

The Incident Reporting & Referral Service Program Year II Report
The Incident Reporting Working Group of the Anti Racism Advisory Committee and
Diversity Thunder Bay

Table of Contents

Executive Summary	2
Introduction	3
Understanding Racism	4
Methodology	6
Racism Reporting in Thunder Bay	7
Discussion	17
Recommendations	18
Location of Incidents	19
References	20
Appendix A: Survey Instrument	22
Appendix B: Incident Reporting Outreach Activities	24

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Executive Summary¹

The Incident Reporting & Referral Service Program aims to create a community-based, accessible mechanism for reporting and tracking racist incidents in the city. The Anti-Racism Incident Reporting Working Group, comprised of members of Diversity Thunder Bay and the City of Thunder Bay's Anti-Racism Advisory Committee oversee the program.

The program consists of a voluntary survey, administered through Lakehead Social Planning Council, and available to participants via Internet, telephone or walk-in service. The survey asks participants a series of questions about incidents of racism they either personally experienced or observed in Thunder Bay. It collects demographic data about participants to better understand who uses the service.

This report provides a descriptive and spatial analysis of the data collected through the second year of the program, from September 2018 to Dec 2019. The results continue to reinforce the reality of racism and discrimination in Thunder Bay particularly for Indigenous people, and increasingly for other racialized groups. This information aligns with reports documenting racism and its impacts in Thunder Bay, adding a rich, current, and highly contextual evidence based to existing research and statistics.

The most important service the Incident Reporting & Referral Service Program provides is that it allows individuals to report perceived incidents of racism in Thunder Bay to a community-based service provider. This year's results demonstrate that the program is reaching its target population—Indigenous and racialized peoples—and in doing so, is documenting the incidents and impacts of racism and discrimination on individuals and groups in Thunder Bay. This information can augment other reports documenting racism and its impacts in Thunder Bay, and provide tangible, timely, and locally-relevant insight into where, how and to whom racism is experienced in the city. Crucially, it offers a valuable community voice on what can be done to address the issue.

Providing a publicly funded and accessible service for people to report incidents they witnessed or experienced is an acknowledgement of the magnitude of the issue and of the importance in documenting it. The program sends a message that information is being collected from the community to inform policies that can respond to racism and discrimination in the city. Moving forward, the recommendations focus on placing greater emphasis on identifying potential avenues through which the information collected through this program can be actioned to strengthen efforts to address racism and its impacts in the city.

¹ The word cloud on the cover page was created from the all the words used in the stories told by respondents in this reporting service. The larger the word, the more frequently it appeared in respondents' stories.

Introduction

The Incident Reporting & Referral Service Program emerged in the context of a sustained concerns over the prevalence of racism in Thunder Bay and its pernicious impacts on individual and community well-being. It aims to create a community-based, accessible mechanism for reporting and tracking racist incidents in the city (LSPC 2016; Anti-Racism Incident Reporting Working Group 2017). The program began as a pilot in June 2017, and was approved by Thunder Bay City Council for continued funding in July of 2018.

The program consists of a voluntary survey, administered through Lakehead Social Planning Council, and available to participants via Internet, telephone or walk-in service. The survey asks participants a series of questions about incidents of racism they either personally experienced or observed in Thunder Bay. It collects demographic data about participants to better understand who is using the service. The results of this report were collected from participants October 1 2018 through December 17 2019.

The main objectives of the program are:

1. To provide baseline data to help assess and record the magnitude of racism in the community;
2. To track racism incidents in terms of type, location of occurrence and frequency;
3. To provide individuals experiencing racism with information and/or referrals to available resources within the community;
4. To provide a voice for those experiencing racism or discrimination by offering an opportunity to be heard and by validating the individuals' experience.
5. To offer an option to individuals who do not wish to pursue legal action, but would prefer to use a community-based system for assistance (LSPC 2016, p.3).

Ultimately, this information collected through the program supports:

- Development, planning and implementation of service delivery protocol and practices for the Resource Centre operated by 211 North;
- Provision of information, referrals and assistance to individuals experiencing racism and/or race related oppression; and
- Tracking, compiling, mapping and statistics based on complaints and incidents of racism and discrimination in Thunder Bay (LSPC 2016, p.4).

The purpose of this report is to provide the Working Group with a descriptive and spatial analysis of the data generated through the survey and recommendations to ensure the working group and its partners have a locally relevant, community-voiced evidence based to strengthen efforts to address the issue in the city.

This report comprises four sections. The **Understanding Racism** reviews the key ideas and concepts used inform the analysis. The **Methodology** section explains how the data was collected, and what types of information it can and cannot tell us. The section on **Racism Reporting in Thunder Bay** explains how the data were analyzed, and provides a description of what was learned. The report

concludes with **Recommendations** that identify specific ways to action key findings and to further encourage outreach and engagement.

Understanding Racism

A full discussion of the theoretical and empirical framing for the analysis was provided in the first report (Siciliano 2018). Below is a summary that outlines key ideas that inform the analysis of the data based on relevant literature and policy in the field.

Race: defining the term

There is no scientific basis for distinct human races with genetically coded differences (National Human Genome Research Institute, 2003). Nevertheless, race still exists, albeit it as a social construct rather than a biological one. Society creates and reproduces the idea of different human races through dominant belief systems (ideologies), which, over time, become embedded in cultural, social and economic practices. This process is called *racialization*. Racialization divides people into hierarchical categories based on certain physical or cultural characteristics.

Racism = Racial Prejudice + Power

The social meaning attributed to race activates a set of assumptions about individuals perceived to belong to that race. These assumptions may be used to elevate the status of an individual or group (privilege) or to discriminate, disparage or harm them (racism). Most literature on racism understand it to be a belief system (ideology) that embodies and asserts racial superiority based on cultural, ethnic, or biological grounds. For instance, the Ontario Human Rights Commission defines racism as:

...an ideology that either explicitly or implicitly asserts that one racialized group is inherently superior to others. Racist ideology can be openly manifested in racial slurs, jokes or hate crimes. However, it can be more deeply rooted in attitudes, values, and stereotypical beliefs. In some cases these beliefs are unconsciously maintained by individuals and have become deeply embedded in systems and institutions that have evolved over time” (OHC, 2005, pp. 12-13).²

Racism is a form of oppression and needs to be understood as more than racial prejudice towards a particular racial group. Racist beliefs and actions, when they are connected to the privileged status of the dominant racial group are what give racism its power. The ORC goes on to state that:

Racism differs from simple prejudice in that it has also been tied to the aspect of power, i.e. the social, political, economic and institutional power that is held by the dominant group in society (OHC, 2005, p. 13).

Emphasis on the power relations embedded in racism is also reflected in Ontario’s Anti-Racism Directorate definition, which states that racism “[r]efers to ideas or practices that establish, maintain or perpetuate the racial superiority or dominance of one group over another” (Anti-Racism Directorate 2017).

² The ORC definition of racism is used by the Anti-Racism Advisory Committee of the City of Thunder Bay.

Documenting Racism

Documenting patterns of individual racism may be able to reveal broader processes of systemic racism within an organization or institution. The ability to reliably capture and document such incidents is crucial to inform understandings and policy responses to racism at a societal level. This past decade has seen a growth of efforts to document experiences and impacts of racism and structures and practices that support it to better understand how to prevent and respond to racism in Canada.

