

NORTHWEST TERRITORIES  
HUMAN RIGHTS  
COMMISSION



# Annual Report

2023 – 2024



We envision a Territory that is  
**diverse, fair, safe**  
and **inclusive**, where  
**everyone** is **equal**.

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## Letter from the Chair

The Commission works in the traditional territories of the Dene, Inuvialuit, and Métis peoples, and we recognize our obligations under Treaty 8 and Treaty 11.

In 2022-2023, the Commission committed to re-examining our reconciliation strategy. We invited members of the Alberta Commission to Yellowknife to learn more about how they worked with Indigenous Communities. We are grateful to Anne Clennett and Evan Brunner from the Alberta Human Rights Commission for sharing their experience and knowledge about how reconciliation practices shape their education and outreach. Anne and Evan shared the process they adopted to create their Commission's Indigenous Human Rights Strategy and Indigenous Advisory Circle. After their visit, the Commission examined its reconciliation strategy and identified areas where it could be improved. The Commission will

continue to review and improve its strategy and work with Indigenous groups and governments to make our process more accessible and effective.

The Commission did a lot of work this year to highlight the intersection of human rights and gender-based violence. Executive Director Nicole MacNeil attended a presentation from Women and Gender Equality Canada. The presentation provided information on funding and projects available to organizations that support women and/or 2SLGBTQI+ individuals. We also provided copies of our brochure on Sexual Harassment in the Workplace to the Status of Women Council to include in their education packages; they will distribute one thousand packages across the NWT to help educate northern residents about gender-based violence including sexual harassment.

The Commission continued their work to improve awareness of the gap between the National Building Code standard of accessibility and an organization's responsibility to provide accessible spaces and accommodation under the NWT Human Rights Act. As part of this work, the Commission offered free accessibility toolkits to NWT businesses. Toolkits contain information about the duty to accommodate, hosting accessible public events, information about accessibility and the building code, and samples of low-cost accessibility options.

A handwritten signature in black ink, appearing to read 'C. Dent'.

Charles Dent

Chair,

NWT Human Rights Commission

## Introduction

The NWT Human Rights Commission is an independent agency that works to promote equality human rights and protect individuals and groups from discrimination under the NWT Human Rights Act. The Act creates a human rights system that is independent from the Territorial Government. During the period covered by this report, the system had two parts: Commission members and staff, and the NWT Human Rights Adjudication Panel.

The Commission continues to strengthen our commitment that a restorative approach be used in all of the work done by the human rights system. The Act requires the Commission “use and promote, wherever possible, restorative principles and non-adversarial processes that contribute to the understanding of and commitment to human rights by parties, and reconciliation between parties.” Our statistics continue to show that parties involved in a human rights complaint can come together to resolve issues and repair relationships when given the opportunity and support to do so.

Human rights officer Cait Ross accepted a transfer assignment opportunity into a managerial role with the Department of Justice. She is currently working as the Manager of Community Programs as part of Community Justice and Policing. We wish you all the best, Cait!

Morgan Wouters joined the Executive Director’s office this year as a human rights officer. Morgan holds diplomas in both in Child and Youth Care Counseling and Social Work from Mount Royal University. Morgan brings over 10 years of experience in conflict management as well as several years of program delivery. Morgan continues to build her skills through education programs with the International Institute of Restorative Practice and the Justice Institute of BC. Welcome Morgan!

## Commission Members

The Commission is responsible for equality rights promotion and education, monitoring the administration and assessing the effectiveness of the Human Rights Act, advising the NWT Legislative Assembly on matters related to the Act, undertaking research, and making decisions on whether to refer or dismiss complaints.

The Commission is made up of three to five members from various NWT communities appointed by the Commissioner on the recommendation of the Legislative Assembly.

Members are part-time appointees who are paid an honorarium for their human rights work.



Commission Members L-R: Gail Cyr, Charles Dent, Yacub Adam, and Marion Berls.

Commission members serving in 2023-2024:

- Charles Dent – Chair
- Yacub Adam – Vice Chair
- Marion Berls – Member
- Gail Cyr – Member
- Norman Yak’e ula – Member

## Executive Director's Office

The Executive Director of Human Rights is responsible for the complaints process, is a non-voting member and Secretary to the Commission and manages the office and staff of the Commission. Appointed by the NWT Commissioner on the recommendation of the NWT Legislative Assembly, the Executive Director works closely with staff and the public during the complaint process. The Executive Director's office also provides education workshops and promotes equality human rights in communities across the NWT.



