

JOBSEARCH 101 FOR RACIALIZED JOBSEEKERS IN DURHAM REGION



• DRUHC.CA

**DURHAM REGION
UNEMPLOYED
HELP CENTRE**

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Message from Durham Region Unemployed Help Centre

In 2021, Durham Region Unemployed Help Centre received funding from Canadian Heritage for the Confronting Racism in Durham project. DRUHC values diversity and inclusion and is committed to the ongoing work of listening and learning because these values reflect action and adaptation, not one-time accomplishment. As an Employment Ontario Service Provider and lead agency for Welcome Centre Immigrant Services – Pickering and the employment supports programs in the Durham Welcome Centres, we recognize the ongoing challenges and barriers faced by jobseekers, particularly racialized people, newcomers and others seeking equitable and fair employment. In our work with employers, we also see the effort needed to support organizational leaders seeking to create inclusive workplaces. Funding through the Anti-Racism Action Program provided an opportunity to explore further the lived experience of jobseekers, employees, employers and service providers in Durham region and work collaboratively with community partners to move beyond identifying barriers to confronting anti-racism and discrimination. Jobsearch 101 for Racialized Jobseekers in Durham Region provides practical tips, effective strategies and resources for understanding the labour market, identifying yourself as a strong candidate and owning your job search.



Introduction



Throughout the project a phenomenal team of community members shared their time and expertise to guide the work of this project. DRUHC is extremely grateful to members of the Confronting Racism Working Group committed to the research and discussion that resulted in this valuable resource.

We value your feedback and encourage you to stay connected to the Confronting Racism in Durham project via <https://confrontingracism.ca>.

How to Use This Guide

Our intention is for this handbook to serve as a practical guide for jobseekers from racialized communities as they navigate the job search and application process in Durham Region.

The handbook begins by providing insights about the labour market, followed by guidance on creating your professional brand. Finally, you will receive ideas and resources on how to take ownership of your job search to attain success.



01. Navigating the Labour Market

- What is the Labour Market
- How Can Jobseekers Use Labour Market Information to Gain an Edge
- Where to Find Labour Market Information



02. Professional Branding

- What is a Professional Brand
- How Do You Build a Professional Brand
- How to Use LinkedIn
- Dressing for Success
- What is Professional Networking
- The Benefits of Networking
- What is Mentorship and How Can It Help
- Informational Interview



03. Owning your Jobsearch

- Jobsearch Resilience and Coping Skills
- Dealing with Impostor Syndrome
- Daring to Apply
- Working with Diverse Teams
- Jobseekers Rights and Protections

Resources can be found at the end of each chapter. Additionally, you may also refer to the **Appendix** at the end of this book for more information.

What is the Labour Market?

The relationship between the number of jobseekers (supply), jobs available (demand) and wage rates is called the **labour market**.



The number of
jobseekers (supply)



Jobs available
(demand)



Wage rates

*From What is labour market information? Do I need it? by Settlement.Org

**Labour market
analysis is a useful
measurement tool
to examine:**

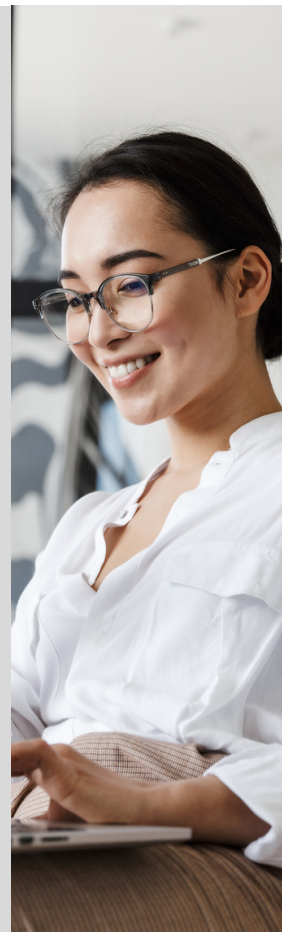
- Participation rates
- Occupations/industries
- How jobs are distributed among society
- Highly trained and low skilled employment
- Education and skills training needs
- Population factors
- Impacts of identity on employment (e.g. age, gender identity, race, ethnicity, citizenship status etc.)

How Can Jobseekers Use Labour Market Information to Gain an Edge?

Labour market information can support jobseekers when deciding what to study and where to seek employment.

FOR EXAMPLE, JOBSEEKERS CAN LEARN MORE ABOUT:

- Which industries are experiencing labour shortages and need employees, including hidden job markets that aren't widely posted
- Areas within a province, city or town that have vacancies
- Jobs and careers through occupational profiles that include salaries/wages
- Specific skills and education that are in demand and offers/promotions from institutions incentivizing programs
- The likelihood of securing employment in a place/industry
- How forecasting can determine what jobs will be needed in the future



By having an understanding of the labour market, jobseekers can approach their job search strategically, with an understanding of what to expect.



Research, reports, and studies on the labour market suggest that women and individuals from equity groups or equity-deserving groups (Indigenous, women, disabilities, racialized, etc.) may encounter hurdles when navigating the job market, including:

- Lower wages compared to their non-racialized and male counterparts
- Higher rates of unemployment compared to other groups
- Challenges in accessing certain job opportunities or occupations due to systemic barriers
- Underrepresented in certain industries or occupations, such as science, technology, engineering, and math (STEM) fields
- Challenges in accessing training and education, which can limit their opportunities for career advancement

Research suggests companies that value diverse teams and an inclusive workplace are more productive and have higher employee engagement and retention. Indicators of an equitable employer may include:

- Diversity at all levels of the organization
 - Positive reviews from current and former employees
 - Statements of solidarity with equity deserving groups; and
 - Positive, inclusive images and stories in social media.
- Include an employer's DEI (diversity, equity and inclusion) performance in your labour market research.

