

First Edition

ERADICATE HATE

A TOOLKIT FOR COMBATING ONLINE HATE



COUNCIL OF
AGENCIES SERVING
SOUTH ASIANS



ANTI-HATE
COMMUNITY
LEADERS' GROUP

Funded by the
Government
of Canada



ABOUT THIS TOOLKIT

In collaboration with the Anti-Hate Community Leaders' Group, the Council of Agencies Serving South Asians (CASSA) has compiled and written this toolkit for organizations and victims in an effort to combat online hate. We recognize that this toolkit has its limitations but we hope this compilation of research is an accessible start for organizations and individuals alike. Organizations with social justice mandates, their employees, and their clients regularly face online hate but often do not have the capacity to combat it. This toolkit aims to fill that gap. Please note that the scope of this toolkit is narrowed to hate stemming from racism and xenophobia only and does not attempt to cover all forms of hate.

This project is funded by an Anti-Racism grant from the Department of Canadian Heritage. Content produced was not influenced by any government entities. All information included was at the discretion of CASSA and partner organizations across the country. We would like to take this opportunity to thank our partner agencies and all community members who aided in providing feedback, consultations, and their support.

All #EradicateHate material including infographics, illustrations, tutorials, and more can be accessed at cassa.on.ca/eradicatehate.

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An illustration of a landscape featuring a blue sky with a bright yellow sun and several light brown clouds. In the background, there are brown mountains with patches of light blue snow. In the foreground, there is a line of green evergreen trees. The bottom half of the page has a light blue background.

LAND ACKNOWLEDGEMENT

The Council of Agencies Serving South Asians works on colonized Indigenous land, specifically the territories of the Huron-Wendat, Haudenosaunee, and Mississaugas of the New Credit. There is no reconciliation under colonization without land back and without justice for the crimes that have been committed against Indigenous peoples. As settlers in Canada we are committed to upholding the Wampum Belt Treaty obligations with Indigenous peoples of Canada, and to fighting in solidarity with Indigenous peoples.

(1) Find out whose land you live on: native-land.ca (2) Read the 94 calls to action in the Truth and Reconciliation report (3) Donate to IRSSS (Indian Residential School Survivors Society) / www.irsss.ca (4) Vote responsibly and hold those in power to account

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PART 1: EDUCATION

**“EDUCATION
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~Nelson Mandela

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HATE SPEECH AND HATE CONTENT UNDER CANADIAN LAW

Hate speech laws in Canada are predominantly found in the federal *Criminal Code* and to some extent under human rights legislation. However, hate speech is not explicitly defined under any statute. The *Criminal Code* does however state that [Public Incitement of Hatred and Wilful Promotion of Hatred are considered indictable or punishable offences](#). Online hate is similarly not, but the introduction of Bill C-36 may help to change that.

As of this toolkit's publication, the Liberal government has introduced Bill C-36 to tackle online hate by amending Canada's *Criminal Code* to codify the definition of hate speech found in the case law and to revive section 13 of the *Canadian Human Rights Act*.

In the bill, hate is defined as:

“ The emotion that involves
detestation or vilification
and that is
stronger than
dislike or disdain ”

According to the Minister of Justice and Attorney General of Canada, David Lametti, these changes would not target “simple” expressions of dislike or disdain that occur in day to day speech. The bill would amend the *Canadian Human Rights Act* to revive section 13 that makes it a “discriminatory practice” to communicate hate speech through the internet where it is “likely to foment detestation or vilification of an individual or group of individuals on the basis of a prohibited ground of discrimination.” It would improve the complaints process for victims of hate by allowing them to file an official complaint with the Canadian Human Rights Commission. However, it is important to note that these regulations have only been proposed and there is a long way to go before there is unanimous agreement with what the government proposes as recommendations. Currently, community organizations and experts have submitted their own recommendations to the government as well.

R. v. Keegstra [1990] 3 SCR 697 was an instrumental case in affirming the constitutional prohibitions on hate speech. The Supreme Court endorsed a narrow definition of hate in Keegstra:

"Hatred is predicated on destruction, and hatred against identifiable groups therefore thrives on insensitivity, bigotry and destruction of both the target group and of the values of our society. Hatred in this sense is a most extreme emotion that belies reason; an emotion that, if exercised against members of an identifiable group, implies that those individuals are to be despised, scorned, denied respect and made subject to ill-treatment on the basis of group affiliation."