Director's Office Back Row L-R: Roger Wah Shee, Marcus Jackson,  
Front Row: Dezerae Pidborochynski, Raegan Mager, Morgan Wouters,  
Linda Noseworthy , Nicole MacNeil.

### Executive Director and staff in 2023-2024:

- Nicole MacNeil – Executive Director
- Raegan Mager – Deputy Executive Director
- Roger Wah Shee – Legal Counsel
- Linda Noseworthy – Administrative Officer
- Marcus Jackson – Human Rights Officer
- Cait Ross – Human Rights Officer
- Dezerae Pidborochynski – Human Rights Officer
- Morgan Wouters – Human Rights Officer



Adjudication Panel Members: Colin Baile, Jay Sengupta, Paul Parker, Sheldon Toner (Chair), Kandace Groenewegen.

## Adjudication Panel

The Adjudication Panel hears complaints referred to them by the Executive Director or the Commission (depending on the time the complaint was filed) as well as any appeals of the Executive Director's or Commission's decision to dismiss complaints. Adjudication Panel Members are appointed to the Adjudication Panel by the Commissioner on recommendation of the NWT Legislative Assembly.

### Adjudication Panel members serving in 2023-2024:

- Sheldon Toner – Chair
- Colin Baile – Adjudicator
- Paul Parker – Adjudicator
- Jay Sengupta – Adjudicator
- Lou Sebert – Adjudicator
- Kandace Groenewegen – Administrator



# Community Outreach

## Community Outreach

We were pleased to see an increase in the number of requests for human rights-related training and information sessions. The Commission is always happy to be a resource for employers, landlords, and businesses providing service to the public. While our complaints process works in a remedial fashion to address harm after it has occurred, reaching out to the Commission for information and resources to prevent complaints is an important part of preventing discrimination and making accessibility part of everyday policies and processes. Let's talk!

## Community events

- **May 13-14 2023** The Commission Chair and Vice-Chair staffed a booth at the Yellowknife Chamber of Commerce Trade Show and met tons of people over the course of the weekend. A number of requests for presentations came from the outreach at this event.
- **June 18, 2023** The Executive Director and members of the staff represented the Commission in Yellowknife's first Pride parade. It was great to see such a large and supportive crowd both in the parade and along the parade route.
- **June 21, 2023** The Commission Chair and Vice-Chair attended National Indigenous People's Day. They engaged with members of the community on human rights issues and handed out resource materials, refreshments, and held a draw for a backpack and an iPad.
- **October 5, 2023** The Executive Director attended a presentation from Women and Gender Equality Canada on various funding opportunities and ongoing



Commission staff at the Yellowknife Pride Parade in June 2023.

projects which support a diverse group of organizations that support women and/or 2SLGBTQI+ individuals .

- **December 6, 2023** The Commission Chair gave a speech at the vigil for the YWCA's National Day of Remembrance and Action on Violence Against Women.

## Presentations

- **April 4, 2023** The Deputy Executive Director and a Human Rights Officer gave a presentation to DeBeers stakeholders on the basics of human rights in the NWT.
- **June 7, 2023** The Executive Director and Deputy Executive Director gave a presentation on restorative practices to the delegates of the 2023 Duke of Edinburgh's Commonwealth Study Conference.
- **June 7, 2023** A Human Rights Officer gave a presentation to a grade 5 classroom at NJ MacPherson.
- **September 20, 2023** Two Human Rights Officers gave a presentation at CDETNO.

- **October 27, 2023** The Deputy Executive Director and a Human Rights Officer gave a presentation to the regional presidents and central executive of the NWTTA .
- **January 17, 2024** The Deputy Executive Director, the Vice Chair of the Commission, and a Human Rights Officer attended the 2024 LGANT Conference and presented on the Act and Restorative Practice during a “speed-dating” forum.
- **February 6, 2024** The Deputy Executive Director gave a presentation at CDETNO as part of their YESS (Youth Employment and Skills Strategy) Program.

