

# Award of Excellence

# 1999



## Introduction

"The Summary of Anti-Racism Practices" is a report developed by the Canadian Race Relations Foundation (CRRF), based on information submitted by organizations for the CRRF Award of Excellence Program. The program recognizes excellence and achievement in the area of race relations and anti-racism practice, and provides awards and a cash prize to the winners.

Launched at a public event in Montreal, Québec, in 1998, the Award of Excellence Ceremony took place in Ottawa, in 1999 at a national symposium of anti-racism practitioners sponsored by the CRRF. The winner of the 1999 Award of Excellence and cash prize was Media Awareness Network. The winners of the Awards of Distinction were the Harmony Movement, the British Columbia Teachers' Federation, the National Capital Alliance on Race Relations and Providence Health Care / Mount St. Joseph Site. Their summaries can be found in the report.

The report serves to highlight the work of many organizations in Canada, committed to combating racism and hatred. The reader will find an overview of the anti-racism initiatives or programs that the organizations submitted, and a description of outcomes and / or lessons learned. The work of the organization is described in the background/context section and information is provided to contact the people involved.

The report profiles a range of non-government organizations and government agencies from a variety of sectors. There are summaries from educational organizations, labour and health organizations, church groups, immigrant settlement agencies, human rights bodies, and others working to impact change at organizational and/or community levels. Strategies and initiatives include public awareness campaigns, educational and training initiatives, policy development and implementation efforts, combating hate on-line and in communities, youth projects and Aboriginal justice initiatives.

The "Summary of Anti-Racism Practices: 1999 Award of Excellence Program" provides a 'snapshot' of the many of anti-racism strategies that exist, and the range of organizations involved. The Summary is published as part of the Canadian Race Relations Foundation's mandate to share and promote information on practical strategies to combat racism. It is hoped that the reader will use this document as a reference and a resource.

This document can be downloaded, photocopied and circulated.

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*Organization Name*

**Aboriginal Ganootamaage Justice Services of Winnipeg**

*City*  
Winnipeg

*Province*  
MB

*Federal Region*  
Prairies

*Background / Context*

The Aboriginal Community Rights Advocacy (ACRA) training program was created in 1997 to provide Aboriginal people intensive education and on-the-job training in the areas of human rights and justice. The program involves four partnership organizations: Manitoba Association for Rights and Liberties (NGO), Aboriginal Ganootamaage Justice Services of Winnipeg (NGO and sole Aboriginal partner and host organization), Manitoba Human Rights Commission (provincial government) and the Canadian Human Rights Commission (federal government). The program was born out of a recognition that a large proportion of Aboriginal people do not know or fully understand the rights and responsibilities accorded them within Canadian society.

*Initiatives / Program Activities*

The 73 week ACRA training program began in February 1998 and will end in June 1999. Four Aboriginal people have been selected to attend 4 weeks of classroom training (computers, conflict resolution skills, business writing, public speaking, etc.) followed by a 17 week internship at each partnership organization. The main goals and objective of ACRA are that the advocates-in-training gain an understanding of: the rights and responsibilities Aboriginal People share with other Canadians; the unique concerns of Aboriginal people; a knowledge of services available in the community; the ability to undertake the role of advocate for the Aboriginal communities and; to assist the partners in providing more culturally-sensitive services to Aboriginal people and enhance existing links with Aboriginal communities.

*Outcomes / Lessons*

The trainees have gained a wealth of knowledge about the inner workings of the organizations at which they have been placed, and about the various legislation, policies and processes which govern and guide these agencies. In turn, the partners have gained further understanding and awareness of the challenges facing Aboriginal people as well as the cultural differences which exists between Aboriginal people and mainstream society. This has led to a deeper understanding of the importance of the inclusion of cultural components into education and training. The ACRA training program is a model for the creation of healthy relationships between mainstream society and Aboriginal communities based on the principles of mutual respect, sharing, recognition and responsibility.

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**Artists Against Racism**

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National

*Background / Context*

Formed in 1992 Artists Against Racism (AAR) is a non-profit organization which produces national and international education campaigns where renowned musicians, actors, writers and other artists serve as role models to youth. AAR began as an idea to reach the future of Canada, the youth. By 1995 75 top Canadian artists had signed on in order to reach youth nationwide and teach them about equity in an effort to combat the multitude of racist propaganda directed at youth. In addition to promoting AAR through the wearing of the AAR symbol, a violet Ribbon, AAR artists put the AAR logo and website on the backs of CD jackets. AAR artists include Leonard Cohen, Sarah McLachlan and Oscar Peterson.

