
2024

ANNUAL REPORT



ALASKA STATE

COMMISSION

FOR HUMAN RIGHTS



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HUMAN RIGHTS COMMISSION

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The Honorable Michael J. Dunleavy, Governor of Alaska
The Honorable Gary Stevens, President of the Senate
The Honorable Bryce Edgmon, Speaker of the House

The Alaska State Commission for Human Rights (ASCHR) is pleased to report that 2024 was a year of progress, collaboration, and community engagement in advancing Alaska's constitutional mandate to protect civil rights. With the recent addition of Commissioner Dorene Lorenz of Juneau, ASCHR is now operating at full strength. As a fourth-generation Alaskan with deep roots in public service, Commissioner Lorenz brings a wealth of experience and a shared commitment to fostering equity and inclusion across our state.

Throughout 2024, ASCHR maintained efficient case management, continuing our focus on ensuring timely resolutions. The mean age of cases in 2024 was 255 days, reflecting sustained improvement compared to historical averages. A notable change implemented this year—recommended by the Department of Law—streamlined the process for pre-determination settlements. Under this new approach, ASCHR investigators facilitate negotiations while ensuring settlement terms include the complainant's withdrawal of their complaint. This change reduced administrative burden while increasing efficiency, with administrative closures rising nearly 50% over 2023. Importantly, these efforts resulted in \$243,000 in "make-whole" relief to complainants in 2024. While the number of cases exceeding one year rose to 22, this increase likely reflects the positive impact of expanded outreach efforts, as inquiries have nearly returned to pre-pandemic levels.

Outreach defined much of ASCHR's work in 2024. Commissioners and staff participated in over 60 public events and community meetings, strengthening connections across Alaska. In collaboration with the Anchorage Equal Rights Commission (AERC), we revived a work-sharing agreement to prevent businesses from facing duplicative complaints and to pool investigative resources when needed. These partnerships ensure efficient use of resources while amplifying the impact of our work.

Two specific outreach initiatives deserve special mention. First, ASCHR and AERC launched targeted outreach to schools, helping students understand that civil rights extend far beyond national milestones like the Emancipation Proclamation or the Civil Rights Act. Alaska's unique history of

civil rights champions, including William Paul, Sr., Elizabeth and Roy Peratrovich, and Alberta Schenk, provides powerful examples of courage and justice. To bring these stories to life, we are finalizing a graphic novel aimed at students aged 8 to 14. Developed with input from the Peratrovich and Paul families and supported by U.S. EEOC outreach grant funding, this resource will soon be available both online and in print, fostering a deeper appreciation of Alaska's contributions to civil rights history.

Second, ASCHR conducted Alaska's first-ever statewide discrimination survey in August. Understanding the extent and nature of discrimination requires more than anecdotal evidence or case data; this survey provides a comprehensive picture of the challenges Alaskans face today. Once the analysis is complete, ASCHR will publish the raw data and conclusions to inform policymakers, small businesses, and HR professionals. During the 2025 legislative session, we hope to host a "lunch and learn" event to discuss the findings, encouraging data-driven approaches to combating discrimination and fostering inclusion.

Looking ahead, ASCHR remains committed to strengthening civil rights protections and building on the successes of 2024. We are grateful for your continued support, which enables us to fulfill our mission of ensuring equal opportunity and justice for all Alaskans.

Thank you for taking the time to review the 2024 Annual Report. Your partnership in upholding Alaska's civil rights mandate is deeply appreciated.

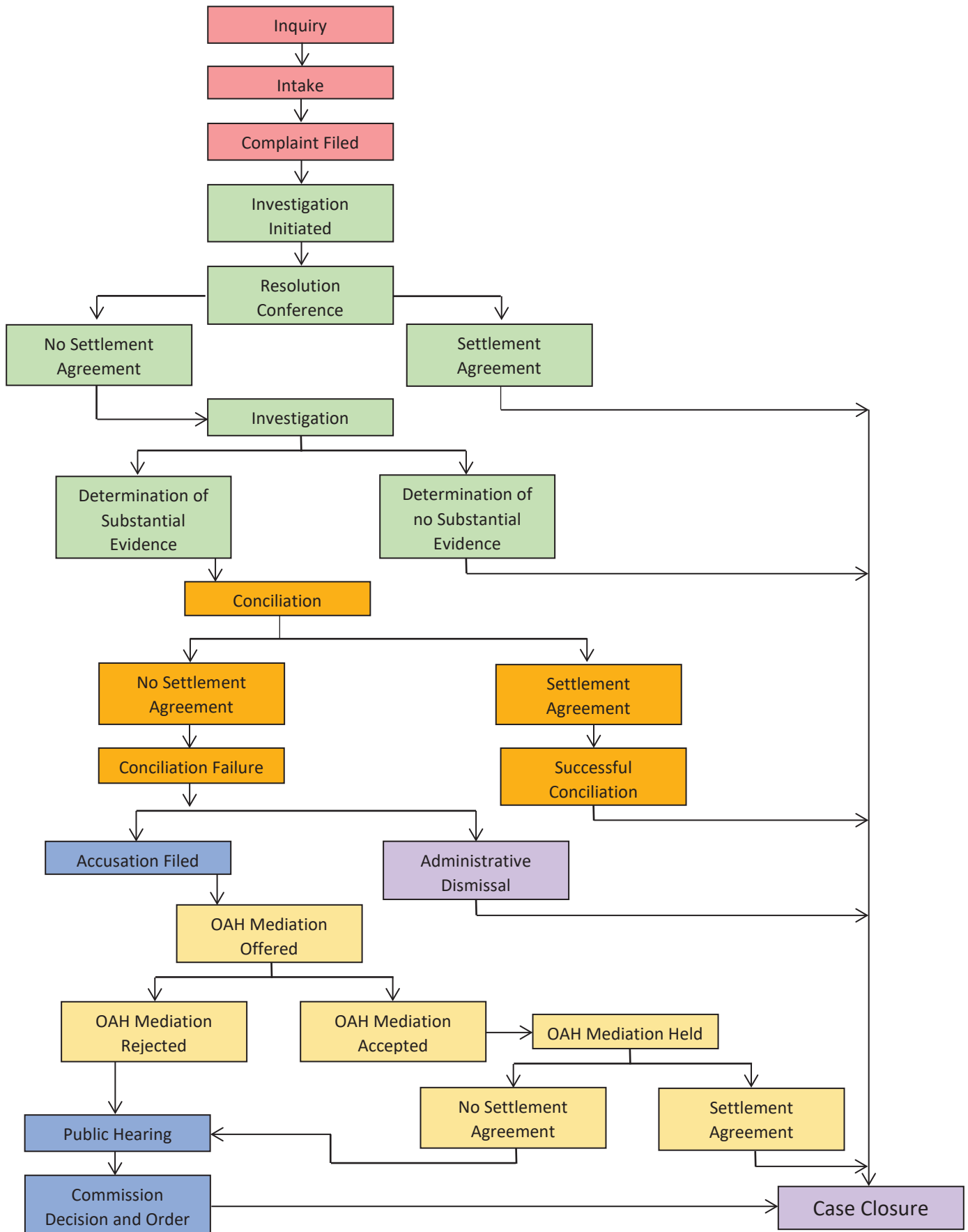
Sincerely,

A handwritten signature in dark ink, appearing to read "Zackary Gottshall".

Zackary Gottshall
Chairperson

ALASKA STATE COMMISSION FOR HUMAN RIGHTS

Complaint Resolution Process



ALASKA STATE COMMISSION FOR HUMAN RIGHTS

STAFF REPORT OF AGENCY ACTIVITIES

January 1, 2024, through December 31, 2024

Public Hearing Cases

In *David Koen v. State of Alaska, Department of Corrections, Goose Creek Correctional Center* (OAH No. 22-0898-HRC), Complainant David Koen alleged the correctional center where he is incarcerated refused his religious accommodation request for a Kosher diet. Following a thorough investigation, the Substantial Evidence Determination was issued August 5, 2022. After months of efforts to find a resolution to this issue, an Accusation was filed with the Commission on October 27, 2022. A Case Planning Conference was held December 1, 2022, followed by an order for any motion and response regarding jurisdictional objections due January 2023. Respondent filed a Motion to Dismiss January 18, 2023, based on their jurisdictional objection. The Commission filed an Opposition to Respondent's Motion to Dismiss on February 10, 2023, and Respondent filed their reply February 23, 2023. On April 7, 2023, an order denying Respondent's motion to dismiss was issued by OAH. Due to the large amount of discovery, both parties agreed to a trial continuance and an amended scheduling order. Trial is set to begin April 1, 2025. Discovery and associated motion practice is ongoing.

Hasselquist v. Fred Meyer Stores, Inc. (OAH No. 23-0053-HRC), Complainant Jamiann Hasselquist observed a sign in Respondent's window stating Native identification was not accepted when purchasing tobacco. A complaint was filed with the Commission on March 30, 2020, and investigation found that the store employee refused to accept tribal identification cards issued by two federally recognized tribes. On March 22, 2022, a substantial evidence determination of discrimination was issued. When efforts to conciliate failed, a Certification of Conciliation Failure was filed with the Commission on August 1, 2022. As the accusation was being drafted, opposing counsel requested a settlement. The Notice of Rescission was filed September 6, 2022, and no settlement was submitted to the Commission. A Certification of Conciliation Failure was again filed with the Commission December 27, 2022, and an Accusation was filed January 3, 2023. Counsel for Respondent was initially open to mediation, and the case was scheduled for court-facilitated judicial mediation. However, the parties subsequently decided to place the matter back on the hearing calendar. On or around September 12, 2023, the parties reached a mediated settlement agreement. All terms and conditions of the agreement were met, and the case ordered closed in December of 2024.

In *Nicole Lee v. B.V., Inc. dba Great Alaskan Bush Company* (OAH 22-0695-HRC), Complainant Nicole Lee alleged that the Great Alaskan Bush Company

discriminated against her on the basis of sex and her disability. While employed as a dancer, the Complainant alleged that when she reported unwanted sexual contact from a patron, Respondent declined to follow its no-touching policy. Complainant also alleged she was not permitted to wear a mask to mitigate her exposure to the COVID-19 virus, and Respondent failed to engage in the interactive process to accommodate to her disability. Investigation by Commission staff found substantial evidence of both allegations. Attempts to reach a conciliation failed and an Accusation was filed with the Commission on July 8, 2022. A Case Planning Conference was held on August 29, 2022. Judicial mediation was held at the Office of Administrative Hearings on February 16, 2023. On August 23, 2023, the parties reached a mediated settlement agreement addressing both public policy concerns and compensatory damages. All terms and conditions were met, and the case ordered closed in December of 2024.

