

ANNUAL REPORT 2016 – 2017



NEW BRUNSWICK
HUMAN RIGHTS
COMMISSION

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TRANSMITTAL LETTERS



From the Minister to the Lieutenant-Governor

The Honourable Jocelyne Roy Vienneau
Lieutenant-Governor of New Brunswick

May it please your Honour:

It is my privilege to submit the Annual Report of the
New Brunswick Human Rights Commission for the
fiscal year April 1, 2016, to March 31, 2017.

Respectfully submitted,
Honourable Gilles LePage
Minister Responsible for
New Brunswick Human Rights Commission

From the Chairperson to the Minister Responsible

Honourable Gilles LePage
Minister Responsible for the New Brunswick Human
Rights Commission

Sir:

I am pleased to be able to present the Annual Report
describing the operations of the New Brunswick
Human Rights Commission for the fiscal year April 1,
2016, to March 31, 2017.

Respectfully submitted,

Nathalie Chiasson
Chairperson
New Brunswick Human Rights Commission

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MESSAGE FROM THE CHAIRPERSON

While it is my privilege as chairperson to table this annual report, I wish to acknowledge the dedication shown over the past year by the members and staff of the Commission to ensure the administration of the *New Brunswick Human Rights Act*.

Last year, we unfortunately lost one of our members, René “Pepsi” Landry, who died in the summer of 2016 after sitting on the Commission for 12 years. His contribution and his sensitivity towards the parties were greatly appreciated and will be missed.

In addition, the Commission was pleased to welcome six new members last year, three bilingual members and three Anglophone members, thus enabling the Commission to fulfil its mandate to handle complaints in the province’s two official languages.

The Commission also had to meet the challenges of coping with considerable staffing changes, as it had to fill several positions internally in the past year. It was therefore a year of staff and member renewal requiring orientation and integration efforts on our part.

This year, 2,037 New Brunswickers called upon one of the Commission’s three offices, but of those intakes, only 122 complaints were filed, containing 220 distinct allegations of discrimination. Once again, the complaints came mainly from the employment sector, and most were based on the employer’s failure to provide reasonable accommodation for an employee’s physical or mental disability. This data show us that there is still much to be done when it comes to educating people to understand the accommodation obligations.

As part of its education mandate, last year, the Commission held 73 workshops and education sessions in various locations around the province to heighten awareness among employers and housing and service providers of their obligations and the public’s rights under the *Human Rights Act*. We will continue to assess our impact by monitoring key indicators so we can adapt our education programs to the needs of people in the province.

The programming to celebrate the 50th anniversary of the Commission and the *Human Rights Act* in September 2017 was launched in February 2017. A number of activities aimed at educating the public about human rights will take place during the year.

The Commission worked hard to present some amendments to the *Human Rights Act* to the Department of Post-Secondary Education, Training and Labour in order to update the Act and bring it in line with legislation in the other provinces and with the *Canadian Human Rights Act*. This request was welcomed by the Department, and a bill to modernize the Act and, among other things, add two prohibited grounds of discrimination based on “family status” and “gender identity or expression” will be tabled in the Legislative Assembly in the coming year. As a result, a person who supports a parent, child, or loved one may not be discriminated against or penalized by an employer or a service provider because of this obligation, and this person will have the right to reasonable accommodation measures, provided these do not cause undue hardship. This amendment is well in line with the New Brunswick Family Plan and will help residents of the province in their support roles.

New Brunswick is one of the last provinces to include prohibited discrimination based on “gender identity or expression” in its human rights legislation. By adding this ground of discrimination, transgender and transsexual persons will be better protected. Also, to comply with the addition of this ground, amendments will be made to the *Change of Name Act* and the *Vital Statistics Act* to allow individuals who have undergone sex reassignment to change their birth certificates and their names.

The province of New Brunswick welcomed many Syrian refugees over the past year. The hospitality for which New Brunswickers are known was demonstrated once again when communities and organizations took action to meet the immediate needs of these newcomers by volunteering countless hours of their time.



The issue of Indigenous rights was the subject of considerable discussion this year. In the spring of 2016, Canada fully and unreservedly supported the United Nations Declaration on the Rights of Indigenous Peoples. This support will open the door to renewed relations with First Nations peoples.

The province of New Brunswick welcomed many Syrian refugees over the past year. The hospitality for which New Brunswickers are known was demonstrated once again when communities and organizations took action to meet the immediate needs of these newcomers by volunteering countless hours of their time. The wealth of cultural diversity that newcomers bring to our province benefits us all. The social fabric of the New Brunswick population has changed considerably in recent years, and the shortage of labour in certain sectors and the aging of the population will mean that more immigrants will be coming to the province to fill vacant positions.

In closing, I was touched by the gestures of solidarity shown by New Brunswickers during the ice storm of January 2016. That storm paralyzed and put at risk a large part of the province for a considerable amount of time. The Acadian Peninsula was hit hard by the storm, and it was comforting to see the support and demonstrations of human warmth offered by people across the province when they took action to help people in the Peninsula and elsewhere in the province. Such gestures of compassion show that respect for human values is important to New Brunswickers.

Nathalie Chiasson
Chairperson
New Brunswick Human Rights Commission

MESSAGE FROM THE DIRECTOR

The work and priorities of the New Brunswick Human Rights Commission are influenced by a wide variety of external and internal factors. This is particularly the case with the Commission's education mandate where we must continually align efforts to respond to societal and legal changes, as well as leverage opportunities for more efficient collaboration and results. Achieving these objectives depends on capabilities, resources and vision, and I'm pleased with the accomplishments the Commission has achieved this year.

The modernization of the *Human Rights Act* has been a key file of the Commission and, in September 2016, we achieved a milestone when the Priorities Board directed officials to proceed with amendments to the Act. The proposed revisions are significant and will address inequalities in protections, outdated language and translation errors, administrative efficiencies in handling complaints, and new defenses and dismissals. The expanded protections will include new prohibited grounds of discrimination on gender identity and expression, as well as family status. This is a significant step to make our communities more inclusive by recognizing today's realities and bringing New Brunswick in line with the rest of the country. The Commission is also appreciative of the leadership role played by the Department of Post-Secondary Education, Training and Labour on this file, and I am confident these amendments will receive royal assent early in the New Year.



In February 2017, we officially launched the program to mark the 50th Anniversary of the *New Brunswick Human Rights Act* at a reception held at Government House. Among the many activities and initiatives that will take place during the upcoming year, the Commission partnered with the New Brunswick Public Library Service to develop a portal to access NBPLS's collection of books and resources related to human rights, diversity and inclusion.

122
new complaints

157
active complaints

220
allegations of
discrimination

With regards to the Commission's compliance mandate, we received 122 new distinct complaints in 2016-17, and handled a total volume of 157 active complaints by the end of the year. With 160 allegations of discrimination out of a total of 220, physical and mental disability in the area of employment remain by far the most prevalent.

Despite these concerning figures, we should be encouraged by the collective actions and measures that have taken place to address inequalities and correct past wrongs.

Last May, the Government of Canada officially adopted the United Nations' Declaration on the Rights of Indigenous people, engaging a new kind of dialogue with indigenous communities. It also opened a new federal office of Human Rights, a move that would see all Canadian heads of mission include human rights among their core objectives and priorities.

We also witnessed similar advancements on the provincial scene with the announcement by the Government of New Brunswick that it will make

medically necessary gender-confirming surgeries insured procedures in the province. It also committed to allow transgender individuals to change their birth certificates to match their gender identities. We also saw New Brunswick Community College campuses across the province implementing specialized training to better accommodate students on the autism spectrum.

These are the sorts of positive actions that will help to address inequalities and advance diversity and inclusion. As we embark on this milestone year, I invite every New Brunswicker to reflect on the progress we have made as a society, and how we can all continue to make equality a reflection of ourselves and our values.



Marc-Alain Mallet
Director and Secretary to the Commission

MEMBERS OF THE COMMISSION

During this fiscal year, there have been numerous changes in the membership of the Commission, four members left the Commission and six new members have been appointed by the Lieutenant-Governor in Council.

