

# District of Port Hardy Response Protocol To Address Discrimination, Racism, Hate Activity and Hate Crime

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*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 territories of the Kwakiutl, Quatsino, and Gwa'sala-'Nakwada'xw 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 Port Hardy

How does racism and discrimination impact small, rural communities? Is discrimination, racism and hate a problem in Port Hardy? What specific information or statistics exists?

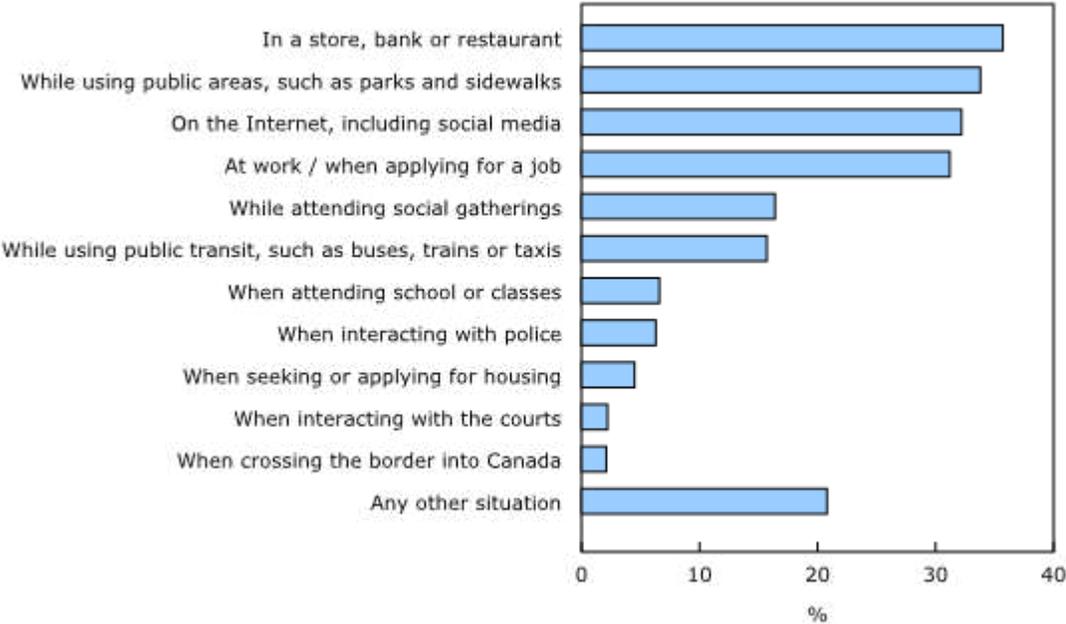
Following reports of increasing racially motivated attacks against Canadians of Asian origin across Canada, and ongoing reports of discrimination towards Indigenous and Visible Minorities in Greater Vancouver and Victoria, many people in rural communities determine that these things usually occur elsewhere. However, the deep pain associated with the physical evidence of the hundreds of children buried on the grounds of former residential schools brings this reality closer to home. The pandemic experience has escalated incidents of discrimination, racism, and hate crimes nationwide, and with 40% of the population identifying as Indigenous or of a Visible Minority, the District of Port Hardy will not be exempt from incidents of discrimination, racism, and hate crime.

In a settler colonial country like Canada, systemic racism is deeply rooted in every system of this country. Recent research and investigations into the BC's Health Care system substantiate this as an ongoing systemic reality. Initiated and supported by Metis Nation British Columbia, and with further support from the First Nations Health Authority and First Nations Health Council, Hon. Dr. Mary Ellen Turpel-Lafond's February 2020 report "In Plain Sight" states: "Without exception, every health care leader – within government, health authorities, regulators and other health care organizations – acknowledged that racism exists in their organizations and the health care system." However, these findings are not exclusive to the health care system nor to Indigenous people's experiences.