*Initiatives / Program Activities*

AAR systematically makes most of their projects large public education campaigns. TV and radio PSA's run on donated air time on partnership stations such as CBC, CTV, Teletoon, Muchmusic, 102.1 The Edge and 99.9 The Mix. AAR has 30 radio PSA's which run daily and involve artists such as Phil Collins and the Tragically Hip. AAR subway posters and outdoor pillar ads are prominent on donated space from numerous community partners. Info tables featuring newsletters, postcards, stickers are also set up at nationwide concerts such as Lillith Fair. AAR's website and Action Packs (available for schools and community leaders) has also proven to be particularly useful in reaching youth. Also, artists involved with AAR add the AAR logo and web address to the back of their CD jackets.

*Outcomes / Lessons*

AAR focuses on putting its funds into hi-impact and proactive endeavors which are seen and/or heard by millions, particularly youth, on a daily basis through large communication channels and venues. The highly educational and interactive website has over 80,000 hits a month, and has won numerous awards including the prestigious Point Survey Award for one of the top 5% of websites. Pagepass, a new community partner, which sells pagers mostly to university students will be putting an AAR info card in the 2000 pager packages they sell monthly. These programs are creative and effective methods to help solve the problem of racism, use a systemic approach to change, involve community partners and have the capacity to teach and inspire others.

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**Canadian Alliance in Solidarity with Native Peoples**

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*Background / Context*

CASNP is a grassroots movement that takes its direction from Aboriginal People. Incorporated in 1959, its mandate is to educate non-native Canadians about Indigenous People, to encourage co-operation and to act for justice on issues such as land rights, self-determination and the penal system. CASNP has intervened in Gustafsen Lake, Stoney Point and the League of Indigenous Sovereign Nations. It receives no government funding and is self-sufficient.

*Initiatives / Program Activities*

CASNP provides resources to educate the public on Native issues. It has published several works to assist teachers and runs a newsletter "Phoenix" for members. Its offers cross-cultural workshops for professionals, operates a resource centre, and has a Speaker's bureau to inform and educate people on current Indigenous issues. CASNP produces the "Resources Reading List - an annotated bibliography of recommended works by and about Native Peoples".

*Outcomes / Lessons*

CASNP has actively involved and educated individuals on issues facing Aboriginal Peoples in Canada, North America and around the world. It has acted as support group for Aboriginal and non-Aboriginal people and has been active in supporting specific Aboriginal struggles.

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**Canadian Council for Christians and Jews**

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Toronto	ON	National

*Background / Context*

The CCCJ is a non-religious membership organization dedicated to uncovering and eliminating prejudice and bigotry in Canadian society. Throughout its 50 year history, the CCCJ has undertaken research and public education initiatives to make Canadians aware of the negative effects of racism. With a staff of five workers reporting to a Board of Directors, the CCCJ is membership driven with funding from individuals, government and corporations. Over the years, it has worked in partnership with educational and community-based organizations. Its scope has been national, regional and local.

*Initiatives / Program Activities*

3 program areas: 1) Training and Education eg. Seminars, teaching tools, scholarships, etc. 2) Public Information eg. Research studies, public forums, etc. 3) Advocacy e.g. Submissions to government, etc. Recent and ongoing initiatives: Public service announcements; public education campaigns; management training programs; human relations awards; documentary; symposiums; youth exchanges; and internet based education programs.

*Outcomes / Lessons*

The CCCJ is one of the first organizations founded solely to promote goodwill and to eliminate prejudice. It believes that educating Canadians about intercultural understanding is the basis for eliminating racism. It has worked primarily with educational organizations and recently has focused its efforts in the post-secondary and business sectors. In 1992, the CCCJ received the federal Minister's Award for Excellence in Race Relations from the Department of Multiculturalism and Citizenship.

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**Canadian Red Cross Society (Ontario Zone)**

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Mississauga	ON	Ontario

*Background / Context*

Founded in 1896, the Canada Red Cross is a volunteer-based organization. Within Ontario, it has 40 locations with 800 staff, 5800 visiting homemakers and 17,000 volunteers. In the early 1990s the Red Cross developed the Social Justice & Diversity Policy based on the fact that as a worldwide humanitarian organization, the Red Cross must be open and responsive to all members of society. In supporting, developing and implementing the Policy, the Ontario Zone is committed to addressing racism, as well as other forms of discrimination, in our mission, values, culture and workforce.

*Initiatives / Program Activities*

In full support of the Policy, the Ontario Zone hired a Diversity Development Coordinator and formed an Ontario Zone Social Justice & Diversity Committee. Three educational workshops available to staff and volunteers have been designed, developed and delivered: an 8 hour Investing in Diversity workshop; a two hour Social Justice and Diversity Policy orientation and ; an interactive session for visiting homemakers as part of a training course. The Ontario Zone has also produced a logo and a pamphlet. A Diversity Development resource section containing books, tapes and videos has also been added to the Ontario Zone Resource Center.

