

How to Respond to Prejudice and Hate

New Westminster Guidelines for Responding to Hate Crimes and Critical Incidents Motivated by Bias, Prejudice and Hate

*Welcoming and Inclusive New West (WINS)
Local Immigration Partnership*

2019

Revised 2021, 2022, 2023

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Welcoming and Inclusive New West (WINS) is located on the traditional and unceded territory of the Qayqayt First Nation.

The Lower Mainland Purpose Society, the host agency of WINS, publicly acknowledges the history of the land we are situated on in order to wholly see Indigenous peoples, whose existence and struggles have been largely absent from the Canadian consciousness for hundreds of years, and also to collectively reflect on our role in repairing our nation's relationship with the original inhabitants of Turtle Island.

BACKGROUND

Welcoming and Inclusive New West (WINS) Local Immigration Partnership

Welcoming and Inclusive New West (WINS) Local Immigration Partnership Council consists of community members, agencies and organizations who have worked together since 2007 to create a caring community which fosters diversity, equity, and inclusion, and where all feel welcome and valued.

WINS addresses challenges that newcomers may face when they settle in New Westminster. This includes increasing community awareness of the damage that prejudice and discrimination has on individuals and on the community, and providing information and resources for victims or witness of prejudice and hate.

Resilience BC New Westminster Spokes Committee

In 2020 New Westminster became one of 50 communities funded by the Province of British Columbia to identify and challenge racism within the community. Among other resources, the Resilience BC Anti-Racism Network created a provincial protocol template, which has been incorporated here.

Hate Crimes

Hate crimes refer to criminal offences motivated by bias, prejudice, or hate based on race, national or ethnic origin, language, colour, religion, sex, age, mental or physical disability, sexual orientation or any other similar factor, such as profession or political beliefs.

- Any criminal act has the potential to be a hate crime if the hate motivation can be proven.
- Hate motivation makes a crime more serious.
- Canada ratified the UN International Convention on the Elimination of All Forms of Racial Discrimination in 1970. The Canadian Human Rights Act and the various provincial human rights codes also address the issue of hate.

A Few Statistics

In Canada in 2021, 3360 police-reported hate crimes were reported, that is an increase of 27% from 2020. (There was a 36% increase from 2019 to 2020.) Vancouver had 429 police-reported hate crimes in B.C. up from 372 in 2020. Not all crimes and incidents based in prejudice and motivated by hate are reported to the police; they are not included in these numbers. Not all incidents of hate are defined as criminal offences by law, and they are also not reflected in the numbers. In fact, a survey for a Human Rights Commission report to be released in 2023 show seventy-two per cent of hate incidents in B.C. don't go reported.

Hate crimes are those which come to the attention of the police services and are defined as criminal offences by law. They include hate crimes motivated by race or ethnicity, religion, sexual orientation, sex, language, disability, age, and other factors.

The report (Morrow, 2022) found that in Canada “from 2020 to 2021, increases were noted in the number of police-reported hate crimes targeting religion (+354 incidents, +67%) and sexual orientation (+165 incidents, +64%), and to a lesser extent race or ethnicity (+104 incidents, +6%).”

As well, of 762 victims of homicide in 2021 almost one-third (32%) or 247 victims were identified by police as racialized. 49% of racialized victims were identified as Black, 19% were identified as South Asian.

This Response Document

This document was created as a resource so that the reader can understand what to do if they are a victim or witness to hate crimes or to hate-motivated incidents. It has been reviewed in 2019 by members of the City of New Westminster's Multiculturalism Advisory Committee.

It includes the steps to be taken in response to hate crimes.

It provides a list of contact information for local and provincial services and supports for victims or witnesses of hate crimes and hate-motivated incidents.

This document will be updated regularly to reflect statistics, supports and resources.

To learn more about hate crimes and what you can do if you are victim or a witness to a hate crime, information is available here in several languages, including videos in English, Mandarin, Cantonese, Korean, Tagalog, Vietnamese, and Japanese.

<https://www2.gov.bc.ca/gov/content/governments/multiculturalism-anti-racism/anti-racism/report-hate-crime>

Sources

Canadian Race Relations Foundation (CRRF). August 1, 2019. *Hate Crime in Canada*. Retrieved from <https://www.crrf-fcrr.ca/en/news-a-events/articles/item/26823-hate-crime-in-canada#edn2>

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Moreau, G. (2022) Police-reported crime statistics in Canada, 2021. Canadian Centre for Justice and Community Safety Statistics. Release date: August 2, 2022 <https://www150.statcan.gc.ca/n1/pub/85-002-x/2022001/article/00013-eng.htm>

Resilience BC. <https://www.resiliencebc.ca/report-support/hate-crimes-in-bc/>

Statistics Canada. Table 35-10-0066-01 Police-reported hate crime, by type of motivation, Canada (selected police services) DOI: <https://doi.org/10.25318/3510006601-eng>

Statistics Canada. Table 35-10-0191-01 Police-reported hate crime, number of incidents and rate per 100,000 population, Census Metropolitan Areas DOI: <https://doi.org/10.25318/3510019101-eng>

Steps to take to respond to hate crimes or incidents motivated by hate

1. Call 911 if you or someone else is in danger.
2. Call 604-525-5411 if it is not an emergency.
3. If you are a witness, make sure you are safe. Stay with the victim.
4. When you are able, write down, photograph, or record what happened.
5. If you need support afterwards call Victim Services at 604-529-2525.

