The Incident Reporting & Referral Service Program Report III

The Incident Reporting Working Group of the Anti Racism Advisory Committee and Diversity Thunder Bay

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Executive Summary[1]

Content note: *please note that the following report discusses violence, hate and discrimination targeting Indigenous and racialized communities.*
Please take care when reading this report, especially if you are directly impacted by racism and discrimination.

The Incident Reporting & Referral Service Program was established in 2017 with the goal of creating 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 is administered by Lakehead Social Planning Council.

The program consists of a voluntary survey available to participants via Internet, telephone or walk-in service at LSPC storefront in Victoriaville Mall. 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 is the third report on the program and provides a descriptive and spatial analysis of the data collected, from February 2020 to November 2021. 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 base to existing research and statistics.

The Incident Reporting & Referral Service Program is reaching its target population, and in doing so, 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.

The report concludes by identifying potential avenues to action key findings of the survey and recommends ways to enhance outreach and engagement to increase awareness and participation to strengthen the role the program plays in both identifying and addressing racism and its impacts in the city.

[1] The word cloud on the cover page was created from dominant 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 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 February 26 2020 through November 25 2021.

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.

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.

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 partners and policy makers have a more robust evidence based to address the issue.

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, Incident Reporting Working Group Report I, 2018). Below is a summary that outlines key ideas that inform the analysis of the data existing work in the field relevant to the study.

Race: defining the term

There is no scientific basis for distinct human races with genetically coded differences. 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" (Commission, 2005, p. 17).[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 OHRC 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 (Commission, 2005, p. 13)

This recognition of 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" (Ontario, 2022)

Documenting Racism

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

The Racism Incident Reporting program, in documenting the incidents and impacts of racism and discrimination on individuals and groups in Thunder Bay, can supplement other available data and information on hate crimes, racism and discrimination in Thunder Bay. The information generated through the program provides 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.

Since the launch of Thunder Bay's Incident Reporting and Referral Service, there has been a growth in community-based racism reporting services in Canada (see Appendix B). These community based services have grown alongside institutional strategies and policy changes are working toward building a more robust evidence-base on the impact of system racism in Canadian institutions..

Documenting experiences of racism by individuals and groups may be able to reveal a broader process of systemic racism within an organization or institution. The ability to reliably capture and document such incidents is crucial thus to informing understandings and policy responses to racism at a societal level. The Canadian Race Relations Foundation states that, "collecting regular, accurate and reliable data on the relative socio-economic status of racial and ethnic groups and other dimensions of their identity, including gender, can be instrumental in confronting and eliminating racism and racial discrimination" (Canadian Race Relations Foundation, 2015).

As noted in the previous Incident report (Siciliano, 2019), the federal government, in 2019, launched *Building a Foundation for Change: Canada's Anti-Racism Strategy 2019-2022*, committing 45 million dollars to addressing the issue, including the establishment of an Anti-Racism Secretariat. As a part this work, the Government of Canada is currently consulting communities across Canada on the establishment of a National Action Plan on Combatting Hate (Government of Canada, 2022). When completed, the plan will aim to catalyze actions, provide tools, resources and investments to combat hate crimes and protect vulnerable communities (Government of Canada, 2022).

In July 2020, Statistics Canada and the Canadian Association of Chiefs of Police jointly announced a multi-year process of engaging with communities, police agencies and other stakeholders to determine how to move forward with collecting and reporting reliable data about Indigenous and racialized identities in police statistics (Public Safety Canada, 2020). The goal of the process is to eventually release a strategy that has been co-created by partners across the country to then be adopted by local police agencies. It is expected that the strategy will include recommendations for significant change to processes and relationships that inform how data is collected, released and analyzed (Silver, 2022).

Current evidence-base on impacts of racism and discrimination

Statistics Canada's annual release of hate crime data showed that police-reported hate crimes continue to trend upward. Incidents targeting race or ethnicity continue to be the largest component of police-reported hate crimes. In 2020 (the most recent data available), the number of police-reported hate motivated incidents targeting race or ethnicity increased 80%,over the previous year, with 318 incidents targeting the Black population, 202 targeting the East or Southeast Asian

population, 44 targeting Indigenous populations and 38 targeting the South Asian population (Wang & Moreau, 2022, p. 3).

The onset of Covid-19, a global pandemic, has coincided with a marked increase in reports of hate crime, racism and discrimination across Canada. For instance, results of the 2020 Uniform Crime Reporting survey show that during the first year of the pandemic, police reported 718 more criminal incidents motivated by hate than the year before, representing an increase of 37% (Wang & Moreau, 2022, p. 3). In May 2020, Statistics Canada collected responses from 43,000 people nationwide regarding the impact of COVID-19 on their perceptions of personal safety (Heidinger & Cotter, 2020). Respondents who identified as Black, Korean, Chinese and Filipino reported the highest rates of harassment or attacks perceived to be based on race, ethnicity or skin colour in their neighbourhoods.

In Thunder Bay police reported hate crimes continue to be above the Canadian average (7.0 in 2020), though are trending downward. Notably, the rate did rise from 8.0 in 2018, to 11.4 in 2020, consistent with similar increases in incidents across Canada since the onset of the pandemic (Cotter 2022).

