

# True Colours of Surrey Project

## Survey Report



A Report for the Surrey Local Immigration Partnership



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# ◆ Introduction

## Research Objectives

The “True Colours of Surrey Project (TCofS)” is part of the Surrey Local Immigration Partnership (LIP). Launched in the spring of 2016, the project has been created to facilitate the implementation of the Surrey Immigrant Integration Strategic Plan.

The key **objective** of the project is to:

*Increase awareness of and initiate the process of addressing discrimination issues in Surrey.*

At its core, the TCofS is an anti-discrimination initiative led by the City of Surrey and funded by the Province of British Columbia to:

1. Better understand racial discrimination issues in Surrey
2. Identify models and initiatives to address racial discrimination in the city
3. Develop a public awareness anti-discrimination campaign

As part of this project, an online **survey** of Surrey residents was commissioned to explore key findings from the 2015 Mustel report. This report found that a majority (56%) of Surrey residents feel that ‘discrimination is a problem in Surrey’.

The intent behind the survey was to better understand what racism and racial discrimination look like in Surrey in 2016. The survey centred around the following three questions:

1. What forms of racism and discrimination do people experience in Surrey?
2. Who is affected by it?
3. Where does it happen?

## Methodology

A non-random survey was conducted between June and July 2016. The survey was conducted through two online questionnaires, and one traditional ‘paper’ questionnaire.

A **first** questionnaire was uploaded on the City of Surrey’s community panel *CitySpeaks*. Only residents registered through CitySpeaks had access to this questionnaire.

A **second** questionnaire was uploaded on the City of Surrey website and made available to Surrey residents.

A **third** questionnaire was circulated in ‘hard copy’ format to immigrant settlement agencies, and distributed during the Surrey Refugee Welcome Day.

# ◆ Introduction Con't

All three questionnaires asked the same core questions (a copy of the questionnaire is appended at the end of this report).

A total of **506** completed questionnaires were returned, with the following breakdown in responses:

1. CitySpeaks Questionnaire:  
Sample size: 372 respondents  
Data collection: June 15 to July 15
2. Open Community Questionnaire  
Sample size: 102 respondents  
Data collection: June 22 to July 28
3. Paper Questionnaire  
Sample size: 32  
Date collection: June 22 to July 28

In all three cases, respondents were self-selected. The CitySpeaks platform allowed the gathering of a large data sample (almost 400 respondents) in a timely and low-cost matter. The Open Community and paper questionnaires were created to broaden the profile of the original sample gathered through CitySpeaks.

## Key Restraints

- Limited budget for data collection
- Only one primary person available for data gathering
- Limited window of time on which to conduct the survey

## Profile of Surrey Residents

The research sample adequately reflects the demographic profile of Surrey residents, with some slight, but reasonable, variations.

- 55% Female vs. 45% Male
- 30% Immigrant vs. 70% Non-immigrant
- 70% of immigrants have been in Canada for longer than 10 years.
- South Asians are the largest ethnic population group, comprising 60% of all visible minorities
- 2% Aboriginal Identity

'Age' is the one variable with a noted variation between the study sample and the actual population of Surrey.

## ◆ Introduction Con't

The study sample skews toward an older demographic. This is to be expected as the data collection through *CitySpeaks* was not open to people younger than 16 years of age. More importantly, though, is the method of data gathering itself which further skews the age profile of the study sample. The 55 year age cohort is over-represented in the *CitySpeaks* database.

For these reasons, the study sample cannot adequately reflect the experience and perspective of Surrey youths.

In light of the self-selected nature of the sample, statistical weigh techniques could not be applied to the sample.

### Survey Scope

The survey focused on the dual theme of racism and racial discrimination. The Government of British Columbia's *Change Agent Handbook* defines racism as such:

*“A set of mistaken assumptions, opinions and actions resulting from the belief that one group of people categorized by colour or ancestry is inherently superior to another. Racism may be present in organizational and institutional policies, programs and practices, as well as in attitudes and behaviour of individuals.”*

While the *BC Human Rights Clinic* describes 'racial discrimination' in the following way: “Racial discrimination occurs when someone treats you badly or denies you a benefit, harasses or insults you because of your race, skin colour, ancestry, or place of origin.”

Some examples of racial discrimination according to the BC Human Rights Clinic include:

- Being called a racist name
- Being denied a service
- Not being hired or promoted but doing so for others who are of a different race
- Being threatened because of one's race or ethnic background.

The geographic focus of the survey was Surrey. Two techniques were employed to ensure that only the responses of Surrey residents would be considered.

First, respondents to the *CitySpeaks* questionnaire were vetted ahead of time. The *CitySpeaks* platform required respondents to be Surrey residents in order to participate in the online questionnaire.

Such measures could not be set up for the Open Community Questionnaire posted on the City of Surrey Website. As a result, those participating to this questionnaire were asked to indicate their place of residence. Responses by non-Surrey residents were discarded from the analysis. Overall, the number of responses by non-Surrey residents amounted to less than ten.

# ◆ Overview

## Key Findings

- A significant percentage of people report witnessing (80%) or experiencing (53%) racism/discrimination in Surrey.
- Only a small minority of people experience racism/discrimination “often” (5%).
- Visible Minorities tend to witness racism/discrimination significantly more frequently than non-visible minorities (21% vs. 8%).
- The most common basis by which racism and/or racial discrimination is experienced/witnessed is “ethno-cultural background” (57%), followed by “skin colour/race” (54%), and “accent” (29%).<sup>1</sup>
- A significant segment of surveyed people (27%) experience racism/discrimination on public transit (more so than in other places).
- Impacts of racism/discrimination tend to be informal. Most notably, lacking a “sense of belonging in the community” (33% response rate), and interfering with “participation in community life” (15%).
- The most common systemic forms of racism/discrimination include: receiving “poor customer service”, and “unfair treatment in the workplace”.
- “Stereotyping”, “unwelcome staring”, and “name calling” are the most common micro-aggressions in which people experience/witness racism/discrimination.
- The overwhelming majority of respondents (90%) have no knowledge of services and programs that can help victims of racism/discrimination.
- The two top programs/services that people list as knowing are: the BC Human Rights Tribunal, and the RCMP.

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<sup>1</sup> Note that people could select more than one case/answer, therefore, the percentages do not add up to 100%.



# ◆ Detailed Findings

## Experience of Racism/Discrimination

- In line with the Mustel results, a significant percentage of people report witnessing and/or experiencing racism/discrimination in Surrey (see below).
- People are much more likely to witness racism/discrimination than to experience it personally themselves.
  - A significant majority (80%) of respondents report witnessing racism/discrimination in Surrey. But a significantly smaller, though still important, percentage (46%) report actually experiencing racism/discrimination themselves.
- Of all of those who report witnessing and/or experiencing racism/discrimination, only a small minority do so on a frequent/routine basis (12% and 5% respectively).
- Immigrants are significantly more likely to experience/witness racism/discrimination than their Canadian-born counterparts. This is even more true for visible minorities when compared to non-visible minorities.
  - 50% of Canadian-born respondents report 'never' experiencing racism/discrimination in Surrey, compared to 35% of immigrants. Similarly, 57% of non-visible minorities report 'never' experiencing racism/discrimination, compared to only 22% of visible minorities.
- Nonetheless, even between these different groups, only a small minority of people report experiencing racism/discrimination on a frequent basis (3% of non-visible minorities, 4% of Canadian-born, 7% of immigrants, and 7% of visible minorities).
- Visible minorities are much more likely to witness racism/discrimination than non-visible minorities:
  - 21 % of visible minorities vs. only 8% of non-visible minorities report 'often' witnessing racism/discrimination. For visible minorities, this is equivalent to one in five people which is quite high.
- Overall, visible minority status is the social indicator most strongly correlated with a frequent experience/witnessing of racism/discrimination. Even more so than immigrant status, and religion.

## Basis of Racism/Discrimination

- The most common basis of racism/discrimination is 'ethno-cultural background' (57%), followed by 'skin colour/race' (54%) and 'accent' (29%).

# ◆ Detailed Findings Con't

## Place of Racism/Discrimination

- The top three most common places where people experience/witness racism/discrimination are:
  - At the 'store' (34% responses)
  - On the 'street' (33% responses)
  - On 'public transit' (27% responses)
- For visible minorities, 'public transit' is the most common place where racism/discrimination is experienced/witnessed (35% response rate), followed by the 'store' (34%) and on the 'street' (32%).
- Banks, health-care facilities, and public libraries are among the locations where people witness/experience the least amount of racism/discrimination.

