



Annual Report on the Administration of the *Access to Information Act*

**Canadian Museum for Human Rights
2024-25**

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1. Introduction

The Canadian Museum for Human Rights (CMHR) is pleased to provide its annual report on the administration of the *Access to Information Act* (the “ATIA” or the “Act”) for the fiscal year 2024-25, as required under section 94 of the Act.

The ATIA is based on the following principles:

- government information should be made available to Canadians and permanent residents of Canada;
- exceptions to the right of access should be limited and specific;
- decisions on the disclosure of government information should be reviewed independently of government; and,
- this report will be submitted and tabled to Parliament

On February 11, 2008, the Government of Canada introduced legislation in Parliament to create the CMHR. The *Act to Amend the Museums Act* received Royal Assent on March 13, 2008. The legislation came into force on August 10, 2008, and the Government appointed the Museum’s first Board of Trustees on August 26, 2008.

The *Museums Act* establishes the mandate for the CMHR as follows:

“To explore the subject of human rights, with special but not exclusive reference to Canada, in order to enhance the public’s understanding of human rights, to promote respect for others and to encourage reflection and dialogue.”

The Museum’s public policy role is expressed in the preamble of the Act, which states each national museum:

- a) *“Plays an essential role, individually and together with other museums and like institutions, in preserving and promoting the heritage of Canada and all its peoples throughout Canada and abroad, and;*
- b) *in contributing to the collective memory and sense of identity of all Canadians; and, is a source of inspiration, research, learning and entertainment that belongs to all Canadians and provides, in both official languages, a service that is essential to Canadian culture and available to all.”*

The CMHR is governed by a Board of Trustees consisting of up to eleven members who are appointed by the Minister of Canadian Identity and Culture and Minister responsible for Official Languages with the approval of the Governor in Council. The Board is responsible for executing the CMHR's mission and providing strategic direction to and oversight of the activities of the CMHR. The Director is the Chief Executive Officer (CEO) of the CMHR and, under the direction of the Board, has control and management of the work and staff of the Museum. The Board of Trustees appoints the CEO of the Museum, with the approval of the Governor in Council.

The Museum did not have any non-operational ("paper") subsidiaries during this reporting period.

2. Organizational Structure

During the reporting period, the Access to Information and Privacy (ATIP) Secretariat was located within the People, Culture and Growth Division and reported to the Vice-President, People, Culture and Growth. The ATIP Secretariat was comprised of the ATIP Coordinator, the ATIP Officer, and the Administrative Coordinator.

On August 2024, the Museum filled the position of Manager of Organizational Reporting and Compliance, who also held the position of ATIP Coordinator. The ATIP Coordinator is responsible for administering the ATIA within the CMHR with a mandate to act on behalf of the CEO in ensuring compliance with legislation, regulations, and government policy and to create directives and standards in all matters relating to the Act.

The ATIP Officer, who also held the position of Policy and Compliance Specialist, plays a lead role in the administration of the ATIA by processing ATI requests and providing professional advice and training to CMHR employees.

Moreover, in February 2025, The Museum hired a permanent full-time Administrative Coordinator to support ATIP, Parliamentary Questions and compliance reporting processes. This has been a significant addition to the small department.

The CMHR also engages an external consultant who provides additional support with ATI requests, Privacy inquiries and the review of records. This support is needed mostly when the ATIP Secretariat is working on several ATI requests at the same time, while also fulfilling other duties, such as Parliamentary Inquiries and ATIP Policy-related tasks.

The ATIP Secretariat has general oversight of all proactive publications required under Part II of the Act. For a breakdown of the group(s) and/or position(s) responsible for meeting each applicable proactive publication requirement under Part 2 of the *Access to Information Act*, see the section "Proactive Publication under Part 2 of the ATIA".

The proactive publication requirements under Part II of the Act are overseen by the Director of Finance, who is supported by the ATIP Coordinator, as needed. Consequently, during this reporting period, the ATIP Secretariat continued working collaboratively with the Department of Finance by publishing its Travel and Hospitality Expenses reports on the Open Government platform.

