

# Are you the victim of an incident of racism or hate? Have you witnessed an incident of racism or hate?

This Community Response Protocol provides information about how to report the incident and where to find support.

Type of Incident or Crime	Definition	Steps for Response
<b>Discrimination</b>	Inequitable or unfair treatment of a person or group because of a personal characteristic like sex, race, religion, family status, disability, place of origin, gender identity or sexual orientation. This could include unequal pay at work, denial of service at a business, or denial of rent/housing.	<ul style="list-style-type: none"> <li>• Identify immediate needs of victim and respond</li> <li>• Refer to appropriate community support if requested</li> <li>• Identify if the employer or service provider has a protocol for addressing incidents of racism or discrimination</li> <li>• Alert Resilience BC Anti-Racism Network of incident</li> <li>• Advise victim of their rights under the BC Human Rights Code, and direct to free services of the BC Human Rights Clinic</li> </ul>
<b>Hate-Motivated Incident (Non-criminal)</b>	Actions motivated by hate against an identifiable group, based on race, national or ethnic origin, language, colour, religion, sex, age, mental or physical disability, sexual orientation, or gender identity or expression, or on any other similar factor. This could include using aggressive or abusive language in public.	<ul style="list-style-type: none"> <li>• Identify immediate needs of victim and respond</li> <li>• With permission of victim, call police non-emergency number</li> <li>• Refer to appropriate community support if requested</li> <li>• Alert Resilience BC Anti-Racism Network member</li> </ul>
<b>Hate-Motivated Crime</b>	Criminal offences against people or property motivated by hate, prejudice or bias toward an identifiable group. This may include assault, threats, harassment, material on social media or graffiti/vandalism.	<ul style="list-style-type: none"> <li>• Identify immediate needs of victim and respond</li> <li>• Contact police at 911 in cases of emergency</li> <li>• Call the non-emergency police number in non-emergency cases</li> <li>• Refer to appropriate community support if requested</li> <li>• Alert Resilience BC Anti-Racism Network member of incident</li> </ul>
<b>Hate Speech, Propaganda and Material</b>	Public statements (verbal or written) in any public space that promote or incite hatred against an identifiable group, or advocate genocide toward an identifiable group. Public spaces includes non-private social media.	<ul style="list-style-type: none"> <li>• Identify immediate needs of victim and respond</li> <li>• Contact police at 911 if incident is taking place in real time</li> <li>• Or report the incident to police using their non-emergency number</li> <li>• Contact representatives from the targeted community</li> <li>• Connect with Resilience BC Anti-Racism Network</li> </ul>
<b>Social Media and Internet Platforms</b>	Include apps such as Facebook and Twitter and platforms such as Zoom and gaming sites.	<ul style="list-style-type: none"> <li>• Call non-emergency police number and ask for an Officer responsible for hate crime and incident reporting.</li> <li>• Contact webmaster or hosting company</li> <li>• Connect with Resilience BC Anti-Racism Network</li> <li>• Report on the Crimes Stoppers website</li> </ul>
<b>Hate Graffiti and Vandalism</b>	Damage or defacement of property demonstrating hate, prejudice or bias toward an identifiable group.	<ul style="list-style-type: none"> <li>• For other incidents, call police non-emergency number</li> <li>• Take photographs or videotape, take note of details such as location and time of incident</li> <li>• Support the victim(s) of graffiti. After documenting contact municipal or regional government for removal.</li> <li>• Refer to appropriate organization</li> <li>• Connect with Resilience BC Anti-Racism Network</li> </ul>

## Community Responses Protocol Contact Information:

### Emergency Services and Immediate Responders:

Police and Emergency Services **911**

### Non-Emergency Local Numbers:

Police (non-emergency) - **Surrey: 604-599-0502, White Rock: 778-545-4800**

Police Victim Services - **Surrey: 604-599-7600, White Rock: 778-545-4800**

Hospital - **Surrey: 604-581-2211, White Rock: 604-531-5512**

Mental Health Support Line (short-term support) – **310-6789 (no area code)**

Local government (Office of the Mayor) - **Surrey: 604-591-4126, White Rock: 604-541-2131**

### Local Community Support Services:

MOSAIC Legal Advocacy - 604-254-9626 - [legaladvocacy@mosaicbc.org](mailto:legaladvocacy@mosaicbc.org)

Fraser Region Aboriginal Friendship Centre Association - 604-923-1166

Moving Forward Family Services - 877-485-5025 - [hello@movingforward.help](mailto:hello@movingforward.help)

Sources Trauma Counselling Program - 604-335-5035 - [trauma.counselling@sourcesbc.ca](mailto:trauma.counselling@sourcesbc.ca)

Surrey Mental Health and Substance Use Centre - 604-953-4900

White Rock Mental Health Centre - 604-541-6844

Fraser Health Crisis Line - 604-951-8855

South Asian Legal Clinic of British Columbia (SALCBC) - [info@salcbc.org](mailto:info@salcbc.org)

### Provincial or National Services:

BC211 – for a referral to local services - 211 or [www.bc211.ca](http://www.bc211.ca)

VictimLink - 1-800-563-0808

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

Kids Help Phone 1-800-668-6868

Prideline (support for 2SLGBTQQIA) - 1-800-566-1170

Youth Prideline (support for 2SLGBTQQIA youth) - 1-855-956-1777

Crime Stoppers 1-800-222-8477, report online hate at [bccrimestoppers.com](http://bccrimestoppers.com)

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

BC Hate Crimes - 1-855-462-5733

BC Human Rights Clinic - 604-622-1100 - [infobchrc@clasbc.net](mailto:infobchrc@clasbc.net) (general inquiries)

[intakebchrc@clasbc.net](mailto:intakebchrc@clasbc.net) (legal services)

BC's Office of the Human Rights Commissioner - 1-844-922-6472 - [info@bchumanrights.ca](mailto:info@bchumanrights.ca)

Justice Education Society of BC - 604-660-9870 (head office) or 1-855-875-8867 - (legal help) [Info@JusticeEducation.ca](mailto:Info@JusticeEducation.ca)

BounceBack (Mental Health Support) - 1-866-639-0522 - [bounceback@cmha.bc.ca](mailto:bounceback@cmha.bc.ca)

Legal Aid BC - 1-866-577-2525

Access Pro Bono - 1-877-762-6664

Learn more about the Resilience BC Anti-Racism Network at **ResilienceBC.ca** or call your local network member at **250-444-4444**

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

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

### Data Collection and Confidentiality Policy:

No identifying information is collected or shared without signed approval

## Surrey Together Against Racism (STAR)

Help Us Map Racism

[ramp.usshahidi.io/views/map](http://ramp.usshahidi.io/views/map)



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



**ResilienceBC**