

Volunteer Handbook

Tim Hortons.
SOUTHSIDE SHUFFLE

THE ANNUAL PORT CREDIT BLUES AND JAZZ FESTIVAL



Message from the Festival Founder



Volunteers, the Heart and Soul of the Festival

Welcome everyone

We are officially all grown up! TWENTY ONE years ago a new music festival was born on a soccer field in Port Credit. Around 5,000 people turned up to hear the bands play and this first event heralded the beginning of new addition to the music calendar in Ontario.

Today the event has blossomed into a festival that will close traffic on four blocks on Lakeshore Drive. An expected 70,000 music lovers will be treated to 80 bands playing at 20 street locations and the four park stages.

The Shuffle has come of age and owes its success to the cooperation of the town and the wonderful performers who come each year to entertain. But most of all it's the hard work, enthusiasm and dedication of our volunteers that bring this festival to life.

Thank you

Chuck Jackson
Festival Founder and Artistic Director

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Missing a Shift?

In the event an emergency arises and you are going to miss a shift please call Michele Jamerson, Volunteer Coordinator, at 416-885-7678 or send an email to sssvolunteers@hotmail.com and provide the following information:

- your name;
- the name of your crew;
- the name of your team leader; and,
- the shift you are missing

If you do not notify us we will assume you have skipped your shift and you may not be invited back.

What to Bring

- Clothing for the weather
- Sunscreen, hat, etc.
- Small bag to carry your valuables

Please be aware that you will not be allowed to bring unsealed bottles of liquid onto the Festival grounds.

We are not able to provide secure storage for personal items so please consider bringing only what you need. The Festival cannot be responsible for lost or stolen items.

Getting There

Parking is in short supply during the festival. The best options are:

- Go Train – the park entrance is an eight minute walk from the train
- Mississauga Public Transport – the #23 Lakeshore bus will drop you off close to the park entrance
- Bicycle – there is a lockup by the library
- Kiss and drop off

Volunteer Registration

The Festival's volunteer Welcome Sign-in Tent is located across from the Tim Horton Coffee Truck on the walkway

Hours:

Friday	11:00 am – 11:00 pm
Saturday	10:00 am – 11:00 pm
Sunday	9:00 am – 8:30 pm

Please arrive at the tent at least 20 minutes before your shift starts so you can register then pick up your Blues Crew T-Shirt, your wristband and a meal ticket. You will need to sign a waiver of liability if you have not already done so. I.D. may be required. Your sign-in package will be available at the Welcome Sign-in Tent

If you are working a second shift during the day you will need to return to the Welcome Sign-In Tent to pick up another meal ticket. Meal tickets are redeemable at selected onsite vendors. A list of participating vendors will be available at the Welcome Sign-In Tent.

Team Leaders, the Volunteer Coordinator or either of the Assistant Volunteer Coordinators are authorized to sign the *Completion of Community Involvement Activity* form for students seeking to fulfill their volunteer requirements.

If you are a past volunteer and want to sign up for a specific role please sign up before May 30th.

Code of Conduct

You are part of a TEAM. Working together in a helpful, respectful and cheerful manner will help create positive memories not only for you, co-volunteers and staff, but for the public and the performers as well – without whom there would be no Festival! Please follow the following code of conduct.

1. Read and understand the contents of this handbook including Appendix I - *Understanding and Implementing the Accessibility for Ontarians with Disabilities Act* and Appendix II – *Ontario Human Rights Code*.
2. Show up for each of your scheduled shifts unless an emergency situation arises. Inform your team leader at least 24 hours in advance if you must miss a shift.
3. Make every effort to fulfill all your responsibilities of crew membership.
4. Make every effort to present the Festival to the public in a positive way and do not do anything that could embarrass the Festival.



