To: Chair and Members
Audit, Finance & Administration Committee

From: Roger Cameron
Committee Against Racism

Date: February 10, 2014

Re: Anti-Racism Resource Centre Project (CAR14-001) (City Wide)

Recommendation:

1) That Council approves an 18 month pilot project, of a staffed Anti-racism Resource Centre including a telephone helpline, dedicated to responding directly to individuals who experience racism and/or race-related oppression in the city of Hamilton, including tracking and monitoring these incidents and the promotion of the Resource Centre through an awareness campaign, at an estimated cost of $130,000.

2) That a Project Steering Committee be established including members of community agencies and organizations who indicated an interest in partnering.

3) The established Project Steering Committee will report semi-annually to Council and the Committee Against Racism, on the progress of the Anti-Racism Resource Centre.

4) That the City of Hamilton staff, in conjunction with the Committee Against Racism and the Project Steering Committee undertake an evaluation of the Pilot Anti-Racism Resource Centre and that staff will prepare and report the results of the evaluation to Council in the fall of 2015.

5) That Councillor McHattie be thanked for his invaluable advice and support to the Committee Against Racism.

Background:
The Committee Against Racism (CAR), a volunteer advisory committee of the City of Hamilton, advise, advocate, and consult on relevant issues in the community of Hamilton, relating to racism and its consequences. CAR has also been fortunate to have Councillor McHattie, as our Council liaison who has provided the committee with consistent and supportive leadership over the years. Over the last 10 years, CAR has held three public symposiums focusing on the reality of racism in the City of Hamilton, where community members identified gaps in the city’s existing initiatives, and formulated recommendations that CAR has presented to Council on a number of occasions. The most recent presentation was made to the General Issues Committee on February 1, 2012 where the committee made recommendations that were then referred to staff for a report-back. The Access and Equity Office did report back to Council in November 2012 on all but two of these recommendations. One recommendation currently outstanding is the community’s call for a resource centre and telephone helpline dedicated to assisting and supporting individuals who experience racism. CAR decided to conduct focus groups and consultations with community organizations, agencies and grass roots individuals to gather additional information regarding the need for a resource centre in Hamilton that addresses and supports individuals who experience racism. The second recommendation was with respect to the public awareness campaign that would promote the resource centre and telephone helpline.

The purpose of the proposed resource centre and telephone helpline is to fill existing service gaps by offering a central location that provides resources, support, and information regarding those impacted by racism and/or race-related oppression. To develop a strategic framework for the centre, CAR has consulted various sectors of the community, including educational institutions, businesses, community agencies, and cultural and religious groups. The committee’s goal is to form partnerships with a team of partnering agencies and community groups who can provide support and long-term sustainability for the centre.

A full report of the work undertaken by the committee is attached as Appendix A. During the period between 2012 and 2013, the committee worked with a consultant and a Masters student from the University of Toronto, to conduct focus groups sessions with community groups and organizations and also to undertake an in-depth Anti-Racism Resource Centre project study. A qualitative survey was sent out via e-mail and mail to educational institutions and community organizations to gather necessary data. The list of contacted community agencies and educational institutions is attached as Appendix B.

The objectives of this survey was to generate preliminary findings that report Hamilton’s specific gaps in anti-racism services, understand models for the centre, and explore potential partnerships with community agency and educational institution respondents. Due to the lack of racism-related services in Hamilton, CAR also looked at organizations outside of Hamilton that specifically offer anti-racism services, in order to understand models of services that may be applied to developing and implementing an Anti-Racism Resource Centre.
The survey responses strongly indicate a need for a resource centre. A majority of respondents indicated that they have difficulties finding supports to address racism, as there is a lack of services and funding to do it themselves. Their responses suggest agencies are limited in their ability to address racism-related complaints, issues and incidents. Service providers do not know where to turn for help - or if help even exists. Further, they refer clients to other agencies, to places assumed to be able to assist them. When asked if they thought Hamilton needs a resource centre, the majority of respondents answered “Yes”.

A total of 13 agencies and 18 educational institutions responded to the survey; eight of the 13 agencies (62%) and two of the 18 (11%) educational institutions identified as being located in Hamilton.

In Hamilton, agency respondents indicated that the most common forms of racism that their clients experience are systemic racism (100%), racial slurs (83%), harassment (67%) and physical violence (50%). Hamilton’s educational institution respondents report racial slurs (100%), systemic racism (100%), vandalism (100%), and harassment (50%).

Approximately half (50%) of Hamilton’s agency respondents indicate that they have a formal complaints process when responding to complaints from clients who have experienced racism and/or race-related oppression. All (100%) of Hamilton’s educational institutions have a formal complaints process.

Most (70%) Hamilton respondents skipped the question about how many cases of racism/discrimination they handled in 2011 and 2012.

Hamilton’s racism-related service gaps include the lack of tracking and monitoring cases/incidents of racism, and services that directly address racism and/or race-related oppression. Also, there seems to be general misperceptions about what anti-racism services are being offered in Hamilton.

All agency (100%) and most educational institution (67%) respondents indicate that the Anti-Racism Resource Centre would be valuable for their clients.

All (100%) Hamilton agency and educational institution respondents report that they would consider partnering with this initiative.

Overall, participants report that the Anti-Racism Resource Centre would promote civic health, create greater community safety and lower absenteeism from work and hate crimes.
Recommendation 1
1) That Council approves an 18 month pilot project, of a staffed Anti-racism Resource Centre including a telephone helpline, dedicated to responding directly to individuals who experience racism and/or race-related oppression in the city of Hamilton, including tracking and monitoring these incidents and the promotion of the Resource Centre through an awareness campaign, at an estimated cost of $130,000.

Rationale:
Based on the research findings (attached as Appendix A) there is no agency in Hamilton dedicated to responding to individuals who experience racism and/or race-related oppression; and as a result the committee is recommending that a pilot Anti-racism Resource Centre be immediately implemented to respond to and support individuals who experience racism and race-related oppression. Such supports will be offered in person, telephone and email and could include information and education regarding your rights and freedoms, support groups, relevant services and providing referrals to the appropriate service providers.

The $130,000 cost will cover the salary, benefits and office equipment for an experienced staff qualified in providing human rights and anti-racism information and supports for the 18 month pilot. The City of Hamilton will provide in kind office space for the pilot project and the Project Steering Committee and the Access and Equity Office will provide any necessary support to the Resource Centre staff. The job description for the Anti-racism Resource Centre staff is attached as Appendix C.

The Resource Centre staff will also track, monitor and prepare reports of incidents of racism and discrimination that are received through the Centre in person, by phone and electronically. Tracking cases of racism and discrimination could be the first step to helping the City assess and record the magnitude of what is happening in the community. This also aligns with City’s Commitment to the Canadian Coalition of Municipalities Against Racism and Discrimination. The City of Hamilton is a member of the United Nations Education, Scientific, and Cultural Organization’s (UNESCO) Canadian Coalition of Municipalities Against Racism and Discrimination (CCMARD). CCMARD (2012) requires members to make several commitments to address racism and/or discrimination in their communities. For example, they require members to “monitor racism and discrimination in the community more broadly as well as municipal actions taken to address racism and discrimination” (p. 2). The creation of an Anti-Racism Resource Centre would be a significant measure to meet CCMARD membership requirements and position Hamilton to be a leader in addressing this issue in Ontario.

This proactive action and implementation of this recommendation demonstrates that Council and CAR are listening and responding to the community’s reports of racist
incidents and making progress towards addressing and reducing racism and hate in Hamilton.

The Anti-Racism Resource Centre and telephone helpline will be promoted through the development of a public awareness campaign that will focus on the impact of racism, how to address it, as well as the purpose of the resource centre and telephone helpline, through the collaboration of the Access and Equity Office and the Committee Against Racism. The Committee will fund the public awareness messages and materials through their reserve budget. The campaign has potential to demonstrate to Hamiltonians that the city of Hamilton takes racism, discrimination, and race-related oppression seriously and is taking action to address them.

**Recommendation 2**
That a Project Steering Committee be established including members of community agencies and organizations who indicated an interest in partnering.

**Rationale:**
The Project Steering Committee could include community agencies, groups, institutions, relevant grassroots individuals, members of CAR, City staff and a member(s) of Council.

The Project Steering Committee’s roles and responsibilities could include, providing ongoing direction of the pilot, monitoring, and evaluation of the centre’s programs, services, finances and milestones. They will also investigate and report on potential long-term partnerships and a plan for financial sustainability.

**Recommendation 3**
The established Project Steering Committee will report semi-annually to Council and the Committee Against Racism, on the progress of the Anti-Racism Resource Centre.

**Rationale:**
As the Project Steering Committee will be working closely with the Anti-Racism Resource Centre staff and providing direction, support and advice, they will be in a position to provide information about the progress of the pilot to Council. This reporting will happen at the 6 month and 12 month period.

**Recommendation 4**
That the City of Hamilton staff, in conjunction with the Committee Against Racism and the Project Steering Committee undertake an evaluation of the Pilot Anti-Racism Resource Centre and that staff will prepare and report the results of the evaluation to Council in the fall of 2015.

**Rationale:** The Project Steering Committee will establish a process for evaluating the outcomes of the pilot. The evaluation will include assessing the program milestones, challenges, potential partnerships, quality of outcomes service users, validating the
need for the resource centre and confirming the adequacy and feasibility of the framework of the Anti-Racism Resource Centre.

Recommendation 5
That Councillor McHattie be thanked for his invaluable advice and support to the Committee Against Racism.
Anti-Racism Resource Centre Project Study

Committee Against Racism

July 2013

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Contributors: Committee Against Racism
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Executive Summary

- The Committee Against Racism (CAR), a volunteer advisory committee of the City of Hamilton, advise, advocate, and consult on relevant issues in the community of Hamilton relating to racism and its consequences. Their recommendation for an Anti-Racism Resource Centre and telephone helpline has existed for the last decade.

