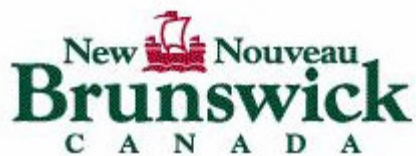


**RESEARCH ON GATHERING INFORMATION TO ASSIST THE
NEW BRUNSWICK HUMAN RIGHTS COMMISSION AS IT
CONSIDERS DEVELOPING A STRATEGY TO ASSIST THE
PROVINCE AS IT WELCOMES IMMIGRANTS**

**NEW BRUNSWICK HUMAN RIGHTS COMMISSION
(NBHRC)**



“Research on gathering information to assist the New Brunswick Human Rights Commission as it considers developing a strategy to assist the province as it welcomes immigrants.”

SUMMER-TIME RESEARCH PROJECT

14TH MAY 2007 TO 20TH JULY 2007

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Thank you.

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Fredericton, NB, Canada

July, 2007

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EXECUTIVE SUMMARY

- ▶ The aim of the current research is to gather information from multicultural associations in New Brunswick province regarding immigrant populations coming over to the province. The research intends to assist the New Brunswick Human Rights Commission in its plans to develop a strategy to support the Province, as it welcomes immigrants.
- ▶ Using survey questionnaire in Phase I, the research project has gathered preliminary information from multicultural organizations. This is mainly regarding finding out what are the possible areas in which the Commission can coordinate with these organizations in order to facilitate better assimilation of immigrant populations, in the social, political, commercial, educational and cultural system of New Brunswick province, Canada.
- ▶ Phase II - through consultation meetings, pin-pointing of emergent and critical issues surrounding Human rights and the role of the Commission, as suggested by the multicultural community organizations in the preliminary study; have been conducted.
- ▶ Vision - to develop plans and strategies aimed at increasing and improving interactions & collaborations between New Brunswick Human Rights Commission and the multicultural populations/associations of the province.
- ▶ The broader vision of the strategy program is to contribute to the encouragement of inflow and retaining of immigrant population and multicultural populations [who form a significant part of the immigrant populations].
- ▶ Partnering organizations - The Multicultural Association of Fredericton (MCAF); (MAGMA) or the Multicultural Association of the Greater Moncton Area; &, The Multicultural Association of Carleton County (MACC).

POTENTIAL STRATEGIES OF NBHRC FOR MULTICULTURAL ORGANIZATION:

- ▶ Planned focus [through - information mediums, presentations, joint organizing of activities, trainings, etc] on the following grounds of alleged discrimination – Race, Color, Religion, national origin, place of origin, Political belief or activity.
- ▶ Purposefully focus on the following sources of discrimination – people involved in leasing and sale of premises; public accommodations; all aspects of employment.

- ▶ Development of information to *substantially increase* the *awareness level* of members and clients, regarding the following – Human Rights and the legal framework that prohibit alleged discrimination; Institutional system/s or agency responsible of overseeing alleged violations or discriminations; ‘education and prevention’ activities of NBHRC (which are - Workshops and presentations, Publications [reports, fact sheets], Policy advice to employers, service providers and owners, Guidelines on Human Rights)
- ▶ Expansion of following activities to increase collaborations – workshops & training sessions for various stake-holders; seminars, presentations; information / training session for immigrant and visible-minority groups.
- ▶ Specialized, thorough and regular training of staff, life-skills trainers as well as settlement coordinators; centering on the following issues: What is prejudice and discrimination, in the context of Human Rights and Human Rights laws; what are the rights of immigrants? What are laws that concern them? What are the role, purpose and context of NBHRC, in the lives of immigrants? What are the responsibilities of the Commission and how does it settle cases [what is the procedure, how long does it take, what are the usual outcomes; etc].
- ▶ Attention on increasing confidence of immigrants on governmental agencies such as NBHRC and removal of any sort of apprehension or avoidance. How can the immigrants identify situations of discriminations and prejudice, especially in work and employment segment? How to differentiate actual situations of Human Rights violation from other situations of unfairness; in order to avoid misinterpretations. What to do if they feel they have been discriminated. How can they protect themselves from any potential violation? How to advise and counsel fresh immigrants regarding Human Rights issues; and, how to follow up with older immigrants.
- ▶ Cooperative preparation of training modules for the various types of beneficiaries, suited to the precise needs and requirements of the respective beneficiaries; and, keeping in view the following guidelines – usage of contemporary training and outreach methods to disseminate information on Human Rights, such a usage of more visually-oriented methods like ‘Power-point’ presentations; uncomplicated and concise, containing a non-technical interpretation of laws & regulation for general people. Inclusion of Mandarin, Spanish & Korean, as languages for information.

INTRODUCTION

The aim of the current research is to gather information from multicultural associations in New Brunswick province regarding immigrant populations coming over to the province. The research intends to assist the New Brunswick Human Rights Commission in its plans to develop a strategy to support the Province, as it welcomes immigrants.

Mission of the Project

- Executing a 'need-analysis' research for gaining 'immigrant person/s or community's' perspective regarding the requirements and necessities pertaining to human rights issues, in New Brunswick Province, Canada.
- The Program is divided into two sections / phases –
 - [a] Phase I - preliminary study
 - [b] Phase II - In-depth study
- The Phase I /preliminary study consists of :
 - Secondary data review of activities of New Brunswick Human Rights Commission, with special reference to 'educational and prevention' activities catering to multicultural/immigrant populations and associations.
 - Secondary data analysis of activities of multicultural organizations in New Brunswick, with special reference to areas concerning Human Rights issues
 - Based on this information, formation of a research design containing quantitative and qualitative question sets.
 - Using survey questionnaire in Phase I, the research project has gathered preliminary information from multicultural organizations. This is mainly regarding finding out what are the possible areas in which the Commission can coordinate with these organizations in order to facilitate better assimilation of immigrant populations, in the social, political, commercial, educational and cultural system of New Brunswick province, Canada.
- The Phase II or 'in-depth study' consists of :
 - Analysis of information gathered through the Phase I study
 - Based on that analysis; through consultation meeting, pin-point emergent and critical issues surrounding Human rights and the role of the Commission, as suggested by the multicultural community organizations in the preliminary study.

Vision of the project

- To develop plans and strategies aimed at increasing and improving interactions & collaborations between New Brunswick Human Rights Commission and the multicultural populations/associations of the province.
- The broader vision of the strategy program is to contribute to the encouragement of inflow and retaining of immigrant population¹ and multicultural populations [who form a significant part of the immigrant populations].
- The project is oriented towards a 'rights-based' approach; so that issues pertaining to Human Rights [specifically the ones which are highlighted by the New Brunswick Human Rights Code²] can be knowingly taken up and discussed. This would considerably reduce the chances of vital issues being omitted; due to lack of knowledge or information, on the part of the communities/associations, regarding Human Rights.

Expected outcomes of the study

- Information on the point of view of immigrant/multicultural communities and their organizations, on human rights issues in the province; as well as; regarding the role of NB-HRC in their own activities, especially the ones that cater to immigrant populations.
- A strategy framework for focused outreach and partnership with the multicultural organizations, by the Commission, regarding 'prevention programs' relating to immigrant and multicultural populations.

¹ Foreign-born Population -This population is also referred to as the "immigrant population", which is defined as persons who are, or have ever been, landed immigrants in Canada. Source: 2001 Census of Population - Statistics Canada

² Reference - <http://www.gnb.ca/hrc-cdp/e/e2defini.htm#Act>

CONCEPTUAL BACKGROUND

Immigration and welcoming immigrants has been a key area in the vision of the provincial government, for the last few years. The new-formed Population Growth Secretariat of the Government of New Brunswick Province outlines a goal and policy framework, which embodies the larger image of the provincial government as a whole. The Secretariat announces that, “every year, hundreds of immigrants around the world choose this province of Canada as their new home, the place where they want to establish themselves and start a new life. New Brunswick is happy to welcome these newcomers to the province, whether they are workers, entrepreneurs, investors, refugees, or people who want to be reunited with family members.”³ For quite some time, immigration and immigrants have been considered as aiding economic and social growth, in the province. Inviting and retaining skilled immigrant population have been put forward by the provincial government as one of the effective means to counter population decline and boost up productivity and provincial economy. In June 2006, at a one-day meeting of immigration ministers from across the country in Ottawa; the minister responsible for the Immigration and Repatriation Secretariat, Percy Mockler commented that “over 1,100 immigrants who landed in Canada chose New Brunswick as their final destination, an increase of 400 over the average numbers received annually over the past several decades.”⁴ He mentioned that New Brunswick's retention rate is almost 70 per cent, which is among the highest rates in the country. The strategy taken up by the provincial government will be one that includes communities.

In February of 2007; Premier Shawn Graham announced that the Province will establish a Population Growth Secretariat, beginning operations in April to help reverse population decline and increase the number of people living in New Brunswick. A vital element that the Secretariat will be responsible for is; improving and increasing immigration & settlement services to retain newcomers.⁵ Affirming the deep-rooted relation between immigration and multiculturalism; the Secretariat and the Government of New Brunswick assert that; “New Brunswick's policy on multiculturalism pertains to all New Brunswickers. Its purpose is to work for equal treatment for all citizens of all cultures. It represents a commitment to equality in matters of human rights, in matters of cultural expression and in access to and participation in New Brunswick society.”⁶ For New Brunswickers, Equality Rights are guaranteed in the New Brunswick Human Rights Code, the Canadian Human Rights Act and in the Canadian Charter of Rights and Freedoms.

Based on the analysis of the above-mentioned facts; I can strongly establish that immigration, multiculturalism and human rights are an integral entity. This triad forms the basic rationale of the current

³ <http://www.gnb.ca/immigration/immigratingNB2007-e.asp>

⁴ <http://www.gnb.ca/cnb/news/rs/2006e0875rs.htm>

⁵ <http://www.gnb.ca/cnb/news/rs/2007e0193pg.htm>

⁶ <http://www.gnb.ca/3100/policy2007-e.asp>

research. All forms of support to the province that will enable it to develop as a human-rights best-practices province; will directly affect progressive and productive multiculturalism and would create conducive environment for welcoming and retention of immigrant population. The importance of human rights in the decision to immigrate to Canada is emphasized by various researches. For instance, a report published in 2007 in 'Canadian Social Trends' of Statistic Canada Publications; comments that 14% new immigrants to Canada like the aspect of rights and freedom in Canada⁷.

