



Canadian Museum of  
Immigration at Pier 21

Musée canadien de  
l'immigration du Quai 21

**Info Source:**

**Sources of Federal Government and Employee Information  
2019**

# Canadian Museum of Immigration at Pier 21

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

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

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

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## Background

Pier 21 is a National Historic Site which was the gateway to Canada for one million immigrants between 1928 and 1971. It also served as the departure point for 500,000 Canadian Military personnel during the Second World War. It reopened on July 1, 1999 as an interpretive centre, and in February 2011, Pier 21 became the Canadian Museum of Immigration at Pier 21.

The Canadian Museum of Immigration at Pier 21 was established by Parliament through amendments to the *Museums Act* which came into force on November 25, 2010.

The Museum is a distinct legal entity, wholly-owned by the Crown, which operates at arm's length from the Government in its day to day operations, activities and programming. The Museum is governed by the regime for Crown Corporation control and accountability established under Part X of the Financial Administration Act. It is a member of the Canadian Heritage Portfolio and reports to Parliament through the Minister of Canadian Heritage.

## Responsibilities

The mandate of the Canadian Museum of Immigration at Pier 21 is

*"to explore the theme of immigration to Canada in order to enhance public understanding of the experiences of immigrants as they arrived in Canada, of the vital role immigration has played in the building of Canada and of the contributions of immigrants to Canada's culture, economy and way of life."*

The Museum's Board of Trustees serves as its governing body and is accountable to Parliament for the stewardship of the Museum through the Minister of Canadian Heritage.

The Museum has three core responsibilities, listed below, as well as internal services.

1. **Visitor Experience and Connections:** Canadians have access to – and are engaged in building – museum content and programming that reflects the diverse experiences and contributions of immigrants throughout Canada's history.
2. **Accommodation:** The Museum's facilities contribute to a rich, welcoming and engaging visitor experience; are safe and accessible for visitors, staff and volunteers; and are maintained in a cost-effective manner that builds a workplace that is fair, enabling, healthy and safe and a workforce that is productive, principled, adaptive and representative of the diversity inherent in Canadian society.
3. **Fundraising and Commercial Activities:** The Museum's fundraising and commercial activities provide essential financial support.

## Institutional Functions, Responsibilities and Activities

### Visitor Experience and Connections

Canadians have access to -- and are engaged in building -- museum content and programming that reflects the diverse experiences and contributions of immigrants throughout Canada's history.

## Research and Content Development

Museum content explores the theme of Canadian immigration, regardless of point of entry, and the contribution of all immigrants to Canada's nation-building. The Museum conducts research and presents vibrant studies of immigration to Canada through a wide variety of mediums.

### Oral History and Story Collection

**Description:** Records related to the development and collection of oral histories, stories and photos that reflect Canada's immigration history. Records related to the collection of stories and related photos and artifacts.

**Document Types:** Voice recordings, videos, emails, pictures, letters and correspondence, documents and personal artifacts, descriptions, notes, press clippings, photocopies. Policies, procedures, gift and donation forms, loan and purchase agreements. Deaccessioning reports and approvals. Records related to the preservation, storage and condition of the items.

**Record Number:** CMIP ERC 001

### Objects and Artifacts

**Description:** Records related to the acquisition of artifacts and objects through purchase, gift, loan, donation, transfer. Records related to the provenance, creation, historical context, monetary value. Records relating to deaccessioning of objects from the collection.

**Document Types:** Emails, letters and correspondence, pictures, descriptions, notes, press clippings, photocopies, documents. Policies, procedures, gift and donation forms, loan and purchase agreements, tax receipt information for gifts and donations, insurance information. Deaccessioning reports and approvals. Records related to the preservation, storage and physical condition of the items.

**Record Number:** CMIP ERC 002

## Interpretation and Connections

Exhibitions and programming are innovative, compelling, thought-provoking and reflect the diversity of the immigrant experience within Canada; and visitors, both on-site and virtual, have access to unique and innovative content and experiences in both Official Languages.

