

Greater Victoria Local Immigration Partnership

Community Response Protocol Against Racism and Hate



**Anti-Racism
Network**



**BRITISH
COLUMBIA**

ResilienceBC



LAND ACKNOWLEDGEMENT

We are a community initiative that brings together individuals and organizations located on the traditional territories of the W̱SÁNEĆ and Lək'wəṇən speaking peoples. As newcomers, settlers, and forcibly displaced people, we are grateful to live, work, and learn here and we honour the Nations who have always cared for these lands, waters, and air and who continue to do so today, especially the Songhees, Esquimalt, Tsartlip, Tseycum, Tsawout, Pauquachin, T'sou-ke, and Schian'xw Nations. In the spirit of creating strong, respectful relationships, we are committed to working in partnership with all Indigenous communities who reside in this area.

Greater Victoria Local Immigration Partnership

The [Greater Victoria Local Immigration Partnership \(GVLIP\)](#) is a program of the [Inter-Cultural Association of Greater Victoria \(ICA\)](#). Local Immigration Partnerships (LIPs) foster coalitions with local organizations to create welcoming communities where newcomers feel supported and included. LIPs are funded by Immigration, Refugees, and Citizenship Canada (IRCC). There are currently about 80 such coalitions in Canada. We bring together newcomers, community organizations, government agencies, institutions, businesses and business organizations focused on improving the participation, belonging, and inclusion of newcomers in the Greater Victoria area.

The GVLIP is the local spoke in [Resilience BC Anti-Racism Network](#). The Resilience BC Anti-Racism Network offers a province-wide approach to identifying and challenging racism and hate. We see a future free from hate where communities come together to do the hard work and make this vision a reality. Resilience BC is funded by the Province of British Columbia. *End Racism and Hate: Your Right. Your Responsibility.*



Greater Victoria
Local Immigration
Partnership



Inter-Cultural
Association
of Greater Victoria



Anti-Racism
Network



BRITISH
COLUMBIA

ResilienceBC

Table of Contents

1. INTRODUCTION AND BACKGROUND	4
1.1. Protocol Purpose and Scope	4
1.2. Defining Hate and Discrimination.....	5
1.3. The Effect of Discrimination and Hate on Individuals and Groups	7
1.4. Filing Complaints and Finding Help	8
1.5. Complications and Hesitations around Involving the Police	9
2. WHAT TO DO: COMMUNITY RESPONSE PROTOCOL.....	11
2.1. Hate-Motivated Crimes.....	11
2.2. Discrimination and Harassment.....	13
2.3. Racial and Social Profiling.....	16
2.4. Hate on Social Media and Internet Platforms.....	18
2.5. Graffiti and Vandalism Linked to Hate or Discrimination.....	19
2.6. Microaggressions	20
3. RESOURCES FOR SUPPORT	22
4. GLOSSARY OF TERMS	43
5. ADDITIONAL INFORMATION.....	51
5.1. Community Equity Table - Membership.....	51
5.2. References.....	45

Note on navigating this document

This document includes *hyperlinks* that allow you to *skip through to sections that are the most helpful for you*. For this reason, some information is repeated between Section One and Section Two.

- [Section One](#) explains the **legal definitions of hate-motivated crimes**, discrimination and other incidents of hate and prejudice. It also includes a short description of the effect these incidents have on individuals and groups.
- [Section Two](#) includes suggestions about **what to do when you experience or witness a hate-motivated crime**, discrimination or other incidents of hate and prejudice. It also includes summary definitions.
- [Section Three](#) is a list of **local resources** for anybody experiencing or witnessing hate-motivated crimes, discrimination or other incidents of hate and prejudice.
- [Section Four](#) is a **glossary** of often-used terms in equity work.

Please report broken hyperlinks to GVLIP@icavictoria.org, thank you!

1. INTRODUCTION AND BACKGROUND

[Back to Table of Contents](#)

1.1. Protocol Purpose and Scope

Discrimination and hate threaten the health, security, and well-being of our community and should be met with a united, agency-centred, and community-based response.

The information in this document:

- aims to keep individuals safe and informed;
- emphasizes the agency of the person targeted by hate;
- provides clarity on what the legal protections are; and
- covers hate-motivated crimes, discrimination, racial and social profiling, hate on social media and internet platforms, hateful graffiti and vandalism, and, in a more limited fashion, microaggressions.

Limitations to this protocol

How best to respond to an incident of hate or prejudice is strongly dependent on the context in which it occurs. This protocol hopes to offer first steps for what to know and do when responding to hate and prejudice. Nonetheless, real life situations will be more complicated, sensitive, and potentially volatile than any list or document can capture. *Please always put your own safety and/or the safety of others at the forefront of your actions.*

The first section of this protocol describes some of the official terms and definitions used in the legal system to describe acts of hate and discrimination. Some of these legal definitions are limited and do not cover the real-life situations people find themselves in. Some often-used terms (such as “hate crimes”) do not have a legal definition. This is a systemic problem with the legal system itself. Our discussion of these legal terms is meant to be informative, it is neither an endorsement of these terms nor an appeal to reject them.

Important definitions used in this protocol¹

At several points in this protocol the terms “historically excluded” or “equity seeking” communities are used interchangeably.

- The term “*historically excluded groups*” recognizes that historical, persistent, and systemic oppression has excluded certain communities in Canada from various areas of professional and social life.
- The term “*equity-seeking groups*” centres the agency of these communities and highlights their work to “identify barriers to equal access, opportunities and resources due to disadvantage and discrimination and actively seek social justice and reparation” (Canada Council of the Arts, Nd).

Please note that no single term can represent the wide diversity of groups and individuals who experience systemic barriers and oppression in Canada.

¹ Additional definitions of terms used in this protocol can be found in the [glossary](#) included at the end of this document.

1.2. Defining Hate and Discrimination

[Back to Table of Contents](#)

There is currently no official definition of the term “hate crime” in the Criminal Code of Canada, instead the legal system speaks about *hate-motivated crimes*. For any criminal offence, evidence can be taken into account that proves that the criminal offence was “motivated by bias, prejudice or hate” (see the [Criminal Code, section 718.2](#)). Sentencing could be increased if such motivation is proven. The BC Human Rights Commission has created a *Frequently Asked Questions* resource to learn about hate speech and the law. The resource is available in 18 languages: <https://bchumanrights.ca/hate-speech-qa/>

HATE-MOTIVATED CRIME

Incidents that are generally understood as “hate crimes” refer to hate-motivated incidents that are:

- *criminal* in nature (such as assault, threats, damage of property, criminal harassment, and hate speech including vilification, detestation, prejudice, and hostility); and
- *proven to be motivated by hatred* towards groups that are distinguishable by: *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.*

The [Criminal Code of Canada](#) lists *three* specific forms of *hate propaganda* or hate speech (in [Section 318](#) and [Section 319](#)) and *one* form of *vandalism with regards to religious property* ([Section 430\(4.1\)](#)):

- *Advocating Genocide*: the intent to kill any identifiable group or inflicting on the group conditions calculated to bring about its physical destruction (in whole or in part).
- *Public Incitement of Hatred*: inciting hatred in public that is likely to lead to a situation resulting in actual or threatened harm (also called a “breach of the peace”).
- *Wilful Promotion of Hatred*: publicly promoting hatred against an identifiable group (including words spoken, written, or recorded and gestures, signs or other visible representations).
- *Mischief Relating to Religious Property*: damage or vandalism against a property that is primarily used for religious worship, including a mosque, synagogue, temple or church, or an object associated with religious worship located in or on the grounds of such a building or structure, or a cemetery.

Skip to: [What to do when you experience or witness a hate crime.](#)

Skip to: [What to do when you see hate on social media and internet platforms](#)

Skip to: [What to do when you see hate-based graffiti or vandalism.](#)

DISCRIMINATION

Discrimination is the unequal treatment of a person (or group of persons) based on identifiable protected categories. Discrimination covers inequitable denial of a service, accommodation or employment, inequity in wages, or other such incidents. Protected categories depend on the context of the incidents:

- **In all cases** - *Indigenous identity, race, colour, ancestry, place of origin, religion, marital status, physical or mental disability, sex, sexual orientation, gender identity or expression;*
- **In most cases** - *family status, age;*
- **In some cases** - *lawful source of income, political belief, a conviction of a criminal or summary conviction offence.*

Protection and compensation against discrimination falls under the [Human Rights Code of British Columbia](#). This code includes as its purpose to:

- secure that there are no barriers to full and free participation in the economic, social, political, and cultural life of British Columbia;
- promote a climate of understanding and mutual respect where all are equal in dignity and rights;
- prevent discrimination and to identify and eliminate persistent patterns of inequality;
- provide a means of justice for those persons who are discriminated against.

Discrimination can be reported to the [BC Human Rights Tribunal](#) as a violation of someone's human rights. Discrimination in *government institutions* are covered by the [Canadian Human Rights Act](#) and can be reported to the [Canadian Human Rights Tribunal](#).

[Harassment](#) is a form of discrimination. It includes any unwanted physical or verbal behaviour that offends or humiliates. Generally, harassment is a behaviour that persists over time, but serious one-time incidents can be considered harassment.

Skip to: [What to do when you experience or witness discrimination or harassment](#).

RACIAL or SOCIAL PROFILING

Racial profiling happens when law enforcement or other persons of authority single out an individual or a group of individuals for greater scrutiny or different treatment while relying on stereotypes about race, colour, ethnicity, ancestry, religion, place of origin, or related stereotypes and not on reasonable suspicion. **Social profiling** is the same except that people are singled out based on stereotypes about categories other than race, such as social condition. Social profiling is likely to have a disproportionate negative impact on Indigenous peoples and racialized communities.

Several sections of [Canada's Charter of Rights and Freedoms](#) are relevant to someone who has been racially or socially profiled, especially concerning legal rights (see [sections 7, 8, 9, 10, 11](#)), and equality rights (see [section 15](#)).

Skip to: [What to do when you experience or witness racial or social profiling](#)

MICRO- AGGRESSIONS

Microaggressions are everyday, subtle, (un)intentional, and indirect interactions or behaviors that convey bias toward historically excluded groups. This could include insults, indignities, and demeaning messages but also more subtle put-downs or they can be veiled as compliments. They often perpetuate stereotypes and derogatory attitudes towards the targeted person. This is the type of bias that is most often and most regularly experienced by historically excluded groups and can leave the receiver feeling confused or angry due to their subtle nature, especially if the speaker denies that their words or actions are biased.

Because most of these actions are not understood as criminal or human rights offenses, there is limited effectiveness in filing a police report or a human rights claim. This protocol will list general recommendations and services that could offer some assistance and support in dealing with microaggressions.

Skip to: [What to do when you experience or witness microaggressions](#)

1.3. The Effect of Discrimination and Hate on Individuals and Groups

[Back to Table of Contents](#)

Experiencing discrimination and racism can be traumatic because it is not an isolated issue but a continuous attack on individuals and groups' dignity and emotional and psychological resources. Multiple studies have shown that discrimination, hate, and microaggressions directly, indirectly, and across generations affect the mental and physical wellness of individuals who are targeted by such hate. For example, a recent study in British Columbia concludes that:

“more than 1 in 4 African Canadian adolescents in British Columbia report racial discrimination, which is an increasing trend in recent years. *Those who reported racial discrimination also had the worst adverse health outcomes.* There is a need for more public health action to reduce racism, create awareness about the negative health impacts, and provide better support.” (Okoye & Saewyc, 2021)

Other research similarly suggests that racism, religious hatred, and discrimination towards LGBTQIA2+ individuals is associated with poor physical and mental health outcomes of targeted individuals (such as higher levels of PTSD, anxiety, depression, self-harm and low self-esteem, less access to health care and inadequate or inappropriate health care, less access to healthy living situations).² The scope of the issue is dramatic and research supports the link between racial discrimination and suicidal ideation (Polanco-Roman, Anglin, Miranda, & Jeglic, 2019; Polanco-Roman & Miranda, 2013).

The health effects of racism and hate do not just track the aftermath of a of targeted attack on an *individual* but also the ripple effect that hate and discrimination have on the mental and physical health of the *wider racialized community*. Witnessing racism can be understood as experiencing a kind of violence: it can result in trauma or it can re-traumatize other group members or members of targeted groups. Intersections between racism and other forms of discrimination can make the psychological and emotional experience even more complex and painful for an individual or a community.

The Canadian Race Relations Foundation (CRRF) describes the effect of hate crimes on individuals and on communities as follows:

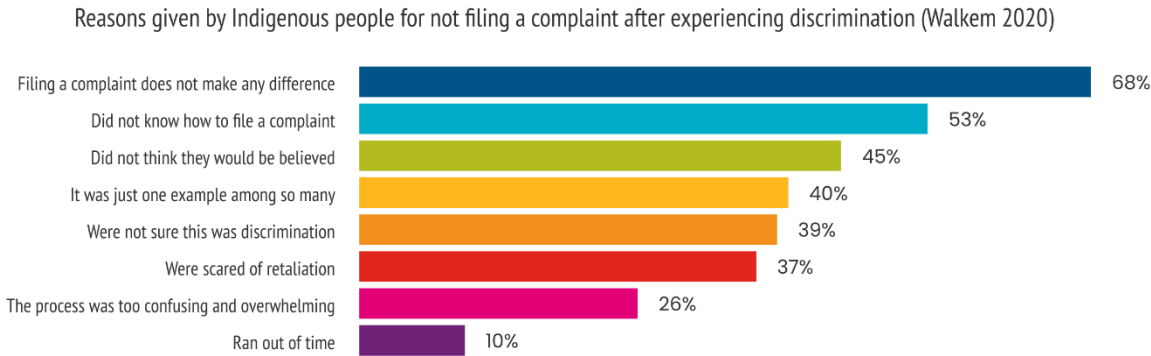
“Because of the broad reverberation of hatred, hate crimes result in a disproportionate level of harm, which affects not only the individual, but also the victim’s community. Attacks, whether directed against individuals or communal institutions, may have the effect of leaving entire communities feeling vulnerable and isolated...Hate crimes contribute to disunity in society, compromise democratic values, and maintain inequality...*For that reason, hate crimes are everyone’s business.*” (Canadian Race Relations Foundation, 2020)

² See for example the following studies on (1) lesbian, gay, bisexual, trans & queer identified people and mental health (Canadian Mental Health Association of Ontario, Nd.); (2) narratives of black adults about microaggression experiences and related health stress (Hall & Fields, 2015); (3) perceptions and responses to anti-Semitism and antigay speech (Leets, 2002); (4) Islamophobia and the public health implications of religious hatred (Levin & Idler, 2018); racism and health equity (National Collaborating Centre for Determinants of Health, 2017). Full references in the reference list.

