



CCE Response Model to Hate Incidents in Alberta

June 2020



<http://coalitionscreatingequity.ca/>

<https://www.facebook.com/coalitionscreatingequity/>

Land Acknowledgment

We respectfully acknowledge that the community consultations and work to develop this protocol was conducted in Treaty 6,7, and 8 Territory, the traditional meeting grounds and gathering places of the Blackfoot confederacy -comprising the Suksika, Pikani, and Kanai First Nations), and the Stoney Nakoda (including the Chiniki, Bearspaw, and Wesley First Nation, Nakota Sikoux, Iroquois, Ojibway/ Saulteaux/Anishinaabe, Cree, Dene, Tsuut'ina, Niitsitapi, and Métis peoples.

The Coalitions Creating Equity recognizes the responsibility we have as Albertans to learn the history of these lands for us to understand the present and actively work to dismantle the barriers imposed by historical and ongoing colonialism. We also recognize the struggles and resiliency of the Indigenous Peoples of Canada, embrace their teachings and wisdom as invaluable components of the beauty and strength of our province.



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Introduction

Prejudice, bias, and hatred create a dangerous environment in many communities throughout Alberta, not only because this type of behaviour has on many occasions turned into criminal actions, but because hate generates feelings of fear, lack of safety, and vulnerability in members of the targeted community.

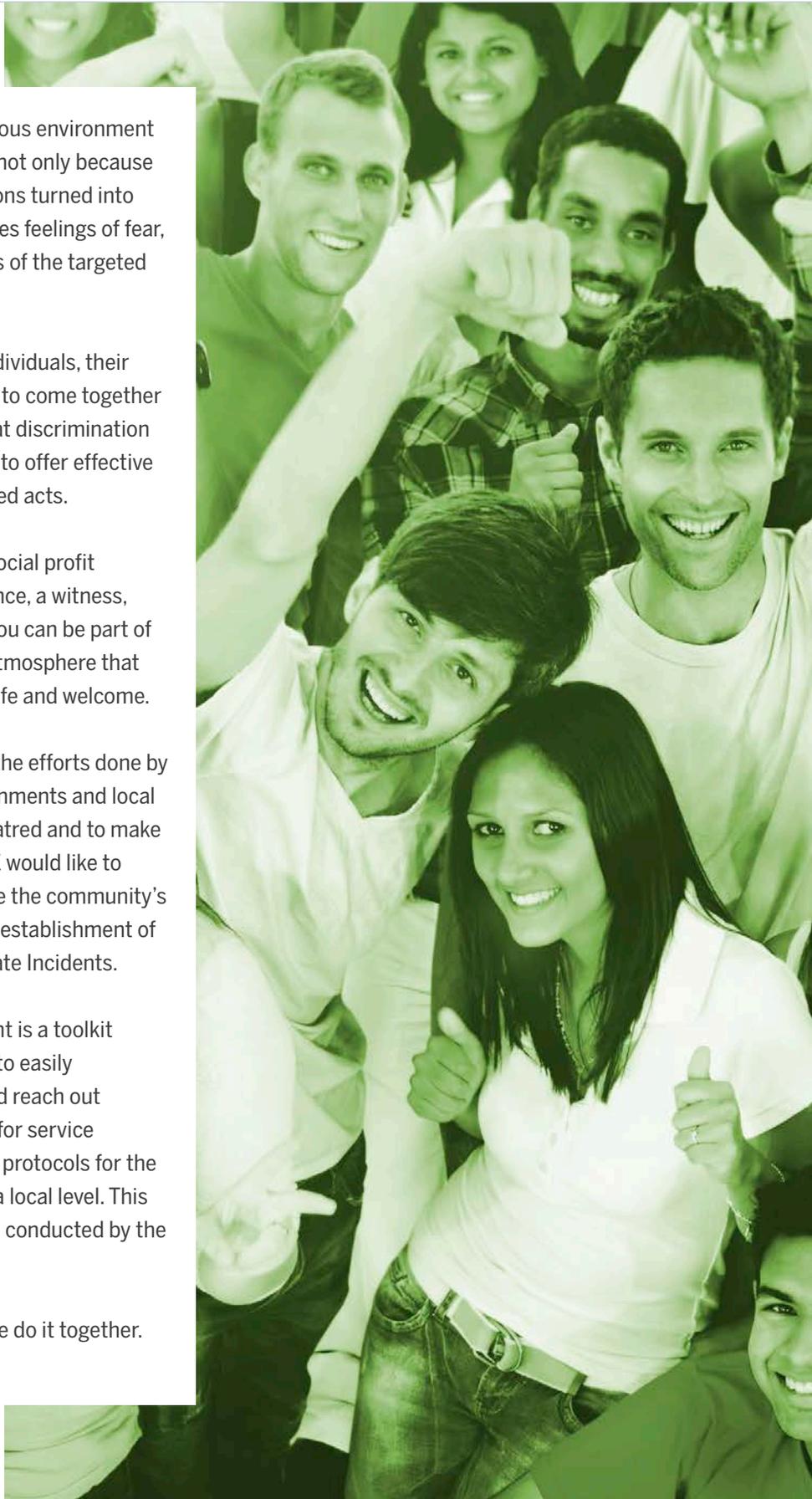
Discrimination and hatred deeply affect individuals, their families, and entire communities; it is time to come together as a Province to send a strong message that discrimination and hatred are not welcome in Alberta and to offer effective support for those affected by bias-motivated acts.

Whether you are a concerned Albertan, a social profit representative, a person with lived experience, a witness, law enforcement, or a community leader, you can be part of the community mobilization to create an atmosphere that rejects hate and makes all residents feel safe and welcome.

The Coalition Creating Equity (CCE) value the efforts done by community organizations, provincial governments and local governments to fight discrimination and hatred and to make of Alberta a more inclusive region. The CCE would like to thank you for accepting this invitation to be the community's key stakeholders to move forward with the establishment of a Community-based Response Model to Hate Incidents.

The information presented in this document is a toolkit for witnesses and people targeted by hate to easily find resources, to report hate incidents, and reach out for support. This document is also a guide for service providers in Alberta to have recommended protocols for the development of coordinated responses at a local level. This resource was developed based on research conducted by the CCE.

We can stop hate, but we can only do it if we do it together.



Acknowledgment

This protocol was made possible with support from the Alberta Human Rights Education and Multiculturalism Fund and is the product of the collaborative efforts of many community members and organizations.

This Response Model was developed by the Coalitions Creating Equity coordinators: Helen Rusich, Krystell O'Hara, Tyra Erskine, Victor Iyilode, with invaluable input of Deborah Dobbins, Caitlin Downie, Cam Stewart, Lisa Kardosh, Tinna Ezekiel, and Zenobia Jamal.

On behalf of the Coalitions Creating Equity (CCE), we would like to express our deepest gratitude to every focus group participant and community organization that participated in the process of developing a provincial response model for hate incidents. This would not have been possible without you.

Thanks to the information and data collected throughout this process, CCE has developed a survivor informed toolkit that we hope will be utilized by local communities across the province. We hope to see this resource built upon by individual communities as we work towards a world that is free of hate and one that enables people to thrive regardless of their Intersectionalities.

Several organizations and individuals provided input or support through emails, consultations, mental health support for focus groups participants, partnerships for community consultation, conversation cafes table facilitators, the ActionDignity Equity Brokers; Their support was essential in the development of this project.

- 5th on 5th Youth
- ABSI Connect
- Alberta Human Rights Commission
- Action Dignity
- Africa Centre
- Alberta Hate Crimes Committee
- Alberta Social Innovation Connect
- Catholic Social Services
- Collaboration for Religious Inclusion (CRI)
- CommunityWise Resource Centre
- Critical Incident Stress Management for CommunitiesCity of Edmonton
- Creating Hope Society
- Edmonton Shift Lab
- Edmonton Police Service
- End Poverty Edmonton
- Edmonton Public School Board
- Erin Reid
- John Humphrey Centre for Peace and Human Rights
- Immigrant Advisory Table (Wood Buffalo)
- Mental Health Association Wood Buffalo
- Neurodiversity YMM
- Premier's Council on the Status of Persons with Disabilities
- Pride YMM
- Regional Advisory Committee for Inclusion, Diversity and Equality (RACIDE)
- Regional Municipality of Wood Buffalo
- RCMP Wood Buffalo
- REACH Edmonton
- Resiliency Project
- Southern Alberta Individualized Planning Association (SAIPA)
- Shiloh Centre for Multicultural Roots
- Spinal Cord Injury
- St. Aidan Society
- The Centre for Sexuality
- The Disability Action Hall
- The UnlRn Prjct
- The Wood Buffalo Local Immigration Partnership
- Voices with Disabilities

Background

The Response Model for Hate Incidents in Alberta is an initiative led by the Alberta Coalitions Creating Equity (CCE) and funded by the Alberta Human Rights Education and Multiculturalism Fund. The five municipalities of the CCE (Wood Buffalo, Edmonton, Red Deer, Calgary, and Lethbridge) worked together to develop a mechanism for effectively responding to incidents of hate. This model was informed by a provincial-wide survey and various regional focus groups and community engagements.

How were the engagements informed?

The regional CCE coordinators facilitated numerous focus groups within their regions. These groups expanded on the questions that were asked in the province-wide survey and offered face-to-face interactions between members of groups that experience hate and discrimination. In addition to answering questions for the response model, the focus groups and community engagements incorporated elements of solidarity, hope, and intersectionality that could not be captured through an online medium. The focus groups and community engagements were carefully planned within each region to ensure that there was representation from participants of all the protected grounds of the Alberta Human Rights Act.

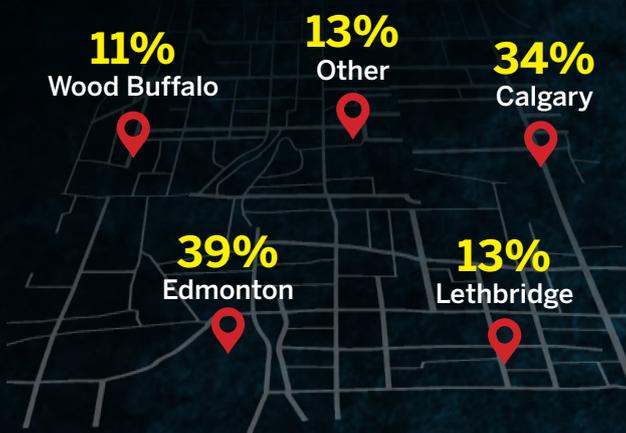
The following infographics provide details about the findings from the research conducted by CCE:

The Coalitions Creating Equity conducted a survey to collect information that will inform the development of a Provincial Response Model for Hate Incidents in Alberta.

These are some of the results:



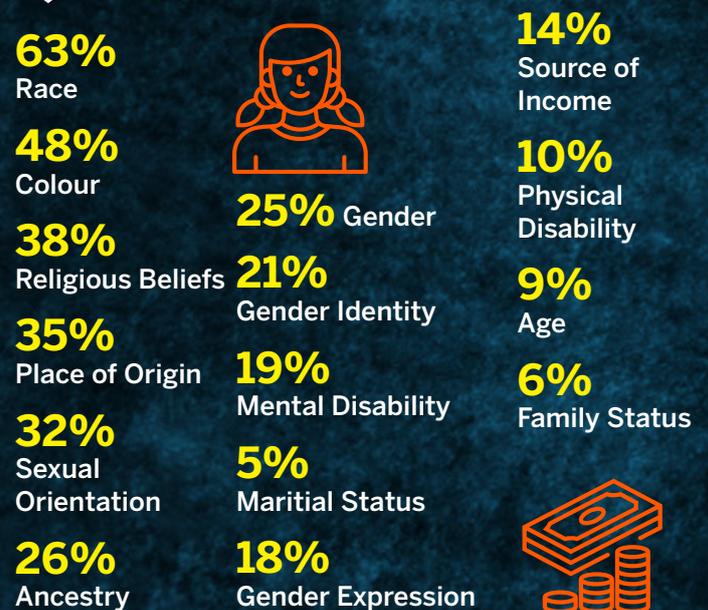
Where in Alberta are the incidents occurring?



“ Support from family and friends is my first point of action because they will believe me and sympathize as they have similar experiences. ”

“ Not sure. I feel very alone in my community and I just hide from most. Even when my child and I have gone for bike rides there are people who try to run us over. Some things you can't prevent. ”

What do you think was the motivation for the hate incident?



Note: the preference to report to law enforcement mostly comes from witnesses

Find this data and more in the Coalitions Creating Equity Report: Key Themes Key Themes from Surveys and Focus Groups on Hate Incidents in Alberta - January 2020

“

I wish there was a group to go to report and they'd transfer people to resources to help

”

“

RCMP has been somewhat supportive but also a bit hands off

”

Where Albertans would like to report or seek support from



41%

Friend

40%

Law Enforcement

37%

Alberta Human Rights

35%

Family

32%

Community Group

31%

Community Members



24%

Community Leader

18%

Social Profit Organisation

17%

Human Resources

10%

Teacher/School

8%

Religious Leader

31%

Counsellor/
Mental Health Organizations

In what type of location did these hate incidents occur?



58%

On the Streets

42%

Business, Shops etc.

33%

Bus, Taxi, etc.

33%

Workplace

23%

Educational Settings

13%

Residence or Tenancy Issue

2%

Not Applicable

17%

Other



”

Don't blame the victim for the situation they are in, don't blame them for not knowing who to go to, don't make the victim out to be the one at fault, don't put us in tears because you don't believe us, don't use phrases like "just move" or "just leave" or "just ignore it, accept it" or "there's nothing we can do"

“

Document any hate incidents at:

Stophateab.ca

This resource was created by the Coalitions Creating Equity with the support of the Human Rights Education and Multiculturalism Fund



Key Insights

To develop a protocol for the community and by the community, CCE used social innovation and a human-centered design approach to have a better understanding of the complex issues from the perspective of those who have faced, witnessed, or have supported someone who faced discrimination and hate.