*Outcomes / Lessons*

32 Investing in Diversity workshops have been held throughout Ontario with over 500 staff and volunteers participating. 36 trained volunteers and staff are able to deliver the workshop. Hundreds of others have participated in other workshops. Staff is also now evaluated on their ability to deal with and show respect for diversity. A Social Justice & Diversity Internal Assessment Framework has also been developed. Less tangible, but equally important are the everyday evidence that the Diversity initiative has become part of the organization's consciousness and culture.

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*Organization Name*  
**City of Saskatoon**

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Saskatoon	SK	Prairies

*Background / Context*

Since the 1970's, the City of Saskatoon has progressively become more involved in improving race relations in the city administration, its programs and within the city itself. Over the years, their emphasis has moved from community relations to improving race relations to equity and anti-racism. Staffing to meet these changes has gone from part-time to permanent. This has resulted in the development and implementation of policies and programs that have had impact on the administration and the delivery of service to the community. A wide range of strategies, programs and projects have been combined to foster positive change. Their efforts were recognized in 1996, when the Federation of Canadian Municipalities presented them with the first Wolf Award.

*Initiatives / Program Activities*

The success of the Saskatoon initiative in the 90's is attributed to the creation of the Race Relations Committee and a permanent race relations coordinator position. A comprehensive corporate strategy was developed. A cornerstone of this strategy is the implementation of mandatory cross-cultural education for all city employees and a Train the Trainers Program. A secondary component is the improved accessibility to municipal services by Aboriginal People, as a result of concerted outreach efforts and programming. The Race Relations Coordinator oversees many other initiatives in the areas of: publications and research; public awareness events; and civic policy and program reviews.

*Outcomes / Lessons*

It is noted that the outcomes and lessons have been difficult to evaluate. However, it appears that the initiatives have resulted in greater employee awareness and understanding of the issues of racism and better Aboriginal access to civic services and programs. There has been a sharp increase in the number of employees who stop by the Race Relations Office to borrow resource materials; the participants' reactions to the courses have been more positive and constructive; inter-agency cooperation and grass-roots participation from First Nations communities has risen. The greatest progress has been achieved through a multi-faceted approach combined with ongoing communication through the media, within the corporation and throughout the community network.

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**Community Dialogue on Racism, Inc.**

<i>City</i>	<i>Province</i>	<i>Federal Region</i>
St. Catharines	ON	Ontario

*Background / Context*

The Community Dialogue on Racism (CDR) was formed in 1994 following racially motivated arsons in St. Catharines. CDR actively challenges racism, ethnic or religious harassment and bias/hate crimes and works to develop cross cultural understanding and ethnocultural equity. CDR is a non-profit, non-partisan community coalition comprised of individuals, service organizations and representatives from various ethnocultural communities. Inclusivity and active participation of all CDR members and partners is crucial to CDR's underlying methodology and to achieving the goals of social justice, equity and access for all.

*Initiatives / Program Activities*

CDR's recent major public events were the second annual Youth Empowering Youth Conference and the Reject Racism Benefit Concert. Both serve to support, inform and develop skills which will enable youth to challenge racism. A significant change has been that both of these events are now "run by and for youth". The CDR Conference Planning Committee was comprised mainly of CDR youth members. CDR is also involved in public education through all forms of media; school board policy and program development; newcomer community development and countering white supremacist activity. In addition, CDR members spearheaded the founding of St. Catharines Mayor's Committee on Community and Race Relations.

*Outcomes / Lessons*

The Youth Empowering Youth Conference marked an exciting beginning of the CDR sponsored Niagara Region Youth Human Rights Council (NRYHRC). NRYHRC is composed of 7 multicultural, anti-racism and human rights committees in the Niagara Region, and 4 associate members across southwestern Ontario. The Conference and the Concert attracted 400 youth. These events increased education, increased the number of trained Youth Anti-Racism Leaders; increased co-ordination regarding anti-racism among youth, educators, and community across the Niagara Region, and increased awareness among educators of CDR resources.

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*Organization Name*

**Federation of Canadian Municipalities**

<i>City</i>	<i>Province</i>	<i>Federal Region</i>
Ottawa	ON	National

*Background / Context*

FCM is recognized as the national voice of municipal governments. Municipal leaders from all parts of Canada in conjunction with a National Board of Directors establish FCM policy. Over the past decade, the FCM Race Relations Program has consistently promoted initiatives among its over 600 municipal members to combat racism and bring about institutional change. FCM believes that municipalities, as the order of government most directly involved with the general public, are well-positioned to bring about change.

