



ANNUAL REPORT

2024-2025



NEW BRUNSWICK
HUMAN RIGHTS
COMMISSION

Annual Report 2024-25

© 2025 New Brunswick Human Rights Commission

ISBN: 978-1-4605-4400-6 (Bilingual print edition)

ISBN: 978-1-4605-4401-3 (English online version)

ISBN: 978-1-4605-4402-0 (French online version)

ISSN: 1189-4423

Published by: New Brunswick Human Rights Commission

New Brunswick Human Rights Commission

P.O. Box 6000

Fredericton, NB

E3B 5H1 Canada

1-888-471-2233

(506) 453-2301

Email: hrc.cdp@gnb.ca

Website: www.gnb.ca/hrc-cdp

Transmittal letters

From the Minister to the Lieutenant-Governor

Her Honour the Honourable Louise Imbeault
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 Fiscal Year 2024-25.

Respectfully submitted,



Hon. Jean-Claude D'Amours
Minister Responsible for the Human Rights Commission

From the Chair to the Minister Responsible

Hon. Jean-Claude D'Amours
Minister Responsible for the New Brunswick Human Rights Commission

Dear Minister:

I am pleased to present the Annual Report of the New Brunswick Human Rights Commission for Fiscal Year 2024-2025.

Respectfully submitted,



Amber Chisholm, Chairperson
New Brunswick Human Rights Commission

Table of contents

INTRODUCTION

Who we are	1
Chair’s message	2
From the Director’s desk	3
Members of the Commission	4
Highlights	5
Human rights education in changing times	6

PROTECT

Protecting human rights	9
Our compliance work	9
By the numbers	10
Commission’s mediation services	23
• Settlement stories: Persons whose complaints were resolved by the Commission through mediation	27
Commission’s investigation unit	30
• Narratives of investigation	33
Legal Summary	36
• Narratives of complaints referred to the LEB	38
• Decisions rendered by the LEB	40
• Judicial review and Court of Appeal matters	43

PROMOTE

Promoting human rights	46
• Education, advocacy, and research	46
Research	47
Community partnerships and outreach	50
Recognizing human rights defenders	52
Engaging the public	54
• Communications, media, and education	54

APPENDICES

Appendix A: Organizational chart	62
Appendix B: Complaint process	63
Appendix C: Formal complaints filed and closed, 2015-2025	64
Appendix D: Summary of expenditures, 2024-25	65
Appendix E: Commission publications	66

Who we are

The Human Rights Commission is an agency of the Government of New Brunswick and it has the legal mandate to administer and enforce the New Brunswick *Human Rights Act*.

The *Human Rights Act*

The *Act* prohibits discrimination in employment, housing, services, publicity, and professional, business or trade associations. It protects all New Brunswickers against discriminatory treatment based on 16 protected grounds, in addition to sexual harassment and reprisal. The *Act* also sets down the procedure for human rights complaints, and powers of the Commission to mediate and investigate complaints, and to refer complaints to the New Brunswick Labour and Employment Board.

Commission's mandate

According to the *Human Rights Act*, the Commission has powers to:

- Administer the *Act*, including the compliance process.
- Forward the principle that every person is free and equal in dignity and rights.
- Promote an understanding and acceptance of the *Act*.
- Develop and conduct educational programs to eliminate discriminatory practices.

Our mission

Our mission is to advance equality and eliminate discriminatory practices and attitudes by enforcing the *Human Rights Act* and by educating people about their human rights and responsibilities. We envision a province where everyone enjoys dignity, inclusion, and equality of opportunity, where diversity and difference are respected, and where a culture of human rights compliance and accountability is paramount.

Chair's message

As the recently appointed Chair of the Commission, I am pleased and honoured to put before you the Commission's 2024-25 Annual Report.

The report provides a summary of notable accomplishments achieved by the Commission this year, and it is a testament to the Commission's unwavering commitment to uphold and advance human rights in our province.

Despite a 36.5% increase in the number of complaints filed this year, I trust others will find it as encouraging as I do that the Commission successfully managed to resolve and close 279 complaints. This means the Commission worked to substantially reduce its complaints backlog by 46% this year. This is alongside the 2,250 inquiries the Commission addressed from the public, which also represents a 13.2% increase compared to last year. So, I am particularly happy to note that the Commission staff have demonstrated a great commitment to pursuing efficiency in its compliance process and to enhancing the quality of service the Commission provides to the people of New Brunswick.

In recent times, we have witnessed increased misinformation and hate speech about human rights in the public infosphere. This can create a harmful ripple effect on how human rights are viewed and practised in society. In this context, the Commission has the important mandate to educate the public about human rights. This mandate serves to dispel misinformation and distrust about human rights and to promote a culture that respects the dignity of all people. In fulfilling this role, the Commission has proactively led widespread initiatives and partnerships to educate the public about human rights values and responsibilities. The Commission published a detailed guideline on the important topic of race rights under human rights law and created eight plain-language flyers on important human rights protections. Topics covered in these guidelines include age rights, housing, sexual harassment, gender identity or expression, and more. Similarly, the Commission conducted several educational workshops; it has partnered with community organizations like the Asian Heritage Society and the Queer Heritage Initiative of New Brunswick to co-create educational events and resources. These initiatives are meant to raise awareness about human rights and to highlight New Brunswick's rich human rights legacy.

The work of the Commission remains as critical today as it was when the Commission was established in 1967, if not more so. The *Human Rights Act*, the principal legal instrument that guides the work of the Commission, has undergone several amendments to enhance human rights protections for vulnerable groups over the years. However, the core mandate it sets for the Commission has remained unchanged: to forward the principle that every person in New Brunswick is free and equal in dignity and rights. In my role as Chair, I will strive to uphold the tenets of the *Human Rights Act* to ensure that the Commission continues on its path of creating a culture of human rights, equality, dignity, diversity, and inclusion in our province.

I extend my deep gratitude and appreciation to the Commission's former Chair, Phylomène Zangio, for her leadership these past years, and to all Commission members and staff for their hard work and dedication. And I look forward to working together with you all for the advancement of human rights in New Brunswick.



Amber Chisholm
Chair, New Brunswick Human Rights Commission



Amber Chisholm

From the Director's desk



Megan Griffith

Once again this year, Commission staff worked diligently to improve compliance processes and reduce wait times in addressing complaints of discrimination filed at the Commission.

As a result, investigations completed by the Commission increased significantly comparative to previous years, and the number of complaints awaiting investigation was reduced by 46 percent, marking substantial progress in our efforts to reduce the complaints backlog.

Additionally, the Commission achieved significant milestones in the development of new educational content and initiatives to raise public awareness about human rights, with the publication of eight new plain-language flyers on human rights topics, educational resources for the New Brunswick school system, and a comprehensive legal resource, *Guideline on Race Discrimination*, a critical document that will help the public and stakeholders in understanding the different forms of race-based discrimination, while learning about the history and contexts of the evolution of race rights in Canada.

Similarly, in order to expand human rights awareness more broadly in society, the Commission increased its collaborations and initiatives with different rights groups, civil society organizations, and community and other partners in the province, including the Asian Heritage Society of New Brunswick, the Queer Heritage Initiative of New Brunswick, and the Department of Education and Early Childhood Development. These partnerships allow the Commission to support critical human rights initiatives in the province, while leveraging its educational programs and information about human rights and the mandate of the Commission to reach wider groups and audiences in New Brunswick.

I am humbled and inspired by the unrelenting dedication and commitment demonstrated again this year by Commission staff to ensuring fairness and efficiency in the Commission's process, and to increasing the public's understanding of human rights principles to bring societal change and instill a culture of respect and adherence to human rights in society.

I am aware that there is more work to be done to address human rights in New Brunswick, and that, as society is confronted with significant challenges in global politics, international conflicts, and technological changes which impact the human rights environment, the challenges of addressing human rights complaints and educating the public on human rights continue to increase in urgency and complexity. It is critical for the Commission to remain steadfast in its application of the law and human rights concepts to ensure that New Brunswick continues on its path to becoming a province free from discrimination and harassment. I am appreciative of the work that the Commission's Chair and Members have done towards the attainment of this goal, and I remain optimistic that by working together with our stakeholders and the people of New Brunswick we can continue our journey to advance the values and principles of human rights in our province.

A handwritten signature in black ink that reads "Megan Griffith". The signature is fluid and cursive.

Megan Griffith
Director, New Brunswick Human Rights Commission

Members of the Commission

The composition of the Human Rights Commission is twofold: **1) Commission staff** and **2) Commission Members**.

Commission staff, headed by a Director, are civil servants appointed under the *Civil Service Act*. Commission staff are responsible for the administration and day-to-day operations of the Commission; they receive, mediate, and investigate complaints of discrimination; write complaint reports and present them before Commission Members; and they educate the public about their human rights and responsibilities.

Commission Members, including a Chairperson, are appointed by the Lieutenant-Governor in Council. Commission Members are representatives of the citizens of New Brunswick, appointed with the goal of reflecting the province's linguistic, geographic, and cultural diversity. Members review and assess complaints of discrimination by examining case reports, legal reviews, and complaint analyses completed by Commission staff.

Members have several powers, including those to dismiss a complaint, to review appeals filed against the Director's dismissal of complaints, and to refer complaints to the Labour and Employment Board.

Commission Members also support the Commission's education and outreach role. They provide guidance regarding the Commission's strategic priorities, apprise the government of important human rights issues, and liaise with civil society and stakeholders to advance the Commission's education agenda.

For Commission Member biographies, please visit the Commission's website: www.gnb.ca/hrc-cdp

On March 31, 2025, Commission Membership was comprised of:



Phylomène Zangio



Randy Dickinson



Shelley R. Dumouchel



Elizabeth Forestell



Steve Lambert



Shannonbrooke Murphy



Cyprien Okana



Rachel Richardson

Highlights

In 2024-25, the Commission delivered on these priorities:

- Addressed 2,250 inquiries from the public, compared to 1,988 inquiries last year, an increase of 13.2 percent.
- Closed 279 complaints and received 269 new complaints, compared to 197 new complaints received in 2023-24, a 36.5 percent increase.
- Settled 49 complaints through mediation, with \$555,794 awarded in monetary settlements.
- Reduced its complaints backlog by 46 percent, bringing the number of backlogged complaints from 80 as of March 31, 2024, to 43 as of March 31, 2025.
- Completed 72 investigations, compared to 61 investigations completed last year.
- Delivered 61 educational webinars, workshops, and presentations, reaching 1,383 attendees.
- Released *Guideline on Race Discrimination*, a comprehensive educational resource that provides an analysis of race rights under human rights law and explains how the New Brunswick *Human Rights Act* protects against racially discriminatory practices and policies.
- Published plain language two-page versions of eight legal guidelines: *Guideline on Gender Identity and Expression*; *Guideline on Sexual Harassment*; *Guideline on Cannabis, Alcohol, and Drug Addictions*; *Guideline on Pregnancy Discrimination*; *Guideline on Social Condition*; *Guideline on Age Discrimination*; *Guideline on Housing Discrimination*; and *Guideline on Special Programs and the Meaning of Equality and Discrimination*.
- Released a human rights workbook for middle school students, *Exploring the World of Human Rights*, available in two language levels (A2 and B2), with accompanying glossaries and teacher's guide.
- Commemorated Black History Month 2025 by hosting a virtual panel discussion and moderated Q&A session with Black Business and Professional Network Inc., Black Lives Matter New Brunswick, the Conseil des personnes d'ascendance africaine du Nouveau-Brunswick, and historian Dr. Mary L. McCarthy-Brandt, with 84 attendees.

Human rights education in changing times

Human rights are critical to promote the values of dignity, equality, inclusion, and justice in society, and, conversely, disregard of human rights can perpetuate socioeconomic inequalities, including systemic inequities in areas like education, healthcare, housing, and public services. It is a truism that denial of human rights often results from lack of human rights education and awareness, whereas knowledge of human rights and responsibilities can have the effect of pre-empting and preventing potential human rights violations.

In this context, human rights commissions are vested with the legal mandate to disseminate human rights education in their jurisdictions, and to foster a culture of human rights, which, in turn, can facilitate instilling of human rights norms in institutional policies and practices, political decision making, legislative agendas, and social behaviours and interactions. This task, however, is increasing in complexity due to myriad factors, which include the continually expanding contemporary information landscape, a systematic online discourse of hate and misinformation that creates skepticism about human rights, preponderance of digital technologies and platforms that engender impersonal and fragmented communication, a general lack of trust in public institutions, and ongoing cultural and demographic shifts that are reshaping our socio-political contexts. In this evolving environment, human rights commissions need to adapt their educational and outreach initiatives to create effective and robust educational messaging, reestablish public trust, and counteract the narratives that spread hate, distrust, and fear, while ensuring that human rights progress and advancement are coterminous with emerging technological and sociocultural transformations.



Understanding these new challenges is crucial to the effective promotion of human rights, and the New Brunswick Human Rights Commission is committed to adapting its educational strategy to address the emerging social, cultural, technological, and demographic shifts, and to continue its work of building public trust through educational, outreach, and awareness initiatives. For effective realization of human rights in the contemporary information and sociocultural contexts, it is important to construct human rights knowledge in cutting-edge, impactful communications, research new human rights trends, and interpret human rights norms in ways that are attuned to changing times. For one, educational initiatives must integrate the cultural, historical, and linguistic differences of New Brunswick society, cultivate an atmosphere of respect and collaboration, ensure that the voices of vulnerable groups are included in human rights discourse, and build a sense of community, trust, and collective responsibility.

Similarly, by imagining multifaceted approaches to raise human rights awareness, we can promote the dignity and rights of all marginalized groups, including measures that uphold gender equity, racial justice, reconciliation and Indigenous rights, disability protections, socioeconomic rights, and awareness of intersectionality and systemic discrimination, among others.

Historically, human rights tend to make progress during periods of heightened political activism, public advocacy, or resistance movements; contrarily, however, a downturn in human rights can occur by slow erosion, which may be imperceptible or difficult to gauge in the present moment. For this and other reasons, education is the strongest bulwark against the attrition of human rights norms, and through effective education, awareness, and outreach initiatives, we can ensure that these norms continue to flourish as society undergoes significant change.



Protect

Protecting human rights

The Commission's operations include:

- **Managing** its complaints roster
- **Establishing** roles and priorities of the Commission's administrative units
- **Liaising** with government departments, civil society, rights groups, and human rights commissions nationwide
- **Conducting** research to support the Commission's legal and educational functions
- **Developing** programs to educate New Brunswickers on their human rights and responsibilities

The Commission continued to innovate its processes to respond efficiently to complaints and inquiries, assessed evolving human rights trends and jurisprudence, and enhanced its educational initiatives for more effective education, outreach, and research work.

Our compliance work

Any aggrieved person who believes they have been discriminated against in New Brunswick can file a human rights complaint with the Commission.

This year, we responded to thousands of individuals who contacted the Commission regarding their human rights concerns, to file a formal complaint, or acquire information about our mandate and process. Many times, we resolved issues through mediation, or directed people to the appropriate department or organization that had jurisdiction to address those issues.

Employment and services were again the leading areas in which complaints were filed this year, and the Commission also witnessed a slight increase in housing-related complaints compared to last year.

By the numbers

The numbers in this section show a breakdown of inquiries and complaints received this year, how they were processed, and how many were settled, investigated, or closed.

This section also provides statistics on the grounds and areas of discrimination under which complaints were filed, with comparative numbers from previous years, to identify new or emerging human rights trends in the province.

Inquiries and complaints

2,250

people contacted the Commission this year to inquire about a human rights issue or file a complaint.

269

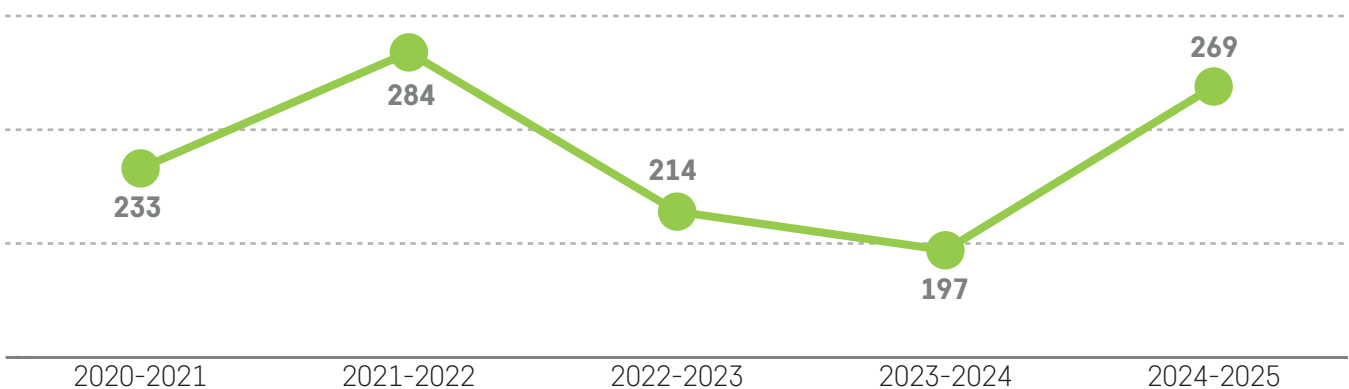
complaints were filed with the Commission this year.

Many inquiries were addressed by the Commission without a complaint being filed.

Inquiries submitted to the Commission increased by 13.2 percent this year compared to 2023-24. Formal complaints filed with the Commission increased significantly this year, with a 36.5 percent escalation compared to last year.

This increase in inquiries can be attributed to increased Commission visibility due to more robust educational and outreach initiatives conducted by the Commission this year. The significant increase in this year's formal complaint numbers may be indicative of a broader societal pattern about human rights awareness, which will need to be reassessed in the coming years.

Number of complaints filed, 2020-2025



Formal complaints filed with the Commission peaked in 2021-22, followed by a two-year declining trend. The current year, however, marked a 36.5 percent increase, which is significantly higher than the 21.9 percent increase witnessed in 2021-22. The 2021-22 escalation was triggered partly by policies and restrictions put in place due to the pandemic; this year's increase is difficult to pin on a single factor, and it may reveal a broader shift in the provincial human rights landscape. Along with this increase in new complaints, the Commission continues to deal with a backlog of complaints, accumulated over a number of years. Encouragingly, that backlog declined significantly this year, primarily owing to new strategic inter-unit collaboration, enhanced triaging processes, and sustained emphasis on complaints mediation.

