



HOUSE OF COMMONS
CHAMBRE DES COMMUNES
CANADA

REPORT TO CANADIANS 2019



The *Report to Canadians* presents highlights of the work undertaken by Canada's Members of Parliament and the efforts of the House of Commons Administration in supporting Members' daily activities.

By opening a window into the workings of the House of Commons and increasing the public understanding of Canada's parliamentary system, the *Report to Canadians* contributes to the transparent public governance expected by Canadians from coast to coast to coast.

Period of this report: April 1, 2018–March 31, 2019
Parliamentary session covered in this period: 1st session, 42nd Parliament (December 3, 2015–March 31, 2019)

Total number of sitting days during this period: 116

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Message from the Speaker



As Speaker of the House of Commons and head of the House of Commons Administration, I am pleased to present the *Report to Canadians 2019*, covering the 2018–2019 fiscal year. In this annual report, you will learn more about the work carried out by your Members of Parliament in the Chamber, in committees, in caucus, in constituencies across Canada, and abroad. The report also provides information about how the House Administration supports the work of Members.

During the 2018–2019 fiscal year, we reached some important milestones. Canadians saw the temporary closing of Centre Block and the reopening of West Block. These two events are of significance for all Canadians—we turned an important page in the history of our country’s heritage. In the House of Commons, we played an active role in the many stages that led to the House’s historic move to its interim location in West Block. As you read this year’s report, you will find out more about the significant work that went into this move—a move that was also symbolic for us as an organization. The transition from Centre Block to West Block shows not only our commitment to the preservation of our heritage spaces, but also our desire to remain current and ready to meet the needs of a modern parliamentary democracy.

During the past year, improvements were made to the e-petitions system that has allowed hundreds of thousands of Canadians to participate more easily in their democracy through online petitions; measures were also put in place to allow Members to express themselves—and be understood—in Indigenous languages during House proceedings; and security was upgraded in constituency offices as well as on Parliament Hill.

The “Members’ Snapshot” section provides information on the work of Members over the past year. “Highlights from the Hill” presents an overview of the events and activities that were part of the closing of Centre Block and the reopening of West Block. The “House of Commons Administration” section features the work carried out by the administrative body that supports Members, and an overview of the House Administration’s spending is provided in “Financial Information” section at the end of this report.

On behalf of all Members and the House Administration, I want to thank you for taking the time to learn more about Members’ activities and the work that is done to support them as they carry out their parliamentary duties.

Hon. Geoff Regan, P.C., M.P.
Speaker of the House of Commons

Message from the Clerk



In my role as Clerk of the House of Commons, I am responsible for the sound management of the House Administration, whose role is to serve Members so they can more easily and effectively do their work. In the following pages, you will see that employees of the House Administration have carried out numerous projects to support Members in their daily activities.

In November 2018, the House Administration was recognized as one of Canada's Top 100 Employers for 2019. We had previously received awards as a Top Employer for Young People in Canada and a Top Employer in the National Capital Region—awards we won again in 2019—and this year, for the first time, the Administration was recognized as one of the Top 100 Employers in the country.

This report covers a period when Centre Block was closed and the rehabilitated West Block was opened. The House's historic move to its interim location involved a full range of activities and projects, including dry-run exercises in the new West Block Chamber. In January 2019, more than 600 employees gathered to test various components in the Chamber relating to broadcasting, lighting and acoustics to ensure that the space dedicated to the exercise of our parliamentary democracy was move-in ready. In 2018, the House Administration conducted an Employee Engagement Survey, which had a response rate of 71%. The results revealed that employees are highly engaged and enabled and that they are proud to work for the House Administration.

March 31, 2019, marked the end of a strategic planning cycle. We have been busy in recent months developing a new plan and putting together a renewed mission, vision and values statement. To set the stage for innovation and creativity, we have committed to adopting new practices that will allow us to, among other things, encourage risk taking and develop leaders at all levels.

The coming year is full of promise. I hope you will come back in twelve months to find out what is new within our organization. In the meantime, I encourage you to learn more about what we have already accomplished to provide Canada's Members of Parliament with the services, infrastructure and advice they need to fulfill their roles as legislators and representatives.

Charles Robert
Clerk of the House of Commons

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Members' Snapshot

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Constituencies by province

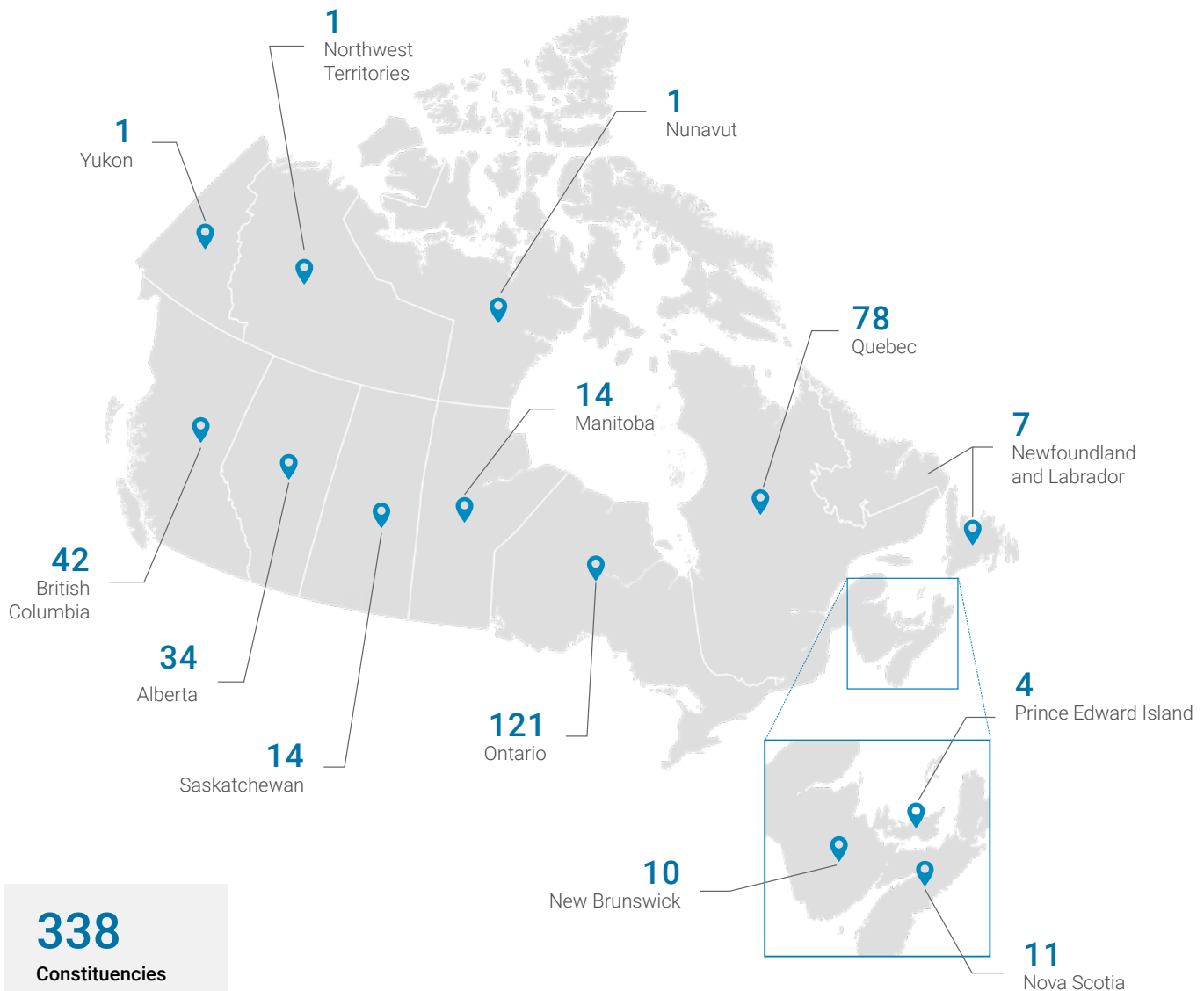
Each of Canada's 338 constituencies (also called ridings or electoral districts) has a representative in the House of Commons. Each Member of Parliament keeps an office and employs staff in the constituency to connect with their constituents to discuss issues of concern, attend certain community events, and help them access federal programs and services.

