



Without Prejudice

March 29, 2019

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Further to the complaint you submitted via the City of Ottawa's Service Request system on November 28, 2018, regarding the Salvation Army Booth Centre emergency shelter (the "**Salvation Army**"), the City commenced a review of the issues raised and has now concluded its review.

The City has authority to review these complaints as a result of the Salvation Army being a service provider for the City of Ottawa (the "**City**") for the provision of emergency shelter services. The services delivered are pursuant to an agreement between the City and the Salvation Army and must comply with the City of Ottawa Emergency Shelter Standards (the "**Shelter Standards**").

This letter outlines the determinations made by the City of the issues you raised. The determinations were reached after a careful review of the issues and the Shelter Standards, discussions with the Salvation Army and a physical walk-through of the premises with Salvation Army staff to better understand the issues raised and possible solutions.

We thank you for bringing your concerns forward and trust that the improvements identified will better serve those accessing the services.

1. Participation in Religious Activities

The Client indicated that, contrary to the memorandum from Housing Services to Ottawa City Council in April 2018 (the "**Memo**"), clients are required to attend chapel/church services to access programs such as the Life Skills Program.

Determination:

As set out in the Memo, the City requires that services be provided, free of discrimination, to all individuals. This includes the provision of services where no one is denied based on religion.

The Salvation Army has confirmed that clients are permitted to, and some do so, opt-out and participate in alternate activities such as reflection time.

The City is satisfied that Salvation Army does not require clients to attend chapel/church services to access programs.

2. Information Regarding Available Services

The Client indicated that the following services are not in place as stated in the Memo:

- Materials in orientation/intake packages
- Posted resident bill of rights
- Resident/staff meetings
- Visible complaint resolution process

Determination:

There are two types of clients staying at the Salvation Army. The hostel clients who check-in/reserve their beds daily ("**Hostel Clients**") and the program clients that have extended stays as part of a program ("**Program Clients**").

a) Material in orientation/intake packages

Salvation Army has advised that the orientation and intake information, such as policies regarding medication, alcohol, drugs, paraphernalia, intoxication, weapons and tools, bed bugs, bed checks, book outs, signing out, mealtimes, wakeups and floor clearing is provided verbally upon check-in to Hostel Clients and more in detail when the client meets with a caseworker within 72 hours of checking-in. There is signage reminding new clients to see a caseworker within 72 hours of checking-in. Due to turnover, they do not hand out this information to each new client. They do however provide an identification card with the name of the client and bed number, along with the shelter guidelines on the back of the card. The shelter rules are posted at the front desk and hard copies are available upon request.

Program Clients receive a package when they enter into a program.

The City is satisfied that these methods are reasonable to convey accessible and open service delivery offerings.

b) Posted Resident Bill of Rights

Staff have confirmed that there are bilingual "Client Rights" posters on the wall in various locations of the Salvation Army.

The City is satisfied that these posters meet the expectation of posted resident bill of rights.

c) Resident/staff meetings

Salvation Army advised that the Program Clients have regular meetings with designated staff as part of their program whereas Hostel Clients can meet with a caseworker or supervisor upon request. Caseworkers also intermittently reach out to Hostel Clients to offer supports and services.

The City is satisfied that the opportunity to meet with either: designated staff as part of a program for Program Clients; or a caseworker if a Hostel Client is sufficient to ensure accessible and open service delivery offerings.

d) Established and Visible issue/complaint resolution process

Salvation Army confirmed that they have a "Complaints Management – Clients and Residents Policy And Procedure". During the walk-through conducted in March 2019, Staff did not observe a visible/posted issue/complaint resolution process.

The City has requested that the Salvation Army post a brief outline of the process and indicate on the poster that a copy of the Policy and Procedure is available upon request. Verification by City staff will be made by April 15, 2019.

3. Visible Signage regarding the Human Rights Code

The Client indicated that there is not visible signage regarding the Human Rights Code as outlined in the Memo.

Determination:

The Memo provided that the City would be requesting that signage in regards to protections under the Ontario Human Rights Code be visibly posted.

