materials required under sections 82 to 86. It proactively published 67% of the materials required under section 88. The Commission was actively working on completing the required proactive disclosure pursuant to section 88 at the end of the reporting period.

Requirements set out in sections 82 to 84 of the *Access to Information Act*

The main reports prepared during the reporting period for the Commission were the [Departmental Plan](#) (DP) and the [Departmental Results Report](#) (DRR) published on the Commission's website.

The President of the Treasury Board tables an Estimates publication (Main or Supplementary) in Parliament to provide information and details on spending authorities sought for all federal government organizations. Treasury Board Secretariat posted the [Main](#) & [Supplementary](#) Estimates for all federal government organizations on Open Canada for fiscal year 2023-2024.

The Commission consulted its Financial Management System (GX) to search for expenditures related to [Travel](#) and [Hospitality](#) expenses incurred for any given period by senior officers and were published on Open Canada as required by the Financial Services Division. When necessary, the process is revised to improve the procedures associated with this task to ensure sufficient oversight at the organizational level prior to posting the information.

Requirements set out in section 85 of the *Access to Information Act*

Reclassification of positions were published on Open Canada during the month following each quarter.

Internal processes have been put in place to ensure that the materials are published within the established timelines. The Human Resources team uses its classification log of reclassifications, as well as a BF system to ensure that the information is prepared and presented to management for review and approval prior to publication.

Requirements set out in section 86 of the *Access to Information Act*

The Commission consulted its Financial Management System (GX) to search for all of the [Contracts over \\$10,000](#) awarded under the Commission during the reporting period. These contracts were published on Open Canada as required by the Administration Services Division.

Regular meetings are held to transfer knowledge or address any questions any team member may have about the exercise and to inform the team of any updated directive in reference to proactive disclosures. The meetings assist the team collectively to improve the way the data is entered in GX

promoting consistency in the publishing of the contracts.

Requirements set out in section 88 of the *Access to Information Act*

[Briefing Note Titles and Numbers](#) for briefing materials prepared for the Interim Chief Commissioner were published on Open Canada by the Interim Chief Commissioner’s office. There were no packages of briefing materials prepared for the Interim Chief Commissioner. Packages of briefing materials prepared for the Interim Chief Commissioner’s appearances before Parliamentary committees were published on Open Canada during the reporting period with the exception of one package, which will be published in the next fiscal year.

When proactive disclosure of titles and reference numbers of memoranda prepared for the Chief Commissioner became a legislative requirement, an internal process was put in place to respond. This process includes guidelines on naming conventions; how to track the documents; and on maintaining a filing system, to respond to this requirement.

Proactive Publication Requirements Table

Legislative Requirement	Section	Publication Timeline	Institutional Requirement
All Government Institutions as defined in section 3 of the <i>Access to Information Act</i>			
Travel Expenses	82	Within 30 days after the end of the month of reimbursement	Published at 100%
Hospitality Expenses	83	Within 30 days after the end of the month of reimbursement	Published at 100%
Reports tabled in Parliament	84	Within 30 days after tabling	Published at 100%
Government entities or Departments, agencies, and other bodies subject to the Act and listed in Schedules I, I.1, or II of the <i>Financial Administration Act</i>			
Contracts over \$10,000	86	Q1-3: Within 30 days after the quarter Q4: Within 60 days after the quarter	Published at 100%
Grants & Contributions over \$25,000	87	Within 30 days after the quarter	
Packages of briefing materials prepared for new or incoming deputy heads or equivalent	88(a)	Within 120 days after appointment	Nil for this reporting period
Titles and reference numbers of memoranda prepared for a deputy head or equivalent, that is received by their office	88(b)	Within 30 days after the end of the month received	Published at 100%
	88(c)		Published at 67%

