

Period of this report: April 1, 2020–March 31, 2021

Parliamentary sessions covered in this period: 1st and 2nd sessions of the 43rd Parliament
(December 5, 2019–March 31, 2021)

Total number of sitting days during this period: 90

House of Commons Administration

Parliament of Canada

Ottawa, Ontario

K1A 0A6

info@parl.gc.ca

Toll-free (Canada): 1-866-599-4999

Telephone: 613-992-4793

TTY: 613-995-2266

Catalogue number: X9-27/2021E-PDF

ISSN: 1716-8570

Photographs © House of Commons

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 on the workings of the House of Commons and increasing the public's understanding of Canada's parliamentary system, the *Report to Canadians* is one of the tools that contribute to the transparent public governance expected by Canadians across the country.

Message from the Speaker



As Speaker of the House of Commons and head of the House of Commons Administration, I am proud to present the *Report to Canadians 2021* for fiscal year 2020–2021.

This annual report allows us to share important information about the day-to-day work of our elected officials, both on Parliament Hill and in their ridings. The 2020–2021 fiscal year has been an exceptional one, marked by the COVID-19 pandemic. Over the past 12 months, Members of Parliament have adapted—more than ever before—to a changing work environment while providing ongoing support to their constituents.

The introduction of hybrid proceedings and voting was a significant change. The Standing Committee on Procedure and House Affairs, which is responsible for, among other things, reviewing the rules and practices of the House and its committees, examined this matter at length. Issues such as providing access to simultaneous interpretation and ensuring that all Members could participate in proceedings and voting were critical. To determine how best to provide the House

with a safe and effective way to work remotely, the Administration reached out to industry leaders, national and international security partners, and several of its counterparts to share information and advice. The *Report to Canadians 2021* details the many steps that went into making hybrid House proceedings possible.

While these changes were being made to allow the House to function during the pandemic, Members' work in their ridings continued. Notably, Members were very busy helping constituents navigate the various programs put in place to support Canadians during the pandemic. They also continued to provide assistance and advice to their constituents with respect to accessing federal programs and services; advocating for local residents; maintaining their community involvement; and communicating the needs of their region to the government. Members worked from home more often, which gave them the opportunity to be more present in their ridings over the past few months and to have more direct—yet appropriately distanced—contact with their constituents.

The new reality to which the House and its Members have had to adjust is nevertheless well established. We were patient: we knew that the first steps of a virtual parliament would be works in progress and that things would not work perfectly the first time. But we also knew that we would learn from our mistakes and that everyone would improve the process over time. While it has been challenging, the past year has allowed the House of Commons to demonstrate its agility and to continue to support a strong democracy.

In a sense, the following pages tell the story of this extraordinary year. Thank you for taking an interest in the workings of the House of Commons and for taking the time to learn more about your parliamentary democracy.

A handwritten signature in blue ink, consisting of several loops and flourishes, representing the signature of Hon. Anthony Rota, M.P.

Hon. Anthony Rota, M.P.
Speaker of the House of Commons

Message from the Clerk



The House of Commons Administration is dedicated to providing a range of quality services and expert advice to Members of Parliament to support them in their parliamentary duties. The organization includes dedicated professionals: procedural clerks; lawyers; financial, human resources and communications specialists; digital technology experts; and operational team members such as cleaning staff, cooks and tradespeople. As Clerk of the House of Commons, I am responsible for managing this large and diverse team.

For us, as for all of Canada, the past year has been unlike any other, marked by the evolving pandemic to which we had to swiftly adapt. The Administration already had a clear mission—to support the parliamentary work of Members by anticipating their needs—which helped us stay the course. Over the past few months, our main challenge has been to ensure that the work of the House of Commons continues, despite the constraints associated with COVID-19.

More than ever, it has been vitally important to protect the health and safety of Members, their employees and the employees of the House Administration whose physical presence at work was required for the House of Commons' continued operation. To this end, several new preventative measures were adopted and have continued to evolve. Numerous teams, including labour relations specialists, communications staff, and tradespeople working both on site and remotely, rolled up their sleeves to carry out initiatives that became top priorities overnight.

From the very beginning of the pandemic, House and committee proceedings that would see numerous people gather in one room became impossible. Information technology specialists ensured that Members were well equipped to shift to a hybrid work environment and that the House's infrastructure was ready for this significant adjustment. A technology solution including a specially configured, security-enhanced videoconferencing platform, as well as simultaneous interpretation and broadcasting systems was developed. A multidisciplinary team also ensured that the Chamber's ability to sit and deliberate, shaped over the past 150 years, was effectively supported.

The past 12 months have been marked by the COVID-19 pandemic that continues to shake the world. However, I do not want to overlook the many other projects that the House Administration has completed over the past year. Among them are the support provided to Members following the coming into force of new public disclosure requirements; the rehabilitation of the Parliament Building, which is well underway; the creation of the Anti-Racism Subcommittee; and significant improvements to the security services provided to Members.

I invite you to read on to learn more about these initiatives and the past year at the House. I hope that this *Report to Canadians 2021* will help you to better understand the work of Members of Parliament and the role that the House Administration plays in support of their parliamentary duties.

A handwritten signature in blue ink that reads "Charles Robert". The signature is fluid and cursive, with a long horizontal stroke at the end.

Charles Robert
Clerk of the House of Commons

Table of Contents

- 7** **Highlights from the Hill**

- 14** **Members' Snapshot**

- 20** **Members' Activities**

- 32** **House of Commons Administration**

- 38** **Reporting on Results**

Highlights from the Hill

The past year has been marked by unprecedented change. People all across Canada and around the world had to continually adjust to a situation unlike any they had ever experienced. In the early days of the pandemic and through the months that followed, Members of Parliament, their staff, and House Administration employees all worked tirelessly, demonstrating their agility and adaptability.

IN THIS SECTION

- An unprecedented year >
- Maintaining a healthy and safe workplace >
- Ensuring that the business of Parliament could continue >
- Prorogation and a new session of Parliament >
- Preserving heritage and culture >



An unprecedented year

From the outset of the COVID-19 pandemic, Members' commitment to their work in the Chamber, in committees, in caucuses and in service to their constituents remained steadfast. For the House Administration, our vision and mission to deliver outstanding and streamlined services to Members of Parliament and their employees in support of parliamentary democracy remained top of mind. This required agility, creativity, and collaboration.

Working under the guidance of the Speaker and the Board of Internal Economy, the House Administration had to find ways to adapt and continue delivering services to Members of Parliament so that they, in turn, could continue to serve Canadians. As head of the House of Commons Administration, the Speaker provided overall direction and monitored operations in response to the public health threat.

[Learn more about the role of the Speaker](#)

In the first few months of the 2020–2021 fiscal year, much time was devoted to the complex task of responding to the pandemic, which began with enabling telework, virtual meetings, then **hybrid proceedings**, and overseeing an unexpected transformation of House of Commons operations. The latter half of the year was more about continuing to adapt and finding new strategies to offer outstanding services to Members and their staff.

What are “hybrid proceedings”?

Hybrid proceedings refer to sittings of the House of Commons and meetings of committees that some Members attend in person, with others simultaneously participating remotely through videoconference.

[Consult our timeline of key dates for the House of Commons during the pandemic](#)

Maintaining a healthy and safe workplace

On-site workers

As a result of restrictions implemented by provincial governments and local public health organizations, most of the House Administration's employees were asked to work from home, where possible. A limited number of workers remained on site to ensure that the business of the House of Commons could continue.

In order to provide a safe environment for those working on site, high-traffic areas were regularly cleaned by maintenance staff, building access was monitored, and external partners were regularly consulted regarding public health recommendations, while signage and ongoing communications provided reminders about health and safety protocols.



