

North Shore Racism Response Protocol

2023



This Protocol was developed as part of our mandate as the Resilience BC Anti-Racism Network's *North Shore Anti-Racism Spoke*. This work is supported and guided by the *North Shore Anti-Racism Network*, a community network of 20+ partners representing the District & City of North Vancouver, District of West Vancouver, and Village of Lions Bay. Current members include: Canadian Mental Health Association—North Shore, Capilano University, City of North Vancouver, District of North Vancouver, District of West Vancouver, Family Services of the North Shore, Impact North Shore, North Shore Community Resources, North Shore Immigrant Inclusion Partnership, North Shore Restorative Justice, North Shore Women's Centre, North Vancouver RCMP, North Vancouver City Library, North Vancouver District Public Library, North Vancouver Recreation & Culture Commission, North Vancouver School District (SD44), Providence Health Care, Reconciliation Canada, Vancouver Coastal Health, Village of Lion's Bay, West Vancouver Police Department, West Vancouver School District (SD45), and West Vancouver Memorial Library.

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Territorial Acknowledgement

We respectfully acknowledge that our organization operates on the ancestral, traditional and unceded territories of the Sk̓w̓x̓wú7mesh (Squamish) and sə̓lilwətaʔ (Tsleil-Waututh) Nations, sovereign stewards of these lands and waters since time immemorial.

As we work to address the history and legacy of racism in this place we must also address the historical and continuing legacy of colonialism, which has led to the violent displacement, cultural loss, intergenerational trauma and genocide of Indigenous peoples. We commit to learning from, supporting, and working alongside Indigenous peoples to eliminate these issues at their deeply interconnected roots, in order to truly create safer, more equitable communities for everyone.



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Introduction

Background

The historical and ongoing legacies of colonialism, racism, and other forms of injustice in Canada continue to shape our interactions, institutions, and systems. Adverse experiences and impacts of racism and racial inequity are an everyday reality for BIPOC¹ people across Canada, including systemic discrimination and exclusion, implicit racial bias, racially motivated hate crimes, and microaggressions.

According to Statistics Canada, the number of reported hate crimes has steadily been rising over the last five years, with a marked jump since the start of the Covid-19 pandemic. There were 3,360 hate crimes reported to the police in 2021, a 27% increase from the previous year's 2,646 cases. This comes after a 36% rise in hate crimes recorded to the police between 2019 and 2020. Over the past two years, police-reported hate crimes have gone up 72% in total. All provinces and territories in Canada recorded increases in the number of hate crimes in 2021 except Yukon, which saw no change. This national trend is mirrored locally as well, wherein British Columbia witnessed an overall 21% increase in police-reported hate crimes in 2021 (from 421 to 509 incidents), following a 58 per cent jump in 2020.

Similar to other communities across Canada, the North Shore has a long history of racism and xenophobia, including being [built with profits from the slave trade](#); [land covenants](#) restricting racialized folks from living in certain communities; and operating [St. Paul's Residential "School"](#) (1899–1958, the only one in the Greater Vancouver Area). This legacy of harm continues today, with frequent reports of racist and xenophobic incidents in the community including verbal and physical attacks in public, hate graffiti, microaggressions, and other

harmful behaviours. In a 2017 survey conducted by Impact North Shore, 61% of respondents, who were local residents, indicated that they had heard people say things on the North Shore that sounded discriminatory or racist; 38% indicated that they were worried about personally being treated negatively or harmed on the North Shore because of their ethnic, cultural, racial or religious background. In the Impact North Shore 2021 newcomer client survey, 14% of respondents reported that they had experienced an attack, harassment or discrimination because of their “skin colour, ethnicity, religious affiliation or race”—up 3% from 2020.

These numbers paint an alarming picture, especially considering the under-reporting of hate crimes and gaps in data around racist incidents that don't fit the legal threshold of hate crime. It's clear that there is an ongoing crisis of racial violence in our community and beyond that needs to be addressed.

Demographic Overview of the North Shore

- 33.8% of the population on the North Shore were identified as visible minorities in the latest census (Statistics Canada, 2021).
- As in the rest of country, im/migrants living on the North Shore experience racialization as they settle and work in Canada. According to the latest census data (Statistics Canada, 2021), 37% of North Shore's population is born outside of Canada. Specifically, 46% in the District of West Vancouver, 38% in the City of North Vancouver, 35% in the Village of

1 Black, Indigenous, People of Colour

Lion's Bay and 32% in the District of North Vancouver.

- There is significant diversity in the countries of origin of immigrants on the North Shore. The most common places of birth among immigrants are Iran (22%), UK (12%), China (11%), Philippines (7%), USA (5%), and Korea (4%). Other countries of origin included South Africa, Hong Kong, Germany and India.
- Approximately 100 mother tongue languages are spoken on the North Shore! The most common languages are English, Farsi, Mandarin, French, Spanish, Tagalog, Korean, and Cantonese.
- Census data indicates 44% of the North Shore population can conduct a conversation in two or more languages. In the District of West Vancouver, this increases to more than half of the population. A quarter of the bi-/multi-lingual speakers on the North Shore are children and youth age 24 or younger, and 58% are adults age 25 to 64 years.
- Over 72% of immigrants on the North Shore who arrived since 1980 came as economic immigrants (principal or secondary applicants). The proportion of economic immigrants is higher among immigrants on the North Shore as compared to Metro Vancouver as a whole.

Resilience BC

In November 2019, the Province of British Columbia created the [Resilience BC Anti-Racism Network](#) in response to calls for government action in addressing rampant and rising racism. The Resilience BC Network uses a "hub and spoke" model to support and coordinate anti-racism efforts in over 50 regions and communities across the province. They provide spokes and their communities with resources, support, and training to better respond to and prevent future incidents of racism and hate crimes.