Federally, 2019 saw the release of the federal inquiry into Missing and Murdered Indigenous Women and Girls, documenting how racism, sexism and colonialism intersect to inflict systemic violence and human rights violations on Canada's Indigenous women, girls and 2SLGBTQQIA peoples. The Canadian government also launched *Building a Foundation for Change: Canada's Anti-Racism Strategy 2019-2022*, committing 45 million dollars to addressing the issue (Canadian Heritage, 2019), including the establishment of an Anti-Racism Secretariat.

Statistics Canada's annual release of hate crime data showed that police-reported hate crimes continue to trend upward in Canadian cities (from a rate of 3.7 in 2014 to 4.9 in 2018). Incidents targeting race or ethnicity continue to be the largest component of police-reported hate crimes. In Thunder Bay police reported hate crimes are well above the Canadian average, though are trending downward, from a rate of 22.3 in 2015 to 8.0 in 2018.³ These fluctuations may be attributed to greater willingness to report incidents, improvements in police policy and recording and tracking, and/or increases in the number of incidents. For instance, in Thunder Bay, the establishment of a hate crimes awareness committee in 2013 led to a number of changes to improve reporting and tracking of hate crimes, which corresponded with substantial increases in number of police reported hate crimes.

The last two years also saw the release of several reports across Canada documenting the impact of police street checks on racialized populations (Griffiths, 2018, Tulloch 2018, Vancouver Police Department 2018, Wortley 2019). In Ontario, Justice Tulloch's report (which included Thunder Bay among other cities) noted that street checks, have little value in terms of crime prevention and reduction, but very high social costs in terms of their impact on Indigenous and racialized communities.

Locally, the focus on policing and police practices deepened in 2018, with the Office of the Independent Police Review Director released its report on Indigenous people and the Thunder Bay Police, stating that systemic racism was a widespread problem, contributing to improper investigations of missing or murdered Indigenous people in the city. The Ontario Civilian Police Commission, an arms-length agency of the provincial government retained Senator Murry Sinclair to investigate the effectiveness of the Thunder Bay Police Services Board. It found that racism—both overt and systemic—was a daily occurrence for the Indigenous population of Thunder Bay resulting in the Indigenous community losing confidence in the ability and commitment of the police to protect them.

³ Thunder Bay rates should be interpreted with caution: small changes in actual incidents will produce large changes in rates due to the small population size.

For the first time, the 2019 City of Thunder Bay's bi-annual Citizen Satisfaction Survey asked a question on residents' experiences with discrimination. This survey found that thirteen percent of respondents experienced discrimination because of their race or colour. Racial discrimination was the most prevalent form of discrimination experienced by residents of the city. Those who experienced racial discrimination (n=60) were asked to characterize their experience(s), in terms of frequency, type and location. The survey found that on average, respondents had experienced 22 incidents in the past 12 months (median number of experiences was four). The clear majority (81%) of racial incidents experienced were verbal, with only one percent physical. Nearly one of ten (8%) respondents experienced both. The most common location of racial incidents was a city street (36%), follow by in a store (25%) and at work (22%).

The survey also showed that experiences of racial discrimination intersect with other negative experiences in the city. For instance, residents who experienced racial discrimination were four times more likely than others to report that they or someone in their household had been a victim of crime in the past 12 months. They were also less likely to feel safe in their neighbourhood and in the city, less likely to have a strong sense of belonging to the City.

While these reports reveal disturbing trends, they do provide concrete evidence of racism and its impacts, offering much needed public education and awareness of the issue. Many include a set of recommendations which are currently serving as both a roadmap and catalyst for change. For instance, the head of the OIPRD recently reported significant progress made on the recommendations stemming from its report and noted the high level of respect both the community and board of Police Services have for the Chief of Police in Thunder Bay (Alex 2019). The attention to the police practice of street checks through the various reports commissioned across the country have engendered an altering and, in some cases, banning of the practice due to its harmful and lasting effects on Indigenous and racialized populations.

Likewise, the Racism Incident Reporting program is documenting the incidents and impacts of racism and discrimination on individuals and groups in Thunder Bay. This information can provide tangible, timely, and locally-relevant insight into where, how and to whom racism is experienced in the city, and provide a valuable community voice to on what can be done to address the issue. Indeed Senator Sinclair, in his report Broken Trust (2018), identifies the Incident Reporting Program, among others, as 'promising and provid[ing] both evidence of good will and models for ongoing strengthening of relationships (Sinclair 2018, p.51).

Methodology

The Working Group developed a survey questionnaire to understand respondents' subjective experiences of racism in Thunder Bay, or *perception* of racism based on an incident (Appendix A). The specific method used in this research is a multi-modal survey administered through the Lakehead Social Planning Council via online, in person (walk-in) and telephone (call in).

How the data was collected and its limits

The approach taken with the survey used in this program is to understand how racism is experienced among those living, working or visiting Thunder Bay. This population includes individuals who have experienced or witnessed racism, and individuals who are reporting experiences of racism on behalf another individual. Given that the existing research, data and anecdotal and media accounts of racism in Thunder Bay the population should include a high proportion of respondents reporting from or on behalf of the Indigenous population in Thunder Bay. As the results of the pilot demonstrate (Siciliano 2018), most respondents reported incidents targeting Indigenous peoples.

The survey reached its population through non-probability sampling, specifically *voluntary sampling*, where people self-select, or 'volunteer' to participate in the survey. Typically, non-probability sampling is used when the researcher can assume that there is an *even distribution of characteristics* within the population because there is no way to estimate the probability of the sample reflecting its population. This target population was reached through print advertisement in municipal facilities including buses and bus shelters and terminals and with community organizations. In addition, organizers endeavored to raise awareness of the service through advertisement at 27 community events across the city from January 2019 through to Nov 2019, with peak times in March and August (Appendix B).

It is important to note the limits of this approach: that this type of voluntary sampling cannot produce generalizable results because the self-selected population (those who volunteer to participate) often have a strong interest in participating. Only the people who care strongly enough about the subject tend to respond, and there is no limit to the frequency of participation by one individual. Other barriers—such as cultural, linguistic, socio-economic, etc, will also influence participation. People who contribute to voluntary surveys may have vastly different views and experiences than those who do not. Combined, these factors can create sampling bias, when expectations of population characteristics don't match results obtained in the survey.

The way that a survey is designed and implemented also influences the type of information it collects. The biggest drawback to the type of survey approach used by the Working Group continues to be that only people who are aware of the survey *and* have a strong enough interest to complete it, participate. The information collected doesn't provide us with a true 'snapshot' of racism in Thunder Bay, but rather a collection of stories some individuals felt compelled to share. This is a crucial point to remember while reviewing the results in the following section.

Racism Reporting in Thunder Bay

This section of the report presents a descriptive analysis of the stories collected through the program. The analysis was done with Excel and Stata and includes the period between September 22 2018 to December 17 2019. Between this period, a total of 56 respondents completed the survey, about a quarter of the number of respondents who participated in the pilot programme.

Total number of responses	56
Incidents that occurred in Thunder Bay	46
First time respondents	34
Online	47
Telephone	7
Walk-in	2
Number of responses retained for analysis	44

Table 1: Overview of Survey Responses

A small number of respondents reported incidents that occurred outside Thunder Bay and these were filtered out of the analysis. Other reports were repeats or too poor quality for analysis. In sum, a total of 44 respondents were included in the analysis that follows.

The number of respondents over the pilot varied (see figure 1, blue line), with the largest number of responses coming in December 2018 (8), followed by July 2019 (4). Only 16 respondents included the time and date the incident occurred, and thus, while limited, these data show that December 2018-March 2019 had the highest number of incidents (3 per month).