The importance of Human Rights; to foster multi-culturalism, diversity and healthy environment, for immigrants; have been emphasized by other Human Rights Commissions in Canada. For instance, the Alberta Human Rights and Citizenship Commission has established and promoted 'The Human Rights, Citizenship and Multiculturalism Education Fund'. This fund supports the Alberta Government's efforts to foster equality, endorse fairness, and encourage the creation of inclusive workplaces and communities. The Education Fund provides grants to community organizations and public institutions in Alberta and develops educational resources and programs related to human rights, women's issues and diversity topics⁸.

Multicultural organizations in New Brunswick

The basis behind conducting research in partnership with multicultural associations in New Brunswick; lays in the fact that these associations are prominent sections of the civil society; which considerably facilitate newcomers and immigrants to settle in the province. Such underlying principle is also restated by 'New Brunswick Government's Policy of Multiculturalism'⁹; which affirms that the implementation of multicultural 'best practices' will be guided by ongoing consultations with and inputs from the multicultural community. The foremost multicultural organization in the Province, The New Brunswick Multicultural Council (NBMC), based in Fredericton; was formed in 1983, with the aim to be 'voice' for multiculturalism in the Province. It is an umbrella organization of local multicultural associations, located in Fredericton, St John, Moncton, Carleton county and Chaleur region. The Council and its associations focus on immigration, multiculturalism and diversity. It serves advisory roles to public and private sector stakeholders¹⁰. The current research is conducted in cooperation with the associations in Fredericton, Moncton and Carleton County.

⁷ Schellenberg, Grant and Hele Maheux. Immigrants' perspectives of their first four years in Canada: Highlights from three waves of the Longitudinal Survey of Immigrants to Canada. Canadian Social Trend [Electronic version]. April 2007. Statistics Canada.

⁸ Source - <http://www.albertahumanrights.ab.ca/fund/>
<http://tprc.alberta.ca/educationfund/>

⁹ <http://www.gnb.ca/3100/policy2007-e.asp>

¹⁰ <http://www.nb-mc.ca/English/pdfs/brochure.pdf>

The Multicultural Association of Fredericton (MCAF), which is situated in Fredericton, is a charitable, non-profit, non-political, and non-sectarian organization, founded in 1974¹¹. The goals of this organization comprises of : to celebrate strength in diversity by enabling meaningful exchange and full community participation among people of all backgrounds and circumstances; encourage and promote the concept of multiculturalism; facilitate communication and understanding between persons of various cultural backgrounds in Fredericton and surrounding areas ; foster harmonious relationships among all cultural groups and individuals; disseminate and advance ethno-cultural education in the community and assist newcomers to become established in the community.

'MAGMA' or the Multicultural Association of the Greater Moncton Area; is an umbrella organization of ethno-cultural associations and individuals in the Greater Moncton Area (Moncton, Riverview and Dieppe). Since its foundation in 1980, MAGMA has remained actively involved in the settlement and adjustment of new immigrants and refugees in Greater Moncton area. MAGMA is a bilingual (both Canadian official languages), non-profit, non-sectarian, and non-political organization¹². Its main activities comprises of: assisting the new immigrants and refugees in their settlement, orientation, adaptation; creation of cultural awareness in the community at large; encourage appreciation and sharing of Canada's diverse cultural values; foster harmonious relations, nurturing respect and understanding amongst people of all heritages; provide training in one of the official languages; and protect and promote human rights.

One of the main roles of MAGMA is that of a 'settlement' organization for new immigrants (both refugee and non-refugee category) in New Brunswick. MAGMA has dedicated and specialized staff that look into 'hands-on' and 'ground-level' provision of services and processes for facilitating the smooth settlement of a newcomer to Canada. For the same, MAGMA has settlement programs such as acting as the 'first-point of contact', receiving new immigrants from airport, arranging a place for them to stay, & arranging a 'host' (usually a family in the community) for the newcomer to stay and receive support till the newcomer is able to settle and operate independently. Support programs for longer phases, include, language training classes, life skill sessions so that the newcomer is better able to understand and function in Canadian society, training in Information Technology and counseling for obtaining jobs. MAGMA also conducts various public awareness activities to include the wider community in their efforts. They organize awareness sessions with employers and work sector, so that they encourage employment of immigrants. MAGMA also coordinates with various ethno-cultural associations in Moncton to promote retention of immigrants in the area.

¹¹ <http://www.mcaf.nb.ca/docs/70328-constitution-revised.pdf>

¹²Source - <http://www.multiculturalassociation-moncton.com/english/welcome.htm> ; & information from meeting with Mr Robert Boghen (Executive Director, MAGMA) on 13 July 2007, at MAGMA office at Moncton.

The Multicultural Association of Carleton County (MACC) was founded by community minded volunteers, in Florenceville, to help newcomers adapt to rural areas near Florenceville as well as to promote intercultural respect and awareness. In recent years Carleton County, which was essentially a rural and 'non-cosmopolitan' / 'non-multicultural area', has witnessed a significant influx of families from countries around the world. This is largely due to the expansion of McCain Foods, a global corporation headquartered in Florenceville, New Brunswick. Presently; the region's population features twenty eight cultures. The village of Florenceville has welcomed thirty East Indian families alone in addition to Cuban, Moroccan, Colombian, Nigerian and Dutch families. The region's population growth of 20% is almost entirely due to the arrival of new immigrants. In an effort to embrace and celebrate this cultural diversity, the Multicultural Association of Carleton County was formed. The mandate of the association is to assist the integration of immigrants into this rural region.

The MACC aspires to be a forum to raise awareness of our diverse cultures with the aim of promoting respect and an appreciation for a rural global community. The association, currently, undertakes programs such as ESL (English as a second language program) and 'job-based' counseling. Most of the members of MACC, who are immigrants, come from the countries of Columbia, China, India, Cuba, Mexico and Holland. The MACC also works in the area of facilitating settlement of new immigrants; coordinating with the 'rural secretariat' of New Brunswick, as well as, organize programs to involve and integrate the local community with the activities and members of MACC. MACC has received various awards, such as a national award, in 2005, from Citizenship and Immigration Canada. The award recognizes MACC's efforts to support newcomers in the community. In 2006, MACC was honored by the New Brunswick Human Rights Commission with an award in recognition of exceptional achievement in making New Brunswick a welcoming place for people of diverse cultural backgrounds¹³.

¹³ Source - <http://www.nb-amcc.org/index.htm> , & information from meeting with Mr. Guillermo Cordoba (President, MACC) at Florenceville, on 12 July 2007.

SOCIAL AND DEMOGRAPHIC PROFILE OF REGION OF THE RESEARCH

The research is conducted keeping in mind the socio-geographic region of New Brunswick province. However, data has been collected from associations which cater to the regions of Moncton, Fredericton and Florenceville. A brief demographic description, focusing on immigrant and multicultural populations of the province & the three particular geographical areas; is as follows.

	New Brunswick	Fredericton	Moncton	Florenceville
Population¹⁴	729498	81364	117727	762
<i>Immigration characteristics</i>				
Canadian-born populations¹⁵	695560	75885	112220	685
Foreign-born populations¹⁶	22465	4460	3360	75
Non-permanent residents¹⁷	1685	340	240	0
<i>Language(s) first learned and still understood</i>				
English only / French only / Both English and French	707090	77540	114365	725
Other languages¹⁸	12620	3140	1445	50
<i>Visible minority status</i>				
Visible minority¹⁹; visible minority n.i.e.²⁰; multiple visible minority²¹	9965	2535	1610	70

¹⁴ 2001 Population Based on 100% Data – Source : Statistics Canada

¹⁵ Includes persons born in Canada as well as a small number of persons born outside Canada who are Canadian citizens by birth. Source : Statistics Canada

¹⁶ This population is also referred to as the "immigrant population", which is defined as persons who are, or have ever been, landed immigrants in Canada. Source : Statistics Canada

¹⁷ Refers to persons who, at the time of the census, held a student or employment authorization, Minister's permit or who were refugee claimants, as well as family members living with them. Source : Statistics Canada

¹⁸ Includes responses indicating single responses of a non-official language and multiple responses. Multiple responses include cases where one of the languages is either English or French, in combination with one non-official language. Source : Statistics Canada

¹⁹ According to the Employment Equity Act (1986), visible minorities are persons (other than Aboriginal persons) who are non-Caucasian in race or non-white in colour. Source : Statistics Canada

²⁰ Includes respondents who reported a write-in response classified as a visible minority such as "Polynesian", "Guyanese", "Mauritian", etc. Source : Statistics Canada

²¹ Includes respondents who reported more than one visible minority group by checking two or more mark-in circles, e.g. "Black" and "South Asian". Source : Statistics Canada

RESEARCH DESIGN²² AND METHODOLOGY:

The research is conducted in two parts: **Phase-I and II.**

Phase-I comprises of administering a questionnaire²³ [containing close-ended questions] to the three multicultural associations. The questionnaire primarily is divided into three section – ‘bases of alleged discrimination’; ‘sources of alleged discrimination’; and, ‘role of New Brunswick Human Rights Commission’. The first section enquires about the associations’ perception regarding bases or grounds of alleged human rights discrimination, with respect to their members. The questionnaire restricts the grounds of alleged discrimination to the following fourteen bases, as because the Commission and the Human Rights Act of New Brunswick has legal provision for these very bases only. The grounds are - race, color, religion, national origin, ancestry, place of origin, age, physical disability, mental disability, marital status, social condition, political belief or activity, sexual orientation; sex [including pregnancy]²⁴.

The second section of the questionnaire deals with the organizations’ opinion regarding sources or agents of alleged human rights violation; with respect to their members. The questionnaire lists the following as possible agents of alleged discriminations. The sources / instruments of alleged discrimination are marked out by the Commission²⁵ as well as other relevant literature on Human Rights²⁶. The questionnaire also provides the option to the respondents of adding other sources, which are not included in the list, if they are relevant to their organization. The sources are - People involved in leasing and sale of premises; Public accommodations; Services or facilities [markets, eateries, shops, etc]; Labor unions; Professional, business or trade associations; Media, signs and publicity; All aspects of employment; Medical establishments; Educational establishments; Neighborhoods; Social clubs / community organizations; Religious organizations / groups; Governmental bodies / branches [especially immigration and law enforcement agencies].

The third section investigates the organizations’ knowledge about the activities of the Commission as well as how they identify the role of the Commission in the context of their own aims and vision. The Commission broadly has two forms of intervention: ‘Compliance’ and ‘educational’. The following are the principal educational activities conducted by the commission; which are included in the questionnaire - Workshops and presentations; publications [reports, fact sheets]; policy advice to employers, service providers and owners; and , guidelines on Human Rights.

