

Burnaby Organizing Against Racism and Hate Community Protocol

Background

The Burnaby Intercultural Planning Table (BIPT) and Burnaby Community Partners have been working collaboratively since 2007 to make Burnaby a welcoming and inclusive community for all. In March 2004 the Province of BC, with community partners, created the framework for the 'Organizing Against Racism and Hate' Protocol. This framework was revised June 2008. In 2016, this framework was implemented in Burnaby, led by Burnaby Family Life.

The Provincial framework 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 work together to create a response protocol to critical incidents of racism and hate. Given the existing community infrastructure already existing around this issue, Burnaby is implementing the third step.¹

Intent and Purpose of Protocol

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

The Protocol provides a step-by-step, easy to use guide designed to help community members and stakeholders react promptly and effectively when a discrimination or hate motivated incident occurs. The Protocol also offers referral to relevant resources and a list of key terms and their definitions (Appendix 1).²

It is important to note that the Protocol does not intend that all community members become expert practitioners of victim support or assume responsibility for 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.

¹ We want to acknowledge the work of Abbotsford Community Services and their partners who have developed an excellent Community Protocol which served as inspiration for the Burnaby Protocol.

² 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

BURNABY COMMUNITY PROTOCOL AND CRITICAL INCIDENT RESPONSE MODEL

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, service providers and members of the community.

Role of Burnaby RCMP:

As the organization responsible for responding to hate crimes the RCMP 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 The OARH coordinating Agency: Burnaby Family Life:

- 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.
- Coordinate with Coalition members as needed to 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; guide and provide resources to support for further support to 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

Many communities have realized that the elimination of racism and hate requires a commitment from all sectors of society. Therefore, community members have the responsibility to stand up against hate and racism and are morally obliged to report incidents.

Organizations and local businesses in Burnaby are encouraged to obtain the Safe Harbour: Respect for All certification. <http://www.amssa.org/programs/diversity/safe-harbour-respect-for-all/> or toll free 1-888-355-5560, call 604-718-2780 or fax 604-298-0747.

Safe Harbour: Respect for All is a diversity and inclusion training program for workplaces. It provides businesses, institutions and organizations with training to understand the value of diversity and inclusion, address issues of discrimination in the workplace, and attract and retain a diverse workforce and clientele. The training is also great for individuals to start building awareness of diversity and learn important concepts.

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:

- Listen to the victim, acknowledging their experiences and validating their concerns

- Document the incident (Appendix 4) and contact the Burnaby Together – Coalition Against Racism and Hate - Burnaby Family Life - to report in order to monitor, evaluate and follow up with the incident. Form should be sent by fax 604-299-7910 or email to bfl-info@burnabyfamilylife.org

- Provide prompt service or refer to the relevant service providers. Please see the Community Resource List (Appendix 5) at the end of this document.

- Participate 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 (Appendix 2) and Community Resources (Appendix 5) for more supports.

BURNABY COMMUNITY PROTOCOL GUIDE 2017

STEP-BY-STEP GUIDE - Responding to Critical Incidents of Discrimination and Hate Crimes

Violent Incidents:

Refer:

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

Protect:

2. Make sure the injured receives appropriate assistance and restore order. For example, if an 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:

Support:

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

Refer:

2. Refer to the OARH Coordinator (see the contact information in the referral list – Appendix 2).

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 if it is safe to do so. Make note of details such as location and time of incident.
3. Graffiti on City of Burnaby property such as a light pole or in parks should be reported to the police and to the City of Burnaby Anti-Graffiti Program by completing an on-line report at: www.burnaby.ca/residents/services/graffiti.html or by contacting the City Anti-Graffiti Coordinator at 604-298-TAGS (8247).
4. While waiting for authorities to arrive cover offence without disturbing it if possible.
5. Support the target or targets of the graffiti.
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

Burnaby RCMP	911 or non-emergency 604-646-9999
Burnaby RCMP Victim Services	604-294-7602
Burnaby OARH	604-659-2208

If you, or someone you know, have been a victim of crime or witness of crime, there are people and organizations that can help - Together we can find a way!