The Commission reduced its backlog of complaints from 80 complaints in 2023-24 to 43 complaints as April 1, 2025 – a 46 percent decrease. This marks the third consecutive year with significant decreases in the number of complaints awaiting resolution, and the Commission continues to prioritize the resolution of the oldest complaints in its roster to bring down this backlog further.

All complaints received by the Commission are triaged by staff to assess if they fall within the Commission's jurisdiction and mandate.

If an inquiry or complaint is outside the Commission's legal mandate, the Commission will advise the individual of the appropriate department or organization, so people can pursue their concerns or resolve their complaints through the proper channels. Triage also enables the Commission to screen non-jurisdictional inquiries at the initial stages.

Inquiry vs. Complaint

Inquiries include all the instances people get in touch with the Commission with a question or request. Examples include:

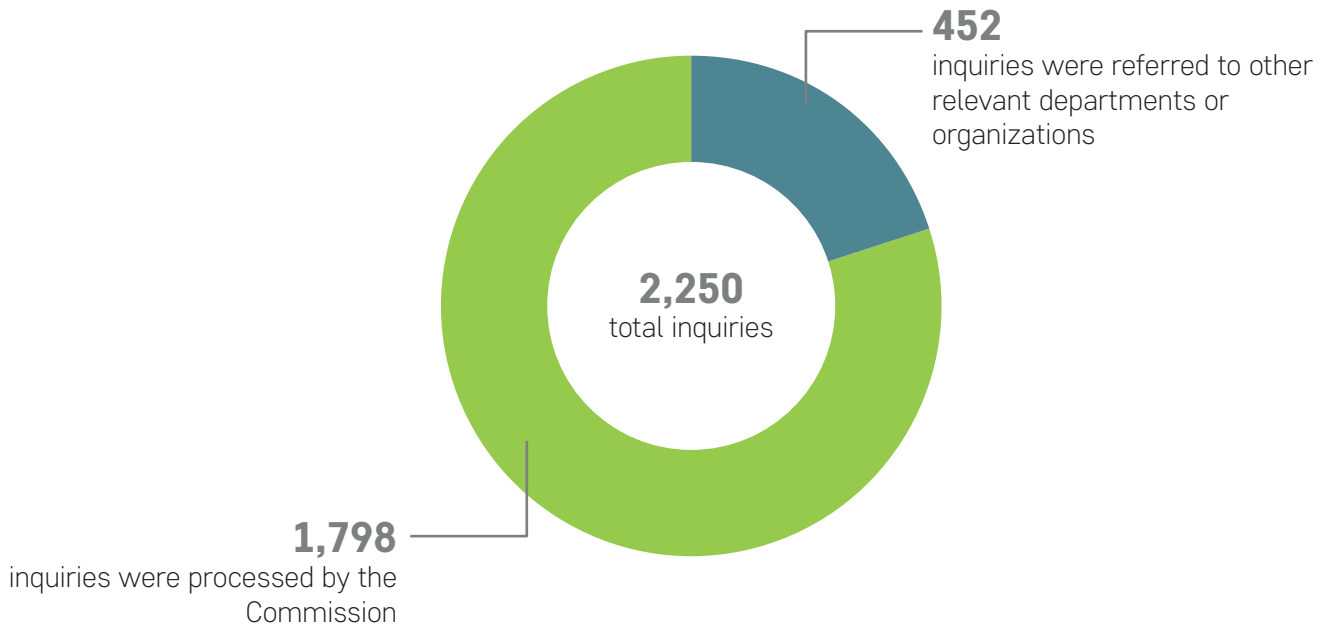
- General queries about rights and responsibilities under the *Act*;
- Advice on specific human rights situations;
- Questions on the Commission's mandate and compliance process;
- Requests for human rights training by employers or service providers;
- Media inquiries;
- Requests by organizations or rights groups for collaboration; and
- Requests by government departments for input on provincial initiatives.

Complaints refer to the formal complaints filed with the Commission. They allege discrimination under a protected ground and area under the *Act*. The Commission mediates, investigates, and refers complaints to the Labour and Employment Board.

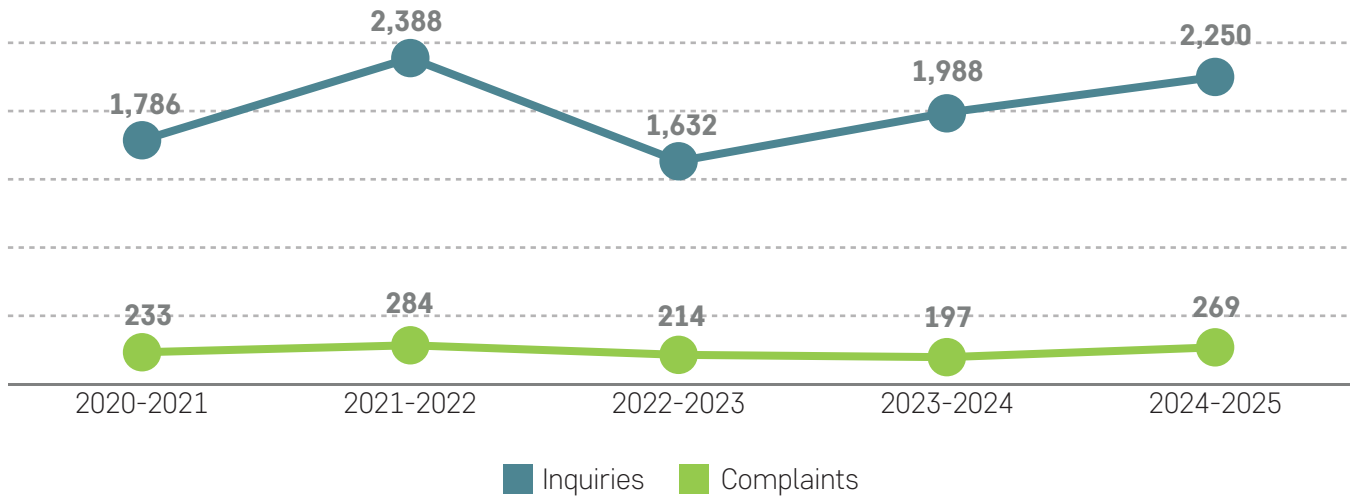
Not all inquiries become complaints, as each inquiry is carefully assessed by Commission staff and people are directed to the relevant department or organization if an issue does not fall under the *Act*.



How Commission staff dealt with inquiries



Yearly numbers for inquiries received and complaints filed, 2020-2025



Inquiries submitted to the Commission continued an upward trend recorded since 2022-23, while formal complaint numbers spiked this year following a dip in 2023-24, repeating the escalatory pattern in complaints observed in 2021-22.

Grounds of complaints

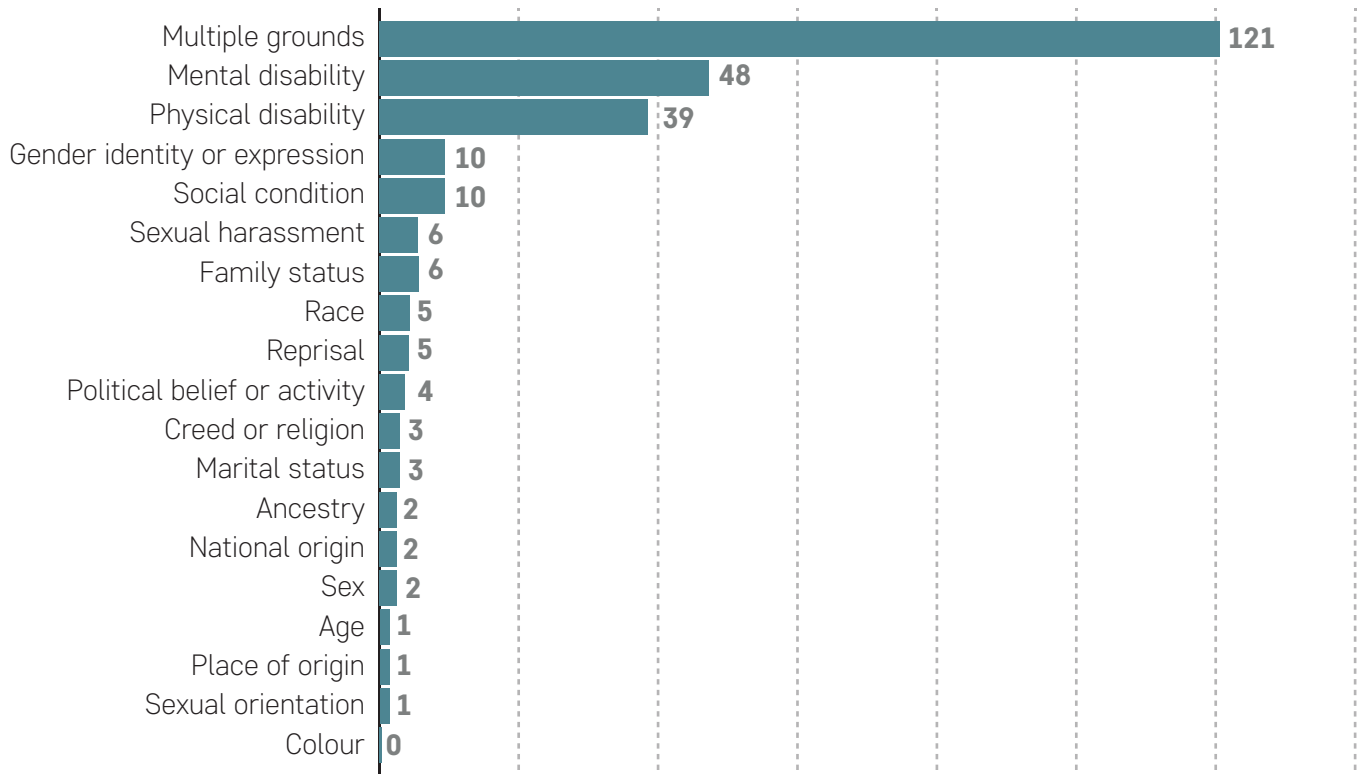
Endorsing a pattern evident for many years now, the majority of complaints filed with the Commission this year related to the grounds of mental and physical disability and, as seen during the four preceding years, complaints of discrimination based on mental disability surpassed those of physical disability (See “Yearly comparison of complaints” graph later in this section).

Grounds under which complaints were filed this year

Of the **269** complaints filed this year, **121** were filed on multiple grounds.

The analysis of complaints by the Commission is becoming more complex, with a changing provincial demographic, influx of immigrants and newcomers, and evolving human rights case law in response to new human rights developments.

The Commission adopts safeguards to ensure close review of each submitted complaint. Our intake, investigation, mediation, and legal staff tackle these complexities at each stage in the complaint lifecycle, within the dictates of the Commission’s statutory mandate and while keeping track of human rights jurisprudence, government’s policy directives, and human rights best practices across the country.



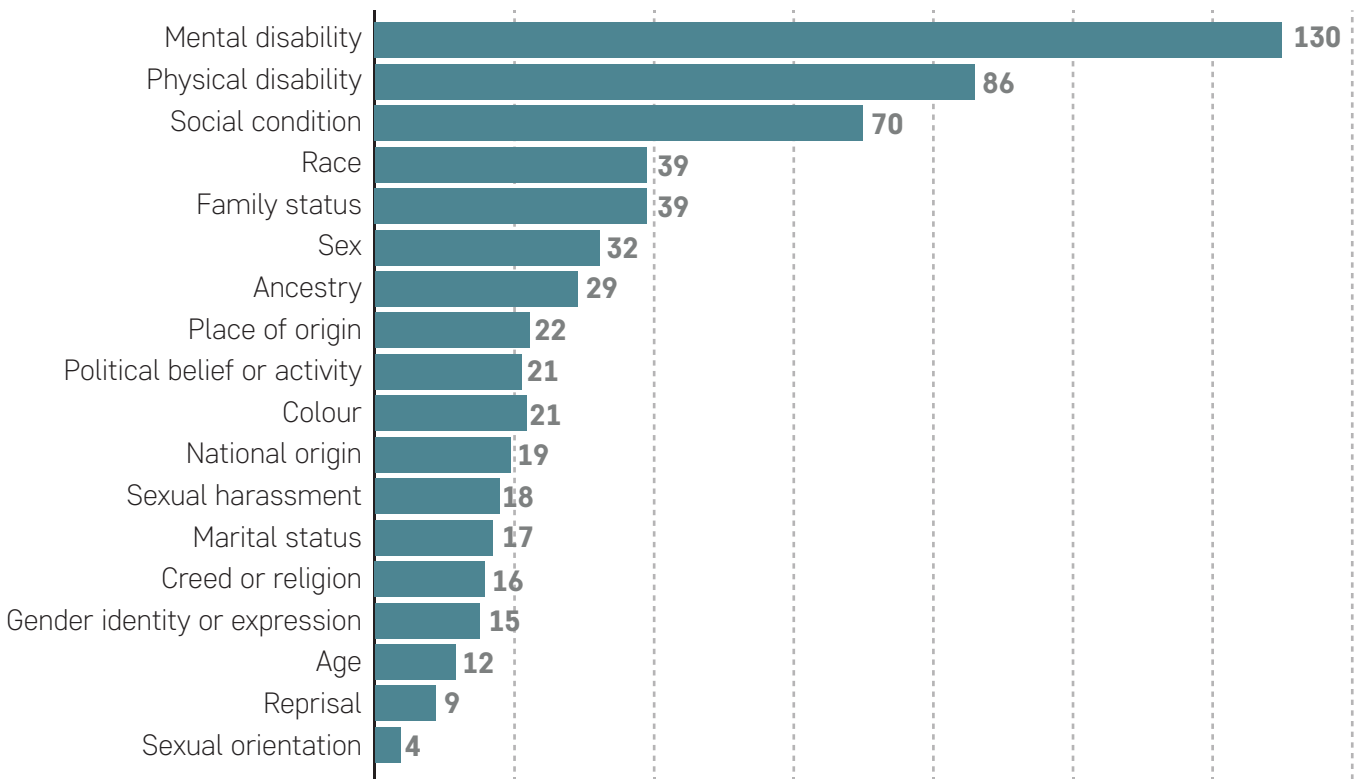
Did you know? Even though the above graph indicates that no complaints were filed under the ground of colour, this ground was cited in this year’s complaints and is represented by the “Multiple grounds” category. The number of complaints that cited the ground of colour is captured in the following graph.

Allegations cited in this year's complaints

The *Act* allows complainants to include intersectionality in their complaints, i.e. complainants can allege discrimination based on more than one protected ground if they can show that they identify with these grounds. As such, nearly half the complaints this year were filed under multiple grounds, which means that complainants alleged discrimination on more than one ground in these complaints.

Therefore, while 269 complaints were filed this year, the number of allegations cited in those complaints was 599, as shown in the following table.

This breakdown allows the Commission to better understand the trends of alleged discriminatory practices prevailing in society, and it enables the Commission to adapt its education and outreach programs to provide more customized education and awareness initiatives on relevant and emerging human rights issues to communities and groups.

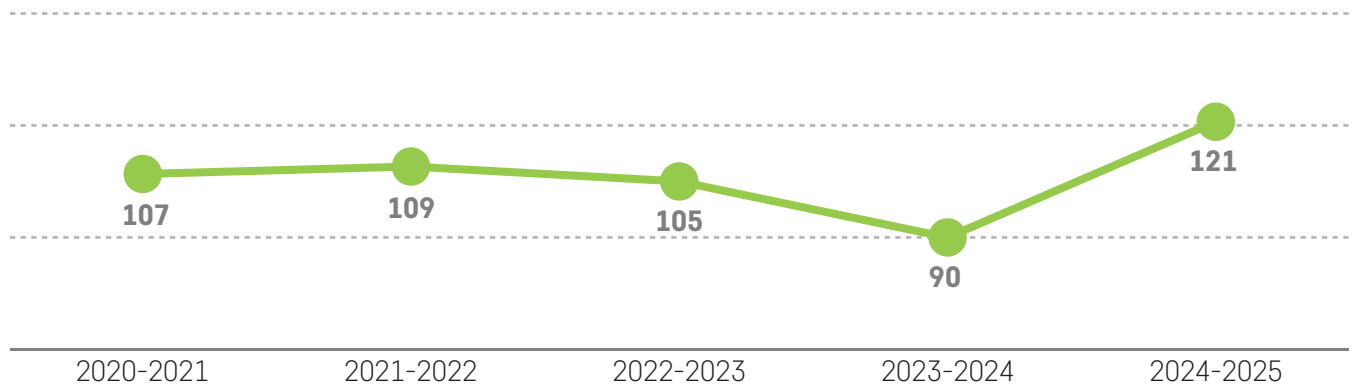


Breakdown of this year's allegations by grounds and areas

This table shows the breakdown of allegations and the areas which were cited in these allegations. As in previous years, most allegations of discrimination were related to employment and services.

