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Health Canada

Access to Information Act

Annual Report

2016-2017

Canada 

2016-2017 Annual Report on the *Access to Information Act*
is available on the Health Canada web site.

Également disponible en français sur le site Web de Santé Canada sous le titre :
Rapport annuel 2016-2017 sur la
Loi sur l'accès à l'information.

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This publication can be made available in alternative formats upon request.

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Introduction

I. Access to Information Act

The *Access to Information Act* (the *Act*) gives the Canadian public a right to access information contained in federal government records, subject to certain specific and limited exceptions.

The *Act* requires the head of every federal government institution to submit an annual report to Parliament on the administration of the *Act* following the close of each fiscal year. This annual report is prepared and is being tabled before each House of Parliament in accordance with section 72 of the *Act*. This report summarizes how Health Canada has fulfilled its access to information responsibilities during the fiscal year 2016-2017.

II. About Health Canada

Health Canada (HC) is the federal department responsible for helping the people of Canada maintain and improve their health.

HC is committed to improving the lives of all of Canada's people and to making this country's population among the healthiest in the world as measured by longevity, lifestyle and effective use of the public health care system.

By working with others in a manner that fosters the trust of Canadians, HC strives to:

- Prevent and reduce risks to individual health and the overall environment;
- Promote healthier lifestyles;
- Ensure high quality health services that are efficient and accessible;
- Integrate renewal of the health care system with longer term plans in the areas of prevention, health promotion and protection;
- Reduce health inequalities in Canadian society; and
- Provide health information to help Canadians make informed decisions.

HC has regional offices in British Columbia, Alberta, Saskatchewan, Manitoba, Ontario, Quebec, and the Atlantic and Northern Regions.

For more information about HC, please visit our website at:
<http://www.hc-sc.gc.ca/index-eng.php>

Access to Information Infrastructure

I. The Access to Information and Privacy Division

The Access to Information and Privacy (ATIP) Division is housed in the Planning, Integration and Management Services Directorate of the Corporate Services Branch at Health Canada (HC).

The ATIP Coordinator is accountable for the development, coordination and implementation of effective policies, guidelines, systems and procedures in order to enable efficient processing of requests under the *Act*. The Coordinator is also responsible for the implementation of relevant government-wide policies, systems and procedures. The Division is responsible for all Access to Information (ATI) legislative requirements pursuant to the *Act* such as:

- Responding to access to information requests within the statutory time frame as well as meeting the duty to assist requesters;
- Providing advice and guidance to departmental employees on the application of the *Act* and Treasury Board of Canada policies and directives;
- Developing corporate-wide access to information protocols and practices to guide the ATI process;
- Promoting awareness and providing training on the *Act*;
- Preparing annual reports to Parliament; and
- Liaising with the Office of the Information Commissioner (OIC), Treasury Board of Canada Secretariat (TBS), other federal departments and agencies, provincial ministries of health and other key stakeholders.

In 2016-2017, the *Act* was administered by 42.94 full-time equivalent (FTE) employees with the support of consultant services (9.75 FTE) and some part-time and casual employees (0.60 FTE) for a total complement of 53.29 FTEs.

II. Reading Room

HC has a reading room available where members of the public may make arrangements to review materials, as required in section 71 of the *Act*. The public reading room is available at:

Access to Information and Privacy Division
1600 Scott Street, Holland Cross,
Tower B, 7th Floor, Suite 700
Ottawa, Ontario K1A 0K9

Delegation of Authority

The most recent delegation order for the *Access to Information Act* was signed by the Minister of Health on November 25, 2015. In keeping with Treasury Board Secretariat recommendations on best practice, the delegation order extends authorities to multiple positions including the

Coordinator, the Corporate Services Branch's Assistant Deputy Minister and Director General of Planning Integration and Management Services Directorate. As appropriate, certain administrative authorities are delegated to various senior levels within the ATIP Division to support the effective and efficient administration of the *Act*.

The Delegation Order is attached as Appendix A.

Requests under the *Access to Information Act* - Statistical Figures, Interpretation and Explanation

I. Statistical Report

This section of the report includes an interpretation and explanation of the data contained in HC's statistical report which summarizes ATI-related activity for the period between April 1, 2016 and March 31, 2017 (Appendix B).

II. Number of Access Requests and Case Load

Number of Access Requests

In 2016-2017 HC received 1,959 requests, representing an increase of approximately 60% compared to the 1,222 requests received in 2015-2016. The rise in requests can be attributed to HC's role in implementing several government priorities, which have drawn increased interest from many stakeholders.

Health Canada took important steps to manage the increasing levels of total cases by allocating additional resources to the ATIP Division. In addition, improvements in productivity were realised as a result of a targeted ATI strategy as well as strong department-wide management and oversight of ATI requests. These activities have resulted in HC closing more files (1,388) in 2016-2017 than it had received (1,222) in the previous fiscal year.

This strong senior management support and ongoing efforts are expected to support continued performance improvements in the future.

Source of Requests: Trends

As with past years, the primary source of requests received by HC are from businesses that cover various subjects. Notable topics include pharmaceuticals, medical devices and natural health products, and tobacco. The number of new requests from the business sector increased 75% to 1,029, representing 53% of all new requests.

