

# Tri-Cities Together: Coalition against Racism & Hate Community Protocol

## Background

In 2018, the Province of British Columbia, Multiculturalism Division identified the Tri-Cities communities to participate in the BC Organizing against Racism & Hate Network. The Provincial framework is based on three levels of community participation. In the first level, the Ministry provides leadership and resources to communities for public education and cross-cultural dialogue. The second level involves Ministry support of community-led initiatives that assist in the development of partnerships between community stakeholders. The third level is where partnerships that have been established work together to create a response protocol to critical incidents of racism and hate. Given the existing community infrastructure already existing around this issue, the Tri-Cities Together Coalition OARH Network is implementing the third step.<sup>1</sup>

## Intent and Purpose of Protocol

The protocol is a public document and acts as a community-based mechanism for the quick assessment and responsive action towards critical incidents of discrimination or hate. Just as communities have mechanisms in place to respond to disasters, traumas and crisis situations, this protocol gives the Tri-Cities the tools to be prepared in the event of a critical hate motivated incident.

The Protocol provides a step-by-step, easy to use guide designed to help community members and stakeholders react promptly and effectively when a discrimination or hate-motivated incident occurs. The Protocol also offers referral to relevant resources and a list of key terms and their definitions (Appendix 1) <sup>2</sup>

It is important to note that the Protocol does not intend that all community members become expert practitioners of victim support or assume responsibility for the enforcement of human rights legislation or the criminal code, nor is it the intention to have every stakeholder understand the complexities of hate crime and related activities.

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<sup>1</sup> We want to acknowledge the work of Abbotsford Community Services and the Burnaby Intercultural Planning Table and their respective community partners in developing an excellent Community Protocol which served as inspiration for the Tri-Cities Community Protocol.

<sup>2</sup> Definitions have been compiled from several sources including the following: Responding to Incidents of Racism and Hate: A Handbook for Service Providers, BC Human Rights Coalition 2003; Anti-Racism: Terminology, Concepts and Training, Ministry Responsible for Multiculturalism and Immigration 1994; BC Hate Crimes Team

# TRI-CITIES COMMUNITY PROTOCOL AND CRITICAL INCIDENT RESPONSE MODEL

## Protocol Roles and Expectations

For a Protocol to be effective, it is important to have clearly defined roles and expectations of those involved.

The following is a breakdown of the expectations from participating organizations, service providers and members of the community.

### Role of Coquitlam RCMP, Port Moody Police & Transit Police

As the organization responsible for responding to hate crimes, the Coquitlam RCMP & Port Moody Police will:

- Provide a representative to participate in the ongoing work of the Coalition;
- Fully investigate all incidents of hate crime and hate motivated incidents.

### Role of The Tri-Cities Together Coordinating Agency: S.U.C.C.E.S.S

- Encourage and support education and awareness opportunities for community members, students, professionals and employers;
- In partnership with Network Members, research ongoing funding for initiatives to support and enhance the protocol objectives;
- Maintain an updated list of relevant service providers, victim support and ethno-cultural organizations that can be accessed for referral;

### Role of Tri-Cities Together Network

As a community-based coalition of concerned citizens and service providers, the Network will respond to the issues and concerns in the community as needed; guide and provide resources for further support to victims whose human rights and dignities have been violated. In addition, the Tri-Cities Together Coalition will leverage community resources around engaging and educating the community around issues of racism, hate and discrimination.

### Role of Relevant Service Providers

For this protocol to be most effective, service providers should be familiar with the manifestations of discrimination, hate and bigotry and be able to proceed and address the situation appropriately. In doing so, service providers are encouraged to learn about the key issues and terms.

### Role of Community

Many communities have realized that the elimination of racism and hate requires a commitment from all sectors of society. Therefore, community members have the responsibility to stand up against hate and racism and are morally obliged to report incidents.

Organizations and local businesses in the Tri-Cities are encouraged to obtain the [Safe Harbour: Respect for All certification](#) or call toll free 1-888-355-5560, call 604-718-2780 or fax 604-298-0747.

*Safe Harbour: Respect for All* is a diversity and inclusion training program for workplaces. It provides businesses, institutions and organizations with training to understand the value of diversity and inclusion, address issues of discrimination in the workplace, and attract and retain a diverse workforce and clientele. The training is also great for individuals to start building awareness of diversity and learn important concepts.

## Protocol Mechanisms

There are two key mechanisms involved in this Protocol. The first is victim support and the second is referral.

