



Veterans Affairs
Canada

Anciens Combattants
Canada

Canada

ANNUAL REPORT

on the Administration of the
Access to Information Act

2023-2024

The Honourable Ginette Petitpas Taylor
Minister of Veterans Affairs and Associate Minister of National Defense

Table of Contents

Introduction	3
About Veterans Affairs Canada.....	3
The Access to Information and Privacy Office	5
Delegation Orders.....	6
Performance	6
Training and Awareness.....	11
Policies, Guidelines, and Procedures	13
Proactive Publication under Part 2 of the <i>Access to Information Act</i>	14
Initiatives and Projects to Improve Access to Information.....	16
Participating in ATIP Community Opportunities.....	16
Applying an “ATIP-by-design” lens to departmental initiatives.....	17
Experimenting with new tools	17
Working with internal clients.....	18
Summary of Key Issues and Actions Taken on Complaints.....	18
Reporting on Access to Information fees for the purposes of the Service Fees Act	19
Monitoring Compliance	19
Closing remarks.....	20
Annex A – Statistical Report on the <i>Access to Information Act</i>	21
Annex B – Delegation Order	32
Annex C – OVO Annual Report on the Administration of <i>the Access to Information Act</i>	45

Introduction

At Veterans Affairs Canada (VAC), we value our clients' contributions to the development of Canada as a nation and honour the sacrifices they have made in the defence of freedom and the pursuit of world peace. As an expression of Canada's gratitude to our Veterans, we strive to exemplify the high principles they have defended, and to be as open and transparent as possible.

The *Access to Information Act* provides Canadian citizens, permanent residents, and all individuals and corporations present in Canada with a right of access to records under the control of government institutions. The Act gives limited and specific exceptions and provides for an independent review of decisions made by government institutions on the disclosure of information under Part I of the Act. Part II of the Act requires government institutions to proactively publish information that is of interest to the public.

Openness and transparency in government are the pillars on which public trust and confidence are built. We demonstrate our commitment to these by:

- giving access to government information and personal information by responding to formal requests through the *Access to Information Act* and the *Privacy Act*;
- publishing information on our external departmental page;
- disclosing information on Open Government; and
- sharing information about our department through the online catalogue of information (formerly known as "Info Source").

Our report on the administration of the *Access to Information Act* provides a summary of our activities and performance during the period from April 1, 2023, to March 31, 2024, and includes an interpretation and explanation of the performance data found in our statistical report to the Treasury Board of Canada Secretariat (TBS).

The report has been prepared and tabled in Parliament in accordance with s.94 of the *Access to Information Act* and s.20 of the *Service Fees Act*.

The report for the Office of the Veterans Ombud on their administration of the *Access to Information Act* is attached to this report as Annex C.

About Veterans Affairs Canada

Canada's development as an independent country with a unique identity stems partly from its achievements in times of war. Veterans Affairs Canada exists to assist and help those whose courageous efforts gave us this legacy and contributed to our growth as a nation.

The *Department of Veterans Affairs Act* provides authority to the Minister of Veterans Affairs to administer Acts of Parliament and orders in council, as are not by law assigned to any other federal department or any Minister, for the care, treatment and re-establishment in civil life of Veterans and the care of their dependents and survivors, and such other matters as the Governor in Council may assign.

Our mandate is to support the well-being of Veterans and their families, and to promote recognition and remembrance of the achievements and sacrifices of those who served Canada in times of war, military conflict, and peace. To achieve this mandate, the Department focuses on its four main roles:

- **Provide** leadership as a champion of Veterans, and administer and coordinate needed benefits and services, whether through the Government of Canada or in partnership with provincial and community programs and non-governmental organizations.
- **Help** Veterans access the supports and services they need from all levels of government and the community at large, and maintain a leadership role in the care and support of all Veterans and their families.
- **Listen** to the suggestions of Veterans, their representatives, and stakeholders to guide work and research, and strive to design and deliver programs that meet the modern and changing needs of Veterans and their families.
- **Engage** Canadians of all ages in paying tribute to Veterans and those who died in service, ensuring that the legacy of their tremendous contributions to peace and freedom is preserved for generations to come.

Our department fulfills its mandate through the delivery of programs such as disability benefits, financial benefits, rehabilitation, pension advocacy, education, and training supports. The Department also works to commemorate the achievements and sacrifices of Canadians during periods of war, military conflict, and peace. We serve a highly diverse group, reflecting the remarkable breadth of Canada's contributions to world peace.

The Veterans Affairs Portfolio consists of:

1. the Department of Veterans Affairs, which reports to the [Minister of Veterans Affairs](#);
2. the [Veterans Review and Appeal Board¹](#), which reports to Parliament through the Minister of Veterans Affairs; and
3. the [Office of the Veterans Ombud](#), a special advisor to the [Minister of Veterans Affairs](#);

The Department is made up of four branches and two divisions which report to the [Deputy Minister of Veterans Affairs Canada](#).

¹ A separate report on the administration of the *Access to Information Act* is tabled by the Veterans Review and Appeal Board.



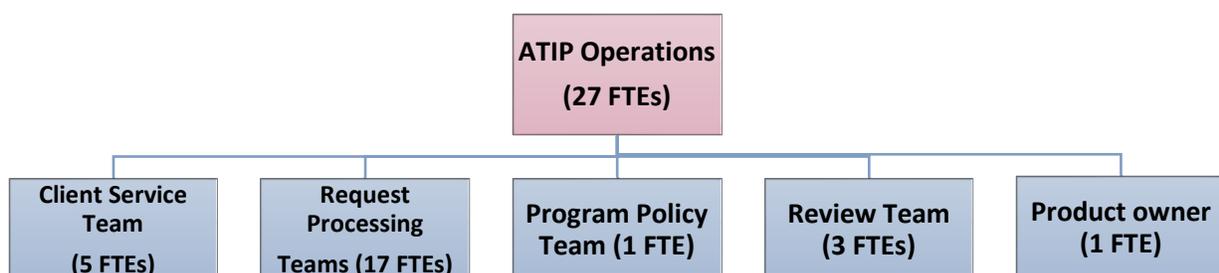
The Access to Information and Privacy Office

The Access to Information and Privacy (ATIP) Office is part of the Chief Financial Officer and Corporate Services Branch. This branch is responsible for supporting the Department in meeting Government of Canada requirements in areas such as financial stewardship, corporate reporting, and key accountabilities. Privacy and Information Management is within this branch and is where VAC's ATIP Office is located.

The ATIP Office administers both the *Access to Information Act* and the *Privacy Act*, and is situated in Charlottetown, Prince Edward Island. The Director of Privacy and Information Management is the head of the ATIP Office and serves as the Department's ATIP Coordinator. There are four units in Privacy and Information Management whose works relates to information management (IM) and access to information and privacy - ATIP Operations, Privacy and IM Policy, IM Operations, and IM Projects.

The Privacy and Information Management Policy unit provides training, guidance, and recommendations on privacy and IM. This unit coordinates privacy impact assessments, privacy breach investigations, complaints from the Office of the Privacy Commissioner and works with all areas of the Department on various initiatives and new programs to ensure privacy and IM considerations are included (9 FTEs).

The ATIP Operations Unit is responsible for administering the access to information and privacy request program. This team handles the processing of requests in accordance with the Acts, as well as providing guidance to the branches on all matters related to this function. The ATIP Operations Unit has twenty-seven full-time employees and is organized into four teams led by one Manager. These teams are:



The Client Service team receives the ATIP request from the public and consultation requests from other government departments. This team consults with employees to obtain and retrieve documents required to process ATIP requests, imports and scans the retrieved documents, and provides the requestor with the release package.

The Request Processing Teams are responsible for processing formal and informal requests for personal information and government information, completing consults with other government departments and third parties, and resolving complaints from oversight bodies, namely the Office of the Information Commissioner and the Office of the Privacy Commissioner. They also carry out the ATIP function for order paper questions.