From April 1, 2016, to March 31, 2017, the Commission was composed of:

Nathalie Chiasson (Chairperson)		
Emil Olsen		
Donald Gauvin	Term expired	April 4, 2016
Steve Lambert	Term expired	April 4, 2016
René Landry	Term ended	August 2, 2016
Karine Levesque	Term expired	August 12, 2016
George Richmond	Reappointed	April 4, 2016
Kimberley Douglass	Appointed	April 4, 2016
Audrey Lampert	Appointed	April 4, 2016
Byron Bushey	Appointed	August 12, 2016
Fernand de Varennes	Appointed	September 14, 2016
Dorothy Thériault	Appointed	January 27, 2017
Pierrette Bouchard	Appointed	February 16, 2017

Additional information on our commission members is available on the Commission's website:
www.gnb.ca/hrc-cdp.

COMPLIANCE

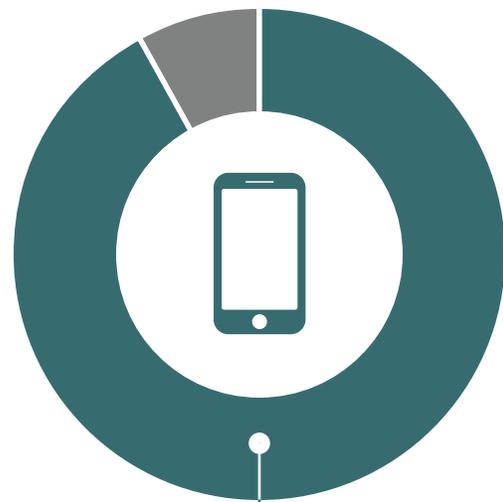
Complaint process

Individuals who believe they have been discriminated against on the basis of race, colour, creed or religion, national origin, ancestry, place of origin, age, physical disability, mental disability, marital status, sexual orientation, sex, social condition, political belief or activity have the right to file a complaint of discrimination under section 17 of the *New Brunswick Human Rights Act*. All complaints filed with the Commission are considered confidential and are discussed only with the parties involved.

If someone thinks they have been discriminated against or harassed based on these grounds, they can contact the Human Rights Commission for more information. If the complaint seems to fit within the definition of discrimination as defined in the *Human Rights Act*, a person can file a complaint.

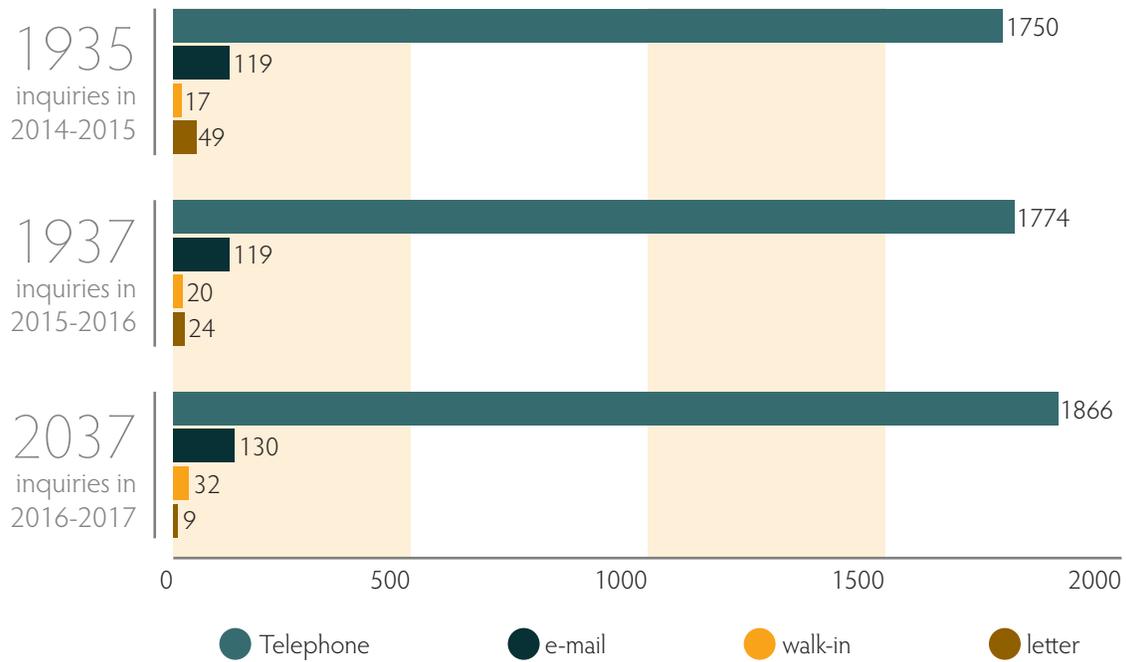
Staff at the Commission may suggest early intervention in an attempt to reach a resolution. If that is not possible, the staff will send a complaint kit to the caller asking them to describe the alleged discrimination. This complaint kit will contain a blank complaint form that must be completed by the complainant, the person who is alleging that discrimination has occurred.

A flow chart of the complaint process is found in Appendix B.

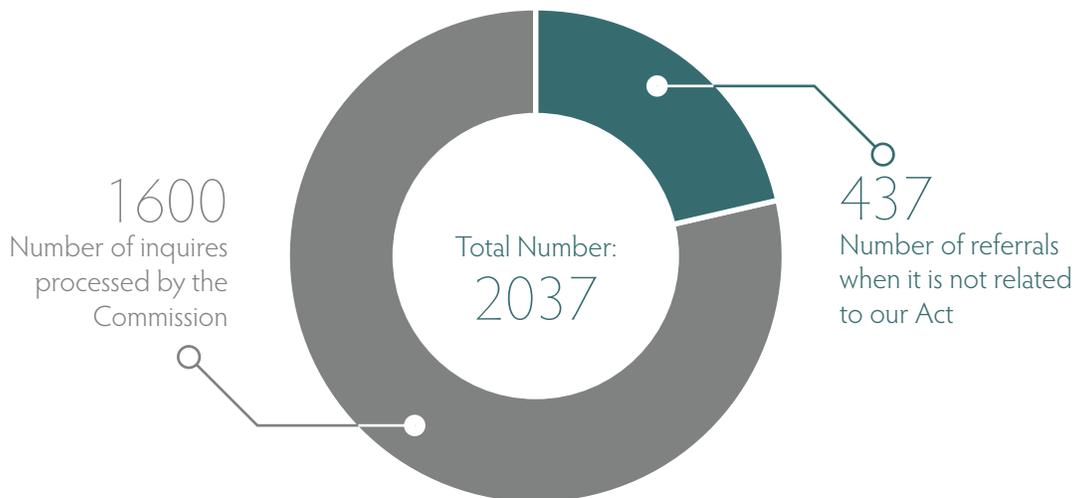


92%
of New Brunswickers
contact the Commission
by phone.

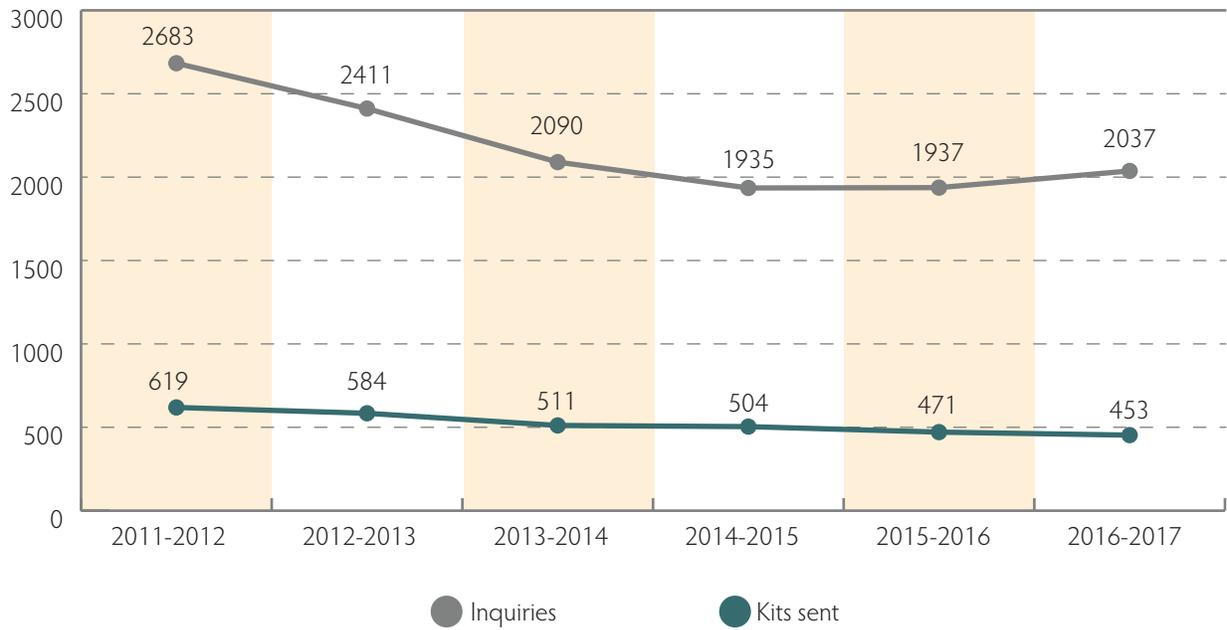
Proportion of inquires by channel per year