In 2020, Impact North Shore became the host of the community spoke for the North Shore region, (including District & City of North Vancouver, District of West Vancouver, and Village of Lions Bay) and formed the North Shore Anti-Racism Network. The mandate of the Network includes engaging a broad network of community partners to help lead and more effectively coordinate anti-racism efforts across the North Shore.

North Shore Anti-Racism Network

The *North Shore Anti-Racism Network* consists of over 20 community stakeholders representing key sectors such as health & wellness services, education & school districts, faith groups, law enforcement, restorative justice, social services agencies, Indigenous partners, municipal government and more. We encourage and support BIPOC representation in our members to amplify and centre BIPOC voices and perspectives.

Current members include:

- Canadian Mental Health Association, North Shore
- Capilano University
- City of North Vancouver
- District of North Vancouver
- District of West Vancouver
- Family Services of the North Shore
- Impact North Shore
- North Shore Community Resources
- North Shore Immigrant Inclusion Partnership
- North Shore Restorative Justice
- North Shore Women's Centre
- North Vancouver RCMP
- North Vancouver City Library
- North Vancouver District Public Library
- North Vancouver Recreation & Culture Commission

- North Vancouver School District (SD44)
- Providence Health Care
- Reconciliation Canada
- Vancouver Coastal Health
- Village of Lion's Bay
- West Vancouver Police Department
- West Vancouver School District (SD45)
- West Vancouver Memorial Library

In doing this work, Impact North Shore recognizes the historical and ongoing complexities of deeply embedded racism in many institutions and systems, and acknowledges that some racialized individuals and communities do not experience an increased sense of safety with police and RCMP presence in particular. As per the 2020 General Social Survey (GSS) on Social Identity, one in five Black (21%) and Indigenous (22%) people have little or no confidence in police, double the proportion among those who were neither Indigenous nor a visible minority (11%), in Canada.² Furthermore, according to the *Perceptions of and experiences with police and the justice system among the Black and Indigenous populations in Canada* report, “the criminal justice system is an institution that has often been scrutinized with regards to these issues, including, for example, the overrepresentation of Indigenous people in the correctional system and the disproportionate number of Black people who are stopped or questioned by police.”³ This points to the systemic racism entrenched in law enforcement institutions and our mandate to improve safety outcomes within existing systems, while exploring alternative innovative approaches that better support a shared vision of community safety for all.

Community Response Protocol

The Resilience BC Anti-Racism Network, a provincial program focused on connecting communities with information, supports and training in order to respond to, and prevent incidents of, racism and hate, tasked the North Shore Anti-Racism Network with developing a community response protocol for responding to race and hate-based incidents and crimes on the North Shore. This community response protocol is similar to protocols communities put in place to respond to disasters, traumas, and other crisis situations. *Please note: The North Shore Anti-Racism Network is not an expert on bystander intervention, victim support, human rights legislation or the criminal code.*

The goal of the **North Shore Racism Response Protocol** is to reduce harm and increase safety across the North Shore through developing effective, coordinated responses to incidents of racial discrimination, racism and hate by:

- Equipping the community with information, education and tools to more appropriately respond to, report on, and support victims of a range of race—and hate-based incidents
- Expanding beyond “reactive” response protocols (i.e. focusing on reporting incidents after they happen) to include proactive and holistic approaches (e.g. prevention, preparation, active intervention, and follow-up supports)

The North Shore Racism Response Protocol is a publicly available resource distributed through the North Shore Anti-Racism Network.

2 Adam Cotter, Canadian Centre for Justice and Community Safety Statistics, “Perceptions of and experiences with police and the justice system among the Black and Indigenous populations in Canada” (2022)

3 Adam Cotter, “Perceptions of and experiences with police and the justice system...” (2022)



Protocol Definitions

For the purposes of this document, unless specifically referring to racially motivated hate crimes the term “racist incidents” will be used to represent a spectrum of behaviours that can cause harm, regardless of whether or not they fall under, or are investigated under, a criminal or legal lens.

The definitions below are provided by Resilience BC and can help clarify between different forms and legal frameworks for racist and hate-based incidents and crimes:

Incident of Discrimination (non-violent):

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.

Hate Crime: 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). These can include offences like assault, uttering threats, criminal harassment, and vandalism including graffiti.

Hate Speech: Communicating statements in any public place that incites hatred or willfully promotes hatred against any identifiable group where such statements are likely to lead to a breach of peace.

Identifiable group means section of the public distinguished by colour, race, religion, national or ethnic origin, age, sex, sexual orientation, gender identity of expression or mental or physical disability (section 318 and 319 Criminal Code of Canada)

Hate Propaganda and Material: Hate propaganda includes, but is not limited to: public incitement of hatred; advocating genocide; wilful promotion of hate against an identifiable group. (sections 318 and 319 of the Criminal Code of Canada)

Graffiti & Vandalism relating to racism and hate:

Vandalism is the wilful damaging or defacing of property belonging to another person or to the public. (section 430 of the Criminal Code of Canada)

For more definitions related to racism and anti-racism, check out the [Racial Equity Tool Glossary](#). While the focus of the *North Shore Racism Response Protocol* is racism and racially-motivated crimes, many of these interventions can be applied to a range of incidents stemming from other forms of prejudice and discrimination, especially as they intersect with racism.



Racism Response Protocol Guide

A racism-free community is both the right and responsibility of all members of the community. The North Shore Racism Response Protocol Guide is intended to help us each take a STEP toward building a safer, more inclusive North Shore.

The Protocol is divided into 4 key sections:

Safety & Prevention

Taking Charge

Event Documentation & Reporting

Providing Care

1. Safety & Prevention

As with most critical incidents and threats, prevention is a means by which harm, trauma, injury or illness can be stopped before they occur. In the context of this document, prevention specifically refers to dismantling racism at its roots and creating a more inclusive, equitable community where everyone is welcome, supported, and empowered to thrive. It means moving beyond reactive models to become anti-racist⁴ and proactively fight racism in all its forms.