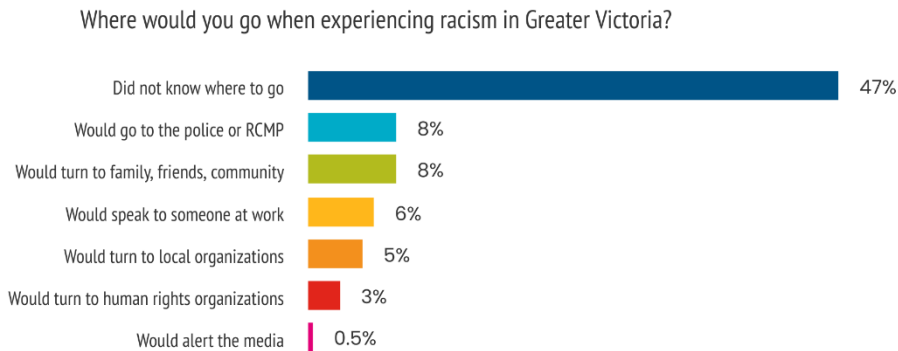
1.4. Filing Complaints and Finding Help

[Back to Table of Contents](#)

Incidents of hate are often underreported. In a recent example, a study among Indigenous communities in British Columbia (Walkem, 2020, p. 13) found that even when people identified that they had experienced discrimination, they chose not to file a complaint through the BC Human Rights Tribunal:



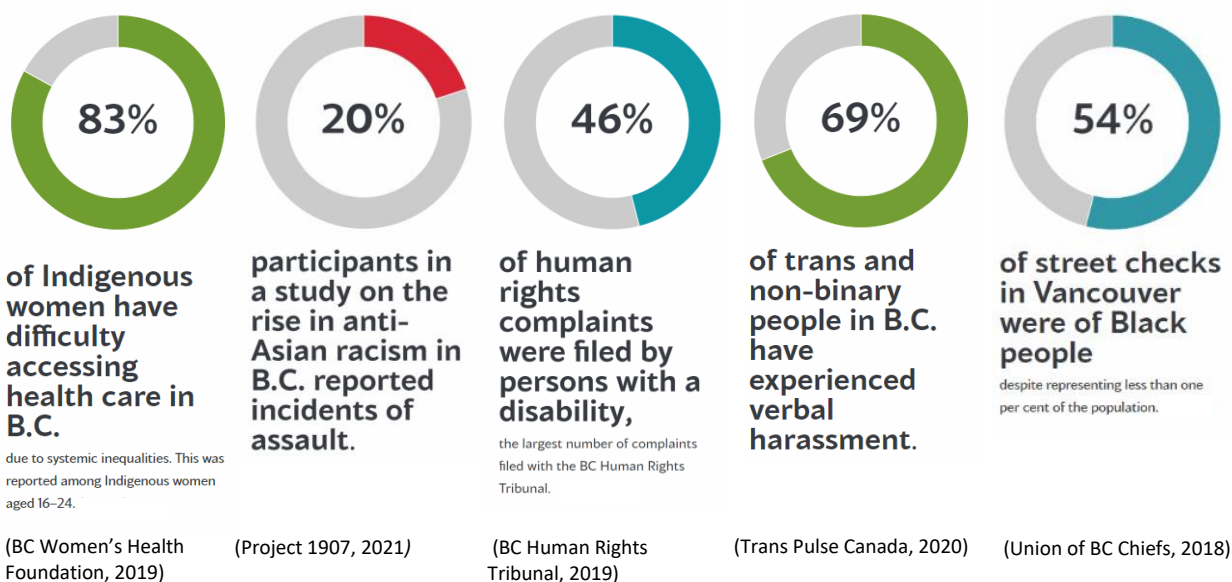
Some of these findings were mirrored in GVLIP’s 2020 survey on racism as well. Asked if they knew where to go for help when experiencing racism in Greater Victoria, almost half (47%) of the 213 respondents who identified as Indigenous, Black, Asian, or as another person of color reported that they did not know where to find help and very few reported that they would seek help through an official channel:



The following reasons for not seeking help were reported: they thought it would not make a difference, they did not want to be seen as troublemakers, they did not trust the process, and they thought they would not be believed.

- This protocol aims to assist people getting support and to help them better understand the processes that are already in place.
- Please keep in mind that some people choose not to respond to hate that is directed at themselves. This is a valid response and what they need to do to keep safe and protect their own well-being and health.
- **IF YOU ARE TARGETED BY HATE, DO NOT BLAME YOURSELF. YOU DO NOT, AND DID NOT, DESERVE TO BE TREATED THIS WAY.**

Infographics summarizing some of the hate-based challenges faced by equity-seeking groups in British Columbia (all infographics taken from [British Columbia's Office of the Human Rights Commissioner](#).)



1.5. Complications and Hesitations around Involving the Police

[Back to Table of Contents](#)

People who are targeted by hate might be hesitant or fearful about involving the police or RCMP. Always first consider the safety of the person targeted by hate. In that assessment consider that:

- a history of colonial violence,
- recurring reports of police brutality in Canada and elsewhere in the world, and
- a person's own experiences with law enforcement in Canada or abroad,

could mean that *a person who is targeted by hate is nonetheless hesitant to involve the police in the incident or hesitant to report the hate crime to the police.*

In Greater Victoria, 30% of 213 racialized respondents to our [survey about experiencing racism](#) reported having experienced racism from the local police in the last five years in Greater Victoria (GVLIP, 2021).

- To file a complaint about the police, go to the *Office of the Police Complaint Commissioner* (OPCC): <https://opcc.bc.ca/file-a-complaint/>
947 Fort Street, Victoria, BC
250- 356-7458, or 1-877-999-8707
- To file a complaint about the RCMP, go to the *Civilian Review and Complaints Commission* (CRCC): <https://www.crcc-ccetp.gc.ca/en>

Additional analysis of the survey reveals that more than half (57%) of those individuals who reported racism by the local police in Greater Victoria, said that they had been *racially profiled*, close to half of them (48%) said that the local police had *not believed them* when they reported something to the police, and a third (33%) of people who reported racism by the police, said that they were *subjected to unwarranted surveillance or bullying* by the local police.

Reports from racialized people saying that they had been being physically threatened by the police were low but not absent. Three percent of all racialized respondents to the survey reported that they had been physically threatened or harmed by the local police in the last five years in Greater Victoria.

When assisting someone who has experienced an incident of hate, please follow the preference of the person who is targeted by the incident of hate.

Alternatives to involving the police could be any of the crisis help lines or community resources provided in the list with [resource guide](#) in this document.

Coming Soon: Peer Assisted Crisis Team (PACT)

During the 2021-2022 year, the City of Victoria, in partnership with the Canadian Mental Health Association will develop a *Peer Assisted Crisis Team* which will consist of a nurse, paramedic or EMT, and a crisis worker with experience in the mental health field.

The team would be the first to show up to a mental health emergency instead of the police (Lepine, 2021; City of Victoria, 2021).

More information about this program to come.

2. WHAT TO DO: COMMUNITY RESPONSE PROTOCOL

2.1. HATE-MOTIVATED CRIMES

[Back to Table of Contents](#)

You have the right to be protected from hate-motivated crimes based on *race, national or ethnic origin, language, colour, religion (e.g., anti-Semitism, islamophobia, hate against Sikh people, and hate against other religious groups), sex, age, mental or physical disability, sexual orientation, or gender identity or expression, or on any other similar factor.* For more explanation skip back to [legal description of hate-motivated crimes](#).

- **IF YOU OR SOMEONE ELSE IS IN IMMEDIATE DANGER CALL 911**
but please keep in mind [complications and hesitations around involving the police](#).

WHAT TO DO WHEN YOU EXPERIENCE A HATE CRIME DIRECTED AT YOU:

- **Make sure you are safe:** if possible go to (or call) a public place, a friend's home, or a trusted organization or institution.
- **Ask for help** from immediate bystanders, *there is safety in numbers*.
 - Speak loudly to the perpetrator so everyone can hear. For example, say: "You're making me uncomfortable."
 - You can ask someone else to record the incident or to stay to be a witness.
 - If nobody is around you can opt to (video) call trusted family or friends whom you are comfortable reaching out to.
- **Get medical help** if needed, or ask a bystander to assist you. Receiving medical attention as soon as possible if you have been a victim of a physical attack, including sexual assault, might help discover injuries that are not visible.
- **Document:** If possible and it does not affect your safety, record the incident or ask someone else to do so for you.
 - Preserve evidence and write down any and all of the details of the crime as soon as possible after the incident including date, time, and location.
 - Write down names and phone numbers of bystanders.
 - Include any distinguishing characteristics of the perpetrator[s].
 - If any threats or biased comments were made, include them.
- **Report:** If you wish, *contact the police* and provide details of the crime. State that you are reporting a hate crime and save a copy of the report for your own files.
 - You can also report the incident to other trusted organizations who collect such data. Skip to the [Resource Guide](#) for possible places to report.
- **Ask for mental health support:** experiencing hate can lead to serious stress, anxiety, and depression. Consider finding professional support (skip to the [Resource Guide](#)).
- **Take care of yourself:** It might also help to talk to a friend, a family member, or someone else you trust; write in a journal; practice art or music; engage in a spiritual or religious practice; or take care of your body through exercise, rest and good nutrition.
- **Connect** to an appropriate organization for legal support and advice, counselling, or other forms of support (skip to the [Resource Guide](#)). Connecting to community and having someone to talk to who understands can be a valuable resource and aid healing.
- **DO NOT BLAME YOURSELF. YOU DO NOT, AND DID NOT, DESERVE TO BE TARGETED.**

WHAT TO DO WHEN YOU WITNESS A HATE CRIME:

- **Make sure you are safe:** Assess the situation to make sure you can safely disrupt the situation.
- **Centre the targeted person or group:**
 - **Announce your presence** and check-in with the person targeted. Express your support and that you are there to help them.
 - Maintain a **respectful distance** to keep them comfortable
 - **Ask for consent** and check if the person needs/desires your help. Talking with the person targeted and ignoring the perpetrator might disrupt the situation.
 - **If there is a language barrier**, use simple hand gestures (hold your hand over your heart, nod).
 - **Do not leave** until you know they are okay.
- **Ask for help** from other bystanders if needed, *there is safety in numbers*.
- **Document:** If possible, record the incident.
 - Write down any and all of the details of the crime as soon as possible after the incident including date, time, and location.
 - Include any distinguishing characteristics of the perpetrator[s].
 - If any threats or biased comments were made, include them.
 - Share your name and phone number with the person targeted by the hate crime.
- **Report:** If the person asks you to do so, contact the police or medical services. Please keep in mind that somebody might have [hesitations around involving the police](#). If so wished, help the person to *report to the police* and provide details. State that you are reporting a hate crime. With permission of the person targeted, you can also report to other trusted organizations who collect such data. Skip to the [Resource Guide](#) for possible places to report.
- **Connect:** witnessing a hate crime is upsetting. Connecting to community and having someone to talk to who understands can be a valuable resource and aid healing (skip to the [Resource Guide](#)).

Peer Assisted Crisis Team (PACT)

During the 2021-2022 year, the City of Victoria, in partnership with the Canadian Mental Health Association will develop a *Peer Assisted Crisis Team* which will consist of a nurse, paramedic or EMT, and a crisis worker with experience in the mental health field. [The team would be the first to show up to a mental health emergency instead of the police](#) (Lepine, 2021; City of Victoria, 2021). **More information about this program to come.**

Contacting media

In some cases, the local news outlets such as a local newspaper, television or radio station, might be interested in doing a report on the incident. *Do not report a story without explicit permission of the individuals who were targeted by hate.* If you chose to connect with the news outlets, be sure to select an agency that has good policies or a good history with regards to publishing sensitive and potentially traumatizing stories.

2.2. DISCRIMINATION AND HARASSMENT

[Back to Table of Contents](#)

You have the right not to be discriminated against on the basis of *race, colour, ancestry, place of origin, religion (e.g., anti-Semitism, islamophobia, hate against Sikh people, and hate against other religious groups), marital status, physical or mental disability, sex, sexual orientation, gender identity or expression, family status, age, lawful source of income, political belief, or a conviction of a criminal or summary conviction offence*. For more explanation skip back to the [legal description of discrimination and harassment](#).

Discrimination and harassment can be *obvious* and *direct* (being called racist slurs, being paid less or losing a job because of one's identity or religion). It can also be *subtle* and *indirect* (being shunned, ostracized, isolated, or passed over). This can be just as hurtful but often is much harder to prove.

If you experience harassment in a public place, many of the suggestions in [2.1 Hate-Motivated Crimes](#) also apply.

WHAT TO DO WHEN YOU EXPERIENCE DISCRIMINATION OR HARASSMENT:

- **Ask for help** of people you trust: public witnesses to discriminatory incidents, trusted co-workers and supervisors, trusted colleagues in other organizations, institutions, and businesses.
- **Document:** save emails, texts, or any documentation that is relevant to the situation. Write down (or make video or audio reports) of any and all of the details of any relevant situation as soon as possible after it happens. Include any details of people who were present during such incidents. If any threats or biased comments were made, include them.
- **Find if there are official policies** that the organization, business, or institution has put in place to protect you from discrimination or harassment as an employee, guest, or client.
- **Report:** Consider the relevant place to report discrimination or harassment and take action (Human Rights Commission, unions, human resources, schools) and keep a record for your own files.
 - Complain directly to the person or to a supervisor in the organization.
 - If you work in a unionized position, speak to your union representative and consider filing a grievance.
 - Request an outside mediator help resolve the issue.
 - File a human rights complaint.
- **Ask for mental health support:** experiencing discrimination can lead to chronic stress and can lead to other health complaints such as anxiety and depression. Consider finding professional support (skip to the [Resource Guide](#)).
- **Take care of yourself:** It might also help to talk to a friend, a family member, or someone else you trust; write in a journal; practice art or music; engage in a spiritual or religious practice; or take care of your body through exercise, rest and good nutrition.
- **Connect internally:** with a supportive community within your organization, institution, or business.
 - Seek/create internal support systems.
 - If this is a systemic or structural problem, consider taking action together, there is support in numbers.
- **Connect externally:** Refer to an appropriate organization for legal advice, counselling, or other forms of support (skip to the [Resource Guide](#)). Connecting to community and having someone to talk to who understands can be a valuable resource for information and aid healing.
- **DO NOT BLAME YOURSELF. YOU DO NOT, AND DID NOT, DESERVE THIS TREATMENT.**

WHAT TO DO WHEN YOU WITNESS DISCRIMINATION OR HARASSMENT:

- **Identify immediate needs** of person who has experienced discrimination, listen and respond to requests for help.
- **Find if there are official policies** that the organization, business, or institution has put in place to protect employees, guests, or clients from discrimination or harassment.
- **Document:** save emails, texts, or any documentation that is relevant to the situation. Write down (or make video or audio reports) of any and all of the details of any relevant situation as soon as possible after it happens. Include any details of people who were present during such incidents. If any threats or biased comments were made, include them.
- **Report:** If the person experiencing discrimination or harassment wishes to do so, you could consider helping them file a complaint internally or externally.
- **Connect** with a supportive community within your organization, institution, or business.
 - Seek/create internal support systems.
 - If this is a systemic or structural problem, consider taking action together, there is support in numbers.
- Refer to an appropriate organization for legal advice, counselling, or other forms of support (skip to the [Resource Guide](#)).

