

Access to Information Act

Canadian Accessibility Standards Development Organization
Annual Report to Parliament
April 1, 2020 – March 31, 2021

TABLE OF CONTENTS

1.0 Introduction	3
1.1 About the <i>Access to Information Act</i> and Section 94 Requirement.....	3
1.2 About Canadian Accessibility Standards Development Organization .	3
2.0 Access to Information at CASDO	4
3.0 Access to Information Delegation Order	5
4.0 Summary of Key Data	5
4.1 Requests Received and Completed Under the Access to Information Act	5
4.2 Sources of Requests	6
4.3 Exemptions and Exclusions.....	6
4.4 Consultations Received from Other Government of Canada Institutions and Other Organizations	7
5.0 Reporting on Access to Information fees	7
6.0 Training and Awareness Activities	7
7.0 Policies, Guidelines and Procedures	7
8.0 Complaints and Investigations	7
Annex A: Stats Report	8

1.0 Introduction

Canadian Accessibility Standards Development Organization (CASDO) is pleased to present to Parliament its annual report on the administration of the Access to Information Act (ATIA) for the fiscal year commencing April 1, 2020 and ending March 31, 2021.

1.1 About the *Access to Information Act* and Section 94 Requirement

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. The Act maintains 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. This report is prepared in accordance with Section 94 of the Access to Information Act. Section 94 of the Access to Information Act and Section 20 of the Service Fees Act requires that the head of every federal government institution submit an annual report to Parliament on the administration of the Act during the fiscal year. This report outlines CASDO's accomplishments in carrying out its access to information responsibilities and obligations during the 2020-2021 reporting period.

1.2 About Canadian Accessibility Standards Development Organization

Canadian Accessibility Standards Development Organization is a departmental corporation under Schedule II and IV of the *Financial Administration Act*, created following the Royal assent of the *Accessible Canada Act* June 2019, to contribute to the realization of a Canada without barriers. CASDO is governed by a Board of Directors and a Chief Executive Officer, and is accountable to Parliament through the Minister of Employment, Workforce Development and Disability Inclusion of Canada. CASDO's applied title is Accessibility Standards Canada. CASDO is subject to the Access to Information Act and Privacy Act (ATIP).

The purpose of the *Accessible Canada Act* is to benefit all persons, especially persons with disabilities, through the realization, within the purview of matters coming within the legislative authority of Parliament, of a Canada without barriers, particularly by the identification and removal of barriers, and the prevention of new barriers, in the areas of:

- employment;
- the built environment;
- information and communication technologies;
- communications, other than ICT
- the procurement of goods, services and facilities;
- the design and delivery of programs and services;

- transportation; and
- areas designated under regulations.

CASDO's mandate is to contribute to the realization of a Canada without barriers, on or before January 1, 2040, through, among other things:

- the development and revision of accessibility standards;
- the recommendation of accessibility standards to the Minister;
- the provision of information, products and services in relation to the accessibility standards that it has developed or revised;
- the promotion, support and conduct of research into the identification and removal of barriers and the prevention of new barriers; and
- the dissemination of information, including information about best practices, in relation to the identification and removal of barriers and the prevention of new barriers.

2.0 Access to Information at CASDO

Being a small and newly created organization, CASDO requested to take advantage of Employment and Social Development Canada's expertise and efficiency in administering the ATIA and PA through a Memorandum of Understanding. The Corporate Secretariat of ESDC is responsible for the development, coordination and implementation of effective policies, guidelines, systems and procedures to ensure CASDO's responsibilities under the Act are met, and to enable appropriate processing and proper disclosure of information. ESDC is also responsible for related policies, systems and procedures emanating from the Act.

