

# Prince George Community Protocol

*A Response to Critical Incidents of Discrimination and Hate Crimes*

Immigrant and Multicultural Services Society  
Of  
Prince George



BRITISH  
COLUMBIA

*Funded by: The Ministry of Tourism, Arts and Culture*

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## Acknowledgement

The Immigrant and Multicultural Services Society is a non-profit community serving agency, providing settlement, integration and employment assistance services to immigrants and refugees throughout Prince George and the northern region. We strive to promote multiculturalism and racial harmony and to eliminate racism in the pursuit of equality and social justice for all Canadians. Our vision is to build a healthy and just Society that values Canada's Cultural Diversity. This protocol has come together through the funding, support and years long partnership between the Ministry of Tourism, Arts and Culture and the Immigrant and Multicultural Services Society of Prince George. We would also like to acknowledge the collaboration of long term community partner Cst. Greene from Community Policing, Crystal Braun (MSc) and Karelya Medialdea B(Sc/A) Youth Program Coordinator and OARH Coordinator at IMSS. Special thanks to Mrs. Baljit Sethi, founder and former Executive Director of our 40 year old agency, Immigrant and Multicultural Services Society; and special thanks to our current Executive Director Ravi Saxena for his hard work and for maintaining the unity of the agency.

## Contact Information

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Ravi Saxena/Executive Director



## Purpose of the Handbook

The intent of this protocol is to assist and support existing service providers who have expertise in enforcement, investigation and victim support. This document provides information that identifies and addresses different forms of racism and discrimination. It will serve as a general guide on how to respond to critical incidents of discrimination and hate in the community of Prince George. It will address accountability for those who perpetrate such hate crimes; and it will offer support to victims of discrimination while providing general guidelines and suggestions on how to deal with discrimination incidents.

**IMPORTANT NOTE** (also known as a “Disclaimer”): The objective and contents of this “**Prince George Community Protocol: A Response to Critical Incidents of Discrimination and Hate Crimes**” (the “Protocol”) is not to provide legal or other professional advice. It is not intended to provide legal or professional advice or opinions of any kind and may not be used for professional or commercial purposes. No one should act, or refrain from acting, based solely upon the information provided in the Protocol without first seeking appropriate legal or other professional advice. The information in this Protocol is not a substitute for professional legal or other professional advice. It is of a general nature, it is not designed or intended for providing any legal or professional advice on any specific issue(s), facts, or problems you may have had, do have, or may encounter. You should always seek the advice of a lawyer in your province or jurisdiction or other professional for non-legal issues.

# Introduction

“Not everything that is faced can be changed, but nothing can be changed until it is faced”.

James Balwin

The term race was first used to describe the people of different civilizations in terms of cultural background and nation they belonged to; but as western colonialism and slavery magnified, the concept of race was manipulated and used to justify and to enforce exploitation and domination of people racialized as non-white. For centuries this social construction has proclaimed moral, intellectual and spiritual superiority among other dominances (Denis, 2015). “Physical differences such as skin colour have no natural association with group differences in ability or behaviour – race nevertheless has tremendous significance in structuring social reality.” (Denis, 2015). Racial discrimination refers to the unequal and unfair treatment of races which results in inequality of different societal opportunities such as access to education, health services, income, etc. The World Health Organization’s Commission on Social Determinants of Health (2007) acknowledges that “the conditions in which people grow, live, work and age have a powerful influence on health. Inequalities in these conditions lead to inequalities in health.” In our world today, inequalities in socioeconomic, health and other spheres still persevere; and minorities around the world continue to report repeated incidents of racial discrimination. It is important to recognize that all forms of discrimination are interconnected, whether it is in the grounds of race, sexual orientation, age, religion, etc. It is crucial to increase societal awareness of when and how others are being treated disrespectfully based on their physical, cultural or intellectual differences, in order to address and to eliminate systemic barriers that marginalize different groups of people.