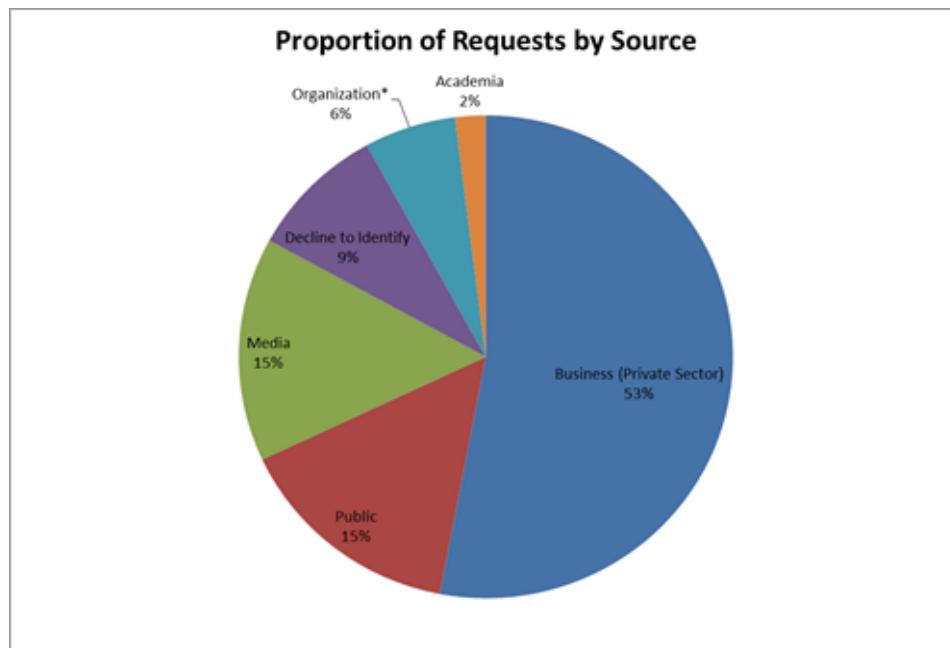
A significant number of the requests processed by HC require complex third party consultations to identify confidential business information requiring protection. These records often involved large volumes of technical and scientific information, which can take lengthy amounts of time to review.

The table below shows the proportion of requests from various sources, noting the percentage changes from 2015-2016.

SOURCE OF REQUESTS

Source	Number of Requests	Proportion of Requests (%)	Percent Increase (Decrease) in number of Requests from 2015-2016
Business (Private Sector)	1,029	53%	75%
Public	299	15%	8%
Media	288	15%	69%
Decline to Identify	184	9%	92%
Organization*	112	6%	111%
Academia	47	2%	27%
Total	1,959	100%	

*Examples – Associations, Political Parties and Unions



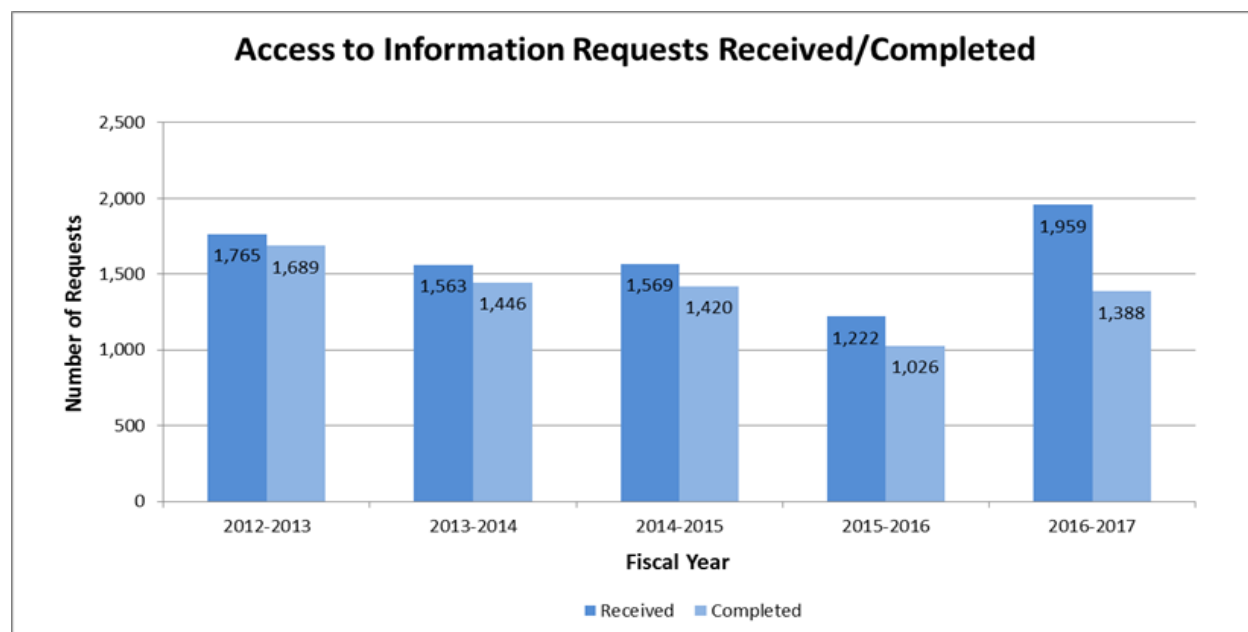
Informal Requests

Requests can be made for records previously released under the *Act*; these are referred to as 'Access Informal'. In 2016-2017, HC processed 611 informal requests, compared to 391 requests in 2015-2016. This represents a 56% increase and continues the upward trend from 2014-2015