Figure one also illustrates the frequency of respondents alongside outreach events to determine if there was a pattern or relationship between the two. The analysis demonstrates a moderate negative correlation between the two (-0.5), suggesting that survey participation and outreach tended to move in opposite directions. This does not suggest that the outreach *hindered* participation rates, but that there is a negative relationship between the two.

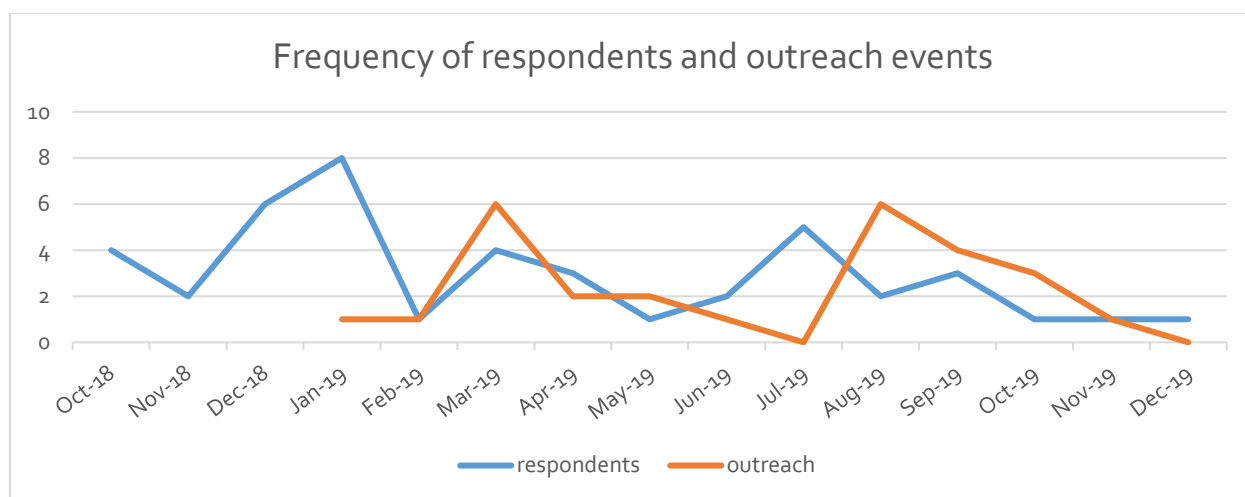


Figure 1: frequency of respondents and outreach events by month (N=44; N=27; negative correlation coefficient -0.5)

Demographic Characteristics of Respondents

The survey included questions asking respondents to identify themselves based on age range, gender, religious and racial identity. The respondent profile is captured in figures 2 and 3 and table 2 below.

Most respondents:

- identify as Indigenous (48%), followed by White (33%); and racialized 18%
- identify as female (53%);
- indicate their age as between 20-29 years of age (25%), followed by 60-69 (16%)

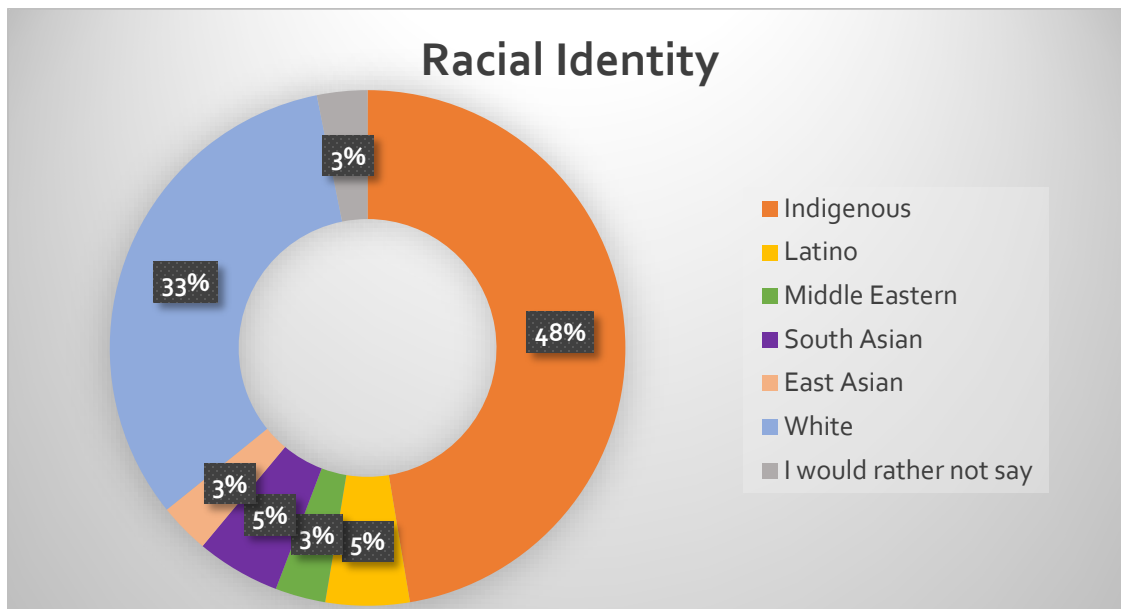


Figure 2: How respondents identify racially (percentage, N=42)

Female	53%
Male	31%
I would rather not say	13%
Other	3%

Table 2: Gender Identity of Respondents (percentage; N=44)

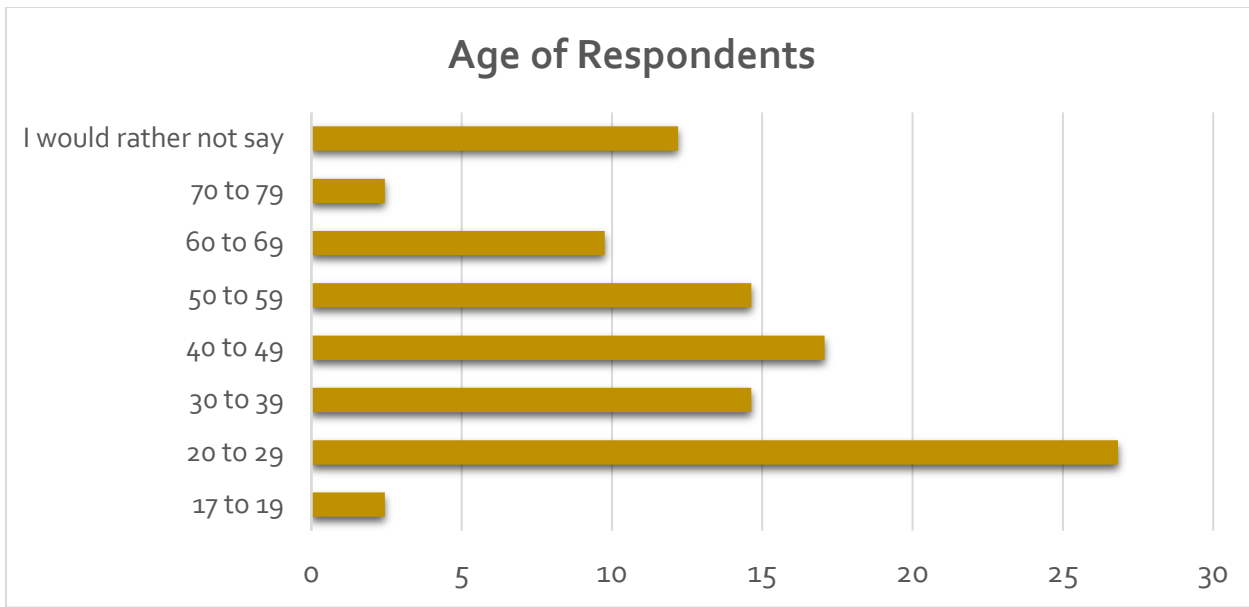


Figure 3: Age Range of Respondents (percentage, N=41)

In 2018, a question on asking respondents to identify their religious affiliation was included and showed Christian (23%) and Indigenous Spirituality (21%), as most common (figure 4).