In *David Rockwell v. Thomas Schwarz dba GI Joes Army/Air Force Surplus Outlet* (OAH 22-0781-HRC), Complainant David Rockwell alleged that GI Joes Army/Air Force Surplus Outlet discriminated against him by not allowing his service animal to enter the premises and it failed to accommodate his disability. Respondent's wife, who was managing the store at the time, claimed she was afraid of big dogs and that they do not allow dogs due to the owner's extreme allergies. Complainant further alleged that Respondent refused to accommodate his disability. Investigation by Commission staff found substantial evidence to support Complainant's allegations. All conciliation efforts failed, and an Accusation was filed on August 19, 2022. Following the Case Planning Conference, the hearing was scheduled for February 1, 2023. However, due to scheduling conflicts, the Commission filed an Unopposed Motion to Continue Trial on November 29, 2022. As of December 20, 2022, the Commission had not received an answer to the accusation, and a Motion for Entry of Default was filed with OAH on December 13, 2022. Ultimately, Respondent's counsel filed a response to the accusation with OAH, along with an opposition to the Motion for Entry of Default. On January 6, 2023, the Commission received an order denying the Motion for Entry of Default. The Commission filed a Motion for Summary Judgment on February 1, 2023. During the investigation, Respondent failed to provide proof of their competing disability, and the Commission filed a Motion to Preclude Respondent's Disability Evidence on April 21, 2023. Respondent's counsel filed an opposition to the Motion for Summary Judgment on April 24, 2023, and subsequently requested both

Public Hearing Cases

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an evidentiary hearing and oral arguments. Oral arguments took place on May 30, 2023. The Commission's Motion to Preclude Respondent's Disability Evidence was denied on June 26, 2023, but partial summary adjudication was granted on the single allegation in the Commission's favor on June 30, leaving the remedy as the remaining issue. On August 15, 2023, an Evidentiary Hearing was held on the remedy, and a Notice of Recommended Decision was issued by the Administrative Law Judge. No objections to the decision were filed. The Commission entered its final order on or about October 26, 2023. On January 19, 2024, a Notice Transmitting Final Decision was issued by OAH, and the case was closed with the Commission.



2024 Appeal Updates

In *Demetrie Alexander v. Alaska State Commission for Human Rights* (4FA-17-02348CI), Appellant alleged that the Alaska Court System discriminated against him based on his race, Alaska Native, when it terminated his employment as a magistrate judge. The Commission found no substantial evidence of discrimination and closed the case. On August 9, 2017, Appellant appealed to the Alaska Superior Court. The court stayed the administrative appeal on February 28, 2018, after Appellant filed a civil action (4FA-18-01372CI) based on the same facts as those alleged to the Commission. Proposed trial dates were submitted in the second case on October 21, 2022. A Notice of Hearing was filed in 4FA-18-01372CI on October 26, 2022, and the trial concluded on October 16, 2024, with the court taking the matter under advisement. The appellate case remains stayed.

In *Youngju Kim v. Commission for Human Rights* (3AN-23-07545CI), Appellant alleged that her employer discriminated against her when her employer terminated her employment based on her race, Asian; age; and national origin of Korean. While the case was open for investigation, Appellant withdrew her complaint to pursue a private civil action. Complainant shortly thereafter refiled her original complaint. After investigation, the Commission did not find substantial evidence of discrimination and closed the case. On or around August 2, 2023, Appellant appealed to the Alaska Superior Court. On or about October 12, the Superior Court issued an Order Granting Request and Order for Extension of time to File Agency Record, and the agency record was filed on December 1, 2023. On February 5, 2024, after further review by the Commission and discussion with the Alaska Department of Law, an Unopposed Motion for Remand was filed with Superior Court allowing the Commission to conduct additional investigation. On February 6, 2024, the order was granted, reopening the investigation with the Commission. The court

returned the agency record on May 23, 2024. Because the confidentiality provision of AS 18.80.115 applies to investigations, further case updates or findings are not public.

In *Benjamin Balivet v. Alaska State Commission for Human Rights* (3AN-23-04884CI), Appellant alleged that his employer, the State of Alaska, Department of Environmental Conservation, Division of Water, discriminated against him for having a family member with a disability by denying him remote work, and he was given a lower rating than his actual performance. The Commission did not find substantial evidence of discrimination, and the case was closed. Appellant filed another complaint with the Commission, alleging he was being retaliated against for his previously filed complaint. The Commission failed to find substantial evidence for Appellant's allegations, and the case was closed. On February 23, 2023, Balivet appealed the Commission's finding regarding retaliation to the Alaska Superior Court. After briefing and preliminary motion practice, the parties held an oral argument on December 16, 2024. The decision remains pending with the court.

In *Voncia Bell v. Alaska Commission for Human Rights* (3AN-23-08724CI), Appellant alleged her employer discriminated against her because of her race, African American, when she was passed up for a promotion in favor of another employee of a different race. Appellant further alleged that her employer failed to take corrective action when other employees subjected her to inappropriate racial comments. The Commission did not find substantial evidence of discrimination, and the case was closed. Appellant appealed to Superior Court on October 10, 2023. On December 27, 2023, the agency record was filed with the court. On or around March 12, 2024, the Commission was notified that the appeal was dismissed due to Appellant failing to file her brief.

Substantial Evidence Cases

NOTE REGARDING SUBSTANTIAL EVIDENCE FINDINGS:

Findings of Substantial Evidence remain unproven allegations against a Respondent. A Substantial Evidence finding is not proof of discrimination but is sufficient evidence to lead to an Accusation filing and a trial if conciliation efforts fail. Cases where the Executive Director finds Substantial Evidence of discrimination move into Conciliation, where staff attempt to confidentially resolve the case before filing a public Accusation.

Conciliated Case Monitoring

Beard as religious accommodation

An applicant for a security-related job filed a complaint because the employer refused to modify its grooming policy to allow his beard as a religious accommodation. Respondent told Complainant during the interview that there was no exemption for “things that don’t fit our grooming standards for uniformed officers.” Complainant voiced surprise at the accommodation denial in the private sector, as he had been granted religious accommodation while serving active duty in the United States Armed Forces. Respondent claimed that the applicant was not actually qualified for the position but admitted that its strict grooming policy has no exceptions; it asserted that everyone is treated the same in that regard. Respondent further admitted its policies had additional disparate impacts, screening out any applicant whose religion requires facial hair or applicants with certain medical conditions. The Commission found substantial evidence of religious discrimination. The case successfully conciliated and as of December 31, 2024, the Commission is monitoring compliance with the terms and conditions of the agreement.

Homeowner denied emotional support animal

Complainant alleged that his Homeowner’s Association (HOA) discriminated against him by having a policy that excludes all animals, including Emotional Support Animals (ESAs) and service/alert animals. The Commission’s investigation found substantial evidence of discrimination, and a determination was issued June 29, 2023. On or around July 31, 2023, Complainant entered into a separate agreement with the HOA and withdrew his complaint with the Commission shortly after. The Executive Director substituted as the complainant to pursue the Commission’s policy goals on August 18, 2023. Respondent entered into an agreement with the Commission on October 20, 2023, agreeing to update the HOA policy regarding service animals, post signage that service animals are welcome, and provide a relief area for service animals. Additionally, Respondent agreed to anti-discrimination training for all HOA board members. The terms and conditions of the agreement have been met, and the case was closed on November 13, 2024.

Sexual harassment in a restaurant

Complainant alleged she was subjected to unwanted physical sexual harassment by the owner of the restaurant where she was employed. Complainant further alleged the unwelcome comments and conduct escalated after Respondent learned about Complainant’s sexual orientation. Additionally, Complainant alleged her work schedule was

significantly reduced after filing a complaint with the Commission, which initiated a separate investigation for retaliation. A Resolution Conference was held on February 14, 2023, with both parties entering into an agreement. A third investigation was opened when Complainant informed the Commission that she was only scheduled for one shift, a violation of the previous Pre-Determination Settlement Agreement that was entered into after the February 14, 2023, Resolution Conference. Complainant further alleged that she was scheduled for shifts she was not available for after informing Respondent of her daytime employment outside of her employment with Respondent. Commission investigation determined there was substantial evidence of discrimination, and a determination was issued on December 13, 2023. A Conciliation Agreement was approved on March 20, 2024, with Respondent agreeing to train all staff in English and in Spanish, update their policy and procedures regarding anti-discrimination in English and in Spanish, monitoring of training for one year, implementing a third-party human resources (HR) firm to handle complaints of discrimination, and pay Complainant back pay in the amount of \$12,503.53. On or around June 11, 2024, the Commission was informed all terms of the agreement had been met and the case was closed.

Age discrimination and harassment in the workplace

Complainant alleged he was subjected to unwanted and offensive sexual comments, physical touching, and derogatory comments regarding his age. Complainant further alleged he was subjected to derogatory comments regarding his spouse’s race, Asian, and retaliated against by Respondent placing him on suspension after complaining about the harassment. He was subsequently terminated. Commission investigation found substantial evidence of discrimination, and a determination was issued on December 16, 2023. A Conciliation Agreement was approved on March 8, 2024, with Respondent agreeing to anti-discrimination training, removing all facts and circumstances leading to Complainant filing a charge of discrimination, and a back pay settlement of \$57,393.32. The Commission was notified on or around May 9, 2024, that all terms of the agreement had been met, and the case was closed.

Emotional support animals in housing

Complainant and her spouse purchased a condominium unit that had a “no pets” policy in the recorded declaration. The HOA filed suit to evict Complainant when she moved in with her ESAs. Complainant filed discrimination complaints with the

Conciliated Case Monitoring

Commission and the U.S. Department of Housing and Urban Development (HUD). She settled her HUD complaint with the HOA whereby she could keep her ESAs, and, as a component of that settlement, she agreed to withdraw her complaint from the Commission. The Executive Director thereafter substituted in place of Complainant because the settlement did not address state law public policy concerns to include articulating in the house rules that an ESA and a service animal is not a “pet” that was otherwise forbidden by the declaration, as well as to pursue training for the HOA board of directors. The parties conciliated the case in December 2024, and staff is monitoring compliance with the terms and conditions of the agreement.

Service animal not allowed at a clinic

Complainant alleged she was prohibited from accompanying her minor child into an exam room with Complainant’s service dog. When Complainant offered to show proof her service animal was legitimate, Respondent stated that “the dog will introduce bacteria” into the exam room and refused to offer a reasonable accommodation. A Resolution Conference was held on March 30, 2023, with neither side coming to an agreement. An investigation determined there was substantial evidence of disability discrimination, and a determination was issued June 30, 2023. Both parties entered into an agreement on December 1, 2023, with Respondent agreeing to issue an apology letter to Complainant. Respondent previously performed training and refreshed their public accommodations training outside of this agreement and consented to continue annual training. Respondent completed the terms of the agreement, and the case was closed on January 25, 2024.

Age discrimination

Complainant alleged Respondent discriminated against him based on his age because he was denied an application for employment by Respondent’s teenaged employee after the employee asked Complainant his age. Respondent did not deny the allegation and asserted it contacted Complainant to apologize and offer an application, which Complainant refused. Respondent also asserted it provided additional training to its employees. The case was closed on September 11, 2024, after Complainant refused reasonable make whole relief and because Respondent proactively addressed public policy concerns.

Disability Discrimination

When Complainant was hired, she notified Respondent that she has epilepsy. On May 17, 2024, while at work, Complainant felt ill due to her disability; she told Respondent’s assistant manager that she needed a break to address her symptoms. The assistant manager made derogatory comments about epilepsy, aggravating Complainant’s symptoms. Complainant went outside to breathe. Respondent’s assistant manager later accused Complainant of

abandoning her post. Complainant clarified what happened with Respondent’s manager, denying abandoning her post and requested Americans with Disabilities Act (ADA) accommodation paperwork. Respondent terminated Complainant. The case successfully conciliated and as of December 31, 2024, the Commission is monitoring compliance with the terms and conditions of the agreement.

Pending Conciliations

Sex-Based employment discrimination, harassment, and retaliation

Parent filed a complaint on behalf of his minor daughter stating she was subjected to unwelcome sexual comments and conduct while employed at an auto mechanic shop. On October 24, 2023, Complainant’s daughter reported to Respondent’s service manager that she had been subjected to unwanted sexual comments and conduct by an adult male coworker. The service manager forwarded the complaint to Respondent’s HR department. On October 25, 2023, Complainant’s daughter called out ill and later reported to her father that she had been subjected to unwanted sexual attention by an adult male coworker, and she was uncomfortable at work. Complainant emailed Respondent’s manager reporting the sexual harassment and notifying the manager that Complainant’s daughter was uncomfortable at work with the male coworker. On October 27, 2023, Respondent’s manager terminated Complainant’s daughter, citing her illness. Complainant withdrew his complaint on his daughter’s behalf so he could pursue the action in a different legal venue. The original case was then closed. The Executive Director filed a charge on the same fact pattern to pursue state law public policy goals. An investigation revealed that Respondent did not deny the events, justifying the termination as a violation of their no-call-no-show policy. However, Respondent’s policy holds an exemption for extenuating circumstances, of which Respondent’s HR department wanted a thorough investigation completed rather than firing Complainant’s daughter. The general manager also failed to respond to Complainant’s daughter’s request for assurance of returning to a safe work environment. Evidence and testimony showed the general manager was not truthful about having conducted a thorough investigation, and he instructed the adult male coworker at issue to complete a sexual harassment training that did not exist.

