

# **Campbell River Response Protocol to Address Discrimination, Racism, Hate Activity and Hate Crime – 2021**

*Prepared for Resilience BC Anti-Racism Network*

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Immigrant Welcome Centre acknowledges with respect and gratitude the opportunity to live, learn, work and play on the traditional unceded territories of the Coast Salish, Kwakwaka'wakw, and Nuu-chah-nulth peoples. We honour our relationships with all First Nations, Métis and Inuit peoples who reside in these territories.

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## Understanding the Face of Discrimination, Racism and Hate in Campbell River

Is discrimination, racism and hate a problem in Campbell River? What specific information or statistics exists?

We know that discrimination, racism and hate exist everywhere in the world and Campbell River is no exception. Members of our local communities have both experienced and/or witnessed discrimination, racism and hate here. Many of us, in the course of our work and in our daily lives, have been told about or witnessed incidents of racism and hate, or have encountered racist jokes, posters and other indications of intolerance.

When we talk with Indigenous colleagues and Elders in Campbell River, and hear and read about experiences told by Indigenous Peoples locally and across the country, we learn more about their deeply painful history and continued lived experience of discrimination and racism. Recent research and investigations substantiate this is an ongoing systemic reality. Hon. Dr. Mary Ellen Turpel-Lafond's February 2020 report "In Plain Sight" was instigated by Métis Nation British Columbia after an abhorrent racist incident against a Métis person in a hospital setting, and was prepared with the support of Métis Nation British Columbia, First Nations Health Authority, and First Nations Health Council. The report includes: "**Without exception, every health care leader – within government, health authorities, regulators and other health care organizations** [author's emphasis] – acknowledged that racism exists in their organizations and the health care system." Her report concludes: "Evidence overwhelmingly indicates that stereotyping and the racist treatment that often accompanies it are common experiences for Indigenous people in B.C. health care."

And now we are at last learning the full extent and continuing intergenerational impacts of the horrific legacy of Canada's residential schools for Indigenous families.

People from the Filipino, Latin, Asian, Punjabi and other multicultural communities in Campbell River have stories that speak of racism and discrimination. While a 2020 survey of 102 newcomers in Campbell River and the Comox Valley found that close to half of respondents considered their community to be "very welcoming", approximately one-third indicated they experienced some form of discrimination from other community residents, mostly while going about the daily activities of shopping, eating out, or conducting business but also at work or looking for work. They referred to the differences in their accents, race, color, or cultures as the main causes of discrimination.

We read about hate crimes in communities not far from here and elsewhere in Canada but many of us are not as aware of local incidents – from July 1, 2020 to July 2, 2021, Campbell River RCMP recorded 10 reported incidents that were identified as hate crimes.

We have not been complacent, however, in proactively trying to address these harmful and at times dangerous behaviours and actions. Campbell River has undertaken numerous initiatives in the past and continues in the present to support all members of our local communities to feel welcome and access services on an equitable basis. There are organized events such as the

Annual Walk for Reconciliation which was preceded by the Annual Walk Away from Racism which ran for a period of 20 years, the Annual International Welcome event bringing the community together to celebrate diversity in all its forms, and the Annual Campbell River Pride Festival. We are actively participating in the province-wide #DifferentTogether pledge initiative which is being led and promoted locally by Immigrant Welcome Centre's leadership team who are inviting everyone interested in signing the pledge to contact the Centre.

People in our community have participated in the Black Lives Matter campaign to support eliminating systemic discrimination and racism. We continue to listen attentively to, and learn from, stories told by people who have experienced discrimination, racism and hate. We continue to provide and take workshops that include responding to discrimination, racist and hate scenarios which evoke similar memories of what we have seen and heard. We continue to hold community dialogues where discrimination or hate due to race, colour, sexual orientation, disability, age, family status and other factors are explored and better understood.

Local agencies, businesses, schools and our local governments have collaboratively spearheaded many of these initiatives, including through the Welcoming Communities Coalition. Multicultural, diversity and anti-racism education events are well attended by a broad cross section of the community. Community-wide projects celebrate differences in innovative ways. An example is the new "Hope Rocks" project, a partnership between the Welcoming Communities Coalition and Campbell River Art Gallery, where people of all ages are painting small rocks that include the word "hope" in any language they choose for display at the Gallery.

Given this environment of collaboration and clear purpose, Campbell River is well positioned to work on continually improving and maintaining effective preventative and proactive approaches through our Response Protocol to Address Discrimination, Racism, Hate Activity and Hate Crime.

## **The Protocol Project in Campbell River**

The Protocol project was originally an inspiration of the former BC Ministry of Community, Aboriginal and Women's Services: Settlement and Multiculturalism Branch under their Organizing Against Racism and Hate (OARH) program. The former Ministry, well aware of systemic and increasing discrimination in BC communities, started the project to primarily target "hot spots" where racist and hate activities or other similar concerns had been identified.

Campbell River was selected at that time to participate, not due to having been identified as a "hot spot", but because of our track record in having a strong core of community organizations committed to increasing awareness of the value of diversity and inclusiveness, and promoting the embracing of differences in peoples' backgrounds, cultures, gender identities, and faiths. With funding by the BC Government, the OARH program was launched in 2001 and was active until March 2020.

The current project to update the 2018 Campbell River Response Protocol has been undertaken to align with the Government of BC's redesign of the OARH program into the Resilience BC Anti-Racism

Network which uses a “Hub and Spokes” model for coordinated services to support communities in their efforts to fight discrimination, racism and hate. The Network’s Hub is managed by the Victoria Immigrant and Refugee Centre Society (VIRCS) which supports and coordinates services for the Network’s Spokes currently comprising 36 organizations operating in over 50 communities across the province. Funding continues to be provided by the BC Government.

**The Immigrant Welcome Centre is the lead organization for the Campbell River Network Spoke.**

From: <https://www2.gov.bc.ca/gov/content/governments/multiculturalism-anti-racism/anti-racism/resiliencebc/14637-50670>

**Short Term and Immediate Goals of the Spokes:**

- A coordinated approach to address racism and hate is delivered at a local level in collaboration with diverse partners/stakeholders in the community. All Spoke Networks include a representative from local law enforcement.
- A strong, collaborative network is established with clear communication within local community and between the Hub and the Ministry.
- Priorities to address racism and hate specific to each community are identified.
- Roles and responsibilities of key community stakeholders to respond to incidents of racism and hate are identified and clarified.
- Educational resources and supports to address racism and hate are readily available to communities.

