

**2020-2021 Annual Report**  
**on the *Access to Information Act***

For Non-Public Property and  
Staff of the Non-Public Funds, Canadian Forces

Canada 

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Access to Information and Privacy Program  
Canadian Forces Morale and Welfare Services  
1420 Labelle Street  
Ottawa, ON, K1A 0K2

Tel.: 613-943-0018  
Fax: 613-943-4332

Email: [ATIP.AIPRP@cfmws.com](mailto:ATIP.AIPRP@cfmws.com)  
Website: [CAFconnection.ca](http://CAFconnection.ca)

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## Part I – Introduction

The *Access to Information Act* (Revised Statutes of Canada, 1985, Chapter A-1) was proclaimed on July 1, 1983. The Act was amended as a result of the royal assent of Bill C-58 on June 21, 2019.

The *Access to Information Act* gives Canadian citizens, permanent residents as well as individuals and corporations present in Canada a right of access to information contained in government records subject to certain specific and limited exceptions.

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

This annual report provides a summary of the management and administration of the *Access to Information Act* within Canadian Forces Morale and Welfare Services (CFMWS) for the fiscal year 2020-2021, for Non-Public Property (NPP), and for the Staff of the Non-Public Funds (NPF), Canadian Forces.

### 1. Mandate of the Canadian Forces Morale and Welfare Services

#### 1.1 Background

The *National Defence Act* (Sections 2 and 38 – 41) vests Non-Public Property (NPP) with the Chief of the Defence Staff (CDS), Base / Wing Commanders and Unit Commanding Officers to be used for the benefit of serving and former Canadian Armed Forces (CAF) personnel and their families.

The CDS has delegated the Managing Director of NPP with the responsibility for the daily administration of NPP. Under the present administrative structure, the Managing Director of NPP responsibility is borne by the Chief Executive Officer (CEO) of the Staff of the Non-Public Funds (NPF), Canadian Forces.

The collective NPP activities, including those of the Staff of the NPF, Canadian Forces and those programs and services that NPP is providing to the CAF via service level agreements or other arrangements, are managed by the administrative construct known as the Canadian Forces Morale and Welfare Services (CFMWS).

To deliver its mission, CFMWS uses the services of approximately 4,500 employees of the “Staff of the Non-Public Funds, Canadian Forces”, a separate employer under Schedule V of the *Financial Administration Act* of the Government of Canada.

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## 1.2. Responsibilities

CFMWS operates under a social enterprise business model, with the fundamental belief that we exist to create positive value for our members. Responsive to the changing needs of the CAF, our programs and services build their self-reliance, resilience and readiness by enhancing their mental, social, physical and financial wellbeing.

Working on behalf of the CDS and under the authority of the Minister of National Defence (MND), CFMWS is a trusted partner in the Defence enterprise, operating under the Non-Public Property framework, expending funds in a unique operating model that creates real value for the CAF Community.

CFMWS' mission contributes to the CAF's and Canada's mission by building stronger, more resilient communities, one individual at a time. As part of the military community, our employees are uniquely positioned to improve our members' lives, and our vision for the integration of mental, social, physical and financial services to ensure the wellbeing of our members. CFMWS will continue to enable operational readiness through the improved and enhanced delivery of programs and services that positively impact those we serve and their families in these four key dimensions of wellness areas.

CFMWS operates through eight (8) divisions:

- Personnel Support Programs (PSP),
- Military Family Services (MFS),
- CANEX,
- SISIP Financial,
- Corporate Services (includes COne Membership and Support Our Troops Fund),
- Finance,
- Information Services, and
- Human Resources.

## 2. Structure of the Access to Information and Privacy Program

Prior to 2017-2018, access to information and privacy (ATIP) activities related to NPP and the Staff of the NPF, Canadian Forces were managed by DND's ATIP Office. Following the MND's approval of the NPP ATIP designation order in February 2017, and because the Staff of the NPF, Canadian Forces is a separate agency, CFMWS established its own ATIP Office, which began to operate in April 2017.

The National Manager Access to Information and Privacy (NM ATIP) administers the provisions of the *Access to Information Act* within the CFMWS for NPP and the Staff of the NPF, Canadian Forces.