*Initiatives / Program Activities*

The Standing Committee on Race Relations- in cooperation with the Board, the Federal government, institutions, school boards, Native leaders, local organizations and police representatives - guides the work of the Race Relations Program. Initiatives and programs include: producing and disseminating educational materials, organizing national and regional conferences and symposiums, a national FCM Race Relations Award, encouraging municipalities to establish race relations committees, presenting briefs to Parliamentary Standing Committees and producing a national magazine (Forum).

*Outcomes / Lessons*

Networking with about 30 municipal race relations committees FCM has made race relations a national municipal priority. FCM provides incentives to effect municipal action e.g. Rossland (BC) with FCM's assistance, passed a by-law/policy to combat hate. FCM's March 21 Campaign has resulted in 140 municipal governments (compared to 50 five years ago) annual commemoration of the UN declared day. Overall, FCM has stimulated municipal leadership to combat racism. The FCM network uses public education combined with a grassroots sense to help bring about real and long-lasting institutional change.

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**Harmony Movement**

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*Federal Region*  
Ontario

*Background / Context*

Founded in 1994 the Harmony Movement is an independent, non-partisan, non-profit national organization dedicated to fostering mutual respect among all people and promoting diversity in Canada. The Harmony Movement works closely with corporations and community groups in delivering its education, cultural and social programs. The Harmony Movement believes that the themes of anti-racism and race relations should be incorporated into everyday "mainstream" life in Canada. It is also the Harmony Movement's belief that words like "harmony" and "diversity" could be used interchangeably with "anti-racism" and "race relations" thus fostering greater acceptance of the mainstream society.

*Initiatives / Program Activities*

In 1997 the Harmony Movement commissioned 24 Canadian photographers to explore the textures and complexity of life in Canada. The result is a collection of personal stories, both of their own and their subjects, which reflect the facets of harmony within Canada's cultural diversity. The project spawned four projects: a national exhibition of original photography entitled Them=Us; a bilingual photography book containing the exhibition photographs alongside the writings of 24 Canadian writers; an educational resource kit to be distributed to various educational institutions and; a video documenting the making of the national project. Other programs include a scholarship, award, banquet and newsletter.

*Outcomes / Lessons*

The exhibition has traveled to more than 35 cities and smaller communities across Canada. A version of the exhibition will open at Toronto's Royal Ontario Museum in 1999 for a six-month run. Through the national project, Many Faces, Once Voice, the Harmony Movement was able to create and nurture a network of organizations in race relations, anti-racism, immigrant aid and multiculturalism. The project itself is based on a belief that a picture speaks a thousand words. The Harmony Movement has been very successful in delivering an anti-racism message in a medium that is highly accessible and equally powerful.

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**Immigrant and Multicultural Services Society of Prince George**

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*Federal Region*

Pacific

*Background / Context*

Since its inception 23 years ago, IMSS has promoted racial harmony and the elimination of racism. IMSS does so by focusing on youth. IMSS believes that when youth grow up with a mutual respect for other cultures and understand the effects of racism they create a society based on equality, fairness and social justice. IMSS works in conjunction with local ethno-cultural groups, service organizations, the media, theatre groups, the city of Prince George, school districts, colleges and universities.

*Initiatives / Program Activities*

The IMSS youth groups since it started in 1980 has organized several local and regional youth conferences. Racism is one of the main concerns dealt with at the conferences. Since 1985 IMSS has worked on racism in schools and the community through the use of video tapes about intercultural intergenerational conflict as well as offering educational programs in schools and the community.

*Outcomes / Lessons*

IMSS has been successful in getting the school board to adopt a multicultural policy. The school district has also formed a committee on racism in cooperation with IMSS. The IMSS Youth Group started a drama group called "Diversity in Action". The drama group developed an innovative play, performed at schools and community events. In 1997 the group received the Provincial award "BC Eliminates Racism Together" in recognition of their performance and their efforts to eliminate racism. During the 1997-1998 year the youth have performed more than 25 times in the community.

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**London Multicultural Youth Association**

<i>City</i>	<i>Province</i>	<i>Federal Region</i>
London	ON	Ontario

*Background / Context*

The main objective of the London Multicultural Youth Association (LMYA) is to assist youth of all cultures, through the provision of education programs, community participation and development, in order to promote better understanding among all races within Canadian society. LMYA has been instrumental in orienting multicultural youth between the ages of 15-25 to the community and has been responding to their social, education, and employment needs.

