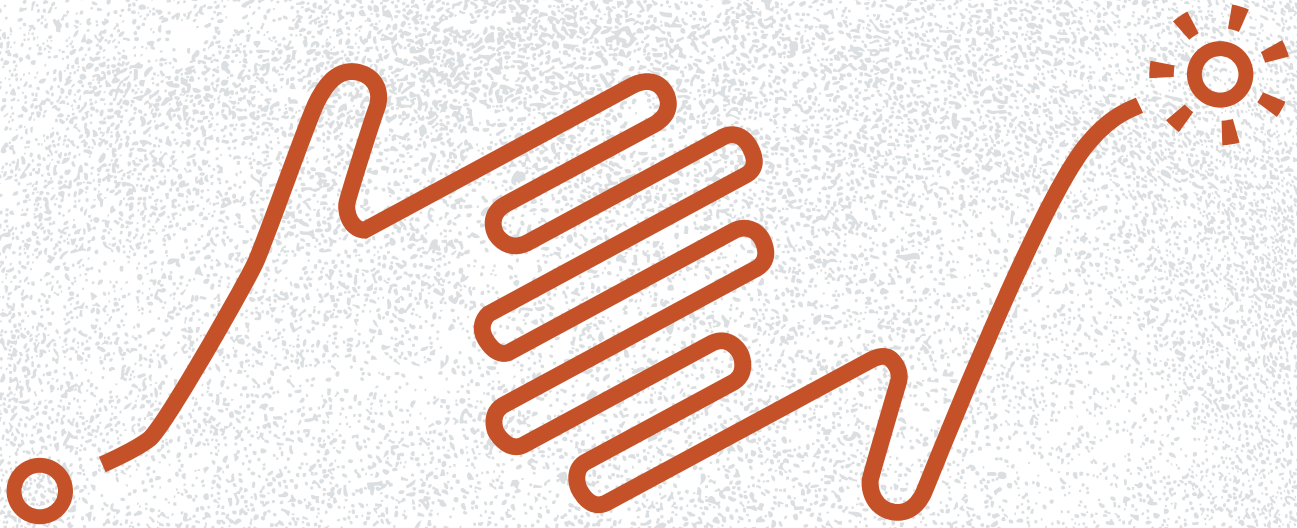
HRLSC Human Rights Legal Support Centre



# Annual Report

## 2017–2018

CAJDP Centre d'assistance juridique en matière de droits de la personne

The HRLSC provides services throughout Ontario and has lawyers located in Toronto, Guelph, Hamilton, London, Ottawa, Thunder Bay, and Windsor. Accordingly, we acknowledge our presence on the traditional territories of the Wendat, the Haudenosaunee, Anishinaabeg, Attawandaron and Leni-Lunaape, particularly the Mississaugas of New Credit. The place now called Ontario is home to many Indigenous people from across Turtle Island and we are grateful to have the opportunity to work and operate in this land.

The HRLSC also recognizes and acknowledges we are in the territory subject to the Dish With One Spoon Wampum Belt Covenant, an agreement between the Haudenosaunee Confederacy, the Anishinaabeg and allied nations to peaceably share and care for the land and waters of the Great Lakes region.

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> Thanks again for all the time and help your team has given me. You've made the whole process very easy to understand, as well as confirming my understanding of my rights under the *Human Rights Code*, which has been a big relief.

# Messages from the Chair and Executive Director

## Ena Chadha, Chair



As the new Chair of the Human Rights Legal Support Centre's (HRLSC) Board of Directors, it is my pleasure to present our 2017–2018 Annual Report to the Attorney General of Ontario. I am proud and privileged to work with the extraordinarily committed and compassionate staff and Board of the HRLSC in advancing equality and protecting human rights. On their behalf, I thank Patrick Nadjiwan for his excellent service as Interim Chair.

I am pleased to take this opportunity to reflect on the HRLSC's numerous achievements this past year. Society is embracing a watershed era as people of all genders, buoyed by the #MeToo movement, confront sexual harassment and sexual violence in workplaces and other social areas. The HRLSC has supported applicants in the call for equality and justice, including seeking an increase in compensation in harassment cases.

## Messages from the Chair and Executive Director

This year, the HRLSC provided representation in *2018 HRTO 201 G.M. v. X Tattoo Parlour*, a case that received provincial and national media coverage, spotlighting Ontario's human rights system as an accessible alternative to civil litigation or criminal proceedings for sexual harassment. Recently, the *Globe and Mail* described Ontario's human rights system as providing "a faster, less formal alternative to the civil courts."

Also this year, the Human Rights Tribunal of Ontario awarded $200,000 in damages for injury to dignity and self-respect in *2018 HRTO 107 A.B. v. Joe Singer Shoes Limited et al.*, the highest amount awarded by the Tribunal for a sexual harassment case in Ontario to date.

The HRLSC offers a variety of alternate dispute resolution services, from intake staff assisting callers needing immediate information and support to legal representation for negotiating settlements. In 2017, the HRLSC facilitated the comprehensive settlement of a race discrimination case with a large Ontario school board that included systemic initiatives, such as establishing a Human Rights Office to collect equity-related data and mandatory anti-racism training for staff. The HRLSC also negotiated a settlement in a gender identity case with provincial, federal, and international cycling associations requiring these bodies to advocate for the establishment of scientifically based standards, and revise their internal policies to embrace human rights.

Our successful collaboration with the Ontario Federation of Indigenous Friendship Centres continued this year with the creation of a video project funded by the Law Foundation of Ontario. *Defending Your Human Rights in Ontario – What You Need to Know* is a video that assists Indigenous people to understand their rights under the *Code* and what tools are available to them when they have experienced discrimination.

The HRLSC strives to be a leader in social justice and promotes the right of every person to live and work with dignity and respect in Ontario. I salute the remarkable work done by the staff and Board in 2017-2018 and look forward to another exciting and transformative year as we head towards the HRLSC's 10th anniversary.

## Sharmaine Hall, Executive Director

Over the past year, our staff continued to excel in providing expert legal assistance, including representation at mediations and hearings to thousands of people in Ontario. Our mediation project,



which expands the HRLSC's capacity to provide legal representation to our clients at mediation, has continued to produce impressive results, enabling us to settle over 400 cases this year. With its team of legal service representatives, the project also bolsters our ability to provide in-depth legal interviews to clients earlier in the human rights process. We were very pleased that the value and importance of the mediation project was recognized with an Amethyst Award[1] nomination this year.

Our Board of Directors has gone through a number of changes. I am very pleased to welcome the new Chair of our Board, Ena Chadha. Ena joined the Board in February 2018, and comes to us with a wealth of experience, including serving as Vice-Chair with the Human Rights Tribunal of Ontario from 2007 to 2015. Ena has been a practicing human rights lawyer for more than 25 years.

We also welcomed four new board members, Karen Drake, Tamar Witelson, Gilles Levasseur and Kowthar Omar. Karen is an associate professor at Osgoode Hall Law School at York University and a citizen of the Métis Nation of Ontario. She currently serves as a Commissioner with the Ontario Human Rights Commission. Tamar is the Legal Director at METRAC, the Metropolitan Action Committee on Violence Against Women and Children, where she heads the Community Justice Program. Gilles is a professor in Business, Economics and Law at the University of Ottawa and has lectured at six other universities in Canada. Kowthar is a Toronto District School Board educator whose pedagogy is grounded in social justice, equity and critical thinking.

I want to thank Patrick Nadjiwan for his invaluable support and work as Interim Chair of the Board, and to our long-serving board members, Mary Gusella and Nancy Gignac, for their continued dedication and hard work.

Thank you to my colleagues for continuing to push the work we do at the HRLSC forward. We also thank our Communications and External Relations Coordinator Jennifer Ramsay for nearly 10 years of creative and committed work for the HRLSC as she started a new chapter of her life.

The coming year will mark an important milestone for Ontario's human rights system and the Human Rights Legal Support Centre as we prepare to celebrate 10 years of service to our clients seeking justice in Ontario's human rights system.

1 The Amethyst Award commends excellence in the Ontario Public Service.



> We express our sincere appreciation for what you have done to support us, from the beginning to the final settlement, and for all your professional suggestions. To all the staff from HRLSC, thanks for the kind assistance, which has helped us get out of a tough period.

# What We Do: Our Mandate and Services

The Human Rights Legal Support Centre is an independent agency funded by the Government of Ontario's Ministry of the Attorney General.