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 the Burnaby OARH Coordinator.

Ableism is discrimination on grounds of physical or mental ability.

Ageism is discrimination on grounds of age.

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.

Cisgender describes a person whose *gender identity* matches the *sex* assigned at birth. (Example: 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. (E.g. 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.

Discrimination is when prejudice and bias move from a state of opinion or mind to action. It can be direct (treating someone inequitably) or indirect (a policy, practice or process puts someone at an unfair disadvantage). 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. It 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 includes verbal abuse/threats, physical assault or damage to property (as defined in section 718.2 of the Criminal Code of Canada: (<http://fasdjustice.ca/aboriginal-people/7182e-of-the-criminal-code-gladue-and-aboriginal-people.html>)).

Hate/Bias Incidents are those actions that are not criminal in nature but may be covered by the Human Rights Code of Canada http://www.bclaws.ca/Recon/document/ID/freeside/00_96210_01

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. 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.

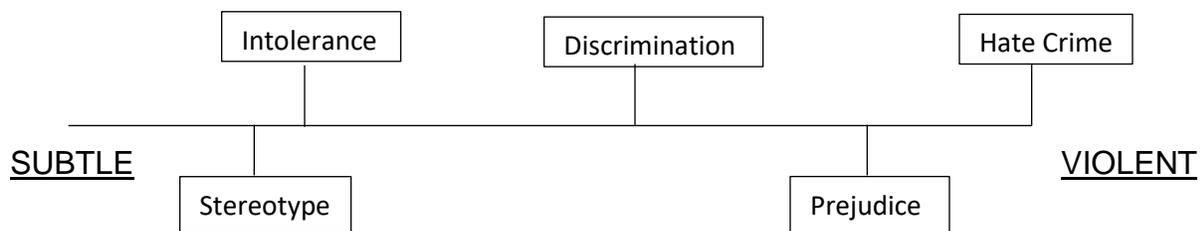
Stakeholders in context of the Burnaby Protocol refer to the service providers, organizations and institutions within Burnaby who have invested interest in the health, safety and vitality of the community.

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.



Examples:

Intolerance: Not allowing someone to marry/partner with whoever they choose.

Stereotype:

White people do not care about their parents.

Asian people cannot drive properly.

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 service to people with developmental disabilities.

Discrimination and harassment:

Inaccessible building or communication method to a disabled person;

Refusal to co-operate or provide a service to a transgender person;

Offensive language or stereotyping;

Sexual innuendo and sexualized images

Display or forwarding of offensive material;

Hate crime: An Elderly Sikh man is beaten by a group of people connected to a white supremacist group

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

Biases:

<https://www.nytimes.com/video/us/100000004818673/why-were-awkward.htm>

Why do we all need to know and report a **hate crime**?

When you report a hate crime you:

- Help the coalition and the police to understand patterns of behaviour.
- Provide a true picture of what is happening within your community.
- Help police investigate an incident which may contribute to an arrest and/or prosecution.
- Help prevent these types of crimes happening to you again or to someone else.
- Help develop tools and supports to support victims.
- Help develop mechanisms for education and awareness around prevalent forms of discrimination and hate.

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. The following is a list of immediate community resources that are available to members in responding to incidents of hate and racism.

Burnaby RCMP 911

- When reporting an incident, state that you are reporting a Hate Crime. - Report emergencies such as attacks, assaults and threats
- Report non-emergency crimes such as graffiti, vandalism and hate propaganda. The operator will connect you to the appropriate detachment to handle the situation. - There is no fee when calling 9-1-1 for either emergency or non-emergency situations

Burnaby RCMP Detachment Tel: 604-646-9999
6355 Deer Lake Avenue Fax: 604-646-9704
Burnaby B.C V5G 2J2

Burnaby RCMP Victims Service Tel: 604-294-7602
VictimLINK toll free at 1-800-563-0808.

RCMP Victim Service Programs are located within RCMP Detachments across British Columbia. These programs are integrated into every RCMP Detachment, working in partnership with police to provide critical services to victims and witnesses of crime and trauma. Victim Services is an integral component within the continuum of comprehensive policing services the RCMP delivers to the citizens we serve.