Sex-Based discrimination at Dental Office

Complainant alleged she was discriminated against based on her sex because she was subjected to unwelcome and offensive sexual comments and conduct while receiving a multi-appointment dental treatment. Complainant told Respondent that she was uncomfortable to the point of crying, but Respondent continued anyway. Complainant found a new dentist to complete the dental work. On

or about October 20, 2023, Complainant informed Respondent that she would no longer continue under Respondent's care due to his behavior and requested a refund for uncompleted dental work. Respondent informed her she would need to sign a nondisclosure agreement to get a refund and denied Complainant's new dentist access to her dental records. The dentist later gave her access to the records, and the Complainant decided to withdraw the complaint to potentially seek damages in excess of what ASCHR can obtain. The Executive Director substituted in to pursue public policy concerns associated with training and non-discrimination policies. Conciliation efforts are ongoing.

Sexually Charged Workplace

On November 8, 2023, a complaint was filed by a patient alleging she was subjected to sexually harassing comments, conduct, innuendos, and inappropriate song lyrics while receiving treatment from Respondent who denied the allegations. During the course of that investigation, ASCHR found substantial evidence that Respondent's owner has a history of pervasive inappropriate and harassing conduct directed not only to its female patients, but its female employees as well, including unwelcome and offensive comments and other conduct of a sexual nature. The Executive Director filed a complaint to pursue public policy goals to protect current and future employees. The Commission issued a determination on November 4, 2024. Conciliation efforts are ongoing.

Resolution Conference Pre-Determination Settlement Agreements

NOTE REGARDING PRE-DETERMINATION SETTLEMENT AGREEMENTS:

Resolution conferences are held as the first step in the investigation process to obtain preliminary facts from the parties and then attempt a settlement negotiation. A case settled at this stage did not undergo a complete investigation, nor has any finding been made. The following cases all resulted in Pre-Determination Settlement Agreements as a direct result of participating in a resolution conference.

Sex/Gender-based employment discrimination

Complainant alleged Respondent discriminated against their non-binary child on the basis of their sex when Respondent's manager refused to refer to the child by their chosen name and told them they were unwelcome, resulting in the child's resignation. The parties entered into a Pre-Determination Settlement Agreement in which Respondent agreed to compensate Complainant \$500, provide a written apology, adopt a non-discrimination policy, and appropriately train its employees. The Commission was informed on May 19, 2023, that only management staff had been trained. On or about August 2, 2023, Respondent filed Articles of Dissolution with the Alaska Department of Commerce, Community, and Economic Development, Division of Corporations, Business and Professional Licensing. A closing order was issued March 6, 2024, after research by Commission staff found no successor to the business entity.

Sex-based discrimination

Complainant's mother filed a complaint on behalf of her minor daughter alleging she was sexually harassed by a male coworker during her first week of employment. Management spoke to the coworker and placed him on leave. The harassment continued when he returned. The second time Complainant reported harassment, management informed her they didn't know what to do. A Resolution Conference was held on November 14, 2022, with both parties agreeing in principle to enter into a Pre-Determination Settlement Agreement. However, after the Resolution Conference, Complainant withdrew her oral acceptance of the Pre-Determination Settlement Agreement because she wanted greater financial

compensation. On August 31, 2023, the Commission entered into a two-party agreement with Respondent. All terms and conditions of the agreement have been met, and the case was closed on September 9, 2024.

Allegation of sex discrimination in the workplace

Complainant alleged she was subjected to unwanted comments of a sexual nature, which caused a hostile work environment. A Resolution Conference was held May 26, 2022, wherein both parties entered into a Pre-Determination Settlement Agreement with Respondent compensating Complainant \$1,000.00, adopting a non-discrimination policy, and training all employees. Efforts to enforce the Pre-Determination Settlement Agreement failed April 13, 2023. Given the amount of time that has passed since Respondent stopped complying with the Pre-Determination Settlement Agreement, and the fact that Complainant has received their monetary relief, it was decided that further enforcement efforts would not be a good use of Commission resources. The case was closed on July 17, 2024.

Failure to engage in the interactive process

Complainant alleged she was discriminated against based on her disabilities. Complainant requested that Respondent provide reasonable accommodations, including providing a daily task list and not approaching Complainant in an aggressive manner. Respondent failed to engage in the interactive process and refused to provide an effective accommodation; Complainant resigned. A Resolution Conference was held on May 3, 2023, and the parties entered into a Pre-Determination Settlement Agreement in which Respondent agreed to compensate Complainant \$10,000. Respondent also agreed to review its

existing ADA and anti-discrimination policies, as well as to train its management staff on the laws prohibiting discrimination. On February 23, 2024, the Commission was notified that all terms of the agreement have been met, and the case was closed.

Injured on the job and not rehired

Complainant, a seasonal worker, alleged Respondent treated him as disabled following an on-site injury. Respondent denied the allegations and asserted it made a sound business decision due to issues with Complainant. A Resolution Conference was held, and an agreement was reached wherein Complainant received a settlement of \$6,500.00, and Commission staff agreed to facilitate training for Respondent. On or around February 21, 2024, the Commission was notified that Respondent had completed all obligations in the agreement and the case was closed.

Sexual harassment in the workplace

Complainant alleged she was retaliated against for complaining of sexual harassment. Complainant reported a male contractor subjected her to both inappropriate sexual comments and inappropriate touching. When Complainant reported the harassment, she was told it would be addressed, but the harassment continued. Complainant reported the ongoing behavior to Respondent's HR department, who then moved her to an office position. A Resolution Conference was facilitated, and the parties entered a Pre-Determination Settlement Agreement on December 26, 2023, with Respondent compensating Complainant \$4,000.00. On or around January 8, 2024, the Commission was notified that all terms of the agreement have been met, and a closing order was issued.

Denied a reasonable accommodation

Complainant alleged Respondent discriminated against her based on both her disabilities and race when her manager denied her reasonable accommodation for her disability, and then subsequently terminated her employment after she put in her two weeks' notice. Respondent denied Complainant's allegations. A Resolution Conference was held on November 17, 2023, during which the parties agreed to a Pre-Determination Settlement Agreement. Respondent agreed to provide training to its employees on the laws prohibiting discrimination in the workplace and pay Complainant \$8000.00. On or around February 5, 2024, the Commission received notice that all terms of the agreement had been met, and the case was closed.

Retaliation for reporting repeated sexual harassment

Complainant alleged they were retaliated against by Respondent for complaining of sexual harassment. Complainant reported that a male contractor subjected her to both inappropriate sexual comments and inappropriate touching. When Complainant reported the harassment, she was told it would be addressed, but the harassment continued. Complainant again reported the ongoing

behavior to Respondent's HR department who then moved her to an office position. A Resolution Conference was facilitated, and the parties entered a Pre-Determination Settlement Agreement on December 26, 2023, with Respondent compensating Complainant \$4,000.00. Respondent completed the terms, and the case closed on January 8, 2024.

Server subjected to sexual harassment

Complainant alleged Respondent discriminated against her when she was subjected to unwelcome comments and conduct of a sexual nature by one of Respondent's owners. The complainant asserted she felt she had no choice but to resign after Respondent's owner forcibly kissed her. Respondent denied Complainant's allegations and asserted Complainant initiated the kiss. A Resolution Conference was held on January 8, 2024, wherein the parties resolved the complaint through a Pre-Determination Settlement Agreement, which required Respondent to provide training to its owners, managers and employees in the laws prohibiting discrimination; adopting non-discrimination and sexual harassment policies; and procedures dictating how Respondent handles complaints of discrimination and/or sexual harassment. Respondent agreed to pay Complainant \$9,900.00 in make whole relief. On or around June 11, 2024, the Commission was notified that all terms of the agreement had been met, and the case was closed.

Harassment creates a hostile work environment

Complainant alleged he was subjected to a hostile work environment resulting from racist comments from a specific employee. Respondent denied the allegations, asserted Complainant's termination was reasonable, and provided evidence supporting its position that Complainant had subjected an autistic coworker to a hostile work environment that resulted in the autistic coworker eventually "snapping." Both employees were placed on unpaid suspension, and investigation found Complainant had antagonized his coworker relentlessly. Direct witnesses stated Complainant gloated about causing his coworker to finally snap. The coworker was retained but received a one-week suspension without pay. On or about March 5, 2024, a Resolution Conference was held at which Complainant accepted \$1,200.00 to resolve all matters, present and future. The Commission was informed on or around March 13, 2024, that all terms of the agreement were met, and the case was closed.

Alleged sex-based discrimination in the workplace

Complainant alleged she was subjected to sex-based discrimination when her employment was terminated. Complainant asserted she rejected her supervisor's sexual advances and that she was fired two weeks later for poor job performance. Respondent denied Complainant's allegations and asserted Complainant was terminated after being a no-call no-show prior to her shift starting. When she called several hours after her shift was scheduled to start, she was intoxicated. Information revealed Complainant and Respondent's operations manager were involved in a consensual sexual relationship,

however, Respondent's owner was not aware of the relationship when it terminated Complainant's employment. Respondent's owner did not become aware of the relationship until she received Complainant's ASCHR complaint. A Resolution Conference was held, resulting in a Predetermination Settlement Agreement, wherein the parties agreed Respondent would provide its operations manager with both management training, and training in the laws prohibiting discrimination in employment, with an emphasis on sexual harassment and on workplace relationships between supervisors and subordinate employees. On or around March 11, 2024, the Complainant withdrew her complaint with the Commission. Without further monitoring required, and the case was closed.

Harassment due to a hearing disability

Complainant alleged harassment and different treatment by a supervisor because of a hearing disability. He filed a complaint but was suspended pending the outcome of an investigation. Respondent denied the allegations, asserting Complainant had filed this complaint while he was suspended during an investigation of a separate threatening conduct complaint. Investigation produced no evidence to support Complainant's allegations of discrimination. A Resolution Conference was held, and Complainant agreed to resign. Respondent agreed to reflect the voluntary resignation in the Respondent's computer system. This case was closed on January 26, 2024.

Failure to reasonably accommodate

Complainant alleged Respondent failed to reasonably accommodate his disability and then terminated his employment after he reported the failure to accommodate. Respondent denied the allegations, producing evidence showing Complainant had experienced childcare issues, and was no-call no-show for three days, after which it terminated his employment. Complainant had not produced evidence of his disability or need for accommodation. A Resolution Conference was held, and the parties agreed to settle for \$5000.00, an amount sufficient to cover the term of Complainant's unemployment. On or around March 12, 2024, the Commission was notified Complainant received his settlement check and the case was closed.

Disability discrimination from Municipal ordinance

Complainant alleged Respondent's ordinance discriminated against disabled persons who require the use of service animals. A Resolution Conference was held on December 15, 2023, during which the parties reached an agreement. Complainant agreed to withdraw her complaint, waive further investigation and administrative procedures before the Commission, as well as agreed not to sue Respondent for allegations put forth in her complaint. Respondent agreed to waive all further investigation and adopted an ordinance amending its existing animal control and protection code as it relates to service animals. On or around February 5, 2024, both parties signed the Pre-Determination Settlement

Agreement, and the case was closed.