[Look up the address for your Member's constituency office](#)

428
Constituency offices

[Learn about current constituencies](#)

2,013
Members' employees



About Members of Parliament

Members debate and vote on legislation in the Chamber, attend committee and caucus meetings, and perform a wide range of duties in their constituencies. They also represent Canada when travelling abroad on official business or when hosting foreign parliamentarians and officials.



Each year, Members of Parliament and their staff handle thousands of calls from constituents seeking access to federal government programs and services, including:



Employment insurance



Disability pensions



Veterans' support



Passports and immigration



Commemorative events

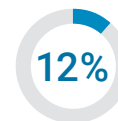
For more than 150 years, Members of Parliament have upheld the principles and practices of Canadian democracy by representing the citizens who elect them. Today's Parliament is the most diverse in our history, containing more women as well as more Members born outside Canada.



73%
Seats held by men



27%
Seats held by women



12%
Seats held by Members born outside Canada

Age of Members

27

Age of the youngest Member

53

Average age of Members

78

Age of the oldest Member

137 MP staff members honoured for their long service

Members of Parliament can count on their dedicated staff, who spare no effort in helping them carry out their parliamentary functions on the Hill and in their constituency offices.

In May 2018, 137 MP staff members who achieved a significant service milestone were honoured during a ceremony and reception hosted by the House of Commons Speaker. The ceremony was the first to be held following the revival of the Long Service Awards Program. The program recognizes employees as they reach one of the following milestones: 5, 10, 15, 20, 25, 30, 35, 40 and 45 years of service.



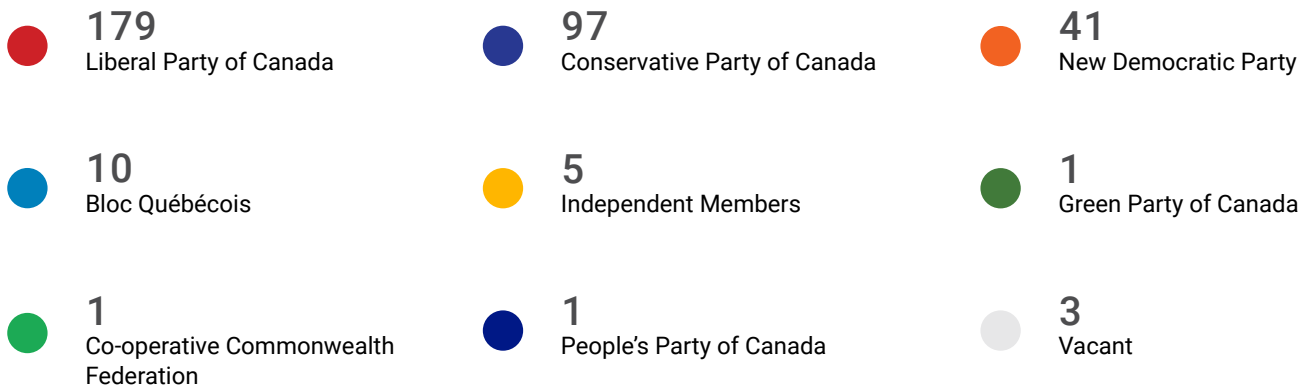
Caucuses

Most Members of Parliament belong to a political party and are members of a caucus. Each caucus meets weekly when Parliament is in session to discuss policies and parliamentary strategy, to share feedback from their constituents, and to establish positions on issues being debated in the House of Commons. Held in private, caucus meetings allow Members to freely express their views.

[Learn more about the role of political parties in Canada's Parliament](#)

[View the list of party leaders and House Officers](#)

Seats held by each political party in the House of Commons (as of March 31, 2019)



A party must have at least 12 seats to be recognized as a party in the House of Commons. Recognition means that the party has representation on committees as well as funding for research and staff.



Members' Activities

In the Chamber

The Chamber is where Members come together to debate issues of local, regional and national importance, receive documents prepared by government departments and agencies, and debate and vote on potential laws. All these activities are presided over by the Speaker of the House or one of the [Chair occupants](#).

[A typical week in the House](#)



[Watch Chamber proceedings online on ParlVU](#)

From April 1, 2018 to March 31, 2019, a total of 60 bills were introduced, covering a wide range of topics.

Government Bills are introduced by a minister of the Crown and drafted by the Department of Justice on the instructions of the Cabinet. Private Members' Bills follow the same legislative process (although time for their consideration is more restricted) and are introduced by individual Members who are not Cabinet ministers or parliamentary secretaries.

22

Governments Bills introduced

TOPICS INCLUDED

- Accessibility
- Appropriation
- Canadian heritage and multiculturalism
- Democratic institutions
- Employment, workforce development and labour
- Families, children and social development
- Finance
- Indigenous services
- Intergovernmental and Northern affairs and internal trade
- International trade diversification
- Justice
- National defence
- Public safety and emergency preparedness

38

Private Members' Bills introduced

TOPICS INCLUDED

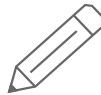
- Access to information and privacy
- Compensation, pension and employment insurance
- Constitution, official languages and human rights
- *Criminal Code*
- Elections and Parliament
- Environment
- Federal tax and transfer legislation
- Health
- Labour law
- Transportation and navigation
- Public finance

Statistics about the House of Commons



116

Sitting days



725

Written questions submitted



36

Rulings by the Speaker in response to points of order or questions of privilege raised in the Chamber



2,591

Sessional papers tabled

Tabling a document is a formal way of providing information to Members and putting it on the official public record of the House.

Certain documents must be tabled in the House by the government. Among these are reports on studies conducted by government task forces and commissions, annual reports for a number of federal institutions, corporate plans, performance reports, and other papers concerning matters related to the administrative responsibilities of the government.

Committees present reports to the House and can request that the government respond to those reports. Collectively, these documents are referred to as “sessional papers.”

Petitions

The electronic petition application gives millions of Canadians an opportunity to directly participate in their democracy. The purpose of a petition is to draw attention to an issue of public interest or concern and to request that action be taken. Two forms of public petitions are accepted: paper petitions and electronic petitions. The government is obliged to reply to petitions within 45 days of their presentation.

In January 2019, enhancements to the e-petition module were deployed, and a new functionality, currently in development, was identified with a view to making paper petitions also available on the petitions website.

[Find out more about these enhancements](#)

[Learn more about petitions](#)

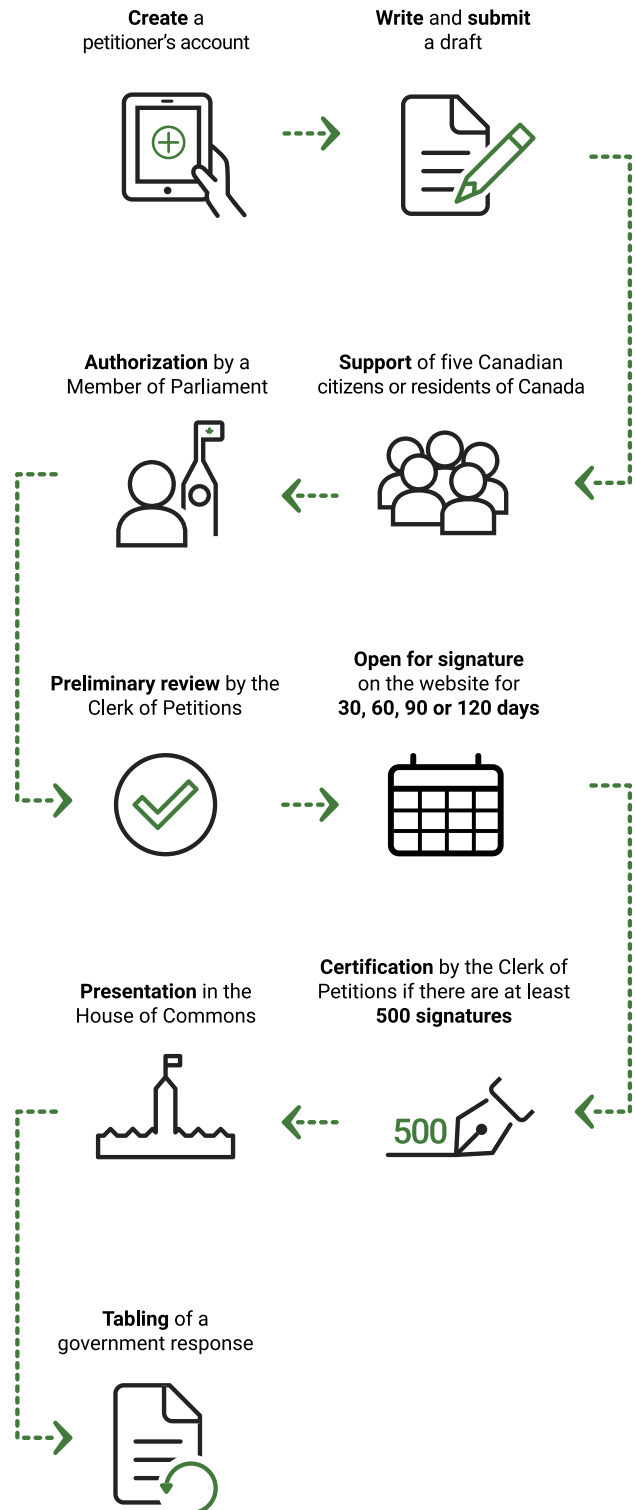
[Learn about e-petitions](#)