Working remotely

Efforts in the early weeks of the pandemic were focused on ensuring that all Members, their staff, and House Administration employees working remotely were equipped with devices and adequate connectivity to perform their jobs, and that they were offered continuous support. The House managed to achieve a smooth transition due to its preparedness and thanks to digital transformation improvements and infrastructure that had been put in place before the pandemic to enable a more mobile and connected work environment. This allowed for the implementation of new digital tools that improved the experience of working from home by permitting users to work on any House-managed device, from anywhere, at any time.

The House of Commons Administration is committed to fostering a safe and healthy work environment for Members, their staff, and all employees. According to existing business resilience plans, crisis and incident management teams (CMT and IMT) were brought together. These teams met regularly over the course of the year to assess the situation, discuss mitigation strategies, and determine how to best support Members and employees and communicate with them. A main area of focus for these two groups was how the House Administration could support Members' needs during this rapidly evolving situation while also ensuring a safe and healthy workplace. Difficult decisions were made, such as reducing some service levels. At the same time, many resources were dedicated to implementing new service offerings, such as hybrid sittings of the House and committee meetings. From health and safety to telework guidance, the CMT and IMT have kept support for Members and employees at the forefront in their discussions and communication efforts.



Ensuring that the business of Parliament could continue

For parliamentary business to continue while also observing public health guidelines regarding physical distancing and travel, a solution was needed to support and facilitate virtual participation in the House of Commons proceedings and in committee meetings. Within a very short timeframe and following motions adopted by the House, equipment was delivered, Members were trained, new software was configured, and infrastructure was bolstered to maintain the security of our network while ensuring that Members could participate in parliamentary proceedings remotely.

Innovation meets tradition

The goal was to match the features offered by new technologies to House of Commons procedures developed over a period spanning more than 150 years. These efforts led to the holding of the very first virtual committee meetings and hybrid sittings of the House, with Members participating from various locations across the country. In addition, these hybrid meetings of the House continued to be broadcast in the usual way, just as the public portions of committee meetings remained available for Canadians to watch. Employees found ways to provide Members with the services and equipment they needed for these meetings, often while working remotely.

The House Administration integrated a new videoconferencing platform into its existing portfolio of technologies. This new platform can be managed and configured to impose security controls and provide the required simultaneous interpretation services in both official languages. Personalized technical support was offered to Members at all times by the House Administration, which also helped ensure that all Members had access to an adequate Internet connection, whether in their homes or at their constituency offices. The process to invite witnesses to participate in committee meetings was also adapted to ensure quality connections and provide support to assist all those taking part in hybrid meetings.

The advent of hybrid voting also helped Members fulfil their parliamentary duties despite the restrictions brought about by the pandemic.

[➤ See Members' Activities section for more information](#)

Working together to support Parliament in a pandemic

Teams from across the House Administration collaborated closely over weeks and months to support the sittings of the House of Commons and hybrid committee meetings. They worked together to reimagine existing procedures, identify new tools, test new technologies and integrate them with existing systems, and ensure the ongoing operations of the Chamber and committees. On-site employees installed signage and implemented distancing measures, cleaned and disinfected key areas, prepared food, delivered mail and priority post items, and modified the Chamber and committee rooms to support hybrid sittings.



Like so many others, our workforce needed to adapt and change how they work during the pandemic. Behind the scenes, hundreds of employees were also working from home to support Members' needs and those of on-site personnel. What remained unchanged throughout this period is their continued teamwork and support of one another.

“

As a committee clerk for the Standing Committee on Health, I feel really fortunate to have had this experience, although it has not been easy. Everyone worked harder than I had ever seen to make these meetings happen, and most with additional challenging home circumstances, too. We all found new ways to communicate with Members quickly and efficiently and to make it all work.

– Erica Pereira, Committee Clerk



Prorogation and a new session of Parliament

A proclamation was issued on August 18, 2020, proroguing the first session of the 43rd Parliament.

Parliament resumed on Wednesday, September 23, 2020, when the second session of the 43rd Parliament opened with the Speech from the Throne.

Normally, this event would take place in the presence of hundreds of people: current parliamentarians, former parliamentarians, staff, members of the armed forces, Supreme Court justices, and guests. However, given the current situation with the COVID-19 pandemic, the ceremony was markedly different this year, with distancing measures in place and far fewer participants—these included only a small number of Senators and Members of the House of Commons.



The Sergeant-at-Arms (bearing the Mace), the Speaker and the Clerk arrive at the Senate Chamber for the reading of the Speech from the Throne, which opened the second session of the 43rd Parliament.

Preserving heritage and culture



© Public Services and Procurement Canada / © Services publics et Approvisionnement Canada



Parliament Building rehabilitation

A symbol of Canadian democracy and the workplace of parliamentarians, the Parliament Building continues to undergo rehabilitation work, even during the pandemic. The restoration and preservation of this majestic building constitute the largest, most complex heritage building renovation project ever undertaken in Canada.

Keeping the bells ringing

The Dominion Carillonneur, Dr. Andrea McCrady, continued her musical performances from the Peace Tower after a brief silencing of the bells in the early days of the pandemic. Despite the Parliament Building being closed for renovations, her performances continue to be live-streamed so Canadians everywhere can listen.

- [Consult the carillon's daily program to listen live](#)
- [Watch a special cross-country holiday concert](#)

Nominating a new Parliamentary Poet Laureate

On January 1, 2021, Louise Bernice Halfe – Sky Dancer was appointed the ninth Parliamentary Poet Laureate. Selected by the Speaker of the Senate and the Speaker of the House of Commons for a two-year term, the Parliamentary Poet Laureate writes poetry for use in Parliament on important occasions, sponsors poetry readings, and promotes the importance of poetry and literature in Canadians' lives.

[Learn more about the current Parliamentary Poet Laureate and discover her selection of poems](#)



Members' Snapshot

When it first convened in 1867, the House of Commons was made up of 181 Members. Today, that number has risen to 338 to keep pace with Canada's growing population. Each Member of Parliament is elected to represent a constituency in the House. Just as Canada's population has increased since 1867, so has the makeup of our nation's constituencies and the Members elected to represent them, making today's Parliament the most diverse in our history.