Grounds	Employment	Housing	Services	Publicity	Associations	Total
Mental disability	63	18	38	4	7	130
Physical disability	49	6	26	2	3	86
Social condition	20	14	22	5	9	70
Race	25	1	10	1	2	39
Family status	12	7	13	4	3	39
Sex	14	3	10	4	1	32
Ancestry	12	4	9	2	2	29
Place of origin	13	0	6	2	0	23
National origin	14	0	4	1	0	19
Political belief or activity	9	1	5	4	2	21
Colour	12	1	6	1	1	21
Sexual harassment	11	1	4	1	1	18
Creed or religion	6	1	7	2	0	16
Marital status	5	2	7	3	0	17
Gender identity or expression	5	1	7	2	0	15
Age	5	4	3	0	0	12
Reprisal	5	1	2	0	1	9
Sexual orientation	4	0	0	0	0	4
Totals	285	66	182	38	33	599

Intersectional complaints, 2020-2025



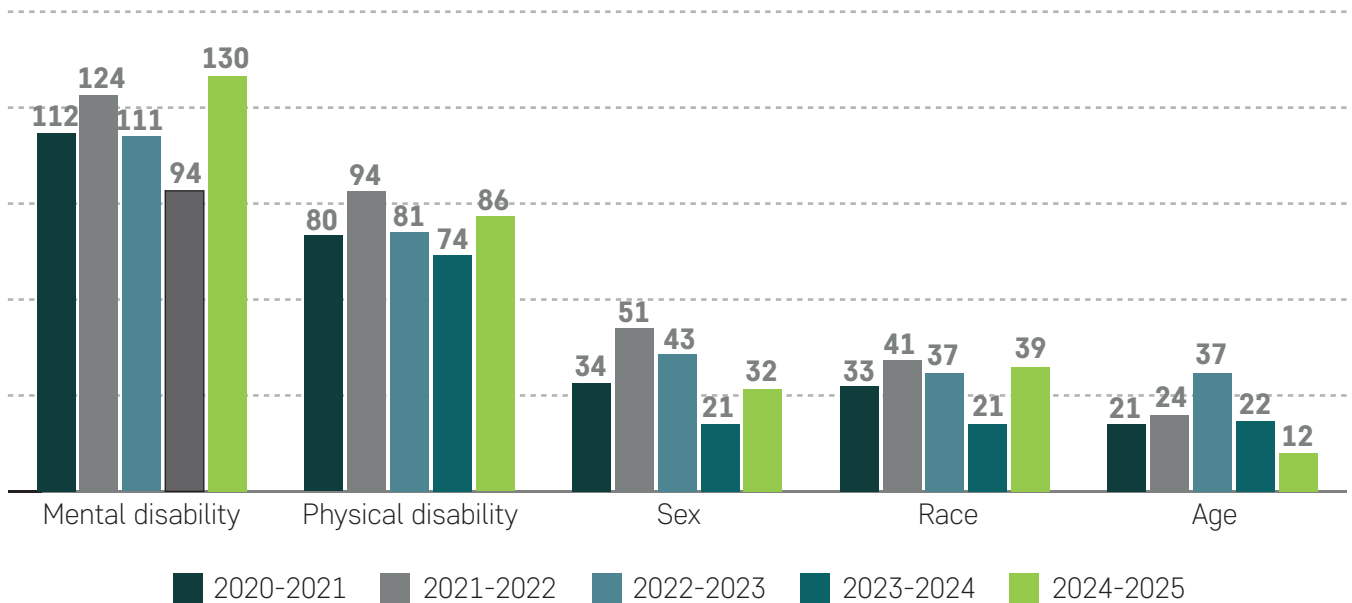
This year, 44.9 percent of complaints received by the Commission involved an intersection of grounds, going up less than one percent from 2023-24.

Intersectional complaints are complex in nature and require more extensive investigation and legal analysis by staff.

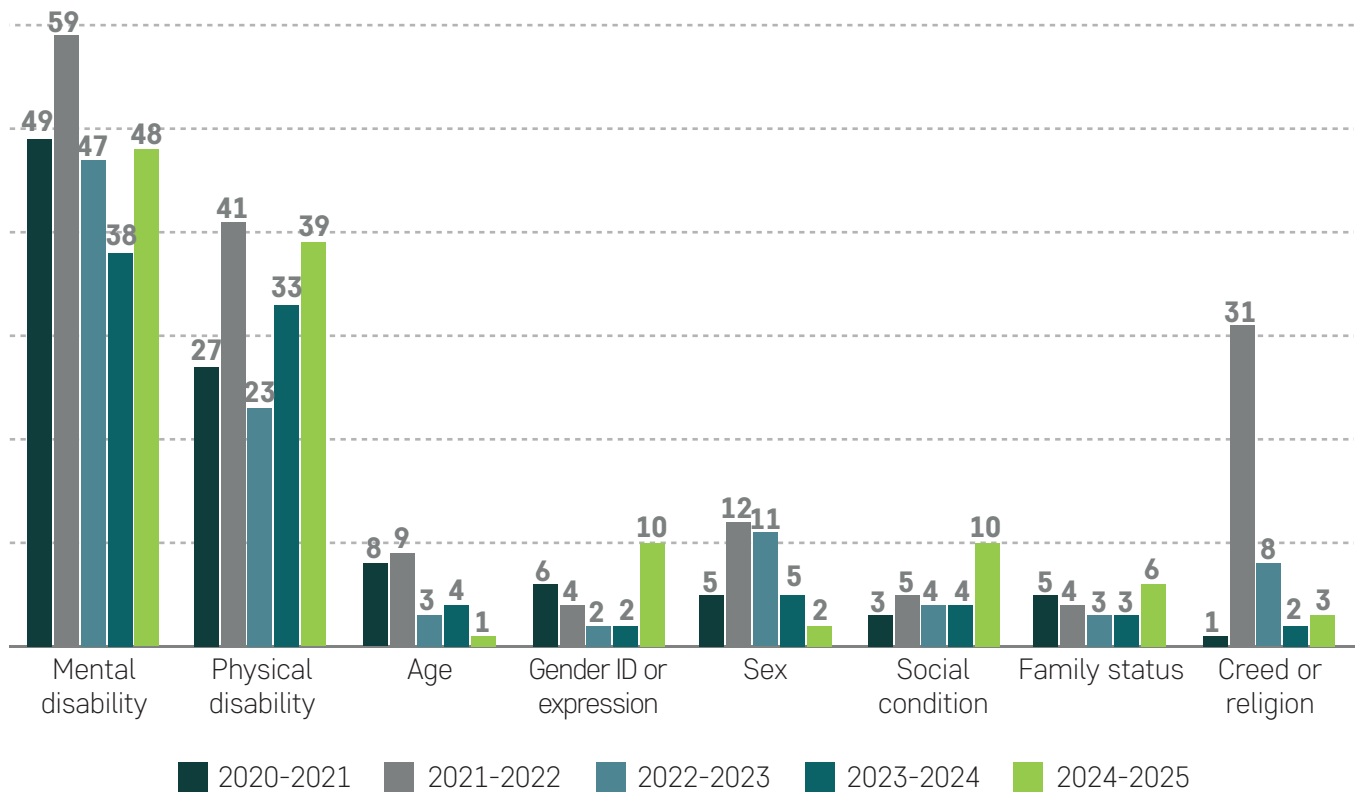
The high numbers of intersectional complaints may reinforce the notion that more persons are identifying with multiple disadvantages, and that such persons are more vulnerable to discriminatory treatment. This trend could also be a reflection of the changing provincial demographic, as newcomers generally tend to identify with more than one protected ground, like national origin, race, place of origin, colour, etc.

The Commission factors information and data on intersectionality in establishing priorities for its educational and outreach work.

Yearly comparison of leading allegations cited in complaints, 2020-2025



Comparison of complaints filed by grounds of discrimination, 2020-2025



- Mental and physical disability continue to be the leading grounds identified in complaints, with mental disability surpassing physical disability for the fifth consecutive year.
- Complaints under the grounds of social condition and gender identity or expression experienced a spike this year, with family status remaining consistent over the past few years, and sex discrimination complaints continuing a downward trend.
- The number of complaints related to age discrimination also maintained a declining trajectory, comparative to a two-year escalatory pattern from 2020-2022.
- Complaints under the ground of creed or religion experienced an increase in 2021-2022 due to mandatory vaccination regulations; however, creed or religion complaints have decreased again this year, settling close to their pre-2021 numbers.

Areas of discrimination

As in previous years, employment and services were the leading areas under which complaints were filed this year, with 79 percent of complaints falling under these two areas.



154 (57.2%)

complaints related
to employment



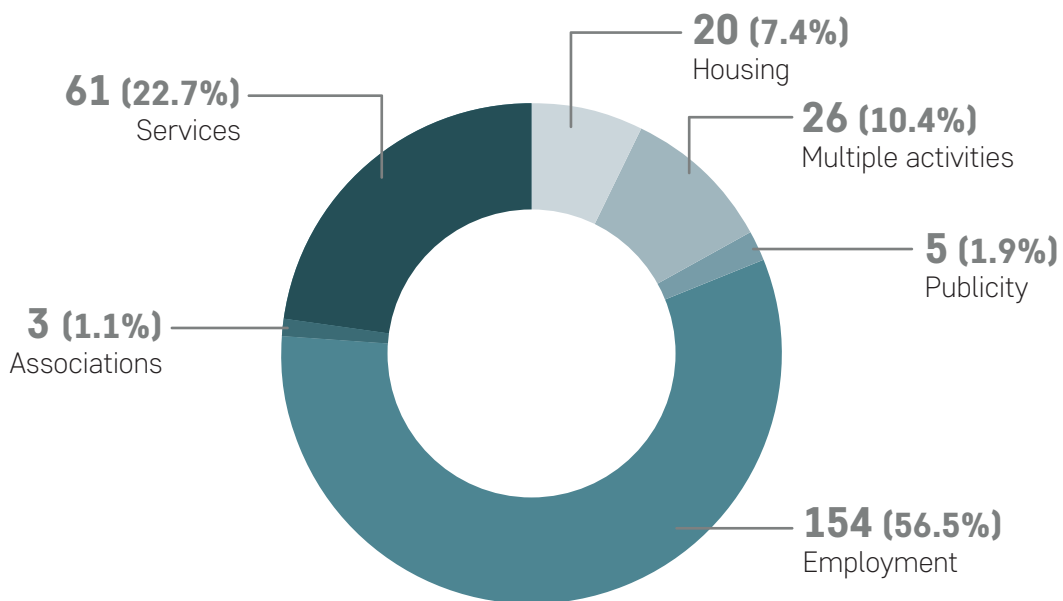
61 (22.7%)

complaints related
to services

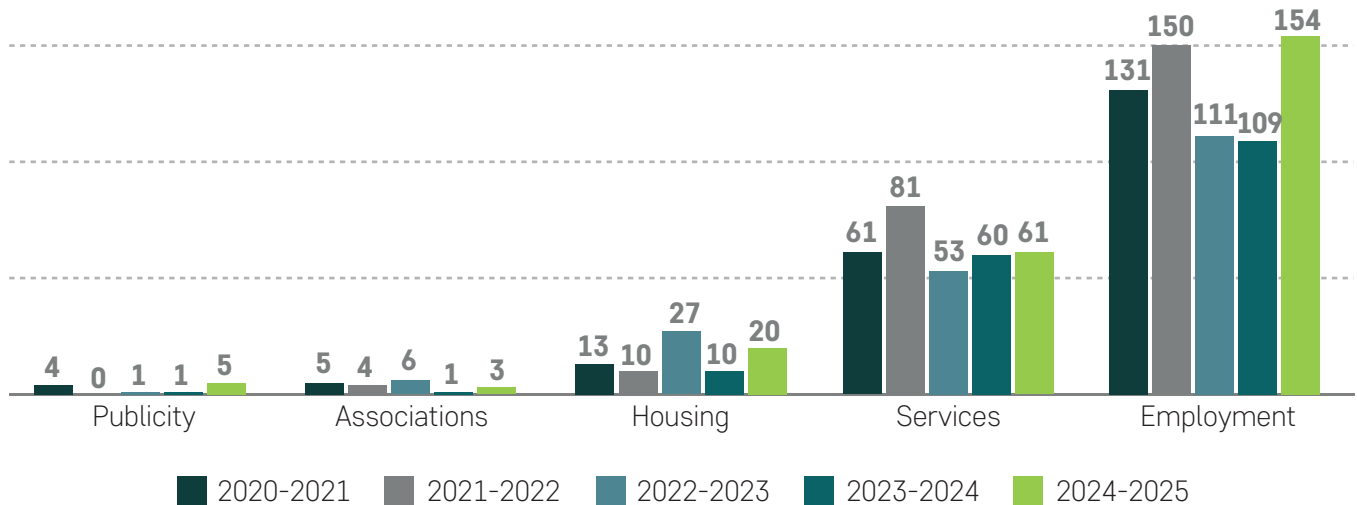
This year, 37.7 percent of all employment complaints alleged discrimination based on physical or mental disability, while 38 percent of all services related complaints alleged physical or mental disability discrimination, supporting the pattern of a consistently high volume of disability-based complaints in both employment and services.

The ongoing housing crisis facing the province appears to have a human rights dimension, as housing-related complaints rose to 7.4 percent of the total complaints received by the Commission this year, compared to 5 percent last year. In terms of numbers, housing complaints doubled this year, with 20 total complaints compared to 10 last year.

Breakdown of areas under which complaints were filed



Comparison of filed complaints by areas of discrimination, 2020-2025

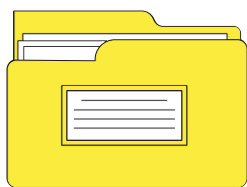


Complaints filed in the area of publicity this year recorded an uptick for the first time since 2020-21. Despite seeing a drop last year, complaints filed in the areas of associations and housing increased, with housing numbers doubling from last year.

Cumulatively, the numbers for publicity, associations, and housing related complaints continue to be small, comparative to services and employment, the main areas of filed complaints.

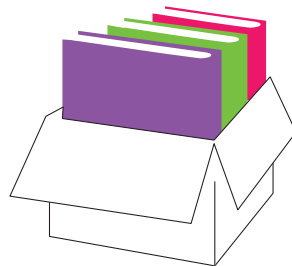
Number of filed, closed, and active complaints, 2024-25

The Commission successfully closed 279 complaints this year, and the year ended with 272 active complaints on the roster. Similarly, the Commission reduced its complaints backlog significantly, from 80 complaints awaiting to be assigned to an investigator at the end of last year (as of March 31, 2024), to 43 this year (a 46 percent decrease). However, the complaints backlog is still significant and is projected to take a few more years to eliminate.



269

complaints filed
this year



279

complaints closed
this year



272

total active complaints
at year end

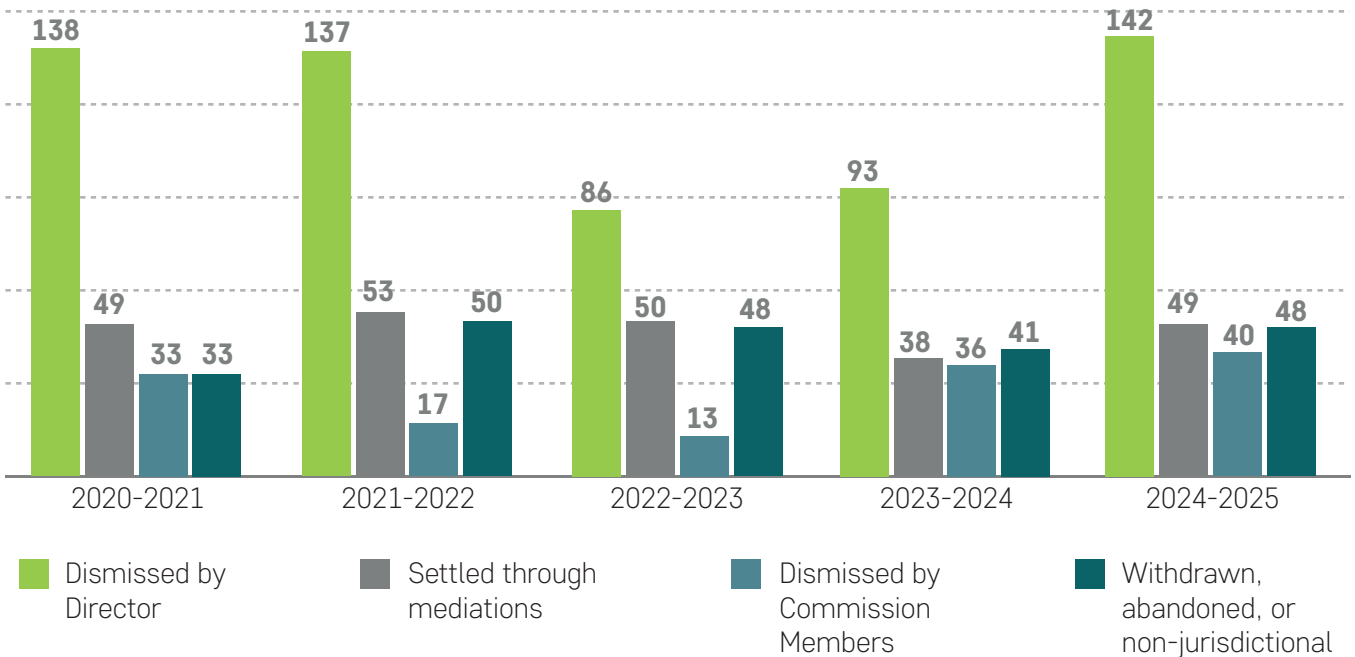
Backlog refers to active complaints awaiting assignment due to staffing constraints. For the past few years, the Commission has been undertaking proactive measures and a sustained effort to reduce its backlog. These concerted actions have resulted in steady and significant reductions over the last two years.



Steps we have taken to address backlogged complaints include:

- Prioritizing resolution of oldest complaints in the complaints roster
- Identifying and implementing efficiencies in the complaints investigation process
- Implementing new strategic inter-unit collaboration in the processing of complaints
- Emphasizing settlement of complaints through mediation
- Revamping the complaints triage process

How the complaints were closed



A significant number of complaints were dismissed by both the Director and Members of the Commission for being without merit, a determination staff and Commission Members make after review of each complaint, which may include investigation and legal analysis.

Similarly, substantial complaints were settled in mediation or withdrawn by complainants, while referrals to the Labour and Employment Board (LEB) also increased compared to last year.

The number of complaints dismissed by the Director includes complaints closed at the LEB level.

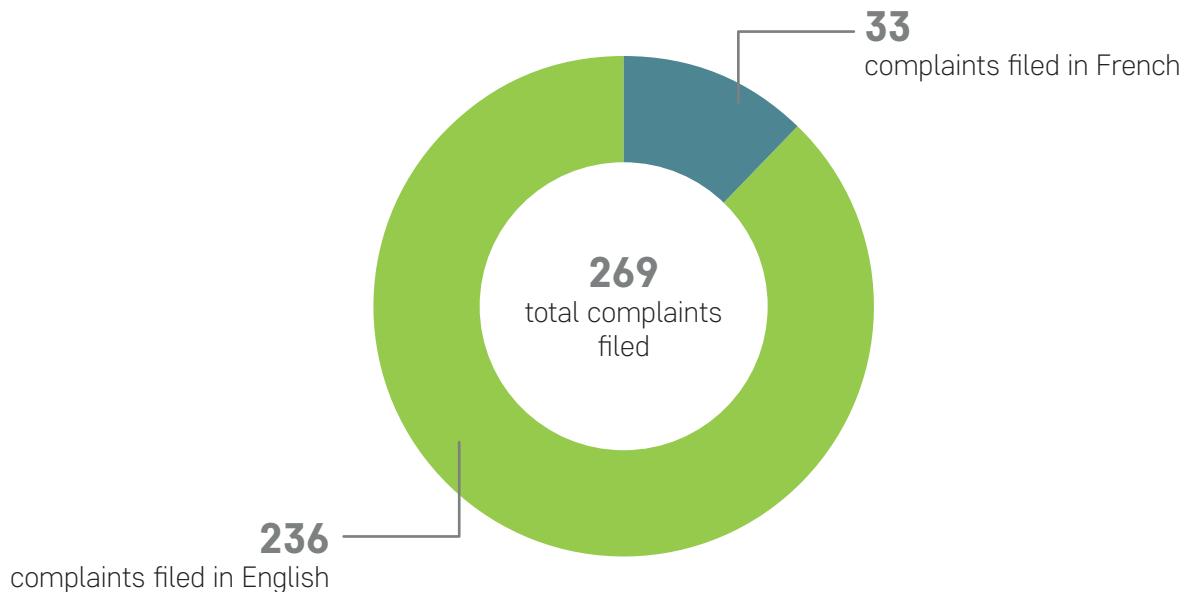
As complaints become more intricate and human rights challenges increase in complexity, and as the Commission resolves the backlog of complaints awaiting investigation, the Commission anticipates that referral of complaints to the LEB will continue to go up in the coming years.

