



Alberta
Human Rights Commission

Annual Report 2017-18



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Please note: In 2017-18, the budget for the Alberta Human Rights Commission was integrated into the budget for the Ministry of Justice and Solicitor General. The financial statements for the ministry are included in the *2017-18 Annual Report of the Ministry of Justice and Solicitor General*, which is available on the ministry's website.

Upon request, the Commission will make this publication available in accessible formats for people with disabilities who do not read conventional print.

Introduction

The Alberta Human Rights Commission is an independent commission of the Government of Alberta, which is established under the *Alberta Human Rights Act (Act)*. The Chief of the Commission and Tribunals for the Alberta Human Rights Commission (the Commission) is responsible for keeping the Minister of Justice and Solicitor General, who has responsibility for the *Act*, informed about human rights issues and the activities of the Commission; providing the Members of the Commission with guidance regarding their tribunal hearings and other functions; providing guidance to the Director of the Commission and the Director of Education and Engagement regarding the overall goals and direction of the Commission; and rendering appeal decisions pursuant to section 26 of the *Act*.

Under section 19 of the *Alberta Human Rights Act*, the Alberta Human Rights Commission is required to submit a report of its activities at the end of each fiscal year, including a summary of the disposition of complaints under the *Act* and any other information that the Minister may require. This annual report provides a summary of activities that took place during the period April 1, 2017 to March 31, 2018.

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Message from the Chief of the Commission and Tribunals

As Acting Chief of the Commission and Tribunals for the Alberta Human Rights Commission (the Commission), I am pleased to report on the activities of the Commission during the fiscal year April 1, 2017 to March 31, 2018.

A year of change

Chief of the Commission and Tribunals

On June 30, 2017, Robert A. Philp, Queen's Counsel, completed his three-year term as Chief of the Commission and Tribunals. In addition to providing leadership and direction to the Commission and Tribunals during his tenure, Mr. Philp reached out to and engaged with Albertans across the province. He attended a number of speaking engagements, participated in events and hosted a series of conversations with communities across the province to learn more about their human rights issues and priorities. The conversations—held in context of the 45th anniversary of the *Individual's Rights Protection Act* and the *Alberta Bill of Rights*, legislation that informed Alberta's current human right legislation—were followed by a comprehensive report. The report detailed what was heard during the conversations and the Commission has since implemented initiatives in response to the report recommendations.

On behalf of the Commission, I extend heartfelt appreciation to Mr. Philp for his commitment and contributions to advancing human rights in the province.

Departure of senior management staff

In 2017-2018, the Commission bade farewell to three senior management staff, including: Don Smallwood, who left his position as Director of the Commission to take a new role within the Ministry of Justice and Solicitor General; Cassie Palamar, Director of Education and Engagement, who retired from the Government of Alberta after 35 years of service, including 22 years at the Commission; and Janice R. Ashcroft, Q.C., Senior Legal Counsel to the Chief of the Commission and Tribunals, who was appointed a justice of the Court of Queen's Bench of Alberta in Calgary in June 2017.

These valued members of staff will be dearly missed. Their strong leadership, hard work and commitment to human rights have moved the work of the Commission forward in significant ways.

Acting staff and new Senior Legal Counsel

The concurrent absences of senior leadership staff were unprecedented for the Commission, and Commission staff demonstrated extreme professionalism during these periods of transition. I extend my gratitude to all Commission staff as well as those who assumed acting roles in management to allow the continued excellence in program service and delivery.

In January 2018, Melissa Luhtanen was appointed Senior Legal Counsel to the Office of the Chief of the Commission and Tribunals. Ms. Luhtanen was called to the Alberta Bar in 2000 and, prior to her appointment, had been a part-time Member of the Commission since 2011. She has conducted numerous tribunal

hearings and TDR sessions (Tribunal Dispute Resolution) and was delegated responsibility by the Chief of the Commission and Tribunals to review decisions of the Director pursuant to section 26 of the *Alberta Human Rights Act*. She brings to this position a solid background and broad experience in human rights, coupled with policy expertise and experience as a researcher and educator.

Honouring a human rights champion

On December 3, 2017, Dr. Felix (Fil) Fraser, a strong advocate of human rights and a former Chief Commissioner of the Alberta Human Rights Commission, passed away. Dr. Fraser served as Chief Commissioner from 1989 to 1992. His passion for human rights and social justice, along with his advocacy for multiculturalism, serve as an inspiration to all Albertans.

Amendments to the Alberta Human Rights Act

In January 1, 2018, amendments to the *Alberta Human Rights Act* came into force. Age discrimination is now prohibited in the protected area of goods, services, accommodation or facilities and the protected area of tenancy.

The *Act* was also amended to include a new defence to discrimination complaints. The *Alberta Human Rights Act* now specifies that ameliorative programs aimed at improving the conditions of disadvantaged persons are not considered a contravention of the *Act*. The Commission is working to educate Albertans about the amendments.

Educating and engaging Albertans

The Education and Engagement section of this report provides details about the many Commission activities in 2017-2018 to reach out to, educate and engage with Albertans. I highlight just two of the many impactful initiatives.

The community meetings led by the former Chief of the Commission and Tribunals, Robert A. Philp, Queen's Counsel, were a major undertaking for the Commission in 2017-2018. The follow-up report titled *Your Voice: Advancing Human Rights in Alberta* was shared with and is being used by communities to support their work and set priorities to advance human rights work. The report is also informing the Commission's work. In direct response to what was heard in the meetings and captured in the report, the Commission created the Coalitions Creating Equity initiative. This initiative is a local and province-wide approach to address equity, racism and human rights through community engagement, leadership support and capacity building.

In addition, in 2017-2018, the Commission's online learning platform continued to expand and support the Commission's outreach goals. In June 2017, members of the Commission's Education and Engagement team involved in e-learning were awarded a Team Merit Award by the Government of Alberta for their commitment to excellence in producing high-quality webinars to help Albertans and organizations create respectful, harassment-free workplaces.

Inquiries and complaint resolution

2017-2018 saw no exception to the trend that has continued for the past seven years where the number of new complaints received each year has exceeded the Commission's capacity to process them. Unresolved complaints must be carried forward into the next year resulting in unacceptable wait times and a growing backlog of complaints.

To address this, the Commission is developing several innovative initiatives to reduce the time needed to respond to complaints. One of the most promising—the Consolidated Complaint Resolution Process—reduces the wait between the conciliation and investigation services provided under the *Act*. In addition, the Commission is exploring partnerships with Alberta's legal communities to broaden the availability of legal resources to those with human rights questions or concerns.

Detailed statistics related to inquiries and complaint resolution can be found in the Inquiry and Complaint Resolution Services section of this report, including a breakdown of the grounds and areas cited in complaints opened by the Commission.

More resources needed to address the caseload

While Commission staff continue to exceed established performance expectations and explore innovative methods to improve the Commission's ability to respond to inquiries and complaints, the growing caseloads have become increasingly difficult to manage. The staff and resources available to the Commission have not changed significantly since 2010.

