



Human Rights Fact Sheet

1. An employer, landlord, or any service provider cannot discriminate on the basis of any ground in the *Human Rights Code* (the *Code*). This legislation applies only to Ontario. The following grounds are protected: age, ancestry, colour, race, citizenship, ethnic origin, place of origin, creed, disability (mental/physical disabilities, hoarding, addiction), family status, marital status (including single status), gender identity, gender expression, receipt of public assistance (in housing only), record of offences (in employment only), sex (including pregnancy and breastfeeding) and sexual orientation.
2. A landlord must accommodate their tenants' disabilities. Not all accommodations involve physical structures – some may involve changes to rules and practices to accommodate a disability or cultural or religious practices. Sometimes a landlord may have to take steps to help a tenant who may be unwell or who is disruptive towards others, either because of a disability or due to that person being the target of discrimination themselves. The duty to accommodate involves giving serious attention to requests or needs that are already known or may be suspected.
3. A landlord cannot refuse to rent on the basis of any ground in the *Code*.
4. An employer must accommodate an employee's disability, whether it is physical, mental or an addiction, as well as pregnant employees.
5. The legal test for accommodation is whether the employer or landlord accommodated the person to the point of **undue or excessive** hardship. The *Code* prescribes only three considerations: cost; outside sources of funding, if any; and health and safety requirements, if any.
6. The *Code* protects people in the social area of goods, services and facilities. Services include health care (including mental health care), the criminal justice and the court system, government services (including social assistance), education, child welfare, insurance, shops and restaurants.
7. If anyone believes they have been discriminated against, they can file an application with the Human Rights Tribunal of Ontario and ask for various remedies, including money, non-monetary compensation (e.g. reinstating employment), and remedies for future compliance (e.g. the requirement to develop new policies or receive training on a human rights policy).
8. **LIMITATION PERIOD** – the application **MUST** be filed within **ONE YEAR** of the discrimination.

You may also wish to contact the Human Rights Legal Support Centre at 1-866-625-5179.

**For more information, or to
receive legal advice, contact:**

**The Legal Clinic
Perth · Sharbot Lake · Brockville
10 Sunset Boulevard, Perth, ON K7H 2Y2
(613) 264-8888 or 1-888-777-8916**

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