

THE VISION OF A MODERN AND EFFECTIVE REGULATOR

2022

STATISTICAL REPORT



Information and Privacy
Commissioner of Ontario

Commissaire à l'information et à la
protection de la vie privée de l'Ontario

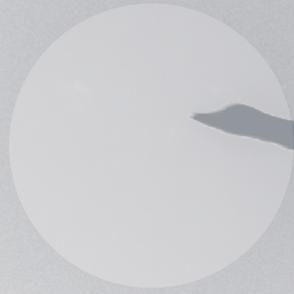




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Requests by the public under FIPPA/MFIPPA

There were 58,461 freedom of information (FOI) requests filed across Ontario in 2022, above a 5 per cent increase over 2021, when 55,578 were filed.

Total FOI requests filed by jurisdiction and records type

	Personal information	General records	Total
Municipal	18,309	15,101	33,410
Provincial	8,900	16,151	25,051
Total	27,209	31,252	58,461

Total FOI requests completed by jurisdiction and records type

	Personal information	General records	Total
Municipal	17,866	14,949	32,815
Provincial	8,426	20,709	29,135
Total	26,292	35,658	61,950

Total FOI requests completed by source and jurisdiction

Source	Municipal	Provincial	Total
Individual/public	20,459	5,701	26,160
Individual by agent	6,549	5,659	12,208
Business	3,323	16,181	19,504
Academic/researcher	158	165	323
Association/group	453	404	857
Media	379	717	1,096
Government (all levels)	1,031	171	1,202
Other	463	137	600
Total	32,815	29,135	61,950

Outcome of requests by jurisdiction

Source	Municipal	Provincial	Total
All information disclosed	7,051	7,201	14,252
Information disclosed in part	17,331	9,705	27,036
No information disclosed	3,841	2,164	6,005
No responsive records exist	2,822	8,364	11,186
Request withdrawn, abandoned or non-jurisdictional	1,903	1,728	3,631
Total	32,948	29,162	62,110

Total fees collected and waived by jurisdiction

	Municipal	Provincial	Total
Total application fees collected	\$172,754.44	\$75,032.40	\$247,786.84
Total additional fees collected	\$312,563.56	\$113,276.71	\$425,840.27
Total	\$485,318.00	\$188,309.11	\$673,627.11
Total fees waived	\$55,911.75	\$22,215.47	\$78,127.22

Average cost of municipal requests

	2018	2019	2020	2021	2022
Personal information	\$10.37	\$9.50	\$8.66	\$7.62	\$6.92
General records	\$22.20	\$26.05	\$23.61	\$24.86	\$24.23

Average cost of provincial requests

	2018	2019	2020	2021	2022
Personal information	\$14.31	\$9.76	\$7.90	\$6.37	\$5.02
General records	\$30.74	\$38.50	\$59.73	\$36.26	\$13.18

Provincial compliance

Overall provincial compliance:



Provincial institutions that received the most requests in 2022

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Ministry of the Environment, Conservation and Parks	8,873	13,765	2,385	17.3	18.3	10,330	75
Ministry of the Solicitor General	6,455	5,968	5,159	86.4	93.9	206	3.5
Ministry of Children, Community and Social Services	3,219	3,115	2,626	84.3	86.5	64	2.1
Ministry of Labour, Immigration, Training and Skills Development	1,238	1,234	1,114	90.3	95.7	27	2.2
Ministry of Transportation	649	550	405	73.6	83.5	87	15.8
Ministry of Public and Business Service Delivery	503	583	434	74.4	84	96	16.5
Ministry of the Attorney General	472	393	355	90.3	96.9	7	1.8
Workplace Safety and Insurance Board	365	401	322	80.3	99.5	41	10.2
Ministry of Health	344	372	195	52.4	85.5	72	19.4
Ministry of Education	138	156	95	60.9	99.4	15	9.6

* Including Notice of Extension, section 27(1) and Notice to Affected Persons, section 28(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

Response rate compliance (provincial institutions except colleges, universities, and hospitals)

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Ministry of the Environment, Conservation and Parks	8,873	13,765	2,385	17.3	18.3	10,330	75
Ministry of the Solicitor General	6,455	5,968	5,159	86.4	93.9	206	3.5
Ministry of Children, Community and Social Services	3,219	3,115	2,626	84.3	86.5	64	2.1
Ministry of Labour, Immigration, Training and Skills Development	1,238	1,234	1,114	90.3	95.7	27	2.2
Ministry of Transportation	649	550	405	73.6	83.5	87	15.8
Ministry of Public and Business Service Delivery	503	583	434	74.4	84	96	16.5
Ministry of the Attorney General	472	393	355	90.3	96.9	7	1.8
Workplace Safety and Insurance Board	365	401	322	80.3	99.5	41	10.2
Ministry of Health	344	372	195	52.4	85.5	72	19.4
Ministry of Municipal Affairs and Housing	188	91	51	56	72.5	28	30.8
The Cabinet Office	172	145	106	73.1	92.4	24	16.6
Ministry of Education	138	156	95	60.9	99.4	15	9.6
Ministry of Natural Resources and Forestry	135	130	66	50.8	72.3	20	15.4
Ministry of Colleges and Universities	111	109	89	81.7	100	5	4.6
Ministry of Finance	107	89	60	67.4	93.3	12	13.5
LCBO	87	79	72	91.1	98.7	3	3.8
Metrolinx	75	108	47	43.5	99.1	29	26.9
Pay Equity Commission	62	62	62	100	100	0	0
Legal Aid Ontario	57	57	36	63.2	80.7	3	5.3
Ministry of Agriculture, Food and Rural Affairs	45	46	31	67.4	91.3	6	13
Ontario Human Rights Commission	45	45	44	97.8	100	0	0
Ontario Lottery and Gaming Corporation	45	44	36	81.8	93.2	2	4.5
Treasury Board Secretariat	42	36	28	77.8	97.2	2	5.6
Infrastructure Ontario	40	36	11	30.6	97.2	8	22.2
Ministry of Mines	36	37	16	43.2	43.2	7	18.9
Ministry of Long-Term Care	35	38	21	55.3	81.6	8	21.1
Ministry of Economic Development, Job Creation and Trade	29	28	15	53.6	96.4	4	14.3
Ontario Power Generation Inc.	29	25	21	84	100	1	4

Response rate compliance (provincial institutions except colleges, universities, and hospitals) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Ontario Securities Commission	28	23	9	39.1	91.3	5	21.7
Ministry of Indigenous Affairs	26	12	8	66.7	83.3	3	25
Ministry of Tourism, Culture and Sport	25	25	14	56	84	2	8
Financial Services Regulatory Authority of Ontario	25	20	11	55	100	1	5
Landlord and Tenant Board	24	23	17	73.9	95.7	0	0
Ontario Health	24	20	12	60	100	0	0
Ontario Parole Board	20	20	20	100	100	0	0
Ministry of Energy	19	23	11	47.8	100	7	30.4
The Niagara Parks Commission	19	18	18	100	100	0	0
Ministry of Infrastructure	16	9	6	66.7	88.9	1	11.1
Ministry of Citizenship and Multiculturalism	15	14	9	64.3	85.7	2	14.3
Independent Electricity System Operator	12	12	5	41.7	91.7	3	25
Licence Appeal Tribunal	9	9	3	33.3	100	0	0
Human Rights Tribunal of Ontario	8	7	5	71.4	71.4	1	14.3
Niagara Escarpment Commission	8	7	1	14.3	71.4	0	0
Ontario Agency for Health Protection and Promotion	7	6	4	66.7	100	1	16.7
Patient Ombudsman	6	6	3	50	100	0	0
Ontario Creates	6	4	4	100	100	0	0
Ministère des Affaires francophones	5	7	4	57.1	100	2	28.6
Ministry for Seniors and Accessibility	5	6	6	100	100	0	0
ORNGE	5	5	2	40	80	0	0
Ontario Clean Water Agency	5	5	3	60	60	2	40
Skilled Trades Ontario	5	5	5	100	100	0	0
Ministry of Intergovernmental Affairs	4	6	4	66.7	100	1	16.7
Ontario Energy Board	4	4	0	0	100	1	25
Ministry of Northern Development	3	3	1	33.3	33.3	1	33.3
St. Joseph's Villa	3	3	3	100	100	0	0
Workplace Safety and Insurance Appeals Tribunal	3	3	3	100	100	0	0
Ontario Arts Council Conseil des arts de l'Ontario	2	2	2	100	100	0	0
Ontario Northland Transportation Commission	2	2	2	100	100	0	0

Response rate compliance (provincial institutions except colleges, universities, and hospitals) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Social Benefits Tribunal	2	2	1	50	100	0	0
St. Lawrence Parks Commission	2	2	0	0	100	0	0
Central East Local Health Integration Network	2	1	0	0	100	0	0
Ontario Civilian Police Commission	2	1	0	0	100	0	0
CSPNE	1	1	1	100	100	0	0
Central Local Health Integration Network	1	1	0	0	100	0	0
Consent and Capacity Board	1	1	1	100	100	0	0
Home and Community Care Support Services Hamilton Niagara Haldimand Brant	1	1	0	0	100	0	0
Home and Community Care Support Services Erie St. Clair	1	1	0	0	100	0	0
Home and Community Care Support Services Central West	1	1	0	0	100	0	0
Home and Community Care Support Services Champlain (previously Champlain LHIN)	1	1	0	0	100	0	0
Home and Community Care Support Services North West	1	1	0	0	100	0	0
Home and Community Care Support Services South West	1	1	0	0	100	0	0
Ministry of Legislative Affairs	1	1	1	100	100	0	0
Mississauga Halton Local Health Integrated Network	1	1	0	0	100	0	0
North East Local Health Integration Network	1	1	0	0	100	0	0
North Simcoe Muskoka Local Health Integration Network	1	1	0	0	100	0	0
Ontario Geographic Names Board	1	1	1	100	100	0	0
Ontario Heritage Trust	1	1	0	0	100	0	0
Ontario Place Corporation	1	1	0	0	100	0	0
Ontario Trillium Foundation	1	1	1	100	100	0	0
South East Local Health Integration Network	1	1	0	0	100	0	0
Toronto Central Local Health Integration Network	1	1	0	0	100	0	0
Villa St Gabriel Villa	1	1	1	100	100	0	0

Response rate compliance (provincial institutions except colleges, universities, and hospitals) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Waterloo Wellington Local Health Integration Network	1	1	0	0	100	0	0
Northern Ontario School of Medicine University	1	0	0	0	0	0	0
Ontario Cannabis Retail Corporation	0	7	0	0	0	7	100
Total	23,969	28,085	14,104	50.2	55.5	11,147	39.7

* Including Notice of Extension, section 27(1) and Notice to Affected Persons, section 28(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

Response rate compliance (hospitals)

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
London Health Sciences Centre	27	29	15	51.7	79.3	2	6.9
Chatham-Kent Health Alliance	26	24	24	100	100	0	0
The University Health Network	24	24	19	79.2	79.2	0	0
Kingston Health Sciences Centre	24	23	23	100	100	0	0
William Osler Health System	23	21	17	81	100	0	0
Royal Victoria Regional Health Centre	22	22	17	77.3	100	3	13.6
Trillium Health Partners	22	22	9	40.9	100	0	0
Brant Community Healthcare System	17	17	16	94.1	100	0	0
Lakeridge Health	15	17	9	52.9	58.8	2	11.8
Children's Hospital of Eastern Ontario	14	14	7	50	50	0	0
The Hospital for Sick Children	13	13	10	76.9	76.9	0	0
The Ottawa Hospital	12	13	10	76.9	100	0	0
Grand River Hospital	11	10	5	50	90	1	10
Oak Valley Health	10	9	9	100	100	0	0
Mackenzie Health — All sites	9	10	8	80	90	0	0
Sunnybrook Health Sciences Centre	9	9	6	66.7	88.9	0	0
Thunder Bay Regional Health Sciences Centre	9	9	5	55.6	100	0	0
Niagara Health Systems	9	8	5	62.5	87.5	0	0
Casey House Hospital	8	8	4	50	50	1	12.5
Scarborough Health Network	8	7	5	71.4	100	2	28.6
Unity Health Toronto	7	8	6	75	87.5	2	25
Hôpital Montfort	7	7	3	42.9	57.1	2	28.6
Queensway Carleton Hospital	7	7	0	0	100	0	0
Southlake Regional Health Centre	7	7	6	85.7	85.7	0	0

Response rate compliance (hospitals) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Health Sciences North	6	6	3	50	83.3	1	16.7
Sinai Health	6	6	5	83.3	83.3	1	16.7
North Bay Regional Health Centre	6	5	3	60	80	0	0
St. Joseph's Healthcare Hamilton	5	7	5	71.4	100	1	14.3
Peterborough Regional Health Centre	5	5	4	80	100	0	0
Centre for Addiction and Mental Health (CAMH)	4	5	3	60	100	0	0
Cornwall Community Hospital	4	4	4	100	100	0	0
Hôpital Smooth Rock Falls Hospital	4	4	4	100	100	0	0
Waypoint Centre for Mental Health Care	3	6	3	50	100	1	16.7
Dryden Regional Health Centre	3	3	3	100	100	0	0
Halton Healthcare	3	3	3	100	100	0	0
Joseph Brant Hospital	3	3	3	100	100	0	0
Georgian Bay General Hospital	2	2	2	100	100	0	0
Hôtel Dieu Grace Healthcare	2	2	2	100	100	0	0
Royal Ottawa Health Care Group	2	2	1	50	100	0	0
Timmins & District Hospital	2	2	2	100	100	0	0
West Haldimand General Hospital	2	2	1	50	100	0	0
Anson General Hospital	1	1	1	100	100	0	0
Arnprior Regional Health	1	1	1	100	100	0	0
Baycrest	1	1	1	100	100	0	0
Bellwood Health Services	1	1	1	100	100	0	0
Bluewater Health	1	1	0	0	100	0	0
Brockville General Hospital	1	1	1	100	100	0	0
Bruyère Continuing Care	1	1	1	100	100	0	0
Campbellford Memorial Hospital	1	1	1	100	100	0	0
Clinton Public Hospital Site	1	1	0	0	100	0	0
Holland Bloorview Kids Rehabilitation Hospital	1	1	1	100	100	0	0
Humber River Hospital	1	1	0	0	100	0	0
Kemptville District Hospital	1	1	1	100	100	0	0
Kirkland and District Hospital	1	1	0	0	100	0	0
Lady Dunn Health Centre	1	1	1	100	100	0	0
Middlesex Hospital Alliance Strathroy Hospital	1	1	0	0	0	1	100