where there were 314 informal requests. As part of the Government’s commitments to Openness and Transparency, the Treasury Board Secretariat released the Interim Directive on the Administration of the *Access to Information Act* in May 2016 prescribing a consistent approach for departments to post summaries of requests completed on a monthly basis. This initiative enables requesters to review requests that have been released and request information already disclosed, helping to offset the number of new requests that would be received by the Department. This also supports greater efficiency of operations by avoiding the need to re-process the same records and more timely access of the records for requesters. Note that the summaries would not include release packages containing personal or proprietary information.

Case Load

Active requests included 1,959 new requests and 1,047 requests carried over from previous years. During the 2016-2017 fiscal year, HC completed the processing of 1,388 of 3,006 active requests. Although this represents only 46% of all active files, it represents an increase of 35 % over last year when only 1,026 files were completed. Further, the number of files closed this fiscal year exceeded the number of files opened last fiscal year, demonstrating an improved ability to keep pace with incoming volume levels. Of the 1,959 requests received in 2016-2017, HC closed 996 (51%) within the fiscal year.



During 2016-2017, HC responded to an overall increase of 60% in the number of new requests received. High profile initiatives such as tobacco / plain packaging; First Nations and Inuit issues; and marijuana legalization lead to significant increases within specific branches of HC, in some cases upwards of 100%.

Health Canada made improvements in the number of files completed (35%), as well as a significant increase in the number of pages reviewed (780%). The significant increase in the number of pages reviewed was driven in large part by four similar requests collectively representing approximately 1.4 million pages. Following processing of 2,438 pages in 2015-

2016, HC continued processing the remaining 1.4 million pages, undertaking detailed file triage and review. In the midst of this process, the requestor abandoned the remaining files. Were the 1.4 million pages removed from consideration, however, HC's volume of reviewed pages would still increase to approximately 491,795, representing an increase of 129%.

Improvements in productivity were realised as a result of a targeted ATI strategy, including a firm departmental commitment to increase the resources dedicated to the ATIP function, as well as strong department-wide management and oversight of ATI requests. This strong senior management support and ongoing efforts are expected to support continued performance improvements in the future.

KEY STATISTICS BY FISCAL YEAR

Fiscal Year	Number of Requests Received	Number of Requests Carried Over	Total Caseload	Number of Requests Closed	# of Pages Reviewed for Closed Files
2012-2013	1,765	509	2,274	1,689	713,096
2013-2014	1,563	585	2,148	1,446	327,523
2014-2015	1,569	702	2,271	1,420	526,849
2015-2016	1,222	851	2,073	1,026	214,792
2016-2017	1,959	1,047	3,006	1,388	1,891,795 *

*Note that this number includes of 1.4 million pages on one subject matter that was later abandoned.

Consultations Completed from Other Institutions

In 2016-2017, HC completed 222 consultations (8,933 pages) from other federal institutions, and 28 consultations from other jurisdictions (515 pages). This is comparable to 2015-2016 where HC completed 180 consultations (8,907 pages) from other federal institutions and 25 from other jurisdictions (1,450 pages).

NUMBER OF CONSULTATIONS AND PAGES REVIEWED FROM OTHER FEDERAL INSTITUTIONS

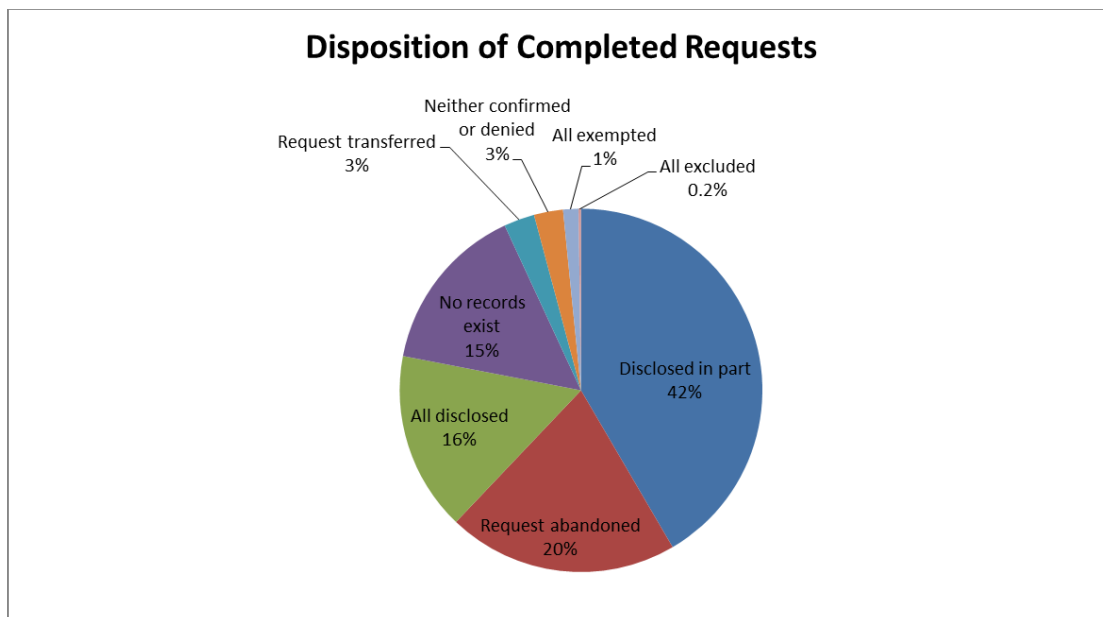
Federal Institutions	Number of Consultations Completed	Pages Reviewed
Indigenous and Northern Affairs Canada	22	698
Public Health Agency of Canada	20	595
Canadian Food and Inspection Agency	16	381
Environment and Climate Change	16	1,651
Privy Council Office	14	334
Treasury Board Secretariat	12	389
Canada Border Services Agency	11	440
Public Service and Procurement Canada	11	330
Employment and Social Development Canada	11	269
Public Safety	9	878
Department of Finance Canada	9	363
Other	71	2,605
Total	222	8,933