To do this, it is first critical to understand that racism, like other forms of oppression operates on different, interconnected levels. This includes increasing a common community understanding of racism, that does not exist only in the interpersonal domain in terms of isolated racist attacks, individual incidents of hate nor in micro aggressions but also systemically. Systemic racism can be described as the ways in which white superiority is embedded in the policies and processes of an institution, resulting in

a system that advantages white people and disadvantages BIPOC in employment, education, justice, and social participation. Systemic racism is more pronounced in a settler colonial state like Canada, where policies put in place were historically intended to favour white colonists and disadvantage the Indigenous communities that were originally on this land. This unequal power dynamic is still being perpetuated in our society, which has a negative effect on other racialized communities as well.

Though this Protocol focuses on responding to racist incidents on the interpersonal level, this is not merely an issue of individual racial prejudice or hate. Racism is prejudice that has been granted power and reinforced through our institutions and systems, in order to disadvantage some and provide privileges for others based on their perceived race. It is easier and more common to identify and react against racism manifesting on the interpersonal level, such as offensive comments and slurs, than to name and fight deeply embedded institutional and systemic racism. Being aware of how racism manifests in our surroundings, speaking out against racist actions, and critically assessing systemic racism are all powerful ways of addressing racism at its roots, and emboldening community responses to discrimination and hate crimes.

This is ongoing and challenging work that requires a great deal of commitment, time, and resources. All members of the community can contribute in different ways, including through education, dialogue, policy changes, and civic action. A few resources are included in the Appendices as a starting point under [Anti-Racism Learning & Resources](#) as well as a compiled list of contacts that can help organizations work towards greater racial equity and inclusion, under [EDI Consultants, Educators & Facilitators](#).

4 See leading critical race theory author and scholar Ibram X Kendi's *How to Be an Anti-Racist* to learn more about anti-racism.

While doing the ongoing work of dismantling racism, we must also prepare to quickly and appropriately respond to racist incidents when they occur in the community. As with any emergency response measure, it can be hard to remember the right steps in a crisis situation. To be prepared to act, it is important for individuals and organizations to regularly review, refresh, and practice the procedures outlined in this Protocol ahead of time. The protocol has outlined a few scenario-based examples in the Appendices to explain how these tools can be utilized while witnessing a racist incident.

There are also a number of training options to explore for continued learning. Some of the options include; *Right to Be (formerly Hollaback)* [5Ds bystander intervention](#) model; the "[Active Witnessing](#)" model from [Hands Consulting](#), based on Dr. Ishiyama's [A.R.T \(Anti-discrimination Response Training\) Program](#); and "[Be More Than a Bystander](#)" trainings offered by EVA (Ending Violence Association of BC). Organizations can also try [Arete trainings](#) for workplace conflict and violence, including Violence Prevention & De-escalation Training and Workplace Bullying and Harassment Prevention Training.

2. Taking Charge

Racism harms the whole community and should never be tolerated; research suggests that people living in communities with higher levels of racial prejudice have worse health outcomes, including more heart disease and mental health problems and higher overall mortality rates.⁵ Racist remarks or ideologies from friends, family members, and co-workers require immediate community response. Strategies for disrupting and de-escalating critical incidents involving a direct victim, require community members, individually and collectively, to act, in order to prevent and mitigate harm.⁶

Rather than being passive bystanders or relying exclusively on calling the police in response to racist incidents, *active intervention* is a wide-spread community commitment to keep each other safe. Increasing the community's own capacity to intervene during racist incidents is important for a number of reasons:

- Not intervening can send a message that racism is okay, and increase harm
- Harm can occur and escalate quickly before anyone else can arrive on the scene
- Racialized people may not want to call the police for a variety of reasons (e.g. language and cultural barriers, fear, mistrust)
- Racist incidents can occur as the result of encounters with the police

It takes learning, practice, and courage to intervene effectively in situations like these. **It is strongly recommended that organizations and individuals regularly organize and/or participate in bystander intervention trainings, led by community safety organizations and experts, to develop their skills and confidence.**

The North Shore Anti-Racism Network has created a simple, plain-language framework for Active Intervention in Racial Incidents called the "4 S Model (See, Speak, Stop, Support)". This framework is a result of the collaboration of community partners and review of multiple other intervention/de-escalation models. While the focus here is on witnesses/bystanders, many of the steps are also relevant for the victim.

If you or the victim are in immediate danger, please dial 911 immediately.

5 Eli K. Michaels et al, Area-Level Racial Prejudice and Health: A Systematic Review, <https://www.apa.org/pubs/journals/releases/hea-hea0001141.pdf>, (2022)

6 Check out this online portal of tools, articles and media on [talking about race & racism](#), curated by the Smithsonian's National Museum of African American History and Culture, for tips and strategies.

4 S MODEL FOR ACTIVE INTERVENTION IN RACIST INCIDENTS



- Look around to assess the situation—can you help and stay relatively safe? Are there other people around who can also help? Is there a safe exit if needed?
- Make eye contact with the victim and other bystanders so they know you are there.
- Record the incident on your phone if appropriate, especially if other people are already helping (or if you don't feel safe helping directly).



- Briefly and directly speak out against the behaviour, not the person e.g. "That comment is racist, we don't tolerate that here" or "That behaviour is hurtful, please stop" (rather than "You are a racist").
- If the person doesn't stop or the situation escalates, try to safely leave the situation with the victim.
- If the offender is aggressive or you can't leave right away, create some safe distance by moving behind a table or chair, or put your hand up with the "stop" gesture to signal you don't want them to come closer.