This power dynamic continues to be upheld and reinforced in our society, extending its impact on new citizens. B.C.'s Human Rights Commissioner, Kasari Govender, reported a "dramatic spike" in hate crimes during the spring of 2020 which prompted virtual town hall meetings to hear from rural citizens and organizations outside of the major centres. Govender states that, "We've heard different issues in different regions, some of them include inaccessibility to the human rights complaint system, discrimination in addiction services, and the issues of the active disability community among others.... In rural areas, racism is often interlinked with economic concerns and some of these patterns, like anti-indigenous racism, are entrenched in the colonial history of Canada," said Govender. The solutions to addressing these issues are not simple. There is a need to "self educate" and have "uncomfortable conversations" about these issues.

Multiple surveys by Stats Canada showed that close to 4 in 10 participants who said that they had experienced discrimination during the pandemic reported that they had done so in a store, bank, or restaurant. One-third experienced it while using public areas (such as parks and sidewalks), almost one-third experienced it online, and slightly more than 3 in 10 experienced it in the workplace or when applying for a job.

**Chart 1**  
Situations identified by participants who reported having experienced discrimination or having been treated unfairly during the pandemic, August 2020



However, not all groups experienced the same types of discrimination situations. For instance, almost one-half of Black participants who reported experiencing discrimination said it occurred in a store, bank, or restaurant. Similar results were found for South Asian participants.

Chinese and Filipino participants, on the other hand, were more likely to report experiencing discrimination while using public areas, while Arab respondents were more likely to report experiencing discrimination in the workplace. For some other groups of Canadians, discrimination mostly took place online. This was notably the case among participants who were gender diverse (68%) and sexual minority participants (51%).

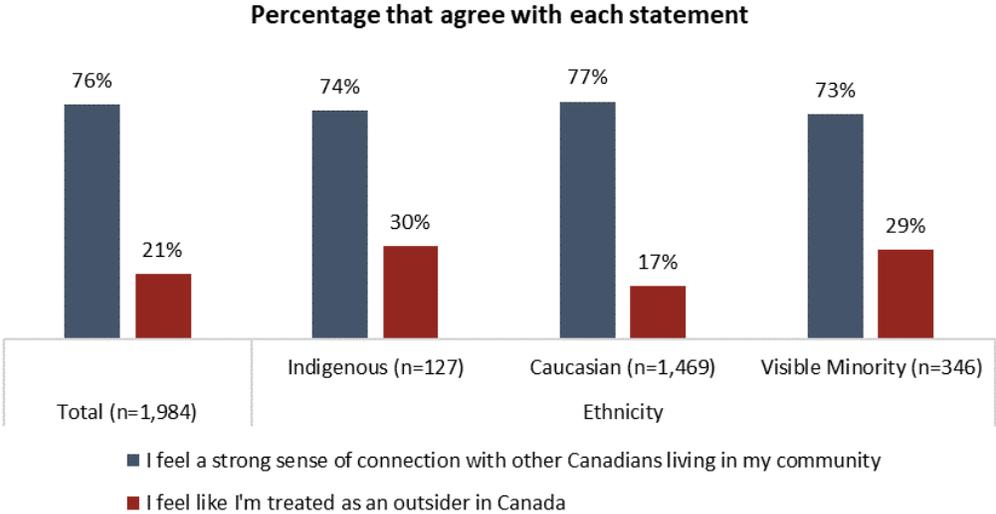
There is not a lot of current information or statistics pertaining to the District of Port Hardy or Mt. Waddington region (2021 Census information release begin in February 2022). Historically, from the BC Statistics from 2014 to 2019, Mt. Waddington shows a low, but relatively stable immigration pattern for the region. BC Stats indicates that the countries of origin for

immigrants generally falls into three geographical areas: 30% from the Americas (excluding the U.S.), 30% from Europe, and 40% from Asia. The 2016 Canadian Census shows that, per capita, the District Port Hardy had more immigrants than Campbell River.

In June 2021, a report was released from a comprehensive research series across Canada from the non-profit Angus Reid Institute in partnership with the University of British Columbia which examined the sentiments of those living in this country – to illuminate perceptions and attitudes towards diversity and racism. (<https://angusreid.org/diversity-racism-canada/>)

One-in-five (21%), including three-in-ten visible minorities and Indigenous respondents, say that they feel they’re treated like an outsider in Canada, while one-quarter of all groups do not feel a strong sense of connection with other people in their communities:

**Chart 2**



According to the 2016 Stats Canada summary for the District of Port Hardy, a total of 35% of respondents identified as being in one of these two groups.