- In February, 2012, a feasibility study was recommended by CAR for the Anti-Racism Resource Centre. The General Issues Committee received the recommendation, and asked the Access and Equity Office to follow up on it. Therefore, before investing in a feasibility study, CAR sought to gather preliminary knowledge by arranging consultations with community agencies and educational institutions. They intended to systematically investigate and collect information on the need for a centre.

- Maureen Brown’s (2013) survey and focus groups’ data verify the need for the Anti-Racism Resource Centre.

- The objectives of this study are to generate preliminary findings that report Hamilton’s specific gaps in anti-racism services, understand models for the centre, and explore potential partnerships with community agency and educational institution respondents. Due to the lack of racism-related services in Hamilton, CAR also looked at organizations outside of Hamilton that specifically offer anti-racism services, in order to understand models of services that may be applied to developing and implementing an Anti-Racism Resource Centre.

- A total of 13 agencies and 18 educational institutions responded to the survey; Eight of the 13 agencies (62%) and two of the 18 (11%) educational institutions identified as being located in Hamilton.

- In Hamilton, agency respondents indicated that the most common forms of racism that their clients experience are systemic racism (100%), racial slurs (83%), harassment (67%) and physical violence (50%). Hamilton’s educational institution respondents report racial slurs (100%), systemic racism (100%), vandalism (100%), and harassment (50%).

- Approximately half (50%) of Hamilton’s agency respondents indicate that they have formal complaints when responding to complaints from clients who have
experienced racism and/or race-related oppression. All (100%) of Hamilton’s educational institutions have a formal complaints process.

- Most (70%) Hamilton respondents skipped the question about how many cases of racism/discrimination they handled in 2011 and 2012.

- Hamilton’s racism-related service gaps include the lack of tracking and monitoring cases/incidents of racism, and services that directly address racism and/or race-related oppression. Also, there seems to be general misperceptions about what anti-racism services are being offered in Hamilton.

- All agency (100%) and most educational institution (67%) respondents indicate that the Anti-Racism Resource Centre would be valuable for their clients.

- All (100%) Hamilton agency and educational institution respondents report that they would consider partnering with this initiative.

- Recommendations:

  1. That Council approves a 12 month pilot project, of a staffed Resource Centre with an anti-racism telephone helpline to directly support individuals who experience racism and/or race-related oppression, and track and monitor complaints at an estimated cost of $85,000.

  2. That Council approves the development of a public awareness campaign that will focus on the impact of racism, how to address it, as well as the purpose of the resource centre and telephone helpline, through the collaboration of the Access and Equity Office and the Committee Against Racism.

  3. That the City of Hamilton, in conjunction with the Committee Against Racism, conduct a feasibility study regarding the establishment of an Anti-Racism Resource Centre together with community partners; with a staffed telephone line, anti-racism resources, education and training to assist and support individuals who experience racism, at an estimated cost of $43,000.

  4. That Council approves the Committee Against Racism, with the support of a consultant, to pursue potential partnerships for financial support, educational material, and staff supports for the Anti-Racism Resource Centre at a cost of $15,000.
Introduction

The Hamilton Police Service Board (2013) release yearly reports on the number of hate crimes in Hamilton. In 2012, there were 161 hate/bias events reported to the Hamilton Police, with 16 of those events fitting the police’s classification for “hate/bias motivated crimes”.

However, what happened with the 145 reports in 2012 (126 reports in 2011) that do not meet their classification for a hate crime? Where did those individuals go for support? Moreover, are there appropriate, effective supports available to them? The number of reports does not account for individuals who choose to stay silent, or the secondary victims of each crime, like family, friends, and community members who report with the targeted groups.

To work towards the City of Hamilton’s (2010) vision of being “the best place to raise a child” (p. 7), there is a critical need to develop a space for those who experience racism and/or race-related oppression to receive assistance. Moreover, making this notion a reality will, in turn, help to create an inclusive community that promotes equitable access to opportunities, programs, and services for all Hamiltonians.
Background

The Committee Against Racism (CAR), a volunteer advisory committee of the City of Hamilton, advise, advocate, and consult on relevant issues in the community of Hamilton relating to racism and its consequences. Over the last 10 years, CAR has held three symposiums focusing on the issue of racism in the City of Hamilton, where community members identified gaps in the city’s existing initiatives, and formulated recommendations that CAR has presented to Council on multiple occasions. One recommendation currently outstanding is the community’s call for a resource centre and telephone helpline dedicated to assisting individuals who experience racism. This recommendation came out of the first symposium in 2003, and was revisited and validated in the second symposium in 2006. Also, the committee continues to get individual complaints by members of the public who ask to bring these complaints forward to monthly meetings.

Purpose of centre

The purpose of the proposed resource centre and telephone helpline is to fill existing service gaps by offering a central location that provides resources, support, and information regarding racism and/or race-related oppression (see appendix A for a draft of the Anti-Racism Resource Centre Framework). To develop a strategic framework for the centre, CAR has consulted various sectors of the community, including educational institutions, businesses, community agencies, and cultural and religious groups. CAR has also consulted with Councillor McHattie, who sits on the committee. The goal is to have the work sourced out to a team of partnering agencies and community groups who can provide support and long-term sustainability for the centre.

Recommendation for a feasibility study

On February 1, 2012, CAR recommended that “That Council approve a feasibility study regarding the establishment of a resource centre that includes partners and will have a staffed telephone line, including anti-racism resources, education and training for the community” (p.5). The General Issues Committee received the recommendation, and asked the Access and Equity Office to follow up on it. Therefore, before investing in a
feasibility study, CAR sought to gather preliminary knowledge by arranging consultations with community agencies and educational institutions. They intended to systematically investigate and collect information on the need for a centre.

**Needs assessment survey and focus groups**

In the fall of 2012, Maureen Brown (2013), a consultant and diversity trainer, worked with CAR to conduct a needs assessment survey and focus groups. First, the qualitative needs assessment survey was sent out via e-mail and mail to community organizations in Hamilton. After analyzing the results, CAR wanted to probe deeper; therefore, Brown conducted three 90-minute focus groups. Respondents included a range of ethnocultural organizations and community groups. In addition, Brown facilitated the last focus group with CAR itself. Of the 84 community organizations that were contacted for both projects, six responded to the survey (7% response rate), and 25 to the focus groups (30% response rate).

Brown reports that the survey responses strongly indicate a need for a resource centre. Four of the six respondents indicated that they have difficulties finding supports to address racism, as there is a lack of services and funding to do it themselves. Their responses suggest agencies are limited in their ability to address racism-related complaints/issues. Service providers do not know where to turn for help - or if help even exists. Further, they refer clients to other agencies, to places assumed to be able to assist them. When asked if they thought Hamilton needs a resource centre, four out of the five who responded answered “Yes”, while one indicated “No”, saying that they have not faced any real issues regarding racism.

With focus groups, Brown asked community agencies a series of questions related to experiences of racism in Hamilton and the need for and role of the Centre (see appendix B for focus group questions). She found that participants were clear that racism is a reality for racialized community members in Hamilton, with long-term impacts on health, mental health, and upward mobility. Respondents reported traumatic experiences that affected the victim, their families, and the community. Here are two examples of responses:

“The Filipino community has large numbers of nannies who despite laws on the books to protect them still encounter oppression from employers. Contrary to the law, an employer might require a nanny to work 7 days a week, then threaten her with firing if she complains to the government. Fear keeps her quiet.”

“Visible minorities are not being hired in the school system in numbers that reflect their availability. Even when schools seek out racialized individuals these individuals are sometimes reluctant to take advantage of opportunities because they hesitate to be first when there are no other racialized people on board.”
When asked about what is being done in the community to address racism, focus group participants echoed the survey’s respondents, describing how they receive complaints about racism yet do not have the expertise or support to adequately help. They generally have to refer clients elsewhere, including to Toronto. Here is an example of a response:

“Another participant organization said [they] feel ill-equipped to handle complaints of racism because it has no organized way to ‘assemble the narrative’ so the affected person can tell their story. The absence of service to which the victim can turn prior to filling a formal complaint gives credibility to the offender’s version of the story.”

Participants were also asked questions about what the Anti-Racism Resource Centre would do and how it could benefit the community. Here are some examples of responses:

“Help in streamlining or re-directing complaints that now have to be made to the City even though technically they should not. This happens because there are no other outlets in the community. City resources are being used to handle these complaints.”

“Have an information-gathering role, collecting and tracking incidents of racism as a way of raising awareness and pushing for action on the part of those with power to make change.”

“Help promote Hamilton as ‘A City for all races’ by being the catalyst that breaks down stereotypes, bias, prejudice that cause the feeling of isolation that leads to social breakdown.”

“Help create a new generation of youth who are more open-minded and inclusive. Hamilton could be a role model.”

“Help attract immigrants to come to invest in Hamilton knowing that their interests are being protected.”

Overall, participants report that the Anti-Racism Resource Centre would promote civic health, create greater community safety, and lower absenteeism and crime.

**Objectives**

The City of Hamilton’s CAR aims to generate preliminary findings that report Hamilton’s specific gaps in anti-racism services, understand potential models for the centre, and inquire about possible partnerships. Brown’s (2013) needs assessment survey and focus groups verify the community’s need for the centre; therefore, this study was designed with the understanding that the need for the centre has been established. Hence, given that there are no services that specifically and directly work with victims of racism in Hamilton, CAR decided to collect data on how agencies and educational
institutions that work with racialized individuals respond to incidents of racism and/or race-related oppression. Due to the lack of racism-related services in Hamilton, CAR also looked at organizations outside of Hamilton that specifically offer anti-racism services, in order to understand models of services that may be applied to developing and implementing an Anti-Racism Resource Centre. Further, on February 1, 2012, CAR recommended that the City scope out potential partnerships at the institutional and community levels in the development and sustainability of the centre and telephone helpline. Therefore, this study will ask respondents about their willingness to potentially partner with this initiative.