**Long Term Goals of the Spokes:**

- An active local network is maintained, expanded and engages broad segments of population and community partners.
- The Spoke is recognized as a local leader in addressing racism and hate activity and mobilizing community responses to racism and hate-related incidents.
- The Spoke continues collaborating with the Hub to effectively and strategically respond to local emerging trends and developing community capacities to respond to racism and hate-related activity in BC.
- The Resilience BC program is reducing systemic barriers to participation by under-represented, racialized groups.

**As relevant for these goals, the Campbell River Network Spoke also focuses on addressing discrimination in all of its forms in our local communities.**

## Intent and Purpose of the Protocol

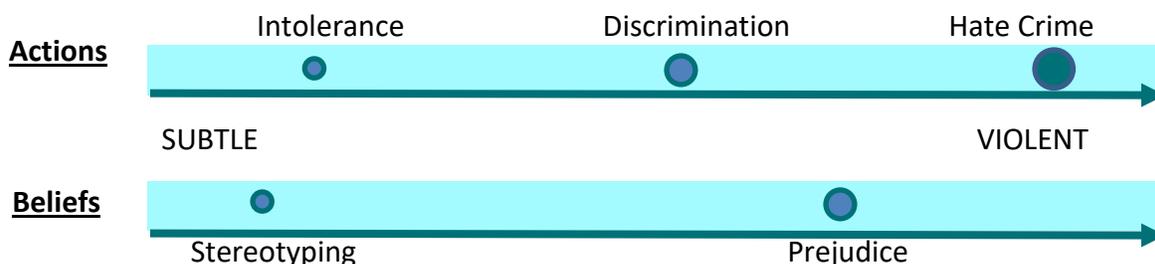
Just as communities have systems and procedures in place to respond to disasters, traumas and crisis situations, this Protocol supports our local communities with the processes and tools to be prepared in the event of incidents of discrimination, racism or hate-motivated activities, and in the event of hate crimes. The Protocol acts as a community-based mechanism for quick assessment and responsive action including referrals to relevant services and resources.

As a baseline, the Protocol aims to ensure there is a common community-wide understanding of what constitutes incidents of discrimination, racism or hate activity, when such incidents are considered critical, and what constitutes a hate crime. These are complicated issues that need to be clearly defined in order for us all to better understand their significance, regardless of whether the issue is entrenched or emerging, and also how to respond including finding assistance and immediate support. The intent is to provide a standard point of reference for community partners to provide consistent, enhanced community responses to incidents. However, responding to complex issues frequently cannot be fully prescribed and therefore requires sound judgement including when to consult with community partners or experts, and when confidentiality is a factor in how to proceed.

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 criminal codes. Nor is it the intention to have every stakeholder understand all of the complexities of discrimination, racism, hate activities and hate crime. As the Campbell River Network Spoke lead member, Immigrant Welcome Centre will endeavour to assist with clarification when needed in consultation with the Campbell River RCMP Detachment and the Resilience BC Hub.

## Forms of Discrimination, Racism and Hate

The following illustration depicts a continuum of beliefs and actions ranging from stereotyping and subtle intolerance through overt discrimination and prejudice to violent hate crimes.



The Protocol is a response to address incidents that fall in the middle to the right side of the continuum – overt discrimination or violent actions because of prejudice based on a person or group’s race or ethnic origin, language, colour, religion, sex, age, mental or physical disability, sexual orientation, gender identity or expression, marital or family status. Accordingly:

**The Protocol responses and reporting focus on “critical incidents”** which for the Protocol are defined as known or alleged discriminatory, racist, hate activity or hate crime events or situations that create a significant risk of substantial or serious harm to the physical or mental health, safety, or well-being of an individual or group, and therefore warrant the attention of our community as a whole.

The following chart draws from and adapts definitions provided by the Resilience BC Hub.

Type of Incident or Crime <i>(note 1)</i>	Definition
<b>Discrimination</b>	<p>Inequitable or unfair treatment of a person or group because of a personal characteristic like sex, race, religion, age, family status, disability, place of origin, gender identity, or sexual orientation, or any other similar factor <u>under the BC Human Rights Code</u> <i>(note 2)</i>.</p> <p>As examples, when based on any of those personal characteristics this includes harassment, unequal pay at work, denial of service at a business, denial of rental accommodation or purchase of housing.</p>
<b>Non-criminal Hate Motivated Incident</b>	<p>Actions/activities 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 <u>that are not criminal offences under the Canadian Criminal Code</u> <i>(note 3)</i>.</p> <p>This could include using aggressive or abusive language in public that does not include uttering a threat or inciting hatred. It could also include wearing clothing in public with abusive messaging that does not include a threat or incite hatred.</p>

<p><b>Hate Motivated Crime</b> (note 4)</p>	<p><u>Offences under Canada’s Criminal Code</u> against people or property motivated by hate, prejudice or bias toward an identifiable group (note 3). This may include assault, threats, harassment, material on social media (note 5) or graffiti and vandalism (note 6). This may include hate speech, propaganda and material such as 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, similarly for threatening symbols or images. Public spaces include non-private social media and Internet platforms (note 5).</p>
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*Notes:*