The City did not observe, other than the "Client Rights" posters signage regarding the Human Rights Code. It is unclear if the request was made by the City as contemplated in the Memo. The City has requested that the Salvation Army post the Human Rights Code card, developed by the Ontario Human Rights Commission and attached hereto, in both French and English. Verification by City staff will occur by April 15, 2019.

4. Safe and Secure Environment

The Client is of the view that the Salvation Army is not safe and secure.

Determination:

As set out in the Shelter Standards, the emergency shelter services include safe and secure accommodation, food, and personal support through a case management process for individuals and families experiencing homelessness.

To ensure the services are satisfactory, the City conducts regular site visits to the shelters and completes Shelter Standards reviewed at least once every 30 month period.

Although there are some challenges in maintaining a facility that is prone to pests and in need of ongoing housekeeping, overall, the City is satisfied that the Salvation Army is providing, at a reasonable level, a safe and secure environment. The regular site visits and the latest complete review, which occurred on May 31, 2018 were satisfactory. In addition to this, Ottawa Public Health performed a routine inspection on February 27, 2019 and all three items reviewed, washroom, common areas and kitchen, were found to be in compliance.

5. Personal Support and Case Management

The Client is of the view that there is no personal support or case management process.

Determination:

Pursuant to the Shelter Standards (s. 1.4), shelter providers are required to ensure that each client has access to a staff person who will assist him/her in:

- Identifying and assessing needs;
- Developing an individual service plan;
- Accessing a housing search service provider;
- Obtaining ready access to a physician or health care centre; and
- Obtaining home-care services, or emergency nursing care.

The Salvation Army has confirmed that Hostel Clients are required to meet with a caseworker within 72 hours of checking-in.

Particularly as it relates to the Client, the Salvation Army confirmed that they worked with the Client but that he refused to submit a birth certificate to complete his housing subsidy application and would not allow home visits by a housing-based case manager under the Housing First Program if housed. They also indicated that he refused to work with a caseworker who offered to assist him in searching for listings that he could afford with his basic needs and housing allowance from Ontario Works.

The City is satisfied that the Salvation Army provided case management services to the best of its ability recognizing that it must follow program guidelines and requirements when offering supports and services. The City has reminded the Salvation Army to reach out to the City when additional supports are needed for case management.

6. Client Access to Shelter

The Client indicated that he was denied access to the Salvation Army without cause and that staff told him that they can ask anyone to leave at any time without obligation to explain why.

Determination:

Pursuant to the Shelter Standards (s. 1.1.2), no one is denied access solely because of:

- Substance abuse or mental health issues;
- A disability, providing the facility is accessible;
- Sexual orientation; and/or
- Self identified gender,

but, rather, on the overall behavior/actions of the client that may place that client, other clients and/or staff at risk.

In addition to this, the shelter providers are required to have policies and procedures for summary discharges and "time out" arrangements with other shelters.

The Salvation Army has indicated to the City that it was the overall behavior/actions of the Client that prompted a referral ("**warm transfer**") to another shelter of his choice and that this was in keeping with the policies and procedures.

Considering the warm transfer and the operational nature of the matter, the City will not review the operational decision made by the Salvation Army.

The City is satisfied that the Salvation Army proceeded in a manner which it believes was in compliance with the Shelter Standards as well as its policies and procedures.

7. Clients Informed of Services Available and How to Access these Services

The Client indicates that it was over one year before he learned about services available to him, such as bus fare, access to basic toiletries and laundry, and that the information came from other clients.

Determination:

The Shelter Standards (s. 1.1.7) require that clients be informed of services available to them and how to access these services. The Shelter Standards (1.2.5) further require that there be procedures in place to ensure that each client receives hygiene products as necessary in an emergency or if client has no money.

The Salvation Army confirmed that this information is not posted, but that clients are provided with this information verbally at check-in, when they meet with a caseworker within days of entering the shelter and through on-going conversations thereafter. Toiletries and bus tickets are available at the front desk upon request. The Salvation Army, indicated and City staff confirmed during the walk-through, that the laundry rooms are visible and located near the stairwell(s).