Response rate compliance (hospitals) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Muskoka Algonquin Healthcare	1	1	0	0	100	0	0
Norfolk General Hospital	1	1	1	100	100	0	0
North York General Hospital	1	1	1	100	100	0	0
Ontario Shores Centre for Mental Health Sciences	1	1	1	100	100	0	0
Orillia Soldiers' Memorial Hospital	1	1	0	0	100	0	0
Pembroke Regional Hospital	1	1	1	100	100	0	0
Providence Care — Hospital	1	1	1	100	100	0	0
Quinte Health Care	1	1	1	100	100	0	0
Red Lake Margaret Cochenour Memorial Hospital	1	1	1	100	100	0	0
Riverside Health Care	1	1	1	100	100	0	0
Seaforth Community Hospital Site	1	1	0	0	100	0	0
Sensenbrenner Hospital	1	1	1	100	100	0	0
St. Francis Memorial Hospital	1	1	1	100	100	0	0
St. Joseph's Continuing Care Centre of Sudbury	1	1	1	100	100	0	0
St. Mary's General Hospital	1	1	1	100	100	0	0
St. Mary's Memorial Hospital Site	1	1	0	0	100	0	0
Stratford General Hospital Site	1	1	0	0	100	0	0
University of Ottawa Heart Institute	1	1	0	0	0	1	100
Women's College Hospital	1	1	1	100	100	0	0
Woodstock Hospital	1	1	0	0	100	0	0
Michael Garron Hospital	1	0	0	0	0	0	0
St. Joseph's Health Care London	0	1	0	0	100	1	100
Total	438	441	312	70.7	89.6	22	5

* Including Notice of Extension, section 27(1) and Notice to Affected Persons, section 28(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

Response rate compliance (colleges and universities)

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
University of Toronto	87	83	72	86.7	98.8	2	2.4
McMaster University	45	44	39	88.6	95.5	0	0
Fleming College	40	33	31	93.9	100	0	0
University of Ottawa	37	31	23	74.2	80.6	0	0

Response rate compliance (colleges and universities) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
University of Waterloo	30	30	26	86.7	100	0	0
Confederation College	28	28	26	92.9	92.9	0	0
Toronto Metropolitan University	27	27	25	92.6	100	0	0
University of Western Ontario	25	28	14	50	100	4	14.3
Canadore College	25	25	25	100	100	0	0
The Fanshawe College of Applied Arts and Technology	25	25	17	68	80	3	12
Loyalist College of Applied Arts and Technology	24	21	10	47.6	47.6	0	0
Carleton University	22	17	15	88.2	94.1	1	5.9
Humber College Institute of Technology and Advanced Learning	19	18	15	83.3	100	0	0
Queen's University	18	19	17	89.5	100	0	0
Wilfrid Laurier University	17	19	18	94.7	100	0	0
Brock University	14	14	14	100	100	0	0
The Durham College of Applied Arts and Technology	14	14	14	100	100	0	
University of Guelph	12	15	5	33.3	100	2	13.3
University of Windsor	12	6	5	83.3	100	0	0
George Brown College	11	11	9	81.8	81.8	0	0
Georgian College of Applied Arts and Technology	11	10	5	50	80	2	20
Algonquin College	9	10	8	80	100	1	10
St. Lawrence College of Applied Arts and Technology	9	9	9	100	100	0	0
University of Ontario Institute of Technology	9	9	7	77.8	88.9	1	11.1
Seneca College	8	7	7	100	100	0	0
Laurentian University	7	6	0	0	100	3	50
Collège La Cité	7	4	2	50	100	0	0
The Conestoga College Institute of Technology and Advanced Learning	6	6	4	66.7	100	2	33.3
The Sheridan College Institute of Technology and Advanced Learning	6	4	4	100	100	0	0
Mohawk College	5	5	5	100	100	0	0
York University	5	5	4	80	100	0	0
Trent University	5	3	2	66.7	100	0	0

Response rate compliance (colleges and universities) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Niagara College	4	4	4	100	100	0	0
St. Clair College of Applied Arts & Technology	4	4	3	75	75	0	0
Lakehead University	3	3	1	33.3	33.3	0	0
Northern College	3	3	2	66.7	100	0	0
The Lambton College of Applied Arts & Technology	3	3	3	100	100	0	0
Cambrian College	2	2	2	100	100	0	0
Université de l'Ontario français	2	2	0	0	50	1	50
Nipissing University	2	1	1	100	100	0	0
College Boreal	1	1	1	100	100	0	0
OCAD University	1	0	0	0	0	0	0
Total	644	609	494	81.1	93.9	22	3.6

* Including Notice of Extension, section 27(1) and Notice to Affected Persons, section 28(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

Municipal compliance

Overall municipal compliance:

30-day:
81%

Extended:
86%

Over 90 days:
2.7%

Municipal institutions that received the highest number of requests in 2022

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Toronto Police Service	4,055	3,953	3,077	77.8	78.9	259	6.6
City of Toronto	2,767	2,743	1,302	47.5	53.4	96	3.5
York Regional Police	2,044	1,956	1,439	73.6	73.8	0	0
Durham Regional Police Service	1,696	1,673	1,560	93.2	100	2	0.1
Halton Regional Police Service	1,615	1,645	1,441	87.6	89.3	11	0.7
Hamilton Police Service	1,300	1,301	1,239	95.2	97.1	2	0.2
Peel Regional Police	1,163	1,163	1,163	100	100	0	0
Niagara Regional Police Service	1,079	1,100	929	84.5	85.3	5	0.5
City of Mississauga	1,009	987	894	90.6	92.1	9	0.9
Waterloo Regional Police Service	923	870	591	67.9	75.3	56	6.4

* Including Notice of Extension, section 20(1) and Notice to Affected Persons, section 21(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

Response rate compliance (school boards)

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
District School Board of Niagara	267	267	258	96.6	100	0	0
Toronto District School Board	51	54	23	42.6	100	14	25.9
Halton Catholic District School Board	46	46	33	71.7	78.3	1	2.2
Thames Valley District School Board	29	22	18	81.8	100	0	0
Conseil des écoles catholiques du Centre-Est	28	22	22	100	100	0	0
Dufferin-Peel Catholic District School Board	24	23	16	69.6	69.6	2	8.7
Conseil des écoles publiques de l'Est de l'Ontario	22	22	21	95.5	95.5	0	0
York Region District School Board	22	22	17	77.3	100	1	4.5

Response rate compliance (school boards) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Lakehead District School Board (Lakehead Public Schools)	20	20	15	75	100	1	5
Waterloo Region District School Board	19	19	11	57.9	63.2	2	10.5
Halton District School Board	19	18	18	100	100	0	0
Durham District School Board	18	9	4	44.4	55.6	2	22.2
Peel District School Board	16	16	16	100	100	0	0
Hamilton Wentworth District School Board	15	16	16	100	100	0	0
Toronto Catholic District School Board	14	13	5	38.5	53.8	1	7.7
Ottawa-Carleton District School Board	14	12	8	66.7	100	0	0
York Catholic District School Board	12	13	11	84.6	84.6	1	7.7
Greater Essex County District School Board	9	9	8	88.9	100	0	0
Niagara Catholic District School Board	9	8	8	100	100	0	0
Upper Canada District School Board	8	8	6	75	100	0	0
Simcoe County District School Board	8	7	6	85.7	100	0	0
Algonquin and Lakeshore Catholic District School Board	7	7	7	100	100	0	0
Nipissing-Parry Sound Catholic District School Board	7	7	7	100	100	0	0
Upper Grand District School Board	7	7	7	100	100	0	0
District School Board Ontario North East	7	6	5	83.3	100	0	0
Conseil scolaire du Grand Nord	6	6	6	100	100	0	0
Waterloo Catholic District School Board	6	6	5	83.3	100	0	0
Rainy River District School Board	5	5	3	60	100	2	40
Renfrew County Catholic District School Board	5	5	1	20	100	4	80
Simcoe Muskoka Catholic District School Board	5	5	5	100	100	0	0
Durham Catholic District School Board	5	4	4	100	100	0	0
Bluewater District School Board	4	6	6	100	100	0	0
Conseil scolaire catholique MonAvenir	4	4	0	0	25	1	25
Hamilton-Wentworth Catholic District School Board	4	4	4	100	100	0	0
Limestone District School Board	4	4	4	100	100	0	0
Ottawa Catholic District School Board	4	4	4	100	100	0	0

Response rate compliance (school boards) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Peterborough Victoria Northumberland and Clarington Catholic District School Board	4	4	3	75	100	0	0
Kawartha Pine Ridge District School Board	4	3	1	33.3	66.7	2	66.7
London District Catholic School Board	4	2	2	100	100	0	0
Avon Maitland District School Board	3	3	3	100	100	0	0
Brant Haldimand Norfolk Catholic District School Board	3	3	1	33.3	100	0	0
Catholic District School Board of Eastern Ontario	3	3	3	100	100	0	0
Lambton Kent District School Board	3	3	3	100	100	0	0
Rainbow District School Board	3	3	3	100	100	0	0
Sudbury Catholic District School Board	3	3	3	100	100	0	0
Superior-Greenstone District School Board	3	3	0	0	66.7	2	66.7
The Northwest Catholic District School Board	3	3	3	100	100	0	0
Wellington Catholic District School Board	3	3	3	100	100	0	0
Trillium Lakelands District School Board	3	1	1	100	100	0	0
Algoma District School Board	2	2	1	50	100	1	50
Bruce-Grey Catholic District School Board	2	2	2	100	100	0	0
Conseil scolaire de district catholique de l'Est ontarien	2	2	2	100	100	0	0
Conseil scolaire public du Nord-Est de l'Ontario	2	2	2	100	100	0	0
Huron-Perth Catholic District School Board	2	2	1	50	100	0	0
John McGivney Children's School Authority	2	2	2	100	100	0	0
Renfrew County District School Board	2	2	1	50	50	0	0
St. Clair Catholic District School Board	2	2	2	100	100	0	0
Windsor-Essex Catholic District School Board	2	2	1	50	100	0	0
Campbell Children's School Authority	2	1	1	100	100	0	0
Conseil scolaire Viamonde	1	1	0	0	100	1	100
Conseil scolaire de district catholique Franco-Nord	1	1	1	100	100	0	0
Conseil scolaire de district catholique des Aurores boreales	1	1	1	100	100	0	0

Response rate compliance (school boards) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Conseil scolaire de district catholique du Nouvel-Ontario	1	1	1	100	100	0	0
Grand Erie District School Board	1	1	1	100	100	0	0
Kenora Catholic District School Board	1	1	1	100	100	0	0
Near North District School Board	1	1	1	100	100	0	0
Superior North Catholic District School Board	1	1	0	0	100	1	100
Total	820	790	658	83.3	94.6	39	4.9

* Including Notice of Extension, section 20(1) and Notice to Affected Persons, section 21(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

Response rate compliance (health boards)

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Leeds, Grenville & Lanark District Health Unit	161	161	161	100	100	0	0
Windsor-Essex County Health Unit	22	22	21	95.5	100	0	0
Peterborough Public Health	21	21	19	90.5	90.5	0	0
Southwestern Public Health — Oxford Elgin St. Thomas	19	19	17	89.5	89.5	0	0
Wellington Dufferin Guelph Public Health	16	16	15	93.8	100	0	0
Middlesex-London Health Unit	13	14	13	92.9	100	1	7.1
Kingston, Frontenac, Lennox and Addington Public Health	11	11	10	90.9	100	0	0
North Bay Parry Sound District Health Unit	11	11	10	90.9	90.9	0	0
Public Health Sudbury & Districts	8	8	8	100	100	0	0
Grey Bruce Health Unit	7	7	7	100	100	0	0
Haliburton, Kawartha, Pine Ridge District Health Unit	5	4	4	100	100	0	0
Huron Perth Public Health	4	5	5	100	100	0	0
Brant County Health Unit	4	4	4	100	100	0	0
Porcupine Health Unit	2	3	1	33.3	33.3	0	0
Chatham-Kent Board of Health	2	2	2	100	100	0	0
Algoma Public Health	1	1	0	0	100	0	0
Northwestern Health Unit	1	1	1	100	100	0	0
Total	308	310	298	96.1	97.7	1	0.3

* Including Notice of Extension, section 20(1) and Notice to Affected Persons, section 21(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

Response rate compliance (police)

