

Richmond Community Protocol:

# Responding to Racism and Hate



Version 2 - September 2023



# Acknowledgements

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## Introduction



We all deserve to feel  
safe and respected

The Richmond Community Protocol is designed to help organizations, community members and all relevant stakeholders react promptly and effectively whenever critical incidents of racism, hate crime or related incidents occur. This protocol is designed to guide both how stakeholders work with each other to coordinate organizational approaches to dealing with racism and hate crime, and also, how individual organizations and community members support victims of racism and hate crime in day-to-day situations. For everyday situations and frontline situations where racism and discrimination may occur, use the Richmond Community Protocol Community Response Chart (Appendix 7).

The Richmond Community Protocol has been developed by Richmond Resilience BC, formerly the Richmond Organizing Against Racism and Hate (OARH) Coalition. Richmond Resilience BC is a subcommittee of the Richmond Community Collaboration Table (CCT). The lead organization, and contract holder, for both Richmond Resilience BC and CCT is Richmond Multicultural Community Services (RMCS). Information on RMCS, Resilience BC and the CCT are contained in the appendices to this document.

Safe and healthy communities are a concern for all community members, including service providers and governments. This protocol acts as a mechanism for the quick assessment and responsive action towards incidents of **hate crime** and/or **hate motivated incidents**.

**Hate crimes** are criminal offences against people or property motivated by hate, prejudice or bias towards an identifiable group. This may include assault, threats, harassment, material on social media or graffiti/vandalism.

A **hate motivated incident** involves actions motivated by hate against an identifiable group based on race, national or ethnic origin, language, colour, religion, sex, age, mental or physical disability, sexual orientation, gender identity or expression, or on any other similar factor. This could include using aggressive or abusive language in public. A hate motivated incident is not criminal in nature.

The Criminal Code of Canada says a hate crime is committed to intimidate, harm or terrify not only a person, but an entire group of people to which the victim belongs. The victims are targeted for who they are, not because of anything they have done. A hate crime is one in which hate is the motive and can involve intimidation, harassment, physical force or threat of physical force against a person, a group or a property.

In Canada it is also a crime to incite hatred. Sections 318 and 319 are the relevant sections of the Criminal Code. Under Section 318, it is a criminal act to “advocate or promote genocide”—to call for, support, encourage or argue for the killing of members of a group based on colour, race, religion, ethnic origin or sexual orientation. Section 319 deals with publicly stirring up or inciting hatred against an identifiable group based on colour, race, religion, ethnic origin or sexual orientation. For more details visit <http://laws-lois.justice.gc.ca/eng/acts/C-46/section-319.html>.

## Contact Information

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# Background



The development of the Richmond Community Protocol was based on a Provincial Government model of three levels of community participation. In the first level or step, the Multiculturalism Branch of the Provincial Government provided leadership and resources for public education and cross-cultural dialogue. The second step involved Ministry support of community-led initiatives that assisted in the development of partnerships between community stakeholders. The third step, was where partnerships that have been established, worked together to create a response protocol to critical incidents of racism and hate. Following this third step will be the continuous implementation of this protocol.

## Intent and Purpose of the Protocol

Just as communities have mechanisms in place to respond to disasters, traumas and crisis situations, this protocol intends to give both organizations and community members the tools to be prepared in the event of a critical hate motivated incident. The protocol acts as **a mechanism for the quick assessment and responsive action towards critical incidents of racism and hate motivated incidents.**

This Protocol **outlines procedures to respond to incidents** of, hate crime or activity stemming from prejudice, stereotypes and xenophobia. It provides a **step-by-step, easy to use guide** designed to help community members and stakeholders react promptly and effectively whenever discrimination or a hate motivated incident occurs. The Protocol also offers referral to relevant resources and **a list of key terms and their definitions.**

*It is important to note that the Protocol does not intend to have all stakeholders become expert practitioners of victim support, 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.*

### What is Racism?

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. Racism generally takes the form of a **hate crime** (criminal offences) against people or property motivated by hate, prejudice or bias or **hate motivated incidents**, involving actions motivated by hate against an identifiable group, such as aggressive or abusive language in public (non-criminal).