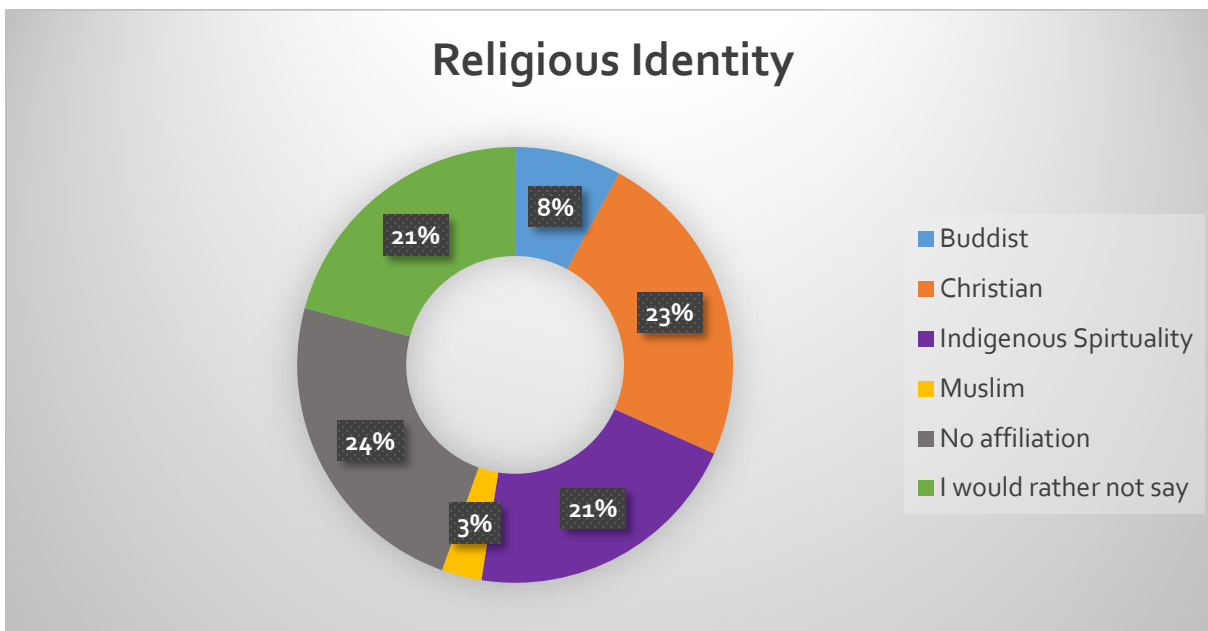


Figure 4: Religious Identity (percentage, N=38)

These demographics show a consistent pattern to those of the pilot program, with the exception of the age range: in 2018, the highest and second highest percentage of respondents were in the 30-39 and 40-49 year age ranges. While the volume of respondents is much lower than in the pilot program, this year saw a larger percentage of younger people using the service, which suggests that the program is working to reach a population known to be at greater risk for racial discrimination and hate

crimes. Most respondents indicated it was their first time using the service, with only seven respondents indicating they had used the service previously.

This demographic analysis documents who was using the reporting service, the remainder of the analysis illustrates to whom the incidents happened, the type of incident reported, and where it occurred.

About the incidents

There were two open ended questions in the survey. The first question in the survey asked respondents to 'Share your story'. The second asked respondents how they would like their incident addressed. Respondents were asked to categorize the type of incident they experienced according to several criteria, including if the incidents happened to them personally, if they were reporting an incident they witnessed that happened to stranger, friend, family member, client, or student.

Respondents were also asked to describe the type of incident that occurred and if they believed the incident targeted the person or group based on racial or religious grounds. They were asked to identify the age and gender of the target (either based on their own experience, or perception of the incident they witnessed or were reporting on behalf of someone else). Respondents were also asked where the incident occurred. This section draws on these responses to describe the types of incidents reported by respondents.

Based on racial identity of the person(s) targeted by the incident (table 3; includes perceived and self-identified), those most frequently impacted are Indigenous (67%); females (53%), between the ages of 30-39 years of age (30%). Racialized people followed, with 29% of incidents targeting the following groups (in numbers) South Asians (3); East Asian (1); Latino (1), and Middle Eastern (2). Slightly more than half of all incidents reported targeted women (table 4). The population pyramid in figure 5 shows the age distribution by gender of those targeted.

Indigenous	67%
Racialized	29%
White	5%

Table 3: Racial Identity of those targeted (N=44)

Female	53%
Male	31%
I would rather not say	13%
Other	3%

Table 4: gender distribution of those targeted (N=44)

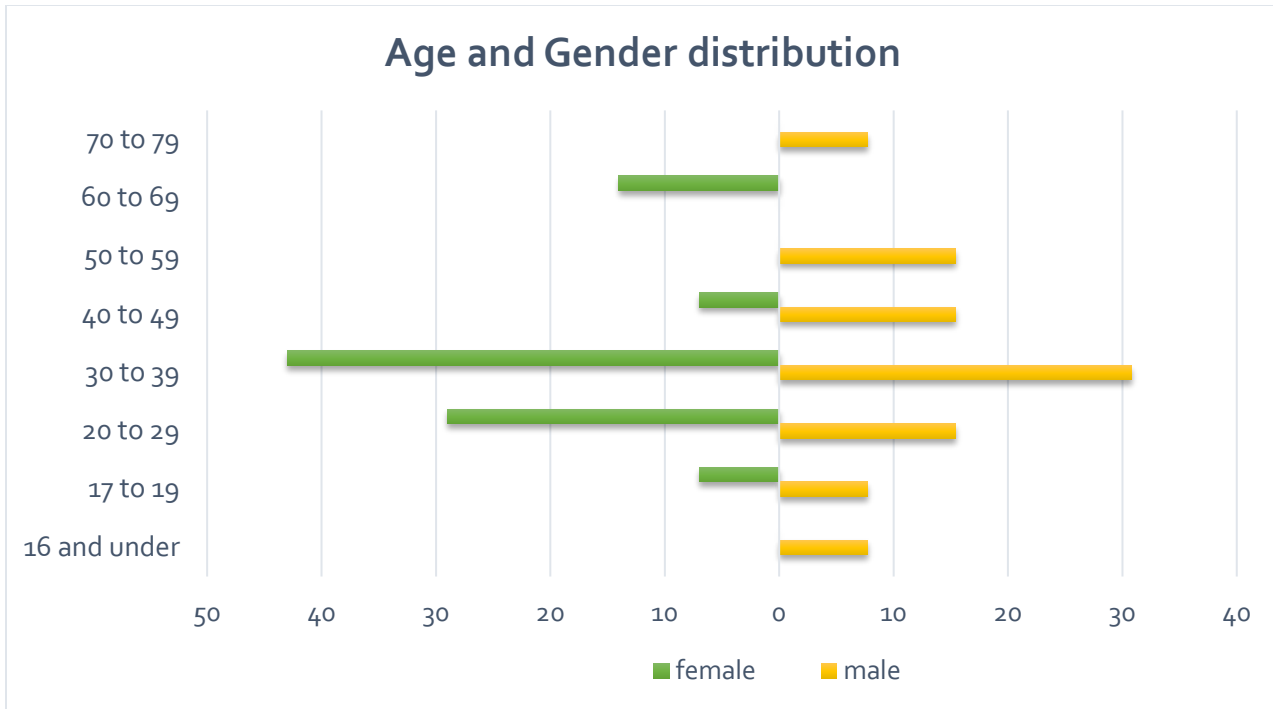


Figure 5: age and gender distribution (percentage)