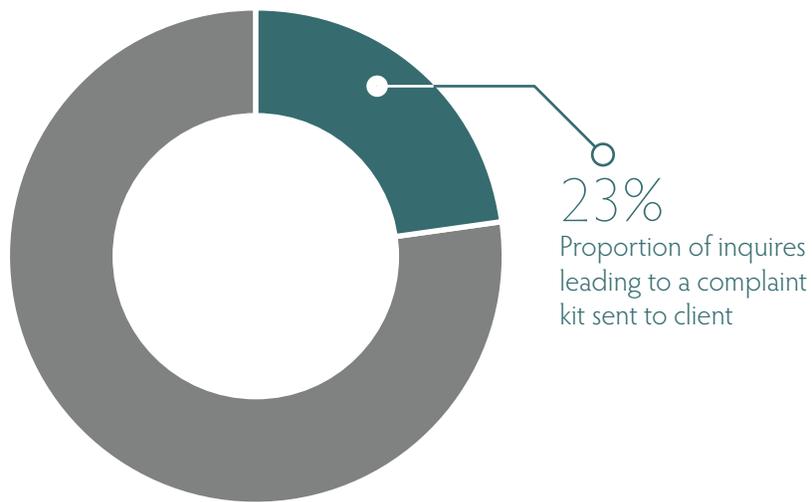
When a call does not involve discrimination contrary to the *Human Rights Act*, the person is referred to the appropriate agency.



Number of Complaint kits sent by year



Proportion of inquiries leading to a complaint kit sent to client



122
new complaints

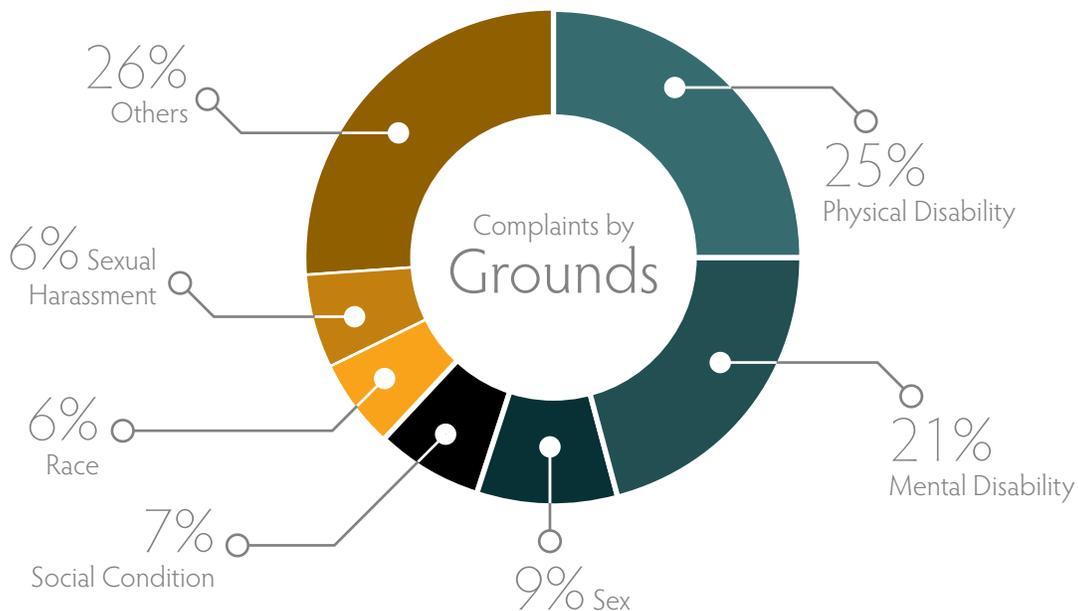
157
active complaints

220
allegations of discrimination

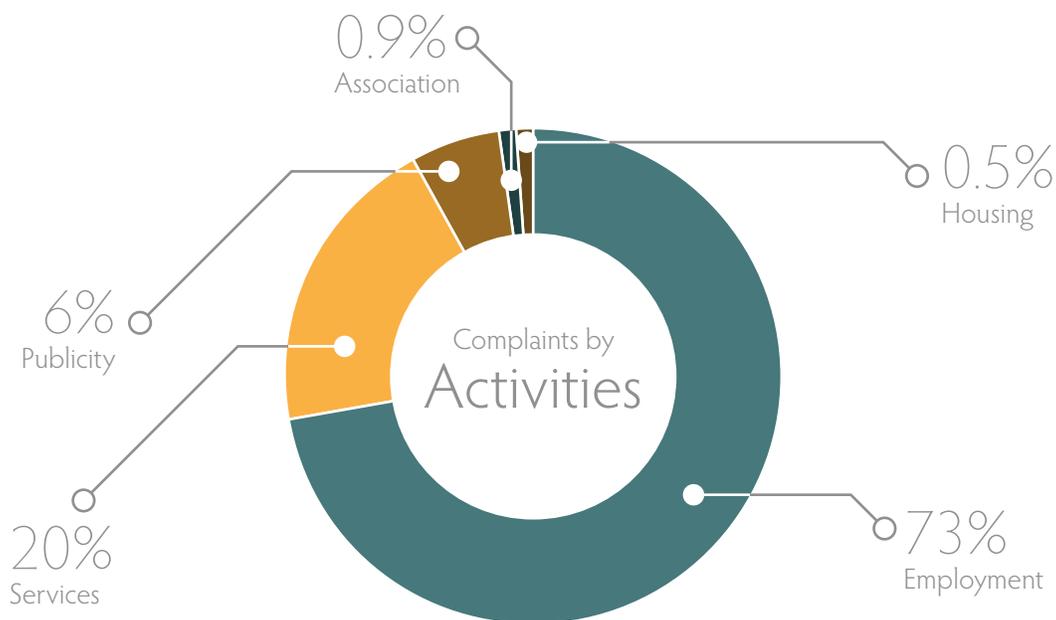


Grounds of discrimination

The 122 distinct complaints filed included 220 allegations of discrimination since some complaints alleged discrimination in more than one activity (e.g., both services and housing) or ground (e.g., both race and colour). The most common grounds in 2016-17 were physical disability (54) and mental disability (46), sex (19), social condition (15) and race and sexual harassment (both 14).

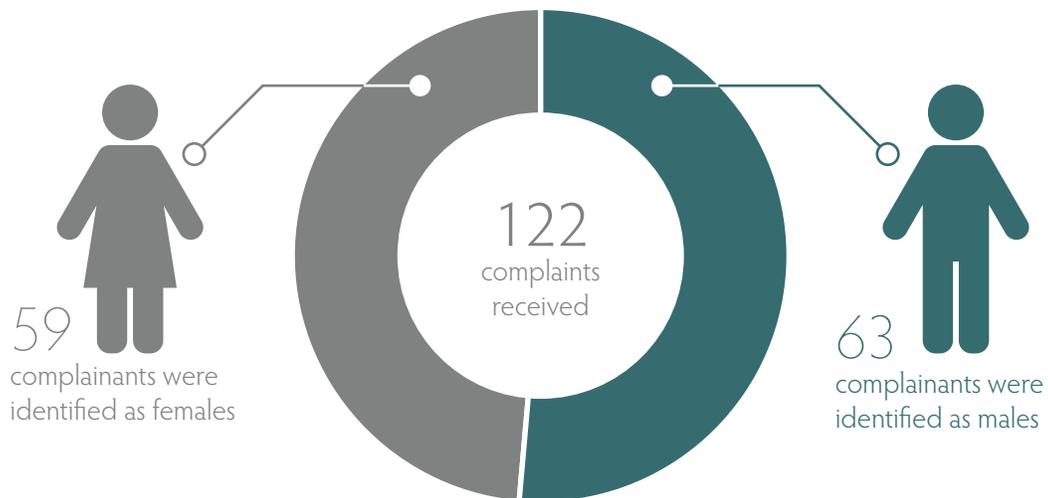


As in previous years, most allegations (160) were employment related. Of the employment complaints, 73 dealt with discrimination based on physical and/or mental disability. Sixteen of the sex discrimination complaints were employment related, while two were service related; and one, associations. Twelve of the 14 sexual harassment complaints were employment related. Of the services complaints, 24 were related to physical and/or mental disability and six to social condition.



