



**Alberta
Human Rights Commission**

Annual Report **2010-11**

April 1, 2010 – March 31, 2011

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**Government
of Alberta ■**



Alberta
Human Rights Commission

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Please note: In 2010-11, the budget for the Alberta Human Rights Commission was integrated into the budget for the Ministry of Culture and Community Spirit. The financial statements for the ministry are included in the 2010-11 Annual Report of the Ministry of Culture and Community Spirit, which is available on the ministry's website.

Message from the Chief of the Commission and Tribunals

As the Chief of the Commission and Tribunals for the Alberta Human Rights Commission, I am pleased to report on the activities of the Commission during the fiscal year April 1, 2010 to March 31, 2011.

Introduction

The Alberta Human Rights Commission is an independent commission of the Government of Alberta, reporting through the Minister of Culture and Community Spirit. The Commission protects human rights in Alberta by resolving complaints made under the *Alberta Human Rights Act*. Human rights tribunals adjudicate complaints that cannot be resolved. The Commission also works in partnership with the Department of Culture and Community Spirit to eliminate discrimination and barriers to full participation in society through education and community engagement. The Human Rights Education and Multiculturalism Fund provides funding for the Commission's education and community engagement initiatives.

As the head of the Commission, the Chief of the Commission and Tribunals is responsible for keeping the Minister of Culture and Community Spirit informed about human rights issues, providing the Members of the Commission with guidance regarding their tribunal hearings and other functions, and providing the Director with guidance regarding the overall goals and direction of the Commission.

This annual report comprises messages from the Chief of the Commission and Tribunals and the Director of the Commission about Commission activities undertaken between April 1, 2010 and March 31, 2011. It also includes a report on the

disposition of closed complaint files, an appendix titled *Legislative framework for the Alberta Human Rights Commission* and an appendix titled *Biographies of Members of the Commission*.

Outgoing Commission Director

In 2010-11, the Commission bade farewell to Marie Riddle, who served as the Director of the Commission for 13 years. I extend my heartfelt thanks to Ms. Riddle for the contributions she made to the advancement of human rights in Alberta. In addition to directing the administrative aspects of the Commission's complaint resolution and settlement process with equanimity and fairness, Ms. Riddle advanced the Commission's education program in significant ways, supporting and contributing to a province-wide education program that has been emulated by other human rights commissions across Canada and engaging the Commission in varied community partnerships.

New Commission Director

The Commission's capacity for resolving and settling complaints of discrimination was strengthened with the appointment of a new Director in October 2010. Philippe Rabot brings expert knowledge of labour and administrative law to the Commission, having served on various tribunals in Canada, most recently as Commissioner of the Canada Pension Plan/Old Age Security Act Review Tribunals.



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New and outgoing Members of the Commission

Four new part-time Members of the Commission were appointed in 2010-11. All Members of the Commission are now members of the legal community who bring expertise in relevant areas of the law, including human rights law, labour law, mediation and arbitration. As of March 31, 2011, the Members of the Commission were Jennifer Burns, Paul Chrumka, Shirley Heafey, Moosa Jiwaji, William McFetridge and Brenda Scragg. During 2010-11, Beth Bryant and Delano Tolley completed their terms, and Brenda Chomey and Deborah Prowse resigned before the end of their terms. I extend my sincere thanks to all Members of the Commission for their service and the important part that they play in strengthening human rights in Alberta.

New tribunal dispute resolution process

In 2010-11, the Commission implemented a tribunal dispute resolution process, which has proven to be a successful strategy to resolve complaints through mediation rather than through adjudication at a tribunal hearing. This process offers mediation for parties and their legal counsel at the tribunal stage, allowing them to meet in person with a tribunal member trained in dispute resolution to try to settle the complaint rather than proceed to a hearing. It enables the parties to explore a broad range of solutions to resolve their issues off the record or by a consent order. If successful, it reduces both the time and expense in achieving resolution.

Tribunal decisions available on the Canadian Legal Information Institute website

The Commission began posting its current tribunal decisions on the Canadian Legal Information Institute (more commonly known as CanLII) website in 2010-11, and started moving older decisions to the website as well. The CanLII website provides a fully searchable database and timely access to decisions free of charge. Commission decisions can be found at www.canlii.org/en/ab/abhrc.