1. Racism can be the motivating factor for any of these types of incidents or crimes, or the motivating factor could be unrelated to racism such as gender identity or disabilities as examples.
2. The BC Human Rights Code applies to all businesses, agencies, and services in BC, except those regulated by the federal government which are under the Canadian Human Rights Act.
3. The provisions addressing hate in the Canadian Criminal Code are sections 318 and 319:
  - Section 318: Advocating or promoting genocide: “Genocide means any of the following acts committed with intent to destroy in whole or in part any identifiable group, namely, (a) killing members of the group; or (b) deliberately inflicting on the group conditions of life calculated to bring about its physical destruction.” “Identifiable group means any section of the public distinguished by colour, race, religion, national or ethnic origin, age, sex, sexual orientation, gender identity or expression, or mental or physical disability.”
  - Section 319 (1): Public incitement of hatred: “Every one who, by communicating statements in any public place, incites hatred against any identifiable group where such incitement is likely to lead to a breach of the peace.” “Statements include words spoken or written or recorded electronically or electro-magnetically or otherwise, and gestures, signs or other visible representations.” Identifiable group is defined in section 318 above.
  - Section 319 (2): Wilful promotion of hatred: “Every one who, by communicating statements, other than in private conversation, wilfully promotes hatred against any identifiable group”. Statements defined in 319 (1). Identifiable group defined in 318.
4. For more information about hate crimes in BC see: <https://www.resiliencebc.ca/report-support/hate-crimes-in-bc/>
5. Social media and Internet platforms Include apps such as Facebook and Twitter, and platforms such as Zoom and gaming sites.
6. Hate graffiti and vandalism include damage or defacement of property that demonstrates hate, prejudice or bias toward an identifiable group.

A more extensive list of key terms and their definitions is presented in Appendix 1.

## Responding to Discrimination, Non-criminal Hate Incidents and Hate Crimes

The following steps provide guidance in responding to incidents of discrimination, hate activities and hate crimes – a continuum from individual “active witnessing” and “response in the moment”, through informal community conflict resolution responses, through to policy-based actions by institutions and agencies, and ending with legal recourse with response by police and potential prosecution in the courts. We identify both community and individual responses appropriate to the different incidents which may be encountered, whether in the non-criminal realm or criminal realm.

It is important to note that the information and examples given below are not exhaustive. Incidents of discrimination, racism, and hate can occur in a variety of different ways and environments. As just one example, verbal smears can happen directly to an individual, or can be part of communications between two or more people about someone else. They can take place in person or through social media or other media. Bullying can manifest as physical or verbal intimidation, either ‘in secret’ between individuals or publicly in group settings including in person or through social media or other media. Both the person doing the harm and those harmed may be individuals or groups.

It is also important to remember it is possible that the giving and taking of offense may sometimes be caused by a lack of knowledge, misunderstandings, language differences, or level of emotional maturity rather than an intent to cause harm. Regardless of the intent, such incidents should not be taken lightly as situations and behaviours can escalate quickly.

### Steps for Responding

**“Alleged victim” and “alleged perpetrator” are used where applicable in the following chart to acknowledge the fundamental principle that people are innocent until proven guilty, and is not meant in any way to diminish the Protocol’s imperative for all people reporting incidents of discrimination, racism, hate activity and/or hate crimes to be taken seriously, respected and supported.**

Discrimination Incidents Non-Criminal Hate-Motivated Incidents Hate Crimes	Steps for Responding (A list of community support contacts is given in <a href="#">Appendix 2.</a> )
<u>Discrimination incidents</u>	<ul style="list-style-type: none"> <li>• <b>Identify and respond to the alleged victim’s immediate needs.</b></li> <li>• Refer alleged victim to appropriate community support if applicable.</li> <li>• As relevant to the incident, identify if the alleged victim’s employer or service provider has a protocol and/or policy for addressing incidents of discrimination based on any of the characteristics protected under the BC Human Rights Code, and support them in lodging a formal complaint using the protocol and/or policy.</li> <li>• Advise alleged victim that they have rights under the BC Human Rights Code which protects people in BC against discrimination, and direct them to free services of the BC Human Rights Clinic: <a href="https://bchrc.net">https://bchrc.net</a>, 1-855-685-6222, <a href="mailto:infobchrc@clasbc.net">infobchrc@clasbc.net</a></li> <li>• Individual community members should Inform a Campbell River Spoke Signatory about the incident.</li> </ul>

<p><u>Discriminatory policies and practices</u></p>	<p><b>Individuals may:</b></p> <ul style="list-style-type: none"> <li>• Raise the issue with the agency, business or government that adopted the policy or practice to see if it will be remedied.</li> <li>• If not remedied, seek advice and support for lodging a formal complaint under the BC Human Rights Code using the free services of the BC Human Rights Clinic: <a href="https://bchrc.net">https://bchrc.net</a>, 1-855-685-6222, <a href="mailto:infobchrc@clasbc.net">infobchrc@clasbc.net</a></li> <li>• Individual community members should Inform a Campbell River Spoke Signatory about the incident.</li> </ul> <p><b>Community organizations and local governments may:</b></p> <ul style="list-style-type: none"> <li>• Systematically review all current policies and practices to ensure that discriminatory deficiencies are identified and remedied.</li> <li>• Seek advice from experts and the affected community members.</li> </ul>
<p><u>Non-criminal hate motivated incidents:</u></p> <p>Aggressive or abusive language in public that does not include threats or incite hatred such as put-downs, insults, trash talk, slurs</p> <p>Wearing clothing with offensive messages or images in public that do not include threats or incite hatred</p>	<ul style="list-style-type: none"> <li>• <b>Identify and respond to alleged victim’s immediate needs.</b></li> <li>• IF IT IS SAFE, engage the alleged victim in conversation, ask if they are okay or if they would like some assistance. This will let the alleged perpetrator and alleged victim know that the alleged victim is not alone.</li> <li>• IF IT IS SAFE, engage other witnesses. Talk to others who are present to gather support – there is strength in numbers.</li> <li>• IF IT IS SAFE, document the incident by taking a photo or video and/or making notes of the time, day, location, who was involved if known, including any witnesses, and what happened. ALWAYS ask the alleged victim what they want to do with a photo or video – for example, do not post it online without their permission.</li> <li>• ONCE IT IS SAFE, ask the alleged victim if they would like assistance with calling Campbell River RCMP non-emergency number: 250-286-6221 to report the incident.</li> <li>• When applicable, report the incident to a school principal, workplace supervisor, or community authority.</li> <li>• Refer the alleged victim to appropriate community support if appropriate.</li> <li>• Individual community members should Inform a Campbell River Spoke Signatory about the incident.</li> </ul> <p><b>Community organizations and local governments may:</b></p> <ul style="list-style-type: none"> <li>• Fund public education programs.</li> <li>• Undertake media campaigns.</li> <li>• Speak out publicly.</li> </ul>