Methodology

Educational institutions and community agencies were recruited through purposive sampling (see appendix C for a list of contacted agencies). The inclusion criteria, or the criteria to determine the requirements of who can participate in the sample, included organizations that have an anti-racism and/or discrimination mandate, and provide direct service to racialized communities. The exclusion criteria included organizations that do not directly serve racialized communities and do not mention “anti-racism” in their mandate.

In January 2013, the recruitment and data collection for educational institutions was completed in one phase by McMaster University undergraduate students. With community agencies, it was completed in two phases. The first phase was conducted by McMaster undergraduate students, though it did not produce conclusive results because of a low response rate. In May 2013, the second phase was completed by the author, a University of Toronto graduate student.

To contact respondents, a letter was e-mailed to selected agencies and educational institutions (see appendix E for the letter). Then, students followed-up with them by telephone. In the e-mail, respondents were given a link to the online survey, which they had two weeks to complete. The survey was composed of a combination of open and close-ended questions, created by McMaster University students and the author.

As racism is a stigmatized topic, it was thought that respondents may be hesitant to disclose information on their services to the City. Therefore, the survey and letter outlined how respondents had the choice to maintain or waive anonymity.
A total of 13 agencies and 18 educational institutions responded to the survey. Eight of the 13 agencies (62%) and two of the 18 (11%) educational institutions identified as being located in Hamilton.

Overall response rate:  
- Agencies: 33% (13/40)  
- Educational institutions: 53% (18/34)

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**Results**

The results section is organized by selected survey questions and provides details of the responses (see appendix F to view the complete survey).

**Services and clientele**

1. **Does your organization provide services to any of the following individuals and/or communities? (Check all that apply)**

   The two most pertinent community groups in these results are ‘racialized persons’ and ‘aboriginal groups’. While individuals experience intersecting identities, these two groups are the most salient identities for the centre in question.

   All thirteen agency respondents report as providing services to racialized persons (Figures 1 and 2). One of two (50%) Hamilton educational institutions report as offering services to racialized persons, as compared to all sixteen (100%) educational institutions outside of Hamilton. The majority of educational institutions report as offering services to aboriginal groups, which is higher than the number of agencies. The main purpose of this question is to establish that respondents provide services to the community group that could be accessing the Anti-Racism Resource Centre and telephone helpline.
Figure 1. Hamilton respondents served community groups

Figure 2. Non-Hamilton respondents served community groups
2. Does your organization/office/department offer supports and/or services to help clients/students/faculty/staff who have experienced racism and/or discrimination?

In Table 1, the majority (88%) of Hamilton agency and educational institution respondents report that they offer services to individuals who are experiencing racism and/or discrimination. Table 2 displays how all agency and education institution respondents outside of Hamilton report that they offer anti-racism services and/or supports. From this data, one can infer that the selected sample of organizations is appropriate for the purpose of this survey, as they are working with racialized community groups (Question 1) and/or offering direct racism-related services and supports.

Table 1. Hamilton respondents offering services

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agencies</td>
<td>6/8 (75%)</td>
<td>2/8 (25%)</td>
</tr>
<tr>
<td>Educational institutions</td>
<td>2/2 (100%)</td>
<td>0/2 (0%)</td>
</tr>
</tbody>
</table>

Table 2. Non-Hamilton respondents offering services

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agencies</td>
<td>5/5 (100%)</td>
<td>0/5 (0%)</td>
</tr>
<tr>
<td>Educational institutions</td>
<td>16/16 (100%)</td>
<td>0/16 (0%)</td>
</tr>
</tbody>
</table>

3. What types of supports and/or services does your organization provide to clients who have experienced racism and/or discrimination? Please Indicate.

In Hamilton, the eight agency respondents report as offering counselling (4), advocacy (3), information/referral (2), and education/training (1). The two educational institution respondents report as offering support/advice (2), a complaint process/investigation (1), education/training (1), information/referral (1), and events/campaigns (1).

Outside of Hamilton, the five agency respondents report as offering information/referral (4), education/training (3), advocacy (2), and counselling (1). The sixteen educational institution respondents report as offering a complaint
process/investigation (15), education/training (14), support/advice (6), information/referrals (6), a policy review (3), and events/campaigns (1).

From these data, it appears that many organizations offer education/training. Also, while some agencies and educational institutions report that they offer counselling, it is unclear what type of counselling they offer, and if it specifically addresses racism and/or discrimination. In addition, none of the Hamilton organizations report as offering a policy review process in response to racism and/or discrimination.

4. What are some of the most common racism and/or discrimination related issues that your clientele face?

In Hamilton, respondents report that the most common forms of racism and/or discrimination are systemic racism and racial slurs (Fig. 3). Both Hamilton educational institutions report racism-related vandalism. Outside of Hamilton, respondents report the most common forms to be systemic racism, harassment, and racial slurs (Fig. 4).

![Bar chart showing the most common forms of racism and discrimination in Hamilton.](#)

**Figure 3.** Hamilton respondents identified common forms of racism

2 agency respondents skipped question
**Non-Hamilton: Most common forms of racism/discrimination**

<table>
<thead>
<tr>
<th>Forms of racism/discrimination</th>
<th>Agencies</th>
<th>Educational Institutions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Racial slurs</td>
<td>80</td>
<td>50</td>
</tr>
<tr>
<td>Harassment</td>
<td>80</td>
<td>81</td>
</tr>
<tr>
<td>Systemic racism</td>
<td>100</td>
<td>75</td>
</tr>
<tr>
<td>Physical violence</td>
<td>40</td>
<td>13</td>
</tr>
<tr>
<td>Vandalism</td>
<td>40</td>
<td>44</td>
</tr>
</tbody>
</table>

Figure 4. Non-Hamilton respondents identified common forms of racism

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**Formal complaints process**

5. Does your organization have a formal complaints process when responding to complaints from clients/students/faculty/staff who have experienced racism and/or discrimination?

Tables 3 and 4 show that all educational institution respondents express having a formal complaints process. While two Hamilton agency respondents skipped this question, half of the remaining respondents report as having a formal complaints process.

Table 3. Hamilton formal complaints process

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
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</thead>
<tbody>
<tr>
<td>Agencies</td>
<td>3/6 (50%)</td>
<td>3/6 (50%)</td>
<td>2</td>
</tr>
<tr>
<td>Educational institutions</td>
<td>2/2 (100%)</td>
<td>0/2 (0%)</td>
<td></td>
</tr>
</tbody>
</table>
Table 4. Non-Hamilton formal complaints process

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Skipped</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agencies</td>
<td>1/5 (20%)</td>
<td>4/5 (80%)</td>
<td>3</td>
</tr>
<tr>
<td>Educational institutions</td>
<td>16/16 (100%)</td>
<td>0/16 (0%)</td>
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</table>

6. **After a complaint is filed, is there an established timeframe to follow-up with clients to explain how the complaints process works?**

Tables 5 and 6 display that the majority of educational institutions follow-up with individuals within an established timeframe. While three Hamilton agency respondents skipped this question, four respondents report as following-up with clients within a set timeframe.

Table 5. Hamilton follow-up timeframe

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Skipped</th>
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<tbody>
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<td>Agencies</td>
<td>4/5 (80%)</td>
<td>1/5 (20%)</td>
<td>3</td>
</tr>
<tr>
<td>Educational institutions</td>
<td>2/2 (100%)</td>
<td>0/2 (0%)</td>
<td></td>
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</table>

Table 6. Non-Hamilton follow-up timeframe

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Skipped</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agencies</td>
<td>1/2 (50%)</td>
<td>1/2 (50%)</td>
<td>3</td>
</tr>
<tr>
<td>Educational institutions</td>
<td>15/16 (94%)</td>
<td>1/16 (6%)</td>
<td></td>
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</tbody>
</table>

7. **Does your organization follow-up with clients after a complaint has been investigated or a process has been completed?**

The agency and educational institution respondents who report as having an established timeframe to follow-up with clients are also likely to follow-up with a client’s process/investigation (Tables 7 and 8). The results of this question are consistent with question 6.
Table 7. Hamilton follow-up after investigation/process

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Skipped</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agencies</td>
<td>4/5 (80%)</td>
<td>1/5 (20%)</td>
<td>3</td>
</tr>
<tr>
<td>Educational institutions</td>
<td>1/2 (50%)</td>
<td>1/2 (50%)</td>
<td></td>
</tr>
</tbody>
</table>

Table 8. Non-Hamilton follow-up after investigation/process

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Skipped</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agencies</td>
<td>1/2 (50%)</td>
<td>1/2 (50%)</td>
<td>3</td>
</tr>
<tr>
<td>Educational institutions</td>
<td>14/16 (88%)</td>
<td>2/16 (12%)</td>
<td></td>
</tr>
</tbody>
</table>

8. If your organization does not have a formal complaints process, does your organization refer clients elsewhere?

The majority of respondents skipped this question (Tables 9 and 10). None of the educational institution respondents report as referring elsewhere. Overall, it does appear that respondents report that there is generally a formal complaints process to responding to incidents of racism and/or discrimination.

Table 9. Hamilton: Refer clientele elsewhere for support

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Skipped</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agencies</td>
<td>2/3 (67%)</td>
<td>1/3 (33%)</td>
<td>5</td>
</tr>
<tr>
<td>Educational institutions</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Table 10: Non-Hamilton: Refer clientele elsewhere for support

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Skipped</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agencies</td>
<td>3/3 (100%)</td>
<td>0/3 (0%)</td>
<td>2</td>
</tr>
</tbody>
</table>
9. Does your organization provide any of the following services for persons who have experienced racism and/or discrimination?

The results to this question must be understood in the context of purposive sampling and the general clientele of the agencies and educational institutions. Of the seven Hamilton agency respondents (one skipped), two report that they offer anti-racism training, two report that they offer diversity training, six identified that they offer counselling/supports, and one report as offering a telephone helpline. However, while six agencies report that they offer counselling/support, it is unclear whether their services are geared towards responding to racism and/or race-related oppression or are simply general counselling. Further, while one agency identifies that they offer a telephone support line, the telephone helpline is focused to a certain issue and population not specific to racism and/or race-related oppression.