## Individual and Systemic/Institutionalized Racism

Racism can show itself in many forms. It can occur between individuals, on an interpersonal level, and is embedded in organizations and institutions through their policies, procedures and practices. In general, it may seem easier to recognize individual or interpersonal acts of racism; a slur made, a person ignored in a social or work setting, an act of violence. However, "individual" racism is not created in a vacuum but instead emerges from a society's foundational beliefs and 'ways' of seeing/doing things, and is manifested in organizations, institutions, and systems (including education). Below are some useful definitions:

**Individual racism** refers to an individual's racist assumptions, beliefs or behaviours and is "*a form of racial discrimination that stems from conscious and unconscious, personal prejudice.*"



(Henry & Tator, 2006, p. 329). Individual Racism is connected to/learned from broader socio-economic histories and processes and is supported and reinforced by systemic racism. Because we live in such a culture of individualism (and with the privilege of freedom of speech), some people argue that their statements/ideas are not racist because they are just “personal opinion.” However, what we say and do as individuals, besides being potentially damaging to those around us, can, even when we are not consciously aware of it, support institutionalized racist ideologies and power structures. This is why it is crucial to understand systemic racism and how it operates.

**Systemic Racism** includes the policies and practices entrenched in established institutions, which result in the exclusion or promotion of designated groups. It differs from overt discrimination in that no individual intent is necessary. It manifests itself in two ways:

- **Institutional racism:** racial discrimination that derives from individuals carrying out the dictates of others who are prejudiced or of a prejudiced society.
- **Structural racism:** inequalities rooted in the system-wide operation of a society that excludes substantial numbers of members of particular groups from significant participation in major social institutions.” (Henry & Tator, 2006, p. 352)

Some forms of systemic racism may be more explicit or easier (for some) to identify than others: the Indian Residential School System in Canada; Jim Crow Laws in the US; the exclusion of African-American golfers from elite, private golf courses in the US; the way that “universal suffrage” did not include Indigenous North American women (nor did Indigenous men receive the vote until 1960, unless they gave up their status/identity as Indigenous).

Some Canadian examples of systemic racism are the *1885 Head Tax*, the *1923 Exclusion Act*, the *1897 Female Refugees Act* and there are many more.

Other forms or manifestations of systemic racism may not be as readily obvious to some, usually those privileged by the systemic racism. Fortunately, individuals can be anti-racist within, and despite, systems and institutions that are systemically racist.

## Mechanisms for Community Members to Respond to Incidents of Racism

### What Can and Should I Do?

#### Here’s what to do right away:

Know the number of your local detachment. Report all incidents of hate crime and/or incidents. Contact a community support group who will assist you to go to the police if you are afraid to do so yourself. Refer to the two pager Community Response Chart (keep this available in a convenient location) for more detailed information on the most appropriate responses to different types of incidents.

**Be sure of the facts.**

When you first learn of the incidents, attempt to determine accurately the WHO, WHEN, and WHERE of the incident. Leave any evidence intact.

**“Never doubt that a small group of thoughtful, committed citizens can change the world. Indeed, it is the only thing that ever has.”**

- Margaret Mead

Do not remove graffiti until the police have seen it. Take photographs, if possible. Do not handle or photocopy hate mail. Retain the envelope.

**Notify a community organization for support.**

Document all information that indicates that the attack was racially motivated. Do not attempt to solve the problem on your own. The experience of a support group will be helpful in determining what action to take. Do not hesitate to ask them for support. Support from the non-aggrieved community can be invaluable, and statements by community leaders condemning racism and hate crimes are important.

**Be cautious with the media.**

In the absence of a pattern of incidents in the area, contacts with the media on minor incidents are not advisable, due to a “copy cat” effect when incidents are reported publicly. When there is a pattern, or there is a major incident wherein news coverage is unavoidable, consultation with experienced community organizations to develop a response may be beneficial.

**Stay informed.**

Contact an experienced organization and/or your local police service for training or information sessions on recognizing and responding to hate/bias crime and incidents. They will conduct them for your mosque, synagogue, church, school or community centre, and assist in education programs, coalition building and partnerships necessary to create a safe and secure community.

**Where Can You Get Help?**

See the referral list below.

## Mechanisms for Stakeholders to Respond to Incidents of Racism

For a Protocol to be effective, it is important to have clearly defined roles and expectations of those involved. The following are the minimal expectations from participating organizations and service providers that will guide organizations to ensure a coordinated response to working together when a racist incident occurs. A central and shared commitment of all stakeholders is the formal commitment to *Richmond Community Protocol: Mechanisms to Support Victims of Hate* (below). For this protocol to be most effective, all Resilience BC Coalition members should

be familiar with the manifestations of discrimination, hate and bigotry and be able to proceed and address the situation appropriately. In doing so, all Coalition members are encouraged to learn about the key issues and terms.

As a community based coalition of concerned citizens and service providers, the Richmond Resilience BC (OARH) Coalition will:

- Respond to the issues and concerns in the community as needed; support victims whose human rights and dignities have been violated.
- Work together in a coordinated manner to share information, devise and formalize coordinated cross organizational responses to racist incidents in the community.
- Assist RMCS collect information on hate incidents occurring in Richmond and collaborate with other members on ways to mitigate hate incidents in the community.