## MANDATE

The HRLSC advances equality and protects human rights by providing a range of accessible, high quality legal and support services to those who have faced discrimination contrary to Ontario's *Human Rights Code*.

## OUR SERVICES

We provide free legal help to individuals who have been subjected to discrimination in an area of daily life that is covered by the *Code*. Our main office is located in Toronto and we have legal staff in Thunder Bay, Guelph, Windsor, London, Hamilton, and Ottawa.

## TELEPHONE INFORMATION SERVICE

We offer a toll-free telephone advice service across Ontario in multiple languages and immediate interpretation in 140 languages. We help callers to identify discrimination, understand their options, and decide if they should take legal steps.

## LEGAL SERVICES

Services, including legal advice and representation, are provided on a stage-by-stage basis to assist with:

- filing human right applications at the Human Rights Tribunal of Ontario (the "Tribunal");
- negotiating settlements;
- attending mediations and hearings at the Tribunal; and
- enforcing a Tribunal order after a successful hearing.

The services at each stage are determined by a number of factors including the individual's needs, the merits of the claim, and the complexity of the case.

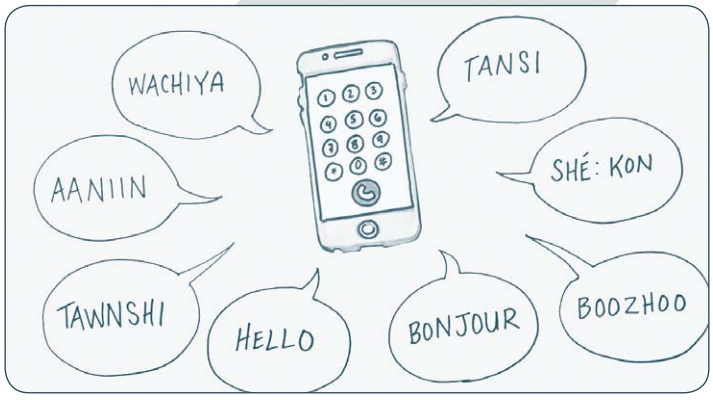
## SERVICES FOR INDIGENOUS PEOPLES

The HRLSC recognizes that Indigenous peoples have not traditionally used the human rights process. There are many valid reasons for this, including that human rights discourse is premised from a western perspective and is foreign to the worldviews of many Indigenous peoples. The HRLSC is dedicated to providing Indigenous people with a culturally appropriate and accessible service. Translation is available in Indigenous languages including Cree, Oji-Cree, Mohawk, and Ojibway. This service exists for Indigenous people who want to access the human rights process in Ontario and receive free legal help from an Indigenous staff person at the HRLSC.

## ONLINE

Our website, www.hrlsc.on.ca, is a gateway to the Ontario human rights legal system, with an accessible collection of tools and resources about discrimination. Users will find frequently asked questions about the human rights system in Ontario, information on how to identify discrimination, file a human rights application, and detailed descriptions about the mediation and hearing processes.

For an in-depth look at the HRLSC's services and eligibility criteria or to consult our helpful guides, visit www.hrlsc.on.ca.

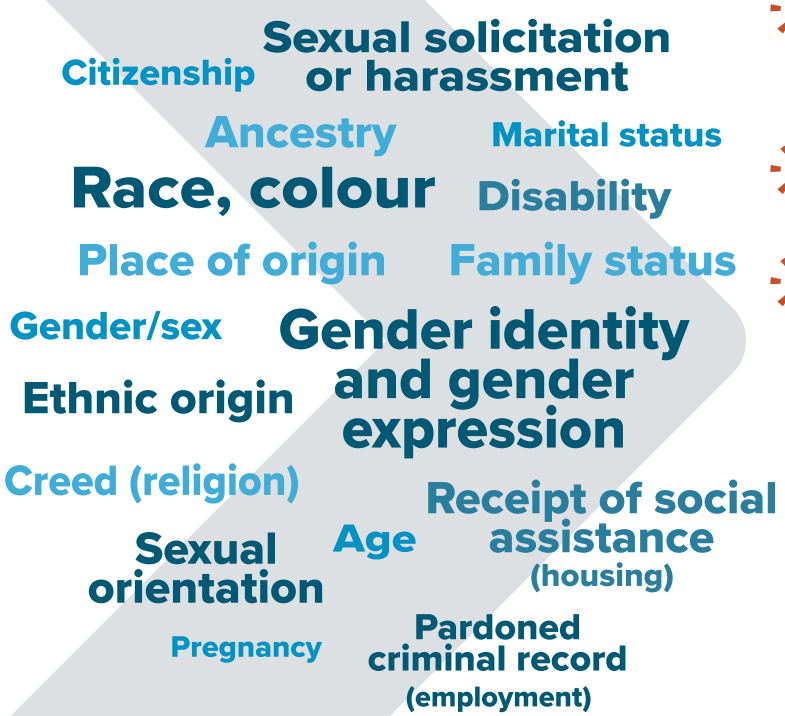



Film still from *Defending Your Human Rights - What You Need to Know* video

## WHAT IS DISCRIMINATION?

Discrimination means treating someone differently and unfairly because of a personal characteristic such as race, disability, age or gender. Ontario's *Human Rights Code* recognizes that discrimination occurs most often because of a person's membership in a particular group.

The *Human Rights Code* prohibits unfair treatment in an area of our lives that is based on any of the following personal characteristics, which are called "grounds of discrimination":



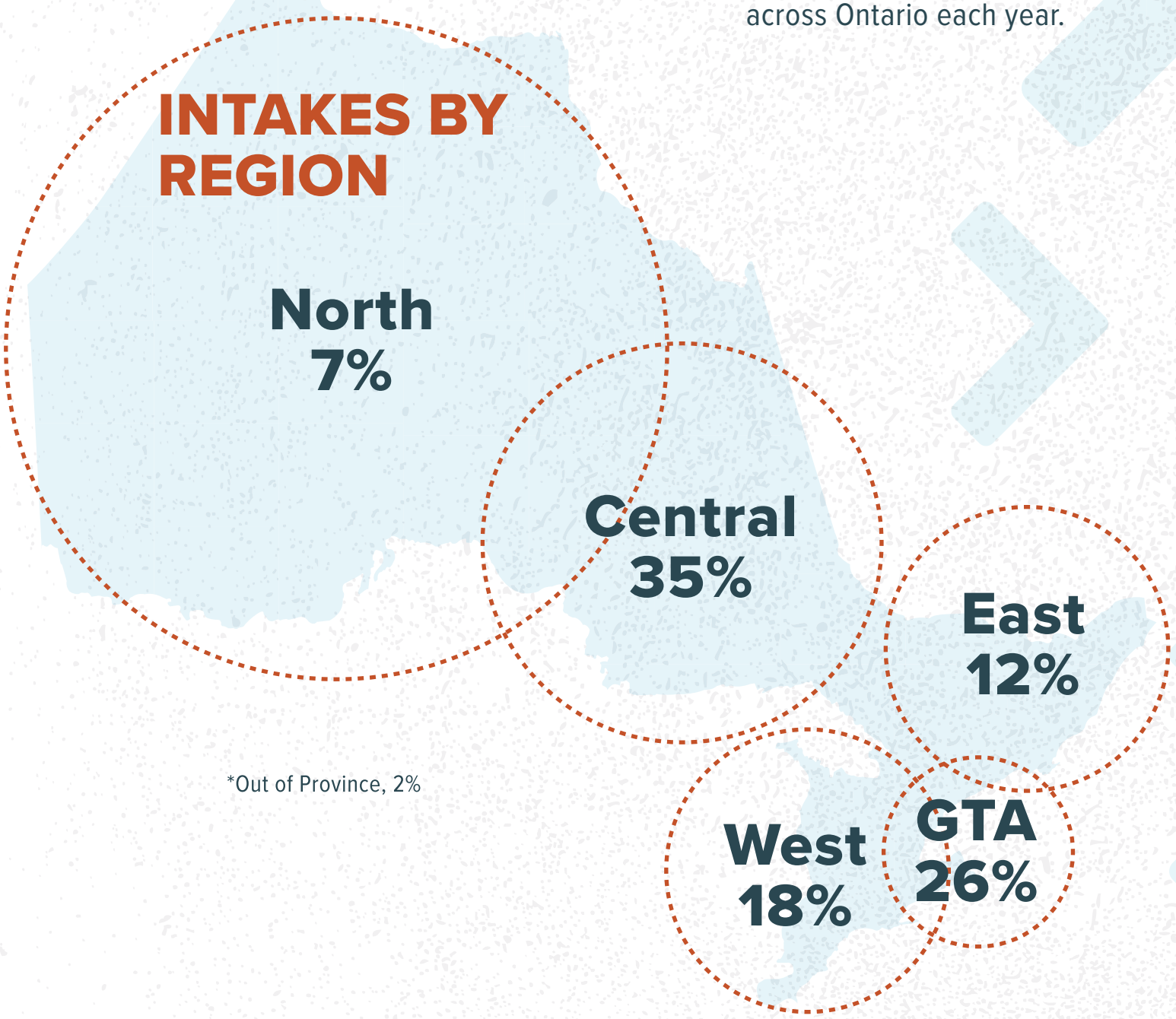

The *Code* provides protection from discrimination in five areas of daily life, known as social areas. These social areas include:

- Employment – includes job ads, application forms, job interviews, work assignments, work environment, training, promotions, discipline, terminations, volunteer duties;
- Housing – the place where you live or want to live, whether you rent or own the premises;
- Services, goods and facilities – including schools, hospitals, shops, restaurants, sports and recreation organizations and facilities;
- Contracts – includes both written and oral agreements; and
- Membership in vocational associations or unions.

# By the Numbers: Statistics

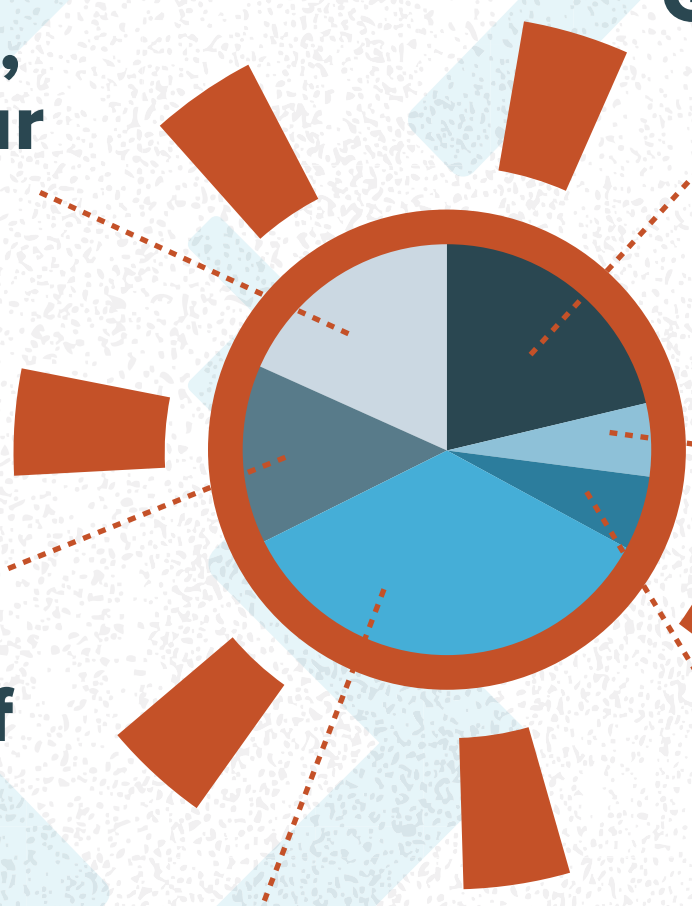
The HRLSC provides legal services to thousands of people across Ontario each year.

## INTAKES BY REGION




*Out of Province, 2%

# MOST COMMON GROUNDS OF DISCRIMINATION



Gender/Sex* 18%

Race, Colour 15%

Ancestry 5%

Ethnic Origin, Place of Origin 12%

Age 5%

Disability 29%

This chart shows the most common grounds of discrimination in our cases and totals 84%. The balance of cases are based on other *Code* grounds.

*Includes: sexual harrassment, sexual orientation, gender identity, gender expression, and pregnancy

# By the Numbers: Statistics

**23,198**

initial inquiries answered

**14,613**

individuals received free legal assistance about a potential *Human Rights Code* infringement



**2,588** individuals received in-depth legal services from our lawyers and legal representatives

**424** cases settled throughout the process – before a claim was filed, before or at mediation or before a hearing

**75%** increase in settlements achieved with the mediation project

**42%** increase in Indigenous Service users compared to last year

**1,173** inquiries involving sexual harassment

**224,198** visits to our website



> I could not have asked for better representation at mediation. It was a scary process to be at the mediation, but having help from the Human Rights Legal Support Centre made me able to handle it. Your staff did an outstanding job, and I am so grateful.

# Mediated Settlements

The HRLSC legal staff settle many cases at mediation. These four negotiated settlements are examples where the remedies include broader policy changes.

## UNIVERSITY TO IMPLEMENT BIG POLICY CHANGES FOR SEXUAL VIOLENCE AFTER STUDENT IS ASSAULTED ON CAMPUS

A female university student was sexually assaulted by a male student at an event on campus. The young woman made a formal complaint to the university, and the investigative process took 17 months to conclude. Initially, the male student didn't have any restrictions imposed on him during the investigation, which meant the survivor would regularly cross paths with her assaulter on campus. Once restrictions were placed on the male student, he did not abide by them, leaving the survivor to report this violation to the university. This whole process created a fearful environment for her, and as a result, her academic progress was delayed.

The young woman understood her complaint to the university would proceed to a formal hearing. She was eventually told the hearing had been settled between the assailant and the university's lawyer, but she had not been consulted on the terms of the settlement. She decided to file a human rights complaint against the university.

The HRLSC negotiated a settlement that included:

- agreement that all internal investigators at the university would receive sexual violence training;
- the development of "service standards" for front-line university staff communicating with survivors;
- survivors being provided with referrals to support, available academic accommodations and access to interim measures within seven days of a reported assault;
- training on consent and sexual violence to all incoming students and frosh leaders; and
- financial compensation for the discrimination.

## RAMPANT RACISM WITHIN SCHOOL BOARD TO BE ADDRESSED FOLLOWING HUMAN RIGHTS SETTLEMENT

Charline Grant wanted to challenge the ongoing racism and creed-based discrimination that her children were subjected to as students in the York Region District School Board. Charline herself experienced direct discrimination when a school board trustee used a racial slur when referring to her. She filed two human rights applications to challenge systemic discrimination within the school board.

"I started fighting for my children, and together with parents and community members we challenged racism across the education system in Ontario," said Grant.

After a long struggle, Charline received a full apology from the school board and assurances of concrete steps to stamp out racism at the Board.

The HRLSC negotiated a settlement that included the Board's commitment to:

- establish a Human Rights Office that will collect and distribute equity-related data;
- roll out mandatory training for all staff on equity, human rights, racism and anti-oppression, including anti-Black racism;
- provide human rights compliance training for all staff who oversee complaint processes;
- ensure students experiencing discrimination are aware of support services;
- hold a two-day workshop to focus on delivering educational programing to racialized students with topics such as Islamophobia, anti-Black racism, anti-Indigenous racism; and
- establish subcommittees to address issues of anti-Black racism and Islamophobia and invite community members to participate.

## CYCLING BODIES TO PROMOTE INCLUSIVE SPORTING ENVIRONMENTS FOR XY FEMALE ATHLETES

Kristen Worley's goal was to become a competitive cyclist. But, as an XY female, she faced countless barriers to participating in the sport professionally.

The HRLSC represented Worley and negotiated a settlement with the respondents, Cycling Canada, the Ontario Cycling Association and Union Cycliste Internationale (UCI). Worley sought changes to the policies, guidelines, rules and processes involving XY female athletes, gender verification and therapeutic use of required hormones that are captured by anti-doping regulations.

"Today, I am satisfied that the sport of cycling in Canada and internationally have committed to help advocate for issues facing XY female athletes," said Worley. "My vision encourages sport and the Olympic Movement to do what it is supposed to do best: harmonizing and celebrating, through sport, the magic and enormity of our human diversity."