The Burnaby RCMP Victim Services Unit offers emotional support, information, practical assistance and referrals to victims of crime and trauma in Burnaby. Services are free of charge and delivered by highly trained caseworkers. If you are a victim of crime or personal trauma and feel you could benefit from our services. Please contact your local RCMP Detachment and ask for the Victim Service Unit, or call **VictimLINK**.

Burnaby Family Life Tel: 604-659-2208
Multiple locations
Head office: #102 – 2101 Holdom Avenue
Burnaby, BC V5B 0A4

Burnaby Family Life provides a wide range of services to children and families including, Child Care Centers, Child minding services, Counselling services to women and children who have experienced violence and sexual abuse, Family Resource Programs and Pre and Post Pregnancy Programs. Burnaby Family Life is also the lead agency for the Local Immigration Partnership and for the coordination of the organizing Against Racism and Hate Committee. (OARH)

Crisis Centre BC

Anywhere in BC 1-800-SUICIDE: 1-800-784-2433
Mental Health Support Line: 310-6789
Vancouver: 604-872-3311
Sunshine Coast/Sea to Sky: 1-866-661-3311
Seniors Distress Line: 604-872-1234

Online Chat Service for Youth: www.YouthInBC.com (Noon to 1am)

Online Chat Service for Adults: www.CrisisCentreChat.ca (Noon to 1am)

24/7 Distress crisis lines are available in over 140 languages using a language service.

Online Distress Services (YouthInBC.com, CrisisCentreChat.ca)

Provide youth and adults with an opportunity to talk openly yet confidentially when in distress, or crisis, seek emotional support, and locate referral services in their community.

Burnaby Interfaith Network

Tel: 604-619-0953
tazul.ali@telus.net

The Burnaby Inter-faith Network is a catalyst to create a strong, vibrant inter-faith network.

Through respectful collaboration, we create, facilitate and sustain opportunities that bring together people-of-faith so our community can live in peace and harmony.

Tazul Ali

Fraser Health Crisis Line

604.951.8855 | 1.877.820.7444

MOSAIC

Tel: 604-254-9626

Multicultural Victim Services

MOSAIC provides community-based, specialized services for multicultural victims of all types of crime. It includes criminal justice information and support, safety planning, information and referral, and emotional /practical support to assist victims in recovery.

SFU Counselling Services

Tel: 778-782-4615

SFU – Simon Fraser University

email: hcsinfo@sfu.ca

www.sfu.ca/students/health/Services/Counselling

9:00 am to 4:30 pm

Professional psychologists and clinical counsellors offer many services to help you meet the challenges of achieving your academic and personal potential. You are not alone.

Vancouver Lower Mainland Family

Services Society

5000 Kingsway Plaza III
#306-4980 Kingsway,
Burnaby, B.C. Canada V5H 4K7

Tel: 604-436-1025

Fax 604-436-3267

Provides culturally and linguistically sensitive services in over 20 languages to immigrants, refugees, no-status and visible minority women and their families who are experiencing family violence.