Respondents could indicate whether the incident happened to them personally, or if they were reporting an incident they witnessed or were told about. All third-party incidents reported targeted Indigenous or racialized peoples, though half of the incidents reported were by Whites. Most incidents targeted Indigenous people receiving services (Figure 6). For instance:

...I was in my car, parked directly in front of the main doors of the Victoria Inn, waiting to pick someone up....A Roach cab company van pulled up and stood idling... Three Indigenous individuals then exited the hotel---1 male, a younger female, & an older female. The older female raised her arm & motioned to the taxi driver. Then the taxi driver simply drove forward, past them and away, out of the Victoria Inn parking lot. I'm afraid that I was just too dumbfounded to take down the taxi vehicle number or license plate number.

January 2019

Online incidents were second in volume for third party reporting, including one incident reported by a teacher or guidance counselor, who remarked that an Indigenous student was exposed to a post by a current City Councillor calling "marginalized people of Thunder Bay 'shit heads' on Facebook" (Dec 2018).

Of the incidents classified as physical assault, one concerned a report about police behaviour observed on a video circulating online; one described two Indigenous men targeted with diesel fumes from a pick up while waiting at a bus shelter; and one was from a client of Kinna Aweya Legal Clinic who described an incident of where a security guard physically assaulting an Indigenous person:

This is a 3rd party report. I work at Kinna Aweya Legal Clinic and an indigenous man came in and said he got kicked in the ribs by a security guard at the CIBC on South Cumberland St. He said he was sleeping in

the area of the banking machines and the security guard came in and kicked him in the ribs. This was 3 days ago in the morning before the bank opened. He went to the hospital and he had 3 broken ribs.

June 2019

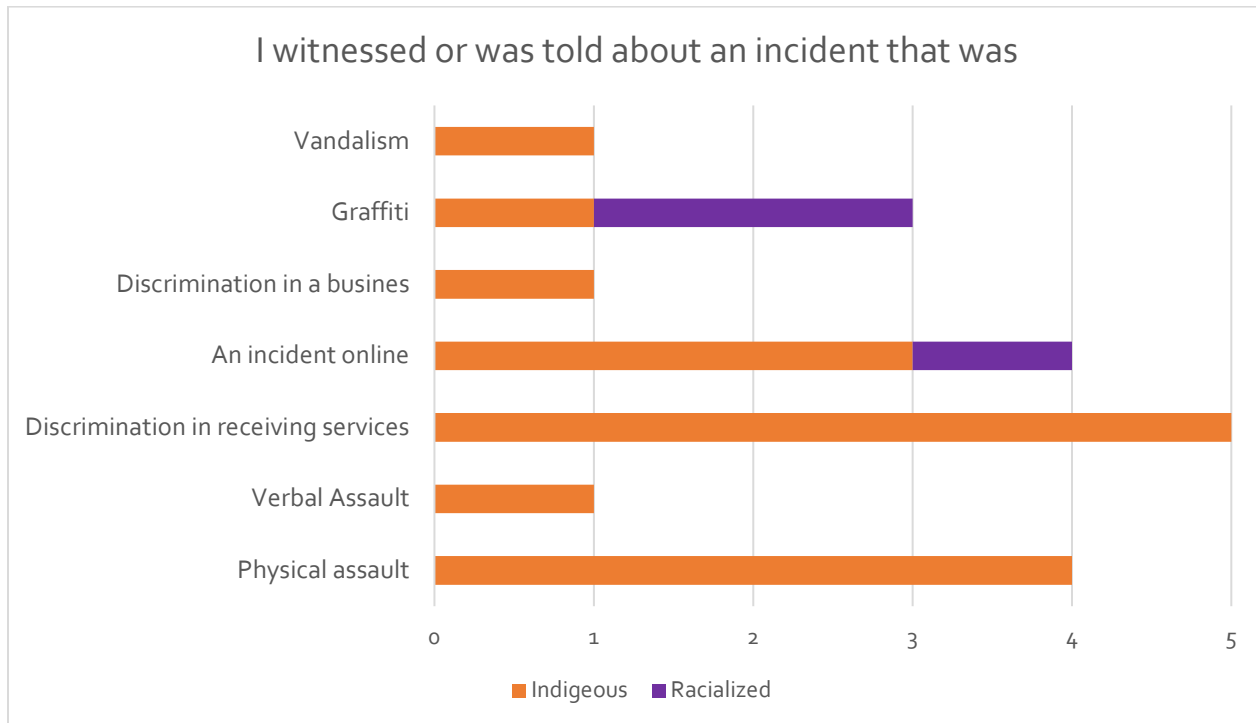


Figure 6: Third person reporting (N=19), classed by target and type of incident

While many respondents reported incidents on behalf of someone else (N=19), most reported incidents that happened to them personally (Figure 7). Of those who reported incidents that happened to them personally, the majority identified as Indigenous (N=12), followed by racialized persons (N=10). Respondents were asked to classify the type of incident they experienced, and could choose more than one response, reflecting the multidimensional nature of their experience (figure 8). Verbal assault was the most common type of incident experienced by all respondents, followed by discrimination in receiving services. For some respondents, their experience reflected both a verbal assault and discrimination in receiving services or in the workplace. For example:

I was assaulted by my supervisor and after I asked him why he changed my schedule instead of receiving a reply he made fun of my accent. I was too upset to continue the conversation and cried that whole day.