Alberta's increased population and diversity, the greater awareness of human rights, and the expansion of the human rights legislation undoubtedly contribute to this ongoing trend, which will continue and possibly accelerate over the next few years. The Commission is in urgent need of increased funding to meet its mandate to resolve complaints in a timely manner and maintain the public's trust in the human rights legislation, system and process.

Office of the Chief of the Commission and Tribunals

I thank the staff and Members of the Commission for their assistance in responding to Requests for Review of the Director's decisions under section 26 of the *Act*. I am also pleased to report that the TDR process was again effective in facilitating the resolution of a large number of complaints that would otherwise have proceeded to a full hearing. Detailed statistics can be found in the Office of the Chief of the Tribunals section of the report. Appendix D provides a listing of the tribunal decisions released in 2017-2018.

Staff engagement initiative

In 2017, the Commission reviewed the results of a Government of Alberta employee satisfaction and engagement survey as they relate to the Alberta Human Rights Commission. In response, an internal Commission working group was selected by staff to further explore some of the issues, analyze the information and prepare a report. The report was released in early 2018, and the Commission took immediate steps to implement a number of the recommendations with the goal of engendering a more positive working environment.

Looking ahead

While my tenure as Acting Chief of the Commission and Tribunals draws to a close in August 2018, I look forward to supporting the new Chief of the Commission and Tribunals as I carry on in my part-time role as a Member of the Commission. Over the coming months, the new Chief will participate in choosing a new Director of the Commission as well as recruiting the Director of Education and Engagement.

Acknowledgments

I wish to extend my sincere gratitude to all Members of the Commission and Commission staff who, in a year of tremendous change and heavy workloads, have demonstrated exemplary professionalism and continued excellence. This report provides the details of their activities in 2017–2018.

[Original signed by]

William D. McFetridge, Queen's Counsel
Acting Chief of the Commission and Tribunals

Education and Engagement

The Commission's mandate is to foster equality and reduce discrimination. In support of this mandate, the Commission's Education and Engagement area focuses on upstream, preventative work that builds capacity and works collectively to address human rights issues. Throughout 2017-18, the Commission continued to implement educational programs and initiatives aimed at furthering the principle that all Albertans are equal in dignity, rights and responsibilities. The Commission used a variety of strategies to further efforts to create a human rights culture where all Albertans can fully participate in and contribute to the cultural, social, economic and political life of the province, without discrimination.

Outreach and access

Engaging and collaborating with stakeholders is an ongoing priority for the Commission, as it increases the effectiveness and scope of human rights efforts. In particular, the Commission has endeavoured to further expand its reach beyond Alberta's two major cities—Calgary and Edmonton—and make its programs and services more easily accessible.

Community conversations

A major initiative for 2017-18 was hosting community conversations in recognition of the 45th anniversary of the *Individual's Rights Protection Act* and the *Alberta Bill of Rights*. These two pieces of legislation form the basis of Alberta's current human rights legislation, and the establishment of the Alberta Human Rights Commission in 1972. The Commission held meetings in five communities across Alberta to thank stakeholders for their efforts in advancing human rights and to learn about their local human rights issues and priorities. Following the conversations, the Commission

released a summary report entitled *Your Voice: Advancing Human Rights in Alberta*. This report provides the Commission and the communities involved, with a regional, as well as a provincial perspective on the challenges and gaps that exist in addressing human rights issues. It also highlights the supports needed to move forward.

In response to what was heard, the Commission created the Coalitions Creating Equity (CCE) initiative. The initiative is both a local and province-wide approach to address equity, racism and human rights through community engagement, leadership support and capacity building. The primary objective of this two-year pilot project is to build local skills, knowledge and networks that can collectively prevent discrimination and decrease inequality in the province. The initiative will be piloted in the communities that participated in the 45th anniversary conversations, including: Calgary, Edmonton, Red Deer, Lethbridge and Wood Buffalo. Each community has received a grant from the Commission to support this work.

Online education

Part of the strategy to increase reach and accessibility has included enhancing the Commission's online learning centre to include more education on human rights matters. In 2017-18, six webcasts on topics related to the *Alberta Human Rights Act*, the duty to accommodate, and the Commission's complaint process were developed. Online resources make information more accessible to Albertans, especially to those in locations outside major centres, and are available on the Commission's website on demand.

In 2017-18, the Commission delivered 83 customized and remedy workshops, which provided in-depth human rights information.

As well, the Commission offered six public workshops in Edmonton, Calgary, Brooks and Red Deer that provided basic human rights information.

The Commission also consulted with and provided information to post-secondary educational networks on issues of accommodating students with disabilities, gender identity and gender expression, and medical cannabis.

Tools for change

The Commission administers community grants through the Human Rights Education and Multiculturalism Fund for outcome-based projects that foster equality and reduce discrimination. The grants program was reviewed and processes were implemented to remove barriers and increase grant accessibility to Albertans, particularly Indigenous people, immigrants, racialized groups, religious minorities, gender and sexual minority groups, and persons with disabilities. Several projects supported organizations to develop and strengthen the skills and abilities of their members so that they were better able to prevent and deal with discrimination faced by immigrants and refugees, victims of hate activity, and gender and sexual minority students.

Responding to current human rights issues

The Commission endeavours to be responsive to the human rights issues currently facing Alberta communities.

The number of media calls made to the Commission increased by 25 per cent over the last year. While many of the 39 inquiries requested case-specific information that the Commission keeps confidential, there were also

calls related to the Commission and Tribunal and their processes, as well as questions related to grounds and areas under Alberta's human rights legislation.

Supporting the LGBTQ+ community

In December 2015, the *Alberta Human Rights Act* was amended to include gender identity and gender expression as protected grounds. Since then, the Commission has implemented a number of programs and initiatives to educate Albertans about the amendments and issues related to these protected grounds.

Following the inclusion of these protected grounds in the *Act*, the Commission worked with the LGBTQ+ community to better understand the issues they encounter and support them in addressing the needs of their community. With support from the Pride Centre of Edmonton and the Trans Equality Society of Alberta, the Commission facilitated several presentations on gender identity and gender expression in the workplace.

Throughout 2017-18, the Commission continued to update its educational resources, including the website, to reflect the addition of gender identity and gender expression as protected grounds under the *Act*. Twelve information sheets, as well as the Commission's workshop modules, were updated.

The Commission hosted seven forums across Alberta to inform employers of their rights and responsibilities under the *Act*. Of these forums, five provided an increased understanding of gender identity and gender expression in the protected areas under the *Act*. In addition, the Commission partnered with the Alberta Urban Municipalities Association to offer a webinar to municipalities on inclusive services for transgender individuals.

In 2017-18, the Pride Centre of Edmonton completed its project Understanding Gender Identity and Gender Expression in Alberta. The project was funded by the Commission's Human Rights Education and Multiculturalism Fund and was composed of research and curriculum development. It culminated with workshop presentations held in ten municipalities across Alberta.