The Salvation Army tracks the issuance of bus tickets. The Salvation Army confirms that the Client checked-in on or about June 21, 2017 and was issued bus tickets 7 days later on June 28, 2017. The Client received bus tickets on at least 6 different occasions during the first 5 months of his stay.

The City is of the opinion that signage listing the services available is not necessary to meet the Shelter Standards. The City is satisfied that the Salvation Army meets the Shelter Standards requirements by informing clients upon check-in and during case management meetings that toiletries, bus tickets and laundry are available.

8. Replacement of Linens

The Client indicated that linens are not replaced regularly, that he went four nights without a blanket and that 20 other clients went without a blanket one night. The Client also indicated that blankets are in poor condition and are often still damp.

Determination:

The Shelter Standards(s. 1.2.2) require that each client receives a blanket, two clean sheets, pillow with clean pillowcase and one shower towel and that these linens be replaced with a clean set at least once a week.

The Salvation Army confirmed that linens are sent off-site for cleaning and that blankets are washed on site. Every day, clients can bring down their linen to get new ones. This is done at the counter opposite the front desk. Linens are also replaced by housekeeping staff on a rotational basis and go into the "bedbug tent" weekly.

If a Hostel Client does not rebook his room by 6pm, linens are changed for the new client that checks-in at 7pm.

The Salvation Army was not able to comment on the four night without a blanket incident and did confirm that in the winter of 2018-2019 there was one night where there was a shortage of blankets but they were able to source enough blankets after all.

City staff did observe, during the March 2019 walk-through, the posted schedule for bringing belongings and linens to the bedbug tent. The City is satisfied that linens are changed or available to be changed as required and that sufficient and suitable blankets are available, as per the Shelter Standards.

9. Access to Laundry

The Client indicates that clients do not have access to laundry services since they must pay and most clients cannot pay.

Determination:

The Shelter Standards (s. 1.2) use the term “**access**” to describe services that must be available to clients. These include:

- bath and/or shower facilities;
- laundry facilities;
- sleeping quarters...; and
- a storage area...

The cost to wash or dry is \$0.50. The Salvation Army has confirmed that in the event a client does not have money to pay for laundry, they can attend at the Mission or Centre 454 for their free services. In the event of a lice or bedbug outbreak, the Salvation Army assists clients with laundry on-site. There is also a dryer available, free of charge, for clients that wish to warm up or dry certain articles of clothing. The laundry on the program floors, for Program Clients, is free of charge.

It is understandable that the Client considers the Shelter Standards to mean laundry without charge since the other services in that same list, which use the word “access” are available without charge. The City has, however, confirmed that it is not a requirement, nor is it the expectation, that laundry be free of charge since clients receive a basic needs allowance from Ontario Works or Ontario Disability Support Program to assist with expenses such as these. The City will be amending the term in the next version of the Shelter Standards.

The City is satisfied that the pay per use laundry is satisfactory and meets the Shelter Standards, as intended.

10. Receipt of Hygiene Products as Necessary

The Client indicates that it is not made known to clients that they can receive hygiene products.

Determination:

The Shelter Standards (s. 1.2.5) require a procedure in place to ensure that each client receives hygiene products as necessary in an emergency or if a client has no money.

The Salvation Army confirmed that clients are offered hygiene products as needed and can access them if they ask at the front desk. The Salvation Army confirmed that although this information is

not posted, clients are provided with this information verbally at check-in, when they meet with a caseworker within days of entering the shelter and through on-going conversations thereafter. The City is satisfied that the Shelter Standards are being met.

11. Access to Common Areas During the Day

The Client indicates the lounge space is too small.

Determination:

The Shelter Standards (1.2.6) require access to common areas during the day.

The Salvation Army has indicated that there is 24 hour access to the main floor common area and that when there are large crowds they open up the chapel/multi purpose room which has seating and a television that can be set up. The Salvation Army confirmed that clients that are "checked-in" can also go to their room after 1pm.