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Toronto Police Service	4,055	3,953	3,077	77.8	78.9	259	6.6
York Regional Police	2,044	1,956	1,439	73.6	73.8	0	0
Durham Regional Police Service	1,696	1,673	1,560	93.2	100	2	0.1
Halton Regional Police Service	1,615	1,645	1,441	87.6	89.3	11	0.7
Hamilton Police Service	1,300	1,301	1,239	95.2	97.1	2	0.2
Peel Regional Police	1,163	1,163	1,163	100	100	0	0
Niagara Regional Police Service	1,079	1,100	929	84.5	85.3	5	0.5
Waterloo Regional Police Service	923	870	591	67.9	75.3	56	6.4
London Police Service	892	884	694	78.5	98	4	0.5
Windsor Police Service	782	781	660	84.5	93	0	0
Ottawa Police Service	642	636	627	98.6	98.6	1	0.2
Guelph Police Service	460	465	444	95.5	97.4	5	1.1
Barrie Police Service	364	354	350	98.9	98.9	2	0.6
Thunder Bay Police Service	239	238	236	99.2	99.2	0	0
Bradford West Gwillimbury / Innisfil Police Services Board	237	235	215	91.5	95.3	0	0
Chatham-Kent Police Service	230	230	227	98.7	99.6	1	0.4
Brantford Police Service	208	191	103	53.9	59.7	4	2.1
Peterborough Police Service	184	191	92	48.2	48.7	34	17.8
Strathroy-Caradoc Police Service	174	168	155	92.3	100	6	3.6
Sarnia Police Service	145	145	130	89.7	98.6	0	0
Woodstock Police Service	135	135	133	98.5	98.5	0	0
St. Thomas Police Service	124	121	116	95.9	95.9	0	0
Stratford Police Service	92	94	71	75.5	90.4	0	0
Greater Sudbury Police Service	71	80	71	88.8	96.3	0	0
Cobourg Police Service	67	67	67	100	100	0	0
North Bay Police Service	66	66	61	92.4	95.5	0	0
City of Kawartha Lakes Police Service	49	49	49	100	100	0	0
Timmins Police Service	45	45	45	100	100	0	0
Cornwall Police Service	40	40	11	27.5	27.5	6	15
Brockville Police Service	40	35	34	97.1	100	0	0
Sault Ste. Marie Police Service	39	36	36	100	100	0	0
Port Hope Police Service	32	32	25	78.1	90.6	0	0
Hanover Police Service	30	30	30	100	100	0	0
Smiths Falls Police Service	26	26	26	100	100	0	0

Response rate compliance (police) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Belleville Police Service	23	23	14	60.9	60.9	4	17.4
Gananoque Police Services	21	21	19	90.5	100	0	0
West Grey Police Service	19	17	17	100	100	0	0
Deep River Police Services Board	16	16	14	87.5	87.5	0	0
Kingston Police Services Board	12	12	12	100	100	0	0
Saugeen Shores Police Service	11	11	3	27.3	100	0	0
Cramahe Township Police Services Board	7	7	7	100	100	0	0
Aylmer Police	3	3	2	66.7	100	0	0
Otonabee-South Monaghan Police Services	2	2	2	100	100	0	0
Township of Admaston/Bromley Police Services Board	1	1	1	100	100	0	0
Total	19,403	19,148	16,238	84.8	88	402	2.1

* Including Notice of Extension, section 20(1) and Notice to Affected Persons, section 21(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

Response rate compliance (municipal corporations)

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
City of Toronto	2,767	2,743	1,302	47.5	53.4	96	3.5
City of Mississauga	1,009	987	894	90.6	92.1	9	0.9
City of Ottawa	763	765	498	65.1	72.5	62	8.1
Region of Peel	294	267	250	93.6	99.3	3	1.1
Corporation City of London	242	227	199	87.7	100	0	0
City of Markham	227	224	151	67.4	68.3	25	11.2
City of Vaughan	214	209	194	92.8	99	2	1
The Corporation of the City of Waterloo	199	185	157	84.9	94.1	2	1.1
York Region	192	174	164	94.3	99.4	5	2.9
City of Hamilton	188	175	127	72.6	72.6	22	12.6
Regional Municipality of Durham	180	162	150	92.6	96.9	1	0.6
City of Oshawa	179	188	178	94.7	100	1	0.5
Town of Georgina	170	166	151	91	95.2	0	0
The Corporation of the City of Brampton	168	156	100	64.1	78.8	1	0.6
City of Peterborough	165	154	112	72.7	93.5	9	5.8
City of Greater Sudbury	123	120	97	80.8	85	1	0.8

Response rate compliance (municipal corporations) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Town of Oakville	121	115	104	90.4	99.1	1	0.9
The Corporation of The City of Brantford	110	130	53	40.8	49.2	22	16.9
Town of East Gwillimbury	109	109	105	96.3	100	0	0
Township of Centre Wellington	108	107	100	93.5	100	0	0
City of Guelph	100	96	93	96.9	100	0	0
Municipality of Chatham-Kent	97	102	86	84.3	87.3	8	7.8
Corporation of the City of Sault Ste. Marie	93	93	80	86	100	3	3.2
City of St. Catharines	92	92	86	93.5	100	1	1.1
City of Burlington	92	91	64	70.3	95.6	4	4.4
Regional Municipality of Waterloo	87	94	75	79.8	96.8	1	1.1
Town of Innisfil	85	85	81	95.3	100	0	0
The Corporation of the City of Barrie	84	81	74	91.4	92.6	1	1.2
City of Niagara Falls	81	78	59	75.6	84.6	4	5.1
The Corporation of the City of Cornwall	81	72	58	80.6	84.7	1	1.4
Town of Caledon	78	73	61	83.6	98.6	2	2.7
City of Kitchener	72	72	68	94.4	97.2	2	2.8
City of Cambridge	71	76	57	75	76.3	5	6.6
City of Kingston	70	67	65	97	97	0	0
The Corporation of the City of North Bay	68	68	62	91.2	100	0	0
Township of King	68	60	58	96.7	98.3	1	1.7
Municipality of Lakeshore	66	67	49	73.1	73.1	3	4.5
City of Kawartha Lakes	64	63	56	88.9	98.4	0	0
City of Richmond Hill	63	62	48	77.4	100	3	4.8
Town of Whitby	61	60	55	91.7	100	0	0
City of Clarence-Rockland	59	68	21	30.9	30.9	10	14.7
The Regional Municipality of Halton	59	52	44	84.6	98.1	2	3.8
City of Sarnia	58	56	43	76.8	92.9	0	0
Corporation of the County of Brant	57	57	57	100	100	0	0
City of Thunder Bay	54	58	37	63.8	82.8	4	6.9
Town of Newmarket	54	52	44	84.6	88.5	3	5.8
City of Welland	53	53	52	98.1	100	0	0
City of Belleville	49	45	32	71.1	80	0	0

Response rate compliance (municipal corporations) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
The Corporation of the Town of Aurora	46	45	39	86.7	100	0	0
Town of Milton	46	45	45	100	100	0	0
Municipality of Clarington	46	42	33	78.6	97.6	1	2.4
City of Stratford	45	41	37	90.2	100	0	0
City of Woodstock	44	44	26	59.1	95.5	1	2.3
Corporation of the Town of Ajax	43	44	39	88.6	100	0	0
County of Simcoe – General Government	42	38	34	89.5	94.7	1	2.6
The Corporation of the Town of Niagara-on-the-Lake	39	40	7	17.5	17.5	11	27.5
The Corporation of the City of Owen Sound	39	39	37	94.9	100	2	5.1
City of Pickering	39	36	33	91.7	100	0	0
Township of Russell	37	34	25	73.5	100	0	0
Corporation of the County of Essex	36	36	10	27.8	100	0	0
Town of New Tecumseth	35	41	35	85.4	90.2	0	0
Township of Oro-Medonte	35	30	27	90	100	0	0
The Corporation of the Township of Seguin	34	34	33	97.1	97.1	0	0
Municipal Property Assessment Corporation	33	26	25	96.2	100	0	0
The Corporation of the County of Lambton	32	32	31	96.9	100	0	0
Corporation of the Town of Ingersoll	32	30	28	93.3	100	0	0
Town of Bradford West Gwillimbury	31	30	26	86.7	96.7	0	0
The Corporation of the City of Thorold	31	28	16	57.1	96.4	0	0
Town of Whitchurch-Stouffville	30	27	22	81.5	81.5	0	0
Town of Amherstburg	29	29	28	96.6	100	0	0
The Corporation of Haldimand County	28	27	24	88.9	96.3	0	0
Town of Fort Erie	28	27	21	77.8	100	0	0
Town of Wasaga Beach	27	26	25	96.2	100	0	0
Township of Muskoka Lakes	27	23	12	52.2	56.5	1	4.3
The Corporation of the County of Prince Edward	26	26	19	73.1	100	0	0
Corporation of The Town of St. Marys	26	22	21	95.5	100	0	0
Town of Collingwood	25	25	17	68	100	0	0
Town of Halton Hills	24	19	15	78.9	100	1	5.3

Response rate compliance (municipal corporations) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
City of Port Colborne	22	22	16	72.7	100	0	0
County of Oxford	21	21	20	95.2	100	1	4.8
United Counties of Prescott and Russell	21	21	20	95.2	100	0	0
Township of Springwater	20	20	19	95	100	0	0
Township of Leeds and the Thousand Islands	19	19	19	100	100	0	0
Corporation of the Township of Brock	19	17	17	100	100	0	0
County of Dufferin	19	17	17	100	100	0	0
Township of Brock	19	17	15	88.2	100	0	0
Town of Orangeville	19	13	13	100	100	0	0
Town of South Bruce Peninsula	18	19	17	89.5	94.7	2	10.5
The Township of North Dumfries	18	18	18	100	100	0	0
Municipality of Leamington	17	16	9	56.3	56.3	6	37.5
Town of Mattawa	17	16	14	87.5	100	2	12.5
Township of Woolwich	17	16	15	93.8	100	0	0
Corporation of the Town of Gravenhurst	16	16	15	93.8	100	0	0
Township of Georgian Bay	16	16	14	87.5	93.8	0	0
Township of Adjala-Tosorontio	16	12	3	25	33.3	6	50
Town of LaSalle	15	15	13	86.7	100	0	0
Town of Lincoln	15	15	9	60	100	4	26.7
Town of Pelham	15	15	14	93.3	100	0	0
Town of Smiths Falls	15	15	10	66.7	100	0	0
Township of Tay	15	13	12	92.3	100	0	0
The Corporation of the County of Wellington	14	14	14	100	100	0	0
Town of Penetanguishene	14	14	14	100	100	0	0
Northumberland County	14	13	13	100	100	0	0
Township of Alnwick / Haldimand	14	6	6	100	100	0	0
City of Timmins	13	13	5	38.5	100	1	7.7
Corporation of the City of Orillia	13	13	13	100	100	0	0
County of Middlesex	13	13	12	92.3	100	0	0
Town of Huntsville	13	6	2	33.3	33.3	0	0
Corporation of the Municipality of Port Hope	12	13	12	92.3	100	0	0
Corporation of the Town of Fort Frances	12	12	11	91.7	100	0	0

Response rate compliance (municipal corporations) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Municipality of Thames Centre	12	12	10	83.3	100	0	0
The Corporation of the Township of Tiny	12	12	6	50	100	0	0
Town of Parry Sound	12	12	6	50	50	0	0
Town of Tecumseh	12	12	9	75	100	0	0
Township of Uxbridge	12	12	5	41.7	100	0	0
Township of Wollaston	12	12	12	100	100	0	0
United Counties of Leeds and Grenville	12	11	10	90.9	100	0	0
The Corporation of the Municipality of West Nipissing	12	10	10	100	100	0	0
The Corporation of the City of Quinte West	11	11	11	100	100	0	0
Corporation of the City of Pembroke	11	10	3	30	100	0	0
Municipality of Trent Lakes	11	10	9	90	100	1	10
Corporation of the Town of Cobourg	11	9	5	55.6	77.8	1	11.1
City of St. Thomas	10	10	6	60	100	0	0
Corporation of the Town of Hawkesbury	10	10	4	40	40	2	20
Municipality of Callander	10	10	5	50	70	0	0
Municipality of Central Elgin	10	10	10	100	100	0	0
Municipality of Lambton Shores	10	10	4	40	50	0	0
The Corporation of the Town of Kingsville	10	10	4	40	90	1	10
The Corporation of the Township of Clearview	10	10	8	80	100	0	0
Town of Greater Napanee	10	10	9	90	90	0	0
Town of The Blue Mountains	10	10	2	20	40	3	30
Lanark County	10	9	9	100	100	0	0
The District Municipality of Muskoka	10	9	9	100	100	0	0
Municipality of Trent Hills	10	8	8	100	100	0	0
Township of South Stormont	9	11	6	54.5	100	3	27.3
Corporation of the Town of Essex	9	9	0	0	55.6	5	55.6
Tay Valley Township	9	9	8	88.9	100	0	0
The Town of Plympton-Wyoming	9	9	9	100	100	0	0
Township of South Glengarry	9	9	8	88.9	100	0	0
Township of Stirling-Rawdon	9	9	9	100	100	0	0
The Corporation of the City of Brockville	8	11	9	81.8	90.9	0	0
Corporation of the Municipality of North Grenville	8	8	5	62.5	62.5	0	0

Response rate compliance (municipal corporations) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Corporation of the Municipality of Tweed	8	8	8	100	100	0	0
The Corporation of the Municipality of Bluewater	8	8	2	25	25	0	0
The Corporation of the Town of Midland	8	8	5	62.5	100	1	12.5
The Corporation of the Township of Rideau Lakes	8	8	3	37.5	75	0	0
Town of Espanola	8	8	8	100	100	0	0
Township of Georgian Bluffs	8	8	7	87.5	100	0	0
Township of Southgate	8	8	8	100	100	0	0
Municipalité de Casselman	8	7	7	100	100	0	0
City of Temiskaming Shores	7	7	7	100	100	0	0
Municipality of North Perth	7	7	6	85.7	85.7	0	0
The Corporation of the City of Kenora	7	7	6	85.7	85.7	1	14.3
Town of Kapuskasing	7	7	7	100	100	0	0
Municipality of Temagami	7	6	1	16.7	50	2	33.3
Township of West Lincoln	7	5	3	60	100	0	0
The Corporation of the Town of Bracebridge	6	9	7	77.8	100	1	11.1
The Township of Ramara	6	8	8	100	100	0	0
Municipality of Mississippi Mills	6	7	5	71.4	100	1	14.3
Corporation of the Municipality of Meaford	6	6	6	100	100	0	0
Township of Guelph/Eramosa	6	6	3	50	100	0	0
Township of Huron-Kinloss	6	6	6	100	100	0	0
Township of Minden Hills	6	6	6	100	100	0	0
Corporation of the Township of Algonquin Highlands	6	5	3	60	100	1	20
County of Frontenac	6	5	5	100	100	0	0
Township of Wilmot	6	5	5	100	100	0	0
County of Perth	5	5	4	80	100	0	0
Township of Essa	5	5	5	100	100	0	0
Township of Manitouwadge	5	5	1	20	100	0	0
Township of St. Clair	5	5	4	80	100	0	0
Township of Wainfleet	5	5	4	80	80	0	0
Corporation of the Township of Douro-Dummer	5	4	3	75	100	0	0
Township of Melancthon	5	4	3	75	75	0	0