Based on research and studies conducted by several organizations, including Statistics Canada, the Canadian Centre for Policy Alternatives, the Labour Market Information Council, and the Canadian government.

Where to Find Labour Market Information

Labour Market Information can be used to identify potential job opportunities, create targeted resumes and cover letters, and prepare for job interviews which will help you stand out from other candidates.

It can be found in a variety of sources, such as:

- Government websites
- Statistics Canada
- Job search sites
- Newspapers
- Job postings
- Mentors and informational interviews
- Direct contact with those in the roles through information interviews
- Other online resources and private websites, such as Glassdoor



Resources

Web Articles

This resource offers advice and resources for using labour market information to explore career options, identify in-demand skills, and make informed decisions about education and training in Alberta, Canada.

Alberta alis (n.d.). Use Labour Market Information to Boost Your Career.

Retrieved February 14, 2023, from <https://alis.alberta.ca/look-for-work/labour-market-information/use-labour-market-information-to-boost-your-career/>

This article provides information and resources for exploring the labour market, including how to research job prospects, salaries, and industry trends to help make informed career decisions.

Algonquin College (2022, November 24). Exploring the Labour Market.

Retrieved February 14, 2023, from <https://algonquincollege.libguides.com/studyskills/exploring-labour-market>

This article focuses on strategies to strengthen skills development and training programs to meet the changing needs of the workforce in Ontario, Canada.

Ontario 360 (2022, April 19). Ontario 360 Transition Briefings 2022 – The Workforce Ontario Needs Now: How to Strengthen Skills Development.

Retrieved February 14, 2023, from <https://on360.ca/policy-papers/ontario-360-transition-briefings-2022-the-workforce-ontario-needs-now-how-to-strengthen-skills-development/>

Resources

This article, The Canadian Encyclopedia's entry on the labour market, provides an overview of the history, current state, and key issues related to labour and employment in Canada, including topics such as labour law, unions, and government policies.

Phillips, P. (2013, December 16). Labour Market. Retrieved February 14, 2023, from <https://www.thecanadianencyclopedia.ca/en/article/labour-market>

This article on labour shortages in Canada provides data and analysis on current and projected labour market trends, including the factors driving labour shortages, the occupations and regions most affected, and potential solutions to address the issue.

Statistics Canada (2022, November 18). Labour shortage trends in Canada. Retrieved February 14, 2023, from https://www.statcan.gc.ca/en/subjects-start/labour_/labour-shortage-trends-canada

This article explains what labour market information is, why it's important for job seekers and newcomers to Canada, and where to find it in Ontario.

Settlement.Org (2023, January 26). What is labour market information? Do I need it? Retrieved February 14, 2023, from <https://settlement.org/ontario/employment/find-a-job/labour-market-information/what-is-labour-market-information-do-i-need-it/>

This article provides a series of statistics that highlight persistent disparities in employment outcomes based on race and gender in the Canadian labour market.

The Monitor. (n.d.). By the numbers: Race, gender and the Canadian labour market. Retrieved February 14, 2023, from <https://monitormag.ca/shorthand/by-the-numbers-race-gender-and-the-canadian-labour-market-200221160640/index.html#article>

Resources

Other Useful Resources

The Durham Workforce Authority is an organization that collects and analyzes labour market information to provide insights and support for workforce development in the Durham region of Ontario, Canada.

Durham Workforce Authority. (n.d.). Home. Retrieved February 14, 2023, from <https://durhamworkforceauthority.ca/>

This resource provides monthly labour market bulletins for Ontario, Canada, which offer analysis of current employment trends and job prospects across various regions and industries in the province.

Government of Canada (2022, November 25). Explore the Canadian labour market. Retrieved February 14, 2023, from <https://www.jobbank.gc.ca/trend-analysis/job-market-reports/ontario/bulletin>

This resource provides information and resources for job seekers, employers, and workforce development professionals, including job boards, training programs, and labour market research tools.

Ontario (2023, February 13). Ontario's labour market. Retrieved February 14, 2023, from <https://www.ontario.ca/page/labour-market>

Workforce Planning Ontario is a network of organizations that works to identify and address labour market issues and opportunities in different regions of Ontario, Canada, in collaboration with employers, community groups, and government partners.

Workforce Planning Ontario (n.d.). Home. Retrieved February 14, 2023, from <https://www.workforceplanningontario.ca/en/>

What is a Professional Brand?

A **professional brand** is a narrative identifying your specific strengths and accomplishments that also communicates your personality and values in a memorable and impactful way.



Personal branding answers the questions:

What makes you
UNIQUE?

What is your
EXPERTISE?

What do you
VALUE?

How can you be an
ASSET?

How Do You Build a Professional Brand?

The first step in building your professional brand involves taking inventory by listing your:



- ✓ Strengths and competencies
- ✓ Career milestones
- ✓ Unique lived experience
- ✓ Values
- ✓ Priorities
- ✓ Career goals

It is important to be authentic and portray yourself accurately. Once you've identified your characteristics and what sets you apart from everyone else, develop a message that you can share publicly. Using a platform like LinkedIn to express your professional brand is one of the most effective tools for a jobseeker.