# Definitions

**Accountability:** Being accountable, responsible for one's actions.

**Acculturation:** The process of adjusting to a new environment by adopting specific traits from other cultures to blend with values from one's own cultural heritage.

**Aggressive:** Ready or likely to attack or confront; characterized by or resulting from aggression. Verbal or physical.

**Allostasis:** The process by which the body responds to stressors in order to regain homeostasis.

**Anti:** One that is opposed. Ex: anti-racism, meaning opposed to racism.

**Assault:** A violent physical or verbal attack.

**Attack:** To set upon or work against forcefully. To assail with unfriendly or bitter words. Physical or verbal.

**Bias:** Inclination or prejudice for or against one person or group, especially in a way considered to be unfair. Favouritism towards someone or something.

**Bigotry:** Intolerance toward those who hold different opinions from oneself.

**Boundaries:** Something that indicates or fixes a limit or extent. Examples of boundaries: space, talk and touch.

**Bully:** A person who habitually seeks to harm or intimidate those whom they perceive as vulnerable.

**Bullying:** Is the intimidating of another individual, through the use of force or verbal attacks.

**Coercion:** To persuade someone to do something by the use of force or threats.

**Colonialism:** The policy or practice of acquiring full or partial political control over another country, occupying it with settlers, and exploiting it economically.

**Consequence:** A result or effect, typically one that is unwelcome or unpleasant.

**Cross-Cultural Understanding:** The knowledge, awareness, acceptance and understanding of other cultures.

**Culture:** The ideas, customs, and social behaviour of a particular people or society. The attitudes and behaviour characteristic of a particular social group.

**Disability:** A physical or mental condition that limits a person's movements, senses, or activities.

**Disadvantage:** An unfavourable circumstance or condition that reduces the chances of success or effectiveness.

**Discrimination:** The unjust or prejudicial treatment of different categories of people, especially on the grounds of race, age, or sex.

**Diversity:** A range of divergence among or within a group of things. The inclusion of individuals representing more than one national origin, color, religion, socioeconomic stratum, sexual orientation, etc.

**Emotions:** A strong feeling deriving from one's circumstances, mood, or relationships with others.

**Ethnicity:** Belonging to a social group that has a common national or cultural tradition.

**Eurocentric:** Believing that one's own cultural group is better than all others. European groups are better than all others.

**Ethnocentric:** Characterized by or based on the attitude that one's own group is superior. Believing that one's own cultural group is better than all others.

**Empathy:** The ability to get inside another person's feelings, and understand those feelings as if they were your own.

**Fact:** Can be proven to have an objectivity to reality. The opposite of a fact is gossip, or hearsay.

**Feelings:** An emotional state or reaction. Conscious recognition of sense and awareness. The capacity to respond emotionally especially with the higher emotions.

**Harassment:** To constantly bother somebody, this could be for any reason. It is often relentless and causes the victim a great deal of suffering and anguish.

**Hate:** Intense and extreme dislike towards a person or thing. Derived from anger, fear and hostility.

**Hurt:** To inflict with physical pain. To cause emotional pain or anguish.

**Heritage:** Something inherited from previous generations. For example cultural heritage.

**Homophobia:** Irrational fear of, aversion to, or discrimination against homosexuality or homosexuals. Fear of people who are gays and lesbians. This can include hatred towards individuals based upon their chosen sexuality.

**Homeostasis:** The tendency toward a relatively stable equilibrium between interdependent elements, especially as maintained by physiological processes.

**Hostility:** Conflict, opposition or resistance in thought or principle.



**Immigrant:** A person who decided to settle permanently in another country and has acquired permanent residency.

**Jealousy:** Feelings of anger and resentment based on the advantages or successes that other persons might have.

**Marginalized:** Pushed away to the outskirts of society, isolated from others.

**Multiculturalism:** Presence of diverse cultures in a community, having many cultures.

**Negative:** Not favourable, opposite of positive, not good.

**New Canadian:** A person who has just immigrated to Canada.

**Prejudice:** Forming an opinion without sufficient knowledge.

**Privilege:** A special advantage, immunity, right or benefit granted to or enjoyed by an individual, class, or caste.

**Pro:** An argument or evidence in affirmation.

**Race:** A group of people who share similar physical characteristics such as hair and skin.

**Racism:** Hatred towards individual who belong to a race or ethnic group that differs from their own. Also a belief of racial superiority. Believing that one's race is better than other's.