Photo courtesy of Dave Parry

5. Behave in a friendly and courteous manner. Treat other volunteers, performers, staff and the public with respect. Be honest and trustworthy.
6. Do not consume alcohol while on duty on the Festival site. Off duty volunteers must remove their Blues Crew vest and or cover the Volunteer T-shirt when consuming alcohol.
7. Do not consume illegal substances on the Festival grounds.
8. Follow safe workplace practices, including participation in applicable education sessions, using appropriate personal safety equipment and reporting accidents, injuries, and unsafe situations.
9. Do not bring family or friends to your area of responsibility while on shift.
10. Refrain from seeking photo opportunities or otherwise interfering with the performers.
11. Maintain the confidentiality of all proprietary information related to the Festival.
12. Do not communicate with the media. Please direct all requests for public and or media comments to Kristine Kane, Chair 416-587-1158 or Chuck Jackson 905 -301-3731.
13. Do not engage in self-promotion or product solicitation while on Festival grounds.
14. Contact your Team Leader if you have a serious concern or problems. Contact the Volunteer Coordinator if you and the Team Leader are not able to resolve the problem.
15. Make this a memorable, enjoyable experience for everyone. Have fun!

Disciplinary Report

The following guidelines are designed to deal with volunteer problems that may arise during the Festival. While protecting individual volunteers, they also provide a structure and chain of command for dealing with unpleasant occurrences:

1. Anyone who witnesses a volunteer acting inappropriately or violating the Code of Conduct should contact one of the following, in order preference:
 - a. Team Leader of the crew the volunteer belongs to first, if expedient;
 - b. Volunteer Coordinator or Assistant Volunteer Coordinator; or
 - c. Any member of the Board.

The individual taking the complaint should verify the infraction and complete a *Volunteer Disciplinary Report* available at the Welcome Sign-In Tent

2. The *Volunteer Disciplinary Report* must be signed and left at the Welcome Sign-In Tent for the Volunteer Coordinator. Envelopes will be provided to protect confidentiality. The volunteer's Team Leader will be advised of the incident and may be directed to follow-up with the volunteer involved.
3. The Volunteer Coordinator must be advised before any action is taken with respect to discipline of a volunteer. If the incident is serious enough to require removal of the volunteer from the Festival the volunteer must be informed that there is a process to appeal the decision. The volunteer's Team Leader must be notified so that arrangements can be made for their replacement.
4. If the volunteer feels that he/she is being unfairly treated and wishes to regain volunteer status during the weekend, they may request an immediate meeting of the following:
 - a. Director of Volunteers; and,
 - b. Two members of the Board.

The decision of this group will be binding for the duration of the Festival.

The Volunteer Coordinators can be contacted at sssvolunteers@hotmail.com and the Director of Volunteers, Kristine Kane 416-587-1158.

Our commitment to YOU

We will recruit suitable general volunteers, supervisors and team leaders

- We will provide adequate training and support, with on-going guidance & direction
- We will provide a fun and safe working environment
- We will track and evaluate the contribution of volunteers to the organization
- We will respond to volunteer feedback
- We will treat you as valuable members and contributors to the team



Benefits of Volunteering

- Access to the Festival grounds
- One meal ticket for each six-hour shift, redeemable at the Volunteer BBQ/Picnic area
- An invitation to the annual Volunteer Appreciation Party

Appreciation Party

All volunteers who participated in this year's festival will receive an invitation to attend our annual Appreciation Party. This is a fun filled evening with entertainment, food, beverages, and lots of volunteer spirit.

A great opportunity to make some new friends, visit and reconnect with some old Friends and fellow volunteers. We'll keep you posted on the date and we look forward to seeing you there.

Look for the Date of the Appreciation Party posted in the Welcome Centre Tent

Volunteer Awards

We recognize our volunteers are the Heart and Soul of our Festival. You make it happen every year. In recognition of many outstanding contributions by our volunteers the following awards are presented annually:

- Induction into the Southside Shuffle *Volunteer Hall of Fame*;
- *Volunteer of the Year*;
- *Rookie Volunteer of the Year*; and,
- *Student Volunteer of the Year*.

The recipients of these awards are recommended by you! If you see a volunteer that is doing a great job, or who is providing outstanding customer service to our patrons, or who is extending the image of a Festival Ambassador, recommend that person for an award.

Ballots will be provided at the volunteer Welcome Sign-in Tent on your first shift.

