

Responding to Discrimination and Hate Crime: Abbotsford Community Protocol

February 2014



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INTRODUCTION

Safe and healthy communities are a concern for all community members, including service providers and governments. A significant threat to the safety of our communities is violence and crime. This document addresses a specific kind of crime: hate crime. A perpetrator targeting a victim(s) with specific characteristics due to prejudice and/ or bias is called a hate crime. Hate crimes or related incidents range from bigoted propaganda to violence. Hate crimes negatively impact the sense of safety in a community and create a climate of fear.

The Abbotsford Community Protocol is designed to help community members and stakeholders react promptly and effectively with resources and a step-by-step response guide whenever critical incidents of discrimination, hate crime or related incidents occur.

Contact Information

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Diversity Education and Resource Services Program
Fraser Valley Human Dignity Coalition
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danica.denomme@abbotsfordcommunityservices.com

Website: www.abbotsfordcommunityservices.com

Tumblr: <http://fvhumandignitycoalition.tumblr.com/>

Facebook: www.facebook.com/diversityeducation

Twitter: www.twitter.com/DiverseAbby

TABLE OF CONTENTS

DIVERSITY EDUCATION AND RESOURCE SERVICES PROGRAM

Background Information.....	1
-----------------------------	---

FRASER VALLEY HUMAN DIGNITY COALITION

Coalition Goals	1
Coalition Mandate.....	1
Coalition Membership Policy	1
Coalition Members and Partners	2

ABBOTSFORD PROTOCOL AND THE CRITICAL INCIDENT

RESPONSE MODEL.....

Background.....	3
-----------------	---

Intent and Purpose of Protocol	3
--------------------------------------	---

Definitions.....	3
------------------	---

Examples of Key Terms.....	6
----------------------------	---

ABBOTSFORD COMMUNITY PROTOCOL: A RESPONSE TO CRITICAL INCIDENTS OF DISCRIMINATION AND HATE CRIME.....

7

Protocol Roles and Expectations	7
---------------------------------------	---

Role of Abbotsford Community Services (ACS)	7
---	---

Role of Diversity Education and Resource Services (DEARS).....	7
--	---

Role of Coalition	7
-------------------------	---

Role of Relevant Service Providers	7
--	---

Role of Community	8
-------------------------	---

Protocol Mechanisms.....	8
--------------------------	---

Victim Support	8
----------------------	---

Referral.....	8
---------------	---

Referral List	9
---------------------	---

Education and Resource List.....	11
----------------------------------	----

APPENDIX 1

Protocol Resource Guide and Partner List.....	13
---	----

APPENDIX 2

Prepared Employees Community Resource List	14
--	----

DIVERSITY EDUCATION AND RESOURCE SERVICES PROGRAM

Background Information

The Diversity Education and Resource Services Program at Abbotsford Community Services has a long history of cross-cultural, diversity and human rights education and awareness initiatives in the community.

In 1999 the Diversity Education Program received funding through National Crime Prevention to establish a community response team against hate and discrimination. The team, comprised of community members and key stakeholders, took on the name **Fraser Valley Human Dignity Coalition (FVHDC)**. In the pursuit of social justice and equity, the Coalition promotes the values of human rights and dignities and a safe and healthy community for all.

Fraser Valley Human Dignity Coalition

Coalition Goals

- Promote the value of diversity, human rights and dignities
- Bring community awareness to incidents of discrimination and hate crimes
- Respond to issues and concerns related to human dignity in the community as needed
- Bring community awareness to resources available to victims of hate motivated crimes and discrimination

Coalition Mandate

The Fraser Valley Human Dignity Coalition's (FVHDC) mandate is to promote the rights and dignities of all community members. As a Coalition of community partners, we believe every person has the right to be treated with dignity, respect, fairness and compassion. The Coalition's underlying premise is that all members of the human family live without fear of discrimination, intimidation and violence due to race, ethnicity, class, gender, family status, sexual orientation, religion, mental and physical ability, age or political beliefs.

