



Canadian
human rights
commission

Commission
canadienne des
droits de la personne

*Info Source:
Sources of Federal Government and
Employee Information*

2017

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General Information

Info Source: Sources of Federal Government and Employee Information provides information about the functions, programs, activities and related information holdings of government institutions subject to the [Access to Information Act](#) and the [Privacy Act](#). It also provides employees of the government (current and former) and other individuals with relevant information to access personal information about themselves held by government institutions subject to the [Privacy Act](#) and to exercise their rights under the [Privacy Act](#).

The [Introduction](#) to *Info Source: Sources of Federal Government and Employee Information* and an [index of institutions](#) subject to the [Access to Information Act](#) and the [Privacy Act](#) are available on the Government of Canada website.

The [Access to Information Act](#) and the [Privacy Act](#) assign overall responsibility to the President of the Treasury Board (as the designated Minister) for the government-wide administration of the legislation.

Background

The [Canadian Human Rights Commission](#) (the Commission) was given its mandate with the passage in July 1977 of the [Canadian Human Rights Act](#). The Act became operative on March 1, 1978. The Commission's founding legislation inspires a vision for Canada in which "all individuals should have an opportunity equal with other individuals to make for themselves the lives that they are able and wish to have" free from discrimination. The Commission reports to Parliament through the Minister of Justice.

Responsibilities

The Commission leads the administration of the [Canadian Human Rights Act](#) (the CHRA) and monitors compliance with the [Employment Equity Act](#) (the EEA).

- [Vision](#)
- [About the Commission](#)
- [Our Mandate](#)

Please refer to the Commission's [Departmental Plan](#) and its [Departmental Results Report](#) for more information on specific plans and priorities.

Institutional Functions, Programs and Activities

Human Rights Program

This Program helps people and federally-regulated organizations understand and comply with the *Canadian Human Rights Act* and the *Employment Equity Act*. It is in compliance with the Paris Principles, a set of international standards which frame and guide the work of national human rights institutions. The Program promotes and protects human rights by developing and sharing knowledge, conducting audits, and provides access to human rights justice by processing complaints. It works collaboratively with people and organizations to conduct research, develop tools and policies, and raise awareness. It audits federally-regulated employers to ensure that they are providing equal opportunities to the four designated groups: women, Aboriginal peoples, persons with disabilities, and members of visible minorities. It screens, investigates and resolves human rights complaints, and decides whether they should go to a full legal hearing. It represents the public interest in legal cases to advance human rights in Canada.

Engagement and Advocacy

This core responsibility of the Commission includes providing a credible national voice for equality in Canada represented by the statement, “My Canada includes everyone”; promoting human rights in Canada by raising public awareness of human rights issues; and engaging civil society, governments, employers and the public in dialogue and action to advance human rights.

Discrimination - Prevention Initiatives and Liaison

Description: Information on contacts and activities with employers, unions and non-governmental organizations, and the provision of training.

Document Types: Memoranda and letters of understanding; review and analysis of prevention data; stakeholders’ reports and statistics; organizational profiles and policies; action plans; project plans; prevention initiatives; external and internal meetings/presentations; correspondence; Committees’ information and minutes; conference material; training and development; general train-the-trainer programs; course content and manuals; course evaluations and attendance; schedules and directives; co-operation and liaison generally with stakeholders; program forecasts; stakeholders’ visits and tours; prevention inquiries and consultations.

Record Number: CHRC DPP 020

- **Employer Advisory Council**

Description: This bank includes information on individuals who participate in the Employer Advisory Council that raises, examines, discusses and acts upon issues related to the prevention of discrimination in workplaces and services. This information consists of the participants’ names, their contact information and their signatures.

Class of Individuals: General public, participants, contractors and representatives of public and private organizations.

Purpose: The personal information is used to administer the raising, examining, discussing and acting upon issues related to the prevention of discrimination in

workplaces and service centres across Canada. It also allows for prevention-related matters, best practices, tools and resources to be communicated more broadly throughout various sectors via representatives from federally-regulated employers on the Employer Advisory Council.