Volunteer Orientation Meeting

Tuesday August 27th 2019 6:30 p.m. at the Port Credit Legion (upstairs Hall)

We would like to invite and encourage all Southside Shuffle volunteers to attend this year's Orientation Meeting on August 27th 2019 at the Port Credit Legion. There are a number of new venues incorporated into the Festival this year as well as some exciting changes and updates.

This is your opportunity to learn more about the Festival, ask questions, meet other volunteers and be introduced to your Team Leaders. Your volunteer package and T-shirt will be available at the Orientation Meeting.

We are looking forward to seeing you, at the Orientation Meeting.

Waivers:

All Southside Shuffle Blues Festival Volunteers MUST provide a signed Waiver at the Volunteer Welcome Centre TentIf the volunteer is between 15 & 18 the waiver MUST be signed by Parent or Guardian. All Volunteers MUST be registered as a Volunteer on our Volunteer System



All medical emergencies must be referred to the St John's Ambulance volunteers, who are medical professionals. They will determine the course of action. Please familiarize yourself with the location of the First Aid Tent.

Lost Child	Lost and Found	Emergency Evacuation
<p>A lost child is to be taken to the Customer Service Trailer. Any inquiries by patrons about a lost child should be directed there as well.</p> <p>If you bring a child to the Customer Services Trailer it is not necessary to wait with the child. Please return to your posting immediately and the Customer Services volunteers will take care of the child.</p>	<p>The Customer Service Trailer located north of the Welcome Sign-in Tent will be the Lost and Found depot.</p> <p>Lost articles can be turned in and reclaimed from the Customer Services volunteers in this area.</p>	<p>In the event of a situation requiring the evacuation of the Festival site follow the instructions from the active stages or from the Police.</p> <p>Do not direct people to evacuate through the musician's entrance by North Stage #4.</p>

Security

There will be ample Police and Security present throughout the event, including overnight security. They are there to ensure your safety as well as the safety of Festival patrons. Please contact them immediately if you witness:

- any suspicious or illegal conduct;
- intoxicated individuals; or,
- Altercations amongst patrons.

For your own safety refrain from handling potentially dangerous situations on your own. Contact the Police and Security immediately. Do not hesitate to request their services. The Security Tent is located north of the Welcome Sign-In Tent and Security personnel will be patrolling throughout the Festival site.

Incident Reports

Jeff McPhee (416-706-5746) is the contact person in charge of all Incident Reports on behalf of the Festival. An incident report is our record of a situation that has occurred during the Festival and how it was handled. In most cases Security Personal will fill out the report.

It is important to complete an incident report while details are still fresh in everyone's mind as it may be used as evidence if the matter moves forward. If you are a witness to an incident during the Festival it is critical you cooperate with security to communicate your observations at the time of the incident.

An Incident Report must be completed when:

- an intoxicated individual is refused service;
- any time a guest is asked by staff to leave;
- a person becomes violent or a fight breaks out;
- transportation is arranged for a intoxicated person
- a minor presents false ID;
- a Liquor Inspector visits the Festival;
- a person has an accident or becomes ill; or,
- If Police are called.

Accessibility for Persons with Disabilities

The Southside Shuffle is committed to excellence in servicing all customers, including people with disabilities, and respects the dignity and independence of persons with disabilities. They are our valued customers so deserve effective and full service. As part of our commitment in providing excellence in servicing all customers we are including this information in our Volunteer Handbook as part of our training initiative as well as including training at the Volunteer Orientation meeting.

There are many types and degrees of disability. Openly communicating and responding to your customers' needs is the key to excellent customer service for all. If you're not sure about the best approach, just ask a person with a disability how you can best communicate with them.



If you do not feel you can deal with a particular situation ask your Team Leader to assist you or contact one of the board members for assistance.