Coalition Membership Policy

Coalition membership is open to all residents and organizations in the Fraser Valley. All new Coalition members are required to agree to and sign a Code of Ethics Form to ensure a confidential and safe forum for community dialogue and action. If a member breaks the Code of Ethics, they will be asked to meet with the involved parties to resolve the issue. If the issue is not resolved, the member may be asked to relinquish their membership. A person who has relinquished their membership may still be invited to community events supported by the Coalition. For more information on membership, please contact the Diversity Education Coordinator at 604-859-7681 Local 270.

Coalition Members and Partners

The Coalition is comprised of a broad range of community services providers, organizations and community members. Coalition initiatives and events are also regularly supported by community groups and organizations which are referred to as Coalition community partners. The Coalition 2013-2014 members and partners include the following stakeholders and organizations:

Abbotsford Community Services

Abbotsford Police Department:

- Diversity Advisory Committee
- Victim Services

Abbotsford Seniors

Abbotsford Youth Commission

City of Abbotsford

Community Members – Unaffiliated

Correctional Service of Canada

- Fraser Valley Institution
- Pacific Regional Headquarters

Fraser Valley Youth Society

Soka Gakkai International/Buddhist Faith

University of the Fraser Valley

- School of Criminology

Women's Resource Society of the Fraser Valley

ABBOTSFORD COMMUNITY PROTOCOL AND THE CRITICAL INCIDENT RESPONSE MODEL

Background

The Diversity Education program and Coalition members and partners have created the framework for the Protocol in March 2004 and then revised the document in June 2008. The Critical Incident Response Model is an approach offered by the Ministry of Attorney General's Anti-Racism and Multiculturalism Unit to assist 25 communities in addressing and responding to issues of discrimination and hate crime.

The provincial model is based on three levels of community participation. In the first level or step, the Ministry provides leadership and resources to communities for public education and cross-cultural dialogue. The second step involves Ministry support of community-led initiatives that assist in the development of partnerships between community stakeholders. The third step is where partnerships that have been established will work together to create a response protocol to critical incidents of racism and hate. Following the third step is the continuous implementation of this protocol.

Intent and Purpose of Protocol

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

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

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

Definitions

To assist in the reading of the Protocol and the understanding of the issues surrounding discrimination and hate crime, a list of key terms is provided.¹ The list of terms is not comprehensive and in some cases definitions vary according to the source. For more information or education opportunities and materials refer to Diversity Education and Resources Program at Abbotsford Community Services.

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

Ableism is discrimination on grounds of physical or mental ability.

Ageism is discrimination on grounds of age.

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

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

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

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

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

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

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

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

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

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

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

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

Heterosexism is discrimination by heterosexuals against homosexuals.

Homophobia is a fear or hatred of homosexuals or homosexuality.

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

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

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

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

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

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

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

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

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

Sex is the biological distinction between male and female.

Sexism is discrimination on the grounds of sex.