ATIP Operations has piloted a three person Review Team during the reporting period. This team reviews both privacy and access to information requests, and also documents for proactive publication.

The Program Policy Team provides strategic functional advice, guidance, and support (i.e., writing procedure manuals, process maps, forms, letters) for ATIP Operations, VAC management and VAC employees.

The ATIP Operations team also includes a Product Owner. The Product Owner is working with a vendor and VAC's IT Department to implement new redaction processing software with the goal of launching in 2025.

We did not employ any consultants or contractors during the reporting period, nor were there any ATIP employees working in VAC's regional offices.

VAC was not a party to any service agreements under section 96 of the *Access to Information Act*.

Delegation Orders

The responsibilities for administering the *Access to Information Act* are delegated by the Minister of Veterans Affairs to VAC officials through a delegation order. Treasury Board of Canada Secretariat has recommended that government institutions draft orders that are relevant to the size, the mandate, and the culture of their institution. As such, VAC's delegation orders reflect our organizational structure and the nature of our work. Authorities have been given to a number of leadership positions in our department, including the Deputy Minister, the Assistant Deputy Minister of Corporate Services, the Director General of the Information Technology, Information Management, Administration, and Privacy Division, and the Director of Privacy and Information Management.

Our orders ensure that appropriate administrative authorities have been delegated to the ATIP officials responsible for effectively and efficiently administering the Act. The signed delegation order is included in Annex B of this report.

Performance

Veterans Affairs Canada's Statistical Report on the *Access to Information Act* is included in Annex A of this Report.

The access processing team is responsible for processing requests for government records. This team has one team lead, and four processing officers who process formal and informal requests. What follows is an overview of key data on our Department’s performance for 2023-2024.

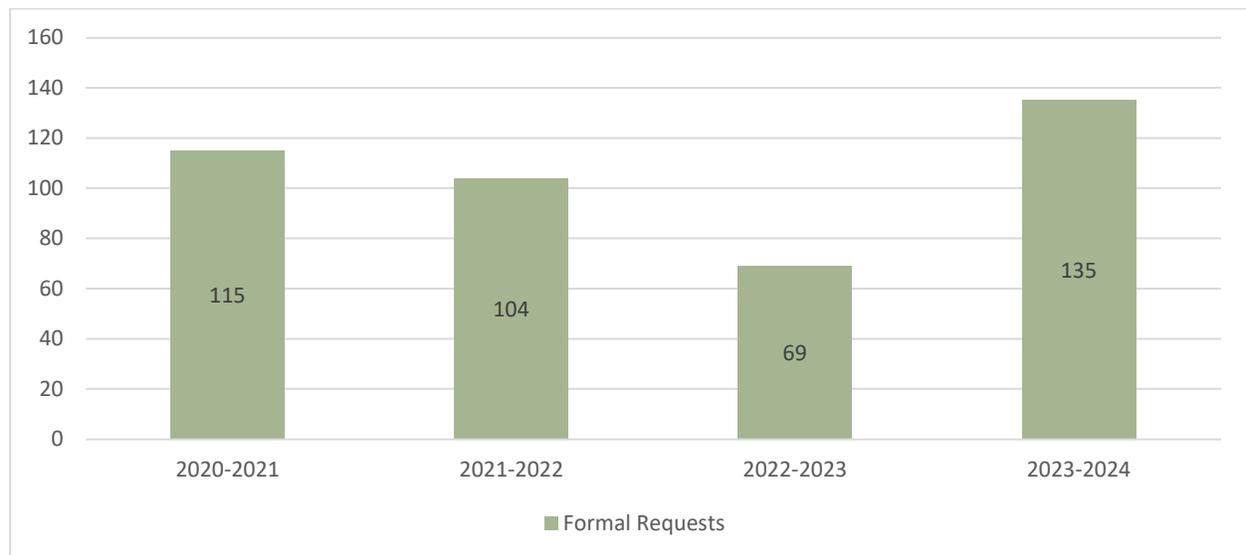
Between April 1, 2023, and March 31, 2024, Veterans Affairs Canada received 135 requests under the *Access to Information Act*. There were 27 requests carried forward from previous reporting periods, for a total of 162 active requests in the 2023-2024 reporting period.

The following table provides an overview of the number of cases processed during the reporting period.

Type of Request	Requests closed during the reporting period	Pages processed	Pages disclosed
Access to Information – Formal	129	120,396	111,239
Access to Information – Informal	174	142,924	142,924
Total	303	263,320	254,163

Formal Requests

The following table provides an overview of the number of formal requests we received from 2020-2021 to 2023-2024.



Of the 129 requests we closed, 84 (65%) were closed within the legislated timeline and 45 (35%) requests were closed past the legislated timeline. The reasons for past due requests include interference with operations/workload (23), external consultation (5), internal consultation (1), and other (16). The trend of an increased number of requests for the production of motion papers continued, which required a reallocation of staff to process and review these records with tight timelines. Also of note, there was a labour disruption which impacted our ability to retrieve records and process cases.

The following table provides details on the formal requests we processed during the reporting period and how they compare to previous reporting periods.

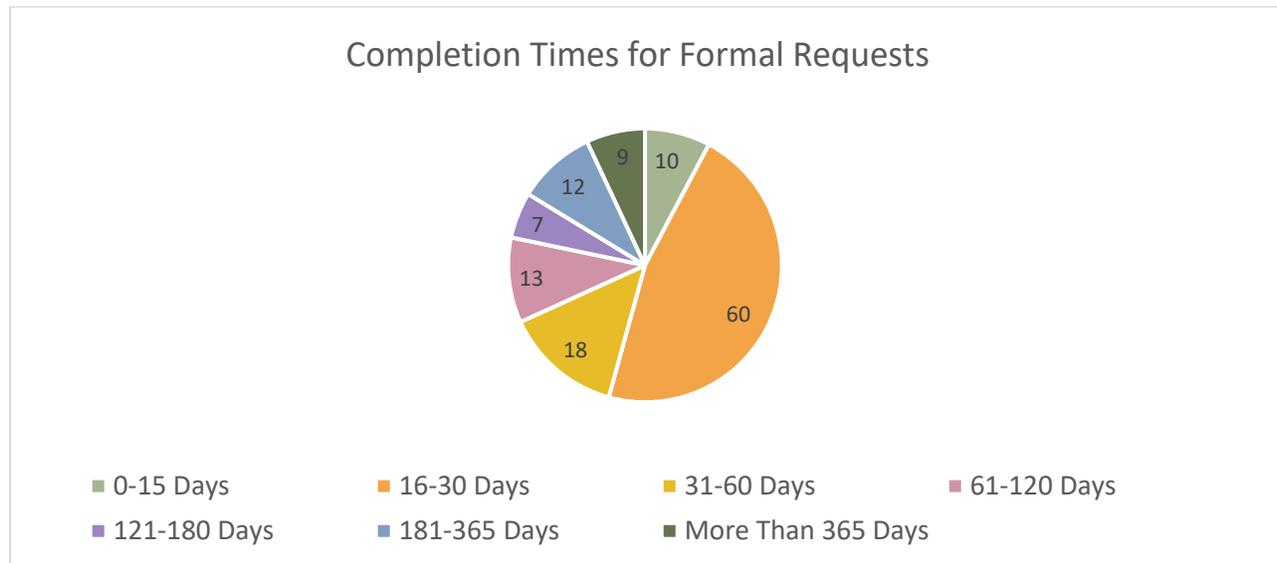
Fiscal Year	Requests Received	Requests carried forward from previous year	Total Caseload	Requests Closed	Pages processed	Pages disclosed*	Requests carried forward
2023-24	135	27	162	129	120,396	111,239	33
2022-23	69	33	102	75	73,784	43,149	27
2021-22	104	28	132	99	84,924	81,077	33
2020-21	115	36	151	126	61,796	51,121	28
2019-20	211	38	249	213	68,564	53,545	36

*When pages are not disclosed, it is based on exemptions and exclusions

Completion times

On the last day of the reporting period, there were 33 active requests, 16 of which were within the legislated timeline, and 17 of which were beyond the legislated timeline. Six of the active requests were received during the 2023-2024 reporting period, 18 were from 2022-2023, and nine were from the 2021-2022 reporting period.