Discrimination or harassment can happen in many different contexts. Below you find a few context-specific resources and information that can be used in addition to the steps already listed above:

a. Discrimination, bullying, and safety in k-12 schools

- If you are a child or youth, consider telling a trusted adult and add as much detail as you can.
- Students, parents, and teachers can report incidents to the school itself (for example to the classroom teacher or the principal) or to the school district (skip to the [Resource Guide](#))
- Information about safety and well-being at school can be found on the [Erase website](#). You can report any bullying or incident of hate anonymously on-line at [Erase - Report It](#) (a secure, anonymous, and confidential reporting tool that is operated by the BC Government). A Canada-wide resource on bullying can be found here: <https://www.bullyingcanada.ca/>

b. Discrimination at post-secondary institutions

Most post-secondary institutions have designated offices that respond to reports of discrimination and harassment. Resources can be specific to students or are offered to everyone. The links below are not exhaustive of the services these institutions offer, but they are a start:

- University of Victoria: [Equity and Human Rights Office](#), [List of Offices and Resources](#).
- Camosun College: [Respectful Workplace Procedures](#), [Independent Ombudsperson for students](#).
- Royal Roads University: [Workplace Wellness](#) including harassment and bullying information.
- For other post-secondary institutions, see the [Resource Guide](#).
- For complaints about discrimination in public sector organizations such as schools and universities contact the [BC Ombudsperson](#).

c. **Discrimination, bullying, and harassment at work**

If bullying and harassment happens at your workplace, you can:

- Report the bullying and harassment to your employer.
- Contact the [Prevention Information Line](#) to speak to a prevention officer.
- Submit a [Bullying and Harassment Questionnaire](#) to [WorkSafeBC](#).
- You can submit a workplace discrimination claim with the [BC Human Rights Tribunal](#).

d. **Discrimination at Public Services, Hospitals, Stores, Housing, and Other Services**

- [The BC Ombudsperson](#) responds to complaints about discrimination in public sector organizations (such as the *local and BC government, schools and universities, hospitals and health authorities, and crown corporations*).
- For reporting discrimination while receiving services at Island Health go to their [Patient Care Quality Office](#).
- The BC Human Rights Tribunal has information about [Human Rights in Services](#) such as stores, hotels, restaurant, and community programs.
- Information for renters can be found at the [Tenant Resource and Advisory Center \(TRAC\)](#).
- Learn more at [BC Human Rights Tribunal](#) or skip to the [Resource Guide](#).

2.3. RACIAL AND SOCIAL PROFILING

[Back to Table of Contents](#)

You have the right to be secure against unreasonable search or seizure and not to be arbitrarily detained or imprisoned. You are equal before and under the law and have the right to the equal protection and equal benefit of the law without discrimination and, in particular, without discrimination based on *race, colour, ethnicity, ancestry, religion (e.g., anti-Semitism, islamophobia, hate against Sikh people, and hate against other religious groups), place of origin, or related stereotypes* and stereotypes based on *social condition*. For more explanation skip back to [the legal description of racial and social profiling](#).

WHAT TO DO WHEN YOU ARE STOPPED:

- **Make sure you are safe:** assess the situation and act with caution.
- **Ask questions:** You are allowed to ask questions. You have the right to be informed of the reason for your detention or arrest.
 - 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.
- **Look for witnesses:** See if there are witnesses to the situation and write down their names and phone numbers.
- **Record:** You are allowed to record the interaction between yourself and police and certainly any security personnel. The police does not have the authority to delete photos, videos, or audio you record on your phone or camera. You may choose to forward any recordings to someone else if you worry that they might be erased from your device.
- **Caution:** You are not obligated to answer questions when stopped by the police. Use good judgment and discretion when you decide to answer questions. Seemingly innocent answers could lead to letting you go but also to further questioning or detaining you.
- **Document:** Write down or record exactly what happened and what was said. Preserve any evidence and write down the date, time, location, lighting and any other evidence such as speed limits and other street signage.
- **Connect:** If can help to connect to anyone who witnessed the incident. Connecting to community for support and advice and having someone to talk to who understands can be a valuable resource and aid healing. Refer to an appropriate organization for legal advice, counselling, or other forms of support (see the [Resource Guide](#)).
- **Report:** if you choose to report the incident, first identify if the authority falls within the jurisdiction of the federal or the provincial government. Keep a record for your own files.
 - *Federal government:* for [concerns with RCMP](#) or Borders Services Officers (the Canadian Human Rights Act may apply)
 - *Provincial government:* for [concerns with municipal police](#) or private security (the BC Human Rights Code may apply).
- **Contact a lawyer** if desired and within reach. See the [Resource Guide](#) for legal aid options.
- **DO NOT BLAME YOURSELF. YOU DO NOT, AND DID NOT, DESERVE THIS TREATMENT.**

- **To file a complaint about the police,** go to the *Office of the Police Complaint Commissioner (OPCC)*: <https://opcc.bc.ca/file-a-complaint/>
- **To file a complaint about the RCMP,** go to the *Civilian Review and Complaints Commission (CRCC)*: <https://www.crcc-ccetp.gc.ca/en>

WHAT TO DO WHEN YOU WITNESS SOMEONE BEING RACIALLY OR SOCIALLY PROFILED:

- **Announce your presence** and check-in with the person who is profiled and listen to their needs. They are allowed to ask questions. They have the right to be informed of the reason for their detention or arrest. They could 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. Share your name and phone number with the person profiled.
- **Record:** You are allowed to record the interaction as long as you do not get in the way or physically interfere. The police do not have the authority to delete photos, videos, or audio that you record on your phone or camera.
- **Caution:** Neither you, nor the person stopped is obligated to answer when questioned by the police. Use good judgment and discretion when you decide to answer questions or engage in conversation. Even as an observer, seemingly innocent comments can lead to you being questioned or detained.
- **Document:** Write down or record exactly what happened and what was said. Preserve any evidence and write down the date, time, location, lighting and any other evidence such as speed limits and other street signage.
- **Connect:** Connecting to community for support and advice and having someone to talk to who understands can be a valuable resource and aid healing. Refer to an appropriate organization for support (see the [Resource Guide](#)).

2.4. HATE ON SOCIAL MEDIA AND INTERNET PLATFORMS

[Back to Table of Contents](#)

You have the right to be safe from hate speech expressed on-line: the advocating of genocide, hate propaganda, and the incitement of hate based on *race, national or ethnic origin, language, colour, religion (e.g., anti-Semitism, islamophobia, hate against Sikh people, and hate against other religious groups), sex, age, mental or physical disability, sexual orientation, or gender identity or expression*, or on any other similar factor. For more explanation skip back to the [legal description of hate speech and the promotion of hatred](#).

In 2021, the [Government of Canada proposed new legislation to respond to online hate speech](#). They plan to add a new discriminatory practice of communicating hate speech online to the Canadian Human Rights Act and to provide individuals with additional remedies to address hate speech; to add a definition of “hatred” to section 319 of the *Criminal Code*; and create a new peace bond in the *Criminal Code* to prevent hate propaganda offences and hate crimes from being committed, and make related amendments to the *Youth Criminal Justice Act*.

WHAT TO DO WHEN YOU SEE HATE ONLINE:

- **Make sure you are safe:** Assess the situation to make sure you can safely disrupt the exchange. Do not share your private contact information with hateful individuals and hate groups and make sure you have proper privacy settings on your social media accounts.
- **Center the targeted person or group:** focus on them and their needs and don't get too sidetracked with the perpetrator.
 - **Speak up and speak out against hate:** speaking out against hate will show others who are reading the exchange that there is support and makes them feel that they are not alone. Do not assume that you can change the minds of perpetrators of hate, but that you are speaking up for yourself and/or for those targeted by hate.
 - **Send a private or direct message to any friend who has been targeted by hate,** ask if they are alright and what support they need from you at that moment or at a later moment. Listen and follow their lead.
- **Do (not) engage the perpetrator:**
 - **Call in:** If the perpetrator is a friend, sending a private message and engaging in conversation might sometimes help, especially if you think the perpetrator was not aware of the hateful content of their comment. But also:
 - **Unfriend:** feel free to unfollow, unfriend, or block someone. You do not need to keep being connected to someone who is hateful to you or to people and groups you care about.
- **Ask for help:** engage trusted friends to help support, to call someone out or in, or to witness and document the exchange.
- **Document:** Take screenshots of exchanges, whether public or private. Write down (or make video or audio reports) of any and all of the details of any relevant situation as soon as possible after it happens. Include any details of people who were present during such incidents. If any threats or biased comments were made, include them.
- **Report:** If you want, or if the person targeted by hate speech asks you to do so, report the exchange to the internet platform you use or to the police. State that you are reporting a hate crime. Please keep in mind that somebody might have [hesitations around involving the police](#). With permission of the person targeted, you can also report to other trusted organizations who collect such data. Skip to the [Resource Guide](#) for possible places to report.
- **Connect:** witnessing hate is upsetting. Connecting to community and having someone to talk to who understands can be a valuable resource and aid healing (skip to the [Resource Guide](#)).
- **DO NOT BLAME YOURSELF. YOU DO NOT, AND DID NOT, DESERVE THIS TREATMENT.**

2.5. GRAFFITI AND VANDALISM LINKED TO HATE OR DISCRIMINATION

[Back to Table of Contents](#)

You have the right to be *safe from vandalism towards a house of worship, such as a mosque, synagogue, temple or church*, or an object associated with religious worship located on the grounds of such a building or on a cemetery.

You also have the right to be protected from hate speech in the form of graffiti: the advocating of genocide, hate propaganda, and the incitement of hate based on *race, national or ethnic origin, language, colour, religion (e.g., anti-Semitism, islamophobia, hate against Sikh people, and hate against other religious groups), sex, age, mental or physical disability, sexual orientation, or gender identity or expression*, or on any other similar factor. Hate-based graffiti and vandalism is covered under the Criminal Code of Canada. For more information skip back to the [legal description of propaganda to incite hate and vandalism](#).

WHAT TO DO WHEN YOU FIND HATE-BASED GRAFFITI OR VANDALISM:

- **If you witness the vandalism:** assess the situation and make sure you are safe, call emergency, and/or record the activity if it does not put you in danger.
- **Document:** Take a photograph of the hate-based graffiti or damage. Write down the location, date, and time, and any other details that seem relevant. Keeping a record is helpful in case this is a recurrent issue.
- **If you are the property owner:** Record, report and then remove the graffiti. Your local municipality or police department might have some helpful information for you about removing the graffiti or about prevention in the future, and they might have resources to assist you.
- **Alert the property owner:** if you are not the owner, report the damage to the owner of the building or area. If it is public property, alert the municipality, if it is property of a company (such as telephone, cable, post boxes, or electricity poles) contact that company to report (for example: [BC Hydro](#), [Canada Post](#)), your municipality might have more information on how to contact these and other companies. Ask that they remove the hateful messaging.
- **If the owner is a member of the group** targeted by the hateful messaging, listen to them, offer your support, and share your contact information as a witness.
- **Report:** if you/they wish, report to the local police and request that the incident is kept on record. You can also report to other trusted organizations who collect such data. Skip to the [Resource Guide](#) for possible places to report. Keep a record for your own files.
- **Check back later:** If relevant, check if the hate-based graffiti has been removed.
- **Contact news outlets** such as a local newspaper or news site, television or radio station, to report the story. If you chose to do so, be sure to select a news agency that has good policies with regards to publishing sensitive and potentially traumatizing stories.
- **Connect:** Seeing graffiti expressing hate towards you or others is upsetting. Connecting to community and having someone to talk to who understands can be a valuable resource and aid healing (skip to the [Resource Guide](#)).
- **DO NOT BLAME YOURSELF. YOU DO NOT, AND DID NOT, DESERVE THIS TREATMENT.**

2.6. MICROAGGRESSIONS

[Back to Table of Contents](#)

You do not have to tolerate microaggressions. Microaggressions are everyday, subtle, (un)intentional, and indirect interactions or behaviors that convey bias toward historically excluded groups. This is the type of hate that is most often and most regularly experienced by such groups and often hard to address. For more explanation skip back [to the full description of microaggressions](#).

Because the range and context of microaggressions is so varied, some suggestions below can seem conflicting. **Please keep in mind that there is no right or wrong way to respond to microaggressions when they happen to you. However you choose to respond (or not respond) is valid and what you needed to do to be safe.**

WHAT TO DO WHEN YOU EXPERIENCE MICROAGGRESSIONS

- **Consider your well-being and safety** and choose actions that are best for you at that time and place.
- **Calling out or calling in:** confront the person responsible for the microaggression by calling them *in* (having a constructive conversation with them) or calling *out* their behaviour as problematic and something that needs to stop.
- **Protect your time and energy:** *You have no obligation to educate a person who is hateful towards you* or any other individuals present. Use your energy wisely and do not feel you need to respond directly to all microaggressions.
- **Document:** if helpful for you, save emails, texts, or any documentation that is relevant to the situation. Write down (or make video or audio reports) of any and all of the details of any relevant situation as soon as possible after it happens. Include any details of people who were present during such incidents.
- **Find if there are official policies** that the organization, business, or institution has put in place to protect you from microaggressions.
- **Report the behaviour:** reporting microaggressions to a trusted supervisor or another designated person in the organization, institution, or business whom you trust can help establish a pattern of behaviour. This might help addressing this behaviour at the moment or at a later time. It might also help proceeding with hate-motivated incidents or discrimination complaints because it provides background to actions of the perpetrator that you might not know about. Keep a record of your report for your own files.
- **Connect to people you trust** such as trusted witnesses to incidents, trusted co-workers and supervisors, trusted colleagues in other organizations, institutions, and businesses. Connect to a supportive community and seek or create support systems. If this is a systemic or structural problem, consider taking action together, there is support in numbers. Connecting to community and having someone to talk to who understands can be a valuable resource for information and aid healing.
- **Ask for mental health support:** experiencing microaggressions can lead to stress and other health complaints such as anxiety and depression. Consider finding health care support (skip to the [Resource Guide](#)).
- **Take care of yourself:** You might also want to talk to a friend, family member, or someone else you trust; write in a journal; practice art or music; engage in a spiritual or religious practice; or take care of your body through exercise, rest and good nutrition.
- **DO NOT BLAME YOURSELF. YOU DO NOT, AND DID NOT, DESERVE THIS TREATMENT.**

WHAT TO DO WHEN YOU WITNESS MICROAGGRESSIONS

- **Centre the person targeted by the microaggressions.** Let them know that you support them and ask what they need.
- **Calling out or calling in:** confront the person responsible for microaggressions by calling them *in* (having a constructive conversation with them) or calling *out* their behaviour as problematic and something that needs to stop.
- **Use your relative privilege wisely:** if you have *relative privilege*, use it wisely to address problematic behaviour around you.
- **Connect:** help create and maintain support systems. If this is a systemic or structural problem, consider taking action together, there is support in numbers.
- **Document:** save emails, texts, or any documentation that is relevant to the situation. Write down (or make video or audio reports) of any and all of the details of any relevant situation as soon as possible after it happens. Include any details of people who were present during such incidents.
- **Find if there are official policies** that the organization, business, or institution has put in place to protect people from microaggressions.
- **Report the behaviour:** with permission of the person targeted, report microaggressions to a trusted supervisor or another designated person. This might help establish a pattern of behaviour and help addressing it. It might also help proceeding with hate-motivated incidents or discrimination complaints because it provides background to actions of the perpetrator that you might not know about.

3. RESOURCES FOR SUPPORT

[Back to Table of Contents](#)

This is a list with local resources to find support when experiencing or witnessing discrimination and hate. This list is current for 2021. While an effort has been made to include as many as possible resources and organizations in the region, this list does not claim to be exhaustive. In some cases, organizations listed here can further recommend resources and organizations to you.

Please report broken links here: GVLIP@icavictoria.org, thank you!

Reporting: Organizations that collect reports, and institutions that offer common avenues to file official reports and claims about discrimination and hate crimes are highlighted in red. If you are not comfortable reporting with them, many of the other organizations listed here can also be resources for sharing your story and finding support.

Racist Incidents Hotline: The Province of British Columbia will be creating a racist incident hotline in the near future. It will not be operated by the police and will be offering services in multiple languages. Residents will be able to report racist incidents and receive support and referrals. It will not replace emergency response services. More information at: <https://news.gov.bc.ca/releases/2021AG0054-000808>.

