

ANNUAL REPORT TO PARLIAMENT ON THE
ACCESS TO INFORMATION ACT
Public Service Health Care Plan Administration Authority
April 1, 2023 – March 31, 2024

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1. Introduction

1.1 The Access to Information Act

The *Access to Information Act* (the Act) and its Regulations give 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 report describes how the Federal Public Service Health Care Plan Administration Authority (the Administration Authority) fulfilled its access to information responsibilities during the reporting period of April 1, 2023, to March 31, 2024. The report has been prepared and will be tabled in Parliament in accordance with section 94 of the Access to Information Act.

1.2 The Federal Public Service Health Care Plan Administration Authority

The Federal Public Service Health Care Plan Administration Authority (the Administration Authority) is a corporation without share capital established under the authority of subsection 7.2(1) of the *Financial Administration Act* by letters patent issued by the President of the Treasury Board effective on May 1, 2007. Nine Directors and one Chairperson form its Board of Directors.

The Administration Authority is accountable to the Treasury Board of Canada and the Public Service Health Care Plan Partners Committee. The Partners Committee is composed of representatives of the employer, the portion of the National Joint Council of the Public Service which represents the employees, and an individual appointed by the National Joint Council who represents the pensioners.

The Administration Authority is charged with oversight of the Public Service Health Care Plan (the PSHCP). Its mandate is to ensure that benefits and services to members and their covered dependants, as defined in the PSHCP documentation, are delivered in a manner that ensures the effective and efficient administration of the PSHCP.

The PSHCP covers members who are federal public service employees, members of the Canadian Forces and the Royal Canadian Mounted Police (who can cover their dependants only), members of Parliament, federal judges, employees of a number of designated agencies and corporations, and persons receiving pension benefits based on service in one of these capacities, and members of the Veterans Affairs Canada client group, as well as eligible dependants of Plan members.

2. Organizational Structure

2.1 The Access to Information and Privacy Office

The Access to Information and Privacy (ATIP) Office within the Administration Authority is responsible for administering the *Access to Information Act*. During the period covered by this report, one full-time employee performed the administration of the Act on a part-time basis.

The ATIP Office:

- Develops corporate-wide access to information and privacy protocols, policies, procedures, and practices to guide employees and senior officials on ATIP-related matters;

- Responds to access to information and privacy requests and to the consultations received from other institutions;
- Produces Annual Reports to be tabled in Parliament by the President of the Treasury Board;
- Produces and maintains the organization's *Info Source* chapter;
- Ensures the organization meets each of its proactive publication requirement;
- Provides information about submission and completion of access to information requests on the Administration Authority website (www.pshcp.ca); and,
- Works with the Information Commissioner, the Privacy Commissioner, government departments and agencies, and other key stakeholders as required.

2.2 Service Agreements

The Administration Authority was not party to any service agreements under section 96 of the *Access to Information Act*.

2.3 Proactive Publication

The ATIP Office within the Administration Authority will be responsible for ensuring that each proactive publication requirement is met. The Directive on Proactive Publication under the Access to Information Act took effect on June 28, 2023, which is outside the period covered in this report.

3. Delegation Order

Delegation orders set out what powers, duties and functions apply for the administration of the *Access to Information Act*. These have been retained by the Chief Executive Officer (the CEO) of the Administration Authority acting as the head of the institution. The CEO oversees the administration of the Act within the Administration Authority and ensures compliance with it. The Communications Officer has been appointed as the Access to Information and Privacy (ATIP) Coordinator of the Administration Authority.

4. Performance

The Administration Authority's Statistical Report on the *Access to Information Act* and Supplemental ATIP Statistical Report are attached as an Appendix and cover the period between April 1, 2023, and March 31, 2024. Both reports have been validated by the Treasury Board of Canada Secretariat.

4.1 Requests under the Access to Information Act in 2023-2024

The Administration Authority received and processed 7 access-to-information requests during the period covered by this report. 100% of requests received during the period were responded to within legislated timelines.