Community engagement

The Commission continued to engage in community partnerships in 2010-11. During the year, I had the honour of participating in various community functions, including: citizenship ceremonies in Edmonton and Calgary; the Harmony Brunch in Edmonton (an annual event to promote public education and awareness of multiculturalism); a conference to celebrate diversity in Lethbridge, hosted jointly by the City of Lethbridge and the Coalition of Municipalities Against Racism and Discrimination; a United States Consulate human rights luncheon in Calgary; the Alberta School Boards Association Conference in Calgary; a Hate Crime Awareness Day event in Calgary; and an International Human Rights Day event at the University of Calgary. A more detailed discussion of Commission education and community engagement activities can be found in the Commission Director's message, which follows my message.

Preparing for a national human rights conference

In 2010-11, the Commission began preparing for the 2011 Canadian Association of Statutory Human Rights Agencies conference in Calgary from June 13 to June 15, 2011.

Looking ahead to 2011-12

I will be honoured to continue my commitment to working with the Members of the Commission and the Commission Director and his staff to protect human rights, promote fairness and access, and support the inclusion of all Albertans in the social, economic and cultural life of the province without discrimination.

[Original signed by]

D. Blair Mason
Chief of the Commission and Tribunals



Message from the Director

The Commission's challenges

My appointment as Director of the Alberta Human Rights Commission began halfway through the 2010-11 fiscal year. My priority has been to identify and implement measures to streamline the Commission's handling of complaints to achieve two short-term results: a substantial reduction in the average time required to conciliate and investigate complaints, and a more tailored approach to the handling of each complaint that would enable the Commission to optimize the use of its resources.

The urgent priority is addressing the backlog of complaints that has developed in recent years, creating significant delays before conciliation or investigation can even begin. The average wait time for a complaint to be assigned to conciliation has increased to six months. If conciliation fails to produce a settlement or the parties decline this option, it will take another nine months before the Commission is ready to start an investigation. These are unacceptable delays that are just as frustrating for the Commission as they are for the parties to the complaint. Commission staff have been actively engaged in an extensive dialogue within the organization that has enabled us to set the wheels in motion for bold new initiatives that we have already started to implement. Over the course of the next year, we will expand the dialogue to include key stakeholders across Alberta who have a contribution to make. Their support will be indispensable if we are to make the progress that is needed to maintain confidence in the Commission as a robust and committed partner in the protection and promotion of human rights in Alberta.

Director's discretion to defer complaints pending the outcome of another forum's proceedings

One tool to process complaints more quickly is a relatively new measure introduced in the 2009 amendments to Alberta's human rights legislation. As Director, I now have the discretion to refuse to accept a complaint that is being heard in another forum or under another act or to defer its consideration pending the outcome of a proceeding in another forum or under another act. While the option of refusal has to date been of limited benefit, the authority to defer consideration of a complaint was used in at least 20 files during the year and is proving to be an increasingly effective case management strategy. Deferral minimizes the risk of duplication of efforts by two different entities to address the same human rights issues. It also enables the Commission to turn its attention instead to other complaints that would otherwise be waiting longer.

Most of the complaints that have been the subject of deferral involve allegations of discrimination in employment that have been slated for a grievance arbitration proceeding to address related matters. Given that the courts have recognized that labour arbitrators are empowered to address human rights violations, it makes perfect sense, in theory, to allow the arbitration proceeding to run its course before the Commission becomes involved, if still required after arbitration. However, the Commission has no control over how long it takes for the arbitration proceeding to unfold or whether it will succeed in resolving the human rights issues that are before the Commission. Therefore, I have avoided open-ended deferrals and required parties to report back to me at set intervals on

the progress of other proceedings. That way, I hope to avoid having the deferral option result in significant numbers of complaints remaining open at the Commission for years at a time. From my perspective, deferring to another forum is only appropriate if the other forum is likely to address all of the issues in a reasonable time.