The CMHR was not party to any service agreements under s. 96 of the Act during the reporting period.

3. Delegation Order

Pursuant to Section 95 of the ATIA, the Museum has delegated authority to the following persons for the 2024-25 fiscal year,

1. Access to Information and Privacy (ATIP) Coordinator
2. Vice-President, People, Culture and Growth

to exercise or perform all powers, duties and functions of the CEO under the Act insofar as they may be exercised or performed in relation to the CMHR. The delegation order for 2024-25 is appended.



CANADIAN MUSEUM FOR
HUMAN RIGHTS
MUSÉE CANADIEN POUR LES
DROITS DE LA PERSONNE

ACCESS TO INFORMATION ACT AND PRIVACY ACT DELEGATION ORDER

The Chief Executive Officer of the Canadian Museum for Human Rights, pursuant to section 95 of the *Access to Information Act* and section 73 of the *Privacy Act*, hereby designates the person holding the position set out in the schedule hereto, or the person occupying on an acting basis that position, to exercise the powers, duties and functions of the Chief Executive Officer as the head of the Canadian Museum for Human Rights, under the provisions of the Act and related regulations set out in the schedule opposite each position. This designation replaces all previous delegation orders.

Schedule

Position	<i>Access to Information Act</i> and Regulations	<i>Privacy Act</i> and Regulations
Access to Information and Privacy Coordinator	Full authority	Full authority
Vice President, People, Culture and Growth	Full authority	Full authority

Dated, at the City of Winnipeg, this July 18, 2024

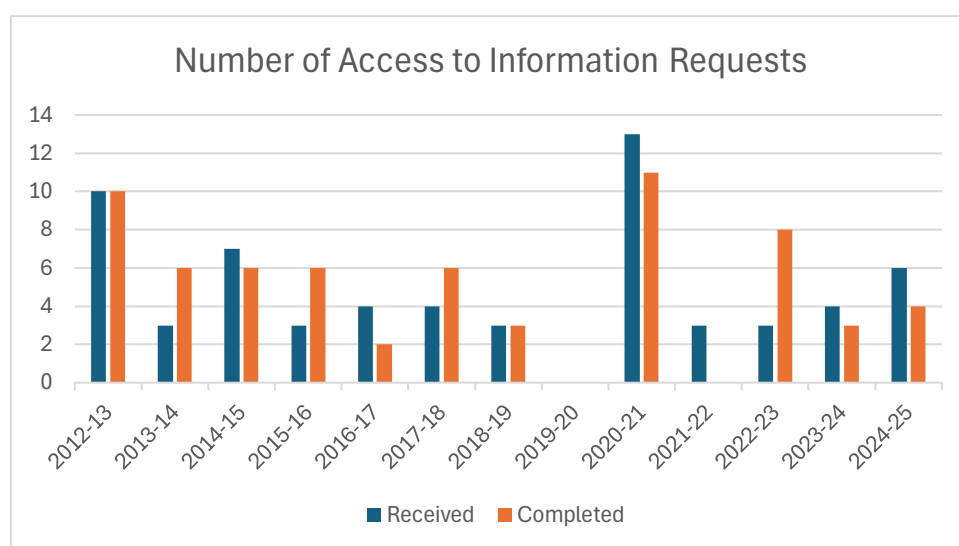
Chief Executive Officer

4. Performance under Part 1 of the *Access to Information Act*, 2024-25:

Requests

The CMHR received six new Access to Information (ATI) requests during this reporting period. Furthermore, the Museum requested extensions for five ATI requests under section 9(1)(a) of the Act because they required a search through a significant number of records. In addition, the Museum requested extensions for two ATI requests under section 9(1)(a) and (b) of Act due to the imminent interference with operations and the need to conduct third-party consultations which could not reasonably be completed within the original timeframe.