## Impacts of Racism/Discrimination

- The impacts/effects of racism/discrimination are more commonly felt in a more 'informal way'. The top 2 ways in which racism/discrimination affects people's lives is by making it harder to:
  - Feel a sense of belonging in the community (33%)
  - Participate in community life (15%)
- This is even the more true for visible minorities who report that racism/discrimination makes it harder to:
  - Feel a sense of belonging in the community (40%)
  - Participate in community life (24%)
  - Find friends (22%)

- Though still significant, institutional racism/discrimination, is less common than perhaps originally expected. For visible minorities the breakdown is as follows:
  - Get promoted (19%)
  - Get hired (16%)
- Only a very small minority of people feel that racism/discrimination makes it harder for them to:
  - Open a bank account (1%)
  - Gain an education (2%)
  - Access health care (4%)
  - Access community services (4%)
- Overall, few people witness/experience institutional racism/discrimination on a frequent basis.
  - Only 1% of people report being 'denied entry or being asked to leave a private business' frequently. The same holds true for being:
    - 'Excluded from a community service or public space' (2%)
    - 'Denied a promotion or a pay raise' (3%)
    - 'Unfairly treated by law enforcement' (5%)
    - 'Unfairly treated in the workplace' (6%)
    - 'Receiving poor customer service' (8%)



## ◆ Detailed Findings Con't

- However, two areas jump out as being more problematic, namely:
  - 'Poor customer service'
  - 'Unfair treated in the workplace'
    - In the first case, 46% of people report witnessing/experiencing 'poor customer service' at least 'sometimes'
    - In the second case, 23% of people report witnessing/experiencing 'unfair treatment in the workplace' at least 'sometimes'.
- Again, this is especially true of visible minorities:
  - 50% of visible minorities witness/experience "Poor Customer Service" at least 'sometimes'.
  - 33% of visible minorities witness/experience "Unfair Treatment in the Workplace" at least 'sometimes'.
- Informal forms of racism/discrimination tend to be more pronounced, and more of a problem:
  - 62% of visible minorities report witnessing/experiencing "stereotyping" at least 'sometimes'.  
The same holds true for:
    - "Unwelcome staring" (52%)
    - "Being the subject of slurs/name calling" (40%)
    - "Patronizing or demeaning conduct" (30%)
    - "Ridiculing or mocking" (30%)

### Reporting Racism/Discrimination

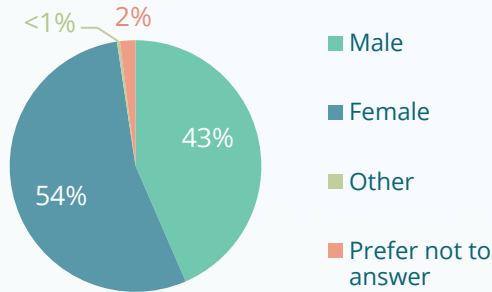
- The vast majority of people (83%) have never filed a discrimination complaint.
  - This is also true for visible minorities (77%) and non-visible minorities (82%)
- Again, the vast majority (90%) of people report not knowing any services or programs that could be of help to people who witness/experienced racism/discrimination.
  - This is also true for visible minorities (88%) and non-visible minorities (90%)
  - For those who report knowing of such programs/services, the two top programs/services listed are: the BC Human Rights Tribunal, and the RCMP.
- About 200 people provided feedback as to what would help address the racism and discrimination experienced or witnessed in Surrey.
  - By far the most common suggestion is to "Educate more people about issues of racism/discrimination; Promote cultural awareness; Educate people about how to prevent racism/discrimination"

## ◆ Analysis

The following section presents the detailed analysis of the survey results.

# ◆ Study Sample: Demographic Profile

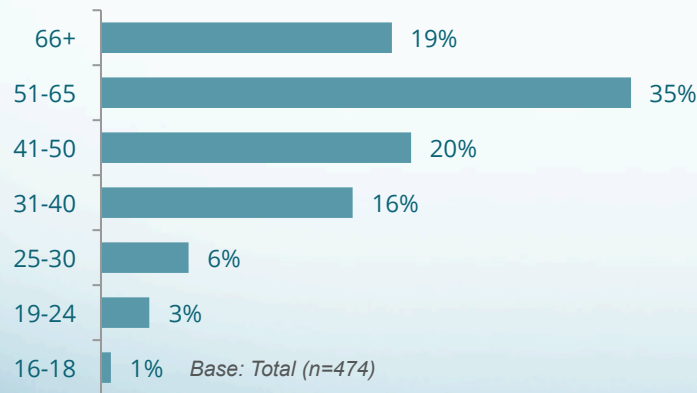
## 1.1 Gender



Base: Total (n=506) Derived from Q: What is your gender?

- Of the 506 respondents, 54% (274) are women, and 43% (220) are men. Therefore, women are slightly over-represented in the sample compared to the broader population of Surrey.
- The larger representation of women in the sample can be attributed to the data gathering method. The survey was in part promoted through the LIP and local immigrant settlement agencies. A higher proportion of women tend to work in this particular sector which is reflected in the study sample.
- As a group, youths are not well represented in this study. A number of reasons help explain this gap. First, to register for *CitySpeaks* residents have to be 16 years and older. Second, the *CitySpeaks* platform is itself more popular among an older population. Third, youths tend to be more likely to participate in initiatives that have a youth-focus, and/or a youth-engagement strategy.
- Accessing youths through the Surrey School District was ultimately deemed beyond the scope and resources of this project.

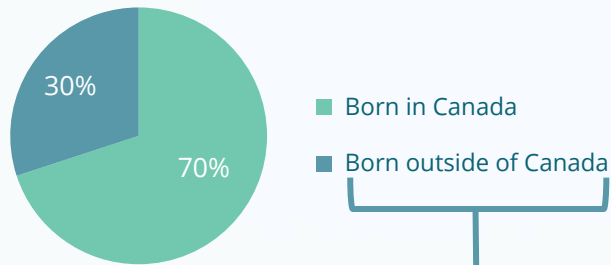
## 1.2 Age



Base: Total (n=474) Derived from Q: Which one of the following categories best describes your age?

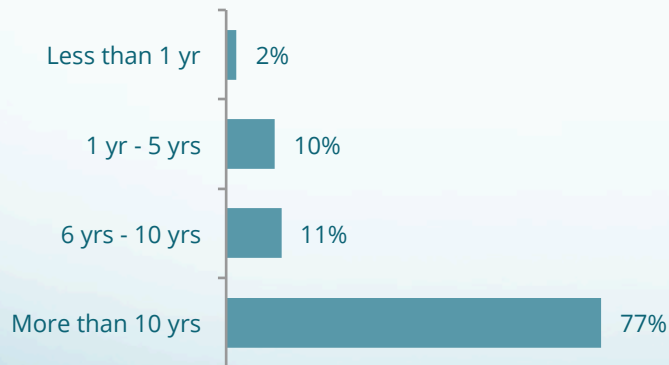
# ◆ Study Sample: Demographic Profile Con't

## 1.3 Immigrant Status



Base: Total (n=506) Q: Where were you born?

## 1.4 Period of Immigration

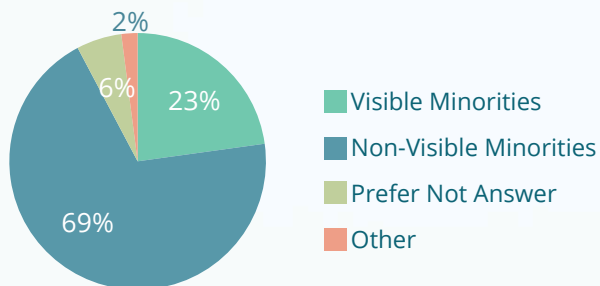


Base: Total (n=150) Q: 2 How many years have you been living in Canada?

- Of the 506 respondents, 354 (70%) are born in Canada.
- A large segment of the sample 152 (30%) are foreign-born, which is in line with the overall population of Surrey (40%). This provides a good vantage point from which to examine the experience of racism and discrimination in the city.
- Also in line with broader community characteristics, the majority of immigrants in the sample (77%) have been in Canada for more than 10 years.
- As expected, recent immigrants comprise only a small fraction of the study sample. The smaller representation of recent immigrants makes it more difficult to ascertain the experience of racism and discrimination for this group.
- Three reasons help explain the small representation of new Canadians in the study. First, recent immigrants make up a smaller proportion of the immigrant population to begin with. Second, because of budget constraints, the survey could not be translated into different languages. Third, the engagement of new Canadians required time and resources that were beyond the scope of this project.

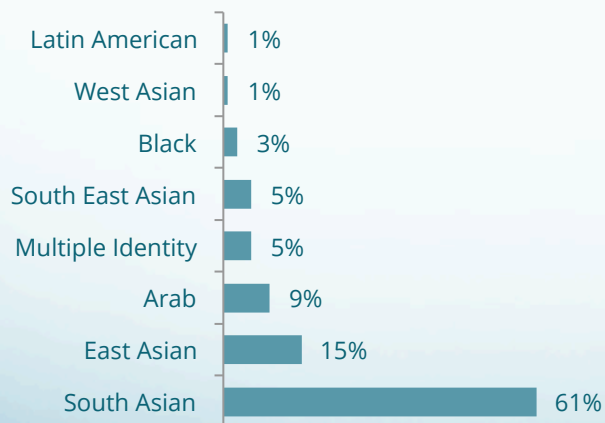
# ◆ Study Sample: Demographic Profile Con't

## 1.5 Visible Minorities



Base: Total (n=491) Derived from Q: If you're not an Aboriginal Person: Are you ... (Select all that apply)

## 1.6 Visible Minority Groups

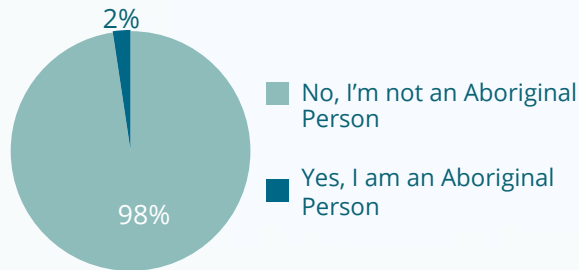


Base: Total (n=112)  
Derived from Q 20. If you're not an Aboriginal Person: Are you ... (Select all that apply)

- Almost a quarter (23% or 112) of surveyed people are of visible minority status.
- South Asians (e.g., East Indian, Pakistani, Goan, Sri Lankan, etc.) comprise the largest (60%) visible minority group in the sample. This is in line with the visible minority population of Surrey.
- This study follows the definition of “visible minority” used by Statistics Canada in its census methodology. It is a definition derived from the federal Employment Equity Act. The Act defines visible minorities as ‘persons, other than Aboriginal peoples, who are non-Caucasian in race or non-white in colour.’ The visible minority population consists mainly of the following groups: Chinese, South Asian, Black, Arab, West Asian, Filipino, Southeast Asian, Latin American, Japanese and Korean.
- The categories used in this study are the same as those used by Statistics Canada for its national census.
- Data on Canada’s visible minority population are used by governments, businesses, community groups, health care providers, researchers and a variety of organizations throughout the country to ensure and promote equal opportunity for everyone.