Number of petitions tabled

 **875**
Paper

 **122**
Electronic

The path of an e-petition



In Committees

In committees, Members conduct in-depth studies, amend proposed legislation, examine government spending, conduct inquiries and receive input from experts and citizens.

Standing committees are established pursuant to the *Standing Orders* of the House of Commons and generally oversee a government department or agency.

[View a comprehensive list of studies, activities and reports](#)

[Learn more about committees](#)

[Browse the list of committee meetings and watch or listen to all public meetings on ParIVU](#)

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Standing committees

- Access to Information, Privacy and Ethics (ETHI)
- Agriculture and Agri-Food (AGRI)
- Canadian Heritage (CHPC)
- Citizenship and Immigration (CIMM)
- Environment and Sustainable Development (ENVI)
- Finance (FINA)
- Fisheries and Oceans (FOPO)
- Foreign Affairs and International Development (FAAE)
- Government Operations and Estimates (OGGO)
- Health (HESA)
- Human Resources, Skills and Social Development and the Status of Persons with Disabilities (HUMA)
- Indigenous and Northern Affairs (INAN)
- Industry, Science and Technology (INDU)
- International Trade (CIIT)
- Justice and Human Rights (JUST)
- National Defence (NDDN)
- Natural Resources (RNNR)
- Official Languages (LANG)
- Procedure and House Affairs (PROC)
- Public Accounts (PACP)
- Public Safety and National Security (SECU)
- Status of Women (FEWO)
- Transport, Infrastructure and Communities (TRAN)
- Veterans Affairs (ACVA)

Standing joint committees are established pursuant to the *Standing Orders* of the House of Commons and the *Rules of the Senate*, and are composed of members from both the Senate and the House of Commons.

2

Standing joint committees

- Library of Parliament (BILL)
- Scrutiny of Regulations (REGS)

Topics Addressed by Committees

Committees provide an opportunity for in-depth discussions on a variety of topics. In 2018–2019, these topics included:

- Homeless veterans (ACVA)
- Mental health challenges that Canadian farmers, ranchers, and producers face (AGRI)
- Impact of tariffs on Canadian businesses, companies and workers (CIIT)
- Migration challenges and opportunities for Canada in the 21st century (CIMM)
- Clean growth and climate change in Canada: forestry, agriculture and waste (ENVI)
- Canada's sovereignty in the Arctic (FAAE)
- System of shelters and transition houses serving women and children affected by violence against women and intimate partner violence (FEWO)
- Impacts of methamphetamine abuse in Canada (HESA)
- A barrier-free Canada (Bill C-81) (HUMA)
- Northern infrastructure projects and strategies (INAN)
- Remediation agreements, the Shawcross doctrine and the discussions between the Office of the Attorney General and government colleagues (JUST)
- Use of Indigenous languages in proceedings of the House of Commons (PROC)
- Economic opportunities for energy efficiency in Canada (RNNR)
- Assessing the impact of aircraft noise in the vicinity of major Canadian airports (TRAN)
- Sports-related concussions in Canada (SCSC)



10

Members on each standing committee



1,170

Total number of committee meetings



1,991

Total hours of committee meetings



5,014

Witness appearances



182

Reports presented

Who are the witnesses?

Committees regularly invite citizens, experts, representatives of organizations, public servants and ministers to appear before them to obtain information relevant to a study. These interactions allow witnesses to share their point of view and present written briefs to the committee.

International and Interparliamentary Activities

Whether welcoming visiting parliamentarians and dignitaries to the House of Commons or participating in delegations to foreign legislatures and international conferences, Members of Parliament play an active role in parliamentary diplomacy.

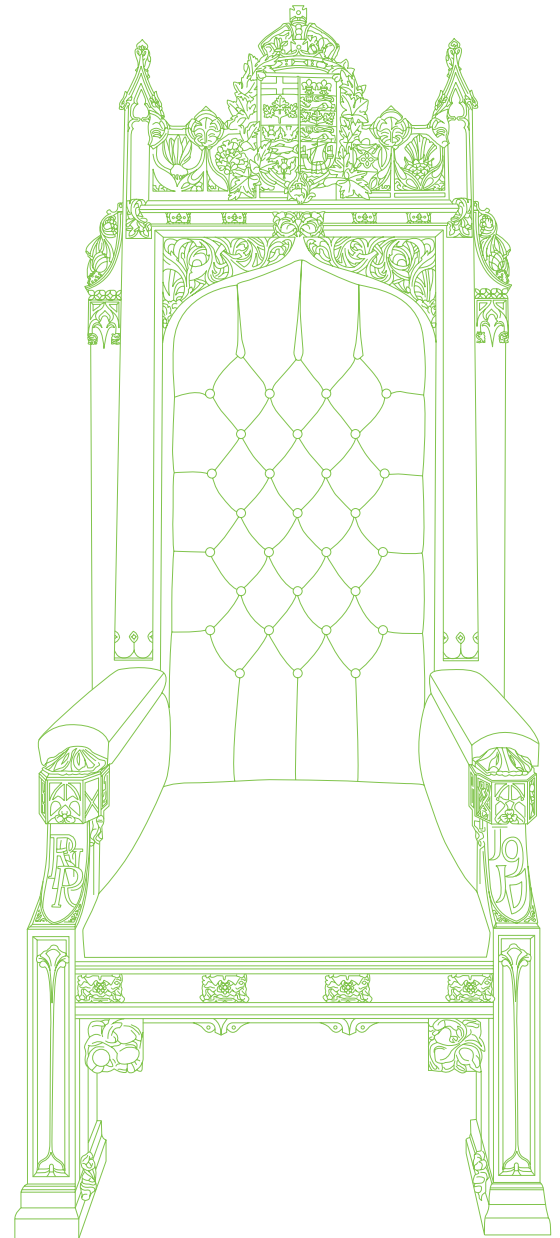
Through meetings and courtesy calls, the Speakers of the Senate and the House meet with foreign dignitaries and the diplomatic community.

[Learn more about how Members represent Canada to the world](#)



Visit to Canada (June 6–7, 2018) of His Excellency Emmanuel Macron, President of the French Republic

His Excellency Emmanuel Macron, President of the French Republic, signing the Distinguished Visitors' Books at the Parliament of Canada in the presence of Prime Minister Justin Trudeau; the Senate Speaker, the Honourable George Furey; and the House of Commons Speaker, the Honourable Geoff Regan, on June 6, 2018.