Of the two Hamilton educational institutions, one identifies as offering anti-racism training, one identifies as offering diversity training, one identifies as offering counselling and/or supports, and zero report as offering a telephone helpline.

With the four non-Hamilton agency respondents (one skipped), four report as offering anti-racism training, three report offering diversity training, one report as offering counselling/support, and zero report as offering a telephone helpline. Of the 16 educational institutions, 14 report as offering anti-racism training, 16 report as offering diversity training, nine report as offering counselling/support, and zero report as offering a telephone helpline.

10. Does your organization offer specialized, after-hours services?

None of Hamilton’s educational institution respondents report as offering after-hours services (Table 11 and Fig. 5). Also, six Hamilton agency respondents report as offering after hours services, with the majority of them reporting as offering staffed after-hours assistance. Outside of Hamilton, most respondents do not seem to offer after-hours assistance (Table 12 and Fig. 6).

<table>
<thead>
<tr>
<th>Table 11. Hamilton offering specialized, after-hours services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Educational institutions</td>
</tr>
<tr>
<td>---------------------------------</td>
</tr>
<tr>
<td>16</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>----------------------</td>
</tr>
<tr>
<td>6/8 (75%)</td>
</tr>
<tr>
<td>2/8 (25%)</td>
</tr>
</tbody>
</table>

**Specialized, after-hours services offered by Hamilton respondents**

![Bar chart showing types of services offered by agencies and educational institutions](image)

**Figure 5. Hamilton types of after-hours services**

**Table 12. Non-Hamilton offering specialized, after-hours services**

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Skipped</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agencies</td>
<td>2/5 (40%)</td>
<td>3/5 (60%)</td>
<td></td>
</tr>
<tr>
<td>Educational institutions</td>
<td>2/15 (13%)</td>
<td>13/15 (87%)</td>
<td>1</td>
</tr>
</tbody>
</table>

*One agency states that they offer “outreach”*

*Two educational institutions state that they can accommodate by request*
11. Is there a fee associated with your services that help clients who have experienced racism and/or discrimination?

Table 13 shows that all respondents do not have a fee associated with their racism and/or discrimination related services.

Table 13. Hamilton and Non-Hamilton fee for services

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Skipped</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agencies</td>
<td>0/12 (0%)</td>
<td>12/12 (100%)</td>
<td>1 Hamilton agency</td>
</tr>
<tr>
<td>Educational institutions</td>
<td>0/18 (0%)</td>
<td>18/18 (100%)</td>
<td></td>
</tr>
</tbody>
</table>

12. How many and/or what percentage of your paid employees are designated to handle complaints or to serve clients who have complaints regarding racist and/or discriminatory incidents?

In Hamilton, of the six agency respondents (two skipped), three report ‘none’ (50%), one identifies ‘all’ (17%), one identifies that there is a designated staff (17%), and one identifies that their staff is completely volunteer-based (17%). The two educational institutions are divided between reporting that there is a designated staff (50%) and ‘all’ (50%).
Outside of Hamilton, of the five agency respondents, three report 'all' (60%), two report 'none' (40%), one identifies that there is a designated staff (20%), and one identifies that their staff is volunteer-based (20%). Of the 16 educational institution respondents, 10 indicate that there is a designated staff (63%), three indicate 'all' (19%), and three indicate that it is 'hard to say' (19%).

13. How many and/or what percentage of your volunteers provide services to clients who have complaints regarding racism and/or discriminatory incidents?

In Hamilton, of the six agency respondents (two skipped), three indicate ‘none’ (50%), one indicates ‘all’ (17%), one indicates that volunteers direct issues to staff (17%), and one states that this question is not applicable (17%). Of the two educational institution respondents, one indicates 'none’ (50%) and the other indicates that the question is not applicable (50%).

Outside of Hamilton, of the five agency respondents, three indicate 'none' (60%), one indicates ‘all’ (20%), and one indicates ‘10%’ (20%). Of the 16 educational institution respondents, nine indicate 'none' (56%), five indicate the question is not applicable (31%), and two indicate ‘some’ (13%).

The results from questions 12 and 13 show that respondents report that responding to complaints is generally the role of a staff member. The majority of respondents do not involve volunteers in this process.

14. How many racism and/or discrimination-related cases would you say you handled in 2011 and 2012?

Respondents were asked to self-report a number of racism-related cases that their organization has worked with in 2011 and 2012. The results to the question are difficult to display as most of the number of cases have a significant range and many organizations skipped this question. The majority of (six agency respondents and 1 educational institution respondent) Hamilton organizations skipped this question (Table 14). Outside of Hamilton, no agency respondents and five educational institution respondents skipped the question (Table 15). Given that many Hamilton organizations did not respond to this question, the number of racism and/or discrimination-related cases handled by Hamilton organizations is inconclusive.

<table>
<thead>
<tr>
<th>Year: 2011</th>
<th>1-5 cases</th>
<th>6-49 cases</th>
<th>50+ cases</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>2</td>
<td></td>
</tr>
</tbody>
</table>
15. Is your organization’s anti-racism and/or anti-discrimination related service(s) and/or program(s) one of your core-funded initiatives?

In Hamilton, half of agency and educational institution respondents report as having this work as a core-funded initiative (Table 16). Of note, half of the Hamilton agency respondents skipped this question. The respondents from outside of Hamilton seem more likely to report this work as a core-funded initiative (Table 17).

Table 16. Hamilton core-funded initiative

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th>Skipped</th>
</tr>
</thead>
<tbody>
<tr>
<td>2/4 (50%)</td>
<td>2/4 (50%)</td>
<td>4</td>
</tr>
</tbody>
</table>

Table 17. Non-Hamilton core-funded initiative

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th>Skipped</th>
</tr>
</thead>
<tbody>
<tr>
<td>4/5 (80%)</td>
<td>1/5 (20%)</td>
<td></td>
</tr>
</tbody>
</table>

16. Could you suggest any potential funding sources for an anti-racism resource centre in Hamilton?
Table 18 shows Hamilton and non-Hamilton agency and educational institution respondents’ multiple suggestions for potential funding sources for this project. Of note, some of their suggestions refer to organizations that do not act as funding sources.

<table>
<thead>
<tr>
<th>Agencies’ suggestions</th>
<th>Educational institutions’ suggestions</th>
</tr>
</thead>
<tbody>
<tr>
<td>• City of Hamilton (x 2)</td>
<td>• Student fees</td>
</tr>
<tr>
<td>• Hamilton Police Services</td>
<td>• Ontario Trillium Fund</td>
</tr>
<tr>
<td>• Status of Women</td>
<td>• Canadian Race Relations Foundation</td>
</tr>
<tr>
<td>• HCCI</td>
<td>• Heritage Canada</td>
</tr>
<tr>
<td>• Human Resources Development Canada</td>
<td>• Provincial government</td>
</tr>
<tr>
<td>• Citizenship and Immigration (x 2)</td>
<td>• Student referendum</td>
</tr>
<tr>
<td>• Large steel companies in Hamilton</td>
<td></td>
</tr>
<tr>
<td>• Heritage Canada</td>
<td></td>
</tr>
<tr>
<td>• Inspirit Foundation</td>
<td></td>
</tr>
<tr>
<td>• City – Safer and Vibrant Communities Grant</td>
<td></td>
</tr>
<tr>
<td>• Ontario Trillium Fund</td>
<td></td>
</tr>
</tbody>
</table>

Anti-Racism Work

17. Do you know of any other organizations providing similar programs and/or services?

Respondents were asked whether they know of any similar programs and/or services that offer anti-racism services, and if so, to list them (Tables 19 and 20). In general, the educational institution respondents named other educational
institutions providing similar services to students. Interestingly, the community agency respondents listed a number of organizations that do not provide direct support to individuals experiencing racism; hence, if they refer individuals to these agencies for support, they may experience being “passed around” and “dead ends.” Of note, all of their suggested agencies that provide direct anti-racism services were contacted for this survey.

Table 19. Hamilton and Non-Hamilton knowledge of similar services

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Skipped</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agencies</td>
<td>8/12 (67%)</td>
<td>4/12 (33%)</td>
<td>1</td>
</tr>
<tr>
<td>Educational institutions</td>
<td>15/18 (83%)</td>
<td>3/18 (17%)</td>
<td></td>
</tr>
</tbody>
</table>

Table 20. Hamilton and Non-Hamilton list of similar services

<table>
<thead>
<tr>
<th>Agencies’ responses</th>
<th>Educational institutions’ responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>• HCCI (x 2)</td>
<td>• Other Educational institutions and colleges (13)</td>
</tr>
<tr>
<td>• Ontario Human Rights Commission (x 2)</td>
<td>• Hamilton Regional Indian Centre</td>
</tr>
<tr>
<td>• McMaster Educational institutions</td>
<td>• Ontario Native Women’s Association</td>
</tr>
<tr>
<td>• Peterborough Race Relations</td>
<td></td>
</tr>
<tr>
<td>• John Humphrey Centre for Peace and humans Rights</td>
<td></td>
</tr>
<tr>
<td>• Centre for Race and Culture</td>
<td></td>
</tr>
<tr>
<td>• Urban Alliance</td>
<td></td>
</tr>
<tr>
<td>• Debwewin</td>
<td></td>
</tr>
<tr>
<td>• Chinese Canadian National Council</td>
<td></td>
</tr>
<tr>
<td>• Antiracism Multicultural Education Network of Ontario</td>
<td></td>
</tr>
</tbody>
</table>
18. Could the Anti-Racism Resource Centre be a resource to help your clients who have experienced racism and/or discrimination?

Figures 7 and 8 display respondents’ perceptions of whether the Anti-Racism Resource Centre would be useful to their clients. Similar to Brown’s (2013) findings, the centre is believed to be helpful for individuals. All agency respondents express that the centre would be valuable to their clients. The majority of educational institution respondents report that the centre would be helpful. Those who said ‘no’ are likely to be from outside of the Hamilton area.