Disability accommodations in the workplace

Complainant alleged Respondent fired her after requesting two days off for a known-disability accommodation, after providing past accommodations. Respondent denied the allegations in part, admitting it provided a stool for her feet when she requested it, but when Respondent's HR department provided her with ADA paperwork should she require further accommodations, Complainant never responded. Respondent asserted it terminated her employment for missing one-third of her 90-day probationary period as a newly hired receptionist. Pre-Resolution Conference evidence review, and fact-finding showed that even if Complainant had filled out the ADA paperwork, she required intermittent and undetermined leave for an undetermined timeframe, which was not a reasonable accommodation as her specific position was customer-facing and the essential functions required her to be reliably present. Despite this, the parties elected to try to resolve the dispute without additional investigation, agreeing to a neutral letter of reference, coverage of Complainant's medical deductible in the amount of \$500, and by adding clarifying language to Respondent's policies regarding the need for informal and formal accommodations in the workplace, along with specifying who makes those determinations. On or around May 6, 2024, the Commission was notified all terms of the agreement had been met and the case was closed.

Retaliation for complaining about discrimination

Complainant asserted that Respondent discriminated against her based on her race, subjected her to different terms and conditions of employment, and retaliated against her for complaining about discrimination when it terminated her employment after she resigned. During a Resolution Conference, the parties agreed that Respondent would provide the Complainant with a letter acknowledging that Respondent is apologetic for the way that the complainant believes she was treated, and that Complainant is a decent human being. Respondent also agreed not to ban, debar, or otherwise prevent Complainant from working in its industry. Complainant agreed to a one year "cooling off" period where Complainant would refrain from patronizing one of Respondents specific locations. The Commission was notified Respondent provided the letter to Complainant, fulfilling the remaining term of the agreement. This case was closed on May 13, 2024.

Schedule reduced because of race

Complainant alleged that Respondent discriminated against her based on race when it cut her schedule more significantly than those of workers not of her race. Respondent denied the Complainant's allegations and asserted that the Complainant was the most recent hire in her position, where shift availability decreases during the winter months and schedules are assigned based on seniority. A Resolution Conference was held which resulted in a Pre-Determination Settlement wherein the

Complainant agreed to withdraw her complaint, and the Respondent agreed to provide the Complainant with a reference letter. The Commission received notice on or around May 23, 2024, the Complainant received her reference letter, and the case was closed.

Disability discrimination in the workplace

Complainant alleged disability discrimination when she was fired after requesting and being granted an accommodation. Respondent asserts Complainant's employment was terminated because of poor work performance. A Resolution Conference was held, and Respondent agreed to pay Complainant \$10,200. The Commission was notified on or around May 15, 2024, that Complainant had received her monetary settlement, and the case was closed.

Service animal in a thrift store

Complainant alleged that he entered Respondent's thrift store with his service animal and the owner asked if he could leave his dog in the car. Complainant asked if he had to, and the owner said he preferred not to get hair on the clothing. Complainant said nothing more and left, but as his wife was leaving, she told the owner it was a service animal and that the owner was violating the ADA law. Respondent didn't deny the statements attributed to him and said he had always allowed service animals, but he didn't know until Complainant's wife yelled at him as she was leaving that it was not just a pet. A resolution conference was held during which the parties had meaningful conversation. During that conference, Respondent advised Complainant's wife had been leaving very disparaging comments on review sites that were harming his new business. It was agreed amongst the parties that those negative reviews would be removed and that Respondent and his girlfriend, the only employees, would receive training in public accommodation, and develop a policy so that, should their business grow to include paid employees, there would be a policy and procedure in place for onboarding. The Respondent also agreed to post signage on the entrance to ensure patrons knew that service animals were welcome. The terms and conditions of the agreement were met, and the case was closed.

Pregnancy and sex discrimination

Complainant alleged sex and pregnancy discrimination when she was subjected to derogatory statements about parents and pregnant women being less reliable and/or committed to the workplace than employees who were not parents. Her employment was terminated shortly after she informed Respondent she was pregnant. Respondent cited multiple employees who went through pregnancies while employed, including an actively-pregnant employee and several new mothers as comparators, and said she was terminated because she failed to work a full 40-hour week, closed her location so her subordinates could attend her wedding, took a vacation without approval, and refused to work at a location specified in her contract. A settlement agreement was negotiated, and Respondent agreed to conduct anti-discrimination

training for its managers and supervisors. The terms and conditions of the agreement were met, and the case was closed.

Medical disability discrimination

Complainant alleged disability discrimination when Respondent terminated her employment after a four-month absence from work, saying it could no longer accommodate her medical disability. A settlement agreement was negotiated, and Respondent agreed to pay Complainant \$5,000 and provide her with a written employment recommendation. The terms and agreement of the case were met, and the case was closed.

Race discrimination

Complainant alleged race discrimination because he was subjected to a racial slur by a subordinate employee. When Complainant reported discriminatory behavior to HR and management, no effective corrective action was taken. Complainant also alleged retaliation because he received a negative performance evaluation. Respondent defended by saying witnesses denied hearing a racial slur, but it did discipline a coworker for unprofessional behavior. Respondent also asserted Complainant resigned for personal reasons. A settlement agreement was negotiated, and Respondent agreed to pay Complainant \$25,396, released Complainant from repayment obligations of a \$75,000 sign-on bonus, and agreed to provide a neutral employment reference for Complainant. The terms of the agreement were met, and the case was closed.

Disability discrimination

Complainant alleged disability discrimination because her working hours were reduced and coworkers with less seniority received an increase in pay. Respondent asserted Complainant's availability to work was limited because of her primary job and all employee hours were reduced when fishing season closed. Two employees with less seniority than Complainant received a pay increase because they were available to work any shift. A settlement agreement was negotiated, and Respondent agreed to pay Complainant \$1,000, as well as provide discrimination training for its manager. The terms of the agreement were met, and the case was closed.

Race-based employment discrimination

Complainant alleged Respondent discriminated against him based on his race because he was subjected to drug testing after being injured at work. Complainant tested positive for marijuana and amphetamines, which resulted in his employment being terminated. Complainant asserted others not of his race were not drug tested after injuries. Respondent denied Complainant's allegations and asserted Respondent does not always drug test employees who are injured; Complainant was drug tested because Respondent had reasonable suspicion Complainant caused or contributed to the accident. Respondent also asserted Complainant was injured four days prior to the injury that resulted in a drug test, had not been subjected to a drug test at that

time, and it provided statistical data tending to show race was not a motivating factor in its employee drug testing program. A resolution conference was held wherein Respondent agreed to provide Complainant with a settlement payment of \$4,000.00. The terms of the agreement were met, and the case was closed.

Disability discrimination: Pay cut or resign

Complainant alleged Respondent discriminated against him based on his disability or treated him as disabled because he suffered a medical emergency that required him to seek medical attention and take time off work. On June 19, 2023, Complainant was cleared to return to work and provided Respondent with a doctor's note stating his work restrictions. In response, Respondent informed him he would have to take a pay cut or tender his resignation. On February 14, 2024, a resolution conference was facilitated in which the parties entered a Pre-Determination Settlement Agreement. Respondent agreed to compensate Complainant \$3,665.32. On March 5, 2024, the Commission was notified that all terms of the agreement had been met, and the case was closed.

Confidential information used for discrimination

Complainant alleged Respondent discriminated against her based on her race and treated her as disabled after Respondent's director shared confidential information with the new assistant director, who then made disparaging comments about Complainant's disability and race. Since becoming aware, the new assistant director began to write Complainant up for small infractions and terminated her employment. A Resolution Conference was facilitated in which the parties entered a Pre-Determination Settlement Agreement wherein Respondent agreed to compensate Complainant \$5,000. On June 13, 2024, the Commission was notified that all terms of the agreement were met, and the case was closed.

Age-based discrimination

Complainant was the district manager for Respondent's multiple locations in a region of Alaska. She alleged that Respondent demoted her to acting manager, which dropped her pay by \$20,000, and informed her that she would be fired after she trained her younger replacement. Complainant asserted she had worked for Respondent for seven years without incident. Her supervisor instructed her to tell people that this was a transition period for Complainant's retirement, but Complainant did not wish to retire and refused to comply. Complainant filed a complaint with ASCHR alleging age discrimination. After she told Respondent about the complaint, it immediately terminated her employment. She filed a second complaint with ASCHR alleging retaliation for engaging in a protected activity. Complainant entered into an outside settlement agreement and withdrew her complaint. ASCHR's Executive Director substituted in Complainant's place in both cases to pursue public policy concerns for Respondent to conduct non-discrimination training and to adopt an enforceable non-discrimination policy. A pre-

determination agreement was entered into to address the Commission's public policy concerns. Terms were met and a closing order was issued on September 13, 2024, resolving both cases.

Flexible schedule accommodations

Complainant alleged Respondent allowed him to work a flexible, hybrid schedule since his hire. In May, believing Respondent would call everyone back to full-time in the office, he notified HR about his disability and provided his list of accommodations. Complainant alleged HR said it required no documentation. Evidence revealed that when HR attempted to engage in the interactive process, Complainant declined stating he only wanted his information documented and that he was already doing everything on the list he gave to HR. Complainant also alleged that in September, his supervisor told him he must work in the office. Complainant responded that he had an accommodation not to; Complainant had given himself accommodation(s) without going through the appropriate process and Respondent was within its rights to request medical documentation to support the accommodations. Complainant did not timely provide the information. Respondent gave Complainant a compliance deadline, suspending him without pay until the information was provided. Complainant provided it the next day. When he was asked to return to the office for his essential job duties until they could determine the best way to meet the requested accommodations, Complainant refused to do so. Evidence showed that in order to meet the requested accommodations, significant changes would have to be made to Complainant's essential job duties, making his position ineffective. Respondent offered Complainant a new position that would meet his requests. Complainant declined. Respondent considered this his resignation. The parties met for a Resolution Conference. Complainant accepted \$3,600 and agreed not to disparage Respondent. Respondent agreed to improve its policies and procedures regarding the ADA and further train its staff. Respondent met all terms of the agreement, and the case was closed.

Religious harassment

Complainant was a part-time property manager for Respondent and alleged that her manager subjected her to harassment and unwelcome offensive comments based on religion after she wore a head covering at work the day before her wedding. She further alleged that working conditions were so intolerable that she was forced to resign the following month. Respondent denied the allegations. Preliminary investigation produced evidence Respondent had policies and procedures in place addressing anti-discrimination and harassment, in addition to a "no-head-coverings" policy that explicitly provided exceptions for religious or cultural reasons. Evidence also revealed Complainant had been looking for full-time employment and a move to another community well before the unwelcome comments were allegedly made. Audio evidence of the comments did not support Complainant's

version of events and was not objectively offensive. After Complainant explained she was Pagan and was wearing a head covering to show submission to her future husband, the manager apologized for a comment she had made about how she looked like a cancer patient in the head covering and stated that she respected Complainant's religious choice. Another person on the call made a comment that she, herself, could never submit to her husband. This comment was not directed at Complainant's religion, but at the speaker's personal ability and desire to be submissive. No other comments were corroborated. In light of Complainant's inability to overcome the evidence, Complainant elected to settle with Respondent during a Resolution Conference for a nominal sum of \$850 and to withdraw her complaint. The terms of the agreement were met, and the case was closed.