²² Research design provides the glue that holds the research project together. A design is used to structure the research, to show how all of the major parts of the research project - the samples or groups, measures, treatments or programs, and methods of assignment - work together to try to address the central research questions. Source - <http://www.socialresearchmethods.net/kb/design.php>

²³ Phase I questionnaire is attached as Appendix - A

²⁴ Source - <http://www.gnb.ca/hrc-cdp/e/index.htm>

²⁵ Source - <http://www.gnb.ca/hrc-cdp/e/e2defini.htm#c-h>

²⁶ Source - http://www.beyondintractability.org/essay/human_rights_violations/ <http://hrw.org/about/whoweare.html>

Phase-II of the project uses - unstructured interviewing and Focus Group Discussions. An unstructured interview is a face-to-face interview using an interview schedule with the topics listed but with few specific questions and no fixed questions; these interviews aim to be carried out 'in-depth'²⁷. Focus groups are a form of qualitative research; a 'loosely' structured means of obtaining opinions related to a specific topic. Groups usually consist of eight to ten people recruited and brought together based on pre-specified qualifications²⁸.

Methodology

The quantitative data²⁹ obtained in Phase-I will provide broad results [in forms of 'numerical trends' and percentages] on the awareness of multicultural associations regarding human rights issues and their expectations from the Commission. This data will also form the grounds for queries for the Phase-II, which will be administered through Focus Group Discussions and Unstructured interviewing with the associations. The Phase-II will lead to qualitative data³⁰ in form of in-depth information from the associations; regarding Human Rights issues, highlighted in the research.

The key method utilized in Phase-I is – Surveys and questionnaire. A survey represents one of the most common types of quantitative, social science research. In survey research, the researcher selects a sample of respondents from a population and administers a standardized questionnaire to them. The questionnaire, or survey, can be a written document that is completed by the person being surveyed, an online questionnaire, a face-to-face interview, or a telephone interview³¹. A questionnaire is a set of questions designed to collect information from a respondent. A questionnaire may be interviewer-administered or respondent-completed, using paper-and-pencil methods of data collection, telephone methods or computer-assisted modes of completion or Internet data collection. The design of questionnaires takes into account the statistical requirements of data users, administrative requirements of the survey organization, and the requirements for data processing, as well as the nature and characteristics of the respondent population³².

²⁷ http://www.tele.sunyit.edu/rm_lect.pdf.

²⁸ <http://www.marketingpower.com/content1293.php>

²⁹ Quantitative Data – Quantitative data are measurable and tangible. They involve the counting of people, behaviors, conditions, or other events; classifying those events into categories; and using math and statistics to answer questions. Source - <http://www.phdatastandards.info/knowresources/tutorials/glossary.htm#Q>

³⁰ Qualitative Data – Qualitative data are collections of perceptions, attitudes, observations, and context, instead of the collection of numbers or statistics found in quantitative data. The information developed from these data helps to understand the root causes and precursors of health problems identified through quantitative data. Source - <http://www.phdatastandards.info/knowresources/tutorials/glossary.htm#Q>

³¹ <http://www.allaboutmarketresearch.com/surveys.htm>

³² <http://www.statcan.ca/english/freepub/12-539-XIE/steps/questionnaire.htm>

Note

The Phase-I of the project was not administered to the Multi Cultural Association of Fredericton. The Phase-II, which comprises of a consultation meeting between NB-HRC and MCAF, is expected to take place in August 2007. Therefore, the current report consists of information, from Phase-I & II, conducted only with MACC and MAGMA.

The issues that would possibly get discussed in the consultation meet between NBHRC and MCAF, in the month of August 2007, are –

- Awareness of MCAF regarding the activities of the New Brunswick Human Rights Commission.
- Opinion of MCAF regarding how much role the Commission can have in promoting / helping the mission and activities pursued by MCAF.
- Awareness of members of MCAF [especially immigrants] regarding discriminations prohibited by the Human Rights Code of New Brunswick; What types of discrimination, the members, in particular immigrants, face most.
- Opinion of MCAF regarding what the NB-HRC can do about discrimination. Whether the MCAF refers their members to the NB-HRC. What problems if any, their members have in their contacts with the NB-HRC.
- Awareness of MCAF about 'education and prevention' activities of the Commission [such as Workshops and presentations; Publications; etc].
- Opinion of MCAF regarding useful ways which can facilitate collaborations and interactions between the Commission and the MCAF [such as Workshops & training sessions; Seminars, presentations; Co-participation / co-organization - of some of MCAF's activities; etc].

POTENTIAL STRATEGIES

Note – Due to the unique composition, structure and nature of activities of each organization; the current author is not providing generic potential strategies. The author has provided suggestions, based on the specificities of the respective organizations.

POTENTIAL STRATEGIES OF NBHRC FOR MAGMA:

- A. Planned focus [through - information mediums, presentations, joint organizing of activities, trainings, etc] on the following grounds of alleged discrimination –
 - i) Race
 - ii) Color
 - iii) Religion
 - iv) National origin
 - v) Place of origin
 - vi) Political belief or activity.
- B. Purposefully focus on the following sources of alleged discrimination –
 - i) people involved in leasing and sale of premises
 - ii) public accommodations
 - iii) all aspects of employment
- C. Development of information to *substantially increase* the *awareness level* of members and clients, regarding the following –
 - i) Human Rights and the legal framework that prohibit alleged discrimination
 - ii) Institutional system/s or agency responsible of overseeing alleged violations or discriminations
 - iii) The following 'education and prevention' activities of NBHRC:
 - o Workshops and presentations
 - o Publications [reports, fact sheets]
 - o Policy advice to employers, service providers and owners
 - o Guidelines on Human Rights
- D. Expansion of following activities to increase collaborations –
 - i) workshops & training sessions for various stake-holders of MAGMA
 - ii) seminars, presentations
 - iii) information / training session for immigrant and visible-minority groups

- E. Specialized, thorough and regular training of MAGMA's life-skills trainers as well as settlement coordinators; centering on the following issues :
- i) What is prejudice and discrimination, in the context of Human Rights and Human Rights laws
 - ii) What are the rights of immigrants? What are laws that concern them?
 - iii) What are the role, purpose and context of NBHRC, in the lives of immigrants? What are the responsibilities of the Commission and how does it settle cases [what is the procedure, how long does it take, what are the usual outcomes; etc].
 - iv) Attention on increasing confidence of immigrants on governmental agencies such as NBHRC and removal of any sort of apprehension or avoidance.
 - v) How can the immigrants identify situations of discriminations and prejudice, especially in work and employment segment?
 - vi) How to differentiate actual situations of Human Rights violation from other situations of unfairness; in order to avoid misinterpretations.
 - vii) What to do if they feel they have been discriminated. How can they protect themselves from any potential violation?
 - viii) How to advise and counsel fresh immigrants regarding Human Rights issues; and, how to follow up with older immigrants.
- F. Cooperative preparation of training modules for various types of beneficiaries of MAGMA, suited to the precise needs and requirements of the respective beneficiaries; and, keeping in view the following guidelines –
- i) Usage of contemporary training and outreach methods to disseminate information on Human Rights, such a usage of more visually-oriented methods like 'Power-point' presentations.
 - ii) Uncomplicated and concise, containing a non-technical interpretation of laws & regulation; one page information for general people. Inclusion of Mandarin, Spanish & Korean, as languages for information.
 - iii) Detailed and in-depth information along with a 'cultural-competency' training module for business and employment sector
 - iv) 'Open forums' [such as public debates and discussions] for gathering of public opinion on issues pertaining to Human Rights and immigrants; as well as, for community awareness.
- G. More expansion of the following methods of collaboration and information dissemination:
- i) Frequent interactions with NBHRC; especially, involving them in any public awareness program that NBHRC may conduct.
 - ii) Internet, books, mass-media, reports and researches

- iii) Prominent and regular presence of NBHRC and its guiding principles; in the activities of organizations partnering with MAGMA (in various formats, such as - participation, co-organizing, funding, being referenced in their researches / reports / seminars).

POTENTIAL STRATEGIES OF NBHRC FOR MACC:

- A. Planned focus [through - information mediums, presentations, joint organizing of activities, trainings, etc] on the following sources of alleged discrimination –
 - i) Professional, business or trade associations
 - ii) All aspects of employment
- B. Development of information to completely educate the members , starting from preliminary level instructions to advanced information; in order to *considerably increase* the *awareness level* of members and clients, regarding the following –
 - i) Human Rights and the legal framework that prohibit alleged discrimination
 - ii) Institutional system/s or agency responsible of overseeing alleged violations or discriminations
 - iii) The following ‘education and prevention’ activities of NBHRC:
 - o Workshops and presentations
 - o Publications [reports, fact sheets]
 - o Policy advice to employers, service providers and owners
 - o Guidelines on Human Rights
- C. Development of the following activities to facilitate strategic collaborations –
 - i) Information / training session for immigrant and visible-minority groups
 - ii) Attention on increasing confidence of immigrants on governmental agencies such as NBHRC and removal of any sort of apprehension or avoidance.
 - iii) The training programs should keep in view that NBHRC makes the immigrants feel that they can approach the Commission without any hesitation. Their actions, decisions and connection with NBHRC will not bring upon any kind of harm on them.
 - iv) The trainings should instill a sense in immigrants that NBHRC completely understands their situation and is a completely reliable agency; which can be of considerable assistance, in situations of crisis and difficulties.
 - v) The trainings should encourage immigrants to contact NBHRC, if they feel they have been subject to prejudice; instead of suppressing or overlooking such situations.

