

# **HUMAN RIGHTS COMMISSION**

Newfoundland and Labrador

**Annual Report 2024-25**

## Message from the Human Rights Commission

In keeping with the requirements of a Category 3 Entity under the **Transparency and Accountability Act**, I am pleased to present the Human Rights Commission's Annual Report. This report covers the period from April 1, 2024, to March 31, 2025, and reports on the objectives and indicators for the 2024-25 fiscal year.

The Annual Report summarizes the work of the Human Rights Commission in the service of the people of Newfoundland and Labrador, as per the Newfoundland and Labrador **Human Rights Act, 2010**.

As a member of the Human Rights Commission, my signature below indicates that the Human Rights Commission accepts accountability for the preparation of this report and the actual results reported.



Soraya Carrim  
**Human Rights Commissioner**

# Contents

<b>Message from the Human Rights Commission .....</b>	<b>i</b>
<b>Overview .....</b>	<b>1</b>
<b>Legislative Mandate .....</b>	<b>2</b>
<b>Vision .....</b>	<b>2</b>
<b>Who We Are .....</b>	<b>3</b>
<b>Complaint Statistics .....</b>	<b>4</b>
<b>Highlights and Partnerships .....</b>	<b>10</b>
<b>The Commission on Social Media .....</b>	<b>13</b>
<b>Community Justice Connect.....</b>	<b>14</b>
<b>2024 Human Rights Award Ceremony.....</b>	<b>18</b>
<b>Report on Performance .....</b>	<b>20</b>
<b>Issue 1: Enhancing Community Engagement .....</b>	<b>20</b>
<b>Issue 2: Review of Human Rights Policies and Resources.....</b>	<b>21</b>
<b>Opportunities and Challenges .....</b>	<b>24</b>
<b>Financial Statements .....</b>	<b>25</b>

# Overview

The Newfoundland and Labrador Human Rights Commission (the Commission) is an independent government agency responsible for promoting and protecting human rights in the province. This includes:

- Administering the **Human Rights Act, 2010** (the Act)
- Investigating and resolving human rights complaints
- Giving legal information to individuals, groups and organizations who are concerned with human rights
- Preventing discrimination through education and training
- Working with community partners

The Act protects people in Newfoundland and Labrador from discrimination and harassment. The Act recognizes the inherent dignity and worth of all people; that people all have equal rights and opportunities, and that people should live free from discrimination and harassment.

Human Rights Commissioners are individuals with experience in human rights and a demonstrated commitment to and understanding of human rights issues in the province. They are appointed by the Lieutenant-Governor in Council for a five-year term. One member is designated as Chair and one member is designated as Vice-Chair. Commissioners meet regularly to make decisions on the disposition of complaints, special programs and to discuss the strategic direction of the Commission. As of March 31, 2025, both the Chair and Vice-Chair positions were vacant.

As of March 31, 2025, the Commissioner members were:

- Chair (Vacant)
- Vice-Chair (Vacant)
- Lauren Carter
- David Oxford
- Soraya Carrim White
- Dr. Linda Coles
- James Maher
- Victor Lundrigan
- Colleen Simms

## **Legislative Mandate**

Section 23 of the **Human Rights Act, 2010** states that the Commission shall:

- promote the principle that every person is equal in dignity and rights without regard to a prohibited ground of discrimination;
- promote an understanding and acceptance of and compliance with this Act;
- distribute information, develop, and conduct educational programs and research designed to eliminate discriminatory practices related to a prohibited ground of discrimination;
- advise and assist Government Departments, and Agencies of the government, and co-ordinate their activities where these activities concern human rights;
- advise the Government on suggestions, recommendations and requests made by private organizations, groups and individuals where these suggestions, recommendations and requests concern human rights;
- co-operate with and help a person, an organization or a group concerned with human rights, whether within or outside the province;
- report as required by the Minister on the business and activities of the commission; and,
- consider, investigate or administer a matter or activity relating to human rights referred to the commission by the Lieutenant-Governor in Council or the Minister.

The Human Rights Commission does not present separate Lines of Business as they are reflected in the Mandate.

## **Vision**

For Newfoundland and Labrador to be a province in which all people have respect for human dignity and rights, and where everyone will work to protect human dignity and rights.

## Who We Are

The Commission has eight permanent staff and four contracted staff that administer the Act and run the day-to-day operations of the Commission. The Commission serves the people of Newfoundland and Labrador from their office in St. John's.



Photo ID: Organizational chart of the Human Rights Commission showing the structure and roles within the organization. Positions in bold indicate individuals with decision-making authority.