In addition, in 2017-18, the Commission adapted its facilities to make all-gender and disability-accessible restrooms available for staff and clients in its Calgary and Edmonton offices.

Harassment in the workplace

Harassment, including sexual harassment, has always been an issue addressed by the Commission. However, with movements such as #MeToo and Time's Up emerging, the Commission has noted an increased demand for educational programs and policy reviews to help Albertans understand their rights and responsibilities in this area and deal with issues of harassment.

The Commission provides a human rights, harassment and respectful workplace policy review service to support organizations in creating respectful and inclusive workplaces that are free from harassment and discrimination. The Commission worked closely with a number of organizations, including law enforcement agencies, Government of Alberta ministries, and the private sector, on their workplace policies and procedures. The Commission reviewed 18 policy and procedure documents in 2017-18.

The Commission also initiated talks with Alberta Labour, Status of Women, and Community and Social Services to understand roles and responsibilities in addressing issues related to sexual harassment and the impact of the amendments to the *Occupational Health and Safety Act*, which come into effect June 1, 2018.

Indigenous Peoples

The Commission is committed to continue to involve and collaborate with Indigenous Albertans and organizations to strengthen relationships and better support their human rights work.

In 2017-18, the Commission made presentations on human rights, removing discriminatory barriers, and increasing access to services at the Calgary Indigenous Grass Roots Gathering. The Commission was also actively involved in the planning and implementation of the Indigenous Funders Conference, which brought together funding entities with Indigenous groups and service-providers to build relationships and knowledge of one another's programs and requirements. This conference also provided an opportunity to learn about fund development, evaluation, grant writing, and Indigenous methodologies. The conference attracted over 120 people from across the province and helped to increase access and remove barriers to funding opportunities.

With a grant from the Commission, Native Counselling Services of Alberta helped to transition the work of a human rights network of agencies serving Indigenous people into a new model. Elders and community members developed an Elders' Protocol, which is being used in reconciliation activities.

Policy, research and legislation impacting human rights

The Commission provides ongoing support and input into provincial and federal legislative and policy changes impacting the Commission and human rights in Alberta.

2018 amendments to the Alberta Human Rights Act

The Ministry of Justice and Solicitor General invited the Commission to provide input into their consultation regarding the proposed age and ameliorative program amendments to the *Alberta Human Rights Act*. Following the amendments coming into effect in January 2018, the Commission released a *Notice of Changes to Alberta's Human Rights Legislation* to introduce Albertans to the amendments. The Commission also revised its Human Rights Complaint Form and Guide and two complaint process guides for complainants and respondents to reflect the amendments.

Federal cannabis legislation

With changes to policy, practice and case law regarding the prevalence and use of medical cannabis in the workplace, Commission staff received training to increase their understanding of these issues.

Diversity and inclusion in the Government of Alberta

On October 11, 2017, the Alberta Public Service Commission announced the Diversity and Inclusion Policy, the government's commitment to providing an inclusive workplace that welcomes, respects and values the diversity of its employees. It aims to create a workplace that is fair, respectful and barrier-free in order to provide programs and services that meet the diverse needs of Albertans. A Commission staff member was selected to serve on the Diversity and Inclusion task team.

Consulting on provincial programs, policies and legislation

Throughout 2017-18, the Commission received requests from various Government of Alberta ministries to provide input into new and amended policies and legislation. For example, the Commission reviewed the Final Report of the Workers Compensation Board Review Panel, provided feedback on how the recommendations might impact the Commission, and coordinated the process related to the Obligation to Continue Employment and Benefits. The Commission brought together Occupational Health and Safety, Status of Women, Alberta Labour, and Community and Social Services to determine how to best work together on issues related to sexual harassment in the workplace, as per the amendments in the *Occupational Health and Safety Act*. Alberta Transportation consulted the Commission on the motorcycle helmet exemption for turban-wearing Sikhs and the duty to accommodate religious beliefs. Consultation on other legislation included the amended *Workers Compensation Act*, the *Fair and Family Friendly Workplaces Act*, and the updated *Employment Standards Code*. The Commission also consulted with Alberta Labour's Temporary Foreign Worker Advisory Office, provided webinars for their partner organizations in Peace River, Grande Prairie and Wetaskiwin, and delivered presentations to two organizations that hire temporary foreign workers.

In addition, the Director of the Commission acted as a friend to the process in marshalling hearings before the Labour Relations Board to give efficacy to the marshalling provisions under the *Labour Relations Code* and to expedite resolution of employment and human rights-related matters.

International human rights treaties and conventions

Canada is a signatory to various international human rights treaties and conventions and is responsible for reporting on Canada's progress related to these instruments. In 2017-18, the Commission contributed input into reports related to business and human rights, the United Nations Convention on the Elimination of Racial Discrimination, the United Nations Convention for the Rights of the Child, the Optional Protocol to the Convention on the Rights of Persons with Disabilities, the International Covenant on Economic, Social and Cultural Rights, and Canada's third Universal Periodic Review.

Supporting studies in human rights

With support from Alberta Student Aid, the Commission selected award winners for the 2017 Alberta Award for the Study of Canadian Human Rights and Multiculturalism. This scholarship program supports two graduate students in furthering research that will help reduce discrimination and support the full participation of all Albertans.

The doctoral research will explore how workplace culture in the Alberta oilfield perpetuates discrimination and negatively affects the health and wellbeing of workers. The findings could provide insight into how discrimination manifests itself and impacts work performance.

The Pardeep Singh Gundara Memorial Scholarship for master's research will explore best approaches to "allyship" between academic researchers and the autism spectrum disorder community. This research is intended to improve social inclusion of individuals with autism spectrum disorder, especially when they experience cognitive or communication differences.

Inquiry and Complaint Resolution Services

New protections under the Alberta Human Rights Act

In January 1, 2018, amendments to the *Alberta Human Rights Act* came into force. Age discrimination is now prohibited in the protected areas of goods, services, accommodation or facilities; and tenancy. No complaints of age discrimination in these areas were opened before the end of the reporting period.

The *Act* was also amended to include a new defence to discrimination complaints. The *Act* now specifies that running ameliorative programs aimed at improving the conditions of disadvantaged persons are not considered a contravention.

Overview of services provided

In 2017-18, as in previous years, discrimination in employment on the grounds of physical disability, mental disability and gender continued to be the most cited in complaints opened at the Commission.

The average number of days to close a complaint in 2017-18 was 771 days, up from 671 days in 2016-17 and 614 days in 2015-16. Staff vacancies, including the absence of a Director from June 30, 2017 until an Acting Director was appointed on August 22, 2017, contributed to an increased delay in time to close a complaint.