Variations in the police reported numbers of hate-crime incidents do not necessarily reflect the experiences of groups impacted by hate and discrimination. Once critical factor impacting these data are the willingness of individuals to report it. For instance, data from the most recent General Social Surveys (GSS), conducted by Statistics Canada, shows that one in five Indigenous people have little or no confidence in police (Cotter 2022) and are less likely to report violent crime to police than non-Indigenous populations (Boyce 2016).

The 2022 City of Thunder Bay's bi-annual Citizen Satisfaction Survey asked a question on residents' experiences with discrimination. This year's survey found that nine percent of respondents experienced discrimination because of their race or colour, down from 13 percent in 2019. Racial discrimination was the most prevalent form of discrimination experienced by residents. Those who experienced racial discrimination (n=45) were asked to characterize their experience(s), in terms of frequency, type and location. The survey found that on average, respondents had experienced four incidents in the past 12 months. The clear majority (82%) of racial incidents experienced were verbal, with only one percent physical. One of ten respondents experienced both. The most common location of racial incidents was a store (57%), followed by a restaurant (48%) and on a city street (41%)

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 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.

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 were 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, and as the results demonstrate, the overwhelming majority of respondents reported incidents targeting Indigenous, followed by racialized 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.

It is important to note 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 doesn't mean that the information collected is not valuable, but that it should be viewed in tandem with other sources of information and data related to experiences of racism in Thunder Bay.

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 includes the period between January 2020 to November 2021. Between this period, a total of 101 respondents completed the survey, a significant increase since the last reporting period, from September 2018- December 2019.

Total number of responses	101
Incidents that occurred in Thunder Bay	96
First time respondents	87
Online	85
Telephone	15
Walk-in	1
Number of responses retained for analysis	96

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. In sum, a total of 96 respondents were included in the analysis that follows.

As in previous years, most respondents access the service online. The number of respondents varied month to month (see figure 1, blue line), with the largest number of responses coming in September 2021, although there was no single incident that propelled this spike during September. Most respondents reported incidents that occurred in close proximity to the time of the report. A handful reported incidents that occurred in previous years or months.

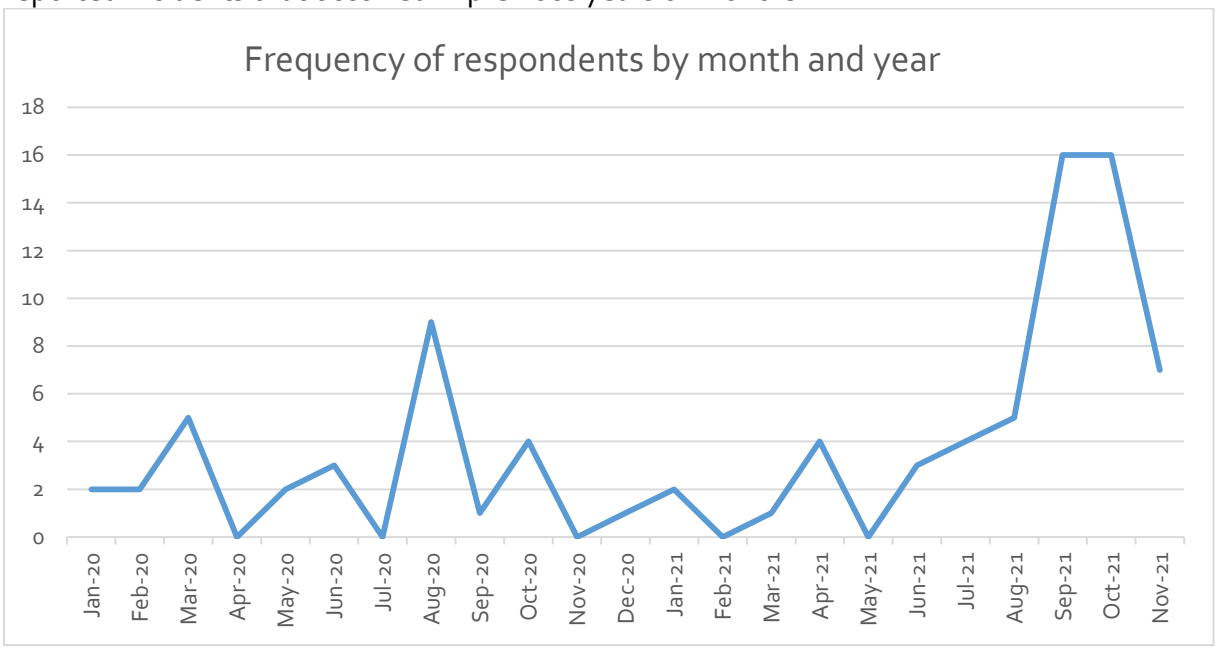

Figure 1: frequency of respondents and outreach events by month (N=96)

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.

Like the previous year's report:

- most respondents identify as Indigenous (45%), followed by white (29%); and racialized 26%. This reporting cycle saw a slight decrease in the percentage of Indigenous and white respondents (down 3% and 4% respectively), but more engagement from racialized groups (up 10%).
- identify as female (48%), slightly down from the last reporting cycle (52%)
- indicate their age as between 20-29 years of age (27%), closely followed by the 40-49 (25%) age group.