- D. Specialized, thorough and regular training of MACC's staff; centering on the following issues :
- i) What is prejudice and discrimination, in the context of Human Rights and Human Rights laws
 - ii) What are the rights of immigrants? What are laws that concern them?
 - iii) What are the role, purpose and context of NBHRC, in the lives of immigrants? What are the responsibilities of the Commission?
 - iv) How can the immigrants identify situations of discriminations and prejudice, especially in work and employment segment (with special focus on situations, in which, landed immigrants are discriminatory towards other landed immigrants, in work atmosphere)?
 - v) How to differentiate actual situations of Human Rights violation from other situations of unfairness; in order to avoid misinterpretations.
 - vi) What to do if they feel they have been discriminated. How can they protect themselves from any potential violation?
 - vii) How to advise and counsel immigrants on regular basis?
- E. Development and expansion of information dissemination; keeping in view the following guidelines –
- i) Emphasis on publications [reports, fact sheets]
 - ii) Information (through any sources; such as internet or publications) should be simple and devoid of any technical jargon.
 - iii) It should have simplified guidelines for people to learn about Human Rights and what to do if they feel discriminated.
 - iv) Apart from English and French; information should also be available in Spanish for better dissemination and understanding.
- F. Development of a cooperation between NBHRC and MACC on the following issue –
- i) Recognition of credentials, experiences and qualifications of immigrants, obtained from their native countries, in employment sector in Canada.
 - ii) Programs for temporary residents (such as truck drivers on work permit visa)

APPENDIX: A

Outcomes of Phase: I - Multicultural Association of the Greater Moncton Area (MAGMA)

UNDERSTANDING OF GROUNDS OF ALLEGED DISCRIMINATION

- Members (particularly from immigrant and multicultural groups) have 'quite often' experienced alleged discrimination on the following grounds – race; color; religion; national origin; place of origin; & political belief or activity³³.

Members have 'not at all' experienced any discrimination on grounds of – ancestry, age, physical disability, mental disability, marital status, social condition, Sexual orientation; & Sex, including pregnancy.

- Members are - 'somewhat aware' of rights or legal framework that prohibit alleged discrimination – as well as – 'somewhat aware' of institutional system/s or agency responsible of overseeing alleged violations or discriminations - on the following grounds – 'Race, Color, Religion, National origin, Ancestry, Place of origin, Age, Physical disability, Mental disability, Marital status, Social condition, Political belief or activity, Sexual orientation, & sex, including pregnancy'.
- In cases of alleged discrimination or human rights violations (based on the 14 grounds); MAGMA 'frequently' responds by – 'talking it out with the person or group, who feel they have been discriminated against'. They 'at times' – 'organize interactions with person/s or groups who are alleged to have acted in discriminatory manner; complain to police; or, contact Human Rights Commission'.

UNDERSTANDING OF SOURCES OF ALLEGED DISCRIMINATION

- Members (particularly from immigrant and multicultural groups) have 'quite often' experienced alleged discrimination from the following sources – 'people involved in leasing and sale of premises'; 'public accommodations'; & 'all aspects of employment'³⁴.

³³ NOTE – The initial response for this query in Phase: I, from MAGMA (which is present in Appendix A) pointed that its members have 'not at all' experienced any alleged discrimination on the fourteen grounds, as given in the questionnaire. However, MAGMA clarified and restated its response in the 'Phase: II' meeting between NB-HRC and MAGMA on 13 July 2007.

³⁴ NOTE – The initial response for this query in Phase: I, from MAGMA (which is present in Appendix A) pointed that its members have 'not at all' experienced any alleged discrimination from the sources – 'people involved in leasing and sale of premises' & 'public

Members have, 'at times', experienced alleged discrimination from – 'services or facilities [markets, eateries, shops, etc]'; 'professional, business or trade associations'; &, 'media, signs and publicity'.

Members have 'not at all' experienced alleged discrimination from – 'labor unions, medical establishments, educational establishments, neighborhoods, social clubs or community organizations, religious organizations or groups, governmental bodies or branches [especially immigration and law enforcement agencies]'.

- Members are - 'somewhat aware' of rights or legal framework that prohibit alleged discrimination – as well as – 'somewhat aware' of institutional system/s or agency responsible of overseeing alleged violations or discriminations – from the following sources of alleged discrimination – 'people involved in leasing and sale of premises; public accommodations; services or facilities [markets, eateries, shops, etc]; labor unions; professional, business or trade associations; media, signs and publicity; all aspects of employment; medical establishments; educational establishments; neighborhoods; social clubs / community organizations; &, religious organizations / groups'.

Members are - 'generally aware' of rights or legal framework that prohibit alleged discrimination – as well as – 'generally aware' of institutional system/s or agency responsible of overseeing alleged violations or discriminations – from - 'governmental bodies / branches [especially immigration and law enforcement agencies]'.

- In cases of alleged discriminations by the mentioned sources; MAGMA 'frequently' – 'talks it out with the person / group, who feel they have been discriminated against'. MAGMA 'usually' contacts Human Rights Commission; &, 'organizes interactions with person / groups who are alleged to have acted in discriminatory manner', and 'complains to police'.

OPINION ON ROLE OF NEW BRUNSWICK HUMAN RIGHTS COMMISSION

- MAGMA is aware of the New Brunswick Human Rights Commission and its activities.
- The sources of information for MAGMA are – 'interaction with NBHRC'; 'internet, books, media, reports, etc'; 'reference to NBHRC by other organizations, & their seminars & reports'.

accommodations'; and have 'at times' experienced alleged discrimination from 'all aspects of employment'. However, MAGMA clarified and restated its response in the 'Phase: II' meeting between NB-HRC and MAGMA on 13 July 2007.

The sources of information for MAGMA are **NOT** – ‘services of NBHRC, which they have never availed’; or, ‘attending the programs & seminars of NBHRC’.

- MAGMA considers that the Commission can ‘definitely’ have a role in promoting & helping the mission and activities pursued by MAGMA.
- According to MAGMA; the Commission has ‘significant role’ - in preventing and protecting alleged discrimination and rights violation, based on the following grounds of discrimination – ‘Race, Color, Religion, National origin, Ancestry, Place of origin, Age, Physical disability, Mental disability, Marital status, Social condition, Political belief or activity, Sexual orientation, & sex, including pregnancy’.
- According to MAGMA; the Commission has ‘significant role’ - in preventing and protecting alleged discrimination and rights violation - by the following sources - ‘people involved in leasing and sale of premises; public accommodations; services or facilities [markets, eateries, shops, etc]; labor unions; professional, business or trade associations; media, signs and publicity; all aspects of employment; medical establishments; educational establishments; neighborhoods; social clubs / community organizations; &, religious organizations / groups, Governmental bodies / branches [especially immigration and law enforcement agencies]’.
- MAGMA is ‘somewhat aware’ of the ‘education and prevention’ activities of NBHRC; such as – ‘workshops and presentations’; ‘publications [reports, fact sheets]’; &, ‘policy advice to employers, service providers and owners’.

It is ‘generally aware’ of – ‘guidelines on Human Rights’; by NBHRC.

- In order to facilitate collaborations and interactions between MAGMA and NBHRC; MAGMA considers the following as ‘extremely useful’ – ‘workshops & training sessions; seminars, presentations; provision of guidelines on Human Rights matters; &, provision of information / training session for members of MAGMA [especially immigrant and visible-minority groups]’.

MAGMA considers the following as ‘quite useful’ – ‘jointly develop educational resource materials; policy advice to various stake-holders [such as employers, educational institutes, etc] in Human rights issues; &, act as a coordinating agency between MAGMA and other relevant organizations’.

MAGMA considers the following of 'moderate use' – 'co-participation / co-organization - of some of your organization's activities'; Publications [reports, fact sheets]; videos / CDs / multimedia; information / resources on website; resources-lending library'.

Outcomes of Phase: II - Multicultural Association of the Greater Moncton Area (MAGMA)

- In many instances, members [especially new immigrants] do not bring cases of alleged Human Rights violations, to the notice of MAGMA. This is because they feel that it is a 'private issue' and not the concern of MAGMA.
- In many occasions, they are not themselves aware that they are being discriminated; or that there is a legal framework as well as institutions that prohibits and protect from alleged discrimination.
- Members as well as staff of MAGMA are not quite clear about the grounds of discrimination; how to identify discrimination and what to do if someone alleges discrimination.
- At times new immigrants fear government and its agencies– and since NBHRC is a government agency, it must clear this apprehension and make its role very clear. It should noticeably project that it is completely accessible, through its outreach programs.
- Majority of possible human rights violations with respect to immigrants happens in work sector.
- There are occasions where other events and grounds have been misinterpreted as Human Rights violations. This creates an atmosphere of hostility between immigrants and community. For instance; if an immigrant's job is terminated on grounds of inefficiency; it may get misinterpreted as a case of Human Rights violation on grounds of nationality or race.
- MAGMA suggests specialized and thorough training of their life-skills trainers as well as settlement coordinators. This is because they are the 'first-point-of-contact' for the new immigrants; as well as associates for immigrants in the long run, too. They are also contacted by immigrants in cases of emergencies. MAGMA wants them to get trained in Human Rights laws and issues; how to identify violations; what to do if someone feels they have been discriminated. They would then include the Human Rights component in their training modules for immigrants.

- MAGMA is keen on jointly preparing training modules for its various beneficiaries. It advocates usage of contemporary training and outreach methods to disseminate information on Human Rights, such a usage of more visually-oriented methods like 'Power-point' presentations.
- The 'Human Rights component' should include - What are the role, purpose and context of Human Rights and NBHRC, in the lives of immigrants? What are the responsibilities of the Commission and how does it settle cases [what is the procedure, how long does it take, what are the usual outcomes; etc].
- Information must be customized for three different categories – general people; staff and members of MAGMA; community and volunteers. Community is further subdivided into 'business / employers' sector and the 'wider community'.
- For the general people – the information must be uncomplicated and concise, containing a non-technical interpretation of laws & regulation – not more than one page.
- For the businesses / employers sector – information should be detailed and in-depth. MAGMA conducts cultural competency training with employers – MAGMA suggests that it should include Human Rights component in that, developed in cooperation with NBHRC. MAGMA supports training in Human Rights, executed jointly to, both, clients and employers.
- MAGMA conducts public awareness programs to a diverse set of groups in the 'wider community' [such as neighborhoods, schools, commercial establishments]. MAGMA suggests that NBHRC should coordinate with MAGMA to develop awareness modules, suited to different audiences. MAGMA recommends conducting 'open forums' [such as public debates and discussions] and gathering of public opinion on issues pertaining to Human Rights and immigrants.
- Apart from English and French, MAGMA suggests that information should also be in – Mandarin, Spanish, Korean; in order to make it more accessible to the immigrants.
- MAGMA remarks that the clients at MAGMA keep changing; as new immigrants keep on arriving, and as older immigrants settle down. MAGMA recommends customized guidance on Human Rights issues; one suited for fresh groups; and the other for older immigrants.