The chart below illustrates the number of requests received by the CMHR since 2012-13.



All ATI requests completed in 2024-25 required extensions and were completed outside of the legislated timeline. Four requests were completed in the fiscal year 2024-25. 50% of records were disclosed in part and 50% of records were completely disclosed. Two requests were completed within 31-60 days, and two requests were completed within 61-120 days. There is one active complaint as of the end of the fiscal year. There are three outstanding ATI requests from the 2024-25 year that, due to their large volume of information, required an extension beyond the legislated timeline and will be carried over to 2025-26.

Regarding the extensions established on the four ATI requests closed by the end of fiscal year 2024-25, the ATIP Secretariat applied section 9(1)(a) in two of the requests as they involved the review of a large number of records. Moreover, for the other two requests the ATIP Secretariat applied section 9(1)(b) as well as section 9 (1)(a) of the Act, as there was the need to conduct third party consultations.

In addition, the Museum had a higher-than-average number of informal requests this past fiscal year; sixteen in total. All informal requests were closed before the end of the fiscal year, including one outstanding informal request from 2022-23 which was delayed due to its complexity.

Consultations

On January 26, 2025, the Museum received one consultation from another institution, which was completed within the designated time frame.

5. Training and Awareness

The ATIP Secretariat continued their training efforts during this fiscal year and provided a comprehensive training session on *the Access to Information Act* and the *Privacy Act* for the Finance and Information Services teams. Moreover, they have continued building their training capacity by reconfiguring their training material to make it more suitable and crafted for each one of CMHR's team's needs. In addition, the ATIP Secretariat is working with the recruitment team to include a summarized version of this training as part of the onboarding process. In addition, they have provided their legal expertise in Privacy matters to members of the staff and the executive team at the Museum, on an as-needed basis.

6. Policies, Guidelines and Procedures

This fiscal year the Museum continued the systematic review of all the current policies, guidelines and procedures at the CMHR. The Museum conducted Discovery Sessions with representatives of the Leadership and Management groups, as well as staff. These had the purpose of identifying the key elements that this review should take into consideration, when evaluating the current policies, including the Information Management Policy. This policy review process will continue through 2026-27.

Furthermore, this year, the ATIP Secretariat saw an increase in informal requests for previously released ATI packages. Some of these packages were released several years ago and required a full re-review by the ATIP Secretariat prior to their disclosure. To minimize the operational impact of these requests, the Museum has reinforced its 2-year retention policy with respect to past ATI information packages. This limitation is now clearly defined on the CMHR's website.

7. Initiatives and Projects to Improve Access to Information

The CMHR is consistently looking for ways to improve its ATI practices, namely:

1. Addressing the knowledge gap across the institution on ATI responsibilities and requirements,
2. Ensuring ongoing compliance with the updates to the *Privacy Act* and,
3. Evaluating the possibility of voluntarily increasing the proactive disclosure to make additional types of information available to the public without filing a formal request.

During the 2024-25 fiscal year, the primary focus was on improving communication and the alignment of workflows between the ATIP Secretariat and the departments that they interact most with.

The Museum also finalized a working copy of a CMHR Generative Artificial Intelligence Directive that outlines acceptable uses of AI which adhere to the guidelines and parameters established by Treasury Board.

8. Summary of Key Issues and Actions Taken on Complaints

The CMHR received two complaints from the Office of the Information Commissioner (OIC) during the fiscal year 2024-25. The concern for both requests was the reasonableness of the length of the extension applied. In both cases, the ATIP Secretariat provided all the documentation necessary to the OIC and described the rationale for applying sections 9 (1)(a) and (b) of the ATIA. Consequently, one of the complaints was withdrawn and in the second instance, the OIC ceased to investigate, and the complaint was closed.