The activities of ESDC for Access to Information (ATI) are:

- Provide access to information request handling, co-ordination and processing services in collaboration with CASDO, for records held under CASDO's control, including consultation with other government departments and resolution of investigations received by the Office of the Information Commissioner (OIC) triggered by complaints from requesters.
- Provide CASDO with ATIA summaries on a monthly basis
- Provide guidance to assist CASDO in their responsibilities under the ATIA, including tools and processes, and access to information awareness training to CASDO employees based on mutually agreed upon negotiated timeframes.
- Provide CASDO with advice and guidance on establishing an ATIP Liaison function.
- Act as a liaison with the OIC for CASDO-related matters and keep CASDO informed of communications between ESD and the OIC.
- Provide pre-publication ATIP review of CASDO material.
- Provide CASDO with best practices, advice and guidance, and share tools and processes with respect to the following proactive publication activities:

- Briefing Note Titles (briefing notes prepared for the Minister, or Deputy Heads or person in an equivalent rank, i.e., the CASDO CEO)
- Question Period Notes prepared for Ministers
- Transition Binders (packages of briefing materials prepared for the Ministers, or Deputy Heads or persons in an equivalent rank, i.e., the CASDO CEO)
- Parliamentary Committee Binders (packages of briefing materials prepared for Ministers or Deputy Heads or persons in an equivalent rank, i.e., the CASDO CEO)
- Provide best practices, advice and guidance to support the drafting and tabling of an Annual Report on the administration of the ATIA
- Provide statistical information for reporting purposes as required

Under Section 96 of the Access to Information Act, institutions within the same ministerial portfolio can work together to process requests. A service agreement is in place between CASDO and ESDC related to access to information during the reporting period.

Additional copies of this report may be obtained from:

Accessibility Standards Canada
320 Saint-Joseph Blvd., Suite 246
Gatineau QC, K1A 0H3

3.0 Access to Information Delegation Order

Section 95(1) of the Access to Information Act empowers the head of the institution to delegate any of the powers, duties or functions assigned to them to employees of the institution.

No Delegation Order was put in place for 2020-2021.

4.0 Summary of Key Data

The Statistical Report on the Access to Information Act for 2020-2021 can be found in Annex A

4.1 Requests Received and Completed Under the Access to Information Act

CASDO received nine Access to Information requests during 2020-2021. Some delays were associated with Covid 19 workforce impact. Therefore, ESDC's ability to fulfill its Access to Information Act responsibilities were affected but no mitigation measures were implemented. All requests were not completed within legislated timelines for fiscal years 2020-2021.

ACCESS TO INFORMATION REQUESTS	2020-2021
REQUESTS RECEIVED	9
REQUESTS COMPLETED	8
REQUESTS WITHIN LEGISLATED TIMELINES	0

4.2 Sources of Requests

Of all the requests CASDO received over the past year, all requestors declined to identify. A breakdown of the number requests by source can be found in the table below.

REQUESTS BY SOURCE	2020-2021
Media	0
Academia	0
Business (private sector)	0
Organization	0
Public	0
Decline to identify	9
TOTAL	9

4.3 Exemptions and Exclusions

This section of the Statistical Report identifies the number of requests where specific types of exemptions were invoked to deny access.

SECTION	EXEMPTIONS INVOKED
s.19(1) (personal information)	2
s.24(1) (Information that is prohibited from being disclosed pursuant to an Act of Parliament found in Schedule II of the Access to Information Act)	1

The Access to Information Act also allows for the exclusion of certain types of information from its application, specifically records that are already available to the public (section 68) and confidences of the Queen's Privy Council for Canada (section 69), which require consultation with the Department of Justice. No exclusions were applied to any information contained in records for completed requests.

4.4 Consultations Received from Other Government of Canada Institutions and Other Organizations

In 2020-2021, CASDO has not received consultation requests from other Government of Canada institutions.

5.0 Reporting on Access to Information fees

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

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

- Enabling authority: Access to Information Act
- Fee Amount: \$5.00 application fee
- Total revenue: \$40.00 collected during fiscal 2020-2021
- Fees waived: \$5.00 fee was waived during the fiscal 2020-2021
- Cost of operating the program: \$30,120.00

6.0 Training and Awareness Activities

Employment and Social Development Canada has given training to CASDO employees in early 2020.

7.0 Policies, Guidelines and Procedures

CASDO follows the policies, guidelines or procedures of Employment and Social Development Canada.

8.0 Complaints and Investigations

CASDO did not receive any complaints during this reporting period.