More details on ground and activities can be found in Appendix C.

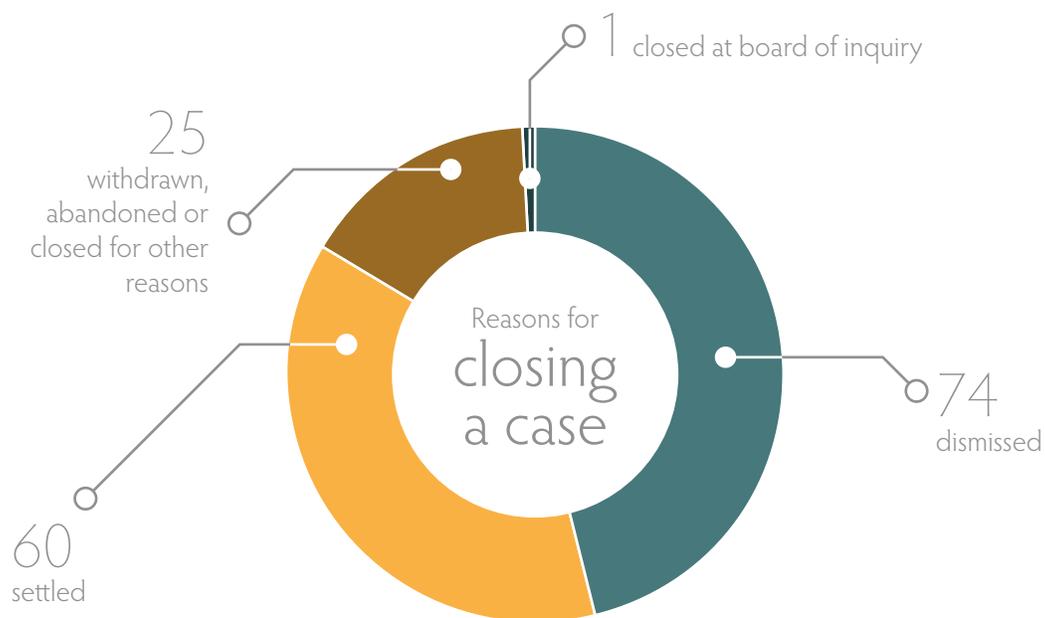
Gender



Closed complaints

In total, 160 formal complaints were closed in 2016-2017 compared to 136 in 2015-2016. The cases were closed for various reasons: after mediation, dismissed (mainly due to lack of evidence or being filed out of time), withdrawn, abandoned, found to be outside the Commission's jurisdiction or closed for other reasons, or closed at board of inquiry or court levels.

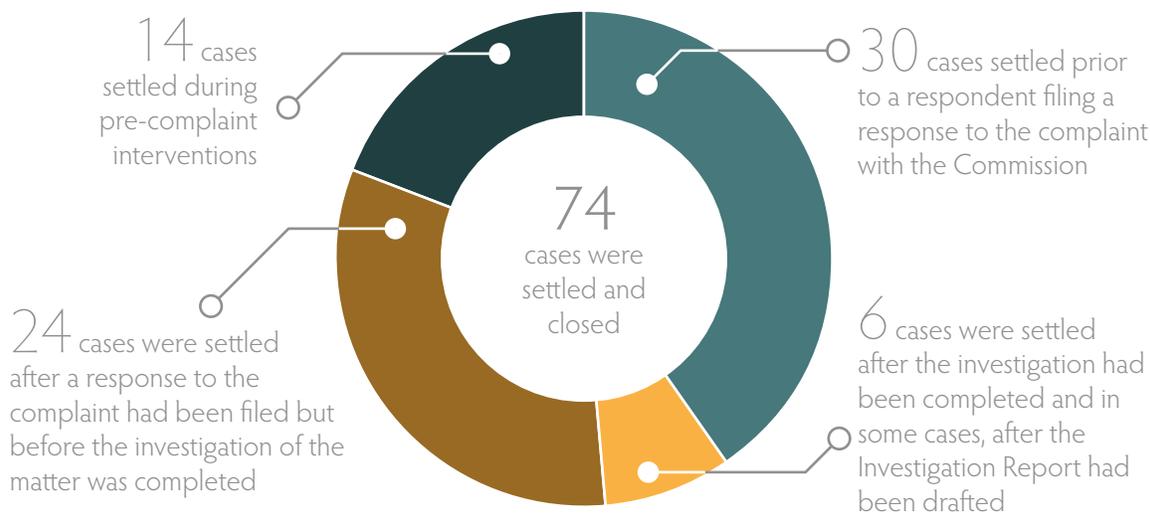
More formal complaints were closed (160) during the year than were opened (122).



Settlements for 2016-2017

A total of 74 cases were settled and closed, compared to 45 in 2015-2016.

The 74 cases involved 61 formal complaints and 14 pre-complaint interventions. Pre-complaint interventions are attempts by the Commission to mediate a dispute before a formal complaint is filed; such interventions are used in especially urgent situations or situations when there is an opportunity for a limited time to quickly resolve a dispute or to prevent a potentially discriminatory action from occurring. These 74 cases were settled at different stages.



Terms of settlement

- **\$368, 549.66** is the estimated total monetary value of the settlements, **\$303,470** of which are general damages;
- **9** files resulted in human rights training seminars;
- **18** complainants were accommodated;
- **7** complainants received employment;
- **3** letters of apology or misunderstanding;
- **10** letters of reference;
- **6** policy changes or developments;
- **1** amended Record of Employment; and
- **1** forgiving of an amount owed by a complainant to the respondent.

BOARDS OF INQUIRY

During the fiscal year, the Human Rights Commission (Commission) referred two complaints to a Board of Inquiry; however, these matters did not proceed to a hearing as Commission staff and representatives were able to assist the parties in reaching a resolution to the matters. Of note, the resolution of these two complaints triggered changes to legislation and public policies, resulting in the accommodation of several citizens of New Brunswick who were dealing with similar situations as the complainants.

At the beginning of the fiscal year, one Board of Inquiry was pending; however, prior to the matter proceeding to a hearing, Commission staff successfully assisted the parties in reaching a resolution to the matter.

Judicial Review

During the 2016-2017 fiscal year, applications for judicial review were filed with the Court of Queen's Bench in four cases.

Sylvia L. Bryson v The University of New Brunswick

In March 2009, Sylvia Bryson (complainant) had filed a complaint with the Commission against the University of New Brunswick (respondent) on the basis of sex discrimination with respect to services. The complainant alleged that she was discriminated against on the basis of her sex (female) when the respondent eliminated the Women's Varsity Hockey Team (WVHT) at the respondent and when they had treated the WVHT differently than the Men's Varsity Hockey Team with regard to funding, equipment, etc. In November 2010, the Commission referred the matter to the Labour and Employment Board to sit as a Board of Inquiry (the Board). The respondent sought judicial review of the Commission's decision in early 2011, and on April 29, 2013, the Court of Queen's Bench upheld the Commission's decision to refer the matter to a Board of Inquiry. The hearing before the Board commenced on February 3, 2014, and the hearing dates were: February 3 to 5, 2014; December 1, 3, 9, and 10, 2014; January 12-16, 2015; February 23, 2015; and September 9, 2015. A decision was rendered by the Board on March 2, 2016.