III. Disposition of Requests Completed

Completed requests were classified as follows:

DISPOSITION OF REQUESTS COMPLETED BY PERCENTAGE

Disposition of Requests	Requests Completed by Percentage
Disclosed in part	42%
Request abandoned	20%
All disclosed	16%
No records exist	15%
Request Transferred	3%
Neither confirmed or denied	3%
All exempted	1%
All excluded	0.2%



Approximately 58% of the requests completed in 2016-2017 were either disclosed in part (42%) or all disclosed (16%). Additionally, 20% of requests were closed as abandoned. At HC, requests are often abandoned for a variety of reasons:

- Due to the passage of time the requested information is no longer required,
- \$5 application fee is not provided,
- request cannot be reasonably clarified to enable search and retrieval,
- where a requester would be better served by obtaining the records through a different avenue (such as receiving copies of previously released records), or
- Where requests are mistakenly directed to HC rather than a provincial authority, requiring the file to be abandoned as the request is pursued at other levels of government.

IV. Exemptions Invoked

Sections 13 through 24 of the *Act* set out the exemptions intended to protect information pertaining to a particular public or private interest, and section 26 of the *Act* is a temporary exception relating to information to be published.

The vast majority of the 1,278 exemptions invoked by HC focussed on three sections of the *Act* – section 19 (personal information), section 20 (third party information), and section 21 (operations of government). Together, these accounted for 985, or 77%, of the exemptions applied in 2016-2017. It is worth noting that the invocation of section 20 on 284 occasions necessitated numerous consultations with third parties, many of which were large multi-national corporations. Such consultations are often complex and resource-intensive, and each year, some lead to legal proceedings before the Federal Court.

PRINCIPAL EXEMPTIONS APPLIED

Exemptions	Number of Requests with Exemptions Applied
Section 19 – Personal information	507
Section 20 – Third party information	284
Section 21 – Operations of Government	194
Section 16 – Law enforcement and investigation	66
Section 23 – Solicitor-client privilege	58
Section 14 – Federal-provincial affairs	37
Section 17 – Threatens the safety of individuals	35
Section 13 – Obtained in confidence	32
Section 15 – Injurious to international affairs	29
Section 18 – Economic interests	21
Section 26 – Will be published within 90 days	6
Section 22 – Prejudices results of tests or audits	5
Section 24 – Restricted under Schedule II	4

V. Exclusions Cited

The *Access to Information Act* does not apply to published material, material available to the public for purchase, or for public reference (section 68), nor does it apply to confidences of the Queen's Privy Council (section 69). Requests containing proposed exclusions under section 69 require consultation with the Department of Justice, and potentially the Privy Council Office.

During 2016-2017, HC applied 15 exclusions pursuant to section 68 of the *Act* (a 67% increase), and 121 exclusions for section 69 of the *Act* (a 332% increase).

VI. Completion Time

The number of completed requests within 30 days was 595 (43%) representing a 7% increase from the previous year. The remaining requests, categorized into time segments of 31 to 60 days, 61 to 120 days, and 121 days or more, are depicted in the table below. It is important to note that many of the files processed were large and required consultations, necessitating extensions to complete all required actions. The table below represents completion time, but does not factor in extensions appropriately taken under the *Act*.

PERCENTAGE OF FILES PER COMPLETION TIME CATEGORY

Completion Time	Fiscal Year 2015-2016	Fiscal Year 2016-2017
30 days or less	36%	43%
31–60 days	17%	13%
61–120 days	18%	15%
More than 120 days	29%	29%

Additional resources have helped in being able to increase the amount of files processed within 30 days or less. Further, emphasis on processing older files has resulted in an increase in the percentage of files completed in more than 120 days. HC also receives a large number of large files that are often complex, requiring more time to process.

VII. Extensions

Legal extensions were most frequently invoked to provide time to complete third party consultations and notifications, and to process voluminous records. Of the 1,388 files closed in 2016-2017, HC invoked 604 extensions under section 9(1) of the *Act*, an increase from the 522 invoked in 2015-2016.