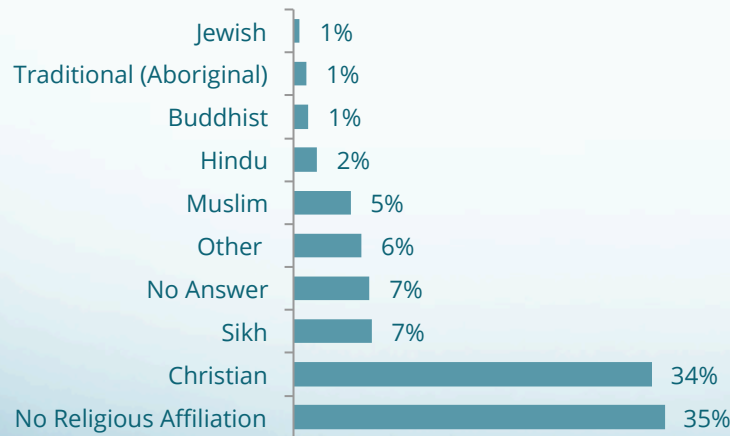
# ◆ Study Sample: Demographic Profile Con't

## 1.7 Aboriginal Identity



Base: Total (n=505)  
Derived from Q 3. Are you an Aboriginal person, that is, First Nations (North American Indian), Métis, or Inuk (Inuit)?

## 1.8 Religion



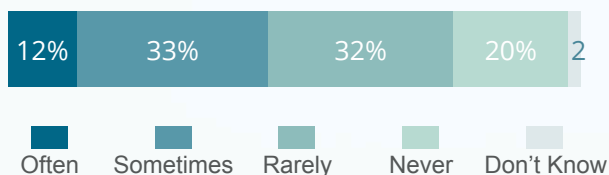
Base: Total (n=505) Derived from Q 15. What is your religion?

- Only 12 (2%) of respondents self-identify as Aboriginal people. Self-reporting of Aboriginal Identity is in line with other survey methodologies, such as the Statistics Canada's national census.
- 'Aboriginal identity' refers to whether the person reported being an Aboriginal person, that is, First Nations (North American Indian), Métis or Inuk (Inuit) and/or being a Registered or Treaty Indian (that is, registered under the Indian Act of Canada) and/or being a member of a First Nation or Indian band. Aboriginal peoples of Canada are defined in the Constitution Act, 1982, section 35 (2) as including the Indian, Inuit and Métis peoples of Canada.
- A wide spectrum of religious backgrounds are represented in the study sample, with 'Christian' and 'No religious affiliation' as the largest groups (34% and 35% respectively).

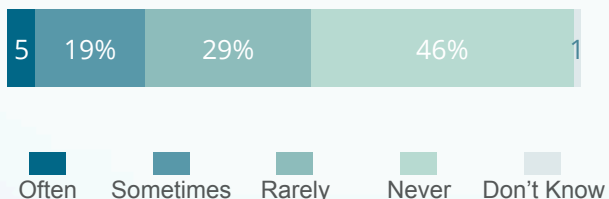


# ◆ Experience of Racism/Discrimination

How often have you **witnessed** racism and discrimination while living in Surrey?



How often have you personally **experienced** racism and discrimination in Surrey?

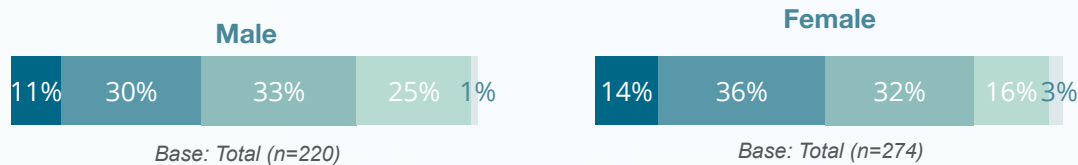


Base: Total (n=506)

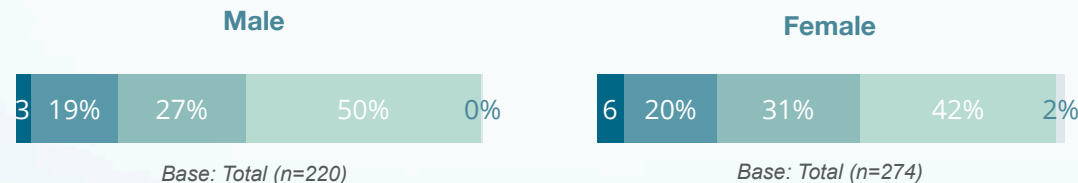
- Of the 506 participants, almost 80% (394) report **witnessing** racism and/or discrimination while living in Surrey. Of these, 32% do so 'rarely', while 33% do so 'sometimes'. Only 12% (62) report witnessing racism/discrimination 'often'.
- About one fifth (20%) of respondents report 'never' experiencing racism/discrimination.
- People are more likely to 'witness' than 'experience' racism/discrimination.
- About 55% of participants report **experiencing** racism and/or discrimination in Surrey. Of these, 19% do so 'sometimes' and only 5% do so 'often'.
- About half of the respondents (46%) report never 'experiencing' racism/discrimination.

# ◆ Experience of Racism/Discrimination Con't

How often have you **witnessed** racism and discrimination while living in Surrey?



How often have you personally **experienced** racism and discrimination in Surrey?



Often   Sometimes   Rarely   Never   Don't Know

- Women are slightly more likely to **witness** racism and/or discrimination than men. For example, 14% of women report witnessing racism/discrimination 'often', compared to 11% for men. And 25% of men report 'never' witnessing racism/discrimination, compared to 16% for women.
- Similar differences are observed when considering the **experience** of racism/discrimination. For instance, 20% of women report experiencing racism/discrimination 'sometimes', compared to 19% for men. Likewise, 50% of men report 'never' experiencing racism/discrimination, compared to 42% of women.

# ◆ Experience of Racism/Discrimination Con't

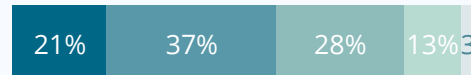
How often have you **witnessed** racism and discrimination while living in Surrey?

## Non-Visible Minorities



Base: Total (n=344)

## Visible Minorities



Base: Total (n=112)

## Canadian-Born



Base: Total (n=356)

## Immigrants



Base: Total (n=150)

## Non-Christian & Non-Atheists



Base: Total (n=105)

## General Population



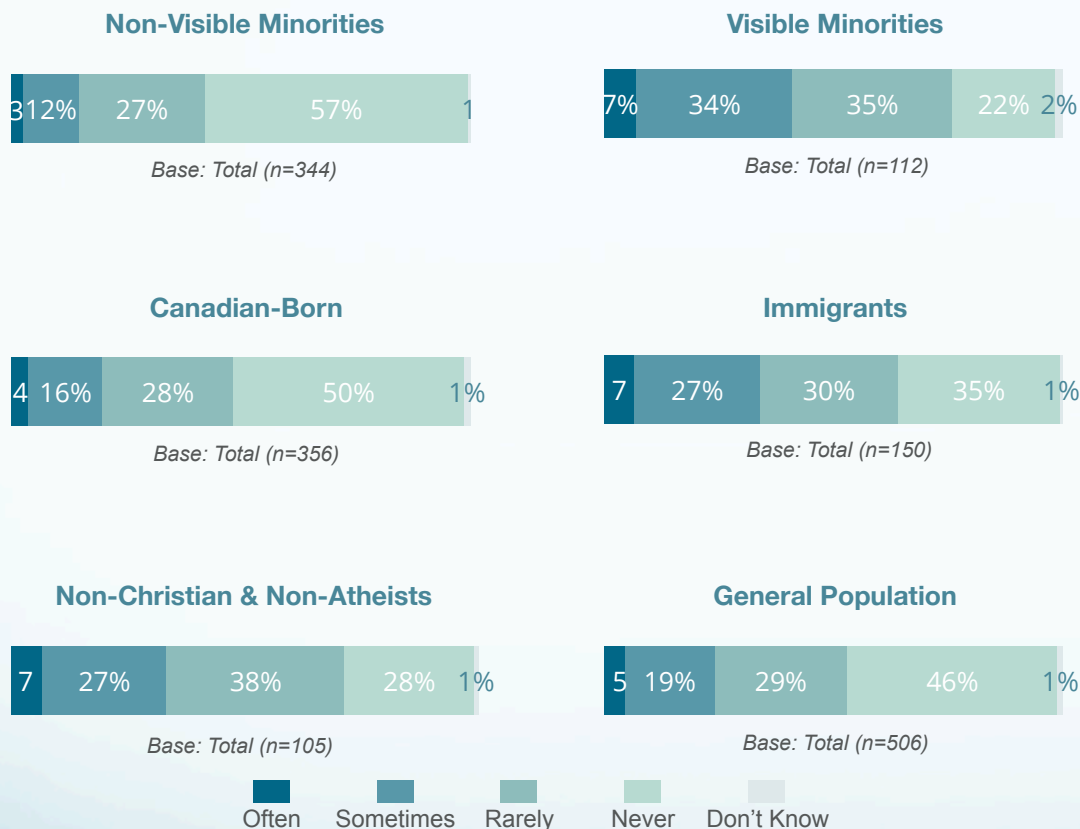
Base: Total (n=506)



