ACCESS NOW

DEALING WITH CONFLICT

KNOW YOUR RIGHTS

When dealing with conflict, it is important to know what your rights are. This document will provide you with everything you need to know about handling conflict esolution respectfully.

THE CANADIAN HUMAN RIGHTS ACT

The purpose of the Canadian Human Rights Act is to ensure that all individuals have "opportunity equal with other individuals to make for themselves the lives that they are able and wish to have and to have their needs accommodated, consistent with their duties and obligations as members of society, without being hindered in or prevented from doing so by discriminatory practices."

People can turn to the Canadian Human Rights Act to protect themselves against harassment or discrimination when it is based on one or more of the 13 prohibited grounds of discrimination: race, national or ethnic origin, colour, religion, age, sex, sexual orientation, gender identity or expression, marital status, family status, genetic characteristics, disability, and conviction for an offence for which a pa don has been granted or in respect of which a record suspension has been ordered.

This material contains general information only. It is not a substitute for legal advice and is not intended to replace legal advice from a qualified lawyer. Persons seeking legal advice or guidance with a particular problem should consult with legal counsel.

WHAT IS DUTY TO ACCOMODATE?

Employers and service providers have an obligation to adjust rules, policies or practices to enable you to participate fully. It applies to needs that are related to the grounds of discrimination. This is called the duty to accommodate.

EXAMPLES OF DUTY TO ACCOMODATE

- Providing assistive technology
- Allowing an employee to take time off to attend a medical appointment
- Managing an employee's schedule in a way that balances their work and caregiving obligations
- Ensuring accessibility within the physical environment or workplace

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WHAT TO DO IF A PLACE DENIES YOU YOUR RIGHTS

If you believe you have been the victim of a civil rights violation, you may have questions about your situation and your options. Only certain rights are protected under civil rights and anti-discrimination laws. You likely have a number of options available to you including: resolving the matter through informal negotiations, such as engaging with the business owner or employer. Once you point something out, people are sometimes willing to change. If your request is met with resistance, you may turn to more serious options such as filing a claim with the government, or filing a private lawsuit in civil court.

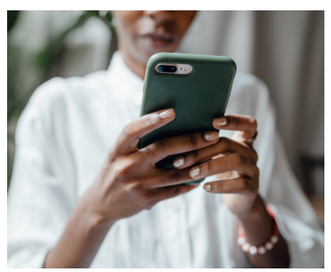
WHAT TO DO IF YOU SHOW UP AT A PLACE THAT'S NOT ACCESSIBLE

ENGAGE WITH THE BUSINESS

Speak with a manager about the barriers that prevent you from engaging with their business. Provide feedback on how they can make their space or service more accessible.

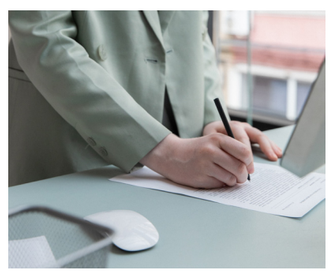
SHARE IT ON SOCIAL MEDIA

Social media is a powerful tool in raising awareness. Focus on using your example to help educate others about the importance of accessibility for people with disabilities.



REVIEW IT ON ACCESSNOW

Every pin counts. Share with the community by adding a rating and review of the business on AccessNow.



REPORT TO THE FEDERAL GOVERNMENT

In some cases (i.e. inaccessibility of public spaces) you can report to the federal government.

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WHAT TO DO IF A PLACE ASKS YOU TO LEAVE

While reviewing accessibility of a place shouldn't cause any issues, you may encounter unwelcoming reactions from the establishment. In the rare occasion that you may be asked to stop what you are doing or asked to leave, we want to make sure you are prepared to handle the situation.

UNDERSTAND THEIR REASON

Maybe the establishment prohibits photography or video. Maybe there's a dresscode. If you feel you are being asked to leave for discriminatory or unjust reasons, ask to speak with a manager. If not, it may not be worth the discussion and it's best to leave the establishment right away.

COOPERATE AND LEAVE IN AMICABLE TERMS

Avoid escalating the situation to the point that the establishment has to call enforcement or physically remove you. Leave immediately and quietly. It's not worth your effort

CHECK-IN WITH ACCESSNOW

Let us know about the incident. Know that we are a team and that AccessNow has your back.

HOW TO APPROACH BUSINESSES

In some instances, you may want to approach business owners for more information about their stores or services. We've created three prompts that you can use to start a conversation. Time to flex your improv skills! Use the next few pages as inspiration for possible scenarios. Practice with a few of your AccessAgent teammates and have fun.

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> "I'm doing a research project to help gather information about accessibility for people with disabilities ..."

REASONING

Indicating that you are working on a research project gives the business owner comfort that you are coming from the perspective of learning and not auditing.

Explaining that you are reviewing the business from a personal point of view of accessibility makes you more approachable.

ADVANTAGES

Business owners may be more open to conversation.

Businesses may be more willing to show you around their establishment.

It gives you the opportunity to ask more pointed and direct questions related to the tags and accessibility features you need to assess.

DISADVANTAGES

It can come off as a little vague and prompt the business owner to ask you more questions.

There is a likeliness that you will be asked who the research project is for. If this is the case, there is no problem explaining that you are working with AccessNow.

INCLUSION REVOLUTION

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> “I’m looking to come here with a friend but we have a few accessibility requirements. Do you think I could take a look around and see if this place is accessible for us?”

REASONING

Comes from the perspective of lived experience; you are looking to see if you are able to enjoy the place as a customer.

ADVANTAGES

This gives you more space to speak from personal experience, and evaluate from your own personal point of view.

DISADVANTAGES

None. Its totally ok to act as a customer when visiting any business.

FOR ADDITIONAL INFORMATION:

ARCHDISABILITY LAW CENTER

https://archdisabilitylaw.ca/

INDEPENDENT LIVING CANADA

https://www.ilc-vac.ca/

CENTRE FOR INDEPENDENT LIVING TORONTO

https://www.cilt.ca/

INCLUDE ME

https://www.include-me.ca

U.N. CONVENTION ON THE RIGHTS OF PERSONS WITH DISABILITIES

https://www.ohchr.org/EN/HRBodies/CRPD

ACCESSIBLE CANADA - GOVERNMENT OF CANADA

https://www.canada.ca/en/employment-social-development/programs/accessible-canada.html