



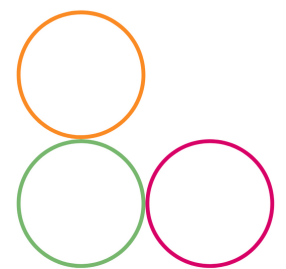
# A Brief Guide to the Ontario Human Rights Code

for provincially regulated  
employers & service providers

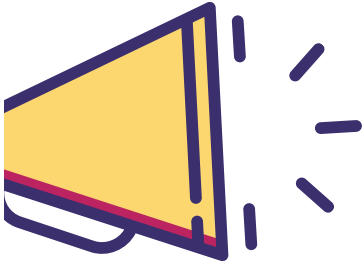
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Canadian-focused content



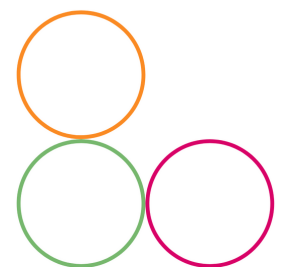
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## Disclaimer

None of the information contained in this e-book is professional advice. By reading the e-book you agree that you will not rely upon its contents as professional advice. If you have questions about the Ontario Human Rights Code, please contact [connect@munimconsulting.com](mailto:connect@munimconsulting.com).

Thank you & happy reading!

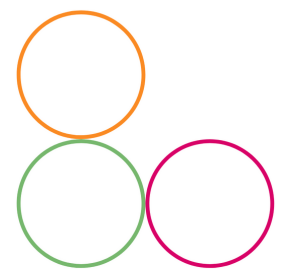


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# Topics

This short e-book briefly examines six key areas related to the Ontario Human Rights Code:

- 1) Who the Code applies to
- 2) Discrimination
- 3) Harassment
- 4) Accommodation
- 5) What happens when the Code is violated
- 6) Best practices for compliance with the Code



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# Who does the Ontario Human Rights Code apply to?

If you are a **provincially regulated** employer, service provider, goods provider, facilities provider, or landlord, then the Ontario Human Rights Code applies to you.

This means that you have a **legal obligation** to ensure a **discrimination and harassment-free environment** for your employees, and/or those who receive services, goods, facilities, or rental housing from you.

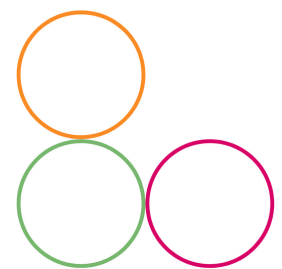


# Which organizations are provincially regulated?



Canada's Constitution determines which employers and service/goods providers are provincially regulated, and which ones are federally regulated. Provincial human rights codes, such as the Ontario Human Rights Code, apply to provincially regulated organizations. Federal legislation, the Canadian Human Rights Act, applies to federally regulated organizations.

Generally, most organizations are provincially regulated, but the Constitution places certain organizations under federal jurisdiction, such as banks, airlines, nuclear facilities, and postal services, among others.



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# What is a discrimination and harassment-free environment?

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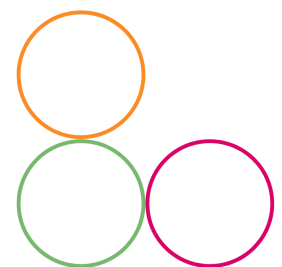
It's one where employees and/or those who receive services, goods, facilities, or housing from you are not treated differently or harassed based on their:

race  
ancestry  
place of origin  
colour  
ethnic origin  
citizenship  
creed  
sex  
sexual orientation  
gender identity  
gender expression  
age  
marital status  
family status or  
disability



these are known as "protected characteristics" or "prohibited grounds"

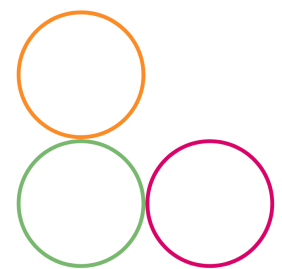
\*record of offences is also a prohibited ground in employment



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Additionally, you have an obligation to provide accommodation to people based on their protected characteristics.

**Accommodation is always a two-way process: both parties must work together to find reasonable accommodation for the person who needs it. Additionally, people must be accommodated up to the point of “undue hardship.” Because each person must be accommodated based on their unique circumstances, there is no concrete definition of “undue hardship,” but it involves considering factors such as health, safety, and cost.**



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# What happens when there is a violation of the Ontario Human Rights Code?

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Decision-makers at the Ontario Human Rights Tribunal may hear complaints alleging violations of the Ontario Human Rights Code. The Tribunal is similar to a Court, but with specific powers to only hear human rights complaints.

However, not every complaint is heard by the Ontario Human Rights Tribunal. For instance, a complaint may be settled through mediation, or dealt with through another, fair complaints process available to the parties.

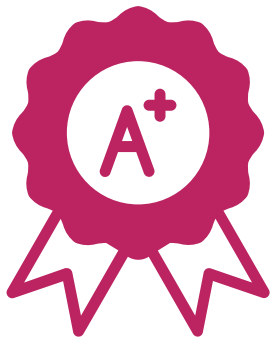




# What are some best practices to ensure compliance with the Ontario Human Rights Code?

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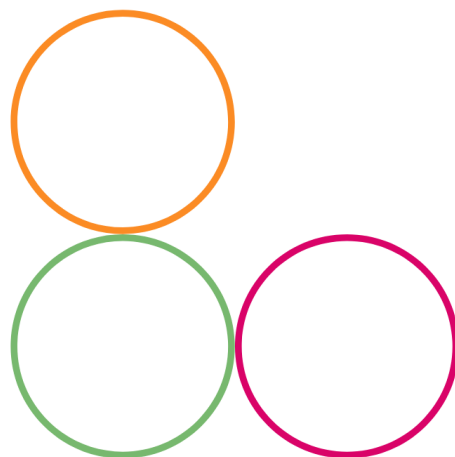
- Maintaining awareness about the Code
- Training employees about the Code
- Encouraging respectful practices to treat people with dignity no matter how they identify
- Upon receiving a complaint related to discrimination or harassment, ensuring that it's addressed effectively and the claimant is no longer subject to discrimination or harassment





For comprehensive training on the  
Ontario Human Rights Code,  
let's connect!  
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