

Anti-Indigenous Discrimination in Retail Settings



WHAT DISCRIMINATION LOOKS LIKE:

Discrimination is when someone is treated unfairly or denied the same access or opportunities as others because of personal traits like race, background, gender, disability, or family situation. It doesn't need to be obvious or intentional to have a negative effect.

STEREOTYPING AND RACIAL PROFILING:

Stereotyping is assuming everyone from a group is the same. Racial profiling is when someone is treated differently because of their race, background, or religion, without any real reason. This kind of treatment can lead to discrimination, which is a serious issue.

YOUR RIGHTS:

The Ontario Human Rights Code protects people from discrimination in both public and private services. **Indigenous people are fully covered under this law.**

SOCIAL AREAS COVERED:



e.g., education, health care, police, government, shops, restaurants

e.g., in unions, trade or professional associations

PROTECTED GROUNDS

Age
Ancestry
Citizenship
Colour
Creed
Disability
Ethnic Origin
Family Status
Marital Status
Gender Identity
Place of Origin
Race
Receipt of Public Assistance
Record of Offences (in employment only)
Sex
Sexual Orientation

IF YOU EXPERIENCE DISCRIMINATION:

STAY SAFE

Leave the situation if needed and connect with a local Indigenous support group.

WRITE IT DOWN

Note what happened, when, and who saw it.

GET SUPPORT

Contact the Human Rights Legal Support Centre for help.

FILING A COMPLAINT:

You typically have up to one year to file a complaint, but some cases allow as little as six months. You can:

Visit Tribunals Ontario:

<https://tribunalsontario.ca/hrto/forms-filing>

Call: 1-866-598-0322

Visit Indigenous Services:

<https://tribunalsontario.ca/en/indigenous-services>

Remember: You have the right to be treated fairly when accessing services. If something feels wrong, don't hesitate to speak up or reach out for support.