## Complaint Statistics

In 2024-25, the Commission received 1109 total inquiries. The trackable inquiries at intake can be categorized as follows:

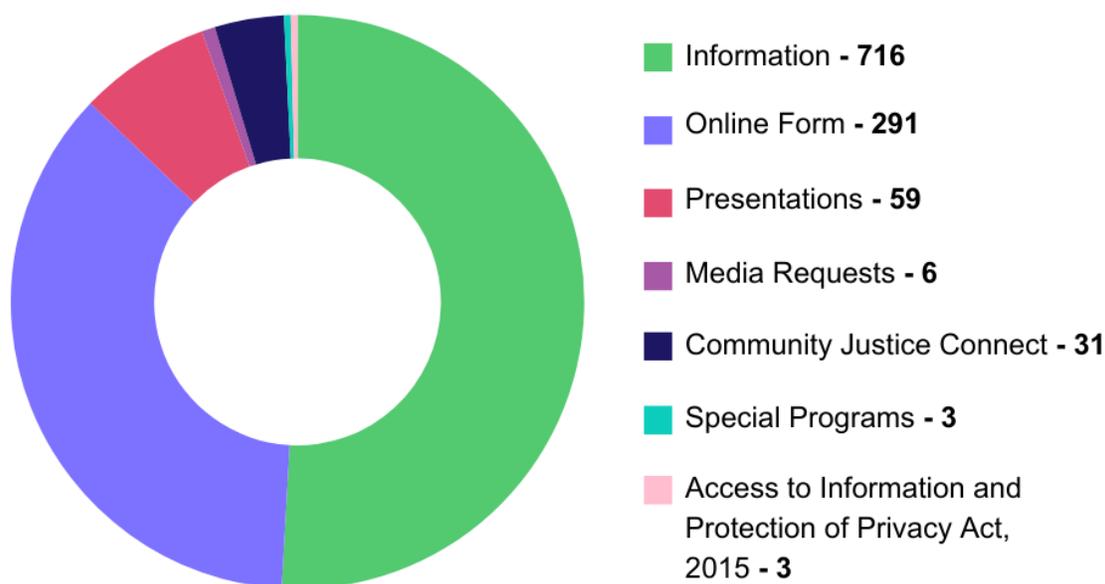


Photo ID: Colourful donut chart representing intake statistics.

The Commission has created an early assessment team that meets weekly to review all inquiries received. From the 291 online forms received, the Commission served 120 formal complaints on respondents.

**Compared to the previous fiscal year, the number of formal complaints served decreased by approximately five per cent.** The Commission is pleased to see this drop in complaints. It is believed the decrease is partly because of a new service called pre-complaint resolution (also referred to as early resolution) which helps people resolve issues early and avoid the legal process. Through this initiative, the Commission diverted 60 complaints from the formal complaint process.

To read more about pre-complaint resolution, visit:  
<https://thinkhumanrights.ca/complaint-process/early-resolution/>

In accordance with the **Human Rights Act, 2010**, the prohibited grounds of discrimination are: race, colour, nationality, ethnic origin, social origin, association, religious creed, religion, age, disability, disfigurement, sex, sexual orientation, gender identity, gender expression, marital status, family status, source of income, political opinion and criminal conviction (in employment only).

The Commission can only act when instances of discrimination or harassment happen in protected areas and are connected to a prohibited ground. The chart below shows the alleged grounds of discrimination in complaints processed during the 2024–25 fiscal year. It should be noted that **complaints can be filed under more than one prohibited ground**.