The Board found that the respondent had discriminated against the complainant on the basis of her sex and ordered that the respondent reinstate the WVHT at the respondent by the 2017-2018 AUS Women's Hockey season and that the respondent provide sufficient human and financial resources so that the WVHT can successfully compete at the CIS/AUS level. The Board also ordered the respondent to revisit its Gender Equity Policy for a rewrite to ensure its provisions protect substantive gender equity in its Intercollegiate Athletics Program. The Board awarded the complainant \$5,000.00 as general damages.

The respondent sought judicial review of the Board of Inquiry's decision. However, the parties agreed to participate in mediation before the Court of Queen's Bench and a resolution to the matter was reached.

Blair Trudel v. Service New Brunswick and the Department of Public Safety

The complainant filed a complaint with the Commission alleging that the respondents, Service New Brunswick and the Department of Public Safety, discriminated against him on the basis of his physical disability (stroke) when they revoked his driver's license after he failed a road test that they demanded he take, and when they refused him permission to retake the road test.

The respondents denied having discriminated against the complainant and maintained that they had received a letter from the Stan Cassidy Centre indicating that the complainant's driving capability could interfere with his ability to drive safely, and therefore, they contacted the complainant and advised him that he needed to arrange a road test with a driver examiner. The respondents maintained that the complainant did not do well on the road test, having driven on the wrong side of the road, used his left foot to brake, applied the gas so hard that the vehicle spun, sped at times and at other times drove below the speed limit. The complainant maintained that none of these problems were due to his physical disability. Further, the driver examiner noted that the complainant did not use the adaptive equipment that was installed to assist him with driving. The respondents maintained that based on the complainant's performance during the road test, the driver examiner recommended that he not be retested.

The Commission's director dismissed the complaint as being clearly without merit as the information provided did not support an arguable case of discrimination on the grounds of physical disability. Rather, the information provided indicated that it was the complainant's driving ability that resulted in the complainant failing the road test and not his physical disability.

The complainant did not file an appeal of the director's decision to the Commission members, but did file an application for judicial review. In his judicial review application, the complainant maintained that the Commission failed to consider age discrimination; failed to consider the fact that the respondents had no reasonable grounds to suspect that the

complainant was unable to operate a motor vehicle safely and that the decision to test was discriminatory; failed to consider the fact that the respondents failed in their duty to accommodate the complainant with regard to the adaptive steering device; made an error of fact when it determined that the respondents had not prohibited the complainant from retesting; and failed to consider the fact that the decision to prohibit retesting was discriminatory.

The complainant did not file his complaint on the basis of age discrimination.

Justice Richard G. Petrie (Justice Petrie) dismissed the application for judicial review. In his decision, Justice Petrie found that a judicial review was not appropriate in the circumstances, as the complainant had a right of appeal to the Commission members, which he did not exercise. However, Justice Petrie further wrote that should he be wrong with regard to his decision to decline to undertake a judicial review in this matter, the record before him did not indicate that the Commission's decision in the complaint was unreasonable or unfair.

The Province of New Brunswick as represented by the Department of Tourism, Heritage and Culture v. Stephen Smith

The complainant, Stephen Smith, filed a complaint against the Province of New Brunswick and the Department of Tourism, Heritage and Culture (the Department) and two named employees of the Department, collectively referred to as the respondents, on the basis of political belief or activity. He alleged he was discriminated against by the respondents due to his belief or activity when his employment was terminated shortly after the Liberal government came into power. The respondents denied discriminating against the complainant and requested that the Commission dismiss the complaint on the basis of abuse of process as the complainant had grieved the matter under the *Public Service Labour Relations Act (PSLRA)* and if he was not satisfied with that decision, he should have filed an application for judicial review.

The Commission considered the respondents' request and declined to dismiss the complaint as the arbitrator under the *PSLRA* did not make a decision as to whether the New Brunswick *Human Rights Act (Act)* had been violated and the arbitrator found that he only had jurisdiction over the amount of notice that had been paid to the complainant by the Department. The Commission advised the respondents that it was proceeding with its investigation of the matter.

The Department filed an application for judicial review of the Commission's decision to proceed with the investigation of the complaint. In the application, the Department maintained that the Commission is without jurisdiction to investigate the complaint as the matter falls within the exclusive jurisdiction of an adjudicator under section 100.1 of the *PSLRA* to determine issues related to the complainant's discharge and financial penalty. The Department also maintained that the Commission's decision to proceed with the investigation of the complaint is an abuse of process, *res judicata*, issue estoppel, and collateral attack and is generally a violation of principles such as judicial economy, consistency, finality and integrity of the administration of justice.

The hearing of the application for judicial review was held on December 8, 2016. As of March 31, 2017, a decision had not been rendered in this matter.

Gilles Laliberté v. Communauté Rurale de Kedgwick

The complainant filed a complaint with the Commission against Communauté Rurale de Kedgwick (the respondent) alleging that the respondent discriminated against him on the basis of his physical disability (broken elbow, medical leave from the physician) when there was an illegal dismissal, a demotion while he was on sick leave, and a lesser salary (than another employee) while he had the same position. The respondent denied discriminating against the complainant and alleged that the allegations put forth by the complainant did not support a strong arguable case of discrimination. The respondent indicated that it took all possible reasonable measures to accommodate the complainant while he was on medical leave but the complainant refused to participate and cooperate, and the actions of the respondent were not discriminatory.

Part of the complainant's complaint was filed outside of the one-year time limit and he filed a time limit extension request with the Commission. Further, some aspects of the complaint were filed within the one-year time limit.

In December 2016, the Commission dismissed the complainant's time limit extension request for the incidents that were filed out of time and closed those aspects of the complaint as being filed outside of the one-year time limit. Further, the Commission dismissed the aspects of the complaint that were filed within the one-year time limit as being without merit as the information provided did not support an arguable case of physical disability discrimination.

In March 2017, the complainant filed an application for a judicial review. As of March 31, 2017, the hearing had not been held and a decision had not been rendered.

EDUCATION AND ENGAGEMENT

Awareness

Part of the mandate of the Commission is to ensure that government legislation and its policies do not discriminate against or unnecessarily disadvantage certain individuals or groups based on the prohibited grounds of discrimination. In January, the Commission made a submission to the electoral reform in New Brunswick. In its paper, the Commission highlighted that the electoral process must be accessible to everyone and does not necessarily begin and end at the ballot box. Furthermore, steps should be taken to ensure that all voters have the same access to campaign information and literature, and the same opportunities to have their voice heard. An electoral process that is inclusive, accessible to everyone and do promote equality is essential to ensure equal opportunities for all newbrunswickers.

Media relations

The Commission publishes news releases or statements to inform New Brunswickers of their human rights and responsibilities and the activities of the Commission. They are published on the Commission's website and distributed to the media and the Commission's stakeholders by email.



Twelve releases or statements were published during the 2016-2017 fiscal year. They mainly focused on various provincial, national and international days related to human rights, such as:

- the International Day Against Homophobia and Transphobia (May 17);
- Disability Awareness Week (May 29 to June 4);
- the National Aboriginal Day (June 21);
- National Acadian Day (Aug. 15);
- the International Human Rights Day (Dec. 10); and
- the International Women's Day (March 8).

The chairperson and the director were interviewed by the media on several occasions about human rights issues.

12 releases or statements were published during the 2016-2017 fiscal year.

50th anniversary of the *Human Rights Act* in 2017

On February 7th, the Commission launched its program of events scheduled to celebrate the 50th anniversary of the *New Brunswick Human Rights Act*. This event held at the Government House in Fredericton, was the first activity highlighting that on Sept. 15, 1967, the Legislative Assembly of New Brunswick was one of the first in the country to pass a law protecting its residents against discrimination and promoting true equality for all in a modern society.