EXTENSIONS INVOKED

Length of extensions	9(1)(a) Interference with operations		9(1)(b) Consultation		9(1)(c) Third party notice	
	#of times invoked	Percentage	#of times invoked	Percentage	#of times invoked	Percentage
30 days or less	86	14%	63	10%	0	0%
More than 30 days	104	17%	150	25%	208	34%

VIII. Translations

One translation was required to respond to requests in 2016-2017.

IX. Format of Information Released

HC provided records in the format requested where possible. When a release package is for a small amount of pages, information is typically provided in paper format; when larger, access is generally provided in electronic formats burned on CD.

Of requests that were fully or partially disclosed, 576 were sent out in paper format. Comparatively, 222 requests were released electronically.

X. Fees

The *Act* authorizes fees for certain aspects of processing formal requests and the fee structure is prescribed in the ATI Regulations. However, TBS in May 2016 issued the Interim Directive on the Administration of the *Access to Information Act* which imposed a requirement to waive all fees chargeable other than the \$5 application fee, regardless of the size and scope of the request or burden on the Department to process.

Based on requests completed in 2016-2017, HC collected \$5,720 in application fees and \$728 in search fees for a total of \$6,448 submitted to the Receiver General for Canada. In addition, HC waived \$3,787 in fees for 628 requests.

XI. Costs

HC spent a total of \$5,078,121 on ATI functions in 2016-2017. Of this total, salaries accounted for \$3,065,387 and administration for \$1,933,927, most of which was used to retain temporary help to address the volume and complexity of requests.

Training and Awareness

Training, Orientation and Awareness for HC Employees

Training sessions regarding the *Act* and related processes are delivered to HC employees on a regular basis. In fiscal year 2016-2017, the ATIP Division delivered 38 “ATI 101” training sessions to 557 participants. In addition, 2 sessions targeting executives were offered to 27 participants in 2016-2017. The objectives of the sessions are to impart an understanding of the *Act*, roles and responsibilities, the handling of formal and informal requests, basic grounds to withhold information, and how to process an ATI request. Significant efforts have been put into updating training materials and tools.

To enhance the effectiveness of the training sessions, a new process to identify and strategically assess training needs and to provide customized training to the target groups has been implemented. In addition, the ATIP Division worked in collaboration with various program areas to promote awareness. As a result of this collaboration, 12 general awareness sessions were delivered to 145 participants.

Complaints and Court Applications for Reviews

I. Complaints to the Information Commissioner

During 2016-2017, Health Canada was notified of 60 complaints under the *Act* that were filed with the Office of the Information Commissioner of Canada (OIC).

COMPLAINTS FILED WITH THE OIC

Reason	Number of Complaints
Deemed Refusal	35
Exemptions	11
Other	8
Time Extension	6

The Department reviews the outcomes of all OIC investigations, and where appropriate, incorporates lessons learned into business processes.

II. Types of Complaints and their Disposition Completed in 2016-2017

Types of Complaints and their Disposition Completed in 2016-2017		
Subject of Complaint	Number of Closed Complaints	Final Disposition by OIC
Deemed Refusal (delay)	31	<ul style="list-style-type: none"> • 15 Well Founded • 14 Resolved • 2 Abandoned
Other	10	<ul style="list-style-type: none"> • 1 Well Founded • 4 Not Well Founded • 5 Abandoned
Exemptions	8	<ul style="list-style-type: none"> • 1 Well Founded • 3 Not Well Founded • 4 Abandoned
Time Extension	2	<ul style="list-style-type: none"> • 1 Resolved • 1 Abandoned
Total	51	<ul style="list-style-type: none"> • 17 Well Founded • 7 Not Well Founded • 15 Resolved • 12 Abandoned

III. Applications/Appeals Submitted to the Federal Court / Federal Court of Appeal

In July of 2016, a 2015-2016 Federal Court case pursuant to subsection 44(1) was finalized. The applicant contested the disclosure of certain documents, as proposed by the ATIP Division on the basis of statutory exemptions contained in section 17, subsection 19(1) and paragraphs 20(1)(b) and (c) of the *Act*. The application was granted in part.

During 2016-2017, two new applications were made to the Federal Court pursuant to subsection 44(1) of the *Access to Information Act* for review of HC's decision to disclose information. One application was made in September 2016 relating to partially released records about the formulation and manufacturing of a specific drug. The second application was made in February 2017 and is before the Federal Court. It concerns a complaint about Health's Canada's failure to respond to an ATI by the commitment date provided to the Information Commissioner of Canada. Both cases are still pending.

IV. Responses to Recommendations raised by other Agents of Parliament

There were no recommendations raised by other Agents of Parliament during fiscal year 2016-2017.

Policies, Guidelines, Procedures and Initiatives

During 2016-2017, HC continued its efforts to formalize and document its internal operating procedures. Several procedures internal to the ATIP Division were created or modified to help support efforts of ensuring accountability, clarity and consistency.

Notably, in 2016-2017 HC implemented an ATI Action Plan to bring sustainable improvements in satisfying requirements under the *Access to Information Act*. The Action Plan implements a variety of initiatives along three themes of accountability, demand management, and ATIP operations.