<p><u>Hate motivated crime</u></p> <p>Assault, threats</p>	<ul style="list-style-type: none"> <li>• <b>In cases of emergency</b>, contact Campbell River RCMP at 911.</li> <li>• <b>Identify and respond to alleged victim’s immediate needs.</b></li> <li>• IF IT IS SAFE, engage the alleged victim in conversation. This will let the alleged perpetrator and the alleged victim know that the alleged victim is not alone.</li> <li>• IF IT IS SAFE, engage other witnesses. Talk to others who are present to gather support – there is strength in numbers.</li> <li>• ONCE IT IS SAFE in non-emergency cases, assist the alleged victim with calling Campbell River RCMP non-emergency number: 250-286-6221 to report what happened and file a complaint.</li> <li>• IF IT IS SAFE, document the incident by taking a photo or video or audio recording and/or making notes of the time, day, location, who was involved if known, including any witnesses, and what happened. ALWAYS ask the alleged victim what they want to do with a photo or video – for example, do not post it online without their permission.</li> <li>• When applicable, report the incident to a school principal, workplace supervisor, or community authority.</li> <li>• Refer the alleged victim to appropriate community support if appropriate.</li> <li>• Individual community members should Inform a Campbell River Spoke Signatory about the incident.</li> </ul> <p><b>Community organizations and local governments may:</b></p> <ul style="list-style-type: none"> <li>• Support victims in understanding and accessing options for help.</li> </ul>
<p><u>Hate motivated crime</u></p> <p>Hate speech</p> <p>Propaganda and material promoting or inciting hate</p>	<ul style="list-style-type: none"> <li>• <b>If present</b>, respond to alleged victim’s immediate needs.</li> <li>• <b>If crime is happening in real time.</b> contact Campbell River RCMP at 911.</li> <li>• If crime is not happening in real time, report the crime to Campbell River RCMP using their non-emergency number: 250-286-6221.</li> <li>• IF IT IS SAFE, document the crime by taking a photo or video or audio recording or sample of the material and/or making notes of the time, day, location, who was involved if known, and what happened.</li> <li>• Contact representatives from the targeted community.</li> <li>• Individual community members should Inform a Campbell River Spoke Signatory about the incident.</li> </ul>
<p><u>Hate motivated crime:</u></p> <p>Social media and Internet platforms used to spread threats and hate</p>	<ul style="list-style-type: none"> <li>• Contact Campbell River RCMP using their non-emergency number: 250-286-6221.</li> <li>• Contact webmaster or hosting company to lodge a complaint.</li> <li>• When applicable, contact representatives from the targeted community.</li> <li>• Report on the Crime Stoppers website: <a href="https://www.p3tips.com/tipform.aspx?ID=640&amp;CX=444444">https://www.p3tips.com/tipform.aspx?ID=640&amp;CX=444444</a></li> <li>• Individual community members should Inform a Campbell River Spoke Signatory about the incident.</li> </ul> <p><b>Community organizations and local governments may:</b></p> <ul style="list-style-type: none"> <li>• Support victims in understanding and accessing options for help.</li> </ul>

<p><u>Hate motivated crime:</u></p> <p>Graffiti and vandalism promoting or inciting hate</p>	<ul style="list-style-type: none"> <li>• <b>For major property crime, immediately contact Campbell River RCMP at 911.</b> Otherwise contact Campbell River RCMP using their non-emergency number: 250-286-6221</li> <li>• Take photographs or videos, take notes of details such as location and time when the graffiti or vandalism was seen.</li> <li>• After documenting the crime, assist the alleged victim to contact the municipal or regional government to request help with removal.</li> <li>• Refer the alleged victim to relevant community support if appropriate.</li> <li>• Contact representatives from the targeted community.</li> <li>• Individual community members should Inform a Campbell River Spoke Signatory about the incident.</li> </ul> <p><b>Community organizations and local governments may:</b></p> <ul style="list-style-type: none"> <li>• Organize community dialogues to discuss a community response and increase understanding of the effects of hate graffiti and vandalism.</li> <li>• Undertake media campaigns and speak out publicly.</li> </ul>
<p><u>Discrimination, or hate incidents or crimes by Protocol Signatories:</u></p> <p>Conduct of on-duty RCMP officers</p>	<ul style="list-style-type: none"> <li>• Public complaints about the on-duty conduct of an RCMP officer are made to the Civilian Review and Complaints Commission for the RCMP. The Commission is not part of the RCMP. However, the details provided to the Commission about the complaint will be shared with the RCMP for investigation purposes.</li> <li>• A complaint can be made using the Commission’s online form (<a href="https://www.crc-cetp.gc.ca/en/make-complaint-form">https://www.crc-cetp.gc.ca/en/make-complaint-form</a>) and submitting it online, or by filling out their PDF form (<a href="https://www.crc-cetp.gc.ca/pdf/complaintplainte-en.pdf">https://www.crc-cetp.gc.ca/pdf/complaintplainte-en.pdf</a>) and either faxing it or mailing it to the Commission as per the contact information given on the form.</li> <li>• The complaint form includes the option of asking for a call back from a Commission Intake Officer with a brief reason for the request.</li> <li>• Complaints must be made <u>within one year</u> of when the alleged conduct occurred.</li> <li>• For more information and to access the PDF complaint form in different languages see <a href="https://www.crc-cetp.gc.ca/en/make-complaint">https://www.crc-cetp.gc.ca/en/make-complaint</a>.</li> <li>• Individual community members should Inform a Campbell River Spoke Signatory about the incident.</li> </ul>
<p><u>Discrimination, or hate incidents or crimes by Protocol Signatories:</u></p> <p>Conduct of any <u>non-RCMP</u> Protocol Signatory</p>	<ul style="list-style-type: none"> <li>• Respond by following the relevant steps to assist the alleged victim by type of incident or crime as outlined above in the chart.</li> <li>• If any (non-RCMP) Protocol Signatories are alleged to have committed an act that is discriminatory, a hate activity, or hate crime, attempt to contact them directly and/or contact another Signatory to report the alleged incident.</li> </ul>

**Assess safety → Call 911 in emergencies → Assist and support → Contact relevant authorities → Report incident**

## **Roles and Expectations of Protocol Signatories**

For the Response Protocol to be effective, it is important to have defined roles and expectations of the organizations participating as the Protocol Signatories.

