

**Campbell River's
Response Protocols
for Discrimination, Hate Activity and Hate Crime**

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***Prepared for Organizations Against Racism & Hate (OARH)
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With Assistance from the Province of British Columbia

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Introduction

Understanding the Face of Racism in Campbell River

Let's start with the key factor in mobilizing support for this project. Is racism a problem in Campbell River? Have there been many incidents? What specific information or statistics exists?

In the case of Campbell River we know that racism exists everywhere in the world and Campbell River is no exception. Campbell River community members both experienced and witnessed racism. However, we have not been idle as a community. We have been proactively trying to address these types of issues. We have organized events such as The Annual Walk Away from Racism that ran for a period of 20 years as part of the International Day for the Elimination of Racism. We listened to stories told by people who have experienced racism. We have gone to workshops and seen racist scenarios played out which evoke memories of similar incidents. We have held community forums where incidents of discrimination due to race, colour, sexual orientation, age, class and other factors are explored. Many of us, in the course of our work and in our daily lives, have heard about incidents of racism or have encountered racist jokes, posters and other indications of racism. We have done research and have been told that there are some problems in most of the key institutions in Campbell River with discrimination.

If you talk with the First Nations communities in Campbell River there is an understanding of racism that goes painfully deep. And people from the Filipino, Latin, Punjabi and other multicultural communities in Campbell River all have stories that speak of racism and discrimination. It really depends on whom you talk to.

However, we don't have a common community wide understanding of what constitutes a critical incident or a racist incident. This is a complex issue that needs to be clearly defined in order for us all to better understand the significance of the issue.

As mentioned earlier, Campbell River has undertaken numerous initiatives to ensure that all community members feel welcome and can access services on an

equitable basis. Campbell River is well serviced by the many organizations, businesses and government agencies that have collaboratively spearheaded these initiatives. Schools put on events that celebrate and educate about difference. Multicultural and diversity education events are well attended by a broad cross section of the community. So it follows that Campbell River is well positioned to provide leadership in establishing a preventative and proactive mechanism to respond to racism and other forms of discrimination. With this document we are proud to offer the Campbell River Community Response Protocols for Discrimination, Hate Activity and Hate Crime.

Why the Protocol Project in Campbell River?

The Protocol project was an inspiration of the British Columbia Ministry for Community, Aboriginal and Women's Services, Settlement and Multiculturalism Branch. The Ministry, well aware of systemic discrimination and the advancing activities of white supremacist groups in B.C. communities, started a project to target "hot spots" where these kinds of racist activities and/or other similar problems had been identified.

Campbell River was selected, not due to problems identified here, but due to our track record of having a strong core of community organizations that are committed to increasing awareness of diversity and promoting the embracing of difference within Campbell River.

The British Columbia government has provided funds to have the Campbell River further explore the current response protocol and create a mechanism that would meet the changing needs of Campbell River for providing direct and immediate support and assistance in the event of critical incidents involving discrimination, hate activity or hate crime.

Campbell River Critical Incident Response Protocol

Intent and Purpose of Protocol

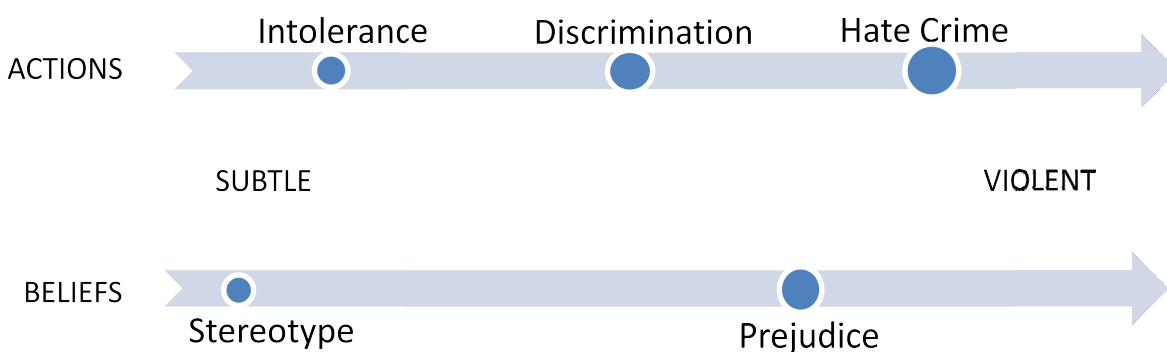
Just as communities have mechanisms in place to respond to disasters, traumas and crisis situations, this protocol intends to give the community the tools to be prepared in the event of a critical hate motivated incident. The protocol acts as a community-based mechanism for the quick assessment and responsive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

