

Checking your understanding

- 1. Where in B.C. can you submit a formal human rights complaint against someone you think has discriminated against you? (circle one)**
 - a. BC' Office of the Human Rights Commissioner
 - b. The Human Rights Tribunal
 - c. The Human Rights Clinic
- 2. True/False— BC's Office of the Human Rights Commissioner is independent from government.**
 - a. True
 - b. False
- 3. What can the Human Rights Clinic help you with? (circle all that apply)**
 - a. Decide whether someone has breached the *Human Rights Code*
 - b. Help with a complaint at the federal level
 - c. Provide help with the complaint process
 - d. Possibly provide a lawyer to represent you with your complaint

4. What can the Human Rights Tribunal order if it decides to make a complaint in your favour? (circle all that apply)

- a. Shut down a business
- b. Order the person or organization that discriminated against you to pay you money (compensation)
- c. Sentence someone to jail
- d. Order the person or organization that discriminated against you to create new rules
- e. Order the person or organization that discriminated against you to get training

5. True/False — The Human Rights Clinic's lawyers and advocates offer free legal advice in relation to the complaint process.

- a. True
- b. False

6. Which of the following does the Office of the Human Rights Commissioner not do? (circle all that apply)

- a. Educate people about human rights
- b. Resolve individual cases of discrimination
- c. Monitor the provincial government to make sure all B.C. residents are treated equally
- d. Provide legal advice for a human rights complaint
- e. Monitor industry to make sure all B.C. residents are treated equally

7. **What formal complaint option is available to unionized workers other than submitting a complaint to the Human Rights Tribunal? (circle one)**

- a. There is no alternate option for those in unions
- b. Talk to the union about filing a grievance
- c. Submit a complaint to the Labour Relations Board
- d. Submit an anonymous employee opinion survey

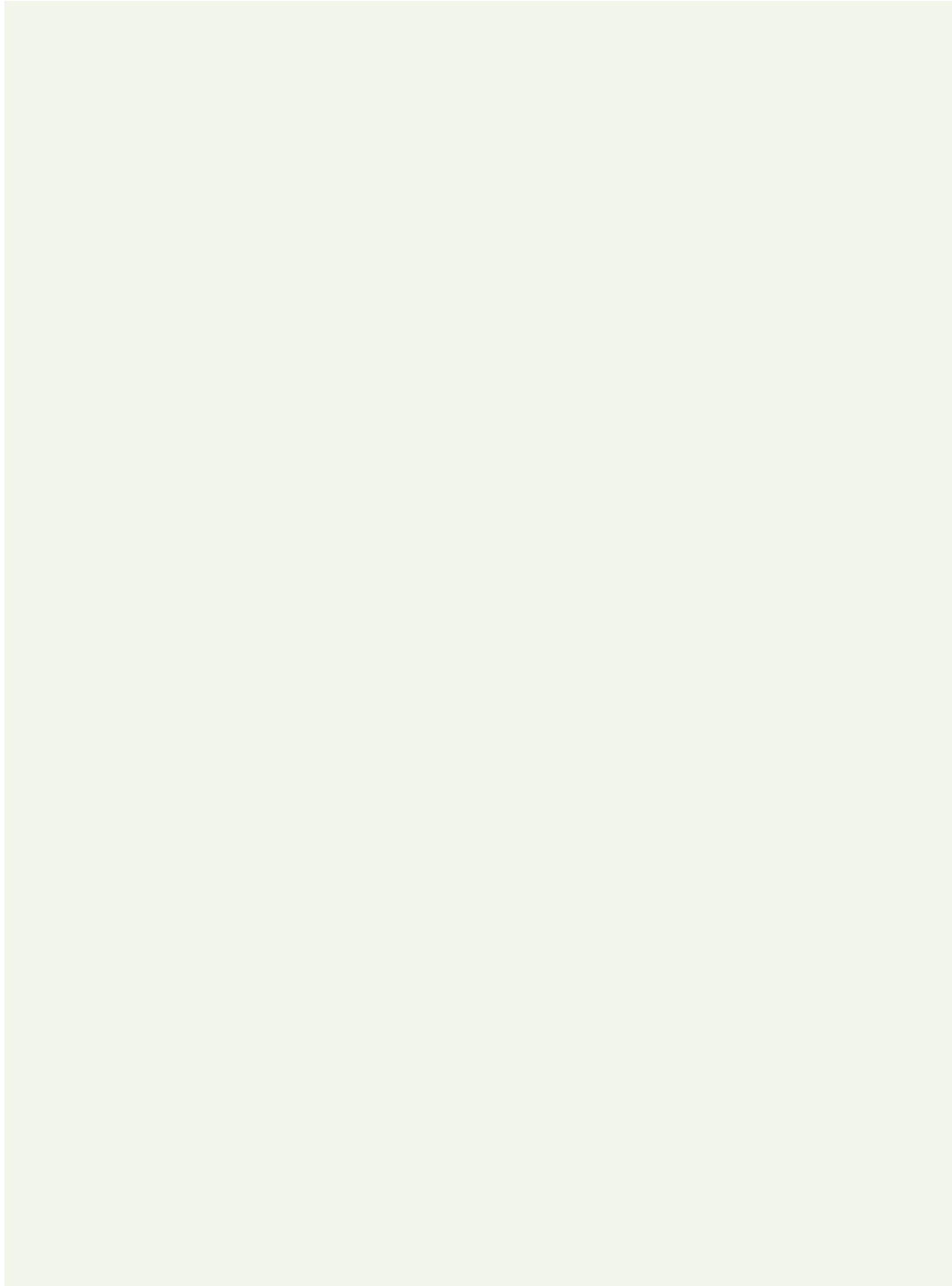
8. **BC's Office of the Human Rights Commissioner works on _____ human rights issues. It is _____ that advocates for changes to the _____ that result in inequality and injustice. (fill in the blanks with the letter representing the best choice)**