### ***Role of Immigrant Welcome Centre:***

As the lead member for the Campbell River Spoke, Immigrant Welcome Centre will:

- Maintain the Response Protocol and promote the Protocol within the community.
- Encourage and coordinate pertinent communication among the Protocol Signatories.
- Receive reports of local incidents of discrimination, racism, hate activity and hate-motivated crimes, and assist in coordinating responses when applicable.
- Prepare and submit a summary of reported incidents annually to the BC Government to help inform policy, decision making, and provincial distribution of anti-discrimination and anti-hate resources to local communities.
- Encourage, support and offer education and awareness opportunities for community members, including students, service providers, employers and local governments.
- Support victim(s) of discrimination, racism, hate activity or hate crime by listening to their account, assisting with documenting their account, and referring them to appropriate services or organizations.

### ***Role of Campbell River RCMP Detachment:***

As the organization responsible for responding to hate crimes, the Campbell River RCMP will:

- Provide a designated representative as a Campbell River Response Protocol Signatory and participate in the Signatories' ongoing work.
- Fully investigate all reported hate-motivated crimes and non-criminal hate-motivated incidents.
- Provide Immigrant Welcome Centre with statistics on reported hate-motivated crimes and non-criminal hate-motivated incidents annually or upon request.

### ***Role of the City of Campbell River***

As the governing and administrative body for the community, the City of Campbell River will:

- Take a leadership role in promoting, supporting and creating a community that is safe and welcoming for all people.

### ***Role of ALL Protocol Signatories***

All Protocol Signatories will:

- Provide a designated representative as a Campbell River Response Protocol Signatory and participate in the Signatories' ongoing work.

- Participate in meetings, training and other learning opportunities specific to the Signatories' role in supporting and implementing the Response Protocol.
- Help with review of the Response Protocol to improve clarity and effectiveness.
- Respond to the issues and concerns in the community as needed, including providing relevant education as issues or opportunities arise, and supporting victims whose human rights, safety and dignity have been violated as a result of discrimination, racism, hate activity or hate crimes.
- Help enhance our local communities' understanding of, response to, and resources for addressing discrimination, racism, hate activity and hate crimes by reporting incidents to the Immigrant Welcome Centre. The Campbell River Response Protocol Critical Incident Report Form ([Appendix 3](#)) is used for this purpose.
- Share resources as appropriate with other Signatories.

### **Role of Other Local Service Providers, Employers, and Agencies**

For the Protocol to be most effective, other local service providers, employers and agencies should be familiar with the manifestations of discrimination, racism, and hate, and be able to respond and address such situations appropriately. Therefore, they are encouraged to learn about the key issues and terms, to participate in anti-discrimination and anti-hate education and training opportunities, and to know about local resources they can access for assistance.

# Campbell River Response Protocol Declaration to Address Discrimination, Racism, Hate Activity and Hate Crime

## Whereas as Signatories to the Campbell River Response Protocol

**We believe** that all residents of Campbell River have the right to enjoy the privileges of living within a free, welcoming, inclusive, and civil community; and

**We believe** that no resident or visitor to Campbell River should suffer from the effects of discrimination, harassment, intimidation, threats, hateful actions, assault, damage to their property, or other forms of violence which are motivated by hate. This includes, but is not limited to, any bias based upon their sex, race, religious beliefs or non-belief, cultural origin, ethnic origin, perceived or actual sexual orientation, gender or gender identity, economic status, disability, age, family status or social status; and

**We believe** that it is the duty of all residents, acting individually and together, to strive for the achievement of a community in which we acknowledge our diversity by affirming our differences and welcoming the contributions that arise from each resident's unique gifts; and

**We believe** that every resident has the right to experience the sense of belonging to this community that arises from our daily commitment to creating a welcoming community and a better world.

## Therefore

As authorized representatives of the governments, agencies, and organizations named, we accept and agree to work towards the effective implementation of policies and practices within our respective governments, agencies, and organizations that recognize, affirm and encourage the inclusion of all; and

we commit our governments, agencies and organizations to the implementation of the integrated responses to discrimination, racism, hate-based critical incidents and hate crimes which are the subject of this Protocol; and

we encourage all residents and visitors to Campbell River to welcome and engage with each other in ways that incorporate the principles of inclusion, affirmation of difference, and broadening our understanding of one another so that these principles shall be evident in the ways in which we live, interact and work together.

## Signatories

**Lead: Jim Brennan, Executive Director, Immigrant Welcome Centre**

Phone: 250-830-0171 or toll free 1-855-805-0171 Fax: 250-830-1010

Email: [info@immigrantwelcome.ca](mailto:info@immigrantwelcome.ca) Website: [immigrantwelcome.ca](http://immigrantwelcome.ca)

Address: 200 - 1170 Shoppers Row, Campbell River, BC V9W 2C8

**Mary Ruth Snyder, Executive Director, Campbell River & District Chamber of Commerce**

Phone: 250-287-4636 or cell 250-650-7575

Email: [executivedirector@campbellriverchamber.ca](mailto:executivedirector@campbellriverchamber.ca) Website: [campbellriverchamber.ca](http://campbellriverchamber.ca)

Address: 900 Alder Street, Campbell River, BC V9W 2P6

**Valery Puetz, Executive Director, Campbell River and North Island Transition Society**

Phone: 250-287-7384 or cell 250-287-6591 Fax: 250-286-6252

Email: [valery.puetz@annelmorehouse.ca](mailto:valery.puetz@annelmorehouse.ca) Website: [www.annelmorehouse.ca](http://www.annelmorehouse.ca)

Address: #101-1116 Dogwood Street, Campbell River, BC V9W 3A2

**Dawn Hamilton, Executive Director, Campbell River Family Services Society**

Phone: 250-287-2421 Fax: 250-287-4268

Email: [dawn.hamilton@crfs.ca](mailto:dawn.hamilton@crfs.ca) Website: [crfamilyservices.ca](http://crfamilyservices.ca)

