

DRAFT - Greater Victoria Organizing Against Racism and Hate Protocol Outline

1. Acknowledgements:

To be completed

2. Introduction to OARH:

OARH Mandate:

The BC Government established the Organizing Against Racism and Hate (OARH) program in 2001. OARH is mandated to coordinate a community approach to counter racism and hate activity at a local level. OARH members are leaders in working with diverse communities around the province. There are 36 communities listed as OARH members in British Columbia and all have:

- An established community partnership of organizations or individuals that actively develop community capacity and skills, foster community engagement, and build community sustainability plans to address racism and hate.
- An agreed protocol on how to respond to an incident of racism in their community.
- A responsibility to provide an annual summary of incidents of racism observed or reported in their community.

For examples of OARH funded activities throughout the province go to the BC Government webpage and select “anti-racism” or click [here](#)

3. Victoria Demographics and History :

The original inhabitants of the south eastern area of Vancouver Island were the Lekwungen speaking people. In the mid-1800's this site began a transition from a mixed and mercantilist society into a racialized and segregated city established to meet the economic, naval, and social imperatives of colonialist settlers. <https://www.erudit.org/en/journals/uhr/2010-v38-n2-uhr3707/039671ar.pdf>. The total “Aboriginal identity population” of the Capital Metropolitan Area of Victoria was 14,200

according to the National Household Survey, 2011. <https://www12.statcan.gc.ca/nhs-enm/2011/dp-pd/aprof/details/page.cfm?Lang=E&Geo1=CMA&Code1=935&Data=Count&SearchText=Victoria&SearchType=Begins&SearchPR=01&A1=All&B1=All&GeoLevel=PR&GeoCode=935&TABID=1>

As the provincial capital and naval headquarters with a strong legacy of shipbuilding and repair, Victoria has a unique history in British Columbia. It has accompanying legacies of colonialism, racial and cultural exclusion. Foremost examples include treatment of migrant populations arriving on ships, and segregated federal immigration facilities. As an indication of the climate of racial tolerance, as recent as 1999, ships carrying 600 Chinese migrants were detained in complete isolation in Victoria. Of 577 making refugee claim, only 24 were granted. The headline in the Times Colonist stated “GO HOME” based on a populist poll taken by the newspaper.

Currently, the total visible minority population of the Capital Regional District of Victoria is 50,310 (14.1% of the total CRD population), with the top non-official languages spoken at home being Cantonese, Mandarin and Tagalog. (<http://www.icavictoria.org/immigration-greater-victoria-infographic-september-2018/>).

There has been an active far right in this region, which was the home base of the nationally known and notorious lawyer Doug Christie, who defended high profile neo-nazi’s and Holocaust deniers convicted of hate crimes, and who also began the openly racist Western Concept Party. Local media recently reported Victoria as ranking among the top 10 Canadian cities with the highest level of hate crimes. <https://www.cheknews.ca/spotlight-interview-why-do-hate-crimes-happen-496591/>.

Progressive student and faculty bodies, public servants, cultural associations, service providers, progressive civic leaders, peace coalitions, trade unions, the Scia’new, Esquimalt, Songhees, Tseycum, Pauquachan, Tsartlip, T’souke, Malahat First Nations, prolific refugee sponsorship committees, faith groups, emergency services, school districts, and seniors advocacy groups create expanded opportunities for the introduction of an inclusive community protocol.

4. Greater Victoria OARH Committee Mandate:

- Develop a Community Based Protocol to establish steps for responding to critical incidents and identifying suitable victim supports
- Raise awareness about the prevalence and impact of racism and hate in our communities
- Share impactful prevention strategies

