

# 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:

EMPLOYMENT



HOUSING



GOODS & SERVICES



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

MEMBERSHIPS



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

CONTRACTS



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## PROTECTED GROUNDS

Age  
Ancestry  
Citizenship  
Colour  
Creed  
Disability  
Ethnic Origin  
Family Status  
Martial 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.**