- After making eye contact with the person being targeted, show solidarity and try to engage with them by saying something **neutral** to show you are there without escalating the situation, like "Do you know what time it is?" Remember to keep it brief, simple and use appropriate gestures to ensure understanding.
- Ask people around you for help.
- If there is no immediate danger, check-in with the victim to see if they want to contact a person of authority such as a manager, teacher, bus driver, police etc. and respect their decision.



- Stay with the victim to make sure they're okay. Listen if they would like to speak, if possible, provide support in the person's language of preference. Use calming words and gestures to acknowledge their feelings.
- Suggest resources for reporting and/or recovering from the incident as appropriate.
- Encourage those impacted to connect with trusted family and friends afterwards, and take the time needed to recover.

3. Event Documentation and Reporting

Documenting racist incidents means recording them in some way. This could mean taking video footage or photographs of an incident, hate graffiti, or hate propaganda you come across. This could also mean noting information like names, phone numbers, license plates, physical descriptions and a brief factual description of what happened. Recordings can be shared through traditional or social media (make sure you get the permission of the victim first before sharing any footage of an incident!) and/or passed on as evidence as part of an institutional, legal, criminal report as requested by the victim.

Reporting racist incidents means documenting the incident in some way, which may or may not lead to taking further action. There are different avenues for reporting, including criminal or legal (e.g. police, the BC Human Rights Commission), institutional (e.g. schools, libraries, workplaces etc. with their own internal reporting process), or community-centered (e.g. restorative justice, community-led online reporting tools, traditional or social media). Most aforementioned institutions and organizations have different mandates and areas of expertise, for example, BC Human Rights Commission takes on cases outlined in the [BC Human Rights Code](#) primarily relating to discrimination in employment, wages, access to services, tenancy, etc.

Reporting can help victims feel heard, and can help the community develop a clearer idea of what, where and how often incidents are occurring. This can in turn help create more targeted, effective response interventions. At the same time, racist incidents and hate crimes are highly under-reported for a variety of factors, including lack of clarity and options around reporting; internal and external minimizing of racism; language and social barriers; and fear or mistrust of institutions. It's important to have a collective approach to community response in developing and offering a range of mechanisms so that if people choose to report an incident, they can find a way that feels safe and appropriate to them.

CRIMINAL AND LEGAL REPORTING

Reporting Racist Incidents and Hate Crimes to Police

Hate crimes are known to be both underreported and hard to prosecute, but law enforcement still asks people to report the information to track patterns in the community. If a victim or witness wants to report a racist incident or hate crime that took place on the North Shore to the police, they can call their local non-emergency police lines and a frontline officer or detective will follow up. **If you, or someone around you, are in immediate danger or any other emergency and require immediate assistance, please call 9-1-1.**

[North Vancouver RCMP](#)—Non-Emergency Phone: 604-985-1311

[West Vancouver Police](#)—Non-Emergency Phone: 604-925-7300

[Squamish RCMP \(serving Lions Bay\)](#)—Non-Emergency Phone: 604-892-6100

[BC Hate Crimes](#)—The BC Hate Crimes Team works directly with local police detachments, people can not report a hate crime to them directly. Contact them or visit their website for non-emergency information about hate crimes, resources, training or education, including information in English, Mandarin, Cantonese, Korean, Tagalog, Vietnamese, and Japanese. **Phone:** 1-855-462-5733 (toll free) **E-mail:** BC_Hate_Crime_Team@rcmp-grc.gc.ca

Reporting Complaints About the Police

If you witness or experience racism or discrimination from law enforcement in BC, you can file a complaint with an oversight agency (*please note that there is currently no external review board for police in BC. All investigations are done by other police agencies and then submitted to a commissioner*).

[Office of the Police Complaint Commissioner \(OPCC\)](#)—The OPCC receives reports about

the conduct of any municipal police officer or department in BC. It provides an online complaint form that can be emailed, mailed or delivered in person. **Phone:** 250-356-7458 (**Toll Free:** 1-877-999-8707)

Civilian Review and Complaints Commission for the RCMP (CRCC)—The CRCC receives and reviews complaints by the public about the conduct of Royal Canadian Mounted Police (RCMP) officers. This site includes an online form that can be submitted by email, mail or fax. **Phone:** 250-356-7458 (**Toll Free:** 1-877-999-8707)

Legal Resources

Legal Aid BC—Offers support if people proceed to file a complaint and need legal advice or representation in court. **Phone:** 1-866-577-2525 / 604-408-2172 (Greater Vancouver)

Islamophobia Legal Assistance Hotline—Free confidential legal advice for anyone who feels they have been discriminated against, harassed, or faced violence because they are Muslim or are perceived to be Muslim. **Phone:** 604-343-3828

The South Asian Legal Clinic of BC—Provides free, not-for-profit, multilingual legal advice and information clinics for low-income British Columbians who identify as South Asian and equity-seeking groups. **Phone:** 1-877-762-6664 or 604-878-7400

North Shore Community Resource Centre (NSCR) —Legal Services—While these resources aren't specific to racism or discrimination, this local program increases people's access to justice by providing free legal information, advice, and advocacy services to those facing disputes or legal issues. **Phone:** 604-982-3305 **Email:** nscr@nscr.ca

INSTITUTIONAL REPORTING

Reporting Human Rights Complaints

BC's Human Rights Code protects the rights of British Columbians to equal treatment when

it comes to employment, housing, services or publications. If someone is facing racially motivated discrimination or hate, they may want to explore legal reporting options.

Please note [BC's Office of the Human Rights Commissioner](#) identifies and recommends actions to address systemic inequality, discrimination and injustice in BC—it does not accept individual complaints or offer legal advice.