## Role of Richmond RCMP

As the organization responsible for responding to hate crimes the Richmond RCMP will:

- Provide a senior police officer to participate in the ongoing work of the Coalition.
- Fully investigate all incidents of hate crime and hate motivated incidents.
- Provide ongoing information to the Coalition on the investigation of ongoing racist incidents.
- Fully take part, through membership of the Coalition, in devising coordinated organizational approaches to tackling hate crimes in Richmond.

## Role of Richmond Multicultural Community Services

As the lead agency for Richmond OARH Coalition, Richmond Multicultural Community Services will:

- Encourage and support education and awareness opportunities for community members, students, professionals and employers.
- In partnership with Coalition 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.
- Support victim(s) by listening to their account, documenting their account, referring them to an appropriate service or organization.
- Through the Coalition, provide leadership on coordinating organizational responses to hate crimes in Richmond.
- Coordinate hate crime and hate incident monitoring and evaluation.

## Role of Partner Organizations That Have Endorsed the Protocol

- Promote and build awareness of the Richmond Community Protocol to staff and the community.
- Develop and support clear and easy to follow protocols for staff and community members to be able to report incidents of racism and hate.
- Encourage and support education and awareness opportunities for community members, students, professionals and employers.
- Engage in outreach to promote the Richmond Community Protocol to ethno-cultural, faith and traditionally underrepresented groups in Richmond.
- Work with Resilience BC and the Richmond CCT to develop a cross-agency implementation plan for the Richmond Community Profile.

## Mechanisms to Support Community Members Who Are Victims of Racism

### Victim Support

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

- Listens to the victim, acknowledging their experiences and validates their concerns.
- Documents the incident and contacts the Richmond RCMP with the permission of the victim.
- Once the RCMP has been contacted, contact Richmond Multicultural Community Services and Richmond OARH to monitor, evaluate and follow up with the incident.
- Provides prompt service or refers to the relevant service providers. Please see the resource list at the end of this document.
- Participates 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 on the following pages.

# Referral List for Community Members Who Are Victims of Racism

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

## Richmond Multicultural Community Services

210 - 7000 Minoru Boulevard

Richmond, BC V6Y 3Z5

Phone: 604-279-7160

Fax: 604-279-7168

Email: [info@rmcs.bc.ca](mailto:info@rmcs.bc.ca)

RMCS provides a variety of services to immigrant and refugee communities in Richmond. RMCS can provide ongoing support and advice to victims of hate crime and direct people discreetly and professionally to other relevant services. RMCS can provide anti-racism training to individuals and groups and advise of appropriate organizational and community approaches to racist incidents.

## Royal Canadian Mounted Police (RCMP)

### Richmond Detachment

Emergency Only Phone: 9-1-1

Non-emergency Phone: 604-278-1212

Fax: 604-207-4710

11411 No. 5 Road

Richmond, BC V7A 4E8

### Richmond RCMP Victim/Witness Services

Non-emergency Phone: 604-207-4799

Emergency Only Phone: 9-1-1

Richmond RCMP are frontline first responders to investigate all complaints of Richmond residents including Criminal Code offences involving hate, racism or harassment.

Some of the community-based services provided by the RCMP are: Community Engagement Team, Diversity and Inclusion Unit, Crime Prevention Programs, Victim Services, Youth Section Teams, Vulnerable Persons Unit and Domestic Violence Unit.

### Diversity and Inclusion Unit

Some of the services provided by the Diversity and Inclusion Unit are:

- Proactively hold consultative sessions with community groups and stakeholders;
- Provide presentations and educational material to address community needs;
- Actively seek opportunities to enhance and promote diversity and inclusion in the community;
- Conduct quality assurance of investigations related to Hate Crime / Hate Incidents;



- Promote multicultural awareness with Richmond Detachment;
- Liaise with other law enforcement partners and community-based groups in support of Diversity and Inclusion including BC Hate Crimes Team.

### **Vulnerable Persons Unit**

Some of the services provided by the Vulnerable Persons Unit are:

- Connect individuals during and following a crisis with the necessary support systems, including peer and community support in order to prevent further crisis;
- Along with other community partners take a proactive approach in developing appropriate strategies to deal with those who suffer from mental health concerns with or without substance abuse;
- Liaise with Richmond Hospital, the Richmond Mental Health team and other community mental health, addiction and vulnerable sector agencies to ensure that all parties are working together, in an effort to effectively deal with those suffering from mental health concerns with or without addiction;
- Be involved in community engagement to build a positive relationship with community partners and those individuals suffering from mental health concerns with or without addiction;
- Conduct homeless outreach and support those in need with options for housing and resources.