Many Canadians are attempting to reconcile the realities of daily life with the nation’s attitudes towards diversity and equality; and the District Council, local businesses, and organizations have not been idle. A commitment to learn and grow together has been demonstrated in a number of diverse ways. Dedication to growing is evident in the relationships developed between Port Hardy and its sister city, Numata in Japan, through the longevity of the Port Hardy Twinning Society to help promote economic, educational, and cultural awareness. Another example of dedication is, while only begun in 2019, the Port Hardy Pride Society was

able to pull together to celebrate Pride Day with a covid -19 friendly car procession through town in 2021.

Examples of commitment and growth can be found with Vancouver Island Regional Library (VIRL) which actively participates in Pride, Asian Heritage Month, Black History Month, Indigenous People's History Month, and many other similar celebrations, offering reading challenges, suggested reading and viewing, and other avenues for education and awareness. Also, with input and direction from local Indigenous community members, VIRL also created a set of Cultural Literacy Kits for Kwakwaka'wakw (Kwak'wala-speaking peoples). The multi-media kits are aimed at both Indigenous and non-Indigenous audiences across all literacy levels; and, are very popular with families from every community. VIRL has similar cultural literacy kits for many cultures – Brazilian, Punjabi, Indonesian, Arabic, and others. Reading and watching films builds empathy – and empathy helps dissolve bigotry.

A willingness to learn is also demonstrated with the increased signage in Kwak'wala in the communities. More significant for this area, is with the nation-to-nation conversations that led to a formal Relationship Agreement between the Kwakiutl Nation and the District of Port Hardy. Port Hardy 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.

According to the Angus Reid/UBC research, for 85 per cent of the population, that Canada is home to people from different races and ethnicities betters the nation. Canadians of all regions of the country, age groups, political ideologies and ethnic backgrounds agree on this point.

As we continue to listen attentively to, and learn from, stories told by people who have experienced discrimination, racism, and hate. 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. Hold community dialogues where discrimination or hate due to race, colour, sexual orientation, disability, age, family status and other factors are explored, there will be more understanding demonstrated in words and actions. We look forward to continued participation with the growth and evolution of the Response Protocol as a living document.

## Resilience BC and the Protocol Project

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, 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.

Port Hardy has been selected to become a Resilience BC network spoke, not because it is a 'hot spot'; but, as a natural extension into the North Island region. Furthermore, the District of Port Hardy has a history of 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. The current project, developing a District of Port Hardy 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 in Campbell River is the lead organization for the District of Port Hardy 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 Port Hardy 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, or 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 how to respond including finding assistance and immediate support. 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 District of Port Hardy Network Spoke lead member, Immigrant Welcome Centre will endeavour to assist with clarification when needed in consultation with the Port Hardy 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.

<b>Type of Incident or Crime</b> (note 1)	<b>Definition</b>
<b>Discrimination</b>	<p>Inequitable or unfair treatment of a person or group because of a personal characteristic like sex, race, colour, 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> (note 2).</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> (note 3).</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>
<b>Hate Motivated Crime</b> (note 4)	<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).</p> <p>This may include assault, threats, harassment, material on social media (note 5) or graffiti and vandalism (note 6).</p> <p>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>
<p><b>Notes:</b></p> <ol style="list-style-type: none"> <li>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.</li> <li>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.</li> <li>3. The provisions addressing hate in the Canadian Criminal Code are sections 318 and 319: <ul style="list-style-type: none"> <li>• Section 318: <u>Advocating or promoting genocide</u>: “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</li> </ul> </li> </ol>	

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): Willful promotion of hatred:** “Every one who, by communicating statements, other than in private conversation, willfully 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

