

**From:** David Dickson

**Sent:** May 18, 2021 9:54 PM

**To:** AHRC Registrar <AHRC.Registrar@gov.ab.ca>

**Cc:** Shana Swanson <Shana.Swanson@gov.ab.ca>; Janice Harrington <Janice.Harrington@albertahealthadvocates.ca>; Dane.Lloyd@parl.gc.ca; DraytonValley.Devon@assembly.ab.ca; Mark.Smith@assembly.ab.ca; Glen.Motz@parl.gc.ca; Drew Barnes <Drew.Barnes@assembly.ab.ca>

**Subject:** RE: Complaint : S2020/12/0301

**Importance:** High

**Sensitivity:** Confidential

Thank you for your response, Jacquelyn.

I have to ask, when there has been no new information on the file since February 17<sup>th</sup>, 2021, why do you now have enough information when you didn't for the last three months?

Costcos across the US have dropped the mask mandates. Costcos across Alberta do not conform to the AHS rules (cleaning, face shield is not allowed but they offer them as they sell them, lack of social distancing etc. – see attached.) Costco continues to abuse the rights of the disabled like myself. Due to the delays in this complaint, I have paid another year's membership and received no benefits. Had I just cancelled before the renewal, I would have at least had my full annual membership returned and maybe not renewed. However, this is not what I want. I want to go back and shop at Costco where my family and I have for decades. I want disabled people in Alberta to stop being discriminated against by these stores.

Yesterday, due to the deliberate misleading announcement by Dr. Hinshaw, I was stopped at a local store who has never stopped me in a year. I was refused entry unless I produced my medical exemption letter to a stock boy at the door. A manager came over and we discussed how they knew me, knew my condition and how I had shopped there since this started - without a single issue.

Their response was that now I had to carry my exemption letter with me and produce it on demand. I explained this was not what the law (or Order stated). Eventually I was told that I could shop and pick up a few things. However, I was further informed that some of the cashiers probably would not serve me now even with my exemption so I might have to wait a while. These are the cashiers behind plexiglass, wearing masks and face shields. This is something that also happened to my wife last week after the announcement.

I am receiving story after story of disabled people being abused like this. Doctors are refusing to provide medical exemption letters despite the College (CPSA) stating now that doctors are required to provide exemption letters (after previously telling them they couldn't). Dr. Hinshaw made the letter carrying immediate so the impact was immediate. Some people can't get appointments with doctors and are left floundering.

And the reality is that even with my letter, there is NO obligation for any disabled person to show it to an unqualified stock boy in a private business. The new Order by Dr. Hinshaw is very clear on this. When did PIPA and the HIA become a thing of the past?

Should these stores now demand a letter from a doctor to prove someone should be in a wheelchair? How about producing your papers if blind and carrying a stick? I think you would take a very dim view of this.

All of the above as I see post after post of Costco packed with shoppers and breaking every rule to make money while AHS and the AHRC turns a blind eye. All while I and so many like me sit at home waiting for the Alberta Human Rights to do its job and protect the most vulnerable.

I hope the change in position regarding the need to talk with a conciliator (as promised in February this year) will not turn out to be a travesty for the disabled and a failure for justice.

Yours,

David

**David T. Dickson**  
**C.E.O. DKS DATA** ([www.dksdata.com](http://www.dksdata.com))  
**Consulting C.I.O.**  
Management/Legal Consultant  
Privacy and Cybersecurity Expert.  
**Email:** [david.dickson@dksdata.com](mailto:david.dickson@dksdata.com)



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**From:** AHRC Registrar <[AHRC.Registrar@gov.ab.ca](mailto:AHRC.Registrar@gov.ab.ca)>  
**Sent:** May 14, 2021 12:50 PM  
**To:** David Dickson <[david.dickson@dksdata.com](mailto:david.dickson@dksdata.com)>  
**Subject:** Complaint : S2020/12/0301  
**Sensitivity:** Confidential

Hello,

I apologize for the delay in responding to your email inquiries relating to the status of your complaint against Costco Warehouse Canada.

Although the officer reviewing the complaint determined that your complaint should go to conciliation, I believe there is sufficient information on file at this time to make a recommendation. This will also have the complaint dealt with more expeditiously than awaiting the assignment of a conciliator.