Not all requests for deferral have been granted. The nature of the other forum is always a factor to be considered. It must be truly independent of both the complainant and the respondent, and its expertise in human rights must be clearly recognized. As an example, a civil proceeding before the courts between the same parties as those involved in a human rights complaint does not constitute an appropriate forum to defer to because the case law has established that courts do not have inherent jurisdiction over human rights issues.

I expect a constant flow over the next few years of cases where the Director will be called upon to consider the option of refusal or deferral due to a concurrent proceeding in another forum. To begin with, this option is being identified with increasing frequency by lawyers who represent parties to complaints. Just as importantly, Commission staff are now systematically verifying for each complaint whether the same issues are in the process of being addressed elsewhere or have already been addressed. In that event, the parties are given an opportunity to make written submissions to the Director before the Director makes a decision to refuse or defer the complaint.

Education and community engagement

The Commission, in partnership with the Department of Culture and Community Spirit, undertakes education and community engagement activities to promote awareness and understanding of the *Alberta Human Rights Act*.

In 2010-11, the Commission made revisions to its website and educational publications to ensure that they reflect recent changes to the act. We also updated several interpretive bulletins to reflect recent case law, published several issues of our online newsletter, *Alberta Human Rights Information Service*, and developed a promotional resource for the Aboriginal community.

The Commission provided human rights educational workshops to organizations across Alberta to help employers, employees and unions more fully understand their rights and responsibilities related to human rights and to enable them to create respectful and inclusive workplaces and communities. We also offered workshops in partnership with various organizations, targeting municipalities, nonprofit organizations, human resource managers and post-secondary institutions, using a variety of delivery methods, including podcasts, videoconferences and webinars. Workshop participant satisfaction surveys indicate that participants were generally very satisfied with the program. The responses also indicated that participants wanted more focus on the responsibility of employers to accommodate employees with disabilities.

The Commission's display was hosted at a number of community events throughout the province, and educational and information resources were offered to new Canadians at citizenship ceremonies in Edmonton and Calgary.



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The Commission partnered with the Alberta Chambers of Commerce to offer the Diversity Leadership Award of Distinction, which recognizes organizations that embrace diversity in their workforce, encourage respect and inclusion, and work toward eliminating discrimination and barriers to fair employment practices. On March 4, 2011, I had the honour to present the award to the Ghost River Rediscovery Society, a nonprofit organization that offers outdoor and cultural education programs based on Aboriginal traditions and values. It promotes the rediscovery of tradition and the development of healthy, sustainable lifestyles among children and youth.

The Commission participated in and planned for human rights education activities at the national level by contributing content to the new Canadian Association of Statutory Human Rights Agencies website.

Conclusion

I have the privilege of working alongside a dedicated and talented group of women and men who are deeply committed to the principles spelled out in the *Alberta Human Rights Act*. They display an exemplary commitment to public service and provide an opportunity for thousands of Albertans each year to receive meaningful and objective feedback to concerns about possible discrimination. I am particularly proud of the pivotal role that our education workshops play in enabling Alberta employers to become better informed about the scope of their responsibility to ensure that their workplaces are free of

discrimination. We do far more than provide an opportunity for resolution of disputes – we join all Albertans in paving the way for a more inclusive and welcoming society as our community becomes increasingly diverse. Protecting and promoting human rights are an essential part of our democracy. In this endeavour, we are partners with all Albertans. Much of the Commission's work is accomplished without fanfare, as it should be. At a time of significant transformation for the organization, we are as committed as ever to ensuring that we continue to serve Albertans with integrity, diligence and professionalism.

[Original signed by]

Philippe Rabot
Director

Disposition of closed complaint files

The Commission closed 604 complaint files in 2010-11. The vast majority of complaints – 576 files (95 per cent) – were dealt with through the Commission’s complaint resolution and settlement process. This means that they were settled by the parties through conciliation or investigation, dismissed or discontinued by the Director, or withdrawn by the complainant. The remaining 28 files (five per cent) were handled through the Commission’s tribunal process.

Conciliated files

The majority of complaint files were resolved by the parties with the help of a conciliator provided by the Commission. The number of complaints resolved through conciliation in 2010-11 (327 of 604 files, or 54 per cent) exceeded the Commission’s goal of closing 50 per cent of files through conciliation. Conciliation is a voluntary, non-adversarial way of resolving disputes. The conciliator is an impartial person who works with the complainant and respondent to generate possible solutions to the complaint.