As a result of the settlement, Cycling Canada and the Ontario Cycling Association agreed to:

- review and revise their internal policies to embrace human rights;
- launch a program directed at education, awareness of inclusion principles to the Canadian cycling community;
- advocate for the establishment of standards and guidelines related to XY female athletes, based in objective scientific research;
- advocate for individualized Therapeutic Use Exemptions (TUE) conducted by medical personnel with subject-matter expertise; and
- solicit the Canadian Centre for Ethics in Sport, the Canadian Olympic Committee, Sport Canada, the Commonwealth Games Federation and the Canadian Minister of Sport to advance this advocacy message to international bodies such as the World Anti-Doping Agency and the International Olympic Committee.

> "A main goal of the [human rights] application is to try to get some form of policy and procedure in place that would protect other students from the kind of experience that [our client] had."
>
> – Emily Shepard, HRLSC lawyer
> [Source: U of T bungled 17-month sexual assault investigation, student alleges. By Lauren Pelly. April 5, 2017. *CBC News*.]

Brenda Culbert, Worley's lawyer from the HRLSC, praised her "unrelenting advocacy to raise complex issues in the international and national arena that intersect sport, science, gender and human rights."

## LANDLORD EVICTS FAMILY WITH FOUR CHILDREN FOLLOWING NEIGHBOUR'S NOISE COMPLAINT

A family with four small children moved into a semi-detached rental home. Their neighbour, who ran a home business, started calling by-law officers and the police to complain about the noise from the family's children.

The family tried to address their neighbour's noise complaints, keeping their children out of the house as often as possible and moving their play room to the only room in the home that did not share a wall with the neighbour's house. The family requested carpeting and better soundproofing from their landlord.

The landlord sought to terminate the family's tenancy for noise complaints. The family decided to move out and filed a human rights complaint.

The HRLSC's settlement with the landlord included:

- an agreement to complete the Ontario Human Rights Commission's "Human Rights 101" e-training;
- an agreement to review the Ontario Human Rights Commission's Policy on Human Rights and Housing; and
- financial compensation for the discrimination.



> Your staff was fantastic – both understanding and professional at the same time. I couldn't have asked for a more knowledgeable or harder working lawyer.

# Notable HRLSC Cases Decided at Hearing

Here are four notable decisions where HRLSC clients were compensated for the impact of the discrimination they experienced. Some decisions also include public interest remedies, such as changes to hiring practices or training and education, to prevent similar discrimination from happening in the future.

## TRIBUNAL ORDERED $75,000 IN COMPENSATION FOR WORKPLACE SEXUAL HARASSMENT SURVIVOR

### *2018 HRTO 201 G.M. v. X Tattoo Parlour*

G.M. was 15 years old when she was sexually harassed by her employer. The HRLSC represented her at a hearing before the Human Rights Tribunal. The identities of G.M. (the applicant), XTP (the employer and respondent) and F.G. (the business owner and personal respondent) are anonymous in accordance with a publication ban.

F.G. was a close family friend of the young woman's parents, and agreed to supervise G.M. as an apprentice at his tattoo parlour. The harassment began with F.G. having sexual conversations with G.M., and escalated to him sexually assaulting the teen. He also offered G.M. money and a free tattoo in exchange for sex.

The Tribunal found that "the applicant's vulnerability was marked" and that "these events had a profound and destructive impact on her". It also found the individual respondent's conduct was egregious, and the respondent's actions toward the applicant constituted serious violations of her rights.

The Tribunal ordered the employer to pay $75,000 in general damages to G.M. for the harm caused by the discrimination.

*To read the full decision, visit* Canlii.

## 14-YEAR OLD EMPLOYEE COMPENSATED FOR SEXUAL AND RACIAL HARASSMENT

### *2017 HRTO 595 E.T. v. Dress Code Express Inc.*

E.T. was 14 years old when she was subjected to sexual harassment from her employer, including "comments about the applicant's body, [and] her virginity." The HRLSC represented the young woman at a hearing before the Tribunal. The owner of Dress Code Express failed to appear at the hearing, despite repeated notices from the Tribunal.

The Tribunal found that E.T.'s employer had created a "poisoned work environment" in which she felt forced to give him a massage or lose her job. The decision noted that "warnings that she not engage in sexual activity with Black people" formed part of the "sexual harassment and racial harassment experienced by the applicant."

The Tribunal awarded $15,000 in compensation for the harm caused by the discrimination.

*To read the full decision, visit* Canlii.

## LANDLORD REFUSED TO ACCOMMODATE TENANTS' RELIGION-BASED REQUEST FOR FIVE MINUTES' NOTICE

### *2017 HRTO 436 Madkour v. Alabi*

A Muslim couple gave notice to their landlord that they were moving out and had a basic request: to let them know before prospective tenants entered their home. The couple wanted to ensure their prayer times were not interrupted and that the wife could be modestly dressed. The Tribunal found that "there was no evidence showing that the additional five-minute notice requested by the applicants would have had any impact whatsoever on the respondent's ability to rent the apartment."

The landlord was also found to have harassed the tenants by making "the comment 'welcome to Ontario, Canada', the making of loud pounding noises outside the applicants' door shortly after making that comment, and his refusal to remove his shoes when entering the applicants' prayer space." The Tribunal found the landlord's "evidence was inconsistent with the documentary evidence on key points".

The Tribunal awarded $6,000 to each tenant as compensation for the discrimination and ordered the landlord to take human rights training and review the Ontario Human Rights Commission's Policy on Human Rights and Rental Housing.

*To read the full decision, visit* Canlii.

> A workplace must be free of sexual harassment and violence, and it's the employer's responsibility to maintain a safe and respectful working environment. Hopefully more people who have experienced sexual harassment in their jobs will be encouraged to file a human rights application as a means to seek justice.

– Beth Walden, HRLSC lawyer
[Source: Tribunal orders $75,000 in compensation for workplace sexual harassment survivor. By the Human Rights Legal Support Centre. March 26, 2018. *Canada Newswire*].

## WORKER FIRED AFTER ADDRESSING SEXUAL HARASSMENT WITH EMPLOYER; TRIBUNAL AWARDS HER $30,000

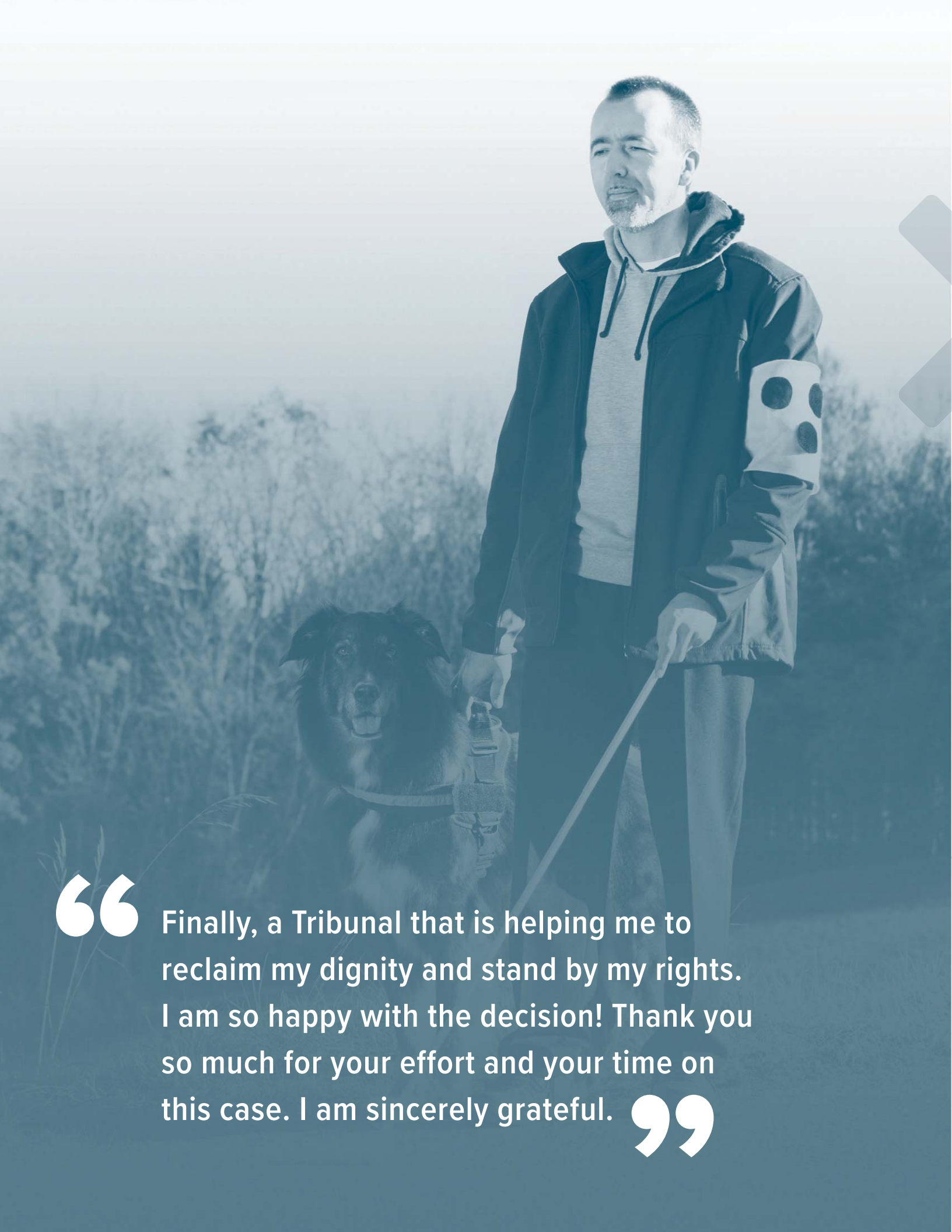
*2017 HRTO 1432 Qiu v. 2076831 Ontario Ltd.*