### Exhibitions

**Description:** Records related to the planning, development, production, installation, deinstallation, and on-line aspects of the exhibitions (permanent, travelling and temporary). Records relating to the Museum's own travelling exhibit and other temporary exhibits hosted by the Museum.

**Document Types:** Emails, correspondence, pictures, letters, documents, photographs, mock-ups, instructions, plans, policies and procedures, agreements, contracts, budgets.

**Record Number:** CMIP ERC 003

### Visitor Experience

The visitor experience makes possible personal and emotional connections and builds audience loyalty and repeat attendance.

### Collection of Visitor Data

**Description:** Records related to the collection of qualitative and quantitative visitor data, visitor satisfaction survey, alumni, group and special guest visits.

**Document Types:** Emails, letters, correspondence, documents, surveys.

**Record Number:** CMIP AE 001

## Public Programs

### Public Programs Data

**Description:** Records relating to the planning, development, implementation, evaluation of on-site and

on-line programs.

**Document Types:** Emails, letters, correspondence, documents, budgets, contracts, policies and guidelines, agreements, promotional material, evaluation tools and date, plans, training materials and aids.

**Record Number:** CMIP AE 002

### **Access and Awareness**

Canadians in the regions of the country have greater access to the Museum's collection, expertise and programs and the Museum garners a high level of awareness and public support through strong and effective marketing and communication strategies.

### **Marketing, Communications and Outreach**

**Description:** Records related to the production, dissemination and promotion of information to the public, key targets audiences, the media (Communications class of record).

**Record Number:** CMIP M C001

- Public Communications PIB (CMIP PSU 914)
- Partners and Outreach PIB (CMIP PSU 938)

### **Accommodations**

The Museum's facilities contribute to a rich, welcoming and engaging visitor experience; are safe and accessible for visitors, staff and volunteers; and are maintained in a cost-effective manner.

### **Museum Renovations and Expansion**

The Museum's facilities are upgraded and/or expanded as appropriate to provide suitable and accessible space for visitors, staff, volunteers and exhibits/programming; and construction projects are governed by an effective project management regime, including robust risk management strategies and respect for the heritage aspects of the site.

### **Museum Renovations Data**

**Description:** Records related to the capital and thematic expansion of the Museum.

**Document Types:** Emails, letters, correspondence, documents, plans, drawings, estimates, budgets, contracts, timelines, change orders, risk management documents, health and safety material, approvals, policies and procedures.

**Record Number:** CMIP OPS 001

### **Fundraising and Commercial Activity**

The Museum's fundraising and commercial activities provide essential financial support.

### **Fund Development**

**Description:** Records related to fund development activities including major gifts, planned giving, annual giving, employee giving, sponsorships and other corporate or individuals donations that support the Museum.

**Document Types:** Correspondence, letters, emails, proposals, agreements, invoices, tax receipts, news releases and announcements, guest lists, event planning records, campaign materials, mailing lists, contracts, promotional and marketing material.

**Record Number:** CMIP MCD 001

### **Gift Shop**

**Description:** Records related to the retail operations at the gift shop including purchase and sale of inventory both on-site and on-line.

**Document Types:** Correspondence, receipts, inventory, accounting records, deposit records, order

forms, contracts, promotional and marketing materials.

**Record Number:** CMIP OPS 002

### **Facility Rentals**

**Description:** Records related to facility rentals at the Museum for private, corporate and special events.

**Document Types:** Correspondence, letters, emails, proposals, agreements, invoices, receipts, guest lists, event planning records, campaign materials, mailing lists, contracts, schedules, promotional and marketing material.

**Record Number:** CMIP OPS 003

## **Internal Services**

### **Internal Services**

Internal services constitute groups of related activities and resources that are administered to support the needs of programs and other corporate obligations of an organization. These groups are management and oversight services, communications services, legal services, human resources management services, financial management services, information management services, information technology services, real property services, materiel services, acquisition services, and travel and other administrative services. Internal services include only those activities and resources that apply across an organization and not to those provided specifically to a program.