Inquiries made to regional offices

Regional office staff answered 13,732 inquiries over the past year, a decrease of 700 (5 per cent) from the previous year. Inquiries were received from individuals who believed they may have a complaint, as well as from employers, service providers and others interested in learning more about their rights and responsibilities under the *Alberta Human Rights Act*. In response to these inquiries, staff provided verbal and print information about human rights issues and the human rights complaint process. Individuals most often sought information on how to meet the requirements under the *Act*, guidance on how to complete a human rights complaint form, and helpful referrals to other sources of information, including to the Commission website and a variety of nearly 60 other agencies that might be of assistance.

Inquiries regarding the expanded prohibitions against age discrimination followed the changes to the *Act* that came into effect January 1, 2018.

Complaints received and accepted

Persons who believe they may have grounds for a complaint complete a standardized form, which is reviewed by regional office staff to determine if the complaint can be accepted under the *Act*. Complaints must fall within jurisdiction of the *Act*, include reasonable grounds, be made within one year of the alleged contravention of the *Act* and meet requirements described in the Bylaws of the Commission.

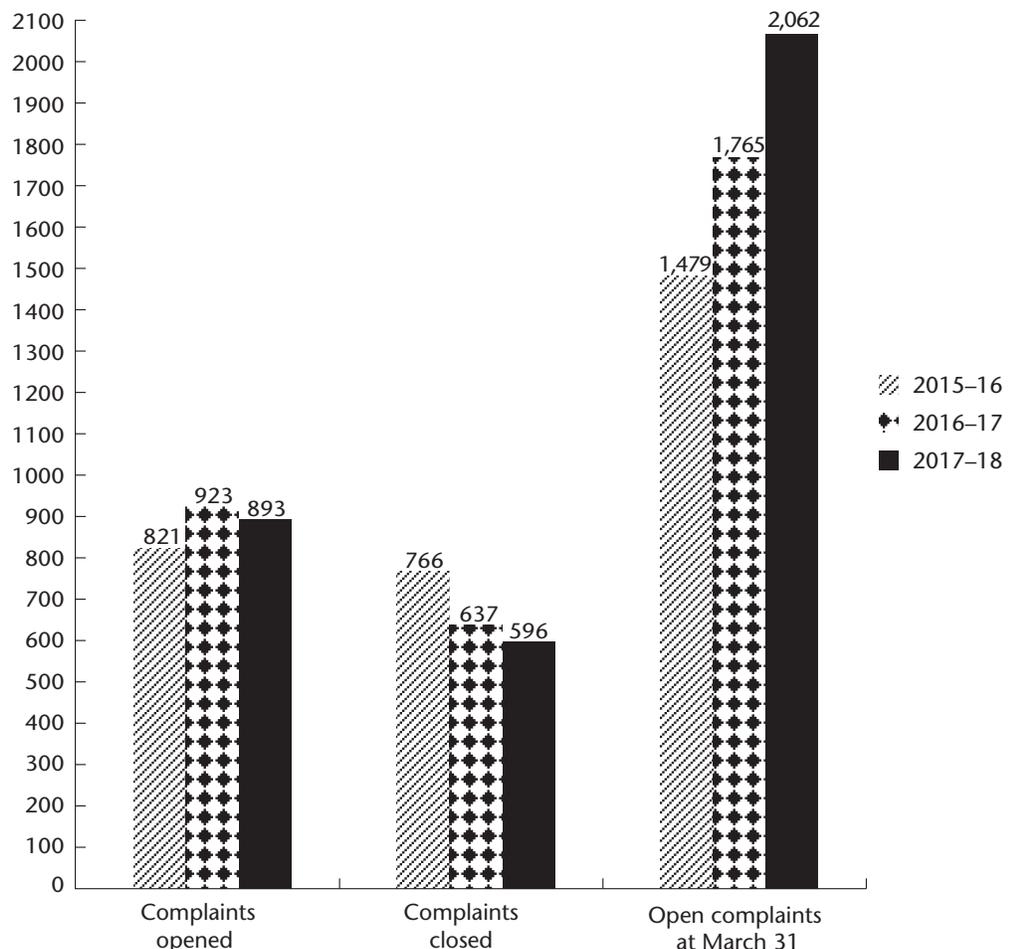
In 2017-18, 1,420 complaint forms were submitted to the Commission, down 11 per cent from the 1,588 complaints submitted in 2016-17. Of the 1,420 complaints submitted in 2017-18, 893 complaints met the acceptance criteria and were accepted.

The most common reasons that submitted complaints were not accepted by the Commission were: the subject matter of the complaint was not covered by the *Act*, the complaint was not within the jurisdiction of the Commission, or the complaint fell outside of the one year limitation period.

Complaints opened and closed

In 2017-18, the Commission opened 893 new complaints, and 596 complaints were closed.

Complaints opened and closed and year-end count



Grounds of discrimination and independent areas cited in complaints opened

An individual complaint may cite more than one protected ground and more than one protected area of the *Act*. A total of 2,578 grounds were cited in the 893 complaints opened in 2017-18. The breakdown of protected grounds is relatively consistent with previous years.

Sections 6 and 10 of the *Act* allow for complaints that do not depend on the involvement of a protected ground. These sections are referred to as independent areas. Equal pay complaints under section 6 only concern differences in pay between both sexes when the same or similar work is being performed. Retaliation complaints and malicious intent complaints under section 10 only concern complaints where the complaint process is being abused under the *Act*.

In previous Commission annual reports, complaints about equal pay, retaliation, or complaints made with malicious intent were captured together under the category “Other.”

Complaints by ground and independent areas (2017-18)

Protected ground	Times cited*	Per cent of total
Physical disability	784	30%
Mental disability	533	21%
Gender	350	14%
Race/Colour	227	9%
Ancestry/Origin	203	8%
Family status	143	6%
Age	97	4%
Religious beliefs	83	3%
Sexual orientation	51	<1%
Retaliation	35	<1%
Marital status	24	<1%
Source of income	14	<1%
Gender expression	13	<1%
Gender identity	13	<1%
Equal pay	6	<1%
Malicious intent	1	<1%
Totals	2,578	100%**

* Figures represent grounds cited in 893 complaints from April 1, 2017 to March 31, 2018.

**Percentages have been rounded.

Complaint grounds cited by section of the Alberta Human Rights Act (2017-18)

Employment practices (Section 7)	79%
Goods, services, accommodation or facilities (Section 4)	15%
Tenancy (Section 5)	2%
Applications and advertisements re: employment (Section 8)	2%
Retaliation (Section 10.1)	1%
Membership in a trade union, etc. (Section 9)	1%
Equal pay (Section 6)	<1%
Frivolous or vexatious complaints with malicious intent (Section 10.2)	<1%
Publications, notices (Section 3)	0%
Total	100%*

*Percentages have been rounded.

Disposition of closed complaints

The Commission closed 596 complaints in 2017-18, a decrease of 41 complaints (6 per cent) compared with 2016-17. The vast majority of complaints (542, or 91 per cent) were dealt with through the Commission's complaint resolution processes. This means they were resolved by the parties through conciliation or investigation, dismissed or discontinued by the Director, or abandoned or withdrawn by the complainant. The remaining 54 complaints (9 per cent) were referred to a hearing before a Tribunal.