A woman worked at a used car dealership, providing bookkeeping and accounting services. Her boss started sexually harassing her, slapping her buttocks and snapping her bra strap, and made sexually lewd comments to her, along with derogatory remarks about female customers.

After initially brushing off his actions as jokes, she confronted her boss about his inappropriate behaviour. When she told her employer to stop, the working relationship became uncomfortable. She was terminated by her employer.

The Tribunal awarded the woman with $30,000 in compensation and ordered the employer to take human rights training.

*To read the full decision, visit* Canlii.



> Finally, a Tribunal that is helping me to reclaim my dignity and stand by my rights. I am so happy with the decision! Thank you so much for your effort and your time on this case. I am sincerely grateful.

# Significant Human Rights Tribunal Decisions

Here are four noteworthy decisions from the Human Rights Tribunal of Ontario that caught our attention for their financial awards or public interest remedies.

## VULNERABLE WORKER AWARDED $200,000 FOLLOWING SEXUAL VIOLENCE AT THE HANDS OF HER EMPLOYER AND LANDLORD

### *2018 HRTO 107 A.B. v. Joe Singer Shoes Limited et al.*

A vulnerable single mother was repeatedly sexually assaulted and harassed by her employer, both in the workplace (a shoe store) and at her apartment. The woman had a young son with a disability that required her to live near where she worked. Her boss offered her an apartment above the shop. This put him in the position of being her employer and landlord.

When the woman went to the police to report the sexual assaults, her landlord went to the Landlord and Tenant Board to evict her, alleging she wasn't paying her rent.

She also noted that her employer made inappropriate comments about her race, accent, and appearance.

The Human Rights Tribunal found "the applicant was in a vulnerable position given that she was a single woman raising a son with a disability; that she needed to live in the same building where she worked, which allowed her to care for her son; and that she was an immigrant who felt, as she put it, stuck in the situation she was in. She endured not only harassment and sexual assaults, but also threats."

The Tribunal awarded her $200,000 in compensation for injury to dignity, feelings and self-respect. This is the highest amount awarded by the Tribunal for a sexual harassment case in Ontario to date.

*To read the full decision, visit* Canlii.

## TRIBUNAL AWARDED $30,000 IN COMPENSATION TO TAXI DRIVER AND ORDERED HUMAN RIGHTS TRAINING FOR DISPATCHING COMPANY

### *2017 HRTO 1060 Sellner v. Canadian Cab Ltd.*

A female taxi driver was on the roster of a dispatching service and had a complaint filed against her. The taxi driver was required to attend an in-person meeting to address the dispute. At the time, she had a high-risk pregnancy and requested light duties at work as an accommodation. She agreed to attend the meeting, but explained the location was difficult for her to access due to her condition. In response, the dispatching company told her they would make alternative arrangements for the meeting, but did not tell her the new location.

When she didn't show up to the meeting, she was suspended. She emailed the company to explain that she had planned to attend the meeting, but she was waiting for the alternative location to be confirmed. She wrote that she believed her suspension was discriminatory based on her pregnancy. The taxi driver was fired shortly after her suspension.

The Tribunal awarded the taxi driver $31,880 in compensation and ordered the dispatching company's board members to take human rights training.

*To read the full decision, visit* Canlii.

## $15,000 AWARDED IN DAMAGES TO CONSTRUCTION WORKER WHO WAS INJURED ON THE JOB

### *2018 HRTO 77 Titze v. O.I. International Inc.*

A construction worker was hired through a recruitment agency to work on a new retail development. The construction company was supposed to provide mandatory workplace safety training for the worker, but the training never took place. One day, the worker fell on the construction site and sustained serious injuries. At the time of his fall, he was not wearing the essential workplace safety equipment that he should have been trained to use. As a result of his fall, the worker now lives with a disability.

The construction company fired the worker for breaking the rules by not wearing the required workplace safety equipment. But since the construction company had failed to provide the mandatory training, the Tribunal found that the termination was discriminatory.

The worker was awarded $15,000 in compensation and the Tribunal ordered human rights training for the construction company and the recruitment agency.

*To read the full decision, visit* Canlii.

## RECEPTIONIST AT CAR DEALERSHIP SEXUALLY HARASSED AND DISCRIMINATED AGAINST DUE TO PREGNANCY

*2017 HRTO 497 Sheldon v. St. Marys Ford Sales Ltd.*

A receptionist went on maternity leave from her job at a car dealership. When she returned to work, the dealership did not reinstate her to the original position she had occupied before going on leave.

Upon her return to work, a colleague commented that she was not reinstated to her former position because she did not sleep with her boss "like the others did." The Tribunal found "the corporate respondent discriminated against the applicant by not returning her to her former job" and that she was harassed on the basis of her sex.

The Tribunal awarded the receptionist $32,383 in compensation and ordered all managers of the car dealership to take human rights training.

*To read the full decision, visit* Canlii.

> I think lawyers should be aware of the fact that between those two processes — the criminal and the civil — there is a third way that is more accessible to victims, more cost effective and is available to victims of sexual harassment when they're facing this in a workplace.

– Beth Walden, HRLSC lawyer
[Source: Human rights tribunal awards $75,000 to unpaid intern. By Aidan Macnab. March 28, 2018. *Canadian Lawyer Magazine*.]



> I was fired a few days ago, and today I have a different attitude toward my future and my life. I talked to your staff, and their advice and suggestions opened another door [for me]. It was heart-warming and I have hope again.

# Making Connections

The Human Rights Legal Support Centre's staff does more than provide legal advice and represent applicants. It is important for us to create community connections and partnerships to share information about the HRLSC's services.

## SEXUAL HARASSMENT AND SEXUAL VIOLENCE

The HRLSC created an information package about how to pursue a claim at the Human Rights Tribunal if you have experienced sexual harassment or sexual violence while at work, in school, from a housing provider, or through a service. These information sheets are available on www.hrlsc.on.ca and were shared with community organizations across the province.

HRLSC staff also provided training sessions for community organizatons on how to use Ontario's human rights system to address discrimination involving sexual harassment or sexual violence. In April 2017, we presented a session to the Barbra Schlifer Clinic on filing applications at the Tribunal, and in June 2017, we covered litigating claims at the Tribunal for the Ontario Coalition of Rape Crisis Centres.

## INDIGENOUS SERVICES AND OUTREACH

As part our Indigenous Services and Outreach Committee's continued work, together with the Ontario Federation of Indigenous Friendship Centres, we launched *Defending Your Human Rights in Ontario - What You Need to Know* in December 2017. The illustrated video takes Indigenous people through every-day discrimination scenarios at home, when shopping, and at work. It also provides information about Ontario's *Human Rights Code* and how to get free legal help from the HRLSC. The video was funded by the Law Foundation of Ontario.

The HRLSC's Indigenous Services staff, with the Ontario Human Rights Commission, presented at a dialogue on Indigenous human rights at Osgoode Hall Law School. The conversation focused on the growth of the HRLSC's Indigenous Services since 2011. Over the past two years, Indigenous Services inquiries have increased by 131%.

