

## THE CORPORATION OF THE CITY OF WINDSOR POLICY

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| Service Area: | <b>Office of the City Clerk</b>         | Policy No.:     | <b>HROHR - POL - 0001</b>  |
| Department:   | <b>Human Resources</b>                  | Approval Date:  | <b>December 2 2019</b>   |
| Division:     |   | Approved By:    | <b>City Council CR 192/2019</b>  |
|               |   | Effective Date: | <b>December 4 2019</b>   |
| Subject:      | <b>Respectful Workplace</b>             | Procedure Ref.: | Workplace Violence Procedure<br>Workplace Harassment Procedure<br>Human Rights Procedure<br>Standards of Employee Department<br>Procedure<br>Professional Dress Guidelines for Non---<br>Uniformed Employees<br>City of Windsor Accessibility Procedures<br>Religious Observance Procedure |
| Review Date:  | <b>Every 5 years or as<br/>required</b> | Pages:16        | Replaces: Workplace Violence Policy<br>Workplace Harassment Policy<br>Human Rights Policy<br>Standards of Employee Department Policy<br>Professional Dress Guidelines for Non---<br>Uniformed Employees Policy<br>Accessibility Policy Religious<br>Observance Policy                      |
| Prepared By:  | Gayle Jones, 2019                       |                 | Date:  |

### 1. POLICY

- 1.1. The Corporation of the City of Windsor (the “Corporation”) is dedicated to providing a workplace and service environment that is conducive to creating a climate of mutual respect that fosters equality and inclusion, reinforces opportunity, and allows for each person to contribute fully to the development and well being of the Corporation.
- 1.2. It is the policy of the Corporation to take all reasonable steps to provide its employees, regardless of employee status, officials, appointees, students, and volunteers with a work and service environment that is free of any form of discrimination, including harassment, and that respects the dignity, self worth and human rights of every individual in accordance with the Ontario Human Rights Code and any other applicable legislation.
- 1.3. The Corporation is committed to providing a workplace that is free from violence, discrimination, and harassment. The Corporation will not tolerate any action or failure to act that results in violence, harassment or discrimination or a violation of the human rights of any employee.

- 1.4. The Corporation is committed to proactive policies and procedures that are diverse and inclusive in nature. The Corporation will use best efforts to conduct internal consultation and review with an aim of identifying visible and invisible systematic and attitudinal barriers in policies, practices, and procedures.
- 1.5. Furthermore, the Corporation is committed to ensuring an accessible environment for all persons with disabilities, and it is dedicated to meet the accessibility needs of persons with disabilities in a respectful, equitable and timely manner. This commitment extends to residents, visitors and employees with visible and non-visible disabilities.

## **2. PURPOSE**

- 2.1. The Corporation maintains a zero-tolerance approach to workplace violence, harassment or discrimination whether between employees, involving an employee, an official (elected or appointed) or a customer of the Corporation in the exercise of workplace responsibilities. All reported incidents of workplace violence, harassment, and discrimination and incidents of workplace harassment that the Corporation becomes aware of, shall be reviewed and appropriate action shall be taken.
- 2.2. The Respectful Workplace Policy and its procedures shall promote a problem-solving approach to dealing with issues and provide for an internal complaint resolution process where every effort will be made to facilitate an early resolution.
- 2.3. This policy and related procedures are intended to fulfill the policy requirements set out in the Accessibility for Ontarians with Disabilities Act, 2005 and its regulations.

## **3. SCOPE**

- 3.1. This policy applies to all employees of the Corporation, regardless of employee status, officials, appointees, volunteers and the general public. Areas in the Corporation that are provincially regulated will be guided by provincial legislation and applicable regulations and those that are federally regulated will be guided by federal legislation and applicable regulations. This policy applies to all employees of Transit Windsor (as approved by the Transit Board of Directors as per Resolution M104-2015).

### **3.2. Right to Respond to any Incident of Workplace Violence, Harassment, and Discrimination**

The Respectful Workplace Policy is both a complaint and incident driven policy meaning that nothing in this policy shall be deemed to limit the right or obligation of the Corporation to respond to an incident of workplace violence, harassment or discrimination of which the Corporation is aware whether or not an employee has made a complaint.