Regional Map with Services: Community Centres, Food Services, Recreation, Services for Older Adults, Services for Young Children, Subsidized Housing, Public Transit routes, can be found on this helpful map prepared by the Capital Regional District (CRD): <https://maps.crd.bc.ca/Html5Viewer/?viewer=community>

Categories:

[Crisis Support](#)

[Cultural Organizations](#)

[Education](#)

[Emergency](#)

[Equity Organizations](#)

[Governance](#)

[Health \(including Mental Health\)](#)

[Human Rights](#)

[Immigrants & Refugees](#)

[Indigenous Organizations](#)

[LGBTQIA2+](#)

[Legal Support](#)

[Police](#)

[Religious Organizations](#)

Please note: people with hearing and speech disabilities can first call 711 to contact a communications assistant who will facilitate the call with the other party.

COMMUNITY CONTACTS AND RESOURCES			
Category	Organizations/Services	Contact details	More information
Crisis Support	1800Suicide	1-800-784-2433	BC-wide crisis line to support callers experiencing suicidal thoughts. We provide skilled suicide assessment, de-escalation, intervention, referrals, and short-term support. Free and confidential. Service: 24/7/365
Crisis Support	310Mental Health Support	310-6789 (no need to dial area codes)	Provides empowering emotional support, information about appropriate resources and a wide range of support relating to mental health concerns. Free and confidential. Service: 24/7/365

COMMUNITY CONTACTS AND RESOURCES			
Category	Organizations/Services	Contact details	More information
Crisis Support	Black Youth Helpline	1-833 294 8650	Professional, culturally relevant youth and family assessments and intervention
Crisis Support	Crisis Line – Victoria Women’s Transition House	250-385-6611	The Crisis Line provides support & info for women who are either experiencing abuse or have experienced abuse in the past.
Crisis Support	Helpline 211	211 211.ca	Canada’s primary source of information for government and community-based, non-clinical health and social services. Free and confidential. Available in 150 languages.
Crisis Support	Indian Residential Schools Survivors Society	1-800-721-0066	Crisis support for Survivors, families and communities, offering emotional, mental, and spiritual support, available 24/7.
Crisis Support	Islamophobia hotline	604-343-3828	Free confidential legal advice if you feel that you have been discriminated against, harassed, or faced violence because you are Muslim or are perceived to be Muslim.
Crisis Support	Kids Help Phone	1-800-668-6868 kidshelpphone.ca	Kids Help Phone is always there for you. No matter what you want to talk about, we’re here to listen. No judgment, totally private, 24/7
Crisis Support	KUU-US Crisis Line	Youth: 250-723-2040 Adult: 250-723-4050	Crisis line for Indigenous youth and adults on Vancouver Island
Crisis Support	Native Youth Crisis Hotline	1-877-209-1266	Answered by staff 24/7. Available throughout Canada and US.
Crisis Support	Prideline	1-800-566-1170	Peer support, information and referrals for anyone in BC, available weeknights (Monday to Friday) from 7:00 pm to 10:00 pm.
Crisis Support	Trans Life Line	(877) 330-6366 https://translifeline.org/	Trans Lifeline provides trans peer support for our community that’s been divested from police since day one. We’re run by and for trans people.
Crisis Support	Seniors Distress Line	604-872-1234	Free and confidential telephone support service for seniors, their caregivers or anyone concerned about a senior. Calls are answered 24 hours a day, 7 days a week by highly trained, non-judgmental and caring volunteers.
Crisis Support	S.U.C.C.E.S.S Chinese Help Lines	For Cantonese, call: 604-270-8233 For Mandarin, call: 604-270-8222	Serves callers in the province of British Columbia who speak Mandarin or Cantonese.
Crisis Support	Vancouver Island Crisis Society	1-888-494-3888 Crisis Chat: www.vicrisis.ca Crisis Text: 1-250-800-3806	Crisis workers provide short-term non-judgemental emotional, support, crisis intervention, information, and resources. Free and confidential. Service: 7 days/week from 6:00pm – 10:00pm

COMMUNITY CONTACTS AND RESOURCES			
Category	Organizations/Services	Contact details	More information
Crisis Support	VictimLINKBC	1-800-563-0808 VictimLinkBC@bc211.ca	Provides information and referral services to all victims of crime, and immediate crisis support to victims of family and sexual violence. Free and confidential. 24/7/365
Crisis Support	Youth Against Violence Line (YAVL)	1-800-680-4264 www.youthagainstvviolenceline.com	If you're concerned about your safety or the safety of others, we can help. The YAV Line is a multilingual service so we can talk to you in your language. Concerned parents, teachers, caregivers, service providers and others can also call for information and assistance. Free, confidential, and anonymous.
Crisis Support	Youth Space	Chat: https://youthspace.ca/ Text: 778-783-0177	Youthspace.ca is an online crisis & emotional support chat. We listen without judgement, and keep chats confidential & anonymous.
Back to top			
Cultural Organizations	African Heritage Association of Vancouver Island (AHAVI)	250-896-0620 info@ahavi.ca www.ahavi.ca	The purpose of AHAVI is to build a united and strong community by co-operatively organizing and supporting events and activities to meet the needs of Africans, people of African descent, and friends of Africa on Vancouver Island.
Cultural Organizations	Bayanihan Community Centre	https://www.bayanihan.ca/	Bayanihan Community Centre is owned and operated by the Bayanihan Cultural and Housing Society (BCHS), and supported by the Victoria Filipino-Canadian Association (VFCA).
Cultural Organizations	BC Black History Awareness Society	bcblackhistory.ca https://bcblackhistory.ca/about-us/contact-us/	A society that celebrates the achievements of Black people in British Columbia by creating an awareness of the history of Black people in B.C. and celebrating historical and current achievements in the arts, education, government, sports, science etc.
Cultural Organizations	Children's International Summer Village	https://www.facebook.com/CISVvictoria/	CISV Victoria is a local volunteer organization that focuses on Diversity, Conflict and Resolution, Sustainable Development, and Human Rights.
Cultural Organizations	Chinese Community Service Centre	https://www.ccscvictoria.ca/	To build a stronger Chinese community by bringing Chinese residents together, and to provide assistance and services in a welcoming environment.
Cultural Organizations	India-Canada Cultural Association of Victoria (ICCA)	president@iccavictoria.com http://iccavictoria.com/icca/	The India Canada Cultural Association (ICCA) celebrates and raise awareness about the power, diversity and color of India's rich culture – to create a stronger and more cohesive Victoria community.
Cultural Organizations	Christian Lebanese Canadian Association (CLCA)	https://www.facebook.com/Christian-Lebanese-Canadian-Association-106078454347862/	Community group promoting Lebanese cultural heritage and the integration of Lebanese-Canadians in Victoria, British Columbia.

COMMUNITY CONTACTS AND RESOURCES			
Category	Organizations/Services	Contact details	More information
Cultural Organizations	Ethiopian Canadian Families Association (ECFA)	https://www.facebook.com/ecfavictoria https://ecfavictoria.ca/	The ECFA was founded with the purpose of connecting and supporting families with children of Ethiopian heritage, and promoting awareness of Ethiopian culture within the Greater Victoria area and beyond.
Cultural Organizations	ISSAMBA Center	778-402-0977 issambacentre@gmail.com https://www.issambacentre.ca/	Issamba means coming together in Cameroon. The ISSAMBA centre is a hub for people of African descent and a gateway for engagement with Africa and the Caribbean. We provide services to improve the wellbeing of African Descent Communities living in the CRD and across Vancouver Island. They are a Community Convener for Resilience BC.
Cultural Organizations	Jewish Community Center of Victoria (JCCV)	https://jccvictoria.ca/	JCCV is a charitable, non-profit organization providing educational, recreational, cultural and social programs for the Jewish community and the general public. Everyone is welcome.
Cultural Organizations	Jewish Federation of Victoria and Vancouver Island (JFVVI)	250-370-9488 JewishFederationVictoria@gmail.com https://jewishvictoria.ca/	The mission of the JFVVI is to support and advance the rich fabric of Jewish community life regionally, nationally and internationally and maintaining communication with various organizations and individuals concerned with the welfare of the Jewish community locally, in Israel, and internationally.
Cultural Organizations	La société francophone de Victoria	250-388-7350 http://www.sfvictoria.ca/fr	La Société francophone de Victoria a pour mandat de promouvoir, représenter et défendre la langue française et la culture francophone du Grand Victoria, en regroupant la communauté et en se dotant d'institutions répondant aux besoins et aux intérêts de ses membres.
Cultural Organizations	Tibetan Cultural Society of Vancouver Island	https://www.facebook.com/tcsovi https://www.tcsovi.org/	A place for sharing Tibetan culture and community.
Cultural Organizations	Victoria African and Caribbean Society (VACCS)	https://vaccsociety.blogspot.com/	A society that develops creative and innovative programs, events, and activities that celebrate and raise awareness of the rich cultural traditions of African and Caribbean people.
Cultural Organizations	Victoria Chinese Community Association	http://www.vicca.org/	协会致力于为本地华人服务, 通过加强华人社团间的联系和团结, 提升华人社社区在本地社区的参与性和影响力。作为维多利亚华人社区和其他社区之间的桥梁, 通过各类社区活动,

COMMUNITY CONTACTS AND RESOURCES			
Category	Organizations/Services	Contact details	More information
Cultural Organizations	Victoria Iranian-Persian Cultural Society	https://vicipcs.ca/	We encourage and facilitate the cultural, social, humanitarian, sporting, and artistic activities of the Iranian and Persian-speaking communities in Greater Victoria and Vancouver Island.
Cultural Organizations	Victoria Nikkei Cultural Society (VNCS)	info@vncs.ca www.vncs.ca	The VNCS was formed to establish a sense of community for those of Japanese heritage and/or those interested in Japanese culture.
Cultural Organizations	Victoria's China Town	https://chinatown.library.uvic.ca/index.html%3Fq=home.html	Introduction to Chinatown through selected photos, maps, archives, family documents, oral histories and other data. Learn about streets, Chinatown in art, Chinese organizations, communities, and individuals.
Back to top			
Education	BC Colleges	250-595-4866 https://www.bccolleges.ca/	BC Colleges represent the province's ten public, post-secondary colleges by advancing policies and awareness campaigns that help produce the highly skilled workforce essential to prosperity in British Columbia.
Education	Camosun College	250-370-3000 https://camosun.ca/	For students: ombuds@camosun.ca
Education	ERASE: expect respect & a safe education	https://www2.gov.bc.ca/gov/content/eras Report It: https://erasereportit.gov.bc.ca/	Erase is about building safe and caring school communities. This includes empowering students, parents, educators and the community partners who support them to get help with challenges, report concerns to schools, and learn about complex issues facing students.
Education	Pacific Rim College	250-483-2119 https://www.pacificrimcollege.com/	
Education	Pearson College	250-391-2411 https://www.pearsoncollege.ca/	
Education	Royal Roads University	250-391-2511 https://www.royalroads.ca/	
Education	School District 61 - Greater Victoria	250-475-3212 www.sd61.bc.ca	
Education	School District 62 - Sooke	250-474-9800 www.sd62.bc.ca	
Education	School District 63 - Saanich	250-652-7300 www.sd63.bc.ca	

COMMUNITY CONTACTS AND RESOURCES			
Category	Organizations/Services	Contact details	More information
Education	School District 64 – Gulf Islands	250-537-5548 www.sd64.bc.ca	
Education	University of Victoria	1-250-721-7211 https://www.uvic.ca/	Find other offices and resources here: https://www.uvic.ca/equity/about/get-support/offices-resources/index.php
	STUDENTS CAN REPORT HERE	Students can report here: https://uvicombudsperson.ca/	
Back to top			
Emergency	Emergency	911	For police, fire, or medical emergencies when immediate action is required.
Emergency	Island Health Emergency Departments	911 https://www.islandhealth.ca/patients-visitors/visiting-emergency-department	Emergency services are available 24 hours a day in regional and community hospitals across the Island Health region
Back to top			
Equity Organizations	Anawim Housing Society	250-382-0283 info@anawimhouse.com https://www.anawimhouse.com/	Day house for people living in poverty who are trying to find a better life for themselves. Anawim offers meals, hot showers, laundry and friendship.
Equity Organizations	Arrow to the Moon	https://arrowtothemoon.wordpress.com/	Works in collaboration with a variety of communities in order to provide professional development opportunities for Educators, Trainers, Teachers, and other professionals interested in advancing their knowledge of Indigenous Education as well as Indigenous approaches to teaching and learning, and curriculum development.
Equity Organizations	Beacon Community Services	Children Youth and Family Services: 250-656-0134 https://beaconcs.ca/	A provider of diverse health, social, and volunteer services responding to the priority needs of families and communities on southern Vancouver Island.
Equity Organizations	Bridges for Women	250-385-7410 info@bridgesforwomen.ca https://www.bridgesforwomen.ca/	Bridges inspires women affected by trauma, violence or abuse to reclaim their lives and build financial security through our healing, education and employment programs. Our services are open to all women (transgender and cisgender), non-binary, and two-spirit people who identify as a part of the women's community and who have been impacted by violence or trauma at any time in their lives.
Equity Organizations	Bystander Intervention Training	https://www.icavictoria.org/community-services/tools-for-equity/bystander-intervention-training/	Bystander Intervention Training 1 will include practical training to help participants interrupt and address racism wherever they find it. Bystander Intervention Training is a program of the Inter-Cultural Association of Greater Victoria (ICA). Sessions will open Fall 2021.
Equity Organizations	Coalition to End Homelessness	250-370-1512 https://victoriahomelessness.ca/get-help	Has a mission to end homelessness in the capital region

COMMUNITY CONTACTS AND RESOURCES			
Category	Organizations/Services	Contact details	More information
Equity Organizations	Community Social Planning Council	250-383-6166 admin@communitycouncil.ca https://communitycouncil.ca	Ongoing and emergent social issues are well understood and communities have the tools they need to develop solutions to these issues.
Equity Organizations	Cool Aid Society	https://coolaid.org/ Downtown Community Centre: 250-383-0076 dcc@CoolAid.org Community Health Center 250-385-1466 medicalreception@CoolAid.org Emergency Shelters 250-383-1951 rbl@CoolAid.org	We offer life-changing services to adults who are impacted by poverty, stigma and homelessness. These services include permanent housing, emergency shelter, health and dental care, employment assistance, and social and recreational opportunities
Equity Organizations	Disability Alliance BC	https://disabilityalliancebc.org/	Our mission is to support people, with all disabilities, to live with dignity, independence and as equal and full participants in the community. We champion issues impacting the lives of people with disabilities through our direct services, community partnerships, advocacy, research and publications.
Equity Organizations	Elimin8hate REPORT ANTI-ASIAN HATE	https://www.elimin8hate.org/ File a report: https://www.elimin8hate.org/report	#Elimin8Hate strives to interrupt, dismantle and eliminate anti-Asian racism at the individual, institutional and systemic level. Canada-wide.
Equity Organizations	Foundation for a Path Forward	https://www.foundationforapathforward.org/	Foundation For A Path Forward has been able to work with allies across communities in building a #HateFreeBC. Due to this work, we were nominated to be the Official Faith Based Community Convener for anti-racism, working in partnership with Resilience B.C.
Equity Organizations	Foundry Victoria	250-383-3552 frontdesk@foundryvictoria.ca https://foundrybc.ca/victoria/	Foundry Victoria offers young people 12-24 access to mental health and substance use support, primary care, peer support and social services.
Equity Organizations	Hua Foundation	https://huafoundation.org/	Our mission is to empower youth in the Asian diaspora to fully participate in advancing social change through exploring our racialized identities and building resilience in communities. The Hua Foundation is the Resilience BC Asian Communities Convener.
Equity Organizations	Islanders Working Against Violence (IWAV)	https://iwav.org/	A non-profit society providing services throughout the Southern Gulf Islands to women and their children affected by poverty, violence and abuse.