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

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

Forms of Discrimination

The following illustration depicts discrimination and summarizes situations and events that range from the covert and subtle to the overt and violent. This Protocol is a response to address incidents that fall on the right side of the continuum - incidents of discrimination and bias that are overt and violent. Examples are given below.



Continuum of Response

Just as racial, homophobic, or hate-based violence occurs within a Continuum of Violence, the possible responses of the community can also occur within a Continuum of Response. The range proceeds from individual “active witnessing” and “response in the moment”, through an informal community conflict resolution/response through to policy based actions by institutions and agencies, and concluding with legal recourse with response by police and potential prosecution in the courts

Recognizing the Continuum of Violence and a Continuum of Response means that we can identify both community and individual responses appropriate to the full range of critical incidents which may be encountered, whether criminal or social.

Because there is a Continuum of Violence, it is important to note that the examples given below are by no means exhaustive. Incidents of racism, discrimination and hate can occur in a variety of different ways and environments. For example; verbal put-downs can happen directly to an individual, or can be part of communication between two or more people about someone else. They can take place in-person or through social or other media. Bullying can manifest as physical or verbal intimidation, ‘in secret’ between individuals or publicly in group settings again, in person or through social or other media. Both harmer and harmed may be individuals or groups. It is also important to remember that the giving and taking of offense may simply reflect a lack of knowledge, understanding or emotional maturity rather than an intent to cause harm.

Regardless of where an incident falls on the Continuum or the intent involved, incidents of racism and hate should not be taken lightly as situations and behaviours can escalate quickly.

Social and/or Criminal Acts	Community Responses
Verbal abuse – put-downs, insults, threats, trash talk, wearing clothing with offensive messages	<p>Individuals may: <i>where safety is not at risk</i> an individual may stand up against the abuse by identifying it as unacceptable within this community, and providing support to the victim by assisting them to report or suggesting options for their consideration. <i>Where safety is not at risk</i> confront the offensive behaviour, identifying community standards, inquire how the offender would feel if similar words were applied to them, report the events to a school principal, workplace supervisor, or community authority. Where an individual is witness to such an event, they may: be an active witness (noting details of the situation, descriptions of those involved including names if known),</p> <p>Community organizations and local governments may: fund public education programmes, undertake advertising campaigns, speak out publicly</p>

Threats and abuse promulgated through social media	<p>Individuals may: document the posted abuse, threat, harassment, then assess the level of threat and report it to the RCMP requesting investigation</p> <p>Community organizations may: identify the content author and/or victim, initiate contact in a safe, respectful manner with the individuals who posted the report on social media, use private messages to identify the best course of action to address these situations, offer resources and support, leaving it to the individual to decide what actions to pursue.</p> <p>and the RCMP may: undertake criminal investigation and possible referral to legal prosecution where the incident reaches the level of a criminal offence.</p>
Bullying, pushing, fighting	<p>Individuals may: “witness” the events making notes of essential details such as offender description or cell phone photo, content of the incident, date/time, other context information and report to police authorities; physically intervene in appropriate situations <i>where personal safety is not likely threatened</i>; await the outcome and tend to the victim by offering comfort, support, assistance in filing a complaint, etc.</p> <p>Community organizations and local governments may: adopt policies of zero tolerance for such behaviours; receive complaints and support the victim in processing the complaint; impose discipline on the offender in suitable circumstances; employees intervene where injury to self is unlikely</p>
Published offensive comments – graffiti, posters, posting of threatening symbols/images	<p>Individuals may: report the incident to the police authorities. If the investigating officer has completed their evidence gathering for potential court action, an individual may then cover up the offending message, remove the offending images, investigate the source and report to a community organization such the CJC.</p> <p>Community organizations and local governments may: as above; organize community dialogues to discuss a community response and increase understanding of the effects of tolerating such actions</p>
Discriminatory policies and practices	<p>Individuals may: lodge a complaint with the agency/government that adopted the policy; seek assistance and support in lodging a formal complaint</p>