APPENDIX: B

Outcomes of Phase: I - Multicultural Association of Carleton County (MACC)

UNDERSTANDING OF GROUNDS OF ALLEGED DISCRIMINATION

- Members (particularly from immigrant and multicultural groups) have 'not at all' experienced alleged discrimination on any of the following grounds – 'race, color, religion, national origin, ancestry, place of origin, age, physical disability, mental disability, marital status, social condition, political belief or activity, sexual orientation or sex, including pregnancy.'
- Members are - 'generally aware' of rights or legal framework that prohibit alleged discrimination – *HOWEVER* – 'somewhat aware' of institutional system/s or agency responsible of overseeing alleged violations or discriminations - on the following grounds – 'Race, Color, Religion, National origin, Ancestry, Place of origin, Age, Physical disability, Mental disability, Marital status, Social condition, Political belief or activity, Sexual orientation, & sex, including pregnancy'.
- In cases of alleged discrimination or human rights violations (based on the 14 grounds); MACC 'usually' responds by – 'doing nothing'.

They 'never' – 'Talk it out with the person / group, who feel they have been discriminated against; Organize interactions with person / groups who are alleged to have acted in discriminatory manner; Complain to police; or, contact Human Rights Commission.'

UNDERSTANDING OF SOURCES OF ALLEGED DISCRIMINATION

- Members (particularly from immigrant and multicultural groups) have 'always' experienced alleged discrimination from the following sources – 'Professional, business or trade associations; &, all aspects of employment'.

Members have, 'at times', experienced alleged discrimination from – 'People involved in leasing and sale of premises; &, media, signs and publicity'.

Members have 'not at all' experienced alleged discrimination from – 'public accommodations; Services or facilities [markets, eateries, shops, etc]; Labor unions; Medical establishments; educational establishments; neighborhoods; Social clubs / community organizations; Religious

organizations / groups; &, Governmental bodies / branches [especially immigration and law enforcement agencies].

- Members are - 'somewhat aware' of rights or legal framework that prohibit alleged discrimination – ALTHOUGH – 'not at all aware' of institutional system/s or agency responsible of overseeing alleged violations or discriminations – from the following sources of alleged discrimination – 'people involved in leasing and sale of premises; public accommodations; services or facilities [markets, eateries, shops, etc]; labor unions; professional, business or trade associations; media, signs and publicity; all aspects of employment; medical establishments; educational establishments; neighborhoods; social clubs / community organizations; religious organizations / groups; &, Governmental bodies / branches [especially immigration and law enforcement agencies]'.
- In cases of alleged discriminations by the mentioned sources; MACC 'always' – 'does nothing'³⁵.

MACC 'never' took the following actions – 'Talk it out with the person / group, who feel they have been discriminated against; Organize interactions with person / groups who are alleged to have acted in discriminatory manner; Complain to police; &, contact NB Human Rights Commission'.

OPINION ON ROLE OF NEW BRUNSWICK HUMAN RIGHTS COMMISSION

- MACC is *NOT aware* of the New Brunswick Human Rights Commission and its activities.
- MACC considers that the Commission 'may' have any role in promoting & helping the mission and activities pursued by MACC.
- According to MACC; the Commission has 'complete role' - in preventing and protecting alleged discrimination and rights violation, based on the following grounds of discrimination – 'Race, Color, Religion, National origin, Ancestry, Place of origin, Age, Physical disability, Mental disability, Marital status, Social condition, Political belief or activity, Sexual orientation, & sex, including pregnancy'.
- According to MACC; the Commission has 'complete role' - in preventing and protecting alleged discrimination and rights violation - by the following sources - 'people involved in leasing and sale

³⁵ NOTE – The initial response for this query in Phase: I, from MACC (which is present in Appendix A) pointed that; in cases of alleged discriminations by the mentioned sources; MACC 'never' – 'does nothing'. However, MACC clarified and restated its response in the 'Phase: II' meeting between NB-HRC and MACC on 12 July 2007.

of premises; public accommodations; services or facilities [markets, eateries, shops, etc]; labor unions; professional, business or trade associations; media, signs and publicity; all aspects of employment; medical establishments; educational establishments; neighborhoods; social clubs / community organizations; &, religious organizations / groups, Governmental bodies / branches [especially immigration and law enforcement agencies]’.

- MACC is ‘not aware’ of the following ‘education and prevention’ activities of the Commission – ‘Workshops and presentations; Publications [reports, fact sheets]; policy advice to employers, service providers and owners; &, guidelines on Human Rights’.
- In order to facilitate collaborations and interactions between MACC and NBHRC; MACC considers the following as ‘extremely useful’ – ‘Publications [reports, fact sheets]’.
- MACC considers the following as ‘quite useful’ – ‘Workshops & training sessions; Provide information / training session for members of your organization [especially immigrant and visible-minority groups]; Information / resources on website; &, Policy advice to various stake-holders [such as employers, educational institutes, etc] in Human rights issues’.
- MACC considers the following of ‘moderate use’ – ‘Seminars, presentations; jointly develop educational resource materials; Provision of guidelines on Human Rights matters; Videos / CDs / multimedia; &, acting as a coordinating agency between your organization and other relevant organizations’.
- MACC considers the following of ‘little use’ – ‘Co-participation / co-organization - of some of your organization’s activities; &, Resources-lending library’.

Outcomes of Phase: II - Multicultural Association of Carleton County (MACC)

- MACC reports that immigrants are rarely able to identify segregation & discrimination, especially at work places.
- Most of the members of MACC know almost nothing about their rights as well as Human Rights in Canada. They are not aware that there are identifiable grounds on the basis of which people may be discriminated and they can allege discrimination. They may have felt behaviors (which, on reflection, could be termed as prejudiced); but were not able to isolate it as discriminatory situation; due to lack of knowledge about Human Rights in Canada.

- The members of MACC are also unaware about the activities and role of NBHRC. They are not aware that there are governmental agencies that deal with matters of alleged discrimination. A great many times, new immigrants, out of hesitation, fear or a feeling that; no matter what the situation is, they will carry on under any circumstances; they do not approach any agency in any situation of unfairness.
- Along with the landed immigrants; some of the non-landed immigrants, such as people who are on work permit visa or temporary residency visa [such as truck drivers] are poorly treated. They also need great amount of assistance.
- According to MACC, majority of 'possible' discrimination (since they hardly get reported due to lack of knowledge and awareness); occurs in work place situation.
- The local community [comprising mostly of local Canadian citizens, involved in service provision, markets, schools; etc] have been very welcoming and not all discriminatory, in any way, towards newcomers and immigrants.
- But, in work sector; at times, landed immigrants from other countries have been prejudiced towards immigrants of some other nations and backgrounds.
- According to MACC, the main problem landed immigrants are facing is non-recognition of immigrants' qualification and credentials. Even though they have come to Canada based on a 'point-based' system that selects people to immigrate on the basis of someone's qualifications; in actuality, jobs are difficult to obtain, since the education and experiences from their native countries is not well recognized in Canada. This results in new immigrants ending up in occupations, for which they are much more qualified; or in occupations which is not suited to their experience and training.
- MACC wants; if proper recognition of credentials of immigrants can be put as a part of Human Rights concern.
- MACC asserts that the main factors needed for the retention of immigrants are – immigrants should feel that there are agencies [preferably in the government] that understand their situation, and if needed, would aid them in all sorts of difficulties. MACC would like NBHRC, as a part of the government machinery, to have such a role too.

- More specifically; MACC wants NBHRC to regularly educate their staff. This should include training the staff in advising and counseling members of MACC regarding Human Rights issues, how to identify violations, how to address them, etc.
- Information dissemination (through any sources; such as internet or publications) should be simple and devoid of any technical jargon. It should have simplified guidelines for people to learn about Human Rights and what to do if they feel discriminated.
- Apart from English and French; information should also be available in Spanish for better dissemination and understanding.

APPENDIX: C

Phase I questionnaire administered to multi-cultural organizations

PHASE I

Important points relating to the research –

Title –“Research on gathering information to assist the NB-HRC as it considers developing a strategy to assist the province as it welcomes immigrants.”

- The Research program is divided into two phases – Phase I and Phase II
 - The research program would take complete care of ethical issues, especially surrounding ‘confidentiality’, ‘anonymity’ and ‘identity’ of respondent / organizations.
 - Please feel free to complete the questionnaire electronically [in the Word file itself] – OR – complete it manually [by writing on it].
 - Please return the completed questionnaire by **15th June 2007**.
 - You can return the completed questionnaire in the following ways –
 1. By email [as an attachment] – to – Alekhya.Das@gnb.ca
 2. By postal service – To – Alekhya ‘Baba’ Das ; c/o New Brunswick Human Rights Commission, 751 Brunswick Street; P.O. Box 6000, Fredericton, NB Canada - E3B 5H1
 - Please remember that the responses you provide will be treated as ***responses of your organization*** – and – NOT of any individual or group of individuals.
 - The **Phase I** comprise of 13 questions; all which are multiple-choice questions (‘numerical-answer’ type questions). The approximate time required to complete the questionnaire is 30 minutes.
 - For definition of the terms , used in **Phase I** , please refer to the following -
 - <http://www.statcan.ca/english/concepts/definitions/index.htm>
 - <http://www.gnb.ca/hrc-cdp/e/e1defini.htm>
-

Name of your organization –

SECTION I – BASES OF ALLEGED DISCRIMINATION

1] Have members of your organization experienced alleged discrimination on any of the following grounds³⁶?

[Please respond using the following (just the number):

1 = not at all; 2 = at times; 3 = generally; 4 = quite often; 5 = always]

- i) Race –
- ii) Color –
- iii) Religion –
- iv) National origin –
- v) Ancestry –
- vi) Place of origin –
- vii) Age –
- viii) Physical disability –
- ix) Mental disability –
- x) Marital status –
- xi) Social condition –
- xii) Political belief or activity –
- xiii) Sexual orientation
- xiv) Sex, including pregnancy –

³⁶ The New Brunswick Human Rights Act is a provincial law that prohibits certain types of discrimination and harassment in: the leasing and sale of premises; public accommodations, services or facilities; labor unions and professional, business or trade associations; signs and publicity; and all aspects of employment. Discrimination and harassment is **prohibited** on the **grounds of race, color, religion, national origin, ancestry, place of origin, age, physical disability, mental disability, marital status, social condition, political belief or activity, sexual orientation or sex, including pregnancy**. Certain exceptions apply. The act is enforced by the New Brunswick Human Rights Commission. Source - <http://www.gnb.ca/hrc-cdp/e/index.htm>

2] Are members of your organization aware of –

[A] **Rights / legal framework** that **prohibit alleged discrimination** on the following grounds

[B] **Institutional system/s or agency** responsible of overseeing alleged violations or discriminations, on the following grounds

[Please put the following as response (just the 'number') –

1 = not aware; 2 = somewhat aware; 3 = generally aware; 4 = quite aware; 5 = completely aware]

	[A] Rights / legal framework that prohibit alleged discrimination on the following grounds	[B] Institutional system/s or agency responsible of overseeing alleged violations or discriminations, on the following grounds
i) Race		
ii) Color		
iii) Religion		
iv) National origin		
v) Ancestry		
vi) Place of origin		
vii) Age		
viii) Physical disability		
ix) Mental disability		
x) Marital status		
xi) Social condition		
xii) Political belief or activity		
xiii) Sexual orientation		
xiv) sex, including pregnancy		

3] In cases of alleged discrimination / human rights violations; what is the usual response of your organization?