We anticipate having a recommendation out to you and the Respondent shortly.

Thank you, in advance, for emailing me on this matter.

Kind regards,  
Jacquelyn

**Jacquelyn Humphries**

Acting Regional Director

[Alberta Human Rights Commission](#)  
#200, John J. Bowlen Building  
620 - 7 Avenue SW  
Calgary, Alberta T2P 0Y8  
T: (403)-297-6571

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Classification: Protected A

**From:** David Dickson <[david.dickson@dksdata.com](mailto:david.dickson@dksdata.com)>

**Sent:** May 13, 2021 5:37 PM

**To:** AHRC Registrar <[AHRC.Registrar@gov.ab.ca](mailto:AHRC.Registrar@gov.ab.ca)>; Shana Swanson <[Shana.Swanson@gov.ab.ca](mailto:Shana.Swanson@gov.ab.ca)>; Janice Harrington <[Janice.Harrington@albertahealthadvocates.ca](mailto:Janice.Harrington@albertahealthadvocates.ca)>; [Dane.Lloyd@parl.gc.ca](mailto:Dane.Lloyd@parl.gc.ca); [DraytonValley.Devon@assembly.ab.ca](mailto:DraytonValley.Devon@assembly.ab.ca); [Mark.Smith@assembly.ab.ca](mailto:Mark.Smith@assembly.ab.ca); [Glen.Motz@parl.gc.ca](mailto:Glen.Motz@parl.gc.ca); Drew Barnes <[Drew.Barnes@assembly.ab.ca](mailto:Drew.Barnes@assembly.ab.ca)>

**Subject:** RE: Complaint : S2020/12/0301

**Importance:** High

**Sensitivity:** Confidential

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I am still waiting for a response at a time when multiple COSCTO locations in Alberta have outbreaks and are still fully open. Their operating cleaning principles go against AHS standards and yet despite these things, they are still open. Care Homes or small business would be closed immediately for such breaches or much less outbreak situations.

Why is that? Is this related to the deliberate and wilful delays in my complaint? Is the GoA and its subsidiary offices working with Costco and other big box establishments to deliberately or negligently discriminate against the disabled and small businesses alike?

<https://www.alberta.ca/covid-19-alberta-data.aspx#p25721s5>

Costco, Grande Prairie

Costco, Sherwood Park

**Costco (Winterburn Road), Edmonton**

Costco Heritage Gate, Calgary

**To ALL included. Please respond by the end of Friday May 14<sup>th</sup>, 2021**

**David**

**David T. Dickson**

**C.E.O. DKS DATA ([www.dksdata.com](http://www.dksdata.com))**

**Consulting C.I.O.**

*Management/Legal Consultant*

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**Email:** [david.dickson@dksdata.com](mailto:david.dickson@dksdata.com)



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**From:** David Dickson

**Sent:** May 10, 2021 5:45 PM

**To:** AHRC Registrar <[AHRC.Registrar@gov.ab.ca](mailto:AHRC.Registrar@gov.ab.ca)>; Shana Swanson <[Shana.Swanson@gov.ab.ca](mailto:Shana.Swanson@gov.ab.ca)>

**Cc:** Janice Harrington <[Janice.Harrington@albertahealthadvocates.ca](mailto:Janice.Harrington@albertahealthadvocates.ca)>; [Dane.Lloyd@parl.gc.ca](mailto:Dane.Lloyd@parl.gc.ca); [DraytonValley.Devon@assembly.ab.ca](mailto:DraytonValley.Devon@assembly.ab.ca); [Mark.Smith@assembly.ab.ca](mailto:Mark.Smith@assembly.ab.ca); [Glen.Motz@parl.gc.ca](mailto:Glen.Motz@parl.gc.ca); Drew Barnes <[Drew.Barnes@assembly.ab.ca](mailto:Drew.Barnes@assembly.ab.ca)>

**Subject:** RE: Complaint : S2020/12/0301

**Importance:** High

**Sensitivity:** Confidential

Please see below (and the original file). For the additional people on this list who know me and are supposed to also represent the people of Alberta, please note this is confidential information.