HC implemented a two-tiered process for request processing, establishing a formal assessment phase, distinct from the document retrieval phase. By requiring Offices of Primary Interest (OPIs) to quickly review and assess requests within 48 hours, HC is able to gather useful information about the size and scope of requests, as well as suggestions for clarification or refinement. Through this process, HC is better able to fulfill the Duty to Assist by exploring whether the request can be refined to help support more efficient and timely processing. This approach has been successful in reducing the size and scope of very large or broad requests, resulting in a more efficient use of resources and more timely access to information.

Successes stemming from the first year of the Action Plan implementation included the transition to a modernized case management and imaging software solution, enhanced performance reporting, implementation of a two-step tasking process, and implementing ATIP operations policies and procedures to improve operational consistency and efficiency. To support these initiatives, training and engagement were strengthened, both within the Department and ATIP Division. Working groups were created or re-introduced with participants from all branches within HC with a focus on identifying and leveraging best practices, and improving collaboration and information sharing.

Most significantly, the Action Plan secured additional ongoing funding for the ATIP Division to support hiring of several new employees. Recruitment efforts have proceeded well despite a

shortage of specialized resources across the Government of Canada. In fiscal year 2016-2017, Health Canada increased the number of full-time equivalent employees administering the *Act* by 16. This supports Health Canada's efforts to meet legislative requirements under the *Act* and respond to a large and growing volume of requests. In January 2017, the ATIP Professional Developmental Program was implemented to accelerate the development of specialized resources and aims to further increase operational capacity within the ATIP Division.

Summary of Key Issues and Actions Taken on Complaints or Audits

Health Canada was one of six original departments to participate in the OIC's pilot project on the investigation of complaints concerning delays (deemed refusals) and extensions. This pilot project streamlined administrative processes involved in the investigation of these complaints with the goal of quicker resolution for both the complainant and the institution. As results were positive, this process was rolled out across government.

Monitoring Compliance

ATIP has undertaken the production of weekly, monthly and quarterly reporting to Senior Management in order to monitor performance by HC.

Appendix A: Access to Information Act and Privacy Act – Delegation Order

Delegation of Authority

L'ordonnance de délégation des pouvoirs

Access to Information Act and Privacy Act

Loi sur l'accès à l'information et Loi sur la protection des renseignements

I, the Minister of Health, pursuant to section 73 of the *Access to Information Act* and section 73 of the *Privacy Act*, hereby designate the persons holding the positions set out in the Delegation of Authority Schedule attached hereto, or the persons occupying on an acting basis those positions, to exercise the powers, duties and functions of the Minister responsible for Health Canada, under the provisions of the *Act* and related regulations set out in the schedule opposite each position. This designation supersedes all previous delegation orders.

En ma qualité de ministre de la Santé et en vertu de l'article 73 de la *Loi sur l'accès à l'information* et de l'article 73 de la *Loi sur la protection des renseignements personnels*, je délègue par la présente aux titulaires des postes énoncés à l'annexe de délégation de pouvoirs ci-après, ou aux personnes occupant lesdits postes à titre intérimaire, les attributions dont je suis investie, à titre de responsable de Santé Canada, aux termes des dispositions des lois et des règlements connexes mentionnés en regard de chaque poste. Le présent document remplace toute ordonnance de délégation de pouvoirs antérieure.

Minister of Health
Ministre de la Santé

Nov 25, 2015
Date

Delegation of Authority Schedule / Annexe de délégation de pouvoirs		
Position /Poste	Access to Information Act and Regulations / Loi sur l'accès à l'information et règlements	Privacy Act and Regulations / Loi sur la protection des renseignements personnels et règlements
Assistant Deputy Minister, Corporate Services Branch / Sous-ministre adjoint, Direction générale des services de gestion	Full authority / Autorité absolue	Full authority / Autorité absolue
Director General, Planning, Integration and Management Services, Corporate Services Branch / Directeur (trice) général(e), Direction de la planification, de l'intégration et des services de gestion, Direction générale des services de gestion	Full authority / Autorité absolue	Full authority / Autorité absolue
Director (Coordinator), Access to Information and Privacy / Directeur (trice) (Coordonnateur(trice)), Accès à l'information et protection des renseignements personnels	Full authority / Autorité absolue	Full authority except/ Autorité absolue sauf: Sections/Articles: 8(2)(j), 8(2)(m), 8(5), 9(1), 9(4), 10
Deputy Director, Access to Information and Privacy. Directeur (trice), Accès à l'information et protection des renseignements personnels	Full authority / Autorité absolue	Full authority except/ Autorité absolue sauf: Sections/Articles: 8(2)(j), 8(2)(m), 8(5), 9(1), 9(4), 10
Director, Privacy Management Division/ Directeur (trice) Division de la gestion de la protection des renseignements personnels	nil	Full authority except/ Autorité absolue sauf: Sections/Articles: 14-28 inclusively/inclusivement
Chief, Access to Information and Privacy / Chef, Accès à l'information et de la protection des renseignements personnels	Full Authority except/ Autorité absolue sauf: Sections / Articles : Full authority except / Autorité absolue sauf : 35(2), 52(2)(b), 52(3), 72 Regulations / Règlements : Sections / Articles : Full authority / Autorité absolue	Full Authority except/ Autorité absolue sauf: Sections / Articles : Full authority except / Autorité absolue sauf : 8(2)(j), 8(2)(m), 8(4), 8(5), 9(1), 9(4), 10, 33(2) 51(2)(b), 51(3), 72(1) Regulations / Règlements : Sections / Articles : Full authority except Autorité absolue sauf : 7
Team Leader, Access to Information and Privacy / Chef d'équipe Accès à l'information et de la protection des renseignements personnels	Sections / Articles : 4(2.1), 7, 8(1), 9(1), 9(2), 10(1), 10(2), 11(2), 11(3), 11(4), 11(5), 11(6), 12(2)(b), 12(3)(b), 19, 25, 27(1), 27(4), 33, 43(1), 44(2) Regulations / Règlements : Sections / Articles : Full authority / Autorité absolue	Sections / Articles : 14, 15, 16, 17(2)(b), 17(3)(b), 26, 31 Regulations / Règlements : Sections / Articles : 9, 11(2), 13(1), 14
Senior Analyst, Access to Information and Privacy / Analyste principal, Accès à l'information et de la protection des renseignements personnels	Sections / Articles : 4(2.1), 7, 9(2), 27(1), 27(4), 33 Regulations / Règlements : Sections / Articles : 5	Regulations / Règlements : Sections / Articles : 9, 11(2)
Analyst, Access to Information and Privacy / Analyste, Accès à l'information et de la protection des renseignements personnels	Sections / Articles : 4(2.1), 7, 9(2) Regulations / Règlements : Sections / Articles : 5	Regulations / Règlements : Sections / Articles : 9, 11(2)