How to Use LinkedIn

1. Set up your account
2. Include a great headshot
3. Add your location, industry, work/internship experience, volunteer experience, education/certifications, skills, program/organization, etc.
4. Update your headline to briefly reflect your professional brand – show how unique you are and why a recruiter should consider you over other jobseekers
5. Include your complete professional brand in the summary section
6. Find and connect with people you already know on LinkedIn, including family, friends, fellow students, and colleagues; search for new connections
7. Look for companies that interest you and people working for those companies; people you have something in common with; people that may be able to assist you in achieving your goals
8. Send messages to connect; seek informational interviews; ask for referrals and career advice



Dressing for Success

Presenting a positive representation of yourself is important for achieving professional success.

One way to achieve a positive representation of yourself in the workplace is by dressing in accordance with company standards.

Different work places have different dress codes, ranging from casual to business casual. A good rule of thumb is to balance your personal style and comfort with the dress code policies at your workplace.





Presenting a positive representation of yourself can lead to:

- Making a good first impression since appearance is often the first thing seen
- Communicating that you take your career seriously
- Representing your organization positively
- Empowering you with more confidence
- Enhancing your credibility

What is Professional Networking?

Professional Networking involves building relationships with people within your workplace, current industry and desired field.

These relationships can be built and maintained online and in-person and could require “cold calling” or reaching out to people who may not be familiar to you.

Some prompts to include when making connections include:

WHO YOU
ARE

HOW YOU
CAME ACROSS
THEIR
CONTACT
INFORMATION

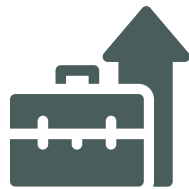
HOW THEY
MAY BE ABLE
TO HELP YOU

(e.g. informational
interview, advice,
etc.)

The Benefits of Networking



Securing
mentorship.



Receiving
opportunities
earlier than
the public.



Knowing an
insider who
can provide
specific
information.



Having
contacts in
various
industries.



Learning
new trends
and best
practices.

Numerous networking groups have arisen, categorized by factors such as identity and industry. For a list of such groups, please refer to the Appendix.

What is Mentorship and How Can It Help?



Mentorship can be described as a dynamic relationship between a seasoned and experienced person and someone who is seeking learning and career advancement opportunities.

When mentorship is done right, the mentor becomes a source of support, advice and guidance.

Mentorship is a two-way learning program.

While a mentor can develop leadership skills, a mentee can benefit in some or all of these areas:

- Communication skills
- Confidence
- Expanding their network
- Increased self awareness
- Learning about industries
- Preparation for interviews



Informational Interview

To learn more about a potential job or company that you are interested in, consider seeking an informational interview as part of your research and job search process.

To set up an informational interview, reach out to someone you already know or call or email someone working there.

You can also consider reaching out through LinkedIn. Some things to remember when setting up an informational interview include:

- Being open and honest with your request for assistance
- Clearly outlining whether you are seeking a coffee chat or a virtual meeting, and how long you'd like to chat (e.g. coffee chat next to their office for 15 minutes)
- Showing that you've done your research on the person you are reaching out to (e.g. mention if you went to the same school, took similar courses, or have any other similarities)
- Preparing a list of relevant questions to make the best use of their time
- Following-up and showing your appreciation

Resources

Web Articles

This article provides guidance on developing a strong personal brand as a speech-language pathologist (SLP) and leveraging it to advance in the field. American Speech-Language-Hearing Association (n.d.). Building a Professional Brand. ASHA Career Portal. Retrieved February 14, 2023, from <https://careers.asha.org/on-the-job/building-your-professional-brand/>

This article provides comprehensive tips and advice for creating a standout LinkedIn profile that effectively showcases your professional experience and skills.

Borsellino, R. (2021, March 3). The 31 Best LinkedIn Profile Tips for Job Seekers. Retrieved February 14, 2023, from <https://www.themuse.com/advice/linkedin-profile-tips>

In this article, Emma Diebold discusses the advantages of networking, such as learning about job opportunities, gaining access to industry knowledge, and receiving mentorship and support from colleagues.

Grant, R. (2016, May 19). The Value of Professional Networking for Career Success. Retrieved February 14, 2023, from <https://www.snhu.edu/about-us/newsroom/career/value-of-professional-networking>

In this article, Sarah Horne shares five guidelines for dressing professionally, including considering the company culture and dressing to show respect for the workplace and colleagues.

Horne, S. (2021, January 27). 5 Rules of Thumb to Consider for Dressing Professionally. Retrieved February 14, 2023, from <https://www.linkedin.com/pulse/5-rules-thumb-consider-dressing-professionally-sarah-horne/>

Resources

This article discusses the importance of a professional brand and provides tips for developing and promoting a strong brand.

Impact Group HR (n.d.). Create a Strong Professional Brand. Retrieved February 14, 2023, from <https://impactgrouphr.com/individualpost/professional-brand/>

This article emphasizes the impact of personal appearance on professional success and offers guidelines for appropriate workplace attire.

Indeed (2023, February 3). The Importance of Dressing Professionally at Work. Retrieved February 14, 2023, from <https://www.indeed.com/career-advice/starting-new-job/importance-dressing-professionally-at-work>

This article outlines key qualities and behaviours that demonstrate professionalism in the workplace, including reliability, accountability, and effective communication.