**“Complainant” is 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.**

<p><b>Discrimination Incidents Non-Criminal Hate-Motivated Incidents Hate Crimes</b></p>	<p><b>Steps for Responding</b> (A list of community support contacts is given in <a href="#">Appendix 2.</a>)</p>
<p><u>Discrimination incidents</u></p>	<ul style="list-style-type: none"> <li>• <b>Identify and respond to complainant’s immediate needs.</b></li> <li>• Refer complainant to appropriate community support if complainant agrees.</li> <li>• As relevant to the incident, identify if the complainant’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 complainant in lodging a formal complaint using the protocol and/or policy.</li> <li>• Advise complainant that they have rights under the BC Human Rights Code which protects people in BC against discrimination, and direct 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>• Inform a District of Port Hardy 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>• Inform a District of Port Hardy Spoke signatory about the incident <b>Community organizations and local governments may:</b></li> <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 <u>does not</u> include threats or incite hatred such as put-downs,</p>	<ul style="list-style-type: none"> <li>• <b>Identify and respond to complainant’s immediate needs.</b></li> <li>• IF IT IS SAFE, engage the complainant in conversation, ask if they are okay or if they would like some assistance. This will let all parties know that the complainant is not alone.</li> <li>• IF IT IS SAFE, engage other witnesses. Talk to others who</li> </ul>

<p>insults, trash talk, slurs</p> <p>Wearing clothing with offensive messages or images in public that <u>do not</u> include threats or incite hatred</p>	<p>are present to gather support – there is strength in numbers.</p> <ul style="list-style-type: none"> <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 complainant 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 complainant if they would like assistance with calling Port Hardy RCMP non-emergency number: 250-949-6335 to report the incident.</li> <li>• When applicable, report the incident to a school principal, workplace supervisor, or community authority.</li> <li>• Refer complainant to appropriate community support if victim agrees.</li> <li>• Inform a District of Port Hardy 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 Port Hardy RCMP at 911.</li> <li>• <b>Identify and respond to complainant’s immediate needs.</b></li> <li>• IF IT IS SAFE, engage the complainant in conversation. This will let the perpetrator and the victim know that the 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 complainant with calling Port Hardy RCMP non-emergency number: 250-949-6335 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 complainant 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</li> </ul>

	<p>authority.</p> <ul style="list-style-type: none"> <li>• Refer complainant to appropriate community support if complainant agrees.</li> <li>• Inform a District of Port Hardy 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 complainants 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>In cases of emergency</b>, contact Port Hardy RCMP at 911.</li> <li>• <b>If present</b>, identify and respond to victim’s immediate needs.</li> <li>• <b>ONCE IT IS SAFE</b>, in non-emergency cases, assist with contacting Port Hardy RCMP using their non-emergency number: 250-949-6335 to report what happened and file a complaint.</li> <li>• <b>IF IT IS SAFE</b>, 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. <b>ALWAYS</b> 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>• <b>When applicable</b>, 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 Port Hardy 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 Port Hardy RCMP using their non-emergency number: 250-949-6335.</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="http://www.bccrimestoppers.com/">http://www.bccrimestoppers.com/</a></li> <li>• Inform a District of Port Hardy Spoke signatory about the incident <b>Community organizations and local governments may:</b></li> <li>• Support complainants 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 Port Hardy RCMP at 911.</b> Otherwise contact Campbell River RCMP using their non-emergency number: 250-949-6335</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, contact, or assist the complainant to contact, the municipal or regional government to request help with removal.</li> <li>• Refer complainant to appropriate community support if complainant agrees.</li> <li>• Contact representatives from the targeted community.</li> <li>• Inform a District of Port Hardy Spoke signatory about the incident <b>Community organizations and local governments may:</b></li> <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.crcc-ccetp.gc.ca/en/make-complaint-form">https://www.crcc-ccetp.gc.ca/en/make-complaint-form</a>) and submitting it online, or by filling out their PDF form (<a href="https://www.crcc-ccetp.gc.ca/pdf/complaintplainte-en.pdf">https://www.crcc-ccetp.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.crcc-ccetp.gc.ca/en/make-complaint">https://www.crcc-ccetp.gc.ca/en/make-complaint</a>.</li> <li>• Inform the Immigrant Welcome Centre about the incident.</li> </ul>
<p><u>Discrimination, or hate incidents or</u></p>	<ul style="list-style-type: none"> <li>• Respond by following the relevant steps by type of incident or</li> </ul>