## **Education and Resource List**

### **Crime Victim Assistance Program**

The Crime Victim Assistance Program, offered by the Government of British Columbia, assists victims, immediate family members and some witnesses in coping with the effects of violent crime.

PO Box 5550 Station Terminal  
Vancouver, BC V6B 1H1

**Phone (Lower Mainland):** 604-660-3888

**Toll-Free:** 1-866-660-3888

**Email:** [cvap@gov.bc.ca](mailto:cvap@gov.bc.ca)

### **BC Hate Crimes**

BC Hate Crimes is a provincial resource that provides assistance and support to local police departments investigating hate crimes and hate incidents. For more information, contact BC Hate Crimes.

**Toll-Free:** 1-855-462-5733

**Email:** [BC\\_HATE\\_CRIMES@rcmp-grc.gc.ca](mailto:BC_HATE_CRIMES@rcmp-grc.gc.ca)

## BC Human Rights Clinic

The BC Human Rights Clinic provides free legal assistance to people with provincial human rights complaints.

300 – 1140 West Pender Street

Vancouver, BC V6E 4G1

Coast Salish Territories

**Phone:** 604-622-1100

**Toll-Free:** 1-855-685-6222

**Fax:** 604-685-7611

## BC Human Rights Tribunal

The BC Human Rights Tribunal is an independent, quasi-judicial body created by the BC Human Rights Code. The Tribunal is responsible for accepting, screening, mediating, and adjudicating human rights complaints.

1270 – 605 Robson Street

Vancouver, BC V6B 5J3

**Phone:** 604-775-2000

**Toll-Free (in BC):** 1-888-440-8844

**TTY:** 604 775-2021

**Fax:** 604-775-2020

**Email:** [BCHumanRightsTribunal@gov.bc.ca](mailto:BCHumanRightsTribunal@gov.bc.ca)

## Canadian Anti-Racism and Education Research Society (CAERS)

The Canadian Anti-racism Education and Research Society is a registered non-profit society and has charity status. The purpose of the Society is to track and monitor hate group activity; provide victim support services for hate crime and systemic racism; provide public education about institutional racism, hate groups and hate group recruitment.

268 – 4111 Hastings Street

Vancouver, BC V5C 6T7

**Email:** [info@stopracism.ca](mailto:info@stopracism.ca)

## Canadian Human Rights Commission

The Canadian Human Rights Commission is Canada's human rights watchdog. They work for the people of Canada and operate independently from the Government. The Commission helps ensure that everyone in Canada is treated fairly, no matter who they are. We are responsible for representing the public interest and holding the Government of Canada to account on matters related to human rights.

8th Floor – 344 Slater Street  
Ottawa, ON K1A 1E1

**Phone:** 613-995-1151

**Toll-Free:** 1-888-214-1090

**TTY:** 1-888-643-3304

**Fax:** 613-996-9661

**VRS:** Canada VRS

## Canadian Race Relations Foundation

The Canadian Race Relations Foundation is a Crown corporation committed to fighting racism in Canada. They work to strengthen the social fabric of Canadian society by supporting, enabling and convening community groups and organizations through our grants, services and network of public, research and community partners.

Suite 225 – 6 Garamond Court  
Toronto, ON M3C 1Z5

**Phone:** 416-441-1900

**Email:** [info@crrf-fcrr.ca](mailto:info@crrf-fcrr.ca)

## KUU-US Crisis Line Society

The KUU-US Crisis Line Society provides a First Nations and Indigenous specific crisis line available 24 hours a day, 7 days a week, toll-free from anywhere in British Columbia.

KUU-US services are for First Nations, by First Nations, and all crisis response personnel are certified and trained in Indigenous cultural safety bringing an understanding of First Nations history and trauma from the residential school to their roles.

**Crisis Line Toll-Free:** 1-800-588-8717

**Youth Line:** 250-723-2040

**Adult Line:** 250-723-4050

## Statutory Provisions

- Universal Declaration of Human Rights  
([www.un.org/en/universal-declaration-human-rights/](http://www.un.org/en/universal-declaration-human-rights/))
- Part 1 of The Constitution Act, 1982 (Canadian Charter of Rights and Freedoms)  
([www.canada.ca/en/canadian-heritage/services/how-rights-protected/guide-canadian-charter-rights-freedoms.html](http://www.canada.ca/en/canadian-heritage/services/how-rights-protected/guide-canadian-charter-rights-freedoms.html))
- Canadian Human Rights Act  
(<https://laws-lois.justice.gc.ca/eng/acts/H-6/>)
- British Columbia Human Rights Code  
([www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/00\\_96210\\_01](http://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/00_96210_01))

## 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> 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 refer to Diversity Education and Resources Program at Archway (Abbotsford) Community Services.