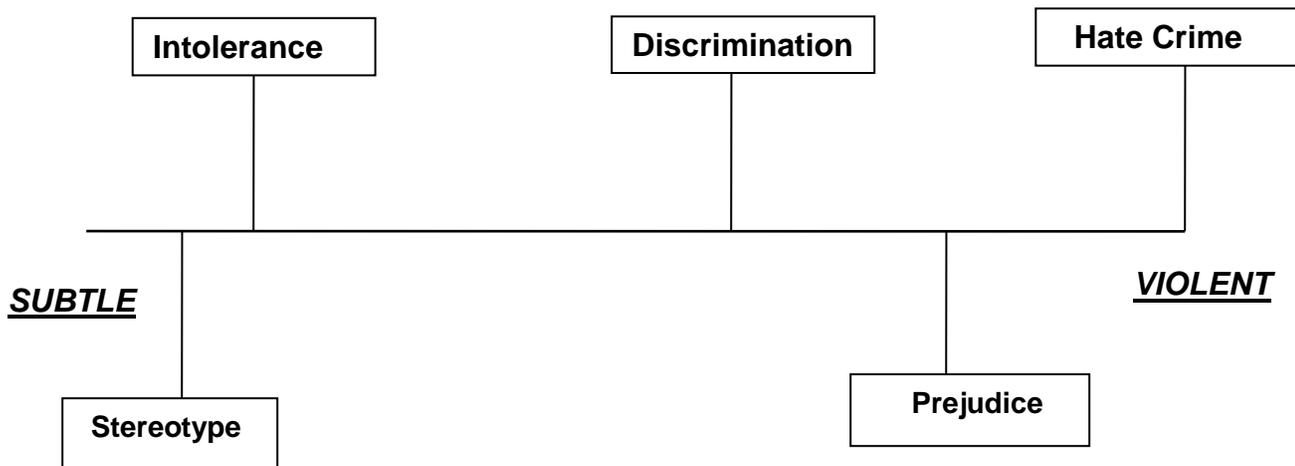
Stakeholders in context of the Abbotsford Protocol refer to the service providers, organizations and institutions within Abbotsford who have invested interest in the health, safety and vitality of the community.

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

Xenophobia is fear of other people, groups, or cultures that are different from one's own. The term is usually used to describe the phenomena where the dominant group of a country feels fear of 'foreigners', their customs and culture.

Forms of Discrimination

The following illustration depicts discrimination and summarizes situations and events that range from the covert and subtle to the overt and violent. This Protocol is a response to address incidents that fall on the right side of the continuum - incidents of discrimination and bias that are overt and violent. The examples below may be familiar, as some are adapted from actual events in the Fraser Valley and Lower Mainland.



Examples:

Intolerance: Not allowing someone to marry/partner with whoever the person chooses to marry/partner.

Stereotype: White people do not care about their parents.
Asian people cannot drive properly.

Prejudice: A female thinking that she would never date an Indo-Canadian male because she thinks Indo-Canadian males are aggressive.

Discrimination:

A local technology company preferring to hire those less than 30 years old feeling they are more knowledgeable of cutting edge technology.

A local restaurant refusing services to people with developmental disabilities.

Examples of Hate Crime:

An elderly Sikh man is beaten by a group of people connected with a white supremacist group.

A group of people deface a lesbian-led family's home with bigoted graffiti.

Protocol Roles and Expectations

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

Role of Abbotsford Police:

As the organization responsible for responding to hate crimes the Abbotsford Police will:

- Provide a senior manager to participate in the ongoing work of the Coalition.
- Fully investigate all incidents of hate crime and hate motivated incidents.

Role of Diversity Education and Resource Services of Abbotsford Community Services:

As a program of Abbotsford Community Services, Diversity Education will:

- Encourage and support education and awareness opportunities for community members, students, professionals and employers.
- In partnership with Coalition Members, research ongoing funding for initiatives to support and enhance the protocol objectives.
- Maintain an updated list of relevant service providers, victim support and ethno-cultural organizations that can be accessed for referral.
- Support victim(s) by listening to their account, documenting their account, referring them to appropriate service or organization.

Role of Coalition

As a community based coalition of concerned citizens and service providers the Coalition will:

- Respond to the issues and concerns in the community as needed; support victims whose human rights and dignities have been violated.

Role of Relevant Service Providers

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

Role of Community

Local businesses and organizations can support the protocol by becoming Safe Harbours and/or having the protocol on-site. Safe Harbour is about a vision for an inclusive British Columbia that celebrates strong, healthy and diverse communities. Many communities have realized that the elimination of racism and hate requires a commitment from all sectors of society. Safe Harbour engages a wide variety of supporters since it is a simple, practical and effective tool to better understanding and serving diversity.