### Victim Support

In the event of a non-emergency critical or traumatic incident of discrimination:

- Listen to the victim, acknowledging their experiences and validating their concerns;
- Provide prompt service or refer to the relevant service providers. Please see the Community Resource list (Appendix 4) at the end of this document.
- Participate in a community response if needed, such as informing the media, joining a community dialogue and/or having a vigil

### Referral

- Refer the victim(s) to another agency when unable to provide the required services or when needs exceed capacity. Please see the Referral list (Appendix 2) and Community Resources (Appendix 4) for more supports.

# TRI-CITIES COMMUNITY PROTOCOL GUIDE 2020

## STEP-BY-STEP GUIDE - Responding to Critical Incidents of Discrimination and Hate Crimes

### Threatening/ Violent Incidents

#### *Refer*

For acts involving violence or threats, call the police immediately at **9-1-1** and give full details of the incident.

#### *Protect*

Make sure the injured receives appropriate assistance to restore order. Be careful not to disturb the scene or any evidence.

#### *Support*

Listen to the victim and acknowledge what they are going through. Support the victim or targets of the violence. (This may include organizing a gathering to celebrate community unity and diversity).

### Non-Threatening/ Non-Violent Incidents

#### *Affirm Safety*

- Devote your attention to the victim by engaging in conversation to remove from the situation/provide support.
- Create a safe space between the attacker and the victim.
- Ask others for additional assistance in case situation escalates.

#### *Listen & Validate*

- Listen to the victim's concerns and acknowledge their feelings.
- Ask about ways they cope when feeling unsafe.
- Ask for ways others can help them stay safe.
- Offer to call someone for them, such as a friend or family member.

#### *Refer to Appropriate Resources*

- Provide them with phone numbers and organizations that may be able to help them (see list of resources).

## Public Transit- Related Incidents

- In the case of incidents that take place onboard public transit, text **87-77-77**. Immediate contact with Transit dispatchers will be initiated without the offender being aware of the police contact.

## Graffiti and Vandalism

- In the case of major property crime, contact the police by dialing **9-1-1** immediately.
- Document any high-profile property crime by taking photographs or videotape of the offence if it is safe to do so. Make note of details such as location and time of incident.
- For graffiti on Tri-Cities property such as a light pole or in parks:
  - a) Report to the police (see “Important Contact Numbers” below)
  - b) If the graffiti is located in Port Coquitlam, fill out an online report here:  
<https://www.portcoquitlam.ca/city-services/community-safety/community-policing/graffiti/report-graffiti/>
- While waiting for authorities to arrive, cover offence without disturbing it if possible.
- Support the target or targets of the graffiti.
- Refer to and access the network of safe sites listed on this Guide for counselling and or support for victims.

The local police and Hate Crimes Team should be contacted if you come upon propaganda or materials that advocate genocide or communicate hatred of any identifiable group. For more information about hate crimes, visit [www.hatecrimebc.ca](http://www.hatecrimebc.ca)

## IMPORTANT CONTACT NUMBERS

### *First Responders*

- RCMP/ Port Moody Police 9.1.1
- Transit Police 87-77-77

### *Non-Emergency Line*

- Port Moody Police Department 604.461.3456
- Coquitlam RCMP (serves Coquitlam, Port Coquitlam, Anmore & Belcarra) 604.945.1550
- Transit Police Non-Emergency 604.515.8300
- Burquitlam Community Police Station 604.933.6833
- Downtown Community Police Station (Port Coq) 604.927.2383
- Northside Community Police Station (Port Coq) 604.927.5172
- Greater Vancouver Crime Stoppers 1-800-222-TIPS/8477

If you, or someone you know, have been a victim of crime or witness of crime, there are people and organizations that can help. Together we can find a way!

## Appendix 1: DEFINITIONS

To assist in the reading of the Protocol and the understanding of the issues surrounding discrimination and hate crime, a list of key terms is provided.<sup>1</sup>

**Ableism** is discrimination on grounds of physical or intellectual ability.

**Ageism** is discrimination on grounds of age.

**Bias** is an inclination, opinion or preference formed without any reasonable justification. Bias is reflected in a person's prejudices or attitudes towards a different race, class, gender, ability, cultural background etc. and can often result in unfair treatment of individuals or groups.

**Bigotry** refers to the character or conduct of intolerance towards another's beliefs, religion, race, sex, mental health, intellectual/physical ability or sexual orientation.

**Cisgender** describes a person whose gender identity matches the sex assigned at birth. (Example: An individual who is born biologically female and also has the gender identity of woman).