Conciliated complaints

Conciliation is a voluntary, non-adversarial method of resolving disputes. The conciliator is an impartial person who works with the complainant and respondent to generate possible solutions to resolve the complaint. In 2017-18, 267 of 596 closed complaints (45 per cent) were closed with the help of a conciliator provided by the Commission.

Investigated complaints

Through investigation, regional offices may gather information related to the complaint, share collected information with the parties, and seek comments from the parties as necessary in order to assess whether there is a reasonable basis to proceed with the complaint. If there is a reasonable basis to proceed, regional staff or the regional director will offer help to the parties to reach a resolution. There were 64 complaints resolved following investigation in 2017-18. Of those 64 complaints, 46 were settled in the regional offices before being referred to the Director, and 18 were settled after referral to the Director.

Dismissed complaints

The Director may dismiss a complaint if the Director believes there is no reasonable basis for the complaint to proceed. Complainants may request a review of the Director's decision by the Chief of the Commission and Tribunals if they disagree with the Director's decision to dismiss a complaint. Most often, the Director dismisses complaints after an investigation has taken place, and the investigator has recommended that there is no reasonable basis to proceed.

Regional offices may also expedite a complaint to the attention of the Director, normally after receiving the respondent's response. For complaints that include sufficient information from the parties to recommend if there is a reasonable basis to proceed or not, the complaint may be expedited to the Director for a decision under section 22 of the *Act*.

Of 596 closed complaints, 146 were closed by dismissal. In 90 of the 146 dismissed complaints, the complainants did not request a review, and the complaint was closed at the conclusion of the 30-day time period to request a review. In 51 complaints, the complainants requested a review by the Chief of the Commission and Tribunals, who upheld the dismissals, and the complaints were closed.

In five complaints where the complainant requested a review, the Chief of the Commission and Tribunals overturned the dismissal. The complainants did not accept carriage of the complaints, and the matter did not proceed.

Discontinued complaints

The Director may discontinue a complaint if a complainant refuses to accept a resolution offered by the respondent that the Director believes is fair and reasonable. Complainants may request a review by the Chief of the Commission and Tribunals if they disagree with the Director's decision to discontinue.

In 2017-2018, one complaint was discontinued by the Director. The complainant requested a review and the Chief of the Commission and Tribunals upheld the discontinuance and the file was closed.

Abandoned or withdrawn complaints

In 2017-18, 64 of 596 complaints (11 per cent) were closed because complainants abandoned or withdrew their complaints. Complaints are abandoned or withdrawn for a variety of reasons, including when a complainant fails to maintain contact with the Commission, agrees there is no merit to their complaint or resolves the dispute in another forum (such as a grievance or arbitration procedure), or where withdrawal of a human rights complaint is part of a settlement agreement between the parties.

Disposition of closed complaints in the Regional Offices and Director's Office

	2015-16	2016-17	2017-18
Resolved through conciliation	310 (40%)	271 (43%)	267 (45%)
Resolved through investigation	68 (9%)	56 (9%)	64 (11%)
Dismissed	259 (34%)	186 (29%)	146 (24%)
Discontinued	2 (<1%)	0 (0%)	1 (<1%)
Abandoned or withdrawn	72 (9%)	77 (12%)	64 (11%)
Totals	711 (93%)*	590 (93%)	542 (91%)

*Percentages have been rounded.

Complaints referred to the Human Rights Tribunal

The remaining 54 closed complaints were not resolved through the complaint process at the regional or Director's level, and were referred by the Director to the Commission's tribunal process.

Office of the Chief of the Commission and Tribunals

Requests for Review decided by the Chief of the Commission and Tribunals

In 2017-18, 71 complaint files were decided by the Chief of the Commission and Tribunals under section 26 of the *Alberta Human Rights Act*. Of those 71 complaint files, 52 (73 per cent)

of the Director's dismissals or discontinuances were upheld and the files were closed, and 19 (27 per cent) of the dismissals or discontinuances were overturned.

Requests for Review decided by the Chief of the Commission and Tribunals in 2017-18

Type of review	Number of decisions upheld	Number of decisions overturned	Total number of reviews
Dismissal	51	19	70
Discontinuance	1		1
Total	52	19	71

Tribunal process

The tribunal process is independent from the work of Commission staff in receiving and resolving complaints. Human rights tribunals are composed of part-time Members of the Commission appointed by the Lieutenant Governor in Council. Members are assigned to cases by the Chief of the Commission and Tribunals. Pursuant to the Bylaws of the Commission, the Members of the Commission are required to have law degrees and expertise in administrative or human rights law. The Members also have training and experience in conducting mediations and negotiations. Their biographies can be found in Appendix B.

Complaints proceed to the tribunal stage in one of two ways. The Director may at any time report to the Chief of the Commission and Tribunals that the parties are unable to settle a

complaint and ask the Chief of the Commission and Tribunals to refer the complaint directly to the Tribunal. In these cases, the Director of the Commission has “carriage” of the complaint, and the Chief of the Commission and Tribunals will appoint a Member of the Commission to hear the complaint. In other cases, when the Director has dismissed or discontinued a complaint, the complainant may submit a Request for Review to the Chief of the Commission and Tribunals pursuant to section 26 of the *Act*. The Chief of the Commission and Tribunals or designate then reviews the record of the Director’s decision and any further submissions by the parties. (The Chief of the Commission and Tribunals may delegate the functions, powers and duties set out in Section 26(3) of the *Act* to another Member of the Commission.)

If the Chief of the Commission and Tribunals or designate does not find a reasonable basis in the evidence to proceed to a tribunal hearing, the Director's dismissal or discontinuance will be upheld and the complaint will be closed. If there is a reasonable basis in the evidence to proceed to a tribunal hearing, the Chief of the Commission and Tribunals or designate will overturn the Director's dismissal or discontinuance, and the complaint will proceed to the tribunal stage, subject to the complainant accepting carriage of the complaint before a tribunal.

At the tribunal stage, all parties are first offered mediation by a Member of the Commission through the Tribunal Dispute Resolution (TDR) program. If the parties do not wish to participate in TDR or they are unable to settle, the matter proceeds to the hearing stage for adjudication by a Member or Members of the Commission (three-person tribunals in some cases).

Areas and grounds cited in complaints that closed at the tribunal stage

There were 54 complaints closed at the tribunal stage in 2017-18. These complaints were resolved through TDR, decided after a hearing or settled by the parties.

In these cases the most frequently cited area of discrimination was employment practices (section 7), followed by goods, services, accommodation or facilities customarily available to the public (section 4). The grounds most often cited were physical disability and gender.