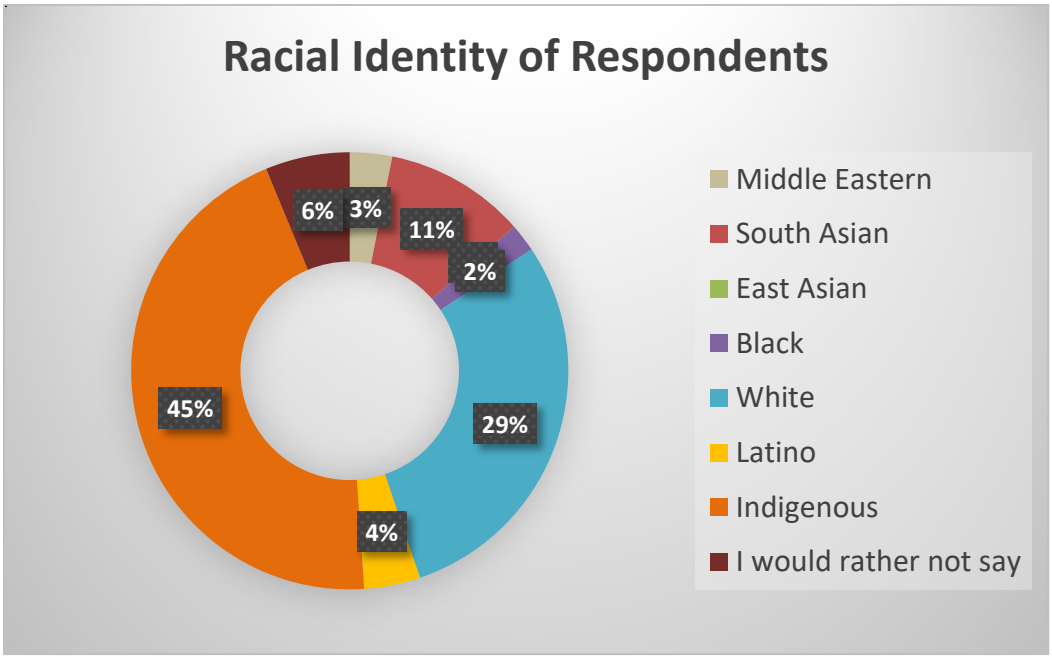

Figure 2: How respondents Identify racially (percentage, N=96)

Female	**48%**
Male	**46%**
I would rather not say	**5%**
Other	**1%**

Table 2: Gender Identity of Respondents (percentage; N=96)

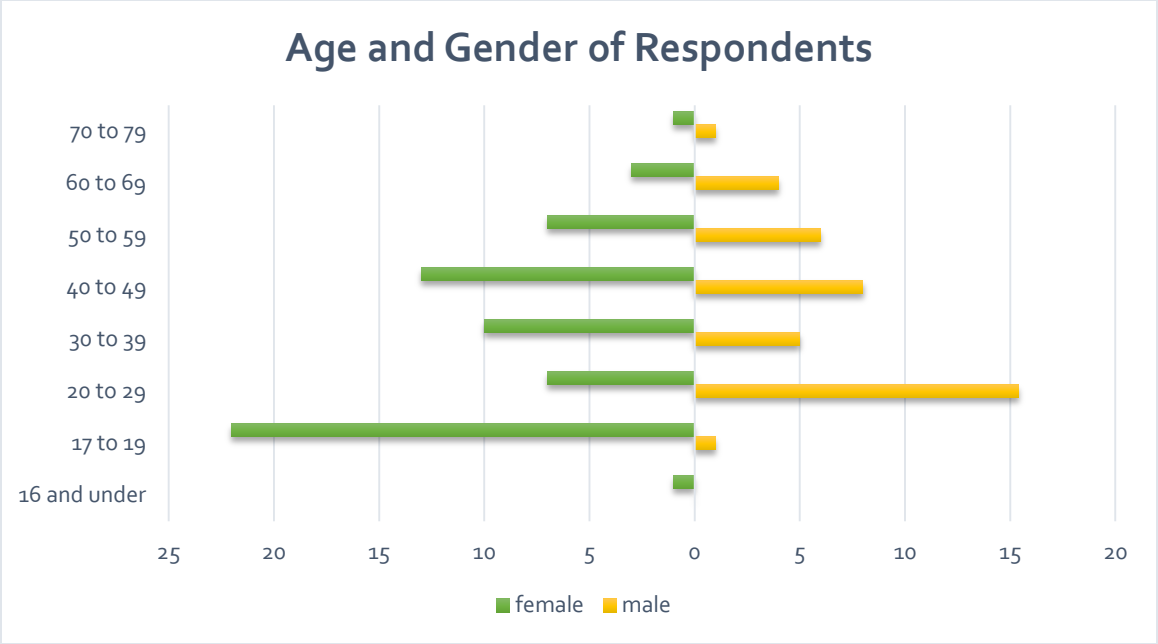

Figure 3: Age Range and gender distribution of respondents (percentage, N=83)

The survey includes a question asking respondents about their spiritual identity. While in previous reporting periods, Christian was the dominant identity, this reporting period shows that most participants don't identify with any spiritual affiliation (23%), followed closely by those that identify with an Indigenous Spirituality (22%).