The CCE team paired the collected information from a province-wide survey, local focus groups and conversation cafes with the core future users of the Response model, including service providers, witnesses and people that have been targeted with hate. This process allowed the identification of sub-themes that then were transformed into the core insights of the research. These insights provided the framework for the development of the Response Model. The key insights include:

Safety

- Safety is essential in all stages of the response model
- People want a protocol that provides a safe environment after reporting an incident
- Individuals want a service that ensures confidentiality and that is trauma-informed

Trust

- People want a protocol that offers multiple trusted options for support throughout the process
- Individuals need a process that reinforces trust by ensuring that the incident will be dealt with
- People want organizational accountability

Personal Action/ Empowerment

- People want to be heard and have their experiences validated
- People want to have bystanders to feel

empowered to step into situations

- People want more knowledge and experience on how to respond

Support

- Individuals want a protocol that is multilayered, multifaceted and specific to individuals while open to collaborations
- People want to be able to support themselves when incidents happen
- Individuals need to have access to peer to peer support when incidents happen
- Individuals want a support system that is intersectional and that takes the person as a whole

Accessibility

- Individuals want an easy tool to understand
- Individuals want a protocol that is multidimensional
- People want an accessible platform for all

Report

- People want stakeholders to be accountable
- Individuals want appropriate services and service providers that are accountable
- - The community wants the resolution data to be available

Education

- Receive services by agencies with reduced biases
- Bystanders want to have the skills to identify incidents and to know how to react and support the person targeted with hate
- Service providers to have an effective response
- Persons targeted with hate and bystanders want to learn how to identify hate, how to challenge it, and how to report it.

A strong theme was the need for mechanisms to report incidents and access support. A response system should include the following aspects:



The following graphic provides a guideline for the development of the response model:



Purpose of the Provincial Response Model to Hate Incidents.

According to the research conducted by CCE, two-thirds of the individuals targeted with hate did not report the incidents, and 42% did not ask for support. This means people are suffering and hurting in silence.

Some of the main reasons why people did not reach out for support include lack of education about what a hate incident is and where to report it, lack of trust in existent support agencies due to issues of accountability and safety.

The Coalitions Creating Equity has developed this resource to serve as a guideline and first step for service providers to come together for effectively responding to bias-motivated incidents in Alberta. The aim is to build the capacity of community members and stakeholders to effectively and promptly respond with the appropriate resources whenever critical incidents of discrimination, hate incidents and crime occur.

This protocol is intended to be a restorative justice, survivor-centered, and community-focused procedure for responding to incidences of hate and discrimination. The protocol is meant to be used in addition to the already existing provincial and federal processes for reporting hate incidents/crimes and acts of discrimination, aiming to increase the effectiveness of the systems already in place.

This Protocol outlines procedures to respond to bias-motivated incidents. It provides a step-by-step, easy to use guide designed to help community members and service providers and witnesses to react promptly and effectively whenever discrimination or a hate-motivated incident occurs. The Protocol also offers

educational resources and referrals to relevant resources for community members to better understand hate incidents and find the right support for the person who experienced hate.

This model also provides important guidelines for service providers to respond to hate incidents following standards such as unconscious bias guidelines and trauma-informed guidelines, which are important elements of response to guarantee the safety of everyone reaching out for support or reporting.

It is important to note that the Protocol does not intend to have all service providers to become victim support experts but to provide information that will increase their capacity to respond.



The Response Model Toolkit

The following resources have been developed based on the key insights identified by the human-centered designed process and the data collected from the survey.

Protocols of Response Based on Location

The following flowcharts illustrate recommended steps when a hate-based incident occurs in educational institutions, a residence, public spaces, or the workplace. The flowcharts were designed keeping in mind key principles from our research including: that Albertans want a protocol that offers multiple trusted options for support throughout the process, for people to choose their healing journey; for a multilayered and multifaceted approach, and is specific to individuals while open to collaborations. These flow charts offer different levels where service providers can collaborate to provide the best support while respecting the wishes of the person or community targeted by hate. The charts also serve as an educational tool to empower bystanders to know what to do if they witness an act of hate.



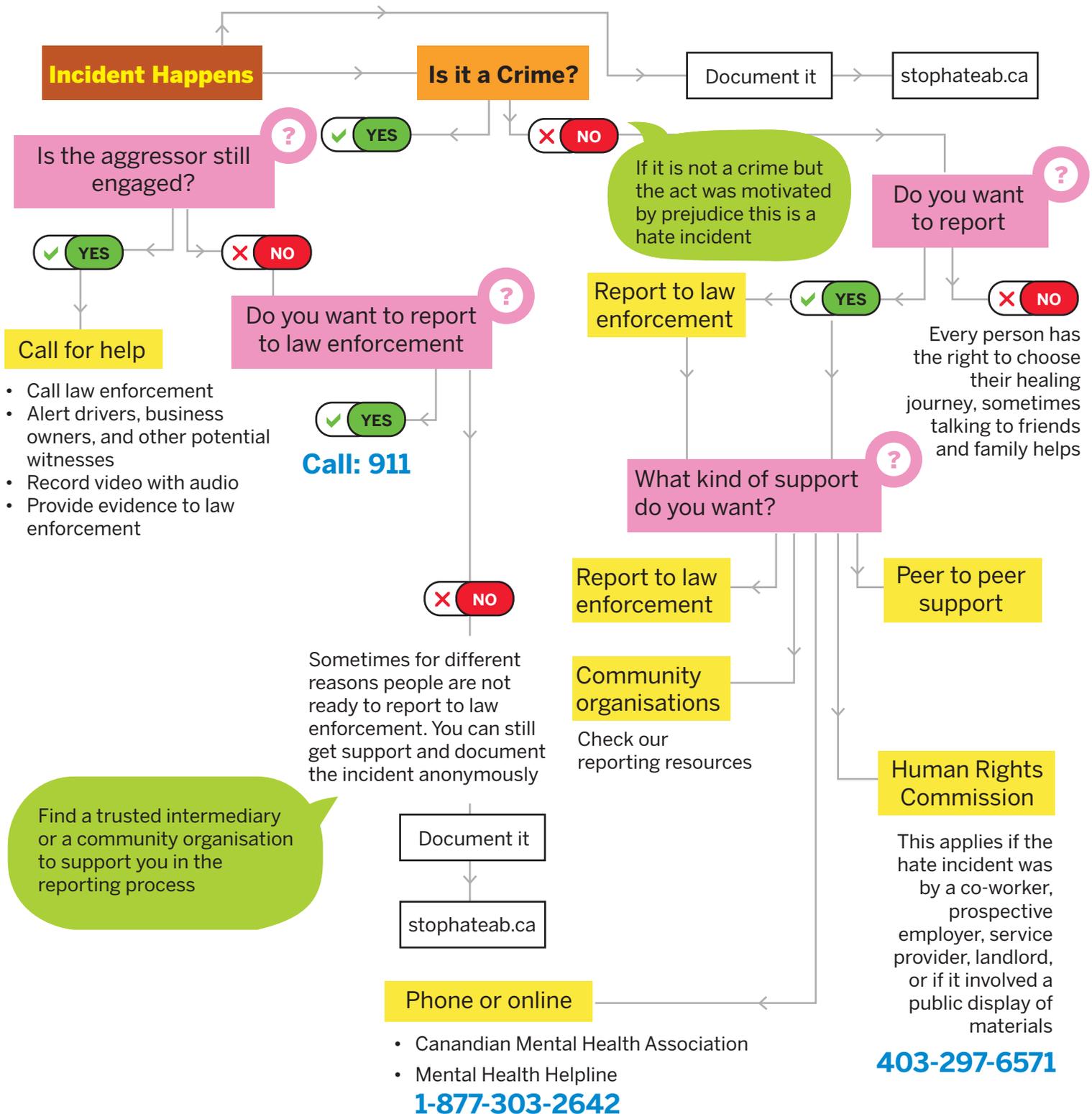
Recommended protocol to respond to hate in a Public Settings

What is a Hate Incident?

A noncriminal act motivated in whole or in part by prejudice, bias or hate towards a specific person, or identifiable group of persons due to their real or perceived race, national or ethnic origin, language, colour, religion, sex, age, mental or physical disability, sexual orientation, or gender identity or expression, or on any other similar factor.

What is a Hate Crime?

It is a criminal offence motivated in whole or in part by prejudice, bias or hate towards a specific person, identifiable group of persons or property due to their real or perceived race, national or ethnic origin, language, colour, religion, sex, age, mental or physical disability, sexual orientation, or gender identity or expression, or on any other similar factor.



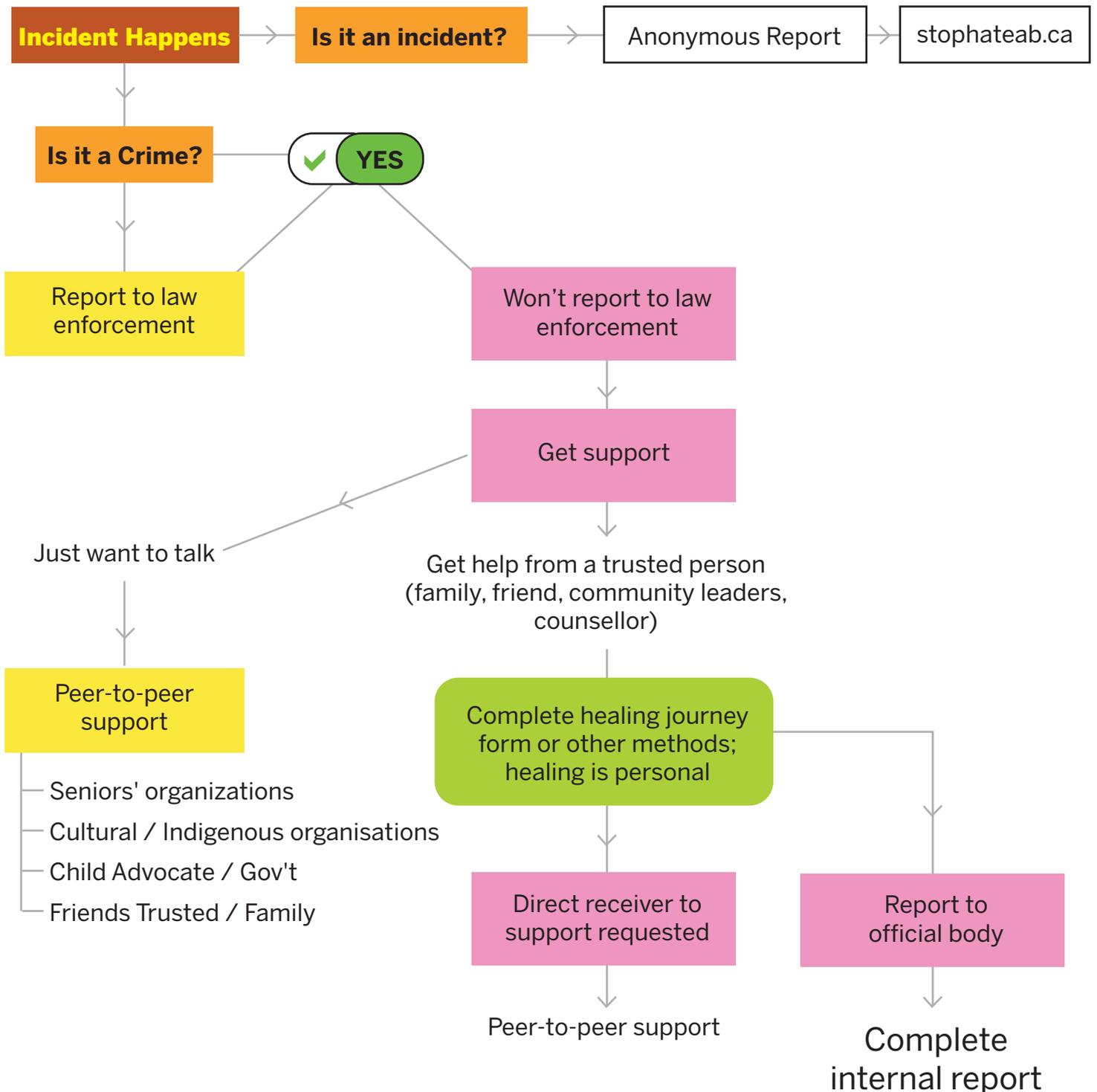
Support Network to Respond to hate Incidents in Residence

What is a Hate Incident?

A noncriminal act motivated in whole or in part by prejudice, bias or hate towards a specific person, or identifiable group of persons due to their real or perceived race, national or ethnic origin, language, colour, religion, sex, age, mental or physical disability, sexual orientation, or gender identity or expression, or on any other similar factor.

What is a Hate Crime?

It is a criminal offence motivated in whole or in part by prejudice, bias or hate towards a specific person, identifiable group of persons or property due to their real or perceived race, national or ethnic origin, language, colour, religion, sex, age, mental or physical disability, sexual orientation, or gender identity or expression, or on any other similar factor.