Opportunities for parliamentary diplomacy can take various forms:

- Visits by heads of state or government
- Visits by parliamentary delegations
- Official delegations led by the Speaker
- Participation in conferences as either hosts or attendees
- Activities here and abroad where members of various associations take part



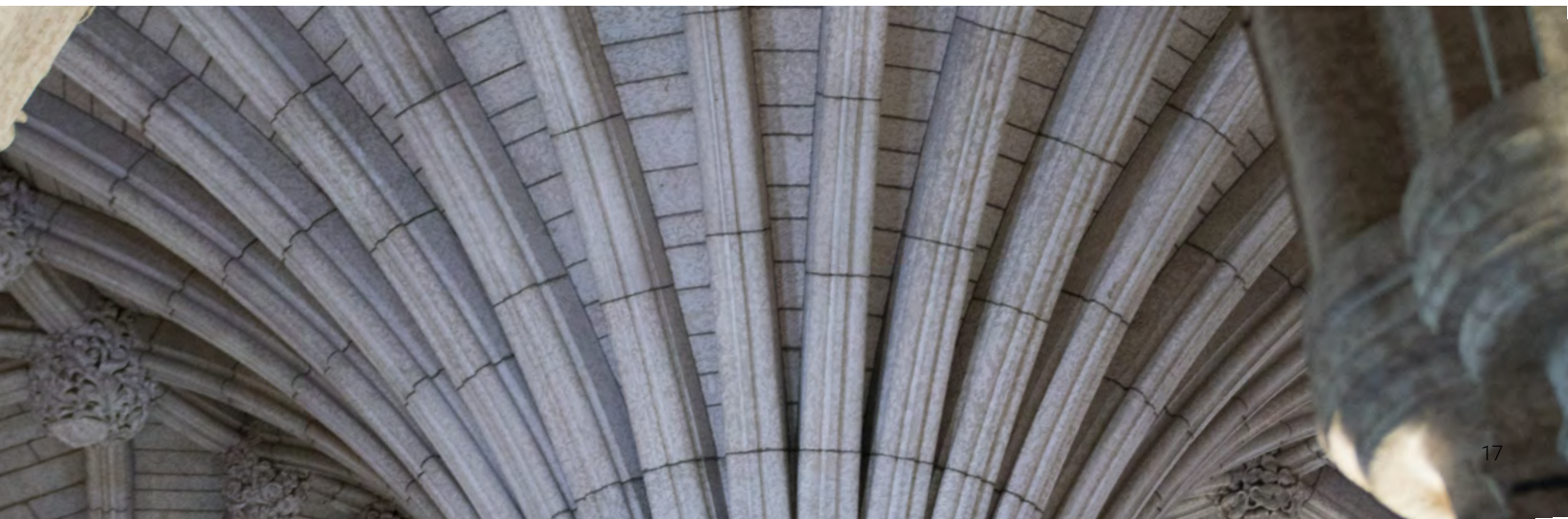
64th Annual Session of NATO Parliamentary Assembly, Halifax, Nova Scotia, November 2018

During the Annual Session of the NATO Parliamentary Assembly, parliamentarians from NATO member countries and partner nations met to study draft reports and hear from government representatives, NATO officials, and experts on a wide range of issues concerning the Alliance. The 64th Annual Session was hosted by the Parliament of Canada.



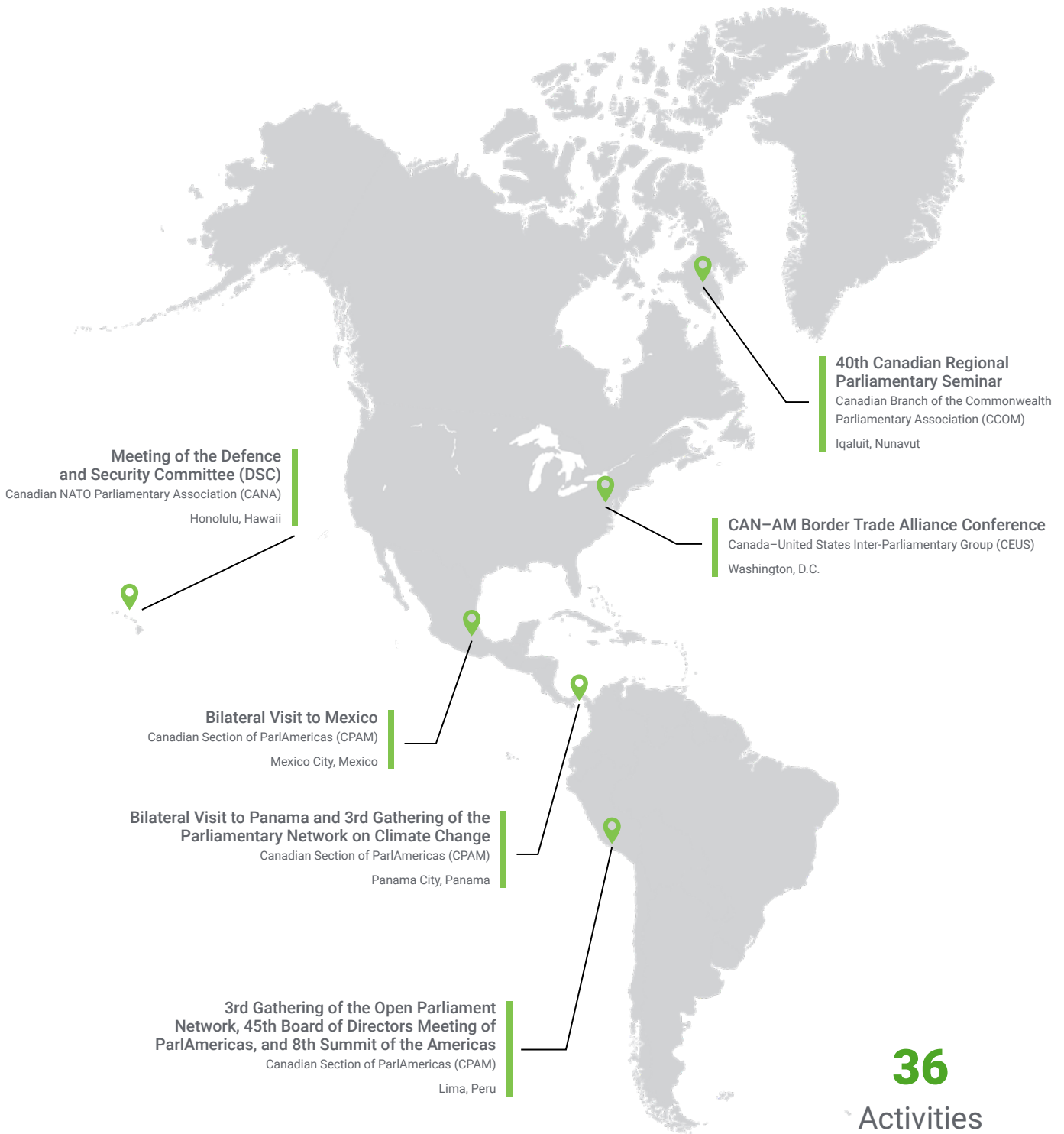
16th Meeting of the Speakers of the Lower Houses of the G7

The Speaker of the House of Commons, the Honourable Geoff Regan, hosted the 16th Meeting of the Speakers of the Lower Houses of the G7 in Halifax, Nova Scotia from September 6 to 8, 2018. The G7 Speakers' meeting is an annual gathering of presiding officers of parliaments of the G7 countries. The 2018 meeting was the third one attended by current Speaker Geoff Regan or his delegate. The theme of this year's gathering was "Parliamentary Oversight and National Security." A number of business sessions, meetings, and visits occurred, including a visit by the presiding officers to the prestigious Ocean Frontier Institute at Dalhousie University.



AMERICAS

SNAPSHOT OF CERTAIN PARLIAMENTARY DIPLOMATIC ACTIVITIES





Conference of the Parliamentarians of the Arctic Region
Canada-Europe Parliamentary Association (CAEU)
Inari, Finland