Jan 2018

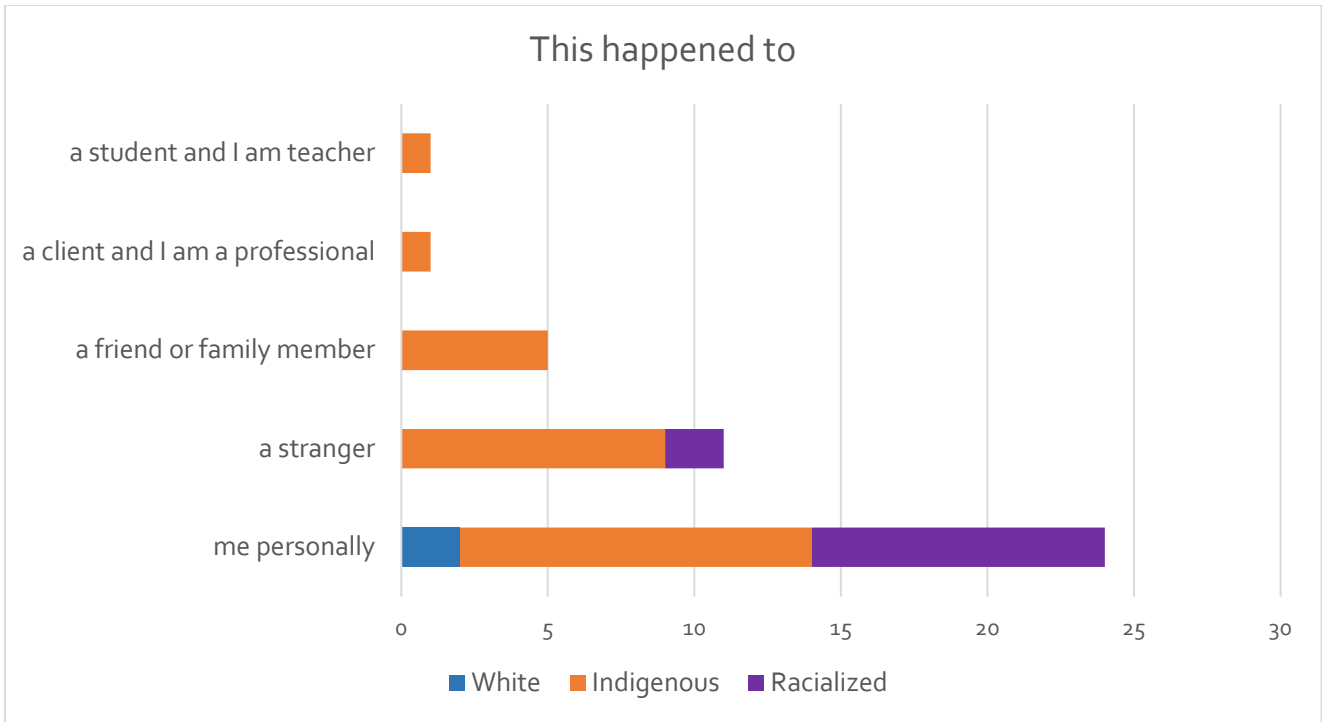


Figure 7: To whom the incident happened based on racial identity (N=42)



Figure 8: Type of Incident, by racial identity of the target (N=26)

Six respondents indicated they believed the reported incident to be motivated by religion. One respondent reported a graffitied swastika they believed was targeting Jews, another reported multiple experiences of racism targeting the respondents and his family because of their Muslim identity.

Where and when the Incident occurred

Respondents were asked about where and when the incident occurred. Most indicated the incident happened during the day (13 of 16 responses to this question). Most provided a specific location, and those that could be tied to a physical location were placed on the Incident Reporting Map (see map on p 19). Accessing the map online enables viewers (with access⁴) to click on an incident to see additional attributes associated with each reported incident: time and date, the racial identity of the target, the type of incident, and to whom it happened. The map shows a continued pattern of concentration of incidents in the downtown cores and Intercity area, with the highest cluster in Port Arthur, near the Water St terminal.

Reported incidents were also classified to generalize type of location, and this information is presented in figure 9. Most incidents occurred in a store, followed by social media. Consistent with the previous year's report, Indigenous people were not only the most frequent targets of most incidents across physical and virtual space, but also the only reported targets in in several locations including the most frequent location—a store. Racialized people were the targets of most incidents reported on a city street, and all incidents reported at work.

Like the pilot results, this year saw some participants describe their experiences of racial discrimination in multiple aspects of their everyday lives, from their place of work to schools, to crossing borders. One respondent describes his experience of racism as so pernicious and pervasive, he is contemplating relocating after being in the city only one year:

I moved with my family to live in Thunder Bay since 1 year for work. We lived in 3 Canadian cities before Thunder Bay and we hoped this will be our last stop to settle. We then discovered a lot of hate and racist behaviors filling the city at all levels. I personally face racism in at least 10% of people I meet every day. 1- daily, that is seen in some people faces that clearly show hate, as cashiers that smile in customer faces and stop his smile when he/ she sees you! 2- Schools that do not care about our children the same way caring other children. My son school teacher was taking photos of students and share every few days on Instagram and do not include my son. It is hard when my son asks for his pictures while she is simply ignoring him. He was in SK and his teacher was strongly telling me my son is less than other children. When I tried to speak with the school principal, she denied saying that. 3- I am a doctor and I had a patient, that once saw me, he asked about my religion and refused to stay in my office when he knew I am a Muslim. 4- since I moved to Thunder Bay with the family, we travel outside Thunder Bay by aeroplane nearly every 3 months. Every time we travel from Thunder Bay, myself, my wife or both of us are chosen randomly for extra security check, so we and our items get checked more than others. This happen every single time in Thunder Bay airport and always RANDOMLY SELECTED. Sure this does not happen to us in any other Canadian airport. Not sure when we are going to leave, but do not think we can stay here long.

Sept 2019

⁴ Only those with the url (link) can access the map, it is not publicly available or searchable.

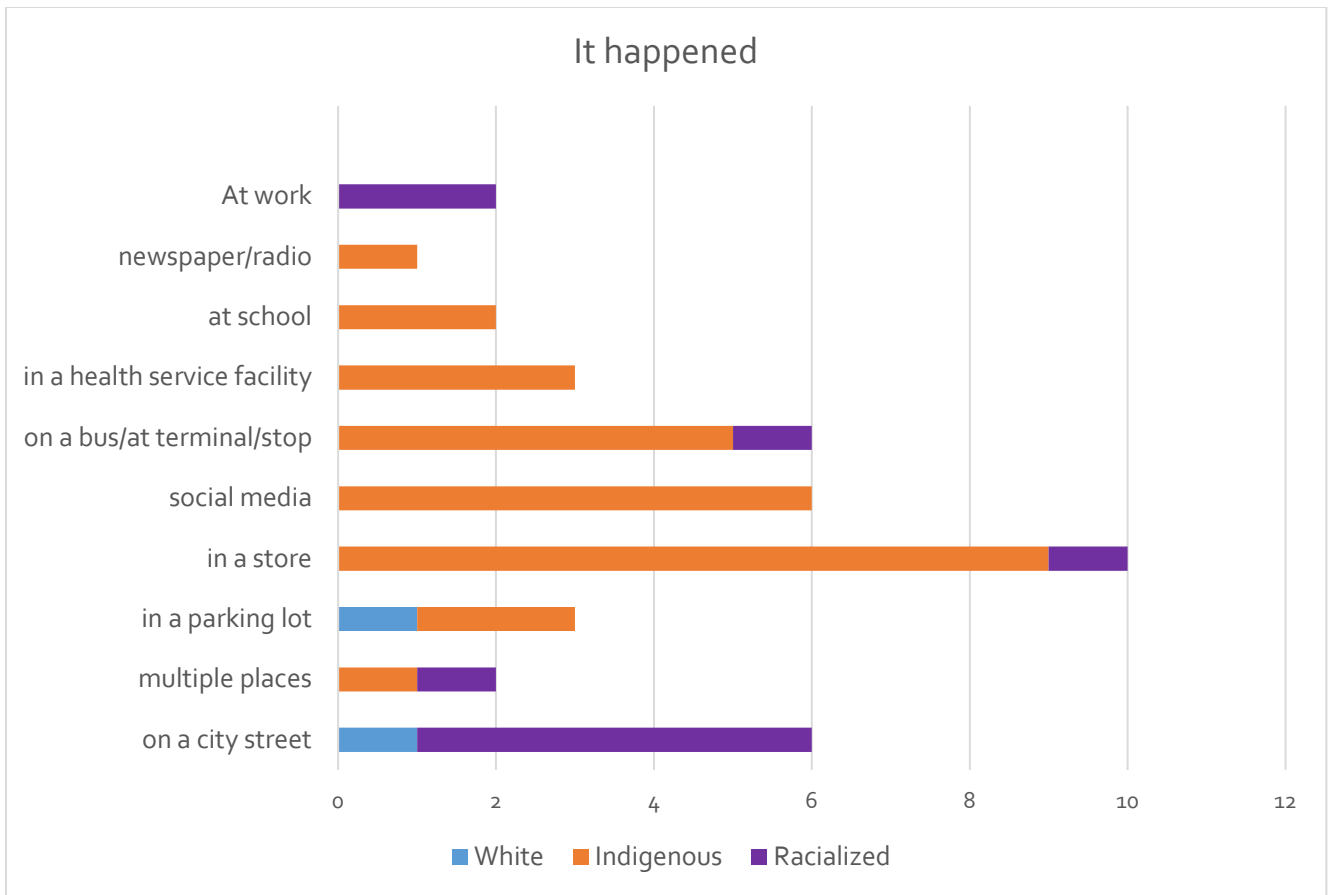


Figure 9: Where incident happened, based on racial identity of the target (N=41)

