Manitoulin-Sudbury District Services Board POLICY & PROCEDURES MANUAL

Section: H. Ontario Works	Effective Date: July 1, 2009
Topic: 1. Introduction to Ontario Works	Replaces: November 2004
Subject: 1.6. Sexual/Racial Harassment	
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POLICY

RACIALLY/SEXUALLY HARASSING COMMENTS

Authority Ontario Human Rights Code

All staff has the right to be free of inappropriate comments made that relate to one's race, religion or sexual orientation. These include such comments made by participants. Consequently, staff do not have to provide service to them or others in their presence.

PROCEDURE

Participants who make these comments should be handled in one of the following ways:

- 1. The staff member serving the participant can advise him/her of the inappropriateness of such comments and ask him/her to refrain from continuing.
- 2. If the nature of the comment makes this inappropriate, the staff member may refuse service to the participant.
- a. If the comment is particularly offensive, the staff member providing service and any other staff members offended by the comment should make a notation on SDMT –under contact- advise their supervisor.
 - b. The supervisor and another staff member will meet with the participant and advise them of the inappropriateness of the comment and our office's unwillingness to provide service if such comments continue.
 - c. If the comments continue after the above warning, a trespass notice can be issued to the participant.

Note: If an abusive or threatening applicant/participant requires further contact with staff, it may be scheduled in the office in the presence of security.

CROSS REFERENCE: Section: 1.7. - Aggressive Behaviour