### Community Visits

All Commission Members, the Executive Director, and two staff visited Inuvik January 29 and 30th. They held the Commission’s monthly meeting in the community and hosted a community meet-and-greet at Ingamo Hall where we had a draw to enter a canvas tent and frame. Cher Greenland was the lucky winner. The Commission and staff also planned to visit Tuktoyaktuk and Aklavik but unfortunately had to cancel due to a winter storm that created poor driving conditions.

### Reconciliation

For this year’s December strategic planning meeting, the Commission decided to focus their time on reviewing and revising our Reconciliation Strategy. The session was facilitated by Pat Lewis of the International Institute of Restorative Practice. The Commission was joined by Anne Clennett and Evan Brunner from the Alberta Human Rights Commission who were invited to share their work in creating their Commission’s Indigenous Human Rights Strategy and Indigenous Advisory Circle. Anne and Evan were also able to spend time with Commission staff members to learn more about our restorative dispute resolution process.



The Commission meet with members of the Alberta Human Rights Commission to learn about their Indigenous Human Rights Strategy. Back Row L-R Anne Clennett, Norman Yake'u'ela, Nicole MacNeil, Gail Cyr, Charles Dent, Marion Berls, and Yacub Adam. Front Row: Raegan Mager (L) and Evan Brunner (R).

### Publications

This year the Commission published a new Pocket Guide to Human Rights in Willìdeh Yatì. The Commission provided one thousand copies of our Sexual Harassment at work to the NWT Status of Women Council. The pamphlets were added to their Workplace Sexual Harassment Training Kit and will be distributed throughout the Territory.

### International Human Rights Day

We issued a statement on the 75th Anniversary of the UN Declaration of Human Rights and ran a Facebook Campaign on understanding the difference between migrants and refugees and some of the human rights challenges they face.

### Facebook

Facebook continues to help us reach communities across the Territory. Ongoing contests and awareness campaigns are helping to keep our



Facebook followers engaged and attract new ones. We share local events, scholarships, surveys, and news from community groups and Indigenous governments as well as resources and good-news stories all related to equality human rights.

### Targeted Campaigns

- **May 2023** We ran a week-long education campaign/contest highlighting stories of Asian Canadians. We offered a backpack prize filled with books, movies, and snacks.
- **June 2023** We ran a week-long campaign June 19-23 focused on Indigenous experiences and reconciliation in celebration of Indigenous People's Day. We gave away an iPad.
- **June 2023** We ran a week-long campaign recognizing and respecting Indigenous Culture. We held an engagement contest for an iPad and backpack prizes.
- **July 2023** We ran a week-long education campaign to raise awareness on 2SLGBTQ+ issues. We gave away a backpack filled with a selection of books, movies, SWAG, and treats for a movie night.
- **September 2023** We ran a week-long campaign focused on reconciliation. We gave away backpacks with Indigenous books and movies as well as an iPad.
- **January 2024** We ran a two week-long campaign focused on education about gender-based violence as we promised at the vigil in December. One week focused on violence against Indigenous women and girls.
- **February 2024** We ran a week of posts focused on Black Canadians and raising awareness about their contributions to Canadian History.

### Facebook Action Week

Each year the Commission runs a Facebook campaign in the week leading up to International Human Rights Day. This year our week-long campaign focused on helping people understand the difference between migrants and refugees and some of the human rights challenges they face.

### Accessibility Award

The Accessibility Impact Awards took place on June 2, 2023, during National Disability Awareness Week. This year's winner was Capitol Theatre for the improvements to their space as well as hosting closed captioning movies on Wednesday nights (when available). Cory Timmer, the Theatre's manager, accepted the award.



Capitol Theatre manager Cory Timmer accepts the 2023 Accessibility Award. Capitol Theatre won this year's award for improvements to their physical space and for providing closed captioning for movies on Wednesdays.

## Community Initiative Funding

The NWT Disabilities Council applied for funding to purchase pocket talkers. The Commission approved their application and purchased the pocket talkers on their behalf.

## Stories for Peace

Stories for Peace book bags filled with books were dropped off to the schools in Inuvik during the Commission's community visit.

## Pro Bono Students of Canada

The NWT Human Rights Commission had the opportunity to collaborate with three law students from Osgoode Hall Law School through the Pro Bono Students of Canada Program (PBSC). The PBSC is a national pro bono student organization with a mandate to provide legal services without charge to organizations and individuals in need across Canada. The collaborative research projects have been ongoing for five years and we are grateful for the quantity and quality of research we've received from our PBSC students.