The following chart is a breakdown of completion times for requests closed during the 2023-2024 reporting period.



Informal Requests

During the reporting period we received 124 informal requests and there were 57 requests outstanding from previous reporting periods for a total of 181 informal requests. We closed 174 (96%) of our informal cases and carried seven over into the next reporting period, of those carried forward five were within the legislated timelines. We released 8,577 pages informally, and re-released 134,347 pages informally during the reporting period.

Complaints

If a requester believes that government institutions have not respected their rights under the Act, they can complain to the Office of the Information Commissioner. The Information Commissioner is an Officer of Parliament who receives complaints and independently investigates them.

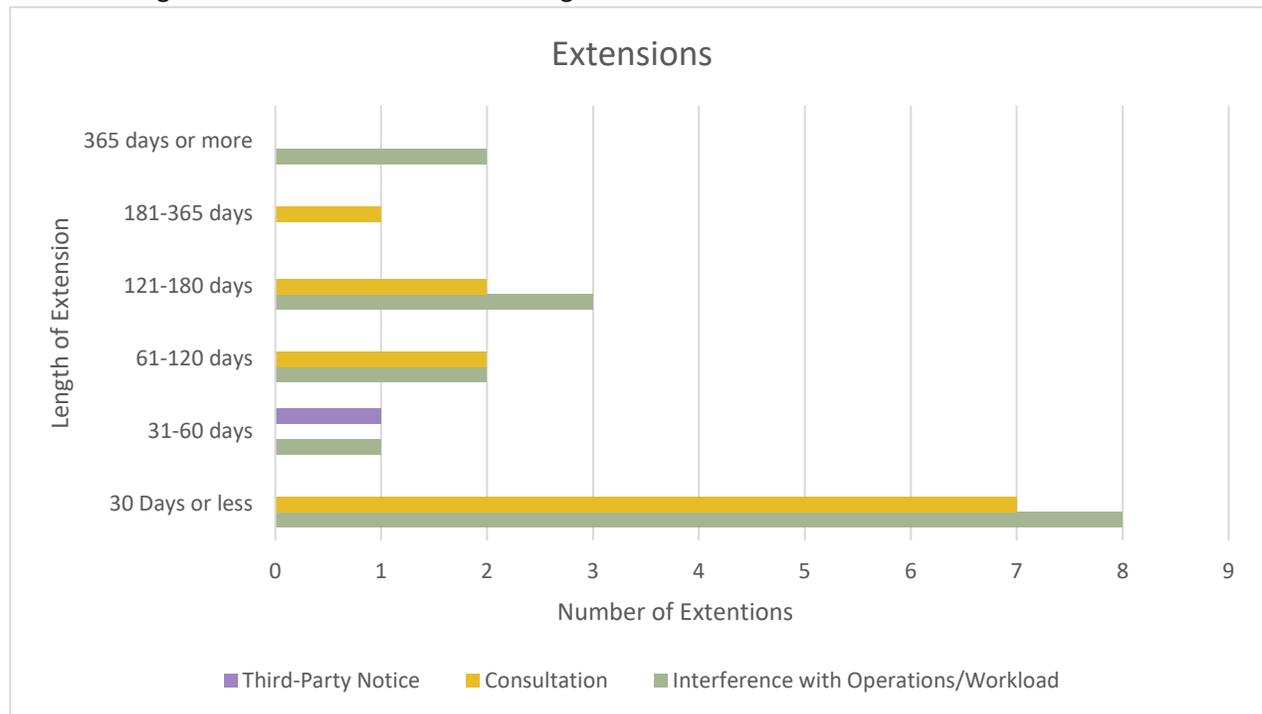
We received 12 complaints during the 2023-2024 reporting period, we also had three active complaints from previous reporting periods, one from 2020-2021, one from 2021-2022 and one from 2022-2023.

At the end of the reporting period there were five active complaints, four received during the 2023-2024 reporting period and one carried forward from 2020-2021.

Extensions

During the reporting period we took 29 extensions. Of these, 16 were due to interference with operations or workload, 12 for consultation, and one third-party notice. The length of extensions ranged from less than 30 days to more than 365 days.

The following table shows the number and length of the extensions taken.



Consultations Received from Other Government of Canada Institutions and Organizations

VAC had 19 active requests for consultation from other Government of Canada Institutions and Organizations during this reporting period. Of these, 17 were new requests (totaling 2079 pages) and two were outstanding from the previous reporting period (totaling 21 pages).

We closed 18 requests during the reporting period. We carried forward one request (representing 37 pages) into the 2024-2025 reporting period. This request was carried forward within the time limits provided by the other government institution.

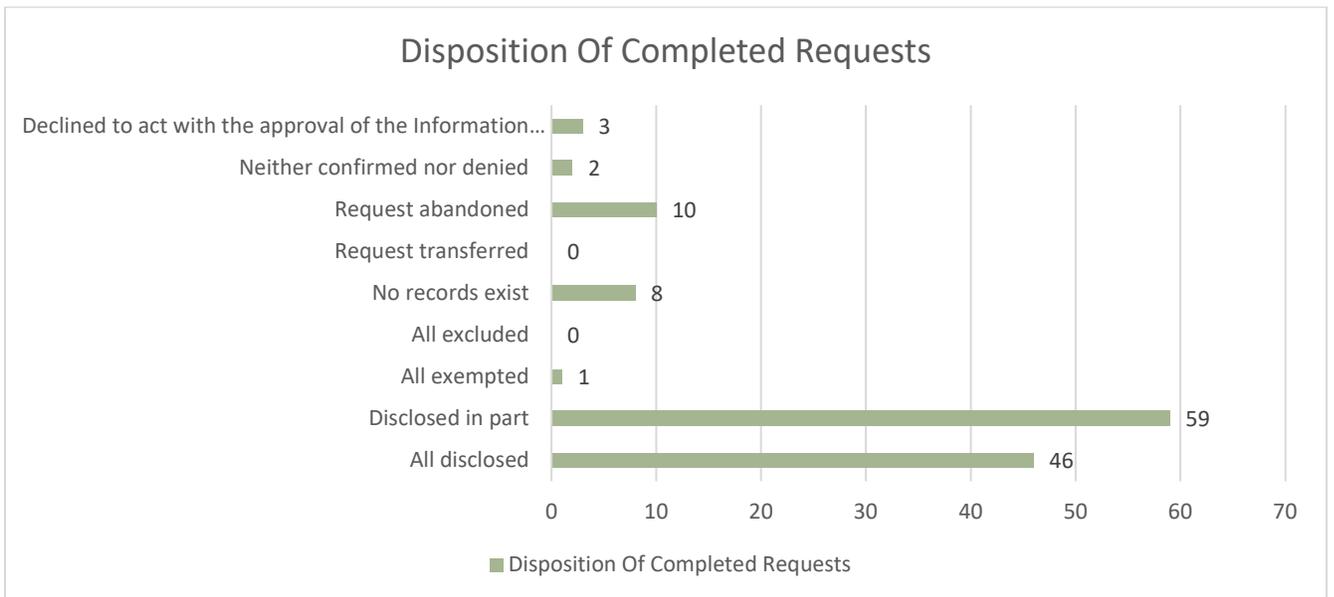
The following table shows the breakdown of the completed access consultations.

Recommendation	1-15 days	16-30 days	31-60 days	61-120 days	121-180 days	181-365 days	More than 365 days	Total
Disclose entirely	6	4	1	0	0	0	0	11
Disclose in part	0	4	1	1	0	0	0	6
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	6	8	2	1	0	0	0	17

Disposition of requests

Of the 129 requests closed during the reporting period, records were disclosed 81% of the time (46 were all disclosed, 59 were disclosed in part).

The following chart shows the breakdown of the disposition of all our closed cases.