Appeals from Director’s dismissals

When a decision is made by the Director in a complaint, including to dismiss or not to dismiss the complaint, parties have the right to request a review of this decision, which is referred to as an appeal.

The Commission received 39 requests for review of a Director’s decision to the Commission Members. In 37 of these requests, Commission Members agreed with the Director’s findings and upheld the dismissals. In two matters, based on the information provided by the complainant in their appeal submission, the Director’s decision was rescinded, and the file was re-opened and referred back to the Commission’s compliance process.

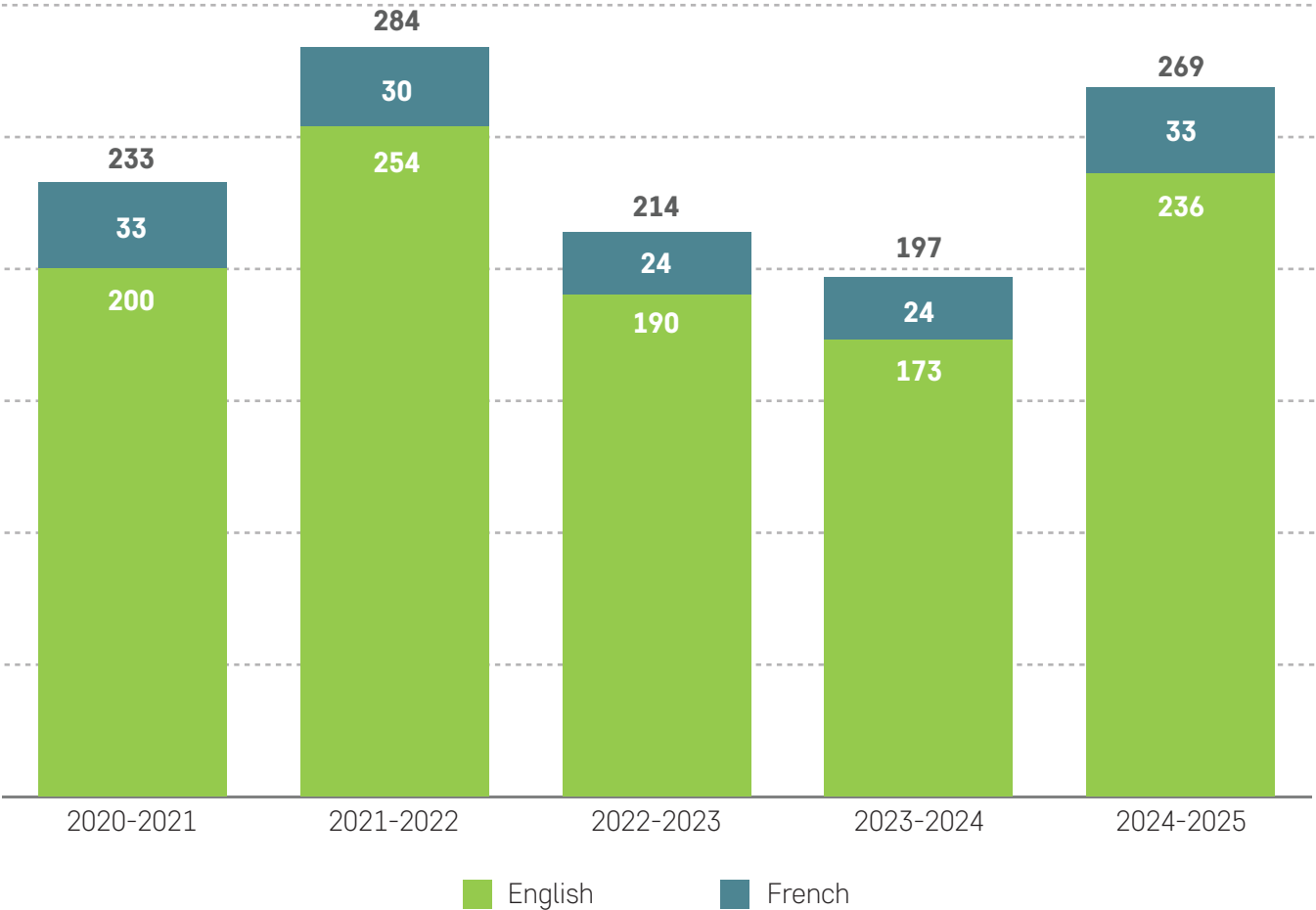
Language of complaints



Over the past five years, the Commission has seen the number of complaints filed in French remain steady, ranging from 11 to 14 percent of all complaints filed in a given year. During the same period, the number of complaints filed in English tended to increase, commensurate with the total complaints filed each year.

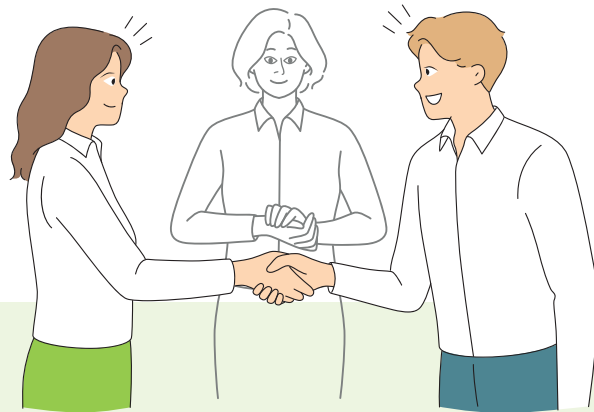
Considering that approximately 30 percent of the New Brunswick population is Francophone or speaks French at home (Statistics Canada, 2021), the Francophone demographic may be under-represented in complaint numbers. While the factors of lower representation are difficult to pinpoint with certainty, the Commission takes all requisite measures to ensure that its services are delivered to the population of New Brunswick in the official language of their choice.

Language of complaints, 2020-25



Commission's mediation services

If parties agree to try and settle a complaint by mediation, Commission staff, acting as a neutral third party, facilitate mediation discussions between the parties, in an effort to reach a settlement. Mediation is voluntary, it is confidential, and it is conducted without prejudice to either party.

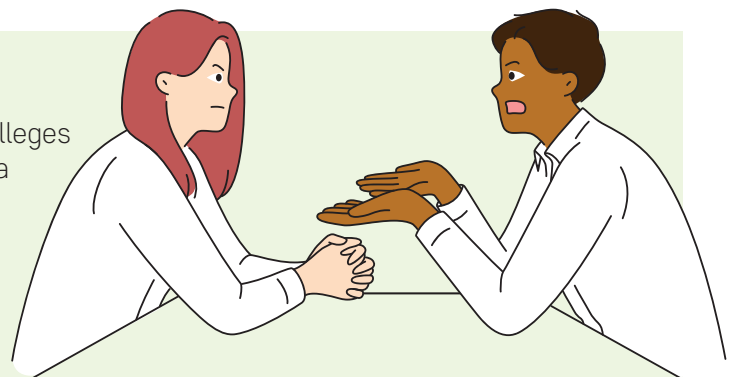


When a complainant files a complaint with the Commission, the Commission offers its mediation services to the parties, in case they are interested in settling their dispute through mediation. The Commission's mediation services are free of charge and can be availed at any stage in a complaint's lifecycle.

Complainant vs. Respondent

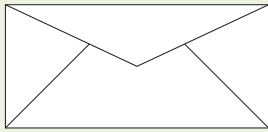
A complainant is an aggrieved person or party who alleges discrimination linked to a protected ground and files a complaint based on that allegation with the Commission.

A respondent is a person, party, or organization against whom a complaint of discrimination is filed.

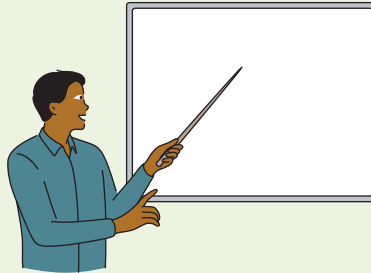


Mediation settlements can include monetary compensation, such as general damages (compensation for injury to dignity, feelings, or self-respect) and/or special damages (compensation for loss of pay or benefits), policy changes, etc.

Settlements can also include non-monetary compensation, for example:



A letter of apology to the complainant



Human rights training for the organization or individuals involved



Changes in the organization's policies and practices

Types of settlement parties may reach

When parties agree to settle a complaint, the terms of settlement are confidential, and they can include:



Damages for the complainant



Human rights training for the respondents, management team, and/or staff



Apologies either in writing or verbal



Reinstatement of the complainant in the workplace



Policy changes or development



Policy review from the Commission

In some situations, terms of settlement may include:



Press releases



Creation of committees for reviews of policies and procedures



Publication and training of modified policies and procedures

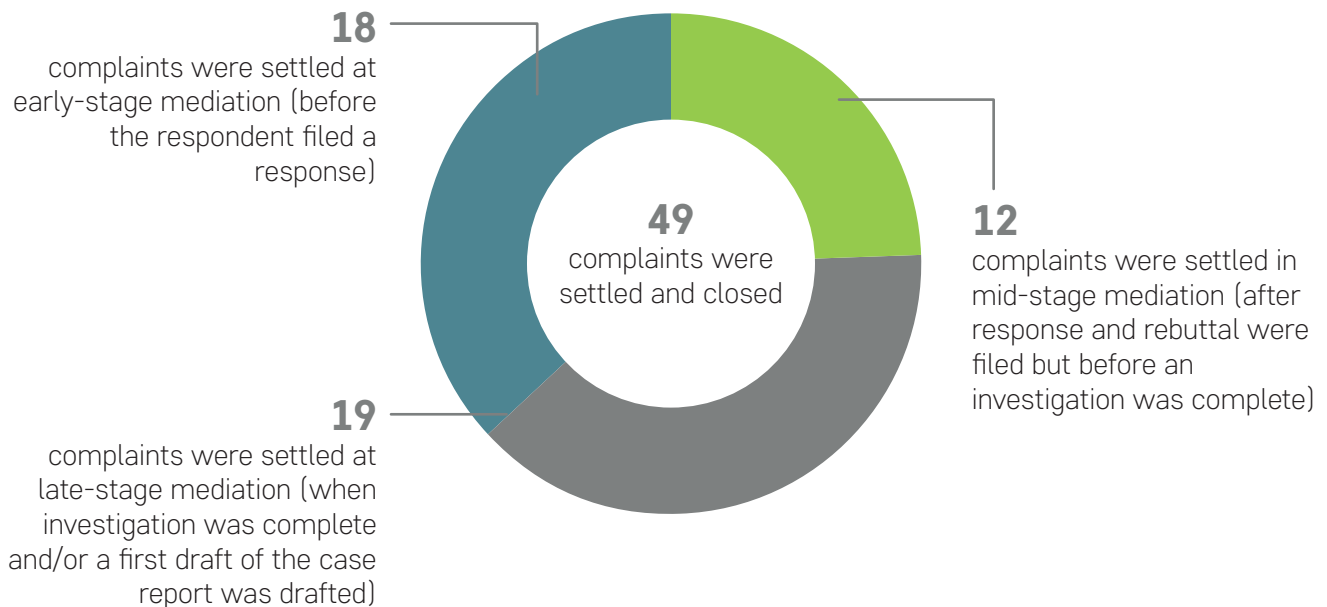
Stages of mediation

Complaints can be settled at different stages of a complaint's lifecycle, including early-stage mediation, middle-stage mediation, and late-stage mediation.

Occasionally, a complaint may be settled at pre-complaint stage, i.e. before a complainant has filed a formal complaint. However, because of various factors, pre-complaint mediations happen very rarely.

Complaints can be mediated at different stages of a complaint proceeding

Settlement of complaints by numbers



This year the Commission settled **49 complaints** at different stages of the mediation process:

Complaints filed with the Commission also get settled at the LEB level. However, since that process is outside the Commission's purview, the above numbers do not include complaints that were settled at the LEB this year.

Terms of settlement

A settlement typically includes monetary awards, including general or special damages, and non-monetary compensation. In the 49 settlements completed this year, the Commission was successful in achieving the following outcomes:

- Over **\$555,794** in total cumulative monetary settlements, including **\$537,976** in general damages.
- Human rights training.
- Letters of recommendation and apologies provided by employers.
- Accommodation of employees through modified work schedules and improved work environment.
- Settlements allowing tenants to have service animals in housing units.

Settlement stories: Persons whose complaints were resolved by the Commission through mediation

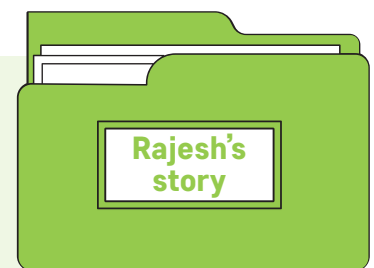
These brief accounts provide a glimpse into the day-to-day pulse of the Commission's operations and process; they show how the Commission settled complaints and provided relief to complainants, amidst the tension and urgency that pervades our mediation work.

Note: Names in these stories have been changed to respect the privacy of the parties.

Physical disability discrimination in services resolved through mediation

Rajesh's story: Rajesh obtained services through a local organization which advertised that they offered accommodations for people with physical disabilities such as visual or hearing impairment. However, when he participated in the organization's services, their facility was not equipped to provide the service to individuals with certain disabilities as advertised. When Rajesh approached the service provider to help resolve the issue, they failed to address his request appropriately.

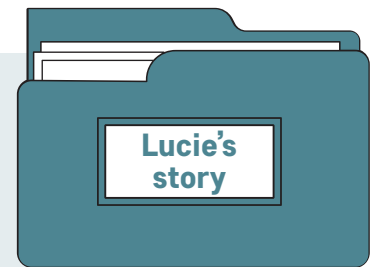
Resolution: Rajesh filed a complaint against the service provider, alleging physical disability discrimination in provision of services. Both parties agreed to participate in the Commission's mediation process, which concluded successfully. The service provider agreed to compensate Rajesh with general damages for injury to his dignity, feelings, and self-respect, issue an in-person apology to Rajesh, provide human rights training to their employees, and update their policies on serving individuals with disabilities. Rajesh agreed to the offer and the mediation was completed successfully.



Mental disability discrimination in employment resolved through mediation

Lucie's story: Lucie was employed with an organization where she felt overworked and was struggling with anxiety and depression. She went off work for a few weeks as recommended by her doctor. Upon her return, the employer informed her that her position had been eliminated, as the organization was overstaffed and there wasn't enough work for all employees. Lucie alleged that her position was terminated due to her mental illness, as there was sufficient work at the organization and new employees had also been hired.

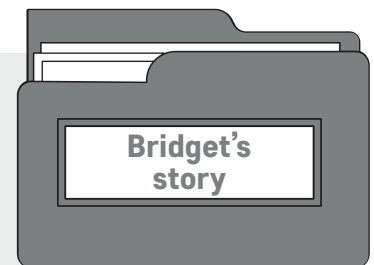
Resolution: Lucie filed a complaint against her former employer, alleging mental disability discrimination in employment. Both parties agreed to participate in the Commission's mediation process. The employer agreed to compensate Lucie with general damages for the injury to her dignity, feelings, and self-respect, and it agreed to have all its staff and management participate in human rights training provided by the Commission. Lucie agreed to the employer's offer and the mediation was completed successfully.



Sex, social condition, and mental disability discrimination in housing resolved through mediation

Bridget's story: Bridget alleged that her housing provider refused to acknowledge her mental disability, refused to communicate with her because she was a woman, and treated her differently than other tenants because of her social condition. She made numerous requests to the housing provider for accommodations related to her protected characteristics, but these were not provided and, in one instance, the landlord commented that she was just a "woman who liked to cause trouble".

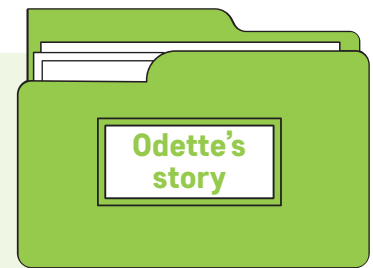
Resolution: Bridget filed a complaint against her housing provider, alleging sex, social condition, and mental disability discrimination in housing. Both parties agreed to participate in the Commission's mediation process. The housing provider agreed to compensate Bridget with general damages for injury to dignity, feelings, and self-respect. Bridget agreed to the offer and the mediation was completed successfully.



Age, sex, and family status discrimination in services resolved through mediation

Odette's story: Odette, a mother with young children, alleged that she was refused entry to the respondent's premises to obtain their services because of the age of her daughter, and the fact that she was breastfeeding.

Resolution: Odette filed a complaint against the service provider, alleging sex, age, and family status discrimination in provision of services. Both parties agreed to participate in the Commission's mediation process. The organization agreed to compensate Odette with general damages for injury to dignity, feelings, and self-respect, to take human rights training offered by the Commission, and to change their policy regarding the use of their services by young families and breastfeeding mothers.



Commission's investigation unit

When a complaint is not settled through mediation or dismissed at the Director level, the Commission investigates the complaint to assess its merits, and, based on the findings of the investigation, makes a recommendation to Commission Members to either dismiss the complaint or refer it to the Labour and Employment Board (LEB).

Investigations may involve:

- Close legal and factual review of the submissions from both complainants and respondents
- Obtaining and analysing relevant documentation related to the allegations
- Conducting interviews with parties and witnesses
- Corroborating evidence, including documentation, interviews, and statements of parties
- Reviewing physical locations or premises, if relevant to a complaint

At the conclusion of an investigation

1

The Investigator drafts a **Case Analysis Report**, which outlines the parties' positions and the evidence collected during the investigation.

2

The Investigator analyzes the collected information to determine whether the complainant has established an arguable case of discrimination.

3

If an arguable case is established, the Investigator recommends that Commission Members refer the matter to the **Labour and Employment Board (LEB)**.

If an arguable case has not been made out, the Investigator recommends dismissing and closing the complaint.