Joseph, C. (2019, March 12). 10 Characteristics of Professionalism. Chron. Retrieved February 14, 2023, from <https://smallbusiness.chron.com/10-characteristics-professionalism-708.html>

This article provides practical tips for building a professional wardrobe while being mindful of expenses, such as shopping sales, choosing versatile pieces, and accessorizing wisely.

Joseph, D. (2021, February 20). 5 Rules of Thumb to Consider for Dressing Professionally. Retrieved February 14, 2023, from <https://couplewealth.com/dressing-professionally-on-a-budget/>

Resources

This article outlines the benefits of conducting informational interviews, provides tips for setting them up, and offers sample questions to ask during the interview.

Live Career (n.d.). The Ultimate Guide to an Informational Interview.

Retrieved February 14, 2023, from

<https://www.livecareer.com/resources/interviews/prep/informational-interviewing>

In this article, Jordan Parikh highlights the benefits of professional networking, including expanding opportunities, building relationships, and gaining insights from industry experts.

Stern, J. (2016, November 7). Why professional networking is so important.

Retrieved February 14, 2023, from <https://www.linkedin.com/pulse/why-professional-networking-so-important-jordan-parikh/>

This article defines professional networking as building relationships with individuals who can offer career support, and discusses the importance of maintaining and leveraging one's network.

Work to the Wise (n.d.). What Is a Professional Network? Retrieved February 14, 2023, from <https://www.worktothewise.com/career-dictionary-definitions/what-is-a-professional-network/>

This article explores the relationship between mentorship and professional networking, highlighting how mentorship can provide opportunities for networking, offer guidance and support, and facilitate introductions to new contacts.

Zubair, M. (2023, January 30). How mentorship can expand your professional network. Retrieved February 14, 2023, from

<https://www.togetherplatform.com/blog/how-mentorship-can-expand-your-network>

Resources

Other Useful Resources

The LinkedIn for Job Seekers guide offers practical advice and strategies for using LinkedIn to create a professional profile, connect with potential employers, and search for job opportunities.

LinkedIn (n.d.). LinkedIn for Job Seekers: How to build your network & advance your career on LinkedIn. Retrieved February 14, 2023, from <https://socialimpact.linkedin.com/content/dam/me/linkedinforgood/en-us/resources/youth/LinkedIn-for-Job-Seekers.pdf>

The Mentoring Partnership is a Canadian organization that provides mentoring programs and resources to help skilled immigrants and newcomers to Canada integrate into the workforce and connect with industry professionals.

Toronto Regional Immigrant Employment Council (n.d.). Home. TRIEC Mentoring Partnership. Retrieved February 14, 2023, from <https://www.mentoringpartnership.ca/>

Jobsearch Resilience and Coping Skills

Jobsearch resilience is the ability to cope with the challenges of job searching, such as rejection, long periods of unemployment, and impostor syndrome.

It helps you cope, manage difficult emotions and situations, reduce stress and improve your wellbeing.

It also allows you to stay motivated and positive when faced with challenges that come with job searching, such as setbacks and prolonged job search.

You will face rejection as a job seeker. This is an inevitable part of job searching, and it is important to develop strategies to cope.



It is vital to stay positive during your job search, and to focus on the progress being made, rather than the setbacks.

Dealing with Impostor Syndrome

As a racialized person navigating the job market, you've probably come across some form of impostor syndrome.

Impostor syndrome is known as a psychological experience where individuals doubt their achievements and constantly fear being exposed as a "fake" or a "fraud". Despite having proof of their abilities, individuals with this syndrome think that they have misled others into believing they are more capable or knowledgeable than they genuinely are. Such thoughts can cause persistent insecurity and feelings of inadequacy, even when one is successful.

Thoughts around...

- Who am I to get this position
- They will never hire me
- I don't look like them
- I have an accent, they won't understand me
- I don't know as much as those who were born here do
- I lack experience working in this country
- I will fail at this job/role
- I'm not good enough

Building your confidence is key to moving past your doubts, fears and limiting beliefs and toward getting a job you'll love, and contributing to the your organization in meaningful ways.

You build confidence by...

OWNING your worth and experience!

Yes, it may not be in Canada, but you have invested time, energy and money in your personal and professional development. Know that you have great gifts to share that will benefit your employer.

Refer back to your personal branding and acknowledge all the ways you stand out!

Additional ways to overcome impostor syndrome and your doubt include:

SELF-AWARENESS

Self-awareness is the ability to recognize and understand your emotions, thoughts, and behaviors. Understand what is behind and driving these emotions.

HAVE A SUPPORT SYSTEM/NETWORK

Your support system/network can provide emotional, practical, and financial support during difficult times. Create a support network of family, friends, and professionals to help build jobsearch resilience and combat impostor syndrome.

FOCUS ON SERVICE

Take the focus off your doubts and fears and into 'HOW MAY I SERVE'. Serve your employer, their customers and partners. When you shift your attention on that, you focus on your assets and what you bring to the table. You focus on contribution.

PRACTICING SELF-CARE

Self-care is essential for jobseekers to maintain resilience and cope with impostor syndrome. It can be stressful navigating the job market so finding ways to focus on your wellbeing is essential to keep going.

DEVELOPING A POSITIVE MINDSET

Positive mindset is essential for jobseekers to maintain resilience and cope with jobsearch challenges. It involves shifting your perspective to focus on the positive aspects of the job search process and developing strategies to stay motivated and positive.

CREATING AN ACTION PLAN

Creating an action plan is key to staying organized and motivated during the jobsearch process.