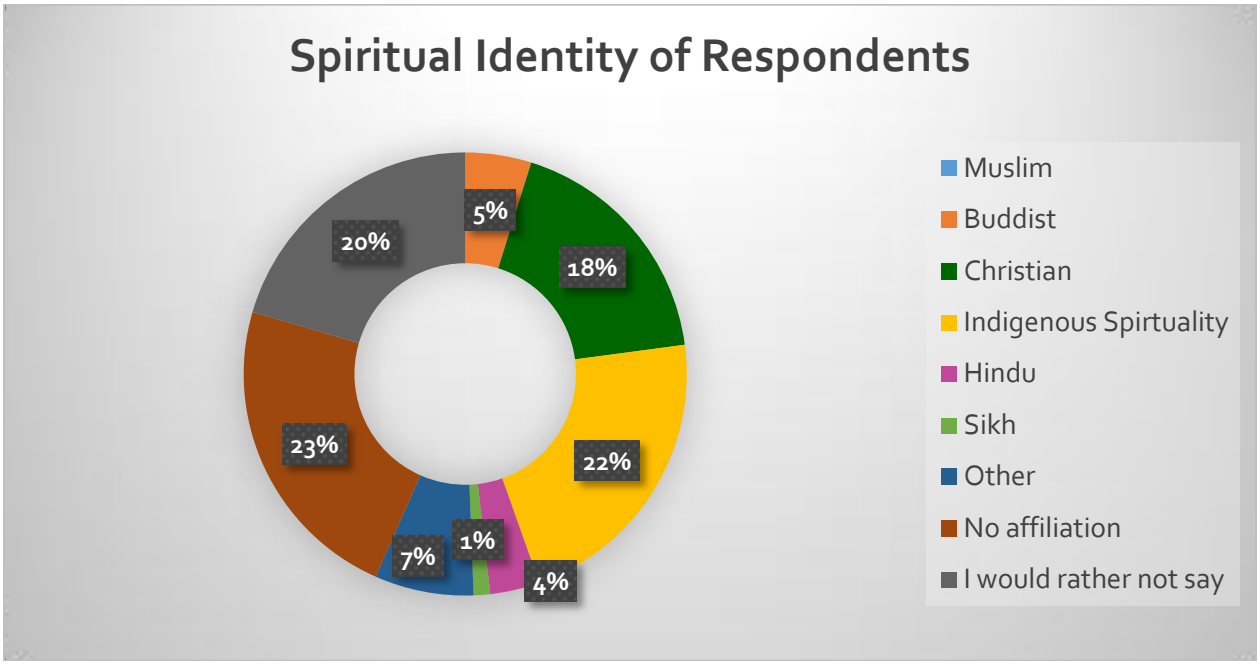

Figure 4: Religious Identity (percentage, N=86)

While this reporting period demonstrates overall consistency with previous periods, one notable difference is an increase in diversity in terms of both the racial and spiritual identity of respondents.

There continues to be a relatively sizable amount 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 five respondents indicating they had used the service previously. This is consistent with the previous reporting period, indicating that the vast majority of participants are first time users.

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 (60%); followed by Asian-identifying people with 23% of incidents. Most targets were males (32%), (table 4) and the most frequent age range was between 20-29 (29%), followed closely by 30-39 (26%) years.

Indigenous	**60%**
Asian	**23%**
white	**12%**
Black	**5%**

Table 3: Racial Identity of those targeted (N=68)

Female	**16%**
Male	**32%**
I would rather not say	**13%**

Other	**3%**

Table 4: gender distribution of those targeted (N=90)

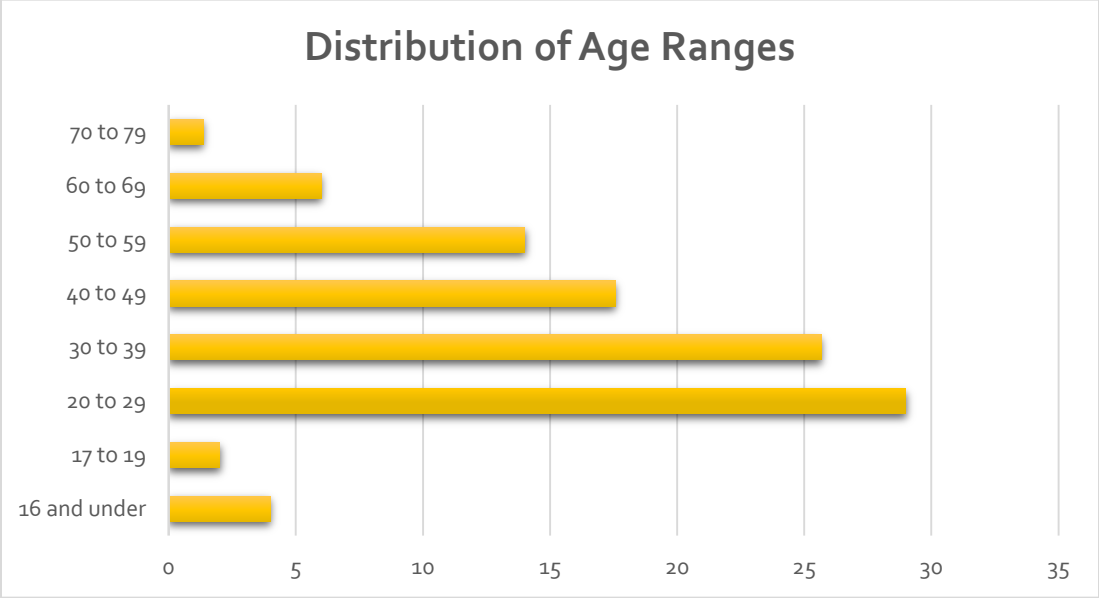

Figure 5: age range (percentage) (N=74)