BC Human Rights Tribunal—People whose rights have been violated and wish to file a complaint, or have questions about whether they can file a complaint, can contact the BC Human Rights Tribunal. **Phone:** (604) 775-2000 or toll free (in B.C.): 1 888 440-8844 **Email:** BCHumanRightsTribunal@gov.bc.ca

BC Human Rights Clinic—Offers free assistance and legal services to people who need help with filing a BC Human Rights Tribunal complaint. **Phone:** 604-622-1100 **Toll Free:** 1-855-685-6222

BC Public Interest Advocacy Centre—Provides advice and assistance to advocacy groups throughout British Columbia in social justice work including human rights complaints, judicial reviews, litigation, negotiation, and public education. **Phone:** 604-687-3063

COMMUNITY-CENTERED REPORTING

Alternative Reporting Options

People may want to report an incident somewhere but not be comfortable going through criminal or legal channels. Speak with the victim to see if they would like to make a report, what channel they would like to use, and offer to support them through the process if you can. Here are some community-centred reporting options:

North Shore Restorative Justice—If someone has experienced racial discrimination or violence (verbal, emotional, or physical), and there is a willingness for both parties to engage, they can choose to seek restorative justice mediation instead of criminal or legal resolutions to address the harm. Restorative justice is a peaceful

approach to crime and conflict that focuses on dialogue, reparation, and healing. NSRJ accepts both police and community referrals relating to incidents of racism and hate in the jurisdictions of North Vancouver, West Vancouver, Bowen Island and the District of Squamish. For more information, please contact info@nsrj.ca

Racism in Canada Incident Reporting Form—The Chinese Canadian National Council and several organizations have partnered to make this online form for those who have faced discrimination, violence and racism as a result of COVID-19. Individual information is kept confidential; the data is used to better support anti-racism advocacy work.

Elimin8Hate—The Vancouver Asian Film Festival Society and Project 1907 provide an anonymous reporting platform for Canadians of Asian ancestry experiencing anti-Asian hate incidents. Their goal is to consolidate data and resources and push for accountability and change.

Covid-19 Anti-Racism Incident Reporting Centre—People who have experienced or witnessed racism during Covid can report it using this Anti-Racism Incident Reporting Form (available in English, French, Traditional Chinese, Simplified Chinese, Japanese, Korean, Vietnamese and Tagalog) or by text messaging **587-507-3838**. Developed by [ACT2endracism/Action! Chinese Canadians Together \(ACCT\)](#).

Safe Space—This online tool offers a safe, anonymous way to report incidents for any Indigenous people who have experienced racism in the healthcare system.

Reporting Incidents Occurring in Community Spaces

Racism can also happen in privately or publicly owned and operated community spaces including businesses and community services such as libraries, recreation centres and transit. If an incident occurs in one of these or a similar community space reporting directly to the operators of the space is an option the victim can consider. While many of these places do not have

formal structures or processes set up for reporting complaints of racist incidents, it is important to know if an incident, whether as the result of an interaction with an employee or another member of the public, it can be reported to management or customer service.

Translink—If a racist incident occurs on a bus, skytrain, seabus or in a Translink terminal the Metro Vancouver Transit Police are available to respond. In the event of an emergency on transit called 911 directly if there is an immediate threat to your safety or the safety of others. For an immediate response in a non-emergency situation **Phone:** 604-515-8300 or **Text:** 87-77-77 for assistance.

If your complaint is about a racist incident involving a Transit Police Officer you can contact the Professional Standards Unit directly. **Phone:** 604-516-7435 or contact the Office of the Police Complaint Commissioner (OPCC) as noted above under Criminal and Legal Reporting.

If your complaint is about a racist incident involving a transit employee such as a Bus Operator, SkyTrain Attendant or Transit Security officer, (ie: not a police officer) Translink has an [online feedback form](#) where incidents can be reported.

Reporting Online Hate Speech, Propaganda and Material

Racist and hateful comments and videos on the internet are very common, and very hard to prosecute. You can report something as a hate crime, though this is difficult to do unless there is a direct threat to the safety of a person or people. You do have options for how to report racism and hate online. Online racism and hate may also be dealt with by human rights legislation or by the policies of social media platforms, web hosting services, and internet service providers.

- Report it to the website administrator —most websites have rules known as 'acceptable use policies' that set out what cannot be put on their website and often do not allow comments, videos and photos that offend or hurt people. Web

and social media sites may have simple ways for you to report about a page or video, look for a “report this page” button that you can click.

- Report it to law enforcement—If you see direct threats of violence on the Internet, you can report it to the police. Discriminatory acts such as racist, transphobic, or sexist remarks (that may or may not be criminal in nature) may also be dealt with by human rights legislation.
- If you feel safe enough to directly respond yourself, check out Right to Be’s [“Counterspeech Tactics for Responding to Online Harassment”](#) tips

For more support, check out [Right to Be](#), an online community that supports victims with assessing, documenting, and reporting online harassment

4. Providing Care

Racist incidents do not just cause harm in the moment; they can cause long- lasting physical, emotional, and psychological harm to everyone involved. [Dr. Onye Nnorom](#), faculty at the University of Toronto Dalla Lana School of Public Health, argues that racism is a key social determinant of health. People that experience higher levels of racism have worse health outcomes, including more heart disease and mental health problems and higher overall mortality rates, according to [research published by the American Psychological Association](#).

In order to recover and restore a sense of safety, people need timely, accessible, trauma-informed, and culturally appropriate support. This section focuses on crisis support services for victims and witnesses of racial incidents, including general mental health, wellness, and healing services and supports as well as resources for self and community care

RESOURCES FOR VICTIMS & WITNESSES

Victim Services

Victim Services programs provide victims of crimes or traumatic events with support, assistance, information, and referrals to community resources. They are connected to law enforcement agencies, and can assist victims with navigating the criminal justice process, the Crime Victim Assistance Program, Victim Impact Statements, and more.

Please note you can call them directly for support and community referrals without reporting an incident or crime to the police.