Active requests and complaints

There were no active requests or complaints that were outstanding from previous reporting periods during the period covered by this report.

4.2 Multi-year Trends

The Administration Authority has received 25 access-to-information requests in the last five years. 23 of these were requested from members of the public, 1 from the private sector, and 1 from an organization. The records requested in 20 cases did not exist. Records for 2 cases were fully disclosed, while another 2 cases had records partially disclosed in accordance with the relevant sections of the Access to Information Act. Additionally, 1 request was redirected to another department.

4.3 Requests closed during the reporting period

Disposition and completion time

Not applicable.

Exemptions

Not applicable.

Exclusions

Not applicable.

Format, complexity and deemed refusals:

Not applicable.

Translations

There were no translations required to respond to access requests during the period covered by this report.

4.4 Extensions

There were no requests that required an extension during the period covered by this report.

4.5 Consultations received from other institutions and organizations

The Administration Authority did not receive any requests for consultations from other institutions or organizations during the reporting period.

4.6 Complaints and Investigations

The Administration Authority received 1 complaint about an access to information request during the period covered by this report. The Administration Authority verified the request and responded to the corresponding party with the proper documentation. No further action was taken, and the case has been closed.

4.7 Percentage of records “all disclosed” and “disclosed in part”

There were 3 requests for which records were “all disclosed” or “disclosed in part” during the period covered by this report. This demonstrates that 42.85% of all requests received were fully disclosed or disclosed in part.

5. Training and Awareness related to the Access to Information Act

No training occurred during the reporting period.

6. Policies, Guidelines, and Procedures

No new policies, guidelines or procedures related to the *Access to Information Act* were implemented during the reporting period.

7. Proactive Publication under Part 2 of the Access to Information Act

The Administration Authority is a government institution that is not listed in Schedule I, I.1 or II of the *Financial Administration Act*. The Administration Authority fulfilled its access to information responsibilities and prepared reports in accordance with section 94 of the *Access to Information Act*. The report was published on its website (<https://pshcp.ca/about-the-pshcp/atip/completed-access-to-information-requests/>) within 30 days after tabling.

8. Initiatives and Projects to Improve Access to Information

No initiatives or projects were implemented to improve access to information within the Administration Authority during the reporting period.

9. Summary of Key Issues and Actions Taken on Complaints

No complaints were received or concluded during the period covered by this report.

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

The Administration Authority is not listed in Schedules I, I.1 and II of Financial Administration Act, therefore it is not subject to the Service Fees Act.

11. Monitoring Compliance

The time taken to process access to information requests is documented on an individual basis by the staff members responsible for the file. The hours are compiled and tracked in a document used for year-end reporting purposes. Once a new request file is opened, the individual responsible for the file assesses the type of documentation being requested and the applicable records and provides an opinion to management as to whether time beyond the established 20-day response period may be required (e.g. for consultations with third parties or other government institutions). This assessment is conducted on a case-by-case basis.

Appendix

Statistical Report on the
ACCESS TO INFORMATION ACT
April 1, 2023 – March 31, 2024

And

Supplemental Statistical Report on the
ACCESS TO INFORMATION ACT
April 1, 2023 – March 31, 2024



Statistical Report on the Access to Information Act

Name of institution: Federal PSHCP Administration Authority

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		7
Outstanding from previous reporting periods		0
• Outstanding from previous reporting period	0	
• Outstanding from more than one reporting period	0	
Total		7
Closed during reporting period		7
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	7
Decline to Identify	0
Total	7

1.3 Channels of requests

Source	Number of Requests
Online	7
E-mail	0
Mail	0
In person	0
Phone	0
Fax	0
Total	7

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

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	1	0	0	0	0	0	1
Disclosed in part	0	2	0	0	0	0	0	2
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	0	4	0	0	0	0	0	4
Request transferred	0	0	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0
Total	0	7	0	0	0	0	0	7