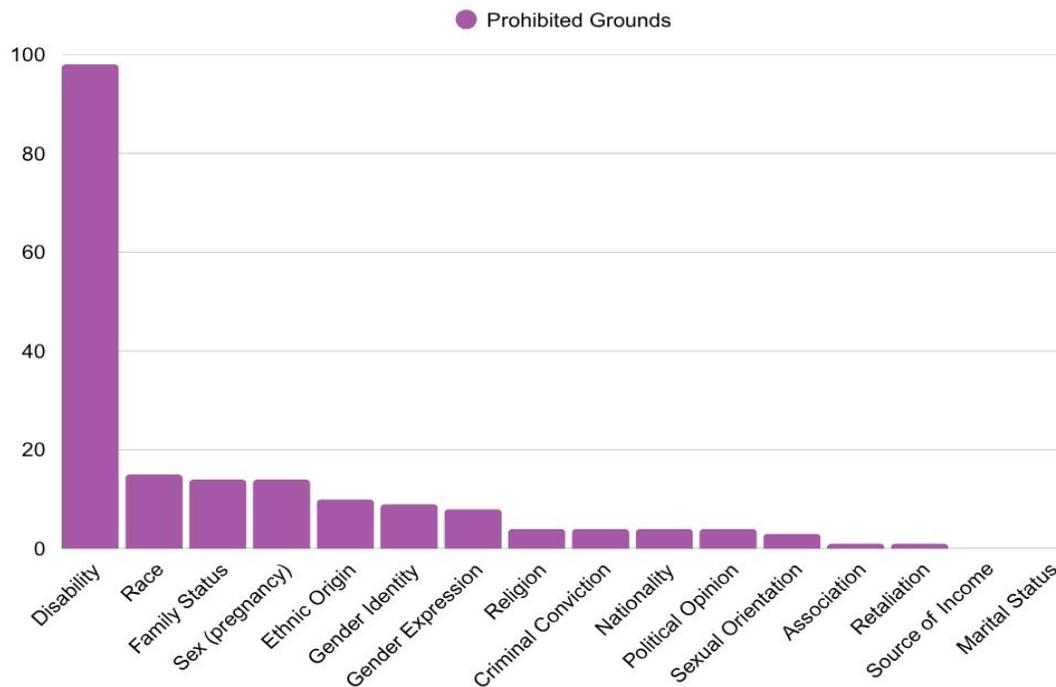


Photo ID: Bar graph detailing the prohibited grounds involved in cases of alleged discrimination/harassment.

The **Human Rights Act, 2010**, protects people from discrimination and harassment in the following areas: employment, membership in a trade union, provision of goods and services, commercial and residential rentals, publications, and contracts.

The chart below identifies the areas where people allegedly experienced discrimination and/or harassment in 2024-25. It should be noted that **complaints can be filed under more than one protected area.**

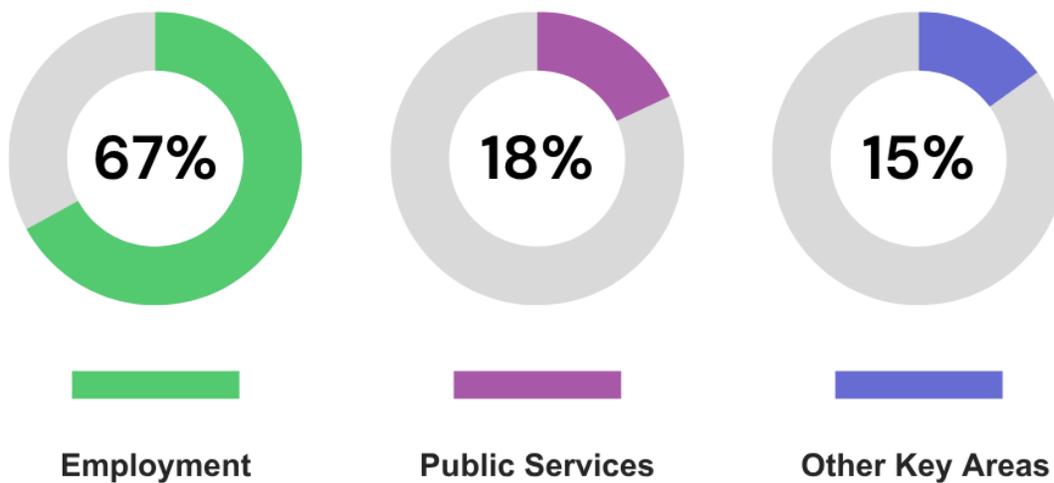


Photo ID: image of three donut charts showcasing the percentages of protected areas involved in formal complaints.

## Complaint Closures

During the 2024-25 fiscal year, the **Commission closed a total of 336 complaints**. The chart below identifies how these complaints were closed.