IN THIS SECTION

[Constituencies](#) >

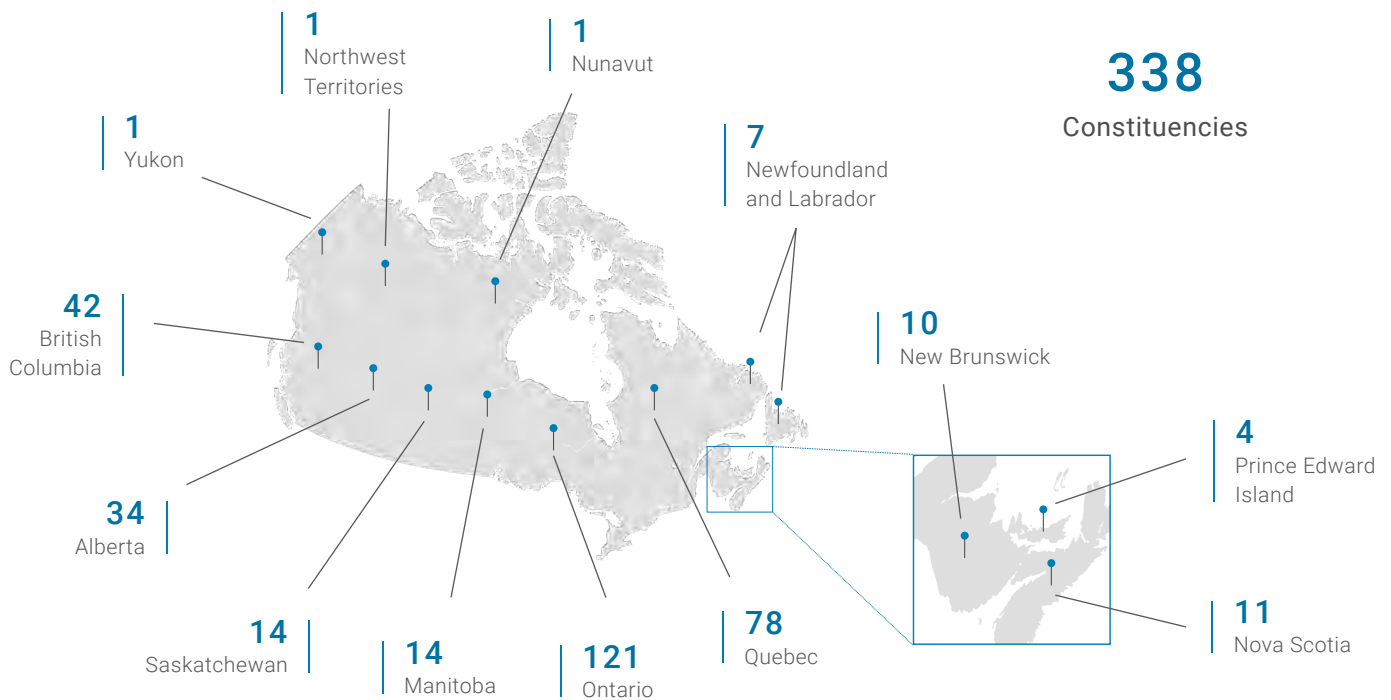
[Serving Canadians across the country](#) >

[About Members of Parliament](#) >

Constituencies

Every one of Canada's 338 constituencies (also called ridings or electoral districts) has a representative in the House of Commons. Each of these representatives—called Members of Parliament—provides a direct link between Parliament and Canadians by speaking to their constituents' views and advocating on their behalf in the House of Commons.

- [Find the Member of Parliament for your riding](#)
- [Find the address for your Member's constituency office](#)



Members of Parliament and their teams handle thousands of enquiries every year from constituents seeking access to federal government programs and services, including:



Employment insurance



Disability pensions



Support for veterans



Passports and immigration

In addition, Members were very busy continuing to provide services in the context of the pandemic. Measures were put in place to ensure they could communicate effectively with their constituents and adapt their constituency offices to the situation.



To respond to constituents' needs, some Members in larger ridings may choose to open more than one office. For example, the riding of **Labrador** has the smallest population (with 27,197 constituents) but has three constituency offices scattered across 297,330 km² of land area.

Serving Canadians across the country

Canada is a vast country. Federal ridings vary not only in terms of size and population, but also in terms of the views, concerns and needs of each constituency. Members representing large and geographically complex constituencies face unique challenges because of the distances they span, an often atypical population distribution, and limited transportation and communication networks. In some constituencies, reaching constituents requires hundreds of kilometres of travel.

Recognizing the needs of larger and more remote constituencies

Members representing large or remote constituencies may require additional resources to offer the same level of service as their counterparts. A Geographic Supplement is currently added to 158 Members' operating budgets in acknowledgement of the special needs of larger ridings covering an area of 500 km² or more. Also, Members who represent areas of the country where the transportation and communication infrastructures may be limited (there are 35 such constituencies listed in Schedule 3 of the *Canada Elections Act*, including the Yukon, Northwest Territories and Nunavut ridings) receive an additional supplement.

➤ [Learn more about the budgets and resources allocated to Members of Parliament in the *Members' Allowances and Services Manual*](#)



Geographically speaking, **Nunavut** is the largest federal riding, covering an area of 2.1 million km². That is over 20% of all of Canada!

Members can rely on the support of employees in their constituency offices to help them perform functions, such as:

- providing assistance and advice to constituents regarding access to federal programs and services;
- advocating for local interest groups;
- communicating the party's policies and priorities (where applicable);
- playing an active community role and attending community events; and
- gathering information about the needs of their region and communicating these needs to government.



The constituency of **Toronto Centre** is the smallest federal riding at just 6 km². However, it is situated in downtown Toronto, one of Canada's most multiethnic and densely populated neighbourhoods.

Supporting heavily populated areas

Urban ridings have their own particular concerns, such as high housing costs, varied socio-economic conditions, and immigration or settlement issues.

Representing ridings with dense populations and diverse needs can be a tall order for Members and their constituency office staff. A graduated elector supplement is accordingly added to a Member's operating budget when there are 70,000 electors or more on the final lists of electors for that Member's constituency, as published by the Chief Electoral Officer after an election.



The riding of **Edmonton—Wetaskiwin** is Canada's most populous constituency, with 158,749 constituents (2016 census data). The population of Edmonton—Wetaskiwin has grown by 43.5% since it was first established as a riding during the electoral boundary redistribution that followed the 2011 census.



Redistribution of ridings

As populations move and change, the boundaries of Canada's constituencies are revised to reflect this. In accordance with the Constitution and the *Electoral Boundaries Readjustment Act*, Canadian ridings are reviewed and adjusted after each decennial (10-year) census to reflect changes and movements in the population.

The last redistribution effort began in 2012, with data from the 2011 census, and resulted in a representation order that saw Canada's total number of constituencies increase from 308 to 338. These new ridings came into effect in the first federal election called after May 1, 2014, the federal election of October 19, 2015. The next census is taking place in 2021.

What is an elector? What is a constituent?

An elector is defined as any Canadian citizen 18 years of age or older on polling day. "Electorate" is the term used to identify a group of electors; the term can be used to define the electors of an entire country or the electors in a constituency. A voter is a person who has the right to vote and exercises that right.


The residents of a constituency also include new immigrants, permanent residents, and persons under the age of 18. While these individuals might not have the right to vote, they are still represented by the elected person and considered "constituents."


About Members of Parliament

Members of Parliament, by the numbers

For more than 150 years, Members of Parliament have upheld the principles and practices of Canadian democracy by representing the citizens who elect them. But the face of Parliament is constantly changing.

As of March 31, 2021

 30% Seats held by women

 12% Seats held by Members born outside Canada

53 Average age of Members

Party standings

A party must hold at least 12 seats to be recognized as an official party in the House of Commons. Recognition means that the party receives funding for research and staff. It also means that the party can participate more fully in proceedings of the House of Commons and its committees.

SEATS HELD BY EACH POLITICAL PARTY IN THE HOUSE OF COMMONS

154
Liberal Party of Canada

32
Bloc Québécois

3
Green Party of Canada

120
Conservative Party of Canada

24
New Democratic Party

5
Independent Members

- [Find out more about current Members of Parliament and party standings in the House of Commons](#)
- [Learn more about the role of political parties in Canada's Parliament](#)
- [View the list of party leaders and House Officers](#)

Members' Activities

The pandemic resulted in significant changes to how Members carry out their work. Our institution, which is rooted in over 150 years of customs, practices and traditions, had to become more innovative and more flexible than ever so that parliamentarians could continue to perform their duties, even when they could not be physically present on Parliament Hill.

IN THIS SECTION

- Key dates for the House during the pandemic >
- In the Chamber >
- In committees >
- International and interparliamentary activities >

Key dates for the House during the pandemic

March 13, 2020

The House adjourns its scheduled sittings until April 20, 2020. The House of Commons precinct is closed to visitors, public tours as well as parliamentary functions and events are cancelled and committee travel is suspended.

March 24, 2020

The House adopts urgent legislation related to the pandemic. The House also adopts a motion that allows the standing committees on health and finance to meet virtually.

March 31, 2020

The Standing Committee on Health meets by teleconference. This is the first time that a House of Commons committee meeting occurs by teleconference.