During the walk-through, City staff noted that the main floor common area is an open area near the front desk that leads to various other rooms and hallways as opposed to a confined room. City staff also noted that the multi-purpose room is quite large and can accommodate well over 50 people.

The City is of the view that the common area(s) meet the requirements of the Shelter Standards.

12. Case Management

The Client indicates he was not supported by a case manager and that he did not receive the supports he requested. The Client also referenced a particular event regarding a possible grant to paint.

Determination:

As mentioned previously, the Shelter Standards (s. 1.4) require the operator to ensure that each client has access to a staff person who will assist him or her in:

- Identifying and assessing needs;
- Developing an individual service plan;
- Accessing a housing search service provider; obtaining ready access to a physician or health care centre; and
- Obtaining home-care services or emergency nursing care.

The Salvation Army advised the City that the Client had ongoing discussions with caseworkers during his stay and that he was matched with a housing worker. The Salvation Army indicated that the Client refused case management services with both Salvation Army and a third party service provider.

With regards to the particular events mentioned in the complaint:

The Salvation Army confirmed that the Client submitted a plan to CH, a caseworker, and that she offered to assist the Client with his housing search. We are advised by the Salvation Army that some of the requests made in the submitted plan were unworkable and that staff provided and offered assistance where possible.

The Salvation Army also confirmed that JP, a supervisor, did forward along the Client's information to the lady who was interested in painting services. They did not have permission to share her contact information with the Client. It was for the lady to reach the Client if she so desired.

Although the Client may be of the opinion that he did not receive supports, the City is satisfied that Salvation Army offered satisfactory services and supports as required by the Shelter Standards.

13. Reserving Beds

The Client believes that the policy which requires clients to re-book their bed between 4:00-6:00pm is too restrictive.

Determination:

The Shelter Standards (1.6.2) require the operator to have a policy for the reservation of beds. There are no specific requirements for the process.

The Salvation Army, along with other community shelters, have a policy which requires the Hostel Clients to reserve their bed between 4:00pm-6:00pm.

The daily process is that by 8:00am, Hostel Clients leave their room/the floor. If their room is on the bedbug rotation, they must bring their belongings to the bedbug tent, otherwise they can leave their belongings on their bed or in their locker. They can return to their room at 1:00pm. Hostel Clients must recheck-in for the night between the hours of 4:00pm and 6:00pm. The reservation can be made in person or by phone and they only need to confirm their name and bed number. At 6:00pm, staff empty and prepare the beds that have not been "re-checked-in" for new clients. Check-in for new clients begins at 7:00pm.

This process ensures sufficient time for staff to remove linens in the event the Hostel Client does not return and a new client will be checked-in at 7:00pm.

The City is satisfied that the Salvation Army meets the Shelter Standards requirement to have a policy and believes the process is reasonable.

14. Time-Out Arrangements

The Client believes that time-out arrangements are used too often.

Determination:

The Shelter Standards (s. 1.6.4) require the operator to have a policy and procedure for time-out arrangements with other shelters.

The Salvation Army confirmed it assesses each case individually based on behaviours and is progressive, depending on the situation. When time-outs are given, clients are referred to other shelters to ensure that clients have somewhere to go.

The City is satisfied that the Salvation Army has a process to determine when time-out arrangements are necessary as required under the Shelter Standards.

15. Client Rights and Responsibilities

The Client does not believe that the Salvation Army has the authority to determine client rights and responsibilities and believes there are no policies or procedures to manage suggestions, concerns or complaints.

Determination:

The Shelter Standards (s. 1.7) require the operation to have policies and procedures concerning the right and responsibilities of clients and a policy and procedure for receiving, addressing and documenting client suggestions, concerns or complaints in a clear, fair and objective manner.

The City confirmed during the walk-through that there are bilingual "Client Rights" posters on the wall in various locations of the Salvation Army. The City is satisfied that these posters meet the expectation of making clients aware of their rights and responsibilities. In terms of the Client's concern that the Salvation Army does not have the authority to determine client rights, the City is of the opinion that they are entitled to post rights and responsibilities so long as these do not infringe on human rights.