NEW BRUNSWICK
HUMAN RIGHTS COMMISSION

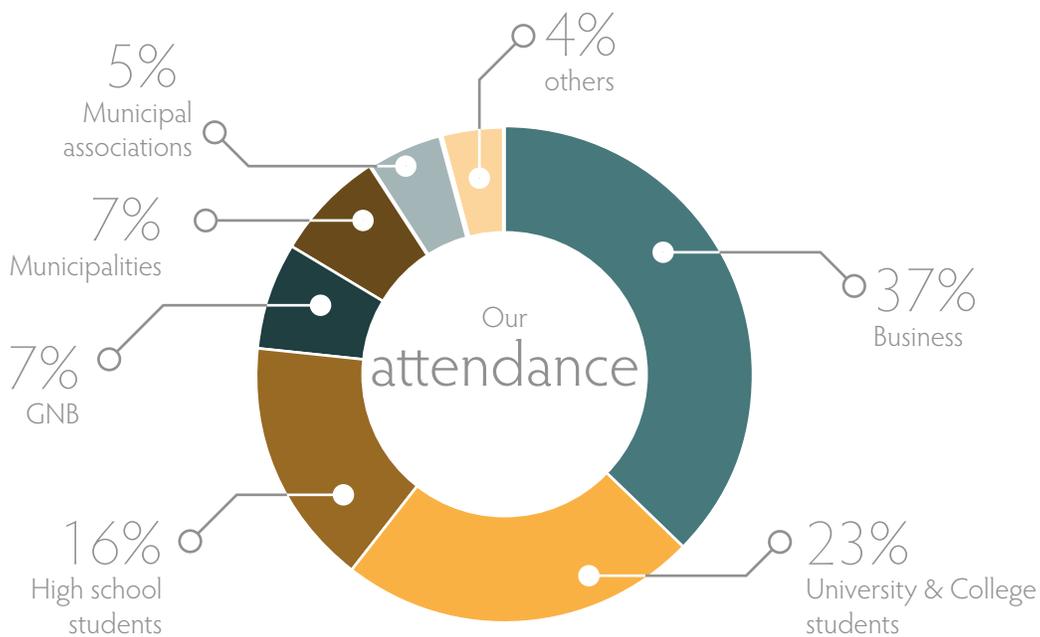
COMMISSION DES DROITS
DE LA PERSONNE DU NOUVEAU-BRUNSWICK

Introducing its main initiative called the Legacy project; the Commission showcased its new educational video “NB Human Rights Act 1967-2017”. This educational tool demonstrates with interviews and archive documents the evolution of the *Human Rights Act* and the Commission. Other educational projects were also announced: a series of video interviews with all the Chairs of the Human Rights Commission since 1967 to provide candid accounts and insight of key moments and issues that shaped our province, a New Brunswick Human Rights Commission timeline made of our historic achievements and, a partnership with the New Brunswick Public Libraries to regroup under a unique web portal the numerous items in the public library collection that explore the vast topic of human rights.

Presentations and workshops

As part of its education mandate, the Commission is regularly making presentations to various groups such as professional associations and educational institutions. The Commission delivered 73 presentations or information sessions in 2016-2017. Nine of the sessions were agreed to as a term of settlement of a human rights complaint.

The commission presented to **1920** people.



Who we sat down with

Twenty-seven of the awareness presentations were delivered to business employers and employees. In addition, thirty presentations were delivered to students at universities, community colleges, business colleges, public schools and Workplace Essential Skills classes. Sixteen information sessions were delivered to GNB employees, municipalities, multicultural groups and others associations.

The most requested presentations focused on a general introduction to the *Human Rights Act* (56 presentations) and the duty to accommodate at work (11 presentations) followed by two presentations on the duty to accommodate students with disabilities.

The following is a sample of the topics covered by members and staff:

- age discrimination in the workplace;
- the impact of age on performance and the termination of employment;
- best practices related to workplace dispute resolution and mediation;
- the key elements and approaches for effectively tackling mediating conflict and avoiding escalations during mediation sessions;
- employment issues related to transgender employees;
- the duty to accommodate students with a disability;
- various aspects of the role of managers in promoting human rights.



Human Rights Award

The New Brunswick Human Rights Award is an annual award established in 1988 to recognize individuals and organizations that have shown outstanding effort, achievement and/or leadership on a volunteer basis in the promotion of human rights and equality, and as such serve as examples to all New Brunswickers.



The award is represented by an elegant sculpture of walnut and maple. The names of the recipients are engraved on the base of the award, which is on permanent display at Government House in Fredericton, where it may be viewed by the public.

A news release seeking nominations for the 2016 Human Rights Award was published in March 2016.

Nominations were also solicited from a wide variety of groups by email. The nomination form is posted on the Commission's website.

Anne Huestis Scott, of Hampton, was the recipient of the 2016 New Brunswick Human Rights Award.

Huestis Scott received the award for her exceptional work in promoting human rights in the province. Her literary works are a source of inspiration, especially for young people, because they emphasize a better understanding of human rights.

She is the author of *The Boy Who Was Bullied*, published in 2011, which tells the story of John Peters Humphrey, the drafter of the Universal Declaration of Human Rights. In December 2012, Huestis Scott was invited to the United Nations in New York for the international launch of her book, presented by Canada's former ambassador to the United Nations, Guillermo Rishchynski.

In 2013, Hemmings House Pictures produced a CBC-sponsored documentary entitled *The Boy Who Was Bullied*, which was distributed across the country. Over the years, Huestis Scott has made more than a hundred presentations in schools in Canada and the United States about her book, and has helped some schools to perform plays based on it.

In 2016, she published the children's book *Let's Make It Right*, which explores children's rights in the world. It is designed to show them that they have rights, regardless of who they are, where they live, the language they speak, their gender, their ethnicity, or their social class.

A framed certificate and a pewter lapel pin representing the award were presented to Huestis Scott by Lt.-Gov. Jocelyne Roy Vienneau at a ceremony at Government House in Fredericton on September 15, 2016.



From left: Ronald Vienneau, husband of the lieutenant-governor; Lt.-Gov. Jocelyne Roy Vienneau; and Anne Huestis Scott.

National activities

The Commission is a founding member of the Canadian Association of Statutory Human Rights Agencies (CASHRA) and continues to play an active role within this organization. CASHRA was established in 1972 to foster cooperation and information-sharing between human rights agencies across Canada. During the last year, the Commission continued to leverage its membership to CASHRA and through its participation on several working groups contributed to inform the decision-making on key New Brunswick files such as service animals and persons with disabilities. CASHRA regular meetings are also an effective forum for Commissions to address operational matters, discuss statutory interpretation, and share leading practices among practitioners across the country.

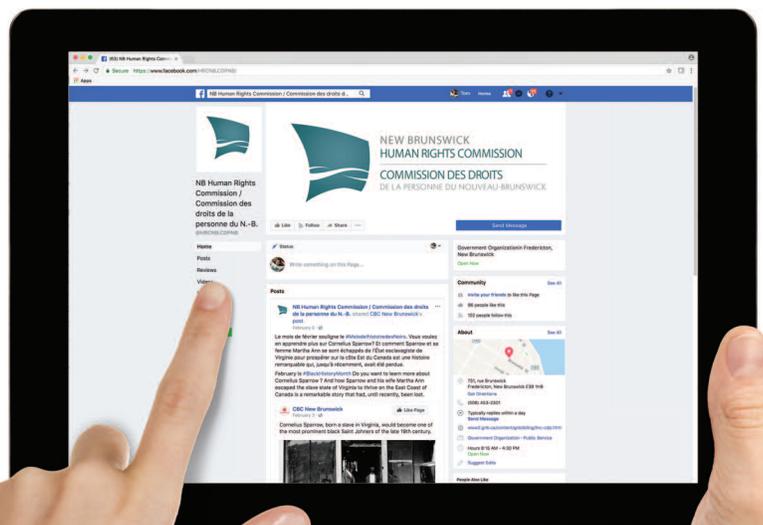
Each year, a different CASHRA agency, selected on a rotating basis, organizes the CASHRA's annual business meeting and the human rights conference in the spring. The executives of each human rights commission meet again in the fall at the annual mid-year planning meeting. As part of the activities planned for the its 50th anniversary, the New Brunswick Human Rights Commission will be hosting CASHRA members in Fredericton in the Fall of 2017.

Social medias and other activities

The Commission's website is used by the public to access its guidelines and other publications as well as news and events. Links are also added from time to time to recent statements by the Canadian Association of Statutory Human Rights Agencies.

Improving its education tools and with the objective to increase its outreach, the Commission launched in August its first social media account to position itself as an authority leader in human rights in the province. With 216 followers, our twitter account, @HRCNB_CDPNB, has published 321 tweets generating 88,894 tweet impressions in 7 months that actually generated interaction from others on Twitter.

