

What to Do if You Encounter Discrimination in Healthcare



Sometimes people don't get fair treatment when they go to a doctor or nurse practitioner, a health clinic, or a hospital, or when they are in a long-term care home or are getting any other type of healthcare service. This might happen because of discrimination. Here are some ways to report how you were treated, and find the right kind of help:

1. Write Down What Happened

If someone treats you unjustly in a healthcare setting, keep a record of what happened. Write down the date, time, place, and who was involved. This will help if you decide to report the issue or ask for help.



2. Know Your Rights

You have the right to receive respectful and fair treatment in healthcare. If you believe your rights were violated, you can file a complaint. Be informed about your rights, and don't hesitate to speak up if something doesn't feel right. The online resources below may be helpful.

- **For rights violations based on your identity:**
 - [Canadian Human Rights Commission](#)
 - [Ontario Human Rights Commission](#)
 - [Human Rights Legal Support Centre](#) (free legal support about your situation)
- **For healthcare rights violations:**
 - [Ontario Patient Ombudsman](#)
 - [SafeSpace Networks](#) (anonymous)
 - [Ministry of Long-Term Care Family Support and Action Line](#)
(1-866-434-0144)
- **For concerns about specific London hospitals:**
 - [London Health Sciences Centre](#)
 - [St. Joseph's Health Care](#)
- **For violations related to specific professional colleges:**
 - [College of Physicians and Surgeons of Ontario](#)
 - [College of Nurses of Ontario](#)
 - [College of Physiotherapists of Ontario](#)
 - [The Ontario College of Social Workers and Social Service Workers](#)
 - [College of Occupational Therapists of Ontario](#)





3. Ensure Understanding

- If you don't understand something because of a language barrier, ask for safe and professional interpretation services. While it can be easier to get help with interpretation in larger clinics and hospitals, all healthcare service providers should be providing interpretation services whenever needed to provide care
- Everyone deserves health care services without experiencing discrimination or racism. If you feel you have not been treated justly, you have a right to make a complaint or report.

4. Get Help

The following online resources are available:

- [SOAHAC \(Southwest Ontario Aboriginal Health Access Centre\)](#)
- [Atlohsa Family Healing Services](#) for Indigenous people who are facing violence or homelessness
- [London InterCommunity Health Centre \(LIHC\)](#) for newcomers, LGBTQ+, French-language services and others facing high barriers to care
- [Muslim Resource Centre for Social Support and Integration \(MRCSSI\)](#)
- [Biigajiikaan \(Indigenous Pathways to Mental Wellness\)](#)
- [Jewish London](#)



These steps can help improve how you, and others, are treated in healthcare settings.