Appendix B: Statistical Report on the Access to Information Act

TBS/SCT 350-62

Name of institution: Health Canada

Reporting period: 2016-04-01 to 2017-03-31

Part 1: Requests Under the Access to Information Act

1.1 Number of requests

	Number of Requests
Received during reporting period	1959
Outstanding from previous reporting period	1047
Total	3006
Closed during reporting period	1388
Carried over to next reporting period	1618

1.2 Sources of requests

Source	Number of Requests
Media	288
Academia	47
Business (private sector)	1,029
Organization	112
Public	299
Decline to Identify	184
Total	1959

1.3 Informal requests

Completion Time							Total
1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
22	32	59	186	66	169	77	611

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

Part 2: Requests Closed During the Reporting Period

2.1 Disposition and completion time

Disposition of Requests	Completion Time							Total
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
All disclosed	7	76	47	49	4	21	16	220
Disclosed in part	9	111	74	126	29	74	156	579
All exempted	1	7	0	3	1	4	3	19
All excluded	0	2	0	0	1	0	0	3
No records exist	27	116	45	10	2	5	3	208
Request transferred	26	12	0	0	0	0	0	38
Request abandoned	93	85	11	9	8	4	75	285
Neither confirmed nor denied	7	17	3	5	0	1	3	36
Total	170	426	180	202	45	109	256	1388

2.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	15	16(2)	3	18(a)	16	20.1	0
13(1)(b)	11	16(2)(a)	0	18(b)	5	20.2	0
13(1)(c)	6	16(2)(b)	0	18(c)	0	20.4	0
13(1)(d)	0	16(2)(c)	42	18(d)	0	21(1)(a)	72
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	88
14	0	16.1(1)(a)	1	18.1(1)(b)	0	21(1)(c)	32
14(a)	25	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	2
14(b)	12	16.1(1)(c)	1	18.1(1)(d)	0	22	5
15(1)	8	16.1(1)(d)	0	19(1)	507	22.1(1)	0
15(1) - I.A.*	21	16.2(1)	1	20(1)(a)	7	23	58

15(1) - Def.*	0	16.3	0	20(1)(b)	132	24(1)	4
15(1) - S.A.*	0	16.4(1)(a)	0	20(1)(b.1)	0	26	6
16(1)(a)(i)	6	16.4(1)(b)	0	20(1)(c)	121		
16(1)(a)(ii)	3	16.5	0	20(1)(d)	24		
16(1)(a)(iii)	0	17	35				
16(1)(b)	1						
16(1)(c)	8						
16(1)(d)	0						

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

2.3 Exclusions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
68(a)	15	69(1)	11	69(1)(g) re (a)	20
68(b)	0	69(1)(a)	1	69(1)(g) re (b)	0
68(c)	0	69(1)(b)	0	69(1)(g) re (c)	16
68.1	0	69(1)(c)	13	69(1)(g) re (d)	14
68.2(a)	0	69(1)(d)	1	69(1)(g) re (e)	16
68.2(b)	0	69(1)(e)	23	69(1)(g) re (f)	5
		69(1)(f)	1	69.1(1)	0

2.4 Format of information released

Disposition	Paper	Electronic	Other Formats
All disclosed	174	46	0
Disclosed in part	403	176	0
Total	577	222	0

2.5 Complexity

2.5.1 Relevant pages processed and disclosed

Disposition of Requests	Number of Pages Processed	Number of Pages Disclosed	Number of Requests
All disclosed	17087	17064	220
Disclosed in part	97724	78470	579
All exempted	1516	0	19
All excluded	22	0	3
Request abandoned	1775446	18	285
Neither confirmed nor denied	0	0	36