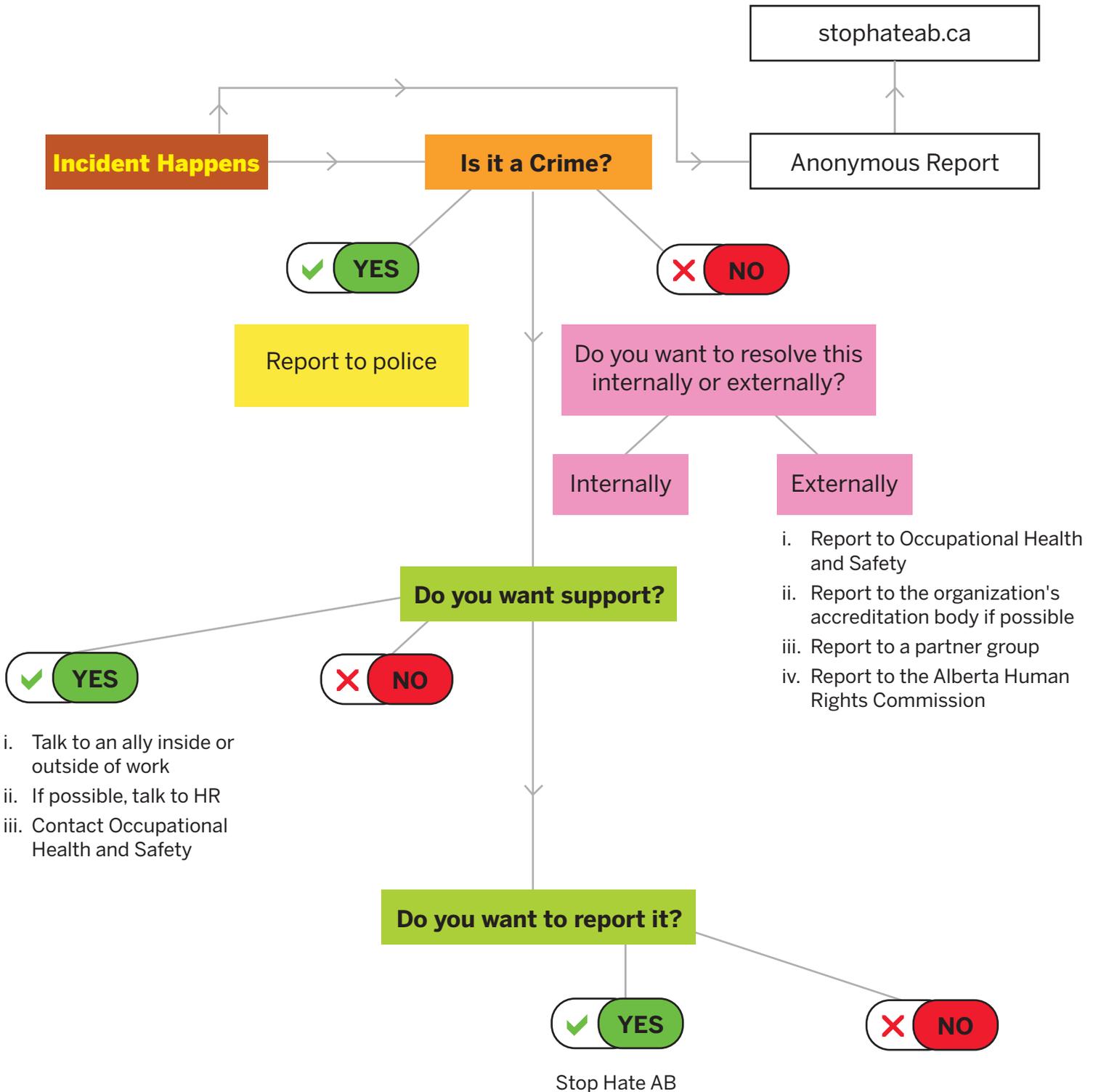
Reporting in the Workplace

What is a Hate Incident?

A noncriminal act motivated in whole or in part by prejudice, bias or hate towards a specific person, or identifiable group of persons due to their real or perceived race, national or ethnic origin, language, colour, religion, sex, age, mental or physical disability, sexual orientation, or gender identity or expression, or on any other similar factor.

What is a Hate Crime?

It is a criminal offence motivated in whole or in part by prejudice, bias or hate towards a specific person, identifiable group of persons or property due to their real or perceived race, national or ethnic origin, language, colour, religion, sex, age, mental or physical disability, sexual orientation, or gender identity or expression, or on any other similar factor.



To note: Retaliatory actions by the employer are not acceptable under the Alberta Human Rights Act

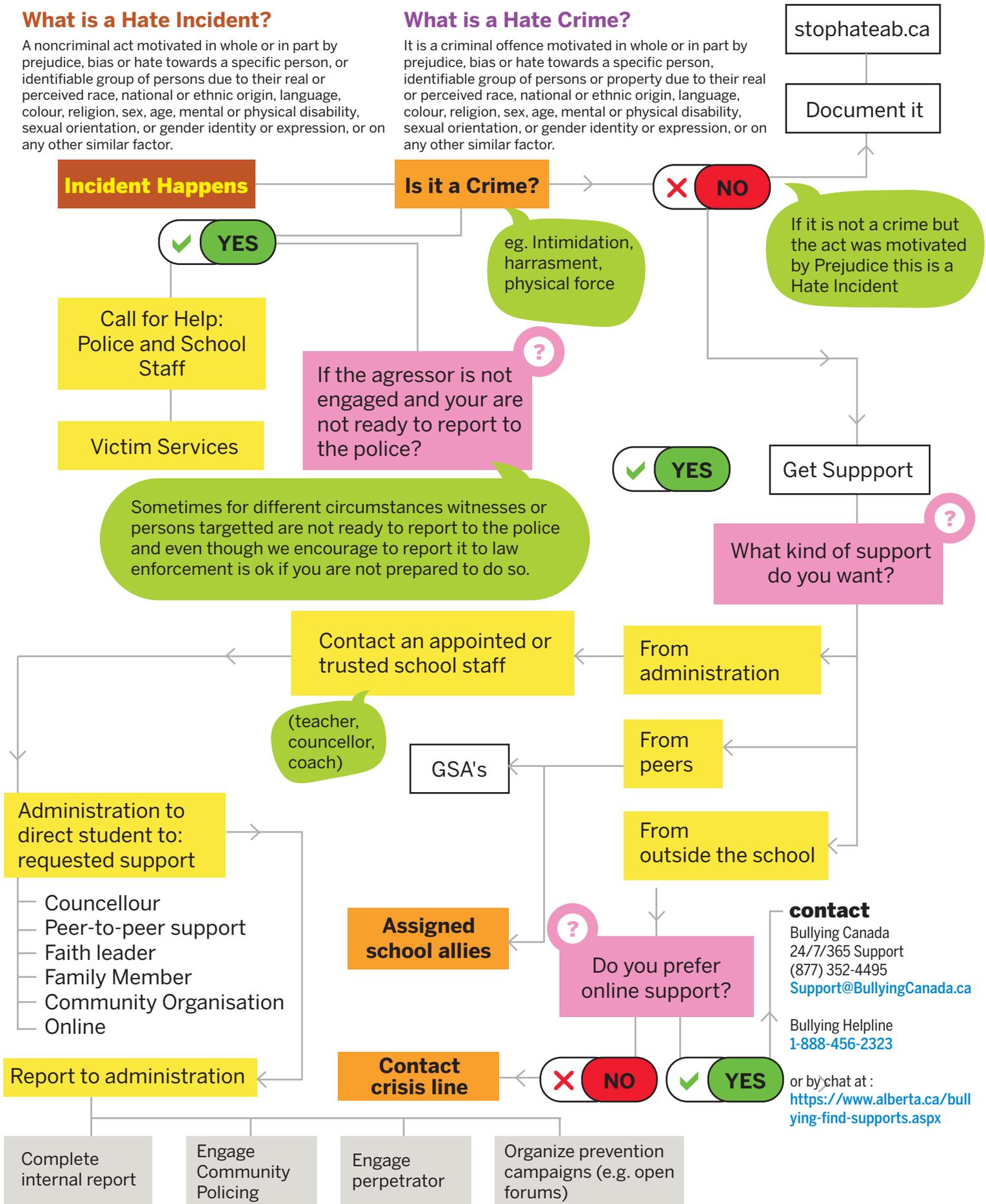
Support Network to Respond to hate Incidents in Educational Settings

What is a Hate Incident?

A noncriminal act motivated in whole or in part by prejudice, bias or hate towards a specific person, or identifiable group of persons due to their real or perceived race, national or ethnic origin, language, colour, religion, sex, age, mental or physical disability, sexual orientation, or gender identity or expression, or on any other similar factor.

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It is a criminal offence motivated in whole or in part by prejudice, bias or hate towards a specific person, identifiable group of persons or property due to their real or perceived race, national or ethnic origin, language, colour, religion, sex, age, mental or physical disability, sexual orientation, or gender identity or expression, or on any other similar factor.



Educational and Reporting Resources

One of the most important themes identified in the research was the need for education. Bystanders and people targeted want to gain the skills to identify hate, learn how to challenge it and know how to support the person targeted or support themselves with the appropriate resources without having to go from place to place to look for help. Further, Albertans want a support system that takes into consideration all the different identity characteristics of a person to support the person as a whole. Taking into consideration these key insights, CCE developed the following educational resources which include examples for people to differentiate between a hate crime and a hate incident, learn about their rights, supports available and when it is appropriate to contact the Alberta Human Rights Commission.



What is a Hate Incident?

A noncriminal act motivated in whole or in part by prejudice, bias or hate towards a specific person, or identifiable group of persons due to their real or perceived race, national or ethnic origin, language, colour, religion, sex, age, mental or physical disability, sexual orientation, or gender identity or expression, or on any other similar factor.

What is a Hate Crime?

It is a criminal offence motivated in whole or in part by prejudice, bias or hate towards a specific person, identifiable group of persons or property due to their real or perceived race, national or ethnic origin, language, colour, religion, sex, age, mental or physical disability, sexual orientation, or gender identity or expression, or on any other similar factor.

Indigenous Ancestry Hate Incident

What is an Indigenous ancestry hate?

Hate around Indigenous ancestry encompasses a range of negative attitudes and feelings towards Indigenous peoples, including First Nations, Metis, and Inuit. This can take the form of fear, aversion, hatred, violence, anger, or discomfort which is then directed at members or perceived members of the Indigenous community.

What is an Indigenous ancestry hate incident?

A noncriminal act motivated in whole or in part by prejudice, bias, or hate towards a specific person or identifiable group of persons due to their Indigenous background. Something is a Indigenous ancestry hate incident when it is carried out because of hostility or a negative opinion towards a member or perceived member of the Indigenous community.

A hate incident can involve derogatory language, symbols, or actions that affect the sense of safety of the person or group of persons.

Examples

- Name calling someone that is Indigenous
- Security guards assuming that Indigenous Peoples are going to steal from a store
- Making derogatory comments on social media towards Indigenous communities that affect the sense of safety of a person or community

What is an Indigenous ancestry Hate Crime?

A criminal offence motivated in whole or in part by prejudice, bias, or hate towards a specific person, identifiable group of persons or property due to their their family descent or lineage.

When a hate incident becomes a criminal offence, it's known as a hate crime. This is a criminal offence motivated in whole or in part by prejudice, bias or hate towards a specific person, identifiable group of persons or property due to their Indigenous ancestry



Examples

- A group of people see an Indigenous person walking down the street, so they push that person and call them a slur.
- A person posts hateful comments on social media inciting others to hurt Indigenous people.
- Someone leaves a note on someone's front door stating "You don't belong here, leave before you get hurt".

The Law

According to the Criminal Code of Canada subsection 718.2(a)(i), a sentence should be increased to account for aggravating circumstances relating to evidence that the offence was motivated by bias, prejudice, or hate. Other sections of the Canadian Criminal Code that specifically deal with hate crime; S.318, s.319, and s.430. Unwanted jokes or insults when they occur for someone's ancestry are considered harassment, this is as a form of discrimination and is prohibited by the Alberta Human Rights Act.

Report it!

If you are a targeted because of Ancestry hate crime/incident or suspect someone is, contact law enforcement. If you are not ready to contact the police, call the number below to receive support.

To report criminal related hate: 911

Calgary	Calgary Police Service	403-266-1234
Edmonton	Edmonton Police Service	780-423-4567
Lethbridge	Lethbridge Police Service	403-328-4444
Wood Buffalo	RCMP	780-788-4040

You are not alone! For support, information, and reporting of an ancestry hate incident contact:

In Calgary:

Aboriginal Friendship Centre of Calgary
phone: (403) 270-7379
E-mail: info@afccalgary.org

In Edmonton:

Canadian Native Friendship Centre
11728 - 95 Street
Edmonton, Alberta, T5G 1L9
Phone: 780-761-1900

In Red Deer :

Red Deer Native Friendship Society
4808 51 Ave, Red Deer, AB T4N 4H3
Phone: (403) 340-0020

In Lethbridge:

Sik-Ooh-Kotok Friendship Society
1709 2 Ave S, Lethbridge,
AB T1J 0E8
(403) 328-2414

Provincial:

Alberta Native Friendship Centres Association

In Wood Buffalo:

RMWB Pulse Line
780-743-7000

Want to file a human rights complaint?

If a hate incident or discrimination is committed by a co-worker, employer, prospective employer (i.e., during applying for employment), service provider, landlord, or involves the public display of materials , you may be able to make a human rights complaint.

If you believe you have experienced discrimination as a result of racial profiling (in a contexts where authority figures are employed to address issues of safety, security or public protection) based on your race or other similar characteristics, you may be able to make a complaint with the Commission.

For information contact the Alberta Human Rights Commission:

Confidential inquiry: (780) 427 – 7661 www.albertahumanrights.ab.ca

To learn more: <http://coalitionscreatingequity.ca/>

Document any hate incidents at:

Stophateab.ca

This resource was created by the Coalitions Creating Equity with the support of the Human Rights Education and Multiculturalism Fund



Anti-Black Hate Incident

What is Anti-Black Racism?