Consistent Uses: The information is consistently used by the Commission to fulfill its mandate under the *Canadian Human Rights Act* and the *Employment Equity Act*. The personal information is used to maintain the membership of the Council and distribute related documentation. It is also used to evaluate this program activity and report the results to management.

Retention and Disposal Standards: The information in this bank has a ten (10) year retention period and is then transferred to Library and Archives Canada for archival purposes.

RDA Number: 2015/005

Related Record Number: CHRC DPP 020

TBS Registration: 20110497

Bank Number: CHRC PPU 020

- **Discrimination Prevention Forums**

Description: This bank includes information on individuals who participate in forums for raising, examining, discussing and acting upon issues related to the prevention of discrimination in workplaces and services. This information consists of the participants' names, contact information and the participants' signatures.

Class of Individuals: General public, participants and representatives of other governments, nationally and internationally.

Purpose: The personal information is used to obtain the views and opinions on various matters covered by the Commission's mandate and distribute related documentation.

Consistent Uses: The information is consistently used by the Commission to fulfill its mandate under the *Canadian Human Rights Act* and the *Employment Equity Act*. The personal information is used to administer these forums and distribute related documentation. It is also used to evaluate this program activity and report the results to management.

Retention and Disposal Standards: The information in this bank has a ten (10) year retention period and is then transferred to Library and Archives Canada for archival purposes.

RDA Number: 2015/005

Related Record Number: CHRC DPP 020

TBS Registration: 20110495

Bank Number: CHRC PPU 030

- **Discrimination Prevention Training**

Description: This bank includes information on individuals who participate in training for raising, examining, discussing and acting upon issues related to the prevention of discrimination in workplaces and services. This information consists of the participants' names, contact information and the participants' signatures.

Class of Individuals: General public, participants and representatives of other governments, nationally and internationally.

Purpose: The personal information is used to establish an inventory of registrants and distribute related documentation.

Consistent Uses: The information is consistently used by the Commission to fulfill its mandate under the *Canadian Human Rights Act* and the *Employment Equity Act*. The personal information is used to administer these training sessions and distribute related documentation. It is also used to evaluate this program activity and report the results to management.

Retention and Disposal Standards: The information in this bank has a ten (10) year retention period and is then transferred to Library and Archives Canada for archival purposes.

RDA Number: 2015/005

Related Record Number: CHRC DPP 020

TBS Registration: 20110496

Bank Number: CHRC PPU 040

Discrimination - Special Programs and Arrangements

Description: Documentation, correspondence and information on special programs, plans or arrangements undertaken by federally-regulated employers or service providers; also, Commission policies on the application of the *Canadian Human Rights Act* to Special Programs and Arrangements.

Document Types: Policies and procedures of the Commission, provincial human rights commissions, foreign governments and agencies, contract compliance, consultants; special programs related to employment including studies and research, federal departments, Crown corporations and agencies, chartered banks, communications organizations, land transportation organizations, air transportation organizations, navigation organizations, manufacturing industries, employee associations; special programs related to services in federal departments, Crown corporations and agencies, chartered banks.

Record Number: CHRC DPP 030

Human Rights Maturity Model (HRMM)

Description: A model designed to help organizations integrate the legislative requirements of the CHRA and EEA into their businesses. It helps them foster self-sustaining human rights cultures and going above and beyond legislative requirements. Organizations that implement the HRMM are encouraged to review their human resources functions (e.g., accommodation,

employment equity, labour relations) in relation to human rights issues.

Document Types: Policies; implementation guide; fact sheets; strategic documents; performance management framework; performance indicators; memoranda of understanding (MOU); validation; online application; requests for information.

Record Number: CHRC DPP 040

Human Rights Legal Advice Research

Description: Information on the administration of and on matters encountered in dealing with the Human Rights Program, excluding human rights complaint cases.

Document Types: Legal advice and opinions on human rights matters.

Record Number: CHRC DPP 050

Knowledge - Research and Dissemination

Description: Information, data, and research to enrich understanding and analysis of issues; information, data, and research to support the development of reports, guides and policies, presentations, projects and strategic initiatives; tools to help prevent and resolve discrimination; presentations to communities and organizations; submissions to parliamentary and international committees and bodies; etc.

