

Accessibility Matters: Attitudinal Accessibility Barriers and Legal Rights

Know Your Rights:

Canadian Charter of Rights & Freedoms:

Protection of all Canadians to be treated equal under the law.

Canadian Human Rights Act: Protects people in Canada from discrimination by federal or First Nations governments and agencies (such as some banks, RCMP)

BC Human Rights Code: Protects people from discrimination within any organization or business in BC

UN Convention on the Rights of People with Disabilities: Further protects the rights of people with disabilities internationally

Facts:

Attitudinal barriers are any behaviours or attitudes that discriminate against individuals with disabilities. These barriers often emerge from a lack of understanding, which can lead people to ignore, judge, or have misconceptions about a person with a disability. Such misconceptions and attitudes can include underestimating the abilities of people with physical disabilities. Attitudinal barriers can often create other barriers to access such as a lack representation in politics.

Where do I complain about a potential discrimination?

People are encouraged to first contact the provincial, municipal or organizational office responsible for the potential challenge or discrimination. For instance, the manager of a store or a restaurant. If your complaint has not been addressed appropriately, you may then look into more formal complaints.

Okanagan Advocacy & Resource Society can help you understand your rights and options and reconsideration requests regarding Welfare, EI, Tenant Information. For services please call 250-542-3555 ext. 209.

A helpful tool to find out where to direct your complaint can be found on the **Canadian Human Rights Commission** web page under www.chrc-ccdp.gc.ca/eng/make-a-complaint or call Toll-free: 1-844-899-3604. This will help you find out whether to contact the BC or Canadian Human Rights Tribunal for your complaints. Tribunals are courts that focus on Human rights and discrimination. You may receive free advice and representation when you are preparing to forward your complaint to a human rights tribunal.

Clicklaw.bc.ca and **dialalaw.peopleslawschool.ca** (or call 1 800-565-5297) provides legal information and education for people living in British Columbia

You can also get helpful information and one on one support at **DABC's Advocacy Access Program** toll-free 1-800-663-1278. This program also focuses on applying for and appealing the denial of disability benefits.

Support groups such as **ILV's YOU Youth Support Group, Friendship Peer Support group** and other peer support groups can also be an important tool in sharing information and coping with experiences of discrimination. For more information you can talk to our staff at Independent Living Vernon.

Accessible Canada Act:

- The purpose of the Accessible Canada Act is to identify, remove and prevent barriers and ensure greater opportunities for people with various disabilities
- This act would specify certain accessibility duties and accessibility standards
- People would also have an avenue to make formal complaints
- The act would be enforced in agencies that are under the power of the federal government such as the RCMP, some banks and the Canadian parliament
- This would also include areas such as transportation and employment standards
- There is no particular timeline for when the Act will be completed and enforced
- For more information and a plain language review see: www.include-me.ca