Address: 487 10<sup>th</sup> Avenue, Campbell River, BC V9W 4E4

**Insp. Jeff Preston, Detachment Commander, Campbell River RCMP Detachment**

Phone: 250-286-5630 Fax: 250-286-5617

Email: [jeff.d.preston@rcmp-grc.gc.ca](mailto:jeff.d.preston@rcmp-grc.gc.ca) Website: [www.rcmp-grc.gc.ca/detach/en/d/177](http://www.rcmp-grc.gc.ca/detach/en/d/177)

Address: 275 South Dogwood Street, Campbell River, BC V9W 8C8

**Mary Catherine Williams, Executive Director, Campbell River Volunteer Society**

Phone: 250-287-8111

Email: [execdirect@volunteercr.ca](mailto:execdirect@volunteercr.ca) Website: [www.volunteercr.ca](http://www.volunteercr.ca)

Address: 900 Alder Street, Campbell River, BC V9W 2P6

**Andrew Adams, Mayor, City of Campbell River**

Phone: 250-286-5740 Fax: 250-286-5760

Email: [Andrew.Adams@campbellriver.ca](mailto:Andrew.Adams@campbellriver.ca) Website: [www.campbellriver.ca](http://www.campbellriver.ca)

Address: 301 St. Ann's Rd., Campbell River, BC, V9W 4C7

**Wendy Richardson, Executive Director, John Howard Society of North Island**

Phone: 250-286-0611 Fax: 250-286-3650

Email: [wendy.richardson@jhsni.bc.ca](mailto:wendy.richardson@jhsni.bc.ca) Website: [www.jhsni.bc.ca](http://www.jhsni.bc.ca)

Address: #201 - 140A 10<sup>th</sup> Avenue, Campbell River, BC V9W 4E3

**Audrey Wilson, Executive Director, Laichwiltach Family Life Society**

Phone: 250-286-3430 ext. 102

Email: [Executivedirector@lfls.ca](mailto:Executivedirector@lfls.ca) Website: [www.lfls.ca](http://www.lfls.ca)

Address: 441 4<sup>th</sup> Avenue, Campbell River, BC V9W 3W7

**Lisa Domae, President, North Island College**

Phone: 250-334-5270

Email: [lisa.domae@nic.bc.ca](mailto:lisa.domae@nic.bc.ca) Website: [www.nic.bc.ca](http://www.nic.bc.ca)

Address: 1685 South Dogwood Street, Campbell River, BC V9W 8C1

**Shannon Baikie, Executive Director, North Island Employment Foundations Society**

Phone: 250-286-3441 or toll-free 1-866-286-6788 Fax: 250-286-3447

Email: [Shannon.Baikie@niefs.net](mailto:Shannon.Baikie@niefs.net) Website: [www.niefs.net](http://www.niefs.net)

Address: 920 Alder Street, Campbell River, BC V9W 2P8

**Jackie Lever, Executive Director, North Island Métis Association**

Phone: 250-287-7417

Email: [office@nimetis.com](mailto:office@nimetis.com) Website: [www.nimetis.com](http://www.nimetis.com)

Address: A123A - 740 Robron Road, Campbell River, BC V9W 6J7

**Lori Bull, Executive Director, Sasamans Society**

Phone: 250-914-2212 or toll free 1-888-597-2810 Fax: 250-914-2215

Email: [lorib@sasamans.ca](mailto:lorib@sasamans.ca) Website: [www.sasamans.ca](http://www.sasamans.ca)

Address: 680 Head Start Crescent, Campbell River, BC V9H 1P9

**Jeremy Morrow, Superintendent, School District 72**

Phone: 250-830-2398 Fax: 250-287-2616

Email: [lyn.logan@sd72.bc.ca](mailto:lyn.logan@sd72.bc.ca) Website: [www.sd72.bc.ca](http://www.sd72.bc.ca)

Address: 425 Pinecrest Road, Campbell River, BC, V9W 3P2

**Michele Babchuk, MLA North Island**

Phone: 250-287-5100 or toll free 1-866-387-5100

Email: [Michele.Babchuk.MLA@leg.bc.ca](mailto:Michele.Babchuk.MLA@leg.bc.ca) Website: [bcndpcaucus.ca/mla/michele-babchuk](http://bcndpcaucus.ca/mla/michele-babchuk)

Address: 908 Island Highway, Campbell River, BC V9W 2C3

**Rachel Blaney, MP North Island – Powell River**

Phone: 250-287-9388 or toll free 1-800-667-8404

Email: [lucas.schuller.837@parl.gc.ca](mailto:lucas.schuller.837@parl.gc.ca) Website: [rachelblaney.ndp.ca](http://rachelblaney.ndp.ca)

Address: North Island-Powell River NDP, Post Office Box 355, Campbell River, BC V9W 5B6

## **Guiding Principles for Signatories**

The Cambridge dictionary defines guiding principles as “an idea that influences you very much when making a decision or considering a matter.” The guiding principles for Signatories include:

### ***Respect and Dignity***

We acknowledge the intrinsic worth of every person and that they deserve to be treated with dignity, compassion and respect. A person who is experiencing or has experienced discrimination, hate activity or hate crime will be taken seriously, respected, and supported.

### ***Professional Services***

There is ongoing commitment to professional development for those in management, supervision and delivery of service roles. Our goal is to have our staff and volunteers qualified, knowledgeable and trained to understand the impact of discrimination, hate activity and hate crime.

### ***Coordinated Services***

We will participate in appropriate community coordination for integrated protocols in response to discrimination, hate activity and hate crimes, in accurate and consistent recording of all such incidents, and in supporting effective investigation, follow up and helping impacted persons to access assistance and resources.

### ***Inclusiveness***

We are inclusive, and sensitive to gender, race, age, ability, sexual orientation, culture, socio-economic and religious issues. Our services are equitable and available directly or by referral to all community members within the scope of our mandates.

### ***Accountability***

We are accountable for our behaviours, actions, services and programs to ensure that we do not contribute to discrimination or hate of any type. We seek input from the community for continuous evaluation of these guidelines and protocols.

### ***Community Awareness and Education***

We are working, through education and action, toward preventing and eliminating discrimination, hate activity and hate crime in Campbell River. We help those in positions of power and influence to realize these issues exist in Campbell River and have a great impact on the health and wellbeing of our community. We will ensure that the community has awareness of the Campbell River Response Protocol.