**Religion:** A specific fundamental set of beliefs and practices generally agreed upon by a number of persons or sects: the Christian religion; the Buddhist religion. Usually involving devotional and ritual observances, and often containing a moral code governing the conduct of human affairs.

**Refugee:** A person who flees for refuge or safety, especially to a foreign country, as in time of political upheaval, war, etc.

**Stereotype:** An idea of a particular type of person or thing. A widely held but fixed and oversimplified image of a person or thing.

**To take/bear the consequences:** Accept responsibility for the negative results or effects of one's choice or action.

**Victim:** A person who suffers from a destructive or injurious action or agency. A person who is deceived or cheated, as by his or her own emotions or ignorance, by the dishonesty of others, or by some impersonal agency.

**Xenophobia:** Fear or hatred of foreigners, people from different cultures, or strangers. This type of fear is usually based on irrationality.

# What is Discrimination?

Discrimination is the unfair treatment or harassment that causes harm towards a person or a group of people based on their sex, gender identity or expression, age, religion, ancestry, skin colour, place of origin and race, physical or mental disability, political belief etc. (Human Rights Legal Support Centre, n.d.)

According to the Canadian Community Health Survey 2013 data, almost 23% of Canadians reported having experienced at least one form of everyday discrimination in their lifetime. The most common types of discrimination reported are gender, age and race, each reported by over 6% of the Canadian population. (Godley, 2013)

## Different Types of Discrimination

Race, religion and socio-economic status are not the only forms of discrimination. There are many other categories that fall under the concept of discrimination. The following are listed under the Canadian Human Rights Commission:

- Race
- National or ethnic origin
- Colour
- Religion
- Age
- Sex
- Sexual Orientation
- Gender Identity or Expression
- Marital Status
- Family Status
- Disability
- Genetic Characteristics
- A conviction for which a pardon has been granted or a record suspended.

## Effects on Health

According to the Stress in America Survey conducted in 2015, people who reported having experienced discrimination, reported higher levels of stress than those people who reported having experienced no discrimination. This is a common trend among ethnic groups. Higher levels of stress can lead to chronic stress which can have many health implications such as mental health and physical health problems. Studies conducted on perceived discrimination have found that perceived discrimination has negative health impacts. Some of these negative effects are: anxiety, depression, obesity, high blood pressure and substance abuse. Whether or not a person has experienced discrimination in a direct or indirect manner, it is still stressful to

be part of a racial group or a minority group that is often the target of discrimination. “The anticipation of discrimination creates its own chronic stress. People might even avoid situations where they expect they could be treated poorly, possibly missing out on educational and job opportunities.” (Elizabeth Brondolo, 2015)

## Identifying Discrimination

Ethnic identity is a fundamental and substantial characteristic of an individual’s overall identity. According to research, ethnic pride has been found to stand as a shield or a safeguard from the negative effects of discrimination. Having a strong sense of identity and a clear understanding of one’s roots, shifts an individual’s focus towards the positive aspects of their own group or culture; which in turn supports their self-esteem as per the Social Identity Theory (Tajfel, 2001). According to research, ethnic identity plays a protective function towards the negative consequences that ethnic or racial discrimination could implicate on someone’s mental health. However, it has been also cited that a strong social identity may actually intensify the effects of discrimination, which in turn can cause a grander negative impact in a person’s mental health. As a conclusion, having a strong and clear sense of ethnic identity can serve as a positive and a negative, either shielding from or intensifying the negative effects of discrimination depending on the circumstances or situation.