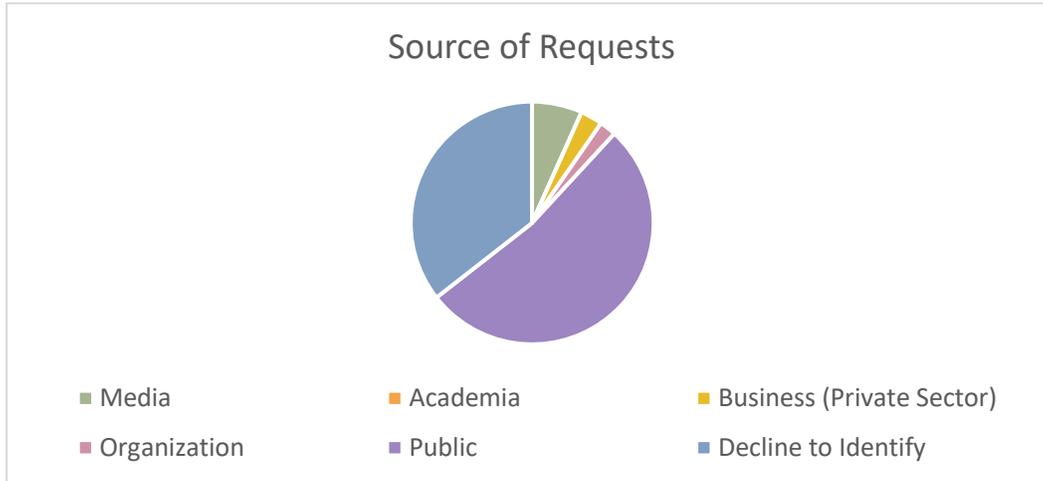
Sources of requests

We received 135 requests during the reporting period. Of these, 71 requests were from the public, which represents 53% of our requests and 48 from requesters who declined to identify representing

35% of our requests. The remaining requests came from businesses (4), the media (9), and organizations (3).

Channel of requests

Of our 135 requests, 100% were submitted electronically, 132 online and three via email. The following chart illustrates the distribution of our request sources during the reporting period.



Format of information released

Of the 105 cases where records were disclosed, 94% (99) were released electronically, this is an increase from the last two reporting periods, in which 92% of our cases were released electronically. Six cases were released in paper format.

Training and Awareness

Advice and Guidance

The Privacy and Information Management Policy Unit provides a wide range of advice and guidance to the departmental, as well as service partners. This advice and guidance can include, but not limited to, best practices, considerations, and advice for processing ATIP requests; for how to avoid privacy breaches; and, for how personal information is used, collected, retained and disclosed in VAC's daily operations of providing benefits and services to our clients.

The Privacy and Information Management Policy Unit also provides interpretation of the Acts to ensure the timely and effective processing of all requests received by VAC. The Unit also supports various initiatives through the department through regular consultation with stakeholders, ensuring that stakeholders understand the importance of privacy and information management, but also explaining the risks in what is being considered and how those risks can be mitigated.

In addition, the Program Policy Team in ATIP Operations provides strategic functional advice, guidance, and support (i.e., writing procedure manuals, process maps, forms, letters) for ATIP Operations, VAC management and VAC employees on retrievals, exemptions and exclusions.

Training

During the reporting period, a full-time training position was created within the Privacy and Information Management Policy unit. This dedicated resource was brought on to:

- Increase the delivery of privacy, ATIP and IM training within the Privacy and Information Management directorate and across VAC;
- Begin development of a training plan, specific to privacy, IM and open government, for delivery to the Privacy and Information Management directorate;
- Begin development of a training plan, specific to VAC employees, to raise awareness and education about privacy and access requests, right to know, need to know and avoiding a privacy breach;
- Create resources and tools to support learning and awareness; and
- Identify opportunities to support Veterans and their families in accessing information about VAC's processes and their own personal records.

ATIP 101 Training

In 2023-2024, the Privacy and Information Management directorate delivered Access to Information and Privacy 101 awareness training sessions to 587 employees and service delivery partners. These customized sessions focused on promoting awareness of VAC's Privacy and Information Management directorate role, explaining the legislative framework, defining access and information requests and how to process them, outlining the limited use of exemptions and exclusions, and lastly, providing guidance on what privacy breaches are and best practices to avoid them. An additional 371 employees received privacy training. Together, with the two training sessions, 958 Veterans Affairs employees and service providers were educated in ATIP and Privacy accounting for more than a quarter of the 3660 employees at VAC.

Additional Training

Throughout the year, awareness campaigns were delivered to inform VAC employees and service delivery partners about their ATIP responsibilities and to provide tips to avoid a privacy breach. Two internal feature stories reinforced best practices to protect privacy and promote access within the government.

Beginning in November 2023, Privacy and Information Management Learning Moments were delivered to all VAC employees, via a weekly newsletter, sharing best practices and tips to protect privacy, raise awareness about ATIP and IM.

Cultural Competencies

As part of the TBS Privacy Implementation Notice 2023-1, Advancing Reconciliation with Indigenous Peoples by Providing Culturally Appropriate Services, all ATIP staff were required to participate in three Indigenous Cultural Competencies courses, provided through the Canadian School of Public Service, within one year of the notice, or within one year of their start date. VAC has achieved full compliance as all identified employees have completed the requested courses, including:

- Reflecting on Cultural Bias: Indigenous Perspectives (IRA101)
- The Uncomfortable Truth: A Brief History of the Relationship Between Indigenous Peoples and the Government of Canada (IRA102)
- Cultural Competency: Indigenous Perspectives (IRA142)

Proactive Publications and Open Government

In 2023-2024, one presentation specific to Open Government was delivered to ten (10) people.

In addition, a Proactive Publication and Open Government slide was added to the Access to Information and Privacy 101 deck as a resource and was discussed with 587 employees.

Open Government and Proactive Publication education was delivered to all VAC employees during Right to Know Week. As part of an awareness campaign about VAC's work to support access to information, an updated Open Government Intranet page was posted and an email, including resources and tools, was sent to all employees from senior leadership highlighting the Department's responsibilities and commitments in relation to Access to Information.

Looking forward in training

In 2024-2025, the internal and departmental Privacy and Information Management training plans will be completed, and implementation will begin.

In 2024-2025, the Privacy and Information Management directorate will continue to build their cultural competencies and take steps towards Reconciliation by further completing recommended training outlined in the Privacy Implementation Notice 2023-1.

An extensive review of the ATIP Information pages on VAC's internal website have been undertaken and updates will continue to be posted.

Policies, Guidelines, and Procedures

In July 2022, TBS updated its ATIP policy instruments to reflect and support legislative changes made by Bill C-58. We continue to work on aligning our internal processes with the updated TBS instruments, and modernizing our outdated tools.

Highlights of the improvements we made during the 2023-24 fiscal year include:

- issuing monthly bulletins for ATIP Operations staff that contains important information about their work, upcoming ATIP Community Events and other practical and useful information related to working in the ATIP field; and
- writing guidance materials for all VAC employees on how to respond to ATIP requests to be published on our internal VAC@work website in the 2024-2025 fiscal year.

We will continue to build on this work in 2024-2025 and beyond, with the goal of aligning our tools with the updated TBS instruments and modernizing our outdated internal processes.

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

Bill C-58 amended the *Access to Information Act* to require government institutions to proactively publish information of interest to the public. On June 21, 2019, the Bill received Royal Assent.

Part 2 of the *Access to Information Act* requires government institutions to proactively publish information that is of interest to the public. Because VAC is a government institution under the Act, and is listed in Schedule I, it is responsible for publishing the requirements set out in sections 82 to 88. Table 1 provides details about how VAC meets these requirements.

VAC is supported by a Minister and is therefore also responsible for publishing the requirements set out in sections 74 to 78. Table 2 provides details about how VAC meets these requirements.