Investigated files

In 2010-11, 12 per cent of complaint files (70 of 604 files) were settled through investigation. If conciliation does not resolve the complaint, Commission staff conduct an investigation to establish the facts of the case and make a recommendation on whether or not there is merit to the complaint. If the investigator believes there is merit to a complaint, Commission staff try again to help the parties reach a settlement.

Dismissed files

The Director may dismiss a complaint if the Director believes that the complaint has no merit, meaning that the Director believes that there is no reasonable basis for proceeding with the complaint. Complainants may appeal to the Chief of the Commission and Tribunals if they disagree with a dismissal. In 2010-11, 137 complaint files were closed as dismissed. In 26 cases, the complainants appealed to the Chief of the Commission and Tribunals, but the dismissal was upheld. The 137 complaint files closed as dismissed represent 23 per cent of the total number of files closed in 2010-11.

Discontinued files

The Director may discontinue a complaint if a complainant refuses to accept a settlement offered by the respondent that the Director believes is fair and reasonable. Complainants may appeal to the Chief of the Commission and Tribunals if they disagree with the Director’s decision to discontinue. In 2010-11, four files were closed after the Director discontinued the complaint. In two cases of discontinued files, the complainants appealed to the Chief of the Commission and Tribunals, but the discontinuances were upheld.

An additional three complaints were discontinued by the Director. The complainants appealed the discontinuance, and the Chief of the Commission and Tribunals overturned the Director’s decision on these three files. With the complainants’ consent, these three files remained open and proceeded to tribunal.



Withdrawn files

In 2010-11, six per cent of the complaint files (38 of 604 files) were closed because complainants withdrew their complaints. Complainants withdraw their complaints for a variety of reasons. They may do so when they agree there is no merit to their complaint, or when they settle the dispute in another forum such as a grievance procedure or civil court action and withdrawal of the human rights complaint is part of the settlement agreement.

Disposition of complaints scheduled for or heard by tribunals

Of the files that closed in 2010-11, 28 (five per cent) were dealt with through the tribunal process. The Director refers complaints to a tribunal when the Director believes that there is merit to the complaint, but the complainant and respondent are unable to settle. The Chief of the Commission and Tribunals refers complaints to a tribunal when a complainant asks for a review of the Director's decision to dismiss or discontinue

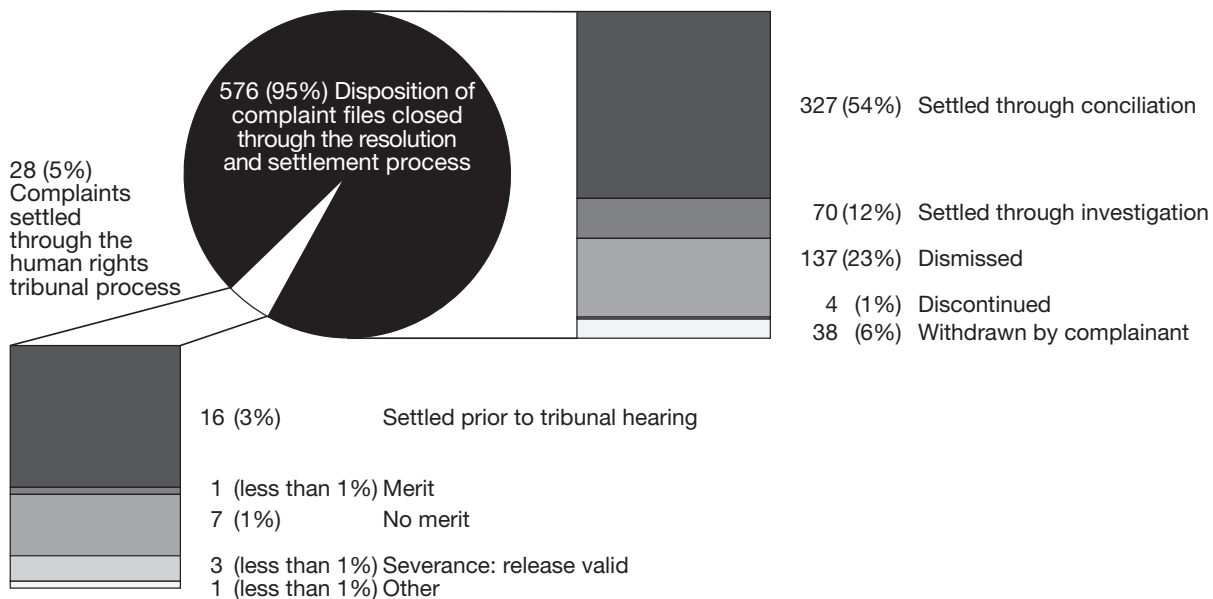
their complaint, and the Chief of the Commission and Tribunals decides that the complaint should not have been dismissed or discontinued.