COMMUNITY CONTACTS AND RESOURCES			
Category	Organizations/Services	Contact details	More information
Equity Organizations	Iyé Creative	https://www.iyeherstories.com/ iye.herstories@gmail.com	<i>Iyé Creative focuses on supporting disenfranchised communities to restore their connection and relationship to the land. By identifying systemic and addressing structural barriers to accessing land and nutritious food, we create alternative systems of mutual collaboration.</i>
Equity Organizations	John Howard Society of Victoria	https://johnhowardbc.ca/victoria/	<i>We are a non-profit, social service agency in Victoria, British Columbia, Canada. We provide services and operate programs within the fields of community justice, social services, health and public interest issues.</i>
Equity Organizations	Kulea Culture Society	https://kuleaculturesociety.org/	<i>Kulea Culture is a society whose purpose is to raise awareness about and reduce instances of ethno-racial prejudice, discrimination and stereotyping. We accomplish this purpose through education, information, consultations, programs, conferences, cross-cultural exchanges and research.</i>
Equity Organizations	Lead to Change	https://www.leadtochange.ca/	<i>Lead To Change offers leadership and career coaching through the lens of social justice to support improvements to workplace experiences and outcomes of Black people and persons of colour.</i>
Equity Organizations	Magassa Intercultural Capacity Building	https://magassa.ca/	<i>Magassa-Intercultural Capacity Building offers curriculum development, training, group facilitation and consulting services related to increasing all aspects of anti-racism and anti-oppression social change, EDI (equity, diversity, and Inclusion), intercultural capacity building, and intercultural conflict resolution.</i>
Equity Organizations	One Love Consulting	https://www.oneloveconsulting.com/	<i>One Love specializes in equity, anti-racism, and racism, especially against persons of African ancestry (anti-Black racism both in the United States and Canada). Her “chats” a.k.a. roundtables, trainings, consultations, motivational speaking and clinical work centres around BIPoC mental wellness and the power in being unapologetically Black while engaging in discussions around power, privilege, racialized violence/trauma, “micro”aggressions, bias, intersections, colonialism, white and other supremacies/ accountabilities and systemic racism and discrimination.</i>

COMMUNITY CONTACTS AND RESOURCES			
Category	Organizations/Services	Contact details	More information
Equity Organizations	Pacific Centre Family Services Association	www.pacificcentrefamilyservices.org	Pacific Centre Family Services enhances and promotes the quality and dignity of life of individuals and families within our diverse community through education, counselling, and creative programming. Substance Use Program, Youth Services, Counselling for Women Dealing with Abuse, and other programs.
Equity Organizations	Pacifica Housing Advisory Association Downtown Outreach Services Office	250-220-8064 https://pacificahousing.ca/downtown-outreach-services dosfrontdesk@pacifichousing.ca	Provider of affordable homes and support services that contribute to the independence of individuals and families. Downtown Outreach Services is a drop-in centre that provides advocacy and housing support services to individuals who are currently homeless, or who are at risk of becoming homeless
Equity Organizations	Peers Victoria Resources Society	250-388-5323 admin@peers.bc.ca https://www.safersexwork.ca/	A multi-service grassroots agency that was established by, with, and for sex workers in 1995. Through direct service delivery and community partnerships, Peers provides an array of outreach and drop-in harm reduction and support services alongside education and employment training for current and former sex workers.
Equity Organizations	Resilience BC	https://www.resiliencebc.ca/ https://www.resiliencebc.ca/contact-us/	The Resilience BC Anti-Racism Network is funded by the Province of British Columbia and offers a province-wide approach to identifying and challenging racism. The Inter-Cultural Association of Greater Victoria is the local network member of Resilience BC.
Equity Organizations	Support Network for Indigenous Women and Women of Colour (SNIWOCC)	250-277-2545 info@sniwwoc.ca https://www.sniwwoc.ca/	SNIWWOC is a Canadian non-profit organization committed to the empowerment of women with food, art, and education.
Equity Organizations	The Cridge Centre for the Family – Transition House	250 479-3963 https://cridge.org/cthw/	The Cridge Transition House is a safe place for women with or without children escaping violence or abuse in their homes. Abuse can be emotional, psychological or physical. Call any time of day or night.
Equity Organizations	The Inclusion Project	www.theinclusionproject.com	Social innovation network and resource hub for organizations, communities and institutions engaged in knowledge development and practice to further racial equity, diversity and inclusion (REDI).
Equity Organizations	This is Table Talk	https://www.thisistabletalk.com/	The Table is a community, resource, and point of connection for self-identifying people of color. The events take place in public places, (co-working, or event spaces). The goal of these gatherings is for folks to network and share lived experiences.

COMMUNITY CONTACTS AND RESOURCES			
Category	Organizations/Services	Contact details	More information
Equity Organizations	Threshold Housing	https://www.thresholdhousing.ca/	At Threshold Housing Society, we offer more than a safe environment: we provide a community for at-risk youth in Greater Victoria to call home. A place filled with support, understanding, and sanctuary, without judgement, where you're accepted for who you are.
Equity Organizations	Together Against Poverty Society (TAPS)	https://www.tapsbc.ca/	TAPS is one of the largest providers of free, face-to-face legal advocacy for people with income assistance, disability benefits, employment standards, and tenancy issues.
Equity Organizations	Tools for Equity	https://www.icavictoria.org/community-services/tools-for-equity/	Tools for Equity training program addresses racial disparities and employment barriers faced by immigrants, refugees, and communities of colour in the Capital Regional District. Tools for Equity is a program of the Inter-Cultural Association of Greater Victoria (ICA). Sessions will open Fall 2021.
Equity Organizations	Victoria Disability Resource Centre	250-595-0044 reception@drcvictoria.com https://drcvictoria.com/	A cross-disability, grassroots, not-for-profit organization run by and for persons with disabilities. We work closely with people who have a disability and with other community organizations to find and remove barriers that prevent full participation in life.
Equity Organizations	Victoria Women in Need Community Cooperative (WIN)	https://www.womeninneed.ca/	We believe women, trans, non-binary and Two Spirit people deserve equal voice and opportunity to provide healthy, environmentally and financially sustainable lives for themselves and their families in a vibrant and supportive community.
Equity Organizations	Victoria Women's Transition House	250-592-2927 contact@vwth.bc.ca https://www.transitionhouse.net/	Victoria Women's Transition House Society collaborates, advocates and educates to address and prevent intimate partner violence of women and children through supportive shelter, housing, counselling and other community-based services.
Back to top			
Governance	Beecher Bay First Nation	250-478-3535 https://beecherbay.ca/	
Governance	Central Saanich	250-652-4444 https://www.centalsaanch.ca/	
Governance	City of Victoria	250-385-5711 https://www.victoria.ca/	
Governance	Colwood	250-478-5999 https://www.colwood.ca/	

COMMUNITY CONTACTS AND RESOURCES			
Category	Organizations/Services	Contact details	More information
Governance	Esquimalt	250-414-7100 https://www.esquimalt.ca/	
Governance	Esquimalt First Nation	250-381-7861 https://www.esquimaltnation.ca/	
Governance	Find your local MLA	https://www.leg.bc.ca/learn-about-us/members	List of current Members of the Legislative Assembly of British Columbia.
Governance	Find your local MP	https://www.ourcommons.ca/members/en/search?province=BC	List of current Members of Parliament of the Federal Government.
Governance	Highlands	250-474-1773 https://www.highlands.ca/	
Governance	Langford	250-478-7882 https://www.langford.ca/	
Governance	Malahat First Nation	250-743-3231 https://malahatnation.com/	
Governance	Metchosin	250-474-3167 http://www.metchosin.ca/	
Governance	North Saanich	250-656-0781 https://northsaanich.ca/	
Governance	Oak Bay	250-598-3311 https://www.oakbay.ca/	
Governance	Pacheedaht First Nation	250-647-5521 http://pacheedahtfirstnation.com/	
Governance	Pauquachin First Nation	250-656-0191 https://www.pauquachin.ca/	
Governance	Saanich	250-475-1775 https://www.saanich.ca/	
Governance	Sidney	250-656-1184 http://www.sidney.ca/	
Governance	Songhees First Nation	250-386-1043 https://www.songheesnation.ca/	
Governance	Sooke	250-642-1634 https://sooke.ca/	
Governance	Tsartlip First Nation	250-652-3988 https://tsartlip.com/	
Governance	Tsawout First Nation	250-652-9101 https://tsawout.ca/	
Governance	Tseycum First Nation	250-656-0858 http://www.tseycum.ca/	

COMMUNITY CONTACTS AND RESOURCES			
Category	Organizations/Services	Contact details	More information
Governance	Tsou-ke First Nation	250-642-3957 http://www.tsoukenation.com/	
Governance	View Royal	250-479-6800 https://www.viewroyal.ca/	
Back to top			
Health	AIDS Vancouver Island (AVI)	250-384-2366 info@avi.org http://avi.org/	We serve the needs of people infected and affected by HIV and hepatitis C. We take evidence-based action to prevent infection, provide support, and reduce stigma.
Health	BC Healthy Communities	http://bchealthycommunities.ca/	BC Healthy Communities operates at the intersection of planning and public health. At the heart of this is a fundamental commitment to equity – ensuring that systemic disadvantages don't get in the way of community members' aspirations for their lives and the lives of their families.
Health	Community Health & Well-Being Network of the Capital Region	https://www.crd.bc.ca/project/community-health-wellbeing Community Network Database: https://cndb.uvic.ca/ Community Services Map: https://maps.crd.bc.ca/Html5Viewer/?viewer=community	Includes an extensive data base of health and well-being services in the region. The detailed map includes services for older adults, early year's facilities, emergency food services, subsidized housing, and other services.
Health	Cultivating Growth and Solidarity	https://www.growthandsolidarity.ca/ Anti-racism Zine: https://www.growthandsolidarity.ca/zine/	A mental health hub for Asian communities in Canada. Through the collection of resources, ongoing research projects, and our anti-Asian racism zine, we hope to support individuals in need of information during a distressing time of the COVID-19 pandemic and anti-Asian racism hate crimes.
Health	Healing in Colour	https://www.healingincolour.com/ https://www.healingincolour.com/directory	We offer a directory of BIPOC therapists who are committed to supporting BIPOC in all our intersections. By helping to connect our community in this way, we aim to revitalize a legacy of healing, liberation work and resiliency practices that have been lost/taken. Canada-wide.
Health	Health Link BC	https://www.healthlinkbc.ca/services-and-resources/guided-search	Detailed information about how and where to find health services in B.C. It contains directory information about health, mental health and addictions treatment services in B.C.

COMMUNITY CONTACTS AND RESOURCES			
Category	Organizations/Services	Contact details	More information
Health	Integra Support Services	250-721-5584 https://integrasupportservices.com/	<i>Integra supports all kinds of people who live with a developmental disability. We support children and youth with special needs, as well as adults who have complex health care needs and/or a dual diagnosis</i>
Health	Island Sexual Health	250-592-3479 https://www.islandsexualhealth.org/	<i>As a community health care centre, we offer pro-choice and comprehensive sexual health clinics, education programs and products for people of all genders, orientations, abilities, and ages.</i>
Health	Men's Trauma Center	http://www.menstrauma.com/	<i>We are here to support to any man*: cis, gay, bi-sexual, trans, non-binary, 2spirit, queer, gender fluid+, who has experienced emotional, physical or sexual trauma in childhood or as an adult.</i>
Health	Mental Health Support (through SNIWOCC)	https://www.sniwwoc.ca/mental-health	<i>The Support Network for Indigenous women and Women of Colour (SNIWWOC) is providing free therapy to low-income racialized women. How to qualify – see the website.</i>
	Patient Care Quality Office at Island Health REPORT DISCRIMINATION AT ISLAND HEALTH	patientcarequalityoffice@viha.ca www.islandhealth.ca/patients-visitors/patient-care-quality-office	<i>If your complaint remains unresolved after discussing the issue with the service area, we encourage you to contact our Patient Care Quality Office.</i>
Health	Provincial Health Services – Spoken Language Interpreting Services	1-877-BC Talks (228-2557) pls@phsa.ca	<i>The Provincial Language Service provides interpreting services to BC health authorities and private physician offices.</i>
Health	Sooke Region Health Network	https://www.sookeregionchn.org/	<i>To support healthy lives in healthy communities through innovative, collaborative development and improvement of services for everyone.</i>
Health	Trans Care BC	http://www.phsa.ca/transcarebc/	<i>Trans Care BC is a BC-wide information service and resource hub. We work to make sure people have the information they need to access gender-affirming health care and supports.</i>
Health	Vancouver Island Counselling Centre for Immigrants and Refugees (VICCIR)	778-404-1777 info@viccir.org https://www.viccir.org/	<i>VICCIR provides mental health counselling to immigrants and refugees living in Canada. We offer our services on a sliding fee scale, and for free when needed. We work with specially trained interpreters as required.</i>
Health	Victoria Child Abuse Prevention and Counselling Center (VCAPCC)	(250) 385-6111 https://vcapcc.com/	<i>VCAPCC responds to children, youth and families affected by sexual abuse and other trauma, by providing victim services, counselling, prevention and education within the Greater Victoria community</i>
Health	Victoria Coalition for Survivors of Torture (VCST)	vcst.info@gmail.com https://www.stoptorture.ca/	<i>Building a community of support for survivors of political violence and torture</i>

COMMUNITY CONTACTS AND RESOURCES			
Category	Organizations/Services	Contact details	More information
Health	Victoria Sexual Assault Center (VSAC)	250-383-3232 access@vsac.ca https://vsac.ca/	The VSAC is a feminist organization committed to ending sexualized violence through healing, education, and prevention. We are dedicated to supporting women and all Trans survivors of sexual assault and childhood sexual abuse, through advocacy, counselling, and empowerment.
Back to top			
Human Rights	BC Civil Liberties Association (BCCLA)	https://bccla.org/	The BCCLA advances human rights and civil liberties through litigation, law reform, community-based legal advocacy, and public engagement and education
Human Rights	BC Human Rights Clinic	1-855-685-6222 infobchrc@clasbc.net https://bchrc.net	The BC Human Rights Clinic provides free legal assistance to complainants who have cases before the BC Human Rights Tribunal.
Human Rights	BC Human Rights Commission	https://bchumanrights.ca info@bchumanrights.ca	Mission to address the root causes of inequality, discrimination and injustice in our province by shifting laws, policies, practices and cultures. We do this work through education, research, advocacy, inquiry and monitoring.
Human Rights	BC Human Rights Tribunal	1-888-440-8844 http://www.bchrt.gov.bc.ca	The BC Human Rights Tribunal is responsible for accepting, screening, mediating, and adjudicating human rights complaints.
	REPORT ANY DISCRIMINATION	Make a complaint: http://www.bchrt.gov.bc.ca/complaint-process/complain/index.htm	
Human Rights	BC Ombudsperson	1-800-567-3247 https://bcombudsperson.ca/	As BC's independent voice for fairness, we work to make sure public sector organizations are treating people fairly and following the rules. We listen to and investigate complaints about local and provincial public sector organizations as well as investigate reports of serious wrongdoing in the provincial government.
Human Rights	Canadian Human Rights Commission	1-888-214-1090 https://www.chrc-ccdp.gc.ca/en	We promote and protect human rights in Canada
Human Rights	Vancouver Island Human Rights Coalition (VIHRC)	250-382-3012 contactvihrc@gmail.com https://vihrc.com/	Through advocacy, support, and human rights education, we assist people who have experienced discrimination. Some ways we achieve this are: Communicating with police, government, organizations, corporations, or other individuals on a client's behalf; assisting individuals to access information regarding their human rights; preparation, support, and assistance in filing human rights complaints with the BC Human Rights Tribunal and the Canadian Human Rights Commission
	REPORT ANY DISCRIMINATION		