Packages of briefing materials prepared for a deputy head or equivalent's appearance before a committee of Parliament		Within 120 days after appearance	
Government institutions that are departments named in Schedule I to the <i>Financial Administration Act</i> or portions of the core public administration named in Schedule IV to that Act (i.e. government institutions for which Treasury Board is the employer)			
Reclassification of positions	85	Within 30 days after the quarter	Published at 100%
Ministers			
Packages of briefing materials prepared by a government institution for new or incoming ministers	74(a)	Within 120 days after appointment	
Titles and reference numbers of memoranda prepared by a government institution for the minister, that is received by their office	74(b)	Within 30 days after the end of the month received	
Package of question period notes prepared by a government institution for the minister and in use on the last sitting day of the House of Commons in June and December	74(c)	Within 30 days after last sitting day of the House of Commons in June and December	
Packages of briefing materials prepared by a government institution for a minister's appearance before a committee of Parliament	74(d)	Within 120 days after appearance	
Travel Expenses	75	Within 30 days after the end of the month of reimbursement	
Hospitality Expenses	76	Within 30 days after the end of the month of reimbursement	
Contracts over \$10,000	77	Q1-3: Within 30 days after the quarter Q4: Within 60 days after the quarter	
Ministers' Offices Expenses *Note: This consolidated report is currently published by TBS on behalf of all institutions.	78	Within 120 days after the fiscal year	

8. Initiatives and Projects to Improve Access to Information

During the reporting period, the Commission started the implementation of ATIPXpress, a new Request

Processing Software Solution (RPSS). This process included installation, configuration, and testing the software, as well as training sessions for the Commission’s ATIP staff. The new system will increase efficiency of the ATIP Unit by automating a number of routine ATIP operations that are currently done manually. Furthermore, ATIPXpress will increase the overall accessibility of the released records. The Commission is at the final stages of the implementation process and plans to go live in the next reporting period.

In addition, the ATIP Unit was using, as required, secured Microsoft 365 OneDrive links to provide requesters with voluminous electronic responsive records. This allowed the requesters to click on the link to access the records automatically. This ensured that the records were being sent directly to the requester in a timely manner.

9. Summary of Key Issues and Actions Taken on Complaints

The Commission did not receive any new complaints during the reporting period. In addition, the Commission worked on 2 complaints that were carried over from previous fiscal years, 1 complaint was closed in 2023-2024, and 1 remains open. The key issues were as follows:

COMPLAINTS RECEIVED IN FISCAL YEAR 2022-2023	REASON FOR COMPLAINT	STATUS
Received April 7, 2022	Refusal - General	<ul style="list-style-type: none"> ▪ Ongoing
COMPLAINTS CARRIED FORWARD FROM FISCAL YEAR 2021-2022	REASON FOR COMPLAINT	STATUS
Received July 5, 2021	Exemption	<ul style="list-style-type: none"> ▪ Closed – May 23, 2023 ▪ OIC ceased to investigate

10. Reporting on Access to Information fees for the purposes of the Service Fees Act

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

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

Enabling authority: Access to Information Act

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

Total revenue: \$160.00

Fees waived: \$5.00

Cost of operating the program: \$295,642.00

In accordance with the *Directive on the Administration of the Access to Information Act*, issued on July 13, 2022, and the changes to the *Access to Information Act* that came into force on June 21, 2019, the Canadian Human Rights Commission waives all fees prescribed by the Act and Regulations, other than the \$5.00 application fee set out in paragraph 7(1)(a) of the Regulations.

11. Monitoring Compliance

Requests are monitored daily. Information about the different processing stages is entered into the Commission's case management system. Weekly reports of the open requests and complaints are generated and shared with the team, the ATIP Coordinator, and the ATIP Delegate.

Delays in processing requests primarily occur when consultations are needed or when handling voluminous records. When it appears that a delay in processing a request is inevitable, the ATIP staff contacts the requester. If the requester cannot be reached, the ATIP Coordinator is notified of any concerns. If necessary, the ATIP Delegate is notified to ensure that the request is being processed in a reasonable period. In addition, the Commission makes every effort to limit conducting inter-institutional consultations, but they could be carried out if requested by the ATIP Coordinator or the ATIP Delegate when there is an intention to disclose information. The ATIP Delegate will bring any issues to the Executive Director's attention and the Executive Director will discuss them with the Chief Commissioner, as required.

The proactive publication of information under Part 2 of the *Access to Information Act* is monitored by the Commission for its accuracy and completeness. Various consultations and verifications of the information required for its publication are carried out internally and the information is approved by senior management prior to its publication. This monitoring process provides sufficient oversight at the organizational level before any information is published on Open Canada.

APPENDIX A

Access to Information Act and Privacy Act Delegation Order

Arrêté sur la délégation en vertu de la *Loi sur l'accès à l'information* et de la *Loi sur la protection des renseignements personnels*

Pursuant to section 95(1) of the *Access to Information Act* and section 73(1) of the *Privacy Act*, the Interim Chief Commissioner, Canadian Human Rights Commission, hereby delegates to the persons holding the positions set out in the schedule hereto, or the persons occupying the positions on an acting basis, the ability to exercise the powers, duties and functions of the Chief Commissioner as the head of a government institution, under the section of the Act set out in the schedule opposite each position. This delegation replaces any and all previous designations/delegations.