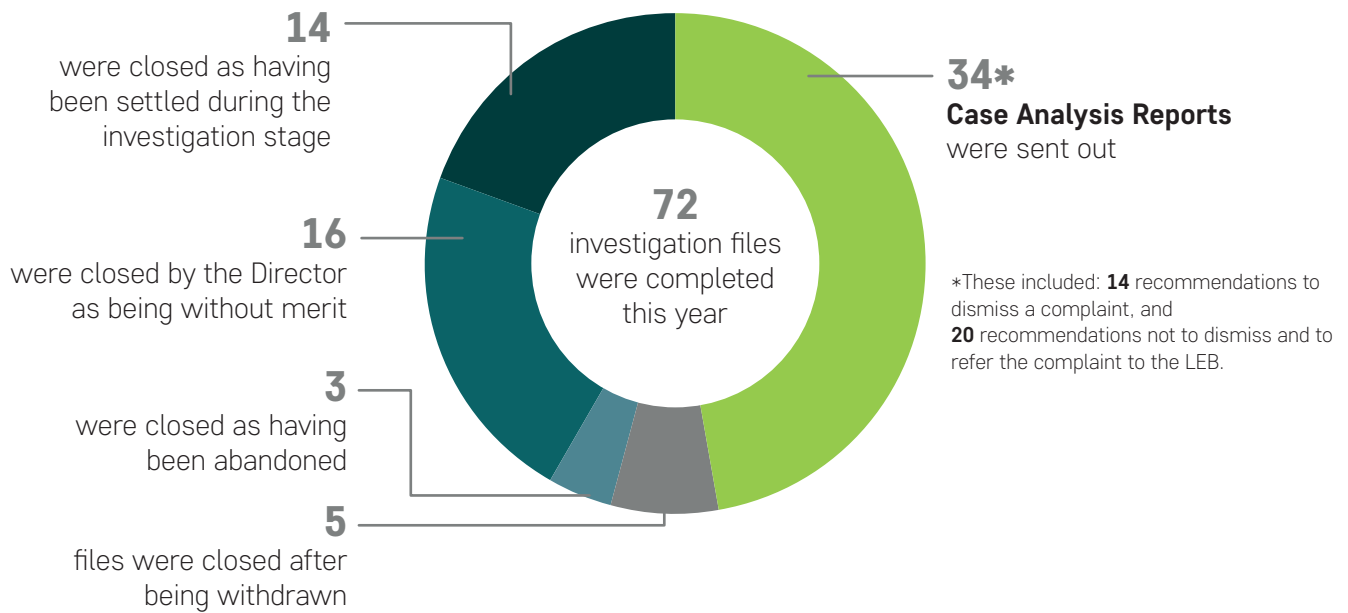


Shared functions of Investigation and Legal Units

If, at the conclusion of the investigation, the findings support an arguable case of discrimination, the Investigator recommends that Commission Members refer the matter to the LEB.

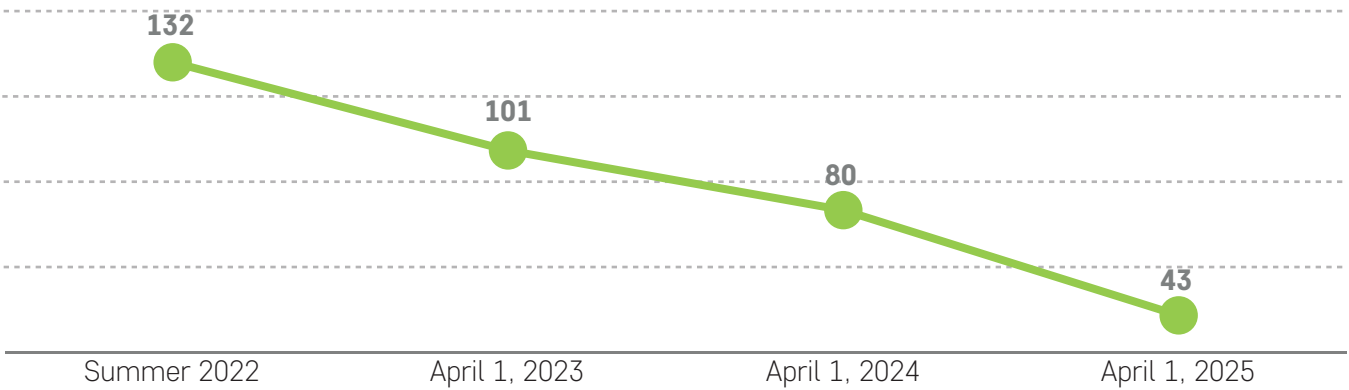
When a complaint is referred to the LEB, **the complaint file moves from Investigation to the Legal Unit until the complaint is closed at the LEB level.**

How the investigation files were processed



Last year, 61 investigation files were completed, which included 36 Case Analysis Reports (CARs), compared to 72 investigations and 34 CARs sent out this year.

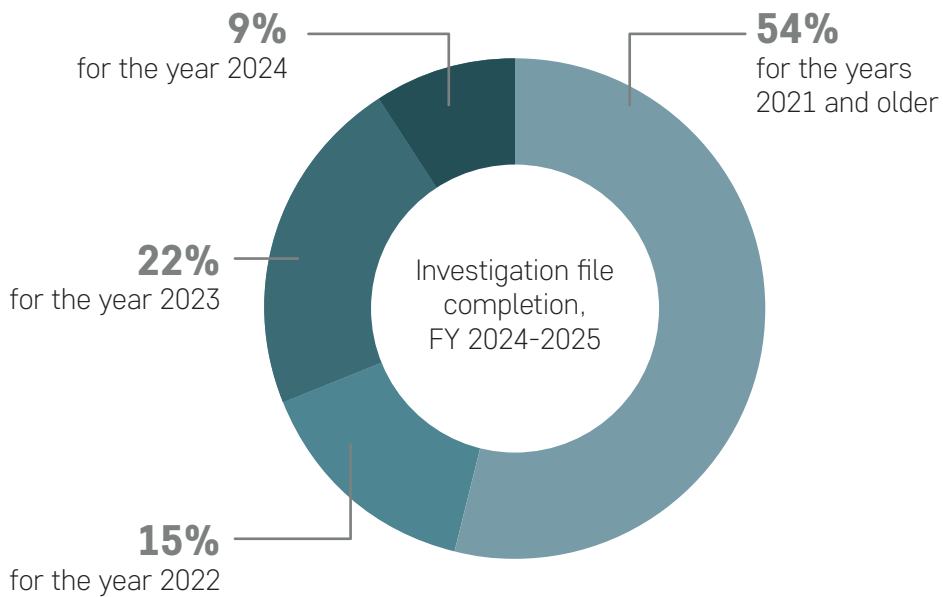
The number of complaints awaiting an available Investigator



The number of complaints awaiting an available Investigator peaked in the summer of 2022 at 132 files. As of April 1, 2023, that number had dropped to 101 – a 23.5 percent decrease in six months. On April 1, 2024, by comparison, 80 complaints were awaiting an available Investigator – a 20.8 percent decrease in a year.

On April 1, 2025, this number dropped to 43, representing a 46 percent decrease.

This steady decrease in numbers is an outcome of the Commission’s concerted and ongoing efforts over the past several years to improve the quality of service it provides to New Brunswickers. The Commission remains committed to introducing further improvements in this metric, with a focus on the principles of accessibility, transparency, and accountability in its role as a public service organization.



The Commission is continuing its efforts to decrease its complaints backlog from past years by expediting the resolution of the oldest complaints in its roster. As a result, the Commission has concluded investigations in all complaints older than 2021 as of this fiscal year, and the next year should see a further decline in complaints outstanding from 2021 and onwards.

Narratives of investigations

The following are abbreviated accounts of a few investigation files completed by Commission Investigators this year. The accounts provide a snapshot of the work involved at the investigation stage of a complaint's lifecycle.

Note: Names in these stories have been changed to respect the privacy of the parties.

Investigating alleged race discrimination in employment

Maureen alleged that she was discriminated against by her employer on the basis of her race when her supervisor allegedly made discriminatory comments, and when she was terminated during her probationary period.

During the investigation, five individuals were interviewed and the complainant's personnel files, including performance evaluations, were obtained and reviewed.

During the investigation, witnesses did not support the complainant's allegation pertaining to discriminatory comments, and a review of detailed performance documents revealed well documented skill deficits over the course of her probationary period, for which ongoing coaching was provided to the complainant. Moreover, her probation was also extended to allow for additional time and coaching; however, the records indicated that by the 12-month point, it was evident that the complainant's skills and abilities were not a suitable match for the position.

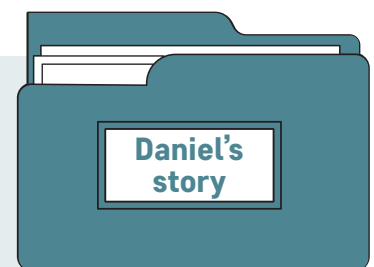
As a result, the Investigator made a recommendation to dismiss the complaint, as witness information did not corroborate the complainant's allegation of discriminatory comments, and, on a balance of probabilities, it did not appear that the complainant's race was a factor in her termination. Commission Members agreed with the recommendation and dismissed the complaint as being without merit.



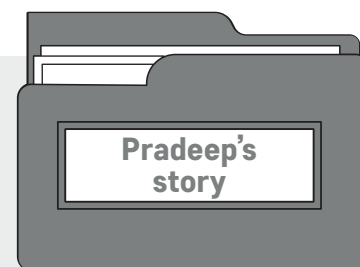
Investigating alleged physical disability discrimination in housing

Daniel alleged that he was discriminated against by his landlord when his request to continue having a dishwasher and a washing machine in his apartment unit to accommodate his mobility issues was denied, resulting in his inability to perform basic housework.

However, in his interview, the complainant advised the Investigator that he never used the appliances himself, and they were only used by his partner. His partner did not have a disability and did not require an accommodation. Therefore, the complaint was dismissed by the Director as being without merit, as the complainant was unable to establish that he had suffered an adverse impact in housing as a result of his disability.



Investigating alleged family status discrimination in employment



Pradeep alleged that he was discriminated against on the basis of his family status when his employment was terminated due to multiple instances of arriving late at work. The complainant alleged that he was late for work on a recurring basis due to his childcare arrangements, which were unavoidable. The respondents acknowledged that the complainant's excessive tardiness (21 instances) was one factor, among many, in his termination, but denied that his family status was a factor in the termination decision.

The investigation revealed that the complainant had to drop off his children at daycare each morning, which he could not do prior to 7:45 AM, as that was the time the daycare opened. Due to this, and depending on the traffic, he could sometimes reach the office on time (8:00 AM), and on other days he would be late by 10-15 minutes.

An interview with the complainant's union representative confirmed that the complainant had explained the reason for his recurring tardiness to his employer (i.e. childcare obligations), and that he had asked to be accommodated to a slightly modified work schedule (i.e. 8:30 AM – 5:00 PM, instead of 8:00 AM to 4:30 PM). However, this accommodation request was denied by the respondents and the complainant was terminated.

Prior to the conclusion of the investigation and Case Analysis Report being drafted, the parties agreed to enter mediation discussions facilitated by a Commission mediator, and the matter was settled and closed.

Investigating alleged mental disability in services



Theresa alleged that she was discriminated against by her educational institution on the basis of her mental disability when, during a meeting with several senior administrative staff, she was bullied, the legitimacy of her requested accommodation was questioned, and her request for accommodation was denied.

During the investigation, six individuals were interviewed, including the parties to the complaint and additional witnesses. Copies of correspondence between the parties before and after the referenced meeting were obtained and reviewed, and copies of the meeting minutes and the complainant's accommodation file were also obtained and reviewed.

The investigation concluded with a recommendation to dismiss the complaint, as witness information and meeting minutes did not corroborate the complainant's version of events. While it appeared that the complainant did not appreciate the information and/or tone used during the meeting, the evidence was insufficient to demonstrate that the complainant was discriminated against on the basis of her disability during this meeting, or that any request for accommodation had been denied. The Commission Members dismissed the complaint as being without merit.

Investigating sexual harassment and physical disability discrimination in employment



Martha alleged that she was sexually harassed by her employer when he asked her to share a hotel room with him on a business trip, and that she was discriminated against on the basis of her physical disability when she was terminated approximately one month after she missed five days of work due to a disability-related illness. The respondent acknowledged asking the complainant if she wanted to join him on an upcoming business trip for work-related purposes, but he denied asking her to share a room with him or that there was anything sexual in nature in their interactions. The respondent also denied that the complainant's termination was related to her disability.

With respect to the allegation of sexual harassment, during the complainant's interview, the complainant provided information that significantly contradicted what she had alleged in her complaint form. In addition, she acknowledged that, although she could not recall the date, location or other details about the alleged sexual harassment comment, she did recall telling her employer that she didn't want to take a room together, and that she had family in the area she could stay with. According to her, the employer was fine with her response, he never mentioned the incident again, and it did not have any negative impact on her work opportunities or work environment.

With respect to the allegations of physical disability discrimination, the evidence confirmed that the complainant had missed five days of work for medical reasons and that the respondent had arranged to cover those shifts, and that afterwards she had returned to work as scheduled. Evidence also demonstrated that one month later, the complainant altered the work schedule for herself and her colleague, so that the complainant would have a longer Christmas holiday, without having the authority to modify schedules. In her interview, the complainant acknowledged that the sole reason the respondent terminated her employment was because she had unilaterally modified the work schedule.

A complainant has the legal onus to establish an arguable case of discrimination against a respondent, which the complainant failed to satisfy in the present complaint. She was vague and inconsistent in her allegations against the respondent in her complaint and interview; she did not satisfy the three-part sexual harassment test set out by the Supreme Court of Canada; and she herself acknowledged in her interview that her protected characteristics were not factors in her termination. For these reasons, the complaint was dismissed by the Director as being without merit.

Note: The above examples highlight investigation files that were closed by a variety of means during this fiscal year. For investigations that resulted in the matter being referred to the LEB, see "Narratives of complaints referred to the LEB" in the following Legal summary section.

Legal summary

In 2024-2025, the Commission referred 23 new files to the provincial Labour and Employment Board (LEB). When the Commission completes the investigation of a complaint, and the findings of the investigation appear to establish an arguable case of discrimination, Commission staff recommend that Commission Members refer the complaint to the LEB.

Labour and Employment Board (LEB)

The LEB is a quasi-judicial tribunal established under the New Brunswick *Labour and Employment Board Act*. It has powers to conduct an inquiry into a human rights complaint, make a finding of discrimination based on the New Brunswick *Human Rights Act (Act)*, and to award monetary compensation and other non-monetary remedies.

Decisions of the LEB can be judicially reviewed to the Court of King's Bench of New Brunswick and those decisions may be appealed to the New Brunswick Court of Appeal. A party may also seek leave to appeal to the Supreme Court of Canada after the New Brunswick Court of Appeal has rendered a decision.

When Commission staff complete an investigation into a complaint, and the findings of the investigation establish an arguable case of discrimination, Commission staff recommend that Commission Members refer the complaint to the LEB to conduct an inquiry into the matter. Once the complaint is at the LEB, the Commission becomes a party to the matter, and may have carriage of the complaint, but at no time does the Commission represent the complainant. At all times, the Commission represents the public interest.

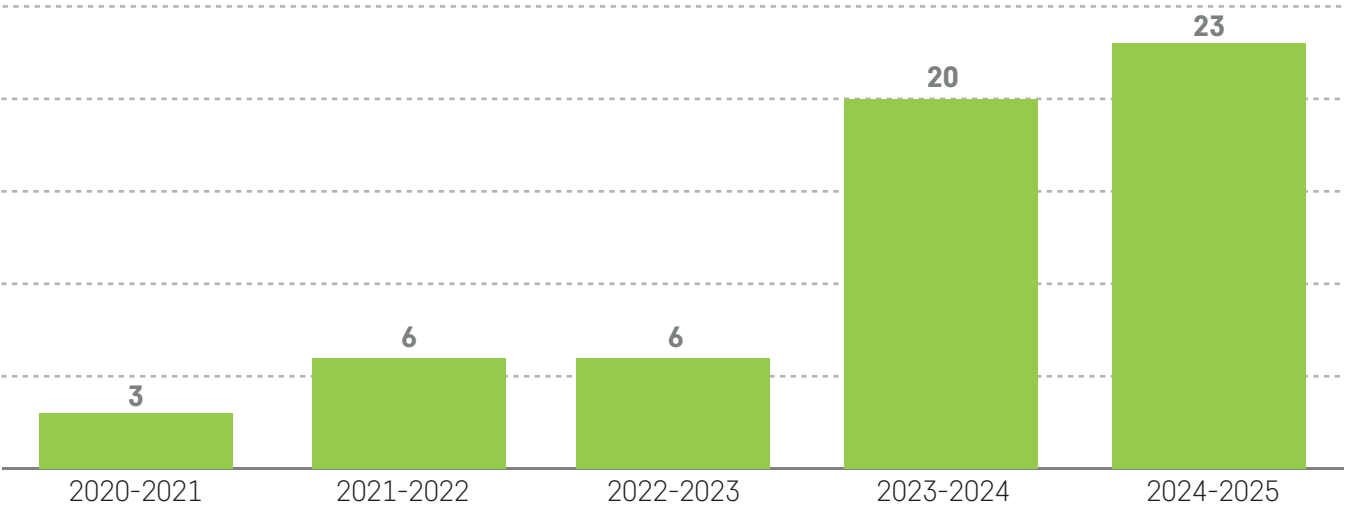
When the Commission refers a complaint to the LEB, the complaint is not closed at the Commission level or in the Commission's system until proceedings before the LEB or the courts have been finalized. Therefore, files pending before the LEB are accounted for within the Commission's total active files.

Complaints referred to the LEB

The Commission referred 23 new files to the LEB this year, and 21 complaints were already before the LEB from previous years' referrals. Since 12 files were completed or resolved at the LEB during this fiscal year, the year ended with 32 active files before the LEB.

At the LEB level, parties may agree to engage in mediation in an attempt to resolve the matter. If a matter is settled as a result of mediation at the LEB level, depending on the conditions of settlement, it may take several months before the matter is deemed closed both at the LEB and at the Commission, as all conditions of settlement must be met prior to file closure.

Accordingly, several files have been resolved at the LEB level, but the Commission must ensure that all settlement conditions have been met before it will formally close a file, and once an order of closure from the LEB has been received.



Narratives of complaints referred to the LEB

The following are abbreviated accounts of a few investigation files completed this year that resulted in referrals to the LEB.