5. Greater Victoria OARH Membership:

- Victoria Police Department Hate Crimes Unit
- Saanich Police Department
- School District 61
- Greater Victoria Public Library
- Victoria Native Friendship Centre
- Greater Victoria Police Advisory Committee
- Community Social Planning Council
- Khalsa Sikh Temple
- Masjid Al-Imam Mosque
- Sikh Youth of Victoria
- Victoria Immigrant and Refugee Centre Society
- Inter-Cultural Association of Greater Victoria
- African Heritage Association of Vancouver Island
- Amnesty International Victoria Group 27
- Anawim Companion Society
- BC Black History Awareness Society
- Esquimalt-Saanich-Sooke Constituency Office
- University of Victoria
- Vancity
- Coalition to End Homelessness
- Cool Aid Society
- Here Magazine
- OASIS Society for the Spiritual Health of Victoria
- Prostitutes Education and Empowerment Resource Society
- Social Environmental Alliance
- Vancouver Island Human Rights Coalition
- Victoria Coalition of Survivors of Torture
- Victoria Secular Humanistic Group
- Victoria City Council
- Victoria Beacon Hill Constituency Office
- First Metropolitan United Church

6. Greater Victoria Protocol and Critical Incident Response Model

Protocol Background:

In early 2018, the newly forming Greater Victoria OARH committee focused on outreach to orient and invite diverse community representatives, cultural associations and key stakeholders into the process of actively coordinating anti-discrimination and anti-racism work across this region. To initiate “GVOARH”, on May 31st, over 60 community representatives and community members attended a meeting held in the central downtown library. The provincial Hate Crimes Team provided context regarding hate crimes, hate based activity, discrimination and racism in this province. Subsequently, community representatives met in July and September to develop and adopt clear Terms of Reference (ToRs) to help clarify group processes, accountabilities, and our shared purpose. Representatives from the settlement sector, school district, police, human rights organizations, faith communities, credit unions, cultural and heritage associations, homelessness organizations, and various levels of government were involved with the initiation of an OARH Committee. Providing continual consultation, and accommodations, such as outreach to parties unable to attend meetings, has helped to address gaps in community representation. Media plays a significant role in public perception and will be key in the OARH’s awareness raising activities. The current public discourse on immigration, a rise in xenophobia and hate crimes prompted the OARH to convene a roundtable discussion with journalists and editorial staff on October 31st. The objective was to understand the challenges faced by mainstream media when covering these stories and respond to their requests for relationship building opportunities with the leadership of Victoria’s diverse communities.

Protocol Purpose

Discrimination and hate crimes threaten the health, security and well being of a community. Hate crimes and discrimination should be met with a united, community based coalition response. Similar to natural disaster emergency response and crisis, a protocol prepares a community in the event of (for) a discriminatory and critical hate motivated incident. A protocol agreed to by diverse communities formalizes a method for quick assessment and decisive action.

Coalition members and partners agree that the Protocol should:

- Provide support from the community to victims, and respond as a community to racist or discriminatory incidents or practices related to prejudice, intolerance, stereotypes and xenophobia.
- Be brief and written in clear language, with a step by step format and guide including key terms and definitions.
- Provide a basic description of hate crimes, discrimination and bigotry.
- Communicate current available resources, legislation, data, and safe places.
- Assist existing service providers responsible for enforcement, investigation and victim support (i.e. regional and provincial Hate Crimes Team, Human Rights Tribunal and victim support services).
- Encourage and support diverse communities to ethically gather information on hate based activity and discrimination experienced among their community.
- Identify best and/or promising practices in combating racism and discrimination with an intention to provide strategies and recommendations to policy makers.
- Be a living document that will be assessed regularly for relevance, inclusiveness and effectiveness.

- **please note that policing in Greater Victoria the responsible**
- The GVPDAC is comprised of community representatives along with police officers from the four municipal police agencies, two RCMP detachments and the Military Police. The police agencies are: Central Saanich Police Service, Oak Bay Police Department, Sidney/North Saanich RCMP Detachment, Saanich Police Department, Victoria Police Department, West Shore RCMP Detachment and the Military Police Unit - Esquimalt.
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Protocol Guide to Response:

Type of Incident or Crime	Definition	Steps for Response
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).	<ul style="list-style-type: none"> ➤ Identify immediate needs of victim and respond ➤ Contact police and provide details of incident. State that you are reporting a hate crime or incident. ➤ Refer to appropriate organization for support (see Resource Guide) ➤ Send completed incident form to OARH Committee
Incident of Discrimination (non-violent)	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. See glossary of terms for legal definition.	<ul style="list-style-type: none"> ➤ Identify immediate needs of victim and respond ➤ Listen to victim, take notes and acknowledge what they are going through ➤ Refer to appropriate organization (see Resource Guide) ➤ Contact local police based on the municipality where you live, and ask that information about the incident be forwarded to an Officer responsible for hate crimes and incidents. ➤ Send completed incident form to OARH Committee <p>Options for addressing incident:</p> <ol style="list-style-type: none"> i. Identify if the employer or service provider has a protocol for addressing incidents of racism or discrimination

		<ul style="list-style-type: none"> ii. Engage with support services to discuss resolution iii. BC Human Rights Tribunal process: Areas of jurisdiction: housing, employment, publications, unions and service providers iv. Canadian Human Rights Commission: employed by or receive services from the federal government, First Nations governments or private companies that are regulated by the federal government such as banks, trucking companies, broadcasters and telecommunications companies
Social Media and Internet Platforms	<ul style="list-style-type: none"> ➤ http://mediasmarts.ca/digital-media-literacy/digital-issues/online-hate 	<ul style="list-style-type: none"> ➤ Contact local police based on the municipality where you live, and ask that information about the incident be forwarded to an Officer responsible for hate crimes and incidents. ➤ Contact Vancouver Island Human Rights Coalition to determine for potential advocacy/ advice regarding the BC Human Rights Code ➤ Contact OARH regarding coordination of a local response in the community
Graffiti and Vandalism linked to hate or discrimination		<ul style="list-style-type: none"> ➤ Take a photograph and send to OARH Committee Coordinator with explanation ➤ Report to police and request that incident is kept on record ➤ Send completed incident form to OARH

		Committee
Racial Profiling	<p>"Racial profiling includes any action by a person in a situation of authority who applies a measure in a disproportionate way to certain segments of the population on the basis, in particular, of their racial, ethnic, national or religious background, whether actual or presumed...Although racial profiling affects racialized persons of every age, it soon became apparent that youth are the most likely to be targeted; partly because they are major users of public spaces...but also because of stereotypes that attribute a greater propensity for anti-social behaviour to them." [Quebec Human Rights Commission. 2011. Racial Profiling and Systemic Discrimination of Racialized Youth. Report of the Consultation on Racial Profiling and Its Consequences. pp.11-12.)</p> <p>The Ontario Human Rights Commission defines racial profiling as "any action undertaken for reasons of safety, security or public protection that relies on stereotypes about race, colour, ethnicity, ancestry, religion, or place of origin rather than on reasonable suspicion, to single out an individual for greater scrutiny or different treatment."</p>	<p>➤ Write down what happened</p> <p>➤ Preserve the evidence</p> <p>➤ Identify if the authority fall within the jurisdiction of the federal or the provincial government.</p> <ul style="list-style-type: none"> • Federal government e.g. : RCMP, Borders Services Officer (Canadian Human Rights Act may apply) • The BC Human rights Code applies to service providers (e.g.: municipal police, private security). <p>➤ Refer to appropriate organization (see Resource Guide)</p> <p>If you are stopped:</p> <ul style="list-style-type: none"> ➤ You are allowed to ask questions, and it may be particularly important to do so if you feel you have been subject to racial profiling. You should ask: <ul style="list-style-type: none"> ➤ If the police are involved, ask why are you detaining me? On what grounds? Am I free to go? Take the name, badge number and squad car number of the officer. ➤ Contact a lawyer as soon as possible ➤ Stay calm and be polite ➤ Use good judgment and discretion when answering questions ➤ Remember as many details about the situation as you can. <p>https://www.legalinfo.org/legal-information-topics/racial-profiling# ftnref1</p>