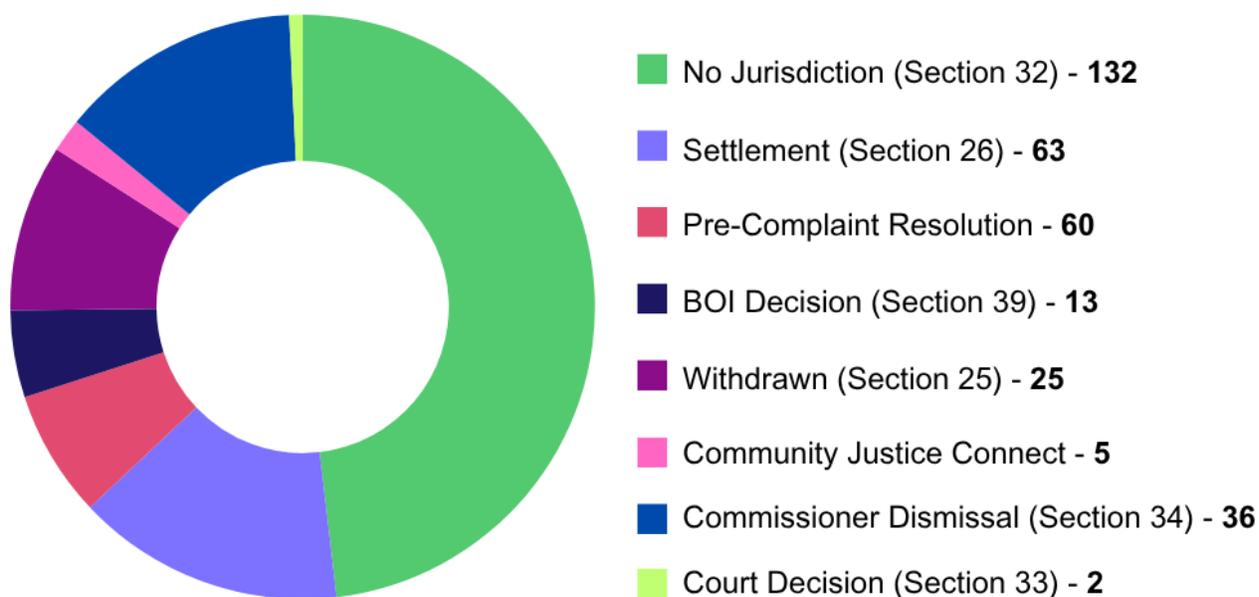


Photo ID: Colourful donut chart representing complaint closures.

As indicated in the chart above, a significant number of inquiries and complaints in 2024-25 were dismissed due to a lack of jurisdiction under Section 32 of the **Human Rights Act, 2010**. These dismissals occur not only at the initial intake stage but also throughout various points in the complaint process based on information gathered. This high rate of jurisdictional dismissal suggests two key issues: first, a widespread misunderstanding among the public about what constitutes a protected human right under the law; and second, that the scope of the **Human Rights Act, 2010** itself is limited.

The chart also showcases that one in two cases are resolved before reaching the hearing stage (63 settlements and 60 pre-complaint

resolutions). This suggests that informal resolution attempts and negotiated outcomes are impactful and can serve as effective tools for timely and mutually agreeable conflict resolution. Early interventions can help reduce the emotional stress and burden of proof placed on complainants during the complaint process. While informal resolution methods and negotiated outcomes can be effective in resolving conflicts, they may also raise important concerns about transparency and public accountability.

Only a small number of complaints reach the Board of Inquiry stage. In some cases, complaints are withdrawn because their concerns were resolved through external negotiations before a hearing could take place. In other instances, the prolonged and complex nature of the process leads some individuals to withdraw their complaints. This indicates a need for the Commission to set expectations and outline what is realistic up front before complaints are formally processed.

## **Overview of Complaint and Inquiry Trends**

There are a high volume of complaints filed alleging discrimination in the protected area of employment. These complaints relate to failures in accommodating human rights-related needs including disability, family status and pregnancy at work. Other complaints in this area relate to ageism, racism, misgendering, and ethnic-based discrimination.

Although fewer complaints are being made about discrimination in public services, eighteen percent is still a significant number. These complaints often stem from misunderstandings, biases, or assumptions that lead to unfair treatment. For example, service providers sometimes deny service animals access to public facilities because they are unsure how to handle the situation and/or are unaware of the legal requirements.

The Commission has noticed that few complaints are filed under the protected ground of source of income because its scope is quite narrow. This ground in the **Human Rights Act, 2010** only covers discrimination and harassment related to specific types of financial support, such as income

support or Employment Insurance. It does not extend to individuals who may face discrimination in areas like employment due to earning income from informal or non-traditional sources.

The Commission has also observed a rise in concerns from temporary foreign workers about exploitative or unsafe work environments. However, many choose not to file formal complaints, often due to fear of retaliation or the risk of negatively affecting their immigration status. Given this, the low number of formal complaints processed under the grounds of nationality and social origin does not necessarily indicate an absence of discrimination. Instead, it may reflect the limited protections available to individuals navigating the immigration system.

It is important to recognize that the complaints filed and reflected in this report represent only a small percentage of the discrimination people experience in their daily lives. In many cases, individuals may be unaware of their rights or unsure of the steps to take after facing discrimination. In other instances, discrimination occurs in areas not covered by the **Human Rights Act, 2010**, such as on social media or in public spaces like sidewalks, parks, or other informal gathering places.

The inquiries and complaints outlined in this report provide the Commission with valuable insight into where discrimination is occurring, and the challenges individuals are facing. By identifying the barriers that prevent people from filing human rights complaints, and recognizing the practical limitations of the **Human Rights Act, 2010**, the Commission is better equipped to address unfair treatment through alternative approaches, such as public education, outreach, and the development of accessible resources. Even when a formal complaint is not made, this work remains vital to advancing equity, diversity, and inclusion throughout Newfoundland and Labrador.

