



**City of Hamilton**  
**ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES**  
**COMMITTEE**

**Meeting #:** 19-005  
**Date:** June 11, 2019  
**Time:** 4:00 p.m.  
**Location:** Room 192 and 193, City Hall  
71 Main Street West

Alicia Davenport, Legislative Coordinator (905) 546-2424 ext. 2729

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**9. STAFF PRESENTATIONS**

9.1 Orientation for the Advisory Committee for Persons with Disabilities (no copy)

\*9.1.a Added Presentation

**10. DISCUSSION ITEMS**

\*10.4 Notice of Ministry Training Webinar for Municipal Accessibility Advisory Committees



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**Creating and Maintaining a Respectful & Supportive Workplace**

Volunteer Advisory Committee Orientation

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# Human Rights and Diversity

- Jodi Koch, Director, Talent & Diversity
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- Jessica Bowen, Supervisor, Diversity and Inclusion
  - Email: [Jessica.Bowen@hamilton.ca](mailto:Jessica.Bowen@hamilton.ca) Ext. 5164
- Betsy Pocop, Human Rights Specialist,
  - Email: [Betsy.Pocop@hamilton.ca](mailto:Betsy.Pocop@hamilton.ca) Ext. 6419
- Cole Gately, Diversity and Inclusion Facilitator
  - Email: [Cole.Gately@Hamilton.ca](mailto:Cole.Gately@Hamilton.ca) Ext. 6314

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# Learning Outcomes

By the end of this session, you will:

- Know the City's expectations of acceptable, respectful behaviour in the workplace
- Understand that there are policies and procedures in place to address harassment & discrimination issues
- Review the AODA Customer Service Standard

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## Corporate Policies

- Harassment & Discrimination Prevention Policy (includes Sexual Harassment)
- Personal Harassment Prevention Policy
- Harassment & Discrimination Resolution Procedures

# The Ontario Human Rights Code Protects Against 17 Grounds of Discrimination

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<p><b>Race</b></p> <ul style="list-style-type: none"> <li>• Race is the one construct that we are all assigned</li> </ul>	<p><b>Creed</b></p> <ul style="list-style-type: none"> <li>• Includes religion</li> </ul>	<p><b>Receipt of Public Assistance</b></p> <ul style="list-style-type: none"> <li>• Govt. financial assistance</li> </ul>	<p><b>Sex</b></p> <ul style="list-style-type: none"> <li>• Includes pregnancy</li> </ul>	<p><b>Disability</b></p> <ul style="list-style-type: none"> <li>• Visible and invisible</li> </ul>
<p><b>Citizenship</b></p> <ul style="list-style-type: none"> <li>• Refers to citizenship status</li> </ul>	<p><b>Marital Status</b></p> <ul style="list-style-type: none"> <li>• Same sex marriage</li> </ul>	<p><b>Place of Origin</b></p> <ul style="list-style-type: none"> <li>• Place of birth</li> </ul>	<p><b>Ancestry</b></p> <ul style="list-style-type: none"> <li>• Line of descent</li> </ul>	<p><b>Family Status</b></p> <ul style="list-style-type: none"> <li>• Single/elderly parents</li> <li>• Parent/child</li> </ul>
<p><b>Record of Offences</b></p> <ul style="list-style-type: none"> <li>• Pardoned – some exceptions</li> </ul>	<p><b>Sexual Orientation</b></p>	<p><b>Ethnic Origin</b></p> <ul style="list-style-type: none"> <li>• All of us have an ethnicity</li> </ul>	<p><b>Color</b></p> <ul style="list-style-type: none"> <li>• Skin color</li> </ul>	<p><b>Age</b></p> <ul style="list-style-type: none"> <li>• Birth date</li> </ul>
<p><b>Gender Identity</b></p> <ul style="list-style-type: none"> <li>• is each person's internal and individual experience of gender. It is their sense of being a woman, a man, both, neither, or anywhere along the gender spectrum.</li> </ul>		<p><b>Gender Expression</b></p> <ul style="list-style-type: none"> <li>• is how a person publicly presents their gender.</li> </ul>		

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# What is Harassment?

- One or a series of “vexatious” comments or conduct that is known, or ought reasonably to be known to be unwelcome or unwanted
- Vexatious means without cause or excuse, distressing, provocative etc.
- Can be offensive, intimidating, hostile or inappropriate, based on the prohibited grounds
- Can create a poisoned work environment

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## Examples of Harassment

- Racial, ethnic, religious, or gender-based slurs
- Unwelcome remarks, jokes, taunts related to any of the prohibited grounds
- Inappropriate comments regarding someone's sexual orientation, gender identity or gender expression
- Displays of racist or offensive material (i.e. graffiti)
- Behaviour or language which reinforces stereotypes
- Negative comments or conduct towards someone because of their pregnancy or disability
- Accessing, displaying, transmitting or storing (on City's computer network) material in violation of federal/provincial law or City by-law, or harassment prevention policies



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## What is Discrimination?