Proactive publication is a shared responsibility at VAC, which means that various program areas have a responsibility in meeting the requirements. These responsibilities are carried out by Finance, Human Resources, Parliamentary Affairs and ATIP.

Legislative Requirement	Section	Publication Timeline	Institutional Requirement	Compliance Rate	Publication Location
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	Finance	100%	Government Travel Expenses (canada.ca)
Hospitality Expenses	83	Within 30 days after the end of the month of reimbursement	Finance	100%	Search Government Hospitality Expenses Open Government - Government of Canada
Reports tabled in Parliament	84	Within 30 days after tabling	ATIP	100%	https://www.veterans.gc.ca/en-g/about-vac/publications-reports/reports/access-to-information-privacy
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	Finance	100%	Search Government Contracts over \$10,000 (canada.ca)
Grants & Contributions over \$25,000	87	Within 30 days after the quarter	Finance	100%	Grants and Contributions (canada.ca)

Packages of briefing materials prepared for new or incoming deputy heads or equivalent	88(a)	Within 120 days after appointment	Parliamentary Affairs	100%	Briefing materials for the Deputy Minister (veterans.gc.ca)
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	ATIP	92% (late publication due to labour dispute)	Open Government Portal (canada.ca)
Packages of briefing materials prepared for a deputy head or equivalent's appearance before a committee of Parliament	88(c)	Within 120 days after appearance	Parliamentary Affairs	100%	Open Government Portal (canada.ca)
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	Human Resources	100%	Search Government Position Reclassifications Open Government - Government of Canada
Ministers					
Packages of briefing materials prepared by a government institution for new or incoming ministers	74(a)	Within 120 days after appointment	Parliamentary Affairs	100%	Briefing materials for the Minister (veterans.gc.ca)
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	ATIP	100%	Open Government Portal (canada.ca)
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	Parliamentary Affairs	100%	Question Period Notes (canada.ca)

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	Parliamentary Affairs	100%	Briefing materials for the Minister (veterans.gc.ca)
Travel Expenses	75	Within 30 days after the end of the month of reimbursement	Finance	100%	Government Travel Expenses (canada.ca)
Hospitality Expenses	76	Within 30 days after the end of the month of reimbursement	Finance	100%	Search Government Hospitality Expenses Open Government - Government of Canada
Contracts over \$10,000	77	Q1-3: Within 30 days after the quarter Q4: Within 60 days after the quarter	Finance	100%	Search Government Contracts over \$10,000 (canada.ca)
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	Finance	100%	Expenditures of Ministers' Offices Open Government - Government of Canada

To support the work of proactive publication, the Department has prepared guidance materials, such as process maps (i.e., overview of proactive publication at VAC, critical steps for publishing briefing materials and Question Period Notes), and a guide for ATIP Operations staff on how to process records that are being proactively published.

Proactive publication is monitored by each program area who have developed and implemented their own compliance and reporting structure. Privacy and Information Management's Performance Reporting Analyst maintains a dashboard to track these publications and follows up with program areas regularly to ensure compliance.

Initiatives and Projects to Improve Access to Information

Participating in ATIP Community Opportunities

During the reporting period, we were able to participate in TBS-led community of practice meetings and other community meetings. With geographical and cost barriers no longer an issue thanks to technological advancements, we were able to:

- participate in TBS’s ATIP Community Meetings and Deep Dive Sessions and InfoBlitz meetings;
- participate in the ATIP Interdepartmental Leadership Network meetings; and
- be kept up to date on initiatives and changes affecting the ATIP community as a whole.

Government-wide collaboration is now easier than ever, having an open line of communication with other ATIP practitioners has allowed a more cohesive and consistent practice.

Applying an “ATIP-by-design” lens to departmental initiatives

We are working to increase awareness in our department surrounding the need for, and importance of, applying an ATIP lens to program design work. This means we identify the business and contract requirements for ATIP (e.g., how we are going to retrieve within a business system or from a contractor) in the design of new departmental programs, initiatives, contracts, and business systems. We highlight the importance to program areas of identifying ATIP requirements at the front end to reduce and eliminate risks. It also helps to ensure that the most appropriate mitigation measures and strategies are in place before implementation.

During the reporting period, ATIP Operations had the opportunity to:

- participate in a working group on the use of SharePoint as a new business solution;
- participate in the M365 working group;
- provide support and recommendations to the Contract Administration unit on critical ATIP considerations and requirements for contracts;
- continue to take part in VAC’s IT Modernization project;
- update the Privacy Impact Assessment Needs Determination to identify the risks and how to mitigate those risks; and
- update the Privacy Impact Assessment (PIA) template for VAC’s use ahead of TBS’s PIA Directive.

Our involvement in these initiatives means that we are able to contribute an ATIP perspective at the front end, which helps identify potential “issues” and areas for further exploration and consideration. We are also increasing awareness of IM-by-design throughout the department which will support ATIP moving forward.

Experimenting with new tools

The ATIP Office uses the AccessPro Case Management (APCM) system and the AccessPro Redaction (APR) system to process access to information and privacy requests. The current version that is in use is outdated and will be unsupported after June 2026. For this reason, we have secured funding to move forward with acquiring a new software solution, approved by TBS. We have acquired and are configuring the new software, ATIPXpress, with the goal of implementing the software in 2025.

Working with internal clients

The ATIP Office provides services to internal clients, such as Audit and Evaluation, National Employee Council, and Parliamentary Affairs. We review documents intended for release to employees, the public, or third parties, or for proactive publication, and apply a Part 1 lens to them.

During the reporting period we were able to complete 19 Internal Access Consultation requests resulting in 1062 pages reviewed.

We increased our focus on training and preparing training materials and worked with other government institutions to support their respective program needs and requirements.

Our Information Management Team has been working on the CAPOW project (Consolidating all Personal Organizational Workspaces). The goal of the CAPOW project is to have one space that has an improved user experience, a storage quota and search capabilities.

Currently, there are multiple personal storage spaces available to users:

- H Drive
- Windows Desktop & Documents folders
- GCdocs personal workspace, “My Workspace”
- OneNote
- OneDrive

These spaces are unmanaged, meaning:

- Difficult to search
- Users are not clear on what should be stored where and when
- No constraints on amount of content

In early 2024, we promoted clean-up of personal workspaces, and have started to move the contents of employees H Drive to OneDrive. The next phase will be the transition of Desktop & Documents folders, and then our GCdocs personal workspaces. The goal of the CAPOW project is to have one space that has an improved user experience, a storage quota and search capabilities. With this consolidation of information we anticipate more efficient and effective ATIP retrievals.

Summary of Key Issues and Actions Taken on Complaints

We received twelve complaints during the 2023-2024 reporting period. Of those, seven were related to time limits, two were suggesting other records should exist, two were about extensions taken, one was denial of access.

Four of these complaints are still active and we are working with the Office of the Information Commissioner to find resolutions to the complaints. Two of these complaints were well-founded, four were not well-founded, one was closed in early resolution, and one was discontinued.

In response to the well-founded complaint, denial of access, we reached out to the program area for the requested information and were able to provide the desired records to the requester.

In response to the well-founded complaint relating to time limits, we were able to provide the requested records by the newly agreed upon date.

During the reporting period, we implemented a new method of assigning files to better manage our officers’ workloads and to reduce the number of late files.

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

VAC collects fees for formal requests under the *Access to Information 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*.

2023-2024 Fees

Enabling authority	<i>Access to Information Act</i> , section 11
Fee payable	A \$5 application fee is the only fee charged for an ATI request
Total revenue	\$605
Fees waived or refunded	\$55
Cost of operating the program	\$860,682

Monitoring Compliance

We produce monthly reports to monitor our performance on the administration of the Act. These reports include data on timeliness for the retrieval of records, number of closed cases, and number of cases and pages disclosed. We also use a Dashboard that was successfully implemented in 2021-2022. This dashboard allows for the fulsome view of key operational data that has both an internal interface for the ATIP Office and an external interface for VAC senior management.