## TORONTO MUSLIMS SPEAK: EXPERIENCES OF ISLAMOPHOBIA AND SOLIDARITY

In April 2017, the HRLSC co-hosted a special town hall, *Toronto Muslims Speak: Experiences of Islamophobia and Solidarity*, with representatives from the National Council of Canadian Muslims, the Canadian Association of Muslim Women in Law, and the Coalition Against White Supremacy and Islamophobia. There was unanimity among participants that public and institutional responses are critically important to both interrupt hateful narratives and support the affected communities.



HRLSC staff and community partners at Toronto Muslims Speak

## ANTI-RACISM CONFERENCE AND TRAININGS

Several staff members represented the HRLSC at the Anti-Racism Directorate's inaugural conference *Moving Forward: Challenging Power and Privilege Through Anti-Racism Leadership* in December 2017. HRLSC lawyer Lori Mishibinijima spoke on the Justice and Systemic Racism panel, and board member Karen Drake spoke about The Future of Anti-Racism.



L to R: HRLSC Board Member/OHRC Commissioner Karen Drake, HRLSC Chair Ena Chadha, HRLSC Board Member/ OHRC Commissioner Mary Gusella, HRLSC Executive Director Sharmaine Hall and OHRC Executive Director Dianne Carter

In February 2018, all HRLSC staff participated in an Anti-Black Racism Town Hall, where three experts discussed anti-Black racism in education, in the workplace and within law enforcement.

## COMMUNITY EVENTS AND TRAININGS

HRLSC staff presented public legal education workshops and training sessions across the province for diverse audiences, including a legal clinic training conference, a group of Ministry of Labour inspectors, the Canadian Centre for Gender and Sexual Diversity in Ottawa, the Elementary Teachers' Federation of Ontario's leadership training, a college-level community worker class, and undergraduate and masters students.

Jamie McGinnis, our lawyer in Thunder Bay, presented at a tenant rights and responsibilities workshop hosted by the Kinna-aweya Legal Clinic and the Federation of Metro Tenants' Association. Also in Thunder Bay, the HRLSC had a booth at the Stand Up & Speak Up Racism and Mental Health rally at Confederation College.

## PARTNERSHIP WITH THE ONTARIO HUMAN RIGHTS COMMISSION

In March 2018, the HRLSC finalized a Memorandum of Understanding (MoU) with our colleagues at the Ontario Human Rights Commission (OHRC). This MoU is an agreement that formalizes our collaboration based on our common goal of strengthening and advancing human rights in Ontario. We look forward to continuing to share our knowledge and work and partner on more joint initiatives and activities with the OHRC in the future.

# Performance Measures

Each year, the HRLSC sets ambitious goals to assess our results and service quality. These results are indicators of our success in meeting our mandate and strategic objectives, and are used to inform our service and program planning.

| | Target | Results |
|---|---|---|
| Number of cases settled before or at a hearing | 110 | 114 |

### Analysis

The HRLSC continues to settle many cases before a full merit hearing. Settling cases before hearings allows the parties involved to participate in finding a resolution, and often provides wider scope remedies that promote education, awareness and prevention. The mediation project expanded our capacity to settle cases at hearings and also resulted in a sustained increase in pre-hearing settlements of almost 50%.

| | Target | Results |
|---|---|---|
| Percentage of hearing cases settled before or at a hearing | 80% | 86% |
| Settlement rate at mediation | 69% | 63% |

### Analysis

This measure is another indicator of the HRLSC's effectiveness in resolving human rights complaints before proceeding to a full hearing. Diverting cases from the hearing process contributes to a more efficient human rights system and saves public resources.

### Analysis

While the mediation settlement rate was slightly lower than expected, the HRLSC's settlement rate continues to be higher than the Human Rights Tribunal's overall rate for cases settled at mediation. Additionally, the number of cases settled by the HRLSC *before* mediation increased 15% since last year and 44% over the past four years. Settling cases prior to mediation provides even earlier resolutions for the parties involved and increases the efficiency of the human rights system by diverting cases from the formal Tribunal processes.

# Performance Measures

| | Target | Results |
|---|---|---|
| Number of inquiries answered | 25,200 | 23,198 |

### Analysis

Although the total number of inquiries received this year was slightly lower than anticipated, a higher proportion of calls were directly related to human rights issues. Each year the HRLSC receives inquiries that are not directly related to the *Human Rights Code*. The number of these non-*Code* related inquiries has decreased by 19% over the past four years. This decrease may be attributed to more use of our online resources that help people determine whether their experience was *Code*-based discrimination.

| | Target | Results |
|---|---|---|
| Telephone answer rate | 83% | 79% |

### Analysis

Answering more inquiries directly related to discrimination under the *Human Rights Code* increases the length of time spent communicating with each caller as we gather more detailed information, provide further legal advice, and offer options to resolve the issue. The implementation of technological tools to increase the responsiveness and capacity of our inquiry line is ongoing.

| | Target | Results |
|---|---|---|
| Clients who rated service good or very good | 90% | 91% |



## Analysis

The HRLSC continues to receive very positive ratings from clients who use our services. The surveys also indicate that clients will recommend the HRLSC to other Ontarians in need of legal advice and information about *Code*-based discrimination.

| | Target | Results |
|---|---|---|
| Positive human rights stories in the media that featured the HRLSC's legal services | 6 | 26 |



## Analysis

The HRLSC's significant cases often receive media attention that informs and educates Ontarians about anti-discrimination laws, the impacts of discrimination, and options for addressing and resolving discriminatory incidents. HRLSC cases that received significant media coverage this year involved workplace sexual harassment, a service dog being allowed into a restaurant, a university's handling of a sexual assault complaint, and workplace discrimination against pregnant employees.



> I wanted to thank you for the services that your staff gave me. They impressed me to the upmost, were extremely professional, informative, and provided me with additional advice, and so much information, it was shocking to receive this much from one simple call to your office.

# Board of Directors, Staff and Students

## OUR BOARD



**Ena Chadha** – appointed as Chair of the Board of Directors – February 21, 2018 to February 20, 2021.

**Karen Drake** – appointed August 17, 2017 to August 16, 2020.



**Patrick Nadjiwan** – appointed as Interim Chair of the Board from July 2017 to February 2018. Patrick's appointment as a Board member – September 17, 2009 to November 24, 2019.





**Tamar Witelson** – appointed February 8, 2018 to February 7, 2020.



**Nancy Gignac** – appointed September 17, 2009 to November 24, 2019.

**Gilles Levasseur** – appointed February 21, 2018 to February 20, 2020.





**Kowthar Omar** – appointed February 21, 2018 to February 20, 2020.

**Mary Gusella** – appointed September 17, 2009 to November 24, 2019.



## OUR STAFF

The HRLSC's staff members bring rich and diverse professional experiences and a wealth of knowledge to our team. Our lawyers and paralegal staff are passionate human rights advocates who come from community legal clinics, employment law firms, Legal Aid Ontario, the Ontario Human Rights Commission, the Human Rights Tribunal of Ontario, the Ministry of the Attorney General, the federal Department of Justice, and many other community organizations.



L to R: HRLSC Executive Director Sharmaine Hall, HRTO Associate Chair Yola Grant and OHRC Executive Director Dianne Carter at the Sheroes awards

### Sharmaine Hall honoured for her work on Human Rights Day

On December 10, 2017 (International Human Rights Day), the HRLSC's Executive Director Sharmaine Hall was recognized for her work and unique role in Ontario's history by A Different Booklist Cultural Centre at their Celebration and Recognition of Ontario Human Rights Sheroes.

Congratulations to Sharmaine and her fellow honourees Yola Grant, Associate Chair of the Human Rights Tribunal of Ontario, and Dianne Carter, Executive Director of the Ontario Human Rights Commission.

HRLSC Staff



# OUR FANTASTIC STUDENTS!

## Anti-Discrimination Intensive Program

Now in its sixth year, the HRLSC's partnership with Osgoode Hall Law School's Anti-Discrimination Intensive Program (ADIP) continues to be a mutually beneficial experience. The HRLSC provides up to 12 second and third-year law students with intensive training in anti-discrimination law.



