POLICY 04

Non-Discrimination, Accessibility and Anti-Harassment

Published November 17, 2026

Purpose and scope

TBGN provides respectful and accessible services and applies these standards to recruitment, volunteer selection, program delivery and partnerships.

Equal access and accommodation

Respect the protected grounds in the Ontario Human Rights Code. Provide a confidential route to request accommodation and assess individual needs up to the applicable undue hardship standard. Consider physical access, accessible documents and accessible online participation.

Document eligibility criteria in each program plan, explain how the criteria serve its objectives and review their implications for human rights before publication.

Prevent and respond to harassment

Harassment is prohibited at events, in meetings, on social platforms and in private messages connected with the initiative. Provide an alternative reporting route if the usual contact is implicated.

Acknowledge concerns, assess urgent safety needs, arrange a fair review and share information only as needed. Record corrective actions and follow-up.

Digital access

Review recruitment materials and AI-supported exercises for accessibility barriers, stereotypes, language limitations and unequal device access. Offer reasonable equivalent activities and human support.

Records and review

The responsible lead keeps the records needed to demonstrate implementation, including relevant approvals, training, checks, incidents and corrective actions. Review this policy at least annually and after a material incident, change in law or funding, or significant program expansion. Refer material changes to the authority designated by Potter's House.

Standards for AI-assisted work

Use approved tools for a defined learning or operational purpose. A person reviews AI-assisted work, checks substantive claims against reliable sources and decides what to use. Protect private information, disclose material AI use and provide an accessible alternative where needed. Record the purpose, tool and permissions, privacy checks, verification, incidents and follow-up.

Official references

Ontario Human Rights Commission - Duty to accommodate