		<p>If the police are involved, you can contact the Office of the Complaint Commissioner for complaints involving Municipal Police in BC. It might result in a recommendation for discipline of the officer(s) involved. It will not result in the payment of money for any injuries or harm you have suffered.</p> <p>https://opcc.bc.ca/</p>
<p>Social Profiling</p>	<p>“[S]ocial profiling occurs in particular when individuals, because they are homeless, are ticketed for minor offences that are rarely, if ever, punished by the police when committed by other citizens (for example, loitering, spitting, dropping cigarette butts, lying on a public bench, being drunk in public, jaywalking, etc.)...It is also possible to infer social profiling when police officers behave unsuitably with the homeless, for example by making uncalled-for or offensive remarks concerning their social condition, or by issuing tickets repeatedly...Social profiling also occurs when police officers make unusual decisions concerning the homeless, for example by making identity checks without reasonable grounds or issuing fines that are disproportionate to the seriousness of the offences committed." [Quebec Human Rights Commission. 2009. The Judicialization of the Homeless in Montreal: A Case of Social Profiling. Executive Summary of the Opinion of the Commission. P.3.]</p>	<p><i>To be completed</i></p>

<p>School Based Incident or Discrimination</p>	<p>-Schools providing recourse for students who experience racism or discrimination within the school and/ or school/ community to ensure that schools are safe and inclusive -the breach of accommodation and accessibility fostered in a school environment through the Safe and Caring Schools Act in which each school sets, communicates and reinforces clear expectations of acceptable conduct.</p> <p>https://www.sd61.bc.ca/our-district/documents/name/policy-4303-discrimination/</p> <p>https://www2.gov.bc.ca/gov/content/education-training/k-12/administration/legislation-policy/public-schools/safe-and-caring-school-communities</p> <p>Parties involved may include</p> <ul style="list-style-type: none"> ➤ Schools ➤ School District ➤ School Boards ➤ Songhees or Esquimalt Nations ➤ Ministry of Education ➤ BC Teachers Federation ➤ Parents Advisory Groups ➤ Before and after school care providers ➤ Student clubs 	<p>Teachers, students and parents report and follow up on incidents at school and within school community. Contact School District 61 - see Community Contact and Referral On line reporting: https://erasereportit.gov.bc.ca/add/report-it</p>
<p><i>To be completed</i></p>		

7. Greater Victoria Data Collection and Confidentiality Policy:

Data collection and confidentiality guidelines are being developed for professional, consistent incident reporting protocols. These will be referenced in the terms of reference. Guidelines that are informing the process include:
<https://www2.gov.bc.ca/gov/content/justice/criminal-justice/bcs-criminal-justice-system/reporting-a-crime/victim-or-witness-to-crime/third-party-reporting-for-victims-of-sexual-offences>

To be completed

8. Greater Victoria Victim Support: Greater Victoria Victim Support – Numbers being checked and updated

Community Contact and Referral	
Emergency Services and Immediate Responders	
For emergencies	911
VictimLINKBC <i>Information and referral services to all victims of crime and immediate crisis support to victims of family and sexual violence</i>	1-800-563-0808 Email: VictimLinkBC@bc211.ca
Local:	
Police and Emergency Services	
Victoria Police	Non-emergency: 250-995-7654
Saanich Police	Non-emergency: 250-475-4321
Sidney RCMP	Non-emergency: 250-656-3931
Westshore RCMP	Non-emergency: 250-474-2264
Greater Victoria Police Victim Services	250-995-7351
Royal Jubilee Hospital	250-370-8000