Addressing the Incident

The second open ended questions asked respondents how they would like to see the incident addressed. Of the 34 individuals responding to this question, the dominant theme was a call for more accountability. Respondents indicated that those perpetrating the incident, or enabling it (such as employers), take responsibility for their actions. Accountability could take the form of better education, training, counselling or disciplinary action. The quotes below illustrate these themes:

All people should be held accountable whenever they are exhibiting racism or allowing it. A business such as this should seriously be trained in cultural sensitivity or even customer service. I also think that any employee caught being racist or allowing it should be fired, or even shut down, no exceptions!

March 2019

Respondents were also asked if they would like to be contacted to receive support services. Twenty-five respondents to this question requested service support. Of these only five left contact information; and two of these five responded to the follow up email/phone call. The two referrals that were made to respondents were to the Ministry of Education and the Ontario Human Rights Legal Support Centre.

Discussion

The most important service this program provides is that it allows individuals to report perceived incidents of racism in Thunder Bay to a community-based service provider. Providing a publicly funded and accessible service for people to report incidents they witnessed or experienced is an acknowledgement of the magnitude of the issue and of the importance in documenting it. The program sends a message that information is being collected from the community to inform policies that can respond to racism and discrimination in the city. The care and courage individuals demonstrate in sharing their stories of the impacts of racism and discrimination in the city is a testament to how strongly this program resonates with participants.

The survey reporting instrument also provides information about who is being impacted by racism and discrimination, along with the type and location of incidents to be documented. Improvements to the pilot have enabled a more consistent and familiar categorization of racial and religious identities (both in terms of demographic characteristics of respondents and of those experiencing the incident); a more refined understanding of the types of incident experienced, and where and when they occurred. This information can augment other reports documenting racism and its impacts in Thunder Bay, adding a rich, current, and highly contextual evidence based to existing research and statistics.

The results of this analysis parallel findings from the pilot, with some notable exceptions. Like the pilot, the program results in 2018/19 demonstrate that Indigenous people are more likely than other groups to be targeted by racist incidents. Incidents targeting this group were more likely to occur in a store or social media and were most likely to be experienced as discrimination in service provision across a range of providers—from social and health care services to private goods and service sectors.

Important differences from the pilot also emerged. People identifying with racialized groups not only were more likely to use the service (18% this year, versus 7% in pilot), but also to be reported as targets of incidents (29% this year, versus 7% during pilot). Incidents targeting these groups were more likely to be experienced as a verbal assault, and to occur on a city street or at work from co-workers or employers.

The number of individuals identifying as White also declined in this year's report, both in terms of respondents (33% this year versus 52% in pilot) and targets (5% this year versus 33% in pilot). The most likely users of the service in terms of age also decreased. Both decreases suggest that the program is better reaching the populations more likely to experience racism in Thunder Bay, based on existing research and statistics.

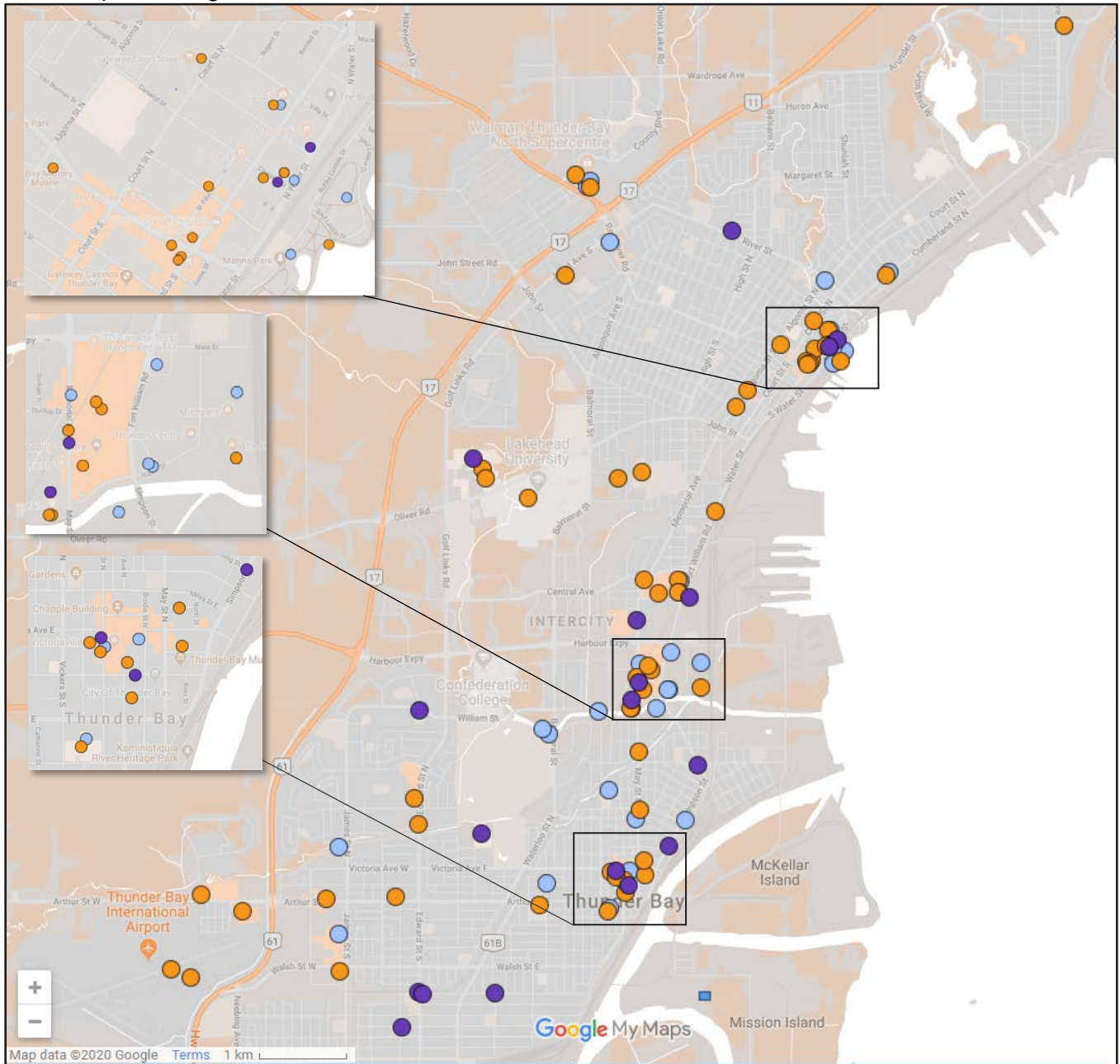
The results support some key findings from the Citizen Satisfaction Survey (CSS), both tell us that most incidents of racism are verbal assaults, and top sites for these incidents are on a city street or store. Some of the top locations from the survey results (both in the pilot and this current year) did not similarly surface in the Citizen Satisfaction Survey, such as online, social media, at home or on a bus. However, the low volume of respondents in both (N=60 for this question on CSS), may have contributed to the lack of congruency. Comparing the results of both over time can help identify overlapping trends.