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The NM ATIP reports to the Director Corporate Services who, in turn, reports to the Vice-President Corporate Services (VP Corp Svcs). The NM ATIP is responsible for managing all activities related to the CFMWS ATIP Program, in accordance with the NPP ATIP designation order and the provisions of the Act, Regulations, directives, policies and guidelines.

The administration of the Act by the NM ATIP is also facilitated at the division levels of CFMWS. Each division has an ATIP point of contact who coordinates the collection of information and provides guidance to division employees on the application of the Act, as well as related CFMWS policies and procedures.

CFMWS was not a party in any service agreement under section 96 of the Act, during the reporting period.

### **3. Designation order**

Under section 3 of the Act, the Minister is designated as the head of the government institution for purposes of the administration of the Act. Pursuant to section 95, the Minister may delegate any of his powers, duties or functions under the Act by signing an order authorizing one or more officers or employees of the institution, who are at the appropriate level, to exercise or perform the powers, duties or functions of the head, specified in the order.

Within CFMWS, the NPP ATIP designation order is based on a centralized process with the NM ATIP having full delegated authority under the Act. Full authority under the Act is also delegated to the Managing Director NPP / CEO, Staff of the NPF, Canadian Forces and the VP Corp Svcs who are responsible for the ATIP program.

The NPP ATIP designation order signed by the MND is attached at Annex A.

## Part II – Performance

Government institutions complete statistical reporting forms on the administration of the Act, as prescribed by the Treasury Board of Canada Secretariat (TBS), since 1983. The following provides an overview of key data on CFMWS performance for the fiscal year, as reflected in the 2020-2021 statistical report on the *Access to Information Act*, which is attached at Annex B.

### 1. Requests under the *Access to Information Act*

The NM ATIP processes all requests received by CFMWS pursuant to the *Access to Information Act*. Each request is first reviewed for clarity and is then assigned to one or more divisions of CFMWS that become responsible for locating and retrieving the records containing the information sought.

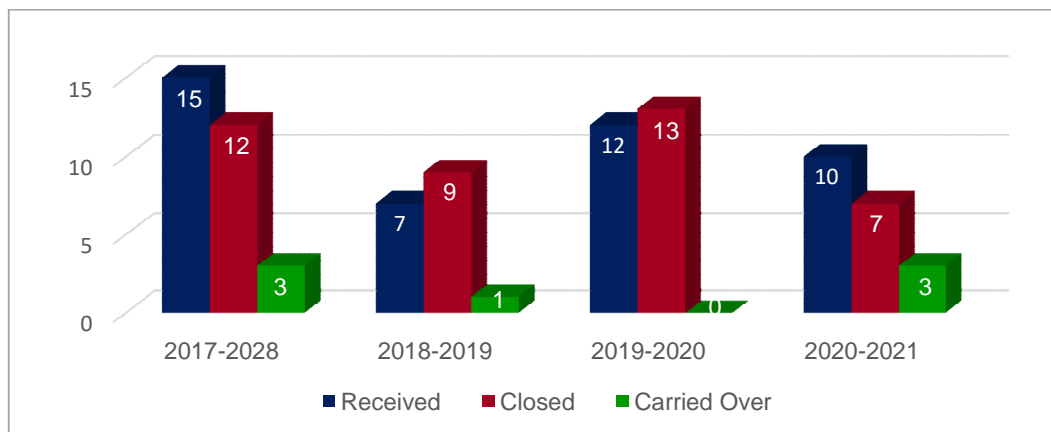
The CFMWS divisions review their relevant records and provide recommendations to the NM ATIP on any sensitivity related to their disclosure. Where necessary, the NM ATIP also undertakes consultations with other organizations and third parties before making a decision on disclosure. The NM ATIP then notifies the requester and provides access to all of the records that can be disclosed.

#### 1.1. Number of requests

CFMWS received 10 new access to information requests in 2020-2021, including three (3) requests transferred from DND. This represents a 16 percent decrease of the number of new requests compared with the previous reporting period.

Of the 10 requests in progress, seven (7) files (70 percent) were closed in 2020-2021. This represents a 46 percent decrease compared with the previous fiscal year. Chart I provides an overview of the volume of requests processed by CFMWS over the past four (4) fiscal years.