### **3.3. Outside of regular work hours and location**

This policy applies to violence, discrimination and harassment at any location and any time where the business of the Corporation is conducted and can include acts of violence, discrimination and harassment of persons outside corporate hours where those actions may have an adverse effect on the working environment.

## **4. Definitions**

**4.1. Customer** is defined to include users and visitors to facilities as well as non-employees engaged in off-site interaction with city employees for work-related reasons.

**4.2. Disability** for the purposes of this policy is defined according to the Ontario Human Right Code and the Accessibility for Ontarians with Disabilities Act as:

**4.2.1.** any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,

**4.2.2.** a condition of mental impairment or a developmental disability,

**4.2.3.** a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,

**4.2.4.** a mental disorder, or

**4.2.5.** an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; (“handicap”).

- 4.3. Discrimination** is any distinction, whether intentional or not, but based on prohibited grounds, which has the effect of imposing burdens, obligations or disadvantages on an individual that are not imposed on others, or which withholds or limits access to opportunities, benefits and advantages available to others. Harassment, based on prohibited ground is a form of discrimination.
- 4.4. Employee** - As defined in the Corporation of the City of Windsor Employment Policy.
- 4.5. Harassment** is defined as engaging in a course of vexatious comment or conduct toward an individual or group that is known or ought reasonably to be known to be unwelcome or unwanted.
- 4.6. Informal Resolution** is defined as a mutually agreed upon resolution between the respective parties which may involve an objective third party to resolve the issue without proceeding to a formal investigation.
- 4.7. Official (Elected or Appointed)** under the scope of this policy, is defined as a person who holds a public office or membership on a Council Committee with the Corporation of the City of Windsor whether obtained by election or by the nomination of City Council or the Corporation of the City of Windsor.
- 4.8. Poisoned or Negative Environment** is characterized by an activity or behaviour, not necessarily directed at anyone in particular that creates a hostile or offensive workplace. Examples include but are not limited to: graffiti, sexual insults or jokes, abusive treatment of an employee or the display of pornographic or otherwise offensive material.
- 4.9. Prohibited Grounds** refer to those personal attributes that are recognized as the most common targets of harassing and discriminatory actions. Provincially regulated areas in the Corporation will refer to the prohibited grounds noted in the Ontario Human Rights Code and federally regulated areas will refer to the prohibited grounds as noted in the Canadian Human Rights Act. As changes occur in said legislation the Corporation will follow the most up to date list of prohibited grounds.

#### **4.10. Workplace Violence**

**4.10.1.** Workplace violence is defined in the Occupational Health & Safety Act to mean:

- 4.10.1.1.** the exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker,



- 5.4.2. Employees authorized with responsibility under the Respectful Workplace Policy are provided with information and resources to carry out those responsibilities.
- 5.4.3. Employees within their areas participate in corporate training and communication sessions.
- 5.4.4. Compliance with the standards and procedures for safe, healthy, and inclusive work practices and measures as established.

## **5.5. Responsibilities of Managers/Supervisors**

- 5.5.1. To abide by the policy and applicable procedures in the management and supervision of their staff.
- 5.5.2. If Managers or Supervisors become aware of potential discrimination, violence, or harassment there is a duty to act in accordance with the seriousness and immediacy of the issue.
- 5.5.3. Managers/Supervisors shall provide for:
  - a) Promotion of and active participation in staff training.
  - b) Employee awareness of the standards and procedures established in the procedures under the Respectful Workplace Policy.

## **5.6. Responsibilities of Human Resources**

- 5.6.1. The Executive Director of Human Resources is designated as the Respectful Workplace Policy Co-ordinator and is responsible for the maintenance of the Respectful Workplace Policy and Procedures.
- 5.6.2. The Respectful Workplace Policy Co-ordinator is responsible to implement a corporate Respectful Workplace Policy that is in compliance with applicable legislation including the requirements of the Occupational Health and Safety Act, the Canadian Labour Code, the Ontario Human Rights Code, the Canadian Human Rights Act, the Accessibility for Ontarians with Disabilities Act, and the Accessible Canada Act and any corresponding regulations.
- 5.6.3. The Respectful Workplace Policy Co-ordinator is responsible to develop a plan of communication of this policy to inform employees and officials of its existence and use.
- 5.6.4. Where the Workplace Respectful Workplace Policy Co-ordinator is unavailable or unable to act, the City Clerk shall be designated as the Respectful Workplace Policy Co-ordinator for that incident.

