

# HOW WOULD YOU RESPOND?

You are the manager of a retail store and 80% of your employees are female. A female employee, Helena, comes to your office with this complaint: “that weirdo uses the women’s washroom and we want it stopped.”

After asking Helena some initial questions you discover her complaint involves another employee, Trina. Helena believes that Trina is a transgendered woman. Helena says that she and some of the other female employees are uncomfortable with Trina’s decision to use the female washroom. She insists that you tell Trina to stop using the female washroom immediately.

HOW WOULD YOU RESPOND?

Some discussion questions . . .

- Is this situation covered by the *Human Rights Code*?
- Are employers required to develop policies to cover similar situations?
- Does *your* organization have a policy to cover this situation?
- Do you believe Helena has a valid complaint?
- Does Helena have the right to be accommodated? Does Trina?

***Engaging***  
**Human Rights Training**  
Andrew Lawson, Human Rights Advisor



**Learn—Don’t Litigate**  
[www.learndl.ca](http://www.learndl.ca)

**416-534-3499    [andrew@learndl.ca](mailto:andrew@learndl.ca)**