**Cissexism** is discrimination on grounds of gender identity and gender expression. (E.g. denying rights to a person because of their appearance, clothing or mannerisms, such as the right to use a public washroom or the right to receive service.)

**Classism** is discrimination on grounds of socio-economic status or class.

**Discrimination** is when prejudice and bias move from a state of opinion or mind to action. It can be direct (treating someone inequitably) or indirect (a policy, practice or process puts someone at an unfair disadvantage). This can take on many different forms such as harassment, unequal pay or benefits, unequal conditions or service provisions, to hate propaganda.

**Gender** is the range of physical, mental and behavioral characteristics pertaining to, and differentiating between masculinity and femininity (ex. woman, man, transgender or other).

**Gender Expression** is any and all mannerisms and personal traits, which serve to communicate a person's identity and personality as they relate to gender identity and gender roles. It is how a person expresses their gender to others.

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<sup>1</sup> The list of terms is not comprehensive and in some cases definitions vary according to the source. For more information or education opportunities and materials, contact the Tri-Cities Together Coordinator.

**Gender Identity** is a person's private sense, and subjective experience, of their own gender. It is a person's self-identification of their gender.

**Harassment** can take the form of physical, visual or verbal conduct that is unwelcome, discriminatory, involves intimidation or an abuse of power and denies the respect and dignity of an individual.

**Hate/Bias Crime** It is a criminal offence committed against a person or property which is motivated by the suspect's hate, prejudice or bias against an identifiable group. Includes verbal abuse/threats, physical assault or damage to property (as defined in section 718.2 of the Criminal Code of Canada: <http://fasdjustice.ca/aboriginal-people/7182e-of-the-criminal-code-gladue-and-aboriginal-people.html>)

**Hate/Bias Incidents** are those that are not criminal in nature but may be covered by the Human Rights of Canada: [http://www.bclaws.ca/Recon/document/ID/freeside/00\\_96210\\_01](http://www.bclaws.ca/Recon/document/ID/freeside/00_96210_01)

**Heterosexism** is discrimination by heterosexuals against homosexuals.

**Homophobia** is a fear or hatred of homosexuals or homosexuality.

**Intolerance** is not allowing, or enduring differences in opinions, teaching, worship, lifestyle etc.

**Prejudice (Bias)** means to 'pre-judge' and is an attitude towards a person or group. When applied to racism, prejudice refers to beliefs or attitudes about an individual or group based on negative or positive stereotyping. Internalizing prejudice leads to bias, which is a predisposition to build on stereotypes. Together prejudice and bias form the motivation for discrimination. Prejudice and bias are a state of mind and there are no laws to prohibit them.

**Privilege** is a special advantage, immunity, permission, right, or benefit granted to or enjoyed by an individual, class, or caste that belongs to a certain group.

**Propaganda** is the systematic propagation of a doctrine or cause or information reflecting the views and interests of those advocating such a doctrine or cause.

**Racism** refers to a set of beliefs that asserts the superiority of one 'racial' group over another (at the individual as well as institutional level), and through which individuals or groups of people exercise power that abuse or disadvantage others on the basis of skin colour, racial or ethnic heritage, religion, or legal status.

- *Individual Racism* is any action or practice which denies equity to any person because of their race, religion, ethnicity or culture.

- *Systemic Racism* refers to the social and organizational structures, including policy and practices, which whether intentionally or unintentionally exclude, limit and discriminate against individuals not part of the traditional dominant group. Systemic Racism is most often an unconscious by-product of ethnocentrism and unexamined privilege.

**Racialization** is to differentiate or categorize according to race and to impose a racial character or context on something or someone.

**Relevant Service Providers** are service providers that offer services and resources that are directly related or useful in the event of a hate crime or critical incident involving discrimination.

**Sex** is the biological distinction between male and female.

**Sexism** is discrimination on the grounds of sex.

**Stakeholders** in context of the Tri-Cities Together Community Protocol refer to the service providers, organizations and institutions within the Tri-Cities Abbotsford who have invested interest in the health, safety and vitality of the community.