- 5.6.5.** The Respectful Workplace Policy Co-ordinator, in consultation with the Manager of Occupational Health and Safety and Wellness and the Diversity and Accessibility Officer, is responsible for:
- a) Ensuring the policy is reviewed every five years or when there are legislated changes to ensure it complies with all applicable legal standards, codes, and practices.
  - b) Ensuring that the policy and corresponding procedures are working effectively to ensure a safe and healthy work environment for all City of Windsor employees.
  - c) If inadequacies or gaps in this policy or corresponding procedures are identified, amending this policy and procedures to ensure a safe and healthy workplace for all City of Windsor employees.
- 5.6.6.** Provide for the delivery of appropriate and required staff training as it relates to this policy.

## **5.7. Responsibilities of Lawyers and Licensees**

- 5.7.1.** Endeavour to foster a welcoming, diverse and inclusive workplace, including for groups who have been historically excluded from, and under-represented in, the practice of law. Those historically excluded, and under-represented in, the practice of law, include individuals who are identified by grounds under human rights legislation.
- 5.7.2.** Will work towards a reduction of barriers created by racism, unconscious bias and discrimination in the legal profession as per licensing requirements of lawyers in Ontario. These efforts include but are not limited to enhancing diversity and inclusion in recruitment, retention and advancement.

## **5.8. Responsibilities of all Workers**

- 5.8.1.** Work in compliance with the Occupational Health and Safety Act and Canada Labour Code and Regulations, specifically the safe work practices identified in this policy and related procedures, and all other corporate and departmental safe work practices.
- 5.8.2.** Notify their supervisor of circumstances in the workplace where they experience concerns or observe others experiencing concerns in relation to possible or actual incidents of workplace violence, harassment, or discrimination.
- 5.8.3.** Shall attend and participate in all training provided in relation to this policy and related procedures.

- 5.8.4. Participate in the workplace in a manner that is consistent with a safe, healthy, inclusive work environment in compliance with this policy and its procedures.
- 5.8.5. All employees shall refrain from harassment, violence, discriminatory practices and malicious or vexatious complaints and understand that such inappropriate conduct can lead to discipline up to and including termination.

## **6. COMPONENTS OF THE RESPECTFUL WORKPLACE**

**6.1.** The Corporation provides a workplace for employees that is free from violence, harassment, and discrimination by:

- 6.1.1. Having a written policy regarding respectful workplace requirements in which all employees have a duty to report workplace violence, harassment, and discrimination and a right to be safe from workplace violence, harassment, and discrimination.
- 6.1.2. Providing training and information regarding the Respectful Workplace Policy and accompanying procedures to all employees.
- 6.1.3. Establishing measures to prevent violence, harassment, and discrimination in the workplace.
- 6.1.4. Providing for a procedure to perform Risk Assessments for all worksites as required.
- 6.1.5. Allowing for procedures with a complaint process outlining formal and informal measures to address the issues and that undertake thorough investigations of alleged incidents, when appropriate.
- 6.1.6. Holding those within the scope of this policy accountable for inappropriate behaviour.
- 6.1.7. Providing assistance and support to any employee who is involved in incidents of violence, harassment, and discrimination including alleged respondents and complainants.
- 6.1.8. Allowing for additional procedures to be added if it is determined that such procedures would help to enhance and/or promote measures tied to a respectful workplace.

### **6.2. VIOLENCE PROGRAM**

- 6.2.1. The Corporation shall develop and maintain a procedure to implement the policy with respect to workplace violence as required under the Occupational Health and Safety Act section 32.0.1(1)(a).



- 6.2.2.** The contents of this procedure shall include but not necessarily be limited to:
- a) Measures and procedures to control the risks identified in the assessment as likely to expose a worker to physical injury.
  - b) Measures and procedures for summoning immediate assistance when workplace violence occurs or is likely to occur.
  - c) Measures and procedures for workers to report incidents of workplace violence to the employer or supervisor.
  - d) How the employer will investigate and deal with incidents or complaints of workplace violence.
  - e) Any prescribed elements identified in regulations or guidelines or legislation.
- 6.2.3.** Reprisal against an individual for filing a complaint, participating in any procedure under this policy or being associated with a person who filed a complaint under this policy shall be treated as harassment, and will not be tolerated. In the case of reprisal or retaliation, the Respectful Workplace Policy Co-ordinator, in his or her discretion, may commence an investigation as if a formal complaint had been made.

