

The Administrative Forest: Pathways to Justice

**SOAR's 35th
Annual
Conference**

**Thursday
November 2, 2023**

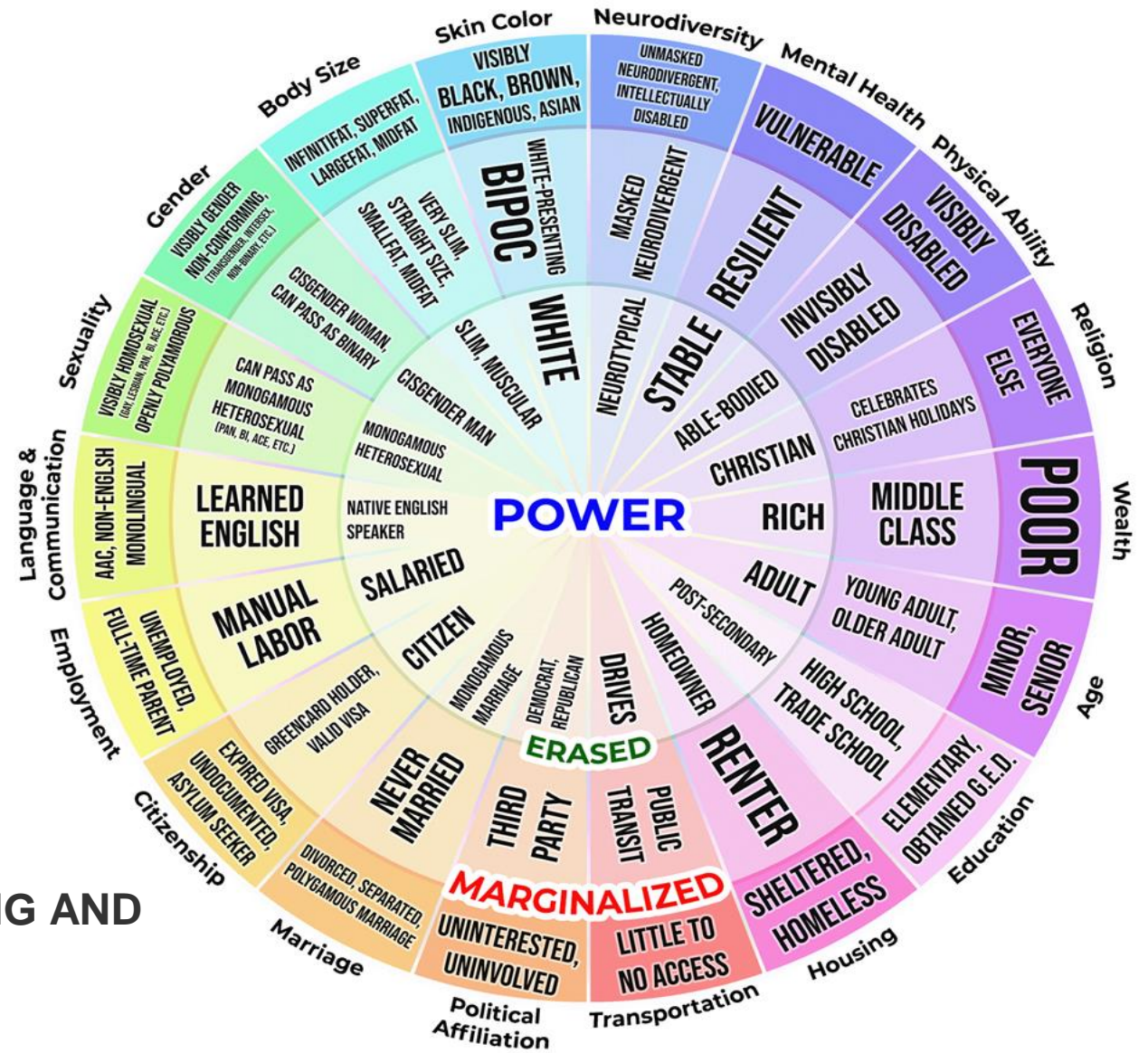
**Event Location:
Chelsea Hotel, Toronto
33 Gerrard St W, Toronto, ON M5G 1Z4**

Workshop 2

**Clearing the
Underbrush:
Innovating and
Improving
the User Experience**

INTERSECTIONALITY WHEEL OF PRIVILEGE

As Observed in the USA



CLEARING THE UNDERBRUSH: INNOVATING AND IMPROVING USER EXPERIENCE



Canadian
human rights
commission

Commission
canadienne des
droits de la personne

Human Rights


EXAMPLE OF DYNAMIC FORM QUESTIONS

Canadian Human Rights Commission
Complaints Services Branch
Krista DiZazzo, Senior Advisor

Redirection to a provincial human rights organization based on answers received

3.

Who were you dealing with? (required)*


 

Previous Question

Next Question

5.

Where did this happen? (required)*

Previous Question

Next Question

Next Step:

Based on your answers, we suggest that you submit your complaint to the human rights organization in your territory.

Click on the button to be directed there now.

[Human Rights Tribunal of Ontario](#)

**Different questions open in
response to answers entered by
service user**

Part 6-B – Discriminatory practice(s): Tell us what happened

[Click for more details](#)

What is the negative treatment you are complaining about? *

- I was fired
- I was demoted
- I was not hired
- I was not promoted
- I was harassed at work
- I was harassed when accessing a service
- I was treated differently than others
- I was denied a service
- I had accessibility problems or I was denied a workplace accommodation that I required
- I had accessibility problems or I was denied an accommodation that I require to receive a service
- I was retaliated against for filing a complaint with the Commission
- Other

Discriminatory practice:

► I was treated differently than others

Who was involved? *

What happened? *

→ Explain how you were treated differently than other people. *

500 character(s) remaining

Where did it happen? *

Part 6-B - Discriminatory practice(s): Tell us what happened

[Click for more details](#)

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- I was retaliated against for filing a complaint with the Commission
- Other


Discriminatory practice:

▶ I was retaliated against for filing a complaint with the Commission

What is your previous Commission complaint file number? *

What is the date we notified the Respondent of your complaint? *

The Commission can only accept a retaliation complaint if it is about treatment that happened **after** we told the Respondent about a previous complaint you filed against them.


Who was involved? *

What happened? *

500 character(s) remaining

Part 8 – Accommodations

[Click for more details](#)

Do you, your Representative, or your alternate contact need accommodation to participate in the Complaint Process?  *

Yes No

Who has an access need? (select all that apply) *

- I have an access need.
- My Representative has an access need.
- My Alternate Contact has an access need.

I have an access need: What specific accommodation is needed? *

500 character(s) remaining