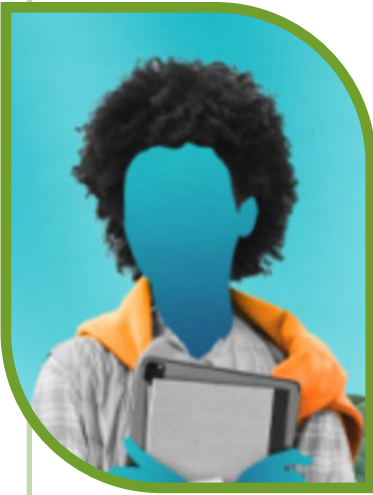
- a. an independent office
- b. systemic
- c. systems and laws

9. **What can the Human Rights Tribunal do to help you? (circle one)**

- a. Resolve your complaint by helping you reach an agreement with the other side or hearing evidence and making a decision
- b. Investigate individual complaints
- c. Provide lawyers and advocates that provide free legal advice

10. In your own words, describe how the three organizations work together to support human rights.





The story of your friend Andriy

Andriy is your friend and a newcomer to the country. He is unfamiliar with B.C.'s human rights laws, terms and complaints system. He has been renting a one-bedroom apartment in Kelowna for many years. He loves living in Kelowna and feels lucky he found a good place to live.

2. Are Andriy's human rights protected in the area of housing?

- a. Yes, Andriy is protected by B.C.'s *Human Rights Code* which covers how he should be treated in areas like housing, along with other areas like employment and services.
- b. No, Andriy does not have human right protections when it comes to renting a place. It would be different if he owned a place.
- c. It depends on Andriy's immigration status.

One day Andriy tells you he is having trouble with his washing machine. Laundry is included in his rental, and he tells the landlord that his washing machine is not heating sufficiently to get his clothes clean. He also discloses that he has a disability which increases clothing stains. His clothes aren't getting clean because the water doesn't get hot enough.