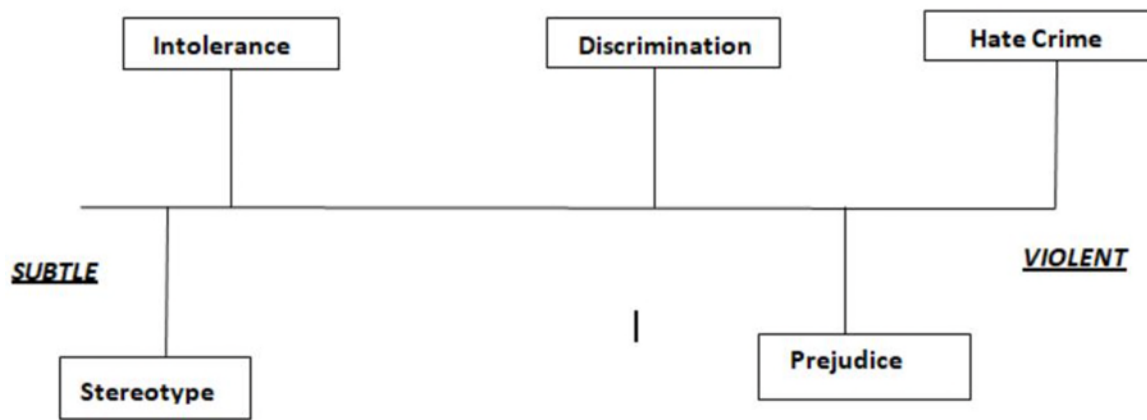
**Stereotype** is a false or generalized conception of a group of people which results in the unconscious or conscious categorization of each member of the group, without regard for individual differences. Stereotyping may relate to race, age; ethnicity, linguistics, religious, geographical or national groups; social, marital or family status; physical, developmental or intellectual attributes; and or gender.

**Xenophobia** is fear of other people, groups, or cultures that are different from one's own. The term is usually used to describe the phenomena where the dominant group of a country feels fear of 'foreigners', their customs and culture.

### Forms of Discrimination

The following illustration depicts discrimination and summarizes situations and events that range from the covert and subtle to the overt and violent. This Protocol is a response to address incidents that fall on the right side of the continuum - incidents of discrimination and bias that are overt and violent. The examples below may be familiar, as some are adapted from actual events in the Fraser Valley and Lower Mainland.





**Examples:**

**Intolerance:** Not allowing someone to marry/partner with whomever the person chooses to marry/partner.

**Stereotype:** White people do not care about their parents. Asian people cannot drive properly.

**Prejudice:** A female thinking that she would never date an Indo-Canadian male because she thinks Indo-Canadian males are aggressive.

**Discrimination:**

- A local technology company preferring to hire those less than 30 years old, feeling they are more knowledgeable of cutting-edge technology.
- A local restaurant refusing services to people with developmental disabilities.

**Examples of Hate Crime:**

- A group of people connected with a white supremacist group beats an elderly Sikh man.
- A group of people defaces a lesbian-led family’s home with bigoted graffiti.

**Why do we all need to know and report a hate crime?**

When you report a hate crime you:

- Help the coalition and the police to understand patterns of behaviour.
- Provide a true picture of what is happening within your community.
- Help police investigate an incident which may contribute to an arrest and/or prosecution.

- Help prevent these types of crimes happening to you again or to someone else.
- Help develop tools and supports to support victims.
- Help develop mechanisms for education and awareness around prevalent forms of discrimination and hate.

## Appendix 2: Referral List

The protocol is designed to help community members and stakeholders react promptly and effectively whenever critical incidents of discrimination or hate crime strike with resources and a step-by-step guide to respond.

### **Toll-free Racist Incident Helpline**

**1 833 457 5463 (1 833 HLP-LINE)**

People in B.C. who witness or experience a racist incident can now call a new helpline to receive trauma-informed, culturally appropriate support in more than 240 languages.

### **Coquitlam RCMP/ Port Moody Police Emergency Line Transit Police**

**9-1-1**

**Text 87-77-77**

Emergency crimes: attacks, assaults and threats. When reporting an incident, state that you are reporting a Hate Crime.

### **Coquitlam RCMP Non-Emergency Line**

**604.945.1550**

### **Port Moody Police Department Non- Emergency**

**604.461.3456**

### **Transit Police Non-Emergency**

**604.515.8300**

Non-emergency crimes such as graffiti, vandalism and hate propaganda: the operator will connect you to the appropriate detachment to handle the situation. There is no fee when calling 9-1-1 for either emergency or non-emergency situations.

### **RCMP Community Police Stations**

- Burquitlam Community Police Station **604.933.6833**
- (Port Coquitlam) Downtown Community Police Station **604.927.2383**
- (Port Coquitlam) Northside Community Police Station **604.927.5172**

RCMP & Port Moody Police are first responders to Criminal Code offences involving hate, racism or harassment. Depending on the nature of the crime, they will liaise with and forward information to BC Hate Crimes Team. They are able to provide proactive intervention and education through the community outreach programs of the Community Policing Branch. The Graffiti Task Force is also available to assist. Please contact the Community Police.