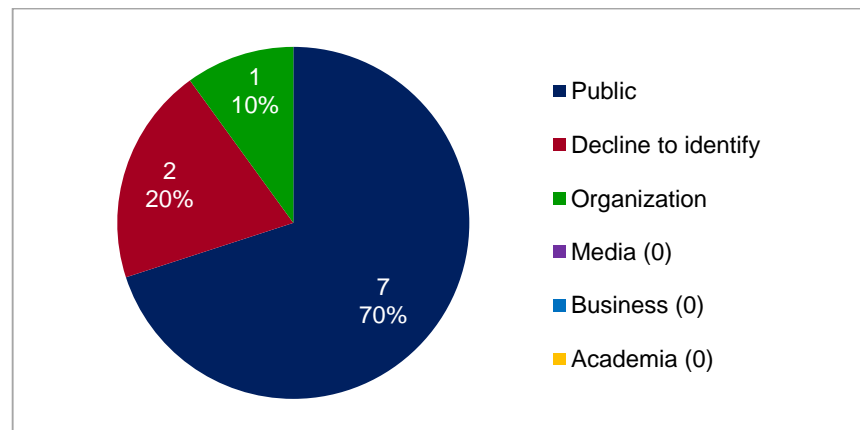
**Chart I – Volume of access to information requests**



## 1.2. Source of requests

The public was the highest user of the Act followed by individuals who declined to identify, respectively generating 70 and 20 percent of the requests received by CFMWS. An organization accounted 10 percent of the other request received. Chart II provides the related details.

**Chart II – Access to information requests received by source**



## 1.3. Informal requests

CFMWS did not receive any requests for copies of records previously released under the Act.

## 2. Decline to act vexatious, made in bad faith or abuse of right requests

CFMWS did not send any requests to the Information Commissioner for approval under section 6 of the Act to decline to process a request that may be considered to be vexatious, made in bad faith or otherwise an abuse of the right to make a request for access to records.

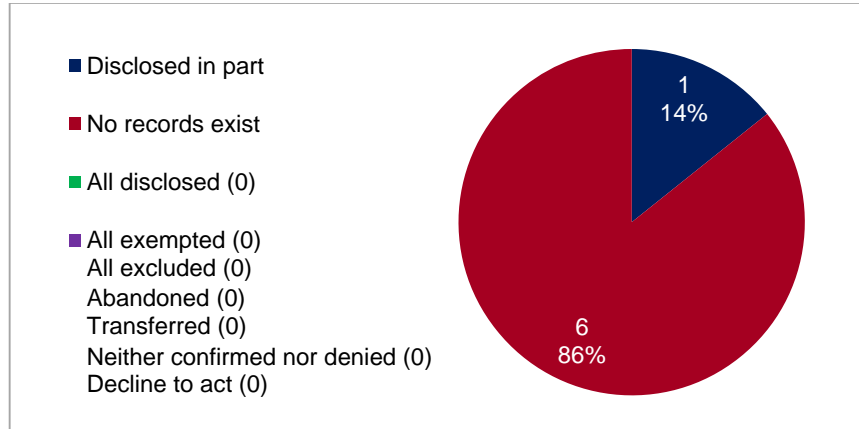
## 3. Requests closed during the reporting period

### 3.1. Disposition and completion time

Of the seven (7) requests closed, the information was disclosed in part in one case (14 percent), and there was no record for the other six (6) files (86 percent) because no relevant document was found, or the requested information was not under the control of CFMWS. Chart III provides an overview of the disposition of requests closed by CFMWS during the fiscal year.