An indiscriminate negative perception or emotion towards people of Black-African descent rooted in colonization and slavery; and expressed as an exaggerated fear, hatred, and hostility toward Black people or Black communities. Anti-Black racism is perpetuated by negative stereotypes and social structures that discriminate, marginalize, and exclude the Black population from social, political, and civic life.

What is an Anti-Black Hate Incident

A noncriminal act motivated in whole or in part by prejudice, bias, or hate towards people of Black-African descent. Simply put, it is when someone is hurtful or offensive, towards those of Black-African descent, by using derogatory language, symbols, or actions that affect the sense of safety of the targeted person or group of people.

Examples

- High school classmates use social media to make offensive jokes against a group of Black-African descent students.
- A person shares an offensive cartoon around the office about a co-worker making fun of them using stereotypes.
- A group of young males of Black-African descent are followed around while in a store by the security guard with no specific reason and are asked to leave the store.

What is an Anti-Black Hate Crime?

A criminal offence motivated in whole or in part by prejudice, bias, or hate towards people of Black-African descent. In other words, it is a criminal act that can involve intimidation, harassment, vandalism, physical force, or threat and its motive is resentment or a negative opinion of the characteristics of a person because of the colour of their skin.

“

Examples

- A group of people set up a cross and light it on fire on the lawn of a Black person.
- Two men plan and attack a neighbour because they think he does not belong in the neighbourhood because of the colour of his skin. Witnesses heard the attackers using racial slurs during the incident.
- A white supremacist symbol is drawn at the entrance of a church where many members of the black community attend.
- An individual with negative views about black people and Muslims make publications on social media inciting others to harm people of the Somalian community that live in his town.

”

Hate crimes targeting the Black population remain one of the most common types of hate crimes in Canada (16% of all hate crimes). (Moreau, 2020)

The Law

According to the Criminal Code of Canada subsection 718.2(a)(i), a sentence should be increased to account for aggravating circumstances such as evidence that the offence was motivated by bias, prejudice or hate.

Other sections of the Canadian criminal code specifically deal with hate crime. S.318, s.319, s. 430.

Unwanted jokes or insults when they are targeted at an identifiable group are considered harassment, this is a form of discrimination and prohibited by the Alberta Human Rights Act.



Report it!

If you or someone else is in immediate danger call 911.

If you are targeted with a hate incident/crime because of the colour of your skin or suspect someone is being targeted, contact law enforcement:

Calgary	Calgary Police Service	403-266-1234
Edmonton	Edmonton Police Service	780-423-4567
Lethbridge	Lethbridge Police Service	403-328-4444
Wood Buffalo	RCMP	780-788-4040

If you are not ready to report to the police, call the number below to receive support, information and report the incident:

In Calgary:

If your organization or community group would like to be part of the support network, check the CCE website (below) for more information.

In Wood Buffalo:

RMWB Pulse Line:
780-743-7000

In Edmonton:

Shiloh Centre For
Multicultural Roots

Phone:
780-722-9141

Email:
shilohcmr@gmail.com

In Lethbridge:

If your organization or community group would like to be part of the support network, check the CCE website (below) for more information.

Provincial:

If your organization or community group would like to be part of the support network, check the CCE website (below) for more information.

Want to file a human rights complaint?

If a hate incident or act of discrimination is committed by a co-worker, employer, prospective employer (i.e. when applying for employment), service provider or landlord, or involves the public display of materials, you may be able to make a human rights complaint.

If you believe you have experienced discrimination as a result of racial profiling (in a context where authority figures are employed to address issues of safety, security or public protection) based on your race or other identity characteristics, you may be able to make a complaint with the Commission.

For information contact the Alberta Human Rights Commission:

Confidential inquiry: (780) 427 – 7661 www.albertahumanrights.ab.ca

To learn more : <http://coalitionscreatingequity.ca/>

Document any hate incidents at:

Stophateab.ca

This resource was created by the Coalitions Creating Equity with the support of the Human Rights Education and Multiculturalism Fund



Antisemitic Hate Incident

What is anti-Semitism?

Anti-Semitism is an indiscriminate negative perception or emotion towards Jews or Judaism rooted in racism and religion-based prejudice. These negative emotions are expressed as an exaggerated fear, hatred, and hostility toward Jews or individuals perceived as Jews. This is perpetuated by negative stereotypes resulting in discrimination and the marginalization and exclusion of Jews from social, political, and civic life.

What is an anti-semitic hate incident?

A noncriminal act motivated in whole or in part by prejudice, bias, or hate towards Jews. When someone is hurtful or offensive towards those practicing Judaism or those perceived as Jews by using derogatory language, symbols or actions that affect the sense of safety of the person or group of persons.

Examples

- Classmates make fun of a Jewish student, while raising their arms and saying, "Heil Hitler"
- Groups denounce the existence of the holocaust where thousands of Jewish people were killed
- A swastika symbol and a derogatory slur is drawn on the snow in a Jewish neighborhood

What is an Antisemitic hate crime?

A criminal offence motivated in whole or in part by prejudice, bias, or hate towards Jews, someone perceived as practicing Judaism, a group of Jews, worshipers of Judaism, or a place of worship (i.e., synagogues).

“

Examples

- A man distributes pamphlets with anti-Semitic messages and a website that promotes conspiracy theories against Jewish people.
- A group mails threatening anti-Semitic messages to a synagogue.
- Swastika symbols are drawn on a synagogue.
- A youth assaults and says derogatory slurs to a boy who is wearing a kippah.

”



The Law

According to the Criminal Code of Canada ss. 718.2(a)(i), a sentence should be increased to account for aggravating circumstances such as evidence that the offence was motivated by bias, prejudice or hate.

Based on the Criminal Code of Canada ss. 430. (4.1) everyone who commits mischief in relation to a religious property if the reason of the mischief is motivated by bias, prejudice or hate based on any of the protected grounds (a) is guilty of an indictable offence and liable to imprisonment for a term not exceeding ten years; or (b) is guilty of an offence punishable on summary conviction.

Other sections of the Canadian criminal code specifically deal with hate crime. S.318, s.319, s.

Unwanted jokes or insults when they are targeted at Jews or Judaism are considered harassment, this is a form of discrimination and prohibited by the Alberta Human Rights Act.



Report it!

If you or someone else is in immediate danger call 911.

If you are targeted as a Jew or for practicing Judaism with a hate incident/crime or suspect someone is, contact law enforcement:

Calgary	Calgary Police Service	403-266-1234
Edmonton	Edmonton Police Service	780-423-4567
Lethbridge	Lethbridge Police Service	403-328-4444
Wood Buffalo	RCMP	780-788-4040

If you are not ready to report to the police, call the number below to receive support, information and report the incident:

**B'nai Brith Canada's anti-hate hotline and anti-hate online incident form:
1-844-218-2624 or by E-mail: reportanincident@bnaibrith.ca
Website: www.bnaibrith.ca**

Want to file a human rights complaint?

If a hate incident or discrimination is committed by a co-worker, employer, prospective employer (i.e., during applying for employment), service provider, landlord, or involves the public display of materials, you may be able to make a human rights complaint.

For information contact the Alberta Human Rights Commission:

Confidential inquiry: (403)-297 – 6571. www.albertahumanrights.ab.ca

Document any hate incidents at:
Stophateab.ca

This resource was created by the Coalitions Creating Equity with the support of the Human Rights Education and Multiculturalism Fund



COVID-19 Hate Incident

What is a COVID-19 related Hate Incident?

A noncriminal act motivated in whole or in part by prejudice, bias or hate towards a specific person or identifiable group of persons due to COVID-19.

Simply put, this is when someone does something mean and hurtful because they have a negative feeling towards a section of the public distinguished by colour, race, religion, etc., and that hostility increases and is expressed due to COVID-19.

As a result of the COVID-19 pandemic, hate has been on the rise both online and in person. It is important to understand the ways that hate appears and also recognize that places that people can report to.

What can be considered a COVID-19 related Hate Incident?

Examples

- Saying that prisoners deserve to catch COVID-19
- Making anti-Asian comments about COVID-19
- Sharing anti-Semitic memes or posts about the COVID-19

What is COVID-19 related Hate Crime?

This is a criminal offence motivated in whole or in part by prejudice, bias or hate towards a specific person, identifiable group of persons or property due to COVID-19.

In other words, a criminal act that can involve intimidation, harassment, physical force, or threat and that its motive is resentment or a negative opinion for the characteristics of a person because of COVID-19



Examples

- assaulting an Asian person while referencing COVID-19
- Threatening to bring COVID-19 to Indigenous reserves



The Law

According to the Criminal Code of Canada subsection 718.2 (a) (i), A sentence should be increased to account for aggravating circumstances such as evidence that the offence was motivated by bias, prejudice or hate.

Other sections of the Canadian criminal code specifically deal with hate crime: s.318, s.319. And s.430.

Unwanted jokes or insults when they occur on the basis of prejudice and discrimination related to COVID-19 are considered harassment, this is as a form of discrimination and is prohibited by the Alberta Human Rights Act.



Report it!

If you are targeted because of a COVID-19 related hate crime or suspect someone is, contact law enforcement. If you are not ready to contact the police, call the number below to receive support. To report criminal related hate: 911

Calgary	Calgary Police Service	403-266-1234
Edmonton	Edmonton Police Service	780-423-4567
Lethbridge	Lethbridge Police Service	403-328-4444
Wood Buffalo	RCMP	780-788-4040

You are not Alone! For support, Information, and reporting of a COVID-19 related hate incident contact:

Provincial:

ACCT Foundation's COVID-19 Racism Reporting Centre Text: 587-507-3838

Report on website: <http://acctfoundation.ca/covid-19-community-support>

Want to file a human rights complaint?

If a hate incident or discrimination is committed by a co-worker, employer, prospective employer (i.e., during applying for employment), service provider, landlord, or involves the public display of materials, you may be able to make a human rights complaint.

For information contact the Alberta Human Rights Commission:

Confidential inquiry: (780) 427 – 7661 www.albertahumanrights.ab.ca

To learn more : <http://coalitionscreatingequity.ca/>

Document any hate incidents at:

Stophateab.ca

This resource was created by the Coalitions Creating Equity with the support of the Human Rights Education and Multiculturalism Fund



Disability Hate Incident

What is a Disability Hate Incident?

A noncriminal act motivated in whole or in part by prejudice, bias, or hate towards a specific person or identifiable group of persons due to their real or perceived mental or physical disability.

In other words, is when someone does something mean and hurtful because they have a negative feeling or opinion about the person's disability.

What can be considered a Disability Hate Incident?

Specifically targeting a disabled person because they are perceived as vulnerable or "easy targets" is an expression of bias and can, therefore, be considered a hate incident.

Examples

- Workers at a care home for disabled people uttering insults about the disabled person.
- Name-calling a child because of a learning disability.
- A person with a non-visible disability is left an insulting note on their car after parking in a handicap spot
- Coworkers commenting on the appearance, mannerisms or questioning the disability of someone with an invisible disability

What is a Disability Hate Crime?

A criminal offence motivated in whole or in part by prejudice, bias, or hate towards a specific person, identifiable group of persons or property due to their perceived mental or physical disability.

In other words, a criminal act that can involve intimidation, harassment, physical force or threat and that its motive is resentment or a negative opinion for the characteristics of a person given by their disability (or presumed disability).

Examples

A group of people see someone using a wheelchair and decide to grab the wheelchair and turn it over, dumping the user on the ground. They run away laughing and shout names at the wheelchair user



The Law

According to the Criminal Code of Canada subsection 718.2 (a) (i), A sentence should be increased to account for aggravating circumstances such as evidence that the offence was motivated by bias, prejudice or hate.

Other sections of the Canadian criminal code specifically deal with hate crime: s.318, s.319. And s.430.

Unwanted jokes or insults when they occur for someone's disability are considered harassment, this is as a form of discrimination and is prohibited by the Alberta Human Rights Act.



Report it!

If you or someone else is in immediate danger call 911.

If you are targeted as a person because of your disability with a hate incident/crime or witness an incident of this nature, contact law enforcement:

Calgary	Calgary Police Service	403-266-1234
Edmonton	Edmonton Police Service	780-423-4567
Lethbridge	Lethbridge Police Service	403-328-4444
Wood Buffalo	RCMP	780-788-4040

Hate incidents against people with disabilities are critically under-reported because of challenges like the victims' potential isolation or often the close relationship to the perpetrator.

You are not alone! If you are not ready to report to the police, call the number below to receive support, information and report the incident:

In Calgary:

Voices of Albertans with Disabilities
Phone: 780-488-9088
Email: vad@vadsociety.ca

In Edmonton:

Voices of Albertans with Disabilities
406 Hys Centre, 11010 101 Street, Edmonton, AB, T5H 4B9
Phone: 780-488-9088, Email: vad@vadsociety.ca

In Lethbridge:

Southern Alberta Individualized Planning Association (SAIPA)
#210 410 Stafford Drive South (490.12 mi)
Lethbridge, Alberta T1J 2L2
Phone: (403) 320-1515
E-Mail: mail@saipa.org

In Wood Buffalo:

RMWB Pulse Line: 780-743-7000

If a hate incident or discrimination is committed by a co-worker, employer, prospect employer (application for employment), service provider, landlord, or involves the public display of materials (publication), you may be able to make a human rights complaint

For information contact the Alberta Human Rights Commission:

Confidential inquiry: (403)-297 – 6571. www.albertahumanrights.ab.ca

To learn more: <http://coalitionscreatingequity.ca/>

Document any hate incidents at:

Stophateab.ca

This resource was created by the Coalitions Creating Equity with the support of the Human Rights Education and Multiculturalism Fund



Islamophobic Hate Incident

Islamophobic Hate Incident?

