

**Non-Emergency Local Resources:**

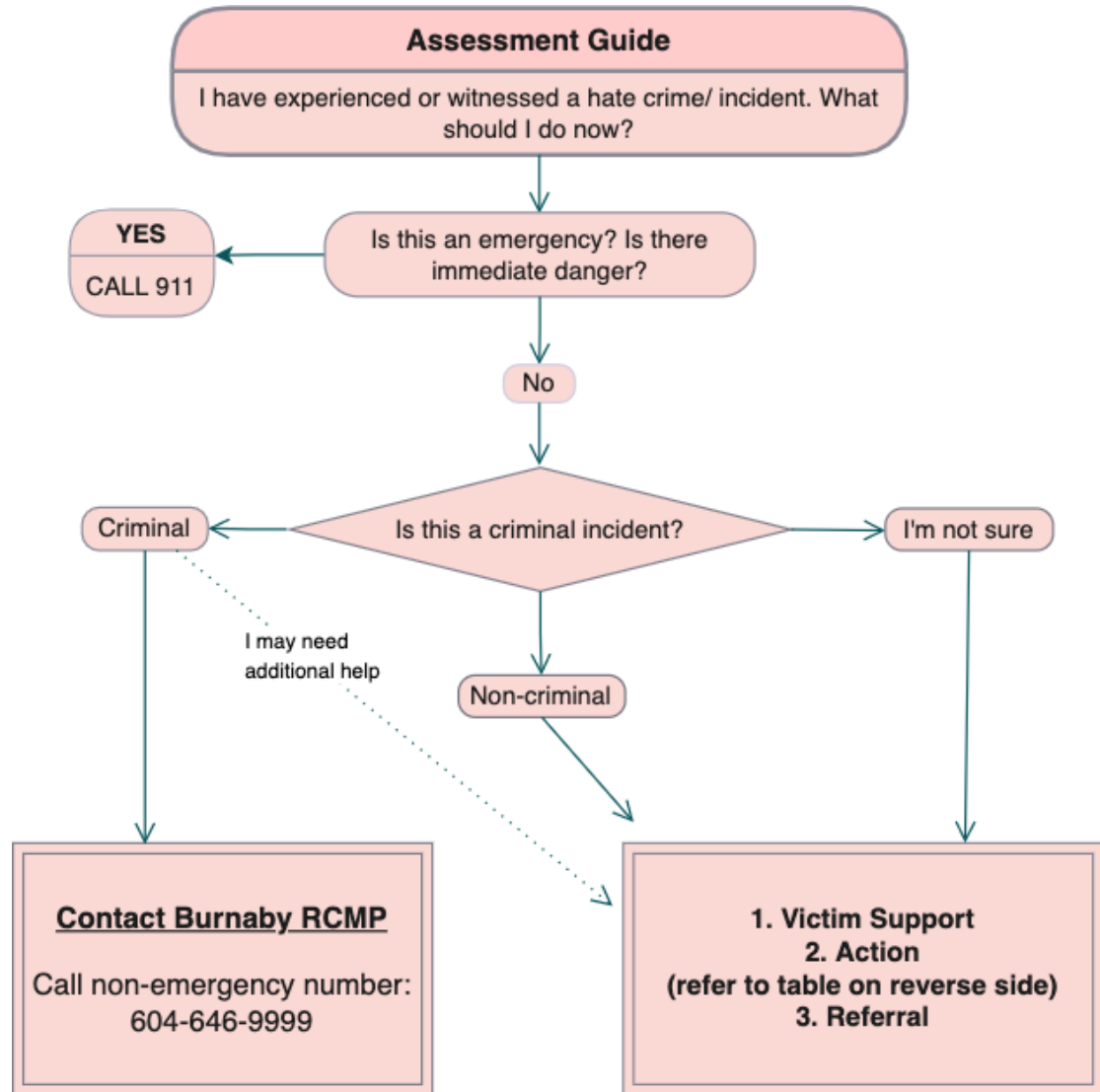
Burnaby RCMP for non-emergencies - **604-646-9999**  
 Fraser Health Crisis Line - **604-951-8855 | 1-877-820-7444**  
 Residential School Crisis Line - **1-800-721-0066**  
 Burnaby Hospital - **604-434-4211**  
 Mental Health Line - **310-6789**

**Local Community Support Services:**

Burnaby Family Life - **604-659-2208**  
 FNHA Fraser-Salish Regional Health Liaison - **604-693-6528**  
 MOSAIC Multicultural Victim Services - **604-254-9626 ext. 1030**  
 Burnaby Interfaith Network - **604-619-0953**