He requests the landlord provide a washing machine capable of hot water washing. His landlord refuses, saying the machine is working well enough and people should use cold water because it is better for the environment.

Andriy finds a washing machine with hot water capabilities on sale and requests the landlord remove the old machine from his unit and replace it with the one he found. His landlord refuses, repeating that the washing machine is working well enough. Andriy is disappointed and replaces the washing machine himself.

2. Could Andriy make a human rights complaint against his landlord?

- a. Yes
- b. No

**3. Who would you suggest Andriy turn to make a complaint?
(circle all that apply)**

- a. BC Human Rights Tribunal
- b. BC Human Rights Clinic
- c. BC's Office of the Human Rights Commissioner
- d. Somewhere else

With your advice and with support from the Human Rights Clinic, Andriy brings a complaint against his landlord to the Human Rights Tribunal claiming discrimination based on disability.

The Tribunal learns that Andriy does have a physical disability that reasonably requires access to hot-water cleaning, that he experiences harm as a tenant due to this disability, and that the landlord could have provided him access (called a “duty to accommodate”) to hot water laundry without experiencing too much difficulty (called “undue hardship”).

4. Which could be an appropriate remedy or solution for the Tribunal to order? (circle all that apply)

- a. Have the landlord pay Andriy money (compensation) for injury to his dignity, feelings and self-respect
- b. Have the landlord pay Andriy money (compensation) for the expenses that happened as a result of the discrimination
- c. Declare that the landlord stop the discrimination and not do something similar again
- d. Have the landlord receive education about their responsibilities under the *Human Rights Code*
- e. All of the above
- f. None of the above



For reflection or discussion



1. As discussed in the video, B.C.'s human rights system consists of three organizations that work to promote and protect human rights in the province. Can you think of reasons why it is important to have three agencies that are independent from each other working on human rights issues in B.C.? Are there any challenges to this model?
2. BC's Office of the Human Rights Commissioner works on systemic human rights issues. In your own words how is systemic discrimination different from discrimination that might happen between two individuals? What do the two types of discrimination have in common, if anything? Please visit our website at www.bchumanrights.ca for examples of systemic issues we are working related to discrimination under the Human Rights Code, decolonization, poverty, hate and detention. Which of these current systemic issues are important to you? Are there other systemic human rights issues important to you and people you care about?

3. **The Human Rights Tribunal decides human rights complaints like how a court decides other kinds of legal problems. Are there any reasons you can think of that someone might decide not to make a complaint to the Tribunal, even though they think they've been discriminated against? Besides having a lawyer, what other kinds of support might someone need to go through with a human rights complaint?**

4. **The Clinic provides legal advice and representation to people who have filed human rights complaints. They do not represent the person, people or organization that is accused of discrimination. Why do you think that is? Are there other ways you can think of for those accused of discrimination to get legal advice and representation?**

5. **B.C's human rights system has the goal of helping people recognize discrimination, stand up against injustice, and support dignity and respect for everyone. It is a big goal. What would a province free from discrimination and injustice look like to you?**

Resources

Human rights code

A law that protects and promotes human rights in B.C. related to equality and freedom from discrimination. It allows you to submit a formal complaint with the BC Human Rights Tribunal if you believed you have experienced discrimination.

Intro to human rights: Video

Another animated video by the Office of the Human Rights Commissioner that teaches you about your human rights.

I love my human rights: Video series

Brief documentary-style videos by the Office of the Human Rights Commissioner of real people in B.C. Each video comes with a conversation guide for reflection and discussion about human rights.

BC's Office of the Human Rights Commissioner

An organization that works on systemic human rights issues. It's an independent office that advocates for changes to the systems and laws that result in inequality and injustice.

BC Human Rights Tribunal

An organization that helps resolve cases of discrimination. It's kind of like a court, but only decides discrimination cases.

BC Human Rights Clinic

An organization that helps with the complaint process. Their lawyers and advocates offer free legal advice and can help you decide if you should file a complaint. If you do, they may represent you for free at the Human Rights Tribunal.





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