Additionally, The 11 "Hallmarks of Hate" as defined in a 2006 Canadian Human Rights Tribunal (and endorsed by the Supreme Court decision *Saskatchewan (Human Rights Commission) v. Whatcott* [2013] 1 SCR 467) can also serve as clear parameters for regulating hate content online:



The targeted group is presented as a powerful menace to society



Perpetrators use news reports and purportedly reputable sources to further negative stereotypes



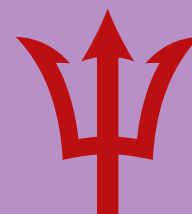
The targeted group is portrayed as preying upon children, the aged, the vulnerable, etc.



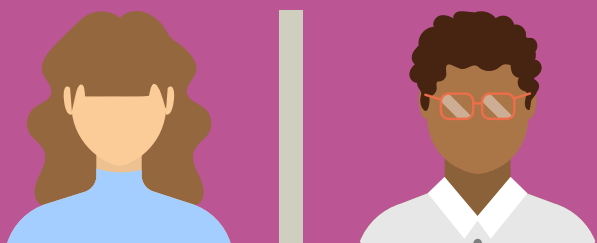
The targeted group is portrayed as responsible for the world's problems



The targeted group is portrayed as dangerous or violent by nature



The targeted group is portrayed as devoid of redeeming qualities and innately evil



Perpetrators communicate the idea that banishment, segregation, or eradication of the group required

@#%!

Perpetrators use highly inflammatory language and rhetoric to create a tone of extreme hatred and contempt



The group is dehumanized through association with or comparison to animals, vermin, etc.



Perpetrators trivialize and/or celebrate past persecutions or tragedies involving the target group



Call for violent action against the target group

While the word “groups” is being used above, it is made statistically clear that minorities (including women) and communities of colour are the most frequent targets of hate content and hate speech. And what is classified “legally” as hate content or hate speech should not be disproportionately applied to minority groups speaking out against oppressive forces and systems. In the same vein, while Canadians agree that regulations should be imposed on social media companies for hate content on their platforms, neither the government nor social media companies should decide what constitutes hate content and hate speech. Defining these parameters requires more nuance than what either of these institutions can afford. Collective advocacy is needed to ensure that trusted community organizations are consulted in these matters and are at the helm of designing such legislation.

A SUMMARY OF HATE IN CANADA

It's important to note that hate statistics in Canada vary by method of documentation. Police-reported hate crimes are only a fraction of all reported hate crimes. Let's take a look at police-reported hate crimes in 2020.

In 2020, there was a 37% increase in police-reported hate crimes. In comparison, in 2019 there was a 7% rise. There was a 92% increase in police-reported hate crimes against Black people, a 301% increase against East Asian people, a 152% increase against Indigenous people, and a 47% increase against South Asian people. 19% of hate crimes reported in 2020 targeted religion, and approximately 60% targeted race or ethnicity.

Police reported hate crime accounts for roughly only 1% of all hate crimes.

Reported by the [Canadian Anti-Hate Network](#), according to Statistics Canada, there were an estimated 223,000 self-reported hate crimes in Canada in 2019. In that same year, law enforcement reported only 1,951 hate crimes. That is, less than 1% of hate crimes were captured in the police-reported statistics. Ontario had the highest proportion of hate crimes at 33% followed by Quebec at 28% and Alberta at 14%. More than half (58%) of the hate incidents were violent in nature and about a quarter involved vandalism.

Nearly 80% of these hate incidents were not reported to the police; as you can imagine, this is due to a variety of reasons from mistrust in the police to language barrier issues. Marginalized communities fear further marginalization and violence at the hands of the police. While incomplete, police-reported hate crimes do indicate a consistent yearly increase. This increase is evident in online hate as well.

[Findings of a poll](#) conducted by the Canadian Race Relations Foundation and Abacus Data indicate that **one in five Canadians has experienced online hate.**

In a survey by the Ryerson Leadership Lab, it was reported that over half of respondents see online hate at least a few times a month. Racialized people are over three times more likely to experience hate online than their non-racialized counterparts. Canadian youth between 18 and 29 years old are more likely than older Canadians to have directly received or witnessed offensive name-calling, racist, sexist, homophobic comments, incitements of violence, sexual harassment, and physical threats online as they are more likely to engage on social media platforms daily. **Canadians are also more troubled by the impact of online hate speech on fellow citizens than they are about restrictions to freedom of speech.**

93% of the poll participants also believe that online hate speech and racism are a problem. About 80% of Canadians would support regulations that would ensure social media companies remove hateful and racist content from their platforms within 24 hours.