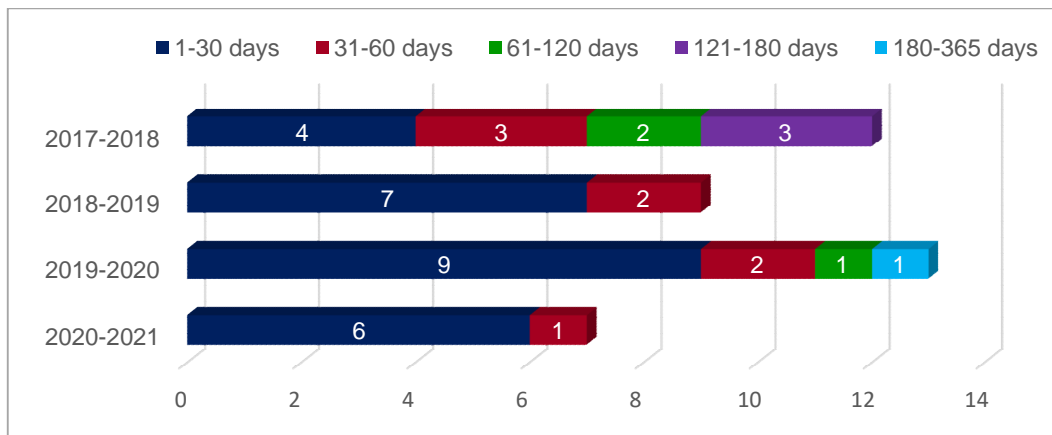


### Chart III – Disposition of access to information requests closed



The average processing time for all requests closed was 20 days, which is a substantial improvement compared with the average of 68 days in the previous period. Chart IV provides the number of requests and days taken by CFMWS to close the files over the past four (4) fiscal years.

### Chart IV – Access to information requests completion time



### 3.2. Exemptions

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 an administrative exception relating to the publication of information.

Notwithstanding the foregoing, CFMWS always endeavours to release as much information as possible, to remain consistent with the spirit of the Act and the severability provisions of its section 25.

In 2020-2021, the records processed by CFMWS contained personal information that was protected in accordance with subsection 19(1) of the Act.

### 3.3. Exclusions

Pursuant to sections 68 and 69, the Act does not apply to material that is published or available for purchase, library or museum material preserved solely for public record, material deposited with Library and Archives Canada, as well as documents considered to be confidences of the Queen's Privy Council of Canada.

CFMWS did not process any record that qualified for exclusion pursuant to sections 68 and 69 of the Act during the reporting period.

### 3.4. Format of information released

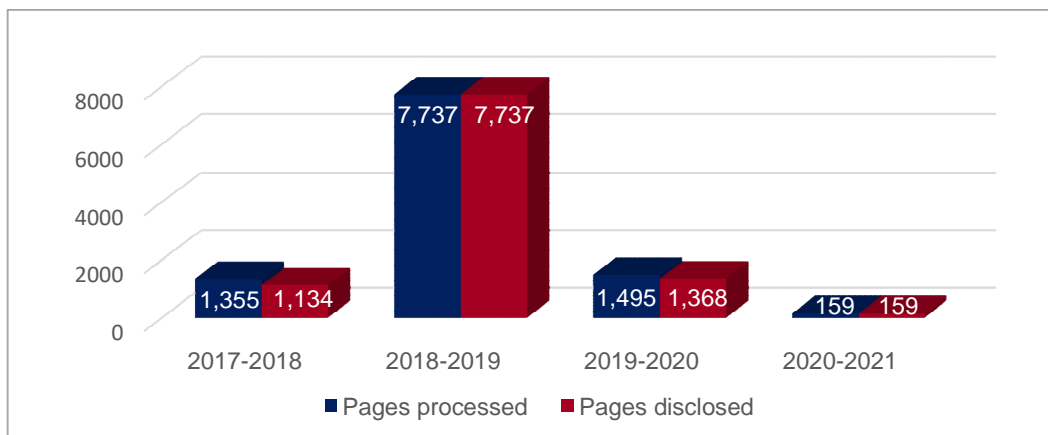
In order to provide quick and efficient client service and to minimize costs as well as the environmental footprint related to printing and the use of paper, CFMWS sends its correspondence by email as well as the records, when possible. Otherwise, the information is put on USB key or printed on paper and sent by regular mail.

Of the request in which information was released (*all disclosed* or *disclosed in part*), all of the records (100 percent) were provided in electronic format. There was no case where access was provided in the form of paper copies or in other formats.

### 3.5. Complexity

CFMWS processed and released 159 pages in one request during the reporting period. This represents a substantial decrease compared with the previous fiscal years. Chart V provides the number of pages processed and disclosed by CFMWS over the past four (4) fiscal years.