April 9, 2020

The Standing Committee on Health meets by videoconference, making it the first videoconference committee meeting at the House of Commons.

April 11, 2020

The House allows four more committees to meet remotely.

The Standing Committee on Procedure and House Affairs (PROC) is instructed to study how House procedures could be temporarily changed to adapt to the pandemic.

April 28, 2020

The first virtual COVI meeting is held. A total of 294 Members participate.

May 27, 2020

The first hybrid COVI meeting takes place: a limited number of Members are in the Chamber, while others connect virtually.

March

March 22, 2020

The Speaker recalls the House to sit on March 24.

When can the House be recalled?

Between March 16 and August 18, 2020, the House sat 14 times. Of these 14 sittings, six were occasions on which the House was recalled. Previously, the House had been recalled only 12 times since Confederation.

The Speaker may recall the House, when it stands adjourned during a session, to meet before the date that it is scheduled to reconvene. Following a request from the government, the decision to recall is taken once the Speaker is satisfied an earlier meeting of the House is in the best interest of the public.

[Learn more about recalls of the House](#)

[See when and why the House was previously recalled \(from 1867 to 2019\)](#)

April 20, 2020

The House agrees to create the Special Committee on the COVID-19 Pandemic (COVI) to examine the response to the pandemic in Canada. COVI is chaired by the Speaker and composed of all Members.

May

May 15, 2020

PROC tables its report entitled Parliamentary Duties and the COVID-19 Pandemic in the House.

July 8, 2020

The first House of Commons sitting takes place in hybrid format, with some Members participating in the Chamber and others by videoconference.

July

August

August 18, 2020

The first session of the 43rd Parliament is prorogued.

September 23, 2020

The second session of the 43rd Parliament opens, with the Speech from the Throne delivered by the Governor General in the Senate.

The House adopts a motion to allow hybrid meetings for all Chamber and committee business and returns to its regular sitting calendar.

September

September 28, 2020

The House holds its first hybrid vote, with some Members voting from the Chamber and others by videoconference.

January

January 25, 2021

After the typical winter adjournment period, House sittings resume, and a motion is adopted to continue hybrid proceedings.

February

February 25, 2021

The House Leaders of all recognized parties agree that an electronic voting system developed by the House Administration is ready to be used by Members participating remotely starting on the next sitting day and continuing until June 23, 2021.

March

March 8, 2021

The House holds its first vote using the new electronic voting system.



In this video, Speaker Rota provides an overview of how Parliament adapted to the conditions brought about by the pandemic and continued to uphold the Canadian democratic system

In the Chamber

The Chamber is where Members come together to debate issues of importance to Canadians, hold the government to account, receive documents such as those prepared by departments and agencies, and debate and vote on proposed laws. Presiding over all these activities are the Speaker of the House and the other Presiding Officers.

More specifically, Members' work in the Chamber typically includes:



Reviewing and debating bills and motions



Adopting resolutions on issues of public interest



Scrutinizing public expenditures—no public funds may be spent without prior approval by the House



Presenting petitions (either paper or electronic) on behalf of the public



Holding the government to account by means of oral and written questions and requests for information on government policies and activities

It was an unprecedented year in the House's history, and one in which innovation and agility enabled the continuation of Canada's parliamentary democracy.

In the initial months of the pandemic, between March and August 2020, work in the Chamber was adjusted to allow Members to uphold their parliamentary duties. With the opening of the second session of the 43rd Parliament on September 23, 2020, the House returned to a regular schedule of sittings and its normal daily agenda, using a hybrid model: some Members were present in the Chamber, and others were able to participate fully in debate and votes by videoconference. In the following months, the House debated bills and motions related to COVID-19 and a wide range of other topics, including the environment, amendments to the *Criminal Code*, fisheries, trade agreements, language rights, and foreign policy.



Adapting the Chamber

Several changes have been made in the Chamber to protect the health and safety of everyone on site, including Members, their staff, and House Administration employees.

In order to ensure compliance with physical distancing requirements, certain standing orders were suspended. A limited number of Members are present in the Chamber during sittings, and those Members can now speak from any seat in the House.

In addition, when permitted by the House, many Members participate in parliamentary activities by videoconference. Since September 2020, masks are required in all public spaces in the House of Commons precinct.



This year, the Speaker played a key role in helping Members adjust to new ways of participating in proceedings, including through statements in the House concerning votes by videoconference and the wearing of masks in the Chamber.

[!\[\]\(fa6f3af6bfa46c5d4a2d362681095beb_img.jpg\) Watch a montage of the Speaker saying "Make sure your microphone is on mute" in the Chamber](#)



Two large screens were installed in the House, on either side of the Speaker's Chair, to allow Members in the House to see their colleagues participating remotely.



Guiding principles for hybrid sittings of the House of Commons

The following guiding principles inform the House's approach with respect to its hybrid proceedings, both in the Chamber and in committees. They were first presented by the Speaker to PROC in April 2020.

1. The rights, immunities and privileges of the House and its Members must be upheld.
2. Simultaneous interpretation, both in French and English, must be available to Members. Members should also continue to have access to established processes for the interpretation of Indigenous languages.
3. All Members must be able to participate, recognizing that connectivity can vary in constituencies.
4. Any changes to the House's rules and practices should be made in a manner that ensures that the legal validity of the proceedings continues.
5. The solution should limit the changes to the rules and practices of the House to what is temporarily required for its implementation.
6. The video of the proceedings of the House should be accessible, include French and English closed captioning, and be available live and on demand for distribution to viewers across Canada.



House of Commons pages work alongside Members in the Chamber to provide a wide range of services, including collecting and distributing documents.

- [Watch them as they sing "O Canada" virtually for the first time ever, in June 2020](#)
- [Learn more about the Page Program](#)



Table Officer Natalie Foster is taking votes by roll call during hybrid proceedings, ensuring that each Member's vote is recorded.

Voting in a hybrid Parliament

From September 28, 2020, until February 25, 2021, votes during hybrid proceedings were conducted by roll call, following traditional practice, with each Member being called on in turn to cast their vote. Those Members who were present in the Chamber would stand to have their name recorded, while those participating by videoconference would, when it was their turn, be required to unmute their microphones and announce how they wished to vote. On February 25, 2021, a new electronic voting application developed by the House Administration was approved for use beginning on the next sitting day.

On March 8, 2021, Members participating remotely used the new electronic voting system for the first time and cast their votes from their mobile devices. Members voting in the Chamber continued to vote by roll call. The voting application allows Members to cast votes securely and more efficiently than by videoconference. It is an important example of how the House has leveraged modern technology during the pandemic, and it is the culmination of the efforts of a team of House Administration employees with technical and parliamentary expertise.

- [Watch a video to learn about voting in a hybrid Parliament](#)
- [Learn more about the development of the electronic voting system](#)

In committees

Committees provide an opportunity for in-depth discussions on a variety of topics. Typically, ministers, public servants, citizens, experts and representatives of organizations are invited to appear before them to provide information relevant to a study. When COVID-19 was declared a global pandemic in March 2020, the House of Commons precinct was closed to visitors, committee travel was suspended, and all parliamentary functions and events in the precinct were cancelled. These measures changed committee operations considerably.

In the early days of the pandemic, the House authorized committees to meet to study the impacts of COVID-19. The Standing Committee on Health resumed meeting on March 31, 2020, by teleconference. This first meeting was followed shortly after by meetings of other committees, which were all held by teleconference at first before quickly transitioning to videoconference.