The tribunal process is independent from the work of Commission staff in receiving and resolving complaints. Human rights tribunals are composed of Members of the Commission and are appointed by the Chief of the Commission and Tribunals.

The 28 files that closed after being referred to a tribunal had the following outcomes:

- Sixteen files were settled by the parties prior to the tribunal hearing.
- One file went through a hearing where the tribunal found merit to the complaint and ordered an appropriate remedy.
- Seven files went through a hearing where the tribunal found no merit and dismissed the complaints.
- Three severance agreements were found to be valid and enforceable, and the files were closed.
- One file was withdrawn by the complainant prior to the tribunal hearing.

Disposition of complaint files closed in 2010-11



Appendix A: Legislative framework for the Alberta Human Rights Commission

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

The *Alberta Human Rights Act* establishes the Alberta Human Rights Commission to carry out functions under the act.¹ The Commission is an independent commission created by the Government of Alberta, which reports to the Minister of Culture and Community Spirit.

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

The Chief of the Commission and Tribunals and Members of the Commission are appointed by Order in Council. As the head of the Commission, the Chief of the Commission and Tribunals is responsible for keeping the Minister of Culture and Community Spirit informed about human rights issues, providing the Members of the Commission with guidance regarding their tribunal hearings and other functions, and providing the Director of the Commission with guidance regarding the overall goals and direction of the Commission. In addition, the Chief of the Commission and Tribunals undertakes other related activities.

The Chief of the Commission and Tribunals reviews appeals of decisions made by the Director to dismiss or discontinue complaints. The Chief of the Commission and Tribunals also appoints Members of the Commission to serve on human rights tribunals that hold public hearings into human rights complaints. The primary purpose of the tribunals in relation to complaint resolution and settlement is adjudicative.

¹ Section 16(1) of the *Alberta Human Rights Act* outlines the functions of the Commission:

- to forward the principle that all persons are equal in: dignity, rights and responsibilities without regard to race, religious beliefs, colour, gender, physical disability, mental disability, age, ancestry, place of origin, marital status, source of income, family status or sexual orientation,
- to promote awareness and appreciation of and respect for the multicultural heritage of Alberta society,
- to promote an environment in which all Albertans can participate in and contribute to the cultural, social, economic and political life of Alberta,
- to encourage all sectors of Alberta society to provide equality of opportunity,
- to research, develop and conduct educational programs designed to eliminate discriminatory practices related to race, religious beliefs, colour, gender, physical disability, mental disability, age, ancestry, place of origin, marital status, source of income, family status or sexual orientation,
- to promote an understanding of, acceptance of and compliance with this Act,
- to encourage and co-ordinate both public and private human rights programs and activities, and
- to advise the Minister on matters related to this Act.



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A Director, who is appointed by the Government of Alberta through an Order in Council, and employees handle the administrative responsibilities related to the resolution and settlement of complaints made under the *Alberta Human Rights Act*. This work is separate and distinct from the work of the Chief of the Commission and Tribunals in reviewing appeals and the work of the Members of the Commission in adjudicating human rights complaints. In keeping with the purposes of the act, the Director and employees also provide public information and education and consultation services, engage in community initiatives and undertake other related activities.