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

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

**Antisemitism** is a certain perception of Jews, which may be expressed as hatred toward Jews. Rhetorical and physical manifestations of antisemitism are directed toward Jewish or non-Jewish individuals and/or their property, toward Jewish community institutions and religious facilities.

**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, 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 or physical ability or sexual orientation.

**Cisgender** is used to describe a person whose gender identity matches the sex assigned at birth (Ex. 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 (Ex. 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.

**Colonialism** is a practice of domination, which involves the subjugation of one people to another. Settler colonialism – such as in the case of Canada – is the unique process where the colonizing population does not leave the territory, asserts ongoing sovereignty to the land, actively seeks to assimilate the Indigenous populations and extinguish their cultures, traditions and ties to the land.

**Discrimination** is when prejudice and bias move from a state of opinion or mind to action. Discrimination means to treat a person or group differently or negatively because of prejudice and bias. This can take on many different forms such as harassment, unequal pay or benefits, unequal conditions or service provisions, to hate propaganda.

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<sup>1</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.

**Gender** is the range of physical, mental and behavioural 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.

**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** 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 based on race, religion, sex, gender, age, mental or physical ability, sexual orientation or any other similar factor (as defined in section 718.2 of the Criminal Code of Canada).

**Hate/Bias Incidents** are those actions that are not criminal in nature and may be covered by the Human Rights Code of Canada.

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

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

**Indigenous** In Canada, the term Indigenous peoples (or Aboriginal peoples) refers to First Nations, Métis and Inuit peoples. These are the original inhabitants of the land that is now Canada.

**Intersectionality** This acknowledges the ways in which people's lives are shaped by their multiple and overlapping identities and social locations, which, together, can produce a unique and distinct experience for that individual or group, for example, creating additional barriers or opportunities.

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

**Islamophobia** includes racism, stereotypes, prejudice, fear or acts of hostility directed towards individual Muslims or followers of Islam in general. In addition to individual acts of intolerance and racial profiling, Islamophobia can lead to viewing and treating Muslims as a greater security threat on an institutional, systemic and societal level.

**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.

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

**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.

**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 Richmond Community Protocol refer to the service providers, organizations and institutions within Richmond 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 mental attributes; and or gender.

**Transgender** is of, relating to, or being a person whose gender identity differs from the sex the person had or was identified as having at birth; especially of, relating to, or being a person whose gender identity is opposite the sex the person had or was identified as having at birth.

**Transphobia** is an irrational fear of, aversion to, or discrimination against transgender or transsexual people.

**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:

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

**Intolerance:** Not allowing someone to marry/partner with whoever the person chooses to marry/partner. Complaints about a transgender individual's use of a gendered change room.

**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.

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

**Hate Crime (Criminal):** An elderly Sikh man is beaten by a group of people connected with a white supremacist group. A group of people deface a lesbian-led family's home with bigoted graffiti.

**Hate Motivated Incident (Non-Criminal):** Aggressive or abusive language in public (non-criminal).

## Appendix 2: Information on Richmond Multicultural Community Services (RMCS)

Richmond Multicultural Community Services is the community agency that holds the contracts to lead and administer both the Richmond Community Collaboration Table (CCT) and Resilience BC (formerly Richmond Organizing against Racism and Hate (OARH) Coalition). RMCS has a long history of cross-cultural, diversity and human rights education and awareness initiatives in the community. RMCS provides a variety of services to immigrant and refugee communities in Richmond. RMCS plays an important role in the settlement, education, and integration of immigrants from the day they arrive in Richmond. It strives to welcome newcomers by assisting with their initial settlement needs such as language development, job search skills and networking skills within the community. RMCS hosts a wide range of programs and community events to facilitate and promote multiculturalism, diversity, and inclusiveness in Richmond.

### **Vision and Mission**

The vision of RMCS is for a harmonious and inclusive society that values equality and diversity. At RMCS the mission is to foster intercultural harmony through leadership, collaboration, and quality service delivery.

## Appendix 3: Information on Resilience BC

The Resilience BC Anti-Racism Network offers a multi-faceted, province wide approach with greater focus and leadership in identifying and challenging racism.

The program connects communities with information, supports and training they need to respond to, and prevent future incidents of, racism and hate.

The Resilience BC Anti-Racism Network delivers coordinated services through a “Hub and Spoke” model. This model has a centralized “hub” that anchors the program and provides oversight; the “spokes” are community-based branches that help see through service delivery.