Crime Stoppers	1-800-222-8477
Crisis Line Urgent Responses	
Helpline	211
24-Hour Vancouver Island Crisis Line <i>Support for emotional distress and connection to emergency mental health services</i>	1-888-494-388 Crisis Chat: www.vicrisis.ca Service: 7 days/week from 6:00pm – 10:00pm Crisis Text: 1-250-800-3806 Service: 7 days/week from 6:00pm – 10:00pm
Vancouver Island 1800Suicide	1-800-784-2433 Service: 24/7/365
Vancouver Island 310Mental Health Support	310-6789 (No need for 1 in front) Service: 24/7/365
KUU-US Crisis Line <i>Suicide prevention for aboriginal youth and adults on Vancouver Island</i>	Youth: 250-723-2040 Adult: 250-723-4050
Community Organizations	
African Heritage Association of Vancouver Island	250-896-0620 Email: info@ahavi.ca Direct Contacts:
AIDS Vancouver Island	250-384-2366 Email: info@avi.org
Anawim Housing Society	250-382-0283 Email: info@anawimhouse.com Direct Contacts:
Anglican Diocese of British Columbia	250-386-7781 Email: synod@bc.anglican.ca

	Direct Contacts:
Bahá'í Community	Direct Contacts:
British Columbia Museum Association	250-356-5700 Email: bcma@museumsassn.bc.ca Direct Contacts:
Coalition to End Homelessness	Direct Contacts:
Canadian Immigrant Entrepreneurs Association	Direct Contacts:
Carole James, MLA	250-952-4214 Email: shayli.robinson@leg.bc.ca
City of Victoria	Direct Contacts:
Community of Social Planning Council of Greater Victoria	250-383-6166 Email: admin@CommunityCouncil.ca Direct Contacts:
District of Oak Bay Mayor & Council	250-598-3311 Email: obcouncil@oakbay.ca Direct Contacts:
Esquimalt Municipality	Direct Contacts:
Greater Victoria School District No.61	250-475-3212
Here Magazine	Email: community@heremagazine.ca Direct Contacts:

Intra-Cultural Association of Greater Victoria	250-388-4728 Direct Contacts:
Ismaili Muslim Faith Community	Contact: https://www.gvpdac.org/contact Direct Contacts:
India-Canada Cultural Association of Victoria	Direct Contacts:
Jewish Federation of Victoria and Vancouver	250-370-9488
Masjid Al-Imam	250-995-1422 Email: victoria@bcma.com Direct Contacts:
Orange Shirt Society	Email: victoriaorgangeshirtday@gmail.com Direct Contacts
Pacifica Housing Advisory Association Downtown Outreach Services Office	250-385-2131 250-356-2555 Email: dosfrontdesk@pacifichousing.ca Direct Contacts:
Rainbow Health Cooperative	1-888-241-9992 Email: info@rainbowhealth.coop Direct Contacts:

Reconciliation Canada	Direct Contacts:
Royal Roads and Inclusion Project	Direct Contacts:
Sikh Youth of Victoria	Email: sikhyouthofvictoria@gmail.com
UVIC Indigenous Student Support Centre	250-721-6005 Email: hsdissc@uvic.ca
UVIC Law Centre	1-866-385-1221 Email:
Vancity	Direct Contacts:
Victoria Coalition for Survivors of Torture	Email: vcst.info@gmail.com Direct Contacts:
Victoria Cool Aid Society Downtown Community Centre Community Health Centre REES Support Services	250-383-0076 Email: dcc@CoolAid.org 250-385-1466 Email: medicalreception@CoolAid.org 250-595-8619 Email: rees@CoolAid.org Direct Contacts:
Victoria Immigration and Refugee Centre Society	250-388-7696 Email: info@vircs.bc.ca
Victoria Native Friendship Centre	250-384-3211 Direct Contacts:

Victoria Nikkei Cultural Society	Email: info@vncs.ca
Victoria Peers Resources Society	250-388-5323 Email: admin@peers.bc.ca
Victoria Youth Commission	
Youth Empowerment Society <i>(Drop in for gay, lesbian, bisexual, and transgendered youth & allies)</i>	778-241-2867
Provincial:	
BC Black History Awareness Society	
BC Human Rights Coalition	1-877-689-8474
BC Human Rights Commission	Pending
BC Human Rights Tribunal	1-888-440-8844
Human Rights Issues & Complaints	1-888-440-8844
Island Health Provincial Language Service	1-888-603-5087
LawLINE	1-866-577-2525
Ombudsperson	1-800-567-3247
Prideline <i>(Provides peer-support, information, and resources for Gay, Lesbian, Bisexual, and Transgendered people)</i>	1-800-566-1170
VictimLINKBC	1-800-563-0808
Youth Against Violence Line (YAV Line) <i>VictimLINKBC and YAV Line are both toll-free, province-wide, multilingual and available 24/7</i>	1-800-680-4264
National:	
Canadian Human Rights Commission	1-888-214-1090
Kids Help Phone	1-800-668-6868