Alleged sexual harassment in employment

The complainant alleged that she was discriminated against on the basis of sexual harassment during the course of her employment when her supervisor touched her in an inappropriate and sexual manner and when her employer failed to adequately address her allegations. She further alleged that her employer required her to continue to work with this supervisor on the day of the alleged incident. The respondent employer maintained that they had a harassment policy in place, and they followed their policy and maintained that at no time on the day of the incident did the complainant state that she was unable to continue to work with the supervisor. The supervisor denied all of the complainant's allegations.

During the investigation, Commission staff reviewed the parties' submissions, the respondent employer's policies, the respondent employer's internal investigation results and notes, including the statements of alleged witnesses, and Commission staff also interviewed a witness who had indicated that she was present during the alleged incident between the complainant and the supervisor. Based on the information gathered, Commission staff and Commission Members determined that the information was sufficient to support an arguable case of sexual harassment discrimination against both the supervisor and the employer and Commission Members referred the matter to the LEB.



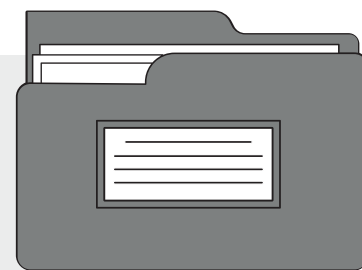
Alleged mental disability discrimination in services

The complainant alleged that he was discriminated against on the basis of his mental disability in services when representatives of the respondents repeatedly asked him about the validity of his service animal, and when he was denied services because of his reliance on a service animal for his mental disability. The respondents denied discriminating against the complainant, and maintained that they had no intention to discriminate, and they were following their guidelines to ensure the safety of the complainant, the service animal, and others.

During the investigation, Commission staff received information from the parties and the information provided supported the allegations that the respondents had imposed restrictions upon the complainant due to the presence of his service animal. The information gathered also indicated uncertainty regarding some of the complainant's allegations, which could only be determined on an assessment of credibility. As a result, Commission Members determined that the information was sufficient to support an arguable case of discrimination, and the matter was referred to the LEB.



Alleged physical disability discrimination in employment



The complainant alleged that she was discriminated against on the basis of her physical disability when her employer and manager failed to provide her with modified employment equipment in a timely manner, and when they failed to modify an employment system to meet her accommodation needs. She alleged that due to these accommodation failures, she had no choice but to resign from her employment. The respondents denied discriminating against the complainant and maintained that their accommodation efforts were timely and reasonable.

During the investigation, Commission staff interviewed nine individuals, reviewed the complainant's personnel file, and reviewed messages between the complainant and others, including the respondent manager. The information gathered indicated that there was significant delay of over a year in providing the modified employment equipment to the complainant to accommodate her physical disability, and that a respondent representative had indicated that a simple piece of equipment was required to accommodate the complainant. The information also indicated that the respondents did not take steps to inquire about modifying the employment system to accommodate the complainant's disability, despite being aware of her need for accommodation. As a result, Commission Members determined that an arguable case of physical disability discrimination against the respondents was established, and they referred the matter to the LEB.

Alleged mental disability discrimination in housing



The complainant alleged that she was discriminated against on the basis of her mental disability in housing when her landlord charged an extra monthly fee for her medically prescribed emotional support animal (ESA). The respondents denied discriminating against the complainant and maintained that under the law they are not prevented from charging extra fees from tenants with ESAs.

During the investigation, Commission staff confirmed that the complainant was medically prescribed an ESA due to her mental disabilities, and that she had provided medical documentation to the respondents that supported that her cat was an ESA. Further, the investigation revealed that a representative of the respondents had contacted the Commission at the time the complainant was seeking accommodation and prior to the complaint being filed, and Commission staff had informed them that landlords were not permitted to charge tenants extra fees for service animals or ESAs. The representative was also advised to consult the Commission's *Guideline on Accommodating People with Service Animals*.

As the respondents acknowledged charging the complainant extra on a monthly basis for her medically prescribed ESA, Commission Members determined that an arguable case of mental disability discrimination was established against the respondents, and they referred the matter to the LEB.

Decisions rendered by the LEB

Several complaints referred by the Commission to the LEB are still active at the LEB level, while others were settled via the mediation services offered either by the Commission or the LEB.

Ongoing preliminary issues are being dealt with and hearings are being scheduled in some of the current complaints before the LEB, while others are undergoing mediation discussions. In some matters, written decisions of the LEB are awaited following the completion of hearings.

During the 2024-2025 fiscal year, the LEB rendered four decisions following full hearings on the merits of the complaints. Below are summaries of these four decisions with links to the full decisions.

1. *Farquharson v University of New Brunswick Saint John and Dylan Dahlgren*

Context: In this complaint, the complainant alleged that he was discriminated against on the basis of his mental disability when he was subjected to derogatory and demeaning comments and when he was refused accommodation during the invigilation of a mid-term exam in February 2019. The respondents denied discriminating against the complainant, making offensive comments, or refusing to accommodate the complainant.

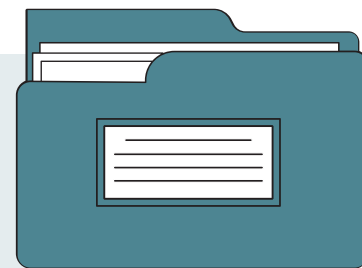
After Commission staff completed its investigation, Commission Members referred the complaint to the LEB, as the matter turned on the issue of credibility of the parties, and because the respondents were unable to provide sufficient documentation to refute the complainant's allegations.

The hearing before the LEB took place in April 2024, and a decision was rendered on July 23, 2024. The LEB found that while the complainant has a protected characteristic under the *Act* (mental disability), the complainant had not established that discrimination had occurred. The LEB found the complainant's testimony during the hearing to be inconsistent compared to the named respondent. The complaint was dismissed by the LEB.

Full case: *Farquharson v. University of New Brunswick, et al*, 2024 CanLII 81396 (NB LEB), <https://canlii.ca/t/k6jq7>



2. *Tingley v Easy-Kleen Pressure Systems Ltd. and Michael Mason*



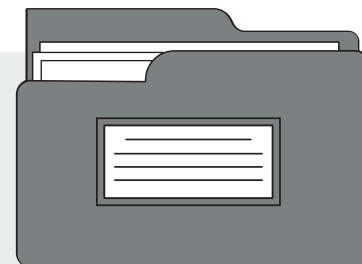
Context: The complainant alleged that he was discriminated against on the basis of his sexual orientation by the respondents when Michael Mason made discriminatory comments about his sexual orientation and when his employment was terminated. The respondents denied discriminating against the complainant, and they denied making discriminatory comments about the complainant's sexual orientation. They maintained that the complainant was terminated during his probationary period due to work performance issues.

After Commission staff completed their investigation, Commission Members referred the matter to the LEB, as the matter turned on an issue of credibility between the parties, and the respondents were unable to provide the Commission with sufficient documentation to refute the allegations.

The LEB hearing took place in January 2024 and then in March 2024, and a decision was rendered on September 10, 2024. The LEB found that the complainant's testimony was less credible and less reliable compared to the other two witnesses who testified during the hearing, as the complainant admitted that he has difficulties with his memory; refused to accept responsibility for his work deficiencies; refused to accept responsibility for his loud and aggressive outbursts in the workplace; was prone to make assumptions; and had contradictions in his written complaint and testimony. As a result, the LEB preferred the testimony of the other two witnesses over the complainant's testimony. The LEB found that the evidence was not sufficient to support that the respondents violated the *Act* and therefore dismissed the complaint.

Full case: *Tingley v Easy-Kleen Pressure Systems Ltd. et al*, 2024 CanLII 100982 (NB LEB), <https://canlii.ca/t/k7ffv>

3. *Chouhan v Fundy Rocks Motel and Wayne Gaskin*



Context: The complainant alleged that he was discriminated against on the basis of his race, colour, creed or religion, national origin, and place of origin in the provision of services at a motel. The complainant arrived at the motel with his family for an overnight stay, and he alleged that Wayne Gaskin asked him where he was from. When the complainant replied "Brampton", Gaskin said in a racist and derogatory tone, "Little India", and treated him with contempt. He alleged that the respondents refused to provide the complainant and his family with the reserved accommodations he had booked online, and ultimately refused to provide any accommodation. The respondents denied discriminating against the complainant and maintained that the denial of services occurred because the complainant disputed the pricing.

After Commission staff completed their investigation into the matter, Commission Members referred the complaint to the LEB, as the matter turned on an issue of credibility between the parties, and the respondents were unable to provide sufficient documentation to refute the complainant's allegations.

The respondents did not attend the LEB hearing that took place on July 16, 2024, despite being aware of the hearing date, and a decision was rendered by the LEB on September 11, 2024. According to the LEB, the respondents discriminated against the complainant and were jointly and severally liable for special damages in the amount of \$317.69 and general damages in the amount of \$15,000. The LEB also ordered Gaskin to attend one-day human rights training within three months of the date of the decision.

Full case: *Chouhan v Fundy Rocks Motel et al*, 2024 CanLII 100984 (NB LEB), <https://canlii.ca/t/k7fft>

4. *Barton v Nordia Inc.*

Context: The complainant alleged that he was discriminated against on the basis of his physical disability when the respondent failed to provide him with a proper work chair in a timely manner for his accommodation needs. He alleged that due to this delay, he had no choice but to purchase a chair himself, and the respondent refused to reimburse him for it. The respondent acknowledged that some delay occurred in the accommodation process but denied discriminating against the complainant. They maintained that they purchased a chair for the complainant, but he refused to use it.

After Commission staff completed their investigation, Commission Members referred the matter to the LEB, as they determined that the information was sufficient to support an arguable case of physical disability discrimination against the respondent due to the significant delay in providing the requested accommodation.

The hearing before the LEB took place on September 10, 2024, and a decision was rendered on October 28, 2024. The LEB found that the respondent discriminated against the complainant, as the respondent failed to accommodate the complainant in a timely way, which had an adverse impact on the complainant. It also found that while the respondent ultimately provided the complainant with a chair, the said chair did not meet all the complainant's needs or the recommendations of his ergonomic assessment.

The LEB ordered the respondent to pay the complainant \$5,000 in general damages, and to reimburse \$834.90 to the complainant for the price of the chair he had to purchase himself due to the respondent's delay.

Full case: *Barton v Nordia Inc.*, 2024 CanLII 117908 (NB LEB), <https://canlii.ca/t/k84gw>,



Judicial review and Court of Appeal matters

When a decision on a complaint has been rendered by the Commission or the LEB and a party to the complaint disagrees with the decision, they have the right to appeal the decision by filing a judicial review application at the Court of King's Bench of New Brunswick. In this fiscal year, the following decision was issued on judicial review by the Court of King's Bench.

Campbell v The City of Saint John et al, NBKB 023

Background: The complainant filed a complaint with the Commission alleging that he was discriminated against on the basis of his physical disability and age by his employer and union when they denied him benefits under the *Heart and Lung Act* and when they offered him an accommodation that was not appropriate. The complainant had filed a Time Limit Extension Request on September 3, 2020, as he alleged that the discrimination had begun to occur in March 2015, and he did not file his complaint with the Commission until June 17, 2020.

The respondents filed a response to the complainant's Time Limit Extension Request and denied discriminating against the complainant.

Commission staff drafted a Time Limit Extension Report and a Summary Dismissal Report (report) on the matter, containing recommendations for Commission Members. The reports were shared with the legal representatives of both parties for their response prior to the Commission Members' decision on the matter.

Commission's decision: On October 20, 2023, Commission Members advised the parties that they had decided to accept all the recommendations of the report. They found that the circumstances did not warrant a time limit extension with regard to the alleged incidents of discrimination that occurred prior to June 17, 2019. Commission Members also dismissed all aspects of the complaint as being without merit, pursuant to subsection 19(2)(a) of the *Act*, as the information was not sufficient to support an arguable case of age and physical disability discrimination against the respondents.

Court of King's Bench: On June 19, 2024, the complainant filed an application for judicial review against the Commission Members' decision. The complainant argued that the Commission had breached its obligation of procedural fairness to the complainant by failing to disclose the respondent's written submissions in response to the report, and not providing him an opportunity to respond to the same; that the Commission's delay in rendering its decision was an abuse of process and a breach of the complainant's right to procedural fairness; and that the Commission also breached its obligation of procedural fairness to the complainant by failing to provide sufficient reasons for its decision.

On February 3, 2025, the Court rendered its decision and found that the Commission did not breach procedural fairness by not providing the respondent's response to the complainant as the response did not contain any new evidence or information. The Court also found that the issue was rendered moot by the Commission's finding that the complainant did not have a strong arguable case of discrimination.



Further, the Court found that the reasons given by the Commission were sufficient and reasonable, as the Commission had clearly stated that in determining that there was no arguable case, it had considered all aspects of the report, the submissions of the parties, and briefing notes.

Finally, with regard to delay and procedural fairness, the Court held that the complaint was filed at the start of the Covid-19 pandemic, which caused undue delays in many services, including many judicial and quasi-judicial proceedings, and while unusual delay had occurred, it was not caused by the Commission. The Court found no evidence of specific or significant prejudice in the matter.

The complainant's judicial review application was dismissed with costs ordered for the respondents.



Promote

Promoting human rights

Education, advocacy, and research

The Commission's Advocacy unit supports the Commission's mandate of human rights promotion through education, advocacy, and research. The Advocacy team cultivates relationships with the human rights community, engaging in collaborative dialogue and promotional activities with government departments, NGOs, employers, academics, human rights defenders, multicultural associations, and minority rights advocates across a broad social and political spectrum.

The Advocacy Unit promotes human rights education through a range of activities that include:

- Presentations to the public on key human rights topics
- Publishing information and research materials to raise public awareness about human rights
- Providing feedback to government on policy and legislative matters, and on international human rights frameworks, when required
- Issuing news releases and public statements on key human rights issues
- Answering queries from media and the public on the *Human Rights Act*, the Commission's mandate and process, and human rights data
- Publishing educational content on the Commission's social media channels
- Supporting academics and researchers by providing information on the Commission's mandate, process, and functions
- Examining new human rights scholarship, and emerging human rights issues, trends, and conversations
- Organizing information sessions on key human rights themes for staff and Commission Members
- Providing reviews of human rights policies of different organizations, including daycares and early learning centers

The sociodemographic of our province is undergoing change, marked by an influx of immigrants and refugees, people from diverse national, cultural, and religious backgrounds, migrations to New Brunswick from within Canada, an aging population, and increased public awareness and advocacy of race, religion, and gender rights.

The Advocacy Unit monitors the province's changing sociodemographic, including new immigrant and refugee groups, emerging human rights issues and debates, and gaps in the province's human rights education and information landscape, to develop educational initiatives and raise human rights awareness, and to remove language, cultural, or accessibility barriers groups may face in accessing the Commission's services.

The Advocacy Unit's research, educational, communication, and outreach initiatives are informed by the human rights principles of diversity, equality, dignity, inclusion, and justice, and they are aimed at advancing and promoting these principles in New Brunswick society.

Research

Research informs all functions of the Commission, including compliance, education, communications, and engagement and outreach. Some of this year’s research initiatives included the following.

Guideline on race discrimination

This year, to commemorate the International Day for the Elimination of Racial Discrimination on March 21, 2025, the Commission released **Guideline on race discrimination**, a comprehensive 95-page research document that outlines the protections provided in the *Act* against race-based discrimination.

The publication provides an analysis of race rights under human rights law and explains how the *Act* protects against racially discriminatory practices and policies in employment, housing, services, and other protected areas.

Guideline on race discrimination traces the evolution of the idea of race in its historical, cultural, political, and legal contexts. It unpacks the meaning of race, racism, race discrimination, and racial profiling, with recommendations for best practices that employers and providers of housing and services can adopt to eliminate racially discriminatory policies and conduct. The guideline provides an overview of race protections in international human rights law and the Canadian *Charter of Rights and Freedoms*, and it summarizes the principles of race discrimination analysis adopted by human rights tribunals and courts, including relevant decisions by the Supreme Court of Canada. The document also reviews the intersectionality of race as a protected ground, explaining its overlaps with other grounds in the *Act*, including colour, ancestry, national origin, sex, religion, place of origin, and social condition, to clarify how racialized people can be affected by multiple vulnerabilities.

Guideline on race discrimination provides benchmarks and human rights best practices that all stakeholders can implement to avoid potential race discriminatory conduct and policies, and to ensure the dignity, equality, and inclusion of all racialized persons in their setups.



Researching best practices in human rights education

In January 2025, the Commission commenced a new collaboration with St. Thomas University's Human Rights Program to conduct research on best practices in human rights education. The research explores best practices in human rights education as elaborated in UN Human Rights Council's documents and academic resources, and as evidenced in the practices and initiatives of human rights commissions across Canada.

The objective of the project is to assess the Commission's current educational endeavors in the light of educational best practices, in order to further enhance the Commission's education and advocacy work and bring it in closer alignment with current trends in human rights education.

According to the research findings, educational practices and initiatives of human rights institutions should be informed by the following eight pillars:

1. Accessibility and inclusivity;
2. Action-oriented initiatives;
3. Sensitivity to cultural contexts;
4. Participatory methodologies;
5. Learner-centered approaches;
6. Partnerships with community and other organizations;
7. Critical inquiry frameworks; and
8. Appeal to the mutual vulnerability of target groups.

The Commission is reviewing its current educational methodologies and approaches, and it will endeavour to further incorporate some of the identified frameworks in its advocacy and education work in the coming years.

Research on Commission history, 1989 - present

Last year, from January to April 2024, the Commission, in collaboration with St. Thomas University's Human Rights Program, conducted research on the early history of the Commission, tracing the genesis of human right activism in New Brunswick in the 1960s, the promulgation of the New Brunswick *Human Rights Act* in 1967, and the establishment of the Commission the same year. The research explored the Commission's early administrative structure, and its educational and outreach initiatives during its first 22 years (1967-1989), a period that coincides with the tenure of its first Chairperson, Dr. Noel Kinsella.

The Commission continued this research project during the summer of 2024 (May to August), following salient developments at the Commission from 1989 to the present, including legislative amendments that shaped the evolution of the *Human Rights Act*, administrative shifts in the Commission's structure, and tribunal and court judgements that have impacted human rights law and jurisprudence in the province over the years.

The Commission will publish the findings of this research on its website in the next fiscal year, with additional publications on aspects of the Commission's history in the coming years.