Appendix I, *Understanding and Implementing the Accessibility for Ontarians with Disabilities Act*, provides more understanding on dealing with persons with disabilities. All volunteers will be required to sign a form stating they have either read the appendix or received the training at the Volunteer Orientation meeting. For more information on the AODA Act please visit <http://www.aoda.ca>

Ontario Human Rights Code

The *Ontario Human Rights Code* is a law whose goal is to prevent discrimination and harassment because of race, colour, gender identity, sex, sexual orientation, disability, creed, age and other grounds. It applies to the areas of employment, housing, facilities and services, contracts, and membership in unions, trade or professional associations. The Festival falls under the “services” definition in the code because it is in a public place, has public washrooms and takes place in a park.

Appendix II, *Ontario Human Rights Code*, provides more information on the *Code*. All volunteers will be required to sign a form stating they have either read the appendix or received the training at the Volunteer Orientation meeting.

For more information on the *Ontario Human Rights Code* please visit <http://www.ohrc.on.ca/en/guide-your-rights-and-responsibilities-under-human-rights-code-0>

To file a complaint – called an application – contact the Human Rights Tribunal of Ontario at:

Toll Free: 1-866-598-0322

TTY Toll Free: 1-866-607-1240 Website: www.hrto.ca

Diversity and Inclusion Policy

The Southside Shuffle is committed to treating all peoples with respect, dignity and fairness and will take steps to welcome individuals, organizations and communities of all backgrounds including: of any race, ancestry, place of origin, colour, ethnic origin, ability, citizenship, creed, sex, sexuality, sexual orientation, gender identity, gender expression, same sex partnership, age, marital status, family status, immigration status, receipt of public assistance, history of mental health issues, health status, political affiliation, learning difference, level of literacy, accent, first language, body type, physical appearance and abilities, stature or socio-economic status.

Harassment

Everyone has the right to feel safe and included at the Southside Shuffle Blues Festival as stated above in our Diversity and Inclusion Policy

Harassment of any kind (physical, verbal, degrading language, sexual, offensive attire) will not be tolerated in any way.

In the event that you or a Patron witness abusive harassment or discriminatory behaviour or are subjected to any form of Harassment, we would request you report it to our Security Team, Festival Directors, or Team Leaders. We recognize we have a duty to make our event as safe and secure and enjoyable as possible and encourage festival goers to report incidents immediately.

Festival Management

Board of Directors

Kristine Kane	Co Chair
Mike Bacon	Co Chair
Jeff McPhee	Director/Treasurer
Kevin McConnel	Director/Sales
Jeff Jones	Director/Graphics
Maurie Swan	Director/Secretary