Response rate compliance (municipal corporations) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Corporation of the City of Dryden	4	4	4	100	100	0	0
County of Hastings	4	4	3	75	75	0	0
County of Huron	4	4	4	100	100	0	0
Municipality of Bayham	4	4	4	100	100	0	0
Municipality of Grey Highlands	4	4	4	100	100	0	0
The Corporation of the Municipality of Kincardine	4	4	4	100	100	0	0
Town of Bancroft	4	4	3	75	100	0	0
Town of Cochrane	4	4	4	100	100	0	0
Township of Cavan Monaghan	4	4	4	100	100	0	0
Township of Edwardsburgh/Cardinal	4	4	4	100	100	0	0
Township of North Glengarry	4	4	4	100	100	0	0
Township of North Stormont	4	4	4	100	100	0	0
Township of Severn	4	4	3	75	100	0	0
Township of The Archipelago	4	4	4	100	100	0	0
Village of Sundridge	4	4	4	100	100	0	0
County of Bruce	4	3	3	100	100	0	0
Municipality of South Bruce	4	3	3	100	100	0	0
Municipality of South Huron	4	3	1	33.3	66.7	0	0
Township of Havelock-Belmont-Methuen	4	3	3	100	100	0	0
Corporation of the County of Haliburton	3	3	2	66.7	66.7	0	0
Corporation of the Township of Lake of Bays	3	3	2	66.7	100	1	33.3
County of Elgin	3	3	3	100	100	0	0
Municipal Corporation of the County of Renfrew – Human Resources Dept.	3	3	0	0	0	0	0
Municipality of Whitestone	3	3	3	100	100	0	0
The Corporation of the Town of Perth	3	3	2	66.7	66.7	0	0
The Township of Drummond/ North Elmsley	3	3	2	66.7	100	0	0
Town of Arnprior	3	3	3	100	100	0	0
Town of Atikokan	3	3	3	100	100	0	0
Town of Mono	3	3	3	100	100	0	0
Town of Prescott	3	3	3	100	100	0	0
Township of Frontenac Islands	3	3	2	66.7	66.7	0	0
Village of Merrickville-Wolford	3	3	3	100	100	0	0

Response rate compliance (municipal corporations) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Village of Newbury	3	3	0	0	0	0	0
Township of North Dundas	3	2	2	100	100	0	0
Township of Emo	2	4	2	50	50	2	50
Municipality of Central Huron	2	3	1	33.3	66.7	0	0
Town of Petawawa	2	3	2	66.7	66.7	0	0
Corporation of the Municipality of French River	2	2	2	100	100	0	0
Middlesex Centre	2	2	2	100	100	0	0
Municipalite - East Ferris - Municipality	2	2	2	100	100	0	0
Municipality of North Middlesex	2	2	2	100	100	0	0
Municipality of West Elgin	2	2	2	100	100	0	0
Municipality of West Grey	2	2	1	50	50	0	0
Nairn and Hyman, Township of - Nairn Centre, ON	2	2	2	100	100	0	0
The Corporation of the Town of Petrolia	2	2	2	100	100	0	0
The Corporation of the Township of North Frontenac	2	2	2	100	100	0	0
The Corporation of the Township of South-West Oxford	2	2	2	100	100	0	0
Town of Gananoque	2	2	1	50	50	0	0
Town of Hearst	2	2	2	100	100	0	0
Town of Kearney	2	2	2	100	100	0	0
Town of Laurentian Hills	2	2	2	100	100	0	0
Township of Black River-Mathes	2	2	2	100	100	0	0
Township of Madawaska Valley	2	2	1	50	50	0	0
Township of Mcnab/Braeside	2	2	2	100	100	0	0
Township of Nipissing	2	2	2	100	100	0	0
Township of North Kawartha	2	2	1	50	100	0	0
Township of Norwich	2	2	2	100	100	0	0
Township of Perry	2	2	2	100	100	0	0
Township of Perth East	2	2	2	100	100	0	0
Township of Red Rock	2	2	2	100	100	0	0
Township of Selwyn (formerly Smith-Ennismore-Lakefield)	2	2	2	100	100	0	0
Township of Terrace Bay	2	2	2	100	100	0	0

Response rate compliance (municipal corporations) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Township of Wellesley	2	2	2	100	100	0	0
United Counties of Stormont, Dundas and Glengarry	2	2	2	100	100	0	0
Village of Point Edward	2	2	2	100	100	0	0
Village of Westport	2	2	2	100	100	0	0
Wellington County Museum and Archives	2	2	2	100	100	0	0
Municipality of Wawa	2	1	1	100	100	0	0
The Municipal Corporation of North Algona Wilberforce Township	2	1	1	100	100	0	0
Corporation of the Municipality of Mattawan	2	0	0	0	0	0	0
Corporation of the Town of Erin	2	0	0	0	0	0	0
Township of Hamilton	2	0	0	0	0	0	0
Corporation of the Township of South Algonquin	1	2	1	50	100	0	0
Corporation of The Town of Aylmer	1	1	0	0	100	0	0
Corporation of the Town of Englehart	1	1	1	100	100	0	0
Corporation of the Town of Northeastern Manitoulin and the Islands	1	1	1	100	100	0	0
Corporation of the Township of Limerick	1	1	1	100	100	0	0
County of Lennox & Addington	1	1	1	100	100	0	0
Municipality of Dysart et al	1	1	1	100	100	0	0
Municipality of Hastings Highlands	1	1	1	100	100	0	0
Municipality of Highlands East	1	1	1	100	100	0	0
Municipality of Neebing	1	1	1	100	100	0	0
Municipality of Northern Bruce Peninsula	1	1	1	100	100	0	0
Municipality of Southwest Middlesex	1	1	1	100	100	0	0
Municipality of St.-Charles	1	1	1	100	100	0	0
Tarbutt Township	1	1	1	100	100	0	0
The Corporation of Loyalist Township	1	1	0	0	100	0	0
The Corporation of the City of Elliot Lake	1	1	1	100	100	0	0
The Corporation of the Municipality of Dutton/Dunwich	1	1	1	100	100	0	0
The Corporation of the Municipality of Killarney	1	1	1	100	100	0	0

Response rate compliance (municipal corporations) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
The Corporation of the Municipality of Red Lake	1	1	1	100	100	0	0
The Corporation of the Municipality of Shuniah	1	1	0	0	0	0	0
The Corporation of the Township of Champlain	1	1	0	0	100	0	0
The Corporation of the Township of Dubreuilville	1	1	1	100	100	0	0
The Corporation of the Township of Lanark Highlands	1	1	1	100	100	0	0
The Corporation of the Township of Matachewan	1	1	1	100	100	0	0
The Municipality of Huron Shores	1	1	0	0	0	0	0
Town of Cobalt	1	1	1	100	100	0	0
Town of Renfrew	1	1	1	100	100	0	0
Town of Smooth Rock Falls	1	1	1	100	100	0	0
Township of Alfred and Plantagenet	1	1	0	0	0	0	0
Township of Athens	1	1	1	100	100	0	0
Township of Beckwith	1	1	1	100	100	0	0
Township of Brudenell, Lyndoch and Raglan	1	1	0	0	100	0	0
Township of Central Frontenac	1	1	1	100	100	0	0
Township of Chatsworth	1	1	0	0	0	0	0
Township of Jocelyn	1	1	1	100	100	0	0
Township of Laird	1	1	1	100	100	0	0
Township of Malahide	1	1	1	100	100	0	0
Township of North Huron	1	1	1	100	100	0	0
Township of Pelee	1	1	0	0	0	0	0
Township of Perth South	1	1	0	0	100	1	100
Township of Prince	1	1	0	0	0	0	0
Village of South River	1	1	1	100	100	0	0
Bonnechere Valley Twp	0	1	0	0	0	1	100
Municipality of Huron East	0	1	0	0	100	0	0
Township of Adelaide Metcalfe	0	1	0	0	100	0	0
Total	11,870	11,584	8,540	73.7	81.3	388	3.3

* Including Notice of Extension, section 20(1) and Notice to Affected Persons, section 21(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

Response rate compliance (municipal other)

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Ottawa Community Housing	254	238	194	81.5	81.5	20	8.4
Toronto Transit Commission	162	169	150	88.8	92.3	2	1.2
Toronto Community Housing Corporation	154	143	140	97.9	100	0	0
District of Nipissing Social Services Administration Board	80	80	80	100	100	0	0
District of Sault Ste. Marie Social Services Administration Board	71	67	67	100	100	0	0
Toronto and Region Conservation Authority	42	50	10	20	92	4	8
Kenora District Services Board	27	27	24	88.9	100	0	0
The District of Thunder Bay Social Services Administration Board	22	22	22	100	100	0	0
Township of South Frontenac	18	18	17	94.4	94.4	0	0
Lake Simcoe Region Conservation Authority	17	17	15	88.2	88.2	1	5.9
Durham Region Transit	11	11	11	100	100	0	0
Central Lake Ontario Conservation Authority	10	10	0	0	100	9	90
Rainy River District Social Services Administration Board	8	8	8	100	100	0	0
Credit Valley Conservation Authority	7	7	6	85.7	100	0	0
Cochrane District Social Services Administration Board	6	6	6	100	100	0	0
District of Parry Sound Social Services Administration Board	6	6	6	100	100	0	0
Essex Region Conservation Authority	6	6	6	100	100	0	0
Grey Sauble Conservation Authority	5	5	4	80	80	0	0
Hydro Ottawa Limited	5	5	5	100	100	0	0
Toronto Parking Authority	5	5	1	20	100	2	40
London & Middlesex Community Housing	5	4	4	100	100	0	0
London Transit Commission	4	4	4	100	100	0	0
Toronto Hydro-Electric System Limited	4	4	2	50	100	1	25
Upper Thames River Conservation Authority	4	3	2	66.7	100	0	0
CreateTO	4	1	1	100	100	0	0
Crowe Valley Conservation Authority	3	3	3	100	100	0	0

Response rate compliance (municipal other) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Grand River Conservation Authority	3	3	3	100	100	0	0
Kingston and Frontenac Housing Corporation	3	3	3	100	100	0	0
Rideau Valley Conservation Authority	3	3	1	33.3	100	0	0
Toronto Public Library	3	3	2	66.7	100	1	33.3
Cataraqui Region Conservation Authority	3	2	2	100	100	0	0
Algoma District Services Administration Board	2	2	2	100	100	0	0
Board of Governors of Exhibition Place	2	2	2	100	100	0	0
Bradford West Gwillimbury Public Library	2	2	2	100	100	0	0
District of Timiskaming Social Services Administration Board	2	2	2	100	100	0	0
GrandBridge Energy Inc. (formerly Energy+ and Brantford Power)	2	2	2	100	100	0	0
Greater Sudbury Hydro Inc.	2	2	1	50	100	0	0
Haldimand-Norfolk Housing Corporation	2	2	2	100	100	0	0
Lower Trent Region Conservation Authority	2	2	2	100	100	0	0
Niagara Peninsula Conservation Authority	2	2	2	100	100	0	0
Nottawasaga Valley Conservation Authority	2	2	2	100	100	0	0
Otonabee Region Conservation Authority	2	2	2	100	100	0	0
Ottawa Public Library	2	2	2	100	100	0	0
Saugeen Valley Conservation Authority	2	2	2	100	100	0	0
The Archipelago Area Planning Board	2	2	2	100	100	0	0
The Blue Mountains Attainable Housing Corporation	2	2	2	100	100	0	0
Toronto Hydro Energy Services Inc.	2	2	1	50	100	0	0
Welland Hydro	2	2	2	100	100	0	0
Mississippi Valley Conservation Authority	2	1	1	100	100	0	0
Alectra Utilities Corporation	1	1	1	100	100	0	0
Ausable Bayfield Conservation Authority	1	1	1	100	100	0	0
Brampton Public Library Board	1	1	1	100	100	0	0
Brantford Public Library	1	1	1	100	100	0	0
Chatham-Kent Public Library	1	1	1	100	100	0	0
Ganaraska Region Conservation Authority	1	1	1	100	100	0	0
London Hydro Inc.	1	1	1	100	100	0	0

Response rate compliance (municipal other) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Long Point Region Conservation Authority	1	1	1	100	100	0	0
Maitland Valley Conservation Authority	1	1	0	0	0	0	0
Oakville Hydro	1	1	1	100	100	0	0
Oxford County Library	1	1	1	100	100	0	0
Sault Ste. Marie North Planning Board	1	1	0	0	100	0	0
South Nation River Conservation Authority	1	1	1	100	100	0	0
St. Joseph Island Planning Board	1	1	1	100	100	0	0
St. Thomas Public Library	1	1	0	0	100	0	0
Greater Sudbury Utilities	1	0	0	0	0	0	0
Kawartha Region Conservation Authority	1	0	0	0	0	0	0
Local Services Board of Rainbow Country	1	0	0	0	0	0	0
Total	1,009	983	844	85.9	93.3	40	4.1

* Including Notice of Extension, section 20(1) and Notice to Affected Persons, section 21(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

Health Privacy

Requests by the public under PHIPA

There were 100,031 requests for access to personal health information received in 2022, a 27 per cent decrease from 2021, when there were 137,481 requests received.