Figure 7. Hamilton and Non-Hamilton Percentage of Educational Institutions that believe the Anti-Racism Resource Centre would be helpful for their students, faculty, or staff

33.33% No
66.67% Yes

Figure 8. Hamilton and Non-Hamilton Percentage of Agencies that believe the Anti-Racism Resource Centre would be helpful for their clients

100% Yes

Potential Partnerships

19. If yes, would the organization potentially consider partnering with the Anti-Racism Resource Centre?

All Hamilton respondents report that they would consider partnering with the Anti-Racism Resource Centre (Table 21). The majority of educational institutions and agencies from outside of Hamilton also report as considering a partnership (Table 22). Those who said ‘no’ generally explained that it would not be practical due to long-distance issues.

Table 21. Hamilton potential partnerships

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Skipped</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agencies</td>
<td>7/7 (100%)</td>
<td>0/7 (0%)</td>
<td>1</td>
</tr>
</tbody>
</table>
Table 22. Non-Hamilton potential partnerships

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Skipped</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agencies</td>
<td>5/5 (100%)</td>
<td>0/5 (0%)</td>
<td></td>
</tr>
<tr>
<td>Educational institutions</td>
<td>6/9 (67%)</td>
<td>3/9 (33%)</td>
<td>7</td>
</tr>
</tbody>
</table>

20. If yes, what could be the potential conditions or requirements for becoming a partner?

The agency and educational institutions that identified that they would consider partnering were asked about potential conditions for the partnership. The majority of responses indicate that they would need a discussion and more information about this opportunity (Table 23).

Table 23. Hamilton and Non-Hamilton potential conditions for partnership

<table>
<thead>
<tr>
<th>Agencies’ examples</th>
<th>Educational institutions’ examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>Need a discussion and more information (x4)</td>
<td>Easy for students to access (x 2)</td>
</tr>
<tr>
<td>Buy-in, involvement, and participation of non-racialized staff</td>
<td>Need a discussion and more information</td>
</tr>
<tr>
<td>Meaningful and clearly defined role</td>
<td>Broad strategic objectives</td>
</tr>
</tbody>
</table>

21. If yes, as a partner, what could your organization contribute to the Anti-Racism Resource Centre?

Agency and educational institution respondents report that they would most likely be able to contribute resources/material and training (Figure 9). No organization identified as being able to offer a space for the centre. However, in question 10, those who agreed to potentially partnering stated that they would first need a discussion and more information about the partnership before moving forward.
Building off of Brown’s (2013) report, which validates the need for an Anti-Racism Resource Centre, the objectives of this survey were to examine the gaps in Hamilton’s anti-racism services, understand other models of responding to anti-racism complaints and concerns, and explore potential partnerships. In this section, the emerging themes will be explored in relation to the objectives of the survey. The limitations of this study will also be acknowledged.

**Anti-racism service gaps**

Several anti-racism service gaps have emerged from the survey results. A significant gap is the lack of tracking and monitoring of anti-racism incidents. For example, only three (30%) Hamilton respondents answered the question on the number of racism and/or race-related oppression cases that they had encountered in 2011 and 2012. As there is currently no agency or telephone helpline dedicated to responding to racism and/or race-related oppression, the City cannot adequately assess or address how racism is negatively impacting the physical and mental health of its’ residents and workers.

Similarly, while the majority of Hamilton respondents identified providing services to racialized community groups, it is unclear whether those services directly address racism and/or race-related oppression. For example, while a few agencies report that they offer “counselling”, “outreach” and “advocacy” to individuals who experience racism and/or race-related oppression, the survey data is vague on what that entails. The service that agency and educational institution respondents offered that seemed most...
related to anti-racism work was anti-racism training/education. Equally, in a report to Council (CAR, 2004), Chair of the Committee Against Racism at the time, Pauline Kajiura, clearly stated that “[w]ork that acknowledges diversity, although valuable, tends not to address the impact of racism upon those who are persecuted because of it”. Often, general diversity practice is incorrectly assumed to address racism. The Anti-Racism Resource Centre can provide a place where anti-racism work is more specifically and sustainably addressed.

Further, the apparent public misperception about what anti-racism services are being offered in Hamilton is troubling and harmful to individuals experiencing racism and/or discrimination. When respondents were asked whether they knew of other organizations providing direct anti-racism programs/services, the majority of respondents said “yes”. However, when asked to state what organizations they were referring to, most of the listed agencies do not directly respond to those experiencing racism and/or discrimination. While the listed organizations are doing anti-racism work, it is generally indirect practice, like anti-racism research and/or training. This misperception is consistent with what CAR has been hearing from community members over the years: those who experience racism and/or discrimination receive referrals and experience dead ends. Additionally, in a consultation session with the Hamilton Centre for Civic Inclusion (see Appendix G), an agency known for publicly speaking out against racism, they confirmed that there is no agency in Hamilton that offers direct services to those who are experiencing racism and race-related discrimination. Therefore, these results confirm a major gap in Hamilton’s social services. Chasing referrals that do not lead to support is a demoralizing experience, especially if one is managing the effects of oppression, like poverty or social stigma.

**Models of anti-racism centres**

Some conclusions can be drawn from the survey data about models of anti-racism services. For example, all of the educational institution respondents report as having a formal complaints process, with the majority of these respondents reporting that there is a time-frame to follow-up and check-in with clients after a complaint has been investigated. Also, it appears that respondents generally send anti-racism complaints to a dedicated staff member, rather than volunteers.

From the author’s research, searching to locate potential agencies doing direct anti-racism work, only two agencies were found in Ontario that have an anti-racism centre offering direct services to individuals experiencing racism and/or race-related oppression: Across Boundaries (Toronto, ON) and the Anti-Racism Resource Centre (Peterborough, ON).

Across Boundaries is a non-profit agency that serves the G.T.A. In 2009, they published a report describing their model of an anti-racism centre. The report describes their direct service programs, staff structure and practices, and tips for implementing anti-racism
services (see their report for additional information). Also, CAR’s equivalent committee in Peterborough formed an Anti-Racism Resource Centre (2013) serving their respective area. In this survey, they identified that they would be willing to potentially partner in Hamilton’s Anti-Racism Resource Centre initiative. Connecting with both agencies could serve to offer guidance in implementing the Anti-Racism Resource Centre and telephone helpline.

Potential partnerships

One of the strengths of this survey is that it offered community agencies and educational institutions an opportunity for potential partnerships in this endeavor. In Hamilton, all of the respondents identified that they would consider partnering with the Anti-Racism Resource Centre. When asked about potential conditions or requirements for becoming a partner, respondents report that they need more information and a discussion before making a commitment. Overall, there appears to be a strong level of interest in CAR’s vision for creating a team of partnering agencies to drive the Anti-Racism Resource Centre.

Limitations of this study

The limitations of this study need to be acknowledged. First, there was a tight timeline to complete this project. Perhaps if there was more time, there would have been more respondents. Also, the results of this study are not generalizable as the sample of respondents was small in number and very specific to the objectives. As Brown (2013) and CAR have already identified, there are no agencies in Hamilton that are directly and specifically providing services for individuals experiencing racism and/or race-related oppression. Therefore, while respondents were asked questions to find out about their processes and gaps in practice, this was not meant to be understood as “the work is already adequately being taken care of”. Lastly, a few relevant Hamilton agencies did not participate in this survey, despite numerous efforts to contact them. Therefore, these results cannot be understood to be a complete picture of what is going on in anti-racism work in Hamilton.

Moving forward: Possible fears and benefits

One question that emerges from this work is, “why has this initiative taken 10 years?” Possible answers include limited financial resources, the length of time it takes for presentations to get to Council, or how CAR has changed-hands over the years, making the continuity of the work difficult, especially as it often falls to City staff. There may also be stigma and fear about moving forward with the Anti-Racism Resource Centre. Individuals may be motivated to keep things the way they are, especially if they benefit from the barriers and obstacles experienced by racialized community members.
Conversely, one must be conscious of the significant potential benefits of creating a space to address racism and/or race-related oppression. For example, contrary to popular belief, Valiani (2012), an economist, has demonstrated how investing in human development is linked to wealth creation in Ontario. Valiani’s analysis of Ontario’s economic situation challenges policy and decision-makers to replace the traditional market efficiency framework with one prioritizing social efficiency. Social efficiency is described as “the maximizing of public benefit, while market efficiency is the maximizing of profit or/and short-term cost savings” (p 2). While market efficiency is associated with short-term ‘savings’, it also leads to long-term public and private spending on low-income population’s health. In the same way, experiencing racism and/or race-related oppression is associated with decreased physical and mental health (Smith & Chambers, 2009). Therefore, the Anti-Racism Resource Centre could potentially lead to greater wealth creation in the City, as there may be reduced spending on the physical and mental health of those experiencing racism and/or race-related oppression. Also, newcomers will want to stay longer and invest in the City because they may feel more welcome and included. Equally, the Access and Equity Office staff can reduce their time spent on investigating and addressing complaints that come to their office regarding services outside of their scope of work. In addition, the Anti-Racism Resource Centre may prevent and/or reduce the number of complaints that move to the Ontario Human Rights Commission with possible legal implications.

Moreover, the City of Hamilton is a member of the United Nations Education, Scientific, and Cultural Organization’s (UNESCO) Canadian Coalition of Municipalities Against Racism and Discrimination (CCMARD). CCMARD (2012) requires members to make several commitments to address racism and/or discrimination in their communities. For example, they require members to “monitor racism and discrimination in the community more broadly as well as municipal actions taken to address racism and discrimination” (p. 2). The creation of an Anti-Racism Resource Centre would be a significant move to meet CCMARD membership requirements and position Hamilton to be a leader in addressing this issue in Ontario.

Further, on September 28, 2013, the Hamilton Police Services met with the Committee Against Racism and stated that the Anti-Racism Resource Centre and telephone helpline would be effective reporting mechanisms for tracking racism in the city. Both would serve as an avenue for the community to open up communication channels and receive education and support. Both would serve as necessary resources for individuals, as the time for recovery after experiencing a racist incident is very lengthy, especially when an incident does not meet the criteria for criminal charges.