Collated by Stephanie Tang – VIRCS Practicum Student – UVIC School of Social Work

9. Glossary of Terms link:

[Canadian Human Rights Commission Glossary of Terms](#)

Ableism is discrimination in favour of able-bodied people.

Ageism is discrimination on grounds of age.

Bias is an inclination, opinion or preference formed without any reasonable justification. Bias is reflected in a person's prejudices or attitudes towards a different race, class, gender, cultural background etc. and can 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.¹

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.

grounds of discrimination (Canadian Human Rights Commission)

Reasons a person may experience discrimination. There are 11 reasons or 'grounds' that are protected under the *Canadian Human Rights Act*. This means that federally regulated employers and service providers cannot discriminate against people for these reasons. The 11 grounds of discrimination protected under the Act are:

- race
- national or ethnic origin
- colour
- religion
- age
- sex
- sexual orientation
- marital status
- family status
- disability
- a conviction for which a pardon has been granted or a record suspension has been ordered

Diversity is the presence of a wide range of human qualities and attributes, both visible and invisible, within a group, organization or society.

Equity is a condition or a state of fair, inclusive and respectful treatment that recognizes and acknowledges the accommodation of differing needs and expectations. Equity acknowledges the fact that equal treatment does not always yield equal results

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Harassment can take the form of physical, visual or verbal conduct that is unwelcome, discriminatory, has negative effect on the work environment, 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.

Inclusion is creating an environment where people have both the feeling and reality of belonging and are able to achieve their full potential.

LGBTTIQQ2S: Lesbian, Gay, Bisexual, Transgender, Transsexual, Intersex, Queer, Questioning, 2 Spirited

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

Oppression is the systemic and pervasive nature of social inequality woven throughout social institutions as well as embedded within individual consciousness. Oppression fuses institutional and systemic discrimination, personal bias and social prejudice in a complex web of relationships and structures that saturate most aspects of life in our society. Oppression denotes structural and material constraints that significantly shape a person's life chances and sense of possibility. Oppression also signifies a hierarchical relationship in which dominant or privilege groups benefit, often in unconscious ways, from the disempowerment of subordinated or targeted groups. It resides not only in external social institutions and norms but also within the human psyche as well.

Power can be defined in three ways: Power over is the dominant form in our society, often associated with violence or the threat of violence. It is the ability to force others to submit to your will, regardless of their wishes; Power-from-within refers to the inner strength associated with courage, conviction, creativity and self-discipline. For some, power-within carries strong spiritual connotations; Power-with is the result when we co-operate with others to achieve shared ends. It comes from our ability to listen to, emphasize with and understand others, and to identify shared beliefs or interests. Power-with is both the key to multiplying our individual strength, and the ultimate goal of reshaping society along fair and just lines.

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.

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.

Race is a pseudo-scientific ideology of inferiority or superiority based on either biological or cultural stereotypes of group difference.

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 and racial or ethnic heritage.

Individual Racism is any action or practice which denies equality 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.

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.

Sexism is discrimination on the grounds of sex.

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 feel fear of 'foreigners', their customs and culture.

Definitions 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., Abbotsford Community Protocol and the Peel Regional Diversity Roundtable

10. Learning resources:

Canadian Human Rights Commission
UN Declaration of Human Rights – illustrated version/
Indigenous Ally Tool Kit <https://thedialoguevictoria.ca/>

Other resources to be added here

Creation of a GVORAH glossary goes here or we use glossary below

[Canadian Human Rights Commission Glossary of Terms](#)