Writing out all your strengths, accomplishments, achievements and what you bring to the table is a great exercise to help combat your fears in applying for jobs that you truly want. Be willing to challenge your doubts with evidence of all you've accomplished and your strengths.

Daring to Apply

You may come across a job posting and hesitate to apply. Again, go back to being of service. Detach from the outcome and show up. You may not feel qualified, but apply anyway as that may be your fear limiting you.

Do not let a great job opportunity pass you by because you underestimated your abilities, experience and expertise.

If you are currently in a toxic work environment, do not stay because you feel fortunate to just have a job. You deserve to be in a respectful and enjoyable work environment where your gifts and talents are utilized and appreciated.



Working with Diverse Teams

Working effectively with diverse teams can be challenging, especially adapting to the unique cultural norms and communication styles of colleagues.

To succeed at working with diverse teams requires building workplace competence. The ability to understand, appreciate, and work effectively with people from unique cultures and backgrounds.

Cultural/workplace competence is important for creating an inclusive and respectful environment in the workplace, as well as for building strong relationships and effective communication. It requires understanding and respecting what makes each of us unique, being open to new perspectives, and engaging in meaningful dialogue.

Feel confident showing up as yourself, while also having positive attitudes towards cultural diversity. This includes appreciating, embracing and gaining knowledge of different cultural practices and worldview of those you work with.

Working effectively with diverse teams can take time and effort, but be open-minded, respectful, willing to learn while staying true to yourself.

Here are some ways newcomers can work effectively with diverse teams:

1. **Learn about and show interest in the cultures and backgrounds of your colleagues**

It's important to invest time in understanding the cultures and backgrounds of your colleagues. This may entail familiarizing yourself with their customs, values, and communication styles. You can also show interest by inquiring about their unique traditions.

2. **Be open-minded and respectful**

Approach interactions with your colleagues with an open mind and respect their uniqueness. Avoid making assumptions or stereotypes about others based on their background or culture.

3. **Seek feedback and ask questions**

If you're not sure about something, don't be afraid to ask for clarification or feedback.



Jobseekers Rights and Protections

In Canada, job seekers and employees have rights and protections under the Employment Standards Act (ESA), the Ontario Human Rights Code (OHRC), and the Ontario Occupational Health & Safety Act. These laws and regulations provide jobseekers protection against discrimination and harassment based on protected grounds, along with protections once you are hired and working for an organization.

Ontario Human Rights Code (OHRC)

Under the OHRC, you have the right to be free from discrimination and harassment during the hiring process and once you become an employee of an organization. The OHRC has 16 protected grounds whereby job seekers and employees cannot be discriminated against. Those grounds are citizenship, race, place of origin, ethnic origin, colour, ancestry, disability, age, creed, sex/pregnancy, family status, marital status, sexual orientation, gender identity, gender expression, and records of offences.

Employers are prohibited from using discriminatory practices such as asking discriminatory questions during an interview, or

refusing to hire someone based on their race, religion, or other protected grounds. Examples of discriminatory interview questions include, "Where are you from?"; "Do you have any children?" and "When do you plan on retiring?"

The only time an employer can ask a question related to the protected grounds outlined above is when they have a bona fide occupational requirement for the job. For instance, roles within manufacturing, construction, landscaping, or industries that are physically laborious are legally allowed to ask questions around a candidate's physical abilities. For example, employers can ask candidates in this role if they can lift up to 25 pounds of weight, or have the physical ability to stand for long periods of time.



Employers are also legally obligated to take steps to prevent and address discrimination, harassment, and violence in the workplace. This can include creating and implementing policies, providing training and education to employees (including managers or supervisors), and conducting a confidential investigation when discrimination and harassment are reported.



In addition, as a job seeker, you have the right to file a complaint with the Human Rights Tribunal of Ontario if you believe you've been discriminated against during the hiring process or at work.

Find more information about **Freedom from Discrimination** in the Resources section at the end of this chapter.

More information about the **Human Rights Tribunal of Ontario** can also be found in the Resources section at the end of this chapter.

Visit **Ontario Human Rights Commission on Employment** in the Resources section to get a compressive overview of your right to be free from discrimination in employment circumstances. See screenshots in Appendix.



Employment Standards Act (ESA)

The Employment Standards Act (ESA) is legislation within Ontario that provides rights and protections to employees who work for an employer in Ontario. The legislation has rules employers have to follow around minimum wage rate, hours of work limits, termination of employment, severance pay, pregnancy and parental leave, vacation, public holidays and more.

More information can be found in the link below and also in the Resources section of the handbook.

Your guide to the Employment Standards Act

As a job seeker, there are several steps you can take to address all forms of racism and discrimination during the hiring process or at work:

1. **Understand your rights**

Familiarize yourself with the laws and regulations that prohibit discrimination and harassment in the workplace, such as the Employment Standards Act (ESA), the Ontario Human Rights Code (OHRC) (linked in Appendix), and the Accessibility for Ontarians with Disabilities Act (AODA), which requires organizations to make their goods, services, and facilities accessible to individuals with disabilities.

**More information on the AODA can be found in the Appendix section of this guide.*

2. **Document it**

Keep a record of any discriminatory incidents, including the date, time, location, and any witnesses.



