



## **Abbotsford Community Protocol**

### **A Response to Critical Incidents of Discrimination and Hate Crime**

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**July 2018**

*We recognize that this document was produced on unceded traditional territories of the Stó:lō First Peoples, namely the Semá:th (Sumas) and Máthekwi (Matsqui) peoples.*

## ACKNOWLEDGEMENTS

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In June 2013 and then again in 2018 this document was revised through the invaluable input and hard work of the Fraser Valley Human Dignity Coalition as an initiative by the Diversity Education and Resources Services Program of Abbotsford Community Services. Staff members who worked on this revised editions are Eyerusalem Abebe, Kam Aujla, Lia Bishop, Danica Denommé, Katherine Palmateer and Gugan Sidhu.



*"The Traditional Territory of Stó:lō is S'ólh Téméxw. Within S'ólh Téméxw are the lands, waters, and air, and all that they provide to us for our physical, mental, cultural, and spiritual nourishment. We are interconnected through these lands, the air, and the water with our ancestors, and our familial relations throughout the territory."*  
(<http://sxta.bc.ca/about-us/sxta-first-nations/territory-map/>)

## 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

Abbotsford Community Services  
Diversity Education and Resource Services Program  
Fraser Valley Human Dignity Coalition  
2420 Montrose Avenue  
Abbotsford, BC V2S 3S9

#### Contact:

Telephone: 604-859-7681 local 270

Fax: 604-859-6334

Email: [Lia.Bishop@abbotsfordcommunityservices.com](mailto:Lia.Bishop@abbotsfordcommunityservices.com)  
[DiversityEducation@abbotsfordcommunityservices.com](mailto:DiversityEducation@abbotsfordcommunityservices.com)

Website: [www.abbotsfordcommunityservices.com](http://www.abbotsfordcommunityservices.com)  
[www.fraservalleyhumandignitycoalition.com](http://www.fraservalleyhumandignitycoalition.com)

Facebook: [www.facebook.com/diversityeducation](http://www.facebook.com/diversityeducation)

Instagram: @diversityed

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## 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 2018-2019 members and partners include the following stakeholders and organizations:

**Abbotsford Community Services**

**Abbotsford Interfaith Movement**

**Abbotsford Local Immigration Partnership Council**

**Abbotsford Police Department**

**Abbotsford School District**

**Abbotsford Youth Commission**

**Abbotsford Seniors**

**Black Connections**

**City of Abbotsford**

**Corrections Canada**

- **Fraser Valley Institution**
- **Pacific Regional Headquarters**

**Fraser Valley Regional Library – Abbotsford Branch**

**Fraser Valley Youth Society**

**Indo-Canadian Business Association**

**Other interested community members (unaffiliated)**

**Soka Gakkai International Buddhists**

**University of the Fraser Valley**

- **UFV Race and Anti-Racism Network (RAN)**
- **Political Science Department**
- **Social, Cultural & Media Studies Department**
- **UFV Amnesty**

# ABBOTSFORD COMMUNITY PROTOCOL AND THE CRITICAL INCIDENT RESPONSE MODEL

## Background

The DEARS program and Coalition members and partners have created the framework for the Protocol in March 2004, and then revised the document in June 2008 and most recently in 2018. 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.<sup>1</sup> 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 the Abbotsford Community Services.

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<sup>1</sup> 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 in favor of able-bodied people.

**Ageism** is discrimination on grounds of age.

**Cisgender** is used to describe a person whose gender identity matches the sex assigned at birth.

**Cissexism** is discrimination against a person who does not identify with the sex they were assigned at birth.

**Classism** is discrimination on grounds of socio-economic status.

**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.

**Bisexuality** refers to a person emotionally, romantically or sexually attracted to more than one sex, gender or gender identity though not necessarily simultaneously, in the same way or to the same degree.

**Cisgender** is a term used to describe a person whose gender identity aligns with those typically associated with the sex assigned to them at birth.