This year, three law students conducted research for the Commission in the following areas:

**Dania Ahmed** – Dania conducted research on accessibility legislation in Canada. More than 6.2 million Canadians (22%) live with at least one disability and face barriers every day ranging from the built, physical environment to inaccessible online services. Dania researched the background leading up to the inception of accessibility legislation in Canada and conducted a cross-jurisdictional review summarizing which federal, provincial and territorial governments have adopted accessibility legislation.

**Priya Basra** – Priya conducted research on the need for independence of human rights commissions in Canada. Commissions must maintain a high level of independence from

government control and intervention to effectively promote and protect human rights. Priya summarized the history of the Paris Principles adopted by the United Nations General Assembly in 1993 and assessed why those principles form the basis for national, provincial and territorial human rights Commissions in Canada. Priya also conducted a cross-jurisdictional review summarizing the reporting relationship among human rights Commissions in Canada and their respective governments.

**Rohan Jain** – Rohan conducted research on indigenous identity and human rights in Canada, including recent legislative developments aimed at addressing racism against indigenous people. Rohan compiled and synthesized leading cases on human rights issues facing indigenous people in order to distill themes facing indigenous people in human rights. Rohan also researched how international law is being included by Commissions when issuing decisions about discrimination against indigenous people.

## Consultations

April 2023, the Commission wrote a letter in support of Mr. Jeremy Matson's petition to the UN insofar as it raises issues of access to justice for Indigenous people in particular with respect to challenging any legislative provision which results in discrimination based on a prohibited ground covered by provincial/territorial human rights laws. The Commission stated its position that application of the Matson/Andrews case would limit our jurisdiction and force self-represented complainants into the civil courts to pursue a complex Charter challenge when alleging a territorial law, or government policy borne out of legislation, is discriminatory. This conflicts with the Commission's strides to improve access to justice in addressing discrimination in our territory.

## Lancaster Webinars

Various Commission members and staff attended the following webinars:

- April 27, 2023 Disagreement, Conflict, or Harassment? Practical guidance on dealing with workplace disputes.
- May 23, 2023 Dealing with Highly Sensitive Personal Information: Documenting and accommodating mental health disabilities.
- June 6, 2022 Opening Doors: Ensuring equity, diversity, and inclusion in hiring, promotion, and retention.
- June 22, 2023 Fairness in Firing: Examining recent principles and rising damages in bad faith terminations.
- June 29, 2023 Safe Spaces: Accommodating transgender and gender-diverse employees.
- March 28, 2024 Disabilities that Elude Diagnosis: Accommodating employees with undiagnosed or poorly understood condition.
- July 18, 2023 Working with Episodic Disabilities: Using the Latest Tools.
- August 1, 2023 Treating Toxic Workplaces: Recognizing and repairing poisoned work environments.
- September 28, 2023 Truth and Reconciliation at Work: Affirming Indigenous identity and promoting cultural safety in the workplace.
- November 7, 2023 Employee absenteeism.
- January 11, 2024 Annual Human Rights Law Update: The Latest Cases and Legislative Developments.

## What is a Ground?

A ground is a specific characteristic of an individual. It is illegal to discriminate or harass anyone based on the following **grounds**:

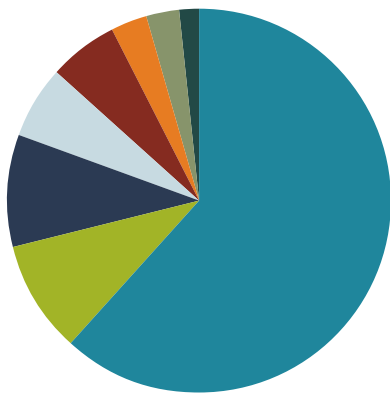
- Age
- Disability
- Race
- Colour
- Ancestry
- Place of origin
- Ethnic origin
- Nationality
- Sex
- Sexual orientation
- Gender identity
- Gender expression
- Family status
- Family affiliation
- Marital status
- Social condition
- Religion
- Creed
- Political belief
- Political association
- Pardoned criminal conviction
- Record suspension

# Compliance

The NWT Human Rights Commission answers hundreds of questions from the public every year. Inquiries come from all corners of the territory and can be made by telephone, email, or in person.