**Chart V – Number of pages processed and disclosed**

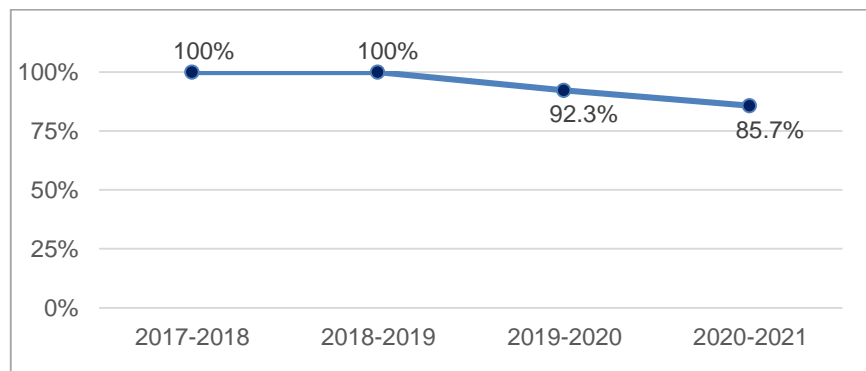


There was no complexity with the requests processed.

### 3.6. Requests closed within legislated timelines

Of the seven (7) requests processed, six (6) files (85.7 percent) were closed within the initial 30-day time limit under the Act. Chart VI provides the CFMWS compliance rate over the past four (4) years.

**Chart VI – Percentage of requests closed within legislated timelines**



### 3.7. Deemed refusals

Only one file fell in a deemed refusal status. The request was closed 17 days beyond the statutory deadline (no extension taken), due to the difficulty in obtaining relevant documents that related to a third party organization.

### 3.8. Requests for translation

There was no request for translation of information from one official language to another.

## 4. Extensions

CFMWS did not extend the time limit pursuant to subsection 9(1) of the Act.

## 5. Fees

In accordance with the *TBS Interim Directive on the Administration of the Access to Information Act* issued on May 5, 2016, and the changes made to the Act that came into force on June 21, 2019, CFMWS waives all fees prescribed by the Act and Regulations, other than the \$5.00 application fee set out in paragraph 7(1)(a) of the Regulations.

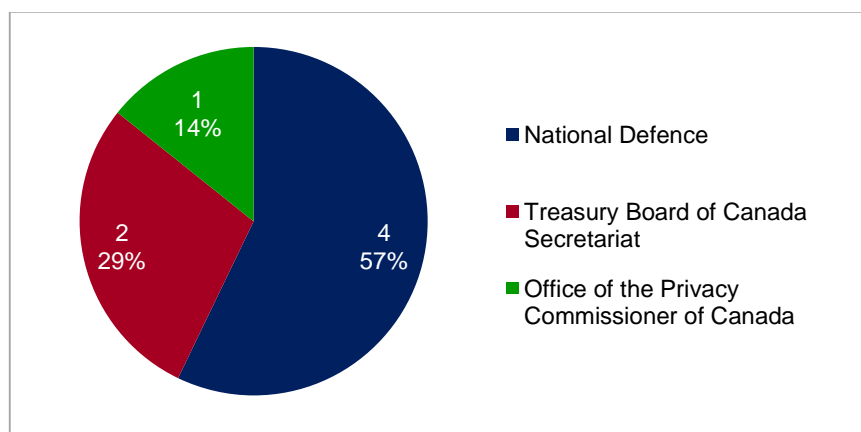
As DND processed the payments for three (3) requests before transferring the files to CFMWS, only \$5 were collected during the reporting period. CFMWS waived a total of \$30 because the cheques for six (6) requests were made payable to the Consolidated Revenue Fund instead of the Canadian Forces Central Fund.

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## 6. Consultations from other government institutions and organizations

In addition to the access to information requests, CFMWS processed seven (7) consultations, including one outstanding from the previous fiscal year, for a total of 488 pages of records reviewed. This represents an increase in the number of consultations received compared with the previous fiscal year. CFMWS responded to the consultations within an average of 29 days. Chart VII outlines the government institutions that consulted CFMWS in 2018-2019.

**Chart VII – Consultations from other government institution**



## 7. Consultations on Cabinet Confidences

There was no consultation undertaken with Legal Services or the Privy Council Office on Cabinet confidences.

## 8. Complaints and Investigations

CFMWS did not receive any complaints and investigation notices from the Office of the Information Commissioner of Canada.

## 9. Court Actions

There was no request for judicial review filed with the Federal Court and the Federal Court of Appeal.

## 10. Resources related to the *Access to Information Act*

The total costs associated with the administration of the *Access to Information Act* amounted to \$12,740 for the 2020-2021 fiscal year. This mainly consists of a portion of the salary and employer costs for the NM ATIP, a full time employee of the Staff of the NPF, Canadian Forces. The other portion is included in the *Privacy Act* report.