An indiscriminate negative perception or emotions for Muslims or Islam rooted on racism and religion-based prejudice and expressed as an exaggerated fear, hatred, and hostility toward Islam and Muslims or non-Muslims individuals perceived as Muslims that is perpetuated by negative stereotypes resulting in discrimination and the marginalization and exclusion of Muslims from social, political and civic life.

What is an anti-Muslim/Islamophobic hate incident?

A noncriminal act motivated in whole or in part by prejudice, bias, or hate towards Muslims or individuals perceived as Muslims.

In other words, when someone is hurtful or offensive towards those practicing Islamic faith, or those perceived as Muslim, by using derogatory language, symbols, or actions that affect the sense of safety of a person or group of persons.



When a crime is committed and the media identifies someone as Muslim, community members confront a Muslim neighbour and demand they denounce the crime

Examples



A Sikh student (Sikhism is a unique religion and not related to Islam, but many conflate the two) is called offensive names and derogatory Islamophobic slurs



A contractor makes sexual jokes about the hijab to a Muslim woman at her workplace

What is an Islamophobic hate crime?

A criminal offence motivated in whole or in part by prejudice, bias, or hate towards a Muslim, a group of Muslims, worshipers of the Islamic faith, places of worship (i.e., mosques), or towards someone perceived as practicing the Islamic faith.

“ Example:

- Someone honks a horn at a Muslim woman, screams “go back to your own country” and then tries to run her car off the road.
- Defacing, destroying places of worship, mosques, or graffiti in and around mosques.
- Making a comment on social media that promotes the incitement of hatred against Muslims, which could potentially lead to cause harm to a person or property.

”

The Law

According to the Criminal Code of Canada subsection 718.2(a)(i), a sentence should be increased to account for aggravating circumstances relating to evidence that the offence was motivated by bias, prejudice, or hate.

Based on the Criminal Code of Canada subsection 430. (4.1) everyone who commits mischief in relation to a religious property if the reason of the mischief is motivated by bias, prejudice or hate based on any of the protected grounds (a) is guilty of an indictable offence and liable to imprisonment for a term not exceeding ten years; or (b) is guilty of an offence punishable on summary conviction. Other sections of the Canadian Criminal Code that specifically deal with hate crime; S.318, and s.319.



Report it!

If you or someone else is in immediate danger call 911.

If you are targeted as a Muslim or for your faith with a hate incident/crime or suspect someone is, contact law enforcement:

Calgary	Calgary Police Service	403-266-1234
Edmonton	Edmonton Police Service	780-423-4567
Lethbridge	Lethbridge Police Service	403-328-4444
Wood Buffalo	RCMP	780-788-4040

If you are not ready to report to the police, call the number below to receive support, information and report the incident:

Alberta Muslim Public Affairs Council (AMPAC)

Phone: 780-288-8299

website: <https://ampac.ca>

Want to file a human rights complaint?

If a hate incident is committed by a co-worker, employer, prospect employer (application of employment), service provider, landlord, or involves the public display of materials (publication), you may be able to make a human rights complaint.

If you believe you have experienced discrimination as a result of racial profiling (in a contexts where authority figures are employed to address issues of safety, security or public protection) based on your race or other similar characteristics, you may be able to make a complaint with the Commission.

For information contact the Alberta Human Rights Commission:

Confidential inquiry: (780) 427 – 7661 www.albertahumanrights.ab.ca

To learn more : <http://coalitionscreatingequity.ca/>

Document any hate incidents at:

Stophateab.ca

This resource was created by the Coalitions Creating Equity with the support of the Human Rights Education and Multiculturalism Fund



Homophobic Hate Incidents

What is homophobia?

Homophobia encompasses a range of negative attitudes and feelings towards people from the LGBTQ2S+ community. Homophobia can take the form of fear, aversion, hatred, violence, anger, or discomfort which is then directed at members or perceived members of the LGBTQ2s+ community.

What is a homophobic hate incident?

A noncriminal act motivated in whole or in part by prejudice, bias, or hate towards a specific person or identifiable group of persons due to their sexual orientation, gender identity, and/or gender expression.

Something is a homophobic hate incident when it is carried out because of hostility or a negative opinion towards a member or perceived member of the LGBTQ2S+ community. A hate incident can involve derogatory language, symbols, or actions that affect the sense of safety of the person or group of persons.

Examples

- A person makes offensive remarks to his co-worker because of his sexual orientation
- An asexual person is subject to unwelcome lewd sexual comments and innuendos at the workplace
- A couple gets weird looks and glared at when in public spaces

What is a homophobic hate crime?

A criminal offence motivated in whole or in part by prejudice, bias, or hate towards a specific person, identifiable group of persons or property due to their sexual orientation, gender identity, and/or gender expression. When a homophobic hate incident becomes a criminal offence, it's known as a hate crime.



Examples

- A group of people assault two men who were holding hands.
- A person repeatedly harasses an LGBTQ2S+ activist by sending online threats causing them to feel unsafe.
- A group of people confront someone entering a restroom who they perceive to be trans. The group pushes and yell slurs at the individual.



The Law

According to the Criminal Code of Canada subsection 718.2(a)(i), a sentence should be increased to account for aggravating circumstances such as evidence that the offence was motivated by bias, prejudice or hate. Other sections of the Canadian criminal code specifically deal with hate crime S.318, s.319, s. 430.



Report it!

If you or someone else is in immediate danger call 911.

If you are targeted with a hate incident/crime or suspect someone is, contact law enforcement:

Calgary	Calgary Police Service	403-266-1234
Edmonton	Edmonton Police Service	780-423-4567
Lethbridge	Lethbridge Police Service	403-328-4444
Wood Buffalo	RCMP	780-788-4040

If you are not ready to report to the police, call the number below to receive support, information and report the incident:

You are not alone! For support, Information, and reporting of a Transgender hate incident contact:

In Calgary:

Skipping Stone Foundation
108 13 Ave NE #201,
Calgary, AB T2E 2R9
Phone: 587-333-4342

In Wood Buffalo:

RMWB Pulse Line:
780-743-7000

In Edmonton:

Pride Centre of Edmonton.
Pridecentreofedmonton.ca
780- 488 – 3234
Or Raricanow 587-778-6178
(Safe space for LGBTQ+
refugees and newcomers)
raricanow.org

In Lethbridge:

If your organization or
community group would like to
be part of the support network,
check the cce website (below)
for more information.

Provincial:

If your organization or
community group would like to
be part of the support network,
check the cce website (below)
for more information.

Want to file a human rights complaint?

If a hate incident is committed by a co-worker, employer, prospect employer (application of employment), service provider, landlord, or involves the public display of materials (publication), you may be able to make a human rights complaint.

If you believe you have experienced discrimination as a result of racial profiling (in a contexts where authority figures are employed to address issues of safety, security or public protection) based on your race or other similar characteristics, you may be able to make a complaint with the Commission.

For information contact the Alberta Human Rights Commission:

Confidential inquiry: (780) 427 – 7661 www.albertahumanrights.ab.ca

To learn more : <http://coalitionscreatingequity.ca/>

Document any hate incidents at:

Stophateab.ca

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Transphobic Hate Incident

What is Transphobia?

Transphobia encompasses a range of negative attitudes, feelings, or actions towards people who are transgender, identify as non-binary or express as gender diverse. Transphobia can include fear, aversion, hatred, anger and even violence, which is then directed towards people. Gender and sexuality are often mistaken as the same thing, so transphobia is often expressed alongside homophobic views.

What is a Transphobic hate incident?

Any noncriminal act motivated in whole or in part by prejudice, bias, or hate towards a specific person or identifiable group of persons due to their gender identity and/or gender expression.

Something is a transphobic hate incident when it is carried out because of hostility or a negative opinion towards Transgender, Non-Binary individuals, or anyone who expresses, or identifies themselves differently than expected gender expression. Many people still confuse gender and sexuality and so transphobia can also be expressed towards members or perceived members of the LGBTQ +2s community. A hate incident can involve derogatory language, symbols or actions that affect the sense of safety of the person or group of persons.

What can be considered a Transgender Hate Incident?

Specifically targeting Transgender people for using the washroom of their gender identity, is an expression of bias and can, therefore, be considered a hate incident.

Examples

- Family purposely misgenders them, even though it's been three years, makes them feel they can't pass.
- Being subjected to lewd sexual comments and innuendos.
- Being subjected to weird looks and glared at when in public spaces or attempting to use a restroom.



What is a Transphobic Hate Crime?

A criminal offence motivated in whole or in part by prejudice, bias, or hate towards a specific person, identifiable group of persons or property due to their gender identity and/or gender expression.

When a transphobic hate incident becomes a criminal offence, it's known as a hate crime. Any criminal offence can be a hate crime if the offender targeted the person because of their resentment or a negative opinion for the characteristics of a person given by their gender identity and/or gender expression.

“

Example

- A transgender person is attacked and beaten up when they use a washroom that aligns with their gender identity.
- Using social media to harass a transgender individual to the point of encouraging them to take their own life.
- A group of people see a transgender person going into the restroom and so they push that person and call them a slur. They run away laughing and continue to shout slurs at them.

”

IDENTITY
NOT
DISORDER

TRANSGENDER
RIGHTS
ARE HUMAN RIGHTS

The Law

According to the Criminal Code of Canada subsection 718.2(a)(i), a sentence should be increased to account for aggravating circumstances such as evidence that the offence was motivated by bias, prejudice or hate.

Other sections of the Canadian criminal code specifically deal with hate crime. S.318, s.319, s. 430.



Report it!

If you or someone else is in immediate danger call 911.

If you are targeted as a Transgendered or Transsexual person with a hate incident/crime or suspect someone is, contact law enforcement:

Calgary	Calgary Police Service	403-266-1234
Edmonton	Edmonton Police Service	780-423-4567
Lethbridge	Lethbridge Police Service	403-328-4444
Wood Buffalo	RCMP	780-788-4040

If you are not ready to report to the police, call the number below to receive support, information and report the incident:

In Calgary:

Skipping Stone Foundation
108 13 Ave NE #201,
Calgary, AB T2E 2R9
Phone: 587-333-4342

In Wood Buffalo:

RMWB Pulse Line:
780-743-7000

In Edmonton:

Pride Centre of Edmonton.
Pridecentreofedmonton.ca
780- 488 – 3234
Or Raricanow 587-778-6178
(Safe space for LGBTQ+
refugees and newcomers)
raricanow.org

In Lethbridge:

If your organisation or community group would like to be part of the support networks, check the CCE website (below) for more information

Provincial:

If your organisation or community group would like to be part of the support networks, check the CCE website (below) for more information

Want to file a human rights complaint?

If a hate incident or discrimination is committed by a co-worker, employer, prospective employer (i.e., during applying for employment), service provider, landlord, or involves the public display of materials, you may be able to make a human rights complaint.

For information contact the Alberta Human Rights Commission:

Confidential inquiry: (780) 427 – 7661 www.albertahumanrights.ab.ca

To learn more : <http://coalitionscreatingequity.ca/>

Document any hate incidents at:

Stophateab.ca

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Racially Motivated Hate Acts

What is Racism?

An indiscriminate negative attitude towards ethnic and racial groups, rooted in the history of colonialism and slavery that defined the hierarchy structure of society. Racism is expressed as an exaggerated fear, hatred, and hostility toward individuals with less power or privilege. Racism is perpetuated by social structures that discriminate, marginalize, and exclude people from less privileged or powerful racial groups from social, political, and civic life resulting in inequity.

What is a racist hate incident?

A noncriminal act motivated in whole or in part by prejudice, bias, or hate towards people from less privileged or powerful racial or ethnic groups.

In other words, when someone in a more powerful or privileged position does something hurtful or offensive towards an identifiable person or group because of hostility about the characteristics given by their race. Hatred can take the form of derogatory language, symbols, or actions that affect the sense of safety of the person or community targeted.

In some cases, a person can be targeted not just because of their race, but because of a combination between their race and other identifiable characteristics such as age, country of origin, language, religion, ancestry, sexual orientation, gender, disability, etc.

Examples

- High school classmates use social media to make offensive jokes against a group of international students that come from India.
- A law enforcement officer stops and searches a vehicle driven by a young indigenous group of males, the officer questions the people in their car and makes remarks that indicate that he has no other apparent reason for the search than their race and age because of the assumption that young indigenous males are more likely to be engaged in criminal activity.
- A couple makes racist remarks to a black woman saying “You immigrants are taking all our jobs, you should go home”.

What is a racist hate crime?

A criminal offence motivated in whole or in part by prejudice, bias, or hate towards people because of their race. In other words, a criminal act that can involve intimidation, harassment, vandalism, physical force, or threat and that its motive is resentment or a negative opinion for the characteristics of a person given by their race.

In 2018, hate crimes motivated by hatred of race or ethnicity represented 44% of all hate crimes (Moreau, 2020)



Examples

- A group of people belonging to a white supremacist group plan and stage a riot against refugees and immigrants.
- Two men assault a group of young Somali men who were peacefully congregating in a park, the perpetrators yelled derogatory slurs related to religion, and race.
- A person created fake social media profiles to threaten and harass a Black-Muslim Canadian who is running as a City Council candidate, the threats clearly show the hostility is due to the candidate's race and colour.



The Law

According to the Criminal Code of Canada subsection 718.2(a)(i), a sentence should be increased to account for aggravating circumstances such as evidence that the offence was motivated by bias, prejudice or hate.

Other sections of the Canadian criminal code specifically deal with hate crime are S.318, s.319, s. 430.

Unwanted jokes or insults when they are targeted at an identifiable group are considered harassment, this is a form of discrimination and prohibited by the Alberta Human Rights Act.



Report it!

If you or someone else is in immediate danger call 911.