EDUCATION RESOURCE LIST

<p>BC Hate Crimes Team C/o Major Crimes Section - CIU E Division HG- Surrey Satellite Complex 12992 – 76th Avenue Surrey BC V3W 2V6 Tel: 604-660-2659 or 604-660-2617 Toll Free: 1-800-563-0808 (Victim Link) Hate Crime http://hatecrimebc.ca/internet-hate-crime/</p>	<p>Canadian Human Rights Commission BC and Yukon Regional Office 301-1095 West Pender Street Vancouver, BC V6F 2M6 Tel: 604-666-2251 Fax: 604-666-2386 TTY: 1-888-643-3304 Toll Free: 1-800-999 6899 (Ottawa) Website: www.chrc-ccdp.ca</p>
<p>BC Human Rights Coalition #1202- 510 West Hastings Street Vancouver, BC V6B 1L8 Tel: 604-689-8474 Toll Free: 1-877-689-8474 Email: info@bchrcoalition.org Website: www.bchrcoalition.org</p>	<p>Canadian Anti-Racism and Research Society (CAERS) 324-280 Nelson Street Vancouver, BC V6B 2E2 Tel: 604-687-7350 Website: www.stopracism.ca Email: caers@telus.net YouTube: http://youtube.com/user/xeron123456</p>
<p>BC Human Rights Tribunal 1170 – 605 Robson Street Vancouver, BC V6B 5J3 Tel: 604-775-2000 Toll Free in BC: 1-888-440-8844 TTY: 604-775 2021 Fax: 604-775-2020 Email: bchumanrightstribunal@gov.bc.ca Website: www.bchrt.gov.bc.ca</p>	<p>Canadian Race Relation Foundation 4576 Yonge Street, Suite 701 Toronto, Ontario M2N 6N4 Tel: 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</p>
<p>End Hate Crime booklet - British Columbia www2.gov.bc.ca/.../reports-publications/end-hate-crimes-booklet.pdf</p>	<p>End Hate Crime Pamphlet - British Columbia www2.gov.bc.ca/assets/gov/...justice/.../end-hate-crimes-pamphlet.pdf</p>
<p>End Hate Crime: B.C. Hate Crime Team Roles and ... - https://issuu.com/embracebc/docs</p>	<p>https://news.gov.bc.ca/stories/new-resource-will-raise-awareness-of-online-hate-crime</p>
<p>Anti-Discrimination in Sport and Recreation http://www.bcrpa.bc.ca/recreation_parks/recreation/hi gh_five/documents/Discrimination_000.pdf</p>	<p>The BC Hate Crimes Team works with local police detachments to investigate the criminal offenses and to protect sense of self and identity. For non-emergency questions about hate crimes, resources, trainings or education, please contact the BC Hate Crimes Team email to: BC_Hate_Crime_Team@rcmp-grc.gc.ca?Subject=Online%20Report</p>

Statutory Provisions

Universal Declaration of Human Rights <http://www.un.org/en/universal-declaration-human-rights/> **Part 1 of The Constitution Act, 1982 (Canadian charter of rights and freedoms)** <http://laws-lois.justice.gc.ca/eng/Const/page-15.html>

Canadian Human Rights Act <http://laws-lois.justice.gc.ca/eng/acts/H-6/>

British Columbia Human Rights Code http://www.bclaws.ca/Recon/document/ID/freeside/00_96210_01

CRITICAL INCIDENT REPORT FORM

NO INCIDENT IS TOO MINOR TO REPORT

To be filled by person victim of critical incident of discrimination, hate and/or racism or someone who has witnessed a critical incident of discrimination, hate and/or racism. This report is anonymous with no direct action/support (“I just wanted you to know this happened”) or get further advice on raising the matter formally or receiving support (“I want something done”, “I am upset/isolated by the experience and need support”).

PLEASE SEND REPORT TO:

Fax: 604-299-7910 or

Email: Bfi_info@burnabyfamilylife.org

Please write as much or as little as you want.

1. Who is reporting this incident?

Victim Witness Advocate Other

2. Describe what happened:

3a. Was this an incident of discrimination, hate and/or racism?

3b. Was it on grounds of:

Age

Disability

Gender (including maternity/pregnancy, transgender, marriage and civil partnership status),

Race

Religion/Belief

Sexual orientation

Other

4. Where did it happen?

5. When did it happen? (date/time)

6. Was this the first or a repeat incident? If repeat, over what period of time?

7. Who was involved?

(For example, provide relevant details of the victim, perpetrator and any witnesses such as their gender, age or ethnic origin and whether they were a member of staff, a councillor, a customer, or a member of the public. Please do not provide names because direct action cannot be taken as a result of this report).

8. Have you told anyone else? Has any action been taken? What was the outcome? Please describe:

9a. Will you, or did you, make a formal complaint or grievance and when?

9b. If you have made a formal complaint or grievance, has it been resolved satisfactorily?

Yes No

If not, why not?