### **Acquisition Services**

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

- [Procurement and Contracting Class of Record](#)
  - [Professional Services Contracts Personal Information Bank](#) (CMIP PSU 912)

### **Communications Services**

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

- [Communications Class of Record](#)
  - [Internal Communications Personal Information Bank](#) (CMIP PSU 915)
  - [Public Communications Personal Information Bank](#) (CMIP PSU 914)

### **Financial Management Services**

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

- [Financial Management Class of Record](#)
  - [Accounts Payable Personal Information Bank](#) (CMIP PSU 931)
  - [Accounts Receivable Personal Information Bank](#) (CMIP PSU 932)

### **Human Resources Management Services**

Human resources management services involve activities undertaken for determining strategic direction, allocating resources among services and processes, as well as activities relating to analyzing exposure to

risk and determining appropriate countermeasures. They ensure that the service operations and programs of the federal government comply with applicable laws, regulations, policies and plans.

- [Awards \(Pride and Recognition\) Class of Record](#)
- [Classification of Positions Class of Record](#)
  - [Staffing Personal Information Bank](#) (CMIP PSE 902)
- [Compensation and Benefits Class of Record](#)
  - [Attendance and Leave Personal Information Bank](#) (CMIP PSE 903)
  - [Pay and Benefits Personal Information Bank](#) (CMIP PSE 904)
- [Employment Equity and Diversity Class of Record](#)
- [Hospitality Class of Record](#)
  - [Hospitality Personal Information Bank](#) (CMIP PSU 908)
- [Human Resources Planning Class of Record](#)
  - [Human Resources Planning Personal Information Bank](#) (CMIP PSU 935)
- [Labour Relations Class of Record](#)
  - [Values and Ethics Codes for the Public Sector and Organizational Code\(s\) of Conduct Personal Information Bank](#) (CMIP PSE 915)
- [Occupational Health and Safety Class of Record](#)
  - [Occupational Health and Safety Personal Information Bank](#) (CMIP PSE 907)
- [Official Languages Class of Record](#)
  - [Official Languages Personal Information Bank](#) (CMIP PSE 906)
- [Performance Management Reviews Class of Record](#)
  - [Employee Performance Management Program Personal Information Bank](#) (CMIP PSE 912)
- [Recruitment and Staffing Class of Record](#)
  - [Applications for Employment Personal Information Bank](#) (CMIP PSU 911)
  - [Employee Personnel Record Personal Information Bank](#) (CMIP PSE 901)
  - [Personnel Security Screening Personal Information Bank](#) (CMIP PSU 917)
  - [Staffing Personal Information Bank](#) (CMIP PSE 902)
  - [Values and Ethics Codes for the Public Sector and Organizational Code\(s\) of Conduct Personal Information Bank](#) (CMIP PSE 915)
- [Relocation Class of Record](#)
- [Training and Development Class of Record](#)
  - [Training and Development Personal Information Bank](#) (CMIP PSE 905)

### **Information Management Services**

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

- [Access to Information and Privacy Class of Record](#)
  - [Access to Information Act and Privacy Act Requests Personal Information Bank](#) (CMIP PSU 901)
- [Information Management Class of Record](#)

### **Information Technology Services**

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

- [Information Technology Class of Record](#)

## Legal services

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

- [Legal Services Class of Record](#)

## Management and Oversight Services

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

- [Cooperation and Liaison Class of Record](#)
  - [Outreach Activities Personal Information Bank](#) (CMIP PSU 938)
- [Executive Services Class of Record](#)
  - [Executive Correspondence Personal Information Bank](#) (CMIP PSU 902)
- [Internal Audit and Evaluation Class of Record](#)
- [Planning and Reporting Class of Record](#)

## Materiel Services

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

- [Materiel Management Class of Record](#)

## Real Property Services

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

- [Real Property Management Class of Record](#)