[Please respond in the following manner (just the 'number'):

1 = never; 2 = at times; 3 = usually; 4 = frequently; 5 = always]

- a) Do nothing –
- b) Talk it out with the person / group, who feel they have been discriminated against -
- c) Organize interactions with person / groups who are alleged to have acted in discriminatory manner -
- d) Complain to police –
- e) Go to / call Human Rights Commission -
- f) [Other responses (please write)_____] –
- g) [Other responses (please write)_____] –
- h) [Other responses (please write)_____] -

SECTION 2 – SOURCES OF ALLEGED DISCRIMINATION

4] Have members of your organization experienced alleged discrimination by any of the following sources

–

[Please respond using the following (just the number) :

1 = not at all; 2 = at times; 3 = generally; 4 = quite often; 5 = always]

- a) People involved in leasing and sale of premises -
- b) Public accommodations -
- c) Services or facilities [markets, eateries, shops, etc] -
- d) Labor unions -
- e) Professional, business or trade associations -
- f) Media, signs and publicity -
- g) All aspects of employment -
- h) Medical establishments -
- i) Educational establishments
- j) Neighborhoods -
- k) Social clubs / community organizations -
- l) Religious organizations / groups -
- m) Governmental bodies / branches [especially immigration and law enforcement agencies] –
- n) Other [1] (please write)_____ –
- o) Other [2] (please write) _____ –
- p) Other [3] (please write) _____ –
- q) Other [4] (please write) _____ –
- r) Other [5] (please write) _____ –

5] Are members of your organization aware of -

[A] **Rights / legal framework** to protect them from such sources of alleged discrimination

[B] **Institutional system/s or agency** responsible for enforcing a system of protection and prevention -
from such sources of alleged discrimination –

[Please put the following as response (just the 'number') –

1 = not aware; 2 = somewhat aware; 3 = generally aware; 4 = quite aware; 5 = completely aware]

	[A] Rights / legal framework	[B] Institutional system/s or agency
People involved in leasing and sale of premises		
Public accommodations		
Services or facilities [markets, eateries, shops, etc]		
Labor unions		
Professional, business or trade associations		
Media, signs and publicity		
All aspects of employment		
Medical establishments		
Educational establishments		
Neighborhoods		
Social clubs / community organizations		
Religious organizations / groups		
Governmental bodies / branches [especially immigration and law enforcement agencies]		
Other [1] -		
Other [2] -		
Other [3] -		
Other [4] -		
Other [5] -		

6] In cases of alleged discriminations by the above-mentioned sources [reference Qs -4] - what is the usual response of your organization?

[Please respond in the following manner (just the 'number') :

1 = never; 2 = at times; 3 = usually; 4 = frequently; 5 = always]

- a) Do nothing –
- b) Talk it out with the person / group, who feel they have been discriminated against -
- c) Organize interactions with person / groups who are alleged to have acted in discriminatory manner -
- d) Complain to police –
- e) Go to / call Human Rights Commission -
- f) [Other responses (please write)_____] –
- g) [Other responses (please write)_____] –
- h) [Other responses (please write)_____] -

SECTION 3 –ROLE OF NEW BRUNSWICK HUMAN RIGHTS COMMISSION

7] Is your organization aware of the New Brunswick Human Rights Commission and its activities?

[Yes / No]

8] If yes; then please give the source of your information [Yes / No]

- a) Your organization has interacted with them –
- b) Your organization has availed their services –
- c) Your organization has attended their programs/seminars/presentations –
- d) Your organization has known them through – internet, books, media, reports, etc –
- e) Your organization has known them through some other organization/their seminar/ reports –
- f) Other sources [1]_____ -
- g) Other sources [2]_____ -
- h) Other sources [3]_____ -

9] Does your organization consider that the Commission can have any role in promoting / helping the mission and activities pursued by your organization?

[Please respond using the following (just the 'number') :

1 = no; 2 = may be; 3 = possibly; 4 = highly possible; 5 = definitely]

10] According to your organization; how much role the Commission has - in preventing and protecting alleged discrimination and rights violation, based on the following bases of discrimination?

[Please respond based on the following (just use the 'number') :

1 = no role; 2 = a little role; 3 = average role; 4 = significant role; 5 = complete role]

- i) Race –
- ii) Color –
- iii) Religion –
- iv) National origin –
- v) Ancestry –
- vi) Place of origin –
- vii) Age –
- viii) Physical disability –
- ix) Mental disability –
- x) Marital status –
- xi) Social condition –
- xii) Political belief or activity –
- xiii) Sexual orientation
- xiv) Sex, including pregnancy –

11] According to your organization; how much role the Commission has - in preventing and protecting alleged discrimination and rights violation – by the following sources?

[Please respond based on the following (just use the 'number') :

1 = no role; 2 = a little role; 3 = average role; 4 = significant role; 5 = complete role]

- a) People involved in leasing and sale of premises -
- b) Public accommodations -
- c) Services or facilities [markets, eateries, shops, etc] -
- d) Labor unions -
- e) Professional, business or trade associations -
- f) Media, signs and publicity -
- g) All aspects of employment -
- h) Medical establishments -
- i) Educational establishments
- j) Neighborhoods -
- k) Social clubs / community organizations -
- l) Religious organizations / groups -
- m) Governmental bodies / branches [especially immigration and law enforcement agencies] –
- n) Other [1] (please write) _____ –
- o) Other [2] (please write) _____ –
- p) Other [3] (please write) _____ –
- q) Other [4] (please write) _____ –
- r) Other [5] (please write) _____ –

12] The Commission provides 'education and prevention' activities through the following ways. Is your organization aware of them?

[Please put the following as responses (just the 'number') :

1 = not aware; 2 = somewhat aware; 3 = generally aware; 4 = quite aware; 5 = completely aware]

- a) Workshops and presentations -
- b) Publications [reports, fact sheets] -
- c) policy advice to employers, service providers and owners -
- d) Guidelines on Human Rights -

13] Out of the following; which ones does your organization consider of utility; in order to facilitate collaborations and interactions between the Commission and your organization?

[Please respond as – 1= no use; 2= little use; 3= moderate use; 4= quite useful; 5= extremely useful]

- a) Workshops & training sessions -
- b) Seminars, presentations –
- c) Co-participation / co-organization - of some of your organization's activities -
- d) Jointly develop educational resource materials -
- e) Publications [reports, fact sheets] -
- f) Provision of guidelines on Human Rights matters -
- g) Act as a coordinating agency between your organization and other relevant organizations –
- h) Provide information / training session for members of your organization [especially immigrant and visible-minority groups] -
- i) Videos / CDs / multimedia –
- j) Information / resources on website -
- k) Policy advice to various stake-holders [such as employers, educational institutes, etc] in Human rights issues-
- l) Resources-lending library –
- m) Other [1]_____ -
- n) Other [2]_____ -
- o) Other [3]_____ -
- p) Other [4]_____ -
- q) Other [5] _____ -

APPENDIX: D

Responses of MAGMA for Phase I & Phase II consultation issues

PHASE I

Name of your organization – MULTICULTURAL ASSOCIATION OF THE GREATER MONCTON AREA (MAGMA)

SECTION I – BASES OF ALLEGED DISCRIMINATION

1] Have members of your organization experienced alleged discrimination on any of the following grounds³⁷? [Please respond using the following (just the number): 1 = not at all; 2 = at times; 3 = generally; 4 = quite often; 5 = always]

- i) Race – 1
- ii) Color – 1
- iii) Religion – 1
- iv) National origin – 1
- v) Ancestry – 1
- vi) Place of origin – 1
- vii) Age – 1
- viii) Physical disability – 1
- ix) Mental disability – 1
- x) Marital status – 1
- xi) Social condition – 1
- xii) Political belief or activity – 1
- xiii) Sexual orientation 1
- xiv) Sex, including pregnancy – 1

There are very few incidences pertaining to discrimination at MAGMA. There may have been, however, incidences that occurred outside of MAGMA. More importantly, if cases had occurred in previous year, adequate follow-ups had perhaps not been documented. Hence, it is hard to summarize personal alleged discrimination incidences.

³⁷ The New Brunswick Human Rights Act is a provincial law that prohibits certain types of discrimination and harassment in: the leasing and sale of premises; public accommodations, services or facilities; labor unions and professional, business or trade associations; signs and publicity; and all aspects of employment. Discrimination and harassment is **prohibited** on the **grounds of race, color, religion, national origin, ancestry, place of origin, age, physical disability, mental disability, marital status, social condition, political belief or activity, sexual orientation or sex, including pregnancy**. Certain exceptions apply. The act is enforced by the New Brunswick Human Rights Commission. Source - <http://www.gnb.ca/hrc-cdp/e/index.htm>

2] Are members of your organization aware of –

[A] **Rights / legal framework** that **prohibit alleged discrimination** on the following grounds

[B] **Institutional system/s or agency** responsible of overseeing alleged violations or discriminations, on the following grounds

[Please put the following as response (just the 'number') –

1 = not aware; 2 = somewhat aware; 3 = generally aware; 4 = quite aware; 5 = completely aware]

	[A] Rights / legal framework that prohibit alleged discrimination on the following grounds	[B] Institutional system/s or agency responsible of overseeing alleged violations or discriminations, on the following grounds
i) Race	2	2
ii) Color	2	2
iii) Religion	2	2
iv) National origin	2	2
v) Ancestry	2	2
vi) Place of origin	2	2
vii) Age	2	2
viii) Physical disability	2	2
ix) Mental disability	2	2
x) Marital status	2	2
xi) Social condition	2	2
xii) Political belief or activity	2	2
xiii) Sexual orientation	2	2
xiv) sex, including pregnancy	2	2

On Friday May 11th, Gisele Clement delivered a PowerPoint presentation to MAGMA staff. During her half day visit, she gave 2 short presentations: one general introduction to the Commission's role and the other on duty to accommodate. MAGMA must respond to three groups:

- *Staff and Board*
- *Community Members and Volunteers*
- *General Inquiries*

3] In cases of alleged discrimination / human rights violations; what is the usual response of your organization?