Advisory Board

Dave Voyce
Ron Duquette

Festival Staff

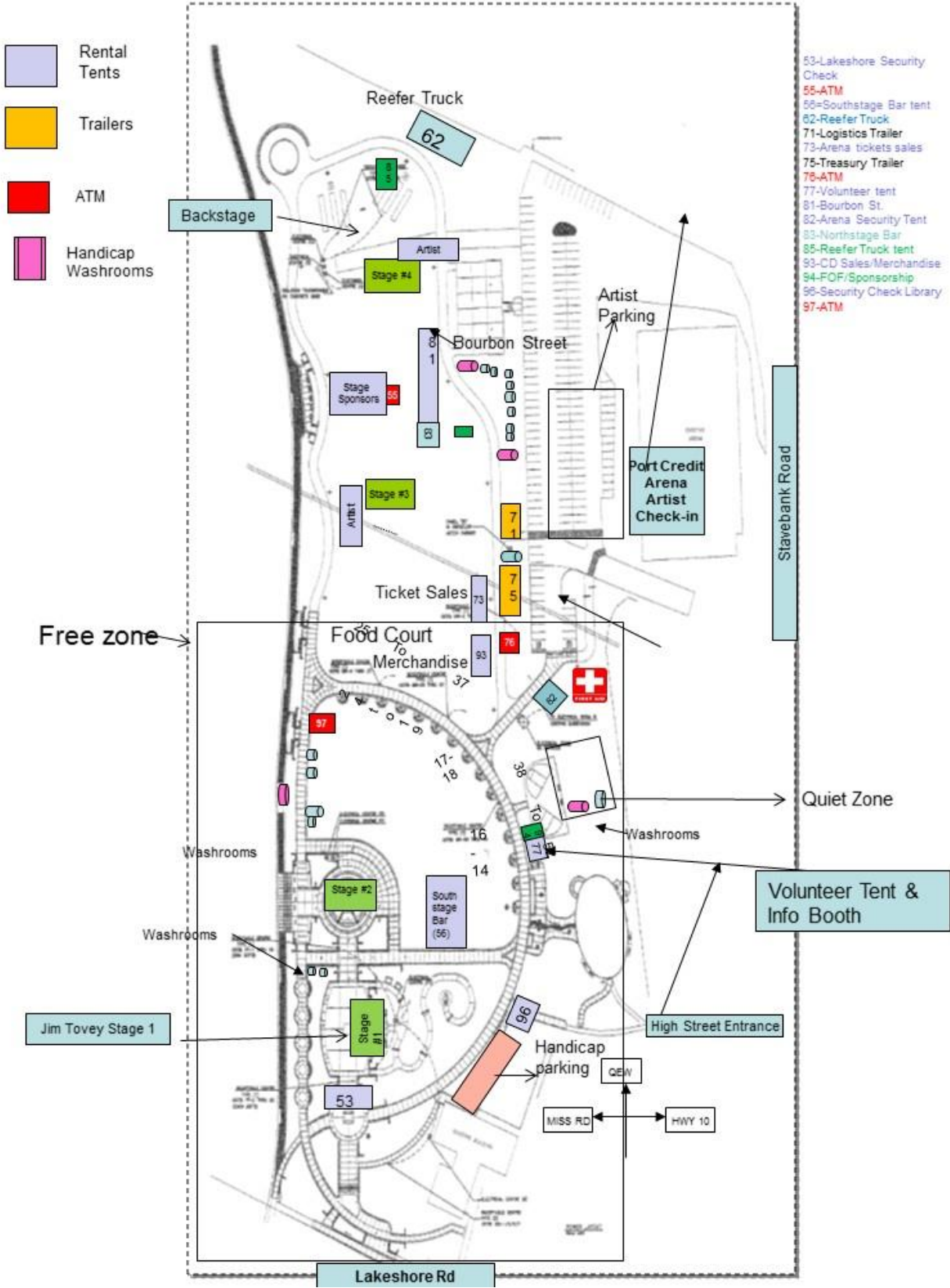
Chuck Jackson	Festival Founder and Artistic Director	905 -301-3731
Corinne Mills	Office Administrator	905-990-0912
Krista Blondin	Social Media Manager	416-819-4162

Volunteer Coordinator Team

Volunteers: Director	Kristine Kane	416-587-1158
Volunteers: Coordinator		
Volunteers: Coordinator		
Assistant Volunteer Coordinator		
Assistant Volunteer Coordinator		
Volunteer Email: sssvolunteer@hotmail.com		

Team Leaders

Accounting/Grants	Jeff McPhee Kristine Kane - Grants
Beverage: #2 #3 & #4 General Bar	Joe Veronyak/Duane Lopes (Kin Club)
Beverage: Bar Tickets	Janice Valentine / Stephanie Jeannotte-Bellizzi
Beverage: Inventory and Control	Frank Bailey
Beverage: Bourbon St. Tent Bar Services	Joe Veronyak/Duane Lopes (Kin Club)
Stage Sponsor Teamleaders	Kim Donovan/Lynn Beaton
Artist Coordinators	Lori Latewood/Audrey Dixon
Entertainment Hosp/Special Events/VIP	Karen Jackson
Bourbon Street Tent	Donna Lloyd
Green Team	Chris Wood
Entrance Gates and Cash	Sylvie Jeannotte
Media	Chuck Jackson & Kristine Kane
Merchandise	Cindy McCleery
Security	Jeff McPhee
Reefer Truck	Bruce Shaule
Logistics Setup/Tear Down	Chris Wood
Logistics During the Event	Chris Wood
Signage	Mark Scheerle
Sound Production	Joe Natale,
Spokesperson	Chuck Jackson / Kristine Kane
Stage 1 Manager	Randy Freer
Stage 2 & 3 Manager	Ray Roy
Street Shuffle	Dave Voyce
Surveys	Michele Jamerson
Vendors	



Understanding and Implementing the *Accessibility for Ontarians with Disabilities Act*

The Southside Shuffle is committed to excellence in servicing all customers including people with disabilities' and respects the dignity and independence of persons with disabilities. We believe in treating them as customers who are valued and as deserving of effective and full service as any other customer. As part of our commitment in providing excellence in servicing all customers we are including this information in our Volunteer Handbook as part of our training initiative as well as including training at the volunteer orientation meeting. All volunteers will be required to sign a form stating they have been provided with either the on-line training or training at the volunteer orientation meeting.