## Travel and Other Administrative Services

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

- [Administrative Services Class of Record](#)
- [Boards, Committees and Council Class of Record](#)
  - [Governor in Council Appointments Personal Information Bank](#) (CMIP PSU 918)
  - [Members of Boards, Committees and Councils Personal Information Bank](#) (CMIP PSU 919)
- [Business Continuity Planning Class of Record](#)
  - [Business Continuity Planning Personal Information Bank](#) (CMIP PSU 903)
- [Disclosure to Investigative Bodies Class of Record](#)
- [Proactive Disclosure Class of Record](#)
  - [Hospitality Personal Information Bank](#) (CMIP PSU 908)
  - [Travel Personal Information Bank](#) (CMIP PSU 909)
- [Security Class of Record](#)
  - [Identification Cards and Access Badges Personal Information Bank](#) (CMIP PSE 917)
  - [Personnel Security Screening Personal Information Bank](#) (CMIP PSU 917)
  - [Security Video Surveillance and Temporary Visitor Access Control Logs and Building Passes Personal Information Bank](#) (CMIP PSU 907)



- [Travel Class of Record](#)
  - [Travel Personal Information Bank](#) (CMIP PSU 909)

### Legend

- Standard Classes of Records (CoRs)
- Standard Personal Information Banks (PIBs)

## CLASSES OF PERSONAL INFORMATION

The Corporation is involved in activities which tend to generate public response in one form or another. As well, some of the Corporation's files summarized in the Classes of Records contain personal information which is not used in a decision-making process directly affecting the individual to whom it relates. Consequently, personal information may be accumulated which is not contained in any of the institution-specific personal information banks listed in this Chapter. Such personal information may consist of, among other things, requests for information and publications, requests for assistance in tracking personal immigration histories, compliments, complaints, enquiries, suggestions, opinions, proposals, agreements and may include name, background, civic address, e-mail address, telephone number and, in some cases, other personal data. This personal information is kept in the relevant subject files and is not normally retrievable by the name of the individual or other personal identifier. The retention periods for the personal information contained in these subject files are the same as those for the subject files containing the information.

## MANUALS

- Employee Handbook
- Volunteer Handbook
- Business Continuity Plan

## ADDITIONAL INFORMATION

The Government of Canada encourages the release of information through requests outside of the ATIP process. You may wish to consult Canadian Museum of Immigration at Pier 21 completed [Access to Information \(ATI\) summaries](#).

To make an informal request, contact:

Canadian Museum of Immigration at Pier 21  
 1055 Marginal Road  
 Halifax, Nova Scotia  
 Canada B3H 4P7  
 Switchboard: (902) 425-7770  
 Email: [info@pier21.ca](mailto:info@pier21.ca)  
[www.pier21.ca](http://www.pier21.ca)

### Access to Information and Privacy Requests

If you wish to request access to information held by the Canadian Museum of Immigration at Pier 21, please download the [Access to Information Request Form](#) available on the Treasury Board of Canada Secretariat website.

Please send the completed form to:

Jennifer Tramble  
 Access to Information and Privacy Coordinator  
 Canadian Museum of Immigration at Pier 21  
 1055 Marginal Road

Halifax, Nova Scotia  
Canada B3H 4P7  
jtramble@pier21.ca

Completed Access to Information requests are posted monthly on the [Open Government Portal](#).

### **Privacy Requests**

If you wish to request access to your personal information held by the Canadian Museum of Immigration at Pier 21, please download the [Personal Information Request Form](#) available on the Treasury Board of Canada Secretariat website.

Please send the completed form to:

Jennifer Tramble  
Access to Information and Privacy Coordinator  
Canadian Museum of Immigration at Pier 21  
1055 Marginal Road  
Halifax, Nova Scotia  
Canada B3H 4P7  
jtramble@pier21.ca

### **READING ROOM**

In accordance with the *Access to Information Act* and *Privacy Act*, an area on the premises will be made available should the applicant wish to review materials on-site. The address is:

Meeting Room D, Administration Offices  
Canadian Museum of Immigration at Pier 21  
1055 Marginal Road  
Halifax, Nova Scotia