*Initiatives / Program Activities*

LMYA programs include the in-school service program, the Multicultural Summer Camp and special events. The in-school service program involves the development of multicultural clubs, panel presentations and training for peer mediation. LMYA in partnership with minority communities, held the Multicultural Summer Camp. The camp fostered cultural awareness, civic justice and social responsibility. Activities included workshops on anti-racism and children's rights and visits to local nursing homes to take residents for walks. Special events include the Essay/Poetry Writing Contest and the Anti-Racism/Cross Cultural Education Conference for youth and adults.

*Outcomes / Lessons*

The number of individuals reached by LMYA exceeded 6,000 through participation in the above stated programs. In addition schools gained a more active student body with the formation of multicultural clubs. Once the peer mediation structure is in place there will be an effective means to diffuse conflict situations. Through the summer camps youth of diverse racial and cultural backgrounds are brought together and form lasting friendships. Youth involved with LMYA also become more knowledgeable about the resources in the community that they can access to gain support.

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**Multicultural Association of Nova Scotia**

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Atlantic

*Background / Context*

The Youth Against Racism - Train the Trainer initiative started in 1996 and has been supported by schools across Nova Scotia. This is a youth run project; students receive anti-racism & leadership training. Developed by the Multicultural Association of Nova Scotia, MANS identified the need for youth to talk to youth about racism. This organization has been in existence since 1975 and has spearheaded a number of multicultural and diversity related projects. MANS was the driving force behind Bill 9, The Act to Promote and Preserve Multiculturalism in Nova Scotia.

*Initiatives / Program Activities*

The program is into its third phase of activities. In Phase I, a series of regional planning workshops were held to conceive and implement the plan. In Phase II, a Multicultural youth group was formed, educational tools and exercises were developed, and anti-racism training workshops were held. In phase III, a new group of students will be trained, while expertise and support is enhanced for members of the first two groups.

*Outcomes / Lessons*

Over 30 schools in the province have participated, resulting in the training of 126 youth from across Nova Scotia. As a result, a number of youth-driven initiatives have been developed in the schools: e.g. Peer mentoring, anti-racism groups, workshops, multicultural fairs, etc. MANS seeks to maintain the network and program. A Youth Against Racism web-site and newsletter have been developed. Youth have received information, knowledge and skills to take action against racism in schools. Phase III will allow another 120 youth to be trained.

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**National Capital Alliance on Race Relations**

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Ottawa	ON	Ontario

*Background / Context*

In existence since 1981, the primary function of the National Capital Alliance on Race Relations (NCARR) is to promote harmonious race relations throughout society, as provided under the Canadian Charter of Rights. NCARR is committed to the elimination of racism, building links between communities and institutions; increasing public awareness; providing anti-racist education programs and encouraging the participation of visible minority youth. The two greatest achievements of NCARR are the Police Minority Youth Program (PYMP) and the successes of NCARR in representing visible minorities regarding claims of systemic discrimination particularly employment equity.

*Initiatives / Program Activities*

Created in 1990, in partnerships with the Ottawa-Carleton Police Services and the Ontario Provincial Police, PMYP places minority youth with area police services. Youth also attend weekly workshops provided by NCARR. The objectives of the program are to facilitate understanding between police and minority youth and to encourage youth to consider policing as a career. In recent years NCARR has vigorously pursued employment equity issues concerning visible minorities. In 1997, the Canadian Human Rights Tribunal (CHRT) found in favor of NCARR in stating that the federal department of Health Canada has unjustly discriminated against its employees who are members of visible minorities.

*Outcomes / Lessons*

Ninety minority youth have participated in PMYP. Police officers are receiving race relations training, seven minority youth have gone on to become police officers and the relationship between the police and the ethno-cultural-racial communities have improved. In the case put forward by NCARR, CHRT took decisive measures in eliminating discriminatory barriers for visible minorities and instituted corrective measures. One effect is that the Tribunal has clarified a number of principles and guidelines that other employers should adopt in making employment equity happen within their own organizations.

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*Organization Name*

**Newfoundland-Labrador Human Rights Association**

<i>City</i>	<i>Province</i>	<i>Federal Region</i>
St. John's	NF	Atlantic

*Background / Context*

The Newfoundland-Labrador Human Rights Association (NLHRA) is a non-governmental agency formed in 1968. Its basic mandate is to promote awareness of and to defend human rights. It does so through research, education and advocacy. The Association's work in the field of racism is based on developing and implementing activities that: promote knowledge on racism; use the most appropriate technological means and educational resources; and are appropriate for a particular region or target group, yet easily adaptable for use elsewhere or with a different target group.