Pregnancy discrimination at job interview

Complainant alleged that Respondent discriminated against her by ending her employment interview after she divulged she was pregnant. Respondent affirmed Complainant's allegations and stated it always advises pregnant women not to work for it because the work environment is too dangerous. Respondent also provided evidence that its hiring practices may be discriminatory towards people with physical and/or mental disabilities, as well as parental status. A Resolution Conference was held resulting in a predetermination settlement agreement. Respondent agreed to provide training to its owners, managers and employers in the laws prohibiting discrimination; to develop a non-discrimination policy; and to develop procedures dictating how it will handle both discrimination complaints and requests for accommodations. The terms of the agreement were met, and the case was closed.

Sex discrimination and retaliation

Complainant alleged sex discrimination when Respondent treated her differently than its male employees after she was injured on the job, retaliated against her when Respondent reduced her hours after she complained about discrimination, and ultimately terminated her employment. A settlement agreement was negotiated in which Complainant agreed to withdraw her complaint and Respondent agreed to pay Complainant \$5,000.00. The terms of the agreement were met, and the case was closed.

Different employment terms and conditions: Race discrimination

Complainant was hired to be a supervisor and alleged that, throughout his employment, he was subjected to different terms and conditions of employment by his managers not of his race. He asserted managers gave preferential treatment to a "coworker" of their same race. He further alleged Respondent's managers discriminated against him based on a disability when they told him he must remember to greet customers by their names, but other employees were not subjected to a similar requirement. When he complained, he alleged Respondent took no corrective action and then retaliated against him for complaining about discrimination by terminating him. Respondent denied the allegations and asserted it

expects all employees to learn customer names and greet them by name, and that it had no awareness of Complainant's disability or reasonable accommodation request. Respondent further asserted it took corrective actions that Complainant was unaware of due to confidentiality of personnel actions. Respondent also asserted Complainant was terminated because he was openly disrespectful to his manager in an operations meeting in front of all staff present and responded to his manager using profanity. Investigation revealed Complainant was unwilling to accept directions from his manager and used profanity at her. Complainant did not produce evidence of a "memory disability" after multiple requests to do so. A resolution conference was held despite no substantial evidence of discrimination in this case because both parties were amenable. They settled on payment of \$6,600 to be processed as payroll for tax purposes and a confidentiality agreement that neither party divulge the terms of the agreement nor disparage the other.

Race-based hostility at pharmacy

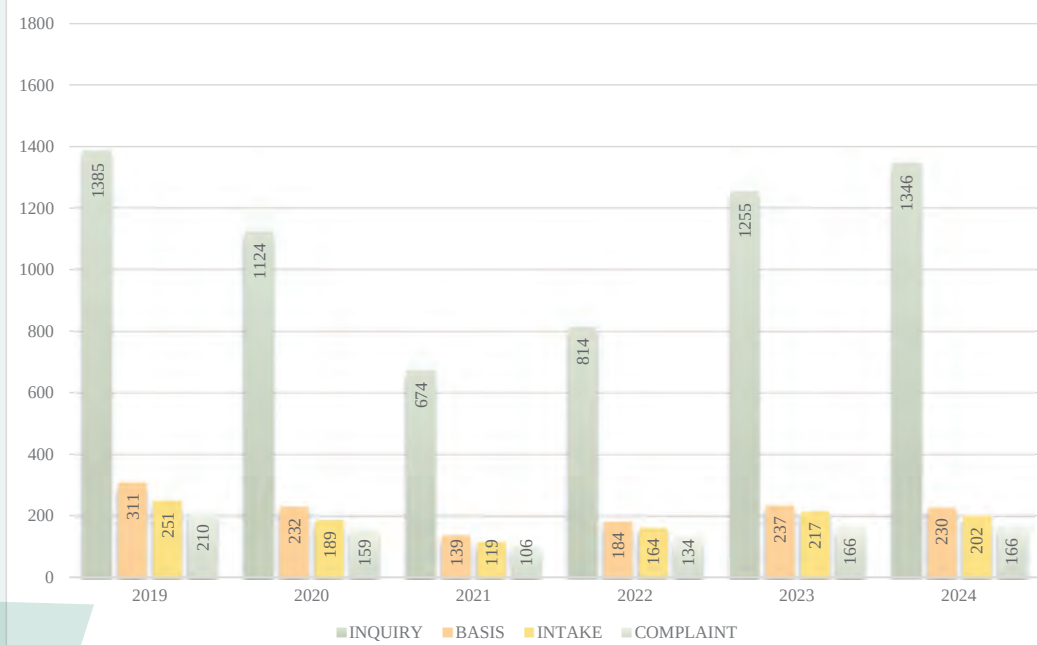
Complainant was a longtime customer of Respondent's pharmacy and alleged that when picking-up his medication via Respondent's drive through, he heard a male staff use the word "animal" in reference to his name. He complained to the manager because it was offensive to him, a Black man. Additionally, Complainant felt his original complaint wasn't followed-up on because the following month, while picking-up medication, he stood behind two White women he saw treated with decency, but when he went to the pharmacy counter, the pharmacy tech raised his voice and was hostile asking about the medication. Complainant alleged that a manager watched and did nothing; Complainant interpreted the hostility to be a continuation of the prior incident. Complainant alleged Respondent did not offer him the same privileges it offers customers not of his race and was fearful the hostile staff may eventually tinker with his medication. Respondent denied the allegations and conducted a full investigation of the original incident, which revealed that due to a change in Complainant's medication, the pharmacy tech needed to speak with the pharmacist before giving the medication to Complainant who was required to wait. During the course of events, the pharmacy tech stated words to the effect of, "even people getting medication for their animal have to speak with the pharmacist." The second incident was found to be caused by Complainant using his name to pick up his son's medication instead of his son's name, making it more difficult for the tech to find the medication. Once Respondent's pharmacy staff understood that Complainant was picking up his son's medication and learned the name under which the prescription was made, the medication was quickly located. Witnesses denied the male tech raised his voice and denied that Complainant was treated in a hostile manner. In both instances, the techs on duty had been working there for many years and knew Complainant. An informal resolution conference was conducted, during which Complainant asked for an apology letter and to be treated with decency. Respondent took no issue with the request. The Complainant agreed to withdraw his complaint, and the case was closed.

Statistical Summaries

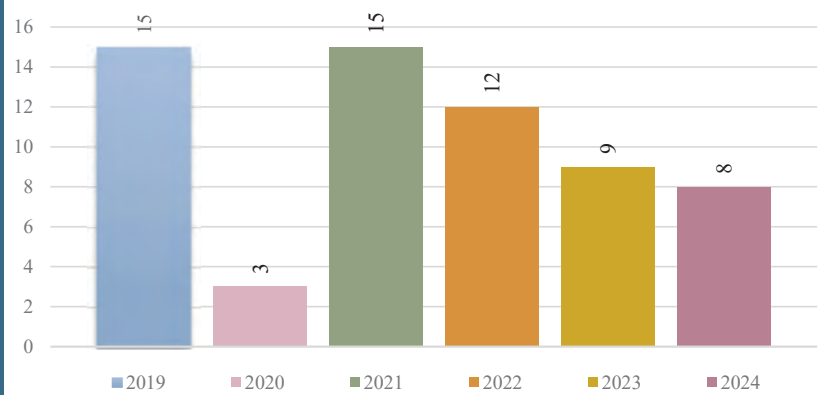
Filings, Closures, and Inventory by Year



Inquiries and Complaints by Year



SE Determinations Issued by Year



ANALYSIS OF 2024 CLOSURES	
REASON FOR CLOSURE	
NOT SUBSTANTIAL EVIDENCE	98
ADMINISTRATIVE	23
Complaint Withdrawn	20
Lack of Jurisdiction	2
Administrative Dismissal	1
CONCILIATION AND SETTLEMENT	38
Pre-determination Settlement	35
Resolution Conference Closures	3
HEARING	7
Hearing Decision for Complainant	1
Prehearing Settlement	6
Total Closures	166

Filings by Issue		
	Single	Multiple
Fired	101	58
Terms and Conditions	22	45
Failure to Hire	6	3
Denied Service	8	4
Failure to Accommodate	6	19
Sexual Harassment	4	15
Failure to Promote	6	4
Harassment	7	35
Demotion	2	5
Eviction	1	1
Other	2	1
Failure to Rent	1	0
Total Filings	166	

*Some complaints alleged more than one basis and/or issue

Filings by Basis		
	Single	Multiple
Sex	45	30
Race	39	22
Physical Disability	27	9
Mental Disability	18	4
Age	18	8
Retaliation for Filing	5	11
Retaliation	3	20
Pregnancy	3	5
Religion	3	3
National Origin	3	2
Parenthood	2	2
Total Filings	166	

*Some complaints alleged more than one basis and/or issue

How did you hear about us?

Google	44
Friend	30
Other	18
Internet Search	16
Attorney	15
Outreach event	9
Corrections facility	9
EEOC	8
Other	75

Filings by Complainants Gender

Male	63
Female	103

Filings by Complainants Age

20 year and under	5
21 - 40 years	65
41 - 60 years	65
61 years and older	31

Filings by Complainants Race

Caucasian	97
Black	33
Native	13
Hispanic	15
Bi Racial/ Multi Racial	4
Asian	2
Other	2