Annex A: Stats Report



Statistical Report on the *Access to Information Act*

Name of institution: Accessibility Standards Canada

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

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

1.1 Number of requests

	Number of Requests
Received during reporting period	9
Outstanding from previous reporting period	0
Total	9
Closed during reporting period	8
Carried over to next reporting period	1

1.2 Sources of requests

Source	Number of Requests
Media	0
Academia	0
Business (private sector)	0
Organization	0
Public	0
Decline to Identify	9
Total	9

1.3 Informal requests

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

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

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

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

Section 3: Requests Closed During the Reporting Period

3.1 Disposition and completion time

Disposition of Requests	Completion Time							Total
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
All disclosed	0	0	1	2	0	0	0	3
Disclosed in part	0	0	1	0	0	1	0	2
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	0	0	3	0	0	0	0	3
Request transferred	0	0	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Decline to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0
Total	0	0	5	2	0	1	0	8

3.2 Exemptions

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

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

3.3 Exclusions

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

3.4 Format of information released

Paper	Electronic	Other
0	5	0

3.5 Complexity

3.5.1 Relevant pages processed and disclosed

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
126	126	5

3.5.2 Relevant pages processed and disclosed by size of requests

Disposition	Less Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
All disclosed	3	24	0	0	0	0	0	0	0	0
Disclosed in part	2	102	0	0	0	0	0	0	0	0
All exempted	0	0	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0	0	0
Total	5	126	0	0	0	0	0	0	0	0

3.5.3 Other complexities

Disposition	Consultation Required	Assessment of Fees	Legal Advice Sought	Other	Total
All disclosed	0	0	0	0	0
Disclosed in part	0	0	0	0	0
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Request abandoned	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0

Declined to act with the approval of the Information Commissioner	0	0	0	0	0
Total	0	0	0	0	0

3.6 Closed requests

3.6.1 Number of requests closed within legislated timelines

	Requests closed within legislated timelines
Number of requests closed within legislated timelines	0
Percentage of requests closed within legislated timelines (%)	0

Deemed refusals

3.6.2 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
8	1	0	1	6

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

Number of Days Past Legislated Timelines	Number of Requests Past Legislated Timeline Where No Extension Was Taken	Number of Requests Past Legislated Timeline Where an Extension Was Taken	Total
1 to 15 days	2	0	2
16 to 30 days	3	0	3
31 to 60 days	2	0	2
61 to 120 days	0	0	0
121 to 180 days	0	0	0
181 to 365 days	1	0	1
More than 365 days	0	0	0
Total	8	0	8

3.7 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 4: Extensions

4.1 Reasons for extensions and disposition of requests

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

4.2 Length of extensions

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

Section 5: Fees

Fee Type	Fee Collected		Fee Waived or Refunded	
	Requests	Amount	Requests	Amount
Application	8	\$40	1	\$5
Other fees	0	\$0	0	\$0
Total	8	\$40	1	\$5

Section 6: Consultations Received From Other Institutions and Organizations

6.1 Consultations received from other Government of Canada institutions and organizations

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during reporting period	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

7.2 Requests with Privy Council Office

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

Section 8: Complaints and investigations

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

Section 9: Court Action

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

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

9.2 Court actions on complaints received after June 21, 2019

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

Section 10: Resources Related to the Access to Information Act

10.1 Costs

Expenditures	Amount
Salaries	\$30,120
Overtime	\$0
Goods and Services	\$0
• Professional services contracts	\$0
• Other	\$0
Total	\$30,120

10.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	0.335
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	0.000
Students	0.000
Total	0.335

Note: Enter values to three decimal places.



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

Name of institution: Accessibility Standards Canada

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

Section 1: Capacity to Receive Requests

Enter the number of weeks your institution was able to receive ATIP requests through the different channels.

	Number of Weeks
Able to receive requests by mail	43
Able to receive requests by email	43
Able to receive requests through the digital request service	43

Section 2: Capacity to Process Records

2.1 Enter the number of weeks your institution was able to process paper records in different classification levels.

	No Capacity	Partial Capacity	Full Capacity	Total
Unclassified Paper Records	9	0	43	52
Protected B Paper Records	9	0	43	52
Secret and Top Secret Paper Records	9	0	43	52

2.2 Enter the number of weeks your institution was able to process electronic records in different classification levels.



	No Capacity	Partial Capacity	Full Capacity	Total
Unclassified Electronic Records	9	0	43	52
Protected B Electronic Records	9	0	43	52
Secret and Top Secret Electronic Records	9	0	43	52