### **Victim Services Programs**

RCMP Victim Service Programs are located within RCMP Detachments across the Tri-Cities. These programs are integrated into every RCMP Detachment, working in partnership with police to provide critical services to victims and witnesses of crime and trauma. Victim Services is an integral

component within the continuum of comprehensive policing services the RCMP delivers to the citizens we serve.

**Coquitlam RCMP Victim Services**

**604.945.1585**

Email: [coquitlam\\_vicservices@rcmp-grc.gc.ca](mailto:coquitlam_vicservices@rcmp-grc.gc.ca)

The Coquitlam RCMP Victim Services Unit (VSU) staff and volunteers provide 24/7 on-scene crisis response and ongoing support to victims and witnesses of crime or other traumatic events that occur in Coquitlam, Port Coquitlam, Anmore and Belcarra.

**Fraser Health Crisis Line**

**604.951.8855 | 1.877.820.7444**

The Crisis Line provides immediate, free, and confidential emotional support, crisis intervention and community resource information to people of all ages, 24 hours a day – everyday.

**Tri-City Transitions Crisis Line**

**(604) 492-1700 or 1 (800) 563-**

**0808 [www.tricitytransitions.com](http://www.tricitytransitions.com)**

Founded in 1975, Tri-City Transitions Society, is a respected and established registered charity providing emergency shelter and social support for women and children fleeing family violence and abuse in the Tri-City communities of Port Moody, Port Coquitlam and Coquitlam, Anmore and Belcarra.

In partnership with leaders in the field of family violence, Tri-City Transitions has developed a unique response to support those victimized by family / domestic violence and, offers women and children a safe, secure place to rest, rejuvenate, and rebuild their lives.

**MOSAIC**

**604-254-9626**

Multicultural Victim Services MOSAIC provides community-based, specialized services for multicultural victims of all types of crime. It includes criminal justice information and support, safety planning, information and referral, and emotional/practical support to assist victims in recovery.

## Appendix 3: EDUCATION RESOURCE LIST

<p><b>BC Hate Crimes Team</b>  c/o Major Crimes Section - CIU E Division  HG- Surrey Satellite Complex 12992 –  76th Avenue Surrey BC V3W 2V6  Telephone: 604-660-2659 or 604-660-2617  Toll Free: 1-800-563-0808 (Victim Link)</p>	<p><b>BC Human Rights Coalition</b>  #1202- 510 West Hastings  Street Vancouver, BC V6B 1L8  Telephone: 604-689-8474 Toll  Free: 1-877-689-8474 Email:  <a href="mailto:info@bchrcoalition.org">info@bchrcoalition.org</a>  Website: <a href="http://www.bchrcoalition.org">www.bchrcoalition.org</a></p>
<p><b>BC Human Rights Tribunal</b>  1170 – 605 Robson Street  Vancouver, BC V6B 5J3  Telephone: 604-775-2000  Toll Free in BC: 1-888-440-8844  TTY: 604-775 2021  Facsimile: 604-775-2020  Email: <a href="mailto:bchumanrightstribunal@gov.bc.ca">bchumanrightstribunal@gov.bc.ca</a>  Website: <a href="http://www.bchrt.gov.bc.ca">www.bchrt.gov.bc.ca</a></p>	<p><b>Canadian Anti-Racism and Research Society (CAERS)</b>  324-280 Nelson Street  Vancouver, BC V6B 2E2  Telephone: 604-687-7350  Website: <a href="http://www.stopracism.ca">www.stopracism.ca</a>  Email: <a href="mailto:caers@telus.net">caers@telus.net</a>  YouTube:  <a href="http://youtube.com/user/xeron123456">http://youtube.com/user/xeron123456</a></p>
<p><b>Canadian Human Rights Commission</b>  BC and Yukon Regional Office  301-1095 West Pender Street  Vancouver, BC V6F 2M6  Telephone: 604-666-2251  Facsimile: 604-666-2386  TTY: 1-888-643-3304  Toll Free: 1-800-999 6899 (Ottawa) Website:  <a href="http://www.chrc-ccdp.ca">www.chrc-ccdp.ca</a></p>	<p><b>Canadian Race Relation Foundation</b>  4576 Yonge Street, Suite 701  Toronto, Ontario M2N 6N4  Telephone: 416-952-3500 Toll free: 1-888-240-4936  Facsimile: 416-952-3326 Toll free: 1888-399-0333  Email: <a href="mailto:info@crr.ca">info@crr.ca</a>  Website: <a href="http://www.crr.ca">www.crr.ca</a></p>
<p><b>Canadian Centre for Diversity &amp; Inclusion</b>  1805 - 500 4 Avenue SW  Calgary, AB T2P 2V6  Telephone: 403-879-1183  Website: <a href="http://www.ccdi.ca/">www.ccdi.ca/</a></p>	<p><b>End Hate Crime Booklet &amp; Pamphlet: Province of British Columbia</b>  <a href="https://www2.gov.bc.ca/assets/gov/law-crime-and-justice/criminal-justice/prosecution-service/reports-publications/end-hate-crimes-booklet.pdf">https://www2.gov.bc.ca/assets/gov/law-crime-and-justice/criminal-justice/prosecution-service/reports-publications/end-hate-crimes-booklet.pdf</a>   <a href="https://www2.gov.bc.ca/assets/gov/law-crime-and-justice/criminal-justice/prosecution-service/reports-publications/end-hate-crimes-pamphlet.pdf">https://www2.gov.bc.ca/assets/gov/law-crime-and-justice/criminal-justice/prosecution-service/reports-publications/end-hate-crimes-pamphlet.pdf</a></p>