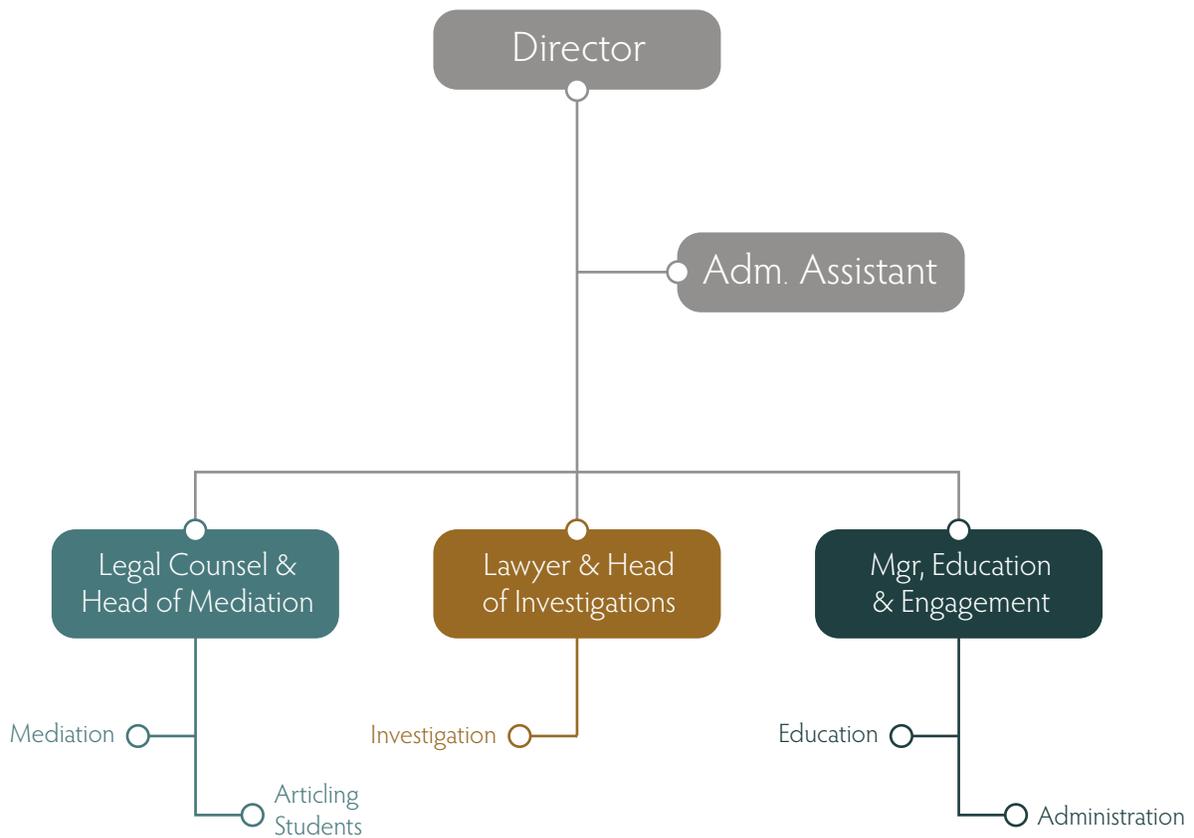
Our Facebook account, @HRCNB.CDPNB, was launched in November generating 51 likes and 10,198 impressions in 4 months that actually generated interaction or comments from others on Facebook.