Recommendations

1. As Ontario's Anti-Racism Directorate notes, it is important for government to confront individual biases and increase everyone's awareness of systemic racism (Anti-Racism Directorate, 2017). The results from this program can be a tool to achieve this objective. The working group, with the support of Diversity Thunder Bay and the Anti-Racism Advisory Committee can share the annual reports with the community through formal presentations and by making copies of the report or an infographic available for distribution at community events. Information from the report can also be used to have grounded, locally-relevant community conversations and/or restorative circles about racism and its impacts on individuals, groups and communities. This type of action would also support the dominant call made by many of the survey participants, who indicated they would like to see greater education and awareness about racism and its impacts as a response to the incident they experienced or witnessed.
2. Information from the annual report can be harnessed in the development of cultural competency trainings to provide locally relevant examples of individual and systemic racism in the city. Prioritize trainings for specific areas/locations (institutions/organizations, etc) identified in survey results. This action would also respond to the calls made by participants for better and more extensive training.
3. As noted above, results from this year's report suggest that improvements to the survey instrument have helped encourage participation from target populations. And while small in number, individuals have used the service more than once, which can be interpreted as evidence of the perceived utility it is having within communities impacted by racism and discrimination. Outreach efforts should continue and expand to further participation and demonstrate utility of the service.
4. The program asks participants if they would like to be contacted for follow up with information or referrals on social, health, community or government services. Given that 25% of participants requested follow up support, yet only 4% were ultimately connected to resources, more effort and resources should be used to ensure that participants who indicate they would like support feel comfortable leaving contact information, or receiving call backs.
5. Advocate for better collection of race-based data, and the disaggregation of existing data based on race. Based on the principle that what is measured can be better understood and thus acted upon, better race-based data can further understanding of how racial disparities and discrimination manifest, and help address anti-Black and anti-Indigenous discrimination in various institutions and settings. It would help better identify patterns found in this report, with data collected from police, the CSS, and other key data sources. This recommendation would also support recommendation 44 from the OIPRD's 2018 report, Broken Trust (McNeilly 2018, p. 15)

Location of Incidents

June 2017-Dec 2019



Target of Incident

- Indigenous
- Racialized
- White

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Appendix: Incident Reporting Service Survey Instrument

Please take all the space you need to share your story:

*Did this incident happen in Thunder Bay?

- Yes
- No
- I don't know

If you would like, you can share a picture or document.

To help us to understand what happened and to allow us to see if any similar incidents are happening, please complete the following:

*This happened to:

- me personally
- to a stranger
- to a friend or family member
- to a student and I am a teacher/guidance counsellor
- to a client and I am a professional

I experienced (select all that apply):

- a physical assault
- a verbal assault
- discrimination in workplace
- discrimination in housing
- discrimination in receiving services as a customer, client, or patient
- an incident online (i.e. Social Media or Media)
- Other (please specify)

*Where did this incident happen? If available, include details such as the nearest intersection, landmark, or name of a location.

Please enter the date and time of the incident, if known.

Do you believe Religion played a role in this incident?

- Yes
- No

Please answer the following demographic questions about yourself.

*Have you used the incident reporting & referral service before?

- Yes
- No, this is my first time reporting

*I identify as:

- Female
- Male
- I would rather not say

- Other

*I am:

- 16 and under
- 17 to 19
- 20 to 29
- 30 to 39
- 40 to 49
- 50 to 59
- 60 to 69
- 70 to 79
- 80+
- I would rather not say

*Which race category best describes you? Select all that apply:

- Indigenous (First Nations/Métis/Inuit descent)
- Black (African, Afro-Caribbean, African-Canadian descent)
- Latino (Latin American or Hispanic descent)
- Middle Eastern (Arab, Persian, West Asian descent, e.g. Afghan, Egyptian, Iranian, Lebanese, Turkish, Kurdish etc.)
- South Asian (South Asian descent, e.g. East Indian, Pakistani, Bangladeshi, Sri Lankan, Indo-Caribbean, etc.)
- East/Southeast Asian (Chinese, Korean, Japanese, Twiwanese, Filipino, Vietnamese, Cambodian, Thai, Indonesian, other Southeast Asian descent)
- White (European descent)
- I would rather not say
- Another race category not described above (please specify)

What is your religion and/or spiritual affiliation? Select all that apply:

- Buddhist
- Christian
- Hindu
- Indigenous Spirituality
- Jewish
- Muslim
- Sikh
- No religion or spiritual affiliation
- I would rather not say
- Another religion or spiritual affiliation (please specify)

Ideally, how would you like situations like this to be addressed?

Would like to be contacted to receive information or referrals on social, health, community or government services?

- Yes
- No

Appendix B: Incident Reporting Awareness Activities 2019

1	January 9, 2019	Winter Campus & Community Connections Fair	City of Thunder Bay , Confederation College
2	February 12, 2019	Cultural Day	City of Thunder Bay , Lakehead University
3	March 13, 2019	Community Services Awareness Expo	City of Thunder Bay , Victoriaville
4	March 14, 2019	Community Services Awareness Expo	City of Thunder Bay , Victoriaville
5	March 15, 2019	Community Advisory Board on Homelessness	City of Thunder Bay , Alpha Court
6	March 22, 2019	Anemki Youth Suicide Awareness Walk	City of Thunder Bay , CLE
7	March 27, 2019	Confederation College, Child & Youth Worker Class	City of Thunder Bay , LSPC
8	March 27, 2019	Dilico Youth in Transition	City of Thunder Bay , Dilico
9	April 13, 2019	Health & Wellness Expo	City of Thunder Bay , Thunder Bay 55+
10	April 30, 2019	Coming Together to Talk	City of Thunder Bay , Lakehead University
11	May 3, 2019	Indigenous Elders Committee	City of Thunder Bay, CERAH
12	May 31, 2019	Community Links	City of Thunder Bay, Intercity Shopping Centre
13	June 16, 2019	Thunder Bay Pride Parade	City of Thunder Bay, Port Arthur
14	August 1, 2019	City Hall Sounds Event	City of Thunder Bay, City Hall
15	August 8, 2019	City Hall Sounds Event	City of Thunder Bay, City Hall
16	August 15, 2019	City Hall Sounds Event	City of Thunder Bay, City Hall
17	August 22, 2019	City Hall Sounds Event	City of Thunder Bay, City Hall
18	August 29, 2019	City Hall Sounds Event	City of Thunder Bay, City Hall
19	August 23, 2019	Rib Fest	City of Thunder Bay, Port Arthur
20	September 4, 2019	Rockin Recovery	City of Thunder Bay, Marina Park
21	September 7, 2019	Maaadaadizi	City of Thunder Bay, Marina Park
22	September 10, 2019	NAN Student Orientation	City of Thunder Bay, Valhalla Inn
23	September 11, 2019	Campus & Community Connections Fair	City of Thunder Bay, Confederation College
24	October 2, 2019	GIANTS	City of Thunder Bay, CLE Grounds
25	October 5, 2019	Head to Tow, Workshop	City of Thunder Bay, 55+ Centre
26	October 31, 2019	NorWest Community Health Centre - ID Forum	City of Thunder Bay, NorWest Community
27	November 20, 2019	Financial Literacy Fair Lakehead University	City of Thunder Bay , Lakehead University