### **The Resilience BC Hub:**

- Connects communities
- Increases capacity to share information and resources
- Coordinates training and anti-racism initiatives

### **The Spokes:**

- Represent communities and work with local members
- Identify local priorities and move projects forward

In Richmond, Resilience BC is administered by RMCS and is a project of the Richmond Community Collaboration Table (CCT). The Richmond Resilience BC committee is comprised of community partners representing the City of Richmond, Government of British Columbia, Richmond Public Library, Richmond RCMP, faith groups, education providers, employers and a wide range of community stakeholders.

## Appendix 4: Information on Richmond Community Collaboration Table (CCT)

Richmond's Community Collaboration Table (CCT) is also known as Local Immigration Partnership (LIP). The CCT aims at creating locally driven strategies for an inclusive Richmond based on community partnerships. The Richmond Community Protocol is a project of the CCT.

As a part of Canada's LIP, the overall objective of Richmond's CCT is to enhance collaboration, coordination and strategic planning at the community level in order to foster more welcoming and inclusive communities and improve settlement and integration outcomes.

It is an opportunity for partners to participate in long-term planning to create inclusive environments, both for the community of newcomers and long term residents in Richmond and for individual businesses and service organizations.

### CCT Vision

"Richmond is an inclusive city that supports immigrant settlement, integration and belonging".

### CCT Mandate

The CCT seeks to make Richmond an inclusive city where the needs of all are understood, valued, and met through coordinated settlement services, welcoming spaces, and intercultural harmony. The CCT is multi-sectoral collaboration that promotes, enhances, and celebrates an inclusive Richmond through:

- Understanding and responding to the social and economic settlement needs of immigrants, newcomers and refugees;
- Improving the access to and coordination of settlement services to reflect identified needs;
- Creating meaningful engagement and educational awareness opportunities for the public;
- Championing intercultural understanding through relationship building between all in Richmond;
- Connecting with Richmond's Mayor and Council, MLAs and MPs, school board and their respective advisory committees; and
- Increasing partnerships between member organizations to leverage resources and community assets.

### CCT Guiding Principles and Values

**Embracing Diversity:** The CCT values Richmond as a place for all to feel and be welcomed, be it in neighbourhoods, schools, workplaces or public spaces.

**Intercultural Harmony:** The CCT believes that through meaningful engagement, Richmond is a place where all can come to intentionally know, appreciate, and celebrate one another's culture and history.



**Community-Asset Building:** The CCT affirms that Richmond can build on assets found within the community and work together to utilize the skills of residents and power of local institutions through locally-driven strategic planning and action.

**Shared Responsibilities:** The CCT operates upon the understanding that everyone in the community has roles and responsibilities in creating an accessible and inclusive Richmond.

**Equity:** The CCT recognizes its role in making Richmond a more equitable city for those underserved and marginalized through developing inclusive processes, meaningful engagement, and accessibility to services.

## CCT Membership & Governance Structure

### Composition and Size

The CCT membership will reflect Richmond's diverse demographic, and will include members that represent sectors that are impacted by immigrant settlement and service delivery. They include but are not limited to: social and health service agencies, the business community, local government, educators and faith groups. The CCT may have no more than 45 but no less than 30 members, each with voting status.

### CCT Membership Qualifications

CCT members are sector representatives from one (or more) of the following sectors:

- Community/Civil Society Organizations
- Education
- Employment Skills & Training
- Faith Community
- Health Sector
- Housing
- Labour Market Agencies
- Media
- Municipality
- Newcomers
- Public Services
- Specific Employers
- Settlement & Language Services

# Appendix 5: Victim Resource Guide

## Step-By-Step Guide: Respond to Critical Incidents of Racism and Hate

### **Refer:**

1. For acts involving violence, call the police immediately at 911 and give full details of the incident.

### **Protect:**

2. Assist those who are injured and restore order. For example, if an incident occurs at school have students return to their classes. Be careful not to disturb the scene or any evidence.

### **Support:**

3. 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-Violent Incidents of Discrimination:**

### **Support:**

1. Listen to the victim and acknowledge what they are going through.

### **Refer:**

2. For non-violent forms of discrimination, refer to Richmond Multicultural Community Services.

## **Graffiti and Vandalism:**

1. In the case of major property crime, contact the police at 911 immediately.
2. Document any high-profile property crime by taking photographs or videotape of the offence. Make note of details such as location and time of incident and have details ready for authorities.
3. While waiting for authorities to arrive, cover offence without disturbing it if possible.
4. Support the target or targets of the graffiti. (This may include organizing an event or gathering to celebrate community unity and diversity.)
5. Refer to and access 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.resiliencebc.ca/report-support/hate-crimes-in-bc/](http://www.resiliencebc.ca/report-support/hate-crimes-in-bc/).