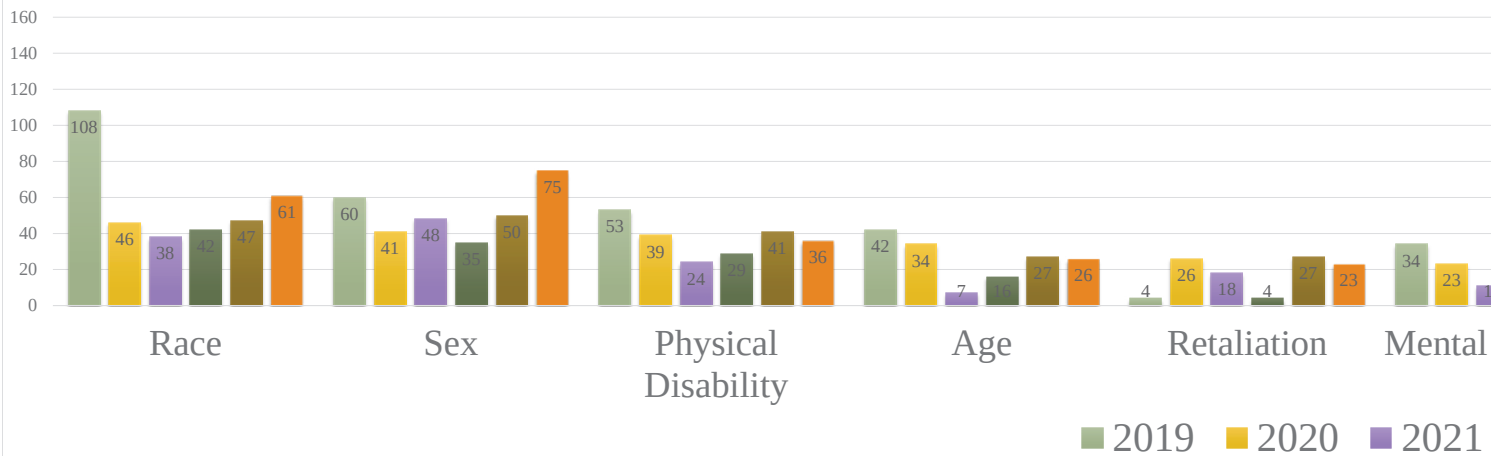
Filings by Type

Employment	143
Public Accommodation	12
Government Practices	5
Housing	6

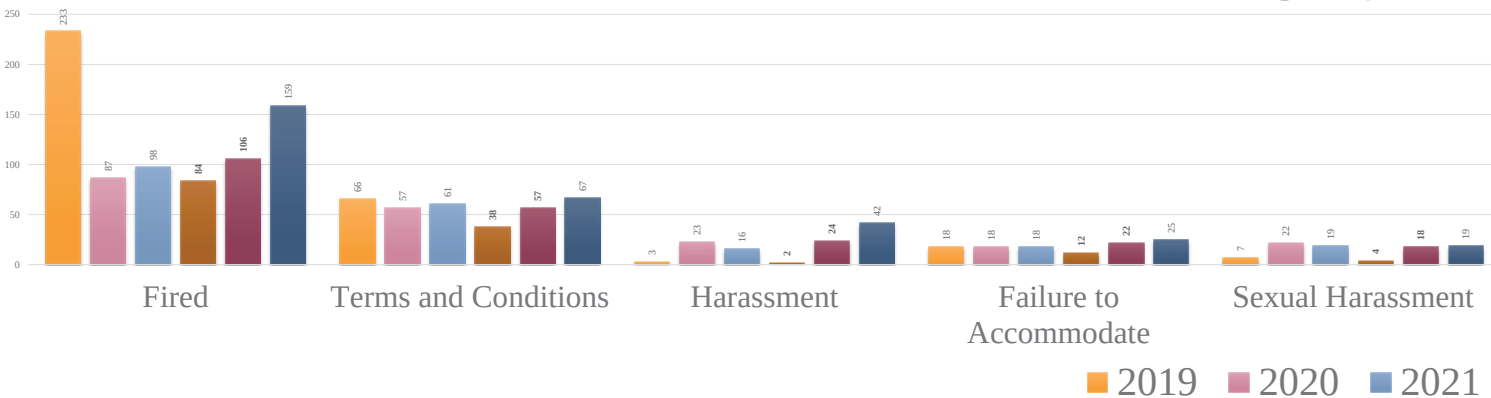
Summary of Closures

Category of Closure	2019		2020		ASCHR
	ASCHR	EEOC	ASCHR	EEOC	
Predetermination/Resolution Conference Settlements	20	0	0	1	0
Administrative	36	0	18	1	24
Not Substantial Evidence	197	6	144	15	151
Conciliation and Settlement	24	0	5	0	2
Hearing	12	0	3	3	3
Subtotal	289	6	170	20	180
TOTAL	295		190		

Filings by Basis



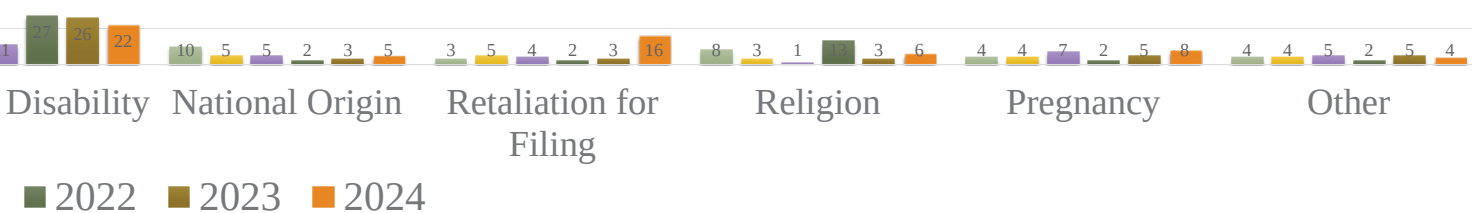
Filings by Issue



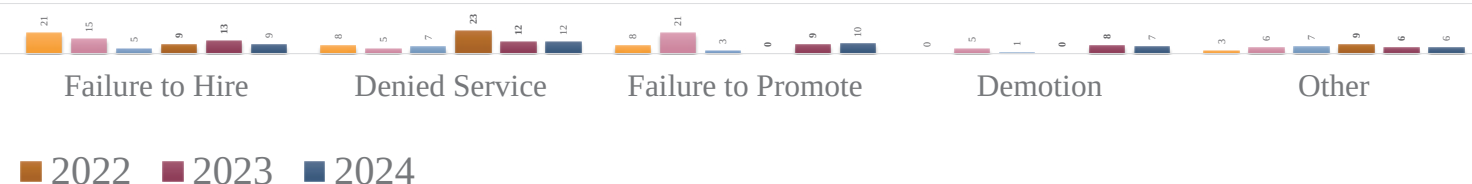
asures (2019-2024)

2021		2022		2023		2024	
IR	EEOC	ASCHR	EEOC	ASCHR	EEOC	ASCHR	EEOC
	3	1	2	38	5	35	3
	3	30	2	11	0	23	0
	28	92	12	97	14	84	14
	1	39	1	8	0	5	1
	0	0	0	0	0	1	0
	35	162	17	154	19	148	18
215		179		173		166	

is Comparison



Comparison





RESOLUTION 2024-01

Encouraging Best Practices in Prescription Labeling for the Visually Impaired

WHEREAS, the Alaska State Commission for Human Rights is the State of Alaska's civil rights enforcement agency; and,

WHEREAS, the Alaska State Commission for Human Rights enforces the Alaska Human Rights Act, AS 18.80 *et seq.*; and,

WHEREAS, 28 CFR § 36.303 requires that places of public accommodation take reasonable steps to provide auxiliary aids and services to ensure that people with disabilities are not discriminated against, and 28 CFR § 36.104(1)(ii)(B)(6) explicitly includes pharmacies as places of public accommodation; and,

WHEREAS, Food and Drug Administration Safety and Innovation Act, Pub. L. No. 112-144, § 904, 126 Stat. 993 (2012) convened a working group to establish best practices concerning prescription drug labeling for the visually impaired, the work product of which can be found in the National Council on Disability's *Best Practices for Accessible Prescription Drug Labeling*; and,

WHEREAS, the National Council on Disability determined best practices in the field to include affixing large print or braille labels to prescription bottles, providing text-to-speech functionality for warning labels, or similar incorporations of smart technologies; and,

WHEREAS, AS 18.80.230 makes it unlawful for places of public accommodation to discriminate on the basis of disability; and,

WHEREAS, visually impaired individuals may take multiple prescription medications and taking the wrong dosage of these medications due to inaccessible labeling could have a deadly impact; and,

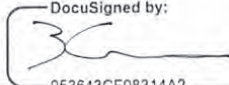
WHEREAS, national pharmacy chains such as Walmart and CVS are implementing programs such as ScripTalk and SpokenRX that allow visually impaired customers to have their prescription labels read aloud via RFID tags or QR codes.

NOW, THEREFORE, BE IT RESOLVED that the Alaska State Commission for Human Rights

calls on the Alaska Board of Pharmacy to adopt regulations encouraging Alaskan pharmacies to adopt the National Council of Disability's best practices on pharmaceutical labeling and calls upon pharmacies across the state of Alaska to voluntarily abide by these best practices to better serve their visually impaired clientele.

Copies of this resolution shall be forwarded to the Alaska Board of Pharmacy and individual pharmacies in Alaska.

ADOPTED in Anchorage, Alaska, this 18th day of March, 2024.

DocuSigned by:

953643CF08314A2
Zackary Gottshall
Chairperson
Alaska State Commission for Human Rights

I hereby certify that the foregoing Resolution
2024-01 is a true and accurate copy of the
language adopted by the Commission on
March 18, 2024.


Gina Aumuvae
Secretary
Alaska State Commission for Human Rights



RESOLUTION 2024-02

Encouraging Improvements to Visually Impaired Student Individualized Education Programs

WHEREAS, the Alaska State Commission for Human Rights is the State of Alaska’s civil rights enforcement agency; and,

WHEREAS, the Alaska State Commission for Human Rights enforces the Alaska Human Rights Act, AS 18.80 *et seq.*; and,

WHEREAS, AS 18.80.255(3) makes it unlawful for any local, state, or federal services, privileges, or advantages to be denied to an individual on the basis of a physical or mental disability; and,

WHEREAS, AS 14.30.278 requires Alaska schools to establish individualized education programs (IEPs) to suit the specific needs of disabled students in line with federal regulations, with the stated end goal of this education being gainful employment; and,

WHEREAS, 20 U.S.C. § 1414(d)(3)(B)(iii) requires that IEPs for children with visual impairments include Braille education, unless determined to be inappropriate for a child’s specific needs; and,

WHEREAS, the United States Supreme Court has held since the decision in *Board of Education v. Rowley*, 458 U.S. 176 (1982), that these IEPs provide a “free appropriate public education;” and,

WHEREAS, the Perkins School for the Blind found that while people with visual impairments face much higher rates of unemployment, upwards of 80% of visually impaired people with gainful employment are Braille literate; and,

WHEREAS, the National Federation of the Blind’s Jernigan Institute observed a nationwide decrease in Braille literacy, Braille teaching certifications, and visually impaired employment rates.

NOW, THEREFORE, BE IT RESOLVED that the Alaska State Commission for Human Rights calls on the Alaska State Board of Education and the Alaska Legislature to adopt regulations and statutes empowering Alaskan schools to increase literacy rates and employment readiness for

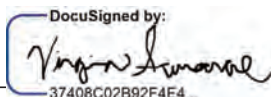
visually impaired students. The Commission suggests achieving this goal by funding Braille certification programs for educators, requiring visually impaired IEP literacy benchmarks to be on par with grade-level peers, and encouraging the integration of accessible assistive technologies into everyday education.

Copies of this resolution shall be forwarded to the Alaska Legislature and the Alaska State Board of Education.

ADOPTED in Anchorage, Alaska, this 7th day of June, 2024.


953643CF08314A2...
Zackary Gottshall
Chairperson
Alaska State Commission for Human Rights

I hereby certify that the foregoing Resolution
2024-02 is a true and accurate copy of the
language adopted by the Commission on
June 7, 2024.


37408C02B92F4E4...
Gina Aumavae
Secretary
Alaska State Commission for Human Rights



RESOLUTION 2024-03

Encouraging Health Care Facilities to Adopt the NAD Model Policy for Effective Communication in Hospitals for Deaf and Hearing-Impaired Patients

WHEREAS, the Alaska State Commission for Human Rights is the State of Alaska’s civil rights enforcement agency; and,

WHEREAS, the Alaska State Commission for Human Rights enforces the Alaska Human Rights Act, AS 18.80 *et seq.*; and,

WHEREAS, AS 18.80.230(a)(1) makes it unlawful for a place of public accommodation, “to refuse, withhold from, or deny to a person any of its services, goods, facilities, advantages, or privileges because of... physical or mental disability...;” and,

WHEREAS, the Americans with Disabilities Act specifies at 42 U.S.C. § 12182(b)(2)(A)(iv) that prohibited discrimination against individuals with disabilities includes, “failure to remove... communication barriers that are structural in nature...” in places of public accommodation; and,

WHEREAS, 45 C.F.R. § 92.102 requires health programs that receive federal funding to provide “interpreters and information in alternate formats, to individuals with impaired sensory, manual, or speaking skills, where necessary to afford such persons an equal opportunity to benefit from the service in question;” and,

WHEREAS, the Denali Deaf Community Center estimates that 25,000 Alaskans are deaf or hard of hearing; and,

WHEREAS, the type, quality, and amount of interpretation hearing-impaired patients and companions receive in health care settings can vary wildly depending on hospital policy; and,

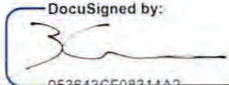
WHEREAS, the National Association of the Deaf (NAD), having concerns about the interpretive services available to hearing-impaired individuals in health care settings, drafted a comprehensive model policy that addresses what interpretive services a hospital should strive to provide, when

these services would be made available to patients or companions, and how best to manage these interpretive services.

THEREFORE, BE IT RESOLVED that the Alaska State Commission for Human Rights calls on hospitals and health care facilities in Alaska to adopt the NAD Model Policy for Effective Communication in Hospitals to ensure equal access to health care services for the hearing-impaired population of Alaska. This model policy can be found at www.nad.org/wp-content/uploads/2020/04/Model-Hospital-Policy.pdf.