- Breaking down the responses by population group reveals important trends:
- 21% of visible minorities and 16% of foreign-born 'often' witness racism/discrimination in Surrey. This is significantly higher than non-visible minorities (only 8%), and Canadian-born (11%).
- A similar trend is observed for religious minorities. For instance, 18% of people who identify as other than 'Christian' or 'Atheists' witness racism/discrimination 'often'.
- About one quarter (24%) of non-visible minorities have 'never' witnessed racism/discrimination, compared to only 13% of visible minorities.
- A similar proportion of people in all groups report witnessing racism/discrimination 'sometimes' (visible minorities do so slightly higher than other groups, 37%).
- In other words, the difference between these groups lies at each end of the spectrum (in the 'often' and 'never' categories).

# ◆ Experience of Racism/Discrimination Con't

How often have you **experienced** racism and discrimination while living in Surrey?

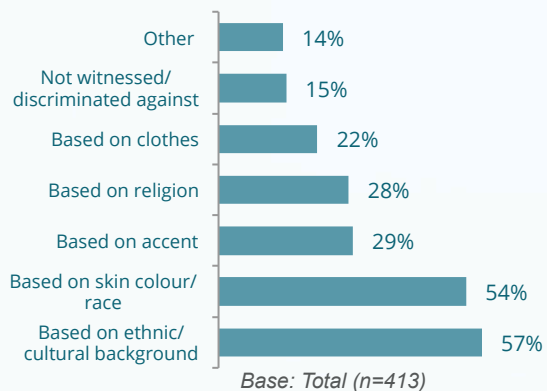


- Reports about the **experience** of racism/discrimination shed further insights:
- Regardless of the group, only a small minority of people experiences racism/discrimination 'often'. Visible minorities and immigrants do so at a higher rate, but only marginally (7% in each case, compared to 4% for Canadian-born, and 3% for non-visible minorities). Nonetheless, important differences between these groups do exist.
- Inter-group differences are especially pronounced in the 'sometimes' and 'never' categories.
- Non-visible minorities and Canadian-born persons are significantly more likely to 'never' have experienced racism/discrimination (57% and 50% respectively), than visible-minorities and immigrants (only 22% and 35% respectively).
- Similarly, a large segment of visible minorities (34%) and immigrants (27%) experience racism/discrimination 'sometimes'. A much smaller percentage of non-visible minorities and Canadian-born do so (12% and 16% respectively).

# ◆ Basis of Racism/Discrimination

What **form** of discrimination and racism did you experience or witness in Surrey? (Select all that apply)

## General Population

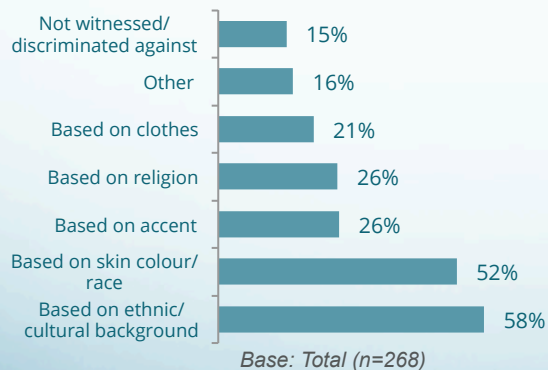


## “Other” Basis of Discrimination

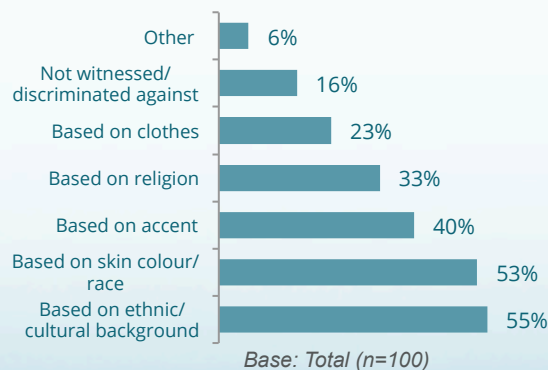
Basis	# of Responses
Gender	10
Sexual Orientation	8
Age	7
'Reverse Racism'	7
(Dis)Ability	4
Body Image	3

- People are most commonly discriminated against based on their 'ethnic or cultural background'. This is true across different population groups (58% of visible minorities, compared to 55% of non-visible minorities).
- 'Skin colour and/or race' is the second most common basis of the discrimination/racism reported. Again, there is little difference between visible minorities (52%) and non-visible minorities (55%).
- Although important, 'accent', 'religion' and 'clothes' are less likely to be mentioned as grounds for racism/discrimination.
- Grounds that are also reported by respondents include 'gender', 'sexual orientation', 'age', '(dis)ability', and 'body image'.

## Non-Visible Minorities



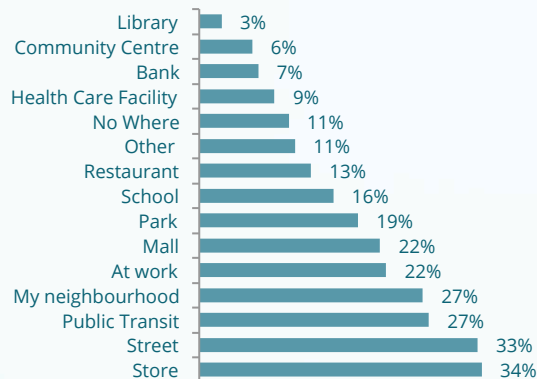
## Visible Minorities



# ◆ Place of Racism/Discrimination

Where did you experience or witnessed racial discrimination? (Select all that apply)

## General Population



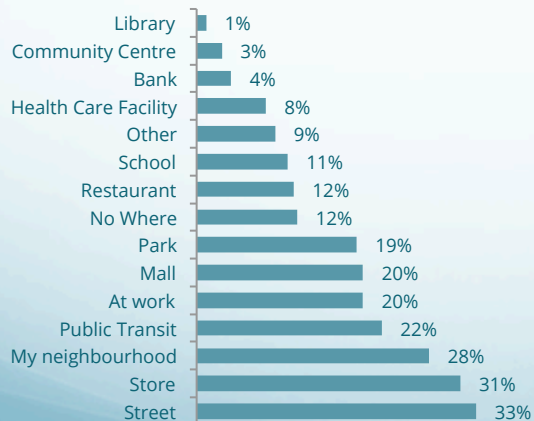
Base: Total (n=413)

## 'Other' Places

Place	# of Responses
Other Business	6
Other Public Space	4
Pub/Bar	3
Various Locations	3
Online	2
Parking Lot	2
In the Media	1
Professional Accreditation Office	1

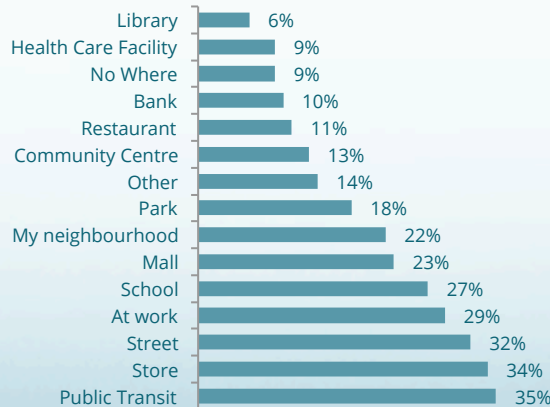
- The most common places where people report experiencing/witnessing racism/discrimination are the 'store' (34%), the 'street' (33%), and 'public transit' (27%). Note that respondents could select more than one choice, hence the percentages do not total 100.
- The 'library', the 'community centre' and the 'bank' are among some of the locations where the least discrimination/racism is either experienced or witnessed. These can be viewed as safe places or heavens.
- Location does not differ significantly between visible and non-visible minorities. The 'store', the 'street' and 'public transit' remain within the top four locations where racism/discrimination is experienced/witnessed.
- Worth noting is the fact that 'public transit' is the most common location in which visible minorities (35%) experience/witness racism/discrimination. This might be a result of higher transit ridership among visible minorities.
- The workplace, malls, and parks are also of significance (each hovering around the 20% mark).