Complaint areas cited by section of the Alberta Human Rights Act in files closed at the tribunal stage (2017-18)

Area	Times Cited*
Employment practices (Section 7)	46
Goods, services, accommodation, facilities (Section 4)	7
Applications and advertisements re: employment (Section 8)	5
Retaliation (Section 10)	1
Tenancy (Section 5)	1

*Some complaints cite more than one area.

Areas are not counted when the tribunal is considering the validity of a severance agreement.

Complaint grounds cited in files closed at the tribunal stage (2017-18)

Ground	Times Cited*
Physical disability	24
Gender	20
Mental disability	13
Ancestry/Origin	6
Age	5
Race/Colour	5
Family status	4
Religious beliefs	3
Marital status	3
Sexual orientation	1

*Some complaints cite more than one ground.

Grounds are not counted when the tribunal is considering the validity of a severance agreement.

Complaints closed through the human rights tribunal process

Of the 54 complaint files that closed at the tribunal stage in 2017-18, 30 files (56 per cent) settled through the TDR process; seven files (13 per cent) settled through private settlement; and 17 files (31 per cent) closed as a result of a tribunal hearing.

Tribunal Dispute Resolution (TDR)

The TDR process allows parties to settle a complaint through mediation instead of going to a tribunal hearing, thereby avoiding the significant time and costs of a hearing. The tribunal office aims to proceed with the TDR within four weeks of the file arriving at the tribunal stage.

Mediation through TDR is confidential and voluntary. The TDR program allows the parties to a complaint to meet with a Member of the Commission (TDR Commissioner) who acts as a neutral mediator and tries to help the parties settle the complaint before it goes to a tribunal hearing.

An additional benefit of TDR is that a Member of the Commission may also, when requested, provide a non-binding evaluation of the complaint. A non-binding evaluation is an informal assessment as to what an outcome might be if the matter went to a tribunal hearing. More information on the TDR program can be found on the Commission website.

In 2017-18, there were 34 files that completed the TDR process. Of those 34 files, 30 settled at TDR, which represented an 88 per cent settlement rate for files that proceeded through TDR in 2017-18. Note that not all 34 files closed in 2017-18, as four files proceeded to a hearing.

Tribunal hearings

If a matter proceeds to adjudication at a hearing by a Member or Members of the Commission, a pre-hearing teleconference is scheduled as soon as possible to address any preliminary issues. Hearing dates are usually set within approximately three months of the pre-hearing teleconference. Although every attempt is made to have the complaint adjudicated as soon as possible, the time it takes for a matter to be heard depends on many factors, including availability of parties and their counsel, availability of witnesses, any preliminary issues, proceedings in other forums that may be addressing similar issues, settlement discussions and the complexity of the case.

There were 18 tribunal decisions issued in 2017-18. Not all of the decisions resulted in a file closing as some decisions addressed preliminary matters. Of the 17 files that did close through the hearing process, the tribunal found merit in seven complaints and ordered appropriate remedies. The tribunal found no merit in four complaints and dismissed the complaints. Six other files were closed for other reasons; in five cases the complaint was withdrawn, and the other case closed as the complainant passed away.

Complaints closed through the human rights tribunal process

	2015-16	2016-17	2017-18
Settled prior to tribunal hearing	33	32	37
Merit	10	5	7
No merit	7	8	4
Other	5	2	6
Totals	55	47	54

Appendix A: Legislative Framework for the Alberta Human Rights Commission

In Alberta, the *Alberta Human Rights Act* protects Albertans from discrimination in certain areas based on specified grounds. The purpose of the *Act* is to ensure that all Albertans are offered an equal opportunity to earn a living, find a place to live and obtain services customarily available to the public without discrimination.

The *Act* establishes the Alberta Human Rights Commission as an independent commission of the Government of Alberta that is responsible for administering the *Act*.

The Commission has a two-fold mandate: to foster equality and to reduce discrimination. It fulfills this mandate through public education and community engagement initiatives, and the resolution of complaints through settlement and adjudication.

The Chief of the Commission and Tribunals and Members of the Commission are appointed by the Government of Alberta through an Order in Council. As head of the Commission, the Chief of the Commission and Tribunals is responsible for the overall management of the Commission and provides direction and guidance to the three distinct areas of activity undertaken by the Commission: education and engagement; inquiry and complaint resolution services; and Tribunal adjudication. The Chief of the Commission and Tribunals is also responsible for keeping the Minister of Justice and Solicitor General informed about human rights issues, appointing Members of the Commission to serve on human rights tribunals and reviewing decisions made by the Director to dismiss or discontinue complaints under section 26 of the *Alberta Human Rights Act*. The Chief of the Commission and Tribunals also undertakes activities related to community engagement. The Minister of Justice and Solicitor General may appoint a Member of the Commission who serves as Acting Chief in the absence of the Chief of the Commission and Tribunals.

The Director of the Commission, who is appointed by the Government of Alberta through an Order in Council, and employees handle the administrative responsibilities related to the resolution and settlement of complaints made under the *Alberta Human Rights Act*. This work is separate and distinct from the work of the Chief of the Commission and Tribunals in reviewing the Director's decision to dismiss or discontinue a complaint and the work of the Members of the Commission in adjudicating human rights complaints.

The Director of Education and Engagement leads the Commission's Education and Engagement team to further the Commission's work to eliminate discrimination and barriers to full participation in society through education and community engagement. The Human Rights Education and Multiculturalism Fund, which is administered by the Commission on behalf of the Minister of Justice and Solicitor General, provides financial support for the Commission's education and community initiatives. Through its grant program, the fund also provides financial support to community organizations for projects that foster equality and reduce discrimination.

Protection from discrimination under the Alberta Human Rights Act

The *Alberta Human Rights Act* protects Albertans from discrimination in the following areas: publications and notices; goods, services, accommodation or facilities; tenancy; employment practices; applications and advertisements regarding employment; and membership in trade unions, employers' organizations or occupational associations.

Within the areas listed above, it is a contravention of the *Act* to discriminate against any person on the basis of race, religious beliefs, colour, gender, gender identity, gender expression, physical disability, mental disability, ancestry, place of origin, marital status, source of income, family status, sexual orientation and age. Prior to January 1, 2018, age discrimination was not protected in the area of goods, services, accommodation or facilities; and in area of tenancy.

In addition to protecting Albertans in the areas and grounds discussed above, the *Act* specifically protects Albertans in the area of equal pay. This provision requires that employees who perform the same or substantially similar work for an employer must be paid at the same rate, regardless of gender.

The *Act* also prohibits a person from retaliating against any person who has made a complaint, given evidence about a complaint or assisted anyone else in making a complaint. In addition, the *Act* does not allow a person to make a frivolous or vexatious complaint with malicious intent.

Appendix B: Biographies of the Members of the Commission

These are summaries of the biographies of the individuals who served as Members of the Commission in 2017-18. The complete biographies of the Members of the Commission are available on the Commission website at albertahumanrights.ab.ca/about/organization/Pages/bio_members_of_commission.aspx.