Highlighting LEB and Supreme Court of Canada decisions

This year the Commission also completed a review of all decisions rendered by the New Brunswick Labour and Employment Board (LEB) on complaints referred by the Commission to the LEB from the 1970s to the present. Additionally, we reviewed salient human rights related decisions rendered by the Supreme Court of Canada over the years that have contributed to the evolution of human rights jurisprudence in Canada.

Short summaries of these judgements will be featured on the Commission's website in the next fiscal year.

Research guidelines – plain-language project

The Commission publishes research guidelines on key human rights topics and on the protected grounds in the *Human Rights Act*. Our guidelines are based on up-to-date case law on their topics and summarize key human rights principles and best practices. In recent years, the Commission identified the need to create more accessible human rights information in simplified, plain-language format, to make human rights information accessible and equitable for all.

With that objective in mind, the Commission launched its plain-language guideline project in November 2023, summing up the principles of the Commission's comprehensive human rights guidelines into two-page plain language flyers, in order to enhance their accessibility and reach to a wider audience. This year the Commission completed eight plain-language guideline flyers on the following topics:

- Gender identity or expression and human rights
- Sexual harassment and human rights
- Cannabis, alcohol, and drug addictions under human rights law
- Pregnancy and human rights
- Social condition and human rights
- Age and human rights
- Housing and human rights
- Special programs and human rights

Community Partnerships and Outreach

EECD: Resource development for New Brunswick schools

The Commission continued its partnership with the Department of Education and Early Childhood Development (EECD) to expand access to human rights education across the provincial school system and early learning sector. This collaboration has resulted in the creation of a range of new tools and resources for educators, students, and early learning providers.

In particular, through consultation with EECD learning specialists, the Commission released its first human rights workbook for middle school students, *Exploring the World of Human Rights*, in September 2024. With age-appropriate content, interactive activities, and accompanying glossaries, the workbook is available in A2 (basic user) and B2 (independent user) language levels, based on the *Common European Framework of Reference for Languages: Learning, Teaching, Assessment* document used by the Department of Education. This resource is also accompanied by a teacher's guide to help educators integrate this resource into classroom instruction.

Asian Heritage Society of New Brunswick: ExplorAsians exhibit

In recognition of Asian Heritage Month, the Commission partnered with the Asian Heritage Society of New Brunswick (AHSNB) to present *ExplorAsians: From East to West – Upholding Universal Human Rights*, a public exhibit hosted at the Fredericton Public Library from May 15 to May 30, 2024.

The exhibit highlighted the enduring relevance of the *Universal Declaration of Human Rights (UDHR)*, featuring the Commission's research on John Peters Humphrey – the New Brunswick-born principal drafter of the *UDHR* – alongside the AHSNB's exploration of Asian contributors who influenced the development of this landmark document.

A section of the exhibition also introduced visitors to *Exploring Human Rights in New Brunswick*, the Commission's plain-language guide designed to help newcomers understand their rights and responsibilities under the provincial human rights system.

Commission staff, including the Director and members of the Advocacy Unit, joined the AHSNB at the exhibit's opening on May 15. The event brought together members of multicultural communities, as well as representatives from the municipal and provincial governments, to reflect on the shared values of human dignity, inclusion, and equality.

Queer Heritage Initiative of New Brunswick: Upcoming multimedia resource on provincial queer history

During the summer of 2024, the Commission partnered with the Queer Heritage Initiative of New Brunswick (QHINB) to begin developing a new educational resource highlighting the province's rich history of queer activism. This collaboration draws on the QHINB's extensive archival research and aims to make New Brunswick's 2SLGBTQIA+ history more accessible to the public.

On July 10, 2024, the Commission and the QHINB's Collections Manager, Meredith J. Batt, recorded a multimedia resource focused on the New Brunswick Coalition for Human Rights Reform (NBCHRR), which, between 1987 and 1992, played a pivotal role in advocating for the inclusion of sexual orientation as a protected ground in the *Human Rights Act*. The project also features an interview with Hank Green, a gay rights activist and former NBCHRR member, who shared personal insights into his advocacy work during that period.

This multimedia resource, along with accompanying educational materials from the QHINB, is available on the Commission's website.

Intergovernmental Working Group on the Rights of the Child

In early 2024, the Commission was invited to join the Intergovernmental Working Group on the Rights of the Child – an interdepartmental initiative aimed at promoting awareness among provincial civil servants about the rights enshrined in the UN's *Convention on the Rights of the Child (CRC)*.

To mark National Child Day (November 20), the Working Group launched a province-wide awareness campaign that included an informational handout outlining children's rights under the *CRC*, a resource toolkit, and a government-wide news release encouraging civil servants to deepen their understanding of this key international treaty.

Commission staff contributed to the development of the toolkit, which featured a curated selection of resources, publications, educational workbooks, and multimedia content addressing children's rights at the provincial, national, and international levels.

Through its participation, the Commission reinforced its commitment to advancing public education on human rights and supporting collaborative efforts to promote a culture of respect and inclusion for children and youth across the province.

Black History Month panel: Engaging community organizations

To commemorate Black History Month in 2025, the Commission hosted a virtual panel discussion on February 28, 2025. The event highlighted the achievements, services, and advocacy efforts of Black leaders and organizations in advancing racial justice and community empowerment in New Brunswick.

The panel featured contributions from the Black Business and Professional Network Inc., Black Lives Matter New Brunswick, the Conseil des personnes d'ascendance africaine du Nouveau-Brunswick, and historian Dr. Mary L. McCarthy-Brandt. Each participant brought unique perspectives on the challenges and opportunities facing Black communities in the province, while highlighting their ongoing work to foster social change, racial justice, and equitable access to community resources and opportunities.

The virtual discussion attracted 84 attendees and concluded with a moderated Q&A session, offering the public a meaningful opportunity to engage directly with the panelists and deepen their understanding of the issues impacting Black communities in the province.

Recognizing human rights defenders: New Brunswick Human Rights Awards

The New Brunswick Human Rights Award was established by the Commission in 1988 to mark the 40th anniversary of the *Universal Declaration of Human Rights*. In 2019, the Commission also instituted the Youth Human Rights Award, to recognize the contributions of young New Brunswickers.

Typically presented on September 15, to align with New Brunswick Human Rights Day, the award celebrates individuals and organizations who have worked to advance human rights, equality, diversity, and inclusion in the province to make New Brunswick a better place to live.

The recipient of the 2024 Human Rights Award was Caraquet organization, Rendez-vous de la fierté Acadie Love, while the Youth Human Rights Award was presented to Merrit Johnson of Fredericton. Both recipients were honoured at a ceremony held at Government House in Fredericton on September 13, 2024.

Rendez-vous de la fierté Acadie Love, a francophone organization founded in 2017, is dedicated to promoting equality and non-discrimination for the 2SLGBTQIA+ community in the Acadian Peninsula. It organizes an array of initiatives to make the Acadian Peninsula an inclusive, safe, and welcoming place, including an annual summer event celebrating French-speaking 2SLGBTQIA+ people in the province.

Merrit Johnson is a Grade 12 student at Fredericton High School who has demonstrated remarkable leadership in making her school a better place for 2SLGBTQIA+ students. She has helped build a more inclusive community through organizing anti-bullying initiatives and creating a variety of educational resources on the rights of marginalized persons.



From left: Lt.-Gov. Brenda L. Murphy; Merrit Johnson, Youth Award recipient; Suzanne Chiasson, vice-president of Rendez-vous de la fierté Acadie Love, Human Rights Award recipient; and New Brunswick Human Rights Commission chair, Phylomène Zangio.

Engaging with the community

In support of community organizations and their events, initiatives, and programming, the Commission participated in 12 community events during 2024-25. These included the following:

- National Inclusive Education Awards hosted by Inclusion New Brunswick on May 14, 2024
- ExplorAsians Exhibit hosted by the Asian Heritage Society of New Brunswick, in collaboration with the Commission, on May 15, 2024
- Cultural Expressions Festival hosted by the Multicultural Association of Fredericton on June 20, 2024
- Annual Anti-racism University Forum hosted by the Conseil provincial des personnes d'ascendance africaine du Nouveau-Brunswick on August 1, 2024
- Annual UCOF Fall Fashion Festival hosted by United Colours of Fashion on August 17, 2024
- AfroNB Community Cultural Evening hosted by the Black Canadian Community Cultural Centre of New Brunswick on September 1, 2024
- King Charles III Coronation Medal Ceremony hosted by the Lieutenant Governor on October 2, 2024
- Career Exploration Event for Newcomer Women hosted by the Women's Equality Branch on November 27, 2024
- Hacking for the Holidays hosted by the Premier's Council on Disabilities, in collaboration with the Neil Squire Society, on December 3, 2024
- National Day of Remembrance and Action on Violence Against Women Commemoration Ceremony hosted by the Women's Equality Branch and the Lieutenant Governor on December 6, 2024
- Breaking Bias: Understanding Islamophobia and Antisemitism hosted by the New Brunswick Multicultural Council on March 6, 2025
- An Evening of Inclusion, Conversation, and Connection hosted by the Saint John Newcomers Centre on March 21, 2025

Engaging the public

Communications, media, and education

The Commission's educational and communications initiatives are pre-emptive tools in human rights management. They raise awareness about human rights, inform stakeholders about human rights best practices, and educate the public on the protections and obligations enshrined in the *Human Rights Act*.

Through its educational programs, the Commission aspires to transform social attitudes and mindsets, so that respect for human rights is a cornerstone of our social structure and it informs individual conduct and the policies and practices of institutions and organizations.

Our educational initiatives are informed by the frameworks of human rights law, jurisprudence, and scholarship, and emphasize the core human rights values of dignity, equality, inclusion, and non-discrimination.

The Commission's educational messaging reaches government departments and the private sector, employers, housing and service providers, educational institutions, and community groups across the province. These programs include:

- Research publications
- Presentations, workshops, and webinars
- Outreach and educational projects with rights groups and stakeholders
- Information and research sharing with government departments and human rights commissions nationwide
- Social media outreach
- News releases and public statements

Communications and media relations

Our media engagements include news releases on human rights issues and developments, statements commemorating human rights milestones or about potential human rights violations in the province, and announcements about the Commission's initiatives or publication of new educational resources.

We also respond to media inquiries on current human rights issues, our mandate and compliance process, and ongoing complaints before the Labour and Employment Board.

News releases

The Commission distributed five news releases and public statements this year:

1. **April 22, 2024:** “Landlords must respect the human rights of all persons: commission chair”
2. **August 30, 2024:** “Commission statement on threats to Jewish institutions”
3. **September 13, 2024:** “2024 Human Rights Awards presented”
4. **March 17, 2025:** “Call for nominations for the 2025 New Brunswick Human Rights Awards”
5. **March 21, 2025:** “Guideline on race discrimination”

Social media initiatives

The Commission continued to channel its educational messaging to a wider audience and demographic through educational posts and awareness campaigns on social media.





Social media content is round-the-clock, it reaches audiences that may not typically use conventional online or media resources, and it enables the Commission to advocate its message in short, incremental digitized content, which appeals to social media users, especially its younger cohort.

In 2024-25, the following social media campaigns generated the highest engagement with the New Brunswick public: *

- International Day for the Elimination of Racial Discrimination (IDERD) & promotion of the Commission’s new Race Guideline (March 21) – **12.1 K views** and **7.9 K interactions**
- International Human Rights Day Book Giveaway (December 9) – **10.3 K views** and **6.4 K interactions**
- 2024 New Brunswick Human Rights Awards Recipients (September 13) – **2.3 K views** and **1.9 K interactions**
- Black History Month Panel – **3.1 K views** and **1.8 K interactions**
- Human Rights and Employment Webinar – **1.7 K views** and **998 interactions**
- Commission Statement on Threats to Jewish Institutions – **1.1 K views** and **979 interactions**
- International Human Rights Day Video Statement – **669 views** and **604 interactions**

* Average engagement data reflects analytics from the Commission’s Facebook page, which remains its primary platform for social media communication.

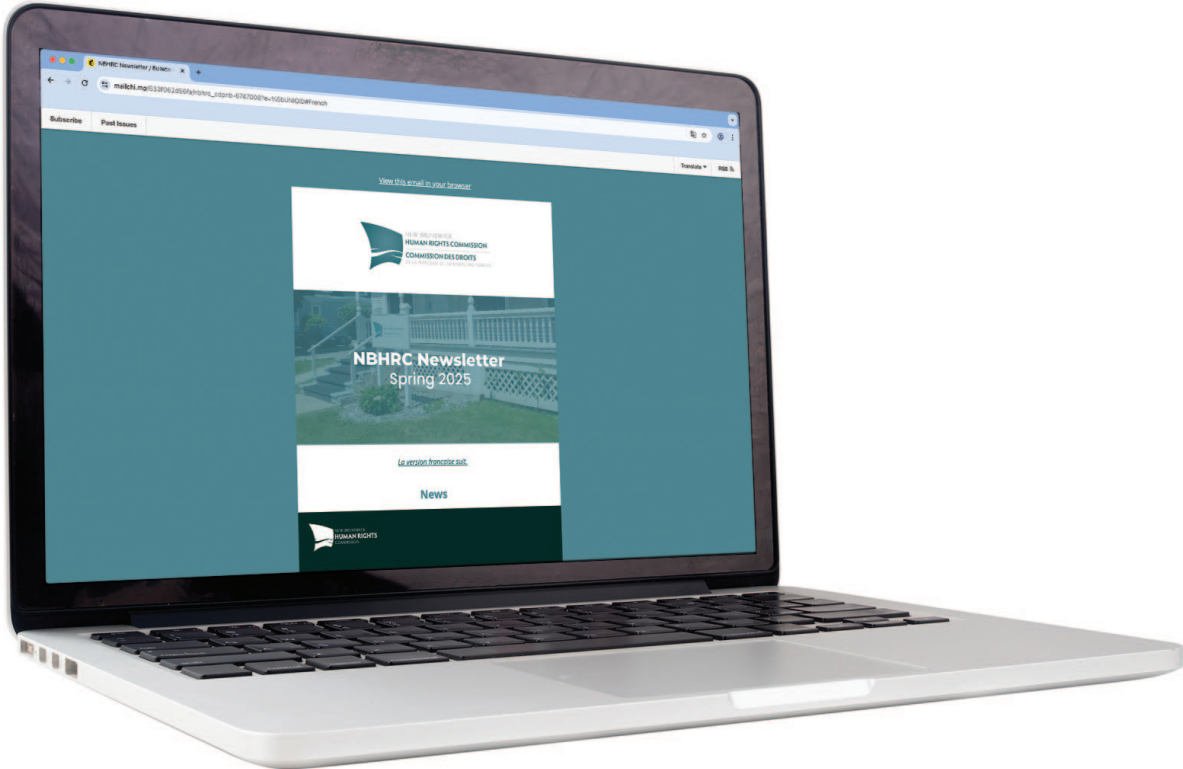
Impact of social media outreach, 2024-2025

				
Followers/Subscribers	1,662	355	105	524
Follower growth from previous fiscal year	139	125	19	-72
Post reach/Views	61.3 K	-	2.3 K	-
Reposts and comments/interactions	1.5 K	294	-	-
Impressions	-	12.1 K	604	-

* Please note that analytics are not currently available for the Commission’s X account due to recent changes to the social media platform.

The Commission also launched a **biannual Newsletter** in April 2024 to engage stakeholders and keep them informed of the Commission’s initiatives. The second issue was released in November 2024.

Since its launch, the Commission’s Newsletter has amassed an organic following of **82 subscribers** (as of March 31, 2025).



Multimedia engagement: Video content

In 2024-25, as part of its commitment to provide accessible and comprehensive human rights information, the Commission created new video content to disseminate key messages, commemorate special days, educate the public on important human rights topics, and promote human rights awareness.

These included **14 videos in English and French** on the following topics:

- What can the New Brunswick Human Rights Commission do for you?
- Pride Month 2024
- National Day for Truth and Reconciliation 2024
- Getting Acquainted with Human Rights: Self-paced Learning
- Gender Identity or Expression and Human Rights
- International Human Rights Day 2024
- Call for Nominations: New Brunswick Human Rights Awards

Getting Acquainted with Human Rights: Self-paced Learning

In November 2024, the Commission released its first asynchronous video titled *Getting Acquainted with Human Rights – Self-paced learning*. This multimedia resource offers a comprehensive plain language overview of the *Human Rights Act* and its protections, and it is designed as an introductory training tool for workplaces, schools, post-secondary institutions, and community associations seeking to foster human rights in their organizations.

Getting Acquainted with Human Rights is accompanied by a discussion guide featuring reflection questions, prompts, and real-life scenarios that engage with key human rights concepts. This supporting material aims to help learners deepen their understanding of human rights protections, think critically about fundamental human rights concepts like the duty to accommodate and undue hardship, and apply these principles to everyday situations.

The launch of this resource marks the beginning of an asynchronous learning series focused on providing clear and accessible audio-visual resources that stakeholders can use to promote human rights, inclusion, and equity in their everyday practices. In the coming years, the Commission will expand the series to include topics such as the duty to accommodate in employment and housing protections under the *Act*.

Presentations and workshops

The Commission makes presentations, hosts webinars, and offers human rights training to employers, housing, and service providers, government departments, professional associations, and education institutions. The objective of these educational activities is to promote human rights awareness in society and inform rights holders and duty bearers about their human rights and obligations under the *Act*.

With targeted and effective educational measures, we can transform social attitudes, impact policies, and influence institutional decision making, thereby improving respect and observance of human rights in our society.

Through these educational presentations and workshops, we guide organizations, employers, and housing and service providers to integrate human rights best practices in their operations, in order to help advance human rights benchmarks across the socio-economic spectrum in the province.

Trauma-informed workplace training

In November 2024, Commission Members and staff participated in a virtual, two-and-a-half-hour bilingual workshop entitled “Trauma-Informed Workplace.” Facilitated by Mental Health Works, the workshop focused on understanding the impact of trauma on individuals in the workplace.

The workshop explored ways of applying the principles of trauma-informed care in these situations, and how to shift one’s perspectives from that of judgement to understanding, in order to recognize the role of trauma in the behavioral dynamics of a workplace.

In 2024-25, the Commission delivered **61 workshops** to **1,383 attendees** from various stakeholder groups.