En vertu de l'article 95(1) de la *Loi sur l'accès à l'information* et l'article 73(1) de la *Loi sur la protection des renseignements personnels*, la présidente par intérim, Commission canadienne des droits de la personne délègue aux titulaire des postes mentionnés aux annexes ci-après, ainsi qu'aux personnes occupant à titre intérimaire lesdits postes, les attributions dont elle est, en qualité de responsable d'une institution fédérale, investi par les articles de la Loi mentionnés en regard de chaque poste. Le présent document remplace et annule toutes désignation/délégation précédentes.

Schedule/Annexe

Position/Poste	<i>Privacy Act and Regulations / Loi sur la protection des renseignements personnels et règlements</i>	<i>Access to Information Act and Regulations / Loi sur l'accès à l'information et règlements</i>
Executive Director / Directeur exécutif	Full Authority to waive solicitor-client privilege under 27 / Autorité absolue pour renonciation au secret professionnel des avocats en vertu de 27	Full Authority to waive solicitor-client privilege under 23 / Autorité absolue pour renonciation au secret professionnel des avocats en vertu de 23
	Full Authority except to waive solicitor-client privilege under 27 / Autorité absolue sauf	Full Authority except to waive solicitor-client privilege under 23 / Autorité absolue sauf

Director General, Corporate Management Branch / Directeur(trice) générale, Direction générale de la gestion intégrée	pour renonciation de secret professionnel des avocats en vertu de 27	pour renonciation de secret professionnel des avocats en vertu de 23
Manager, Information Management and Access to Information and Privacy / Gestionnaire, Gestion de l'information et Accès à l'information et protection des renseignements personnels	8(4) and (5), 9(1) and (4), 10, 14(a) and (b), 15, 17(1), (2) and (3), 18(2), 19(1) and (2), 20, 21, 22(1) and (2), 23, 24, 25, 26, 27, 27(1), 28, 31, 33(2), 35(1) and (4), 36(3), 37(3), 70, 77	4(2.1), 6.1, 7(a) and (b), 8(1), 9, 11, 12(1), 12(2), 12(3), 13, 14, 15, 16, 16.5, 17, 18, 18.1, 19, 20, 21, 22, 22.1, 23, 23.1, 24, 25, 26, 27(1) and (4), 28(1), (2) and (4), 33, 35(2)(b), 36.1, 37(1) and (4), 43(2), 44(2), 69, 70, 71

Dated, at the City of Ottawa,
this 2 day of October, 2023

Daté à la ville d'Ottawa,
ce 2 jour de Octobre, 2023

Malischewski
CharlotteAnn
e

Digitally signed by Malischewski,
CharlotteAnne
, DN: C=CA, O=GRC, OU=CHRC-CCDP,
CN="Malischewski, CharlotteAnne"
Reason: I am the author of this
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Date: 2023.10.02 08:36:39-04'00'
Foxit PDF Editor Version: 12.1.3

Charlotte-Anne Malischewski
Intérim Chief Commissioner / Présidente par intérim

APPENDIX B



Statistical Report on the Access to Information Act

Name of institution: Canadian Human Rights Commission

Reporting period: 4/1/2023 to 3/31/2024

Section 1: Requests Under the Access to Information Act

1.1 Number of requests

		Number of Requests
Received during reporting period		40
Outstanding from previous reporting periods		2
• Outstanding from previous reporting period	1	
• Outstanding from more than one reporting period	1	
Total		42
Closed during reporting period		33
Carried over to next reporting period		9
• Carried over within legislated timeline	3	
• Carried over beyond legislated timeline	6	

1.2 Sources of requests

Source	Number of Requests
Media	2
Academia	0
Business (private sector)	10
Organization	1
Public	21
Decline to Identify	6
Total	40

1.3 Channels of requests

Source	Number of Requests
Online	35
E-mail	1
Mail	2
In person	0
Phone	2
Fax	0
Total	40

Section 2: Informal Requests

2.1 Number of informal requests

		Number of Requests
Received during reporting period		30
Outstanding from previous reporting periods		2
• Outstanding from previous reporting period	1	
• Outstanding from more than one reporting period	1	