### ***Advocacy***

We address both the individual and systemic levels of discrimination, hate activity and hate crime believing that ending these forms of injustice is everyone’s responsibility. We advocate for obtaining funding for awareness, prevention and other programs to meet these needs of our community.

### ***Reporting of Incidents***

We encourage the reporting of incidents of discrimination; hate activity and hate crime and endeavour to increase the confidence of all targeted or affected members of the community in seeking assistance.

### ***Timely Response***

We aim to be expedient in response and referral.

### ***Safety***

The safety of the affected or targeted person(s) should be the primary focus of any intervention.

### ***Confidentiality***

We will endeavor to protect the confidentiality of affected and targeted person(s) and family members, and other involved individuals when being given information and providing support unless given their consent to share or disclose their information, or if required by law.

## Appendix 1: Glossary of Key Terms

The list of terms is not comprehensive and, in some cases, definitions vary according to the source.

**Ableism** is discrimination on grounds of physical or mental 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, cultural background etc. and can 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, sexual orientation or similar personal characteristic.

**Cisgender** is used to describe a person whose gender identity matches the sex assigned at birth. (For example, an individual born biologically female and who also has the gender identity of female).

**Cissexism** is discrimination against a person who does not identify with the sex they were assigned at birth. It is discrimination on grounds of gender identity and gender expression.

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

**Discrimination** is inequitable or unfair treatment of a person or group because of a personal characteristic like sex, race, religion, age, family status, disability, place of origin, gender identity or sexual orientation, or any other similar factor under the BC Human Rights Code or Canadian Human Rights Act.

**Gender** is the range of physical, mental and behavioral characteristics pertaining to, and differentiating between, masculinity and femininity (for example, woman, man, transgender, 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 own 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 under the Criminal Code of Canada sections 318 and 319 committed against a person or property which is motivated by 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.

**Hate/Bias Incidents** are actions/activities that are not criminal offences under the Criminal Code of Canada that are 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.

**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 discrimination or 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 and racism. 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, group, or social class.

**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, and/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 policies and practices which, whether intentionally or unintentionally, exclude, limit and discriminate against individuals not part of the traditional dominant group. Systemic Racism can be 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 offering services and resources that are directly related or useful in the event of a hate crime or critical incident involving discrimination or hate.

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

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

**Stakeholders** in context of the Campbell River Protocol refer to the service providers, organizations and institutions within the Campbell River area that 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 or ethnicity; age, linguistics, religious, geographical or national groups; social, marital or family status; physical, developmental or mental attributes; and/or gender.

**Transgender** is an umbrella term for people whose gender identity and/or gender expression differs from what is typically associated with the sex they were assigned at birth.

**Transphobia** is the fear and hatred of, or discomfort with, transgender 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.

Definitions have been compiled from several sources including:

- 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

## Appendix 2: Key Local, Regional and Provincial Response Protocol Resources

The following listing is to assist Protocol Signatories with supporting victims to find help and access relevant services, noting that the listing is not comprehensive.

### Directories of Services

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- BC211: **211** (call or text), [bc211.ca](http://bc211.ca) online directory
- FETCH Campbell River and District: [campbellriver.fetchbc.ca](http://campbellriver.fetchbc.ca) online directory
- HealthLinkBC: **811**, [www.healthlinkbc.ca/services-and-resources/find-services](http://www.healthlinkbc.ca/services-and-resources/find-services) online directory

### Emergency Services and Immediate Responders

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- Campbell River RCMP: **911**
- VictimLINK: **1-800-563-0808**  
[www2.gov.bc.ca/gov/content/justice/criminal-justice/victims-of-crime/victimlinkbc](http://www2.gov.bc.ca/gov/content/justice/criminal-justice/victims-of-crime/victimlinkbc)
- Vancouver Island Crisis Line: **1-888-494-3888** or text **250-800-3806**  
[www.vicrisis.ca](http://www.vicrisis.ca)
- KUU'US Crisis Line (assisting Indigenous peoples): **1-800-588-8717**  
[www.kuu-uscrisisline.com/24-hour-crisis-line](http://www.kuu-uscrisisline.com/24-hour-crisis-line)
- Métis Crisis Line: **1-833-638-4722 (1-833-METIS-BC)**
- Crisis Intervention and Suicide Prevention Centre of British Columbia: **1-800-784-2433**  
[crisiscentre.bc.ca/distress-services](http://crisiscentre.bc.ca/distress-services)
- Campbell River and North Island Transition Society: Ann Elmore House: **1-800-667-2188**  
[www.annelmorhouse.ca/transition-house](http://www.annelmorhouse.ca/transition-house)

### Non-Emergency Services

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- Campbell River RCMP non-emergency number: **250-286-6221**  
[www.rcmp-grc.gc.ca/detach/en/d/177](http://www.rcmp-grc.gc.ca/detach/en/d/177)
- Campbell River RCMP Victim Services: **250-286-5606**  
[bc-cb.rcmp-grc.gc.ca/ViewPage.action?siteNodeId=23&languageId=1&contentId=3987](http://bc-cb.rcmp-grc.gc.ca/ViewPage.action?siteNodeId=23&languageId=1&contentId=3987)
- Campbell River Crime Stoppers: **1-800-222-8477**  
[campbellriver.crimestoppersweb.com](http://campbellriver.crimestoppersweb.com)
- Legal Aid BC – Campbell River office: **250-287-9521**  
[lss.bc.ca](http://lss.bc.ca)
- Aboriginal Legal Aid in BC: **1-866-577-2525**  
[aboriginal.legalaid.bc.ca](http://aboriginal.legalaid.bc.ca)