As mentioned previously, the Salvation Army confirmed that they have a "Complaints Management – Clients and Residents Policy and Procedure". The City is satisfied that the document meets the Shelter Standards requirements. However, during the walk-through conducted in March 2019, the City did not observe a visible issue/complaint resolution process. The City has requested that the Salvation Army post a brief outline of the process and indicate on the poster that a copy of the Policy and Procedure is available upon request. Verification by City staff will be made by April 15, 2019.

16. Wait time for medication

The Client indicates that the wait time to receive medication, at times over 20 minutes, is too long.

Determination:

The Shelter Standards (s. 1.8) require that clients have access to their prescription medication when needed and that such medication be:

- Kept in locked cabinets;
- Made available only to those for whom it has been prescribed and that the release be recorded;
- Given to clients when they are discharged; and
- Disposed if unclaimed.

The Salvation Army indicated that they address issues as they present and triage accordingly. When clients require their medication, they are to line-up at the desk across from the front desk. The busiest time for medication is after meal times. The Salvation Army confirmed that those who may require urgent medication (e.g. epinephrine) are permitted to carry it on their person.

The wait time seems reasonable considering the process requirements and the fact that those medications which may be required on an urgent basis are on the person. The City is of the view that the process meets the Shelter Standards and that the system to request medication seems reasonable.

17. Smoking Area

The Client believes that clients are being sent outside to smoke in front of the building where it is dangerous (signage saying "Danger, falling snow and ice hazard") and will result in police harassment (signage saying "No loitering").

Determination:

The Shelter Standards (s. 2.1.1) require the shelter to be free from all hazards to the safety of clients, staff or visitors.

The Salvation Army indicated that there is no smoking in the building and that those wishing to smoke must go outside. Those that wish to smoke on the property can do so in front of the building since there is no alternate location on the premises. The Salvation Army confirmed that police do not harass the clients out front and that Clients are not considered to be loitering if they are checked-in (current clients). Staff confirmed that there is a security guard that does rounds and ensures that those who are not clients move along.

Signage of failing ice and snow is quite common in the downtown core and is precautionary. Clients are not obligated to smoke in front of the building and can leave the premises if they are concerned.

The City is satisfied that allowing clients to smoke in front of the building is not a hazard to the safety of clients and that clients can choose to leave the premises.

18. Clean and Sanitary Conditions

The Client states, and has provided photos to show, the conditions are not clean and sanitary. He indicates there are syringes and broken glass on the bathroom floor, especially on the second floor, and that there have been three stabbings in the shelter.

Determination:

The Shelter Standards (2.1.2) require the shelter to be in a clean and sanitary condition at all times. Operators must follow and encourage clients to follow by-laws and policies regarding the disposal of syringes.

Clients are not permitted to have any drugs/paraphernalia in the shelter. If drugs/paraphernalia are found or a client is found to be doing drugs on site, the client receives a temporary time-out of the shelter or is discharged, depending on the incident and any previous infractions.

There are disposal boxes in the washrooms to encourage disposal of syringes and cleaning staff are on-site 24 hours a day. In addition to the regular cleaning schedule, if a client or staff person advises that an area must be cleaned, this will be done. Particularly, the Salvation Army indicated that the second floor can be quite challenging since there are 82 Hostel Clients on any given night. The Salvation Army has confirmed that there have been three knife incidents, one of which was a stabbing, in the shelter in the past. All three incidents were handled with Ottawa Police Services. The City recognizes that there are events that could occur at any moment which would render a clean area unsanitary. The City is of the opinion that the steps taken to maintain the facility in a clean and sanitary state are reasonable and satisfactory.

19. Pest Control

The Client believes the pest control is not effective and that there are bed bugs and cockroaches everywhere. Client mentions that clients are not de-loused upon entry or discharge.