In conclusion, the survey results are consistent with what CAR has been stating since 2003: Hamilton would benefit from direct services dedicated to individuals who experience racism and/or race-related oppression. These results align with Brown’s (2013) survey and focus groups data, reporting that service providers experience struggles in offering direct support to individuals experiencing racism and/or race-
related oppression, and that there is significant community interest to fill this service gap. Both Hamilton and non-Hamilton respondents have strongly voiced that the Anti-Racism Resource Centre would be helpful to their clientele and that they are willing to explore potential partnerships. With the support of the Hamilton Police Services, and community agencies, like the Hamilton Centre for Civic Inclusion, moving forward with the Anti-Racism Resource Centre and telephone helpline would begin to close a gap in Hamilton’s existing services.

**Recommendations**

**Recommendation 1:**

That Council approves a 12 month pilot project, of a staffed Resource Centre with an anti-racism telephone helpline to directly support individuals who experience racism and/or race-related oppression, and track and monitor complaints at an estimated cost of $85,000.

**Rationale:**

There is no agency in Hamilton dedicated to responding to individuals who experience racism and/or race-related oppression; therefore, there is no way to monitor complaints. Tracking cases of racism and discrimination could be the first step to helping the City assess and record the magnitude of what is happening in the community. As CAR has some responsibility to the community, piloting the anti-racism telephone helpline will
allow them to show the community that the City is listening to their complaints and making progress.

**Recommendation 2:**

That Council approves the development of a public awareness campaign that will focus on the impact of racism, how to address it, as well as the purpose of the resource centre and telephone helpline, through the collaboration of the Access and Equity Office and the Committee Against Racism.

**Rationale:** This recommendation came out of the first CAR symposium in 2003, and was reaffirmed in 2006. Once the telephone helpline is launched, it can be promoted through a public awareness campaign. The campaign has potential to demonstrate to Hamiltonians that the City of Hamilton takes racism, discrimination, and race-related oppression seriously and is taking action to address them.

**Recommendation 3**

That the City of Hamilton, in conjunction with the Committee Against Racism, conduct a feasibility study regarding the establishment of an Anti-Racism Resource Centre together with community partners; with a staffed telephone line, anti-racism resources, education and training to assist and support individuals who experience racism, at an estimated cost of $43,000.

**Rationale:** The groundwork for a feasibility study has been successfully completed. The Committee Against Racism can now proceed with a feasibility study that will assess the scope of the project and determine if and how the centre can be developed and implemented, by gathering information in the following areas:

- Funding options
- Structure of the centre, including leadership
- Partnerships
- Location
- Resources
- Staff knowledge and skills

**Recommendation 4**

That Council approves the Committee Against Racism, with the support of a consultant, to pursue potential partnerships for financial support, educational material, and staff supports for the Anti-Racism Resource Centre at a cost of $15,000.

**Rationale:** The survey received a significant number of respondents reporting that their agencies and educational institutions would potentially partner with the Anti-Racism Resource Centre. Following-up with these respondents may strengthen the initiative by allowing for collective efforts to pool resources and fill the service gap.
References


Appendix A: Anti-Racism Resource Centre framework

Background

The proposed anti-racism resource centre and telephone help line is an initiative of the City of Hamilton’s Volunteer Advisory Committee Against Racism (CAR). The Committee Against Racism (CAR) is a volunteer advisory committee of the City of Hamilton, appointed by Council to advise, advocate and consult on relevant issues in the community of Hamilton, relating to racism and its consequences. The purpose of the proposed resource centre and telephone help line is to fill service gaps that exist in Hamilton and provide resources, support, and information on matters pertaining to racism, to individuals who experience racism.


The anti-racism centre initiative stems from recommendations obtained from two anti-racism symposiums facilitated by CAR, to identify gaps and obstacles facing persons in the City of Hamilton, and to provide support, referrals, advice and training on how to respond to incidents of racism. The first symposium entitled “The Symposium on the Reality of Anti-racism Work in the City of Hamilton” was held in 2003. Various organizations, groups and individuals involved in anti-racism work across the City of Hamilton participated and were tasked with a mandate to develop an anti-racism agenda for the Hamilton community.

In 2006, CAR held a second anti-racism symposium to coincide with the “International Day for the Elimination of Racial Discrimination”. One of the primary focuses of the symposium was for the purposes of information sharing and reporting back in which key agencies, including the City of Hamilton, Hamilton-Wentworth District School Board, Hamilton-Wentworth Catholic District School Board, Hamilton Police Services, Hamilton Media Advisory Council, and Strengthening Hamilton Community Initiative, most coming out of the Strengthening Hamilton Community Initiative. Each organization provided an update on their respective anti-racism initiatives that were presented at the first anti-racism symposium. Both symposiums recommended the need for a resource centre dedicated to anti-racism research and training as well as a telephone help line.

As well, recommendations from the first anti-racism symposium were reviewed to track progress and identify specific actions and community-based solutions to achieve these goals. It was also intended to provide an opportunity for civic engagement, education, and awareness. Presenters and participants used this opportunity to express ideas and participate in developing an anti-racism action plan for Hamilton.

To ensure there was no duplication of services, the CAR also consulted with Hamilton’s Centre for Civic Inclusion (HCCI), because of its mandate to address racism, hate and discrimination in Hamilton. On December 13, 2011, Evelyn Myrie, Executive Director of HCCI, made a presentation to the CAR outlining the organization’s initiatives and activities. Ms. Myrie stated that HCCI’s mandate now centers largely on initiating transformative processes that promote equity and create inclusive environments in all areas of civic life, through institutional diversity training and community engagement activities.

Currently there are no resource centres and telephone help line in Hamilton that focuses on supporting and providing referrals to individuals who experience racism. Due to the service gap in dealing with individual complaints relating to racism and racist incidents, the CAR, in a report to Council on February 1, 2012, recommended:

That Council direct the Access and Equity office to work in collaboration with the CAR on the development of a public awareness campaign that will focus on the impact of racism, how to address it, as well as the purpose of the resource centre and telephone help line.
The recommendation was referred to staff by Council, as presented, stating that staff be directed to report back to the General Issues Committee (GIC) respecting the recommendations put forth by the CAR, as it pertains to the following:

- That Council approve a feasibility study regarding the establishment of a resources centre that includes partners and will have a staffed telephone line, including anti-racism resources, education, and training for the community;
- That Council direct the Access and Equity office to work in collaboration with the CAR on the development of a public awareness campaign that will focus on the impact of racism, how to address it, as well as the purpose of the resource centre and help telephone line.

Over the last several months, the CAR, in collaboration with McMaster Social Work and Political Science students and University of Toronto, Factor-Inwentash Faculty of Social Work, have commissioned some consultations and surveys with community agencies, institutions and community groups to identify gaps in service to individuals impacted by racism, and is in the process of developing a strategic framework and a report to be presented to a Committee of Council.

Below is a suggested outline of the **structure, format and function** of the proposed resource centre.

**Purpose**
The purpose of the proposed resource centre and telephone help line is to fill service gaps that exist in Hamilton and provide resources, support, and information on matters relating to racism and race-related oppression to individual experiences. The anti-racism resource centre is envisioned as a place where anti-racism work is focused. Through partnerships with other agencies, the centre will support individuals who experience racism by offering anti-racism support, advice and information.

**Vision**
To facilitate the active participation of members of racialized groups and communities in Hamilton, through equitable access to opportunities, resources, programs and services, so they can live, work, play and thrive.

**Services**
- **Anti-racism support, monitoring & evaluation**
  Provide an opportunity for individuals to make complaints, receive information, support and advice, and make appropriate referrals, where necessary, by offering the options of the individual to speak directly to a trained staff person on matters relating to racism.
Conduct ongoing monitoring and follow up on the complaints

Develop a quarterly report card for Hamilton

**Outreach services**
Provide outreach and support services for individuals who have experienced racism.

Establish partnerships with agencies serving diverse communities to address issues of racism and inequity

- **Establish and maintain a resource library that includes community-based anti-racism research, policies, initiatives and other resources**
  Develop and maintain a resource library that houses information and research, reports and tools on racism, anti-racism and other forms of oppression

  Communicate the availability of anti-racism library resources to community members including youth

**Structure**
Through the consultation process, participants recommended preliminary governance structure. Once the feasibility study is approved, this will be explored further. The telephone help line project will be based out of existing City premises.

**Committee Against Racism**
- The Committee Against Racism shall provide ongoing advice and support to the resource centre staff

**Access and Equity Office**
- The Access and Equity office will provide logistical and research support and relevant resources

**Funding**
The funding for the Anti-Racism Resource Centre will be sourced out to a team of stakeholders, including those who have been identified in the research as willing to partner. The next steps will be to investigate potential partnerships for the development and sustainability of such a resource centre.

**Appendix B: Brown’s (2013) focus group questions**

1) Have community members/clients ever shared experiences of racism and/or discrimination in Hamilton with your cultural/community group or agency? Provide a few examples.

2) Do you think racism happens in Hamilton? If so do you feel equipped to address it? If not, what do you think about it and why?
3) What are your thoughts about the need for the resource centre and help line? If you agree there should be one what should it look like?
4) What role could the centre play in promoting Hamilton as a good place to shop, play, live, and raise families?
5) Where should the resources to create and maintain the resource centre come from and what opportunities are there for collaboration with others outside of the City to make it happen?