911 is always free.

There is no cost. You can call 911 even if you are not sure if it is an emergency or non-emergency situation.

If someone finds English difficult to speak or understand

Learn how to
do this now!

- Teach them how to say in English the name of the language they can speak.
- For example, *"I speak Spanish."* Or *"I speak Arabic."*
- They can say this if they ever have to call 911.
- **911 staff speak more than 200 languages.**
- In minutes they can find someone to help.

A hate crime is a criminal offence.

If you are not sure whether or not offensive conduct is a hate crime, let the police decide.
Call 911.

- **Call 911 if you or someone else is in danger.**
- **Call 911 if you need medical attention.**
- **Call 911 if there is a crime in progress.**

- If you believe you are a victim or witness of a hate crime, call 911.
There is no cost to call 911.
If you witness a hate crime, stay with the victim until the police arrive.
Have a police report taken – ask for the incident number.
- Call 604-525-5411 for non-emergency services in New Westminster.
For example, if there is no danger and you want to report graffiti, or if you have received a hate message on voice mail.
- If you are a witness.
If it is safe, stay with and support the victim until help arrives. Listen to their concerns.
- When you can, write down the details.
After the crime is reported, write down the facts about what happened, the date, time and place. Save any materials or voice mail messages for the police. Take photos of graffiti or any other details.
- Contact Victim Services at 604-529-2525 or email VAU@nwpolice.org
New Westminster Victim Services can help support victims or witnesses of hate crimes, 24-hours a day, 365 days a year. They provide service in 110 languages, including Aboriginal languages.

Victim Services will also let you know about other agencies who can help.

For more information see <http://www.victiminfo.ca/en/services/specific-crimes/hate-crimes>

Call **911** if you or someone else is in danger, need medical attention, or if a crime is in progress.

Non-emergency local numbers

New Westminster Police non-emergency line - 604-525-5411

Call 604-525-5411 if you need police assistance for a non-emergency situation.

New Westminster Victim Assistance - 604-529-2525 or VAU@nwpolice.org

Supports victims of crime and trauma along with their families; 24-hours every day

VictimLink BC - 1-800-563-0808

Province-wide help line. 24/7. 110 languages, including Aboriginal languages; hard of hearing **TTY: 604-875-0885**

811 Health Link BC - Call 8-1-1 Hearing impaired dial 7-1-1

24 hour, for health information and advice; **130 languages**; www.HealthLinkBC.ca

BC211 Community and government and services - Call 2-1-1

Information about community, social or government services; Free, confidential, multilingual

Fraser Health Crisis Line 604-951-8855 or toll-free 1-877-820-7444

24-hour, free, confidential emotional support, crisis intervention and community resources

Other free numbers for support

The National Indian Residential School Crisis Line 866-925-4419

24-hour crisis support to former Residential School students and families experiencing pain or distress as a result of residential school experience.

Kids Help Phone (24-hour) 1-800-668-6868

24-hour free, confidential phone and online counselling service

S.U.C.C.E.S.S. Cantonese Help Line 604-270-8233 Mandarin Help Line 604-270-8222 7 days/week 10 am – 10 pm

Victim Services Program 604-525-9144 Support for men and women who have experienced violence (FSGV)

CVSS (Child and Youth Victim Support Services) 604-436-9449

CVSS can help navigate the criminal justice system (Cameray)

Battered Women Support Services Crisis Line Call 604-687-1867 or text 604-652-1867

Elder Abuse Unit 604-529-2459 For seniors experiencing elder abuse or neglect (NWPD/ FSGV)

Prevention, Education, Advocacy, Counselling and Empowerment (PEACE) 604-522 3722 ex118

For children and youth 4-18 who have witnessed violence against a parent or caregiver (Fraser side)

Help Starts Here Information for victims of crime in English, Chinese, Punjabi and French.

<https://www2.gov.bc.ca/gov/content/justice/criminal-justice/bcs-criminal-justice-system/if-you-are-a-victim-of-a-crime/publications-for-victims-of-crime>

MOSAIC Multicultural Victim Services 236-512-6170. Monday – Friday, 9 – 5.

Service in English, Hindi, Punjabi, Vietnamese. To refer, call 236-512-6170 or victim.support@mosaicbc.org

Crime Stoppers 1-800-222-8477 or report online hate at bccrimestoppers.com

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

Source: The Resilience BC Anti-Racism Network

For information about the New Westminster Spoke, the Resilience BC Anti-Racism Network or Welcoming and Inclusive New West (WINS) Local Immigration Partnership contact janet.goosney@purposesociety.org or 778-727-0786 ext. 206