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## Part III – Other activities and accomplishments

### 1. Training and awareness

Given the complex nature of the *Access to Information Act*, and the need to balance the public's right to access information with the need to protect the legitimate interests of other parties, the NM ATIP provides guidance and advice to managers and employees at all levels of CFMWS on an as required basis.

No formal training/awareness session was provided during the reporting period. However, the GCcampus free online course entitled *Access to Information and Privacy Fundamentals* (I015) will be mandatory for the employees, commencing in 2021-2022.

### 2. Policies and procedures

For the reference of all employees, corporate policies are available on the CFMWS intranet site.

The CFMWS *Policy on the Access to Information and Privacy Program* was developed and implemented in 2017-2018. It outlines the NPP ATIP designation order and sets out the definitions as well as the roles and responsibilities of all stakeholders within NPP organizations. The objective of the Policy is to establish consistent practices and procedures for the processing of ATIP requests in order to ensure compliance and enhance the effective application of the *Access to Information Act* and the *Privacy Act* and their Regulations.

There were no changes made to the above policy in 2020-2021.

### 3. Monitoring compliance

CFMWS timeliness and compliance under the Act are closely monitored by the NM ATIP and issues are reported to the VP CorpSvcs as required.

In the 2020-2021 fiscal year, CFMWS strived to maintain a high performance and attained a 85.7 percent compliance rate for responding to access to information requests within the legislated timelines.

The COVID-19 did not have any impact on CFMWS's ability to fulfill its responsibilities under the Act, as employees have remote access to electronic tools and documents necessary to perform their duties.

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#### **4. ATIP community involvement**

The CFMWS NM ATIP participated in the interdepartmental team that completed the technical bid evaluation and the capability and usability evaluation of the products proposed by the vendors for the ATIP Request Processing Software Solution for the Government of Canada.

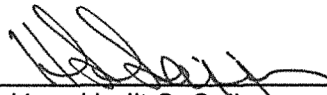
**Annex A**  
**Designation Order**

Pursuant to section 73 of the *Access to Information Act* and the *Privacy Act* (the "Acts"), The Minister of National Defence, as the head of a government institution under these Acts, hereby designates the persons holding the following positions or the persons occupying those positions on an acting basis, to exercise all of the powers and perform the duties and functions of the head of a government institution under these Acts concerning non-public property and related or assigned services, programs and operations\*:

- (a) The Managing Director NPP/CEO of the Staff of the Non-Public Funds, Canadian Forces;
- (b) The Chief of Staff and Vice President Corporate Services; and
- (c) The National Manager Access to Information and Privacy Program

\*For greater certainty, this includes all non-public property vested in the commanders of units and other elements and in the Chief of the Defence Staff established under section 38 to 41 of the National Defence Act; all activities of the Staff of the Non-Public Funds, Canadian Forces; and all non-public property services, programs and operations including those public Alternative Service Delivery functions assigned to be executed under the non-public property framework.

Approved

  
\_\_\_\_\_  
The Hon. Harjit S. Sajjan, PC, OMM, MSM, CD, MP  
Minister of National Defence

21 Feb 17  
\_\_\_\_\_  
Date



**Annex B**  
**Statistical report**  
**on the *Access to Information Act***



## Statistical Report on the *Access to Information Act*

Name of institution: Canadian Forces Morale and Welfare Services

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

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

#### 1.1 Number of requests

	Number of Requests
Received during reporting period	10
Outstanding from previous reporting period	0
<b>Total</b>	10
Closed during reporting period	7
Carried over to next reporting period	3

#### 1.2 Sources of requests

Source	Number of Requests
Media	0
Academia	0
Business (private sector)	0
Organization	1
Public	7
Decline to Identify	2
<b>Total</b>	10

#### 1.3 Informal requests

Completion Time							
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	Total
0	0	0	0	0	0	0	0

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

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

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

## Section 3: Requests Closed During the Reporting Period

### 3.1 Disposition and completion time

Disposition of Requests	Completion Time							Total
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
All disclosed	0	0	0	0	0	0	0	0
Disclosed in part	0	1	0	0	0	0	0	1
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	3	2	1	0	0	0	0	6
Request transferred	0	0	0	0	0	0	0	0
Request abandoned	2	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Decline to act with the approval of the information Commissioner	0	0	0	0	0	0	0	0
<b>Total</b>	3	3	1	0	0	0	0	7