- Differential treatment of an individual or group of individuals which is based on a prohibited ground
- Can have an adverse impact on an individual or group of individuals
- May be intentional or unintentional

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## 10 Common Forms of Discrimination

Discrimination happens in many ways. The Ontario Human Rights Commission identifies at least ten types of discrimination that can happen:

1. **Direct/Individual:** A discriminatory action from one person to another.
2. **Association:** A discriminatory action against a person because of their relationship with a person who is a member of a Code-protected group.
3. **Indirect/Constructive:** Non-discriminatory actions have a discriminatory effect, even though the actions are not discriminatory.
4. **Reprisal:** Punishment of a person because they have tried to enforce their Code-based rights.
5. **Poisoned Environment:** An environment that has become hostile and unwelcoming as a result of discriminatory behaviours.

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## 10 Common Forms of Discrimination

6. Competing Rights: Circumstances where two or more grounds of discrimination are in conflict with each other.
7. Systemic/Institutional: “Patterns of behaviour, policies that are part of the structures of an organization, and which create disadvantage for [marginalized] persons.” (Ontario Human Rights Commission)
8. Racial Profiling: “Racial profiling is making assumptions about an individual because they belong to a specific racial group.” (Ontario Human Rights Commission)
9. Subtle: Discrimination that may not be obvious and that may occur through hints, inferences and gestures.
10. Harassment: Unwanted behaviours that are known or ought reasonably be known to be unwanted.

# Personal Harassment

- Defined in the Occupational Health and Safety Act - Engaging in a course of vexatious comment or conduct against a worker, in a workplace, that is known or ought reasonably to be known to be unwelcome
- A pattern of inappropriate behaviour that does not violate the prohibited grounds in the OHRC, but is covered under OHSA
- Can make a person feel uncomfortable, embarrassed, offended or intimidated and can be offensive



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## Examples of Personal Harassment

- Ongoing condescending comments, repeated offensive gestures or comments
- Spreading malicious rumours, gossip, or innuendo.
- Excluding or isolating someone socially
- Undermining or deliberately impeding a person's work
- Constantly changing work guidelines
- Withholding necessary information or purposefully giving the wrong information.
- Yelling or using profanity.
- Criticising a person persistently or constantly.
- Belittling a person's opinions.
- Blocking applications for training, leave or promotion.
- Tampering with a person's personal belongings or work equipment.

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# Resolution Procedures

- Complainants and Respondents have the right to confidential, unbiased advice from the Human Rights Specialist
- Only the Human Rights Specialist can formally investigate complaints
- If you are aware of a potential complaint, contact the Human Rights Specialist immediately

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# COMPLAINTS MADE TO HUMAN RIGHTS SPECIALIST

Attempts at resolution may include:

1. Informal Resolution
2. Alternative Dispute Resolution
3. Investigation

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# You should also know...

- Compliance (everyone is covered!)
- Reprisals
- Defining the workplace
- Trivial or Frivolous Complaints
- **CONFIDENTIALITY**

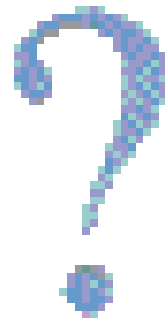


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# QUESTIONS?



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**Subject:** Notice of Webinar for Municipal AACs/Avis de webinaire à l'intention des CCA

**From:** Ministry for Seniors and Accessibility <[aoda.events@ontario.ca](mailto:aoda.events@ontario.ca)>

**Sent:** June 6, 2019 3:44 PM

**To:** [clerk@hamilton.ca](mailto:clerk@hamilton.ca)

**Subject:** Notice of Webinar for Municipal AACs/Avis de webinaire à l'intention des CCA

*Le message en français suit le message en anglais*

**Attn:** Municipal Clerk

**Please distribute this information to your AAC committee members.**

## **RE: Notice of Ministry Training Webinar for Municipal Accessibility Advisory Committees**

As a continuation of our Accessibility Advisory Committee (AAC) outreach strategy, the Ministry for Seniors and Accessibility is pleased to offer the second webinar series intended to provide an overview of the province's Design of Public Spaces Standards, as well as review best practices regarding site planning for AAC members. These webinars are tailored for Ontario's AAC members, Municipal Clerks, and other interested municipal staff.