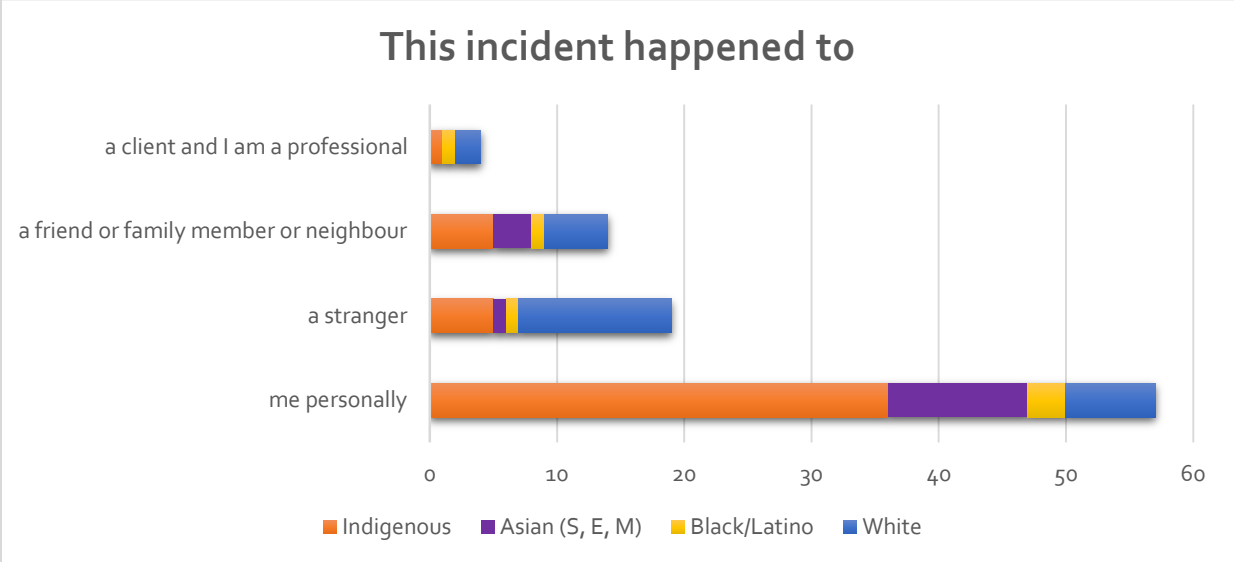

Figure 6: To whom the incident happened based on racial identity (N=94)

Respondents could indicate whether the incident happened to them personally, or if they were reporting an incident they witnessed or were told about. As illustrated in figure 6, most participants reported incidents that happened to them (N=57), and most incidents happened to Indigenous people,

or those perceived to be Indigenous, followed by those targeting Asian identifying (or perceived to be). Slightly less than half were third party reports.

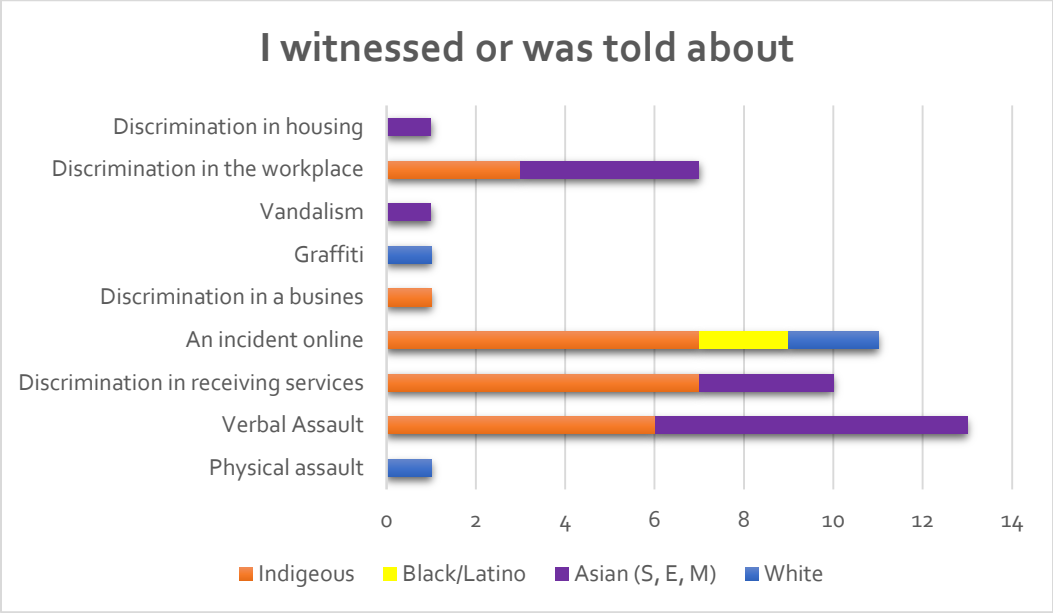

Figure 7: Third person reporting (N=44), classed by identity and type of incident