Document Types: Correspondence; research reports; policies, guides or tools; documents on policy and project presentations; briefings and presentation decks; speeches; reports; records on engagement with stakeholders such as other Commissions, Aboriginal organizations, international organizations, non-governmental organizations and other organizations working in the area of human rights. Knowledge products may include publications, speeches, etc. Research reports, policies and guides/tools may be posted on the Commission's web site.

Record Number: CHRC KNO 010

Canadian Human Rights Complaints

This core responsibility of the Commission provides people in Canada with a mechanism to file and resolve human rights complaints and remedies for victims of discrimination; reduce instances of systemic discrimination; and represent the public interest in legal cases to advance human rights in Canada.

Complaints Dispute Resolution - Human Rights

Description: Information on human rights and discrimination of a general nature; *Canadian Human Rights Act* amendments; committees; conferences.

Document Types: Human rights; discrimination; *Canadian Human Rights Act* amendments; government and non-government organizations; accessibility standards; adaptation plans; committees - general; government and non-government organizations; conferences.

Record Number: CHRC DRP 010

- **Complaints Received Under the Canadian Human Rights Act, Part III**

Description: This bank consists of material related to complaints filed by individuals or groups dealing with allegations of discrimination in employment or in the provision of service on the grounds of race, national or ethnic origin, colour, religion, age, sex, sexual orientation, gender identity or expression, marital status, family status, genetic discrimination, disability, and conviction for an offence for which a pardon has been granted or in respect of which a record suspension has been ordered; equal pay; with complaints received because of threats or intimidation subsequent to having filed a complaint of discrimination. It contains statements from individuals and/or groups, correspondence with and reports about complainants, respondents, and witnesses dealing with a complaint and other facts relevant to the processing of the complaint (i.e., intake, investigation and/or mediation).

Class of Individuals: General public, complainants, respondents, witnesses.

Purpose: The purpose of this bank is to record, enquire into and resolve complaints of discrimination in connection with the application of Part III of the *Canadian Human Rights Act*, and where necessary to provide evidence for the hearing of a complaint by the Canadian Human Rights Tribunal, the Federal Court of Canada and/or the Supreme Court of Canada.

Consistent Uses: The information is used by the Commission to fulfill its mandate under the *Canadian Human Rights Act*, as well as for research, planning, evaluation and statistical purposes, education, and prevention.

Retention and Disposal Standards: The information in this bank has a ten (10) year retention period and then transferred to Library and Archives Canada for archival purposes.

RDA Number: 2003/004, 90/006

Related Record Number: CHRC DRP 010

TBS Registration: 001504

Bank Number: CHRC PPU 005

Human Rights Litigation

Description: Information on the administration of legal matters relating to complaints brought to the Commission's attention.

Document Types: Civil proceedings by or against the Crown as represented by the Commission; court documents.

Record Number: CHRC DRP 020

- **Litigation Data**

Description: Information on legal proceedings of specific complaints of discrimination before the Canadian Human Rights Tribunal, courts or other administrative tribunals. The personal information retained in this bank originates from the cases processed by the Commission. It may include the name, address and other personal identifiers of the

individuals as well as factual information that may lead to the identification of the individuals involved directly or indirectly in these cases.

Class of Individuals: General public, complainants, respondents, witnesses.

Purpose: The information in this bank enables the Commission's Legal Services to carry out their mandate in proceedings before tribunals and the courts. It also serves as a warehouse of legal information in these matters. The personal information retained serves to relate the legal position developed by the Commission to the pertinent individual(s) and case(s).

Consistent Uses: The information is consistently used by the Commission to fulfill its mandate under the *Canadian Human Rights Act* and the *Employment Equity Act*.

Retention and Disposal Standards: Information in this bank is retained for 10 years and is then eligible for destruction or transfer to Library and Archives Canada for archival purposes.

RDA Number: 2003/004, 90/006

Related Record Number: CHRC DRP 020

TBS Registration: 001505

Bank Number: CHRC PPU 010

Employment Equity Audits

This core responsibility of the Commission ensures employer compliance with employment equity statutory requirements; and encourages employers to identify barriers to employment and implement best practices to eliminate gaps in the representation of women, visible minority groups, aboriginal peoples and persons with disabilities.