3. **Report the discrimination**
Report the discrimination to your employer (this can be your Supervisor and or the Human Resources Department or to the relevant authorities. This can include filing a complaint with the Human Rights Tribunal of Ontario.
4. **Seek legal advice**
Consider consulting with a lawyer or a human rights organization for guidance on how to proceed with your complaint.
5. **Seek support**
Reach out to others (friends, family, a support group, professional mental health services) for support and guidance as these experiences can create stress and contribute to poor health.
6. **Speak Up**
If you witness discrimination or harassment, consider speaking up. Bystander intervention can be a powerful tool to stop discrimination and harassment.



It is important to remember that all types of discrimination are unacceptable and illegal.

You have the right to work in a safe and inclusive environment.

If you are experiencing discrimination, it is important to take action to protect your rights and ensure that your employer is held accountable for their actions.

Resources

Web Articles

In this article, Heather Boerner offers tips for overcoming imposter syndrome during a job search, including recognizing one's strengths, seeking feedback, and practicing positive self-talk.

Boerner, H. (n.d.). Do You Really Deserve That Job? Retrieved February 14, 2023, from <https://www.monster.com/career-advice/article/do-you-really-deserve-that-job-hot-jobs>

This article offers insights into the causes and effects of imposter syndrome, and provides actionable strategies for managing self-doubt and building confidence during the job search process.

Hired (2023, January 24). Anxiety, Fear of Failure? You're Not Alone: How to Overcome Imposter Syndrome. Retrieved February 14, 2023, from <https://hired.com/blog/candidates/how-to-overcome-imposter-syndrome/>

The Human Rights Tribunal of Ontario is a quasi-judicial body that adjudicates and mediates applications brought under the Ontario Human Rights Code.

Human Rights Tribunal of Ontario (n.d.). About the HRTO. Tribunals Ontario. Retrieved February 14, 2023, from <https://tribunalsontario.ca/hrto/>

This article explores the impact of imposter syndrome on job seekers and employers, and offers insights and strategies for managing the phenomenon.

Joblist (2022, April 27). How Does Imposter Syndrome Affect the Job Search Process? Job Seekers and Employers Weigh In. Retrieved February 14, 2023, from <https://www.joblist.com/trends/how-does-imposter-syndrome-affect-the-job-search-process-job-seekers-and-employers-weigh-in>

Resources

This article provides strategies for managing stress and maintaining a positive outlook during a job search, such as taking breaks, seeking support, and practicing self-compassion.

Mohawk College (n.d.). Tips for Mental Resiliency in Your Job Search. Retrieved February 14, 2023, from <https://www.mohawkcollege.ca/student-well-being/counselling/resources-for-uncertain-times/tips-for-mental-resiliency-your-job>

The Employment Standards Act in Ontario sets out minimum standards that employers must follow in terms of pay, hours of work, time off, and other employment conditions.

Ontario (2023, January 20). Your guide to the Employment Standards Act. Retrieved February 14, 2023, from <https://www.ontario.ca/document/your-guide-employment-standards-act-0>

The Ontario Human Rights Commission's "Employment" section provides information on the right to be free from discrimination in employment, including recruitment, job applications, interviews, promotions, and termination, as well as accommodation for disabilities and religious practices.

Ontario Human Rights Commission (n.d.). Employment [6]. Retrieved February 14, 2023, from <https://www.ohrc.on.ca/en/part-i-%E2%80%93-freedom-discrimination/employment-6>

The Ontario Human Rights Commission's "Guide to Your Rights and Responsibilities under the Human Rights Code" provides information on freedom from discrimination in areas such as employment, housing, goods and services, and education.

Ontario Human Rights Commission (n.d.). Part I – Freedom from discrimination. Retrieved February 14, 2023, from <https://www.ohrc.on.ca/en/guide-your-rights-and-responsibilities-under-human-rights-code/part-i-%E2%80%93-freedom-discrimination>

Resources

This article is from the eCampusOntario textbook "Be the Boss of Your Career," which provides an overview of the Canadian job search process, including the importance of networking, understanding job postings, and tailoring application materials to the employer's needs.

Open Library (n.d.). Understanding the Differences in the Canadian Job Search Process. Retrieved February 14, 2023, from <https://ecampusontario.pressbooks.pub/bethebossofyourcareer/chapter/understanding-the-differences-in-the-canadian-job-search-process/>

In this article, Mac Prichard offers practical advice for maintaining motivation and managing stress during a prolonged job search, including setting realistic expectations, staying organized, and seeking support.

Prichard, M. (n.d.). 7 Resilience Tips for a Long-Term Job Search. Retrieved February 14, 2023, from <https://www.macslit.org/career-happiness/seven-resilience-tips-long-term-job-search>

This article provides an overview of imposter syndrome, including its causes, symptoms, and impact, and offers strategies for overcoming self-doubt and building resilience.

Project READY (n.d.). Module 8: Cultural Competence & Cultural Humility. Project READY: Reimagining Equity & Access for Diverse Youth. Retrieved February 14, 2023, from <https://ready.web.unc.edu/section-1-foundations/module-8/>

In this article, Andrew Seaman discusses the impact of imposter syndrome on job seekers and provides practical advice for combating self-doubt, including seeking support, reframing negative thoughts, and focusing on one's accomplishments.

Seaman, A. (2020, July 20). How to fight off feeling like a fraud during your job search. Retrieved February 14, 2023, from <https://www.linkedin.com/pulse/how-fight-off-feeling-like-fraud-during-your-job-search-andrew-seaman/>

Resources

Other Useful Resources

This is a comprehensive resource that outlines the minimum standards for working in Ontario, including information on wages, hours of work, leaves of absence, and other employment rights and responsibilities.