Appendix C: List of contacted community agencies and educational institutions

Community agencies

Hamilton Centre for Civic Inclusion
Across Boundaries
Embrace BC
Racism Free Edmonton
B’nai Brith Canada
Community Coalition Against Racism
Urban Alliance of Race Relations
Sioux Lookout Anti-Racism Committee
Good Shepherd
North York Women’s Centre
Council of Agencies Serving South Asians
Children’s Aid Society of Hamilton
Canadian Association of Mental Health
Council Fire
SACHA
Hamilton Urban Core
Hongfook
YWCA Hamilton
Elizabeth Fry Society
Native Women’s Centre
COSTI
Interval House
The Well (Hamilton)
Immigrant Women’s Centre
North Hamilton Community Health Centre
Canadian Civil Liberties Association
Egale Canada
Canadian Council for Refugees
Justicia for Migrant Workers
Anti-Racism Resource Centre/Community and Race Relations Committee of Peterborough
African-Canadian Legal Clinic
No One Is Illegal
OPRIG-McMaster
John Humphrey Centre for Peace and Human Rights
Canadian Race Relations Foundation
Human Rights Legal Support Centre
Chinese Canadian National Council
Migrant Workers Family Centre
Color of Poverty

Educational institutions

McMaster Educational institutions
Introduction

The Committee Against Racism (CAR), a volunteer advisory committee of the City of Hamilton, is appointed by Council to advise, advocate, and consult on relevant issues in the community of Hamilton relating to racism and its consequences. A significant part of their role is initiating, participating in, and supporting projects, initiatives, and events which address issues of racism as well as supporting individuals who are experiencing racism. As such, the Committee regularly receives complaints from community members who are experiencing racism and/or race-related oppression.

Background

On February 1, 2012, the Committee made the following recommendation to Council:

That Council direct the Access and Equity office to work in collaboration with the Committee Against Racism on the development of a public awareness campaign that will focus on the impact of racism, how to address it, as well as the purpose of the resource centre and telephone help line.

The recommendation to develop an Anti-racism Resource Centre and a telephone help line resulted from two of CAR’s anti-racism symposiums in which community agencies, community members, health and educational institutions, and the Hamilton Police Service participated. This recommendation originated in the first symposium, “The Symposium on the Reality of Anti-racism Work in the City of Hamilton”, held in 2003, and was later reiterated in 2006 at CAR’s second symposium, which coincided with the “International Day for the Elimination of Racial Discrimination”.

Part of the impetus for the recommendation of a telephone help line is based on the lack of anti-racism, anti-discrimination, anti-oppressions specific services and/or programs that directly support individuals who are experiencing racism. More specifically, there is no recourse for individuals who may not be familiar with or understand the proper channels to deal with experiences of racism. Furthermore, there are also inadequate supports for individuals to report cases of racism which may not be classified as a “hate/bias motivated crimes” by the police. Therefore, a telephone help line would help bridge this gap by offering a means of support and direction for individuals experiencing racism and/or race-related oppression.

Furthermore, CAR has held consultations with other City volunteer advisory committees including the Advisory Committee for Persons with Disabilities, Immigrant and Refugee Advisory Committee, Lesbian, Gay, Bisexual, Transgender, and Queer Advisory Committee, and the Aboriginal Advisory Committee. The consultations confirmed the need for such a telephone help line to address the issues of racism and/or race-related oppression which impact diverse communities.
**Purpose**

The Resource Centre telephone help line support staff will help fill service gaps that exist in Hamilton relating to anti-racism, anti-discrimination, and anti-oppression. In particular, the support staff will provide support, assistance, and information by offering the option for individuals to speak directly to a trained staff member on matters relating to racism and/or race-related oppression or provide referrals to the appropriate service provider.

**Objective**

In order to determine how the Resource Centre telephone help line support staff will work most effectively and efficiently, a pilot project is necessary. This trial will report areas that may need further development, reworking, research, and/or consideration. In addition, the pilot will also produce valuable information to further understand the issues of racism experienced by individuals and, in turn, determine appropriate options to address these issues as well as to keep/track records of racial discrimination complaints.

**Timeframe**

The pilot project will be a 12-month operation which will allow sufficient time for planning, implementing, carrying out, and evaluating the telephone help line.

**Services Offered**

The telephone help line will offer support, information, and resources to individuals experiencing racism via telephone. This will also be available in person, however preferably by appointment as there will only be one staff person. Services will also be accessible through an online complaints tracking system as well as by email.

**Job Description**

There will be one full-time employee who will manage the telephone help line. The staff person will respond to and support individuals who are experiencing issues of racism, primarily via telephone and in person by appointment (as best as possible). In addition, the staff person will also support individuals in person as well as follow-up with complaints captured in an online complaints tracking system and email.

**Duties:**

- Develop and implement protocol and processes for operating the telephone help line
- Develop promotional materials, employ marketing strategies, and conduct outreach to promote the telephone help line
• Provide anti-racism, anti-discrimination, and anti-oppression based support, assistance, and information to individuals by telephone, and in person when necessary, regarding issues and experiences with racism
• Monitor an online complaints tracking system and respond to emails; track and follow-up with complaints
• Respond to crises, distress, and/or urgent situations related to racism and/or race-related oppression and advise accordingly
• If necessary, mediate potentially volatile situations
• Develop a database to collect and track statistics related to cases, incidents, and issues of racism
• Generate monthly statistics and provide monthly progress and statistical reports
• Manage and securely store confidential data, information, and records
• Keep apprised with news updates, cases, and legislation related to racist incidents as well as anti-racism, anti-discrimination, and anti-oppression
• Adhere to confidentiality agreement with respect to working with confidential information

Job Qualifications/Requirements

This individual must have the following qualifications:
• Well developed understanding of Equity, Diversity and Human Rights normally acquired by obtaining post-secondary education in Community Development, Social Work, International Development, Social Sciences and/or equivalent experience and education in a related field
• Knowledge of anti-racism, anti-discrimination, and anti-oppression and equity principles and a solid understanding of the impact of racism, and/or race-related oppression
• Demonstrated working experience with diverse racial, ethno-cultural, multi-lingual and multi-religious communities that have been traditionally marginalized and an understanding of the issues they experience as a result
• Demonstrated knowledge of barriers of discrimination and disadvantage faced by human rights protected groups which include race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, disability, sex, sexual orientation, gender identity, immigrant status, socio-economic status, etc.
• Demonstrated working experience assessing, responding to, and providing assistance to individuals experiencing issues of racism and/or race-related oppression. Demonstrated working experience in a telephone help line environment (as well as in person, online, and email) dealing with highly sensitive, potential crisis and/or distress situations, and confidential information
• Working experience compiling statistics and conducting statistical analysis
• Experience managing and storing confidential information
• Knowledge of relevant legislation, e.g. Ontario Human Rights Code, statutes, and regulations that is applicable to the Access and Equity Office as well as anti-racism,
anti-discrimination, and anti-oppression related programs and services

- Proven experience in developing promotional marketing content, materials, and strategies and performing outreach to market telephone help line
- Must possess maturity, initiative, good judgement and the ability to provide guidance and take a leadership role when necessary
- Excellent written and verbal communication skills
- Must be willing to work a flexible work schedule and full commitment to this position over the designated working months
- Must work in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health & Safety
- Non-violent Crisis Intervention training an asset
- Ability to speak languages other than English an asset

Work Schedule

The work week will be scheduled from Monday to Friday consisting of an eight-hour day which includes two paid 15-minute breaks and a one-hour unpaid lunch. The hours of work may be negotiated but shall fall within the hours of 8:00 a.m. and 6:00 p.m. Although the regular hours of operation will be scheduled between 8:00 a.m. and 6:00 p.m., the staff person will be required to carry a pager or a Blackberry in case of emergencies. Any additional time accrued beyond the seven-hour work day and 35-hour work week will be compensated as lieu time.

Location

Due to the fact that this will be a pilot project, the telephone help line will be located at an existing City of Hamilton office.

Organization and Reporting Structure

The daily operations of the telephone help line will be supervised by the Access and Equity Office in consultation with the Committee Against Racism. The staff person will report to a Board of Directors.

Project Scope and Expected Outcomes

1) Develop, plan, and implement service delivery protocol and practices for the telephone help line
2) Develop marketing materials and strategies for the telephone help line and conduct outreach to promote the help line
3) Provide support and assistance to individuals experiencing racism and/or race-related oppression via the telephone help line; secondary support will also be offered in person, through an online complaints tracking system, and by email
4) Collect, maintain, and analyze statistics based on complaints and cases
5) Track and monitor milestones and prepare monthly and quarterly reports
6) Submit a final report detailing the effectiveness, statistics, and outcomes of the telephone help line.

Appendix E: Hamilton Centre for Civic Inclusion Consultation

For the last decade, the City of Hamilton’s Volunteer Advisory Committee Against Racism (CAR) has been working on a recommendation for an Anti-Racism Resource Centre and telephone helpline. A part of their work included a consultation meeting with the Hamilton Centre for Civic Inclusion (HCCI). As HCCI was not available to respond to CAR’s survey or attend the community consultation sessions, a meeting was organized to give the agency an opportunity to respond to the questionnaire and gather more in-depth information on their racism-related services.

In Hamilton, HCCI is known for creating more inclusive and welcoming communities, and responding in the media when incidents of racism become public. They envision Hamilton as a “united community that respects diversity, practices equity and speaks out against discrimination.”

On October 8th, 2013, the meeting was held at the City of Hamilton and was attended by members of CAR’s Subcommittee I and two representatives from HCCI: one staff and one board member. A research consultant facilitated the meeting and administered a questionnaire, which was an adapted version of the report’s survey and community consultation questions.

Several themes emerged from the discussion. When asked about their racism-related services, the representatives from HCCI spoke about how they are not an intake office and are more equipped for general versus individual advocacy. For example, while they stated that they respond to all types of racism, the most common forms affecting their clientele are systemic and policy-related. If someone shows up at HCCI with a complaint, they will respond informally and offer referrals, but they are “not a service-delivery organization.” They shared that they are not specifically mandated to do this work. Accordingly, they do not have a formal complaints process, and none of their staff are designated to respond to complaints.