The webinars are scheduled for:

- **June 27, 2019 (2p.m. to 3p.m.)**
- **July 4, 2019 (1p.m. to 2p.m.)**

The webinars will last 1 hour each and will include a short overview of the Integrated Accessibility Standards Regulation's "Design of Public Spaces Standards," followed by a presentation by a guest speaker involved in the process of municipal site planning.

As before, we encourage AAC members and municipal staff to access the "Making Accessibility Happen – Your guide to serving on the Municipal Accessibility Advisory Committee" for more information relevant to the roles and responsibilities of committee members. You can access an html version of the guide at: [How to serve on a municipal accessibility advisory committee: Guide.](#)

We would like to ensure that every individual that is interested in learning about these topics has an opportunity to do so. With this in mind, and due to software limitations regarding the number of attendees, we encourage your cooperation in gathering interested participants in one room and logging in using a **single Adobe Connect account**.

Please register yourself or your group using the following Eventbrite link:

<https://www.eventbrite.ca/e/accessibility-advisory-committee-101-design-of-public-spaces-and-site-planning-tickets-62014949383>

Registered participants will receive an Adobe Connect meeting link in advance of the session. Webinar materials will be available in both French and English and can be requested following the completion of the webinar series.

If you have any questions, have accommodation needs, or require materials in an alternate format, please feel free to reach out to the ministry directly by contacting Tea Pesheva at [tea.pesheva@ontario.ca](mailto:tea.pesheva@ontario.ca).

Thank you and we look forward to your participation!

**Confidentiality Warning:** This e-mail contains information intended only for the use of the individual named above. If you have received this e-mail in error, we would appreciate it if you could advise us by responding to this e-mail, and please destroy all copies of this message. Thank you.

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**À l'attention de :** Greffiers municipaux

**Veillez distribuer ces renseignements aux membres de votre comité consultatif de l'accessibilité (CCA)**

**Objet : Avis de webinaire de formation du ministère à l'intention des comités consultatifs de l'accessibilité municipaux**

Dans la continuité de sa stratégie d'information à l'intention des comités consultatifs de l'accessibilité (CCA), le ministère des Services aux aînés et de l'Accessibilité est heureux d'offrir la deuxième série de webinaires visant à fournir un aperçu des normes pour la conception des espaces publics de la province, ainsi qu'un examen des pratiques exemplaires concernant la planification de sites pour les membres des CCA. Ces webinaires sont conçus pour les membres des CCA de l'Ontario, les greffiers municipaux et d'autres employés municipaux intéressés.

Les webinaires auront lieu:

- **le 27 juin 2019 (14 h 00 à 15 h 00)**
- **le 4 juillet 2019 (13 h 00 à 14 h 00)**

Les webinaires dureront une heure chacun et incluront un bref aperçu des « Normes pour la conception des espaces publics » du Règlement sur les normes d'accessibilité intégrées, suivis d'une présentation d'un conférencier invité participant au processus de la planification des sites municipaux.

Comme auparavant, nous encourageons les membres des CCA et les employés municipaux à accéder au guide « Franchir l'accessibilité – Votre guide pour siéger à un comité consultatif de l'accessibilité municipal » pour de plus amples renseignements concernant les rôles et responsabilités des membres de ces comités. Vous pouvez également avoir accès à une version HTML du guide à l'adresse : [Comment siéger à un comité consultatif de l'accessibilité municipal: Guide.](#)

Nous voulons nous assurer que chaque personne qui désire se renseigner sur ces sujets ait l'occasion de le faire. Dans cette optique, et en raison des limitations logicielles concernant le

nombre de participants, nous demandons votre collaboration afin de réunir les participants intéressés dans une même pièce et d'ouvrir une session à l'aide d'un **compte unique Adobe Connect**.

Veillez vous inscrire, vous ou votre groupe, à l'aide du lien Eventbrite suivant: <https://www.eventbrite.ca/e/accessibility-advisory-committee-101-design-of-public-spaces-and-site-planning-tickets-62014949383>

Les participants inscrits recevront un lien Adobe Connect pour la réunion avant la session. La documentation du webinaire sera offerte en français et en anglais, et vous pouvez la demander après avoir participé à la série de webinaires.

Si vous avez des questions ou si vous avez besoin de mesures d'adaptation ou de documentation sur un support de substitution, n'hésitez pas à communiquer directement avec le ministère en écrivant à Tea Pesheva à l'adresse [tea.pesheva@ontario.ca](mailto:tea.pesheva@ontario.ca).

Nous vous remercions et nous nous réjouissons de votre participation!

**Avis de confidentialité** – Le présent courriel renferme des renseignements destinés exclusivement aux personnes dont le nom figure ci-dessus. S'il vous a été envoyé par erreur, nous vous prions de nous en aviser en y répondant. Nous vous prions aussi de détruire ce message et toute copie de celui-ci. Merci