[North Vancouver RCMP Victim Services/Crisis Intervention Unit](#)—Office hours are Monday–Friday, 7am–10pm. **Phone:** 604-969-7540

[West Vancouver Victim Services](#)—Office hours are typically Monday–Friday, 9am–5pm. **Phone:** 604-925-7468

[VictimLINK \(24 Hour Telephone Crisis Assistance\)](#)—BC-wide and after-hour’s assistance for victims of Crime, available in over 30 languages. **Phone:** 1-800-563-0808

Mental Health Crisis Services

[PACT \(Peer Assisted Care Team\)—Canadian Mental Health Association](#)—PACT is a new community service that pairs a mental health professional and a peer worker to provide trauma-informed, culturally safe mental health crisis and distress support on the North Shore.

They can support people experiencing adverse impacts of racism and hate, whether someone is in crisis after experiencing a traumatizing event or is in general distress (eg depressed or anxious due to the ongoing impacts of racism and xenophobia). This service also offers an alternative to calling police for mental health checks, which may be especially important for members of racialized communities.

Their team is available to provide in-person, over the phone, or text support from Thursday to Sunday, 6 pm to 12 am (service is available in English or Farsi.) **Phone:** 1-888-261-7228 **Text:** 778-839-1831

The Crisis Intervention and Suicide Prevention

Centre of BC (Crisis Centre)—Those who experience distress following witnessing or being victim to a racist incident, can call the Crisis Centre for mental health support. Available 24 hour a day, 7 days a week, in over 140 languages using a language service.

Phone: 310-6789 (no area code needed)

If you are suicidal or know someone who is call:
1-800-SUICIDE / 1-800-784-2433

Online Chat Service for Adults:

[CrisisCentreChat.ca](https://www.crisiscentrechat.ca) (Noon to 1 am)

Online Chat Service for Youth: [YouthInBC.com](https://www.youthinbc.com)

(Noon to 1 am)

Black Youth Helpline—A toll-free, national helpline available to Black youth to support their health, mental wellbeing, education, and communities.

Phone: 1-833-294-8650

S.U.C.C.E.S.S. Multilingual Help Lines—Led by trained volunteers, these help lines provide Korean, Mandarin and Cantonese-speaking callers with confidential emotional support and referrals to community resources that can support them to address a wide range of life issues. Available seven days per week from 10 am to 10 pm. **Cantonese Line:** 604-270-8233 **Mandarin Line:** 604-270-8222 **Korean Line:** 1 (888)-721-0596 / Ext. 3

Youth Against Violence Line—YAV Line—The YAV Line is a province-wide, 24/7, multilingual resource that provides confidential assistance to young people affected by youth violence or crime. Youth who are worried about their safety, or who want to anonymously report a crime or violent incident – before or after it has occurred. Parents, teachers, or service providers concerned about the well-being of a young person, can also call for assistance and information. **Phone:** 1-800-680-4264

Salal Sexual Violence Support Centre—Support or information regarding gender-based violence, offers an intersectional approach to gender based violence for cis woman, non-binary/trans or 2spirit people of colour. **Phone:** 604-255-6344 | 1-877-392-7583

Indigenous Crisis Lines

IRSSS The Indian Residential Schools Crisis Line—

Available 24-hours a day for anyone experiencing pain or distress as a result of their Residential school experience **Phone:** 1-800-721-0066

KUU-US Crisis Line Society—A First Nations and Indigenous specific crisis line available 24/7, toll-free from anywhere in British Columbia. **Phone:** 1-800-KUU-US17 (1-800-588-8717) Can also call **Adult/Elder Line:** 250-723-4050 or **Child/Youth Line:** 250-723-2040

Métis Crisis Line—**Phone:** 1-833-MétisBC (1-833-638-4722)

Native Youth Crisis Hotline—**Phone:** 1-877-209-1266

General Mental Health & Healing Support

BC Association of Clinical Counsellors (BCACC)—Search for RCCs (Registered Clinical Counsellors) in BC filtered by city, areas of practice, language, and more (includes options for accessibility, gender identity, and BIPOC options). **Phone:** Toll Free in Canada +1 (800) 909-6303 **Email:** hoffice@bc-counsellors.org

Canadian Mental Health Association, North and West Vancouver Branch—Canadian Mental Health Association (CMHA) is a national charity that helps maintain and improve mental health for all Canadians. **Phone:** (604) 987-6959 **Email:** northshore@cmha.bc.ca

Healing in Colour—A Vancouver-based, cross-Canada directory of BIPOC therapists who are committed to supporting the healing and liberation of BIPOC folks in all their many intersections. **Email:** healingincolour.com/contact

Family Services of the North Shore—Includes general counselling as well as support services for families and caregivers for children 0-6; seniors and caregivers; LGBTQ2S+ youth age 16-24 and parents of folks from the LGBTQ2S+ community; gender-based violence and trauma support, and disordered eating support. Counselling services are offered on a sliding fee scale based on income. **Phone:** (604) 988-5281 **Email:** intake@familyservices.bc.ca

First Nations Health Authority—Mental Health Benefits—Information on wellness program and services for Indigenous peoples across BC, including Mental Wellness and Counselling Program; Indian Day Schools Health Support Services; Indian Residential Schools Resolution Health Support Program, and the Missing and Murdered Indigenous Women and Girls Health Support Services. **Phone:** 1-800-317-7878 (Toll Free)

North Shore Women's Centre—A women's drop-in resource centre that offers a variety of programs and services, including their Health and Wellness Program, Family Law Clinic, support groups, and more. **Phone:** (604) 984-6009 **Email:** info@northshorewomen.ca

Impact North Shore—Immigrant Service Centre provides settlement services that can help victims navigate community, crises and mental health resources. **Phone:** 604-988-2931 **Email:** office@impactnorthshore.ca

RESOURCES FOR SELF & COMMUNITY CARE

Speaking out against racist ideas and language requires work. This is especially true for those who are targeted by such actions or words. That is why we must stand alongside one another. When someone else speaks up against racism, verbally support what they've said. Thank them, and in whatever manner you can, underline or magnify their message. This not only encourages more people to speak up, but it also ensures that no one assumes your silence in the face of prejudiced behaviours indicates you're okay with them.