The Human Rights Commission represents the public interest when it is party to complaints at hearing. The Commission promotes the public interest by encouraging a hearing process that is efficient, effective, and as non-adversarial as possible.

## Inquiries by Region



- 191 North Slave
  - 29 Beaufort Delta
  - 29 Not Recorded
  - 19 South Slave
  - 18 Outside NWT
  - 10 Dehcho
  - 8 Remote Camp
  - 5 Sahtu
- Total 309**

## Inquiries

The Executive Director’s office receives inquiries from employers and landlords requesting information about their responsibilities under the Act as well as from people who believe they have been discriminated against. All inquiries to the Commission are confidential.

From April 1, 2023 through to March 31, 2024 the Executive Director’s office received 309 inquiries. Many inquiries are not related to equality human rights and never result in a complaint.

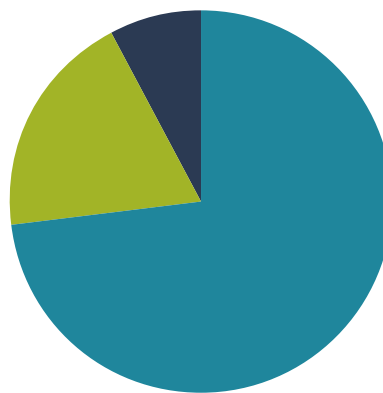
Whenever possible, human rights officers will direct a person to the agency or organization that is best equipped to help the individual with their issue. Sometimes individuals initiate the complaint process but decide not to file a complaint for personal reasons. In 2023-2024, 26 complaint files were opened.

Inquiries made at community visits, trade shows, or other public events are not included in the Inquiries statistics.

## Complaints

Complaints may be very complex and involve other processes such as union grievances. All parties are afforded adequate time to respond to information gathered about the complaint so they are prepared to move through the complaint process. Parties are also offered the opportunity to settle a complaint through our dispute resolution process prior to the Executive Director making a decision whether to dismiss the complaint or refer it for adjudication. The Commission decides whether to dismiss or refer complaints accepted by the Executive Director in 2023-2024.

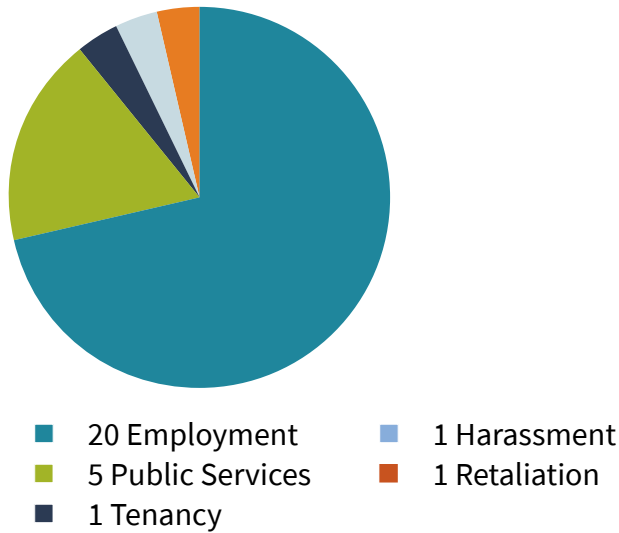
## New Complaints by Region



- 14 North Slave
  - 3 Camps
  - 2 South Slave
  - 0 Beaufort Delta
  - 0 Sahtu
  - 0 Dehcho
  - 0 Outside NWT
- Total 20**

In 2023-2024 the Executive Director’s office had 61 complaints in process. The Executive Director accepted 26 new complaints during the fiscal year and closed 9. Of the 9 files closed, 2 were settled, 4 were withdrawn, 1 was referred to the Adjudication Panel for hearing, and 2 were dismissed.

### Areas included in Complaints



### Areas and Grounds

The NWT Human Rights Act protects people from discrimination in employment; public services, goods, accommodation, and facilities; tenancy; and publications. The Act also protects people from harassment based on a protected ground and from retaliation for filing or participating in a human rights complaint.