Another two and a half weeks have gone by with no contact and approaching seven months in a process that is supposed to take 60 days. I know other complaints have been dealt with before mine. Are you hoping I will be dead before handling this complaint?

**David**

**David T. Dickson**

**C.E.O. DKS DATA** ([www.dksdata.com](http://www.dksdata.com))

**Consulting C.I.O.**

*Management/Legal Consultant*

*Privacy and Cybersecurity Expert.*

**Cell:** 780-951 9686

**Fax:** 780-987 3907

**Email:** [david.dickson@dksdata.com](mailto:david.dickson@dksdata.com)



***Some rules to live by:***

*Always do the best you can by your family.*

*Go to work every day.*

*Always speak your mind.*

*Never hurt anyone that doesn't deserve it.*

*And never take anything from the bad guys.*

*(Mel Gibson: Edge of Darkness 2010)*

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**From:** AHRC Registrar <[AHRC.Registrar@gov.ab.ca](mailto:AHRC.Registrar@gov.ab.ca)>

**Sent:** April 22, 2021 9:38 AM

**To:** David Dickson <[david.dickson@dksdata.com](mailto:david.dickson@dksdata.com)>

**Subject:** RE: Complaint : S2020/12/0301

**Sensitivity:** Confidential

Hi David,

We have forwarded your email to the Regional Director. She will be in touch with you at her earliest convenience.

Alberta Human Rights Commission

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Classification: Protected A

**From:** David Dickson <[david.dickson@dksdata.com](mailto:david.dickson@dksdata.com)>

**Sent:** April 22, 2021 9:25 AM

**To:** Shana Swanson <[Shana.Swanson@gov.ab.ca](mailto:Shana.Swanson@gov.ab.ca)>; AHRC Registrar <[AHRC.Registrar@gov.ab.ca](mailto:AHRC.Registrar@gov.ab.ca)>

**Subject:** RE: Complaint : S2020/12/0301

**Importance:** High

**Sensitivity:** Confidential

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Good morning,

This complaint was filed on November 17<sup>th</sup>, 2020 and accepted December 8<sup>th</sup>, 2020. Costco was provided additional time to respond (despite having a large legal team and having assumed to have fully reviewed their original decision to prevent disabled people access starting November 16<sup>th</sup>, 2020). Costco responded with a primarily ad hominem attack on February 8<sup>th</sup>, 2021, which was provided to me on February 11<sup>th</sup>, 2021 along with a notification that a conciliation officer would be assigned soon and would be in touch. I responded to that and the letter from your office for more information on February 17<sup>th</sup>, 2021.

It is now April 22<sup>nd</sup>, 2021 and coming up to a full 6 months since the complaint was filed. These delays are having a detrimental impact to my overall health and don't appear to be inline with the AHRC process. Just when does the timeline here start? *"The Commission also imposes a 60-day period, which is a reasonable amount of time to exchange information and meet amongst the parties to discuss resolving the complaint"*.

Looking forward to a timely response.

Thank you.

**David**

**David T. Dickson**

**C.E.O. DKS DATA** ([www.dksdata.com](http://www.dksdata.com))

**Consulting C.I.O.**

*Management/Legal Consultant*

*Privacy and Cybersecurity Expert.*

**Email:** [david.dickson@dksdata.com](mailto:david.dickson@dksdata.com)



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**From:** Shana Swanson <[Shana.Swanson@gov.ab.ca](mailto:Shana.Swanson@gov.ab.ca)>

**Sent:** March 19, 2021 9:09 AM

**To:** David Dickson <[david.dickson@dksdata.com](mailto:david.dickson@dksdata.com)>

**Subject:** RE: Complaint : S2020/12/0301

**Sensitivity:** Confidential

Good Morning David,

Your complaint is still in the conciliation queue waiting to be assigned to an officer. Please be patient. We are working as hard as we can to get to your complaint.