The internal dashboard interface provides the ATIP Coordinator, ATIP manager and team leaders with workload management data (e.g., number of pages processed by Officer, number of requests in review, etc.) which allows them to track and review the status of requests more accurately. As such, they are able to better monitor deadlines, allocate resources and escalate outstanding retrievals – all key components of effective workload management.

The purpose of the dashboard’s external interface is to ensure that VAC senior management are up to date on the status of retrievals and the overall progress of processing requests. We have found the Dashboard to be a useful reporting tool and are continuously working with the IT team to make improvements to ensure optimal reporting.

We also have a full-time position devoted to reporting and data management. This role brings capacity to ATIP Operations by generating more timely and complex data, monitoring, and identifying trends in the types of information being requested to identifying opportunities for making information available by other means, capturing accurate historical data, performing quality control evaluations, and reviewing critical performance measures from year to year.

All these reporting practices have been implemented to help improve completion times and meet legislative requirements.

Closing remarks

The 2023-2024 fiscal year was a productive year for VAC's ATIP Operations teams. The access to information processing team was able to double the amount of pages it processed from the previous year and also closed more cases.

We will continue to look at our challenges and find opportunities for improvement. In 2024-2025 we are committed to:

- Develop and implement internal and departmental training plans
- Advance reconciliation with Indigenous Services
- Update intranet pages to assist employees with processing ATIP requests
- Aligning our internal processes with TBS's updated instruments
- Continue the implementation of new redaction software to increase efficiency in processing ATIP requests

The ATIP Operations team is also supporting departmental programs and sharing its expertise in support of other initiatives that fall outside of the requirements of the *Access to Information Act* and *Privacy Act*.

Annex A – Statistical Report on the *Access to Information Act*



Government
of Canada

Gouvernement
du Canada

Statistical Report on the *Access to Information Act*

Name of institution: Veterans Affairs Canada

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

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

1.1 Number of requests

		Number of Requests
Received during reporting period		135
Outstanding from previous reporting periods		27
• Outstanding from previous reporting period	18	
• Outstanding from more than one reporting period	9	
Total		162
Closed during reporting period		129
Carried over to next reporting period		33
• Carried over within legislated timeline	16	
• Carried over beyond legislated timeline	17	

1.2 Sources of requests

Source	Number of Requests
Media	9
Academia	0
Business (private sector)	4
Organization	3
Public	71
Decline to Identify	48
Total	135

1.3 Channels of requests

Source	Number of Requests
Online	132
E-mail	3
Mail	0
In person	0
Phone	0
Fax	0
Total	135

Section 2: Informal Requests

2.1 Number of informal requests

		Number of Requests
Received during reporting period		124
Outstanding from previous reporting periods		57
• Outstanding from previous reporting period	57	
• Outstanding from more than one reporting period	0	
Total		181
Closed during reporting period		174
Carried over to next reporting period		7

2.2 Channels of informal requests

Source	Number of Requests
Online	3
E-mail	121
Mail	0
In person	0
Phone	0
Fax	0
Total	124

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
42	30	24	17	3	55	3	174

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
15	383	1	235	1	879	1	1180	1	5900

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
70	1422	34	7720	15	10714	28	62969	8	51522

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	3
Total	3
Approved by the Information Commissioner during reporting period	3
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	1	34	6	4	0	1	0	46
Disclosed in part	1	20	9	9	3	10	7	59
All exempted	0	1	0	0	0	0	0	1
All excluded	0	0	0	0	0	0	0	0
No records exist	4	4	0	0	0	0	0	8
Request transferred	0	0	0	0	0	0	0	0
Request abandoned	3	0	0	0	4	1	2	10
Neither confirmed nor denied	1	1	0	0	0	0	0	2
Declined to act with the approval of the Information Commissioner	0	0	3	0	0	0	0	3
Total	10	60	18	13	7	12	9	129

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)	1	18(a)	0	20.1	0
13(1)(b)	0	16(2)(a)	0	18(b)	1	20.2	0
13(1)(c)	0	16(2)(b)	0	18(c)	0	20.4	0
13(1)(d)	0	16(2)(c)	17	18(d)	0	21(1)(a)	20
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	11
14	0	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	12
14(a)	0	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	4
14(b)	0	16.1(1)(c)	0	18.1(1)(d)	0	22	3
15(1)	0	16.1(1)(d)	0	19(1)	60	22.1(1)	1
15(1) - I.A.*	0	16.2(1)	0	20(1)(a)	4	23	13
15(1) - Def.*	0	16.3	0	20(1)(b)	18	23.1	0
15(1) - S.A.*	0	16.4(1)(a)	0	20(1)(b.1)	2	24(1)	6
16(1)(a)(i)	0	16.4(1)(b)	0	20(1)(c)	13	26	1
16(1)(a)(ii)	0	16.5	0	20(1)(d)	3		
16(1)(a)(iii)	0	16.6	0				
16(1)(b)	0	17	1				
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)	8
68(b)	0	69(1)(a)	7	69(1)(g) re (b)	0
68(c)	0	69(1)(b)	0	69(1)(g) re (c)	5
68.1	1	69(1)(c)	2	69(1)(g) re (d)	2
68.2(a)	0	69(1)(d)	2	69(1)(g) re (e)	2
68.2(b)	0	69(1)(e)	1	69(1)(g) re (f)	2
		69(1)(f)	1	69.1(1)	0

4.4 Format of information released

Paper	Electronic				Other
	E-record	Data set	Video	Audio	
6	99	0	2	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
120396	111239	121

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	30	603	15	3281	0	0	1	1975	0	0
Disclosed in part	21	655	21	5505	6	3762	7	17429	4	77709
All exempted	1	2	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	7	0	0	0	0	0	3	9475	0	0
Neither confirmed nor denied	2	0	0	0	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	3	0	0	0	0	0	0	0	0	0
Total	64	1260	36	8786	6	3762	11	28879	4	77709

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
2013	2013	2

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	1	21	0	0	1	1992
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	1	21	0	0	1	1992

4.5.7 Other complexities

Disposition	Consultation Required	Legal Advice Sought	Other	Total
All disclosed	2	0	0	2
Disclosed in part	9	1	0	10
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	3	3
Total	11	1	3	15

4.6 Closed requests

4.6.1 Requests closed within legislated timelines

Number of requests closed within legislated timelines	84
Percentage of requests closed within legislated timelines (%)	65.11627907

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
45	23	5	1	16

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	6	2	8
16 to 30 days	3	6	9
31 to 60 days	3	0	3
61 to 120 days	6	2	8
121 to 180 days	3	3	6
181 to 365 days	2	2	4
More than 365 days	2	5	7
Total	25	20	45

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	2	0	2	0
Disclosed in part	14	2	8	1
All exempted	0	0	0	0
All excluded	0	0	0	0
Request abandoned	0	0	0	0
No records exist	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
Total	16	2	10	1

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	8	0	7	0
31 to 60 days	1	0	0	1
61 to 120 days	2	0	2	0
121 to 180 days	3	1	1	0
181 to 365 days	0	1	0	0
365 days or more	2	0	0	0
Total	16	2	10	1

Section 6: Fees

Fee Type	Fee Collected		Fee Waived		Fee Refunded	
	Number of Requests	Amount	Number of Requests	Amount	Number of Requests	Amount
Application	121	\$605.00	9	\$45.00	2	\$10.00
Other fees	0	\$0.00	0	\$0.00	0	\$0.00
Total	121	\$605.00	9	\$45.00	2	\$10.00

Section 7: Consultations Received From Other Institutions and Organizations

7.1 Consultations received from other Government of Canada institutions and other organizations

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during the reporting period	16	2077	1	2
Outstanding from the previous reporting period	2	21	0	0
Total	18	2098	1	2
Closed during the reporting period	17	2061	1	2
Carried over within negotiated timelines	1	37	0	0
Carried over beyond negotiated timelines	0	0	0	0

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

Recommendation	Number of Days Required to Complete Consultation Requests							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	
Disclose entirely	6	4	1	0	0	0	0	11
Disclose in part	0	4	1	1	0	0	0	6
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	6	8	2	1	0	0	0	17

7.3 Recommendations and completion time for consultations received from other organizations outside the Government of Canada

Recommendation	Number of Days Required to Complete Consultation Requests							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	
Disclose entirely	1	0	0	0	0	0	0	1
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	1	0	0	0	0	0	0	1

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	2	20	1	96	0	0	0	0	0	0
31 to 60	3	38	0	0	0	0	0	0	0	0
61 to 120	0	0	2	176	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	1	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	5	58	4	272	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
12	3	9

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
1	0	1	7	0	1

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		\$760,288
Overtime		\$32,056
Goods and Services		\$68,338
• Professional services contracts	\$0	
• Other	\$68,338	
Total		\$860,682

11.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	7.556
Part-time and casual employees	0.682
Regional staff	0.000
Consultants and agency personnel	0.000
Students	0.541
Total	8.779

Note: Enter values to three decimal places.