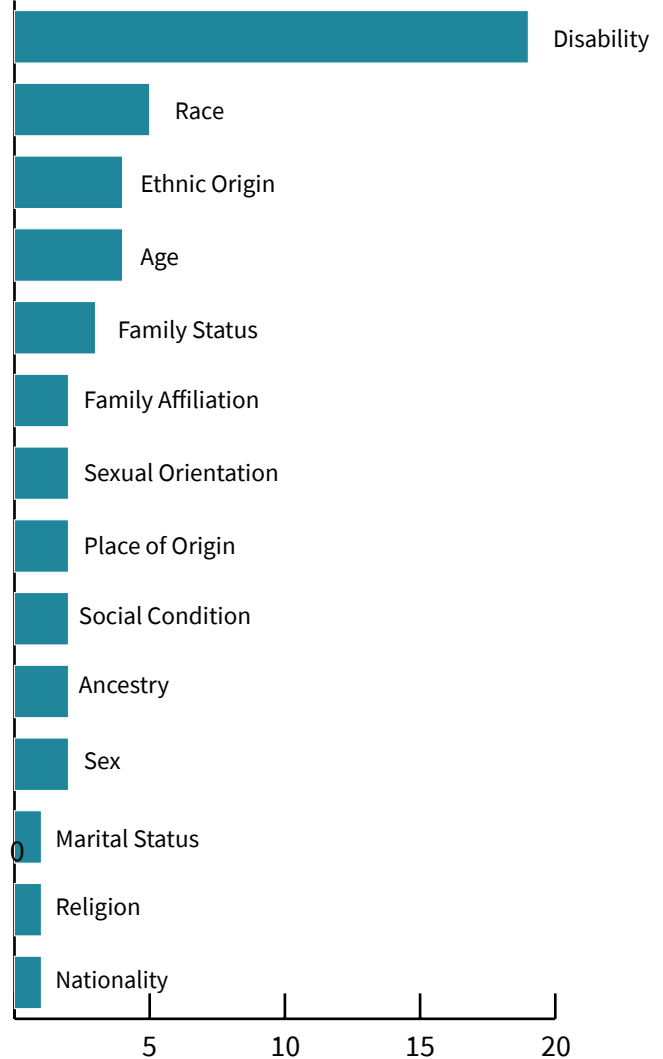
The bulk of complaints of discrimination are filed in the area of employment. Employers have a responsibility to not discriminate against employees and to provide an inclusive workplace.

There are currently 22 grounds protected by the NWT Human Rights Act. A person may claim discrimination based on more than one ground

in their complaint. The most common ground cited when filing a complaint of discrimination is disability.

**In 2023-2024, 73% of all new complaints included an allegation of discrimination based on disability.**

### Grounds included in Complaints





## Adjudication

When the Executive Director or Commission is unable to dismiss a complaint and the parties cannot resolve their dispute, the complaint is referred to the Adjudication Panel for a hearing. Complainants may appeal the decision to dismiss their human rights complaint. The Adjudication Panel hears these appeals.

The Adjudication Panel had 4 matters in process at the beginning of the 2023-2024 year. The Executive Director referred 1 file to the Panel over the course of the fiscal year. There were no appeals of the Executive Director's decisions.