*Initiatives / Program Activities*

Most programs of NLHRA are educational and are conducted in partnership with the Department of Education. NLHRA is heavily involved in developing educational resources, tools, guidelines, teacher's aids and methods in the area of human rights. For the past 8 years they have distributed educational kits to all junior and senior high schools in the province (a different kit every year) that focus on respect and understanding. Three resource readers-cross cultural education, human rights, and economic rights- have been produced. NLHRA also has an educational web site, an Internet and Young Writers Competition and gives numerous presentations to educational, community and professional institutions.

*Outcomes / Lessons*

NLHRA's work is widespread and has reached thousands of people and dozens of institutions. In the past year and a half alone NLHRA has made more than 40 presentations in 24 schools; thirty in 18 other educational institutions and 18 presentations with community groups. After 30 years of activities the association is still a vibrant participant in promoting harmony and understanding. The major lessons learned by the Association is that partnerships with other organizations and with those persons which will be using the resource is crucial.

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*Organization Name*

**Nova Scotia School Boards Association (NSSBA)**

<i>City</i>	<i>Province</i>	<i>Federal Region</i>
Halifax	NS	Atlantic

*Background / Context*

The Nova Scotia School Boards Association (NSSBA) is a non-profit organization dedicated to excellence in public education by providing leadership and services for school boards. NSSBA is the provincial voice for Nova Scotia's seven school boards that serve over 164,000 students. In 1996, NSSBA launched an initiative to provide assistance to school boards in the area of employment equity. Employment Equity and Good Education: Planning Now For the Future, consisted of three phases designed to help school boards move forward to include employment equity in their hiring policies and practices. The project was seen as a means of linking the employment equity resources that were developed by the Canadian School Boards Association.

*Initiatives / Program Activities*

Phase I, held in December 1996, provided the province's newly amalgamated school boards with an orientation to the principles and practices of employment equity. Phase II examined the readiness of boards to embrace employment equity, examined barriers to equity, and identified some strategies to overcome these barriers. It was held regionally throughout the province in April 1997. Phase III, held in February 1998, focused on implementation of employment equity. It involved individual board visits with the six anglophone school boards in the province (plans are in progress to provide a French component of the project for the 7th remaining Francophone board). Working groups from each board met to develop individualized action plans.

*Outcomes / Lessons*

The project has contributed to the establishment of new policies which in turn has led to an increase in hiring that will ensure more diversity in the school system. A diverse system will enable students to see persons from under-represented groups in a variety of roles throughout the system, and therefore would develop values that are free from prejudice. By the end of Phase III, three of the six anglophone school boards had adopted or passed an Employment Equity Policy compared with none prior to the NSSBA initiative. With the assistance of NSSBA these policies will be implemented.

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*Organization Name*

**Providence Health Care / Mount Saint Joseph Hospital**

<i>City</i>	<i>Province</i>	<i>Federal Region</i>
Vancouver	BC	Pacific

*Background / Context*

In response to the many new immigrants whose health care needs were not being met, the Sisters of the Immaculate Conception opened their first dispensary in 1921. The service grew over the years, into a small hospital in 1928, to a large general hospital in 1948 serving, not only the immigrant population, but the population at large. In 1991/92, the hospital reconfirmed its commitment of service to the multicultural community by creating two positions and allocating funds to further develop programs/projects to serve the multicultural community. The organization has merged several hospitals and health care facilities into one entity and became the Providence Health Care Society in 1997.

*Initiatives / Program Activities*

There have been many programs, projects and activities that have been undertaken to promote accessible and culturally sensitive care. Current actions taking place within the Providence Health Care Structure include the development and implementation of policy statements; interpretation and translation services; in-house diversity training and awareness campaigns; policies and procedures reviews to ensure access and fairness. Community partnerships have been developed with a range of health and social service providers to reduce cultural and linguistic barriers, and to affect organizational and systems change. Resources such as newsletters and conferences have been developed to educate providers and the public.

*Outcomes / Lessons*

The "Multicultural Change in Health Services Delivery" project has had the greatest impact throughout the BC mainland. Twenty-two health care agencies committed themselves to initiate change within their own organizations resulting in a number of resources being developed, and the development of an initiative to share information using technology ("Translated Materials In Health Care"). Other outcomes include: meeting unmet needs; culturally sensitive and appropriate care; progress in other organizations; cost effectiveness; standards developed; and resources produced. Their efforts have been recognized by the City of Vancouver's "Cultural Harmony Award"(1997) and the Vancouver Multicultural Society's Award of Excellence (1998).

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**Saskatchewan Intercultural Association, Inc.**

<i>City</i>	<i>Province</i>	<i>Federal Region</i>
Saskatoon	SK	Prairies

*Background / Context*

The Saskatchewan Intercultural Association (SIA) is a non-profit organization dedicated and committed to the promotion of fair and equal access to opportunities for all people. SIA has been working with governments, businesses, educational institutions, organizations and communities in Saskatchewan for the past 32 years. Its memberships comprises 70 cultural groups representing 15,000 individuals. SIA has three major program areas: the Saskatoon Multilingual School, Performing Arts and Equity and Anti-Racism.