**Provincial or National Resources:**

Victim LINK (toll free) - **1-800-563-0808**  
 BC211 – for a referral to local services - **211** or **www.bc211.ca**  
 Youth Against Violence Line - **1-800-680-4264**  
 Kids Help Phone **1-800-668-6868**  
 Prideline - support for 2SLGBTQIA - **1-800-566-1170**  
 Youth Prideline – support for 2SLGBTQIA youth – **1-855-956-1777**  
 Crime Stoppers **1-800-222-8477** or reporting online hate at **bccrimestoppers.com**  
 Crisis Line - Short-term emotional support – **1-800-784-2433**  
 BC Hate Crimes - **1-855-462-5733**  
 Email: [BC Hate Crime Team@rcmp-grc.gc.ca](mailto:BC_Hate_Crime_Team@rcmp-grc.gc.ca)  
 Healing in Colour Therapists - [healingincolour.com](http://healingincolour.com)  
 Legal Aid BC - **1-866-577-2525**  
 Access Pro Bono - **1-877-762-6664**  
 Resilience BC Anti-Racism Network - [ResilienceBC.ca](http://ResilienceBC.ca)



Type of Incident	Definition	Response
<b>Hate-Motivated Crime</b>	Criminal offences committed against people or property motivated by hate, prejudice or bias toward an identifiable group. This may include assault, threats, harassment, material on social media or damage to property.	<ul style="list-style-type: none"> <li>• Identify immediate needs of victim and respond</li> <li>• Contact police at 911 in cases of emergency</li> <li>• Call the non-emergency police number in non-emergency cases</li> <li>• Refer to appropriate community support if requested</li> <li>• Alert Burnaby Together Coordinator of incident</li> </ul>
<b>Hate-Motivated Incident (Non-criminal)</b>	Actions motivated by hate against an identifiable group, based on race, national or ethnic origin, language, colour, religion, sex, age, mental or physical disability, sexual orientation, or gender identity or expression, or on any other similar factor. This could include using aggressive or abusive language in public.	<ul style="list-style-type: none"> <li>• In the event of a non-emergency critical or traumatic incident of hate, identify immediate needs of victim and respond</li> <li>• Listen to the victim, validate their concerns and with their permission, call police non-emergency number</li> <li>• Refer them to appropriate community support if requested</li> </ul>
<b>Discrimination</b>	Occurs when prejudice and bias move from a state of opinion or mind to action, leading to inequitable treatment of a person/ group because of a personal characteristic. This can take on many different forms such as unequal pay or benefits, unequal conditions, denial of service at a business	<ul style="list-style-type: none"> <li>• Listen to the victim, acknowledge their experiences and identify immediate needs</li> <li>• Refer to appropriate community support if requested</li> <li>• If the employer or service provider has a protocol for addressing incidents of racism or discrimination, help victim seek justice</li> <li>• If no protocol then look at Human Rights or other options</li> </ul>
<b>Graffiti or Vandalism</b>	Damage or defacement of property demonstrating hate, prejudice or bias toward an identifiable group.	<ul style="list-style-type: none"> <li>• For major or ongoing property crime, call 911 immediately</li> <li>• For other incidents, call police non-emergency number</li> <li>• Document: Take photographs or videotape, make note of details (location, time of incident etc)</li> <li>• Graffiti on City of Burnaby property should be reported to the Anti-Graffiti Program at 604-294-7388</li> </ul>
<b>Hate Speech or Propaganda</b>	Public statements (verbal or written) in any public space that promote or incite hatred against an identifiable group, or advocate genocide toward an identifiable group.	<ul style="list-style-type: none"> <li>• Call 911 if incident is taking place in real time</li> <li>• Propaganda or materials that advocate genocide or communicate hatred of any identifiable group should be reported to Burnaby RCMP (non-emergency number) and BC Hate Crimes Team</li> </ul>
<b>Online Incidents</b>	Incidents of hate taking place on social media or over online platforms (i.e. Online chat rooms, groups, Zoom)	<ul style="list-style-type: none"> <li>• In case of online harassment or threats, call non-emergency police number and report the incident</li> <li>• Report hate speech using social media platform guidelines, or contact webmaster or hosting company</li> <li>• Report on the Crimes Stoppers website</li> </ul>
<b>At a local business (client)</b>	Unfair treatment provided by a local business, be it rude comments, discrimination, stereotyping or refusal of service	<ul style="list-style-type: none"> <li>• Report issue to local BIA (Business Improvement Area) or MLA Find your BIA: <a href="http://www.bia.bc.ca">www.bia.bc.ca</a>   Find your MLA: <a href="http://www.leg.bc.ca">www.leg.bc.ca</a></li> <li>• Talk about the incident at Community Policing Action Committee (CPAC) meeting. To attend, contact Laura Hirst (<a href="mailto:laura.hirst@rcmp-grc.gc.ca">laura.hirst@rcmp-grc.gc.ca</a>)</li> </ul>
<b>On Public Transit</b>	Incidents encountered on public transit where someone is targeted based on any identifiable characteristics. This includes	<p>For non-emergencies contact Transit Police:</p> <ul style="list-style-type: none"> <li>• Call 604.515.8300</li> </ul>