Annex B – Delegation Order



Veterans Affairs
Canada

Anciens Combattants
Canada

Access to Information Act
Delegation Order

Loi sur l'accès à l'information
Ordonnance de délégation

I, Lawrence MacAulay, Minister of Veterans Affairs Canada, do hereby delegate, pursuant to section 95 of the *Access to Information Act*, the officers or employees of Veterans Affairs Canada who hold the positions set out in the attached Delegation Orders to exercise or perform the powers, duties, or functions that have been given to me as head of a government institution under the provisions of the *Access to Information Act* as set out in the Delegation Order.

This designation replaces all previous delegation orders.

Je soussigné, Lawrence MacAulay, ministre d'Anciens Combattants Canada, délègue par la présente, conformément à l'article 95 de la *Loi sur l'accès à l'information*, les dirigeants ou les employés d'Anciens Combattants Canada qui occupent les postes indiqués dans les Ordonnances de délégation ci-jointe pour exercer les pouvoirs et les fonctions qui m'ont été conférés en tant que responsable d'une institution fédérale en vertu des dispositions de la *Loi sur l'accès à l'information*, comme indiqué dans Ordonnance de délégation.

Cette désignation remplace tous les arrêtés de délégation antérieurs.

The Minister of Veterans Affairs Canada
Ministre, Anciens Combattants Canada

Lawrence MacAulay
Minister of Veterans Affairs
Ministère des Anciens Combattants

Signed in Ottawa, Ontario, Canada this 25th day of March, 2021
Signé à Ottawa, Ontario, Canada ce 25^e jour de mars 2021

Canada

Delegation Order - Access to Information Act and Regulations

The Minister of Veterans Affairs, pursuant to section 95 of the *Access to Information Act* (the Act), hereby delegates the persons holding the positions set out in the schedule hereto, or the persons occupying on an acting basis those positions, to exercise the powers, duties and functions of the Minister as the head of Veterans Affairs Canada, under the provisions of the Act and the *Access to Information Act* Regulations (the Regulations) set out in the schedule opposite each position. This designation replaces all previous delegation orders.

All powers, duties and functions under the *Access to Information Act*, R.S.C. 1985, c. A-1 (prior to and following June 21, 2019) and related regulations (prior to and following June 21, 2019)

Access to Information Act – Delegation Order

Description	Section	Delegated Authority
Responsibility of government institutions	4(2.1)	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Ministers • Directors General • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy • Officer, Access to Information and Privacy
Reasons for declining to act on request	6.1(1)	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management
Notice - suspension	6.1(1.3)	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management

Notice – end of suspension	6.1(1.4)	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management
Notice (written notice for declining to act on a request)	6.1(2)	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management
Notice where access requested / Giving access to record	7	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy • Officer, Access to Information and Privacy
Transfer of request to another government institution	8(1)	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy
Extension of time limits	9	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy

Notice where access refused	10	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy
Application fee waiver	11(2)	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy
Language of access	12(2)(a)	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy • Officer, Access to Information and Privacy
Access in an alternative format	12(3)(b)	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy

Information obtained in confidence	13	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy
Refuse access – Federal-provincial affairs	14	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy
Refuse access – International affairs and defence	15	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy
Refuse access – Law enforcement and investigations	16	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy

Refuse access – <i>Public Servants Disclosure Protection Act</i>	16.5	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Lead, Access to Information and Privacy
Refuse access – Safety of individuals	17	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy
Refuse access – Economic interests of Canada	18	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy
Refuse access – Economic interest of certain government institutions	18.1	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy

Refuse access – Personal information	19	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy
Refuse access – Third party information	20	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy
Refuse access – Operations of Government	21	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy
Refuse access – Testing procedures, tests and audits	22	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy

Refuse access – Internal audits	22.1	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy
Refuse access – Protected information – solicitors, advocates, and notaries	23	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy
Refuse access – Protected information- patents and trade-marks	23.1	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy
Refuse access – Statutory prohibitions against disclosure	24	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy

Severability	25	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy
Refusal of access if information to be published	26	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy
Notice to third parties	27(1)	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy
Third party notification – Extension of time limit	27(4)	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy
Third party notification – Notice of decision	28(1)(b)	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy

Third party notification – Waive representations in writing	28(2)	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy
Third party notification – Disclosure of record	28(4)	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy
Advising Information Commissioner of third party involvement	33	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy
Right to make representations	35(2)(b)	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy
Access to be given to complainant	37(4)	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy

Review by Federal Court – government institution	41(2)	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management
Service or notice	43(2)	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management
Notice to person who requested record	44(2)	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management
Special rules for hearings	52(2)	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management
Ex parte representations (Federal Court)	52(3)	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management
Annual report to Parliament	94(1),(4)	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management

Provision of services related to access to information	96(3), (4), (5)	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management
--	-----------------	--

Access to Information Regulations – Delegated Authorities

Description	Section	Delegated authority
Transfer of request	6(1)	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy
Search and preparation of fees	7(2)	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy
Production and programming	7(3)	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management • Manager, Access to Information and Privacy • Team Leader, Access to Information and Privacy

Providing access to records	8	<ul style="list-style-type: none"> • Deputy Minister • Associate Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Director, Privacy and Information Management
Limitations in respect of format	8.1	<ul style="list-style-type: none"> • Deputy Minister • Assistant Deputy Minister, Corporate Services • Director General, Information Technology, Information Management and Administration • Directors General • Director, Privacy and Information Management

Annex C – OVO Annual Report on the Administration of *the Access to Information Act*

Office of the Veterans Ombud Access to Information and Privacy Unit

Introduction:

Accessing information is an essential element of our system of democracy, and a means for the Government of Canada to be open and transparent. The *Access to Information Act* is an important tool for Canadians to obtain information held by the Government of Canada. The *Act* provides the right of access to records under the control of a government institution, subject to some exceptions. The *Act* complements other methods for obtaining government information and does not limit in any way the access to government information that is normally available to the public upon request.

This annual report on the administration to the *Access to Information Act* describes how the Office of the Veterans Ombud fulfilled their responsibilities under the *Access to Information Act* during the fiscal year April 1, 2023 to March 31, 2024. This report is prepared and tabled in Parliament in accordance with section 94(1) of the *Access to Information Act*.

The mandate of the OVO, found in the [Order in Council P.C. 2007-530](#), shall be:

- to review and address complaints by clients [of Veterans Affairs Canada] and their representatives arising from the application of the provisions of the [Veterans Bill of Rights](#);
- to identify and review emerging and systemic issues related to programs and services provided or administered by the Department or by third parties on the Department's behalf that impact negatively on clients;
- to review and address complaints by clients [of Veterans Affairs Canada] and their representatives related to programs and services provided or administered by the Department or by third parties on the Department's behalf, including individual decisions related to the programs and services for which there is no right of appeal to the (Veterans Review and Appeal) Board;
- to review systemic issues related to the (Veterans Review and Appeal) Board; and
- to facilitate access by stakeholders to programs and services by providing them with information and referrals.