## Non-Visible Minorities



Base: Total (n=268)

## Visible Minorities



Base: Total (n=100)



# ◆ Impact of Racism/Discrimination

Do you feel that racism or discrimination has made it harder for you to: (Select all that apply)

## General Population



## 'Other' Impact

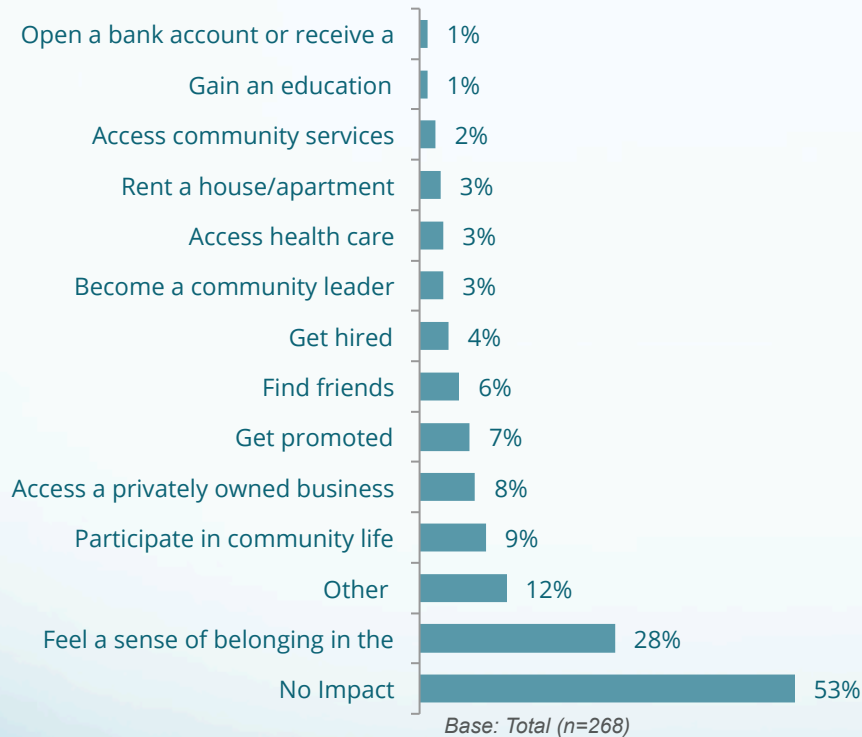
Impact	# of Responses
'Sense of safety/security'	4
'Ability to find a job & keep it'	3
'Ability to do my job properly'	2

- Most respondents identify 'Feeling a sense of belonging in the community' (33%) and 'Participating in community life' (15%) as the most common negative impacts of racism/discrimination. This is also true when comparing visible and non-visible minorities (see next page).
- But for visible minorities this is even more pronounced. Up to 40% of visible minorities feel that racism/discrimination has made it harder for them to 'feel a sense of belonging in the community'. Another 24% and 22% feel similarly about 'participating in community life' and 'finding friends'.
- More formal and institutionalized forms of racism/discrimination have a lower incidence.
- Few people feel that racism/discrimination has made it harder for them to 'Opening a bank account or receive a loan' (1%), 'gain an education' (2%) and 'access health care' (4%).
- Among visible minorities, 'getting promoted' and 'getting hired' are also important issues (with 19% and 16% of people reporting as much).

# ◆ Impact of Racism/Discrimination Con't

Do you feel that racism or discrimination has made it harder for you to: (Select all that apply)

## Non-Visible Minorities

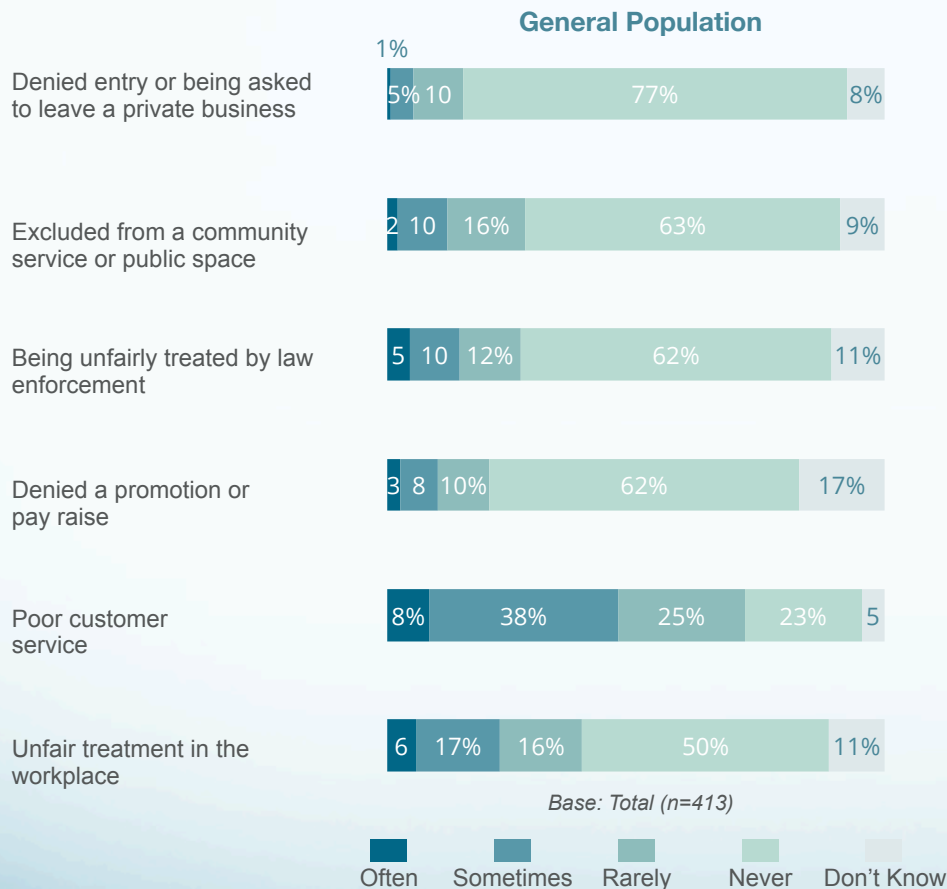


## Visible Minorities



# ◆ Impact of Racism/Discrimination Con't

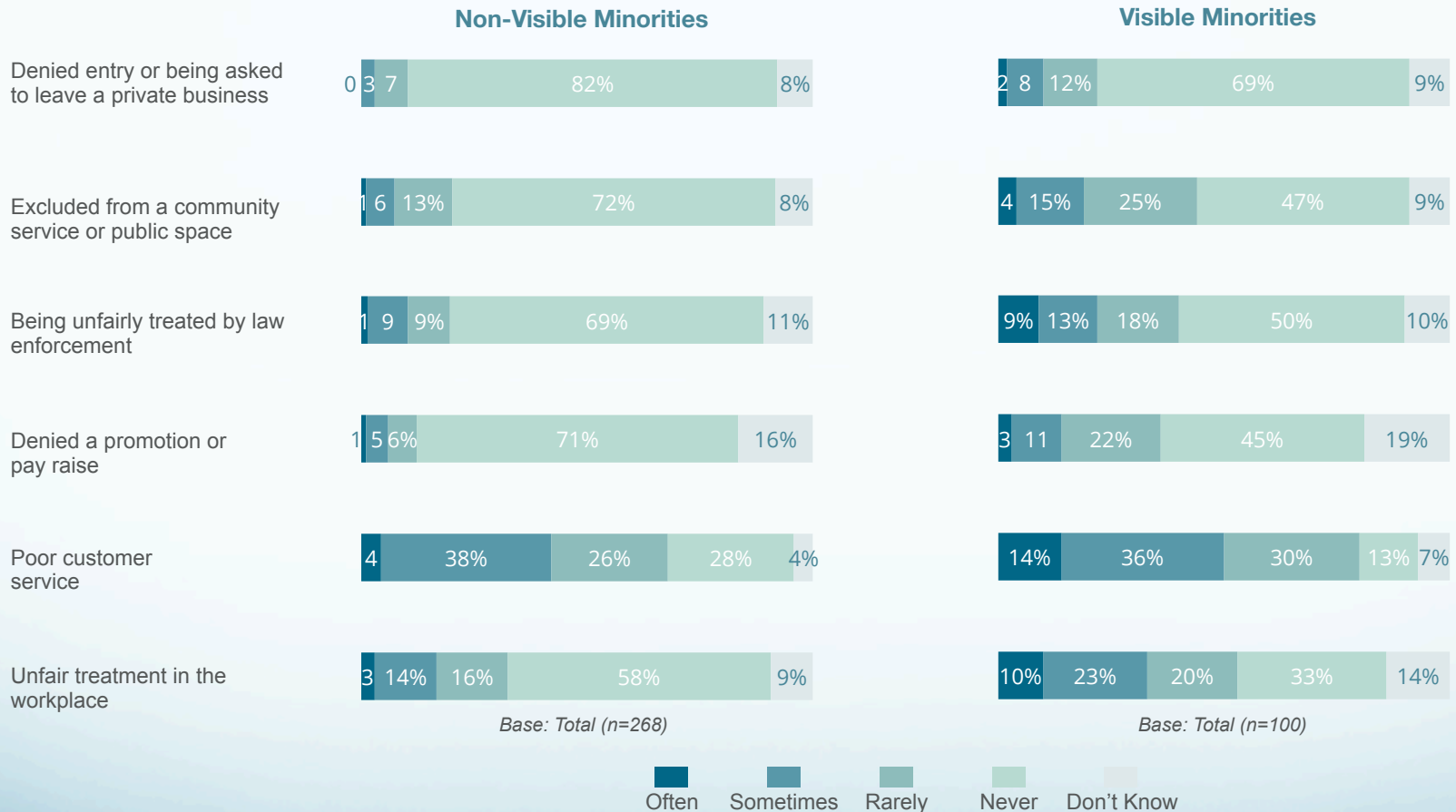
*Thinking of your experiences living in Surrey, how often have you experienced or witnessed each of the following because of your ethnicity, accent, skin colour, or cultural/religious background?*