# Highlights and Partnerships

## Resource Development

This year, the Commission created several resources in response to the types of inquiries received. The goal of this was to provide the public with helpful and relevant information. Where resources are available online or in print is noted. These resources include:

### 1) Understanding the Duty to Accommodate Guide

This guide is designed to clarify the legal responsibilities of employers and service providers under the **Human Rights Act, 2010** in relation to the Duty to Accommodate. It supports the development of fair, inclusive, and equitable environments for everyone. The guide provides practical suggestions on best practices for common human rights concerns that arise during accommodations including how to collect medical information and navigate sick leave. The guide also outlines undue hardship and how to proceed if hardship is met. This resource can be viewed at the following link: <https://thinkhumanrights.ca/resources/legal-guidelines/understanding-the-duty-to-accommodate/>

### 2) Requesting Accommodations Infographic

This one-page infographic combines written information and photographs to illustrate the process of requesting accommodations. It's designed to support employees by offering clear guidance on how to initiate an accommodation request. This resource can be viewed at the following link: <https://thinkhumanrights.ca/files/Requesting-Accommodations.pdf>

### 3) Human Rights Commission Pamphlet

This pamphlet outlines services offered by the Commission, informs the public when to contact the Commission, and identifies restrictions to the Commission's jurisdiction. These pamphlets are only available in print.

#### **4) Service Animal Resource – Navigating Legal Rights and Protections**

This resource outlines the legal rights and protections for service animals in the province. It also indicates what is required under the **Service Animal Act**, and the **Human Rights Act, 2010**, for a service animal to be accommodated in public settings. It offers insight into the documentation (e.g., medical documentation, certification, training) that can be asked for, and what handlers are encouraged to provide. Service animals in this context refers to both trained service and emotional support animals. This resource can be viewed at the following link:

<https://thinkhumanrights.ca/files/Service-Animals-Navigating-Legal-Rights-Protections.pdf>

#### **5) Mediation & Investigation Timelines**

These resources provide a visual representation of the steps associated with mediation and investigation. These resources identify timeframes for each section of the process and identify what is needed from both complainants and respondents. Both resources will help ensure more transparent processes for complainants and respondents. These resources are only available at specific points in the complaint process.

#### **6) Pre-Complaint Resolution Resource**

This resource explains a new method of resolution for the Commission called pre-complaint. This approach used at intake harnesses a restorative justice approach to conflict with the aim of resolving the crux of human rights inquiries without going through the complaint process. This resource is only available during the options conversation at the intake stage. For more information about pre-complaint, visit:

<https://thinkhumanrights.ca/complaint-process/early-resolution/>

#### **7) Housing & Income Supports Resource**

These resources provide information on housing and income support services available to people in Newfoundland and Labrador, but more specifically, within the City of St. John's.

These resources were developed based on the needs of frequent walk-in clients who were requesting details and inquiring on available housing and income supports or resources. To view the Housing Support resource, visit: <https://thinkhumanrights.ca/files/Housing-Supports.pdf>

To view the Income Support resource, visit: <https://thinkhumanrights.ca/files/Income-Supports.pdf>

## **Key Partnerships**

### **1) Canadian Association of Statutory Human Rights Agencies (CASHRA)**

CASHRA brings member agencies together to improve and promote human rights in Canada.

### **2) Cross Canada Human Rights Education Community of Practice**

A national group of educators sharing best practices and collaborating on human rights education initiatives.

### **3) Cross-Sector Partnerships**

The Commission works with organizations, unions, businesses, and government to address human rights issues outside of the complaint process.

### **4) Collaborative Trans Legal Clinic**

Collaborated with Quadrangle NL, PLIAN, and Juritrans to offer legal and human rights support for trans individuals in St. John's.

### **5) YWCA Stakeholder Reference Group**

Worked together to improve services and support for LGBTQIA+ newcomers.

# **The Commission on Social Media**

## **X (Twitter)**

After careful consideration, the Commission has decided to leave the X platform (previously known as Twitter). The Commission's profile remains on the X site, to maintain transparency and preserve access to past communications. However, the Commission will no longer be actively posting or engaging on the platform. This decision aligns with the Commission's commitment to ensuring respectful and constructive public discourse around the topic of human rights.

## **Instagram**

This platform was developed in September 2022 and has caught the attention of community members in a positive way. Currently, the Commission has 1,210 followers on Instagram.