### **6.3. HARASSMENT PROGRAM**

- 6.3.1.** The Corporation shall develop and maintain a procedure to implement the policy with respect to workplace harassment as required under the Occupational Health and Safety Act section 32.0.1(1) (b).
- 6.3.2.** The contents of this procedure shall include but not necessarily be limited to:
- 6.3.2.1.** Measures and procedures for workers to report incidents of workplace harassment to the employer or supervisor.
  - 6.3.2.2.** How the employer will investigate and deal with incidents and complaints of workplace harassment.
  - 6.3.2.3.** Any prescribed elements identified in regulations or guidelines or legislation.
- 6.3.3.** Reasonable action or conduct by an employer, manager or supervisor that is part of his or her normal work function would not normally be considered workplace harassment. This is the case even if there are sometimes unpleasant consequences for a worker. Examples would include changes in work assignments, scheduling, job assessment and evaluation, workplace inspections, implementation of dress codes and disciplinary action.

- 6.3.4.** The Harassment procedure promotes a problem-solving approach to dealing with harassment issues. It provides for an internal complaint resolution process where every effort will be made to facilitate an early resolution.
- 6.3.5.** Reprisal against an individual for filing a complaint, participating in any procedure under this policy or being associated with a person who filed a complaint under this policy shall be treated as harassment, and will not be tolerated. In the case of reprisal or retaliation, the Respectful Workplace Policy Co-ordinator, in his or her discretion, may commence an investigation as if a formal complaint had been made.
- 6.3.6.** Differences of opinion or minor disagreements between co-workers would not be considered workplace harassment.
- 6.3.7. Malicious gossip** - Spreading information about another employee with the desire to inflict injury or harm on the other is engaging in malicious gossip. The same is true of spreading rumours about another employee's personal or professional life that are untrue. If the course of conduct would make a reasonable person believe that the intent was not positive but rather malicious and/or negative and/or offensive the behaviour will be treated as harassment. A single occurrence with long-lasting or extreme consequences may be found to be harassment after a single occurrence.
- 6.3.8. Non- consensual recordings** - Photo, video and audio recordings taken in secret or whose distribution would make a reasonable person believe that the intent was not positive but rather malicious and/or negative and/or offensive may be found to be harassment after a single occurrence. The intent is not to prohibit consensual photo, video and audio recordings between friends or colleagues with a positive intent or message but rather to stop non- consensual recordings from being used in a manner to disparage, harm or humiliate.
- 6.3.9.** The following are not violations of this policy:
- a) The use of surveillance cameras by the Corporation in compliance with the law; and
  - b) Any recording taken by or on behalf of the Corporation in compliance with the law:
    - i) That a reasonable person would believe was taken and utilized to uphold the integrity of the workplace and/or
    - ii) That a reasonable person would believe was taken and utilized with an intent and/or purpose to preserve the health and safety and/or physical or mental well being of an individual.

## **6.4. HUMAN RIGHTS PROGRAM**

- 6.4.1.** The Corporation shall develop and maintain a procedure to implement the policy with respect to human rights.
- 6.4.2.** The contents of this procedure shall include but not necessarily be limited to:
- a) Measures and procedures for workers to report incidents of discrimination, discriminatory harassment to the employer or supervisor.
  - b) How the employer will investigate and deal with incidents and complaints of discrimination and discriminatory harassment.
  - c) Any prescribed elements identified in the Ontario Human Rights Code or the Canadian Human Rights Act as applicable.
- 6.4.3.** Reasonable action or conduct by an employer, manager, or supervisor that is part of his or her normal work function would not normally be considered workplace discrimination and/or discriminatory harassment. This is the case even if there are sometimes unpleasant consequences for a worker. Examples would include changes in work assignments, scheduling, job assessment and evaluation, workplace inspections, implementation of dress codes and disciplinary action.
- 6.4.4.** The Human Rights procedure promotes a problem-solving approach to dealing with harassment and discrimination issues. It provides for an internal complaint resolution process where every effort will be made to facilitate an early resolution.
- 6.4.5.** Where a complaint of discrimination cannot be resolved on an informal basis, the investigation of the complaint will have regard to the principles of fairness, due process, confidentiality and the rights agreed to in any applicable collective agreement or terms of employment.
- 6.4.6.** Retaliation against an individual for filing a complaint, participating in any procedure under this policy or being associated with a person who filed a complaint under this policy shall be treated as harassment, and will not be tolerated. In the case of reprisal or retaliation, the Respectful Workplace Policy Co-ordinator, in his or her discretion, may commence an investigation as if a formal complaint had been made.
- 6.4.7.** Differences of opinion or minor disagreements between co-workers would not be considered workplace harassment.