### ○ At School

- In schools, discrimination often takes place in the form of bullying which has many forms. Bullying can be physical, verbal, psychological or accomplished through cyber bullying. Making fun of another student or peer. Bullying is defined as “the repeated intimidation of another person” which is a form of violence. The purpose of bullying is to establish and maintain power over others. Victims in a typical conflict want the issue resolved. In a bullying conflict the bully is not interested in resolution but rather in maintaining power over others.
- **Cyber-bullying:** involves the use of information and communication technologies to support deliberate, repeated and hostile behaviour by an individual or group that is intended to harm others. In many cases perpetrators can stay anonymous.
- **Teasing vs. Bullying:** Teasing occurs when someone makes fun of you in good humour. The person doing the teasing knows you well and does not intend to hurt your feelings. Teasing is meant for both parties to laugh. Teasing becomes bullying when the teasing is one way and the person being teased becomes uncomfortable and is not able to tease back.
- **Teasing vs. Harassment:** Someone is harassing you when you don’t think the joke is funny, it makes you feel uncomfortable, and you have asked them to stop their behaviour and they continue to bother you. You feel scared and unsafe.



## ○ In the Community

- As per statistics Canada 2016, a survey conducted by the Canadian Community Health Survey 2013 reported approximately 23% of Canadians as having experienced at least one form of discrimination in their life time. The most common types of discrimination reported were: racial discrimination (6.73%), gender discrimination (6.33%) and age discrimination (6.19%).
- Some examples are: being treated poorly at a supermarket due to a physical disability, race or age of a person, being denied of a job opportunity due to age, gender, race or physical disability, etc.

## ○ At the Workplace

- According to a poll conducted by Abacus Data in 2017, it was found that 53% of adult women in Canada have experienced unwanted sexual pressure. Just over 1 in 10 Canadians said that sexual harassment is quite common at their work place. It was found that men likely as well as women, stated that women are sexually harassed at work (B., 2017).
- **Abuse in Power Relationships:** People used to having relationships within an abusive belief system will not always understand when someone from a respectful relationship belief system tries to connect with them. If someone tries to be equal, they might respond by trying to make themselves superior. Paying attention to these qualities in your interactions with someone can help you determine whether their relationship with you is respectful or not.
- Discrimination can be direct, indirect, unintentional or intentional.

## ○ In the Media (cyberbullying and other public attacks)

- One of the most common forms of racism is stereotypes. Racism has evolved from “black and white” to the multi-cultural issue that we are currently facing. When reinforced by the negative media, it can cause moral panic in people. Due to the lack of details covered in stories published by the media, real facts become distorted, pointing out specific ethno-cultural groups or race, which causes moral panic to arise. Nevertheless this practise is wrong, has a great influence over people, and with subliminal subtleness, racism becomes an accepted and normalized common practice in our society. (racism., 2012)
- **Cyber-Bullying:** Involves the use of information and communication technologies to support deliberate, repeated and hostile behaviour by an individual or group, that is intended to harm others. Perpetrators have the ability to stay anonymous and can stalk their victims with cell phones or internet access.



# Grounds of Protection in BC.

Section 15 of the Canadian Charter of Rights and Freedom states the following:

- **15. (1)** Every individual is equal before and under the law and has the right to the equal protection and equal benefit of the law without discrimination and, in particular, without discrimination based on race, national or ethnic origin, colour, religion, sex, age or mental or physical disability (Canada G. o., n.d.). (Clinic, 2016)

“Human rights legislation works in the public arena and provides protection, procedures and remedies for those who have experienced discrimination. The protections afforded to us in human rights law flow from the *Charter of Rights and Freedoms*. Because of this, human rights legislation is considered quasi-constitutional and takes precedence over, and often influences, other pieces of legislation.” (Clinic, 2016)

## Age

In B.C., age is a protected ground of discrimination in the areas of:

- employment (hiring, firing, or terms and conditions of employment);
- employment advertising;
- membership in a trade union, employer’s organization, or occupational association (such as, excluding, suspending, or expelling from membership because of age, or discriminating against a person or member due to their age);
- services customarily available to the public (such as restaurants, stores, services provided by strata councils, schools and government programs);
- tenancy; and
- publications.