Below are some resources to support healing from harm and trauma caused by ongoing racism and racial oppression. This includes "self-care" tools which focus on empowering individual resiliency, as well as "community-care" which empowers healing through connection and community support.

Self Care

Healing from the Effects of Internalized Oppression—A chapter from *Cultural Competence and Spirituality in Community Building* that encourages and supports healing from internalized oppression.

My Grandmother's Hands: Racialized Trauma and the Pathway to Mending Our Hearts and Bodies by Resmaa Menakem—A workbook for healing from racial trauma locked in the body.

Online self-care resources from Therapy for Black Girls.

Steps for Self-Care for people of color after emotional and psychological trauma.

Community Care

Black Lives Matter—Vancouver

Canadian Mental Health Association, North and West Vancouver Branch runs numerous **Social Support Groups** that can offer communities of support, including mindfulness groups, art therapy groups, a Men's Support group and a Farsi speaking Women's Group.

Community Wellness supports from the First Nations Health Authority.

DUDES Club—A proven model for Indigenous men's wellness promotion that builds solidarity and brotherhood, enabling men to regain a sense of pride and purpose in their life.

Erase, or expect respect & a safe education—

Building safe and caring school communities by empowering students, families, educators and the community partners who support them to get help with challenges, report concerns, and learn about complex issues facing students (including [racism](#)).

Impact North Shore's Community Connections

program—Strengthening social connections by creating opportunities for newcomers and im/migrants to meet new friends and give back to their community.

Urban Native Youth Association of Metro

Vancouver—Call 604.254.7732 or email info@unya.bc.ca

Appendices

4 S Model for Active Intervention in Racist Incidents & Scenarios



- Look around to assess the situation—can you help and stay relatively safe? Are there other people around who can also help? Is there a safe exit if needed?
- Make eye contact with the victim and other bystanders so they know you are there.
- Record the incident on your phone if appropriate, especially if other people are already helping (or if you don't feel safe helping directly).



- After making eye contact with the person being targeted, show solidarity and try to engage with them by saying something **neutral** to show you are there without escalating the situation, like "Do you know what time it is?" Remember to keep it brief, simple and use appropriate gestures to ensure understanding.
- Ask people around you for help.
- If there is no immediate danger, check-in with the victim to see if they want to contact a person of authority such as a manager, teacher, bus driver, police etc. and respect their decision.



- Briefly and directly speak out against the behaviour, not the person e.g. "That comment is racist, we don't tolerate that here" or "That behaviour is hurtful, please stop" (rather than "You are a racist").
- If the person doesn't stop or the situation escalates, try to safely leave the situation with the victim.
- If the offender is aggressive or you can't leave right away, create some safe distance by moving behind a table or chair, or put your hand up with the "stop" gesture to signal you don't want them to come closer.



- Stay with the victim to make sure they're okay. Listen if they would like to speak, if possible, provide support in the person's language of preference. Use calming words and gestures to acknowledge their feelings.
- Offer follow-up resources for reporting and/or recovering from the incident as appropriate ([Victim Services](#) is a good general resource for further support and referrals).
- Encourage those impacted to connect with trusted family and friends afterwards, and take the time needed to recover.

Each incident would require its own unique response due to the nature of that particular instance. Please see suggestions below for options of how to apply this framework in a variety of scenarios. It is also important to note that some situations may not require the use of all 4 S' at one time.

Scenario 1:

You are doing your weekly grocery shopping at a nearby store and you see a racialized senior couple shopping near you. They are not speaking English with each other. Another shopper, a middle-aged white person shakes his head and comments "you are in Canada, learn to speak in English" as he stands next to them. The couple look upset by his comment.

Possible ways to respond include...



- Assess the situation and see if any other shopper caught the comment.
- If the man does not leave the couple, record the incident on your phone or ask another shopper to do so if it is safe to do so. Offer to send the recording to the couple afterwards; please do not share it with third parties without the couple's consent.
- Make eye contact with the couple.



- Demonstrate your support by engaging with the couple, if appropriate, for example: asking them, using words and gestures, where they found one of the items in their cart.
- Approach the couple in a nonthreatening manner and pretend that you know them by telling them how nice it is to meet again.
- If other shoppers or staff are nearby, ask them to stand with you to create a space between the couple and the man only if it is safe to do so.



- If you feel safe, make direct comments such as the following:
 - "This comment is racist, please leave the couple alone."
 - "This comment is unacceptable, please stop."
 - "That is unacceptable, we do not tolerate such comments/behaviors."
 - "This comment is racist and has no place here."



- Stay with the couple until the man leaves. Acknowledge their feelings.
- Suggest some resources, from this Protocol, they can use to recover emotionally from this incident.

Scenario 2:

You are walking home with a friend, who is a racialized person. While crossing the road, you notice a large billboard at the mall promoting a new Black-owned hair salon; it has images of models from different ethnicities including Caucasian, Black, and Asian heritages. You notice that the faces of the Black models have been crossed out and damaged. You both are reminded of the Anti-Asian Hate Graffiti that caused a public stir on the North Shore and feel angered by the targeted racist vandalism.

Possible ways to respond include...



- Assess the situation and see if any other people notice the damaged billboard or if the vandalism is still in progress.
- Assess how your friend is affected by the vandalism.



- Go inside the mall to visit the salon and ask them if they are aware of the vandalism.
- Approach the local municipal authorities to report this incident.
- Call 911 if you see the graffiti vandalism is in progress, in a safe place to do so. Explain the actions are not only vandalism but also racist.