In both personal and third-party reporting, the most common type of incident was a verbal assault, followed by discrimination in receiving services, consistent with previous reporting cycles. Most targets of these assaults were either Indigenous or Asian identifying (or perceived to be). Several verbal assaults leveraged harmful stereotypes, for instance:

> *I was on a flight to Thunder Bay on October 30th and a man sitting beside me started to chat. He was heading home to Thunder Bay as well. He stated he was a white guy. As the plane was getting ready to land at YQT, he said "Here's what I think is wrong with Native people, your brains are genetically pre-dispositioned to addiction. That is why a lot of them are alcoholics." I am a First Nations woman. This was very harmful. I told him it was a harmful and untrue statement and he accused me of "shutting down conversations."*
>
> November 2021

> *Neighbor is harassing my family because of our ethnicity (Chinese), tells my parents to "go back to China", tries to intimidate us, swears at us and gives us the middle finger. Started months ago but got worse in September.*
>
> September 2021

Incidents classified as physical assault, while rare, involved threats and intimidation, which respondents described as high risk and harmful to themselves or others, as illustrated in the story below:

White male in truck aggressively runs me off the road, while driving. First pulls up stares at me, then pulls behind me tail gates me for a few blocks nearly hitting my vehicle, pulls up next to me and stares at me for a long time making me fill very uncomfortable, then speeds up cutting me off and slamming on his breaks causing me to swerve of the road, mind you I'm with my baby and driving as careful as possible, he clearly saw that I am First Nations/ Native American and definitely not a road rage incident I was merely in my lane driving in accordance he targeted me.

May 2020

Respondents were asked to classify the type of incident they experienced or were reporting on, and many choose more than one response, reflecting the multidimensional nature of their experience, as the story below illustrates:

*A client of mine gave me permission to share that he frequently gets bothered by people driving by in their vehicles. From eggs or trash being thrown at him to words being yelled. Yesterday evening, he was simply sitting on a park bench outside of his apartment complex (which happens to be on a busy street) when a man yelled * you stupid f***ing Indian* out at him.*

August 2021

Other reports contained stories of verbal abuse fueled by xenophobia. This story demonstrates how this type of abuse not only impacts feelings of safety in the workplace but also at home:

… I hired a landscaping company to mow the lawn at [a multi-unit dwelling]. The employees are international students. When they attended the property to do their work, a tenant from the main floor unit was in the backyard drinking beer with his friends. He picked a fight with the lawncare employees, calling them names and telling that his tax dollars pay their wages … and that they should go back to Mexico (they are from India). The employees were frightened and offended. They left the jobsite. Their employer contacted me today to tell me what had happened and let me know that they will not be going back to that property again. To make matters worse, the tenants that live in the upstairs unit, who are also international students, witnessed this occur. They are now also quite afraid and uncomfortable in their own space.

June 2020

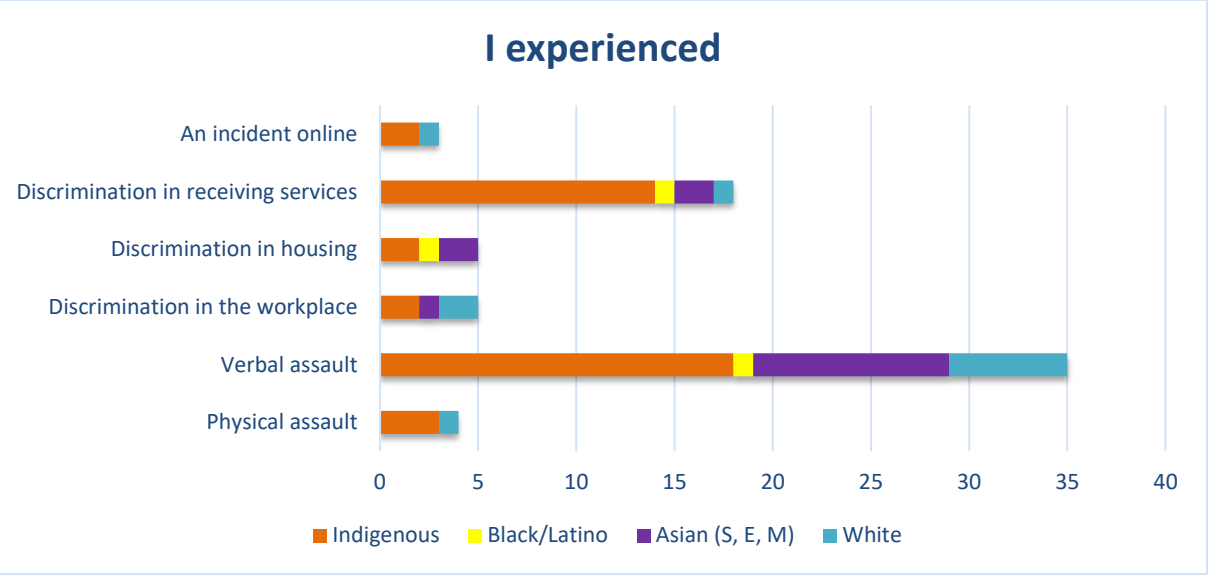

Figure 6: Type of Incident, by racial identity of the target (N=70 -nb the number of people reporting personal experiences is smaller than the number of incidents as some respondents experienced more than one type of incident)

Four respondents indicated they believed the reported incident to be motivated by religion (two Indigenous Spirituality, one Jewish, one Muslim), however, based on the description of the incidents, it is unclear how religion or spirituality played a role in the incident.