In each of these areas, age protection is limited to those 19 years of age and older. This does not mean that those younger than 19 cannot file complaints of discrimination based on grounds other than age. For example, if a 17 year old experiences sexual harassment in the workplace, a complaint may still be filed under the grounds of sex (the ground of sex includes sexual harassment).

## Ancestry, Colour, Place of Origin and Race

In B.C., the grounds of Ancestry, Colour, Place of Origin and Race are protected in the areas of:

- employment (hiring, firing, or terms and conditions of employment);
- employment advertising;
- membership in a trade union, employer’s organization, or occupational association (such as, excluding, suspending, or expelling from membership, or discriminating against a person or member);

- services customarily available to the public (such as restaurants, stores, services provided by strata councils, schools and government programs);
- publications;
- tenancy; and
- purchase of property.

## Conviction

B.C.'s human rights legislation provides protection for people who have been convicted of a criminal or summary conviction offense, or a perceived conviction (i.e. arrest or stayed charges) that is unrelated to the employment or the intended employment of that person. For example, where a person applies for work at a saw-mill and has a conviction related to child molestation, it is unlikely the employer would be able to legally deny employment based on this conviction as no children are allowed on the employer's worksite. However if the same applicant were applying for work that entailed working with children, the hiring decision could be influenced by this conviction without violating the *Code*. The *Criminal Records Review Act* requires all individuals covered by this Act to undergo criminal record checks as one means to safeguard the lives of children.

## Disability - Physical or Mental

In B.C., protection on the basis of disability - physical or mental, visible or non-visible, permanent or temporary - is provided in the areas of:

- employment (hiring, firing, or terms and conditions of employment);
- employment advertising;
- membership in a trade union, employer's organization, or occupational association (such as, excluding, suspending, or expelling from membership, or discriminating against a person or member);
- services customarily available to the public (such as restaurants, stores, services provided by strata councils, schools and government programs);
- publications;
- tenancy; and
- purchase of property.

## Family and Marital Status

In B.C., the grounds of Family and Marital Status are protected in the areas of:

- employment (hiring, firing, or terms and conditions of employment);
- employment advertising;

- membership in a trade union, employer's organization, or occupational association (such as, excluding, suspending, or expelling from membership, or discriminating against a person or member);
- services customarily available to the public (such as restaurants, stores, services provided by strata councils, schools and government programs);
- tenancy; and
- publications.

Only Marital Status is protected in the area of purchase of property while Family Status is not. This means that condominiums may legally refuse ownership based on family status preferences (i.e. adult only buildings).

## Political Belief

In B.C., protection from discrimination on the basis of political belief or affiliation is provided in the areas of:

- employment (hiring, firing, or terms and conditions of employment);
- employment advertising; and
- membership in a trade union, employer's organization, or occupational association (such as, excluding, suspending, or expelling from membership, or discriminating against a person or member).

## Religion

In B.C., protection on the basis of your religion is provided in the areas of:

- employment (hiring, firing, or terms and conditions of employment);
- employment advertising;
- membership in a trade union, employer's organization, or occupational association (such as, excluding, suspending, or expelling from membership, or discriminating against a person or member);
- services customarily available to the public (such as restaurants, stores, services provided by strata councils, schools and government programs);
- publications;
- tenancy; and
- purchase of property.

## Sex

In B.C., protection from sexual harassment, sex, pregnancy and transgendered discrimination is provided in the areas of:

- employment (hiring, firing, or terms and conditions of employment);
- employment advertising;



- membership in a trade union, employer's organization, or occupational association (such as, excluding, suspending, or expelling from membership, or discriminating against a person or member);
- services customarily available to the public (such as restaurants, stores, services provided by strata councils, schools and government programs);
- publications;
- tenancy; and
- purchase of property.