**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.

**Gender Non-conforming** is a term used to describe some people whose gender expression is different from conventional expectations of masculinity and femininity.

**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.

**Healthism** is the narrow conceptualization of health; being healthy is attributed to merely an individual's choices rather than examining the various social determinants and systemic injustice affecting one's health.

**Heterosexism** is discrimination based on the belief that heterosexuality (opposite-sex sexuality) is the only acceptable and normal sexual orientation.

**Homophobia** is a fear or hatred of homosexuals or homosexuality.

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

**Islamophobia** is a dislike of or prejudice against Islam or Muslims, especially as a political force.

**LGBTQ** is an acronym for lesbian, gay, bisexual, transgender and queer and/or questioning.

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

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

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

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

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

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

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

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

**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.

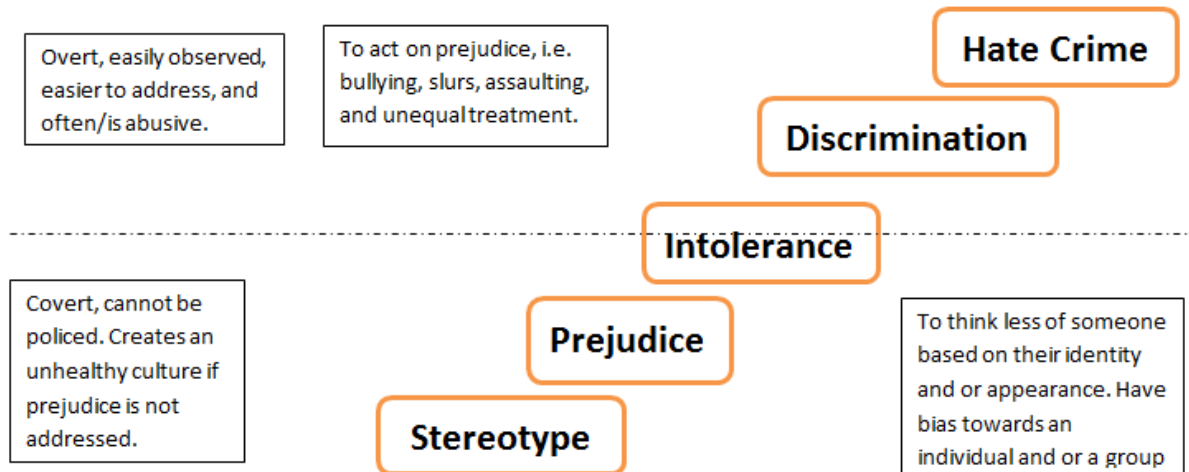
**Transgender** is an umbrella term for people whose gender identity and/or gender expression differs from what is typically associated with the sex they were assigned at birth.

**Transphobia** is the fear and hatred of, or discomfort with, transgender people.

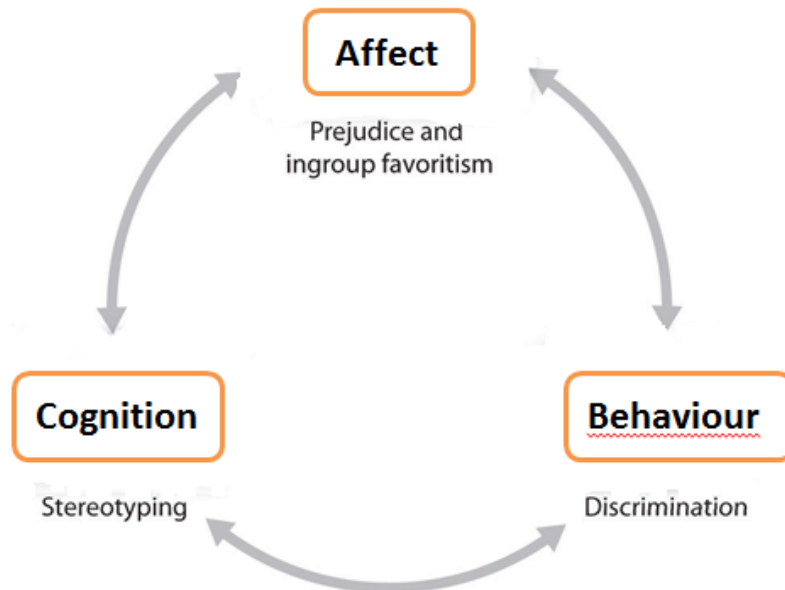
**Xenophobia** is fear of other people, groups, or cultures that are different from one's own. The term is usually used to describe the phenomena where the dominant group of a country feels fear of 'foreigners', their customs and culture.