Employment Equity Audits

Description: Information on the conduct of audits of federally-regulated employers in the private sector and federal government departments to ensure that they comply with the *Employment Equity Act*.

Document Types: Employment equity audit reports; Employment equity status reports; Notification letter for an audit; Letter requiring undertakings, following an audit assessment; policies and procedures relating to Employment Systems in federal departments, Crown corporations and agencies, and federally-regulated private sector organizations, and information relating to employment policies and practices of federally-regulated and provincially-regulated employers; Commission policies on the application of the *Canadian Human Rights Act* to employment policies and practices (i.e., Employment Systems); labour market availability of designated groups; employment systems and practices; compliance standards and assessment factors for audits; compliance audit reports; positive and special measures supporting employment equity; enforcement procedures; recommendations for legislative changes to the *Employment Equity Act*; correspondence.

Record Number: CHRC DPP 010

Internal Services

Internal Services are groups of related activities and resources that are administered to support the needs of programs and other corporate obligations of an organization. These groups are: Management and Oversight Services; Communications Services; Legal Services; Human Resources Management Services; Financial Management Services; Information Management Services; Information Technology Services; Real Property Services; Materiel Services; Acquisition Services; and Travel and Other Administrative Services. Internal Services include only those activities and resources that apply across an organization and not to those provided specifically to a program.

Acquisitions

Acquisition Services involve activities undertaken to acquire a good or service to fulfill a properly completed request (including a complete and accurate definition of requirements and certification that funds are available) until entering into or amending a contract.

- **Procurement and Contracting Class of Record**
 - Professional Services Contracts Personal Information Bank

Communications Services

Communications Services involve activities undertaken to ensure that Government of Canada communications are effectively managed, well-coordinated and responsive to the diverse information needs of the public. The communications management function ensures that the public – internal or external – receives government information, and that the views and concerns of the public are taken into account in the planning, management and evaluation of policies, programs, services and initiatives.

- **Communications Class of Record**
 - Internal Communications Personal Information Bank
 - Public Communications Personal Information Bank_

Financial Management

Financial Management Services involve activities undertaken to ensure the prudent use of public resources, including planning, budgeting, accounting, reporting, control and oversight, analysis, decision support and advice, and financial systems.

- **Financial Management Class of Record**
 - Accounts Payable Personal Information Bank
 - Accounts Receivable Personal Information Bank
 - Acquisition Cards Personal Information Bank

Human Resources Management

Human Resources Management Services involve activities undertaken for determining strategic direction, allocating resources among services and processes, as well as activities relating to analyzing exposure to risk and determining appropriate countermeasures. They ensure that the service operations and programs of the federal government comply with applicable laws, regulations, policies, and/or plans.

- **Awards (Pride and Recognition) Class of Record**
 - Recognition Program Personal Information Bank
- **Classification of Positions Class of Record**
 - Staffing Personal Information Bank

- **Compensation and Benefits Class of Record**
 - Attendance and Leave Personal Information Bank
 - Pay and Benefits Personal Information Bank
- **Employment Equity and Diversity Class of Record**
 - Employment Equity and Diversity Personal Information Bank
- **Hospitality Class of Record**
 - Hospitality Personal Information Bank
- **Human Resources Planning Class of Record**
 - Human Resources Planning Personal Information Bank
 - Workplace Day Care Personal Information Bank
- **Labour Relations Class of Record**
 - *Canadian Human Rights Act* – Complaints Personal Information Bank
 - Discipline Personal Information Bank
 - Grievances Personal Information Bank
 - Harassment Personal Information Bank
 - Internal Disclosure of Wrongdoing in the Workplace Personal Information Bank
 - Values and Ethics Code for the Public Service Personal Information Bank
- **Occupational Health and Safety Class of Record**
 - Employee Assistance Personal Information Bank
 - Harassment Personal Information Bank
 - Occupational Health and Safety Personal Information Bank
 - Vehicle, Ship, Boat and Aircraft Accidents Personal Information Bank
- **Official Languages Class of Record**
 - Official Languages Personal Information Bank
- **Performance Management Reviews Class of Record**
 - Discipline Personal Information Bank
 - Performance Management Reviews Personal Information Bank
- **Recruitment and Staffing Class of Record**
 - Applications for Employment Personal Information Bank
 - Employee Personnel Record Personal Information Bank
 - EX Talent Management Personal Information Bank
 - Personnel Security Screening Personal Information Bank
 - Staffing Personal Information Bank
 - Values and Ethics Code for the Public Service Personal Information Bank
- **Relocation Class of Record**
 - Relocation Personal Information Bank
- **Training and Development Class of Record**
 - Training and Development Personal Information Bank