## Sexual Orientation

Protection from discrimination on the basis of sexual orientation includes protection for gay men, lesbians, bisexuals, and heterosexuals.

In B.C., protection on the basis of your sexual orientation is provided in the areas of:

- employment (hiring, firing, or terms and conditions of employment);
- employment advertising;
- membership in a trade union, employer's organization, or occupational association (such as, excluding, suspending, or expelling from membership, or discriminating against a person or member);
- services customarily available to the public (such as restaurants, stores, services provided by strata councils, schools and government programs);
- publications;
- tenancy; and
- purchase of property.

## Lawful Source of Income

By an amendment to the *Residential Tenancy Act*, source of income was added as a protected ground of discrimination in the area of rental housing in 1994. The right is enforced through the B.C. Human Rights Tribunal and means for example, that an apartment manager cannot refuse to rent to a person because their source of income is state sponsored (i.e. social assistance, disability pension, etc.).

In B.C. protection on the basis of your source of income is provided in the area of tenancy only.

## Retaliation

The definition of retaliation has been expanded. For conduct occurring on or after May 14, 2015, the *Human Rights Code* protects you from retaliation because you:

- made a complaint or might make a complaint
- are named in a complaint or might be named in a complaint

- give evidence or help in some other way in a complaint, or you might do so

Section 43 of the BC Human Rights Code states:

"A person must not evict, discharge, suspend, expel, intimidate, coerce, impose any pecuniary or other penalty on, deny a right or benefit to or otherwise discriminate against a person because that person complains or is named in a complaint, might complain or be named in a complaint, gives evidence, might give evidence or otherwise assists or might assist in a complaint or other proceeding under this Code."

## Gender Identity or Expression

On July 28, 2016, the Human Rights Code Amendment Act, 2016 came into effect. The amendment:

- adds the grounds "gender identity or expression" to all areas of the Code (except wage discrimination based on sex)
- adds the grounds "sexual orientation" and "gender identity or expression" to the non-profit exemption
- adds the grounds "sexual orientation" and "gender identify
- or expression" to the employment equity provision

It is unclear yet how broadly this new section of the Code will be interpreted by the Tribunal and Courts, but it is anticipated that this legislation should provide greater protection for transgender, transsexual, non-binary and other individual who may be discriminated against due to their gender identity or expression.

The Tribunal complainant form states:

" Gender identity is a person's sense of their gender, including man, woman, transgender, or non-binary. Gender expression is how a person presents their gender. It includes how a person acts and appears. Gender identity or expression can include a person's name or pronoun such as he, she, or they."

# An Educated Response to Incidents of Racism and Discrimination.

## Personal steps: What to do as a victim of racism and discrimination.

- Talk about it with a trusted friend.
- If at work, document all incidents of harassment in a piece of paper.
- Inform your human resources team manager or union at work about what you are experiencing and discuss your rights and options available.
- Save all harassing messages if sent by email or via cell phone and show them to the police.
- Report to the police any public incident of discrimination or harassment that you experience. You might not have sufficient evidence yet but it is important to create a file.
- When the situation feels dangerous, leave. And if it doesn't feel safe to intervene, get help.
- Consult a lawyer to determine your options, including possibly filing a complaint with the appropriate human rights body, whether provincial or federal.
- Access free community resources listed below. You have the option to remain anonymous and seek the right advice.
- Don't isolate yourself. Find a support system with trusted friends, family and other community resources such as your family doctor.

## Conflict Resolution:

Interpersonal conflicts are a normal part of everyday life, whether in the workplace, out in the community, or at home. Conflict resolution happens best when conflicts are quickly addressed and everyone's participation is involved. The solution must consider each person's perspective, feelings, and considerations, while also being meaningful to all the people involved.

## Steps to Conflict Resolution:

1. Cool off.
2. Take turns expressing feelings about what happened.
3. Listen to what each person is saying.
4. Talk about different solutions or compromises.
5. Choose a win-win solution.

