

GL7.14 Attachment B

Appendix B

Glossary of Human Rights Office Report Terminology:

No-ground/non-jurisdictional/referral:

The "No ground/non-jurisdictional/referral" category captures issues that HRO staff are consulted on that may not be related to a prohibited ground in the HRAP. Since October 2018, these inquiries have been handled by the Complaints and Research Analyst who requests additional information in order to assess whether the inquiry is code-related. Following the assessment, a referral is made to the appropriate Division or agency. A small number of no ground consultations may be assigned to an HRO Consultant for action. For example, where Divisional management has failed to respond effectively to a complaint under the HRAP, an HRO Consultant would follow up on the complaint classified under "no ground".

In some cases, the "No ground/non-jurisdictional/referral" category captures an inquiry where information is limited and human rights grounds cannot be identified, such as in instances where an inquirer makes initial contact but does not follow-up. The interaction in that case may be logged as "No Ground".

"No Ground" inquiries also capture opportunities where the HRO is engaged to integrate human rights and equity principles into a broad range of City employment and service initiatives (i.e., program/policy reviews; education and resource development; advice regarding job postings, collective agreement provisions, application of legislation, etc.)

Non-Code Workplace Harassment (OHSA):

Workplace harassment is harassment that is not related to a prohibited ground in the *Code*. As in previous years, workplace harassment continues to be the most frequent ground of complaint identified to the HRO.

To increase management's ability to respond to these matters and promote positive workplace conduct, the HRO continues to update the "Manager's Guide for [Manager's Guide to Addressing Employee Harassment and Discrimination Complaints & Incidents](#)", and the resource "[Resolving Conflict: Preventing Incivility and Workplace Harassment](#)".

Human Rights Tribunal of Ontario (HRTO) Application:

An HRTO application is the document that begins the process at the HRTO and the person who files the application is called the applicant. The application asks the applicant to identify who they believe is responsible for the alleged discrimination. The person or organization is called the respondent. The applicant must also provide a detailed description of the events that led to their claim and they must explain how each respondent is responsible.

Ministry of Labour Complaint:

If an employee believes that their employer isn't following the law or their own harassment policy they can make a complaint to the Ministry of Labour. They can do this by calling the Ministry's Health and Safety Contact Center. The Ministry of Labour

may send an investigator to the workplace. Workers can also file a complaint at the Ministry of Labour if they believe they've been fired or punished for exercising their rights under the *Occupational Health and Safety Act* at the Ontario Labour Relations Board.

Intersectionality:

Intersectionality recognizes that identities are not single social categories but understood as interlocking systems of marginalization that shape people's lives. Intersectionality highlights the inseparability of social categories such as race, gender, class, ethnicity, disability and sexuality, and how multiple dimensions of social difference interact across individual, institutional, cultural and societal spheres.