Fulfilling the Safe Harbour vision starts with local storefront businesses and agencies. Each Safe Harbour announces to the community that it understands and welcomes diversity. Each location is a part of a growing network of smart, forward-looking businesses and agencies that are committed to better serving their diverse customers, clients, and employees. In order to be a Safe Harbour, key employee or employees of the business/organization need to attend the 2-hour Safe Harbour orientation on how to better equip storefronts to be a place of inclusion and to actively welcome and celebrate diversity. Safe Harbours also may serve as temporary sanctuaries for people who experience discrimination or harassment and briefly need a safe place to go to.

The Safe Harbour program is a BC government-funded program which is currently established in 35 BC communities involving over 370 businesses, financial institutions, agencies, libraries, and entire municipalities.

Protocol Mechanisms:

There are two key mechanisms involved in this Protocol. The first is victim support and the second is referral.

Victim Support

In the event of a non-emergency critical or traumatic incident of discrimination, one:

- Listens to the victim, acknowledging their experiences and validating their concerns
- Documents the incident and contacts the Diversity Education and Resources Office to report in order for the Fraser Valley Human Dignity Coalition to monitor, evaluate and follow up with the incident
- Provides prompt service or refer to the relevant service providers. Please see the resource list at the end of this document.
- Participates in a community response if needed, such as informing the media, joining a community dialogue and/or having a vigil.

Referral

- Refer the victim(s) to another agency when unable to provide the required services or when needs exceed capacity. Please see the referral list in the following page.

Referral List

The protocol is designed to help community members and stakeholders react promptly and effectively whenever critical incidents of discrimination or hate crime strike with resources and a step-by-step guide to respond.

Abbotsford Community Services

2420 Montrose Avenue, Abbotsford, BC, V2S 3S9

Telephone: 604-859-7681 ext.270

Facsimile: 604-859-6334

The Diversity Education and Resources Services Program provides workshops, resources and education on human rights issues. In partnership with the Fraser Valley Human Dignity Coalition (FVHDC), Diversity Education provides advocacy and awareness opportunities on human dignity matters and also documents the incidence and forward the information to related agencies. Other relevant Abbotsford Community Services programs include Translation and Interpretation Services, Immigrant Integration Services and Specialized Victim Services. There is also the Youth Resource Centre (YRC) that offers continued support to Abbotsford's youth.

Abbotsford Police Department

2838 Justice Way, Abbotsford, BC V2T 3P5

Emergency: Call 9-1-1

Non- Emergency: 604-859-5225

Abbotsford Police are first responders to Criminal Code offences involving hate, racism or harassment. They will liaise with and forward information to BC Hate Crimes Team. They are able to provide proactive intervention and education through the community outreach programs of the Community Policing Branch. The Graffiti Task Force is also available to assist. Please contact the Community Police at 604-864-4820.

Abbotsford Police Victim Services

Telephone: 604-864-4757

After Hours: 604-859-5225

Victim Services provides support to victims of crime or trauma. They provide information about the criminal justice system, information about victim rights according to the Victims of Crime Act, and what to expect when a crime is reported to the police. They also provide emotional support, information via telephone follow-up calls, as well as referrals to financial assistance, emergency shelter, counselling, immigrant issues, legal and civil matters, grief and other concerns as required. Victim Services is able to provide court updates and accompaniment to court, assist with Victim Impact statements and applications for the Crime Victim Assistance Program. Victim Services also provides crisis response 24/7 at the request of police, and may provide transportation to a safe house or shelter in an emergency.

Abbotsford Youth Commission
#101-32383 South Fraser Way
Abbotsford, BC, V2T 1W6

Telephone: 604-854-8785
Fax: 604-854-8092
www.abbyouth.com

The Abbotsford Youth Commission exists to identify, promote, improve and increase services for youth in Abbotsford. The AYC would be willing to work in partnership with other community agencies to offer forums, education, or workshops in response to an identified need.