## Forms of Discrimination

The following illustration depicts discrimination and summarizes events ranging from covert and subtle to overt and violent. This Protocol is a response to address incidents that fall on the top half of the stairs - 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.



The below diagram further illustrates the relationship between discrimination, stereotyping and its affect being prejudice and in-group (within your own group) favoritism.



<sup>2</sup> Figure image was taken from BC Open Text, Principals of Social Psychology Chapter 11: Stereotypes, Prejudice, Discrimination by Dr. Rajiv Jhangiani and Dr. Hammond Tarry licensed by Creative Commons

### *Examples of Key Terms*

#### **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 same-sex couples.

#### **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

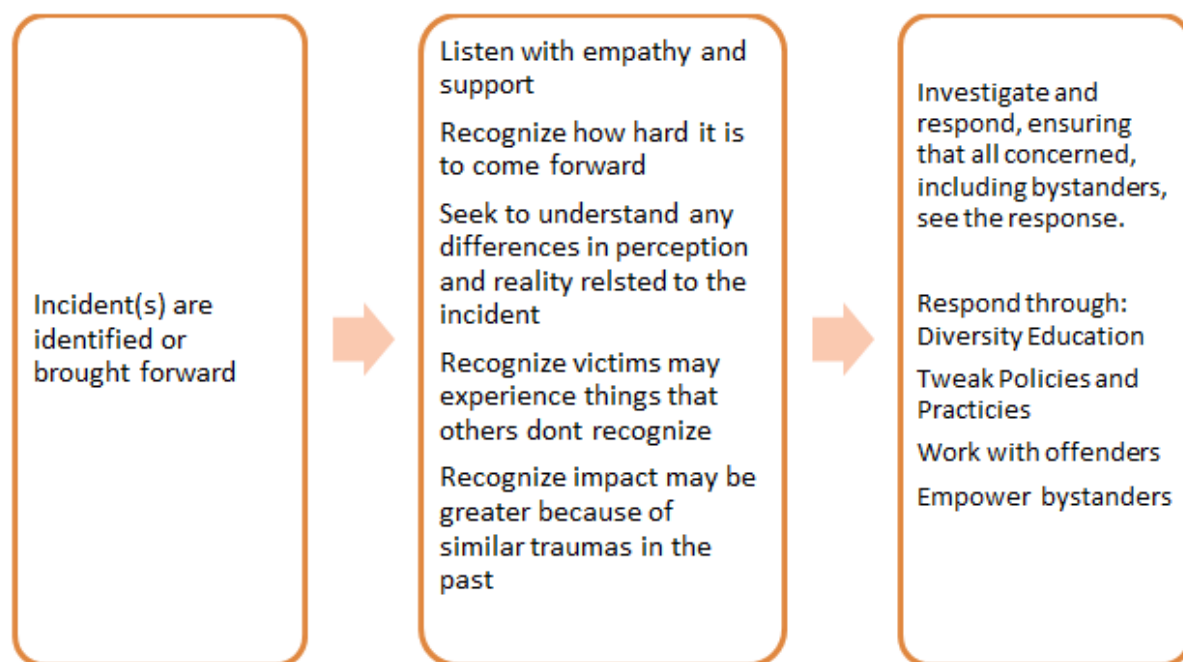
#### *Safe Harbour & Diversity Education Training*

Local businesses and organizations can support the protocol by becoming Safe Harbours, up-to-date diversity, anti-racism and hate trainings 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. It is currently established in 35 BC communities involving over 370 businesses, financial institutions, agencies, libraries, and entire municipalities. Many communities have realized that the elimination of racism and hate requires a commitment from all sectors of society.