APPENDICES

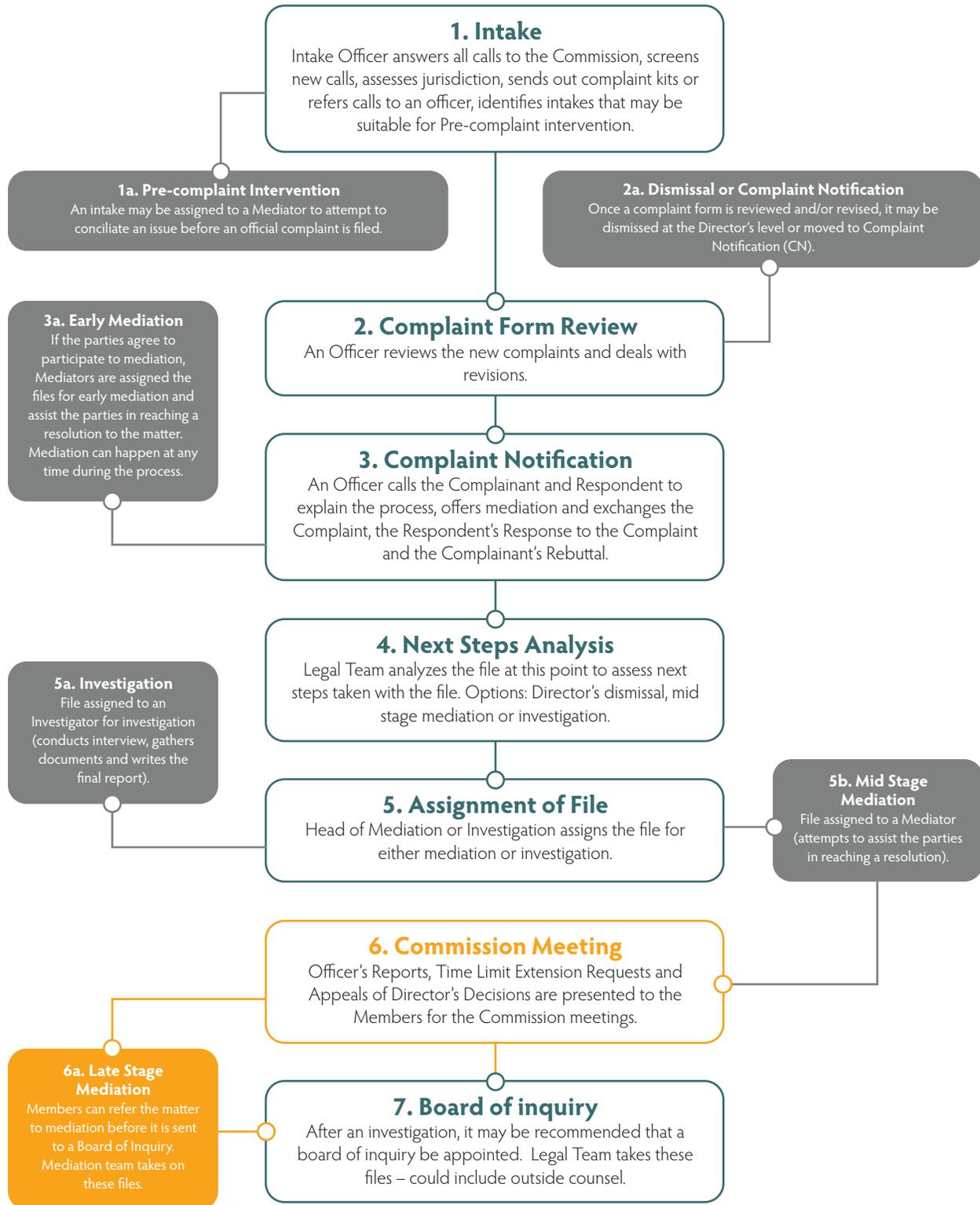
Appendix A

High-level organizational chart



Appendix B

Complaint process



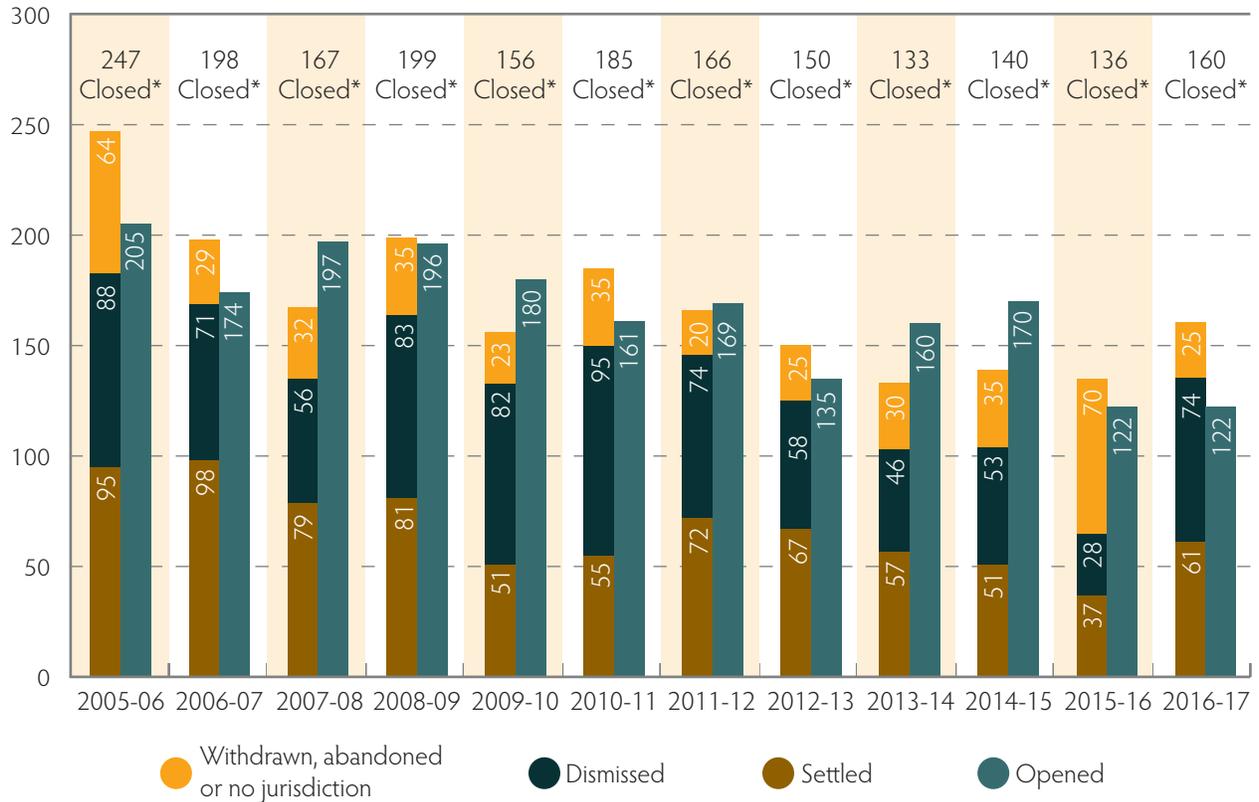
Appendix C

New Formal Complaints* by Ground and Activity April 1, 2016, to March 31, 2017

	Employment	Services	Publicity	Associations	Housing	Total
Physical Disability	45	8	0	1	0	54
Mental Disability	28	16	2	0	0	46
Sex	16	2	0	1	0	19
Social Condition	7	6	2	0	0	15
Race	10	2	2	0	0	14
Sexual Harassment	12	1	1	0	0	14
Age	10	1	1	0	1	13
Ancestry	5	2	2	0	0	9
Creed or Religion	4	3	0	0	0	7
Political Belief or Activity	5	1	1	0	0	7
Reprisal	5	1	0	0	0	6
Place of Origin	4	0	1	0	0	5
National Origin	4	0	1	0	0	5
Colour	4	1	0	0	0	5
Marital Status	1	0	0	0	0	1
Sexual Orientation	0	0	0	0	0	0
Total	160	44	13	2	1	220

* Note that this table shows **allegations** of discrimination, which **exceed the number of distinct formal complaints** since a single complaint may allege discrimination on more than one ground (e.g., race and colour) or in more than one activity (e.g., employment and service). When each new formal complaint alleging discrimination on multiple grounds or in multiple activities is counted as a single complaint, there were 122 distinct, new, formal complaints.

Formal complaints opened and closed* 2016-2017

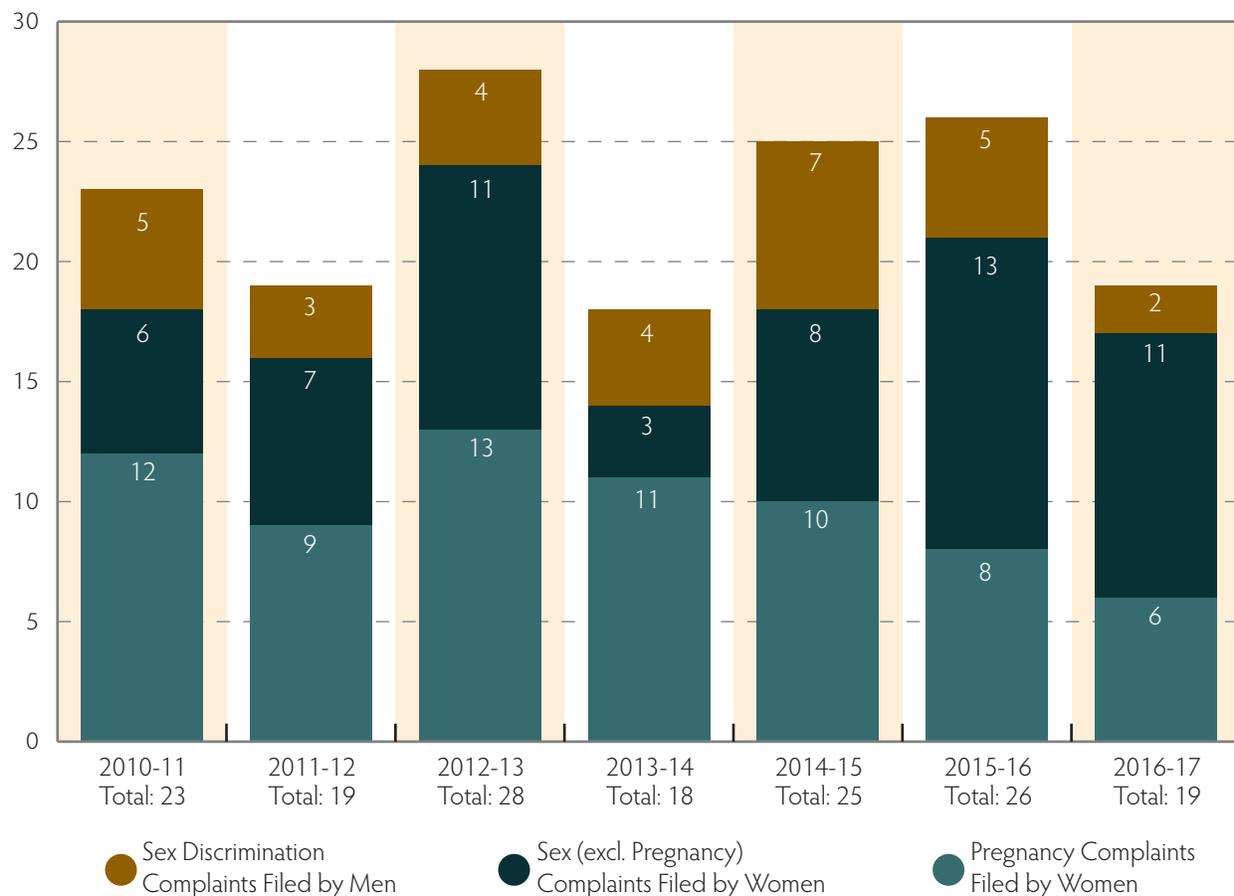


* NOTE: Statistics for closed complaints are for formal complaints closed by the Commission only, not cases settled during pre-complaint interventions, nor formal complaints closed at the board of inquiry or court levels.

Sex of complainants for all complaints



Sex of complainants for sex discrimination complaints



Appendix D

Summary of expenditures

	2016-2017 Main Estimates	2016-2017 Budget	2016-2017 Actual
Compliance and Prevention	\$1 173,560	\$1 173,560	\$1147,817
Office of the Commission	\$58,440	\$58,440	\$50,157
Total	\$1,232,000	\$1,232,000	\$1,197,974

For detailed figures, please consult the supplementary information relating to the Department of Post-Secondary Education, Training and Labour in Volume 2 of the 2016-2017 Public Accounts.

Appendix E

Publications of the New Brunswick Human Rights Commission

Guidelines available on the Commission's website

- Accommodating Disability at Work (2017, 25 pages)
- Accommodating People with Service Animals (2017, 20 pages)
- Accommodating Students with a Disability (K-12) (2017, 32 pages)
- Accommodating Students with Disabilities in Post-Secondary Institutions (2017, 13 pages)
- Delegation of Compliance Functions (2017, 4 pages)
- Time limit Extension for Filing a Complaint (2017, 4 pages)

Other publications

- Annual reports
- Accommodation at Work (reference manual) (2012)
- Additional publications are available on the Commission's website: www.gnb.ca/hrc-cdp