The AODA act came into being in 2005

The *Accessibility for Ontarians with Disabilities Act, 2005* was passed with the goal of creating standards to improve accessibility across the province. The Southside Shuffle has included this model 2015, to be reviewed annually, and according to AODA goals and objectives to continue to work with all involved in our annual festival to adhere to the needs of all people with disabilities. (Equal access to services, employment / volunteering, on site accessibility, educating volunteers etc.)The purpose of the accessibility standards is to move organizations in Ontario forward on accessibility. The standards will set requirements in a number of key areas. We will review our model annually, in accordance with the set goals (2025) / updates from AODA.

The key areas of the AODA that should be considered are outlined below:

How to communicate with people with different types of disabilities

There are many types and degrees of disability. Openly communicating and responding to your customers' needs is the key to excellent customer service for all. If you're not sure about the best approach, just ask a person with a disability how you can best communicate with them. 'What is it that I can do to help you?' And let them know we will endeavour to the best of our ability to accommodate their disability. If you do not feel you can deal with a particular situation ask your team leader to assist you or contact one of the board members for assistance.

Here are a few tips for interacting with people who have various disabilities:

People with physical disabilities

Only some people with physical disabilities use a wheelchair. Someone with a spinal cord injury may use crutches while someone with severe arthritis or a heart condition may have difficulty walking longer distances. Other physical disabilities may be partial or full amputees (may include upper or lower extremities etc.)

Tips:

If you need to have a lengthy conversation with someone who uses a wheelchair or scooter, consider sitting so you can make eye contact at the same level.

Don't touch items or equipment, such as canes or wheelchairs, without permission.

If you have permission to move a person's wheelchair, don't leave them in an awkward, dangerous or undignified position, such as facing a wall or in the path of opening doors.

People with vision loss

Vision loss can restrict someone's ability to read, locate landmarks or see hazards. Some customers may use a guide dog or a white cane, while others may not.

Tips:

- When you know someone has vision loss, don't assume the individual can't see you. Many people who have low vision still have some sight.
- Identify yourself when you approach and speak directly to the customer.
- Ask if they would like you to read any printed material out loud to them (for example, a menu or schedule of fees).
- When providing directions or instructions, be precise and descriptive.
- Offer your elbow to guide them if needed.

People who have hearing loss

People who have hearing loss may be Deaf, deafened or hard of hearing. They may also be oral deaf – unable to hear, but prefer to talk instead of using sign language. These terms are used to describe different levels of hearing and/or the way a person's hearing was diminished or lost.

Tips:

- Once a customer has identified himself or herself as having hearing loss, make sure you are in a well-lit area where they can see your face and read your lips.
- As needed, attract the customer's attention before speaking. Try a gentle touch on the shoulder or wave of your hand.
- If your customer uses a hearing aid, reduce background noise or move to a quieter area.
- If necessary, ask if another method of communicating would be easier (for example, using a pen and paper).

People who are deaf/blind

A person who is deaf blind may have some degree of both hearing and vision loss. Many people who are deaf and or blind will be accompanied by an intervener, a professional support person who helps with communication.

Tips:

- A customer who is deaf/blind is likely to explain to you how to communicate with them, perhaps with an assistance card or a note.
- Speak directly to your customer, not to the intervener.

People with speech or language impairments

Cerebral palsy, hearing loss or other conditions may make it difficult for a person to pronounce words or may cause slurring. Some people who have severe difficulties may use a communication board or other assistive devices.