On Thursday, April 9, 2020, the Standing Committee on Health became the first committee to meet by videoconference, employing webcasting technology in lieu of teleconferencing technology. Over the following months, the committee received many briefs and heard from over 170 witnesses as part of its study of the Canadian response to the novel coronavirus. Behind the scenes, the House of Commons' legal and legislative counsel reviewed large volumes of documentation to ensure that the privacy of Canadians, national security and confidential contract information was protected, as well as to support the important work of the committee.

- [List of standing and joint committees](#)
- [Learn more about committees](#)
- [Browse the list of committee meetings and watch or listen to all public meetings](#)

What is COVI?

The Special Committee on the COVID-19 Pandemic (COVI) was established to consider ministerial announcements, allow Members to present petitions, and enable Members to question ministers of the Crown, including the Prime Minister, on matters relating to the pandemic. COVI met a total of 25 times. This included seven meetings by videoconference; four in-person meetings, with a limited number of Members present; and 14 hybrid meetings, with some Members participating in person in the Chamber and others participating by videoconference.



The Speaker, the Clerk of the House of Commons and administrative staff conduct a dry-run exercise to prepare for future virtual and hybrid committee meetings.



The continuation of committee business

Although the disruption caused by the pandemic presented challenges, committees were able to quickly adapt in order to resume meeting. They held numerous meetings with many witnesses and produced important reports through the remainder of the first session of the 43rd Parliament.

In the fall, the second session of the 43rd Parliament began. Committees had adapted to the circumstances facing them and adopted new practices, including virtual and hybrid meeting formats, the virtual appearance of witnesses, and even the virtual tabling of reports. The important work of committees continues, exemplified by reviews of significant legislation, including the study of Bill C-7, *An Act to amend the Criminal Code (medical assistance in dying)*, by the Standing Committee on Justice and Human Rights, as well as substantive reports such as the Standing Committee on Finance's Pre-Budget Consultations study in advance of the 2021 Budget.



Appearing before a committee during a pandemic

The current COVID-19 context prevents witnesses from attending meetings in person. Instead, they appear by videoconference, usually from their homes or offices. To ensure they are adequately equipped to participate in committee meetings, the House Administration now furnishes them with headsets for their appearances. The House also provides ongoing support to Members and witnesses, before and during the meeting, including conducting technical tests to ensure appropriate connectivity and equipment functionality.

New ways of working together

Since meetings had to shift from an in-person format to a virtual setting because of the pandemic, a significant adjustment was made to the way committee chairs and committee clerks communicate with each other during meetings.

In the past, the clerk would be seated next to the chair at the committee table, given that communicating and providing advice is easier when they are located next to one another. In the virtual setting, technology has played a major role in bridging the physical gap. Various methods and tools are used during meetings, including open phone calls, text messaging, and online messaging and chatting applications.

What are the roles of the committee chair and committee clerk?

Committee chairs are Members of Parliament who have procedural, administrative, and representative responsibilities, including calling committee meetings and deciding on their agendas, presiding over meetings, as well as presenting committee reports to the House. Working by their side are committee clerks, the professional, non-partisan and independent employees from the House Administration who serve as the committees' procedural and administrative officers.



International and interparliamentary activities

Parliamentary diplomacy is the practice of dialogue and cooperation among the world's legislators. Whether welcoming visiting parliamentarians and dignitaries to the House of Commons or participating in delegations to foreign legislatures and international conferences, Members play an active role in parliamentary diplomacy.

[Learn more about Canada's involvement in parliamentary diplomacy](#)

On March 11, 2020, the Joint Interparliamentary Council issued a moratorium on all international travel and incoming delegations. Given the restrictions, Parliament had to embrace new forms of virtual diplomacy, and the focus quickly shifted to organizing and supporting virtual meetings for associations and courtesy calls related to international and interparliamentary activities. For the Speaker, the number of virtual calls remained high, not only with members of the diplomatic corps residing in Ottawa, but also with G7 and other Speaker counterparts around the world, notably in the context of the pandemic and the parliamentary response to it.

This past year, the Speaker participated in a number of important international and interparliamentary virtual events, including:

- **Inter-Parliamentary Union Fifth World Conference of Speakers** in August 2020
- **G7 Speakers' Meeting** in September 2020
- **Commonwealth Parliamentary Association Webinar for Speakers and Presiding Officers on COVID-19 and Independent Parliaments** on November 25, 2020
- **Meeting of the Standing Committee of the Conference of Speakers and Presiding Officers of the Commonwealth** on January 18, 2021
- **Canadian Presiding Officers' Conference** on January 19, 2021, along with Senator Pierrette Ringuette

What is the Joint Interparliamentary Council?

Canada belongs to 13 parliamentary associations that promote the country's interests abroad on a continuing basis. The Joint Interparliamentary Council (JIC) is responsible for determining all budgetary and administrative matters relating to parliamentary associations. The JIC also reviews Parliament's involvement with associations and recognized interparliamentary groups.

[Learn more about the JIC](#)



The Speaker participates in the virtual meeting of the Standing Committee of the Conference of Speakers and Presiding Officers of the Commonwealth.

Despite travel restrictions preventing in-person attendance at conferences and association meetings, parliamentary diplomacy did not slow down this past year. Canadian parliamentarians participated in over 200 virtual events hosted by the different parliamentary associations and interparliamentary groups.

66th Annual Session of the NATO Parliamentary Assembly in November 2020

From November 18 to 23, 2020, the Canadian NATO Parliamentary Association participated in the Annual Session of the NATO Parliamentary Assembly, the first held entirely online. During the session, parliamentarians from NATO member countries and partner nations met to study draft reports and hear from experts and officials about a wide range of issues concerning the Alliance.

46th annual session of the *Assemblée parlementaire de la Francophonie* in January 2021

The parliamentary delegation of the Canadian Branch of the *Assemblée parlementaire de la Francophonie* participated in the 46th Annual Session of the *Assemblée* from January 28 to 29, 2021. More than 350 participants from 46 branches attended the Annual Session titled “*Les parlements francophones face à la crise de la COVID-19, perspectives pour demain.*”

5th Gathering of the ParlAmericas Open Parliament Network in March 2021

Canada is one of the 35 members of ParlAmericas, an association that provides parliamentarians with a forum to engage counterparts in the hemisphere on important bilateral and multilateral issues.

From March 15 to 26, the association held a series of sessions on the topic of countering disinformation to promote responsible public discourse.



Delegates are exchanging perspectives and experiences with counterparts from the Americas and the Caribbean on disinformation and democratic accountability as part of the ParlAmericas Open Parliament Network.