<u>crimes by Protocol Signatories:</u>  Conduct of any <u>non-RCMP</u> Protocol Signatory	crime as outlined above in the chart.  • Inform the Immigrant Welcome Centre, if the Centre is not involved in the incident. If the Centre is involved, inform one of the other Protocol Signatories.
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**Assess safety → Call 911 in emergencies → Assist victim → 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 District of Port Hardy 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 The District of Port Hardy RCMP Detachment:*

As the organization responsible for responding to hate crimes, the District of Port Hardy RCMP will:

- Provide a designated representative as a District of Port Hardy 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 District of Port Hardy***

As the governing and administrative body for the community, Council for the District of Port Hardy 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 District of Port Hardy 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 District of Port Hardy 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, anti-racism, and anti-hate education and training opportunities, and to know about local resources they can access for assistance.

## District of Port Hardy Response Protocol Declaration to Address Discrimination, Racism, Hate Activity and Hate Crime

### Whereas as Signatories to the District of Port Hardy Response Protocol

**We believe** that all residents of the District of Port Hardy 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 the District of Port Hardy 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 status, family status, social status, or age; 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 their 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, and-hate-based critical incidents, and hate crimes which are the subject of this Protocol; and

**We** encourage all residents and visitors to the District of Port Hardy 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

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

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

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### **District of Port Hardy Chamber of Commerce – Elizabeth Aman-Hume, Executive Director**

Phone: 250-949-7622

Email: [manger@porthardychamber.com](mailto:manger@porthardychamber.com) Website: <https://porthardychamber.com/>

Address: 7250 Market Street, Port Hardy, BC V9W 2C3

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

Phone: 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

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

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: 129-8950 Granville St. Port Hardy, BC V0N 2P0

### **Port Hardy/Port Alice RCMP Detachment - S/Sgt Andy Phillips, Detachment Commander**

Phone Non-emergency: 250-949-6335 Fax: 250-949-6938

Email: [andrew.phillips@rcmp-grc.gc.ca](mailto:andrew.phillips@rcmp-grc.gc.ca)

Address: 7355 Columbia Street, Port Hardy, BC V0N 2P0

### **Vancouver Island Regional Library, Port Hardy Branch – Laura Kaminker, Library Manager**

Phone: 250-902-8495

Email: [lkaminker@virl.bc.ca](mailto:lkaminker@virl.bc.ca) Website: <https://virl.bc.ca/branches/port-hardy/>

Address: 7110 Market Street, Port Hardy, BC V0N 2P0

### **MLA North Island - Michele Babchuk**

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

### **MP North Island-Powell River - Rachel Blaney**

Phone: 250-286-9388 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, racism, 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, racism, hate activity, and hate crime.

### ***Coordinated Services***

We will participate in appropriate community coordination for integrated protocols in response to discrimination, racism, hate activity, and hate crimes, with 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, racism 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, racism, hate activity and hate crime in the District of Port Hardy communities. We help those in positions of power and influence to realize these issues exist in the District of Port Hardy and have a great impact on the health and well-being of our communities. We will ensure that the communities have awareness of the District of Port Hardy Response Protocol

### ***Advocacy***

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

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

We encourage the reporting of incidents of discrimination, racism, hate activity, and hate crime; and, we will endeavour to increase the confidence of all targeted or affected members of the communities 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 individuals involved-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 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, female, male, 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.