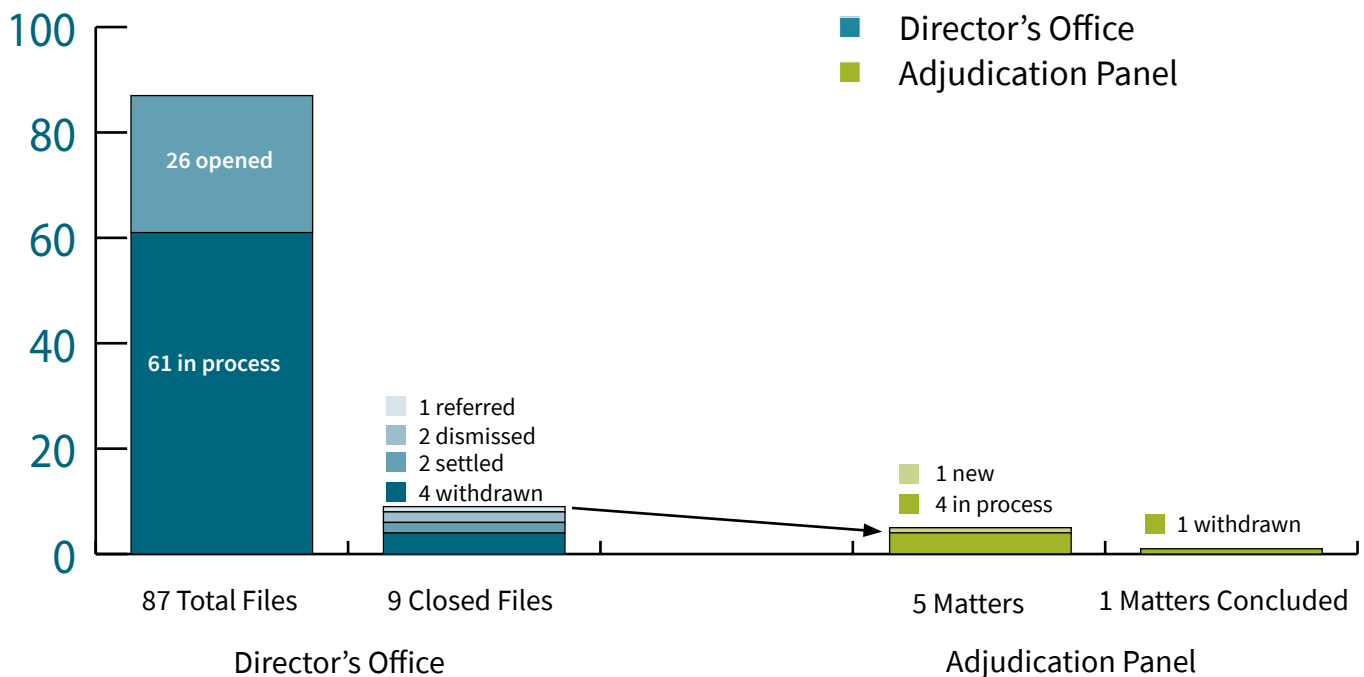
## Decisions

The Human Rights Adjudication Panel did not issue any interim or final decisions in the reporting period from April 1, 2023 to March 31, 2024. One matter was withdrawn after the parties reached a resolution.

### Hearing Results

All decisions made by the Adjudication Panel are public. You can access the latest hearing results at <https://www.canlii.org/en/nt/nthrap>

## Complaint Files



## Looking Forward

In 2024, the Commission celebrates its twenty-year anniversary. We will be highlighting some of the changes that have occurred over the last twenty years and working to understand how our processes are working for the people of the NWT. As part of this work, the Commission is undertaking research to understand how we can better serve Indigenous people and new Canadians. The project aims to learn more about what people know about human rights in the Northwest Territories. The project will invite Indigenous people and new to Canadians who live in Dettah, N'dilo, or Yellowknife to complete a survey and participate in a focus groups. We hope the results of this survey will prove our approach and that we will be able to expand the survey across the NWT in future years.

We also hope to learn more about how residents feel we are doing with respect to reconciliation. The Commission commits to improving our services to Indigenous People across the Territory and as part of our commitment we will finalize our revised Reconciliation Strategy and work plan to identify what is working and where we can improve. We hope to improve how we work with Indigenous governments, organizations, and individuals to ensure our process is accessible and effective in addressing human rights concerns and resolving issues with a focus on repairing relationships.

The Commission will undertake research into non-disclosure agreements (NDAs) which have been a topic of concern across Canada of late. Numerous jurisdictions have passed legislation

banning the use of sweeping non-disclosure agreements as part of settlement packages. NDAs can effectively prevent complainants from discussing their experience, deny victims opportunities for healing and keep issues hidden that may be in the public interest. NDAs may also function to protect businesses or individuals from having to address issues or make meaningful changes to address discrimination. Allowing individuals to speak openly about their experiences of discrimination is important if we want to shift the cultures of our workplaces and organizations to be accountable and inclusive.

**In 2023-2024**  
**73%**  
**of all new complaints**  
**included an allegation of**  
**discrimination based on**  
**DISABILITY**

Part of the role of the Commission is to advise the Legislative Assembly when we see things that should be changed.

The Commission has repeatedly made recommendations to the Legislative Assembly about developing accessibility legislation. Seven other jurisdictions in Canada already have accessibility legislation. The GNWT's Department of Infrastructure stated they do not currently have

a mandated role to play in the accessibility standards for private and municipal infrastructure. The Commission will continue to bring awareness to businesses and organizations about the gap between the National Building Code standard of accessibility and an organization's responsibility to provide accessible spaces and accommodation under the *NWT Human Rights Act*. We have a significant amount of information on our website about ways to improve service provision to make spaces, documents, and processes more accessible to everyone regardless of their ability.