### 3.2 Exemptions

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

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

### 3.3 Exclusions

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

### 3.4 Format of information released

Paper	Electronic	Other
0	1	0

### 3.5 Complexity

#### 3.5.1 Relevant pages processed and disclosed

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
159	149	1

### 3.5.2 Relevant pages processed and disclosed by size of requests

Disposition	Less Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
All disclosed	0	0	0	0	0	0	0	0	0	0
Disclosed in part	0	0	1	159	0	0	0	0	0	0
All exempted	0	0	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	0	0	1	159	0	0	0	0	0	0

### 3.5.3 Other complexities

Disposition	Consultation Required	Assessment of Fees	Legal Advice Sought	Other	Total
All disclosed	0	0	0	0	0
Disclosed in part	0	0	0	0	0
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Request abandoned	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0
<b>Total</b>	0	0	1	0	0

### 3.6 Closed requests

#### 3.6.1 Number of requests closed within legislated timelines

	Requests closed within legislated timelines
Number of requests closed within legislated timelines	6
Percentage of requests closed within legislated timelines (%)	85.7

### 3.7 Deemed refusals

#### 3.7.1 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
1	0	0	0	1

#### 3.7.2 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	1	0	1
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
<b>Total</b>	0	1	1

### 3.8 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
<b>Total</b>	0	0	0

## Section 4: Extensions

#### 4.1 Reasons for extensions and disposition of requests

Disposition of Requests Where an Extension Was Taken	9(1)(a) Interference With Operations	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
All disclosed	0	0	0	0
Disclosed in part	0	0	0	0
All exempted	0	0	0	0
All excluded	0	0	0	0
No records exist	0	0	0	0
Request abandoned	0	0	0	0
<b>Total</b>	0	0	0	0

## 4.2 Length of extensions

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

## Section 5: Fees

Fee Type	Fee Collected		Fee Waived or Refunded	
	Number of Requests	Amount	Number of Requests	Amount
Application	1	\$5	0	\$0
Other fees	0	\$0	0	\$0
<b>Total</b>	1	\$5	0	\$0

## Section 6: Consultations Received From Other Institutions and Organizations

### 6.1 Consultations received from other Government of Canada institutions and organizations

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during reporting period	6	74	0	0
Outstanding from the previous reporting period	1	414	0	0
<b>Total</b>	7	488	0	0
Closed during the reporting period	7	488	0	0
Carried over to next reporting period	0	0	0	0

## 6.2 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	4	0	0	0	1	0	0	5
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	2	0	0	0	0	0	2
Other	0	0	0	0	0	0	0	0
<b>Total</b>	<b>4</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>7</b>

## 6.3 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	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
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

## Section 7: Completion Time of Consultations on Cabinet Confidences

### 7.1 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	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
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>



## 7.2 Requests with Privy Council Office

Number of Days	Fewer Than 100 Pages Processed		101–500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of 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
<b>Total</b>	0	0	0	0	0	0	0	0	0	0

## Section 8: Complaints and investigations

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

## Section 9: Court Action

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

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

### 9.2 Court actions on complaints received after June 21, 2019

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

**Section 10: Resources Related to the Access to Information Act**

**10.1 Costs**

Expenditures		Amount
Salaries		\$12,740
Overtime		\$0
Goods and Services		\$0
• Professional services contracts	\$0	
• Other	\$0	
<b>Total</b>		<b>\$12,740</b>

**10.2 Human Resources**

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	0.100
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	0.000
Students	0.000
<b>Total</b>	0.100

**Note:** Enter values to two decimal places.



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

Name of institution: Canadian Forces Morale and Welfare Services

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

### Section 1: Capacity to receive requests

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

	Number of weeks
Able to receive requests by mail	52
Able to receive requests by email	52
Able to receive requests through the digital request service	0

### Section 2: Capacity to process records

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

	No capacity	Partial capacity	Full capacity	Total
Unclassified paper records	0	0	52	52
Protected B paper records	0	0	52	52
Secret and Top Secret paper records	52	0	0	52

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

	No capacity	Partial capacity	Full capacity	Total
Unclassified electronic records	0	0	52	52
Protected B electronic records	0	0	52	52
Secret and Top Secret electronic records	52	0	0	52