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

**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 of, 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.

### Emergency Services and Immediate Responders

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- Port Hardy RCMP: **911**
- Crisis Intervention and Suicide Prevention Centre of British Columbia: **1-800-784-2433**
- Kids Help Phone: **1-800-668-6868**
- KUU'US Crisis Line (assisting Indigenous peoples): **1-800-588-8717**
- Métis Crisis Line: **1-833-638-4722 (1-833-METIS-BC)**
- Psychiatric Emergency Services: **1-888-494-3888**
- Safe Shelter for Women and Children: **250-230-1647**
- Vancouver Island Crisis Line: **1-888-494-3888** or text **250-800-3806**
- VictimLink: **1-800-563-0808**

### Non-Emergency Services

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- Adult Mental Health & Substance Use (Island Health) Port Hardy: **250-902-6051**
- Aboriginal Legal Aid in BC: **1-866-577-2525** [aboriginal.legalaid.bc.ca](http://aboriginal.legalaid.bc.ca)
- BC Crime Stoppers: **1-800-222-8477** <http://www.bccrimestoppers.com/>
- BC Human Rights Clinic: **1-855-685-6222** [bchrc.net](http://bchrc.net)
- BC Human Rights Tribunal: **1-888-440-8844** [www.bchrt.bc.ca](http://www.bchrt.bc.ca)
- BC Office of the Human Rights Commissioner: **1-844-922-6472** [bchumanrights.ca](http://bchumanrights.ca)
- Port Hardy RCMP non-emergency number: **250-949-6335**  
<https://www.rcmp-grc.gc.ca/detach/en/d/158>
- Community Living BC **1-877-334-1370** <https://www.communitylivingbc.ca/>
- Inclusion B.C: **1-800-618-1119** <https://inclusionbc.org/>
- 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)
- Legal Aid BC: **1-866-577-2525** [lss.bc.ca](http://lss.bc.ca)

- Ministry of Children and Family Development: Child and Family Services: **250-949-8011**  
[www2.gov.bc.ca/gov/content/family-social-supports/data-monitoring-quality-assurance/find-services-for-children-teens-families/sda](http://www2.gov.bc.ca/gov/content/family-social-supports/data-monitoring-quality-assurance/find-services-for-children-teens-families/sda)
- 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>
- North Island Community Services: **250-956-3134** <https://www.nicomunityservices.ca/index.php>
- North Island Crisis & Counselling Centre Society: **250-949-8333** <https://nicccs.org/>
- Port Hardy Hospital: **250-902-6011**  
<https://www.islandhealth.ca/our-locations/hospitals-health-centre-locations/port-hardy-hospital>
- Port Hardy RCMP Victim Services: **250-902-2007**  
[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)
- Qmunity: **604-684-5307** [qmunity.ca](http://qmunity.ca)
- Seniors Advocate of BC: **1-877-952-3181** [www.seniorsadvocatebc.ca](http://www.seniorsadvocatebc.ca)

## **Resilience BC Anti-Racism Network Hub and District of Port Hardy 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)
- District of Port Hardy Spoke:
  - Lead: Immigrant Welcome Centre: **250-830-0171** or **1-855-805-0171** [info@immigrantwelcome.ca](mailto:info@immigrantwelcome.ca)  
website: [immigrantwelcome.ca](http://immigrantwelcome.ca)
  - Other Spoke Signatories: See “Signatories” section.

## Appendix 3: District of Port Hardy Response Protocol Critical Incident Report Form

<p>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.</p>	
<p><b>Date of Report</b> (month/day/year):</p>	<p><b>Date of Incident</b> (month/day/year):</p>
<p><b>Location of Incident:</b></p>	
<p><b>Summary of what happened:</b></p>	
<p><b>Witnesses:</b> <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If <u>yes</u>, # of witnesses:</p> <p>If <u>yes</u>, do you have the names or contact information of the witnesses? <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	
<p><b>Incident was against:</b> <input type="checkbox"/> Person(s) <input type="checkbox"/> Property</p> <p>If person(s), # of people:</p>	
<p><b>Apparent nature of incident:</b></p> <p> <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    <input type="checkbox"/> Faith / Religion based  <input type="checkbox"/> Other - explain: </p>	
<p><b>Summary of response/follow up to date</b> (who, what, when):</p>	
<p><b>Name of person submitting the report</b> (print):</p> <p><b>Phone:</b></p> <p><b>Email:</b></p>	

**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.