Total	32
Closed during reporting period	32
Carried over to next reporting period	0

2.2 Channels of informal requests

Source	Number of Requests
Online	30
E-mail	0
Mail	0
In person	0
Phone	0
Fax	0
Total	30

2.3 Completion time of informal requests

Completion Time							
0 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
7	22	2	0	0	0	1	32

2.4 Pages released informally

Less Than 100 Pages Released		100-500 Pages Released		501-1000 Pages Released		1001-5000 Pages Released		More Than 5000 Pages Released	
Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released
16	207	11	2099	0	0	4	8464	1	30382

2.5 Pages re-released informally

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

Section 3: Applications to the Information Commissioner on Declining to Act on Requests

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

Section 4: Requests Closed During the Reporting Period

4.1 Disposition and completion time

Disposition of Requests	Completion Time							Total
	0 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	4	0	0	1	0	0	0	5
Disclosed in part	0	6	1	4	0	0	0	11
All exempted	1	0	0	0	0	0	0	1
All excluded	0	0	0	0	0	0	0	0
No records exist	2	5	1	0	0	0	0	8
Request transferred	0	0	0	0	0	0	0	0
Request abandoned	1	0	0	0	0	0	0	1
Neither confirmed nor denied	6	1	0	0	0	0	0	7
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0
Total	14	12	2	5	0	0	0	33

4.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	0	16(2)	0	18(a)	0	20.1	0
13(1)(b)	0	16(2)(a)	0	18(b)	0	20.2	0
13(1)(c)	0	16(2)(b)	0	18(c)	0	20.4	0
13(1)(d)	0	16(2)(c)	1	18(d)	0	21(1)(a)	2
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	1
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)	9	22.1(1)	0
15(1) - I.A.*	0	16.2(1)	0	20(1)(a)	0	23	3
15(1) - Def.*	0	16.3	0	20(1)(b)	0	23.1	0
15(1) - S.A.*	0	16.4(1)(a)	0	20(1)(b.1)	0	24(1)	1
16(1)(a)(i)	0	16.4(1)(b)	0	20(1)(c)	1	26	0
16(1)(a)(ii)	0	16.5	0	20(1)(d)	0		
16(1)(a)(iii)	0	16.6	0				
16(1)(b)	0	17	2				
16(1)(c)	0						
16(1)(d)	0						

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

4.3 Exclusions

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

4.4 Format of information released

Paper	Electronic				Other
	E-record	Data set	Video	Audio	
0	16	0	0	0	0

4.5 Complexity

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

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
3095	1584	25

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

Disposition	Less Than 100 Pages Processed		100-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed
All disclosed	5	149	0	0	0	0	0	0	0	0
Disclosed in part	9	176	0	0	1	752	1	2017	0	0
All exempted	1	1	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	7	0	0	0	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0	0	0
Total	23	326	0	0	1	752	1	2017	0	0

4.5.3 Relevant minutes processed and disclosed for audio formats

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

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

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

4.5.5 Relevant minutes processed and disclosed for video formats

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

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

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

4.5.7 Other complexities

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

4.6 Closed requests

4.6.1 Requests closed within legislated timelines

Number of requests closed within legislated timelines	31
Percentage of requests closed within legislated timelines (%)	93.93939394

4.7 Deemed refusals

4.7.1 Reasons for not meeting legislated timelines

Number of requests closed past the legislated timelines	Principal Reason			
	Interference with operations/ Workload	External Consultation	Internal Consultation	Other
2	2	0	0	0

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

Number of days past legislated timelines	Number of requests past legislated timeline where no extension was taken	Number of requests past legislated timeline where an extension was taken	Total
1 to 15 days	0	0	0
16 to 30 days	0	0	0
31 to 60 days	0	0	0
61 to 120 days	0	1	1
121 to 180 days	0	0	0
181 to 365 days	0	0	0
More than 365 days	0	1	1
Total	0	2	2

4.8 Requests for translation

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

Section 5: Extensions

5.1 Reasons for extensions and disposition of requests

Disposition of Requests Where an Extension Was Taken	9(1)(a) Interference With Operations/ Workload	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
All disclosed	1	0	0	0
Disclosed in part	3	0	2	0
All exempted	0	0	0	0
All excluded	0	0	0	0
Request abandoned	0	0	0	0
No records exist	1	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
Total	5	0	2	0