If you think you are targeted because of your race with a hate incident/crime or suspect someone is, contact law enforcement:

Calgary	Calgary Police Service	403-266-1234
Edmonton	Edmonton Police Service	780-423-4567
Lethbridge	Lethbridge Police Service	403-328-4444
Wood Buffalo	RCMP	780-788-4040

If you are not ready to report to the police, call the number below to receive support, information and report the incident:

In Calgary:

If your organization or community group would like to be part of the support network, check the cce website (below) for more information.

In Wood Buffalo:

RMWB Pulse Line
780-743-7000

In Edmonton:

If your organization or community group would like to be part of the support network, check the cce website (below) for more information.

In Lethbridge:

If your organization or community group would like to be part of the support network, check the cce website (below) for more information.

Alberta:

If your organization or community group would like to be part of the support network, check the cce website (below) for more information.

Want to file a human rights complaint?

If a hate incident or discrimination is committed by a co-worker, employer, prospective employer (i.e., during applying for employment), service provider, landlord, or involves the public display of materials, you may be able to make a human rights complaint.

If you believe you have experienced discrimination as a result of racial profiling (in a contexts where authority figures are employed to address issues of safety, security or public protection) based on your race or other similar characteristics, you may be able to make a complaint with the Commission.

For information contact the Alberta Human Rights Commission:

Confidential inquiry: (780) 427 – 7661 www.albertahumanrights.ab.ca

To learn more : <http://coalitionscreatingequity.ca/>

Document any hate incidents at:

 Stophateab.ca

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Responding to Hate Graffiti

Hate Graffiti

Graffiti is marking or painting private or public property without permission, and that is considered vandalism; when the graffiti is a demonstration of bias or prejudice, it can be considered a Hate Crime.

According with the Criminal Code of Canada, subsection 430 (4.1) if graffiti is done in an educational institution or religious property, and it's motivated by bias, prejudice or hate based on colour, religion, race national or ethnic origin, age, sex, sexual orientation, gender identity or expression or mental or physical disability, the person is:

Guilty of an indictable offence and liable to imprisonment for a term not exceeding ten years; or

Guilty of an offence punishable on summary conviction.



Responding to graffiti

If you see any hate graffiti in progress reported to law enforcement by calling 911 and document it at stophateab.ca

Responding to graffiti removal on private property is the responsibility of the property owner, but requiring property owners targeted with hatred to pay for acts of vandalism against them can turn into a second victimization. These are the following steps you can take in your city when you get vandalized or see graffiti in your community:

Calgary:

If you are a victim of graffiti or see graffiti in your community call 311 to report it.

You can request help from the City to get the graffiti removed through the Corporate Coordinated Graffiti Abatement Program (CCGAP).

E-mail: PGAP@calgary.ca

Edmonton:

- Take a photo. Send it to capitalcitycleanup@edmonton.ca
- File a report with **Edmonton Police Service**
Keep your police record file number - you will need it for step #3
- **Apply** for professional graffiti cleaning

Lethbridge

- Report the graffiti on the City website or by calling **311**
- Request help to get graffiti removed.

Wood Buffalo

- To report you can contact Pulse Online on the City website or call PULSE: Wood Buffalo at **780-743-7000** or after-hours line, at **780-743-7000**. You can also contact the Parks Department at **780-799-5832**, during regular hours of 8:30 a.m. to 4:30 p.m.
- To remove it, invite some friends/family and co-workers for a “Wipe Out Event” select a time and date to paint over the graffiti selecting a time and date to paint over graffiti and close the event with a pizza!. The municipality will work with the group to provide you with necessary supplies for your Wipe out Event! Contact graffiti@rmwb.ca to organize your event.
- If you know a neighbour, friend or co-worker’s property has been vandalized with hate graffiti, you can show your solidarity by organizing a “Wipe Out” event yourself.

For information contact the Alberta Human Rights Commission:

Confidential inquiry: (780) 427 – 7661 www.albertahumanrights.ab.ca

Document any hate incidents at:

Stophateab.ca

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Reporting to Law Enforcement

Reporting hate incidents or Crimes to Law Enforcement

There is evidence that hate crimes and hate incidents are highly underreported in Canada. There are different reasons why people do choose not to report to law enforcement. However, for hate and all its expressions to be most effectively addressed, accurate data recording is extremely important.

The following are steps you can take to report an incident or crime to law enforcement:

- If you are not comfortable reporting to law enforcement, find a trusted friend or community group to support you in this process.
- If you feel that you prefer not to go to law enforcement even with the company of a friend or community member, report the incident to stophateab.ca
- If you feel not sure about going to law enforcement because you have a language barrier, you can request an interpreter.
- If you're comfortable going to law enforcement, file a police report either in person or by phone with the local detachment where the incident happened. Make sure to take note of the responding officer's name and badge number so that you can follow up if desired.
- If you believe the incident was motivated by bias against your ancestry, race, colour, religion, sexual orientation, gender, gender expression, mental or physical disability, or other similar factors, confirm with the officer that the official police report actually records the incident as a hate crime or incident, even if you don't have physical evidence that it was motivated by prejudice.
- When completing the report, tell the officer all of the details of the incident you recorded or remember, including the gender, age, height, race, weight, clothes, or other distinguishing characteristics of the perpetrator. It is also important to share if there were other witnesses when the incident happened. If any threats or negative comments were made, such as racial slurs or anti-gay words, include them in the report. Take photos or document any property damage and bias and/or hate messages before they are removed.
- Share any evidence but always keep a copy with you and do not share on social media as this could interfere with an investigation.
- Ask for a copy of the report and case number, if possible, follow up to make sure the report was filed.
- If you feel you want further support, request the officer to give continue the process with Victim Services or local community organizations to help you and your community to heal.
- If you experience discrimination in a contexts where authority figures are employed based on your race or other similar characteristics, you may be able to make a complaint with the Alberta Human Rights Commission.



For information contact the Alberta Human Rights Commission:

Confidential inquiry: (780) 427 – 7661 www.albertahumanrights.ab.ca

Document any hate incidents at:

Stophateab.ca

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TAKE ACTION WHEN WITNESSING RACISM. IT MATTERS!



Racism Affects our Health

Racism can harmfully affect the health and well-being of individuals and communities.

It can lead to:

- Anxiety, depression and low self-esteem
- Unhealthy behaviours like alcohol consumption, irregular sleeping patterns
- Self harm or physical injury resulting from race-based violence

Racial prejudice and discrimination can also lead to reduced access to employment, housing and education, and social exclusion.



Importance of Bystander Anti-Racism

When you witness racism, speak up! Bystander intervention can:

- Help prevent racist acts from being committed
- Limit the potential for escalation
- Reduce the physical, social, psychological and emotional harms that result
- Promote norms and ideals that can weaken the social acceptance of racism in the future.



How Can I Become an Active Bystander?

Bystander action can include:

- Confronting the perpetrator
- Recruiting other active bystanders
- Seeking assistance from appropriate authorities (e.g., from a police officer, or school teacher)
- Reporting the incident

Roots of Racism in Canadian History

Doctrine of Discovery, 1452

"...invade, search out, capture, vanquish, and subdue all Sarcens and pagans whatsoever placed,....,and the principalities, dominions, possessions, and all movable and immovable good whatsoever held and possessed by them and to reduce their persons to perpetual slavery, and to apply and appropriate to himself and his successors the,...., principalities, dominions, possessions, and goods, and to convert them to his and their use and profit"

—Pope Nicholas V (Papal Bull 1452)

Discovery was used as legal and moral justification for colonial dispossession of sovereign Indigenous Nations, including First Nations in what is now Canada. During the European "Age of Discovery", Christian explorers "claimed" lands for their monarchs who felt they could exploit the land, regardless of the original inhabitants.

This was invalidly based on the presumed racial superiority of European Christian peoples and was used to dehumanize, exploit and subjugate Indigenous Peoples and dispossess us of our most basic rights. This was the very foundation of genocide. Such ideology lead to practices that continue through modern-day laws and policies.



PERSONAL STORIES

These stories are first-hand accounts of racism in Edmonton. Names have been changed to protect identities.



Joan,
Filipino woman

A couple of summers ago I worked in an office setting as a casual worker. Being a filler for the summer while others were on vacation, I didn't get to know people right away. I had an encounter with a co-worker that just absolutely blew my mind (in a negative way). The conversation went a little like this:

Him: Can I ask what nationality you are?

Me: Um... I'm Filipino.

Him: Ahhhh, I knew it. I knew you had to be Filipino. You're a hard worker. Although I thought that maybe you were half or something because a lot of the Filipinos I know don't work in office settings like this. Our janitors are Filipino, did you notice?

Me: *Cringe* *Speechless*
Makes awkward face

Him: I bet you know a lot of people who work at Tim Hortons.

Me: *Knowing what's about to be said....* Why?

Him: Duh, because that's where all of your people work!

What's the problem here?

Microaggression: Tongue-in-cheek comments or jokes about someone's race or ethnicity can seem innocent but are often dismissive of an individual's experiences and personal histories. Prejudiced jokes and assumptions about someone's race can be understood as microaggressions. Whether intentional or unintentional, they demean the lived-experiences and perspectives of the targeted individual.

Microaggressions can invalidate group identity by communicating that targeted persons are different, inferior, and/or must fall under certain stereotypes because of their background.

What could a bystander have done?



Identify Harm

A good first step in these situations is to recognize that harm has been done. Be aware when someone is making generalizations about another person's race, and pay attention to social cues and clues that show the targeted individual's discomfort.



Address the Speaker

A simple comment or question asking: "sorry, why do you think that's true?" can throw someone off guard and lead them to reflect on the acceptability of their comments.

In this situation, you could be even more specific: "I'm sorry, I don't agree with your opinion about Filipinos. Do you feel like your ideas about them are always true?" When forced to give an answer, the speaker may begin to understand the inappropriateness of their views.



Address the Targeted Individual

Find a way to bring the targeted individual back into the conversation by directly asking them about their views and their experiences. For example, you can interject in the situation and simply ask: "Joan, how do you feel about that comment, what are your experiences"?



Nate,
Indigenous man

Walking through a small downtown park, I placed my backpack and Walking Stick on a bench to sit and role a cigarette. Immediately upon finishing, security came up and asked me to leave. I replied that he'd no reason to ask me to leave. At this point he attempted various intimidation tactics. At one point, he was about to grab me but I told him if he laid a hand on me I would defend myself.

The guard's supervisor arrived and called the police while the guard moved towards my backpack but I grabbed it. Then he walked behind me and, to my horror, snatched my custom carved Walking Stick with a Sacred Eagle Feather attached at the top. I got a hand on it but the guard insisted on wrestling me for it and although I wanted to lash out in that moment, I knew I'd lose to the system once again so let go. I was left pleading for people in the park to record what was happening.

A lifetime of shackling racial comments and beatings flashed to mind as the guard turned my Walking Stick upside down, slightly grinding the hand carved tip and Eagle Feather into the ground.

Eventually, the police arrived and I explained everything that happened. One officer said I had every right to be there but when I suggested I wished to file a complaint, he said I should have left the scene, called the police, and then have filed.

What's the problem here?

Systemic Racism in which either:

- 1) Privilege breeds ideologies of superiority along with a sense of duty to protect the foundational institutions that provide the sustenance for said ideologies.
- 2) Newcomers along with others working for the system are kept unaware of the history, purpose and practices of Colonization. They don't have the opportunity to learn about the dynamics of institutional policies that promote a mindset of fear, division and dominance.

What could a bystander have done?



Record the Incident

I was satisfied with the way bystanders reacted to this situation. A woman in the Park began to record the incident on her phone which possibly led the guard to lay down the Walking Stick.



Address the Speaker/ Sit with Targeted Individual

Another Indigenous person stopped and told the guard to leave me alone. This good samaritan even sat next to me. The guard tried to warn him "not to get too close. I don't want you to get hurt. He's got a stick and could get violent" ... lol.

He and I talked a second and then he began drawing attention from other bystanders. Calling out how this guard was being racist towards me and such. It was beautiful, lol.

I thought about filing a law suit and wish I still could but my anxiety and past experiences hold me back from doing so. Nothing ever worked for my people in this area.