Outcome of requests completed*

	Number of requests completed*
Full access provided	92,557
Partial access provided: provisions applied to deny access	187
Partial access provided: no record exists or cannot be found	203
Partial access provided: record outside of PHIPA	3
No access provided: provisions applied to deny access	2,765
No access provided: no record exists or cannot be found	2,453
No access provided: record outside of PHIPA	11
Other completed requests, e.g. withdrawn or never accessed	2,340
Total requests	100,519
Number of requests that were not accessed following a fee estimate	677
Number of requests denied access in whole or in part where a provision of PHIPA was applied	2,952

* Requests, especially complex ones, may have more than one outcome disposition. For example, some of the records responsive to a request may be partially accessed with provisions applied while others may not exist or cannot be found. Such a request has multiple outcomes and therefore could be counted more than once in this table. Thus, the total of this table may be greater than the total number of requests completed.

Total fees collected and waived and average cost per access request

Total fees collected	\$1,328,422.61
Total fees waived	\$1,024,562.23
Average cost per access request	\$13.41

PHIPA compliance

Overall compliance:



Response rate compliance

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 30 days	%
Ministry of Health	12,222	12,222	11,882	97.2	98.3	187	1.5
Quinte Health Care	6,462	6,462	6,462	100	100	0	0
The Hospital for Sick Children	6,050	6,050	6,045	99.9	100	1	0
Toronto Public Health	3,220	3,220	3,220	100	100	0	0
Mackenzie Health — All sites	2,927	2,885	2,885	100	100	0	0
North Bay Regional Health Centre	2,885	2,885	2,885	100	100	0	0
Royal Victoria Regional Health Centre	2,777	2,777	2,777	100	100	0	0
St. Joseph's Healthcare Hamilton	2,622	2,089	2,066	98.9	99	16	0.8
Thunder Bay Regional Health Sciences Centre	2,472	2,472	2,472	100	100	0	0
Guelph General Hospital	2,310	2,310	2,310	100	100	0	0
Southlake Regional Health Centre	2,219	2,219	2,219	100	100	0	0
St. Joseph's Health Care London	2,173	2,173	2,158	99.3	99.7	4	0.2
Health Sciences North	1,994	1,994	1,993	99.9	100	0	0
The Ottawa Hospital	1,905	1,905	1,781	93.5	94.2	109	5.7
Oak Valley Health	1,901	1,901	1,892	99.5	99.5	9	0.5
Unity Health Toronto	1,823	1,701	1,494	87.8	88.3	200	11.8
Trillium Health Partners	1,664	1,664	1,651	99.2	99.7	3	0.2
Humber River Hospital	1,618	1,618	1,618	100	100	0	0
Lakeridge Health	1,617	1,617	1,605	99.3	99.8	0	0
Niagara Health System	1,546	1,546	1,535	99.3	99.4	10	0.6
Windsor-Essex County Health Unit	1,540	1,540	1,539	99.9	99.9	1	0.1
Sunnybrook Health Sciences Centre	1,498	1,498	1,458	97.3	97.3	40	2.7

Response rate compliance - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %	Over 30 days	%
Hôpital General de Hawkesbury & District General Hospital	1,314	1,314	1,307	99.5	99.5	6	0.5
William Osler Health System	1,310	1,310	1306	99.7	99.7	4	0.3
The University Health Network	1,269	1,008	995	98.7	98.7	13	1.3
Grand River Hospital	1,223	1,223	1195	97.7	97.7	28	2.3
Halton Healthcare Services Corporation	1,092	1,092	1092	100	100	0	0
London Health Sciences Centre	1,081	1,081	976	90.3	91.7	84	7.8
Women's College Hospital	1,045	1,045	1045	100	100	0	0
Toronto Paramedic Services	956	956	956	100	100	0	0
Hamilton Health Sciences	820	820	819	99.9	99.9	1	0.1
Scarborough Health Network	778	778	778	100	100	0	0
Kingston Health Sciences Centre	773	773	772	99.9	99.9	1	0.1
Windsor Regional Hospital	726	726	726	100	100	0	0
Bluewater Health	698	698	698	100	100	0	0
City of Ottawa – Paramedics	650	650	650	100	100	0	0
Centre for Addiction and Mental Health (CAMH)	644	644	643	99.8	100	0	0
Hôtel Dieu Grace Healthcare	611	611	611	100	100	0	0
The Regional Municipality of Peel – Peel Regional Paramedic Services	586	586	586	100	100	0	0
Central East Local Health Integration Network	584	584	574	98.3	99.3	4	0.7
Children's Hospital of Eastern Ontario	528	426	382	89.7	114.1	24	5.6
Cambridge Memorial Hospital	513	513	513	100	100	0	0
York Region – Paramedic Services	489	489	481	98.4	98.4	8	1.6
Royal Ottawa Health Care Group	484	460	445	96.7	98.7	3	0.7
Chatham-Kent Health Alliance	475	475	475	100	100	0	0
Sinai Health	473	473	445	94.1	94.1	28	5.9
Cornwall Community Hospital	461	461	461	100	100	0	0
Sault Area Hospital	461	461	457	99.1	100	0	0
Headwaters Health Care Centre	402	402	402	100	100	0	0
St. Mary's General Hospital	382	382	382	100	100	0	0
Pembroke Regional Hospital	372	372	363	97.6	195.2	0	0
Peterborough Regional Health Centre	355	355	355	100	100	0	0

Response rate compliance - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %	Over 30 days	%
Homewood Health Centre Inc.	335	335	331	98.8	98.8	4	1.2
University of Western Ontario	335	335	334	99.7	99.7	1	0.3
Brant Community Healthcare System	324	324	324	100	100	0	0
Home and Community Care Support Services Champlain (previously Champlain LHIN)	310	310	307	99	99.7	1	0.3
Mississauga Halton Local Health Integrated Network	298	294	285	96.9	98	6	2
Riverside Health Care	292	292	292	100	100	0	0
Collingwood General and Marine Hospital	284	284	284	100	100	0	0
Durham Region Health Department	284	284	281	98.9	98.9	3	1.1
Michael Garron Hospital	283	283	282	99.6	100	0	0
Joseph Brant Hospital	282	282	282	100	100	0	0
Orillia Soldiers' Memorial Hospital	280	280	280	100	100	0	0
Home and Community Care Support Services Hamilton Niagara Haldimand Brant	265	265	259	97.7	100	1	0.4
Home and Community Care Support Services South West	237	237	231	97.5	97.5	6	2.5
North York General Hospital	229	229	226	98.7	98.7	3	1.3
Ross Memorial Hospital	215	215	209	97.2	100	6	2.8
Home and Community Care Support Services Erie St. Clair	208	208	208	100	100	0	0
Middlesex London Paramedic Service	206	206	206	100	100	0	0
Queensway Carleton Hospital	199	199	197	99	99	1	0.5
Home and Community Care Support Services Central West	196	196	193	98.5	98.5	0	0
McMaster University	187	187	187	100	100	0	0
Timmins & District Hospital	187	187	187	100	100	0	0
Muskoka Algonquin Healthcare	186	186	186	100	100	0	0
Woodstock Hospital	182	182	182	100	100	0	0
Lennox & Addington County General Hospital	178	178	178	100	100	0	0
Runnymede Healthcare Centre	177	177	177	100	100	0	0
Hornepayne Community Hospital	170	170	170	100	0	0	0

Response rate compliance - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %	Over 30 days	%
St. Joseph's Care Group	169	169	143	84.6	84.6	26	15.4
Waterloo Wellington Local Health Integration Network	168	168	155	92.3	93.5	11	6.5
Hôpital Montfort	161	161	161	100	100	0	0
Stevenson Memorial Hospital	159	159	159	100	100	0	0
Simcoe County Paramedic Services	158	158	135	85.4	85.4	23	14.6
South East Local Health Integration Network	156	139	132	95	99.3	1	0.7
Holland Bloorview Kids Rehabilitation Hospital	154	154	141	91.6	91.6	13	8.4
Campbellford Memorial Hospital	152	152	152	100	100	0	0
Alexandra Marine and General Hospital	150	150	150	100	100	0	0
Shouldice Hospital	144	144	144	100	100	0	0
North Simcoe Muskoka Local Health Integration Network	138	138	135	97.8	98.6	2	1.4
Middlesex Hospital Alliance Strathroy Hospital	129	129	109	84.5	84.5	20	15.5
Georgian Bay General Hospital	122	122	122	100	100	0	0
St. Thomas Elgin General Hospital	116	116	116	100	100	0	0
Corporation of the County of Essex	112	112	112	100	100	0	0
Ontario Shores Centre for Mental Health Sciences	110	110	109	99.1	100	0	0
Halton Region Paramedic Services	109	106	105	99.1	99.1	1	0.9
Northumberland Hills Hospital	103	103	103	100	100	0	0
Sioux Lookout Meno Ya Win Health Centre	99	99	98	99	100	0	0
Stratford General Hospital Site	99	99	99	100	100	0	0
Geraldton District Hospital	98	98	98	100	100	0	0
ORNGE	94	94	94	100	100	0	0
Kinark Child and Family Services	91	85	85	100	100	0	0
Waypoint Centre for Mental Health Care	87	81	81	100	100	0	0
Bellwood Health Services	86	86	86	100	100	0	0
Services de santé de Chapleau Health Services	83	83	83	100	100	0	0
Baycrest	82	82	81	98.8	100	0	0
Weeneebayko Area Health Authority	82	82	74	90.2	90.2	8	9.8

Response rate compliance - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %	Over 30 days	%
Bruyère Continuing Care	79	79	78	98.7	100	0	0
County of Brant – Ambulance Service	79	79	79	100	100	0	0
City of Greater Sudbury – Paramedic Services	78	78	76	97.4	97.4	2	2.6
Kemptville District Hospital	78	78	78	100	100	0	0
North East Local Health Integration Network	77	77	72	93.5	93.5	5	6.5
County of Oxford – EMS	73	73	73	100	100	0	0
Lady Minto Hospital	73	73	73	100	100	0	0
Norfolk General Hospital	73	73	68	93.2	100	0	0
Winchester District Memorial Hospital	73	73	73	100	100	0	0
Renfrew Victoria Hospital	68	68	68	100	100	0	0
West Nipissing General Hospital	67	67	67	100	100	0	0
Child and Parent Resource Institute (CPRI)	65	65	62	95.4	100	0	0
Providence Care – Hospital	63	63	62	98.4	100	0	0
Peterborough County/City Paramedics	62	62	62	100	100	0	0
Durham College	60	60	55	91.7	93.3	4	6.7
Humber College Institute of Technology and Advanced Learning	56	56	56	100	100	0	0
Lake of the Woods District Hospital	56	56	56	100	100	0	0
Nipigon District Memorial Hospital	56	56	56	100	100	0	0
Brockville General Hospital	54	54	54	100	100	0	0
St. Joseph's Health Centre Guelph	54	54	54	100	100	0	0
City of Toronto – Long-Term Care Homes & Services	53	53	52	98.1	100	0	0
Hanover & District Hospital	52	52	52	100	100	0	0
South Bruce Grey Health Centre	52	52	52	100	100	0	0
North Shore Health Network	51	232	224	96.6	98.7	3	1.3
Home and Community Care Support Services North West	44	44	44	100	100	0	0
Hôtel-Dieu Shaver Health and Rehabilitation Centre	44	44	44	100	100	0	0
Listowel Memorial Hospital	44	44	44	100	100	0	0
Lakehead University (Student Health & Wellness)	43	43	43	100	100	0	0

Response rate compliance - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %	Over 30 days	%
Rideauwood Addiction and Family Services	43	43	42	97.7	100	0	0
St. Joseph's General Hospital Elliot Lake	43	43	43	100	100	0	0
Dryden Regional Health Centre	38	38	37	97.4	97.4	1	2.6
Manitoulin Health Centre	38	38	38	100	100	0	0
Atikokan General Hospital	36	36	36	100	100	0	0
CMHA Thames Valley Addictions & Mental Health Services	34	34	33	97.1	100	0	0
Hôpital Notre-Dame Hospital Hearst	34	34	34	100	100	0	0
Sensenbrenner Hospital	33	33	33	100	100	0	0
Hôpital Glengarry Memorial Hospital	32	32	32	100	100	0	0
Providence Care – Community Services	32	32	32	100	100	0	0
Wilfrid Laurier University	32	32	32	100	100	0	0
St. Joseph's Villa	31	31	31	100	100	0	0
West Park Healthcare Centre	31	31	30	96.8	96.8	1	3.2
The District Municipality of Muskoka (Ambulance)	30	26	26	100	100	0	0
Anson General Hospital	29	29	29	100	100	0	0
Brant County Health Unit	29	29	29	100	100	0	0
North of Superior Healthcare Group	29	29	29	100	100	0	0
Oxford Elgin St. Thomas Health Unit o/a Southwestern Public Health	28	28	28	100	100	0	0
St. Francis Memorial Hospital	28	28	28	100	100	0	0
United Counties of Leeds and Grenville Paramedic Service	28	28	28	100	100	0	0
Wingham and District Hospital	28	28	28	100	100	0	0
Temiskaming Hospital	27	27	24	88.9	88.9	3	11.1
Carleton Place and District Memorial Hospital	25	25	25	100	100	0	0
Emergency Services/ United Counties of Prescott and Russell	24	24	24	100	100	0	0
Ministry of Long-Term Care	24	24	16	66.7	100	0	0
West Haldimand General Hospital	24	24	24	100	100	0	0
Canadian Mental Health Association Cochrane Timiskaming Branch	22	22	22	100	100	0	0
Norfolk County – EMS	21	21	21	100	100	0	0