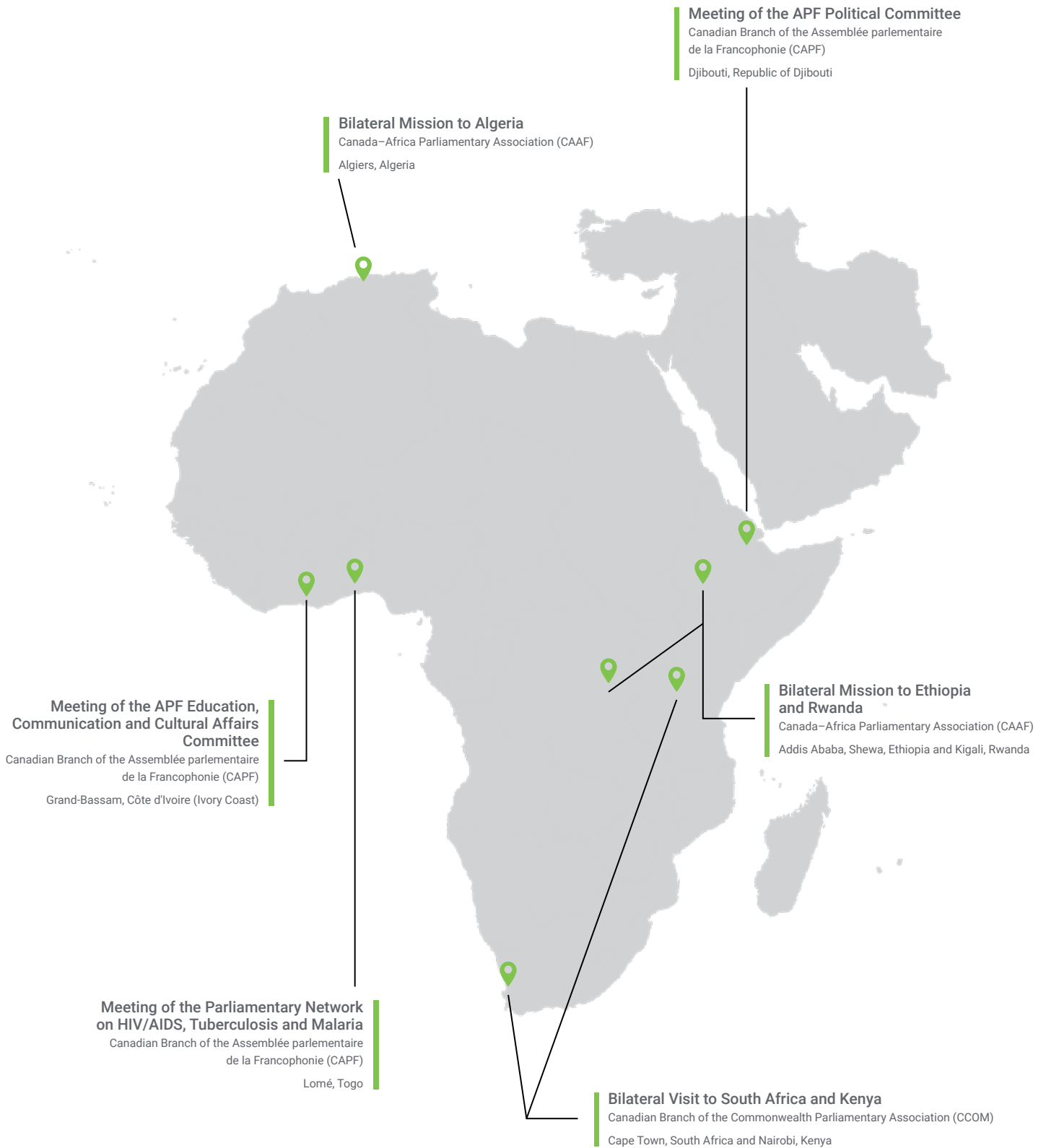
Bilateral Visit
Canada-United Kingdom Inter-Parliamentary Association (RUUK)
London, United Kingdom and Brussels, Belgium

Presidential Election Observation Mission
Canadian Delegation to the Organization for Security and Co-operation in Europe Parliamentary Assembly (SECO)
Kiev, Ukraine

Parliamentary Mission to France
Canada-France Interparliamentary Association (CAFR)
Paris, France

Meeting of the Steering Committee of the 12+ Group
Canadian Group of the Inter-Parliamentary Union (UIPU)
Horta and Terceira, Portugal

Meeting of the APF Cooperation and Development Committee
Canadian Branch of the Assemblée parlementaire de la Francophonie (CAPF)
Rome, Italy



7
Activities

ASIA AND AUSTRALIA





Highlights from the Hill

22





Temporary Closing of Centre Block

For almost 100 years, the Parliament Building was the centre of Canada's parliamentary democracy, the hub of important debates and significant decisions, and the space where much of our country's history was made. On December 13, 2018, Members of Parliament rose in the Centre Block Chamber for the last time for at least a decade to make way for the start of one of the largest and most complex heritage rehabilitation projects in Canadian history.

I encourage all Members to pause, look around, and savour the wonder that is the Parliament Building. It has taken good care of us for almost a hundred years; it is now time that we return the favour.

The Honourable Geoff Regan
December 12, 2018



[Watch party leaders bid goodbye to Centre Block in December 2018](#)



In the days and weeks leading up to and immediately following the last sitting of Parliament, several events were held to mark the closing of Centre Block.

Thousands of Canadians had the opportunity to explore the historic space and its art, artefacts and architecture before the last official tour of Centre Block.

The Centre Block rehabilitation also lives as part of a larger story: a story about the preservation of history and the preparations necessary to support our Parliament of the future.

- ◀ The Speaker of the Senate, the Honourable George J. Furey, and the Speaker of the House of Commons, the Honourable Geoff Regan, host a Speakers' Reception for dignitaries, current and former parliamentarians, and media in the Hall of Honour on November 27, 2018.



- ▲ The Honourable Carla Qualtrough, Minister of Public Services and Procurement and Accessibility, presents a ceremonial key crafted using copper from the West Block roof to Speaker Regan during a handover ceremony on November 8, 2018.



- ▲ In the last of the four dry runs, 600 Members' staff and House Administration employees play various roles to test the legislative functionality of West Block.



- ▲ Members and their staff take part in one of several tours during West Block's transformation.

West Block Rehabilitation and Restoration

The ceremonial handover of the key to West Block by Public Services and Procurement Canada (PSPC) marked a monumental transition: a shift from a comprehensive building restoration project to the carefully orchestrated preparations designed to make West Block move-in ready for Members.

Thousands of Members' staff and House Administration employees took part in dry-run exercises to review and perfect the functionality of the interim Chamber and other parliamentary spaces and support services in the newly restored heritage building.



[Watch this **time-lapse video** to get a sense of the scale of the effort](#)

Every aspect of West Block was tested—from acoustics to security, division bells and broadcasting and interpretation systems, among numerous other functionalities—to ensure that Parliament resumed, uninterrupted, in time for its sitting in January 2019.

In all, 52 new parliamentary office spaces—including those of the Speaker, the Prime Minister, and House Officers—in addition to four committee rooms, the Parliamentary Dining Room, and all physical spaces that make up the building were designed, furnished, and readied for Members.

The symbolism of the Chamber's open design and glass ceiling reflects the openness and transparency of a 21st-century democratic parliament. Various design elements and natural materials used throughout the Chamber evoke Canadian imagery. The wood panelling and tracery in the Chamber and courtyard are reminiscent of sheaves of wheat, canoes, fish bones, and hockey sticks.

The core of the rehabilitated building is the permanent courtyard infill that now accommodates the interim House of Commons Chamber while Centre Block undergoes its own rehabilitation.

Finishing touches

The restored space integrates Canada's parliamentary history with contemporary design and technology to meet the needs of Parliament.

West Block opened its doors as a government building over 150 years ago and later transitioned into a parliamentary space. Now, the oldest building in the Precinct is the interim seat of Canada's parliamentary democracy.



▲ Portraits of Canada's Prime Ministers were relocated to the new antechamber and foyer in West Block.



▲ The Speakers' portraits find a new home in West Block.



▲ The Clerk's Table, a central fixture of the Chamber, moved to West Block. A conservator worked on several artefacts displayed on the table to preserve their integrity.