Determination:

The Shelter Standards (s. 2.2.1.2) require pest control inspection and treatment plans be in place. The Salvation Army contracts with an external agency to perform treatments and also has bedbug tents to heat belongings and bedding as required and as scheduled. The Salvation Army indicated that it would not be possible to de-louse clients upon entry due to the clients frequently entering and exiting the premises, for example to smoke outside.

To address the issue of pests, the shelter performs routine inspections, encourages clients to shower and change their linen frequently and has implemented a schedule to ensure bedding and personal belongings can be heated, at a minimum, once per week in a heated tent which kills bedbugs. Clients are asked to leave their belongings in a bin (with their name) and to pick up their belongings later that day. The room is supervised when in use, locked when not in use, and monitored by camera.

The Salvation Army also contracts out with a third party for monthly preventative pest control and any impromptu treatments as needed. Housecleaning and maintenance staff are also trained to inspect linens and mattresses and report any issues. In the event a client reports a concern, staff will examine the issue and determine next steps.

The Salvation Army is the only shelter that has bedbug tents that heat belongings to a temperature that kills bedbugs.

The City recognizes there are challenges to de-lousing individuals and is of the opinion that the Salvation Army's measures, which include routine inspections and the scheduled belongings in the bedbug tents, meet the Shelter Standards.

20. Privacy of Clients

The Client indicates that clients do not have privacy.

Determination:

The Shelter Standards (s. 2.1.8) require that, with regard to toilet and bathing facilities, each client has privacy. There is no other requirement for privacy in the Shelter Standards.

The Salvation Army has indicated that the showers typically have curtains and that these are replaced on an ongoing basis if they are ripped or missing. The bathroom stalls have doors with locks. City staff performed a walk-through into the washroom and confirmed that the toilets have doors and showers have curtains. Some shower stalls are more private. The shower area of the second floor washroom is located at the back of the washroom.

The Salvation Army has offered to add a curtain leading into the shower area for added privacy. The City is of the opinion that the shower stalls could include doors similar to that of the toilets, but does not consider this mandatory. Curtains are acceptable. The City is satisfied that the Shelter Standards are being met with regards to the privacy for toilet and bathing facilities.

21. Locking doors to bathrooms, toilets and shower rooms

The Client indicated that there are no doors on showers and no private place to dress or undress. In addition there is nowhere to place clothing while showering, without risking one's clothing from getting wet or stolen.

The Client indicates that the water pressure causes the curtain to open, exposing the client to everyone in the washrooms which is often monitored by female staff, and that the water temperature can't be controlled.

Determination:

The Shelter Standards (s. 2.1.12) require bathrooms, toilets and shower rooms to have locks that can be readily released from the outside in case of an emergency.

City Staff confirm that the intention of this requirement is that bathroom stalls have doors with quick releases from the outside but not that shower stalls have doors. The term "shower rooms" is intended if the showers are standalone rooms with doors as opposed to a shower/washroom area since some shelters have ganged showers while others do not. The intention is that if the shower area can be locked, that it can also be readily unlocked from the outside in case of an emergency. The City is satisfied that the current set-up for toilet stalls and curtained showers at the Salvation Army meets the intent of the Shelter Standards. As mentioned previously, the Salvation Army offered to add an additional shower curtain at the entrance of the shower area.

With regards to the clothing matter, the Salvation Army has indicated that they can replace the hooks (that were pulled out of the walls), but that theft can best be avoided if clients change in their room or bathroom stall, lock up their belongings in their locker (room) and return to the shower area in their towel. They considered lockers near the shower, but determined that this would likely result in the lockers being locked for extended periods of time. The City considers this to be an operational decision and has no opinion on the matter.

Ottawa Public Health had confirmed that the water temperature meets the standards. The Salvation Army has indicated that the washroom is not monitored by a female staff but rather checked as part of the rounds that staff perform on a regular basis. Females announce themselves before entering the washroom and are simply verifying that everything is in order and no one is in danger. The shower area is quite private since it is located at the back of the washroom and the City considers this to be an operational matter for the Salvation Army to consider.