Copies of this resolution shall be forwarded to the Alaska Hospital and Healthcare Association and individual hospitals and nursing homes around Alaska.

ADOPTED in Juneau, Alaska, this 7th day of June, 2024.

DocuSigned by:

953643CF08314A2
Zackary Gottshall
Chairperson
Alaska State Commission for Human Rights

I hereby certify that the foregoing Resolution
2024-03 is a true and accurate copy of the
language adopted by the Commission on
June 7th, 2024.


Gina Aumuvae
Secretary
Alaska State Commission for Human Rights



RESOLUTION 2024-04

Encouraging the Use of Body Worn Cameras by Security Officers in Hospitals and Nursing Homes

WHEREAS, the Alaska State Commission for Human Rights is the State of Alaska's civil rights enforcement agency; and,

WHEREAS, the Alaska State Commission for Human Rights enforces the Alaska Human Rights Act, AS 18.80 *et seq.*; and,

WHEREAS, AS 18.80.230(a)(1) makes it unlawful for a place of public accommodation, "to refuse, withhold from, or deny to a person any of its services, goods, facilities, advantages, or privileges because of... physical or mental disability...;" and,

WHEREAS, the National Adult Maltreatment Reporting System has consistently seen an increasing number of allegations of mistreatment of adults with disabilities; and,

WHEREAS, Body Worn Cameras can increase accountability in fields where allegations of abuse or use of force can be common such as assisted living facilities and hospitals; and,

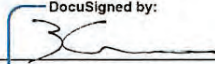
WHEREAS, the regulations enacted enforcing the Health Insurance Portability and Accountability Act (HIPAA), 45 C.F.R. § 160.101 *et seq.*, limit the use of surveillance video cameras to instances that will not threaten the protected health information of patients.

THEREFORE, BE IT RESOLVED that the Alaska State Commission for Human Rights calls on hospitals and healthcare facilities in Alaska to voluntarily adopt policies and procedures that will increase the use of body worn cameras or similar recording technology for security officials in medical settings to increase accountability for any potential abuse of adults with disabilities while also maintaining HIPAA privacy compliance requirements.

Copies of this resolution shall be forwarded to the Alaska Hospital and Healthcare Association and individual hospitals and nursing homes around Alaska.

ADOPTED in Anchorage, Alaska, this 10th day of October 2024.

DocuSigned by:

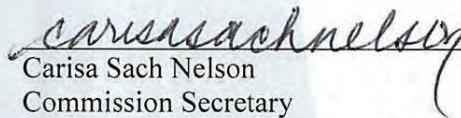


Zackary Gottshall-953643CF08314A2...

Chairperson

Alaska State Commission for Human Rights

I hereby certify that the foregoing Resolution 2024-04 is a true and accurate copy of the language adopted by the Commission on October 10, 2024.



Carisa Sach Nelson

Commission Secretary

Alaska State Commission for Human Rights



RESOLUTION 2024-05

Encouraging the Creation of an Access and Functional Needs Coordinator Position within the State Emergency Operations Center

WHEREAS, the Alaska State Commission for Human Rights is the State of Alaska's civil rights enforcement agency; and,

WHEREAS, the Alaska State Commission for Human Rights enforces the Alaska Human Rights Act, AS 18.80 *et seq.*; and,

WHEREAS, AS 18.80.225(3) makes it unlawful for the state or any of its political subdivisions, "to refuse or deny to a person any local, state, or federal funds, services, goods, facilities, advantages, or privileges because of physical or mental disability;" and,

WHEREAS, the Center for Disease Control estimates that more than 110,000 adults in Alaska live with a disability; and,

WHEREAS, the Alaska Department of Military and Veterans Affairs oversees the State Emergency Operations Center (SEOC), which is tasked with gathering, processing, and reporting emergency situation intelligence to aid state policy and decision making; supporting local communities as they direct and control disaster emergency response operations; and accounting for the state's response support costs; and,

WHEREAS, the SEOC, while considering the advice of a Disability Advisory Group, does not currently have a coordinator dedicated to ensuring that the Access and Functional Needs of Alaskans are met during an emergency response; and,

WHEREAS, in an emergency response operation it is imperative for the state to act quickly and decisively without delays from excessive consultations; and,

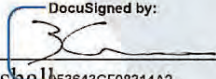
WHEREAS, New Jersey, Washington, North Carolina, Colorado, and other states have recently created dedicated Access and Function Needs coordinators within their state equivalents of the SEOC.

THEREFORE, BE IT RESOLVED that the Alaska State Commission for Human Rights calls on the Department of Military and Veteran Affairs to create and the Alaska Legislature to fund the position of Access and Functional Needs Coordinator within the State Emergency Operations Center. This coordinator would serve as a singular voice to ensure that emergency communications, transportation, and shelters are as accessible as possible to all Alaskans, regardless of ability. If the creation of this position is infeasible, the Alaska State Commission for Human Rights encourages the State Emergency Operations Center to formally entrust the proposed position's duties to an existing coordinator.

Copies of this resolution shall be forwarded to the Department of Military and Veteran Affairs, Alaska Legislature, and the Governor.

ADOPTED in Anchorage, Alaska, this 10th day of October 2024.

DocuSigned by:


Zackary Gottshall
Chairperson
Alaska State Commission for Human Rights

I hereby certify that the foregoing Resolution 2024-05 is a true and accurate copy of the language adopted by the Commission on October 10, 2024.


Carisa Nelson
Commission Secretary
Alaska State Commission for Human Rights



Special Projects Attorney Alex Roider staffing the ASCHR outreach booth at the Kenai Peninsula State Fair.



Smokey the Bear visiting ASCHR at the Alaska State Fair.



AERC Commissioner Mary Moreno-Soots, ASCHR Commissioner William Craig, and ASCHR Executive Director Rob Corbisier hand out shirts in Juneau during Celebration.



Celebration attendees excited about their shirts.



A Celebration attendee in Juneau finding a use for her tote bag.



UAA's Seawolf stops by ASCHR's booth at the Alaska State Fair.

2024 Outreach

- Anchorage Equal Rights Commission youth ambassador program meeting, January 5, 2024
- Project Homeless Connect Soldotna, January 30, 2024
- Small Business Development Center collaboration meeting, February 8, 2024
- UAA nursing school class presentation on service animals in healthcare settings, February 14, 2024
- North Star Elementary School Elizabeth Peratrovich Day presentation, February 16, 2024
- Don Young Alaska Job Corps Center presentation, February 22, 2024
- University of Alaska Southeast Spring Career Fair, February 27, 2024
- Anchorage Museum and AERC collaboration meeting, March 5, 2024
- Stone Soup Group Parent Conference, March 21–March 22, 2024
- Ted Stevens Anchorage International Airport Job Fair, March 23, 2024
- Mat-Su Employer Expo, March 27, 2024
- Small Business Development Center Lunch & Learn- Service Animals presentation, April 18, 2024
- Governor's Council on Disability and Special Education collaboration meeting, April 23, 2024
- Clark Middle School presentation, April 24, 2024
- PeaceHealth Inc. Asian-American/Pacific Islander/Native Hawaiian Heritage Month presentation, May 22, 2024
- Small Business Development Center Lunch & Learn- Pregnancy Discrimination presentation, May 23, 2024
- Pacific Island Cultural Flag Day, May 25, 2024
- Governor's Council on Disabilities and Special Education presentation, May 31, 2024
- Anchorage Chief Equity Officer collaboration meeting, June 4, 2024
- Sealaska Heritage Institute—Celebration, June 5–June 8, 2024
- Juneteenth Anchorage Citywide Celebration, June 15–June 16, 2024
- Small Business Development Center Lunch & Learn- Appearance Policies presentation, June 20, 2024
- FBI civil rights outreach collaboration meeting, June 21, 2024
- Soldotna Pride in the Park, June 22, 2024
- Southeast Alaska SHRM Chapter presentation, June 26, 2024
- Anchorage Pride, June 29, 2024
- Identity Pride Resource & Health Festival, June 30, 2024
- Brilliant Media marketing campaign results to June 30, 2024:
- ASCHR opinion article published by the Anchorage Daily News, the Frontiersman, and News-Miner in June 2024
 - 5,696,348 programmatic digital ad impressions resulting in 11,701 digital ad clicks
 - 46, 029 Google search ad impressions resulting in 4,938 clicks
 - 57,482 YouTube ad impressions resulting in 448 clicks
- Identity Inc., collaboration meeting, July 18, 2024
- Underground Pride, July 20, 2024
- Fairbanks Golden Days Street Fair, July 20, 2024
- Anchorage Disability Pride Celebration, July 27, 2024
- We Are Anchorage Multicultural Festival, July 27, 2024
- Pacific Community of Alaska Second Annual Health & Resource Fair, August 3, 2024
- Kenai Peninsula State Fair, August 9–August 11, 2024
- Embracing Disabilities Expo at the Alaska State Fair, August 19, 2024
- Alaska State Fair, August 23–August 24, 2024
- Alaska Commission on Aging collaboration meeting, September 3, 2024
- University of Alaska Center for Human Development, Project ECHO, presentation, September 4, 2024
- Chugiak Health Fair, September 14, 2024
- Stone Soup Group collaboration meeting, September 17, 2024
- Anchorage Police Department – academy training, September 26, 2024
- Anchorage Bartlett Club presentation, September 26, 2024
- Palmer Health Fair, September 28, 2024
- Accessibility Awareness Day at the Anchorage Zoo, September 29, 2024
- University of Alaska Career Services collaboration meeting, October 8, 2024
- 2nd Annual Alaska Civil Rights Conference, presentations and booth, October 11–October 12, 2024
- First Alaskans Institute 41st Annual Statewide Elders & Youth Conference, presentation and booth, October 13–October 16, 2024
- University of Alaska Anchorage Fall Career Fair, October 22, 2024
- Commemorating African American Engineers Constructing the Alaska Highway Day Gala, speaking engagement, October 25, 2024
- Alaska State HR Conference 2024, presentation and booth, October 28–October 29, 2024
- Anchorage Senior Activity Center Health & Wellness Fair, October 30, 2024
- Anchorage School District curriculum collaboration meeting, October 31, 2024
- 2024 Employment First Conference, November 6, 2024
- Paws for Purple Hearts Open House, November 8, 2024
- Anchorage Chief Equity Officer collaboration meeting, November 12, 2024
- Cook Inlet Tribal Council Resource Fair, November 22, 2024
- Alaska Bar Association, Employment Law Section presentation, December 4, 2024
- Queerly Holiday Bazaar, December 7, 2024
- Alaska Center for the Blind and Visually Impaired presentation, December 11, 2024
- Brain Injury Council of Alaska collaboration meeting, December 13, 2024
- Anchorage Community Police Relation Task Force Presentation, December 13, 2024



MISSION

To eliminate and prevent discrimination for all Alaskans

VISION

An Alaska free of discrimination

GUIDING PRINCIPLES

- Integrity in all we do
- An organization built on mutual respect
- Data-driven and accountable
- Promoters of equality for all Alaskans
- Meaningful application of resources
- Continuous improvement
- Respectful representation of the constituents we serve
- Enforcement as a tool, not a goal
- Integrate education into all aspects of our work

PURPOSE STATEMENT

"Discrimination not only threatens the rights and privileges of the inhabitants of the state, but also menaces the institutions of the state and threatens peace, order, health, safety, and general welfare of the state and its inhabitants. Therefore, it is the policy of the state and the purpose of this chapter to eliminate and prevent discrimination. It is also the policy of the state to encourage and enable physically and mentally disabled persons to participate fully in the social and economic life of the state and to engage in remunerative employment."