Tips:

- Don't assume that a person with speech impairment also has another disability.
- Whenever possible, ask questions that can be answered with "yes" or a "no".
- Be patient. Don't interrupt or finish your customer's sentences.

People who have learning disabilities

The term "learning disabilities" refers to a variety of disorders. One example is dyslexia, which affects how a person takes in or retains information. This disability may become apparent when a person has difficulty reading material or understanding the information you are providing.

Tips:

- Be patient – people with some learning disabilities may take a little longer to process information, to understand and to respond.
- Try to provide information in a way that takes into account the customer’s disability. For example, some people with learning disabilities find written words difficult to understand, while others may have problems with numbers and math.

People who have intellectual developmental disabilities

Developmental or intellectual disabilities, such as Down syndrome, Autism, etc. can limit a person’s ability to learn, communicate, do every day physical activities and live independently. You may not know that someone has this disability unless you are told.

Tips:

- Don’t make assumptions about what a person can do.
- Use plain language.
- Provide one piece of information at a time.

People who have mental health disabilities

- Mental health issues can affect a person’s ability to think clearly, concentrate or remember things. Mental health disability is a broad term for many disorders that can range in severity. For example, some customers may experience anxiety, depression, hallucinations, mood swings, phobias, panic disorder, etc.
- If you sense or know that a customer has a mental health disability, be sure to treat them with the same respect and consideration you have for everyone else.
- Be confident, calm and reassuring.
- If a customer appears to be in crisis, ask them to tell you the best way to help.

How to interact with people who use assistive devices and how to use any equipment that your organization provides to help customers with disabilities

An assistive device is a tool, technology or other mechanism that enables a person with a disability to complete everyday tasks and activities, safely. Personal assistive devices can include things like wheelchairs, walkers, hearing aids, white canes or speech amplification devices. Etc.

Tips:

- Don’t touch or handle any assistive device without permission.
- Don’t move assistive devices or equipment, such as canes and walkers, out of your customer’s reach.
- Let your customers know about accessible features in the immediate environment that are appropriate to their needs (e.g. public phones with TTY service, accessible washrooms, etc.).
- If your organization offers any equipment or devices for customers with disabilities, make sure you know how to use them. It could be helpful to have instruction manuals handy or an instruction sheet posted where the device is located or stored.

Some examples of assistive devices that your organization might offer include:

- Lifts, which raises or lowers people who use mobility devices
- Accessible interactive kiosk, which might offer information or services in Braille or through audio headsets
- Wheelchairs

How to interact with a person who has a service animal a guide dog or other service animal

People with vision loss may use a guide dog, but there are other types of service animals as well. Hearing alert animals help people who are Deaf, deafened, oral deaf, or hard of hearing. Other service animals are trained to alert an individual to an oncoming seizure.

Under the standard, service animals must be allowed on the parts of your premises that are open to the public. In some instances, service animals will not be permitted in certain areas by law (for example, a restaurant kitchen).

Tips:

- Remember that a service animal is not a pet. Avoid touching or addressing them.
- Avoid making assumptions about the animal. If you're not sure if the animal is a pet or a service animal, ask your customer.

How to serve a person accompanied by a support person

Some people with disabilities may be accompanied by a support person, such as an intervener. A support person can be a personal support worker, a volunteer, a family member or a friend. A support person might help your customer with a variety of things from communicating, to helping with mobility, personal care or medical needs.

Welcome support people to your workplace or business. They are permitted in any part of your premises that is open to the public. If your organization is one that charges admission, such as a movie theatre or bowling alley, provide notice, in advance, about what admission fee will be charged for a support person.

- Communicate directly with the customer and subsequently with the support person. (Depending on The severity of the disability) you may have to communicate with both with customer and the support person.
- Keep communication open for all involved so that the customer and support worker will be able to navigate safely throughout the event.

For more information on the AODA Act please visit <http://www.aoda.ca>

Ontario Human Rights Code

The *Ontario Human Rights Code* is for everyone. It is a provincial law that gives everybody equal rights and opportunities without discrimination in areas such as jobs, housing and services. The *Code's* goal is to prevent discrimination and harassment because of race, sex, disability and age, to name a few of the 17 grounds. All other Ontario laws must agree with the *Code*.