Before conflict resolution can work, the following must be understood:

- Safety is the number one priority in a conflict.
  - ➔ Leave any situation that feels dangerous.
  - Do not stay to resolve a conflict in an unsafe environment.

- Both parties must be willing to resolve the conflict.
- Everyone has equal dignity and worth.
- Everyone deserves to be treated with respect.
- Everyone is entitled to his/her feelings and opinions.

## Steps to Conflict Resolution at the Workplace:

Before getting started, be sure that:

- Safety is ensured. Do not stay to resolve a conflict in an unsafe environment.
- Both parties are willing to resolve the conflict.
- Both parties are willing to treat each other with equal dignity and worth.
- Both parties agree that everyone deserves to be treated with respect.
- Both parties understand that everyone is entitled to his/her feelings and opinions.

Parties involved:	
Party 1 Name(s): _____ _____ _____	Party 2 Name(s): _____ _____ _____

What happened?	
Perspective from Party 1:	Perspective from Party 2:

Were you ready to talk about this right away, or did you need time to cool off before talking about it? If you need time to cool off, did you let the other person know?	
Perspective from Party 1:	Perspective from Party 2:



How do you feel about what happened?

Hint: Use 'I Statements' to stay focused on what happened.

- "I feel \_\_\_\_\_ when \_\_\_\_\_, because I need \_\_\_\_\_."
- "I feel \_\_\_\_\_ because I \_\_\_\_\_, that's why I need \_\_\_\_\_."

Perspective form Party 1:

Perspective form Party 2:

What are some different solutions or compromises?

Hint: Use statements that make collaboration and choice explicit. For example:

- "What's most important for you that we should start with?"
- "This may or may not work for you. If it's not working for you, we can try something else."

Perspective form Party 1:

Perspective form Party 2:

What solution did we decide on?

How do we know it is a win-win solution?

Perspective form Party 1:

Perspective form Party 2:



## Conflict Resolution Survey:

Were we good at:	Yes	No
• Promptly identifying the core issue of the conflict?	<input type="checkbox"/>	<input type="checkbox"/>
• Giving everyone a fair chance to express their opinion?	<input type="checkbox"/>	<input type="checkbox"/>
• Respectfully listening to each perspective?	<input type="checkbox"/>	<input type="checkbox"/>
• Acknowledging the other party's feelings and efforts?	<input type="checkbox"/>	<input type="checkbox"/>
• Expressing thanks for the time and effort invested in maintaining good relationships?	<input type="checkbox"/>	<input type="checkbox"/>

# Access Community Resources and Agencies.

## Contact Numbers

RCMP Prince George	911 or non-emergency (250) 561-3300 455 Victoria St, Prince George, BC V2L 0B7
Crisis Lines	250-563-1214 / 1-888-562-1214
Youth Line	250-564-8336 / 1-888-564-8336
Crisis Chat	<a href="http://www.northernyouthonline.ca">www.northernyouthonline.ca</a>

### BC Human Rights Tribunal:

Website: <http://www.bchrt.bc.ca/>

Phone: 604 775-2000 or toll free (in B.C.): 1-888-440-8844

Email: [BCHumanRightsTribunal@gov.bc.ca](mailto:BCHumanRightsTribunal@gov.bc.ca)

The Tribunal is responsible for accepting, screening, mediating, and adjudicating human rights complaints. Their website has very helpful information, including information and forms on the Complaint process.

### Office of the BC Human Rights Commissioner:

Website: <https://bchumanrights.ca/>

Email: [info@bchumanrights.ca](mailto:info@bchumanrights.ca)

BC's Office of the Human Rights Commissioner exists to address the root causes of inequality, discrimination and injustice in B.C. by shifting laws, policies, practices and cultures. They do this work through education, research, advocacy, inquiry and monitoring.