Information Management

Information Management Services involve activities undertaken to achieve efficient and effective information management to support program and service delivery; foster informed decision-making; facilitate accountability, transparency, and collaboration; and preserve and ensure access to information and records for the benefit of present and future generations.

- **Information Management Class of Record**
 - Library Services Personal Information Bank

Information Technology

Information Technology Services involve activities undertaken to achieve efficient and effective use of information technology to support government priorities and program delivery, to increase productivity, and to enhance services to the public.

- **Information Technology Class of Record**
 - Electronic Network Monitoring Personal Information Bank

Legal Services

Legal services involve activities undertaken to enable government departments and agencies to pursue policy, program and service delivery priorities and objectives within a legally sound framework.

- **Legal Services Class of Record**

Management and Oversight Services

Management and Oversight Services involve activities undertaken for determining strategic direction, and allocating resources among services and processes, as well as those activities related to analyzing exposure to risk and determining appropriate countermeasures. They ensure that the service operations and programs of the federal government comply with applicable laws, regulations, policies, and/or plans.

- **Co-operation and Liaison Class of Record**
 - *Lobbying Act* Requirements Personal Information Bank
 - Outreach Activities Personal Information Bank
- **Executive Services Class of Record**
 - Executive Correspondence Personal Information Bank
- **Internal Audit and Evaluation Class of Record**
 - Evaluation Personal Information Bank
 - Internal Audit Personal Information Bank
- **Planning and Reporting Class of Record**

Material

Material Services involve activities undertaken to ensure that material can be managed by departments in a sustainable and financially responsible manner that supports the cost-effective and efficient delivery of government programs.

- **Material Management Class of Record**
 - Vehicle, Ship, Boat and Aircraft Accidents Personal Information Bank

Real Property

Real Property Services involve activities undertaken to ensure real property is managed in a sustainable and financially responsible manner, throughout its life cycle, to support the cost-effective and efficient delivery of government programs.

- **Real Property Management Class of Record**

Travel and Other Administrative Services

Travel and Other Administrative Services include Government of Canada travel services, as well as those other internal services that do not smoothly fit with any of the internal services categories.

- **Access to Information and Privacy Class of Record**
 - Access to Information and Privacy Requests Personal Information Bank
- **Administrative Services Class of Record**
 - Parking Personal Information Bank
- **Boards, Committees and Council Class of Record**
 - Governor in Council Appointments Personal Information Bank
 - Members of Boards, Committees and Councils Personal Information Bank
- **Business Continuity Planning Class of Record**
 - Business Continuity Planning Personal Information Bank
- **Disclosure to Investigative Bodies Class of Record**
 - Disclosure to Investigative Bodies Personal Information Bank
- **Proactive Disclosure Class of Record**
 - Hospitality Personal Information Bank
 - Travel Personal Information Bank
- **Security Class of Record**
 - Identification and Building-Pass Cards Personal Information Bank
 - Internal Disclosure of Wrongdoing in the Workplace Personal Information Bank
 - Personnel Security Screening Personal Information Bank
 - Security Incidents Personal Information Bank
 - Security Video Surveillance and Temporary Visitor Access Control Logs and Building Passes Personal Information Bank
- **Travel Class of Record**
 - Travel Personal Information Bank

Classes of Personal Information

Classes of personal Information describe personal information that is not used for administrative purposes or is not intended to be retrievable by personal identifiers, for example, unsolicited opinions, correspondence, etc. This category is included to ensure that institutions account for all personal information they hold.