Where the Incident occurred

Respondents were asked about where and when the incident occurred. Most indicated the incident happened during the day. About half of respondents provided a specific location. The distribution of incidents continues to reflect a concentration of incidents in the downtown cores and Intercity area.

Reported incidents were also classified to generalize type of location, and this information is presented in figure 9. Like previous reporting periods, most incidents happened at a retail establishment, though incidents occurring at a residence were more prevalent than online, which differs from previous reports. At a residence was the second top location, followed by online incidents. Consistent with the previous reports, 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 retail establishment.

Consistent with previous reports, this year saw some participants document the impact of microaggressions as they go about their everyday lives, and the compounding impact they can have on personal wellbeing:

> *Today I was standing in line at Metro on River st when I was waiting for my turn to be rung through by the cashier and overheard the cashier and a woman having a nice conversation. So when it was my turn I kindly said hello and the moment she saw me she changed her attitude, did not greet me and started whipping my groceries without care. Once I was done paying she kindly greeted the man who was next in line. I'm native and everyone in above story was white. I felt racially discriminated and was treated differently than the white person in front and behind me. I*

don't usually feel affected by this but she made me feel very hurt in how instantly she changed her mood and attitude when she looked at me. I feel that if enough of these seemingly small incidents get report, that maybe something will change in our city.

June 2020

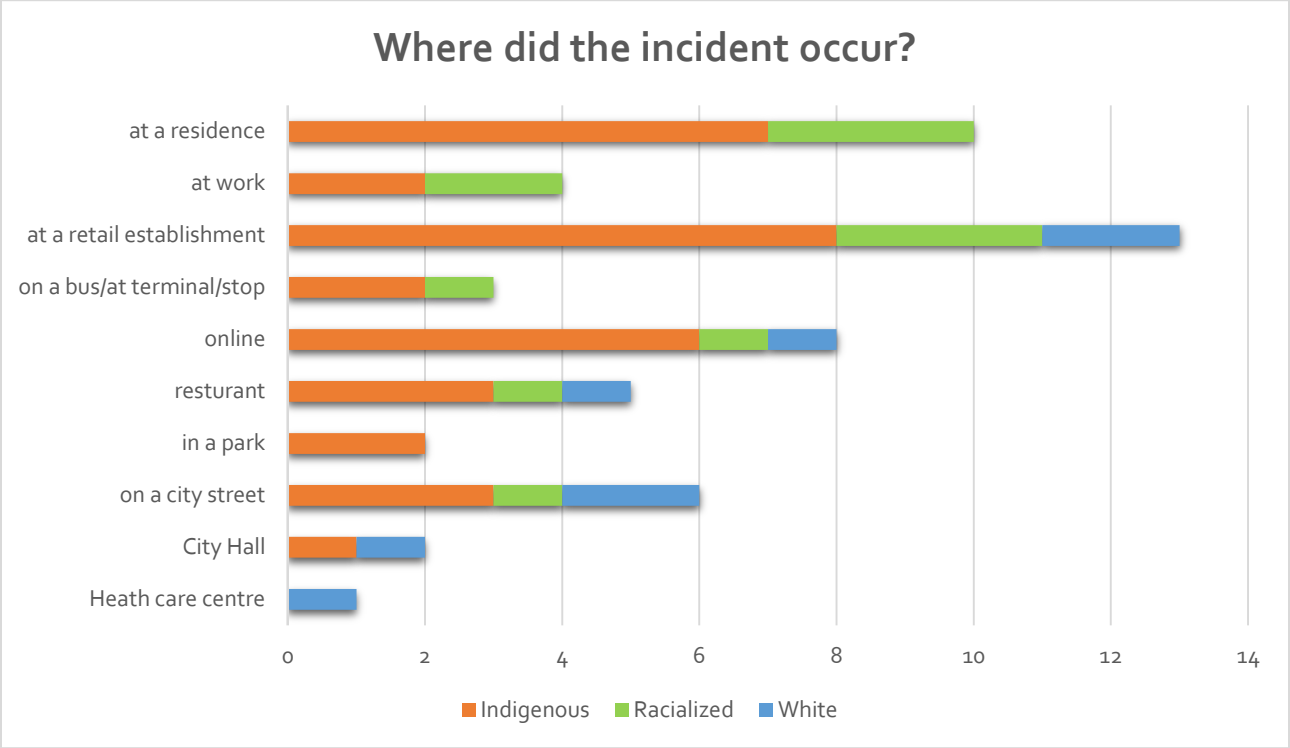

Figure 7: Where incident happened, based on racial identity of the target (N=54) nb – the racial categories of Black, Latino, Asian were aggregated to 'racialized' due to the low numbers associated with each category independently.

Addressing the Incident

The second open ended questions asked respondents how they would like to see the incident addressed. Like previous reporting cycles, of the 70 responses to this question, the dominant theme was a call for better accountability for actions of those inflicting harm on individuals and groups. 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:

It's hard. I would say increased training for paramedics but training can only do so much towards empathy. Maybe more government incentives for Indigenous paramedic programs.