### *Creating a culture of responsiveness and care*

Residents of Abbotsford are encouraged to take initiative and work actively to promote an inclusive and welcoming community. The figure below shows various options a community member can take to create a culture of responsiveness and care after an incident occurs. As much as these types of responses are needed, community members are also highly encouraged to seek proactive initiatives to promote diversity and human dignity in everyday life.

### **Creating a Culture of Responsiveness and Care**



<sup>3</sup> Figure image was taken and altered from Revelstoke Community Protocol to Address Hate- and Bias-based Incidents. A project of the City of Revelstoke's Social Development Committee. Online Access: <https://www.revelstokesocialdevelopment.org/wp-content/uploads/2013/04/final-protocol.pdf>

**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 information on victim rights, criminal justice system and what to expect when the crime is reported to the police. They provide emotional support, crisis visits, phone follow-ups and meetings as well as referrals in regards to financial assistance, shelter, safety planning, counseling, child trauma, critical incident stress, immigrant issues, legal and civil matters, grief, mental and physical concerns.

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

Telephone: 604-854-8785  
Fax: 604-854-8092  
[www.abbyyouth.com](http://www.abbyyouth.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: 604-200-3203  
Email: [Info.fvys@gmail.com](mailto:Info.fvys@gmail.com)  
[www.fraseryouth.com](http://www.fraseryouth.com)

Fraser Valley Youth Society offers a weekly drop-in (Abbotsford, Mission and Chilliwack) to connect youth and young adults to a healthy and vibrant LGBTQ2+ and allied community, as well as, other special events and programs throughout the year. They provide Education and Awareness Programming such as: community based events, local advocacy and staff and youth led LGBTQ2S+ presentations.



**SARA for Women  
Warm Zone**

Box 3044, Mission, BC, V2V 4J3

Telephone: 604-852-6008  
604-746-3301 – The Warm Zone  
Fax: 604-820-8495

SARA for Women is an agency that responds to violence against women by providing safe refuge, group and individual counseling, community outreach and public education. In Abbotsford, SARA for Women 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:

[DiversityEducation@abbotsfordcommunityservices.com](mailto:DiversityEducation@abbotsfordcommunityservices.com)

**BC Hate Crimes Team**

C/o Major Crimes Section - CIU

E Division HG- Surrey Satellite

Complex 12992 – 76<sup>th</sup> Avenue

Surrey BC V3W 2V6

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

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

1-855-462-5733 (Resources and Training)

**BC Human Rights Clinic**

Suite 300 – 1140 West Pender Street

Vancouver, BC V6E 4G1

Telephone: 604-622-1100

Toll Free: 1-855-685-6222

Email: [infobchrc@clasbc.net](mailto:infobchrc@clasbc.net)

Website: [www.bchrc.net](http://www.bchrc.net)

**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

Fax: 604-775-2020

[bchumanrightstribunal@gov.bc.ca](mailto:bchumanrightstribunal@gov.bc.ca)

[www.bchrt.gov.bc.ca](http://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: <http://antiracism.stopracism.ca/>

Email: [support@stopracism.ca](mailto:support@stopracism.ca)

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](http://www.chrc-ccdp.ca)

**Canadian Race Relation Foundation**

6 Garamond Court

Suite 225

Toronto, Ontario M3C 1Z5

Telephone: 416-441-1900

Toll Free: 1-888-240-4936

Fax: 416-441-2752

Email: [info@crrf-fcrr.ca](mailto:info@crrf-fcrr.ca)

Website: <https://www.crrf-fcrr.ca/en/>

## ABBOTSFORD COMMUNITY PROTOCOL RESOURCE GUIDE 2013

### 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.**

### 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 &amp; 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 August 2018.