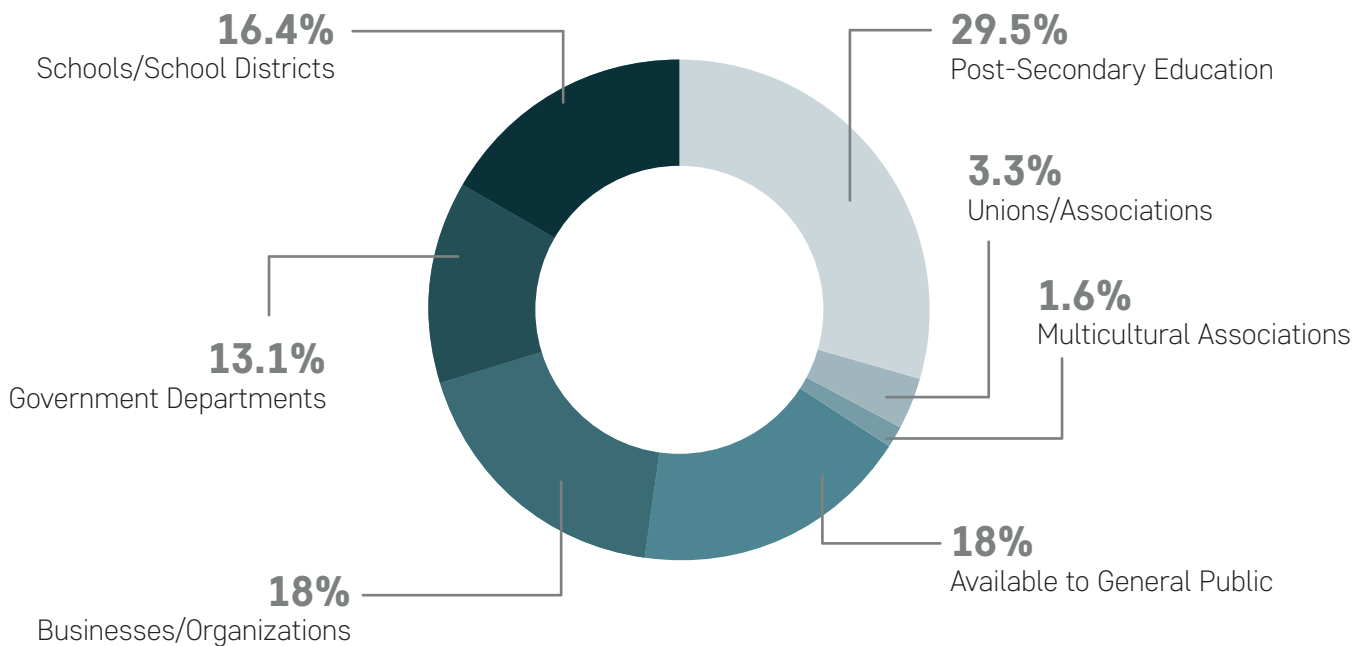
61
workshops

Compared to 49 workshops delivered last fiscal year.

1,383
attendees

Compared to 897 attendees last year, a 54.2% increase.

Audiences we reached this year



Audience	# of Presentations	Percentage
Post-secondary Education	18	29.5%
Businesses/Organizations	11	18%
Schools/School District	10	16.4%
Government Departments	8	13.1%
Unions/Associations	2	3.3%
Multicultural Organisations	1	1.6%
Available to the General Public	11	18%

Topics of our presentations

This year's presentations were delivered on the following topics:

Presentation topics	# of workshops	Percentage
Getting acquainted with human rights	36	59%
Duty to accommodate at work	9	14.8%
Navigating the compliance process	4	6.5%
Duty to accommodate	3	4.9%
Accommodating students with disabilities	3	4.9%
Housing and human rights	2	3.3%
Cannabis, alcohol, and drug addictions and human rights	1	1.6%
Human rights and gender identity	1	1.6%
Age discrimination	1	1.6%
Other	1	1.6%

Commission website

We connect with the public through different multimedia platforms to raise human rights awareness and promote social change. One such platform is the Commission's website.

The Commission's website houses a rich array of educational, research, and legal resources related to rights and responsibilities under the *Human Rights Act*.

The Commission's educational initiatives and events like presentations and webinars are promoted on its website, and our news releases, public statements, key engagements, and other relevant information, are also featured on the website.

The website is also the portal where individuals can access the Commission's complaint forms to submit a human rights complaint, or to submit a request for a human rights presentation.

21,908

users within Canada visited the Commission's website in 2024-2025.

13,553

users within New Brunswick visited the Commission's website in 2024-2025.

Of the 13,553 users within New Brunswick who visited the Commission's website, 80 percent accessed the English website and 20 percent used the French website.

The top five most visited pages on the Commission's website were:

1. Homepage – EN (12,594 views) and FR (2,522 views)
2. Filing a complaint – EN (8,224 views) and FR (1,767 views)
3. The New Brunswick *Human Rights Act* Explained – EN (5,845 views) and FR (1,613 views)
4. Human Rights in New Brunswick (plain language) – EN (3,175 views) and FR (533 views)
5. Guidelines on human rights topics – EN (2,261 views) and FR (532 views)

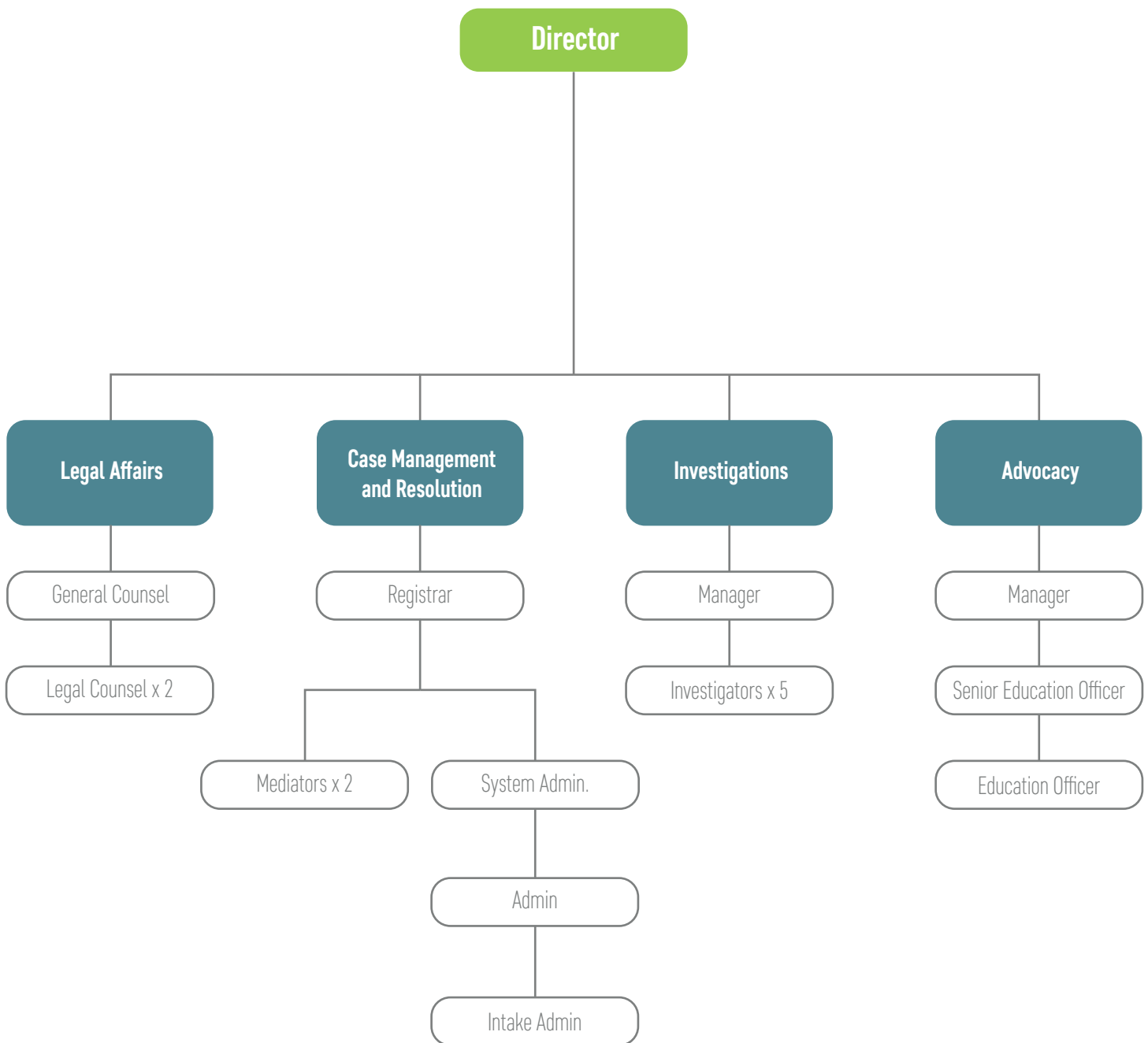
The average engagement time of visitors on both websites was above the industry average.

Appendices

The background of the page features a series of overlapping, wavy lines in shades of teal and green, creating a sense of depth and movement. The lines are most prominent in the lower half of the page, where they curve and overlap, while the upper half is a smoother gradient of the same colors.

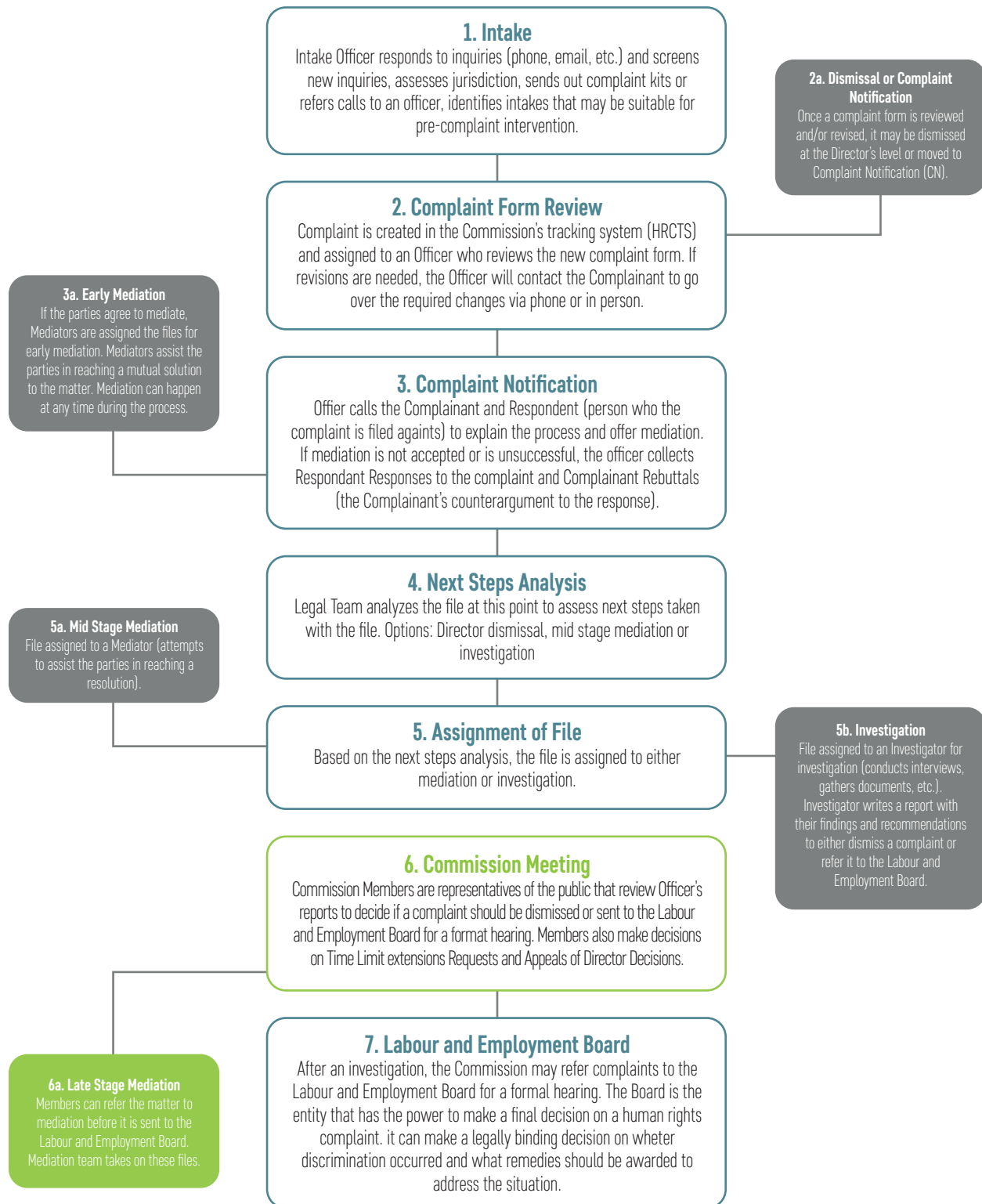
Appendix A

Organizational chart



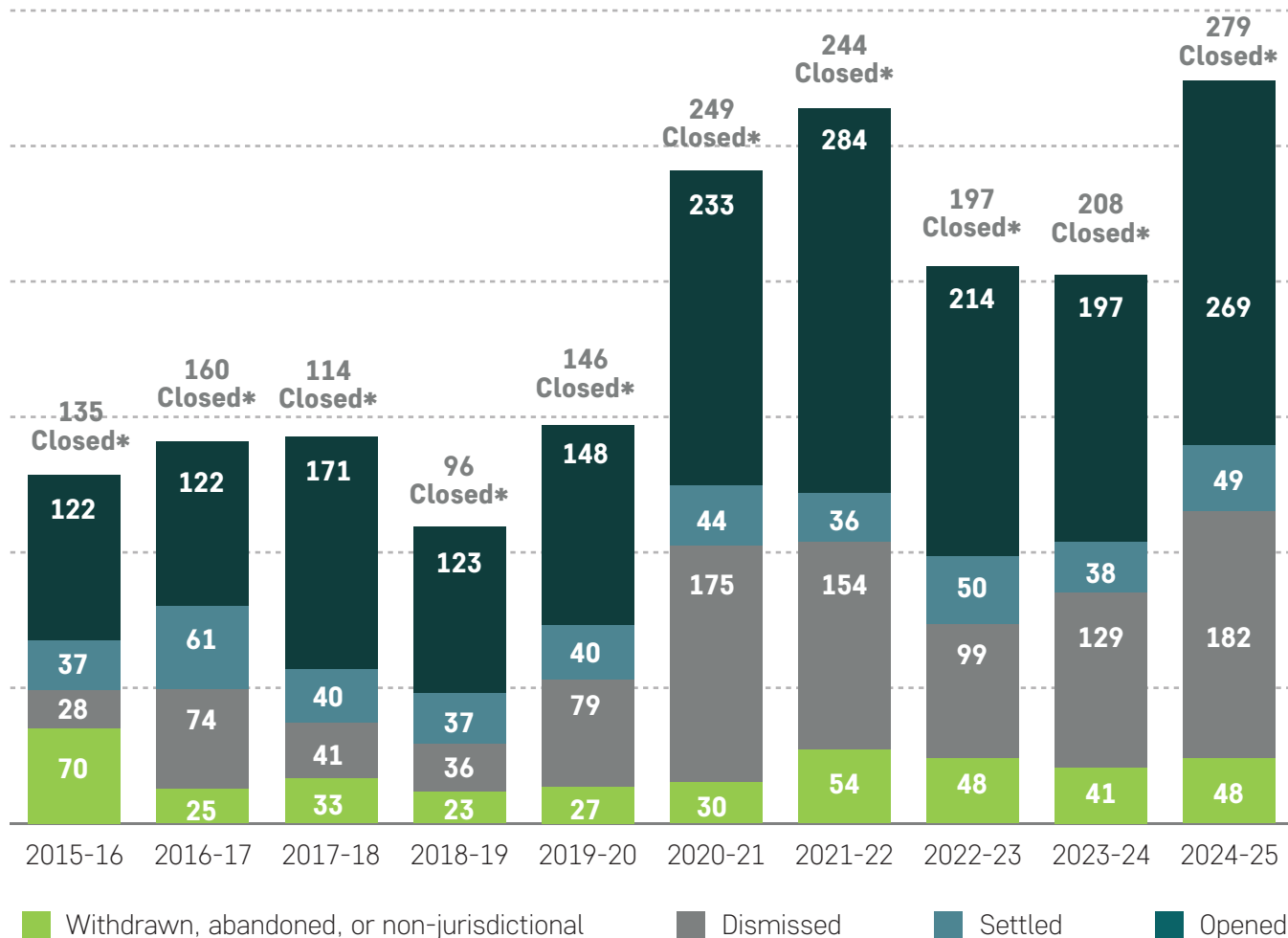
Appendix B

Complaint process



Appendix C

Formal complaints filed and closed, 2015-2025



* Note: Statistics of closed complaints only represent formal complaints closed by the Commission, not cases settled during pre-complaint interventions (PCIs) or formal complaints closed at the Labour and Employment Board or court levels.

Closed complaints include the total of "Withdrawn, abandoned or non-jurisdictional," "Dismissed," and "Settled" complaints.

Appendix D

Summary of expenditures, 2024-25

	Budget	Actual expenditures
Compliance and Education	\$ 1,819,712	\$ 1,991,260
Office of the Commission	\$ 63,280	\$ 46,244
Total	\$ 1,882,992	\$ 2,037,504

For detailed figures, please consult Supplementary Information in Volume 2, Public Account 2024-2025, Department of Post-Secondary Education, Training, and Labour.

Appendix E

Commission publications

Guidelines available on the Commission's website

- Guideline on the Section 19(2)(f) Process (2017, 30 pages)
- 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)
- Guideline on Family Status (2017, 12 pages)
- Guideline on Gender Identity or Expression (2017, 9 pages)
- Time limit Extension for Filing a Complaint (2017, 4 pages)
- Guideline on Sexual Harassment (2018, 39 pages)
- Guideline on Cannabis, Alcohol, and Drug Addictions (2018, 42 pages)
- Guideline on Social Condition (2019, 22 pages)
- Guideline on Pregnancy Discrimination (2019, 39 pages)
- Special Programs and the Meaning of Equality and Discrimination (2020, 56 pages)
- Guideline on Housing Discrimination (2021, 70 pages)
- Guideline on Age Discrimination (2023, 63 pages)
- **NEW!** Guideline on Race Discrimination (2025, 95 pages)

Other publications

- Annual Reports
- Studies and Reports
- FAQs on Employment and Services
- Board of Inquiry Decisions
- Introduction to Grounds and Areas of Discrimination
- Human Rights Flyers for Newcomers (multilingual plain-language flyers)
- Newcomer's Guide to Human Rights (multilingual plain-language guides)
- Teaching Human Rights in New Brunswick (teacher's handbook)
- Human Rights Resources for K-12 Education