AS 18.80

ELIZABETH SPOKE HER TRUTH



SPEAK YOURS



**Report
discrimination to
the Alaska State
Commission for
Human Rights**



ALASKA STATE COMMISSION
FOR HUMAN RIGHTS

(800) 478-4692

humanrights.alaska.gov

hrc@alaska.gov

*"If my children don't
have it better than I did,
then I have lived in
vain."*

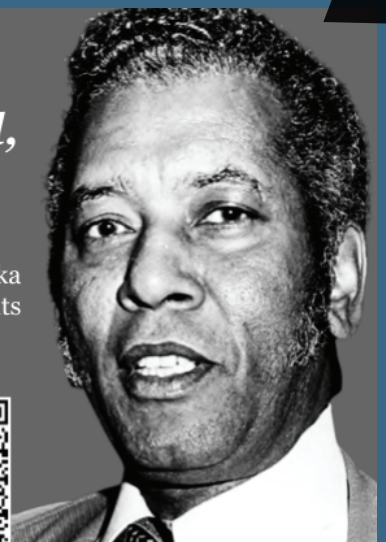
~Willard Bowman, Founding Director, Alaska
State Commission for Human Rights

Fight Discrimination.

File a Complaint:

(907) 274-4692

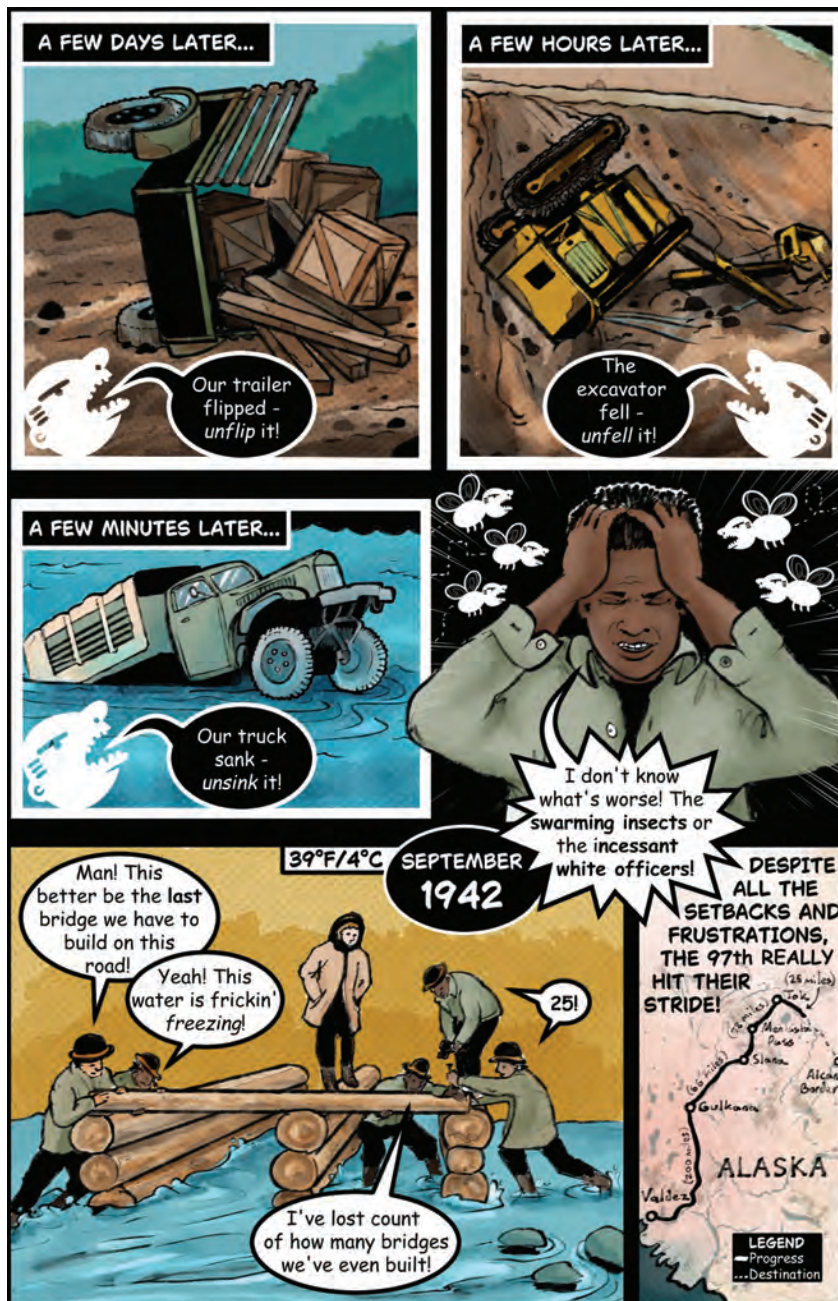
humanrights.alaska.gov



Alaska State Commission for Human Rights

Sample images from ASCHR's civil rights heroes trading card series, and the forthcoming graphic novel





about the Paul family below.

TILLIE (1862 - 1952)

Tillie was a woman of intelligence, determination, and assertiveness. She is recognized as one of the most influential Native women in Alaska. She worked to preserve Tlingit traditions in the face of hypocrisy and resisted attempts to repress Tlingit culture and deny Alaska Native civil rights, including voting.

In 1905, Tillie founded the New Covenant Legion, which later inspired the Alaska Native Brotherhood (ANB). In 1920, she organized the formation of the Alaska Native Sisterhood (ANS), these advocacy organizations - to this day - continue to fight for Alaska Natives Rights. Tillie's achievements are too numerous to list here!

William L. Paul Sr., "Shk'windi,"
Tlingit, Teeyhitta Clan
(based on portrait published in "Tlingit & Haida Hall of Fame," 2024).

WILLIAM (1885 - 1977)

Like his mother, brothers, and sons Fred and William Jr., William's accomplishments were many. He is considered the father of Alaska Native land claims due to his pivotal Central Council victory in 1959 that paved the way to the Alaska Native Claims Settlement Act (ANCSA) in 1971.

Paul's powers of persuasion and his aggressive style led to many political wins, if not popularity contests. He never gave up, and was never afraid to defend what he believed in or fight for what was right for Alaska Natives.

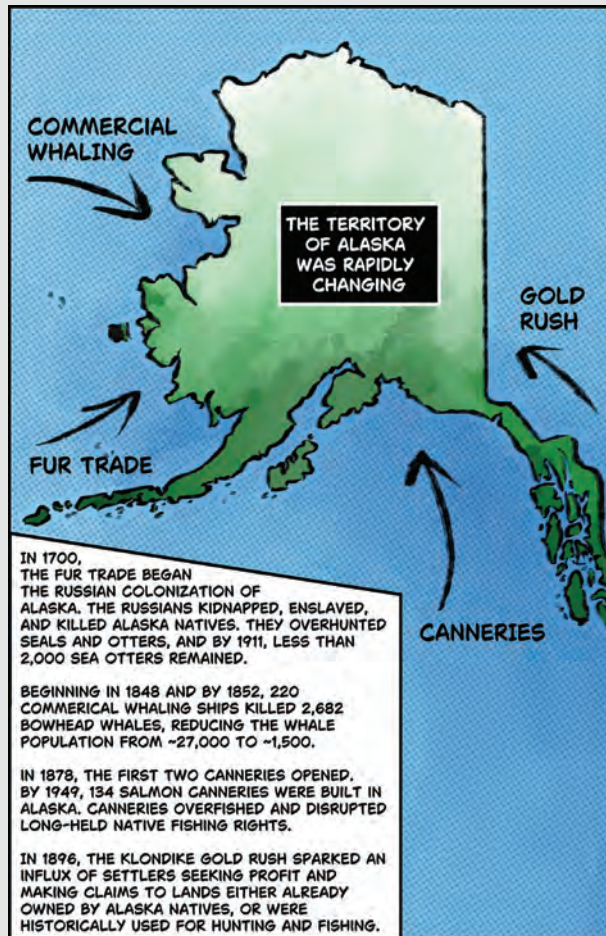


ANDREW AND JEAN WANAMAKER ADOPTED ELIZABETH THROUGH THE SALVATION ARMY. THEY TOOK THEIR NEW DAUGHTER TO THEIR HOMETOWN OF SHEETK'A (SITKA), ALASKA.

GROWING UP, ELIZABETH LOVED HER TLINGIT LIFE. SHE PICKED BLUEBERRIES, SALMONBERRIES, AND CRANBERRIES, DUG CLAMS AND FISHED FOR SALMON, HALIBUT AND EULACHON (GANDLEFISH). HER FATHER TOOK HER HIKING AND TAUGHT HER HOW TO HUNT.

SHE DANCED TLINGIT DANCES, AND HER MOTHER - A RENOWNED WEAVER - TAUGHT ELIZABETH HOW TO DIG, DRY AND WEAVE SPRUCE ROOTS INTO BEAUTIFUL BASKETS.

EVERYTHING SEEMED PERFECT.
BUT THE REALITY WAS IMPERFECT AND CRUEL,
AS ELIZABETH LATER LEARNED.



THEIR MOTHER HOPED FOR HER DAUGHTERS TO LIVE VIBRANT TLINGIT LIVES IN KAACHXANA, AAK'W (WRANGELL), AND FOR A WHILE, MARGARET (TSOONKLA) AND MATILDA (KAHTAHAK, AKA "TILLIE") DID!

UNFORTUNATELY, TILLIE WAS AGAIN WHISKED AWAY FOR AN ARRANGED MARRIAGE - AT AGE 12! TILLIE REFUSED THE MARRIAGE AND ESCAPED BY BOAT TO RETURN TO WRANGELL TO ATTEND THE PRESBYTERIAN SCHOOL.

TILLIE EVENTUALLY GREW UP AND CHOSE A MAN SHE WANTED TO MARRY - LOUIS FRANCIS PAUL SR. - AND THE TWO OF THEM LED HAPPY LIVES AS TEACHERS AND MISSIONARIES.

BUT TRAGEDY SOON STRUCK AGAIN...

IN 1886, 4 YEARS AFTER THEIR MARRIAGE, LOUIS DROWNED.

HE WAS SCOUTING VIA CANOE FOR A NEW VILLAGE AND SCHOOL SITE FOR THE PEOPLE OF TONGASS AND FOX.

WIDOWED WITH 3 SONS, TILLIE MOVED TO SHEET K'A (SITKA)...YET FROM THIS TRAGEDY, EVENTUALLY CAME TRIUMPH.

CHAPTER 3: THE 97th REGIMENT

THIS IS A STORY HISTORY BOOKS ONCE OMITTED - ONE OF SEGREGATION AND TRIUMPH - STARRING INDIVIDUALS WHO HISTORY, FOR A LONG TIME, SIMPLY IGNORED.

ARMED FORCES SEGREGATION AND RACISM WAS RAMPANT DURING WWII. FOR THE AFRICAN AMERICAN TROOPS WHO BUILT THE PIONEER ROAD (AKA ALCAN HIGHWAY OR MODERN-DAY ALASKA HIGHWAY), THIS DISCRIMINATION WAS AMPLIFIED BY ISOLATION AND EXTREME ENVIRONMENTAL CONDITIONS.

HISTORY NOW RECOGNIZES THESE UNSUNG HEROES...

THE MEN WHO BUILT ALASKA'S PIONEER ROAD.





HUMAN RIGHTS COMMISSIONERS

William P. Craig, Sitka
Rebecca N. Carrillo, Juneau
Zackary Gottshall, Anchorage
Dorene Lorenz, Juneau
Mae Marsh, Fairbanks
Jessie Ruffridge, Soldotna
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HUMAN RIGHTS COMMISSION

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