

# Directive

## Directive: Human Rights Complaints

<b>Issue Date:</b>	July 10, 2014	<b>Directive No.:</b>	2014- 03
<b>Revision Date:</b>		<b>Replaces No.:</b>	2012-06

**Applicable Policy:** N/A

**Type:** Legislative/Operational

*The policies and procedures in this Directive are to be implemented by Housing Providers/Cooperatives funded by the Municipality under the following programs.*

### Provincial Non-Profit Housing Providers

- |   |  |
|---|--|
| <input checked="" type="checkbox"/> Gananoque Family Housing                      | <input checked="" type="checkbox"/> Gananoque Housing Inc.                           |
| <input checked="" type="checkbox"/> Legion Village 96 Seniors Residence           | <input checked="" type="checkbox"/> Twp. of Bastard & South Burgess Housing Corp.    |
| <input checked="" type="checkbox"/> Brockville Municipal Non-Profit Housing Corp. | <input checked="" type="checkbox"/> South Crosby Non-Profit Housing Corp. – Pineview |
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### Federal Non-Profit Housing Providers

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> Athens & District Non-Profit Housing Providers | <input checked="" type="checkbox"/> Marguerita Residence Corp.                           |
| <input checked="" type="checkbox"/> Gananoque Housing Inc.                         | <input checked="" type="checkbox"/> South Crosby Non-Profit Housing Corp. – Rideau Lakes |
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### Federal/Provincial Cooperative Housing

- Shepherds Green Cooperative Homes Inc.
- 

### Housing Providers

- |   |  |
|---|--|
| <input type="checkbox"/> Community Housing Provider | <input type="checkbox"/> Rent Supplement Program |
|---|--|

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### BACKGROUND

In 2009, the United Counties of Leeds and Grenville, as service manager, introduced reporting requirements for non-profit and co-operative housing providers to report on internal review requests and Landlord and Tenant Board (LTB)/Court action. In 2011 another section was added to the reporting form to capture any Human Rights complaints against the housing provider. Requests for review of decisions eligible for review under the *Housing Services Act, 2011* are now being conducted by a review body appointed by the service manager, and review statistics are also maintained by the service manager. Since there is no legislative requirement for housing providers to report LTB/Court activity to the service manager, the service manager has determined to discontinue these reporting requirements also.

### PURPOSE

This directive is to advise all non-profit and co-operative housing providers to notify the service manager immediately of any complaint filed against the provider under the Ontario Human Rights Code, or any applicant/tenant complaint based on code protected grounds for the purposes of risk management. Quarterly reporting requirements (i.e. the LTB/Court Action/Human Rights Activity reports) are no longer required to be submitted.

### ACTION TO BE TAKEN

1. In the event a housing provider is notified of an Ontario Human Rights complaint, or any complaint from an applicant/tenant that is based on grounds protected under the Human Rights Code, the Administrator shall immediately notify the service manager by contacting the Housing Manager or designate at (613) 342-3840 ext. 2328.
2. The *Human Rights Code* prohibits discrimination against people on the following protected grounds for accommodation, employment, contracts, services, and vocational associations: age, ancestry, colour, race, citizenship, ethnic origin, place of origin, creed, disability, 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.
3. Housing administrators are expected to pursue rent arrears and other violations of the *Residential Tenancies Act*, if applicable, by filing an application with the Landlord and Tenant Board or other proceedings as may be determined by Co-operative by-laws.
4. Quarterly reporting of the outcome of any applications filed with the Landlord and Tenant Board is no longer required.
5. Any Landlord and Tenant Board Order that will significantly impact the operations and/or financial position of the housing provider shall reported promptly to the service manager.

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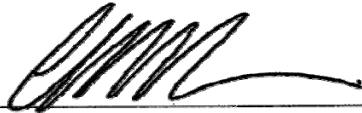
### REFERENCE

*Human Rights Code, R.S.O. 1990*

*Residential Tenancies Act, 2006*

If you have any questions, please contact the following:

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**Housing Department**  
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**Fax: (613) 342-8908**



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**Chris Morrison, Manager**  
**Housing Department**



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**Date**