[Please respond in the following manner (just the 'number') :

1 = never; 2 = at times; 3 = usually; 4 = frequently; 5 = always]

- a) Do nothing – 1
- b) Talk it out with the person / group, who feel they have been discriminated against - 4
- c) Organize interactions with person / groups who are alleged to have acted in discriminatory manner - 2
- d) Complain to police – 2
- e) Go to / call Human Rights Commission - 2

MAGMA has dealt with this, mostly, on an individual case basis. One of the most common themes is that discrimination isn't always well interpreted with the general public. What is discrimination? We find ourselves clarifying this with our clients. If we receive an outside call pertaining to an immigrant, there seems to be confusion on how to handle this; where to turn.

SECTION 2 – SOURCES OF ALLEGED DISCRIMINATION

4] Have members of your organization experienced alleged discrimination by any of the following sources

[Please respond using the following (just the number) :

1 = not at all; 2 = at times; 3 = generally; 4 = quite often; 5 = always]

- a) People involved in leasing and sale of premises - 1
- b) Public accommodations - 1
- c) Services or facilities [markets, eateries, shops, etc] - 2
- d) Labor unions - 1
- e) Professional, business or trade associations - 2
- f) Media, signs and publicity - 2
- g) All aspects of employment - 2
- h) Medical establishments - 1
- i) Educational establishments 1
- j) Neighborhoods - 1
- k) Social clubs / community organizations - 1
- l) Religious organizations / groups - 1
- m) Governmental bodies / branches [especially immigration and law enforcement agencies] – 1

5] Are members of your organization aware of -

[A] **Rights / legal framework** to protect them from such sources of alleged discrimination

[B] **Institutional system/s or agency** responsible for enforcing a system of protection and prevention -
from such sources of alleged discrimination –

[Please put the following as response (just the 'number') –

1 = not aware; 2 = somewhat aware; 3 = generally aware; 4 = quite aware; 5 = completely aware]

	[A] Rights / legal framework	[B] Institutional system/s or agency
People involved in leasing and sale of premises	2	2
Public accommodations	2	2
Services or facilities [markets, eateries, shops, etc]	2	2
Labor unions	2	2
Professional, business or trade associations	2	2
Media, signs and publicity	2	2
All aspects of employment	2	2
Medical establishments	2	2
Educational establishments	2	2
Neighborhoods	2	2
Social clubs / community organizations	2	2
Religious organizations / groups	2	2
Governmental bodies / branches [especially immigration and law enforcement agencies]	3	3

As the Director of MAGMA, I have very interested in legal rights issues. I continue to promote fairness and equality so if I could better understand when and how to react to various issues, this would be most comforting. Again, despite individual knowledge, some members, clients or staff may understand these issues more than others.

Suggestion

Have an open presentation to all members, clients, board. I know this may appear repetitive, but I believe we can target a large and important group of individuals.

6] In cases of alleged discriminations by the above-mentioned sources [reference Qs -4] - what is the usual response of your organization?

[Please respond in the following manner (just the 'number') :

1 = never; 2 = at times; 3 = usually; 4 = frequently; 5 = always]

- a) Do nothing – 1
- b) Talk it out with the person / group, who feel they have been discriminated against - 4
- c) Organize interactions with person / groups who are alleged to have acted in discriminatory manner - 2
- d) Complain to police – 2
- e) Go to / call Human Rights Commission - 3

SECTION 3 –ROLE OF NEW BRUNSWICK HUMAN RIGHTS COMMISSION

7] Is your organization aware of the New Brunswick Human Rights Commission and its activities?

It is fair to say that MAGMA staff was thrilled with Gisele's presentation. However, MAGMA has been receiving a lot of outside

8] If yes; then please give the source of your information [Yes / No]

- a) Your organization has interacted with them – *May 11th 2007 and a panel event in March 2007*
- b) Your organization has availed their services –
- c) Your organization has attended their programs/seminars/presentations – *not to my knowledge*
- d) Your organization has known them through – internet, books, media, reports, etc – *all of the above*
- e) Your organization has known them through some other organization/their seminar/ reports – *yes*

9] Does your organization consider that the Commission can have any role in promoting / helping the mission and activities pursued by your organization? YES – 1

[Please respond using the following (just the 'number') :

1 = no; 2 = may be; 3 = possibly; 4 = highly possible; 5 = definitely]

10] According to your organization; how much role the Commission has - in preventing and protecting alleged discrimination and rights violation, based on the following bases of discrimination? 4

[Please respond based on the following (just use the 'number') :

1 = no role; 2 = a little role; 3 = average role; 4 = significant role; 5 = complete role]

- i) Race – 4
- ii) Color – 4
- iii) Religion – 4
- iv) National origin – 4
- v) Ancestry – 4
- vi) Place of origin – 4
- vii) Age – 4
- viii) Physical disability – 4
- ix) Mental disability – 4
- x) Marital status – 4
- xi) Social condition – 4
- xii) Political belief or activity – 4
- xiii) Sexual orientation 4
- xiv) Sex, including pregnancy – 4

Our clientele base is continuously changing and increasing. Ideally, regularly intervalled presentations should be delivered to our clients. This could perhaps be delivered by MAGMA staff or by the Commission.

11] According to your organization; how much role the Commission has - in preventing and protecting alleged discrimination and rights violation – by the following sources?

[Please respond based on the following (just use the 'number') :

1 = no role; 2 = a little role; 3 = average role; 4 = significant role; 5 = complete role]

- a) People involved in leasing and sale of premises - 4
- b) Public accommodations - 4
- c) Services or facilities [markets, eateries, shops, etc] - 4
- d) Labor unions - 4
- e) Professional, business or trade associations - 4
- f) Media, signs and publicity - 4
- g) All aspects of employment - 4
- h) Medical establishments - 4
- i) Educational establishments - 4
- j) Neighborhoods - 4
- k) Social clubs / community organizations - 4
- l) Religious organizations / groups - 4
- m) Governmental bodies / branches [especially immigration and law enforcement agencies] – 4

These topics cover a wide range of potential discriminatory issues. Identifying appropriate audiences is the key.

12] The Commission provides 'education and prevention' activities through the following ways. Is your organization aware of them?

[Please put the following as responses (just the 'number') :

1 = not aware; 2 = somewhat aware; 3 = generally aware; 4 = quite aware; 5 = completely aware]

- a) Workshops and presentations - 2
- b) Publications [reports, fact sheets] - 2
- c) policy advice to employers, service providers and owners - 2
- d) Guidelines on Human Rights - 3

13] Out of the following; which ones does your organization consider of utility; in order to facilitate collaborations and interactions between the Commission and your organization?

[Please respond as – 1= no use; 2= little use; 3= moderate use; 4= quite useful; 5= extremely useful]

- a) Workshops & training sessions - 5
- b) Seminars, presentations – 5
- c) Co-participation / co-organization - of some of your organization's activities - 3
- d) Jointly develop educational resource materials - 4
- e) Publications [reports, fact sheets] - 3
- f) Provision of guidelines on Human Rights matters - 5
- g) Act as a coordinating agency between your organization and other relevant organizations – 4
- h) Provide information / training session for members of your organization [especially immigrant and visible-minority groups] - 5
- i) Videos / CDs / multimedia – 3
- j) Information / resources on website - 3
- k) Policy advice to various stake-holders [such as employers, educational institutes, etc] in Human rights issues- 4
- l) Resources-lending library – 3

PHASE II

Issues discussed between NBHRC and MAGMA on 13 July 2007.

- What are the activities that MAGMA does with immigrant groups?
- MAGMA has responded in Phase I that its members “have not” experienced any alleged discrimination, based on the 14 grounds of discrimination. However, MAGMA also feels that some cases may not have come to its knowledge as many think it is a ‘personal’ issue; or may have not been properly documented. Clarification on this issue. Does MAGMA think the Commission can be any help in this regard?
- MAGMA has responded in Phase I that it is “somewhat aware” regarding Human Rights or Institutions overseeing violations. It has also commented that MAGMA caters to three distinct sectors with distinct requirements – [a] Staff and board, [b] community members and volunteers, [c] General Enquiries. Different staff and different groups in MAGMA have varied knowledge about Human Rights. MAGMA has suggested that there should “open presentations” to clients, members, boards, etc. In their opinion how can the Commission increase levels of awareness? How can the Commission provide awareness ‘tailored’ to their various sections?
- In cases of any alleged violation; MAGMA has mostly dealt with it on individual basis [“talk it out with persons/groups who feel they have been discriminated against”]. It “at times” calls HRC or the police. They feel they face lot of problems in ‘interpreting’ HR violations and discriminations. In their opinion, how can access to NB-HRC be improved? How can the Commission help in clarifying, what is ‘discrimination’ and ‘HR violation’ to them?
- MAGMA has responded that its members have “at times” faced alleged discrimination from – ‘all aspects of employment’; ‘services or facilities’ & ‘professional, business and trade organizations’. Clarification and instances of such violation.
- MAGMA has responded that the Commission has a “significant role” to play in preventing and protecting alleged discriminations. MAGMA asserts that its clientele is constantly changing, therefore presentations at regular intervals is necessary. It also asserts that “identifying appropriate audience is necessary”; since different groups have different problems and needs. How can the Commission work out the process of ‘regular presentations’ with MAGMA? How can the Commission identify “needs of different audiences”?
- MAGMA has responded that – “[a] workshops and trainings; [b] guidelines on Human rights matters; [c] training session for immigrant groups; [d] policy advice to stake holders” – as “quite useful” for collaborations between the Commission and MAGMA. In what ways can it be worked out?
- In what ways, MAGMA can be of help to NBHRC?

APPENDIX: E

Responses of MACC for Phase I & Phase II consultation issues

PHASE I

Name of your organization – **Multicultural Association of Carleton County [Florenceville]**

SECTION I – BASES OF ALLEGED DISCRIMINATION

1] Have members of your organization experienced alleged discrimination on any of the following grounds³⁸?