- About 45% of respondents report experiencing poor customer service – at least ‘sometimes’ - because of one’s ethnicity, accent, skin colour, or cultural/religious background. This is considerably higher than being ‘denied a promotion or pay raise’ (11%).
- A minority of people report being ‘denied entry to a private business’ (6%), being ‘excluded from a community service or public space’ (12%), and being ‘unfairly treated by law enforcement’ (15%).
- While relatively few people report being ‘denied a promotion or pay raise’ (11%), a significant portion (23%) do report ‘unfair treatment in the workplace’ because of one’s ethnicity, accent, skin colour, or cultural/religious background.
- Important differences exist between visible and non-visible minorities (see next page). A significant number (14%) of visible minorities experiences/witnesses poor customer service ‘often’. Likewise, visible minorities are much more likely to experience/witness ‘unfair treatment in the workplace’ than non-visible minorities – at least ‘sometimes’ (33% vs. 17%)

# ◆ Impact of Racism/Discrimination Con't

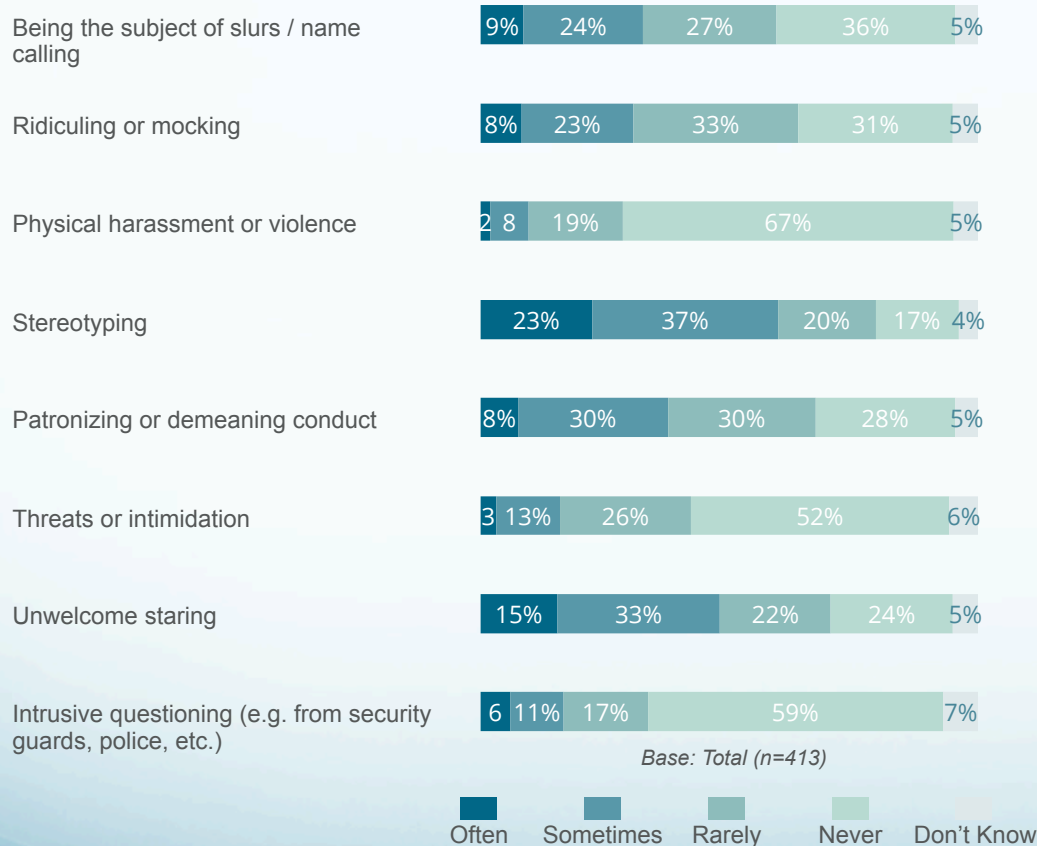
Thinking of your experiences living in Surrey, how often have you experienced or witnessed each of the following because of your ethnicity, accent, skin colour, or cultural/religious background?



# ◆ Impact of Racism/Discrimination Con't

Again, thinking of your experiences living in Surrey, how often have you experienced or witnessed each of the following because of your ethnicity, accent, skin colour, or cultural/religious background?

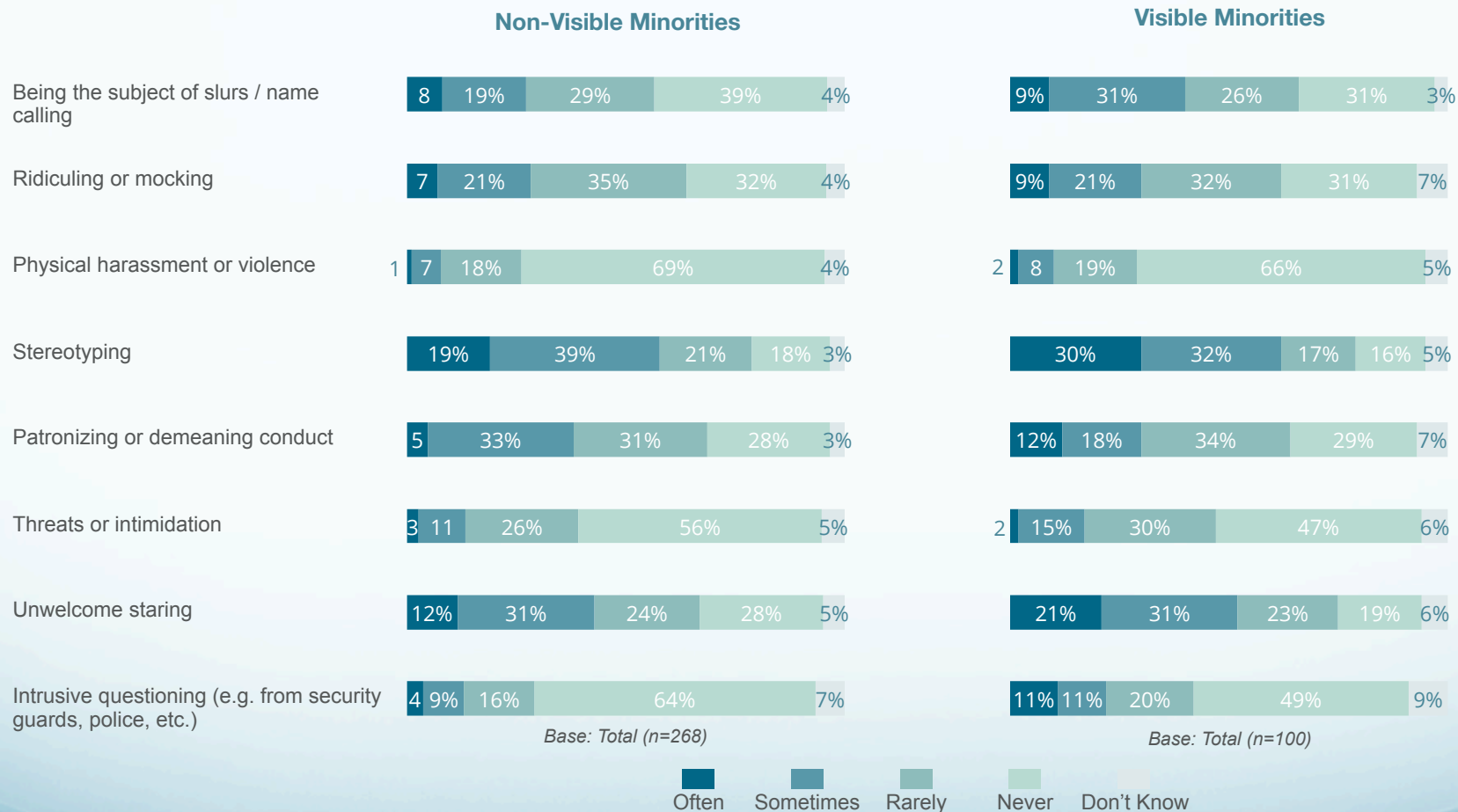
## General Population



- Again, respondents are more likely to witness/experience less formal forms of racism/discrimination. The top two most common ones are 'stereotyping' and 'unwelcome staring', followed by 'patronizing or demeaning conduct', 'ridiculing or mocking' and 'name calling'.
- Only a small minority of people report experiencing or witnessing 'physical harassment' and 'threats or intimidation'.
- Again, visible minorities report a higher incidence on virtually every single metric examined. Over half (62%) and (52%) of visible minorities report experiencing/witnessing stereotyping, and unwelcome staring at least 'sometimes'.
- Also worth note, 22% of visible minorities report experiencing/witnessing – at least 'sometimes' - 'intrusive questioning from security guards or the police'.

# ◆ Impact of Racism/Discrimination Con'

Again, thinking of your experiences living in Surrey, how often have you experienced or witnessed each of the following because of your ethnicity, accent, skin colour, or cultural/religious background?