COMMUNITY CONTACTS AND RESOURCES			
Category	Organizations/Services	Contact details	More information
Human Rights	WorkSafeBC REPORT WORKPLACE DISCRIMINATION AND HARASSMENT	https://www.worksafebc.com/en Responding to Bullying and Harassment: https://www.worksafebc.com/en/health-safety/hazards-exposures/bullying-harassment/responding-bullying-harassment	We are committed to creating a province free from workplace injury or illness, and to providing service driven by our core values of integrity, accountability, and innovation.
Back to top			
Immigrants & Refugees	Court Information Program for Immigrants	https://www.courtinformation.ca/	The Court Information Program for Immigrants eliminates language and cultural barriers and enhances access to the courts and to justice for immigrants and refugees. This is accomplished by providing information and referrals to the public, immigrants and refugees appearing in court as the accused, victims, witnesses, or parties involved in a civil suit. Services are provided in English, Mandarin, Cantonese, Punjabi, Hindi, French and Spanish.
Immigrants & Refugees	Here Magazine	community@heremagazine.ca https://www.heremagazine.ca/	Dedicated to helping newcomer, immigrant, and IBPOC communities be equitably represented and enjoy full and meaningful social, civic and economic participation through media arts and community programming and events.
Immigrants & Refugees	Greater Victoria Local Immigration Partnership (GVLIP)	https://www.icavictoria.org/community-services/local-immigration-partnership-gvlip/	The Greater Victoria Local Immigration Partnership (GVLIP) is a coalition of newcomers, organizations, government agencies, institutions and businesses that focus on improving the integration and inclusion of newcomers in Greater Victoria. The GVLIP is a program of the Inter-Cultural Association of Greater Victoria (ICA)
Immigrants & Refugees	Inter-Cultural Association of Greater Victoria (ICA)	250-388-4728 https://www.icavictoria.org/ https://www.icavictoria.org/contact-us/ Tools For Equity Program: https://www.icavictoria.org/community-services/tools-for-equity/	Offers services for immigrant and refugee newcomers, including settlement and integration services, translation and interpretation, English classes, mentoring, job search assistance and guidance, volunteer matching, and peer support. We also provide outreach and education in the community through arts programming, as well as community development workshops on anti-racism, multiculturalism, diversity awareness, immigration, and human rights.
Immigrants & Refugees	Rainbow Refugee	info@rainbowrefugee.ca community@rainbowrefugee.ca https://www.rainbowrefugee.com/	Vancouver based community group that supports people seeking refugee protection in Canada because of persecution based on sexual orientation, gender identity, gender expression (SOGIE) or HIV status. Our volunteers speak English, Spanish, Farsi, and Arabic.

COMMUNITY CONTACTS AND RESOURCES

Category	Organizations/Services	Contact details	More information
Immigrants & Refugees	Vancouver Island Counselling Centre for Immigrants and Refugees (VICCIR)	778-404-1777 info@viccir.org https://www.viccir.org/	VICCIR provides mental health counselling to immigrants and refugees living in Canada. We offer our services on a sliding fee scale, and for free when needed. We work with specially trained interpreters as required.
Immigrants & Refugees	Victoria Immigration and Refugee Centre Society (VIRCS)	250-388-7696 info@vircs.bc.ca http://www.vircs.bc.ca/	The centre helps immigrants, refugees, new Canadian citizens, and visible minorities settle and adapt into new lives in Greater Victoria. VIRCS provides a wide range of services to its target group, assisting them with everything from settling in Victoria to finding a job.
Back to top			
Indigenous Organizations	First Peoples Cultural Council (FPCC)	https://fpcc.ca/	The mandate of FPCC is to assist B.C. First Nations in their efforts to revitalize their languages, arts and cultures.
Indigenous Organizations	Hulitan Family & Community Services Society	https://www.hulitan.ca/	Hulitan preserves, unifies and advocates for Indigenous families by supporting healing and fostering resilience through culturally rooted programs, services and collaboration with community partners.
Indigenous Organizations	Indigenous Perspectives Society (IPS)	250-391-0007 https://ipsociety.ca/	Indigenous Perspective Society (IPS) offers specialized training and services supporting indigenous children, families, and businesses while also providing consultation services under an Indigenous lens
Indigenous Organizations	KUU-US Crisis Line	Youth: 250-723-2040 Adult: 250-723-4050	Crisis line for Indigenous youth and adults on Vancouver Island
Indigenous Organizations	M'akola Housing Society	http://makola.bc.ca/	The M'akola Group of Societies provides safe, affordable and appropriate homes primarily for Aboriginal people and families.
Indigenous Organizations	NIŁ TU,O Child and Family Services Society	250-544-1400 https://www.niltuo.ca/	Child and Family Services supporting seven First Nation communities in the region.
Indigenous Organizations	Orange Shirt Society	victoriaorgangeshirtday@gmail.com https://www.orangeshirtday.org/orange-shirt-society.html	The purposes of our society are as follows: To support Indian Residential School Reconciliation. To create awareness of the individual, family and community inter-generational impacts of Indian Residential Schools through Orange Shirt Society activities. To create awareness of the concept of "Every Child Matters"
Indigenous Organizations	Pacific Peoples Partnership	https://pacificpeoplespartnership.org/	For 45 years, Pacific Peoples' Partnership has supported the aspirations of South Pacific Islanders and Indigenous peoples for peace, environmental sustainability, social justice and community development.

COMMUNITY CONTACTS AND RESOURCES			
Category	Organizations/Services	Contact details	More information
Indigenous Organizations	Raven	https://raventrust.com/	RAVEN raises legal defence funds to assist Indigenous Peoples who enforce their rights and title to protect their traditional territories.
Indigenous Organizations	Reconciliation Canada	https://reconciliationcanada.ca/	Reconciliation Canada is leading the way in engaging Canadians in dialogue and transformative experiences that revitalize the relationships among Indigenous peoples and all Canadians.
Indigenous Organizations	UVIC Indigenous Student Support Centre	250-721-6005 hsdissc@uvic.ca	
Indigenous Organizations	Victoria Native Friendship Centre (VNFC)	250-384-3211 http://www.vnfc.ca/	VNFC provides services to an estimated 20,000 Indigenous people living off reserve in the greater Victoria area; as well as the 5,000 residents from the First Nations communities in the southern Vancouver Island region, in addition to a sizeable Indigenous population from across Canada.
Back to top			
Legal Support	Access Pro Bono	https://accessprobono.ca/	We operate a free lawyer referral service and several pro bono programs serving the critical legal needs of people and non-profit organizations across BC.
Legal Support	Community Legal Assistance Society (CLAS)	1-888-685-6222 https://clasbc.net/contact@clasbc.net	We provide legal assistance and work to advance the law to address the critical needs of those who are disadvantaged or face discrimination.
Legal Support	Court Information Program for Immigrants	https://www.courtinformation.ca/	The Court Information Program for Immigrants eliminates language and cultural barriers and enhances access to the courts and to justice for immigrants and refugees. This is accomplished by providing information and referrals to the public, immigrants and refugees appearing in court as the accused, victims, witnesses, or parties involved in a civil suit. Services are provided in English, Mandarin, Cantonese, Punjabi, Hindi, French and Spanish.
Legal Support	Disability Law Clinic	https://disabilityalliancebc.org/program/disability-law-clinic/	Disability Law Clinic is able to provide free legal advice to people with disabilities about human rights and discrimination,
Legal Support	Justice Education Society	https://justiceeducation.ca How to get legal help: https://www.justiceeducation.ca/content/legal-help How the Canadian legal system works: https://www.justiceeducation.ca/learn-about-law	Justice Education Society improves the legal capability of individuals and builds the capacity of justice systems.

COMMUNITY CONTACTS AND RESOURCES			
Category	Organizations/Services	Contact details	More information
Legal Support	Legal Aid BC	Local: 250-382-4620 Intake.Victoria@legalaid.bc.ca Law Line (across BC): 1-866-577-2525 https://lss.bc.ca/	We provide legal aid in BC. The law is complicated, but not everyone can afford a lawyer. We can help you with your legal issue.
Legal Support	Restorative Justice Victoria	http://www.rjvictoria.com/	A non-profit, community-based organization that provides restorative justice services in the Greater Victoria Area
Legal Support	SHARP Workplaces	https://sharpworkplaces.org	The Sexual Harassment Advice, Response, and Prevention for Workplaces (SHARP Workplaces) project aims to increase public knowledge, skills, confidence, and competence in managing complex issues related to workplace sexual harassment, and to improve access to legal supports and resources for people who experience workplace sexual harassment.
Legal Support	University of Victoria Law Centre	250-385-1221 https://thelawcentre.ca	The Law Centre provides advice, assistance and representation to clients who cannot afford a lawyer
Back to top			
LGBTQIA2+	Chair in Transgender Studies, University of Victoria	250-472-4472 TransChair@uvic.ca https://www.uvic.ca/research/transchair/	The Chair in Transgender Studies is committed to generating solid reliable information about the real world to drive social change and improve the well-being of Trans, Nonbinary, Two-Spirit, and other gender-diverse people. We support and build healthy communities by facilitating activities of interest to Trans, Nonbinary, Two-Spirit, and other gender-diverse people and their allies.
LGBTQIA2+	Gender Spectacular Families	support@genderspectacular.com https://genderspectacular.com/	Resources. Education. Support. You are not alone. Victoria based.
LGBTQIA2+	Prideline	1-800-566-1170	(Provides peer-support, information, and resources for Gay, Lesbian, Bisexual, and Transgendered people)
LGBTQIA2+	Rainbow Health Cooperative	1-888-241-9992 info@rainbowhealth.coop	BC's largest trans, Two-Spirit, nonbinary community organization. We are a volunteer based, not-for-profit cooperative registered in BC. Our mission is the promotion of gender wellness through education.
LGBTQIA2+	T'eVine	https://www.facebook.com/tvineca/	T'eVine is a multi-platform, BC-wide, moderated community for everyone who self-identifies as trans, Two-Spirit, and nonbinary. Families and allies are welcome.

COMMUNITY CONTACTS AND RESOURCES			
Category	Organizations/Services	Contact details	More information
LGBTQIA2+	Vancouver Island Queer Athletic Association (VIQAA)	https://www.viqaa.info/	We are dedicated to supporting LGBTQIA2S+ youth athletes on Vancouver Island.
LGBTQIA2+	Victoria Pride Society	https://victoriapridesociety.org/ List of Resources and Organizations: https://victoriapridesociety.org/resources/#organizations	Victoria Pride is a not-for-profit organization of volunteers that is dedicated to supporting Greater Victoria's LGBTQ2+ communities. VPS creates opportunities for visibility, collaboration, ongoing conversations and celebration as we work towards equality for all people of diverse gender and sexual identities.
LGBTQIA2+	Youth Empowerment Society (VYES)	778-241-2867 http://www.vyes.ca/	Services for youth and their family/caregivers throughout the Capital Region. Drop in for gay, lesbian, bisexual, and transgendered youth & allies
Back to top			
Police	BC Hate Crimes	1-855-462-5733 BC_HATE_CRIMES@rcmp-grc.gc.ca REPORT HATE CRIMES	BC Hate Crimes is a provincial resource that works with local police departments investigating hate crimes and hate incidents. For non-emergency questions about hate crimes or resources, contact BC Hate Crimes.
Police	Central Saanich Police	Non-emergency: 250.652.4441 http://cspolice.ca/ REPORT HATE CRIMES	
Police	Civilian Review and Complaints Commission for the RCMP	Civilian Review and Complaints Commission for the RCMP National Intake Office P.O. Box 1722, Station B Ottawa, ON K1P 0B3 https://www.crc-cetp.gc.ca/en REPORT COMPLAINTS AGAINST THE RCMP https://www.crc-cetp.gc.ca/en/make-complaint	This is an independent agency. The Commission ensures that public complaints made about the conduct of RCMP members are examined fairly and impartially. The Commission receives complaints from the public and conducts reviews when complainants are not satisfied with the RCMP's handling of their complaints. The Commission is not part of the RCMP.
Police	Greater Victoria Crime Stoppers	1-800-222-8477	We are a community, media, and police cooperative program designed to involve the public in the fight against crime.
Police	Oak Bay Police	Non-emergency: 250-592-2424 info@oakbaypolice.org http://oakbaypolice.org/ REPORT HATE CRIMES	
Police	Office of the Police Complaint Commissioner	(250) 356-7458 or 1-877-999-8707 947 Fort Street, Victoria, BC https://opcc.bc.ca/ REPORT COMPLAINTS AGAINST THE POLICE https://opcc.bc.ca/make-a-complaint/	The Office of the Police Complaint Commissioner promotes accountable policing within our communities and enhances public confidence in law enforcement through impartial, transparent civilian oversight.

COMMUNITY CONTACTS AND RESOURCES			
Category	Organizations/Services	Contact details	More information
Police	Police Victim Services – Greater Victoria	250-995-7351 www.gvpvs.org	Provides emotional support, practical assistance and referrals to individuals who have been victimized as a result of crime or trauma. Free and confidential.
Police	Saanich Police REPORT HATE CRIMES	Non-emergency: 250-475-4321 https://www.saanichpolice.ca/	
Police	Salt Spring Island RCMP REPORT HATE CRIMES	Non-emergency: 250-537-5555 https://www.rcmp-grc.gc.ca/detach/en/d/167	
Police	Sidney / North Saanich RCMP REPORT HATE CRIMES	Non-emergency: 250-656-3931 https://www.rcmp-grc.gc.ca/detach/en/d/176	This detachment serves: Sidney, North Saanich, Pauquachin First Nation, Tsartlip First Nation, Tseycum First Nation, Tsawout First Nation.
Police	Sooke RCMP REPORT HATE CRIMES	Non-emergency: 250-642-5241 https://www.rcmp-grc.gc.ca/detach/en/d/170	District of Sooke, East Sooke, Otter Point, Shirley, Jordan River, Port Renfrew
Police	Victoria Police REPORT HATE CRIMES	Non-emergency: 250-995-7654 https://vicpd.ca/	
Police	Westshore RCMP REPORT HATE CRIMES	Non-emergency: 250-474-2264 https://westshore.rcmp-grc.gc.ca/ViewPage.action?siteNodeId=563	The West Shore RCMP provides policing service to: City of Langford, City of Colwood, Town of View Royal, District of Metchosin, District of Highlands, Songhees First Nation and Esquimalt First Nation.
Back to top			
Religious Organizations	Bahá'í Community of Victoria	https://victoriabahai.org/	This site is intended as a portal through which Victorians can learn about the community-building process in which the Bahá'ís and their neighbours are engaged in the Capital region.
Religious Organizations	Bodhichitta Buddhist Centre	https://meditateinvictoria.org/home/	The program at Bodhichitta Buddhist Centre provides a precious opportunity to study and practice the special modern presentation of Kadampa Buddhism taught by Venerable Geshe Kelsang Gyatso, the founder of the New Kadampa Tradition.
Religious Organizations	Chabad of Vancouver Island	https://www.chabadvi.org/	Chabad of Vancouver Island is dedicated to serving and reaching out to all Jews on Vancouver Island and to extend a hand with physical and spiritual support to those in need.
Religious Organizations	Churches	For an extensive list, see: https://www.yellowpages.ca/search/si-alph/1/Churches+%26+Other+Places+of+Worship/Victoria+BC	Some churches function as gathering places for diverse ethnic and national communities. Because there are too many churches in the Greater Victoria area to include on this list, a Yellow Pages listing is included here. The list is alphabetical.
Religious Organizations	Congregation Emanu-El	https://www.congregationemanuel.ca/	Congregation Emanu-El is an egalitarian Conservative Jewish congregation.