# Community Justice Connect

Community Justice Connect (CJC) is a conflict resolution and restorative justice program within the Human Rights Commission of Newfoundland and Labrador. Its work supports Indigenous, racialized, and religious minority communities in Newfoundland and Labrador. Its process framework is designed with the values of restorative justice, anti-racism, anti-colonialism, relationality and trauma-informed practices. These values are foundational to the CJC process and inform all areas of the work CJC does. Through the Commission, CJC offers the opportunity for relational responses to conflict and harm.



**COMMUNITY  
JUSTICE CONNECT**



This year, CJC focused on strengthening those foundations for long-term effect. Through review, reflections and research, CJC adjusted and redesigned key parts of its process. CJC is continuing to work on its process framework and program operating manual. Its focus is to ensure that the program and process stay true to its values. CJC is piloting four cases through this intentional and detailed new process, with one of them closed and three ongoing. This work is nuanced, complex and requires capacity which can, at times, be difficult to reflect with texture in reports. In the process, facilitators are holding conversations that contain stories of harm, racial harm, identity-based harm, anger, expectation, joy, and also a curiosity and hope for what is possible for justice, accountability and resolution.

One case represents a story, which holds multiple other stories within it. The development of meeting agendas, facilitation preparation, debriefing, understanding participants' needs, and much more, are all the little moments that put shape to the process. These moments also represent

investments of time that can be invisible from the outside looking in. That is why better tools and approaches are needed to recognize and respond to people with high and complex needs. People who have been harmed by systems can often approach with distrust. CJC acknowledges that the early investment of time benefits the participants and their outcomes.

Meaningful change happens in connection, and as a program, CJC prioritizes building and nurturing relationships rooted in shared values.

In 2024, CJC continued to build relationships with local and national organizations. Partnerships included:

- **Anti-Racism Coalition of Newfoundland and Labrador:** contributed to their provincial anti-racism literacy curriculum development, through participation on the project advisory team.
- **Relationships First NL:** collaborated on the development of a provincial restorative justice scan of Newfoundland and Labrador. The scan provides a comprehensive understanding of how restorative justice is practiced in the province and includes a catalogue of active agencies and individuals, their services, and their contact information. The publication also includes a brief history of restorative justice in the province by Dr. Dorothy Vaandering and CJC staff. This publication will also be released in a forthcoming International Encyclopedia of Restorative Justice. Please see this link for the provincial scan <https://www.rfnl.org/copy-of-research-resources-2>.
- **Community Justice Initiatives (Kitchener, Ontario) and Restorative Justice Victoria (Victoria, British Columbia):** In 2023, a partnership project, funded by Public Safety Canada was initiated, to explore the appropriateness and applicability of restorative justice and restorative practice in preventing and responding to situations of hate and radicalization to violence, and to consider how restorative processes might complement existing de-radicalization/violence

prevention and response programs. Over 18 months, the project team met 22 times, co-facilitated one community of practice and three participant interviews. The work of this project involved several components, including:

- The development of a project team, with representation from each organization
- An environmental scan of the actors and organizations operating in the preventing/countering violent extremism (P/CVE) space
- The development of a Community of Practice of representatives from organizations in the P/CVE space, to facilitate conversations with those working in the space about how restorative justice and restorative processes might assist in their work, as well as to understand their concerns with its potential application to the P/CVE space, and
- A scoping literature review.

CJC is grateful to all its partners for their work in communities, their dedication to relational work and to their contributions to the evolution of CJC's process. Throughout 2024-25, CJC contributed letters of support to three community organizations on four projects. CJC received 21 inquiries from individuals and organizations. CJC also supported participants and collaborated with Commission colleagues on eight cases, with four closed. In continuing the development of its framework, CJC recognizes the need to develop new tools to measure impact based on values, not just outcomes. Not all cases demand the same investment of time or effort, some may involve brief inquiries, while others require more complex support, such as facilitation or coaching. CJC staff, often in collaboration with Commission staff, delivered 10 presentations and held one workshop, reaching over 700 people across the province and country. CJC also shared their work at key events:

- Justice As Trauma 2024 CJC presented **Human Rights Justice – Imagining a Culture of Transformative Human Rights**

- Canada Centre's Megaweek, co-presented **Exploring the Opportunity for Restorative Justice Approaches in Response to Radicalization to Violence**
- Restorative Justice Association of British Columbia, panel presentation **on Restorative Responses to Racial Harm**
- Provincial Proclamation Event for Restorative Justice Month in Newfoundland and Labrador: **Inspiring Collaboration; Igniting Social Change**, co-hosted with Relationships First.
- Justice As Trauma 2025- CJC presented **Leaning In – The Restorative Practice of Building Spaces for Trust, Possibility, and Repair**

These presentations allowed CJC to share its approach, and to learn alongside others working at the intersection of justice, healing, and human rights. Accountability takes time, trust builds slowly, through listening and relationships. This work is sometimes slow. CJC is building not only processes but relationships, readiness, and a shared understanding of justice. As CJC continues to work toward deepening their anti-racist and anti-colonial orientation to restorative justice, they invite the public to reflect on what this work means in resolving conflict and what it could mean for the community.