Further, they were asked to indicate an approximate number of racism and/or discrimination-related cases that they handled in 2011 and 2012. In response, they stated that HCCI handled three or four cases in 2011, and two cases in 2012. These numbers are considerably low, which aligns with CAR’s findings that individuals who
experience racism and/or race-related discrimination do not know where to go for support. HCCI reiterated that their work with individuals is done informally, as they do not offer an intake function, which they clearly acknowledged is a major gap in Hamilton’s services. This assertion supports CAR’s findings that there is a lack of services in Hamilton dedicated to supporting individuals who experience racism and/or race-related discrimination.

At the end of the session, HCCI’s representatives stated that they would consider a partnership with this initiative to close the gap in Hamilton’s racism-related services. They may be able to offer training, resource material, or a desk in their office.
List of contacted community agencies and educational institutions

Community agencies

Hamilton Centre for Civic Inclusion
Across Boundaries
Embrace BC
Racism Free Edmonton
B'nai Brith Canada
Community Coalition Against Racism
Urban Alliance of Race Relations
Sioux Lookout Anti-Racism Committee
Good Shepherd
North York Women’s Centre
Council of Agencies Serving South Asians
Children’s Aid Society of Hamilton
Canadian Association of Mental Health
Council Fire
SACHA
Hamilton Urban Core
Hongfook
YWCA Hamilton
Elizabeth Fry Society
Native Women’s Centre
COSTI
Interval House
The Well (Hamilton)
Immigrant Women’s Centre
North Hamilton Community Health Centre
Canadian Civil Liberties Association
Egale Canada
Canadian Council for Refugees
Justicia for Migrant Workers
Anti-Racism Resource Centre/Community and Race Relations Committee of Peterborough
African-Canadian Legal Clinic
No One Is Illegal
OPRIG-McMaster
John Humphrey Centre for Peace and Human Rights
Canadian Race Relations Foundation
Human Rights Legal Support Centre
Chinese Canadian National Council
Migrant Workers Family Centre
Colour of Poverty
McMaster University
University of Toronto
Lakehead University
University of Waterloo
York University
Sheridan College
Michener Institute
Humber College
Fleming College
George Brown College
Durham College
OCAD University
Brock University
Algonquin College
University of Guelph
Trent University
University of Ottawa
Carleton University
Ryerson University
Queens University
University of Windsor
Cambrian College
Western University (King’s University College, St. Lawrence University College)
University of Ontario Institute of Technology
Huron College
Wilfred Laurier University
Brescia University
Georgian College
Fanshawe College
Confederation College
St. Lawrence University
Algoma University
Anti-racism Racism Resource Centre and Telephone Helpline Pilot Project job description

Introduction

The Committee Against Racism (CAR), a volunteer advisory committee of the City of Hamilton, is appointed by Council to advise, advocate, and consult on relevant issues in the community of Hamilton relating to racism and its consequences. A significant part of their role is initiating, participating in, and supporting projects, initiatives, and events which address issues of racism as well as supporting individuals who are experiencing racism. As such, the Committee regularly receives complaints from community members who are experiencing racism and/or race-related oppression.

Background

On February 1, 2012, the Committee made the following recommendation to Council:

That Council direct the Access and Equity office to work in collaboration with the Committee Against Racism on the development of a public awareness campaign that will focus on the impact of racism, how to address it, as well as the purpose of the Resource Centre and telephone helpline.

The recommendation to develop an Anti-racism Resource Centre and a telephone helpline resulted from two of CAR’s anti-racism symposiums in which community agencies, community members, health and educational institutions, and the Hamilton Police Service participated. This recommendation originated in the first symposium, “The Symposium on the Reality of Anti-racism Work in the City of Hamilton”, held in 2003, and was later reiterated in 2006 at CAR’s second symposium, which coincided with the “International Day for the Elimination of Racial Discrimination”.

Part of the impetus for the recommendation of an Anti-Racism Resource Centre and telephone helpline is based on the lack of anti-racism, anti-discrimination, anti-oppressions specific services and/or programs that directly support individuals who are experiencing racism. More specifically, there is no recourse for individuals who may not be familiar with or understand the proper channels to deal with experiences of racism. Furthermore, there are also inadequate supports for individuals to report cases of racism which may not be classified as a “hate/bias motivated crimes” by the police. Therefore, a Resource Centre and telephone helpline would help bridge this gap by offering a means of support and direction for individuals experiencing racism and/or race-related oppression.

Furthermore, CAR has held consultations with other City volunteer advisory committees including the Advisory Committee for Persons with Disabilities, Immigrant and Refugee Advisory Committee, Lesbian, Gay, Bisexual, Transgender, and Queer Advisory Committee, and the Aboriginal Advisory Committee. The consultations
confirmed the need for such a resource centre and telephone helpline to address the issues of racism and/or race-related oppression which impact diverse communities.

**Purpose**

The Resource Centre and telephone helpline support staff will help fill service gaps that exist in Hamilton relating to anti-racism, anti-discrimination, and anti-oppression. In particular, the support staff will provide support, assistance, and information by offering the option for individuals to speak directly to a trained staff member on matters relating to racism and/or race-related oppression or provide referrals to the appropriate service provider.

**Objective**

In order to determine how the Resource Centre and telephone helpline support staff will work most effectively and efficiently, a pilot project is necessary. This trial will report areas that may need further development, reworking, research, and/or consideration. In addition, the pilot will also produce valuable information to further understand the issues of racism experienced by individuals and, in turn, determine appropriate options to address these issues as well as to keep/track records of racial discrimination complaints.

**Timeframe**

The pilot project will be a 18-month operation which will allow sufficient time for planning, implementing, carrying out, and evaluating the telephone helpline.

**Services Offered**

The Resource Centre will offer support, information, referrals and resources to individuals experiencing racism via telephone, by email and in person. The in person support, however is preferably by appointment as there will only be one staff person.

**Job Description**

There will be one full-time employee who will manage the Resource Centre and the telephone helpline. The staff person will respond to and support individuals who are experiencing issues of racism, by telephone and in person by appointment (as best as possible). In addition, the staff person will also support individuals in person as well as follow-up with complaints captured in an online complaints tracking system and email.

Duties:
• Develop and implement protocol and processes for operating the centre and telephone helpline
• Develop promotional materials, employ marketing strategies, and conduct outreach to promote the resource centre
• Provide anti-racism, anti-discrimination, and anti-oppression based support, assistance, and information to individuals in person and via telephone regarding issues and experiences with racism, utilizing translation and interpretation services when necessary
• Monitor an online complaints tracking system and respond to emails; track and follow-up with incidents and complaints
• Respond to crises, distress, and/or urgent situations related to racism and/or race-related oppression and advise accordingly
• If necessary, defuse potentially volatile situations
• Develop a database to collect and track statistics related to cases, incidents, and issues of racism
• Generate monthly statistics and provide monthly progress and statistical reports
• Manage and securely store confidential data, information, and records
• Keep apprised with news updates, cases, and legislation related to racist incidents as well as anti-racism, anti-discrimination, and anti-oppression
• Adhere to confidentiality agreement with respect to working with confidential information

Job Qualifications/Requirements

This individual must have the following qualifications:
• Well-developed understanding of Equity, Diversity and Human Rights normally acquired by obtaining post-secondary education in Community Development, Social Work, International Development, Social Sciences and/or equivalent experience and education in a related field
• Knowledge of anti-racism, anti-discrimination, and anti-oppression and equity principles and a solid understanding of the impact of racism, and/or race-related oppression
• Demonstrated working experience with diverse racial, ethno-cultural, multi-lingual and multi-religious communities that have been traditionally marginalized and an understanding of the issues they experience as a result
• Demonstrated knowledge of barriers of discrimination and disadvantage faced by human rights protected groups which include race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, disability, sex, sexual orientation, gender identity, immigrant status, socio-economic status, etc.
• Demonstrated working experience assessing, responding to, and providing assistance to individuals experiencing issues of racism and/or race-related oppression. Demonstrated working experience in a telephone helpline environment (as well as in person, online, and email) dealing with highly sensitive, potential crisis and/or distress situations, and confidential information
• Working experience compiling statistics and conducting statistical analysis
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- Experience managing and storing confidential information
- Knowledge of relevant legislation, e.g. Ontario Human Rights Code, statutes, and regulations that is applicable to the Access and Equity Office as well as anti-racism, anti-discrimination, and anti-oppression related programs and services
- Proven experience in developing promotional marketing content, materials, and strategies and performing outreach to market the resource centre
- Must possess maturity, initiative, good judgement and the ability to provide guidance and take a leadership role when necessary
- Excellent written and verbal communication skills
- Must be willing to work a flexible work schedule and full commitment to this position over the designated working months
- Must work in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health & Safety
- Non-violent Crisis Intervention training an asset
- Ability to speak languages other than English an asset
- Knowledge of language and interpretation service providers required

Work Schedule

The work week will be scheduled from Monday to Friday consisting of an eight-hour day which includes two paid 15-minute breaks and a one-hour unpaid lunch. The hours of work may be negotiated but shall fall within the hours of 8:00 a.m. and 6:00 p.m. Although the regular hours of operation will be scheduled between 8:00 a.m. and 6:00 p.m., the staff person will be required to carry a pager or a Blackberry in case of emergencies. Any additional time accrued beyond the seven-hour work day and 35-hour work week will be compensated as lieu time.

Location

Due to the fact that this will be a pilot project, the Anti-Racism Resource Centre telephone helpline will be located at an existing City of Hamilton office.

Organization and Reporting Structure

The daily operations of the Anti-Racism Resource Centre will be supervised by the Access and Equity Office in consultation with the Committee Against Racism. The staff person will report to a Board of Directors.

Project Scope and Expected Outcomes

1) Develop, plan, and implement service delivery protocol and practices for the Resource Centre
2) Develop marketing materials and strategies and conduct outreach
3) Provide support and assistance to individuals experiencing racism and/or race-related oppression
4) Collect, maintain, and analyze statistics based on complaints and incidents
5) Track and monitor milestones and prepare monthly and quarterly reports
6) Submit a final report detailing the effectiveness, statistics, and outcomes of the Resource Centre and telephone helpline