Response rate compliance - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %	Over 30 days	%
Northumberland Paramedics	20	20	20	100	100	0	0
Brock University	18	18	18	100	100	0	0
Halton Region – Post Inn Village Home for the Aged	18	18	18	100	100	0	0
Regional Municipality of Waterloo/ Paramedic Services	18	18	17	94.4	94.4	1	5.6
Santé Manitouwadge Health	17	17	17	100	100	0	0
Algoma District Services Administration Board	16	16	16	100	100	0	0
Kingston, Frontenac, Lennox and Addington Public Health	16	16	16	100	100	0	0
Seaforth Community Hospital Site	16	16	16	100	100	0	0
Sioux Lookout First Nation Health Authority	16	16	12	75	100	1	6.3
Almonte General Hospital / Fairview Manor	15	15	15	100	100	0	0
County of Frontenac	15	15	15	100	100	0	0
Lady Dunn Health Centre	14	14	14	100	100	0	0
The Regional Municipality of York – Public Health	14	14	14	100	100	0	0
Hamilton Paramedic Service	13	13	13	100	100	0	0
North Bay Parry Sound District Health Unit	13	13	13	100	100	0	0
Parkdale Queen West Community Health Centre	13	13	13	100	100	0	0
SHHA	13	13	13	100	100	0	0
York Region – Long-Term Care	13	13	11	84.6	100	0	0
Haldimand War Memorial Hospital	12	12	12	100	100	0	0
Red Lake Margaret Cochenour Memorial Hospital	12	12	12	100	100	0	0
The Corporation of the County of Lambton	12	12	12	100	100	0	0
Canadian Mental Health Association, Hamilton Branch	11	11	11	100	100	0	0
City of Ottawa Long Term Care Homes	11	11	11	100	100	0	0
District of Sault Ste. Marie Social Services Administration Board	11	11	11	100	100	0	0

Response rate compliance - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %	Over 30 days	%
Seneca College	11	11	10	90.9	90.9	1	9.1
Wellington Dufferin Guelph Public Health	11	11	11	100	100	0	0
Alzheimer Society Peel	10	10	10	100	100	0	0
City of Ottawa	10	10	10	100	100	0	0
Deep River and District Hospital	10	10	10	100	100	0	0
Hamilton Public Health	10	10	10	100	100	0	0
St. Joseph's Continuing Care Centre of Sudbury	10	10	10	100	100	0	0
Timmins Academic Family Health Team	10	10	9	90	90	1	10
Upper Canada DSB	10	10	10	100	100	0	0
Villa St Gabriel Villa	10	10	10	100	100	0	0
Casey House Hospital	9	9	7	77.8	100	0	0
Family and Children's Services Niagara	9	9	6	66.7	66.7	3	33.3
Simcoe County – LTC Homes	9	9	9	100	100	0	0
Toronto Grace Health Centre	9	9	9	100	100	0	0
Pioneer Manor Long Term Care Facility (Sudbury)	8	7	7	100	100	0	0
Algoma Public Health	7	7	7	100	100	0	0
Bingham Memorial Hospital	7	7	7	100	100	0	0
Canadian Mental Health Association Niagara Branch	7	7	7	100	100	0	0
Confederation College	7	7	7	100	100	0	0
Mohawk College	7	7	6	85.7	100	0	0
Ontario Agency for Health Protection and Promotion	7	7	5	71.4	71.4	2	28.6
Peterborough Public Health	7	7	7	100	100	0	0
Providence Care – Providence Manor	7	7	7	100	100	0	0
Trent University	7	7	7	100	100	0	0
Arnprior Regional Health	6	6	6	100	100	0	0
Clinton Public Hospital Site	6	6	6	100	100	0	0
Region of Waterloo Public Health	6	6	6	100	100	0	0
Regional Municipality of Waterloo/Sunnyside Home	6	6	6	100	100	0	0
WoodGreen Community Services	6	6	6	100	100	0	0
York Support Services Network	6	6	6	100	100	0	0

Response rate compliance - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %	Over 30 days	%
Eastern Ontario Health Unit	5	5	5	100	100	0	0
Halton Region Board of Health (MOH)	5	5	5	100	100	0	0
Hôpital Smooth Rock Falls Hospital	5	5	5	100	100	0	0
Leeds, Grenville & Lanark District Health Unit	5	5	5	100	100	0	0
Middlesex-London Health Unit	5	5	5	100	100	0	0
West Parry Sound Health Centre	5	5	5	100	100	0	0
City of Kawartha Lakes	4	4	4	100	100	0	0
Cochrane District Social Services Administration Board	4	4	4	100	100	0	0
District of Timiskaming Social Services Administration Board	4	4	4	100	100	0	0
Georgian College of Applied Arts and Technology	4	5	3	60	60	2	40
Kirkland and District Hospital	4	4	4	100	100	0	0
Peel District School Board	4	4	4	100	100	0	0
The Regional Municipality of Peel – Long-Term Care	4	4	3	75	75	1	25
University of Ontario Institute of Technology	4	4	4	100	100	0	0
York Region – Early Intervention Services	4	4	4	100	100	0	0
Englehart and District Hospital	3	3	3	100	100	0	0
Huron Perth Public Health	3	3	3	100	100	0	0
Linck Child, Youth and Family Supports (Formerly Chatham Kent Children's Services)	3	3	3	100	100	0	0
St. Joseph's Continuing Care Centre	3	3	3	100	100	0	0
St. Mary's Memorial Hospital Site	3	3	3	100	100	0	0
The Conestoga College Institute of Technology and Advanced Learning	3	3	3	100	100	0	0
University of Waterloo – Centre for Mental Health Research	3	3	3	100	100	0	0
Carefor Health & Community Services	2	2	2	100	100	0	0
County of Elgin – Homes	2	2	2	100	100	0	0
Hôpital de Mattawa Hospital	2	2	2	100	100	0	0
Huronlea Home for the Aged	2	2	2	100	100	0	0
Huronview Home for the Aged	2	2	2	100	100	0	0
Northumberland County Golden Plough Lodge	2	2	0	0	100	0	0

Response rate compliance - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %	Over 30 days	%
Prescott and Russell Residence / United Counties of Prescott and Russell	2	2	2	100	100	0	0
Rainy River District Social Services Administration Board	2	2	2	100	100	0	0
Bruce County – Homes	1	1	1	100	0	0	0
Contact Niagara for Children's and Developmental Services	1	1	1	100	100	0	0
County of Dufferin	1	1	0	0	100	0	0
County of Frontenac – Long Term Care	1	1	1	100	100	0	0
County of Oxford – Woodingford Lodge	1	1	1	100	100	0	0
Groves Memorial Community Hospital	1	1	1	100	100	0	0
Haliburton, Kawartha, Pine Ridge District Health Unit	1	1	1	100	100	0	0
Halton Catholic District School Board	1	1	1	100	100	0	0
Halton Region – Allendale Village Home for the Aged	1	1	1	100	100	0	0
Killarney Health Centre/ Municipality of Killarney	1	1	1	100	100	0	0
North Wellington Health Care	1	1	1	100	100	0	0
Regional Municipality of Durham – Long-Term Care Homes	1	1	1	100	100	0	0
Renfrew County and District Health Unit	1	1	1	100	100	0	0
TCDSB	1	1	1	100	100	0	0
The Regional Municipality of Peel – Public Health	1	1	1	100	100	0	0
Toronto Metropolitan University	1	1	1	100	100	0	0
Total	100,031	99,088	97,776	98.7	99.3	952	1

Correction requests

	Total number of correction requests received	Correction made in its Entirety	Correction partially made	Correction requests refused	Correction requests withdrawn before completion	Total	Correction requests where statement of disagreement attached to record	Notices of correction or statements of disagreements sent to third parties
Toronto Public Health	3,489	3,364	45	80	0	3,489	0	0
Windsor-Essex County Health Unit	169	169	0	0	0	169	0	0

Correction requests - continued

	Total number of correction requests received	Correction made in its Entirety	Correction partially made	Correction requests refused	Correction requests withdrawn before completion	Total	Correction requests where statement of disagreement attached to record	Notices of correction or statements of disagreements sent to third parties
Mackenzie Health – All sites	41	22	9	10	0	41	2	0
Halton Healthcare Services Corporation	28	20	1	7	0	28	8	28
The Ottawa Hospital	27	17	4	6	0	27	1	0
The University Health Network	26	25	0	1	0	26	1	0
Unity Health Toronto	25	15	3	3	4	25	2	0
Royal Victoria Regional Health Centre	23	13	2	7	1	23	0	0
Sunnybrook Health Sciences Centre	22	16	2	4	0	22	1	0
Trillium Health Partners	18	15	1	2	0	18	0	0
William Osler Health System	17	12	2	3	0	17	1	14
Scarborough Health Network	15	8	3	2	2	15	0	0
Sinai Health	15	2	1	4	8	15	0	1
St. Joseph's Healthcare Hamilton	14	9	2	3	0	14	2	1
Michael Garron Hospital	14	7	4	2	1	14	6	0
Georgian Bay General Hospital	14	13	0	0	1	14	0	0
Humber River Hospital	12	10	1	1	0	12	0	0
Centre for Addiction and Mental Health (CAMH)	12	1	3	5	3	12	3	4
Queensway Carleton Hospital	12	10	0	1	1	12	0	0
Hamilton Health Sciences	11	2	2	4	3	11	3	1
Oak Valley Health	9	3	2	1	0	6	0	0
Lakeridge Health	9	6	0	3	0	9	0	0
Kingston Health Sciences Centre	8	3	4	1	0	8	1	9
Southlake Regional Health Centre	7	7	0	0	0	7	0	0
Niagara Health System	7	3	1	3	0	7	1	1
The Hospital for Sick Children	6	3	1	2	0	6	3	4
Thunder Bay Regional Health Sciences Centre	6	5	0	1	0	6	0	0
St. Joseph's Health Care London	6	4	1	1	0	6	1	0

Correction requests - continued

	Total number of correction requests received	Correction made in its Entirety	Correction partially made	Correction requests refused	Correction requests withdrawn before completion	Total	Correction requests where statement of disagreement attached to record	Notices of correction or statements of disagreements sent to third parties
Royal Ottawa Health Care Group	5	1	0	4	0	5	4	0
Hôpital Montfort	5	4	0	1	0	5	0	0
Holland Bloorview Kids Rehabilitation Hospital	5	4	0	0	1	5	0	0
Health Sciences North	4	3	0	1	0	4	0	0
Grand River Hospital	4	2	1	1	0	4	0	0
Children's Hospital of Eastern Ontario	4	1	1	2	0	4	0	0
North York General Hospital	4	2	0	2	0	4	0	0
Ontario Shores Centre for Mental Health Sciences	4	0	2	1	0	3	1	0
Women's College Hospital	3	3	0	0	0	3	0	0
Woodstock Hospital	3	1	2	0	0	3	1	0
St. Joseph's Care Group	3	0	2	1	0	3	2	1
Northumberland Hills Hospital	3	2	0	1	0	3	1	2
Renfrew Victoria Hospital	3	3	0	0	0	3	0	0
Guelph General Hospital	2	1	0	1	0	2	1	0
London Health Sciences Centre	2	1	1	0	0	2	1	1
Toronto Paramedic Services	2	1	0	1	0	2	1	0
Cornwall Community Hospital	2	2	0	0	0	2	0	0
Sault Area Hospital	2	0	1	0	1	2	1	0
Homewood Health Centre Inc.	2	0	1	1	0	2	0	0
Home and Community Care Support Services Champlain (previously Champlain LHIN)	2	0	1	0	1	2	1	0
Mississauga Halton Local Health Integrated Network	2	2	0	0	0	2	0	2
Joseph Brant Hospital	2	0	0	0	2	2	0	0
Orillia Soldiers' Memorial Hospital	2	0	0	0	2	2	0	0
Campbellford Memorial Hospital	2	2	0	0	0	2	0	0
Middlesex Hospital Alliance Strathroy Hospital	2	0	0	2	0	2	0	0
Bruyère Continuing Care	2	1	1	0	0	2	0	0

Correction requests - continued

	Total number of correction requests received	Correction made in its Entirety	Correction partially made	Correction requests refused	Correction requests withdrawn before completion	Total	Correction requests where statement of disagreement attached to record	Notices of correction or statements of disagreements sent to third parties
West Haldimand General Hospital	2	2	0	0	0	2	0	0
North Bay Regional Health Centre	1	0	0	1	0	1	0	0
City of Ottawa – Paramedics	1	0	0	1	0	1	0	0
Chatham-Kent Health Alliance	1	1	0	0	0	1	0	0
Brant Community Healthcare System	1	0	0	1	0	1	0	1
Collingwood General and Marine Hospital	1	1	0	0	0	1	0	0
Ross Memorial Hospital	1	0	0	1	0	1	0	0
Muskoka Algonquin Healthcare	1	1	0	0	0	1	0	0
St. Thomas Elgin General Hospital	1	0	0	1	0	1	0	0
Stratford General Hospital Site	1	0	0	1	0	1	0	1
Waypoint Centre for Mental Health Care	1	0	0	1	0	1	0	0
North East Local Health Integration Network	1	1	0	0	0	1	0	0
Child and Parent Resource Institute (CPRI)	1	1	0	0	0	1	0	0
Humber College Institute of Technology and Advanced Learning	1	0	0	1	0	1	0	0
Brockville General Hospital	1	0	0	0	1	1	0	0
South Bruce Grey Health Centre	1	1	0	0	0	1	0	0
The Regional Municipality of York – Public Health	1	0	0	1	0	1	0	0
Arnprior Regional Health	1	1	0	0	0	1	0	0
The Regional Municipality of Peel – Long-Term Care	1	0	1	0	0	1	1	0
Carefor Health & Community Services	1	0	0	0	1	1	0	0
Groves Memorial Community Hospital	1	0	0	0	1	1	0	0
Total	4,160	3,829	108	185	34	4,156	51	71

Reported privacy breaches under PHIPA

There were 9,998 breaches of privacy to personal health information reported in 2022, an 11 per cent decrease from 2021, when 11,263 breaches were reported.