	<p>under the relevant legislation or policy</p> <p>Community organizations and local governments may: systematically review all current policies and practices to ensure that deficiencies are identified and remedied; seek advice from experts and the affected community members</p>
Physical harassment and assault	<p>Individuals may: file a complaint with police authorities and Prosecutors may seek a restorative remedy through referral to the Community Justice Centre for restorative justice</p> <p>Community organizations and local governments may: respond to the victim quickly and effectively by supporting them in understanding options available and encouraging their pursuit.</p>

Roles and Expectations for Protocol Signatories

For a Protocol to be effective, it is important to have clearly defined roles and expectations of those involved. The following is a breakdown of the expectations of key participating organizations and service providers.

Role of Campbell River RCMP:

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

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

Role of Multicultural and Immigrant Services Association of North Vancouver Island (MISA), operating as Immigrant Welcome Centre:

As the lead contact organization for the OARH Protocol, MISA will:

- Maintain and promote the Protocol within the community
- Encourage and coordinate relevant communication among Protocol Signatories
- Receive reports of hate crimes, assist in coordinating responses, and prepare a summary report of incidents annually.
- Will be available to speak to media and/or coordinate relevant media releases when appropriate or requested.
- Encourage and support education and awareness opportunities for community members, students, professionals and employers.

- In the case of discrimination based on race or ethnicity support victim(s) by listening to their account, documenting their account, referring them to appropriate service or organization.

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 Protocol Signatories

As a community based committee of concerned organizations and service providers the signatories will:

- Follow through on their commitments outlined within the protocol
- Respond to the issues and concerns in the community as needed; support victims whose human rights and dignities have been violated.
- Help enhance our community's understanding of, and response to, hate crimes by reporting incidents to the Immigrant Welcome Centre. See report form in Appendix 3
- Share resources as appropriate with other signatories.

Role of Relevant Service Providers

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

Campbell River Critical Incident Response Protocol – Steps to Take

The signatories to the Critical Incident Response Protocol have agreed to adopt the response protocol for critical incidents based upon racism, homophobia, transphobia and/or other hate crimes. The following are the steps that can/should be taken in response to an incident:

1. Ensure immediate safety;

- Assess your own safety risk before becoming physically involved.
- Call emergency services at 911 for police or ambulance if needed.
- For acts involving violence, including threats or possibility of violence, or involving property crime, call the police immediately.

2. Provide immediate support to the victim;

- Tend to the immediate needs of the victim for comfort and support, contact with family/friends, medical assistance, ambulance, etc.
- Listen to the victim and acknowledge what they are going through.
- Provide referrals to other community service providers for further support if needed.

3. *Report incident;*

- Report to the relevant authorities (RCMP, authorities responsible for the location of the incident i.e. school, municipality, business owner etc.)
- Also report to the Immigrant Welcome Centre. See Appendix 3 for report form.

What to Report

- Because situations and incidents can escalate, it is important to keep the RCMP informed of *all* incidents of racism and hate. If immediate danger is not a concern, call the non-emergency line 250-286-6221.
- If an incident causes any concern for the physical or emotional well-being of someone or some group, it should be reported through the appropriate authorities (see below) and to IWC.

Who to Report To

If the incident occurs within an educational setting, community group or local organization, that is a signatory of this protocol, report to the Principal, Manager, or Supervisor – indicating that you believe this to be a “Critical Incident” and reminding them of the Protocol their organization has signed.

If the incident is one posing no immediate threat of physical safety (such as signage, graffiti, posters, offensive messaging, etc.) then gather the information required and report to the individual responsible for the location of the incident (school, workplace supervisor, or if public property, the Municipal Clerk). Ask if there is a specific form that is required to be completed so that the complaint is lodged as an official complaint that requires action.

Provide a copy of the report, or complete the report in Appendix 3 for the Immigrant Welcome Centre. (email info@immigrantwelcome.ca or fax to 250-830-1010 attn. Jim Brennan)

Serious incidents of discrimination or hate crime involving harm to persons or property should also be reported to the RCMP.