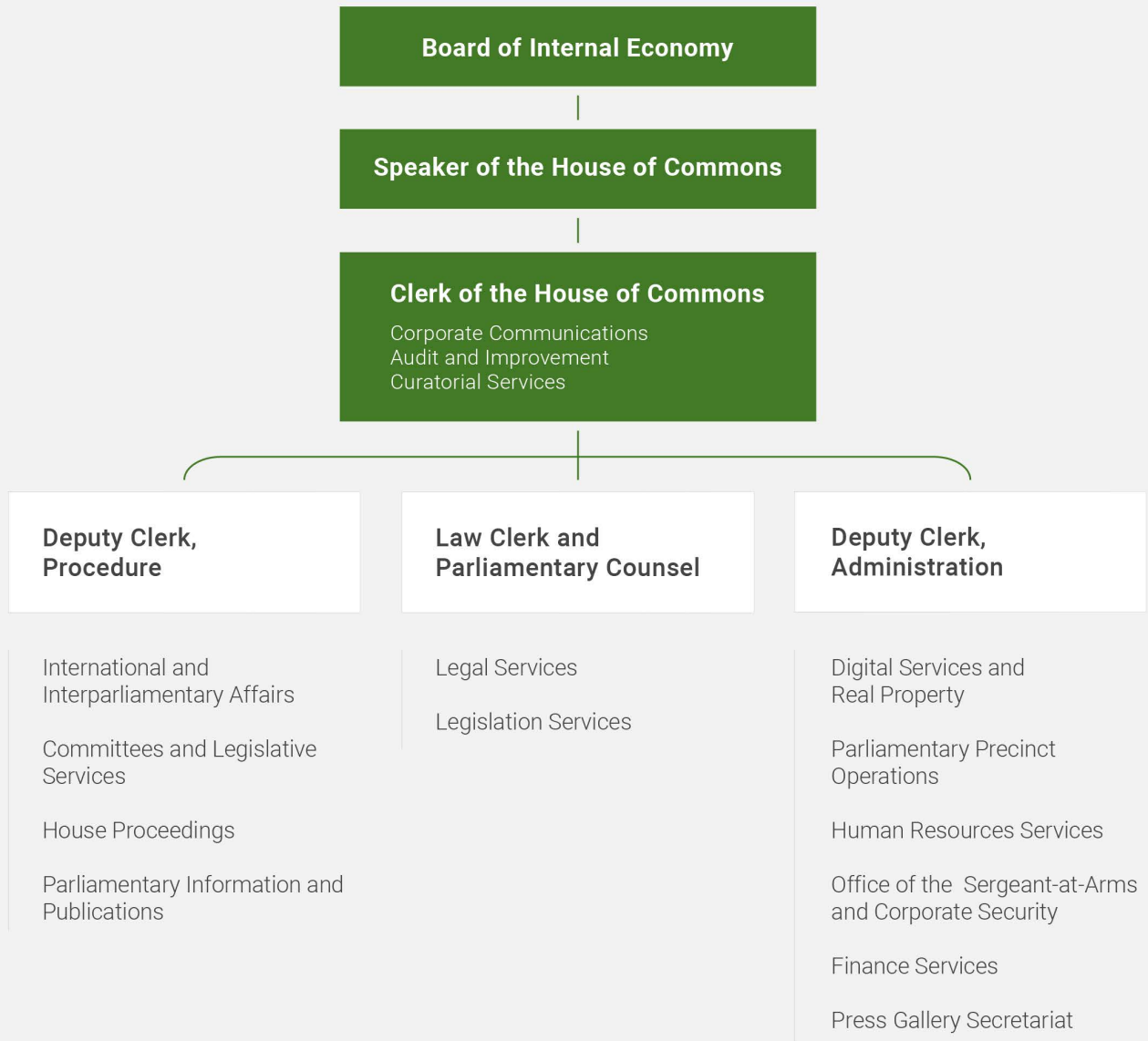
House of Commons Administration

The House of Commons Administration proudly supports the institution of Parliament and its Members. It strives to provide the services, infrastructure, and advice that 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 in their constituencies.

IN THIS SECTION

[Our organization](#) >

Our organization



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 the Chair of the Board of Internal Economy, the Speaker is the head of the House Administration and is responsible for its overall direction and management.

CLERK OF THE HOUSE OF COMMONS

The Clerk of the House of Commons is the chief executive of the House Administration and is responsible for the day-to-day management of its 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 proceedings, and advises on the interpretation of parliamentary rules, precedents, and practices.

In addition, the Clerk oversees the following functions:

CORPORATE COMMUNICATIONS

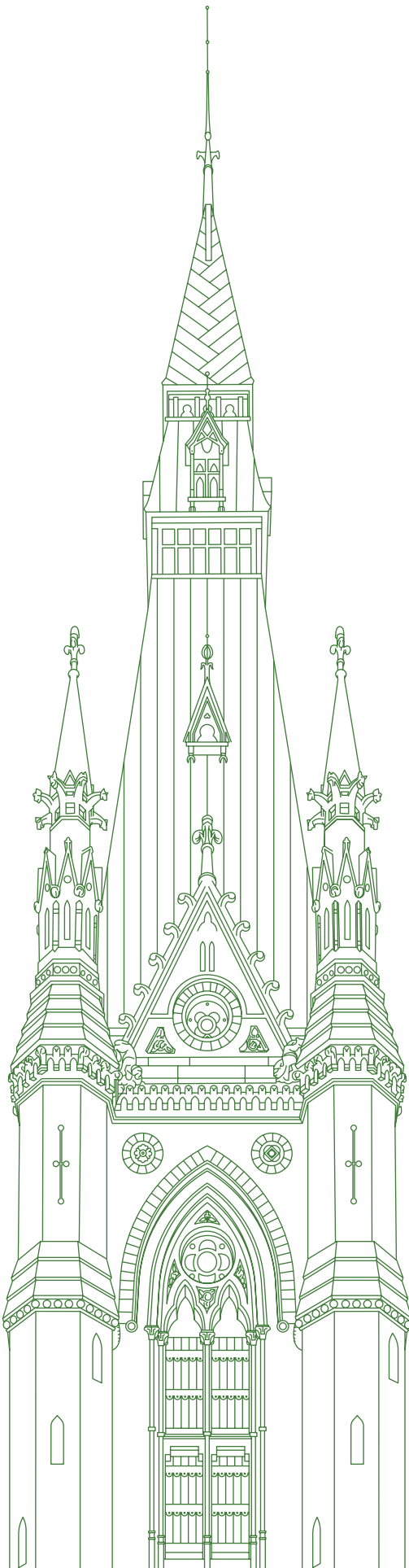
The Corporate Communications team provides the BOIE, the Office of the Speaker, the Clerk and the House Administration with strategic and centralized advice, analysis, products, tools, and support related to strategic communications, branding, crisis communications, social media, and media relations.

AUDIT AND IMPROVEMENT

The Audit and Improvement directorate helps the organization deliver on its mission through assurance and advisory activities intended to add value to the organization’s governance, risk management and control processes, and to continually improve processes and services to Members.

CURATORIAL SERVICES

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



LAW CLERK AND PARLIAMENTARY COUNSEL

As the House of Commons' chief legal officer, the Law Clerk and Parliamentary Counsel provides legal and legislative services to the Speaker, the BOIE, Members, committees, the Clerk, and the House Administration.

LEGAL SERVICES

Legal Services offers comprehensive legal advice and services to the House as an institution as well as to the Speaker, the BOIE, Members, committees, and the House Administration. Legal advisors specialize in multiple areas of law, including parliamentary law, constitutional law, labour law, and contract law. This team may also 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 in the drafting of private Members' bills and motions to amend government bills. This directorate is also responsible for printing government bills and private Members' bills as they move through the legislative process, ensuring that they are correctly printed and reprinted with amendments, as approved by the House or its committees, in view of their ultimate adoption as acts of Parliament.



PROCEDURAL SERVICES

Procedural Services advises the Speaker, Members, and officers of the House of Commons on a broad range of procedural and legislative matters. It also conducts research, provides training on parliamentary practice, and coordinates Members' participation in international and interparliamentary activities. This service area produces records of parliamentary activities in both official languages, such as the transcripts of debates in the House and the minutes of committee meetings.

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 concerning legislation.

INTERNATIONAL AND INTERPARLIAMENTARY AFFAIRS

International and Interparliamentary Affairs (IIA)—a joint directorate of the Senate and the House of Commons—coordinates the Parliament of Canada's external relations and activities. IIA supports the two 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.

HOUSE PROCEEDINGS

The House Proceedings directorate is responsible for supporting the business of the Chamber, including the production of parliamentary publications, management of the Page Program, and coordination of Private Members' Business. It also provides research, advice, and information on parliamentary procedure.

PARLIAMENTARY INFORMATION AND PUBLICATIONS

The Parliamentary Information and Publications directorate is responsible for coordinating Procedural Services' information technology activities; implementing strategies to manage its information assets; producing a record of the debates, proceedings and evidence of the House and its committees; ensuring the analytical indexing of key House and committee publications; and overseeing the strategic direction for the dissemination of digital content.