ADIP 2018 Winter Semester students



ADIP 2017 Fall Semester students

## HRLSC staff coached winning Diversity Moot team

Each year, Osgoode Hall Law School hosts the Julius Alexander Isaac Diversity Moot. The Diversity Moot focuses on a legal problem which challenges students to apply critical race theory when addressing anti-Black racism.

In February 2018, HRLSC lawyers Roger Love and Grace Vaccarelli coached the winning Appelant Team at the Diversity Moot. The Appelant Team included former ADIP student Oyeyinka Oyelowo, who also received the Top Oralist Award.

## Former student honoured at Safe City Mississauga's Hero Awards

Ilija Dimeski, the recipient of the University of Windsor Law School's Social Justice Fellowship, did his placement with the HRLSC in May 2017. He joined our legal staff for a month following his placement. We are pleased that Illija was selected as Safe City Mississauga's 2017 Hero Award youth recipient, which recognized him for making extraordinary contributions to crime prevention.

## Articling and Placement Students

In January 2018, Leora Smith joined the HRLSC as an articling student funded by Harvard Law School's Public Interest Fellowship. She will work with the HRLSC for one year.

Moncef Mounir began his field placement with the HRLSC in February 2018, and is completing the Paralegal Certificate program at George Brown College.

In January 2018, Samuel Agyapong from Osgoode Hall Law School did his Test Case placement with the HRLSC. It was the HRLSC's third year hosting an Osgoode Test Case student.

# HUMAN RIGHTS LEGAL SUPPORT CENTRE

FINANCIAL STATEMENTS

MARCH 31, 2018

HILBORN LLP

HILBORN LLP

## Independent Auditor's Report

To the Directors of
**Human Rights Legal Support Centre**

We have audited the accompanying financial statements of Human Rights Legal Support Centre, which comprise the statement of financial position as at March 31, 2018, and the statements of operations, net assets and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

*Management's Responsibility for the Financial Statements*
Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

*Auditor's Responsibility*
Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the organization's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the organization's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

*Opinion*
In our opinion, the financial statements present fairly, in all material respects, the financial position of Human Rights Legal Support Centre as at March 31, 2018, and the results of its operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

Hilborn LLP

Toronto, Ontario
July 17, 2018

Chartered Professional Accountants
Licensed Public Accountants

# HUMAN RIGHTS LEGAL SUPPORT CENTRE

## Statement of Financial Position

| March 31 | 2018<br>$ | 2017<br>$ |
|---|---|---|
| **ASSETS** | | |
| Current assets | | |
| Cash | **615,926** | 180,308 |
| Accounts receivable | **33,919** | - |
| HST recoverable | **42,302** | 36,069 |
| Prepaid expenses | **125,128** | 81,415 |
| | **817,275** | 297,792 |
| Long-term assets | | |
| Property and equipment (note 4) | **90,152** | 62,300 |
| Intangible assets (note 5) | **88,287** | 125,661 |
| | **178,439** | 187,961 |
| | **995,714** | 485,753 |
| **LIABILITIES** | | |
| Current liabilities | | |
| Accounts payable and accrued liabilities | **376,785** | 206,711 |
| Deferred grant - Legal Aid Ontario | **151,645** | - |
| | **528,430** | 206,711 |
| **NET ASSETS** (note 6) | **467,284** | 279,042 |
| | **995,714** | 485,753 |

The accompanying notes are an integral part of these financial statements

# HUMAN RIGHTS LEGAL SUPPORT CENTRE

## Statements of Operations

| Year ended March 31 | 2018<br>$ | 2017<br>$ |
|---|---|---|
| Revenues | | |
| Ministry of the Attorney General | **5,936,200** | 5,811,200 |
| Legal Aid Ontario | **58,355** | - |
| Other income | **6,726** | 3,507 |
| | **6,001,281** | 5,814,707 |
| Expenditures | | |
| Salaries and wages | **4,115,226** | 4,237,556 |
| Employee benefits (note 7) | **765,179** | 819,867 |
| Services | **489,756** | 545,503 |
| Communications | **98,834** | 97,914 |
| Province wide service delivery | **66,243** | 67,906 |
| Travel | **51,468** | 54,972 |
| Supplies and equipment | **43,621** | 50,285 |
| Board expenses | **25,919** | 36,521 |
| Legal Aid Ontario - project expenses | **58,355** | - |
| Amortization | **98,438** | 124,009 |
| | **5,813,039** | 6,034,533 |
| Excess of revenues over expenditures (expenditures over revenues) for year | **188,242** | (219,826) |

## Statements of Net Assets

| Year ended March 31 | 2018<br>$ | 2017<br>$ |
|---|---|---|
| Net assets, beginning of year | **279,042** | 498,868 |
| Excess of revenues over expenditures (expenditures over revenues) for year | **188,242** | (219,826) |
| Net assets, end of year | **467,284** | 279,042 |

The accompanying notes are an integral part of these financial statements

# HUMAN RIGHTS LEGAL SUPPORT CENTRE

## Statement of Cash Flows

| Year ended March 31 | 2018<br>$ | 2017<br>$ |
|---|---|---|
| Cash flows from operating activities | | |
| Excess of revenues over expenditures (expenditures over revenues) for year | **188,242** | (219,826) |
| Item not affecting cash | | |
| Amortization | **98,438** | 124,009 |
| | **286,680** | (95,817) |
| Change in non-cash working capital items | | |
| Decrease (increase) in accounts receivable | **(33,919)** | 13,846 |
| Decrease (increase) in HST recoverable | **(6,233)** | 28,828 |
| Decrease (increase) in prepaid expenses | **(43,713)** | 49,629 |
| Increase (decrease) in accounts payable and accrued liabilities | **170,074** | (106,733) |
| Increase in deferred grant - Legal Aid Ontario | **151,645** | - |
| | **524,534** | (110,247) |
| Cash flows from investing activities | | |
| Purchase of property and equipment | **(88,916)** | (18,329) |
| Purchase of intangible assets | **-** | (58,442) |
| | **(88,916)** | (76,771) |
| Net change in cash | **435,618** | (187,018) |
| Cash, beginning of year | **180,308** | 367,326 |
| Cash, end of year | **615,926** | 180,308 |

The accompanying notes are an integral part of these financial statements

## Notes to Financial Statements

March 31, 2018

**Nature of operations**

Human Rights Legal Support Centre ("the Centre") was established December 20, 2006, as a corporation without share capital as a result of Royal Assent being granted to Section 45.11 of the Human Rights Code Amendment Act, 2006. The legislation took effect on June 30, 2008 and the Centre opened on that day.

The Centre is not a Crown agency, but is designated as an operational service agency and reports to the Ministry of the Attorney General ("MAG"). The Centre is independent from, but accountable to the Government of Ontario. Pursuant to a Memorandum of Understanding ("MOU") between the Centre and the Attorney General for the Province of Ontario the objectives of the Centre are:

(a) to establish and administer a cost-effective and efficient system for providing support services, including legal services, respecting applications to the Ontario Human Rights Tribunal under Part IV of the code; and

(b) to establish policies and priorities for the provision of support services based on financial resources.

The Centre is a not-for-profit organization, as described in Section 149(1)(l) of the Income Tax Act, and therefore is not subject to either federal or provincial income taxes.

1. **Significant accounting policies**

These financial statements are prepared by management in accordance with Canadian accounting standards for not-for-profit organizations and are in accordance with Part III of the CPA Canada Handbook - Accounting, and in accordance with Canadian generally accepted accounting principles. The financial statements have been prepared within the framework of significant accounting policies summarized below:

(a) **Revenue recognition**

The Centre follows the restricted fund method of accounting for contributions, which include government grants.

The Centre receives revenue from the MAG. The amounts are recorded as revenue when received or receivable. All of the funds received are restricted as to use for purposes set out in the MOU.

Income from other external sources is recorded as revenue when received or receivable provided the amount to be received can be reasonably estimated and collection is reasonably assured. Funding received for future periods are deferred and recognized, as stipulated by the funding agreement.

March 31, 2018

1. **Significant accounting policies (continued)**

(b) **Financial instruments**

(i) **Measurement of financial instruments**

The Centre initially measures its financial assets and financial liabilities at fair value adjusted by transaction costs in the case where a financial asset or financial liability is subsequently measured at amortized cost. The Centre subsequently measures all its financial assets and financial liabilities at amortized cost.

Financial assets measured at amortized cost include cash and accounts receivable.

Financial liabilities measured at amortized cost include accounts payable and accrued liabilities.