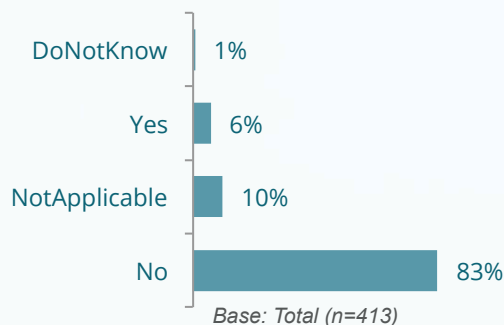




# ◆ Reporting of Racism/Discrimination

Have you ever reported or filed a discrimination complaint?

## General Population

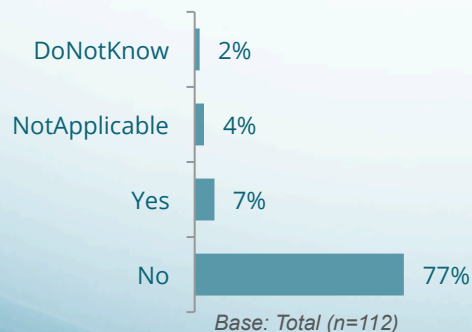


## Reporting a Discrimination Complaint

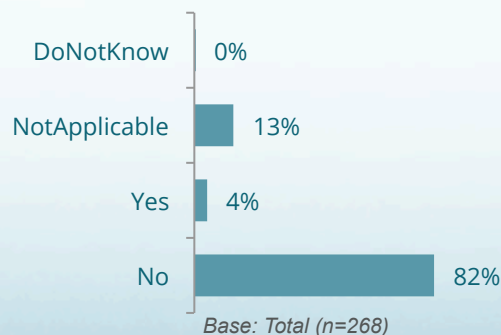
Report	# of Responses
Reported to employer	3
Grievance through the union	2
Called police	2
Reported to business manager	2
Complaint to health authority	1
Complaint to Translink	1
Reported to school teacher	1
Reported to mall security	1

- Despite the fact that most people have either witnessed or experienced an act of discrimination or racism. The vast majority of people have never filed a discrimination complaint (83%). This is true for both visible and non-visible minorities (77% and 88% respectively).
- Among those who *did* report or filed a complaint, this was most often done so to an 'employer' or to a 'union'. Other common responses include to the 'police' or to a 'business manager'.

## Visible Minorities



## Non-Visible Minorities



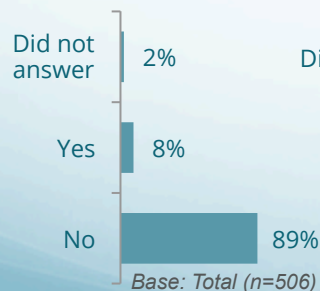
# ◆ Knowledge of Services and Programs

Please list any services, programs or other sources of help (you have used or know about) that can be of help to people who have experienced or witnessed racial discrimination:

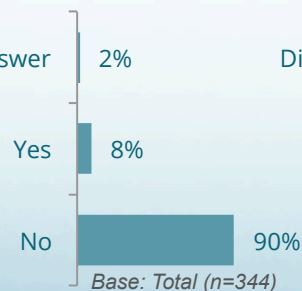
Reported Services and Programs	# of Responses
BC Human Rights	10
RCMP/ Police	6
Alexandra Neighbourhood House; DiverseCity; PICS: Options; Sources;	4
Union	3
Community /Settlement Services	3
Government Services	3
HR	3
School Board/Welcome Centre	2
Muslim Food Bank	1
CAERS	1
Transit Security	1
Worksafe BC	1
South Asian Health Centre	1

- Also of interest is the fact that most respondents do not know of any services or programs that could help people deal with racism/discrimination.
- About 90% of study participants are unable to list any service or program available to those who have experienced or witnessed racism/discrimination. This might explain, why people are also not very likely to report or file a racist or discriminatory incident.
- Respondents who do report knowing of such services/programs tend to list the following initiatives:
  - BC Human Rights Tribunal
  - RCMP/Police
  - A variety of local immigrant settlement agencies

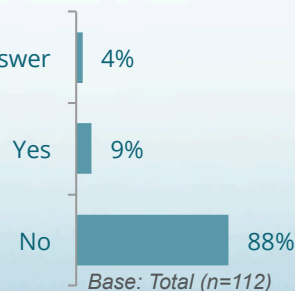
## General Population



## Non-Visible Minorities



## Visible Minorities



# ◆ Comments

What would help you address the racism and discrimination you have experienced or witnessed in Surrey?

## Help Address Racism & Discrimination

Categories/Themes	# of Responses
Education/Advocacy	<b>101</b>
Intercultural Contac/Event(s)	<b>24</b>
Empowerment	<b>19</b>
Services	<b>18</b>
Victim Support	<b>17</b>
Enforcement	<b>9</b>
Political	<b>8</b>
Civic Values/Personal Responsibility	<b>6</b>
Immigrant Integration/Assimilation	<b>39</b>
"Reverse Racism"	<b>11</b>

- Of value to the survey is the large number of suggestions provided to help address racism and discrimination.
- Over 200 suggestions were made as to how racism and discrimination could be addressed in Surrey. This despite the fact that most people report *not* knowing of services and programs that could help victims of racism/discrimination.
- About half of all responses (101) pertained to 'education/advocacy'. In other words, the need for more education and advocacy around the issue of racism/discrimination (for more details see the next page).
- About 25 suggestions were made about the need for more intercultural dialogue and contact as a way to break down cultural divides and build bridges.
- Suggestions were also made regarding more and better services, especially in the area of victim support.
- A few responses called for more municipal leadership and more representation of minority groups at the political level.
- Lastly, a significant number of responses (almost 40), put the onus on minority and immigrant groups themselves. Arguing that minorities and immigrants have to be better assimilated in Canadian society.

# ◆ Comments

*What would help you address the racism and discrimination you have experienced or witnessed in Surrey?*

## Help Address Racism & Discrimination

Popular Responses	# of Responses
<b>Education/Advocacy:</b>	
• Educate more people about racism/discrimination; Promote cultural awareness; Educate people about how to prevent racism/discrimination(e.g. factsheets; posters; fight stereotypes; zero tolerance policy for racism; etc.)	<b>37</b>
• Educate more children & youths in the classroom about anti-racism/discrimination; More/better intercultural awareness teaching in schools	<b>16</b>
• Awareness campaign - (anti-racism/discrimination; intercultural celebration; community unity	<b>14</b>
<b>Empowerment</b>	
• Learn/teach how to speak up against racism/discrimination (e.g. training for how victims & bystanders can deal with instances of racism/discrimination); Learn how to stand your ground; self-defense courses	<b>19</b>
<b>Intercultural Contac/Event(s)</b>	
• Create more occasions for people to come together and learn about one another (e.g. Multicultural festivals; community forums; neighbourhood culture days; Multicultural Food Truck Festivals, etc.)	<b>13</b>
• Encourage intercultural contact as a way to bridge divides; get to know people on a more personal, human level; find the commonalties between different people	<b>8</b>

# ◆ Comments

*What would help you address the racism and discrimination you have experienced or witnessed in Surrey?*

## Help Address Racism & Discrimination

Popular Responses	# of Responses
<b>Services</b>	
• More inter-cultural, anti-oppression and diversity training	<b>7</b>
• Better community services & more funding to services	<b>4</b>
• Greater understanding/promotion of what resources are available for newcomers and the victims of racism/discrimination; help with navigation	<b>3</b>
• More policing (e.g. more Transit Police; and more peace officers in parks;)	<b>1</b>
<b>Victim Support</b>	
• Knowing how/where – what place/agencies - to report incidents; and find out how to deal with it; learn how to find help; Create a better way to report incidents; Better follow up and tracking system	<b>10</b>
• Contact/create a Hotline	<b>2</b>
• Better/more supports to victims (e.g. provide supports to make people feel less 'alone' about speaking up; provide support/outreach to be there and listen to people)	<b>1</b>
• Removal of barriers to file discrimination/racism complaint (e.g. fees, legalese, language issues,etc.)	<b>1</b>

# ◆ Comments

*What would help you address the racism and discrimination you have experienced or witnessed in Surrey?*

## Help Address Racism & Discrimination

Popular Responses	# of Responses
<ul style="list-style-type: none"> <li>• Create mobile app to report Racism/Discrimination</li> </ul>	1
<ul style="list-style-type: none"> <li>• More counseling and support groups to help people (e.g. support group at the library for victims of discrimination/racism)</li> </ul>	2
<p><b>Enforcement</b></p> <ul style="list-style-type: none"> <li>• Policy Change (e.g. better enforcement; tougher sentencing for perpetrators; etc. )</li> <li>• Enforce the law to prevent workplace discrimination, and discriminatory hiring practices</li> </ul>	7
<p><b>Political</b></p> <ul style="list-style-type: none"> <li>• More mayoral/political/municipal leadership (e.g. policy change; speak out against racism/discrimination)</li> <li>• More diversity in positions of power (e.g. elected municipal officials)</li> </ul>	5
<p><b>Civic Values/Personal Responsibility</b></p> <ul style="list-style-type: none"> <li>• More compassion; teaching kids to respect other cultures; introspection;</li> </ul>	3
	6



# ◆ Comments

*What would help you address the racism and discrimination you have experienced or witnessed in Surrey?*

## Help Address Racism & Discrimination

Popular Responses	# of Responses
<b>Immigrant Integration/Assimilation</b>	
<ul style="list-style-type: none"> <li>Avoid the creation of ethnic enclaves (tend to exclude white people); encourage newcomers to assimilate in Canadian society; prevent 'ethnic groupings/cliques' in schools; ban signs without English/French writing; demand that people speak English/French in the workplace; encourage people to wear 'western clothing'</li> </ul>	<p><b>14</b></p>
<ul style="list-style-type: none"> <li>Better integration of newcomers in Canadian society (e.g. more ESL classes)</li> </ul>	<p><b>9</b></p>
<ul style="list-style-type: none"> <li>Educate/teach newcomers about Canadian culture/values/laws (how to behave in public and at work; norms; social etiquettes)</li> </ul>	<p><b>16</b></p>
<b>Reverse Racism</b>	
<ul style="list-style-type: none"> <li>Need to acknowledge the experiences of white people and 'reverse racism' (e.g. the idea that white people can also be discriminated against because of being white); More education about racism and discrimination on 'both sides' of cultural divide;</li> </ul>	<p><b>11</b></p>

## ◆ Questionnaire Template

The following document presents the template of the questionnaire distributed through the *CitySpeaks* platform. Note that some key demographic questions such as gender, age, postal code, and ethno-cultural background, were automatically asked upon registering for *CitySpeaks*.

