

MADISON COMMUNITY SERVICES
HUMAN RESOURCE POLICIES, STANDARDS AND GUIDELINES

HUMAN RESOURCES – Human Rights

Subject: Tolerance and Anti-Discrimination Policy

Updated: APR/2025

Policy Statement

The Ontario Human Rights Code defines discrimination and harassment as illegal. Madison Community Services is committed to fostering a safe and inclusive environment, free from violence, discrimination, and harassment, where all individuals are treated with dignity and respect.

Clients, staff, and the Board of Directors recognize that every person living, working, or visiting Madison has the right to respect and equal treatment, regardless of race, ethnicity, religion, citizenship, gender, age, sexual orientation, occupation, marital status, or physical or mental disability.

Any individual who fails to uphold this standard may face legal consequences.

1. Policy

1. Discrimination and harassment in any form are unacceptable and violate the rights of clients, staff, and volunteers. Madison does not tolerate such behavior and is committed to maintaining a discrimination-free environment.
 2. Anyone providing services on behalf of Madison must abide by this policy and treat colleagues and clients with professionalism and respect.
 3. Any act of discrimination or harassment will be treated as a serious policy violation and may result in disciplinary action, including termination or eviction.
 4. Individuals who believe they have experienced discrimination or harassment by a Madison employee or volunteer may:
 - File a complaint following Madison's outlined procedures.
 - Lodge a complaint with the Ontario Human Rights Commission.
 - File a grievance under the C.U.P.E. Collective Agreement, if applicable.
-

2. Fundamental Principles

1. This policy does not restrict employees' rights as defined by the Ontario Human Rights Code or the C.U.P.E. Collective Agreement, where applicable.
 2. Preventing discrimination and harassment through education and awareness is a fundamental part of this policy.
 3. Madison will treat all complaints seriously and handle them with strict confidentiality.
 4. The process must ensure fairness, including the respondent's right to know the allegations and the identity of the complainant and the right of both parties to a fair and impartial hearing.
 5. Confidentiality will be maintained to protect all parties involved, except where disclosure is necessary for resolution.
 6. Records of complaints and resolutions will be maintained only by the Discrimination and Harassment Officer or an Ad Hoc Discrimination and Harassment Committee.
 7. The Ad Hoc Discrimination and Harassment Committee will consist of one Board Member, one management representative, and one C.U.P.E. member.
-

3. Definitions

Discrimination:

Discrimination refers to unfair treatment based on race, religion, ethnicity, gender, sexual orientation, age, political affiliation, marital status, family status, residence, disability, or union activity.

- Discrimination occurs when such factors influence decisions affecting a staff member's job security, working conditions, or income or a client from obtaining services.
- It also includes maintaining a work environment that favors certain groups over others.
- Pregnancy-related discrimination is considered a form of sexual discrimination.
- Protection extends to individuals with physical and mental disabilities, including conditions like HIV/AIDS.

Harassment:

Harassment includes verbal and physical misconduct such as:

- **Racial harassment** – racial slurs, offensive behavior, or derogatory remarks.
- **Sexual harassment** – unwanted sexual advances, comments, or conduct that create a hostile work environment.
- **General harassment** – repeated, inappropriate, and unwelcome behavior.

Examples of unacceptable conduct include:

- Inappropriate jokes or comments about sex or gender.
- Unwanted physical contact.
- Invading personal space.
- Inquiries or comments about an individual's personal life.
- Displaying offensive material.

Workplace:

The workplace extends beyond Madison's offices and includes any location where Madison business is conducted.

Employee:

An employee includes any individual providing services for Madison, whether paid or unpaid (full-time, part-time, contract, volunteers, and student placements).

Complainant:

The complainant is the individual alleging discrimination or harassment.

Discrimination and Harassment Officer/Committee:

Responsible for:

- Interviewing the complainant and alleged offender promptly.
- Interviewing witnesses.
- Documenting the situation accurately.
- Communicating investigation outcomes.
- Maintaining confidentiality.

Madison may involve external professionals for resolution when necessary.

4. Complaints Procedure

1. Madison supervisors and designated personnel must ensure a discrimination-free environment.
2. Any staff member or client who experiences or witnesses a policy violation should report it to:
 - The Senior Manager or the designate
 - The Union Steward (if applicable).
 - The Executive Director.
3. Any supervisor receiving a complaint must promptly escalate it to the management team for resolution by following the complaints and feedback procedure as stipulated in the policy.



Head Office: 355 Church Street,
2nd Floor
Toronto, ON
M5B 1Z8
T: (416) 977-1333 F: (416) 977-1024