## **2024 Human Rights Award Ceremony**

During a ceremony held at Government House in St. John's, the Commission presented the 2024 Human Rights Award to Charlie Murphy, a community advocate and leader. Charlie Murphy (he/him/they/them) is a creative professional originally from Nova Scotia but has called St. John's home for the past 15 years. He has dedicated himself to building a more inclusive, supportive, and sustainable community through his work in the nonprofit and social impact sectors. Charlie has worked with sexual health organizations like CBRC and served as the Executive Director of Quadrangle NL, the Newfoundland and Labrador provincial 2SLGBTQIA+ community centre.

In 2015, through Charlie's ability to bring people together, the organization gained charitable status in late 2019, making history as Quadrangle NL is the first 2SLGBTQIA+ solely mandated charity of the province. Through his leadership, the organization gained its first funding around COVID relief in 2020, followed by federal funding in 2021 through the Government of Canada's LGBTQ2 Community Capacity Fund. Since then, the organization has flourished, opening its first physical location and establishing a range of core programs, including counselling, chosen family dinners, peer support, the distribution of visibility items and providing a much-needed space for the 2SLGBTQIA+ community.

The Human Rights Award is presented annually in celebration of International Human Rights Day. It recognizes an individual who has made and/or continues to make a meaningful contribution to advancing and furthering human rights in Newfoundland and Labrador. This year's recipient received an original photograph by Grenfell Visual Arts student, Ernest Boateng. There were no human rights champions recognized in 2024.



Photo ID: Members from the Art of Being Black present an award to Charlie Murphy on behalf of Ernest Boateng. Charlie Murphy is pictured in red pants, black sneakers, and a black blazer standing closest to the framed photo on the right.

The Commission extends its sincere thanks to everyone who nominated individuals for the 2024 Human Rights Award.

After ten years of celebrating outstanding contributions to human rights across the province, the Commission is entering a period of reflection and renewal. Looking ahead, the Commission is excited to explore new and meaningful ways to recognize the ongoing efforts of individuals and communities who work tirelessly to advance human rights.

# Report on Performance

## Issue 1: Enhancing Community Engagement

The Commission has a mandate to promote human rights through education and community engagement. With the expansion of the Commission's team through the hiring of the Public Relations Specialist in 2022, the Commission has made an active effort to enhance community engagement.

**Objective 1.2:** By March 31, 2025, the Commission will have increased the number of information sessions provided to people within the province.

**Indicator:** Facilitated information sessions that promote human rights.

**Results:** In 2024-25, the Commission delivered 59 presentations to various interested groups, businesses, and organizations. These sessions aimed to promote human rights in the province and provide participants with information on how to recognize and protect themselves against discrimination. Compared to the previous fiscal year, this represents an 84 per cent increase in the number of presentations delivered.

Additionally, the Commission collaborated with Dr. Dominique Clément to host a virtual information session that promoted the history of human rights in Newfoundland and Labrador. Dr. Dominique Clément is a Professor and Chair of the Department of Sociology at the University of Alberta and a member of the Royal Society of Canada (CNSAS). His popular website, [HistoryOfRights.ca](https://www.historyofrights.ca), explores the history of human rights in Canada and around the world.

**Indicator:** Shared information on human rights with groups and organizations throughout the province.

**Results:** In the fall of 2024, the Commission visited Happy Valley-Goose Bay to raise awareness about human rights in the Labrador region of the province. In partnership with PLIAN, the Commission hosted a human rights information clinic. The Commission also offered an introductory human rights presentation for the public and took part in a community potluck, where they set up an information table and engaged with attendees about their rights.

**Objective 1.3:** By March 31, 2026, the Commission will have increased its social media presence to promote human rights and the services they have to offer.

**Indicator:** Reviewed the use of social media platforms to ensure better alignment with the Commission’s mandate.

## **Issue 2: Review of Human Rights Policies and Resources**

In Newfoundland and Labrador, the **Human Rights Act, 2010** protects people from discrimination and harassment by recognizing the inherent dignity and worth of all people. It is essential that the Commissions’ internal policies and procedures are developed in a way that eliminates barriers to service. The Commission will review policies and procedures across Canada to ensure best practices with anti-discrimination laws.

**Objective 2.2:** By March 31, 2025, the Commission will have continued the review and identified gaps in policies and procedures that are preventing people throughout the province from being protected.