The Opening of West Block

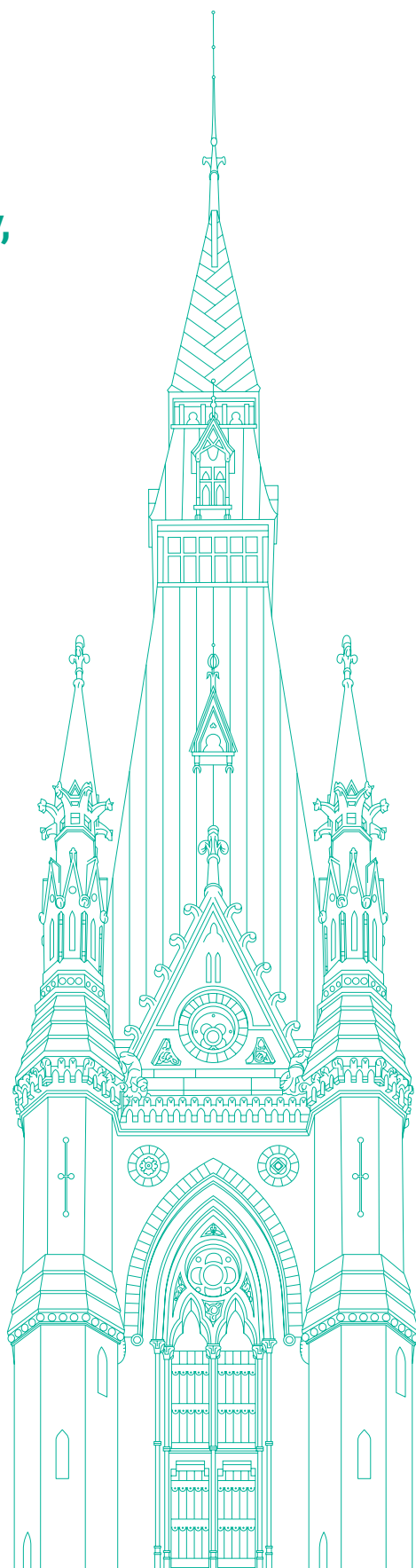
This space is a unique marriage of tradition and modernity, of the familiar and the new On behalf of the exceptional team that made this restored West Block a reality, welcome to the new House.

The Honourable Geoff Regan
January 28, 2019

A seashell, sacred plants, fire and cleansing smoke: on January 28, 2019, these four elements came together as part of a solemn Indigenous smudging ceremony. Algonquin Elder Claudette Commanda led the ceremony that blessed the interim Chamber and marked its official use for the first time.



▲ Smudging ceremony



The opening of West Block was a day of many firsts, including the inaugural Speaker's Parade.



[Watch the first Speaker's Parade in West Block](#)

Orientation sessions and packages were distributed, and staff was stationed throughout the building to troubleshoot and ensure that the new House became Members' home away from home.

The move to West Block also included the construction of a Visitor Welcome Centre and the relocation of the Books of Remembrance from their home in the Peace Tower's Memorial Chamber. Located within the Visitor Welcome Centre, the Room of Remembrance houses eight altars on which the books containing the names of Canada's war dead are presented. Begun in 1942, the Turning of the Page Ceremony continues each day at 11 a.m., ensuring that throughout the year, every name will be visible, in solemn tribute to those who gave their lives in service to our country.

Though the ceremonies to mark the opening of West Block and the new interim Chamber have ended, West Block's history remains inextricably linked to that of Centre Block, and to the living history that is made every day in the House of Commons.

The ongoing transformation of the buildings that make up the Parliamentary Precinct will ensure the preservation of our history, as well as the spaces where our parliamentary democracy is conducted, for future generations.



▲ Group photo of Members in Centre Block Chamber



▲ Group photo of Members in West Block Interim Chamber



▲ On February 5, 2019, a ceremony was held to mark the placement of the Books of Remembrance in a new interim space. The Room of Remembrance is illuminated by soft, speckled light and was designed to preserve the Neo-Gothic design of the Memorial Chamber. It remains open to all Canadians who wish to visit this solemn space.

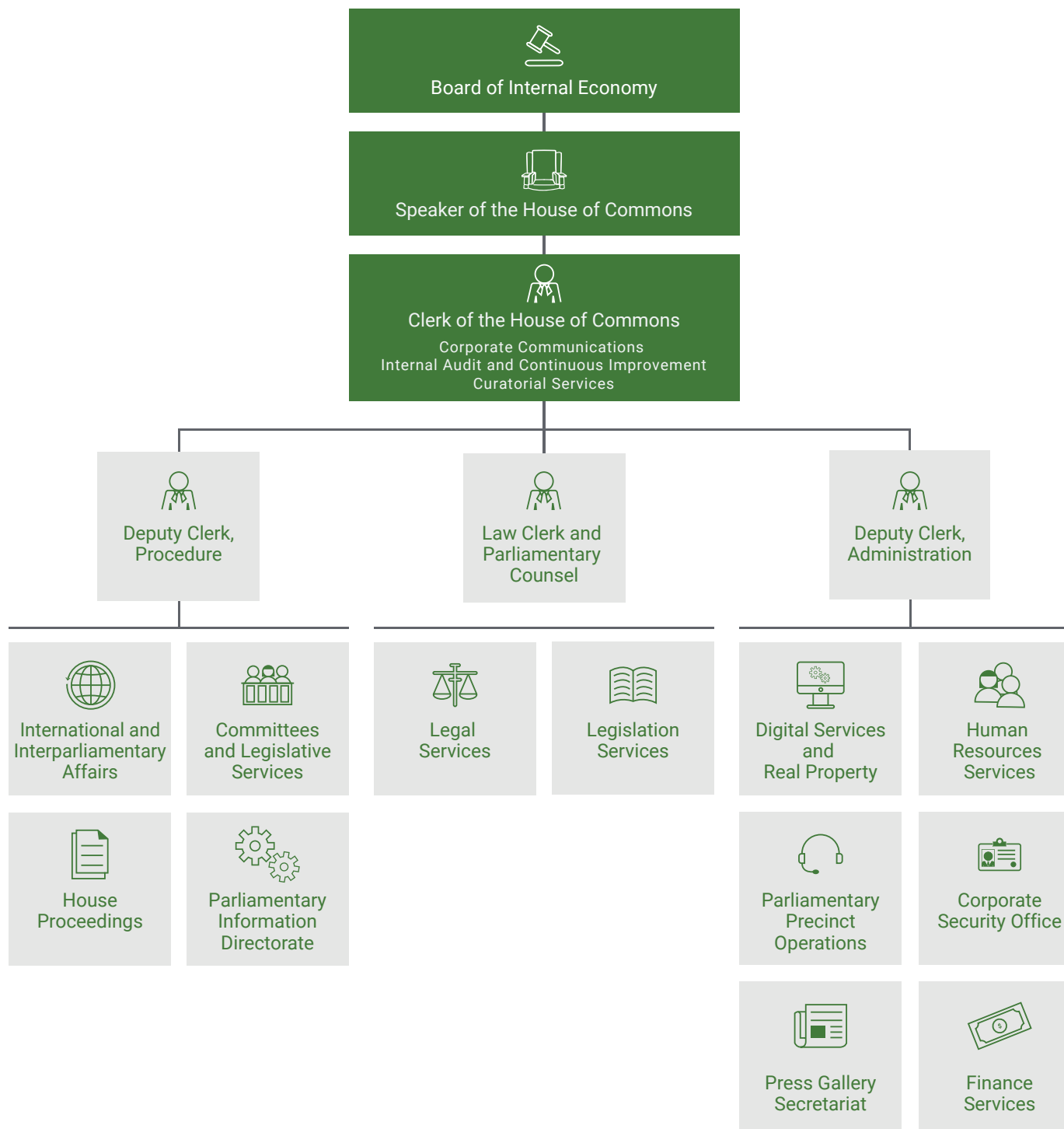


House of Commons Administration

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Our Organization

The House of Commons Administration proudly supports its Members and the institution of Parliament. It strives to provide the services, infrastructure and advice that the Members need to carry out their work as legislators and as representatives in the Chamber, in committees, in caucus, and in their offices on Parliament Hill and their constituencies.



* See [Appendix A](#) for more details.



Reporting on Results

2018–2019 Results Highlights

Operational Excellence

The House Administration's priority is to support Members in their work as parliamentarians. Our strong culture of service will continue to be fostered, with an ongoing focus on improvement.

Use of Indigenous languages

The House adopted the 66th Report of the Standing Committee on Procedure and House Affairs, setting out a process for the use of Indigenous languages in the House of Commons. In collaboration with the Translation Bureau and PSPC, the House worked to ensure that Members' interventions in Indigenous languages could be interpreted when possible and published in that language, in addition to English and French.



Modernization of householders

New householder formats provide Members with a more dynamic and modern look for their printed communications with constituents. The new householder formats also offer more choice at a reduced cost.



Greener commute

This past year, the House installed:

- 9 electric vehicle charging stations
- 2 bike repair stations
- Many additional indoor and covered bicycle stations

Providing greener alternatives to get to work is a step towards creating an environmentally friendly workplace.