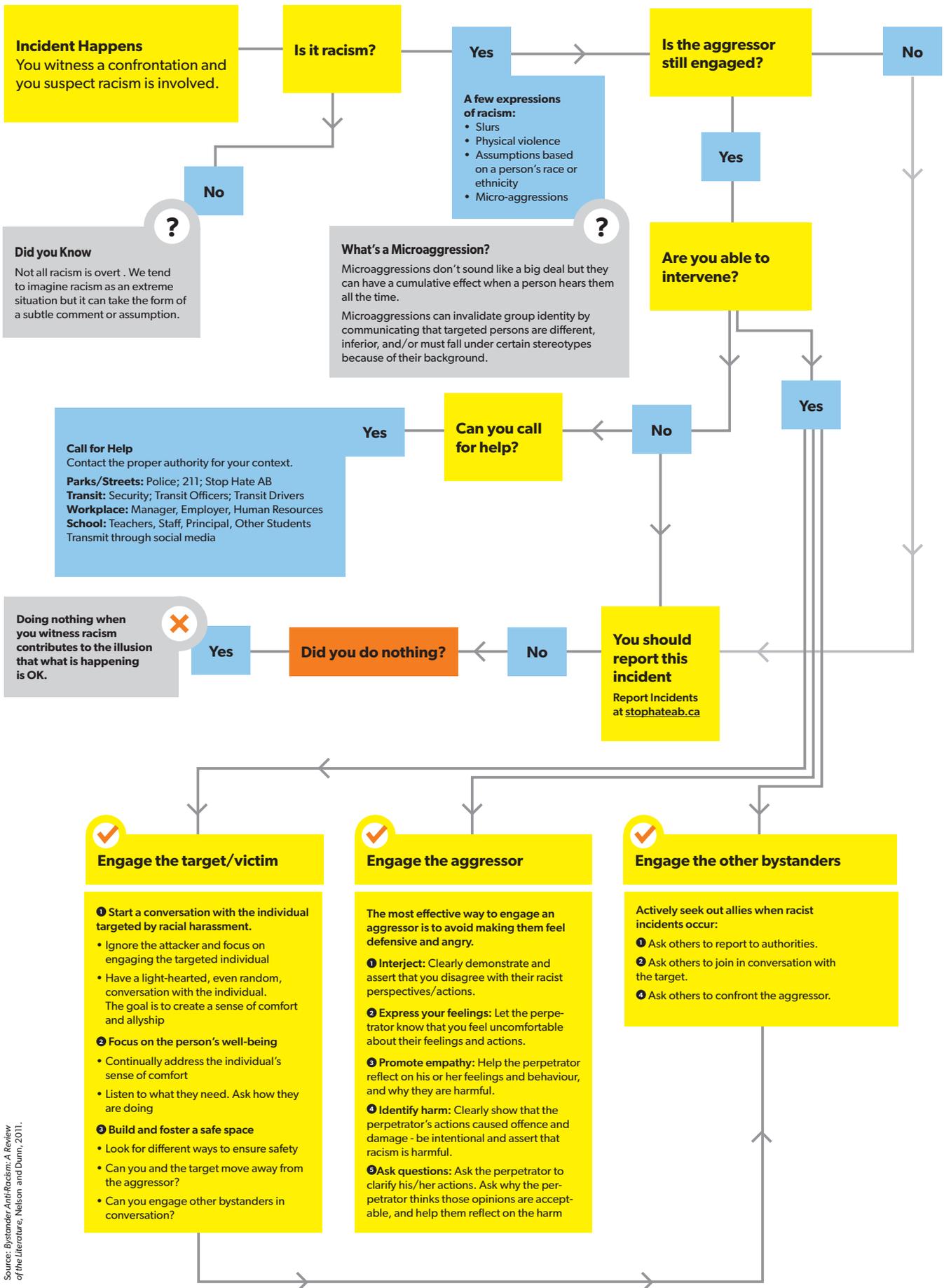
LEARNING TO BECOME AN ACTIVE BYSTANDER

A Flow Chart

Bystander Safety

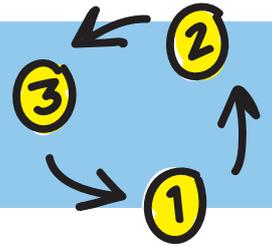
It is up to the person making the intervention to decide whether it is safe or not to intervene. Every situation is unique and must be evaluated in context. When possible and safe, it is always preferable to speak up. Letting everyone involved with the situation know that racism in any form is not acceptable makes a difference.

When intervening is deemed unsafe, try calling for help or ensuring that you report the incident.



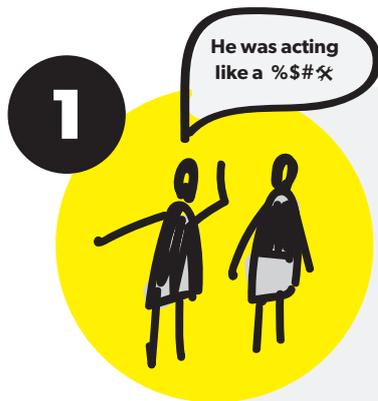
CONFRONTING PREJUDICE

A Step-by-Step Guide



Taking Action and Speaking Up: It Changes Minds

Whether subtle or more directly challenging, confrontation makes perpetrators aware of their own biases, and it effectively reduces their prejudiced responses.¹



Identify Racism

A few expressions of racism:

- Slurs
- Physical violence
- Assumptions based on a person's race or ethnicity
- Micro-aggressions



Even people who consciously and sincerely endorse egalitarian ideals are often unaware that they may hold biases that can be automatically activated and thus can unintentionally influence their own judgments of others.¹



Decide if the Situation Warrants Action

Discrimination is physically and psychologically harmful. It often takes people by surprise and (if safe) may require an immediate response to effectively extinguish in it.



Decide how to Intervene

The most effective bystander action communicates a message of disapproval or discomfort without damaging interpersonal relations. Effective bystander action is a delicate balance between communicating discomfort and maintaining interpersonal relations, and the most appropriate action will depend on features of a particular situation.



Stay Prepared

Confronting someone and calling them out on racist behaviour or prejudice is difficult and takes practice. **Every situation is unique and it is up to you to determine your response to a racist comment or action.**



Responding with anti-racism offers the hope of shifting social norms toward intolerance of everyday racisms, and leveraging additional prosocial action from the untapped potential that seems to exist.²

Reporting Hate incidents or crimes to law enforcement and other service providers.

The CCE focus groups and surveys indicated that witnesses have a preference to report hate incidents to law enforcement. However, when it comes to the person targeted with hate they often prefer to go to friends, family, community organizations, among others. The reasons for people not seeking help from law enforcement are very diverse including language barriers, lack of validation, previous trauma, and lack of trust in the system.

According to the results of the consultations with Albertans, safety and trust are two of the pillars of an effective response protocol. For many, trust in

the reporting systems will be restored by having a process that ensures that the incident will be dealt with, including to offer the appropriate supports available, appropriately recording and investigating incidents, and validation.

In regard to safety, individuals want a service that ensures confidentiality, that is trauma-informed, and that is safe not just during the reporting process but afterwards, especially because many are afraid of retaliation after reporting an incident or crime.

Considering the above elements of responsiveness, and to improve the effectiveness of the response, CCE developed the following guidelines for service providers to follow when supporting someone who has been targeted by hate.



Guidelines for Community Partners and Service Providers:

As a community organization or partner of the Alberta Communities against Hate Support Network, please follow the guidelines presented below when supporting those who have experienced hate:

Unconscious Bias

Unconscious bias is a set of thoughts, feelings, and beliefs that may lead to actions and opinions towards groups of people. This bias is directed towards people outside of one's own identity group and may lead to stereotypes directed to those they perceive to be different than them. Unconscious bias is hard to detect because it often shows up in untraceable, common, and more socially acceptable ways than overt discrimination. An example of unconscious bias includes gravitating towards friends that are of a similar race and having misconceptions and stereotypes towards people of other races. The key distinction here between preference and bias is that the friendship and connection include a negative association with other races. Since unconscious bias is hard to detect, it is also difficult to change. With unconscious bias, the main method of changing this is to constantly challenge the assumptions and stereotypes that people make. Everyone has biases but the way to change this is to not act on these biases and challenge them when they show up.



Trauma-Informed Guidelines

1. When someone comes to you for help as a result of being targeted by discrimination, a hate incident, or racism it is important to assess your ability to work with them. Do you have the capacity to make them feel comfortable? Are you knowledgeable about the issue so you can support this specific individual? Even if you do not feel comfortable or knowledgeable, it is important to know how you can provide an appropriate and supportive referral.
2. Incidents of violence, injury or personal attacks affect each person. Having someone to listen, acknowledge what they have to say and believe their account is the first step. Most people are impacted in some way and simply want to tell and connect with someone. It is important to let the person know you are willing to listen, not judge or blame them and allow them to guide you as to how they want you to help.
3. You may not have all the information. You may want to consult with others who have more information and/or resources and are more familiar with the specific issue. You can then refer the person to the appropriate organization.
4. Keep your personal biases in check, this will help you build trust with the person and ultimately help to provide effective service. (View Unconscious Bias Guidelines)
5. View the person as a whole by supporting all of their characteristics (e.g. sexual orientation, disability, religion, etc.)
6. Be aware of community norms to establish rapport with the person.
7. Keep in mind that coping with prejudice may be part of their everyday experience, and this will likely become part of any work with the person affected.
8. The targeted person might be hesitant to report a hate incident to law enforcement because of a series of different feelings, including fear of secondary victimization and/or lack of trust in the police; fear of being judged by community members, lack of trust that the incident will be dealt with, or because they do not want to feel like a victim. Support them in whatever path they wish to take in terms of reporting.
9. When referring the person to another agency for support keep in mind that people that belong to more than one minority group might be more reluctant to want to report the incident to external agencies because they are at higher risk of being discriminated against. Do you know people at the agency you are referring to, have you built relationships with them? Have others felt supported going to the agency?
10. Hate incidents can generate feelings of fear, lack of safety and vulnerability in all members of the targeted community, for the targeted person this might increase the feelings of being marginalized.
11. Consider the strong psychological impact of the hate incident because it represents a serious attack on an essential aspect of the victim's identity. Some of the feelings reported by Albertans who have faced hate include feelings of self-doubt, sadness, anxiety, low self-worth, and sense of vulnerability.

12. Avoid making the person feel like you have pity for them or that they are being assessed.
13. identify the person's support system including key people/organization(s) and community; this can be done by asking how exactly they want to be supported
14. The person may try to minimize or hide their identity differences to fit in the dominant culture. .
15. Explain possible reactions from their support networks. Help them understand those negative responses (e.g. disbelief, disagreement, or not support) and help them reconnect with their network.
16. Highlight any areas of strength or resilience.
17. Dealing with hate incidents can be emotionally hard, have a self-care strategy in place.

Hate hurts the mind and heart of the person targeted, but its impact goes beyond one individual, it affects society as a whole. As a support organization or worker you can also do community-based interventions such as awareness campaigns, advocate for changes in public policy and other educational strategies.

These guidelines are based on the *Working with victims of crime: A manual applying research to clinical practice* (Second Edition): 9.0 Victims of Hate and Hate Crimes, and the results from the focus groups and provincial survey on hate incidents conducted by the Coalitions Creating Equity.



For more information about hate crimes and trauma informed guidelines visit:

<https://www.justice.gc.ca/eng/rp-pr/cj-jp/victim/res-rech/p13.html>

Peer to Peer Support Guidelines

Peer to peer support guidelines vary from group to group and depends on the group norms. Being aware of personal triggers and boundaries are essential during this process and as well as the impact of peer pressure. Peer to Peer support can be very effective as a tool when facing acts of hate or discrimination. Some good resources on this include :

<https://medium.com/@mastqalander/some-ways-to-support-your-friend-dealing-with-racist-discrimination-at-school-and-the-workplace-5e7b4343baeb>



Other important guidelines to follow when supporting others:

Accountable spaces guidelines for response model users

- Recognize the importance of using these response protocols. Please make sure you are being authentic in your reports.
- Be open to engaging with the healing journey and understand that healing isn't linear and not everyone heals in the same way. The Healing Journey provided recommendations to resolutions that you can take yourself.
- Understand that people experience oppression in different ways.
- Be aware of your role in the situation and the power dynamics that may have arisen.
- Take care of yourself. Think of someone you trust whom you can debrief with and plan to contact them.

Healing Journey Form

The following form is for service providers, peer to peer support group leader, friends, or family to record information provided by a person who was targeted by hate. This can later be used to either document the incident on stophateab.ca and/or take the next steps on the healing journey which can involve referrals or acting as a support person to report the incident to law enforcement. This form allows individuals to choose their healing journey.

Healing Journey Part 1				
Has an incident occurred?				
Yes		No	If not, provide educational resource according with the different identity characteristics of the person	
What is/was our role ?				
Service Provider				
Witness				
Survivor/Receiver				
Offender		Provide Training Link		
Description:				
Region/City:				
Transportation		Public Institution		
Work		Private Institution		
Street		Home		
Grounds:				
	Gender Identity		Race	Colour
	Sexual Orientation		Religious Beliefs	Ancestry
	Mental Disability		Family Status	Gender
	Physical Disability		Gender Expression	Age
	Marital Status		Source of income	
Who was the offender?				
Who was the target?		Individual:		Community/Org:
Form of violence:				
Was a crime committed:		Yes		No
Are you fearful of revictimization or reprisal?		Yes		No

Healing Journey Part 2	
Do you have a support system?	
Yes No	
How would you like to be supported? (Multiple choice)	
a. Counselling	c. Community Organization
b. Report to the media	d. Meet up Group
e. Reporting to the police	f. Faith Leader/ Group
* (Ask about restorative justice)	
How would you prefer the incident to be resolved? (multiple choice)	
a. Restorative Justice	c. Personal Healing
b. Report	d. Other
Would you like someone to follow up with you?	
Yes	No
If yes, please provide your preferred contact info: (multiple Choice)	
Phone (call)	
Phone (Text)	Email:
Resources:	
Training	
Readings	

You can download this form at:
coalitionscreatingequity.ca

Using a Restorative Justice Approach to heal communities



CCE encourages the use of restorative justice when possible and if desired by the person targeted with hate.

The restorative process works by bringing together the people that were involved in an offence. This typically includes the receiver (person targeted), offender (initiator) and other affected community members via a dialogue focused on how the harm caused can be repaired. This can give an opportunity for the initiator to understand how their actions are hurtful and ultimately feel empathy for the other person.

Restoration should not be imposed on the initiator, rather, it should come from an agreement and not a punishment.

Johnstone and Van Ness state that for a justice process to be considered as credibly “RESTORATIVE” it must be guided by three key principles:

ENCOUNTER

REPAIR

TRANSFORMATION

In effecting these principles practices should encompass a number of attributes:[1]

Source: Austin Walkers, Mark. *Reparing the Harms of Hate Crimes: Towards a Restorative Justice Approach*.