Fraser Valley Crisis Line

Telephone: 604-820-1166
Toll-Free: 1-877-820-7444

The Crisis Line provides immediate telephone intervention, emotional support, referrals, and resource information for people living in the Central and Upper Fraser Valley. This service is free and confidential. Trained volunteers work at the Regional Crisis Line 24 hours a day, 7 days a week.

Fraser Valley Youth Society
2420 Montrose Avenue,
Abbotsford, BC, V2S 3S9

Telephone: 778-241-2867
Email: johnkuipers@hotmail.com
www.fraseryouth.com

Fraser Valley Youth Society offers drop-in services for gay, lesbian, bisexual, transgender and questioning youth on Thursday evenings from 06:00 pm to 09:00 pm at the basement of the Old Courthouse Building located at 33870 Laurel Street.

Women's Resource Society of the Fraser Valley
Box 3044, Mission, BC, V2V 4J3

Telephone: 604-820-8455
Fax: 604-820-8495

Women's Resource Society of the Fraser Valley (WRSFV) is an agency that responds to violence against women by providing safe refuge, group and individual counseling, community outreach and public education. In Abbotsford, WRSFV funds The Warm Zone which is a drop-in centre for street entrenched women who have experienced violence within the community.

Education and Resource List

Abbotsford Community Services

Diversity Education and Resource Services (DEARS)

2420 Montrose Avenue

Abbotsford, BC V2S 3S9

Telephone: 604-859-7681 local 270

Email: alison.gutrath@abbotsfordcommunityservices.com
danica.denomme@abbotsfordcommunityservices.com

Website: www.abbotsfordcommunityservices.com

Tumblr Blog: www.fvhumandignitycoalition.tumblr.com

Facebook: www.facebook.com/DiversityEducation

BC Hate Crimes Team

C/o Major Crimes Section - CIU

E Division HG- Surrey Satellite

Complex 12992 – 76th Avenue

Surrey BC V3W 2V6

Telephone: 604-660-2659 or 604-660-2617

Toll Free: 1-800-563-0808 (Victim Link)

BC Human Rights Coalition

#1202- 510 West Hastings Street

Vancouver, BC V6B 1L8

Telephone: 604-689-8474

Toll Free: 1-877-689-8474

Email: info@bchrcoalition.org

Website: www.bchrcoalition.org

BC Human Rights Tribunal

1170 – 605 Robson Street

Vancouver, BC V6B 5J3

Telephone: 604-775-2000

Toll Free in BC: 1-888-440-8844

TTY: 604-775 2021

Facsimile: 604-775-2020

Email: bchumanrightstribunal@gov.bc.ca

Website: www.bchrt.gov.bc.ca

Canadian Anti-Racism and Research Society (CAERS)

324-280 Nelson Street

Vancouver, BC V6B 2E2

Telephone: 604-687-7350

Website: www.stopracism.ca

Email: caers@telus.net

YouTube: <http://youtube.com/user/xeron123456>

Canadian Human Rights Commission

BC and Yukon Regional Office

301-1095 West Pender Street

Vancouver, BC V6F 2M6

Telephone: 604-666-2251

Fascimile: 604-666-2386

TTY: 1-888-643-3304

Toll Free: 1-800-999 6899 (Ottawa)

Website: www.chrc-ccdp.ca

Canadian Race Relation Foundation

4576 Yonge Street, Suite 701

Toronto, Ontario M2N 6N4

Telephone: 416-952-3500 Toll free: 1-888-240-4936

Facsimile: 416-952-3326 Toll free: 1888-399-0333

Email: info@crr.ca

Website: www.crr.ca

ABBOTSFORD COMMUNITY PROTOCOL RESOURCE GUIDE 2014

STEP-BY-STEP GUIDE

Respond to Critical Incidents of Discrimination and Hate Crimes

Violence:

Refer:

1. Acts involving violence call the police immediately at 911 and give full details of the incident.

Protect:

2. Assist who is injured and restore order. For example, if incident occurs at school have students return to their classes. Be careful not to disturb the scene or any evidence.