Family-friendly environment

The House of Commons is responsive to the needs of Members, modifying the way it conducts business so that it increasingly becomes a more family-friendly and inclusive institution. It offers a wide range of services to help Members fulfill their responsibilities while also caring for their families. The design of the newly renovated West Block building includes a Family Room for the exclusive use of Members and their spouses with infants and young children. This space provides numerous amenities, such as a crib, bottle warmer, high chair and play mat. In addition, a Spouses' Lounge includes a breastfeeding area and is available for use as a gathering space for Members and their families.

Family-friendly services and resources are continually evaluated to ensure they reflect the evolving needs of Members. In May 2018, the Board of Internal Economy approved changes to travel policies applicable to Members that improve their ability to reunite with their families.

Additional family-friendly services are provided throughout the Parliamentary Precinct, such as:

- Full-time private child care offered at the Children on the Hill Daycare as well as short-term, on-call child care services as needed
- Parking spaces reserved for pregnant Members and Members with babies
- Shuttles that can accommodate most strollers
- Several washrooms equipped with baby change stations
- Cafeterias across the Precinct, including the Parliamentary Dining Room, that provide high chairs and serve child-friendly food options



On-site service centres for Members and their staff

As a client-focused organization, the House Administration is continuously improving services that allow Members and their employees to fulfill their parliamentary responsibilities more easily and effectively.

One recent example is the creation of multidisciplinary on-site service centres called *Sourceplus* that provide Members and their staff with in-person support. A team of House of Commons employees are on hand to answer questions related to finance, human resources, information technology and various operational services offered by the House Administration. Members and their staff can take advantage of the services offered at the four *Sourceplus* service centres located throughout the Parliamentary Precinct.

**Modern
Technology
and Information
Infrastructure**

Sound information technology (IT) and robust information management (IM) are key enablers for any knowledge-based organization.

In 2018, the House Administration continued to develop its IM/IT solutions and processes.

Electronic petition enhancement

Following the adoption of the 75th Report of the Standing Committee on Procedure and House Affairs, enhancements to e-petitions were deployed in January 2019. Petitioners are now able to select the timeline for which e-petitions are open for signature online, choosing between 30, 60, 90 or 120 days. Rules regarding paper petitions were also modified to allow for the use of larger-size paper and to provide for more flexible formats for signatories' addresses. Starting in the 43rd Parliament, the text of paper petitions will also be published online once these petitions are tabled in the House.

The international and interparliamentary activities website renewal

A newly redesigned parliamentary diplomacy website was launched in February 2019. The mobile-friendly website offers regularly updated content—including information about events, activities, news, conferences and reports, dedicated Twitter feeds, as well as curated photo galleries—within a simplified, modern design that provides improved functionality.

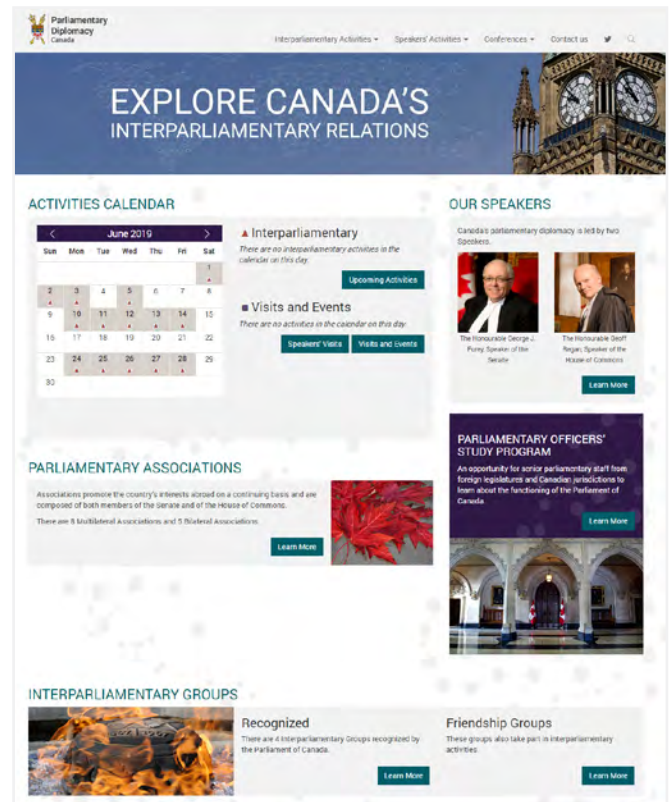
[Learn more about the diplomatic work of Members on the international stage](#)

Human Resources Management Integrated System renewal

The Human Resources Management Integrated System (HRMIS) encompasses the management of information such as leave, employees, employment, and departures.

The implementation of a new HRMIS is part of a larger strategy to modernize our enterprise resource planning infrastructure. The first phase of this strategy was completed in 2017 with the launch of the new Financial Management System.

The HRMIS was designed to capture, house and report on human resources management information in a more user-friendly, efficient and integrated fashion.



**Renewed
Physical Spaces
and Associated
Services**

To preserve and protect the iconic buildings that make up the Parliamentary Precinct and prepare them to meet the requirements of a working Parliament, the House of Commons together with its parliamentary partners and the Government of Canada introduced the Long Term Vision and Plan (LTVP) in 2001. This past year, the transition of the House of Commons Chamber to its interim home in the newly restored West Block and the temporary closure of Centre Block marked a significant milestone in the life of the LTVP.



| The rehabilitation of West Block

The renovation of West Block was a major undertaking. It required a comprehensive, contemporary design approach that would not only restore the existing heritage building to its former glory, but also incorporate all the modern functionality required to support our parliamentary democracy.

AT PEAK TIMES DURING CONSTRUCTION, THERE WERE OVER 1,200 WORKERS ON SITE DAILY.



| What was done

- Restoration of masonry, sculptural elements and decorative metalwork
- Replacement of mechanical, electrical and life-safety building systems
- Replacement of the windows and roof
- Excavation and construction of the courtyard infill to build the interim Chamber
- Excavation and construction of the North Court underground facility
- Modernization of information technology and multimedia capabilities
- Improved security and accessibility

**Enhanced
Emergency
Management and
Security Approach**

The changing nature of physical and information technology security threats is challenging for any organization. Through awareness programs, safety audits, threat and risk assessments, and policy development, the House Administration continued to ensure an open and secure Parliament throughout 2018.



**Communications and
emergency preparedness**

The House Administration has revised its crisis communications strategy and framework to ensure that it is ready to communicate timely, accurate, and relevant information via appropriate channels to Members, their staff and House Administration employees in situations of emergency response, crisis management and business continuity.

**Supporting
parliamentarians during
international travel**

The House and Senate administrations worked together to:

- Ensure that documentation required when travelling was available in a safe and secure manner
- Provide cybersecurity awareness information for travelling Members
- Equip Members with secured mobile technology when they were travelling

Engaged,
Qualified and
Productive
Workforce



The House Administration is committed to encouraging employees to contribute to the organization and develop their careers at the House by offering training and development programs and checking in with employees for their feedback, with a view toward constant improvement.

The House Administration is one of Canada's Top Employers

For the third year in a row, the House Administration was named one of the National Capital Region's Top Employers and one of Canada's Top Employers for Young People by Mediacorp Canada, the country's largest publisher of employment periodicals. This year, the House Administration was designated as one of Canada's Top 100 Employers for the first time. Here are some of the reasons the House Administration was recognized and honoured:

- The organization recruits and retains individuals from a broad range of backgrounds. The House Administration maintains a dedicated Diversity Council and a Workplace Inclusion Program.
- The Administration offers a variety of work arrangements to help employees balance work with their personal lives.
- The organization engages with universities, colleges and cégeps and offers students temporary and permanent placements in a variety of disciplines, including information services, finance, procedural services and human resources.

Employee Engagement Survey

The Employee Engagement Survey is a vital tool that the House of Commons uses to measure and understand the employee experience and what motivates employees to succeed. Today's feedback drives tomorrow's actions. This is how we improve.

Following the first Employee Engagement Survey, which was held in 2014, three priority areas were identified: communication effectiveness, collaboration, and performance expectations. In the 2018 survey, employees responded that they have seen improvements in each of these areas. Overall employee engagement and enablement results have improved as compared with 2014 and were above the public-sector averages. The vast majority of employees (93%) are proud to work for the House Administration, believe the organization prioritizes the quality of service provided to Members, are treated with respect, and are able to use their official language of choice. Based on the results of the survey, an action plan will be developed to continue to improve employee engagement and enablement.