10. Is there anything you would like to be considered in terms of areas for improvement or awareness raising?

COMMUNITY RESOURCES 2017

Immediate Responders:

Burnaby RCMP Detachment.....	604-646-9999
Burnaby RCMP Victims Service	604-294-7602
Victim LINK toll free at	1-800-563-0808
Resources and training.....	1-855-462-5733
Email: BC_Hate_Crime_Team@rcmp-grc.gc.ca	

Local agencies:

Aboriginal Health Liaison.....	604-614-7786
Attira Women’s Resource Society.....	604-331-1407
Battered Women’s Support Services.....	604-687-1868
Battered Women’s Crisis Line.....	604-687-1867
BC Suicide.....	1-800-784-2433
BC Society for Male Survivors of Sexual Abuse.....	604-682-6482
Burnaby Family Life.....	604-659-2208
Burnaby Hospital.....	604-434-4211
Burnaby Interfaith Network.....	604-619-0953
Child & Youth Victim Support Service.....	604-436-9449
Children’s Helpline	604- 310-1234
After hours.....	604-660-8180
Reporting Children abuse.....	1-800-663-9122
Crisis Centre BC.....	Anywhere in BC 1-800-SUICIDE 1-800-784-2433
Mental Health Support Line:.....	604-310-6789
Vancouver.....	604-872-3311
Sunshine Coast/Sea to Sky:	1-866-661-3311
Seniors Distress Line.....	604-872-1234
Online Chat Service for Youth: www.YouthInBC.com (Noon to 1am)	
Online Chat Service for Adults: www.CrisisCentreChat.ca (Noon to 1am)	
Dixon Transition Society.....	604-298-3454
Elder Abuse Unit- New West Police Service & FSGV-.....	604-529-2459
Family Services of Greater Vancouver.....	604-525-9144
Fraser Health Crisis Line.....	604-951-8855 1-877-820-7444
Culturally Sensitive Crisis Line for Aboriginal Peoples.....	1-800-KUU-US17 (588-8717)
Forensic Nursing Service (Specialized Violence intervention & Prevention.....	604-585-56666 Ext 774723
Kids help phone.....	1-800-668-6868
Monarch Place Transition House.....	604-521-1888
MOSAIC – Multicultural Victim Services.....	604-254-9626
PrideLine (Provides peer-support, information, and resources for Gay, Lesbian,.....	604-684 -6869
Bisexual, and Transgendered people.)	1-800-566-1170
Qmunity	604-684-5307
Rape Crisis Line.....	604-872-8212
Rape Victims Network.....	778-886-7001

RCMP Community Policing Centres:

Hastings Brentwood Community Police Office.....	604-656-3250
Lougheed Community Police Office	604-656-3200
Southeast Community Police Office (Donald N Brown CPO).....	604-656-3275
Southwest Community Police Office.....	604-656-3232
Crime Stoppers	1-800-222-8477
Metro Vancouver.....	604-717-2584
TTY.....	1-866-872-0113
Seniors' Distress (Seniors Abuse & Info Line SAIL).....	604-437-1940
Transgender Health Information.....	604-633-4203
Vancouver and Lower Mainland Multicultural Family Support Services.....	604-436-1025
WAVAW Rape Crisis Centre.....	604-877-0958
(Drop in for gay, lesbian, bisexual, and transgendered youth & allies)	
Youth Against Violence Line (YAV Line)	1-800-680-4264
YAV line for deaf or hard of hearing people.....	TTY 604-875-0885 or Text 604-836-6381
YouthInBC.....	604-872-3111
Legal services:	
BC Human Rights Clinic.....	604-622-1100
Toll free number.....	1-855-685-6222
BC Human Rights Coalition.....	1-877-689-8474
BC Human Rights Tribunal	1-888-440-8844
Canadian Human Rights Commission	1-800-999-6899
Dial-A-Law.....	604-687-4680
Human Rights Issues & Complaints	1-888-440-8844
Law LINE	1-866-577-2525
Ombudsperson.....	1-800-567-3247
Seniors Advocate.....	1-877-952-3181