*Initiatives / Program Activities*

The aim of the Equity and Anti-Racism program of SIA is to effect institutional change by increasing awareness of equity and anti-racism issues. SIA has a 6 member expert team which provides workshops and consultant services to institutions, businesses and individuals. SIA also has the March 21st Project where educational activities take place in cooperation with partner organizations to bring forth issues of racism. In doing so, SIA also attempts to better the lives of immigrants and racialized minorities by providing a computerized employment referral service, a Multilingual School program, and a service which publicizes community performing groups.

*Outcomes / Lessons*

The Saskatoon Multilingual School Program teaches classes to over 900 students in over 25 languages. The School also has a certificate program in teaching in conjunction with the University of Saskatchewan. 45 performing groups participate in the Performing Arts Program and are booked for a wide variety of events. The success of the Equity and Anti-racism program is evidenced in: an increase in public awareness, facilitation of partnerships between groups and in the formation of closer relations between employment equity practitioners and members of racialized minorities seeking employment.

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**Social Development Council of Ajax-Pickering**

<i>City</i>	<i>Province</i>	<i>Federal Region</i>
Ajax	ON	Ontario

*Background / Context*

For 28 years the Social Development Council of Ajax-Pickering (SDCAP) has endeavored to act as a catalyst for the development of caring, inclusive communities which supports the full participation of all citizens. Since the early 1990s, as a result of identified needs and issues, the agency has been working in the areas of multiculturalism and race relations. The work of SDCAP includes education, counseling, referrals, outreach and provision of resources for systemic and/or individual change.

*Initiatives / Program Activities*

Successful initiatives in the area of race relations undertaken by SDCAP include: a student forum designed to promote a better understanding of human rights issues at an OAC/Gr. 13 level involving 7 area high schools and 170 students and; community wide educational programs designed to promote long-term systemic anti-racism change. Workshops and kits developed from the programs include anti-racism policy writing, a guide to talking to children about race and a video on racism created by youth for youth. Currently, SDCAP is the lead agency in the "the Critical Path: Defining a Race Relations Strategy for Ajax-Pickering". The goal of the project is to provide opportunities for an increased level of community commitment to identifying and resolving race relations issues.

*Outcomes / Lessons*

SDCAP is recognized as a key if not the key agency working in Durham region in the area of race relations and immigrant settlement. SDCAP focuses on long-term solutions by developing innovative initiatives that provide tools for organizations to work within their own structures to make systemic changes. SDCAP through its advocacy work played a key role in getting the Town of Ajax to form a municipal race relations committee and approve a Race Relations Policy. Durham Region Department of Child Care has distributed the children's toolkit to all of their child care facilities.

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*Organization Name*  
**The Nizkor Project**

*City* Nanaimo *Province* BC *Federal Region* National

*Background / Context*

The Nizkor Project is an Internet-based educational resource which seeks to archive, for worldwide electronic access, materials that deal with the phenomenon of the history of hate, particularly regarding Nazis and the Holocaust. Established in 1995, the Project is based on the work conducted by Mr. Ken McVay since 1991. The Nizkor Project through the acquisition and storage of material relating to organized racism in Canada, past and present, and in educating Canadians by displaying and distributing this material endeavours to bring forth a more racially just Canada.

*Initiatives / Program Activities*

In addition to the library located on the internet Ken McVay, working closely with the League for Human Rights of B'nai Brith Canada, engages in extensive speaking tours and public appearances. Mr. McVay also shares expertise with and partners with provincial and federal government organizations, religious organizations and human rights advocacy groups. The Project conducts workshops and training sessions for these groups.

*Outcomes / Lessons*

The Nizkor project stores and delivers millions of pages of educational material to Internet users worldwide. By April 1998 Nizkor was receiving 12,000 visitors a day to the web site (in 1995 it was around 100 a day). The number of requests for documents from the general public, government, academics and social organizations continue to rise. In addition, Ken McVay received the Order of British Columbia in 1995 and a Media Human Rights Award from B'nai Brith Canada in 1996 in recognition of his work.

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**Town of Ajax Race Relations Advisory Committee**

<i>City</i>	<i>Province</i>	<i>Federal Region</i>
Ajax	ON	Ontario

*Background / Context*

The Town of Ajax Race Relations Advisory Committee was formed in 1996 and confirmed in Council in 1997. The 20 member Committee includes one member from Town Council, two Town staff members, two youth members representing both the public and separate school boards and concerned residents of Ajax. The Mayor is an ex-officio member. The objectives of the Committee include: to safeguard and promote the fundamental rights guaranteed by the Canadian Charter of Rights and Freedoms, the Ontario Human Rights code, and other governmental laws and polices which promote positive race relations.