9. Proactive Publication under Part 2 of the ATIA

Legislative Requirement	Section of ATIA	Publication Timeline	Does requirement apply to your institution? (Y/N)	Internal group(s) or position(s) responsible for fulfilling requirement	% of proactive publication requirements published within legislated timelines*	Link to web page where published**
Apply to 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	Y	Department of Finance and ATIP Secretariat	100%	Government Travel Expenses
Hospitality Expenses	83	Within 30 days after the end of the month of reimbursement	Y	Department of Finance and ATIP Secretariat	100%	Hospitality Expenses
Reports tabled in Parliament	84	Within 30 days after tabling	Y	ATIP Secretariat	100%	https://humanrights.ca/about/governance-and-reports/access-to-information-and-privacy-act-annual-reports
Apply to 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	N/A	N/A	N/A	N/A
Grants & Contributions over \$25,000	87	Within 30 days after the quarter	N/A	N/A	N/A	N/A

Legislative Requirement	Section of ATIA	Publication Timeline	Does requirement apply to your institution? (Y/N)	Internal group(s) or positions(s) responsible for fulfilling requirement	% of proactive publication requirements published within legislated timelines*	Link to web page where published**
Packages of briefing materials prepared for new or incoming deputy heads or equivalent	88(a)	Within 120 days after appointment	N/A	N/A	N/A	N/A
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	N/A	N/A	N/A	N/A
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	N/A	N/A	N/A	N/A
Applies to 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	N/A	N/A	N/A	N/A
Apply to Ministers' Offices (therefore apply to any institution that performs proactive publication on behalf of a Minister's Office)						
Packages of briefing materials prepared by a government institution for new or incoming ministers	74(a)	Within 120 days after appointment	N/A	N/A	N/A	N/A
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	N/A	N/A	N/A	N/A
Package of question period	74(c)	Within 30 days after last sitting day				

Legislative Requirement	Section of ATIA	Publication Timeline	Does requirement apply to your institution? (Y/N)	Internal group(s) or positions(s) responsible for fulfilling requirement	% of proactive publication requirements published within legislated timelines*	Link to web page where published**
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		of the House of Commons in June and December	N/A	N/A	N/A	N/A
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	N/A	N/A	N/A	N/A
Travel Expenses	75	Within 30 days after the end of the month of reimbursement	N/A	N/A	N/A	N/A
Hospitality Expenses	76	Within 30 days after the end of the month of reimbursement	N/A	N/A	N/A	N/A
Contracts over \$10,000	77	Q1-3: Within 30 days after the quarter Q4: Within 60 days after the quarter	N/A	N/A	N/A	N/A
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	N/A	N/A	N/A	N/A

The CMHR is a government institution listed under Schedule III of the *Financial Administration Act*. The CMHR, through a ministerial directive, is required to proactively publish all travel, hospitality and conferences expenses.

10. Monitoring Compliance

As part of the regular monitoring protocol, the ATIP Secretariat prepares quarterly ATIP update reports for the Museum's leadership team. These reports include summaries of all the ATI requests that are being processed and the ones recently released.

The ATIP Secretariat carefully monitors the processes and related deadlines when processing an ATI request. ATIP Coordinator also monitors all proactive publication requirements on a monthly basis, under the supervision of Senior Leadership and updates are made as needed to maintain compliance with Part 2 of the *Access to Information Act*.

The Museum ensures the right of public access to information is upheld by including access and transparency clauses in all contracts, information-sharing agreements, and arrangements. These are reviewed by Legal Services and the ATIP Secretariat to ensure alignment with the ATIA. Furthermore, the CMHR developed a Legislative and Regulatory Compliance Report in 2024-25 which includes high-level reporting on proactive disclosures. This report is shared with the Audit and Finance Committee of the Board of Trustees on a quarterly basis.

Within this report, the ATIP Secretariat is responsible for the Information Management Section, which includes all the reports that are related to the ATIA and *Privacy Act*.

Application of the ATI and *Privacy Act* and the potential for disclosing corporate records is included as a standard term for all CMHR contracts and is also included on the general terms and conditions for CMHR suppliers.