HTML: https://www.unafei.or.jp/publications/pdf/RS_No108/No108_10_VE_Walters.pdf

- It must be relatively informal and aim to engage the victim, offender(s), and others closely connected to them (or the crime) in dialogue about what happened, why it happened, what harms resulted from it, and what should be done to repair those harms.
- The process should emphasize empowering individuals who have been affected by the crime.
- Facilitators must promote a response to the incident that focuses on responsibility and repairing harms, rather than on labelling, punishing and stigmatizing the offender
- Decisions made during meetings should be based on set values such as equality, respect, and inclusion, thereby resisting domination by any of the stakeholders.
- Time should be devoted to talking about harm, the needs of victims, and what is required to help them recover from their experience of victimization.
- Emphasis should be placed on strengthening or renewing relationships and resolving interpersonal conflict.

Community Involvement

10 Commitments community members can make to stand up against Hate:

A community response model should involve all levels of participation, including community members and leaders, there are several things you can do to stand up against discrimination, prejudice, and hatred. The following are a series of actions that members of the Wood Buffalo region shared as commitments the community members could make to fight hatred:

- 01 Make people self-aware of their comments and behaviors; Challenge assumptions, own biases; break stigmas
Follow the example of kids who are embracing diversity
- 02 Seeing and observing: Stand up and support when witnessing discrimination and racism; show kindness, love, and compassion
- 03 Advocate for survivors and restorative justice; set an example and pave the way
- 04 Get to know people outside your social circles
- 05 Respond with understanding and open-mindedness
- 06 Not equating knowledge and abilities with the fluency of the English language
- 07 Acknowledge that there are racist thoughts and that it is intergenerational
- 08 Disable automatic reactive response
- 09 Have compassion for those with mental illness and addictions
- 10 For community leaders: Be ambassadors of Inclusion; be part of conversation circles, and have more community participation to have more exposure to diversity, give people time to be heard, Follow through on words and recognize the impact you have on people's life by promoting inclusion and respect.

Document any hate incidents at:
Stophateab.ca

This resource was created by the Coalitions Creating Equity with the support of the Human Rights Education and Multiculturalism Fund



Hatred in Sports

There hasn't been a standard method of dealing with Incidents that happen in Sporting Arenas in Alberta and leagues are taking a more reactionary approach when it comes to dealing with hate incidents. Soccer governing bodies such as FIFA and UEFA amongst others have anti-racism campaigns such as "Kick it Out" and "Show Racism the Red Card" but it wasn't until recently that UEFA developed a 3 step protocol on how teams and referees should deal with racist incidents when they occur.

<https://www.uefa.com/insideuefa/about-uefa/news/newsid=2628179.html>.

A similar protocol can be enforced in local leagues if the governing bodies are willing to enact it.

Other resources:

<https://www.uefa.com/insideuefa/social-responsibility/respect/>



Next Steps - Recommendations of potential actions to be taken by service providers

The following are recommended actions to be taken by service providers at a local level, these potential actions were created based on the key insights identified in the research conducted by CCE to present a visualization of how organizations could potentially contribute to a local community coordinated response according to their capacity.



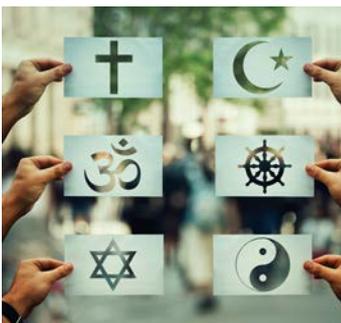
Indigenous Council/ organizations

- Promotion of the support network resources with rural communities
- Serving as a partnership broker to expand the support network to rural area
- In partnership with other community organizations organize healing circles that take into account the intersectionality of people targeted with hate
- Educate clients about hate incidents and support network available



Mental Health Organizations

- Guide the development of the peer to peer support groups and healing circles
- Provide training to service providers on appropriately responding to trauma
- See clients who have selected counselling services as one of the paths for healing and refer them to the appropriate resources
- Deliver a program for survivors that includes self-esteem programming
- Work together with schools and campuses to develop proper interventions for children and youth who are discriminating others to guarantee a safe process for both the person targeted with hate and the perpetrator
- Offer programming or support for service providers
- Train friends and family members of those who have been targeted with hate to add another support level



Interfaith Coalitions or Collaborations

- Invite Religious Leaders to learn about hate incidents and hate crimes, reporting protocols and support networks available
- Invite clergy leaders to create hate response teams to offer initial assistance to those individuals affected by hate that prefer to go to their religious leaders for support
- Serve as a liaison between religious leaders and law enforcement to build bridges between individuals targeted by hate, communities, and police

- Do public communications condemning acts of hate that take place in town
- Hold educational programs with the support of clergy throughout the community, e.g. speak at various places of worship, educate the community about different faiths, to show that despite the differences in theology or views of the world we could all agree to not tolerate hatred or violence



Race and Culture Organizations/Cultural Organizations/ Ethnocultural Leaders

- Establish a partnership with the police to create opportunities for police and members of racialized communities to share perspectives and address tensions or fears
- Include the resources created by the Coalitions Creating Equity in programming for parents for them to know what to do when their children are being targeted with hate or if they are the offenders at their schools or public places like transportation
- Engage racialized community leaders to be part of the support network by learning about hate incidents and the supports available, as well as joining a community liaison program to build bridges with police and community members
- Disseminate resources



Organizations that support people with disabilities

- Include in the sharing circle support for those who are being targeted with hate
- Promotion of the support network with different identity groups
- Establish a partnership with the police to create opportunities for police and community members with physical/mental disabilities to share perspectives and address tensions or fears



PRIDE Organizations/ LGBTQ2S+ Organizations/ Advocates

- Establish a partnership with the police to create opportunities for police and members of the LGBTQ2S+ community to share perspectives and address tensions or fears
- Refer community members to the designated agencies when clients report bias-motivated incidents and do follow-ups to make sure the client got the help they needed
- Appoint liaisons to immigrants, LGBTQ, and other communities targeted with hate. Partner with community members and organizations to build trust and bridge any divides.
- Ensure officers are knowledgeable and prepared to respond to hate incidents and carry out preventive strategies, providing services to communities in a safe manner by taking training such as cross-cultural competence, unconscious bias training, and trauma-informed guidelines for victims of hate.
- Communicate to the community at large what to expect from law enforcement after the report is done and share any success stories



Local Coalitions/ City appointed committees

- Make a recommendation to Council to provide Anti-Discrimination Response Training and De-Escalation Guidelines for public transportation bus drivers to be able to confront prejudice effectively and safely.



Local Governments

- Reach out to community leaders and other advisory committees to be part of the response model



Schools and Campus

- Work to develop an inclusive and positive school climate including but not limited to training staff making sure they understand rules, policies, and reporting protocols, as well as other training such as unconscious bias.
- Establish protocols that guarantee the safety of the person targeted with hate and engaging the perpetrator in learning opportunities rather than punishment.
- Establish protocols for School-Wide incidents and Hate Crimes such as hate speech harassment and other hate crimes.



Crisis Support Organizations

- To provide crisis line support
- Support the development of peer to peer support groups
- Youth mentorship program with an emphasis on supporting youth targeted with hate



Support Organizations for seniors

- Invite seniors to join the community response committees
- Create a peer-to-peer support group
- Be the main contact for seniors to report hate-bias motivated incidents based on age



Community members/Peer Support Groups

- Peer to peer support can become robust and more effective by Leveraging community groups; getting community networks involved in the process; advertise the supporting groups on the CCE website
- Other community organizations to offering mentoring and training

for peers. supporting peers

- Refer clients to the designated agencies when clients report bias-motivated incidents and do follow-ups to make sure the client got the help needed
- Create a Hate Incident Response Team for critical incidents and to keep at to make sure that supporting agencies are accountable and effective on their response



Settlement Agencies/ Chamber of Commerce

- Offer guidance to individuals targeted with hate at the workplace for them to understand how to file a Human Rights Complaint
- Refer individuals targeted with hate to the appropriate supports available

- Guide clients to understand if they are experiencing bias-motivated acts at the workplace and what steps to follow



Sport organizations

- Work together with social profit organizations to develop anti-discrimination campaigns
- Develop and enforce a reporting mechanism for hate incidents and hate crimes

- Work together with local organizations to refer people affected by hate to the appropriate agencies as per their healing journey chosen



Other

- Organizations to be reflective of diversity and intersectionality within leadership, board, front-line workers
- Ensure service providers are accountable to increase reporting of incidents

- Service providers to self-report on organizational changes and share it with the public
- Caring for caregivers/supporters

Definitions

A list of key terms is provided here to assist in an understanding of the issues surrounding discrimination and hate incidents. Some definitions vary according to the source and the list is not comprehensive but meant as a starting point.

Ableism is the privileging of able-bodied people.

Ageism is discrimination on grounds of age.

Bias is an inclination, opinion, or preference formed without any reasonable justification. Bias is reflected in a person's prejudices or attitudes towards a different race, class, gender, cultural background, etc. and can often result in unfair treatment of individuals or groups.

Bigotry refers to the character or conduct of intolerance towards another's beliefs, religion, race, sex, mental or physical ability, or sexual orientation.

Bisexuality refers to a person emotionally, romantically, or sexually attracted to more than one sex, gender or gender identity though not necessarily simultaneously, in the same way, or to the same degree.

Cisgender is used to describing a person whose gender identity matches the sex assigned at birth.

Cissexism is discrimination against a person who does not identify with the sex they were assigned at birth.

Classism is discrimination on grounds of socio-economic status.

Discrimination is when prejudice and bias move from a state of opinion or mind to action. Discrimination means treating a person or group differently or negatively because of prejudice and bias. This can take on many different forms such as harassment, unequal pay or benefits, unequal conditions, or service provisions, to hate propaganda.

Gender is the range of physical, mental, and behavioral characteristics about, and differentiating between, masculinity and femininity (ex. woman, man, transgender, or other).

Gender Expression is any mannerisms and personal traits, which serve to communicate a person's identity and personality as they relate to gender identity and gender roles. It is how a person expresses their gender to others.

Gender Identity is a person's private sense, and subjective experience, of their gender. It is a person's self-identification of their gender.

Gender Non-conforming is a term used to describe people whose gender expression is different from conventional expectations of masculinity and femininity.

Harassment can take the form of physical, visual, or verbal conduct that is unwelcome, discriminatory, involves intimidation or an abuse of power, and denies the respect and dignity of an individual.

Hate/Bias Crime is a criminal offence motivated in whole or in part by prejudice, bias or hate towards a specific person, identifiable group of persons or property due to their perceived race, national or ethnic origin, language, colour, religion, sex, gender identity or expression, age, mental or physical ability, sexual orientation or any other similar factor.

Hate/Bias Incidents Is any noncriminal act motivated in whole or in part by prejudice, bias or hate towards a specific person or identifiable group of persons due to their real or perceived race, national or ethnic origin, language, colour, religion, sex, gender identity or expression, age, mental or physical ability, sexual orientation or any other similar factor.

Healthism is the narrow conceptualization of health; being healthy is attributed to merely an individual's choices rather than examining the various social determinants and systemic injustice affecting one's health.

Heterosexism is discrimination based on the belief that heterosexuality (opposite-sex sexuality) is the only acceptable and normal sexual orientation.

Homophobia is a fear or hatred of homosexuals or homosexuality.

Intolerance is not allowing, or enduring differences in opinions, teaching, worship, lifestyle

Islamophobia is a prejudice against Islam or Muslims

LGBTQ2S+ is an acronym for lesbian, gay, bisexual, transgender and queer, two-spirited. The + symbol is meant to recognize the many other sexual orientations and gender identities that are not listed in the acronym.

Prejudice (Bias) means to 'pre-judge' and is an attitude towards a person or group. When applied to racism, prejudice refers to beliefs or attitudes about an individual or group based on negative or positive stereotyping. Internalizing prejudice leads to bias, which is a predisposition to build on stereotypes. Together prejudice and bias form the motivation for discrimination. Prejudice and bias are a state of mind and there are no laws to prohibit them.

Privilege is a special advantage, immunity, permission, right, or benefit granted to or enjoyed by an individual, class, or caste.

Propaganda is the systematic propagation of a doctrine or cause or information reflecting the views and interests of those advocating such a doctrine or cause.

Racism refers to a set of beliefs that asserts the superiority of one 'racial' group over another (at the individual as well as institutional level), and through which individuals or groups of people exercise power that abuse or disadvantage others based on skin colour and racial or ethnic heritage.

CCE Response Model to Hate Incidents in Alberta

Individual Racism is any action or practice which denies equality to any person because of their race, religion, ethnicity or culture.

Systemic Racism refers to the social and organizational structures, including policy and practices, which whether intentionally or unintentionally exclude, limit, and discriminate against individuals not part of the traditional dominant group. Systemic Racism is most often an unconscious by-product of ethnocentrism and unexamined privilege.

Racialization is to differentiate or categorize according to race and to impose a racial character or context on.

Radicalization a process whereby people adopt extremist belief systems—including the willingness to use, encourage or facilitate violence—to promote an ideology, political project, or cause as a means of social transformation.

Service Providers are those that offer direct services and resources. In the context of this project this refers to organizations/groups that can directly provide services or resources in the event of a hate crime or critical incident involving discrimination.

Sex is the biological distinction between male and female. Sexism is discrimination on the grounds of sex.

Stakeholders in the context of this Protocol refer to the service providers, organizations, and institutions who have invested interest in the health, safety, and vitality of the community.

A stereotype is a false or generalized conception of a group of people which results in the unconscious or conscious categorization of each member of the group, without regard for individual differences. Stereotyping may relate to race, age; ethnicity, linguistics, religious, geographical or national groups; social, marital or family status;

Transgender is an umbrella term for people whose gender identity and/or gender expression differs from what is typically associated with the sex they were assigned at birth.

Transphobia is the fear and hatred of, or discomfort with, transgender people.

Xenophobia is the fear of other people, groups, or cultures that are different from one's own. The term is usually used to describe the phenomena where the dominant group of a country feels fear of 'foreigners', their customs and culture.

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