## **6.5. ACCESSIBILITY PROGRAM**

**6.5.1.** The Corporation shall develop and maintain procedures to implement the policy with respect to accessibility as required under the Accessibility for Ontarians with Disabilities Act and its regulations and/or any other applicable legislation.

**6.5.2.** The content of the procedures will include any of the prescribed elements identified in regulations under the Accessibility for Ontarians with Disabilities Act, or any other applicable legislation, including but not necessarily limited to:

- a) The provision of goods and services to persons with disabilities;
- b) The use of assistive devices by persons with disabilities;
- c) The use of service animals by persons with disabilities;
- d) The use of support persons by persons with disabilities;
- e) Notice of temporary disruptions in services and facilities;
- f) Training;
- g) Customer feedback regarding the provision of goods and services to persons with disabilities;
- h) Notice of availability and format of documents;
- i) General requirements as set out in the Integrated Accessibility Standard regulation;
- j) Accessible Information and Communication;
- k) Accessible Employment;
- l) Accessible Transportation;

m) Accessibility Standards for the Built Environment.

**6.5.3.** The accessibility procedures will be drafted and implemented by the Corporation in accordance with the staggered time frames prescribed by the regulations under the Accessibility for Ontarians with Disabilities Act, 2005 and/or any other applicable legislation.

## **6.6. PROFESSIONAL DRESS**

Part of maintaining a respectful work environment within the Corporation is for all employees to maintain a high level of professionalism both in our behaviour and our dress. A procedure will be developed and maintained regarding a professional dress code for all non-uniformed employees that outlines this respectful workplace requirement within the Corporation.

## **6.7. STANDARDS OF EMPLOYEE DEPARTMENT**

Without limiting the right of the Corporation to discipline an employee for improper conduct at any time, the following is a partial list of breaches of acceptable standards of employee department which may be considered just cause for the disciplining of the employee, up to and including termination:

- 6.7.1.** Unauthorized absence from work or place of duty or excessive tardiness.
- 6.7.2.** Incompetence in the performance of assigned duties.
- 6.7.3.** Using unsafe or dangerous work methods.
- 6.7.4.** Direct or indirect interference with other employees in the performance of their duties.
- 6.7.5.** Insubordination either verbal or by conduct, including refusing to obey a lawful order given by a supervisor.
- 6.7.6.** Wasting time, loitering, or engaging in horseplay with another employee or member of the public while on duty.
- 6.7.7.** Being intoxicated or impaired from the use of alcohol or drugs while on duty.
- 6.7.8.** Being in possession of alcohol or drugs while on duty.
- 6.7.9.** Committing acts of an immoral or indecent nature while on duty, including through the use of email or the internet.
- 6.7.10.** The use of inappropriate language, specifically the use of profanity, excessive yelling when meeting or speaking with fellow employees.
- 6.7.11.** Engaging in matters of a personal or private nature while on duty, including using the internet or email or personal cell phone, which adversely affects the performance of the employee's duties. This includes violations of the Information Technology Acceptable Use Policy.