5.2 Length of extensions

Length of Extensions	9(1)(a) Interference With Operations/ Workload	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
30 days or less	2	0	2	0
31 to 60 days	3	0	0	0
61 to 120 days	0	0	0	0
121 to 180 days	0	0	0	0
181 to 365 days	0	0	0	0
365 days or more	0	0	0	0
Total	5	0	2	0

Section 6: Fees

Fee Type	Fee Collected		Fee Waived		Fee Refunded	
	Number of Requests	Amount	Number of Requests	Amount	Number of Requests	Amount
Application	32	\$160.00	1	\$5.00	0	\$0.00
Other fees	0	\$0.00	0	\$0.00	0	\$0.00
Total	32	\$160.00	1	\$5.00	0	\$0.00

Section 8: Completion Time of Consultations on Cabinet Confidences

8.1 Requests with Legal Services

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

8.2 Requests with Privy Council Office

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

Section 9: Investigations and Reports of finding

9.1 Investigations

Section 32 Notice of intention to investigate	Subsection 30(5) Ceased to investigate	Section 35 Formal Representations
0	1	0

9.2 Investigations and Reports of finding

Section 37(1) Initial Reports			Section 37(2) Final Reports		
Received	Containing recommendations issued by the Information Commissioner	Containing an intent to issue an order by the Information Commissioner	Received	Containing recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner
0	0	0	0	0	0

Section 10: Court Action

10.1 Court actions on complaints

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

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

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

Section 11: Resources Related to the Access to Information Act

11.1 Allocated Costs

Expenditures		Amount
Salaries		\$212,939
Overtime		\$0
Goods and Services		\$82,703
• Professional services contracts	\$2,600	
• Other	\$80,103	
Total		\$295,642

11.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	2.131
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	0.000
Students	0.000
Total	2.131

Note: Enter values to three decimal places.



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

Name of institution: Canadian Human Rights Commission

Reporting period: 2023-04-01 to 2024-03-31

Section 1: Open Requests and Complaints Under the *Access to Information Act*

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

Fiscal Year Open Requests Were Received	Open Requests that are <i>Within</i> Legislated Timelines as of March 31, 2024	Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2024	Total
Received in 2023-24	4	5	9
Received in 2022-23	0	0	0
Received in 2021-22	0	0	0
Received in 2020-21	0	0	0
Received in 2019-20	0	0	0
Received in 2018-19	0	0	0
Received in 2017-18	0	0	0
Received in 2016-17	0	0	0

Received in 2015-16	0	0	0
Received in 2014-15 or earlier	0	0	0
Total	4	5	9

Row 11, Col. 3 of Section 1.1 must equal Row 7, Col. 1 of Se 2023-24 Statistical Report on the *Access to Information Act*

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

Fiscal Year Open Complaints Were Received by Institution	Number of Open Complaints
Received in 2023-24	0
Received in 2022-23	1
Received in 2021-22	0
Received in 2020-21	0
Received in 2019-20	0
Received in 2018-19	0
Received in 2017-18	0
Received in 2016-17	0
Received in 2015-16	0
Received in 2014-15 or earlier	0

Total	1
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Section 2: Open Requests and Complaints Under the *Privacy Act*

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

Fiscal Year Open Requests Were Received	Open Requests that are <i>Within</i> Legislated Timelines as of March 31, 2024	Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2024	Total
Received in 2023-24	0	3	3
Received in 2022-23	0	0	0
Received in 2021-22	0	0	0
Received in 2020-21	0	0	0
Received in 2019-20	0	0	0
Received in 2018-19	0	0	0
Received in 2017-18	0	0	0
Received in 2016-17	0	0	0
Received in 2015-16	0	0	0
Received in 2014-15 or earlier	0	0	0
Total	0	3	3

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

Fiscal Year Open Complaints Were Received by Institution	Number of Open Complaints
Received in 2023-24	4
Received in 2022-23	0
Received in 2021-22	1
Received in 2020-21	0
Received in 2019-20	0
Received in 2018-19	0
Received in 2017-18	0
Received in 2016-17	0
Received in 2015-16	0
Received in 2014-15 or earlier	0
Total	5

Section 3: Social Insurance Number

Has your institution begun a new collection or a new consistent use of the SIN in 2023-24?	No
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Section 4: Universal Access under the Privacy Act

How many requests were received from foreign nationals outside of Canada in 2023-24?	0
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Canada