Organizational Structure:

The Veterans Ombud, the Deputy Ombud, Legal Advisor, and Director – Veterans Intervention Services have full authority for the OVO to exercise the powers, duties, and functions of the Minister as the Head of Veterans Affairs under the provisions of the *Acts* and related regulations. Although four positions have been delegated full authority, the Director – Veterans Intervention Services, is responsible for management of the Access to Information and Privacy Unit function within the OVO.

The OVO's Access to Information and Privacy Unit in Charlottetown, Prince Edward Island ensures that the Office's responsibilities under both acts are met. Processing of requests is centralized within the

unit. The Unit consists of the Director -Veterans Intervention Services, and the Knowledge Management Coordinator. These staff members were assigned to the administration of both acts on a part time (as required) basis during the 2023-24 reporting period, which represents 0.13 of an FTE.

The main activities of the OVO ATIP Unit include:

- Processing OVO requests for information submitted under the *Access to Information Act* and *The Privacy Act*, including consulting with other federal departments and third parties with respect to ATIP requests received;
- Developing OVO policies, procedures, guidelines and processes in support of Access to Information and Privacy and central agency requirements;
- Monitoring legislative and regulatory changes that impact ATIP;
- Providing awareness and training on ATIP to ensure that OVO employees understand their roles and responsibilities;
- Monitoring OVO compliance with both acts, regulations and central agency requirements;
- Preparing and providing information specific to the OVO to VAC for inclusion in annual reports to Parliament on the administration of the Acts;
- Leading the development of Privacy Impact Assessments (PIAs) for the OVO;
- Working closely with VAC for the resolution of any complaints against OVO which have been submitted to the Information Commissioner of Canada and the Privacy Commissioner of Canada;
- Providing centralized management of privacy breaches within the OVO;
- Providing advice, guidance and training to OVO staff on ATIP issues;
- Analyzing and responding to OVO privacy and access to information policy issues;
- Reviewing new and amended OVO forms and processes that impact the collection of personal information
- Developing appropriate Privacy Notice Statements for the OVO; and,
- Evaluating OVO contracts and Memoranda of Understanding.

Delegation Order:

The responsibilities associated with the administration of the *Access to Information Act* are delegated to departmental and OVO officials through a delegation order.

Highlights of the Statistical Report 2023-24:

- 3 Access to Information requests were received and responded to within the legislative timelines
- There were 0 consultations with other institutions
- There were no extensions of timelines

The completed statistical report for 2023-24 is included.

Training and Awareness:

OVO staff took part in Departmental ATIP training and OVO ATIP Refresher training. ***Policies, Guidelines, Procedures and Initiatives***

The OVO continues to work on an Open Government action plan and will continue the transition to having more information available on the Open Government portal. The OVO is part of ATIP Online Request Services (AORS) where users can submit ATIP requests online and view past ATI requests by subject.

The OVO also maintained and monitored current Access to Information policies, guidelines and procedures during the 2022-23 reporting period.

Summary of Key Issues and Actions Taken on Complaints or Audits:

In the 2023-24 reporting period, OVO received no complaints in relation to Access to Information. No complaints were carried over from 2022-23. The OVO had no audits or investigations concluded during the reporting period.

Monitoring Compliance:

The OVO uses a tracking spreadsheet to monitor the processing of requests for access to information on a weekly basis when requests are being processed. This tracking spreadsheet is maintained by the Knowledge Management Coordinator. Any anticipated issues with processing are escalated to the Director – Veterans Intervention Services.

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

- Enabling authority: Access to Information Act
- Fee Amount: \$15.00
- Total Revenue: \$15.00
- Fees Waived: Nil

Cost to operate program: \$11,050



Statistical Report on the *Access to Information Act*

Name of institution: Office of the Veterans Ombud

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

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

1.1 Number of requests

		Number of Requests
Received during reporting period		3
Outstanding from previous reporting periods		0
• Outstanding from previous reporting period	0	
• Outstanding from more than one reporting period	0	
Total		3
Closed during reporting period		3
Carried over to next reporting period		0
• Carried over within legislated timeline	0	
• Carried over beyond legislated timeline	0	

1.2 Sources of requests

Source	Number of Requests
Media	0
Academia	0
Business (private sector)	0
Organization	0
Public	2
Decline to Identify	1
Total	3

1.3 Channels of requests

Source	Number of Requests
Online	3
E-mail	0
Mail	0
In person	0
Phone	0
Fax	0
Total	3

Section 2: Informal Requests

2.1 Number of informal requests

		Number of Requests
Received during reporting period		0
Outstanding from previous reporting periods		0
• Outstanding from previous reporting period	0	
• Outstanding from more than one reporting period	0	
Total		0
Closed during reporting period		0

Carried over to next reporting period	0
---------------------------------------	---

2.2 Channels of informal requests

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

2.3 Completion time of informal 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	
0	0	0	0	0	0	0	0

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
0	0	0	0	0	0	0	0	0	0

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	0	0	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0	0	0
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	2	0	0	0	0	0	0	2
Request transferred	0	0	0	0	0	0	0	0
Request abandoned	0	1	0	0	0	0	0	1
Neither confirmed nor denied	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
Total	2	1	0	0	0	0	0	3

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)	0	18(d)	0	21(1)(a)	0
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	0
14	0	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	0
14(a)	0	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	0
14(b)	0	16.1(1)(c)	0	18.1(1)(d)	0	22	0
15(1)	0	16.1(1)(d)	0	19(1)	0	22.1(1)	0
15(1) - I.A.*	0	16.2(1)	0	20(1)(a)	0	23	0
15(1) - Def.*	0	16.3	0	20(1)(b)	0	23.1	0
15(1) - S.A.*	0	16.4(1)(a)	0	20(1)(b.1)	0	24(1)	0
16(1)(a)(i)	0	16.4(1)(b)	0	20(1)(c)	0	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	0				
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	
0	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
0	0	1

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	0	0	0	0	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0	0	0	0	0
All exempted	0	0	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	1	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0	0	0
Total	1	0	0	0	0	0	0	0	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	0	0	0	0
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	0	0	0	0

4.6 Closed requests

4.6.1 Requests closed within legislated timelines

Number of requests closed within legislated timelines	3
Percentage of requests closed within legislated timelines (%)	100

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
0	0	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	0	0
121 to 180 days	0	0	0
181 to 365 days	0	0	0
More than 365 days	0	0	0
Total	0	0	0

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	0	0	0	0
Disclosed in part	0	0	0	0
All exempted	0	0	0	0
All excluded	0	0	0	0
Request abandoned	0	0	0	0
No records exist	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
Total	0	0	0	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	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 6: Fees

Fee Type	Fee Collected		Fee Waived		Fee Refunded	
	Number of Requests	Amount	Number of Requests	Amount	Number of Requests	Amount
Application	3	\$15.00	0	\$0.00	0	\$0.00
Other fees	0	\$0.00	0	\$0.00	0	\$0.00
Total	3	\$15.00	0	\$0.00	0	\$0.00

Section 7: Consultations Received From Other Institutions and Organizations

7.1 Consultations received from other Government of Canada institutions and other organizations

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during the reporting period	0	0	0	0
Outstanding from the previous reporting period	0	0	0	0
Total	0	0	0	0
Closed during the reporting period	0	0	0	0
Carried over within negotiated timelines	0	0	0	0
Carried over beyond negotiated timelines	0	0	0	0

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

Recommendation	Number of Days Required to Complete Consultation Requests							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	
Disclose entirely	0	0	0	0	0	0	0	0
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0

7.3 Recommendations and completion time for consultations received from other organizations outside the Government of Canada

Recommendation	Number of Days Required to Complete Consultation Requests							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	
Disclose entirely	0	0	0	0	0	0	0	0
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0

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	0	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		\$12,450
Overtime		\$0
Goods and Services		\$0
• Professional services contracts	\$0	
• Other	\$0	
Total		\$12,450

11.2 Human Resources

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

Note: Enter values to three decimal places.