Support:

3. Listen to the victim and acknowledge what they are going through. Support the victim or targets of the violence. (This may include organizing a gathering to celebrate community unity and diversity).

Non-Violence Incidents of Discrimination:

Support:

1. Listen to the victim and acknowledge what they are going through.

Refer:

2. For non-violent forms of discrimination, refer to Diversity Education and Resource Services of Abbotsford Community Services (please see the contact information below)

Graffiti and Vandalism:

1. In the case of major property crime contact the police at 911 immediately.
2. Document any high-profile property crime by taking photographs or videotape of the offence. Make note of details such as location and time of incident and have details ready for authorities.
3. The Graffiti Task Force is available to assist. Contact the Community Police Office at 604-864-4814 for details.
4. While waiting for authorities to arrive cover offence without disturbing it if possible.
5. Support the target or targets of the graffiti. (This may include organizing an event or gathering to celebrate community unity and diversity).
6. Refer to and access the network of safe sites listed on reverse side of this Guide for counselling and or support for victims.

The local police and Hate Crimes Team should be contacted if you come upon propaganda or materials that advocate genocide or communicate hatred of any identifiable group. For more information about Hate Crimes visit, www.hatecrimebc.ca

IMPORTANT CONTACT NUMBERS

Abbotsford Police Department	911 or non-emergency 604-859-5225
Abbotsford Police Victim Services	604-864-4757
Diversity Education and Resource Services	604-859-7681 Local 270

If you have experienced or witnessed a critical incident of discrimination or hate crime and do not know what your options are contact the Diversity Education and Resource Services Program for information, referrals and confidential support services. The Diversity Education Program can also provide access to education and training on a range of human rights and diversity topics (604-859-7681 ext.270).



PREPARED EMPLOYEES

Community Resources

Immediate Responders:

Abbotsford Community Services.....	604-859-7681
Abbotsford Police: Victim Services.....	604-864-4757
VictimLINK.....	1-800-563-0808

Local:

Abbotsford Community Services.....	604-859-7681
Fraser Valley Human Dignity Coalition.....	604-859-7681 Local 270
<i>(Supporting victims of racism or discrimination)</i>	
Abbotsford Police	
Non-Emergency.....	604-859-5225
Victim Services.....	604-864-4757
Abbotsford Hospital and Cancer Centre.....	604-851-4700
Abbotsford Youth Commission.....	604-854-8785
Children’s Helpline.....	310-1234
Community Policing Centre.....	604-864-4814
Crime Stoppers.....	1-800-222-8477
Crisis Line Urgent Response.....	604-820-1166
Fraser Valley Youth Society.....	778-241-2867
<i>(Drop in for gay, lesbian, bisexual, and transgendered youth & allies)</i>	
Mission Friendship Centre (First Nations).....	604-826-1281

Provincial:

Victim LINK.....	1-800-563-0808
Youth Against Violence Line (YAV Line).....	1-800-680-4264
<i>VictimLINK and the Youth Against Violence Line are both toll-free, province-wide, multilingual and available 24 hours a day, 7 days a week.</i>	
BC Human Rights Coalition.....	1-877-689-8474
BC Human Rights Tribunal.....	1-888-440-8844
Human Rights Issues & Complaints.....	1-888-440-8844
The Law Centre Human Rights Clinic.....	1-866-385-1221
LawLINE.....	1-866-577-2525
Ombudsperson.....	1-800-567-3247
Prideline.....	1-800-566-1170
<i>(Provides peer-support, information, and resources for Gay, Lesbian, Bisexual, and Transgendered people.)</i>	

National:

Canadian Human Rights Commission.....	1-800-999-6899
Kids Help Phone.....	1-800-668-6868

This Community Resource List comes in a laminated attachment as well. Updated February 2014.