The BC Hate Crimes Team works with local police detachments to investigate criminal offenses and to protect sense of self and identity. For non-emergency questions about hate crimes, resources, trainings or education, please contact the BC Hate Crimes Team at [BC\\_Hate\\_Crime\\_Team@rcmp-grc.gc.ca](mailto:BC_Hate_Crime_Team@rcmp-grc.gc.ca).

## Appendix 4: COMMUNITY RESOURCES 2020

### Immediate Responders:

9-1-1

RCMP/ Port Moody Police: Victim Services .....	604.945.1585
Transit Police .....	Text 87-77-77
Victim LINK .....	1-800-563-0808
Fraser Health Crisis Line .....	604.951.8855   1.877.820.7444

### Local:

Coquitlam RCMP	
Non-Emergency .....	604.945.1550
Victim Services .....	604.945.1585
Port Moody Police Non-Emergency .....	604.461.3456
Burquitlam Community Police Station .....	604.933.6833
Downtown Community Police Station (Port Coq) .....	604.927.2383
Northside Community Police Station (Port Coq).....	604.927.5172
Greater Vancouver Crime Stoppers .....	1-800-222-TIPS/8477
Tri-Cities Organizing against Racism & Hate Network (OARH) .....	604-468.6001
<i>(Supporting victims of racism or discrimination)</i>	
Eagle Ridge Hospital .....	604-851-4700
PLEA Community Services .....	604.871.0450
<i>(Support for transgendered and questioning youth &amp; families)</i>	
Spirit of Children Society <i>(Support for Indigenous communities)</i> .....	604-524-9113
Seniors First .....	604-336-5653
Family Law Line .....	604-408-2172
Communities Embracing Restorative Action (CERA) Society .....	604-931-3165
SHARE Family & Community Services Counselling.....	604-937-6969
ACT2 Child & Family Services <i>(Trauma Counselling)</i> .....	604.937.7776
Tri-City Transitions Crisis Line .....	604-492-1700   1-800-563-0808
MOSAIC Multicultural Victim Services .....	604-254-9626
MOSAIC I Belong <i>(Support for LGBTQ Newcomers)</i> .....	604-254-9626

### Provincial:

Victim LINK.....	1-800-563-0808
Youth Against Violence Line (YAV Line).....	1-800-680-4264
<i>VictimLINK and the Youth Against Violence Line are both toll-free, province-wide, multilingual and available 24 hours a day, 7 days a week.</i>	
BC 211 .....	2-1-1
BC Human Rights Commissioner .....	1-844-922-6472
BC Human Rights Clinic .....	1.855.685.6222
BC Human Rights Tribunal .....	1-888-440-8844
Human Rights Issues & Complaints .....	1-888-440-8844
The Law Centre Human Rights Clinic .....	1-866-385-1221
LawLINE.....	1-866-577-2525
Ombudsperson .....	1-800-567-3247
Seniors Advocate .....	1-877-952-3181
Prideline .....	1-800-566-1170
<i>(Provides peer-support, information, and resources for Gay, Lesbian, Bisexual, and Transgendered people.)</i>	

### National:

Canadian Human Rights Commission .....	1-800-999-6899
Kids Help Phone .....	1-800-668-686