The Commission again urges the GNWT to re-examine this issue and to consider how important accessibility is to many people regardless of their disability. The Commission believes the GNWT should adopt accessibility legislation. Providing person-centred services means that physical and online spaces are prepared to meet everyone's needs.

In the past we have advocated for inclusion of genetic discrimination as a ground in the *NWT Human Rights Act*. The Federal Government's human rights legislation now prohibits genetic discrimination. The Commission continues to encourage the GNWT to reconsider adding genetic discrimination to the *NWT Human Rights Act*.

### *The NWT Human Rights Act*

The Northwest Territories *Human Rights Act* protects the equality human rights of **everyone** in the NWT. It is against the law to discriminate against anyone based on a protected ground in any of the following areas:

- Employment, including membership in professional organizations
- Access to public services like hospitals, schools, and stores
- Tenancy including business leases
- Published material such as signs, newspapers, or other advertising



Please See Appendix 1 on the next spread.



# Appendix 1 : Accessibility and the Building Code

Disabilities affect the way people interact with their environment. Creating an accessible environment means removing barriers so people can access your space more easily.

Many people have hidden disabilities such as vision impairment, hearing impairment, or painful conditions that affect their strength and energy levels.

Not all disabilities are permanent. A broken arm or leg can also decrease a person's mobility.

Disability-related complaints make up 49% of ALL complaints received by human rights commissions across Canada. (CHRC, 2019).

## Expectations for accessibility have changed

Many business owners believe they are exempt from current accessibility standards because they have been “grandfathered” based on the age of the structure but this is not always the case. Many business owners are surprised to learn that **meeting the minimum standards set out in the National Building Code may not mean a space is considered accessible.**

Courts and Tribunals are making decisions that show compliance with the National Building Code (NBC) does not always protect a business from human rights complaints. Businesses have a responsibility to accommodate individuals for their specific needs.

There are plans to reform the NBC, however it is not expected to happen until 2025. It may be in your best interest to consider taking measures to assess the accessibility of your own space and make any necessary changes.

## Accessibility is Good for Business

Businesses that incorporate accessibility are more likely to meet legal requirements under the *Human Rights Act*, be innovative, inclusive, and have positive brand messaging that reaches a larger market.

When accessibility is part of strategic planning, businesses are better equipped for success.

- **Drive Innovation:** Accessibility features in products and services often solve unanticipated problems.
- **Enhance Your Brand:** Diversity and inclusion efforts so important to business success are accelerated with a clear, well-integrated accessibility commitment.
- **Extend Market Reach:** The global market of people with disabilities is over 1 billion people with a spending power of more than \$6 trillion. Accessibility often improves the shopping experience for all users whether online or in person.
- **Minimize Legal Risk:** Businesses that are inclusive and accessible to all people are less likely to encounter human rights complaints.

Since 2013, the most common concern for people filing human rights complaints in the NWT is discrimination and/or harassment on the basis of a DISABILITY.



## Cost of Accommodations

Many accommodations are simple and inexpensive. There are several resources available online that can assist business owners with making their businesses and events more accessible. Some simple things you can do to improve accessibility might include:

- Propping open heavy doors
- Adding a removable ramp over a lip or step at your entrance
- Increasing the size of a readable font on your signs, brochures, or website
- Including a variety of seating options in your waiting areas
- Adjusting the height of desks, phones, service counters, etc.
- Installing grab bars in accessible washrooms

Only about 25% of accessibility requirements in the NBC reflect current national and international best practices. (The Canadian Commission of Building and Fire Codes, 2015)

## Learn More about Accessibility Standards

Accessibility begins with awareness. Applying an accessibility mindset toward your business environment and functions will help you to be able to identify and resolve barriers before they result in an accessibility-related complaint. **The CSA standard B651-18 “Accessible Design for the Built Environment” can help you understand what is required to meet current accessibility standards.**

The Commission has a list of free tools, resources, and funding options dedicated to helping businesses become more accessible. You can access these any time day or night from the resource page on our website [nwthumanrights.ca/resources/accessibility](http://nwthumanrights.ca/resources/accessibility)