Ontario (2023, January 20). Your guide to the Employment Standards Act. Retrieved February 14, 2023, from <https://www.ontario.ca/document/your-guide-employment-standards-act-0>

This resource identifies 15 core competencies that promote diversity, equity, and inclusion in the workplace, including cultural intelligence, empathy, and respectful communication.

Toronto Region Immigrant Employment Council (n.d.). Inclusive Workplace Competencies. Retrieved February 14, 2023, from <https://triec.ca/inclusive-workplace-competencies/>

Appendix

DARING TO APPLY PREPARING FOR YOUR DREAM JOB

Identifying Your Strengths

Learn how to identify and leverage your strengths to increase your chances of success.

Researching Companies & Positions

It is important to research companies and positions to ensure that they are a good fit for your skills and experience. Learn how to research companies and positions to find the right fit for you.

Networking Strategies

Learn how to build a professional network and use it to your advantage when applying for jobs.

Preparing for the Application Process

Preparing for the application process is an important part of daring to apply. It involves researching the job, gathering the necessary documents, and preparing for the interview process.

Writing an Effective Cover Letter

Writing an effective cover letter is essential for making a good first impression and standing out from other applicants. Learn how to tailor your resume and cover letter to the job you are applying for and how to address any potential biases.

Writing a Standout Resume

Learn how to write a standout resume that will help you stand out from the competition by highlighting your skills and experiences in a way that is relevant to the job you are applying for.

Making the Application

Making the application is the next step in daring to apply. It involves submitting the necessary documents, following up with the employer, and staying positive throughout the process.

Preparing for the Interview

Preparing for the interview is the final step in daring to apply. It involves researching the company, practicing for the interview, and staying positive throughout the process. Preparing for interviews is key to making a good impression and increasing the chances of getting the job. Learn how to prepare for interviews and how to handle questions related to your race or ethnicity.

ADDITIONAL RESOURCES

[Diversity Job Board](#)

[BIPOC Jobs](#)

[Black Career Women's Network](#)

[Asian Career Network](#)

[Black Jobs](#)

[CERIC Advancing Career Development in Canada](#)

[Diversity Employment Network](#)

[Community Outreach Canada](#)

[Indigenous Link](#)

[Pink Jobs](#)

[The Canadian Association for Supported Employment](#)

[OntarioTech Career Readiness](#)

Appendix

ONTARIO HUMAN RIGHTS COMMISSION



Ontario
Human Rights Commission
Commission ontarienne des
droits de la personne

YOUR RIGHTS CODE GROUNDS SOCIAL AREAS EDUCATION & OUTREACH OUR WORK

Home » Guide to your rights and responsibilities under the Human Rights Code » Part I – Freedom from discrimination » Employment [6]

Guide to your rights and responsibilities under the Human Rights Code

- ▾ Part I – Freedom from discrimination
 - Part I – Freedom from discrimination
 - Services
 - Housing [4]
 - Contracts
 - **Employment [6]**
 - Vocational associations and unions
 - Sexual harassment [16]
 - Punishment for exercising rights
- ▾ Part II – Interpretation and application
- Appendix A

Employment [6]

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Every person has the right to equal treatment in employment without discrimination based on Code grounds. In Ontario, about three-quarters of all human rights claims come from the workplace.

Employment is used in a very general way in the Code. Employees, independent contractors^[7] and volunteers are covered.

Human rights applications can be filed against employers – and also against contractors, unions or boards of directors. Employers and unions have a joint duty to make sure that workplaces are free of discrimination and harassment.

The right to “equal treatment with respect to employment” covers applying for a job, being recruited, training, transfers, promotions, terms of apprenticeship, dismissal and layoffs. It also covers rate of pay, overtime, hours of work, holidays, benefits, shift work, discipline and performance evaluations.

People with disabilities have the right to be provided with equipment, services or devices that will allow them to do their job.^[8]

Employment and age

In employment, you must be at least 18 years old to file a claim stating that you were discriminated against because of your age. There is no age maximum on the right to freedom from discrimination in the workplace because of age. This means that older persons, who feel that they have discriminated against based on their age, may file a human rights claim.^[9]

Employment and record of offences

When you apply for a job, you cannot be asked if you have any kind of criminal record. However, employers can ask whether you have been convicted of a federal offence for which you have not received a pardon. You may be asked during an interview whether you are bondable, if that is a requirement for the job.

Employment and unions

If you are a member of a union, you may have the right to file a grievance under your collective agreement. Check with your shop steward or representative.

Employers cannot come to an agreement with a union or an employee that some or all of the Code does not apply to them. Also, if a union does not support an employer’s efforts to meet its obligations under the Code, a human rights application may be filed against the union.

Employment and creed^[10]

You have the right to employment that respects your sincerely held beliefs and practices. You may have religious or creed-based needs such as prayer breaks, religious or creed-based days off, and dress requirements. If you ask your employer to meet these needs, they should be met unless your employer can show that it would prevent you from doing the essential duties of your job, or would cause undue hardship based on costs or health or safety risks.

In Ontario, employers can meet their duty to accommodate time off for religious holy days by searching for solutions that allow time off without adverse employment consequences, including a loss of pay. However, forcing an employee to use vacation time instead of exploring other options would likely be found discriminatory.^[11] Providing several alternatives and choices is always preferable.