COMMUNITY CONTACTS AND RESOURCES			
Category	Organizations/Services	Contact details	More information
Religious Organizations	Gurdwara - Khalsa Diwan Society of Victoria	250-294-6822 https://www.sikh templekds victoria.ca/	Sikh Temple
Religious Organizations	Islam Unravelled	https://islamunravelled.ca/	Islam Unravelled is the Official Faith-Based Convener for anti-Racism initiatives in the Province of British Columbia, working in partnership with Resilience BC. We are an anti-racist interfaith education and engagement initiative that specializes in dismantling barriers, racism, prejudice, and discrimination against Muslims or other religious or racial groups, through innovative educational, engagement, and technological programs.
Religious Organizations	Ismaili Community Center and Jamatkhana - Victoria	1250 Esquimalt Road, Victoria BC (250) 380-2700	
Religious Organizations	Kolot Mayim Reform Temple	https://kolotmayimreformtemple.com/	Kolot Mayim is a diverse congregation made up of individuals from secular, religious, Ashkenazic and Sephardic backgrounds. We have members who are Jewish by choice and others who were previously unaffiliated
Religious Organizations	Masjid Al-Imam	250-995-1422 victoria@bcma.com https://org.thebcma.com/victoria	Worship, classes, and various community services and activities for the Muslim and (non-Muslim) community. Victoria Branch of the BC Muslim Association
Religious Organizations	Sikh Youth of Victoria	sikhyouthofvictoria@gmail.com	
Religious Organizations	Victoria Buddhist Dharma Society	http://www.victoriabuddhistdharma society.org/	A place to learn and practice the Buddha Dharma and to honour the Sakya tradition of Tibetan Buddhism. While the Centre is founded in the discipline of the Sakya tradition, everyone is welcome.
Religious Organizations	Victoria Hindu Parishad and Cultural Center	http://www.victoriahindutemple.ca/	VHPCC provides various activities and services for the community such as Baal Mandir and Hindi Classes.
	Westshore Islamic Center	778-7146786 https://org.thebcma.com/Westshore	Westshore Islamic center is a new Westshore chapter of the BC Muslim Association (BCMA). We are a small growing Muslim community in Greater Victoria. We are dedicated in providing religious, social and essential educational services to the Muslim community.

[Back to top](#)

4. GLOSSARY OF TERMS

[Back to Table of Contents](#)

Being committed to equity means also to use language carefully and deliberately to engage and support communities. This list includes some terms that will help you do that. Please note that the list does not claim to be exhaustive and that many of these terms evolve over time. Everyone is encouraged to continue learning and to educate themselves on these and other terms and expressions.

<i>Term</i>	<i>Definition</i>	<i>Source</i>
<i>Ableism</i>	The pervasive system of discrimination and exclusion that oppresses people who are differently abled, including differences in mental, cognitive, emotional, and/or physical abilities, through attitudes, actions, or institutional policies.	<i>The CARED Collective (2020, p. 1)</i>
<i>Ageism</i>	Ageism is discrimination on grounds of age.	
<i>Anti-Racism</i>	<p>The practice of identifying, challenging, preventing, eliminating and changing the values, structures, policies, programs, practices and behaviours that perpetuate racism. It is more than just being “not racist.”</p> <p>An anti-racist becomes actively conscious about race and racism and takes actions to end racial inequities in their daily life, and in local and wider systems that affect racialized communities. Believing that racism is everyone’s problem, an anti-racist embraces that we all have a role to play in stopping racism by encouraging anti-racist behaviour and introducing and/or supporting anti-racist policies.</p>	<i>Turpel-Lafond (2021, p. 8)</i>
<i>Anti-Semitism</i>	Hostility to or prejudice against Jewish people as a religious, ethnic, or racial group.	
<i>Bias</i>	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, gender identity, cultural background etc. and can result in unfair treatment of individuals or groups.	
<i>Biphobia</i>	Biphobia is fear, hatred, discomfort, or mistrust specifically of people who are bisexual.	
<i>BIPOC or IBPOC</i>	<p>The acronym BIPOC (or IBPOC) is a placeholder to describe the experiences, identities, and histories of people who are Black, Indigenous, or other People of Colour. Previously the acronym PoC was widely used. By specifically highlighting Indigenous and Black Individuals within the acronym, the effect that colonialism and anti-blackness has on the lives of all racialized people is made explicit. While some people find these acronyms empowering, others find the acronym highly problematic for erasing identity and homogenizing experiences.</p> <p>The best practice is to acknowledge groups and individuals in the most specific way possible and to follow the self-descriptions of the individuals themselves.</p>	<i>BIPOC Project, Nd.; Health Equity Collaborative (2021)</i>

Term	Definition	Source
Black Lives Matter (BLM)	A Black-centred political movement founded by Alicia Garza, Patrisse Cullors, and Opal Tometi in 2013. Black Lives Matter is an ideological and political intervention in a world where Black lives are systematically and intentionally targeted for demise. It is an affirmation of Black folks' humanity, their contributions to this society, and their resilience in the face of deadly oppression.	<i>The CARED Collective (2020, p. 5)</i>
Centering	A term used to describe that it is important to put the experiences, needs and wishes of people who are targeted by hate at the center of one's concerns and actions. This also means that one should be aware of one's relative privilege and act with cultural humility.	
Classism	Prejudice against or in favor of people belonging to a particular social class.	
Colonialism	Occurs when groups of people come to a place or country, steal the land and resources from Indigenous peoples, and develop a set of laws and public processes that are designed to violate the human rights of the Indigenous peoples, violently suppress their governance, legal, social, and cultural structures, and force them to conform with the colonial state.	<i>Turpel-Lafond (2021, p. 8)</i>
Colourism	Prejudice or discrimination against individuals with a dark skin tone, typically among people of the same ethnic or racial group.	
Cultural Humility	A life-long process of self-reflection and self-critique. It is foundational to achieving a culturally safe environment. Cultural humility begins with an in-depth examination of one's assumptions, beliefs and privilege embedded in one's own understanding and practice. Undertaking cultural humility allows for marginalized voices to be front and centre and promotes relationships based on respect, open and effective dialogue and mutual decision-making.	<i>Turpel-Lafond (2021, p. 212)</i>
Cultural Safety	A culturally safe environment is physically, socially, emotionally and spiritually safe. There is recognition of, and respect for, the cultural identities of others, without challenge or denial of an individual's identity, who they are, or what they need. Culturally unsafe environments diminish, demean or disempower the cultural identity and well-being of an individual.	<i>Turpel-Lafond (2021, p. 212)</i>
Decolonization	A process that begins with the understanding that one is colonized (at whatever level that may be). It is creating and consciously using various strategies to liberate oneself from, or adapt to, or survive in oppressive conditions. It is the restoration of cultural practices, thinking, beliefs, and values that were taken away or abandoned, but are still relevant or necessary for survival and well-being. It is the birth and use of new ideas, thinking, technologies, and lifestyles that contribute to the advancement and empowerment of Indigenous Peoples.	<i>Yellow Bird (2008, p. 284)</i>

Term	Definition	Source
Discrimination	The denial of equal treatment and opportunity to individuals or groups because of personal characteristics and membership in specific groups, with respect to education, accommodation, health care, employment, access to services, goods, and facilities. In British Columbia, discrimination is prohibited on the basis of race, colour, ancestry, place of origin, religion, marital status, family status, physical or mental disability, sex, sexual orientation, gender identity or expression, or age of that person or that group or class of persons, and in certain cases: political belief, lawful source of income or conviction of a criminal or summary conviction offence unrelated to their employment.	<i>Canadian Race Relations Foundation (2019)</i> <i>BC Human Rights Code, Nd.</i>
Diversity	Diversity is the presence of a wide range of human qualities and attributes, both visible and invisible, within a group, organization, or society.	
Equity	A condition or state of fair, inclusive, and respectful treatment of all people. Equity does not mean treating people the same without regard for individual differences.	<i>Canadian Race Relations Foundation (2019)</i>
Equity-Seeking Groups	The term “equity-seeking groups” centres the agency of historically excluded communities and highlights their work to “identify barriers to equal access, opportunities and resources due to disadvantage and discrimination and actively seek social justice and reparation.”	<i>Canada Council of the Arts, Nd.</i>
Grounds of Discrimination	There are 13 reasons or ‘grounds’ that are generally protected under the Canadian Human Rights Act and the BC Human Rights Code. This means that employers and service providers cannot discriminate against people for these reasons: <ul style="list-style-type: none"> • Indigenous identity • race, • national or ethnic origin, • colour, • religion, • age, • sex, • sexual orientation, • gender identity or expression, • marital status, • family status, • genetic characteristics, • disability, and • conviction for an offence for which a pardon has been granted or in respect of which a record suspension has been ordered. 	<i>Canadian Human Rights Act, Nd.</i> <i>BC Human Rights Code, Nd.</i>
Harassment	Harassment is a form of discrimination. It includes any unwanted physical or verbal behaviour that offends or humiliates you. Generally, harassment is a behaviour that persists over time but serious one-time incidents can also sometimes be considered harassment.	<i>Canadian Human Rights Commission (2020)</i>

Term	Definition	Source
Hate	In 2013 the Canadian Supreme Court further described hate as: “Representations that expose a target group to detestation tend to inspire enmity and extreme ill-will against them, which goes beyond mere disdain or dislike. Representations vilifying a person or group will seek to abuse, denigrate or delegitimize them, to render them lawless, dangerous, unworthy or unacceptable in the eyes of the audience. Expression exposing vulnerable groups to detestation and vilification goes far beyond merely discrediting, humiliating or offending the victims.”	<i>BC Human Rights Tribunal, Nd.</i>
Heterosexism	Heterosexism is discrimination against LGBTQIA2S+ individuals.	
Historically Excluded Groups	The term “historically excluded groups” recognizes that historical, persistent, and systemic oppression has excluded certain communities in Canada from various areas of professional and social life.	
Homophobia	Homophobia is fear, hatred, discomfort with, or mistrust of people who are lesbian, gay, bisexual, or are people with other sexual orientations that are not heterosexual.	
Immigrants	People who are, or who have ever been, landed immigrants or permanent residents. They have been granted the right to live in Canada permanently by immigration authorities. Immigrants who have obtained Canadian citizenship by naturalization are included in this group.	<i>Statistics Canada (2019)</i>
Imperialism	The ideological foundation that justifies and normalizes domination and exploitation of people and territories (i.e. racism, capitalism), while colonization/colonialism refer to the material practices, policies, and actions of dispossession and domination.	<i>The CARED Collective (2020, p. 14)</i>
Inclusion	Inclusion is creating an environment where people have both the feeling and reality of belonging and are able to achieve their full potential.	
Indigenous Peoples	The first inhabitants of a geographic area. In Canada, Indigenous peoples include those who may identify as First Nations (status and non-status), Métis and/or Inuit.	<i>Turpel-Lafond (2021, p. 213)</i>
Interpersonal Racism	Also known as relationship racism, refers to specific acts of racism that occur between people, and may include discriminatory treatment, acts of violence and microaggressions.	<i>Turpel-Lafond (2021, 213)</i>
Intersectionality	The theory—conceptualized in the 1980s by Black feminist legal scholar Kimberlé Crenshaw—that markers of identity do not act independently of one another, but exist simultaneously, creating a complex web of privilege and oppression and “negating the possibility of a unitary or universal experience of any one manifestation of oppression.” Examining the experiences of people who live at the intersection of multiple subordinated identities becomes a useful way to diagnose and understand oppression within a system.	<i>Crenshaw (1991)</i>
Islamophobia	Hostility or prejudice against the religion of Islam or against Muslims more general. Islamophobia is characterized by both religious and racial hatred towards Muslim people.	

Term	Definition	Source
Latinx	A person of Latin American origin or descent. A recent term used as a gender-neutral or nonbinary alternative to the terms “Latino” or “Latina”.	
LGBTQIA2S+	An acronym for Lesbian, Gay, Bisexual, Trans, Queer/Questioning, Intersex, Asexual and Two-Spirit. The ‘plus’ describes that this acronym is not complete because there are many other affirmative ways in which people choose to self-identify.	
Microaggressions	Everyday insults, indignities and demeaning messages sent to a person of a historically excluded community. They are indirect and sometimes subtle put-downs or they are veiled as compliments. They often perpetuate stereotypes and derogatory attitudes towards the targeted person. Microaggressions can leave the receiver feeling confused or angry due to their subtle nature, especially if the speaker denies that their words or actions are biased.	
Oppression	Oppression is discrimination or prejudice that is backed up by systemic power. Oppression refers to discrimination that occurs and is supported through for example the power of public systems or services, such as health care systems, educational systems, legal systems and/or other public systems or services.	<i>Turpel-Lafond (2021, p. 214)</i>
Ostracism (or shunning)	A form of abuse, bullying or discrimination that operates through persistent social exclusion. It often means that a person is systematically avoided and ignored. Shunning and ostracising often is done by a group to an individual.	
Othering	Refers to the process whereby an individual or groups of people attribute negative characteristics to other individuals or groups of people that set them apart as representing that which is opposite to them.	<i>Rohleder, (2014, p. 414)</i>
People of Colour (PoC)	Non-white racial or ethnic groups. In Canada, the term is not used to refer to Indigenous peoples, as they are considered distinct societies under the Canadian Constitution. When including Indigenous peoples, it is correct to say, “People of Colour and Indigenous peoples.” While some people use this acronym to describe themselves, others find it problematic for erasing identity and homogenizing experiences. The best practice is to acknowledge groups and individuals in the most specific way possible and to follow the self-descriptions of individuals.	<i>Canadian Race Relations Foundation (2019)</i>
Prejudice & Power	Oppressive relations (such as racism, sexism, heterosexism, classism and others) are understood as a sum of prejudice and systemic power. This means that a group who is oppressive is historically and/or systemically more powerful than the group who is the target of the prejudice or discrimination. This also means that “reverse racism,” “reverse sexism,” and other such “reverse” oppressions are impossible. Oppression happens from the most powerful to the less powerful.	
Prejudice	Refers to a negative way of thinking and attitude toward a socially defined group and toward any person perceived to be a member of the group. Like bias, prejudice is a belief and based on a stereotype.	<i>Turpel-Lafond (2021, p. 214)</i>