ADMINISTRATIVE SERVICES

The Office of the Deputy Clerk, Administration, provides Members with a broad range of services, infrastructure, support, and advice to help them carry out their parliamentary functions on the Hill and in constituencies. It oversees several service areas—namely Digital Services and Real Property, the Office of the Sergeant-at-Arms and Corporate Security, Finance Services, Human Resources Services, and Parliamentary Precinct Operations—and champions their unified plan and vision. The Office supports strategic planning and reporting activities and the technical and administrative infrastructure of Canada’s Parliamentary Press Gallery. It also supervises the management and maintenance of the corporate human resources and financial systems.

OFFICE OF THE SERGEANT-AT-ARMS AND CORPORATE SECURITY

The Office of the Sergeant-at-Arms and Corporate Security 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 security policies, standards and processes aiming to prevent security risks and threats whenever possible and respond to those it detects. It works in close collaboration with other security partners such as the Parliamentary Protective Service.

DIGITAL SERVICES AND REAL PROPERTY

Digital Services and Real Property delivers modern, secure, and cost-effective products, workspaces, and services where and when needed by Members, the House of Commons Administration, and partners.

HUMAN RESOURCES SERVICES

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

PARLIAMENTARY PRECINCT OPERATIONS

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

FINANCE SERVICES

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

Reporting on Results

Since the beginning of the COVID-19 pandemic, the House Administration has adapted to a new environment while also continuing to focus on its mission to support the parliamentary work of Members by anticipating their needs and delivering streamlined, personalized, quality services. While the events of the 2020–2021 fiscal year could not have been predicted, our current strategic plan—launched in 2019—has continued to guide our actions and accomplishments throughout the year.

IN THIS SECTION

The House Administration's priorities >

2020–2021 results highlights >

Financial information >

The House Administration's priorities

The *Strategic Plan 2019–2022* outlines four key priorities. These serve as our corporate roadmap and guide our collective efforts to work as one House to deliver outstanding services to Members.



Improved client experience and operational excellence

The Administration strives to be a leader in service excellence in support of the parliamentary work of Members of Parliament and their staff—on the Hill, in their constituency offices, and abroad.



Unified and seamless services

The Administration offers a wide range of services to Members and their staff to support them in various roles. We continuously strive to simplify access to services to facilitate their work.



Empowered and engaged workforce

We employ a dedicated and professional workforce. Our goal is to empower and motivate our employees to deliver outstanding services. To do that, we foster a culture of innovation and creativity that engages employees with diverse skills at all levels. This helps generate new ideas on ways to better serve Members and their staff.



Modernized physical spaces and associated services

The Parliamentary Precinct is the seat of our democracy and is the setting for much of the work of Members and their staff. The multi-decade rehabilitation program currently underway in partnership with Public Services and Procurement Canada provides an opportunity to restore and modernize the physical and digital workspace to continue to meet the needs of parliamentarians.

The **Board of Internal Economy**, the governing body of the House of Commons, ensures that progress against the *Strategic Plan* is communicated through the annual *Report to Canadians*.

2020–2021 results highlights

While the last year has undoubtedly put our strategic plan to the test, we have advanced on several key initiatives and found creative solutions to enable the House Administration to continue to provide outstanding services to Members and their staff, while also ensuring the continuity of business and the health and safety of employees.

- New forms of support for proceedings during the pandemic
- Increased transparency and accountability
- Support for health and safety in the workplace
- Enhanced security services for Members
- Adapted food services
- Remote recruitment, onboarding and learning
- Inclusion at the House
- A successful first-ever virtual Workplace Charitable Campaign
- Progress on the rehabilitation of the Parliament Building
- Careful management of furniture and assets



The second phase of the Visitor Welcome Centre construction project is underway and will involve expansion to the east, connecting West Block to the Centre Block and East Block buildings.



Improved client experience and operational excellence

The Administration strives to be a leader in service excellence in support of the parliamentary work of Members of Parliament and their staff—on the Hill, in their constituency offices, and abroad.

New forms of support for proceedings during the pandemic

Teams from across the House Administration collaborated to facilitate participation in proceedings of the House and its committees. Hybrid or virtual proceedings require different forms of support than in-person proceedings. Administration employees quickly established new approaches to meet Members' technological needs, while adapting to procedural considerations and maintaining the House's broadcast standards. Some digital technology experts optimized video and audio feeds, while others provided technical assistance to participants before and during every meeting. These teams also joined forces—along with procedural staff—to create a secure electronic voting system.



Behind the scenes: creating an electronic voting system

Following a decision by unanimous consent of the House in September 2020, the Administration was instructed to build a remote voting application. A solution was developed and tested over the subsequent weeks and months. Small simulations and demonstrations with the Speaker, House Leaders, Whips and their staff took place throughout the fall and into December. During these demonstrations, participants were able to go through the steps of the online voting process, ask questions, and provide feedback. To ensure the system's readiness, House Administration employees also conducted routine tests, which is standard practice when developing new functionalities for Members.

Further to the adoption in January 2021 of the motion extending virtual proceedings until June 2021, the House conducted simulations of the hybrid voting solution on February 1 and 16, 2021, with all Members being invited to participate. On February 25, 2021, all four recognized parties expressed their satisfaction, and the new system was ready for use. On March 8, the House conducted the first vote using the new application, streamlining how Members participating remotely can cast their votes.

The Administration's approach to using technology to facilitate parliamentary proceedings is constantly evolving, and we will continue to anticipate and respond to Members' needs and adapt our services accordingly.

Increased transparency and accountability

Bill C-58, *An Act to amend the Access to Information Act and the Privacy Act and to make consequential amendments to other Acts*, came into force in June 2020. This legislation provides for the proactive publication of financial information regarding the Senate, the House of Commons and other parliamentary entities. Reports are now published and available to the public regarding expenses incurred by Members, Presiding Officers and House Officers related to travel, hospitality and contracts. In addition, reports are available on expenses incurred by the House Administration for employee travel, hospitality and contracts over \$10,000. The [reports and disclosure section of the House of Commons website](#) was revamped to present the information in a way that is more user-friendly.

Support for health and safety in the workplace

Since the coming into force of Bill C-65, a number of health and safety initiatives have been introduced to support our commitment to ensuring a safe workplace. This bill amended the *Parliamentary Employment and Staff Relations Act* to make the health and safety requirements of Part II of the *Canada Labour Code* (the Code) applicable to parliamentary employers and employees, including the House Administration. We have developed tools and training to help Members better understand the new health and safety obligations under the Code. We also developed and implemented training sessions for the new *Harassment and Violence Prevention Policy*.





Unified and seamless services

The Administration offers a wide range of services to Members and their staff to support them in various roles. We continuously strive to simplify access to services to facilitate their work.

Enhanced security services for Members

This year, the House of Commons strengthened security measures in response to concerns voiced by Members both on and off the Hill. A series of initiatives were approved by the Board of Internal Economy in fall 2020, including individualized assessments and recommendations for security enhancements at Members' residences. Other security tools will be implemented over the coming year.

To help Members carry out their activities in a secure environment, the House Administration adapted the way security advice and outreach is provided by leveraging technologies such as instructional videos, podcasts, and e-training sessions tailored to the parliamentary reality. Topics include:

- security best practices for constituency offices;
- emergency preparedness and business continuity plans in constituency offices; and
- fire safety and prevention.



Speaker Rota stands with Patrick McDonnell, the House of Commons' Sergeant-at-Arms, who is the principal strategic advisor in matters of House security and serves as the central point of coordination for corporate security risk management.