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	1
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	16.4(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	Audio	
0	3	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
116	116	3

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	1	1	0	0	0	0	0	0	0	0
Disclosed in part	1	9	1	106	0	0	0	0	0	0
All exempted	0	0	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0	0	0
Total	2	10	1	106	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	7
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	0	\$0.00	0	\$0.00	0	\$0.00
Other fees	0	\$0.00	0	\$0.00	0	\$0.00
Total	0	\$0.00	0	\$0.00	0	\$0.00

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
1	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		\$600
Overtime		\$0
Goods and Services		\$0
• Professional services contracts	\$0	
• Other	\$0	
Total		\$600

11.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	0.010
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	0.000
Students	0.000
Total	0.010

Note: Enter values to three decimal places.



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

Name of institution: Federal PSHCP Administration Authority

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

Section 1: Open Requests and Complaints Under the *Access to Information Act*

1.1 Enter the number of open requests that are outstanding from previous reporting periods.

Fiscal Year Open Requests Were Received	Open Requests that are <i>Within</i> Legislated Timelines as of March 31, 2024	Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2024	Total
Received in 2023-24	0	0	0
Received in 2022-23	0	0	0
Received in 2021-22	0	0	0
Received in 2020-21	0	0	0
Received in 2019-20	0	0	0
Received in 2018-19	0	0	0
Received in 2017-18	0	0	0
Received in 2016-17	0	0	0
Received in 2015-16	0	0	0
Received in 2014-15 or earlier	0	0	0
Total	0	0	0

Row 11, Col. 3 of Section 1.1 must equal Row 7, Col. 1 of Section 1.1 of the 2023-24 Statistical Report on the *Access to Information Act*

1.2 Enter the number of open complaints with the Information Commissioner of Canada that are outstanding from previous reporting periods.

Fiscal Year Open Complaints Were Received by Institution	Number of Open Complaints
Received in 2023-24	1
Received in 2022-23	0
Received in 2021-22	0
Received in 2020-21	0
Received in 2019-20	0
Received in 2018-19	0
Received in 2017-18	0
Received in 2016-17	0
Received in 2015-16	0
Received in 2014-15 or earlier	0
Total	1

Section 2: Open Requests and Complaints Under the *Privacy Act*

2.1 Enter the number of open requests that are outstanding from previous reporting periods.

Fiscal Year Open Requests Were Received	Open Requests that are <i>Within</i> Legislated Timelines as of March 31, 2024	Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2024	Total
Received in 2023-24	0	0	0
Received in 2022-23	0	0	0
Received in 2021-22	0	0	0
Received in 2020-21	0	0	0
Received in 2019-20	0	0	0
Received in 2018-19	0	0	0
Received in 2017-18	0	0	0
Received in 2016-17	0	0	0
Received in 2015-16	0	0	0
Received in 2014-15 or earlier	0	0	0
Total	0	0	0

Row 11, Col. 3 of Section 2.1 must equal Row 7, Col. 1 of Section 1.1 of the 2023-24 Statistical Report on the *Privacy Act*

2.2 Enter the number of open complaints with the Privacy Commissioner of Canada that are outstanding from previous reporting periods.

Fiscal Year Open Complaints Were Received by Institution	Number of Open Complaints
Received in 2023-24	0
Received in 2022-23	0
Received in 2021-22	0
Received in 2020-21	0
Received in 2019-20	0
Received in 2018-19	0
Received in 2017-18	0
Received in 2016-17	0
Received in 2015-16	0
Received in 2014-15 or earlier	0
Total	0

Section 3: Social Insurance Number

Has your institution begun a new collection or a new consistent use of the SIN in 2023-24?	No
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Section 4: Universal Access under the *Privacy Act*

How many requests were received from foreign nationals outside of Canada in 2023-24?	0
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Row 1, Col. 1 of Section 4 must be equal to or less than R Section 1.1 of the 2023-24 Statistical Report on the *Privac*