[Please respond using the following (just the number) :

1 = not at all; 2 = at times; 3 = generally; 4 = quite often; 5 = always]

- i) Race – 1
- ii) Color – 1
- iii) Religion – 1
- iv) National origin – 1
- v) Ancestry – 1
- vi) Place of origin – 1
- vii) Age – 1
- viii) Physical disability – 1
- ix) Mental disability – 1
- x) Marital status – 1
- xi) Social condition – 1
- xii) Political belief or activity – 1
- xiii) Sexual orientation – 1
- xiv) Sex, including pregnancy – 1

³⁸ The New Brunswick Human Rights Act is a provincial law that prohibits certain types of discrimination and harassment in: the leasing and sale of premises; public accommodations, services or facilities; labor unions and professional, business or trade associations; signs and publicity; and all aspects of employment. Discrimination and harassment is **prohibited** on the **grounds of race, color, religion, national origin, ancestry, place of origin, age, physical disability, mental disability, marital status, social condition, political belief or activity, sexual orientation or sex, including pregnancy**. Certain exceptions apply. The act is enforced by the New Brunswick Human Rights Commission. Source - <http://www.gnb.ca/hrc-cdp/e/index.htm>

2] Are members of your organization aware of –

[A] **Rights / legal framework** that **prohibit alleged discrimination** on the following grounds

[B] **Institutional system/s or agency** responsible of overseeing alleged violations or discriminations, on the following grounds

[Please put the following as response (just the 'number') –

1 = not aware; 2 = somewhat aware; 3 = generally aware; 4 = quite aware; 5 = completely aware]

	[A] Rights / legal framework that prohibit alleged discrimination on the following grounds	[B] Institutional system/s or agency responsible of overseeing alleged violations or discriminations, on the following grounds
i) Race	3	1
ii) Color	3	1
iii) Religion	3	1
iv) National origin	3	1
v) Ancestry	3	1
vi) Place of origin	3	1
vii) Age	3	1
viii) Physical disability	3	1
ix) Mental disability	3	1
x) Marital status	3	1
xi) Social condition	3	1
xii) Political belief or activity	3	1
xiii) Sexual orientation	3	1
xiv) sex, including pregnancy	3	1

3] In cases of alleged discrimination / human rights violations; what is the usual response of your organization?

[Please respond in the following manner (just the 'number') :

1 = never; 2 = at times; 3 = usually; 4 = frequently; 5 = always]

- a) Do nothing – 3
- b) Talk it out with the person / group, who feel they have been discriminated against - 1
- c) Organize interactions with person / groups who are alleged to have acted in discriminatory manner - 1
- d) Complain to police – 1
- e) Go to / call Human Rights Commission -1
- f) [Other responses (please write)_____] –
- g) [Other responses (please write)_____] –
- h) [Other responses (please write)_____] -

SECTION 2 – SOURCES OF ALLEGED DISCRIMINATION

4] Have members of your organization experienced alleged discrimination by any of the following sources

–

[Please respond using the following (just the number):

1 = not at all; 2 = at times; 3 = generally; 4 = quite often; 5 = always]

- a) People involved in leasing and sale of premises -2
- b) Public accommodations -1
- c) Services or facilities [markets, eateries, shops, etc] -1
- d) Labor unions -1
- e) Professional, business or trade associations -5
- f) Media, signs and publicity -2
- g) All aspects of employment - 5
- h) Medical establishments -1
- i) Educational establishments 1
- j) Neighborhoods -1
- k) Social clubs / community organizations -1
- l) Religious organizations / groups -1
- m) Governmental bodies / branches [especially immigration and law enforcement agencies] –1
- n) Other [1] (please write) _____ –
- o) Other [2] (please write) _____ –
- p) Other [3] (please write) _____ –
- q) Other [4] (please write) _____ –
- r) Other [5] (please write) _____ –

5] Are members of your organization aware of -

[A] **Rights / legal framework** to protect them from such sources of alleged discrimination

[B] **Institutional system/s or agency** responsible for enforcing a system of protection and prevention -
from such sources of alleged discrimination –

[Please put the following as response (just the 'number') –

1 = not aware; 2 = somewhat aware; 3 = generally aware; 4 = quite aware; 5 = completely aware]

	[A] Rights / legal framework	[B] Institutional system/s or agency
People involved in leasing and sale of premises	2	1
Public accommodations	2	1
Services or facilities [markets, eateries, shops, etc]	2	1
Labor unions	2	1
Professional, business or trade associations	2	1
Media, signs and publicity	2	1
All aspects of employment	2	1
Medical establishments	2	1
Educational establishments	2	1
Neighborhoods	2	1
Social clubs / community organizations	2	1
Religious organizations / groups	2	1
Governmental bodies / branches [especially immigration and law enforcement agencies]	2	1
Other [1] -		
Other [2] -		
Other [3] -		
Other [4] -		
Other [5] -		

6] In cases of alleged discriminations by the above-mentioned sources [reference Qs -4] - what is the usual response of your organization?

[Please respond in the following manner (just the 'number') :

1 = never; 2 = at times; 3 = usually; 4 = frequently; 5 = always]

- a) Do nothing – 1
- b) Talk it out with the person / group, who feel they have been discriminated against -1
- c) Organize interactions with person / groups who are alleged to have acted in discriminatory manner - 1
- d) Complain to police – 1
- e) Go to / call Human Rights Commission -1
- f) [Other responses (please write)_____] –
- g) [Other responses (please write)_____] –
- h) [Other responses (please write)_____] -

SECTION 3 –ROLE OF NEW BRUNSWICK HUMAN RIGHTS COMMISSION

7] Is your organization aware of the New Brunswick Human Rights Commission and its activities?

[Yes / No] -NO

8] If yes; then please give the source of your information [Yes / No]

- a) Your organization has interacted with them –
- b) Your organization has availed their services –
- c) Your organization has attended their programs/seminars/presentations –
- d) Your organization has known them through – internet, books, media, reports, etc –
- e) Your organization has known them through some other organization/their seminar/ reports –
- f) Other sources [1]_____ -
- g) Other sources [2]_____ -
- h) Other sources [3]_____ -

9] Does your organization consider that the Commission can have any role in promoting / helping the mission and activities pursued by your organization? 2

[Please respond using the following (just the 'number') :

1 = no; 2 = may be; 3 = possibly; 4 = highly possible; 5 = definitely]

10] According to your organization; how much role the Commission has - in preventing and protecting alleged discrimination and rights violation, based on the following bases of discrimination?

[Please respond based on the following (just use the 'number') :

1 = no role; 2 = a little role; 3 = average role; 4 = significant role; 5 = complete role]

- i) Race – 5
- ii) Color – 5
- iii) Religion – 5
- iv) National origin – 5
- v) Ancestry – 5
- vi) Place of origin – 5
- vii) Age – 5
- viii) Physical disability – 5
- ix) Mental disability – 5
- x) Marital status – 5
- xi) Social condition – 5
- xii) Political belief or activity – 5
- xiii) Sexual orientation - 5
- xiv) Sex, including pregnancy – 5

11] According to your organization; how much role the Commission has - in preventing and protecting alleged discrimination and rights violation – by the following sources?

[Please respond based on the following (just use the 'number') :

1 = no role; 2 = a little role; 3 = average role; 4 = significant role; 5 = complete role]

- a) People involved in leasing and sale of premises - 4
- b) Public accommodations - 3
- c) Services or facilities [markets, eateries, shops, etc] - 3
- d) Labor unions - 2
- e) Professional, business or trade associations - 3
- f) Media, signs and publicity - 3
- g) All aspects of employment - 5
- h) Medical establishments - 3
- i) Educational establishments 3
- j) Neighborhoods -3
- k) Social clubs / community organizations - 3
- l) Religious organizations / groups -2
- m) Governmental bodies / branches [especially immigration and law enforcement agencies] – 3
- n) Other [1] (please write)_____ –
- o) Other [2] (please write) _____ –
- p) Other [3] (please write) _____ –
- q) Other [4] (please write) _____ –
- r) Other [5] (please write) _____ –

12] The Commission provides 'education and prevention' activities through the following ways. Is your organization aware of them?

[Please put the following as responses (just the 'number'):

1 = not aware; 2 = somewhat aware; 3 = generally aware; 4 = quite aware; 5 = completely aware]

- a) Workshops and presentations - 1
- b) Publications [reports, fact sheets] - 1
- c) policy advice to employers, service providers and owners - 1
- d) Guidelines on Human Rights - 1

13] Out of the following; which ones does your organization consider of utility; in order to facilitate collaborations and interactions between the Commission and your organization?

[Please respond as – 1= no use; 2= little use; 3= moderate use; 4= quite useful; 5= extremely useful]

- a) Workshops & training sessions - 4
- b) Seminars, presentations – 3
- c) Co-participation / co-organization - of some of your organization's activities - 2
- d) Jointly develop educational resource materials - 3
- e) Publications [reports, fact sheets] - 5
- f) Provision of guidelines on Human Rights matters - 3
- g) Act as a coordinating agency between your organization and other relevant organizations – 3
- h) Provide information / training session for members of your organization [especially immigrant and visible-minority groups] - 4
- i) Videos / CDs / multimedia – 3
- j) Information / resources on website - 4
- k) Policy advice to various stake-holders [such as employers, educational institutes, etc] in Human rights issues- 4
- l) Resources-lending library – 2
- m) Other [1]_____ -
- n) Other [2]_____ -
- o) Other [3]_____ -
- p) Other [4]_____ -
- q) Other [5] _____ -

PHASE II

Issues discussed between NBHRC and MACC on 12 July 2007.

- What are the main activities of MACC with immigrant groups?
- MACC has responded in Phase I that members of their organization have 'never' experienced alleged discrimination on any of the '14 grounds' of NB-HRC. More clarification on that. If they would like to know how to identify discrimination.
- MACC, in Phase I, has responded that it is – 'NOT aware of institutions responsible for overseeing alleged HR violations on the specified grounds or specific sources'. What sort of information they would like to have regarding such institutions.
- The association has reported that; in cases of discriminations; they mostly 'do nothing'. More clarification on that + if they would like to know what they can do if there is alleged discrimination.
- The association has responded that – they have 'always' faced alleged discrimination from 'all aspects of employment / professional and business association'. More clarification on that , in terms of in what ways they feel they have been discriminated + in what ways the Commission can help in this regard.
- The association has responded that – they are 'not aware' of the activities of NB-HRC and they feel the Commission 'may be' of some help to the activities of their association. More clarification on this + how can the Commission be of more help to their activities.
- The association has responded that they think 'publications/ trainings' are of great use to them. More clarification on how to work this out and what sort of publications & training they seek.
- In what ways, MACC can be of help to NBHRC?