Adapted food services

As operations in the House of Commons' food facilities had to be scaled back this year, our teams sought new and creative ways to deliver services. They developed a variety of products, including honey gathered from beehives within the Parliamentary Precinct and seasonal preserves. In addition, employees reviewed food inventories on a weekly basis and donated items that would otherwise expire before they could be used to The Ottawa Mission.

“

I had the opportunity to visit The Ottawa Mission. Seeing with my own eyes the dedication and care of the team was amazing. It is hard to imagine that there are so many people in need just around the corner. Knowing that the House of Commons made a small contribution to this effort is simply an overwhelming feeling.

– François Castonguay, Project Manager



Did you know?

For the past two years, the House of Commons has been keeping more than 50,000 bees at its food production facility. Starting an urban beekeeping project not only raises awareness regarding the importance of bees in our ecosystem, but also helps protect them. During the first few years of this venture, between 30 kg and 35 kg of wildflower honey was produced. By spring 2021, we might reach a total of 120,000 bees!



Empowered and engaged workforce

We employ a dedicated and professional workforce. Our goal is to empower and motivate our employees to deliver outstanding services. To do that, we foster a culture of innovation and creativity that engages employees with diverse skills at all levels. This helps generate new ideas on ways to better serve Members and their staff.

Remote recruitment, onboarding and learning

Throughout the year, the House Administration was able to deliver ongoing virtual training to Members by building on the online tools and content created for the Members' Orientation Program at the time of the 2019 general election. The fact that we had just renewed our programs helped us transition to an online-only learning reality more easily. New this year: Members of Parliament elected in by-elections were onboarded virtually. We also launched a virtual onboarding program for Members' employees and continued to develop and enhance our transition programs for Members who are leaving parliamentary life.



The unanticipated "remote reality" was an opportunity for the House Administration to adapt and convert its own human resources programs and practices. As a result, we are now able to support the virtual recruitment of new employees and offer innovative online leadership development programs and training for current employees.

Inclusion at the House

The House Administration is continuously striving to improve its workplace by advancing the principles of diversity, equity and inclusion in its efforts to attract, engage and retain a qualified and dynamic workforce. An important milestone this year was the creation of the Anti-Racism Subcommittee, a subgroup of the Diversity Council that was established three years ago. Composed of volunteers from across the Administration, the subcommittee promotes and encourages diversity, inclusion and allyship; it also discusses and identifies ways to challenge racism in all its forms. Members of the subcommittee propose actions and identify tools and resources to support these efforts and raise awareness within the House Administration through activities like virtual meetings and events organized for Black History Month.

A successful first-ever virtual Workplace Charitable Campaign

This year, the format of the annual Workplace Charitable Campaign may have been different, but our commitment to giving back remained strong as the impacts of the pandemic were being felt by many in our community. New features were introduced in support of the online events and activities organized to keep colleagues connected and engaged throughout the year, such as a modernized campaign web page and safe and secure online donation methods. The results were outstanding: the 2020 campaign raised \$142,426 in support of United Way Ottawa, Centraide Outaouais, HealthPartners, and other registered Canadian charities.



Modernized physical spaces and associated services

The Parliamentary Precinct is the seat of our democracy and is the setting for much of the work of Members and their staff. The multi-decade rehabilitation program currently underway in partnership with Public Services and Procurement Canada provides an opportunity to restore and modernize the physical and digital workspace to continue to meet the needs of parliamentarians.

Progress on the rehabilitation of the Parliament Building

As part of the large-scale project to rehabilitate the Parliament Building, a working group of Members of Parliament from all recognized parties was created to provide strategic direction, support decision making, resolve issues, and share information to ensure that the restoration meets the needs of future parliaments. Regular and ongoing engagement with this working group, established in July 2020, ensures visibility and awareness of the work being done and provides a channel to present recommendations to the Board of Internal Economy for its approval.

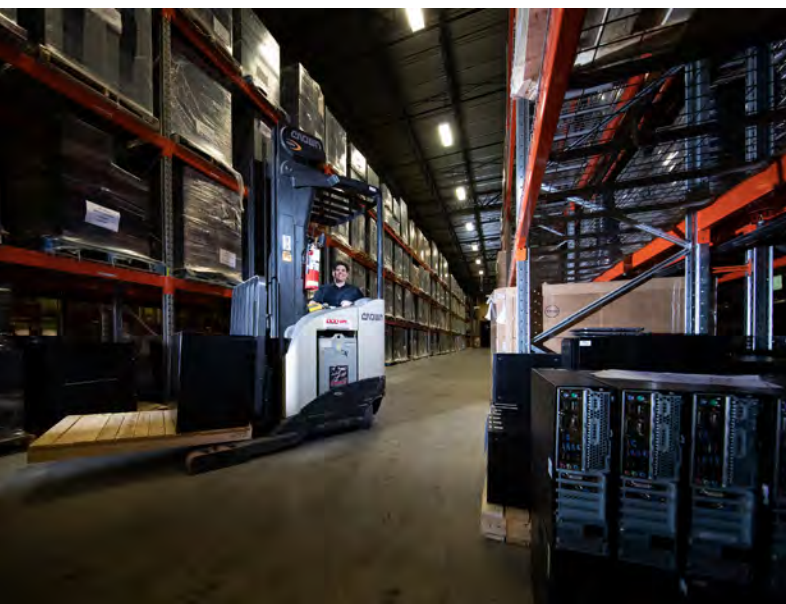
This year, the working group proposed design options for the main entrance to the Parliament Welcome Centre as well as for other key areas, such as lobbies and galleries.

- Watch the Curator of the House of Commons describe the magnificent, richly painted linen ceiling as experts carefully remove it from the Chamber as part of the Parliament Building renovations



Careful management of furniture and assets

The House Administration continues to work towards implementing a more integrated approach to furniture and asset management in the Parliamentary Precinct, with the goal of ensuring sound decision making and the efficient use of resources, from the purchase of an item through its use, storage and disposal. This year, we clarified roles and responsibilities and centralized furniture management and warehousing accountability in one business line. This represents another step towards a more integrated service delivery model that supports our focus on continuously improving the client experience and unifying our corporate approach to asset management.



Financial information

2020–2021 PLANNED VERSUS ACTUAL SPENDING (IN THOUSANDS OF DOLLARS)

	Main Estimates	Supplementary Estimates and Adjustments	Total Authorities	Actual Spending	Surplus / (Deficit)
Statutory					
Members and House Officers	114,510	105,119	219,628	219,628	-
Employee Benefit Plans	41,815	(1,350)	40,465	40,465	-
Total statutory	156,325	103,769	260,094	260,094	-
Non-statutory					
Members and House Officers	169,138	6,438	175,576	162,433	13,143
Committees, Parliamentary Associations and Parliamentary Exchanges	8,985	(1,230)	7,755	1,273	6,482
House Administration	181,920	16,563	198,483	186,310	12,173
Total non-statutory	360,044	21,771	381,815	350,017	31,798
TOTAL	516,369	125,540	641,909	610,110	31,798

HOUSE ADMINISTRATION 2020–2021 ACTUAL SPENDING

	Actual Spending ¹ (In Thousands of Dollars)	FTE Budget ²
Office of the Clerk	5,453	46
Procedural Services	30,159	326
Office of the Law Clerk and Parliamentary Counsel	4,930	38
Office of the Deputy Clerk, Administration	7,492	62
Parliamentary Precinct Operations	30,463	500
Office of the Sergeant-at-Arms and Corporate Security	6,826	59
Digital Services and Real Property	82,980	441
Human Resources Services	21,736	153
Finance Services	19,333	179
TOTAL	209,372	1,803

Note: Figures may not add up to total due to rounding

¹ Salaries (including Employee Benefit Plans) and operating expenditures

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



ourcommons.ca