- **Non-Emergency:** If you experience or witness a critical incident that is not an emergency call the RCMP non emergency line at 250-286-6221.
- **Emergency:** If you experience or witness a critical incident that is an emergency involving *immediate danger* to yourself or someone else call 911.

If you have experienced or witnessed a incident of discrimination or hate crime and do not know what your options are contact the Immigrant Welcome Centre for information, referrals and confidential support services. (250-830-0171 or info@immigrantwelcome.ca).

Response Resources

A variety of community agencies exist that can provide appropriate support to victims and pursue justice. In Campbell River these organizations include, but are not limited to;

- [Campbell River RCMP](#)
- Campbell River RCMP Victim Services
- [Campbell River Hospital](#)
- [Mental Health and Addiction Services](#)
- [School District 72](#)
- [Ministry for Children and Family](#)
- [Campbell River Area Women's Resource Centre](#)
- [Immigrant Welcome Centre](#)
- [Laichwiltach Family Life Society](#)
- [BC Human Rights Tribunal](#)

For up to date contact information and a comprehensive listing of local services, refer to the online directories;

- FETCH: <http://campbellriver.fetchbc.ca/>
- BC211: <http://www.bc211.ca/>

Or contact Immigrant Welcome Centre:

Phone: 250-830-0171

Email: info@immigrantwelcome.ca

Executive Director, Jim Brennan

Guiding Principles

The Cambridge dictionary defines guiding principles as “An idea that influences you very much when making a decision or considering a matter.” Therefore, it is imperative to identify the guiding principles that are an inherent part of the Campbell River Critical Incident Response Protocol and its signatories. Specifically, these guiding principles include the following:

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’s experience of discrimination, hate activity or hate crime is to be supported, respected and taken seriously.

Professional Service

There is ongoing commitment to professional development for those in management, supervision and delivery of service. We understand diverse needs and have knowledge of our own limitations. 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 have clear protocols around our response to discrimination, hate activity and hate crime. We will participate in appropriate community co-ordination and integrated protocols, resulting in accurate and consistent recording of all such incidents, effective investigation, follow-up and resource provision for impacted persons.

Inclusiveness

We are inclusive, and sensitive to gender, race, age, ability, sexual orientation, culture, socio-economic and religious issues. Services are equitable and available to all community members directly or by referral.

Accountability

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

Community Awareness and Education

We are working, through education, toward preventing and eliminating discrimination, hate activity and hate crime in ourselves and in the Campbell River Community. We help those in power to realize these issues exist in Campbell River and have a great impact on the health and well being of our community. We will ensure that the community has awareness of these response protocols.

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 obtaining funding for awareness, prevention and other programs to meet the 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 aid and 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 crucial to the case.

Campbell River Critical Incident Response Protocol

Whereas

We believe that it is desirable for all residents of Campbell River 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 ought to suffer from the effects of harassment, intimidation, threat, hateful actions, physical injury, damage to their property, or other forms of violence which are motivated by bias. This includes, but is not limited to, any bias based upon their race, religious belief or non-belief, cultural origin, ethnic origin, perceived or actual sexual orientation, gender or gender identity, economic status, disability 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 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 racist, homo/transphobic and hate-based critical incidents 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 and work together.

Appendix B: OARH Protocol Signatories

Name of Lead Organization:	Multicultural and Immigrant Services Association of North Vancouver Island
Name of OARH Community:	Campbell River