- BC Office of the Human Rights Commissioner: **1-844-922-6472**  
[bchumanrights.ca](http://bchumanrights.ca)
- BC Human Rights Tribunal: **1-888-440-8844**  
[www.bchrt.bc.ca](http://www.bchrt.bc.ca)
- BC Human Rights Clinic: **1-855-685-6222**  
[bchrc.net](http://bchrc.net)
- Campbell River Advocacy Services: **250-286-3436**  
[cradvocacy.ca](http://cradvocacy.ca)
- Ministry of Children and Family Development: Child and Family Services: **250-286-7542**  
[www2.gov.bc.ca/gov/content/family-social-supports/data-monitoring-quality-assurance/find-services-for-children-teens-families/sda-campbell-river-929b-ironwood-st](http://www2.gov.bc.ca/gov/content/family-social-supports/data-monitoring-quality-assurance/find-services-for-children-teens-families/sda-campbell-river-929b-ironwood-st)
- Ministry of Children and Family Development: Child and Youth Mental Health: **250-830-6500**  
<https://www2.gov.bc.ca/gov/content/health/managing-your-health/mental-health-substance-use/child-teen-mental-health>
- Island Health: Adult Mental Health and Substance Use: **250-850-2620**  
[www.islandhealth.ca/our-services/mental-health-substance-use-services](http://www.islandhealth.ca/our-services/mental-health-substance-use-services)
- North Island Hospital Campbell River and District: **250-286-7100**  
[www.islandhealth.ca/our-locations/hospitals-health-centre-locations/north-island-hospital-campbell-river-district](http://www.islandhealth.ca/our-locations/hospitals-health-centre-locations/north-island-hospital-campbell-river-district)
- Qmunity: **604-684-5307**  
[qmunity.ca](http://qmunity.ca)
- Seniors Advocate of BC: **1-877-952-3181**  
[www.seniorsadvocatebc.ca](http://www.seniorsadvocatebc.ca)
- Campbell River Seniors Info Hub: **250-914-9017**  
[www.volunteercr.ca/seniors-information-hub](http://www.volunteercr.ca/seniors-information-hub)
- Campbell River Women’s Resource Centre: **250-287-3044**  
[www.annelmorehouse.ca/activities](http://www.annelmorehouse.ca/activities)
- Foundry Campbell River: **250-286-0611**  
[www.jhsni.bc.ca/index.php/foundry-campbell-river](http://www.jhsni.bc.ca/index.php/foundry-campbell-river)

## **Resilience BC Anti-Racism Network Hub and Campbell River Spoke**

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- Resilience BC Anti-Racism Network Hub: **250-361-9433**, [resiliencebc@vircs.bc.ca](mailto:resiliencebc@vircs.bc.ca)  
[www.resiliencebc.ca](http://www.resiliencebc.ca)
- Campbell River Spoke:
  - Lead: Immigrant Welcome Centre: **250-830-0171** or **1-855-805-0171** [info@immigrantwelcome.ca](mailto:info@immigrantwelcome.ca)
  - Other Spoke Signatories: See “Signatories” section.

### Appendix 3: Campbell River Response Protocol Critical Incident Report Form

For the Protocol, “critical incidents” are defined as known or alleged discriminatory, racist, hate activity or hate crime events or situations that create a significant risk of substantial or serious harm to the physical or mental health, safety, or well-being of an individual or group, and therefore warrant the attention of our community as a whole.	
<b>Date of Report</b> (month/day/year):	<b>Date of Incident</b> (month/day/year):
<b>Location of Incident:</b>	
<b>Summary of what happened:</b>	
<b>Witnesses:</b> <input type="checkbox"/> Yes <input type="checkbox"/> No If <u>yes</u> , # of witnesses: If <u>yes</u> , do you have the names or contact information of the witnesses? <input type="checkbox"/> Yes <input type="checkbox"/> No	
<b>Incident was against:</b> <input type="checkbox"/> Person(s) <input type="checkbox"/> Property If person(s), # of people:	
<b>Apparent nature of incident:</b> <input type="checkbox"/> Race / Ethnicity based <input type="checkbox"/> Age based <input type="checkbox"/> Gender based <input type="checkbox"/> Sexual Orientation based <input type="checkbox"/> Disability based <input type="checkbox"/> Social status based <input type="checkbox"/> Faith / Religion based <input type="checkbox"/> Other - explain:	
<b>Summary of response/follow up to date</b> (who, what, when):	
<b>Name of person submitting the report</b> (please print): <b>Phone:</b> <b>Email:</b>	

**Submit to:**

Immigrant Welcome Centre, Attn: Jim Brennan, Executive Director  
 Email: [info@immigrantwelcome.ca](mailto:info@immigrantwelcome.ca) or Fax: 250-830-1010  
 Address: 200 - 1170 Shoppers Row, Campbell River, BC V9W 2C8

## Appendix 4: Example Policy Statement

The following example is offered as a template to assist organizations with policy development and creating their own policy statement.

*(Your Organization's Name)* believes in equitable treatment for all individuals regardless of race, colour, ancestry, ethnic origin, religion, gender, sexual orientation, physical or mental ability, age, socio-economic status or family status. The letter and spirit of the Canadian and BC Human Rights Acts shall be carefully observed, enforced, and supported, so that all members of the community may work together with respect and tolerance for individual differences.

*(Your Organization's Name)* rejects discrimination, harassment, racism and hate in all its forms, and is committed to their elimination in its facilities and in the learning and working environments for which it is responsible.

*(Your Organization's Name)* rejects discriminatory, racist, harassing and hate behaviour, and the attitudes which cause it, and upholds the right of those who experience such behaviour to protest against it. In so doing, *(Your Organization's Name)* is taking steps to break the silence and challenge the denials which are at the heart of discrimination, racism and hate.

In fulfilling this commitment, *(Your Organization's Name)* will implement policies, procedures and programs to counteract the causes and redress the effects of discrimination, racism and hate including through education and training. This organization will actively protect the right of all staff, employees, volunteers and students to achieve their full potential in an environment which affirms their cultural and personal identities.

The education programs and training that will be introduced for all of our staff, employees, volunteers, and students will aim to promote and increase their understanding of discrimination, racism and hate, including its causes and effects, so that those who witness it will come to acknowledge and reject it.

*(Your Organization's Name)* will uphold and protect the right of those who experience discrimination, racism and hate to be free of such behaviour in places of work and recreation.

All staff, employees, volunteers and students will be provided with avenues of complaint and redress at every *(Your Organization's Name)* worksite. Redress will include taking appropriate measures, including disciplinary action when necessary.