Best,

**Shana Swanson**

Administrative Assistant, Alberta Human Rights Commission  
#200, 620 – 7<sup>th</sup> Avenue S.W. Calgary, AB., T2P 0Y8  
P: 825-210-2090 | F: 403.297.6567

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Classification: Protected A

**From:** David Dickson <[david.dickson@dksdata.com](mailto:david.dickson@dksdata.com)>

**Sent:** Thursday, March 18, 2021 3:04 PM

**To:** Shana Swanson <[Shana.Swanson@gov.ab.ca](mailto:Shana.Swanson@gov.ab.ca)>; AHRC Registrar <[AHRC.Registrar@gov.ab.ca](mailto:AHRC.Registrar@gov.ab.ca)>

**Subject:** RE: Complaint : S2020/12/0301

**Importance:** High

**Sensitivity:** Confidential

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Afternoon,

Can I get an update on this file please. On February 10<sup>th</sup> I was informed “No further information from us will be provided until this complaint is assigned to an Officer. The Officer will write to you when the matter is assigned.”. I did respond with the clarifying information requested and am yet to receive an update. I can confirm that Costco has not made “a with prejudice settlement offer to the Complainant” as per that letter I received from your office.

Many thanks,

**David**

**David T. Dickson**

**C.E.O. DKS DATA** ([www.dksdata.com](http://www.dksdata.com))

**Consulting C.I.O.**

*Management/Legal Consultant*

*Privacy and Cybersecurity Expert.*

**Email:** [david.dickson@dksdata.com](mailto:david.dickson@dksdata.com)



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**From:** Shana Swanson <[Shana.Swanson@gov.ab.ca](mailto:Shana.Swanson@gov.ab.ca)>

**Sent:** February 17, 2021 2:56 PM

**To:** David Dickson <[david.dickson@dksdata.com](mailto:david.dickson@dksdata.com)>

**Subject:** RE: Complaint : S2020/12/0301

**Sensitivity:** Confidential

Thank you – it is on your file.

Best,

Shana

Classification: Protected A

**From:** David Dickson <[david.dickson@dksdata.com](mailto:david.dickson@dksdata.com)>

**Sent:** Wednesday, February 17, 2021 1:59 PM

**To:** Shana Swanson <[Shana.Swanson@gov.ab.ca](mailto:Shana.Swanson@gov.ab.ca)>; AHRC Registrar <[AHRC.Registrar@gov.ab.ca](mailto:AHRC.Registrar@gov.ab.ca)>

**Subject:** RE: Complaint : S2020/12/0301

**Sensitivity:** Confidential

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Resend with protection removed.

Thanks,

David

**David T. Dickson**

**C.E.O. DKS DATA** ([www.dksdata.com](http://www.dksdata.com))

**Consulting C.I.O.**

*Management/Legal Consultant*

*Privacy and Cybersecurity Expert.*

**Email:** [david.dickson@dksdata.com](mailto:david.dickson@dksdata.com)



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**From:** David Dickson

**Sent:** February 16, 2021 8:14 PM

**To:** 'Shana Swanson' <[Shana.Swanson@gov.ab.ca](mailto:Shana.Swanson@gov.ab.ca)>; 'ahrc.registrar@gov.ab.ca.' <[ahrc.registrar@gov.ab.ca](mailto:ahrc.registrar@gov.ab.ca)>

**Subject:** RE: Complaint : S2020/12/0301

**Sensitivity:** Confidential

As requested, please find the attached information.

Thanks,

David

**David T. Dickson**

**C.E.O. DKS DATA** ([www.dksdata.com](http://www.dksdata.com))

**Consulting C.I.O.**

Management/Legal Consultant  
Privacy and Cybersecurity Expert.  
Email: [david.dickson@dksdata.com](mailto:david.dickson@dksdata.com)



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**From:** Shana Swanson <[Shana.Swanson@gov.ab.ca](mailto:Shana.Swanson@gov.ab.ca)>  
**Sent:** February 11, 2021 2:06 PM  
**To:** David Dickson <[david.dickson@dksdata.com](mailto:david.dickson@dksdata.com)>  
**Subject:** Complaint : S2020/12/0301

Good Day,

I have attached correspondence from the Alberta Human Rights Commission in regards to the complaint David Dickson v. Costco Wholesale Canada Ltd.

Best,

**Shana Swanson**

Administrative Assistant, Alberta Human Rights Commission  
#200, 620 – 7<sup>th</sup> Avenue S.W. Calgary, AB., T2P 0Y8  
P: 825-210-2090 | F: 403.297.6567

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