Total breaches by health information custodian (HIC) type or coroner

Type of HIC	Number of breaches	%
Hospitals: (A person who operates one of the following facilities): Hospital within the meaning of the <i>Public Hospitals Act</i> ; Private hospital within the meaning of the <i>Private Hospitals Act</i> ; Psychiatric facility within the meaning of the <i>Mental Health Act</i>	5,364	53.7
A person who operates a centre, program or service for community health or mental health whose primary purpose is the provision of health care	933	9.3
A person who operates a laboratory or a specimen collection centre as defined in section 5 of the <i>Laboratory and Specimen Collection Centre Licensing Act</i>	702	7.0
A person who operates a pharmacy within the meaning of the <i>Drug and Pharmacies Regulation Act</i>	631	6.3
Health care practitioner or a person who operates a group practice of health care practitioners	615	6.2
A Local Health Integration Network (LHIN)	427	4.3
A person who operates an independent health facility within the meaning of the <i>Independent Health Facilities Act</i>	426	4.3
The Ontario Agency for Health Protection and Promotion	339	3.4
A medical officer of health of a board of health within the meaning of the <i>Health Protection and Promotion Act</i>	214	2.1
A service provider within the meaning of the <i>Home Care and Community Services Act</i> , who provides a community service within the meaning of that act. A service provider is a health information custodian in connection with the provision of any community service within the meaning of <i>Home Care and Community Services Act</i> , regardless of whether a particular community service is publicly funded.	136	1.4
A person who operates an ambulance service within the meaning of the <i>Ambulance Act</i>	88	0.9
A person who operates a long-term care home within the meaning of the <i>Long-Term Care Homes Act</i> or a care home within the meaning of the <i>Residential Tenancies Act</i>	59	0.6
Ontario Air Ambulance Services Corporation	32	0.3
Minister of Health and Long-Term Care together within the Ministry of the minister if the context so requires	18	0.2
A coroner to whom the prescribed organization provides personal health information under subsection 55.9.1 (1) of PHIPA*	9	0.1
The Canadian Blood Services	3	0.0

Total breaches by HIC type - continued

Type of HIC	Number of breaches	%
An evaluator within the meaning of the <i>Health Care Consent Act</i> or an assessor within the meaning of the <i>Substitute Decisions Act</i>	2	0.0
A municipality that operates a communications within the meaning of the <i>Ambulance Act</i>	0	0.0
A person who operates a home for special care within the meaning of the <i>Homes for Special Care Act</i>	0	0.0
A placement coordinator described in subsection 40(1) of the <i>Long-Term Care Homes Act</i>	0	0.0
A person who operates a retirement home within the meaning of the <i>Retirement Homes Act, 2010</i>	0	0.0
Total	9,998	100

* Coroners are not HICs under PHIPA

Stolen personal health information

	Number of breaches by source of theft	%
Theft was by a stranger	62	98.4
Theft was by an internal party (e.g. employee, affiliated health practitioner or electronic service provider)	1	1.6
Total	63	100

	Number of breaches by type of theft	%
Paper records were stolen	35	55.6
Theft was a result of something else, by someone else or other items were stolen	15	23.8
Theft was the result of another type of cyberattack	6	9.5
Unencrypted portable electronic equipment (e.g. USB keys, laptops) was stolen	5	7.9
Theft was the result of a ransomware attack	2	3.2
Total	63	100

Lost personal health information

	Number of breaches	%
Paper records were lost	247	69.8
Loss was a result of something else or other items were lost	70	19.8
Unencrypted portable electronic equipment (e.g. USB keys, laptops) was lost	35	9.9
Loss was the result of a ransomware attack	1	0.3
Loss was the result of another type of cyberattack	1	0.3
Total	354	100

Unauthorized use of personal health information

	Number of breaches	%
Unauthorized use was through electronic systems	590	73.8
Unauthorized use through other means	108	13.5
Unauthorized use was through paper records	101	12.6
Total	799	100

Unauthorized disclosure of personal health information

	Number of breaches	%
Unauthorized disclosure was through misdirected faxes	3,989	45.6
Unauthorized disclosure was through other means	3,703	42.3
Unauthorized disclosure was through misdirected emails	1,059	12.1
Total	8,751	100

Collected without authority by means of the Electronic Health Record (EHR)

	Number of breaches	%
Total	31	100

Number of individuals affected

	Stolen personal health information	%	Lost personal health information	%	Used without authority	%	Disclosed without authority	%	Collected without authority by the EHR	%	Total	%
One individual	19	30.2	258	72.9	615	77.0	7,665	87.6	23	74.2	8,580	85.82
2 to 10 individuals	12	19.1	38	10.7	136	17.0	774	8.8	6	19.4	966	9.66
11 to 50 individuals	20	31.8	50	14.1	22	2.8	203	2.3	1	3.2	296	2.96
51 to 100 individuals	5	7.9	5	1.4	12	1.5	90	1.0	0	0.0	112	1.12
Over 100 individuals	7	11.1	3	0.9	14	1.8	19	0.2	1	3.2	44	0.44
Total	63	100	354	100	799	100	8,751	100	31	100	9,998	100

Part X of the *Child, Youth and Family Services Act*

In 2022, service providers subject to Part X of the CYFSA received 9,923 requests for personal information, a decrease of 0.6 per cent from 2021, when 9,980 requests were received.

Requests by the public under Part X of the CYFSA

Overall compliance:



Access to personal information – compliance

Service provider name	Requests received	Requests completed	Within 30 days	%	Over 30 days with an extension	%	Over 30 days without an extension	%
Peel Children's Aid	1,040	1,017	1,005	98.8	2	0.2	10	1
Children's Aid Society of Toronto	814	621	414	66.7	0	0	207	33.3
Children and Family Services for York Region	703	706	623	88.2	38	5.4	45	6.4
Durham CAS	644	618	527	85.3	67	10.8	24	3.9
Children's Aid Society of Hamilton	521	474	277	58.4	193	40.7	4	0.8
Family and Children's Services Niagara	502	502	397	79.1	78	15.5	27	5.4
Simcoe Muskoka Family Connexions	472	409	264	64.5	15	3.7	130	31.8
Highland Shores Children's Aid	411	411	369	89.8	42	10.2	0	0
Family and Children's Services of the Waterloo Region	387	384	270	70.3	91	23.7	23	6
Child and Family Services of Grand Erie	342	342	135	39.5	198	57.9	9	2.6
The Children's Aid Society of Ottawa	294	294	285	96.9	9	3.1	0	0
Family and Children's Services of Lanark, Leeds and Grenville	288	265	169	63.8	0	0	96	36.2

Access to personal information – compliance - continued

Service provider name	Requests received	Requests completed	Within 30 days	%	Over 30 days with an extension	%	Over 30 days without an extension	%
Windsor-Essex Children's Aid Society	246	246	127	51.6	119	48.4	0	0
Children's Aid Society of London and Middlesex	229	252	100	39.7	152	60.3	0	0
Children's Aid Society of Stormont, Dundas and Glengarry	219	219	148	67.6	66	30.1	5	2.3
North Eastern Ontario Family and Children's Services	205	204	126	61.8	56	27.5	22	10.8
Halton Children's Aid Society	197	193	57	29.5	112	58	24	12.4
Valoris pour enfants et adultes de Prescott-Russell	194	194	169	87.1	0	0	25	12.9
Catholic Children's Aid Society of Toronto	175	165	54	32.7	0	0	111	67.3
Hamilton Catholic Children's Aid Society	156	130	75	57.7	52	40	3	2.3
Kawartha Haliburton Children's Aid Society	144	119	27	22.7	24	20.2	68	57.1
Children's Aid Society of Algoma	141	104	70	67.3	31	29.8	3	2.9
The Children's Aid Society of the Districts of Sudbury and Manitoulin	134	91	65	71.4	3	3.3	23	25.3
The Children's Aid Society of The District of Thunder Bay	125	125	69	55.2	15	12	41	32.8
Sarnia Lambton Children's Aid Society	107	94	78	83	10	10.6	6	6.4
Bruce Grey Child and Family Services	102	102	58	56.9	14	13.7	30	29.4
The Children's Aid Society of Oxford County	100	99	71	71.7	26	26.3	2	2
Kenora-Rainy River Districts Child and Family Services	90	88	53	60.2	0	0	35	39.8
Jewish Family and Child Service of Greater Toronto	87	62	14	22.6	38	61.3	10	16.1
Children's Aid Society of the District of Nipissing and Parry Sound	84	77	54	70.1	20	26	3	3.9
Family and Children's Services of Frontenac, Lennox and Addington	82	82	44	53.7	0	0	38	46.3
Family and Children Services of Guelph and Wellington County	63	43	24	55.8	2	4.7	17	39.5

Access to personal information – compliance - continued

Service provider name	Requests received	Requests completed	Within 30 days	%	Over 30 days with an extension	%	Over 30 days without an extension	%
Linck Child, Youth and Family Supports (Formerly Chatham Kent Children's Services)	55	53	24	45.3	23	43.4	6	11.3
Children's Centre Thunder Bay	54	54	54	100	0	0	0	0
Family and Children's Services – County of Renfrew	53	50	42	84	8	16	0	0
Native Child and Family Services of Toronto	41	41	39	95.1	1	2.4	1	2.4
Dnaagdawenmag Binnoojiiyag Child and Family Services	36	32	26	81.3	0	0	6	18.8
Algonquin Child and Family Services o/a Hands TheFamilyHelpNetwork.ca	33	35	23	65.7	9	25.7	3	8.6
Dilico Anishinabek Family Care	33	33	23	69.7	10	30.3	0	0
Dufferin Child and Family Services	30	6	3	50	2	33.3	1	16.7
Family and Children's Services of St. Thomas and Elgin	28	28	0	0	28	100	0	0
Huron-Perth Children's Aid Society	23	23	1	4.3	19	82.6	3	13
Kina Gbezhgomi Child and Family Services	23	23	15	65.2	7	30.4	1	4.3
Haldimand-Norfolk R.E.A.C.H.	19	19	19	100	0	0	0	0
Wellkin Child and Youth Mental Wellness	19	19	19	100	0	0	0	0
Craigwood Youth Services	16	16	16	100	0	0	0	0
Kunuwanimano Child and Family Services	15	15	9	60	0	0	6	40
Weechi-it-te-win Family Services	15	15	13	86.7	0	0	2	13.3
Nogdawindamin Family and Community Services	14	14	9	64.3	5	35.7	0	0
Hamilton Paramedic Service	13	13	13	100	0	0	0	0
Crossroads Children's Mental Health Centre	12	12	12	100	0	0	0	0
New Path Youth and Family Services	12	12	11	91.7	1	8.3	0	0
Connections Early Years Family Centre	11	11	11	100	0	0	0	0
Payukotayno: James and Hudson Bay Family Services	10	9	5	55.6	2	22.2	2	22.2

Access to personal information – compliance - continued

Service provider name	Requests received	Requests completed	Within 30 days	%	Over 30 days with an extension	%	Over 30 days without an extension	%
Abiona Centre	7	7	7	100	0	0	0	0
Accerta Services Inc.	7	7	0	0	1	14.3	6	85.7
Open Doors for Lanark Children and Youth	7	7	7	100	0	0	0	0
Catholic Family Services of Toronto	5	5	5	100	0	0	0	0
Associated Youth Services of Peel	3	3	3	100	0	0	0	0
Boost Child and Youth Advocacy Centre	3	2	2	100	0	0	0	0
Chimo Youth and Family Services Inc.	3	3	2	66.7	1	33.3	0	0
Mary Homes Inc.	3	3	3	100	0	0	0	0
Roberts/Smart Centre	3	3	2	66.7	0	0	1	33.3
The Inn of Windsor	3	3	3	100	0	0	0	0
Contact Hamilton for Children's and Developmental Services	2	2	1	50	0	0	1	50
Keystone Child, Youth and Family Services	2	2	2	100	0	0	0	0
Woodview Mental Health and Autism Services	2	2	2	100	0	0	0	0
Anishinaabe Abinoojii Family Services	1	1	1	100	0	0	0	0
Autism Ontario	1	1	1	100	0	0	0	0
CCRC	1	0	0	0	0	0	0	0
Catulpa Community Support Services	1	1	1	100	0	0	0	0
Centre d'appui et de prévention – Le CAP	1	1	1	100	0	0	0	0
Community Living Toronto	1	1	1	100	0	0	0	0
Fernie Youth Services	1	1	1	100	0	0	0	0
Huron Safe Homes for Youth	1	1	1	100	0	0	0	0
Niijaansinaanik Child and Family Services	1	1	1	100	0	0	0	0
Rosalie Hall	1	1	1	100	0	0	0	0
Total	9,923	9,323	6,653	71.4	1,590	17.1	1,080	11.6

Requests* for personal information – outcome

Outcome	Total
Full access provided	1,926
Partial access provided: provisions applied to deny access	3,911
Partial access provided: no record exists or cannot be found	33
Partial access provided: record outside of Part X	410
Partial access provided, other reasons	4,098
No access provided: provisions applied to deny access	52
No access provided: no record exists or cannot be found	187
No access provided: record outside of Part X	141
Other completed requests, e.g. withdrawn or never accessed	715
TOTAL REQUESTS (6.1 TO 6.8 = 6.9)	11,473
TOTAL REQUESTS denied access in whole or in part where a provision of Part X was applied (6.2 + 6.5 = 6.10)	3,963

* Requests, especially complex ones, may have more than one outcome disposition. For example, some of the records responsive to a request may be partially accessed with provisions applied, while others may not exist or cannot be found. Such a request has multiple outcomes and therefore could be counted more than once in this table. Thus, the total of this table may be greater than the total number of requests completed

Provisions applied to deny access

Provisions	Total
Identification of an individual (not in confidence)	2,419
Identification of an individual (in confidence)	1,613
Legal privilege	536
Other acts or court order	520
Proceedings that have not been concluded	62
Risk of harm	70
Frivolous or vexatious	5
Total requests	5,225

Correction requests

In 2022, service providers subject to Part X of CYFSA received 74 requests for correction of personal information and completed 74 requests.