OARH Committee Member Name	Organization Name	Contact Information: Address, email and phone no.
Rachel Blaney Member of Parliament	North Island-Powell River	908 Island Highway Rachel.blaney@parl.gc.ca 250-287-9388
SIGNATURE PENDING Claire Trevena, MLA	North Island	908 Island Highway Claire.trevena.mla@leg.bc.ca 250-287-5100
Andy Adams Mayor	City of Campbell River	301 St. Ann's Road mayor.adams@campbellriver.ca 250-0012286-5700
Val Meaney Executive Director	North Island Employment Foundations Society	920 Alder Street Val.Meaney@niefs.net 250-286-3441
Gillian Connors Customer Services Librarian	Vancouver Island Regional Library	1240 Shoppers Row TKnutson@virl.bc.ca 250-287-3655
Kat Eddy Executive Director	Campbell River Literacy Association	A121A – 740 Robron Road kateddy@literacyforall.ca 250-923-1275
Camille Lagueux Executive Director	Campbell River Family Services Society	487 10 th Avenue Camille.lagueux@crfs.ca 250-287-4268
John Bowman President	North Island College	1685 South Dogwood St John.Bowman@nic.bc.ca 250-334-5000
Inspector Jeff Preston Officer in Charge, Campbell River Detachment	RCMP	275 S. Dogwood Street jeff.d.preston@rcmp-grc.gc.ca 250-286-6221
Jeremy Morrow Superintendent	School District 72	425 Pinecrest Road lyn.logan@sd72.bc.ca 250-830-2398

Organizing Against Racism and Hate (OARH)
Critical Incident Report

Date of Report: _____ Date of Incident: _____

Summary of what happened: _____

Where it happened: _____

Witnesses? Yes / No If yes, # of witnesses _____

Act against:

____ Person(s) ____ Property If person(s): # of People _____

Apparent nature of incident:

____ Race/ethnicity based ____ Age based ____ Gender based

____ Ability based ____ Belief / Faith based

____ Other _____

Summary of response/follow up to date (who, what, when);

Name of person submitting the report: _____

Phone: _____ Email: _____

Submit to

Immigrant Welcome Centre,
info@immigrantwelcome.ca or Fax: 250-830-1010 attn: Jim Brennan, Executive Director

Definitions

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

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.

Cisgender is used to describe a person whose gender identity matches the sex assigned at birth. (Ex. An individual who is born biologically female and also has the gender identity of woman).

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

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

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

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

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

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

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

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

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

Hate/Bias Crime is a criminal offence committed against a person or property which is motivated by the suspect's hate, prejudice or bias against an identifiable group based on race, religion, sex, gender, age, mental or physical ability, sexual orientation or any other similar factor (as defined in section 718.2 of the Criminal Code of Canada).

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

Heterosexism is discrimination by heterosexuals against homosexuals.

Homophobia is a fear or hatred of homosexuals or homosexuality.

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

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

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

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

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

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

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

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

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

Sex is the biological distinction between male and female.

Sexism is discrimination on the grounds of sex.

Stakeholders in context of the Campbell River Protocol refer to the service providers, organizations and institutions within the Campbell River area who have invested interest in the health, safety and vitality of the community.

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

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.

¹Definitions have been compiled from several sources including the following: Responding to Incidents of Racism and Hate: A Handbook for Service Providers, BC Human Rights Coalition 2003; Anti-Racism: Terminology, Concepts and Training, Ministry Responsible for Multiculturalism and Immigration 1994; BC Hate Crimes Team.

Appendix 5 Example of Anti-racism Policy Statement

The following statements are offered to assist organizations with policy development in creating their own templates.

(Your organization's name goes here) believes in equitable treatment for all individuals regardless of race, colour, ancestry, ethnic origin, religion, socioeconomic status, gender, sexual orientation, physical or mental ability, or political beliefs. 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 in an atmosphere of respect and tolerance for individual differences.

_____ rejects racism in all its forms, and is committed to the elimination of racist discrimination and harassment in its structures and in the learning and working environments for which it is responsible.

In fulfilling this commitment, _____ will implement programs to counteract the causes and redress the effects of racism in the educational context. This organization will actively protect the right of all staff, employees and students to achieve their full potential in an environment which affirms their cultural identity.

_____ rejects racist behaviour, and the attitudes which cause it, and asserts the right of those who experience racism to protest against it. In so doing, _____ is taking steps to break the silence and challenge the denial which are at the heart of racism.

Programs will be introduced to promote amongst all staff, employees, and students an understanding of racism, including its causes and effects in the educational context, so that those who witness it will come to acknowledge and reject it.

We will uphold and protect the right of those who experience racist discrimination to be free of such behaviour in places of work and recreation.

All staff, students and employees will be provided with avenues of complaint and redress at every worksite within the

Appropriate measures (including disciplinary action, if necessary) will be taken