- 6.7.12.** Engaging in acts or gestures of violence and harassment towards other employees or a member of the public in violation of the Corporate Workplace Violence Policy or any portion of the Respectful Workplace Program.
- 6.7.13.** Engaging in acts of discrimination towards other employees or a member of the public in violation of the Corporate Human Rights Policy, the Respectful Workplace Program, or the Ontario Human Rights Code.
- 6.7.14.** Theft or fraud involving property or assets of the public, other employees, or the Corporation or violation of the Corporate Fraud Policy and Protocol.
- 6.7.15.** Abuse of corporate property or using corporate property without authorization.
- 6.7.16.** Failing to comply with the Conflict of Interest Policy of the Corporation.
- 6.7.17.** Providing false information to the Corporation or misusing or falsifying any records of the Corporation.
- 6.7.18.** Lodging a vexatious or malicious complaint about another employee or a member of the public.
- 6.7.19.** Engaging in conduct, whether or not on duty, which may tend to bring the Corporation into disrepute, or which is offensive to the maintenance of good relations with other employees or members of the public, or which may otherwise interfere with the proper and efficient administration of the public service.
- 6.7.20.** Purposefully recording others in one on one or group meetings or interviews in a secretive, non-consensual manner is not welcome behaviour within the workplace.

The Standards of Employee Department Procedure provides clear guidelines about the Corporation's expectations for employee behaviours and deportment. Nothing in this policy or procedures shall be deemed to limit or in any other way affect the right of the Corporation to discipline employees for insubordination or other breaches of the Standards of Employee Department or the appropriate Collective Agreement or Terms of Employment whether or not the action was accompanied by an act of harassment.

## **6.8. RELIGIOUS OBSERVANCES**

The Corporation acknowledges that an employee's religious beliefs and followings may require time away from work on days of religious observance and/or time for prayer during scheduled working hours. The Religious Observances Procedure outlines the process for accommodation of the time required by an employee for religious observance as per The Ontario Human Rights Code *or the* Canadian Human Rights Act, *as applicable*.

## **7. ADMINISTRATION**

### **7.1. Costs**

The Corporation shall be responsible for the costs of the administration of this policy and its procedures including the costs of any mediation services initiated by the Corporation. All parties retaining outside legal or any other assistance shall be solely responsible for the cost involved.

### **7.2. Records**

- 7.2.1.** All documentation related to complaints made under this policy and its procedures shall be filed in one centralized location, separate from any personnel files, with the Respectful Workplace Policy Co-ordinator, to ensure confidentiality. Records will be destroyed in accordance with the record retention requirements under the Municipal Freedom of Information and Protection of Privacy Act.
- 7.2.2.** Documentation of any disciplinary action taken as a result of the complaint will be filed in the applicable employee docket.

### **7.3. Communications**

- 7.3.1.** The Respectful Workplace Policy Co-ordinator, in collaboration with the Manager of Occupational Health and Safety and Wellness and the Diversity and Accessibility Officer, is responsible for a plan of communications to inform employees and officials (elected and appointed) about the existence of this policy and how to effectively use it.
- 7.3.2.** This policy shall be posted at a conspicuous place in the workplace in accordance with section 32.0.1(2) of the Occupational Health and Safety Act.

#### **7.4. Inconsistencies with Policy**

The Executive Director of Human Resources along with the Corporate Leadership Team is responsible for the Respectful Workplace Policy and ensuring compliance with this policy. Where consistency questions arise, the Executive Director of Human Resources is responsible for raising the concerns with the City Clerk and/or Chief Administrative Officer and the appropriate members of management in an effort to resolve the issue.

#### **7.5. Monitoring and Policy updates**

The Executive Director of Human Resources is responsible to ensure that this Policy is monitored and updated on a regular basis.

### **8. Governing Rules and Regulations**

This policy is governed by the following statutes of the Province of Ontario or the Government of Canada:

Criminal Code -R.S.C. 1985, c. C-46, ss. 217.1, 265  
Municipal Freedom of Information and Protection of Privacy Act, RSO, 1990 c. M-56  
Occupational Health and Safety Act RSO 1990, C.0.1  
Canadian Labour Code R.S.C., 1985, c. L-2  
Ontario Human Rights Code RSO 1990, H.19  
Canada Human Rights Act -R.S.C., 1985, c. H-6)  
Workplace Safety and Insurance Act S.O. 1997, c. 16  
Accessibility for Ontarians with Disabilities Act, S.O. 2005, c-11  
Accessible Canada Act-Statues of Canada 2019, Chapter 10  
Dog Owner's Liability Act, 1990  
Blind Person's Rights Act, 1990  
Ontario Regulation 562 – Health Protection and Promotion Act  
Ontario Regulation 191/11- Integrated Accessibility Standards  
Terms and Conditions of Employment  
Applicable Collective Agreements