## Important Contact Numbers

**Richmond RCMP:** 9-1-1 or non-emergency 604-278-1212

**Victim Services:** 604-207-4799

**Richmond Multicultural Community Services:** 604-279-7160

If you have experienced or witnessed a critical incident of discrimination or hate crime and do not know what your options are then contact Richmond Multicultural Community Services for information, referrals and confidential support services. Richmond Multicultural Community Services can also provide access to education and training on a range of human rights and diversity topics.

## Richmond Based/Serving Resources

**CHIMO** provides crisis prevention and support through educational workshops, a crisis line, counselling, support groups and Nova Transition House, which offers safe, supportive temporary shelter for women and their children escaping violence at home. For free and confidential service, call 604-279-7077, email [chimo@chimoservices.com](mailto:chimo@chimoservices.com), or visit [www.chimoservices.com](http://www.chimoservices.com). The CHIMO office is located at 120 – 7000 Minoru Boulevard.

**QMUNITY** describes itself as BC’s Queer Resource Centre, providing information, services, support and programs for members of the Lesbian, Gay, Bisexual and Transgendered community and their allies. You can reach QMUNITY online at [www.qmunity.ca](http://www.qmunity.ca), in person at 1170 Bute Street, Vancouver or by phone at 604-684-5307.

**Connections Community Services** provides ongoing and emergency support and advice to young people and also Indigenous people. Call 604-271-7600 or email [info@rysa.bc.ca](mailto:info@rysa.bc.ca).

**The Richmond Community Services Directory** contains detailed information on a wide variety of services available to Richmond residents: counselling, health, housing, employment, education, recreation, sports, youth services, culture and more. This is a comprehensive directory of Richmond services and can be found by clicking on “Info Richmond!” at [www.rcrg.org/CommunityServicesDirectory](http://www.rcrg.org/CommunityServicesDirectory).

## Provincial Wide Resources

Victim LINK..... 1-800-563-0808

Youth Against Violence Line (YAV Line).....1-800-680-4264

*VictimLINK and the Youth Against Violence Line are both toll-free, province-wide, multilingual and available 24 hours a day, 7 days a week.*

BC Human Rights Coalition.....1-855-685-6222

BC Human Rights Tribunal.....1-888-440-8844

Human Rights Issues & Complaints.....1-888-440-8844

Indigenous Community Legal Clinic..... 604-822-5421

KUU-US Crisis Line Society - Indigenous Community Support.....1-800-588-8717.

LawLINE.....604-408-2172

Ombudsperson.....1-800-567-3247

Prideline.....1-800-566-1170  
*(Provides peer-support, information, and resources for Gay, Lesbian, Bisexual, and Transgendered people.)*

**National Resources**

Canadian Human Rights Commission.....1-888-214-1090

Kids Help Phone.....1-800-668-6868

## Appendix 6: Information on the Safe Harbour Program: *Respect for All*

Safe Harbour: *Respect for All* is an award-winning AMSSA diversity and inclusion training workshop for workplaces. They provide 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.

They offer a 100% online e-learning course, live in-person or online workshops.

Learning outcomes include:

- Building Awareness of diversity
- Framing diversity as an asset
- Exploring concepts: stereotype, bias
- Exploring concepts of respect
- Consider barriers to inclusion
- Working through exclusionary scenarios
- Taking action

### **Safe Harbour: *Respect for All* E-Learning Course**

It can be difficult to bring all staff and volunteers together for group in-person training. The e-learning course is a great alternative for participation and learning important concepts to support diverse workplaces. The diversity and inclusion online training is also great for individuals looking to begin their journey in diversity and inclusion. The e-learning course offers a self-paced, flexible way to build awareness of diversity, and learn important concepts.

For more information about in-person or the online workshops, contact AMSSA at [safeharbour@amssa.org](mailto:safeharbour@amssa.org).

# Appendix 7: Richmond Community Protocol, Community Response Chart

**Are you the victim or a witness of an incident of racism or hate?**  
 This Community Response Chart provides information about how to report the incident and where to find support.