Chief of the Commission and Tribunals

Mr. Robert A. Philp, Q.C. (up until June 30, 2017)

Robert Philp became Chief of the Commission and Tribunals of the Alberta Human Rights Commission on July 1, 2014. His term expired June 30, 2017. Mr. Philp earned his Bachelor of Arts degree in 1972 and his Law Degree in 1975, both from the University of Alberta.

Mr. Philp has extensive legal and judicial experience, which includes 29 years in the practice of law, nine years as an Alberta Criminal Court Judge and seven years as a Deputy Judge of the Northwest Territories. In addition Mr. Philp has many notable professional appointments, including numerous appointments to law society committees in Alberta, the Northwest Territories and Nunavut.

Acting Chief of the Commission and Tribunals

Mr. William D. McFetridge, Q.C. (as of August 23, 2017)

William D. McFetridge was appointed as Acting Chief of the Commission and Tribunals of the Alberta Human Rights Commission on August 23, 2017. Mr. McFetridge has served as a Member of the Commission since September 30, 2010 and his current term will expire January 16, 2020. Mr. McFetridge brings to the Commission an extensive legal background including over 35 years of experience in the industrial relations field.

Mr. McFetridge received his Bachelor of Arts from the University of Alberta and his Law degree from the University of Calgary. He is a Chartered Arbitrator and since 1983 has chaired arbitration boards dealing with grievances and collective bargaining disputes in the public and private sectors. He also adjudicates unjust dismissal complaints under Part III of the *Canada Labour Code*. He was appointed Queen's Counsel in 2012.

He has been a guest lecturer/arbitrator in both the Faculties of Law and Business at the University of Calgary, and for a number of years was a team leader in the Trial Advocacy Program in the Faculty of Law. He taught in the Alberta Arbitration and Mediation Society arbitrator training program and has been a frequent speaker on employment law, labour and human rights issues.

Members of the Commission

Joanne Archibald, B.A., LL.B., RPDR

Joanne Archibald was appointed for a term beginning July 25, 2013 and was reappointed for a second term beginning January 18, 2017 and ending January 16, 2020. She received a Bachelor of Arts degree and a Bachelor of Laws degree, both from the University of Calgary. Ms. Archibald also holds the designation of Registered Practitioner in Dispute Resolution from The Canadian International Institute of Applied Negotiation.

Early in her law career, Ms. Archibald practised at a private law firm, after which she conducted investigations for the Canadian Human Rights Commission. She served as an Appeal Board Chairperson for the Public Service Commission of Canada, which led to her position as Governor in Council to the Public Service Staffing Tribunal. As a mediator, Ms. Archibald regularly intervenes in contentious matters to assist the parties in addressing and resolving contextual issues in an informal and meaningful way without resorting to formal process.

Cherie Langlois-Klassen, B.Sc. (Pharmacology), M.Sc. (Pharmacology), LL.B.

Cherie Langlois-Klassen was appointed for a term beginning January 18, 2017 and ending January 16, 2020. She received a Bachelor of Science (Pharmacology) degree, a Master of Science (Pharmacology) and Law degree, all from the University of Alberta. Ms. Langlois-Klassen was called to the Alberta Bar in 2007.

Early in her law career, Ms. Langlois-Klassen practised at Blair Chahley Seveny Lawyers. She also served as Political Action Coordinator for Alberta Federation of Labour. After nearly a decade representing the members of the United Nurses of Alberta, she currently represents the Alberta Union of Provincial Employees and its members in labour disputes and arbitrations. Ms. Langlois-Klassen has a special interest in mental health issues. She is a frequent speaker at various forums and conferences on topics of health and labour law and has published several academic publications and conference papers.

Sharon V. Lindgren, B.Comm. LL.B.

Sharon Lindgren was appointed for a first term beginning December 15, 2011 and was reappointed for a second term beginning August 21, 2015 and ending August 20, 2018. She received her Bachelor of Commerce and Bachelor of Laws (Juris Doctor) degrees, both from the University of Saskatchewan.

Ms. Lindgren is an experienced labour and employment lawyer and mediator. Ms. Lindgren worked on a pilot project with the Alberta Provincial Court where she mediated hundreds of disputes and assisted in numerous mediation training programs. Ms. Lindgren combined a return to private practice in Calgary with an executive position on the Alternative Dispute Resolution Subsection and an active membership in the Labour and Employment Law Subsection, both of the Alberta Branch of the Canadian Bar Association.

Melissa L. Luhtanen, J.D.

Melissa Luhtanen was appointed for a first term beginning December 15, 2011 and was reappointed for a second term beginning August 21, 2015. Ms. Luhtanen left her appointment as Member of the Commission when she accepted the position of Senior Legal Counsel for the Office of the Chief of the Commission and Tribunals at the Alberta Human Rights Commission, effective January 8, 2018.

Ms. Luhtanen has a Juris Doctor from the University of Calgary and was called to the Bar in Alberta in 2000. Ms. Luhtanen is an experienced lawyer and educator in the field of human rights. She has conducted numerous workshops for the Alberta Human Rights Commission and the Alberta Civil Liberties Research Centre. She also ran a private practice including advising on administrative and human rights matters and conducting legal research.

Duncan Marsden, LL.B. (with French)

Duncan Marsden was appointed for a term beginning August 21, 2015 and ending August 20, 2018. Mr. Marsden received his Law degree (with French) from Leicester University. He was called to the England and Wales (Solicitor) Bar in 2000 and called to the Alberta Bar in 2009.

Mr. Marsden has years of experience in all areas of labour and employment law. He speaks frequently at conferences on employment law issues. Mr. Marsden has written numerous articles for a variety of legal publications and has provided training to Civil Court Provincial Judges on employment law updates.

D. Jean Munn, Q.C.

Jean Munn was appointed for a term beginning August 21, 2015 and ending August 20, 2018. She received a Bachelor of Arts degree and a Bachelor of Laws degree, both from the University of Calgary. Ms. Munn also holds a certificate in Arbitration from Alberta Arbitration and Mediation Society.

Ms. Munn brings with her years of extensive experience in all facets of immigration and employment law. Her academic appointments include sessional lecturer at the Faculty of Law, University of Calgary and Immigration Practitioner Instructor at Bow Valley College.

Kathryn Oviatt, B.A. (Distinction), LL.B. (Distinction)

Kathryn Oviatt was appointed for a term beginning August 21, 2015 and ending August 20, 2018. She received a Bachelor of Arts degree (Distinction) and a Bachelor of Laws degree (Distinction), both from the University of Alberta.

Ms. Oviatt focusses her practice on legal research and writing with a particular interest in administrative law, constitutional law, labour and employment law, and human rights law. She has written numerous articles on a variety of legal issues.

Karen Scott, LL.B. (Distinction)

Karen Scott was appointed for a term beginning August 21, 2015 and ending August 20, 2018. She received a Bachelor of Laws degree (Distinction) from the University of Alberta. She also holds certificates in Interest Based Negotiation and Interpersonal Conflict Resolution from the Alberta Arbitration and Mediation Society.