Protection from discrimination under the *Alberta Human Rights Act*

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

Within the areas listed above, it is a contravention of the act to discriminate against any person on the basis of race, religious beliefs, colour, gender, physical disability, mental disability, ancestry, place of origin, marital status, source of income, family status or sexual orientation. Age is also a protected ground, except in two areas: goods, services, accommodation and facilities; and tenancy.

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

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

Appendix B: Biographies of the Members of the Commission

These are the biographies of the Members of the Commission whose appointments were current as of March 31, 2011.

Chief of the Commission and Tribunals

Honourable David Blair Mason, Q.C.

David Blair Mason, Q.C., was appointed Chief of the Commission and Tribunals of the Alberta Human Rights Commission, effective March 1, 2009. His current term will end on December 31, 2011. Mr. Mason earned his bachelor and law degrees from the University of Alberta.

Mr. Mason's legal career includes 28 years in the practice of law and 23 years as a Justice of the Court of Queen's Bench of Alberta.

His professional appointments include serving as: Vice-Chairman of the Alberta Board of Industrial Relations (1977); first Chairman of the Public Service Employee Relations Board of Alberta (PSERBA) (1977-83); board member of the Alberta Institute of Law Research and Reform (1979-85); and Agent for the Attorney General of Alberta (1958-85).

Mr. Mason's labour law experience includes mediation as well as labour and commercial arbitration. He has chaired numerous arbitration boards and held membership in the National Academy of Arbitrators, the Society of Professionals in Dispute Resolution and the Canadian Association of Administrators of Labour Legislation.

A current member of the International Commission of Jurists, the Canadian Institute for the Administration of Justice and the Alberta Bar Association, Mr. Mason is also an Honourary Life Member of the Canadian Bar Association.

His commitment to community leadership has included serving as Chairman of the Legal Section of the Salvation Army Red Shield Appeal; a member of the Board of Governors of the Alberta Motor Association; Chairman of the Better Business Bureau of Calgary; and President of the Calgary Community Concert Association.

Mr. Mason is a recipient of the Alberta Centennial Medal and the Queen Elizabeth II Golden Jubilee Medal, both of which recognize outstanding and exemplary contributions to society.



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Part-time Members of the Commission

Jennifer Burns, B.A., LL.B.

Jennifer Burns has been appointed for a term beginning September 30, 2010, and ending June 30, 2013. Ms. Burns has a Bachelor of Arts degree from the University of Toronto, St. Michael's College and a Bachelor of Laws degree from Osgoode Hall Law School. She was called to the Ontario bar in 1989 and to the Alberta bar in 1996.

Ms. Burns began her legal career at the Toronto law firm of Weir Foulds, working primarily in the area of commercial litigation. For more than twenty years, Ms. Burns has worked with Extencicare Canada Inc., primarily in the areas of labour and employment. Recently her portfolio has expanded to include occupational health and safety. Presently she is on the Board of Directors of the Alberta Continuing Care Safety Association. Ms. Burns also served as a part-time tribunal member of the Alberta Labour Relations Board for 12 years. In addition, over the years Ms. Burns has contributed her time to many professional, charitable and educational organizations.

Honourable Paul Chrumka, Q.C., B.A., LL.B.

Paul Chrumka, Q.C., has been appointed for a term beginning January 1, 2010, and ending December 31, 2012. He earned his bachelor and law degrees from the University of Alberta.

After being called to the bar, he worked in private practice for two years, and then joined the Crown Prosecutor's Office in Calgary. Mr. Chrumka's legal career includes 25 years as a Justice of the Alberta Court of Queen's Bench. His professional appointments include: Chief Crown Prosecutor of Calgary and the Judicial District of Calgary (1975); Queen's Counsel (1976); and Justice of the Court of Queen's Bench and Ad Hoc Judge of the Alberta Court of Appeal (1982). In addition, he was later appointed Deputy Judge of the Supreme Courts of Yukon and NWT, and Nunavut Court of Justice. Mr. Chrumka was a faculty member of the Federation of Law Societies National Criminal Law Program from 1974 to 2001.

Mr. Chrumka is a recipient of the Alberta Centennial Medal and the Queen Elizabeth II Golden Jubilee Medal, both of which recognize outstanding and exemplary contributions to society.

Shirley C. Heafey, B.A., LL.B.