Type	Definition	Response Options to Consider
<b>Discrimination</b>	Inequitable or unfair treatment of a person or group because of a personal characteristic like sex, race, religion, family status, disability, place of origin, gender identity or sexual orientation. This could include denial of service at a business, or denial of rent/housing.	<ul style="list-style-type: none"> <li>Identify immediate needs of victim and offer support</li> <li>Refer to appropriate community support if requested</li> <li>Identify if the employer or service provider has a protocol for addressing incidents of racism or discrimination</li> <li>Consider alerting Resilience BC Anti-Racism Network of incident</li> <li>Advise victim of their rights under the BC Human Rights Code, and direct to free services of the BC Human Rights Clinic</li> <li>If victim of a crime, consider contacting your local police for guidance</li> </ul>
<b>Potentially Hate-Motivated Incident</b>	Actions motivated by hate against an identifiable group, based on race, national or ethnic origin, language, colour, religion, sex, age, mental or physical disability, sexual orientation, or gender identity or expression, or on any other similar factor.	<ul style="list-style-type: none"> <li>Support the immediate needs of victim</li> <li>Call police non-emergency number or 911 if appropriate</li> <li>Refer to appropriate community support if requested</li> <li>Consider contacting a Resilience BC Anti-Racism Network member</li> </ul>
<b>Hate-Motivated Crime</b>	Criminal offences against people or property motivated by hate, prejudice or bias toward an identifiable group. This may include assault, threats, harassment, material on social media or graffiti/vandalism.	<ul style="list-style-type: none"> <li>Identify immediate needs of victim and offer support</li> <li>Contact police at 911 in cases of emergency</li> <li>Consider reporting to non-emergency police number when appropriate</li> <li>Refer to appropriate community support</li> <li>Consider contacting a Resilience BC Anti-Racism Network member of incident</li> </ul>
<b>Hate Speech, Propaganda and Material</b>	Public statements (verbal or written) in any public space that promote or incite hatred against an identifiable group, or advocate genocide toward an identifiable group. Public spaces includes non-private social media. This may include material posted on Social Media and Internet platforms.	<ul style="list-style-type: none"> <li>Identify immediate needs of victim and offer support</li> <li>Contact police at 911 in cases of emergency</li> <li>If appropriate, consider reporting to non-emergency police number</li> <li>Contact representatives from the targeted community</li> <li>Consider contacting a Resilience BC Anti-Racism Network member</li> </ul>
<b>Hate Graffiti and Vandalism</b>	Damage or defacement of property demonstrating hate, prejudice or bias toward an identifiable group.	<ul style="list-style-type: none"> <li>For major property crime contact the police</li> <li>For other incidents, call police non-emergency number.</li> <li>Take photographs, video and take note of details such as location and time of incident</li> <li>Support the victim(s) of graffiti</li> <li>If defacement of public property, document the incident and contact municipal or regional government for removal</li> <li>Refer to appropriate organization</li> <li>Consider contacting a Resilience BC Anti-Racism Network member</li> </ul>



## Community Response Protocol Contact Information:

### Emergency Services and Immediate Responders:

Police and Emergency Services **911**

### Non-Emergency Local Numbers:

Police reports for non-emergencies - **604-278-1212**

Police Victim Services (referral through local police) - **604-207-4799** Richmond Hospital - **604-278-9711**

Mental Health Support - **604-204-1111**

For details of other local supports and where to find them, contact:

#### Richmond Multicultural Community Services

Phone: 604-279-7160

Fax: 604-279-7168

Email: [info@rmcs.bc.ca](mailto:info@rmcs.bc.ca)

RMCS can provide ongoing support and advice to victims of hate crime and direct people discreetly and professionally to other relevant services. We also advise on appropriate organizational and community approaches to racist incidents.

### Provincial or National toll free numbers and websites:

BC211 – for a referral to local services - **211** or [www.bc211.ca](http://www.bc211.ca) VictimLink - **1-800-563-0808**

Youth Against Violence Line - **1-800-680-4264**

Kids Help Phone **1-800-668-6868**

Prideline - support for 2SLGBTQIA - **1-800-566-1170**

Youth Prideline – support for 2SLGBTQIA youth – **1-855-956-1777** Crime Stoppers **1-800-222-8477** or reporting online hate at [bccrimestoppers.com](http://bccrimestoppers.com)

Crisis Line - Short-term emotional support – **1-800-784-2433**

BC Hate Crimes - **1-855-462-5733**

Healing in Colour Therapists - [healingincolour.com](http://healingincolour.com)

Legal Aid BC - **1-866-577-2525**

Access Pro Bono - **1-877-762-6664**

Learn more about the Resilience BC Anti-Racism Network at [ResilienceBC.ca](http://ResilienceBC.ca) or call your local network member, Richmond Multicultural Community Services (RMCS), at 604-279-7160 or email [info@rmcs.bc.ca](mailto:info@rmcs.bc.ca)

We see a future free from racism and hate. The Resilience BC Anti-Racism Network is bringing communities together to do the hard work and make this vision a reality.

The Resilience BC Anti-Racism Network is funded by the Province of British Columbia and offers a province-wide approach to identifying and challenging racism.

**Data Collection and Confidentiality Policy:** No identifying information is collected or shared without signed approval



**The Resilience BC Anti-Racism Network operates on the territories of over 200 First Nations, each with their own diversity of traditions, languages and histories.**