Management Excellence Program

This six-day training program supports managers in developing the fundamental skills they need to lead their teams. Through the program, leaders:

- Develop foundational soft skills needed to effectively engage and empower their employees
- Become familiar with new, practical tools that support them in their supervisory and managerial roles
- Gain a better understanding and appreciation of the leadership/managerial roles within the House Administration

Financial Information

Planned Versus Actual Spending 2018–2019 (In Thousands of Dollars)

	Main Estimates	Supplementary Estimates and Adjustments	Total Authorities	Actual Spending	Surplus / (Deficit)
Statutory					
Members and House Officers	120,174	(15,803)	104,371	104,371	-
Employee Benefit Plans	39,834	(728)	39,106	39,106	-
Total statutory	160,008	(16,531)	143,477	143,477	-
Non-statutory					
Members and House Officers	161,659	6,856	168,515	156,999	11,516
Committees, Parliamentary Associations and Parliamentary Exchanges	9,160	-	9,160	7,040	2,120
<i>House Administration Program</i> House Administration	176,185	9,051	185,236	179,897	5,339
Total non-statutory	347,004	15,907	362,911	343,936	18,975
TOTAL	507,012	(624)	506,388	487,413	18,975

House Administration Actual Spending 2018–2019

	Actual Spending ¹ (In Thousands of Dollars)	FTE Budget ²
Office of the Clerk	5,288	42
Office of the Law Clerk and Parliamentary Counsel	5,169	31
Procedural Services	31,173	334
Office of the Deputy Clerk, Administration	2,656	19
Parliamentary Precinct Operations	31,989	508
Corporate Security Office	6,899	57
Digital Services and Real Property	75,390	440
Human Resources Services	20,702	134
Finance Services	22,573	200
TOTAL	201,839	1,765

¹ Salary (including Employee Benefit Plans) and operating expenditures

² Budgeted number of permanent full-time equivalent (FTE) employees

[Learn more about the House's financial information](#)

Appendix A – House Administration

Board of Internal Economy

The Board of Internal Economy (BOIE) is the governing body of the House of Commons. Under the *Parliament of Canada Act*, the Board has the legal authority to “act on all financial and administrative matters respecting (a) the House of Commons, its premises, its services and its staff; and (b) the Members of the House of Commons.”

Speaker of the House of Commons

As Chair of the BOIE and head of the House Administration, the Speaker is responsible for the overall direction and management of the Administration. The Speaker maintains order in Chamber proceedings and protects the rights and privileges of the House.

Clerk of the House of Commons

The Clerk of the House of Commons is the chief executive of the Administration and is responsible for the day-to-day management of House operations. The Clerk is at the service of all Members and must act with impartiality and discretion. The Clerk also authenticates all decisions made by the House, maintains records of the proceedings, and advises on the interpretation of parliamentary rules, precedents and practices.

In addition, the Clerk oversees the following functions:

Corporate Communications

The Corporate Communications team provides the BOIE, the offices of the Speaker and the Clerk, and all service areas with strategic advice, analysis, products, tools and support related to communications, branding, crisis communications, social media and media relations.

Internal Audit and Continuous Improvement

As the House’s champion of good management practices, Internal Audit and Continuous Improvement supports the House Administration’s mandate by providing objective and value-added assurance, risk-management and advisory services on all strategic and management practices.

Curatorial Services

Curatorial Services provides advice to the institution on heritage matters and is responsible for the House of Commons collection, which is composed of 5,000 objects, including official portraits, historical paintings and other works of art, as well as ceremonial objects and pieces of furniture. The Peace Tower Carillon also falls under its purview.



■ Law Clerk and Parliamentary Counsel

As the chief legal officer of the House of Commons, the Law Clerk and Parliamentary Counsel provides comprehensive legal and legislative services to the Speaker, the BOIE, Members, committees, the Clerk and the House Administration. The Law Clerk is also a Table Officer.

■ Legal Services

Legal Services offers comprehensive legal advice and services to the House as an institution, to the Speaker, to the BOIE, to Members, to committees, and to the House Administration. Legal advisors specialize in multiple areas of law, including parliamentary law, constitutional law, labour law, and contract law. As well, this team may intervene in legal proceedings on behalf of the House of Commons and its Members to ensure that their parliamentary privileges and immunities are protected.

■ Legislation Services

Legislation Services assists Members who are not in Cabinet in drafting Private Members' Bills and motions to amend Government Bills. This service is also responsible for printing Government Bills and Private Members' Bills as they progress through the legislative process. It ensures that bills are correctly printed or reprinted with amendments as approved by the House or its committees and when ultimately adopted as acts of Parliament.

Deputy Clerk, Procedure

Procedural Services offers a broad range of procedural and legislative advice to the Speaker, Members and Officers of the House of Commons. Procedural Services also conducts research and offers training on parliamentary practice and procedure, and coordinates Members' participation in international and interparliamentary activities. This service area produces timely and accurate parliamentary information in both official languages, such as the transcripts of debates in the House or minutes of committee proceedings.

House Proceedings Directorate

The House Proceedings Directorate is responsible for supporting the business of the Chamber, including producing parliamentary publications, managing the Page Program and coordinating Private Members' Business. It provides research, advice and information regarding parliamentary procedure.

International and Interparliamentary Affairs

The International and Interparliamentary Affairs Directorate (IIA), a joint directorate of the Senate and the House of Commons, coordinates the Parliament of Canada's external relations and activities. IIA supports both Speakers' exchanges with their counterparts; the activities of parliamentary associations and recognized interparliamentary groups, in Canada and abroad; official visits by dignitaries and heads of state; and conferences hosted by the Parliament of Canada.

Committees and Legislative Services

The Committees and Legislative Services Directorate provides procedural and administrative support to all standing, special, legislative and joint committees of the House of Commons. The Directorate is also responsible for providing procedural advice to the Speaker and Members with respect to legislation.

Parliamentary Information Directorate

The Parliamentary Information Directorate is in charge of coordinating and supporting Procedural Services' information technology activities; implementing strategies to effectively manage information assets; producing the debates and the proceedings and evidence of both the House and its joint committees; ensuring the analytical indexing of key House and committee publications; and overseeing the strategic direction for the dissemination of digital content.



| Deputy Clerk, Administration

The Office of the Deputy Clerk, Administration, provides Members with a broad range of administrative services, infrastructure, support and advice to help them carry out their parliamentary functions on the Hill and in constituencies. It oversees the functionality and service delivery of several service areas—namely Digital Services and Real Property, the Corporate Security Office, Finance Services, Human Resources Services and Parliamentary Precinct Operations—and ensures their unified plan and vision. It also provides services that support strategic planning and reporting activities, as well as the technical and administrative infrastructure for the Canadian Parliamentary Press Gallery.

| Digital Services and Real Property

Digital Services and Real Property plans, implements and maintains information technology and information management services for Members and the House Administration. In addition, this service area is responsible for facility renovations as part of the Long Term Vision and Plan.

| Corporate Security Office

The Corporate Security Office is responsible for ensuring security on the floor of the House of Commons Chamber, conducting investigations, coordinating visitor and event access, ensuring security awareness, and administering parking services. It also develops and implements House-wide administrative security policies, standards, and processes aimed at preventing, detecting and responding to security risks and threats.

| Human Resources Services

Human Resources Services offers a range of services and support to Members and their staff, as well as to the Administration, in the areas of talent management, employee relations, pay and benefits, occupational health and safety, and organizational effectiveness.

| Finance Services

Finance Services delivers advisory and operational support to Members and their staff, as well as to the Administration, in the areas of policy and financial planning, financial management, and materiel and contract management.

| Parliamentary Precinct Operations

Parliamentary Precinct Operations provides efficient and modern operational support to ensure a functional work environment for Members and the Administration. This includes areas such as trades, tenant operations, room allocations, catering and restaurants, postal and messenger services, transportation, printing and mailing, as well as maintenance and material handling.

| Press Gallery Secretariat

The Press Gallery Secretariat is responsible for the technical and administrative infrastructure for the Canadian Parliamentary Press Gallery. The Secretariat directs the activities of a wide variety of specialized services, such as management of press conferences, media accreditation, audio-technical set-ups for scrums, access control to media lock-ups, and distribution of press releases.



HOUSE OF COMMONS
CHAMBRE DES COMMUNES
CANADA