### Canadian Human Rights Commission:

Website: <https://www.chrc-ccdp.gc.ca/eng>

Phone: Toll Free: 1-888-214-1090

The Commission receives discrimination complaints and works with both the complainant and respondent to resolve the issues through mediation. When a complaint cannot be settled, or when the Commission determines that further examination is warranted, it may refer the complaint to the Canadian Human Rights Tribunal., Anyone who works for or receives services

from a business or organization that is regulated by the federal government can make a complaint.

**Canadian Human Rights Tribunal:**

Website: <https://www.chrt-tcdp.gc.ca/index-en.html>

Phone: (613) 995-1707 or Toll-free: 1-844-899-3604

The Canadian Human Rights Act states that all Canadians have the right to equality, equal opportunity, fair treatment, and an environment free of discrimination. The Canadian Human Rights Tribunal applies these principles to cases that are referred to it by the **Canadian Human Rights Commission**. The Tribunal is similar to a court of law, but is less formal and only hears cases relating to discrimination.

**BC Human Rights Clinic:**

Website: <https://bchrc.net/>

Phone: 604.622.1100 or toll free: 1.855.685.6222

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

The BC Human Rights Clinic provides free representation to complainants who have cases before the BC Human Rights Tribunal on a province-wide basis. If accepted, you will be assigned an Advocate to assist you through the early stages of your complaint. The BC Human Rights Clinic is operated by the Community Legal Assistance Society and funded by the BC Ministry of Attorney General.

## Other Resources

**Crisis Prevention, Intervention & Information Centre for Northern BC**

Serves all of Northern BC from the Alberta border to Haida Gwaii and from Quesnel to the Yukon border

24/7 Crisis Line: 250-563-1214 or 1-888-562-1214

310 Mental Health: 310-6789

BC Wide Line: 1-800-Suicide (1-800-784-2433)

Youth Line, 4-10 pm, 7 days a week: 250-564-8336 or 1-888-564-8336

Youth Crisis Texting, 4-10pm daily: 250-564-8336

Youth Online Chat, 4-10 pm daily: [www.northernyouthonline.ca](http://www.northernyouthonline.ca)

5th Floor, 1600-3rd Ave., Prince George, BC V2L 3G6

Business: 250-564-5736

Fax: 250-563-0815 email: [pgcrisiscentre@telus.net](mailto:pgcrisiscentre@telus.net)

website: [www.crisis-centre.ca](http://www.crisis-centre.ca)

**Province-Wide British Columbia, BC**

Crisis 24 hrs: 1-800-SUICIDE (1-800-784-2433)

Business: 250-753-2495

Fax: 250-753-2475

website: <http://www.crisislines.bc.ca>

**310 Mental Health Support Line (province wide)**

Crisis 24 hours: 310-6789

website: [www.crisislines.bc.ca](http://www.crisislines.bc.ca)

**S.U.C.C.E.S.S. Chinese Help Lines**

Cantonese Help Line, 10 am – 10 pm: 604-270-8233

Mandarin Help Line, 10 am – 10 pm: 604-270-8222

#220-700 Minoru Blvd., Richmond, BC V6Y 3Z5

Business: 604-270-8611

Fax: 604-270-8611

email: [Johnson.ma@success.bc.ca](mailto:Johnson.ma@success.bc.ca)

Need someone to talk to right away?

If you are worried, confused or just need someone to talk to, there is help available:

- **Kid's Help Phone:** Call 1-800-668-6868. For kids and teens (ages 20 and under), professional counsellors are available to help, 24 hours a day. It's free, confidential and anonymous.
- **Mental Health Support Line:** Call 310-6789 (do not add 604, 778 or 250 before the number). This number will connect you to your local BC crisis line without a wait or busy signal, 24 hours a day. Crisis line workers are trained to help provide emotional support as well as mental health information and resources.
- **Prince George Branch** 1152 3rd Avenue Prince George, V2L 3E5 British Columbia, Canada  
**Phone:** (250) 564-8644 **Fax:** (250) 564-6155 **Email:** [reception@cmhapg.ca](mailto:reception@cmhapg.ca)

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