Support

- Show solidarity to your friend and the salon owner with supportive words. Acknowledge their feelings.
- Share appropriate victim support resources, and further encourage getting further support from friends and networks.
- Suggest options for them to take action if they choose to. For example, reporting to mall management, police or media.
- Reach out through your own support network to discuss your own feelings and reactions.

Scenario 3:

You are waiting for the bus to get home from work. A senior racialized woman is ahead of you in line, she is visibly nervous. As she gets into the bus, she doesn't have a bus pass and is unable to communicate in English with the driver. The bus driver doesn't make an effort to understand and rudely tells her to get off and not hold up the line.

Possible ways to respond include...



- Assess the situation and see if any other passenger is paying attention.
- Make eye contact and nod to the woman as a gesture of support.



- Approach the woman, and using calm words and gestures, ask her if she is okay.
- Attempt to communicate with her to understand her situation. Be patient to not make her more nervous.
- If other passengers are nearby, ask them if they understand the language the woman is speaking and if they are able to speak with her to show support. and are able to communicate with her.



- If you feel safe, make direct comments such as the following to the bus driver:
 - "Please listen to what she is trying to communicate."
 - "Please stop. She may be trying to communicate that she has lost her bus pass."
 - "That is unacceptable behaviour toward elders, we do not tolerate such comments/behaviors."



- Stay with the woman and ask her if she needs anything. With calm words and gestures, acknowledge her feelings.
- If within your means, offer to cover her bus fare.
- If possible, suggest some resources, from this Protocol, preferably in her language of choice, she can use to recover emotionally from this incident.

Anti-Racism Learnings & Local Resources

Anti-Racism Tools—Links, resources and tools for learning more about racism and anti-racism, from Resilience BC.

Bakau Consulting Resources Toolkit—A curation of information, resources, tools, and media to learn more about different issues relating to equity, anti-oppression, and anti-racism.

Exploring Alternative Approaches to Hate Crimes, *from the Stanford Law School Policy Lab on Assessing Alternative Responses to Hate Crimes and the Brennan Center for Justice, June 2021.* Looks at alternatives to the traditional legal approach to hate crimes, focusing on restorative justice programs and social services programs for individuals and communities targeted by hate crimes.

National Centre for Truth and Reconciliation—Learn more about the history and ongoing legacy of colonialism in Canada. Read the [Truth & Reconciliation Commission of Canada's Reports](#) and respond to the [Calls to Action](#). Read the [National Inquiry into Missing and Murdered Indigenous Women and Girls](#).

North Shore Pathways—Community Service Directory—A comprehensive list of general social service supports across the North Shore, including employment, housing, food, health & wellness, victim services, immigrant and refugee services, disability services, and much more.

Racial Equity Tools—Tools and teachings for people who want to increase their own understanding and to help those working toward racial justice at every level—in systems, organizations, communities and the culture at large.

Responding to Hate Toolkit: Combat Anti-Asian Racism by Taking Action—A list of resources and links to help those who may be victims of or witness to racially motivated hate or discrimination, including free downloadable toolkit provides information on the difference between hate crimes, hate incidents and acts of discrimination.

West Vancouver School DPAC Inclusion Resources Hub—West Vancouver Memorial Library has partnered with the West Vancouver School District Parent Advisory Council (DPAC) Inclusion Committee and West Vancouver Schools to support students, parents, caregivers and educators learn about inclusion, anti-racism and diversity.

EDI Consultants, Educators & Facilitators

This list is intended to help organizations, government agencies, businesses etc. develop greater equity, diversity, and inclusion (EDI) and anti-racism capacity through finding appropriate learning, training, facilitation, auditing, and consultation services. The majority of these are situated on the unceded territories of the xʷməθkʷəy̓əm, Skwxwú7mesh, and səliłwətał peoples, also known as Greater Vancouver, B.C.

Bakau Consulting—A full-service equity, inclusion and anti-racism consulting company. Offers training & workshops; equity audits (full audits, internal audits, external audits, digital media scan); and policy development. Vancouver-based.

The Commons Consulting—Offering free consultations and a variety of services including: Culture Retrofit, Culture Audit, Strategy development + Change Management, Inclusive Leadership Development, Staff Education + Training

HANDS cONsulting—Angela Ma Brown consults, coaches and collaborates with community organizations and school communities to develop programs and curricular documents to address the complex issues of racism, discrimination and oppression and to support equitable, inclusive and anti-racist policies, procedures and practices. Check out her resource on "[Active Witnessing](#)" developed for Foundry BC.

Hook or Crook Consulting (HCC)—Supports the assessment, implementation, and integration of social justice-based values across all elements of work. Services include consultations for leaders, stakeholders and board members; seminars and workshops for teams and groups; needs assessments, strategic planning and ad-hoc support.

Nahanee Creative—Catalyzing social change to transform colonial narratives & impacts with workshop facilitation, transformative organizational development, decolonizing workbooks & communication design grounded in Squamish Matriarchy, led by Ta7taliya Michelle Nahanee of Skwxwú7mesh Nation.

UBC's Activating Inclusion Toolkit—While created by and for UBC, this toolkit is an evolving library of information, tools, guides, and resources that can broadly support planning, learning, and taking action around increasing organizational inclusion.

Contact Us

- **Email:** community@impactnorthshore.ca
- **Website:** impactnorthshore.ca
- **Facebook:** [@ImpactNorthShore](https://www.facebook.com/ImpactNorthShore)
- **LinkedIn:** [linkedin.com/company/impact-north-shore](https://www.linkedin.com/company/impact-north-shore)

Impact North Shore, formerly North Shore Multicultural Society (NSMS), is a for-purpose, social impact organization providing comprehensive support for im/migrants and newcomers through the Immigrant Service Centre, and engages the broader community in anti-racism, reconciliation, and community engagement initiatives to strengthen equity and inclusion through the Community Innovation department.