Appendix

ONTARIO HUMAN RIGHTS COMMISSION

Height and weight requirements

Minimum standards for height and weight sometimes unintentionally screen out certain job applicants, such as women and racialized persons. Such a standard is only allowed if it:

1. was adopted for a purpose or goal that is rationally connected to the function being performed
2. was adopted in good faith, in the belief that it is needed to fulfill the purpose or goal
3. is reasonably necessary to accomplish its purpose or goal, in the sense that the person cannot be accommodated without undue hardship.

The ultimate issue is whether the person responsible for accommodation has shown that accommodation has been provided up to the point of undue hardship.

Employment, language and accent[1 2]

If you believe you have been discriminated against because of your language or accent, you can make a human rights claim based on a number of grounds, such as ancestry, ethnic origin, place of origin and race.

An employer can require that you speak English fluently if it is a genuine job requirement. An employer cannot use language or accent as a way to screen out racialized people or people of particular ethnic origins where language fluency is not essential to the job.

For example, an employer refuses to hire a person from Spain as a school bus driver because he does not speak fluent English. However, being fluent in English is not essential to the job. This could be discrimination because of place of origin.

Employment, medical examinations and drug or alcohol testing[1 3]

Drug and alcohol dependencies, as well as perceived dependencies, may be considered a form of disability under the *Code*. While not all people with drug and alcohol dependencies see themselves as having a disability, they are protected under the *Code* against discrimination in the workplace based on the ground of disability.

Testing for alcohol and drug use is a form of medical examination. Employment-related medical examinations or questions, as part of the job screening process, are prohibited. Medical examinations to determine the ability to do essential job duties should only be used after a conditional offer of employment has been made, preferably in writing.

If an employer cannot show that it has an effect on job safety and performance, drug and alcohol testing has been found to be a violation of employee rights.

Employment agencies

Employment agencies cannot discriminate. They also cannot discriminate at the request of a client. For example, an employer asks an agency to send them a young, attractive woman for a receptionist position. This would be discrimination based on age and sex.

Section 23 of the *Code* talks about other issues in employment, such as job applications, medical examinations or inquiries, and interviews.

Harassment in employment

"Harassment" means comments or actions that are unwelcome to you or should be known to be unwelcome. You have the right to be free from humiliating or annoying behaviour that is based on one or more *Code* grounds.

Harassment requires a "course of conduct," which means that a pattern of behaviour or more than one incident is usually needed. It doesn't matter what type of business or employment it is – harassing behaviour based on *Code* grounds in any employment setting is prohibited under the *Code*.^[14] Harassment in the workplace is also prohibited under the *Occupational Health and Safety Act*.^[15]

Appendix

ONTARIO HUMAN RIGHTS COMMISSION

Poisoned environment

You might feel that your workplace is hostile or unwelcoming to you because of insulting or degrading comments or actions that have been made about you or others based on a *Code* ground. When comments or conduct of this kind have an influence on others and how they are treated, this is known as a "poisoned environment." A poisoned environment cannot, however, be based only on your personal views. You must have facts to show that an objective person would see the comments or conduct resulting in unequal or unfair terms and conditions.

[6] For more detailed information, see the OHRC's publication, *Human Rights at Work* (2008).

[7] See *Sutton v. Jarvis Ryan Associates* (2010] HRTO 2421 (CanLII) and *Ketola v. Value Propane*, (2002) HRTO 46510 (CanLII)

[8] For more information, please see the Commission's *Policy and Guidelines on Disability and the Duty to Accommodate* (2001).

[9] Please see the Commission's *Policy on Discrimination Against Older Persons Because of Age*, (2007).

[10] For more information about creed and employment, please see the Commission's *Creed Case Law Review* at www.ohrc.on.ca/en/creed-case-law-review (2012), and the Commission's *Policy on creed and the accommodation of religious observances* (1996).

[11] *Shapiro v. Peel (Regional Municipality)*(No. 2)(1997), 30 C.H.R.R. D/172 (Ont. Bd. Inq.)

[12] Further information can be obtained in the Commission's *Policy on discrimination and language* (1996). For a more complete discussion on racism and racial discrimination, please see the Commission's *Policy and guidelines on racism and racial discrimination*, (2005).

[13] For more detailed information, please see the Commission's *Policy on drug and alcohol testing* (2000) and *Human Rights at Work* (2008).

[14] See *Lombardi v. Watson Enterprises*, (2012) HRTO 1675 (CanLII)

[15] See the Ministry of Labour's website for more information at www.labour.gov.on.ca/english/hs/topics/workplaceviolence.php



Appendix

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA)

The **Accessibility for Ontarians with Disabilities Act (AODA)** is a legislation in Ontario, Canada that aims to create a barrier-free province for individuals with disabilities. The AODA sets out 5 standards that organizations must follow to make their goods, services, and facilities accessible to everyone.

The 5 standards are:

- **Customer service**
- **Employment** (which is where job seekers or employees can ask for accommodation)
- **Information and communications**
- **Transportation**, and
- The **built environment** (buildings and outdoor spaces)

Anyone (the public, job seekers or employees) can ask for accommodations on any of those standards.

It's important to note that accommodations do not have to be disability-related. They can also relate to

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other protected grounds under the Ontario Human Rights Code, such as religion, gender identity, or sexual orientation.

Employers are required to provide accommodations unless doing so would cause undue hardship. Undue hardship means that the accommodation would be too difficult or expensive to implement, taking into account factors such as the size of the organization and available resources.

Overall, the AODA is an important legislation that promotes accessibility and inclusion for individuals with disabilities.