Sept 2021

Not entirely sure. Perhaps public awareness that these types of things happen on a daily basis for POC. Public education?

August 2021

> *Educate the owner about status cards and have him educate all his employees, as well post a sign in his window that indicates status cards welcome here.*
>
> August 2021

Some also indicated that there was value in a reporting service to capture and record these incidents:

> *…I appreciate that there is at least a forum (like this one) in which I can report this kind of thing. I don't know what the next steps should be though.*
>
> June 2020

Respondents were also asked if they would like to be contacted to receive support services. Of the 16 requests for follow-up:

- 1 telephone request had follow-up selected and a referral was provided to the individuals local MP (Member of Parliament)
- 1 online request wanted more information about the Incident Reporting Service
- 1 online request was provided a referral to the Human Rights Legal Support Centre

Discussion

As noted in previous reports, 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 survey 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 base to existing research and statistics.

The results of this analysis parallel findings from previous reports. Like the pilot, and the program results in 2018/19, this report demonstrates 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 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.

This reporting cycle saw the continuation of more individuals identifying as a racialized group using the service (26% this report, 18% in 2019, 7% in 2018). The most likely users of the service in terms of age also remained within the younger age ranges (20-29 and 30-39). Thunder Bay has seen a steady increase in the number of immigrants to the city in recent years (Labelle, 2022), many of them in this age range. These trends may help explain these numbers.

The number of individuals identifying as white also continues to decline, both in terms of respondents and targets. This reporting period, 28% of people identifying as white used the service, compared to 33% in 2019, and 52% in the pilot). Those reporting incidents targeting white-identifying rose this period (12%, up from 5% in 2019) but is still below the high of 33% in the pilot. These trends suggest that the program is reaching the populations more likely to experience racism in Thunder Bay, based on existing research evidence.

The results of this analysis also align with some key findings from the 2022 City of Thunder Bay's bi-annual Citizen Satisfaction Survey. This survey asked a question on residents' experiences with discrimination. This year it recorded nine percent of respondents had experienced discrimination because of their race or colour, down from 13 percent in 2019. Like results from this reporting service, most people who experience racism are recipients of a verbal assault in a public place, most often a store.

Like previous years, most people who use the reporting service, want to see more anti-racism education, training and greater accountability for those perpetrating racism. It is important to document if/how the information from this reporting tool is being used to improve policies, address accountability, and inform anti-racism training.

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Appendix A 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: Community-based Racism Reporting Tools

Several groups across Canada have launched reporting tools to provide safe, community-driven options for reporting incidents of hate and discrimination.

Stories shared through these platforms provide communities, advocates and organizations a key source of data to inform policies, programs and broader action to address hate, violence and discrimination against racialized individuals and communities.

In each case, these platforms also act as key repositories for localized resources that support individuals in responding to hate and finding both individual and community victim supports. The relationships that underpin each of these efforts are crucial in ensuring that the projects are guided by community each step of the way—from data collection, to analysis, to responding.

Project 1907 and Fight Covid Racism Reporting Platforms
project 1907 is a grassroots organization run by Asian women in BC. They offer a confidential online reporting centre in 11 different languages. The aim of the platform is to collect data on incidents of racism, hate and violence experienced by the Asian diaspora in Canada to develop strategies, awareness and advocacy for policies and improved outcomes for Asian communities.

The Fight Covid Racism project was created by the Chinese Canadian National Council - Toronto Chapter; Chinese Canadian National Council Social Justice; Chinese and Southeast Asian Legal Clinic; and Civic Engagement Network - Society of Canada to track and report instances of anti-Asian racism and xenophobia in Canada.

project 1907 and Fight Covid Racism offer extensive resource libraries on their platforms including information about the diverse histories and contemporary experiences of Asian communities, culturally responsive counselling, mental health resources, and workshops and learning tools.

BC Association of Aboriginal Friendship Centres (BCAAFC) and Safe Space Networks
In response to stories and experiences shared by Indigenous people accessing the healthcare system in BC, the BCAAFC partnered with Safe Space Networks to provide a safe, completely anonymous reporting web app to report instances of racism, discrimination and violence against Indigenous peoples within the healthcare system without the fear of retaliation or further harm.

Respondents can also share positive healthcare experiences—information that can help others access healthcare providers who are safe and supportive. These anonymous stories "become part of a collective body of knowledge that is used to identify patterns in the healthcare system."

The app allows respondents to walk through the process of submitting a report, allowing them to make an informed decision about sharing their experiences before doing so. The platform also gives respondents the option to seek support—through a directory of local resources and supported sharing circles.

The Coalition of Muslim Women of Kitchener-Waterloo (KW) Report Hate System
Grounded in over 10 years of building relationships in community, in 2021, the Coalition of Muslim Women of KW launched a community-based reporting system providing racialized residents an alternative to reporting incidents of hate and discrimination to police and to build a better understanding of how hate is impacting communities in the KW region.

Residents can submit incidents through the online reporting platform, call, text, or What's App message. They can submit the report for informational purposes only or to request support from the Coalition. Staff offer one-on-one or group support to restore relationships, mediate conflicts, build strategies for perpetrator accountability, advocate to institutions such as schools or police, pursue human rights cases and access culturally sensitive counselling services.