Shirley Heafey has been appointed for a term beginning September 30, 2010, and ending June 30, 2013. She has a Bachelor of Arts degree and a Bachelor of Laws degree.

Ms. Heafey is presently Public Complaint Director and Counsel at the Calgary Police Commission. She is a member of the Law Society of Alberta and the Law Society of Upper Canada. Her career has included the practice of law in the fields of employment, labour, human rights, policing and national security dealing with anti-terrorism law. In addition, she has held professional appointments on various municipal and community boards while practising law in Ontario.

From 1997 to 2006, Ms. Heafey was twice appointed Chair and Chief Executive Officer of the Commission for Public Complaints Against the RCMP, which is a federal administrative tribunal that investigates public complaints and serves as an appeal tribunal for investigations led by and decisions made by the Royal Canadian Mounted Police (RCMP). She studied at Harvard in the dispute resolution centre and introduced the centre's principles to the RCMP complaints process with considerable success.

She has been invited before numerous House of Commons and Senate committees to make presentations about human rights issues as well as issues regarding the health care system in Canada.

Ms. Heafey is the recipient of Her Majesty Queen Elizabeth II Golden Jubilee Medal for outstanding contribution to society and was recently inducted into the Honour Society of Ottawa University Law School for her contributions to national and international human rights.

Moosa Jiwaji, BSc (Hon.), MBA, LL.B.

Moosa Jiwaji has been appointed for a term beginning September 30, 2010, and ending June 30, 2013. Mr. Jiwaji graduated from the University of Dar-es-Salaam in Tanzania with an Honours degree in Science. He then came to Canada to study for his Masters in Business Administration at the University of Alberta. He graduated from Dalhousie Law School in Halifax in 1990.

He articulated to the late Justice Milton Harradence of the Alberta Court of Appeal and after his admission to the Law Society of Alberta, Mr. Jiwaji established his own law firm in Edmonton. While in practice, he also obtained his certification in Mediation and Arbitration from the Alberta Arbitration and Mediation Society. He has also served on the Board of the Centre for Mediation & Restorative Justice and is a Mediator with the Provincial Civil Law Division.

Mr. Jiwaji is a member of the Law Society Practice Review Committee and has previously served on the Credentials and Education, Family Law Advisory and the Public Education Committees of the Law Society. He is also a member of the Canadian Bar Association and was the Chair of the Alternative Dispute Resolution Northern Section and Vice-Chair of the International Development Section.



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William D. McFetridge, B.A., LL.B., C. Arb.

William McFetridge has been appointed for a term beginning September 30, 2010, and ending June 30, 2013. He received his Bachelor of Arts degree from the University of Alberta and his Bachelor of Laws degree from the University of Calgary.

Mr. McFetridge is a Chartered Arbitrator and regularly chairs labour arbitration boards to resolve grievances and collective bargaining disputes in the public and private sectors. He has worked in the industrial relations field for over 30 years and has chaired human rights, interest and rights arbitrations since 1983. He was selected by his peers for inclusion in the publication *The Best Lawyers in Canada* in the specialty of Alternative Dispute Resolution.

Mr. McFetridge is a member of the Canadian Industrial Relations Association and the Alberta Arbitration and Mediation Society and has taught a number of sections of the society's program to train arbitrators.

Brenda F. Scragg, B.A. (Special), LL.B.

Brenda Scragg was first appointed as a member of the Commission on December 17, 2002, and her current term will end on December 31, 2013. She is a University of Alberta graduate with a Bachelor of Arts (Special) in History and a Bachelor of Laws degree.

Ms. Scragg has been a Crown Prosecutor with the Grande Prairie Crown Prosecutor's Office since 1998. Prior to that, she was a sole practitioner for 13 years with the law association of Wadey & Scragg in Grande Prairie, mainly practising in the areas of family and child welfare law.

Ms. Scragg has been involved in a variety of capacities in Grande Prairie community organizations such as the School Council of Swanavon Elementary School, Prairie Art Gallery Society, Grande Prairie Little Theatre and the Grande Prairie Singers. She continues to be involved as a participant or speaker at events in the Peace Country that address the improvement of and access to our judicial system.