Overall compliance:



Correction requests – compliance

Institution name	Requests received	Requests completed	Within 30 days	%	Over 30 days with an extension	%	Over 30 days without an extension	%
Children and Family Services for York Region	10	10	6	60	3	30	1	10
Halton Children's Aid Society	6	6	4	66.7	2	33.3	0	0
Child and Family Services of Grand Erie	5	5	5	100	0	0	0	0
Family and Children's Services of Lanark, Leeds and Grenville	5	5	3	60	0	0	2	40
The Children's Aid Society of the Districts of Sudbury and Manitoulin	5	5	4	80	1	20	0	0
Kawartha Haliburton Children's Aid Society	4	4	4	100	0	0	0	0
Sarnia Lambton Children's Aid Society	4	4	2	50	2	50	0	0
Bruce Grey Child and Family Services	3	3	1	33.3	0	0	2	66.7
Children's Aid Society of London and Middlesex	3	3	1	33.3	2	66.7	0	0
Family and Children's Services of the Waterloo Region	3	3	3	100	0	0	0	0
The Children's Aid Society of Ottawa	3	3	3	100	0	0	0	0
Windsor-Essex Children's Aid Society	3	3	3	100	0	0	0	0
Catholic Children's Aid Society of Toronto	2	2	1	50	0	0	1	50
Children's Aid Society of Stormont, Dundas and Glengarry	2	2	2	100	0	0	0	0
Durham CAS	2	2	2	100	0	0	0	0
New Path Youth and Family Services	2	2	2	100	0	0	0	0

Corrections requests compliance* - continued

	Requests received	Requests completed	Within 30 days	%	Over 30 days with an extension	%	Over 30 days without an extension	%
Peel Children's Aid	2	2	2	100	0	0	0	0
Children's Aid Society of Toronto	1	1	1	100	0	0	0	0
Family and Children's Services – County of Renfrew	1	1	1	100	0	0	0	0
Family and Children's Services Niagara	1	1	1	100	0	0	0	0
Hamilton Catholic Children's Aid Society	1	1	1	100	0	0	0	0
Highland Shores Children's Aid	1	1	1	100	0	0	0	0
Jewish Family and Child Service of Greater Toronto	1	1	1	100	0	0	0	0
Kina Gbezhgomi Child and Family Services	1	1	1	100	0	0	0	0
Linck Child, Youth and Family Supports (Formerly Chatham Kent Children's Services)	1	1	0	0	1	100	0	0
North Eastern Ontario Family and Children's Services	1	1	0	0	0	0	1	100
The Children's Aid Society of Oxford County	1	1	1	100	0	0	0	0
Total	74	74	56	75.7	11	14.9	7	9.5

Correction requests – outcome

Outcome	Total
Correction requests received	74
Correction(s) made in whole	27
Correction(s) made in part	23
Correction(s) refused	18
Correction(s) withdrawn by requester	6
Number of correction requests with statements of disagreement attached where corrections were refused in whole or in part	16
Number of times notifications sent	13

Privacy breaches under Part X of CYFSA

Service providers under Part X of the CYFSA experienced 451 privacy breaches in 2022, a decrease of 11 per cent from 2021, when there were 508 breaches.

Privacy breaches by service provider type

	Number of breaches	%
Children's aid society	281	62.3
Indigenous child well-being society	130	28.8
Residential services licensee	2	0.4
Adoption licensee	5	1.1
Youth justice services	0	0.0
Children's developmental services	0	0.0
Community support services	5	1.1
Ministry of Children, Community and Social Services	7	1.6
Health information custodian under the <i>Personal Health Information Protection Act</i>	10	2.2
Other	11	2.4
Total	451	100

Privacy breach statistics by type of breach

Stolen personal information

	Number of breaches by source of theft	%
Theft was by an internal party (e.g., employee, affiliated practitioner or electronic service provider)	0	0.0
Theft was by a stranger	8	100
Total	8	100

	Number of breaches by type of theft	%
Theft was the result of a ransomware attack	0	0.0
Theft was the result of another type of cyberattack	2	25.0
Unencrypted portable electronic equipment (e.g. USB keys, laptops) was stolen	1	12.5
Paper records were stolen	4	50.0
Theft was a result of something else, by someone else or other items were stolen	1	12.5
Total	8	100

Lost personal information

	Number of breaches	%
Loss was the result of a ransomware attack	0	0.0
Loss was the result of another type of cyberattack	0	0.0
Unencrypted portable electronic equipment (e.g. USB keys, laptops) was lost	63	72.4
Paper records were lost	23	26.4
Loss was a result of something else or other items were lost	1	1.2
Total	87	100

Unauthorized use

	Number of breaches	%
Unauthorized use was through electronic systems	18	85.7
Unauthorized use was through paper records	0	0.0
Unauthorized use through other means	3	14.3
Total	21	100

Unauthorized disclosure

	Number of breaches	%
Unauthorized disclosure was through misdirected faxes	41	12.2
Unauthorized disclosure was through misdirected emails	169	50.5
Unauthorized disclosure was through other means	125	37.3
Total	335	100

Number of individuals affected

	Stolen personal information	%	Lost personal information	%	Used without authority	%	Disclosed without authority	%	Total	%
One individual	3	37.5	5	5.8	7	33.3	186	55.5	201	44.6
2 to 10 individuals	3	37.5	20	23.0	13	61.9	141	42.1	177	39.3
11 to 50 individuals	2	25.0	0	0.0	0	0.0	7	2.1	9	2.0
51 to 100 individuals	0	0.0	62	71.3	1	4.8	1	0.3	64	14.2
Over 100 individuals	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Total	8	100.0	87	100.0	21	100.0	335	100.0	451	100.0

IPC tribunal statistics

Appeals

Access appeals opened in 2022

	Provincial	%	Municipal	%	Total	%
General records	419	33.3	525	41.7	944	75.0
Personal information	142	11.3	172	13.7	314	25.0
Total	561	44.6	697	55.4	1,258	100.0

Access appeals resolved at early resolution, mediation, and adjudication

	#	%
Early resolution	227	16.9
Mediation	794	58.9
Adjudication	326	24.2
Total	1,347	100

Issues in appeals opened 2022

	Provincial	%	Municipal	%	Total	%
Exemptions	246	19.6	349	27.7	595	47.3
Reasonable search	66	5.2	79	6.3	145	11.5
Deemed refusal	72	5.7	71	5.6	143	11.4
Act does not apply	55	4.4	62	4.9	117	9.3
Third party appeals	42	3.3	54	4.3	96	7.6
Other	80	6.4	82	6.5	162	12.9
Total	561	44.6	697	55.4	1,258	100.0

Appeals opened by jurisdiction, 2018-2022

	Provincial	Municipal	Total
2022	561	697	1,258
2021	615	791	1,406
2020	815	579	1,394
2019	568	853	1,421
2018	628	814	1,442

Appeals closed, by jurisdiction 2018-2022

	Provincial	Municipal	Total
2022	575	772	1,347
2021	579	777	1,356
2020	691	445	1,136
2019	580	762	1,342
2018	641	790	1,431

Mediated appeals, by disposition 2022

Mediation final disposition	#	%
Resolved	783	71.4
Partially mediated – proceed	160	14.6
No issues mediated – proceed	144	13.1
Abandoned	6	0.5
Withdrawn	4	0.4
Total	1,097	100

Outcome of appeals closed by order 2022

Outcome	Provincial	%	Municipal	%	Total	%
Institution's decision upheld	105	40.1	65	24.8	170	64.9
Institution's decision partially upheld	30	11.5	22	8.4	52	19.8
Institution's decision not upheld	21	8.0	14	5.3	35	13.4
Dismissal after representations	2	0.8		0.0	2	0.8
Other		0.0	2	0.8	2	0.8
No inquiry		0.0	1	0.4	1	0.4
Total	158	60.3	104	39.7	262	100

Privacy Complaints and Self-Reported Breaches, FIPPA and MFIPPA

Privacy complaints, self-reported breaches, and IPC-initiated privacy complaints opened

	Provincial	%	Municipal	%	Total	%
Privacy complaint	76	22.4	98	28.8	174	51.2
IPC-initiated privacy complaint	6	1.8	4	1.2	10	3
Reported breach	39	11.5	117	34.4	156	45.9
Total	121	35.6	219	64.4	340	100

Privacy complaints resolved at early resolution and investigation

	Provincial	%	Municipal	%	Total	%
Early resolution	106	37.5	169	59.7	275	97.2
Investigation	2	0.7	6	2.1	8	2.8
Total	108	38.2	175	61.8	283	100.0

Self-reported breaches resolved at early resolution

	Provincial	%	Municipal	%	Total	%
Early resolution	40	26.3	112	73.7	152	100.0

Privacy complaints and self-reported breaches opened (provincial/municipal) 2018-2022

	Provincial	Municipal	Total
2022	121	219	340
2021	121	238	359
2020	113	195	308
2019	164	196	360
2018	134	172	306

Privacy complaints and self-reported breaches closed (provincial/municipal) 2018-2022

	Provincial	Municipal	Total
2022	156	294	450
2021	129	244	373
2020	80	124	204
2019	162	186	348
2018	109	148	257

Privacy complaints closed by type of resolution 2022

	Provincial	%	Municipal	%	Total	%
Screened out	74	24.8	105	35.2	179	60.1
Resolved	31	10.4	61	20.5	92	30.9
Withdrawn	5	1.7	8	2.7	13	4.4
Report	3	1.0	5	1.7	8	2.7
Abandoned	3	1.0	3	1.0	6	2.0
Total	116	38.9	182	61.1	298	100.0

Self-reported breaches closed by type of resolution 2022

	Provincial	%	Municipal	%	Total	%
Resolved	39	25.7	111	73.0	150	98.7
Withdrawn		0.0	1	0.7	1	0.7
Screened out	1	0.7		0.0	1	0.7
Total	40	26.3	112	73.7	152	100.0

Health privacy files

Self-reported health privacy breaches opened by cause 2022

	#	%
Misdirected or lost personal information	163	33.1
Snooping	143	29.0
General unauthorized collection/use/disclosure	122	24.7
Stolen personal information	33	6.7
Cyberattack*	29	5.9
Unsecured records	3	0.6
Total	493	100

* 8 out of 29 cyberattacks involved ransomware

Self-reported health privacy breaches closed by stage and cause 2022

	Early resolution	%	Investigation	%	Total	%
General unauthorized collection/use/disclosure	178	33.8	1	0.2	179	34.0
Misdirected or lost personal information	154	29.2		0.0	154	29.2
Snooping	130	24.7	2	0.4	132	25.0
Stolen personal information	31	5.9		0.0	31	5.9
Cyberattack*	25	4.7		0.0	25	4.7
Lost or stolen mobile devices	4	0.8		0.0	4	0.8
Unsecured records	2	0.4		0.0	2	0.4
Total	524	99.4	3	0.6	527	100.0

* 7 out of 25 cyberattacks involved ransomware

Self-reported breaches 2018 to 2022

2022	493
2021	535
2020	527
2019	564
2018	506

Year-end stage of health privacy files opened in 2022

	Early Resolution	%	Mediation	%	Investigation	%	Adjudication	%	Total	%
Access/correction complaint	33	3.8	137	15.8		0.0	10	1.2	180	20.8
Collection/use/disclosure complaint	163	18.8		0.0		0.0		0.0	163	18.8
IPC-initiated collection/use/disclosure complaint	28	3.1		0.0	2	0.2		0.0	30	3.4
Reported breach	491	56.8		0.0	1	0.1		0.0	492	56.9
Total	715	82.7	137	15.8	3	0.3	10	1.2	865	100.0

Types of health privacy files closed in 2022 by file type and by stage

	Early Resolution	%	Mediation	%	Investigation	%	Adjudication	%	Total	%
Access/correction complaint	56	5.8	148	15.3		0.0	19	2.0	223	23.1
Collection/use/disclosure complaint	177	18.3	1	0.1		0.0	3	0.3	181	18.8
IPC-initiated collection/use/disclosure complaint	31	3.2		0.0	3	0.3		0.0	34	3.5
Reported breach	524	54.3		0.0	3	0.3		0.0	527	54.6
Total	788	81.7	149	15.4	6	0.6	22	2.3	965	100.0

Outcome of health privacy files closed in 2022 by file type and stage

	Early Resolution	%	Mediation	%	Investigation	%	Adjudication	%	Total	%
Resolved	609	63.1	134	13.9	1	0.1	1	0.1	745	77.2
Screened out	71	7.4		0.0		0.0		0.0	71	7.4
Withdrawn	57	5.9	9	0.9		0.0	1	0.1	67	6.9
Abandoned	51	5.3	6	0.6		0.0	1	0.1	58	6.0
Order/decision issued		0.0		0.0	5	0.5	14	1.5	19	2.0
Dismissed without inquiry/review		0.0		0.0		0.0	3	0.3	3	0.3
Dismissed without order/decision		0.0		0.0		0.0	1	0.1	1	0.1
Interim order/decision issued		0.0		0.0		0.0	1	0.1	1	0.1
Total	788	81.7	149	15.4	6	0.6	22	2.3	965	100.0

Part X of CYFSA privacy files

Self-reported CYFSA privacy breaches by cause in 2022

	#	%
General unauthorized collection/use/disclosure	16	33.3
Misdirected or lost personal information	16	33.3
Snooping	8	16.6
Stolen personal information	3	6.3
Ransomware	2	4.2
Cyberattack*	3	6.3
Total	48	100

* 1 out of 3 cyberattacks involved ransomware

CYFSA files opened by issue in 2022

	#	%
Access/correction complaint	27	29.3
Collection/use/disclosure complaint	17	18.5
IPC-initiated collection/use/disclosure complaint	2	2.2
Reported breach	46	50.0
Total	92	100

Outcome of CYFSA files closed in 2022 (by file type and stage)

	Early Resolution	%	Mediation	%	Adjudication	%	Total	%
Resolved	58	61.1	11	11.6		0.0	69	72.6
Screened out	12	12.6		0.0		0.0	12	12.6
Withdrawn	3	3.2	2	2.1		0.0	5	5.3
Abandoned	4	4.2	1	1.1		0.0	5	5.3
Order/decision issued		0.0		0.0	4	4.2	4	4.2
Total	77	81.1	14	14.7	4	4.2	95	100.0



Information and Privacy
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