*Initiatives / Program Activities*

In 1998 the Committee started "Civic Plus School" program between the Committee and the school boards. The goals of the program are to promote ethnocultural equity, positive race relations activities and human rights awareness in the Town. Elements of the program include the Committee partaking in the Boards summer camps. The Boards are also involved in the Committee's annual Multicultural Festival which was attended by 6,000 people in 1998. The Committee recently launched a Race Relations Policy for the Town which has been distributed to households and is displayed in all Town operated buildings. The Policy is a community blueprint for action. Most recently, the Committee has been involved in Diversity Management training workshops for senior staff of the Town.

*Outcomes / Lessons*

The Multicultural Festivals have promoted the value of diversity to all Ajax residents, youth, children, business', and the social service sector. Committee member, Hussam El Khazen, a youth representative, has been awarded the provincial Lincoln Alexander Race Relations Award. The Race Relations Advisory Committee also received an award from the Town for its race relations community work. In addition, The Federation of Canadian Municipalities has noted that out of the 30 odd municipal race relations committees across the country, the Town of Ajax's committee appears to be one of the most active.

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**United Way of the Lower Mainland**

<i>City</i>	<i>Province</i>	<i>Federal Region</i>
Burnaby	BC	Pacific

*Background / Context*

The United Way of the Lower Mainland (UWLM) is mandated to serve the 1.8 million population (31% of whom are visible minorities) of the 19 municipalities which make up the Lower Mainland of B.C. United Way's three primary roles are as Fundraiser, Fund Distributor and Community Leader. Through internal practices of not tolerating racism, the requirement that all newly funded agencies have stated action plans for inclusion, and through its community leadership role in supporting and strengthening ethno-specific communities, all UWLM operations are based upon the principles of fairness and equity for all.

*Initiatives / Program Activities*

In 1992 UWLM embarked on the 3 year Agency Access Development Project (AADP). AADP gave United Way and 53 member and affiliated agencies the opportunity, and the resources to undergo deliberate and systematic anti-racist organizational change. The United Way also set in motion a number of ongoing, complementary strategies to ensure sustainability. The Community Harmony Program secured three years of new and additional funding whereby ongoing training and support could be offered to previously participating agencies and others who were seeking to become anti-racist. As a Fund Distributor, the United Way seeks to promote anti-racism practices and ensure that funding is made available for multi-cultural initiatives within the voluntary sector.

*Outcomes / Lessons*

The 54 AADP participation agencies translates to 2,852 staff, 18,760 volunteers and over 589,000 clients. Multiple community contacts have been facilitated and continue to flourish. In addition, through AADP and the programs undertaken to continue its goals, a vast spectrum of services representing health, immigrants, youth, persons with disabilities, information & referral, voluntarism, crisis and emergency, neighborhood services and multi-service agencies have developed and apply the principles of fairness and equity for all.

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**Westcoast Coalition for Human Dignity**

*City* Vancouver *Province* BC *Federal Region* Pacific

*Background / Context*

The Westcoast Coalition for Human Dignity (WCHD) was formed in 1994. It is a registered non-profit organization in B.C. dedicated to fighting bigotry through community-based research and education on anti-democratic, bigoted and hate-motivated movements. Their goal is to compliment the efforts of individuals and groups that respond to bigotry and hate and to assist them in their responses. Their community-based research has been used by a number organizations and they have developed a strong network of community supporters. The WCHD does not have any permanent staff; much of the work is done by the twelve volunteer board members.

*Initiatives / Program Activities*

Research provides the underpinning for many of their initiatives. These include public education, training and the publication of educational materials. "Choose Dignity: A Kit for Fighting Hate" has been the WCHD's most successful tool in fulfilling their mandate to provide quality research and public education. It is up-to-date, well-designed, and relevant. This resource tool has been used in training high school students and educators in the B.C. area. They also produce a newsletter "On the Right Track" and research reports. The WCHD has connected with a range of groups at local, regional, national and international levels on issues of hate groups/white supremacy and the broader issues of bigotry (anti-gay, anti-semitism).

*Outcomes / Lessons*

"Choose Dignity" is one of the few resources on hate available with Canadian content. The demand is higher than supply and it is in its second run. Many workshops have been given, based on the kit, and thousands of youths, educators have been educated. It provides information and resources for individuals to plan their own responses. WCHD is exploring the development of a website where information could be easily updated and available. Also, there appears to be a need for a related teacher's package, to prepare the class prior to any training workshop.

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