In June 2008, major changes designed to renew Ontario's human rights system came into effect. Ontario's human rights system now consists of three separate and independent parts:

1. the Human Rights Tribunal of Ontario
2. the Human Rights Legal Support Centre
3. the Ontario Human Rights Commission

The *Code* is divided into an introductory section, or "preamble" followed by seven main parts. Part I sets out basic rights and responsibilities. Part II explains how the *Code* is interpreted and applied. Part III explains the role and structure of the Commission. Part IV explains how the Tribunal works and how the *Code* is enforced. Part V explains the role of the Legal Support Centre. Part VI deals with general matters, such as the power to make regulations. Finally, Part VII deals with transitional matters.

The courts have said that because of the importance of the principles set out in the *Code*, it should be given a broad and generous interpretation. When there is a difference or conflict between the *Code* and another Ontario law, the *Code* has priority unless the other law specifically states otherwise.

The *Code* protects people from discrimination in specific situations. Under the *Code*, you have the right to be free from discrimination in five parts of society – called social areas – based on one or more grounds

The five social areas are: employment, housing, services, unions and vocational associations and contracts.

Examples of services include:

- stores, restaurants and bars;
- hospitals and health services;
- schools, universities and colleges;
- public places, amenities and utilities such as recreation centres, public washrooms, shopping malls and parks.

Discrimination based on 17 different personal attributes – called grounds – is against the law under the *Code*. The grounds are: citizenship, race, place of origin, ethnic origin, colour, ancestry, disability, age, creed, sex/pregnancy, family status, marital status, sexual orientation, gender identity, gender expression, receipt of public assistance (in housing) and record of offences (in employment).

Your rights under the *Code* are not violated unless the discrimination occurs in one of the social areas based on one or more of the protected grounds. For example, the code does not apply if a stranger on the street insults you by making a racist comment, because this did not happen in a specific social area, such as at your job or in a restaurant. The *Code* will also not apply if you feel you were treated differently in your job due to a personality conflict with your manager, because the treatment is not related to a ground such as your age, sex or race.

A person discriminates "directly" when the action itself is discriminatory and when the person acts on his or her own behalf. For example, a building manager who refuses to rent an apartment because he prefers to rent to someone of his own ethnic background is discriminating directly.

“Indirect discrimination” is discrimination carried out through another person. For example, a building manager tells her superintendent not to rent to people of a certain ethnic group because their food “smells too much” The manager can be named in the human rights claim because she used the superintendent indirectly to discriminate against people because of their ethnic origin.

Sometimes a rule or practice unintentionally singles out particular people and results in unequal treatment. This type of unintentional discrimination is called “constructive” or “adverse effect” discrimination. The *Code* also protects against this type of discrimination For example, an employer has a rule that employees are not allowed to wear hats or head coverings. The rule is not intended to exclude people who wear head coverings for religious reasons, but it may have this effect. Unless an employer can show that a change or exception to the rule would be too costly or create a health and safety danger, the employer should agree to change the rule.

If you believe that your rights under the *Code* have been violated, you can contact the Legal Support Centre, consult a lawyer of your own choosing, file a human rights application with the Tribunal, or file a grievance under your collective agreement to protect your rights. You may not be punished or threatened with punishment for trying to exercise these rights. Any attempt or threat to punish you is called a “reprisal”.

For more information on the human rights system in Ontario, visit: www.ontario.ca/humanrights

For policies, guides, brochures and other information on human rights in Ontario, visit the Ontario Human Rights Commission website at www.ohrc.on.ca

To file a human rights claim (called an application), contact the Human Rights Tribunal of Ontario at:

Toll Free: 1-866-598-0322

TTY: 416-326-2027 or Toll Free: 1-866-607-1240

Website: www.hrto.ca

To talk about your rights or if you need legal help with a human rights claim, contact the Human Rights Legal Support Centre at:

Toll Free: 1-866-625-5179

TTY Toll Free: 1-866-612-8627

Website: www.hrlsc.on.ca