

# Call Center Didn't Fail to Accommodate Worker's Scent Sensitivity



A call center worker accused her employer of disability discrimination, claiming it failed to accommodate her sensitivity to scents in the workplace. The Human Rights Tribunal noted that the employer had a fragrance-free policy, which was adequately if not rigidly enforced. The worker appeared to be sensitive to both noticeable scents and those no one else could smell. But she didn't make the nature of her disability clear to the employer or explain the accommodation she wanted for it. So the Tribunal concluded that the worker wasn't the victim of disability discrimination [*Kovios v. Inteleservices Canada Inc.*, [2012] O.H.R.T.D. No. 1553, Aug. 14, 2012].