## TRUE COLOURS OF SURREY:

### LET'S FIGHT RACISM AND DISCRIMINATION TOGETHER!

**True Colours of Surrey** Project is an anti-discrimination initiative by the City of Surrey with funds from the Province of British Columbia.

The project has three goals:

1. Better understand racial discrimination issues in Surrey
2. Identify models and initiatives to address racial discrimination in the city
3. Develop a public awareness anti-discrimination campaign

Be part of this project! Give your input and help us fight racial discrimination in Surrey.



## TRUE COLOURS OF SURREY:

### LET'S FIGHT RACISM AND DISCRIMINATION TOGETHER!

As part of the **True Colours of Surrey** Project, we are conducting a survey to better understand the scope and nature of racism and discrimination in Surrey.

The information that you provide us will help inform public policy initiatives and help develop targeted solutions to address the issue of racial discrimination in Surrey.

Some of the questions we are hoping to answer with this survey include:

- What does racial discrimination look like in Surrey in 2016?
- Where does it happens?
- Who is affected by it?
- Why does it happens?

Help us make our findings more useful. Tells us a bit about yourself:

1. Where were you born?

<input type="checkbox"/> Canada	<input type="checkbox"/> Iran	<input type="checkbox"/> Somalia
<input type="checkbox"/> Afghanistan	<input type="checkbox"/> Iraq	<input type="checkbox"/> South Korea
<input type="checkbox"/> China	<input type="checkbox"/> Japan	<input type="checkbox"/> Sri Lanka
<input type="checkbox"/> Egypt	<input type="checkbox"/> Mexico	<input type="checkbox"/> Syria
<input type="checkbox"/> El Salvador	<input type="checkbox"/> Netherlands	<input type="checkbox"/> Taiwan
<input type="checkbox"/> Fiji	<input type="checkbox"/> Pakistan	<input type="checkbox"/> United Kingdom
<input type="checkbox"/> Germany	<input type="checkbox"/> Philippines	<input type="checkbox"/> USA
<input type="checkbox"/> Hong Kong	<input type="checkbox"/> Poland	<input type="checkbox"/> Viet Nam
<input type="checkbox"/> India	<input type="checkbox"/> Russia	<input type="checkbox"/> Other [SPECIFY]_____
		<input type="checkbox"/> Don't Know

2. If BORN OUTSIDE OF CANADA: How many years have you been living in Canada?

- Less than 1 year
- 1 year – 5 years
- 6 years – 10 years
- More than 10 years

3. Are you an Aboriginal person, that is, First Nations (North American Indian), Métis, or Inuk (Inuit)?

*Note: First Nations (North American Indian) includes Status and Non-Status Indians*

- No, I'm not an Aboriginal person
- Yes, I'm an Aboriginal person

The BC Human Rights Clinic describes '**racial discrimination**' in the following terms:

“Racial discrimination occurs when someone treats you badly or denies you a benefit, harasses or insults you because of your race, skin colour, ancestry, or place of origin.”

Racial discrimination can take many forms. For example:

- Calling you racist names
- Denying you service
- Not hiring or promoting you but doing so for others who are of a different race
- Threatening you and not others who are of a different race

### ***Experience of Racism and Discrimination***

	<b>Often</b>	<b>Sometimes</b>	<b>Rarely</b>	<b>Never</b>	<b>Don't Know</b>
4. How often have you witnessed racism and discrimination while living in Surrey?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	<b>Often</b>	<b>Sometimes</b>	<b>Rarely</b>	<b>Never</b>	<b>Don't Know</b>
5. How often have you personally experienced racism and discrimination in Surrey?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



## Basis/Nature of Discrimination

6. What form of discrimination and racism did you experience or witness in Surrey? (Select all that apply)

- I have not witnessed or been discriminated against
- Based on ethnic or cultural background
- Based on accent
- Based on clothes
- Based on skin Colour/race
- Based on religion
- Other (Please Specify \_\_\_\_\_)

## Place

7. Where did you experience or witnessed racial discrimination? (Select all that apply)

<input type="checkbox"/> Nowhere	<input type="checkbox"/> At the mall	<input type="checkbox"/> At a community centre
<input type="checkbox"/> At work	<input type="checkbox"/> At a store	<input type="checkbox"/> At a health care facility
<input type="checkbox"/> At school	<input type="checkbox"/> At a restaurant	<input type="checkbox"/> In my neighbourhood
<input type="checkbox"/> At a public park	<input type="checkbox"/> On the street	<input type="checkbox"/> In a library
<input type="checkbox"/> On public transit (bus, skytrain, etc.)	<input type="checkbox"/> At a bank	<input type="checkbox"/> Other (Specify) _____

### ***Impacts of Racism and Discrimination***

8. Do you feel that racism or discrimination has made it harder for you to:  
(Select all that apply)

<input type="checkbox"/> Racism/discrimination has not impacted my life	<input type="checkbox"/> Find friends
<input type="checkbox"/> Get hired	<input type="checkbox"/> Become a community leader
<input type="checkbox"/> Get promoted	<input type="checkbox"/> Access health care
<input type="checkbox"/> Rent a house/apartment	<input type="checkbox"/> Access community services
<input type="checkbox"/> Gain an education	<input type="checkbox"/> Access a privately owned business (shop, restaurant, etc.)
<input type="checkbox"/> Participate in community life	<input type="checkbox"/> Feel a sense of belonging in the community
<input type="checkbox"/> Open a bank account or receive a loan	<input type="checkbox"/> Other (Specify) _____

## ***Impacts of Discrimination Con't***

9. Thinking of your experiences living in Surrey, how often have you experienced or witnessed each of the following because of yours or another person's ethnicity, accent, skin colour, or cultural/religious background?

	<b>Often</b>	<b>Sometimes</b>	<b>Rarely</b>	<b>Never</b>	<b>Don't Know</b>
Unfair treatment in the workplace	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Poor customer service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Denied a promotion or pay raise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Being unfairly treated by law enforcement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Excluded from a community service or public space	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Denied entry or being asked to leave a private business	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## ***Discriminatory Harassment***

10. Again, thinking of your experiences living in Surrey, how often have you experienced each of the following because of yours or another person's ethnicity, accent, skin colour, or cultural/religious background?

	<b>Often</b>	<b>Sometimes</b>	<b>Rarely</b>	<b>Never</b>	<b>Don't Know</b>
Being the subject of slurs / name calling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ridiculing or mocking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physical harassment or violence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stereotyping	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Patronizing or demeaning conduct	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Threats or intimidation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unwelcome staring	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Intrusive questioning (e.g. from security guards, police, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## **Reporting**

11 Have you ever reported or filed a discrimination complaint?

Yes

Please describe: \_\_\_\_\_

No

Don't know

Not Applicable (I never experienced discrimination)

12. Please list any services, programs or other sources of help (you have used or know about) that can be of help to people who have experienced or witnessed racial discrimination:

Specify \_\_\_\_\_

I don't know of any such services, programs or avenues

## **Solutions**

13. What would help you address the racism and discrimination you have experienced or witnessed in Surrey?

14. Do you have any additional comments you would like to share with us?

To complete the survey could you tell us two more things about yourself?

15. What is your religion?

<input type="checkbox"/> Buddhist	<input type="checkbox"/> Jewish	<input type="checkbox"/> Traditional (Aboriginal) Spirituality
<input type="checkbox"/> Christian	<input type="checkbox"/> Muslim	<input type="checkbox"/> No Religious Affiliation
<input type="checkbox"/> Hindu	<input type="checkbox"/> Sikh	<input type="checkbox"/> Other (Specify) _____

16. If you're **NOT** AN ABORIGINAL PERSON: Are you ... (Select all that apply)

- White
- South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.)
- Chinese
- Black
- Filipino
- Latin American
- Arab
- Southeast Asian (e.g., Vietnamese, Cambodian, Malaysian, Laotian, etc.)
- West Asian (e.g., Iranian, Afghan, etc.)
- Korean
- Japanese
- Other (Specify) \_\_\_\_\_

Thanks for taking the time to provide your input and being a member of CitySpeaks!

This information will be used by the City of Surrey to inform the True Colours of Surrey Project and guide efforts to address racism and discrimination in Surrey.