Complaints Dispute Resolution

Personal Information may be accumulated in the course of dealing with dispute resolution matters not related to specific cases of allegations of discrimination in employment. Such personal information may include an individual's name, location, employment data, views or opinions of the individual or about the individual, etc. This personal information is not kept using the name of individuals or other personal identifiers. It is normally retrievable only if specifics are provided concerning research related to the duties and responsibilities of the Commission. The retention periods for this class of personal information are controlled by the retention schedules of the files in which they are stored.

Employment Equity Audits

Personal Information may be accumulated in the course of conducting audit activities. Such personal information may include an individual's race, national or ethnic origin, colour, religion, age, sexual orientation or marital status, views or opinions of another individual about the individual, etc. This personal information is not kept using the name of individuals or other personal identifiers. It is normally retrievable only if specifics are provided concerning research related to the duties and responsibilities of the Commission. The retention periods for this class of personal information are controlled by the retention schedules of the files in which they are stored.

Human Rights Awareness

Personal Information may be accumulated in the course of conducting prevention and research activities in matters dealing with human rights. Such personal information may include an individual's race, national or ethnic origin, colour, religion, age, sex, sexual orientation gender identity or expression, marital status, family status, genetic discrimination, disability, and conviction for an offence for which a pardon has been granted or in respect of which a record suspension has been ordered, views or opinions of another individual about the individual, etc. This personal information is not kept using the name of individuals or other personal identifiers. It is normally retrievable only if specifics are provided concerning research related to the duties and responsibilities of the Commission. The retention periods for this class of personal information are controlled by the retention schedules of the files in which they are stored.

Manuals of the Commission

- *Canadian Human Rights Commission Intake Guidance Manual*
- *Dispute Resolution Operating Procedures*
- *Employment Equity Compliance Audit Manual*
- *Guidance for Dealing with Complaints under the Canadian Human Rights Act*
- *Policy and Procedures Manual*

Please note that the Commission is currently in the process of updating its manuals.

Additional Information

Contact Information

Please see the [Introduction](#) to the *Info Source: Sources of Federal Government and Employee Information* publication for information on access procedures under the provisions of the *Access to Information Act* and the *Privacy Act*. You may also contact the Commission's ATIP Office by sending an [email](#).

Mailing your Request

To make a request by mail, please complete either the [Access to Information Request Form \(TBC/CTC 350-57\)](#) or the [Personal Information Request Form \(TBC/CTC 350-58\)](#), or include a letter indicating that your request is made in accordance with the *Access to Information Act* or the *Privacy Act* and describe the information you are seeking. Please include relevant details to help the ATIP Office find the information you are requesting. Mail your request to:

Access to Information and Privacy Office
Canadian Human Rights Commission
Canada Building
344 Slater Street, 8th Floor
Ottawa, Ontario K1A 1E1

A \$5 application fee applies to Access to Information requests only. There is no fee for requests for personal information.

For additional information about the programs and activities of the Canadian Human Rights Commission, please contact:

Communications Branch
Canadian Human Rights Commission
Canada Building
344 Slater Street, 8th Floor
Ottawa, Ontario K1A 1E1
Telephone: 613-995-1151
Facsimile: 613-996-9661
Toll-free: 1-888-214-1090
TTY: 1-888-643-3304
Internet: www.chrc-ccdp.ca
E-mail: info.com@chrc-ccdp.ca

Completed Access to Information Requests

The Government of Canada encourages the release of information through informal requests. Records released in response to completed *Access to Information Act* requests processed by the Commission can be obtained informally. A list of the summaries of completed requests is available on the [Open Government portal](#).

Reading Room

In accordance with the *Access to Information Act* and the *Privacy Act*, the applicant may wish to review material in person on the premises of the Commission. The address is:

Canadian Human Rights Commission
Canada Building
344 Slater Street, 8th Floor
Ottawa, Ontario
Telephone: 613-943-8950
Toll-free: 1-888-214-1090

Individuals interested in visiting the reading room must phone ahead to make an appointment.