2.5.2 Relevant pages processed and disclosed by size of requests

Disposition	Less Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
All disclosed	198	3446	16	3550	3	2100	2	2784	1	5184
Disclosed in part	425	9952	104	19047	35	22258	14	26019	1	1194
All exempted	16	0	2	0	1	0	0	0	0	0
All excluded	3	0	0	0	0	0	0	0	0	0
Request abandoned	226	18	21	0	7	0	16	0	15	0
Neither confirmed nor denied	36	0	0	0	0	0	0	0	0	0
Total	904	13416	143	22597	46	24358	32	28803	17	6378

2.5.3 Other complexities

Disposition	Consultation Required	Assessment of Fees	Legal Advice Sought	Other	Total
All disclosed	61	1	2	70	134
Disclosed in part	288	2	42	177	509
All exempted	13	0	5	10	28
All excluded	1	0	0	2	3
Request abandoned	39	4	4	100	147
Neither confirmed nor denied	0	0	0	7	7
Total	402	7	53	366	828

2.6 Deemed refusals

2.6.1 Reasons for not meeting statutory deadline

Number of Requests Closed Past the Statutory Deadline	Principal Reason			
	Workload	External Consultation	Internal Consultation	Other
573	402	31	18	122

2.6.2 Number of days past deadline

Number of Days Past Deadline	Number of Requests Past Deadline Where No Extension Was Taken	Number of Requests Past Deadline Where An Extension Was Taken	Total
1 to 15 days	51	23	74
16 to 30 days	29	11	40
31 to 60 days	27	13	40
61 to 120 days	41	28	69
121 to 180 days	21	16	37
181 to 365 days	39	65	104
More than 365 days	71	138	209
Total	279	294	573

2.7 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	1	0	1
French to English	0	0	0
Total	1	0	1

Part 3: Extensions

3.1 Reasons for extensions and disposition of requests

Disposition of Requests Where an Extension Was Taken	9(1)(a) Interference With Operations	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
All disclosed	18	2	44	22
Disclosed in part	108	21	107	149
All exempted	3	0	9	4
All excluded	0	0	1	0
No records exist	14	1	3	2
Request abandoned	46	1	30	29
Total	189	25	194	206

3.2 Length of extensions

Length of Extensions	9(1)(a) Interference With Operations	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
30 days or less	86	2	61	0
31 to 60 days	43	10	98	196
61 to 120 days	42	13	33	5
121 to 180 days	5	0	2	3
181 to 365 days	9	0	0	2
365 days or more	4	0	0	0
Total	189	25	194	206

Part 4: Fees

Fee Type	Fee Collected		Fee Waived or Refunded	
	Number of Requests	Amount	Number of Requests	Amount
Application	1144	\$5,720	231	\$1,155
Search	5	\$728	5	\$365
Production	0	\$0	0	\$0
Programming	0	\$0	0	\$0
Preparation	0	\$0	0	\$0
Alternative format	0	\$0	0	\$0
Reproduction	0	\$0	802	\$3,787
Total	1149	\$6,448	1038	\$5,307

Part 5: Consultations Received From Other Institutions and Organizations

5.1 Consultations received from other Government of Canada institutions and organizations

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during reporting period	234	11220	27	497
Outstanding from the previous reporting period	18	860	2	77
Total	252	12080	29	574
Closed during the reporting period	221	8933	28	515
Pending at the end of the reporting period	31	3147	1	59

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

Recommendation	Number of Days Required to Complete Consultation Requests							Total
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
Disclose entirely	33	67	23	9	0	0	0	132
Disclose in part	0	4	7	6	0	0	1	18
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	4	3	0	1	0	0	0	8
Other	18	36	7	0	1	0	1	63
Total	55	110	37	16	1	0	2	221

5.3 Recommendations and completion time for consultations received from other organizations

Recommendation	Number of Days Required to Complete Consultation Requests							Total
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
Disclose entirely	8	7	1	0	0	0	0	16
Disclose in part	2	0	3	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	1	0	0	0	0	0	0	1
Other	3	2	0	0	0	0	0	5
Total	14	9	4	1	0	0	0	28

Part 6: Completion Time of Consultations on Cabinet Confidences

6.1 Requests with Legal Services

Number of Days	Fewer Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	5	1	0	0	0	0	0	0	0	0
16 to 30	3	28	0	0	0	0	0	0	0	0
31 to 60	5	29	1	128	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	1	28	0	0	0	0
Total	13	58	1	128	1	28	0	0	0	0

6.2 Requests with Privy Council Office

Number of Days	Fewer Than 100 Pages Processed		101–500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	1	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	2	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	2	0	0	0	0	0	0	0
More than 365	0	0	0	0	1	28	0	0	0	0
Total	3	0	2	0	1	28	0	0	0	0

Part 7: Complaints and Investigations

Section 32	Section 35	Section 37	Total
59	1	0	60

Part 8: Court Action

Section 41	Section 42	Section 44	Total
0	0	2	2

Part 9: Resources Related to the *Access to Information Act*

9.1 Costs

Expenditures	Amount
Salaries	\$3,065,387
Overtime	\$78,807
Goods and Services	\$1,933,927
• Professional services contracts	\$1,688,449
• Other	\$245,478
Total	\$5,078,121

9.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	42.94
Part-time and casual employees	0.60
Regional staff	0.00
Consultants and agency personnel	9.75
Students	0.00
Total	53.29