Term	Definition	Source
Privilege	<p>Operates on personal, interpersonal, cultural, and institutional levels and gives advantages, favours, and benefits to members of dominant groups. Privilege is unearned, and mostly unacknowledged, social advantage that non-racialized people have over other racial groups.</p> <p><i>Relative privilege</i> means that one can experience a certain level of privilege because of one part of one's identity (such as white skin privilege, or straight or male privilege) while at the same time experiencing oppression and hate because of another part of one's identity (such as anti-Semitism and/or sexism). This is also related to the intersectional nature of our identities.</p>	<i>Turpel-Lafond (2021, p. 214)</i>
Propaganda	Any (public) statement, publication, notice, sign, symbol emblem or other representation that is likely to expose a person or a group or class of persons to hatred or contempt because of race, colour, ancestry, place of origin, religion, marital status, family status, physical or mental disability, sex, sexual orientation, gender identity or expression, or age of that person or that group or class of persons.	<i>BC Human Rights Code, Nd.</i>
Race	Race is a socially constructed way to categorize people and is used as the basis for discrimination by situating human beings within a hierarchy of social value.	<i>Turpel-Lafond (2021, p. 8)</i>
Racial/Social Justice	The systematic fair treatment of people of all races, resulting in equitable opportunities and outcomes for all. Racial justice—or racial equity—goes beyond “anti-racism.” It is not just the absence of discrimination and inequities, but also the presence of deliberate systems and supports to achieve and sustain racial equity through proactive and preventative measures.	<i>Racial Equity Tools (2021, p. 16)</i>
Racial Profiling	Racial profiling happens when law enforcement or other security services single out an individual for greater scrutiny or different treatment that relies on stereotypes about race, colour, ethnicity, ancestry, religion, place of origin, or related stereotypes rather than on reasonable suspicion. The underlying principles of racial profiling is that in understanding encounters between the police and an individual, it is their race, colour, ethnicity, ancestry, religion, place of origin, or related stereotypes, real or presumed, rather than their criminality, that leads to the application of specific measures in a disproportionate manner.	
Racialization, Racialized	Refers to the process through which groups come to be socially constructed as races, based on characteristics such as race, ethnicity, language, economics, religion, culture, and politics. While some people use this expression to describe themselves, others find it problematic for erasing identity and homogenizing experiences. The best practice is to acknowledge groups and individuals in the most specific way possible and to follow the self-descriptions of individuals.	<i>Canadian Race Relations Foundation (2019)</i>

Term	Definition	Source
Racism	<p>The belief that a group of people are inferior based on the colour of their skin, their culture or spirituality. It leads to discriminatory behaviours and policies that oppress, ignore or treat racialized groups as 'less than' non-racialized groups. Where acceptance of these discriminatory and prejudicial practices has become normalized across our society and institutions.</p> <p>Racism is also defined as racial prejudice + power, to highlight the power differential that is inherent to racism.</p>	<i>Turpel-Lafond (2021, p. 8)</i>
Reconciliation	Establishing and maintaining a mutually respectful relationship between Aboriginal and non-Aboriginal peoples in this country. In order for that to happen, there has to be awareness of the past, an acknowledgement of the harm that has been inflicted, atonement for the causes, and action to change behaviour.	<i>Truth and Reconciliation Commission of Canada (2015a, pp. 6-7)</i>
Settler Colonialism	Settler colonialism is a distinct type of colonialism that functions through the replacement of indigenous populations with an invasive settler society that, over time, develops a distinctive identity and sovereignty.	<i>Barker & Battell Lowman, Nd.</i>
Sexism	Sexism is discrimination on the grounds of sex and or gender. Sexism is also defined as gender prejudice + power, to highlight the power differential that is inherent to sexism.	
Stereotype	A stereotype is a widely held and oversimplified image or idea of a group of people which results in the unconscious or conscious categorization of each member of that group, without regard for individual differences. Stereotypes are generally inaccurate and resistant to new information. Stereotyping may relate to race, age, ethnicity, linguistics, religious, geographical or national groups, social, marital or family status, physical, developmental or mental attributes, gender and/or gender identity and other such categories.	
Systemic Racism	Is enacted through routine and societal systems, structures, and institutions such as requirements, policies, legislation, and practices that perpetuate and maintain avoidable and unfair inequalities across racial groups, including the use of profiling and stereotyping.	<i>Turpel-Lafond (2021, p. 8)</i>
Transphobia	Transphobia is fear, hatred, discomfort with, or mistrust of people who are transgender, nonbinary, genderqueer, or don't follow traditional gender norms.	
White Presenting	Used to refer to people who have a cultural and/or racial identity that is not white, but who experience what has been called "white skin privilege" because of how they look.	<i>Simon Fraser University (2020)</i>
White Privilege	The inherent advantages possessed by a white person on the basis of their race in a society characterized by racial inequality and injustice. This concept does not imply that a white person has not worked for their accomplishments but rather, that they have not faced barriers encountered by others.	<i>Canadian Race Relations Foundation (2019)</i>

<i>Term</i>	<i>Definition</i>	<i>Source</i>
<i>White Supremacy</i>	This term is often connected to extremist, right-wing hate groups. However, the term is also used in anti-racist work to force an acknowledgement of the belief systems underlying whiteness. Thus, white supremacy is seen as the ideology which perpetuates white racism. This ideology exists in both the overtly prescriptive form, i.e. the white supremacy that we attach to right-wing white power groups, and as the self-perpetuating cultural structure also known as whiteness.	<i>The CARED Collective (2020, p.36)</i>
<i>Whiteness</i>	Multidimensional, complex, and systemic: it does not simply refer to skin colour, but to an ideology based on beliefs, values, behaviours, habits and attitudes, which result in the unequal distribution of power and privilege based on skin colour. It represents a position of power where the power holder defines the categories, which means that the power holder decides who is white and who is not. "White" only exists in relation/opposition to other categories in the racial hierarchy produced by whiteness. In defining "others," whiteness defines itself. Who is considered white changes over time.	<i>The CARED Collective, Nd.</i>
<i>Xenophobia</i>	Refers to the attitudes, prejudices and behaviour that reject, exclude and often vilify persons, based on the perception that they are outsiders or foreigners to the community, society or national identity. In other words, xenophobia is fear and hatred of strangers or foreigners or of anything that is strange or foreign.	<i>The CARED Collective (2020, p.36)</i>

5. ADDITIONAL INFORMATION

[Back to Table of Contents](#)

5.1. Community Equity Table - Membership

This document was created with help of the Community Equity Table organized by the Greater Victoria Local Immigration Partnership (GVLIP), meeting throughout 2020-2021. The individuals below provided expertise, advice, lived-experience, writing, and resources to this document. Their commitment to this work, their time and input have been invaluable to this work. Any mistakes or omissions in this document are the GVLIP's.

BIPOC Community Salt Spring Island
Shamana Ali

Chair of Transgender Studies, University of Victoria
Aaron Devor

Equity and Human Rights Office, University of Victoria
Leah Shumka
Moussa Magassa
Casbreea Dewis

Here Magazine
Fiona Bramble
Kareece Whittle-Brown

Indigenous Perspectives Society
Rachelle Dallaire

Jewish Federation Vancouver Island
Sandra Glass

Landscapes of Injustice
Vivian Wakabayashi

Masjid al Iman
Asiyah Robinson

North Saanich Municipality
Carly Rimmell

School District 61 – Victoria
Harold Caldwell

School District 62 – Sooke
Laura Schwertfeger
Lindy Kovacik
Vanessa White

School District 63 – Saanich
Monika Braniff

Sport for Life
Francesca Jackman

The Inclusion Project
Ruth Mojeed

Vancouver Island Counselling Centre for Immigrants and Refugees (VICCIR)
Ana Maria Pavon Marin

Vancouver Island Human Rights Coalition VIHRC
Elsa Mora

Westshore Parks and Recreation
Bobbi Neal

5.2. References

[Back to Table of Contents](#)

- Attorney General (2021). *Racist incident hotline to be created in British Columbia*. BC Government News. <https://news.gov.bc.ca/releases/2021AG0054-000808>
- Barker, A. & Battel Lowman, E. Nd. *Settler colonialism*. Global Social Theory. <https://globalsocialtheory.org/concepts/settler-colonialism/>
- BC Human Rights Code, RSBC 1996, c 210. Nd. https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/96210_01
- BC Human Rights Tribunal (2019). *Annual Report*. http://www.bchrt.bc.ca/shareddocs/annual_reports/2018-2019.pdf
- BC Human Rights Tribunal. Nd. *Leading cases: Publications*. <http://www.bchrt.bc.ca/law-library/leading-cases/publications.htm>
- BC Women's Health Foundation (2019). *In her words: Women's experience with the healthcare system in British Columbia*. https://assets.bcwomensfoundation.org/2019/10/BCWHF_InHerWords_Report_8.5x11_Digital_Oct23.pdf
- BIPOC Project. Nd. *About Us*. The BIPOC Project. <https://www.thebipocproject.org/>
- Canada Council of the Arts. Nd. *Glossary*. <https://canadacouncil.ca/glossary>
- Canadian Human Rights Act, R.S.C., 1985, c. H-6. Nd. <https://laws-lois.justice.gc.ca/eng/acts/h-6/>
- Canadian Human Rights Commission (2020). *What is Harassment?* <https://www.chrc-ccdp.gc.ca/en/about-human-rights/what-harassment>
- Canadian Mental Health Association of Ontario. *Lesbian, gay, bisexual, trans & queer identified people and mental health*. <https://ontario.cmha.ca/documents/lesbian-gay-bisexual-trans-queer-identified-people-and-mental-health/>
- Canadian Race Relations Foundation (2019). *CRRF glossary of terms*. <https://www.crrf-fcrr.ca/en/resources/glossary-a-terms-en-gb-1>
- Canadian Race Relations Foundation (2020). *Hate crime in Canada*. <https://www.crrf-fcrr.ca/en/news-a-events/articles/item/26823-hate-crime-in-canada>
- CARED Collective (2020). *Our Glossary*. Alberta Civil Liberties Research Centre. <http://www.aclrc.com/glossary>
- CARED Collective. Nd. *Whiteness*. Alberta Civil Liberties Research Centre. <http://www.aclrc.com/Whiteness>
- City of Victoria (2021). *Statement from Mayor Helps on new funding for strengthening communities in BC*. News Archives. <https://www.victoria.ca/EN/meta/news/news-archives/2021-news/statement-from-mayor-helps-on-new-funding-for-strengthening-communities-in-bc.html>
- Crenshaw, K. (1991). Mapping the margins: Intersectionality, identity politics, and violence against women of color. *Stanford Law Review* 43(6): 1241-1299. <https://www.jstor.org/stable/1229039?seq=1>
- Criminal Code, R.S.C., 1985, c. C-46. Nd. <https://laws-lois.justice.gc.ca/eng/acts/c-46/>
- Government of Canada (2020). *Guide to the Canadian charter of rights and freedoms*. <https://www.canada.ca/en/canadian-heritage/services/how-rights-protected/guide-canadian-charter-rights-freedoms.html>
- Greater Victoria Local Immigration Partnership (2021). *Racism in Greater Victoria: A community report*. <https://icavictoria.org/wp-content/uploads/2021/07/GVLIP-Racism-Survey-Report-FINAL.pdf>

- Hall, J.M. & Fields, B. (2015). "It's killing us!" Narratives of black adults about microaggression experiences and related health stress. *Global Qualitative Nursing Research*: 1-14.
<https://doi.org/10.1177/2333393615591569>
- Health Equity Collaborative. (2021). *Believe me: Identifying barriers to health equity for sexual and gender diverse communities in British Columbia*. Sexual and Gender Minorities Health Equity Collaborative.
<http://peernetbc.com/wp-content/uploads/2021/01/HEC-Final-Report-WEB.pdf>
- Leets, L. (2002). Experiencing hate speech: Perceptions and responses to anti-Semitism and antigay speech. *Journal of Social Issues* 58 (2): 341- 361. <https://doi.org/10.1111/1540-4560.00264>
- Lepine, H. (2021). Pilot "Peer Assisted Crisis Team" coming to Victoria as alternative to police response. *Check News*. <https://www.cheknews.ca/pilot-peer-assisted-crisis-team-coming-to-victoria-as-alternative-to-police-response-866126/>
- Levin, J.F & Idler, E.L. (2018). Islamophobia and the public health implications of religious hatred. *American Journal of Public Health* 108(6): 718-719.
<https://ajph.aphapublications.org/doi/10.2105/AJPH.2018.304419>
- National Collaborating Centre for Determinants of Health (2017). *Let's talk racism and health equity*. Antigonish, NS: National Collaborating Centre for Determinants of Health, St. Francis Xavier University. <https://nccdh.ca/resources/entry/lets-talk-racism-and-health-equity>
- Okoye, H.U., Saewyc, E. (2021). Fifteen-year trends in self-reported racism and link with health and well-being of African Canadian adolescents: A secondary data analysis. *International Journal for Equity in Health*, 20 (108). <https://doi.org/10.1186/s12939-021-01446-x>
- Polanco-Roman, L., & Miranda, R. (2013). Culturally related stress, hopelessness, and vulnerability to depressive symptoms and suicidal ideation in emerging adulthood. *Behavior Therapy* 44 (1): 75-87.
<https://doi.org/10.1016/j.beth.2012.07.002>
- Polanco-Roman, L., Anglin, D.M., Miranda, R., & Jeglic, E.L. (2019). Racial/ethnic discrimination and suicidal ideation in emerging adults: The role of traumatic stress and depressive symptoms varies by gender not race/ethnicity. *Journal of Youth and Adolescence* 48: 2023-2037.
<https://link.springer.com/article/10.1007/s10964-019-01097-w>
- Project 1907 (2021). *Racism incident reporting centre*. [https://www.project1907.org/reportingcentre/Project 1907](https://www.project1907.org/reportingcentre/Project%201907).
- Racial Equity Tools (2021). *Racial equity tools glossary*. <https://drive.google.com/file/d/1-hoEWxqHAZUfheFvuFRtVpEz5ODSxul6/view>
- Rohleder, P. (2014). Othering. In T. Teo (Eds.), *Encyclopedia of Critical Psychology* (p. 414). New York: Springer.
https://doi.org/10.1007/978-1-4614-5583-7_414
- Simon Fraser University (2020). *Glossary of inclusive and antiracist writing terms*.
<https://www.lib.sfu.ca/about/branches-depts/slc/writing/inclusive-antiracist-writing/glossary-terms>
- Trans Pulse Canada (2020). *Health and health care access for trans and non-binary people in Canada*.
<https://transpulsecanada.ca/results/report-1/>
- Truth and Reconciliation Commission of Canada (2015a). *Honouring the Truth, Reconciling for the Future: Summary of the Final Report of the Truth and Reconciliation Commission of Canada*.
http://www.trc.ca/assets/pdf/Executive_Summary_English_Web.pdf
- Truth and Reconciliation Commission of Canada (2015b). *Truth and Reconciliation Commission of Canada: Calls to Action*. https://www2.gov.bc.ca/assets/gov/british-columbians-our-governments/indigenous-people/aboriginal-peoples-documents/calls_to_action_english2.pdf
- Turpel-Lafond, M.E. (2021). *In plain sight: Addressing Indigenous-specific racism and discrimination in BC health care*. Government of British Columbia. <https://engage.gov.bc.ca/app/uploads/sites/613/2020/11/In-Plain-Sight-Full-Report.pdf>

- Union of British Columbia Indian Chiefs (2018). *Re: Policy complaint concerning street checks by the Vancouver police department*. <https://bccla.org/wp-content/uploads/2018/06/UBCIC-BCCLA-OPCC-Complaint-re-Street-Checks-Jun-14-2018-Approved-1.pdf>
- Walkem, Ardith Walpetko We'dalx (2019). *Expanding our vision: Cultural equality & Indigenous peoples' human rights*. British Columbia Human Rights Tribunal.
<https://drive.google.com/file/d/1AN6YQPXUJgZbf9NnyHjQt1ODomvZG5oI/view>
- Yellow Bird, M. (2008). Terms of endearment: A brief dictionary for decolonizing social work with Indigenous peoples. In M. Gray, J. Coates & M. Yellow Bird (Eds.), *Indigenous social work around the world: Towards culturally relevant education and practice* (pp. 275-292). New York: Routledge.

All materials are protected by Canadian Copyright law and may only be reproduced with written permission.
Copyright 2021 Inter-Cultural Association of Greater Victoria

Contact Florentien Verhage, GVLIP Coordinator
Email: gvlip@icavictoria.org

ICA Victoria, 930 Balmoral Road, Victoria BC V8T 1A8