(ii) **Impairment**

Financial assets measured at amortized cost are tested for impairment when there are indicators of possible impairment. When a significant adverse change has occurred during the period in the expected timing or amount of future cash flows from the financial assets or group of assets, a writedown is recognized in the statement of operations. The write down reflects the difference between the carrying amount and the higher of:

- the present value of the cash flows expected to be generated by the asset or group of assets;

- the amount that could be realized by selling the assets or group of assets.

- the amount that could be realized by selling the assets or group of assets.

-

When the events occurring after the impairment confirm that a reversal is necessary, the reversal is recognized in net income up to the amount of the previously recognized impairment.

March 31, 2018

1. **Significant accounting policies (continued)**

(c) **Property and equipment**

The costs of property and equipment are capitalized upon meeting the criteria for recognition as a capital asset; otherwise, costs are expensed as incurred. The cost of property and equipment comprises its purchase price and any directly attributable cost of preparing the asset for its intended use.

Property and equipment are measured at cost less accumulated amortization and accumulated impairment losses.

Amortization is provided for on a straight-line basis at rates designed to amortize the cost of the capital assets over their estimated useful lives. The annual amortization rates are as follows:

| | |
|---|---|
| Computer equipment | 3 years |
| Furniture and fixtures | 5 years |

Property and equipment is tested for impairment whenever events or changes in circumstances indicate that its carrying amount may not be recoverable. An impairment loss is recognized in the statements of operations when the carrying amount of the asset exceeds the sum of the undiscounted cash flows resulting from its use and eventual disposition. The impairment loss is measured as the amount by which the carrying amount of the capital asset exceeds its fair value.

An impairment loss is not reversed if the fair value of the capital asset subsequently increases.

March 31, 2018

1. **Significant accounting policies (continued)**

(d) **Intangible assets**

The costs of intangible assets are capitalized upon meeting the criteria for recognition as an intangible asset, otherwise, costs are expensed as incurred. The cost of a separately acquired intangible asset comprises its purchase price and any directly attributable cost of preparing the asset for its intended use.

Intangible assets are measured at cost less accumulated amortization and accumulated impairment losses.

Amortization of application software is provided for on a straight-line basis at rates designed to amortize the cost of the intangible assets over their estimated useful lives. The annual amortization rates are as follows:

| | |
|---|---|
| Client tracking tool | 5 years |
| Computer software | 3 years |

An intangible asset is tested for impairment whenever events or changes in circumstances indicate that its carrying amount may not be recoverable. If any potential impairment is identified, then the amount of the impairment is quantified by comparing the carrying value of the intangible asset to its fair value. Any impairment of the intangible asset is charged to income in the period in which the impairment is determined.

An impairment loss is not reversed if the fair value of the intangible asset subsequently increases.

(e) **Management estimates**

The preparation of financial statements in conformity with Canadian accounting standards for not-for-profit organizations requires management to make judgments, estimates and assumptions that affect the application of accounting policies and the reported amounts of assets and liabilities and the disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the current period. Actual results may differ from these estimates, the impact of which would be recorded in future periods.

Estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognized in the year in which the estimates are revised and in any future years affected.

March 31, 2018

2. **Financial instrument risk management**

The Centre is exposed to financial risks in its financial instruments as described below.

The financial instruments of the Centre and the nature of the risks to which it may be subject are as follows:

| | Risks | | | | |
|---|---|---|---|---|---|
| | | | Market risk | | |
| Financial instrument | Credit | Liquidity | Currency | Interest rate | Other price |
| Cash | X | | | | |
| Accounts receivable | X | | | | |
| Accounts payable and accrued liabilities | | X | | | |

**Credit risk**

Credit risk is the risk that one party to a transaction will fail to discharge an obligation and cause the other party to incur a financial loss. Cash is held in a major Canadian chartered bank.

**Liquidity risk**

Liquidity risk is the risk that the Centre cannot repay its obligations when they become due to its creditors. The Centre meets its liquidity requirements by preparing and monitoring detailed forecasts of cash flows from operations, anticipating investing and financing activities and holding assets that can readily be converted into cash.

**Market risk**

Market risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market prices. Market risk is comprised of currency risk, interest rate risk and other price risk.

(i) **Currency risk**

Currency risk refers to the risk that the fair value of financial instruments or future cash flows associated with the instruments will fluctuate relative to the Canadian dollar due to changes in foreign exchange rates. At this time the Centre has minimal transactions involving foreign currency.

(ii) **Interest rate risk**

Interest rate risk refers to the risk that the fair value of financial instruments or future cash flows associated with the instruments will fluctuate due to changes in market interest rates. The organization does not have any interest bearing financial instruments.

March 31, 2018

2. **Financial instrument risk management (continued)**

(iii) **Price risk**

Other price risk refers to the risk that the fair value of financial instruments or future cash flows associated with the instruments will fluctuate because of changes in market prices (other than those arising from currency risk or interest rate risk), whether those changes are caused by factors specific to the individual instrument or its issuer or factors affecting all similar instruments traded in the market. The Centre is not exposed to other price risk.

**Changes in risk**

There have been no changes in the Centre's risk exposures from the prior year.

3. **Economic dependence**

The Centre derives its primary operating revenues from the Ministry of the Attorney General.

4. **Property and equipment**

| | 2018 | | |
|---|---|---|---|
| | Cost<br>$ | Accumulated Amortization<br>$ | Net<br>$ |
| Computer equipment | 377,267 | 287,115 | 90,152 |
| Furniture and fixtures | 4,150 | 4,150 | - |
| | 381,417 | 291,265 | 90,152 |

| | 2017 | | |
|---|---|---|---|
| | Cost<br>$ | Accumulated Amortization<br>$ | Net<br>$ |
| Computer equipment | 303,848 | 241,548 | 62,300 |
| Furniture and fixtures | 4,150 | 4,150 | - |
| | 307,998 | 245,698 | 62,300 |

March 31, 2018

5. **Intangible assets**

| | 2018 | | |
|---|---|---|---|
| | Cost $ | Accumulated Amortization $ | Net $ |
| Client tracking tool | 668,030 | 614,029 | 54,001 |
| Computer software | 141,059 | 106,773 | 34,286 |
| | 809,089 | 720,802 | 88,287 |

| | 2017 | | |
|---|---|---|---|
| | Cost $ | Accumulated Amortization $ | Net $ |
| Client tracking tool | 668,030 | 589,072 | 78,958 |
| Computer software | 125,561 | 78,858 | 46,703 |
| | 793,591 | 667,930 | 125,661 |

6. **Grant revenue allocation**

The Centre has expended grant funds received as follows:

| | 2018 $ | 2017 $ |
|---|---|---|
| Revenue - Ministry of Attorney General | 5,936,200 | 5,811,200 |
| Other income | 6,726 | 3,507 |
| Operating expenses (excluding project expenses) | (5,754,684) | (6,034,533) |
| Amortization included in operating expenses | 98,438 | 124,009 |
| Purchase of property and equipment | (88,916) | (76,771) |
| | 197,764 | (172,588) |

March 31, 2018

6. **Grant revenue allocation (continued)**

Reconciliation of net assets

| | Capital $ | Operating $ | Total $ |
|---|---|---|---|
| Net assets, beginning of year | 187,960 | 91,082 | 279,042 |
| Excess of revenues over expenditures (expenditures over revenues) for year | (98,438) | 286,680 | 188,242 |
| Funds transferred to capital fund | 88,916 | (88,916) | - |
| Net assets, end of year | 178,438 | 288,846 | 467,284 |

7. **Pension plan**

The Centre through the sponsorship of MAG is a participating employer to a defined benefit plan administered by the Ontario Pension Board ("OPB") for employees of the province of Ontario. Based on contribution rates as set by the OPB, the Centre matches employee contributions to the plan at the rate of 6.4% of earnings up to the CPP yearly pension maximum entitlement ("YPME") and 9.5% for earnings above the YPME. The plan is being accounted for as a defined contribution plan as there is not sufficient information to follow the reporting requirements of a defined benefit plan. The Centre contributed $236,566 (2017 - $252,292) to the plan which is recorded in employee benefits in the statement of operations.

HILBORN

LISTENERS. THINKERS. DOERS.

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HRLSC
Human Rights
Legal Support Centre

CAJDP
Centre d'assistance juridique
en matière de droits de la personne