Ms. Scott practises almost exclusively in the field of labour and employment advising and representing employees, employers and unions on human rights and accommodation issues. She is a frequent speaker on labour and employment issues at conferences.

Please note: After their appointments expire, Members of the Commission remain empowered to conclude matters that were assigned to them before the expiration of their appointment. This is pursuant to section 20(7) of the *Interpretation Act*.

Appendix C: Legislative Framework for the Human Rights Education and Multiculturalism Fund

The Human Rights Education and Multiculturalism Fund is established under the *Alberta Human Rights Act* and administered by the Commission on behalf of the Minister of Justice and Solicitor General. This fund was established to provide support for educational programs and services that promote an environment where all Albertans can participate in and contribute to the cultural, social, economic and political life of the province.

The Human Rights Education and Multiculturalism Fund financially supports the education and engagement activities of the Alberta Human Rights Commission. In addition, a key function of the fund is to provide grants to community organizations for projects that foster equality and reduce discrimination.

The goal of the Human Rights Education and Multiculturalism Fund is full civic participation of all Albertans. Achieving this goal means that all Albertans have the opportunity to be involved in and benefit from all aspects of society without discrimination. This fund is used to support nonprofit organizations to develop and deliver effective initiatives that build communities and organizations that are more inclusive and free from discrimination, promote human rights and the benefits of diversity and inclusion, and encourage the elimination of barriers that limit Albertans from participating as equal partners in Alberta society. Alberta municipalities also may receive support for their efforts to create welcoming and inclusive communities.

Appendix D: Tribunal Decisions

This is a list of the tribunal decisions that were released in 2017-18. All Alberta human rights tribunal decisions released after January 1, 2000 can be accessed free of charge through the Canadian Legal Information Institute (CanLII) website at canlii.org/en/ab/abhrc.

Jennifer Sylven v. A.B.W. Management Ltd. o/a South Calgary Oral and Maxillofacial Surgery

Procedural Matters Decision Regarding Partial Ban on Publication
Decision date – April 18, 2017; D. Jean Munn, Q.C., Tribunal Chair

Renee Mandziak and the Director of the Commission v. Taste of Tuscany Ltd. and Medhat Salem

Decision on Remedy
Decision date – May 17, 2017; Kathryn Oviatt, Tribunal Chair

Kara-Lindsay Martin and the Director of the Commission v. Sphere Environmental Ltd.

Ground – Mental Disability
Area – Employment Practices
Decision date – June 14, 2017; Melissa L. Luhtanen, Tribunal Chair

Renée Nolting and the Director of the Commission v. 847012 Alberta Ltd. o/a Prime West Contracting

Ground – Gender
Area – Employment Practices
Decision date – June 21, 2017; Karen Scott, Tribunal Chair

Kathalin Horvath and the Director of the Commission v. Rocky View School Division No. 41

Supplementary Decision on Remedy Regarding CPP Disability Benefits
Decision date – August 10, 2017; William D. McFetridge, Q.C., Tribunal Chair

Naomi Kowtook v. Carillion Canada Inc.

Grounds – Gender, Race, Colour
Area – Employment Practices
Decision date – August 16, 2017; Kathryn Oviatt, Tribunal Chair

Ashley Penner and the Director of the Commission v. Irish Pub Holdings Inc. o/a Molly Malone's Irish Pub

Grounds – Gender, Sexual Harassment
Area – Employment Practices
Decision date – August 16, 2017; Melissa L. Luhtanen, Tribunal Chair

Dean Redhead and the Director of the Commission v. Pillar Resource Services Inc.

Preliminary Matters Decision Regarding Delay

Decision date – August 24, 2017; Joanne Archibald, Tribunal Chair

Sandra Binks v. Trinidad Drilling Ltd.

Grounds – Gender, Sexual Harassment

Area – Employment Practices

Decision date – August 25, 2017; Karen Scott, Tribunal Chair

Morley Johnsen and the Director of the Commission v. Pro Line Property Maintenance Ltd.

Ground – Physical Disability

Area – Employment Practices

Decision date – September 5, 2017; Joanne Archibald, Tribunal Chair

Rambo Landry and the Director of the Commission v. Vegreville Autobody (1993) Ltd.

Grounds – Race, Religious Beliefs, Marital Status, Sexual Orientation

Area – Employment Practices

Decision date – October 17, 2017; Karen Scott, Tribunal Chair

Joanne Goossen v. Summit Solar Drywall Contractors Inc. AND Hans Goossen v. Summit Solar Drywall Contractors Inc.

Reconsideration Decision Regarding Assessment of Damages

Decision date – October 30, 2017; Sharon Lindgren, Tribunal Chair

Wendy Bigcharles v. Statoil Canada Ltd.

Preliminary Matters Decision Regarding Notices to Attend

Decision date – December 1, 2017; D. Jean Munn, Q.C., Tribunal Chair

Tod Custer and the Director of the Commission v. Bow Valley Ford Ltd.

Ground – Physical Disability

Area – Employment Practices

Decision date – December 7, 2017; Sharon Lindgren, Tribunal Chair

Miladinka Kovacevic and the Director of the Commission v. City of Red Deer

Grounds – Physical Disability, Mental Disability, Religious Beliefs

Area – Employment Practices

Decision date – January 2, 2018; Melissa L. Luhtanen, Tribunal Chair

Danielle Brothers and the Director of the Commission v. Shippers Supply Inc.

Ground – Physical Disability

Area – Employment Practices

Decision date – January 4, 2018; Joanne Archibald, Tribunal Chair

**Brad Everitt and the Director of the Commission v. Homewood Health Inc. Preliminary Matters
Decision Regarding the area of services customarily available to the public**

Decision date – January 31, 2018; Kathryn Oviatt, Tribunal Chair

Karin McLaughlan v. Lakeland College

Grounds – Physical Disability, Mental Disability

Area – Goods, Services, Accommodation, Facilities

Decision date – February 8, 2018; Joanne Archibald, Tribunal Chair

Appendix E: Court Decisions

Court of Queen's Bench: Appeals of Tribunal Decisions

The Board of Trustees of Rocky View School Division No. 41 and Alberta Human Rights Commission and Kathalin Horvath, March 29, 2018 (Oral decision issued)

Court of Queen's Bench: Judicial Reviews

James Cyrynowski and Alberta Human Rights Commission (Chief of the Commission and Tribunals) and Christina Stadler, 2017 ABQB 745, December 5, 2017

Nga Nguyen and Alberta Human Rights Commission and Grant MacEwan University and Alberta Minister of Justice and Attorney General, March 16, 2018

Court of Appeal

Jan Buterman and The Board of Trustees of the Greater St. Albert Roman Catholic Separate School District No. 734 and Alberta Human Rights Commission (Tribunal), 2017 ABCA 196, June 23, 2017

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