**Indicator:** Identified gaps in policies and procedures affecting the complaints process.

**Results:** The Commission has identified that certain limitations within the current legislation are hindering the effectiveness of its internal procedures. In response, and to improve service delivery for individuals across the

province, Commission have taken several proactive steps:

- Participated in external training to enhance knowledge of restorative resolution practices and approaches to addressing identity-based harm
- Invited internal government departments to present to staff on the services they offer, supporting improved system navigation and referral processes
- Implemented a Notice of Decision process, allowing for the early dismissal of complaints while increasing transparency by clearly communicating the reasons for dismissal and outlining available options for review
- Developed resources to inform individuals about the human rights complaint process, enhancing transparency and clarifying expectations regarding timelines and required documentation

The Commission continues to implement internal changes that advance trauma-informed practice, accessibility, and transparency. However, they recognize that eliminating certain barriers to service depends on changes outside their control.

**Indicator:** Developed an internal procedures manual to assist staff in addressing challenges identified with the complaints process.

**Results:** The Commission has taken steps to address challenges experienced throughout the human rights complaint process by advancing its internal procedures. For instance, the Commission has:

- Renamed the “complaint form” to the “inquiry form” to prevent confusion around the Commission’s ability to act after a complaint form is initially submitted, an inquiry can only become a complaint if the Commission establishes jurisdiction
- Established a weekly early assessment meeting with staff to review inquiry forms submitted and discuss plans of action

- Introduced a “pre-complaint process” to resolve complaints outside the formal legal system
- Received training on how to address complaints in a restorative, relationship-focused manner
- Prioritized accessibility (e.g., plain language and clear print) in the development of materials, including information sheets, guidelines, and online forms

The Commission is committed to reimagining and improving internal practices at every stage of the complaint process. Its work in this area remains ongoing.

**Objective 2.3:** By March 31, 2026, the Human Rights Commission will have completed the review of anti-discrimination policies and procedures.

**Indicator:** Completed a review of anti-discrimination policies and procedures.

## **Opportunities and Challenges**

The Commission was presented with an opportunity to partner with the Memorial University School of Social Work to become a field placement agency. This partnership enables social work students to complete their field placements with the Human Rights Commission, if funding is available. The Commission has embraced this opportunity and successfully hosted two students: one third-year student during the Fall 2024 semester and one fourth-year, second-degree student during the Winter 2024 semester. These placements typically span 11 to 13 weeks.

Ongoing collaboration between agencies, both within and beyond government, has become a vital opportunity to close gaps and dismantle systemic barriers that have hindered progress in human rights work. This united approach not only enhances the efficiency of navigating complex systems but also honors the critical role grassroots organizing has played in shaping Human Rights Commissions. By embracing the strength of community-led initiatives and fostering cross-sector partnerships, the Commission is working to ensure that human rights efforts are more inclusive, responsive, and reflective of community needs.

The Commission continues to make meaningful progress in fulfilling its mandate, supported by a dedicated team that goes above and beyond to meet the needs of the public. As the demand for service continues to grow a valuable opportunity is created to build on this strong foundation by investing in resources and staffing for the Commission to serve the public and enhance promotion of human rights. Enhancing capacity, particularly at the intake stage, would support more timely responses, streamline the complaint process, and allow for greater focus on proactive initiatives such as public education. By continuing to support the team's growth, the Commission will be well-positioned to enhance the promotion and protection of human rights in this province.

# Financial Statements

Expenditure and revenue figures included in this document are un-audited and based on public information provided in the “Report on the Program Expenditures and Revenues of the Consolidated Revenue Fund for the Year Ended 31 March 2025.” The Commission is not required to provide a separate audited financial statement.

## HUMAN RIGHTS COMMISSION

		Estimates	
		Actual \$	Original \$
01. Salaries		\$1,009,138	\$962,200
Operating Accounts:	Employee Benefits	\$11,116	\$7,000
	Transportation & Communications	\$17,946	\$12,100
	Supplies	\$7,888	\$8,000
	Professional Services	\$42,340	\$28,100
	Purchased Services	\$8,794	\$8,300
	Property, furnishings, and equipment	\$620	-
02. Operating Accounts		\$88,704	\$63,500
	Related Revenue	-	-
01. Revenue – Federal		-	-
<b>Total Human Rights</b>		<b>\$1,097,842</b>	<b>\$1,025,700</b>

**Alternative formats of this document are available upon request.**

**Newfoundland and Labrador Human Rights Commission**

P.O. Box 8700

St. John's, NL A1B 4J6

Phone: 709-729-2709

Toll-Free: 1-800-563-5808

E-mail: [humanrights@gov.nl.ca](mailto:humanrights@gov.nl.ca)

Website: <https://thinkhumanrights.ca/>