22. Weapons and Illegal Substances

The Client indicates that a comprehensive list of items considered to be weapons would prevent clients from being arbitrarily denied access.

Determination:

The Shelter Standards (s. 4.1.1.2) require weapons and illegal substances to be handled appropriately as determined by the shelter in consultation with Ottawa Police Services.

Upon check-in, clients are asked if they have certain items. Nail clippers and sharpened pencil crayons are not on the list and the Salvation Army indicated that they do not consider these to be weapons.

The Salvation indicated that they do not perform pat-downs but do require that any item which could be used as a weapon be checked-in at the front desk so that it can be locked up (with the name of the client attached to it) and returned when the client leaves.

The City is satisfied that the process meets the requirements of the Shelter Standards.

In closing, we thank you again for bringing your concerns to the attention of the City and confirm that the City will continue to work with the Salvation Army on any outstanding requirement. We trust that the improvements identified will better serve those accessing the services.



Shelley VanBuskirk
Director, Housing Services

Attachment: Human Rights Code card

We observe and uphold Ontario's Human Rights Code

Our organization respects and follows the letter and spirit
of the Ontario Human Rights Code.

We support and protect the dignity and worth of everyone.
We provide equal rights and opportunities for all employees, clients and volunteers.

Our policies, programs and processes are designed to address, prevent and eliminate
discrimination in all aspects of employment and when we provide services to others.

We do not tolerate harassment or unwelcome comments and actions.

We take prompt action if such problems occur.

These are the prohibited grounds of discrimination under the Code:

race, ancestry, place of origin, ethnic origin, citizenship, sexual orientation,
sex, gender identity, gender expression, disability, colour, creed,
age (18 and over, 16 and over in housing), marital status, family status, reprisal,
receipt of public assistance (in housing), record of offences (in employment)
and discrimination because of association.

The Code requires equal treatment in employment, housing, contracts, goods,
services and facilities, and membership in vocational associations and trade unions.

The **Ontario Human Rights Commission** works to promote, protect and advance human rights.
Its main focus is the root causes of discrimination. Through outreach, cooperation, partnership
and advocacy, the OHRC aims to advance Ontario's human rights culture. Contact the OHRC
if you want to learn more about human rights education and outreach or human rights issues
in Ontario.

Website: www.ohrc.on.ca
Email: info@ohrc.on.ca
Toronto: 416-326-9511
Toll Free: 1-800-387-9080
TTY: 416-326 0603
TTY (Toll Free): 1-800-308-556

The **Human Rights Legal Support Centre** provides free legal services to people who have
been discriminated against under Ontario's Human Rights Code. Contact the Centre if you
have experienced discrimination and need legal advice or help deciding whether you should
make a human rights application.

Website: www.hrlsc.on.ca
Tel: 416-597-4900
Toll Free: 1-866-625-5179
TTY: 416-597-4903
TTY (Toll Free): 1-866 612-8627

The **Human Rights Tribunal of Ontario** deals with claims of discrimination filed under the Ontario
Human Rights Code. The Tribunal resolves applications through mediation or adjudication.
The Tribunal's goal is to resolve claims in a fair, open and timely manner. Contact the Tribunal
if you want an application guide or information about the status of your case, copies of any
Tribunal forms or information about the Tribunal's procedures.

Website: www.hrto.ca
Tel: 416-326-1312
Tel (Toll Free): 1-866-598-0322
TTY: 416-326-2027
TTY (Toll Free): 1-866-607-1240

Case-related enquiries should be directed to:
The Registrar, Human Rights Tribunal of Ontario
655 Bay Street, 14th floor
Toronto, ON M7A 2A3
Phone: 416-326-1519 | Toll-free: 1-866-598-0322
TTY: 416-326-2027 | TTY Toll-free: 1-866-607-1240
Fax: 416-326-2199 | Fax Toll-free: 1-866-355-6099
Email: HRTO.Registrar@ontario.ca



**Ontario
Human Rights Commission**
**Commission ontarienne des
droits de la personne**