TYPES OF ONLINE HARASSMENT AND HATE

Online harassment can be as interpersonal as individual comments on a post and can be as deep-rooted as white supremacist websites and forums. The following are some common methods of online harassment and hate.



Doxxing: The act of publicly identifying or publishing private personal information about an individual or organization, including email addresses, phone numbers, social security numbers, or bank information. This is done especially as a form of punishment or revenge. Access to such sensitive information is gained through hacking, social engineering, searching public databases and social media websites.



Deepfake: A type of artificial intelligence used to create convincing images, audio, and videos that have been altered and manipulated to misrepresent someone as doing or saying something that was not actually done or said. Most notably, this type of technology is used for nefarious purposes.



Defamation: Expression which tends to lower a person's reputation amongst members of society generally, or to expose a person to hatred, contempt or ridicule, is defamatory. Expression which would cause a person to be shunned or avoided is also defamatory. A defamatory meaning may be conveyed by the literal meaning of words. For example, calling someone "corrupt" or a "thief" or a "murderer" is normally defamatory. One form of Defamation is Libel which is defamation with a permanent record, such as an email, posts on social media platforms, radio or TV broadcast, a newspaper, etc.

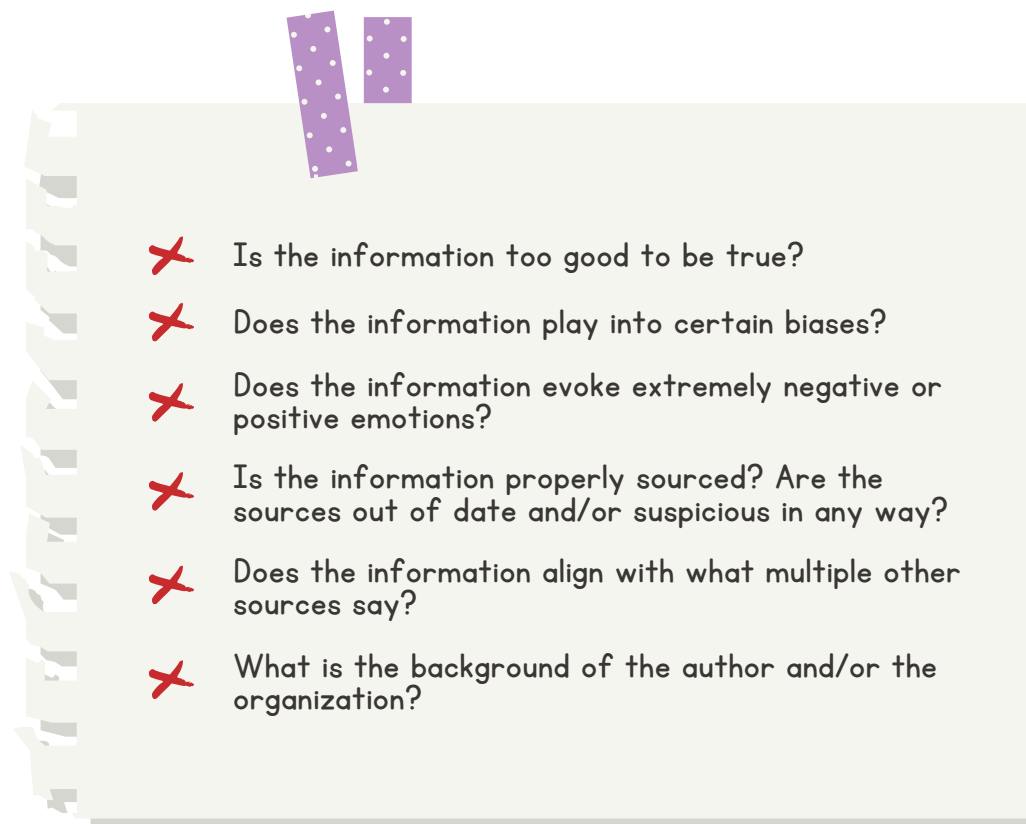


Misinformation: While not a type of online harassment, it can be used as a tool to spread hate. Misinformation is false or inaccurate information, regardless of whether or not it is intentionally deceptive.



Disinformation: While not a type of online harassment, it can be used as a tool to spread hate. Disinformation is false information which is intended to mislead and deceive. When misinformation is shared or posted by individuals who know the information is false/inaccurate, it becomes disinformation.

To recognize misinformation and disinformation, conduct this simple exercise and ask yourself:



If the evidence is suspicious, not well-researched, cannot be backed up, or is not supported by the information from other sources writing on the same topic, think twice before believing the information presented and sharing with others.

THE IMPACT OF ONLINE HATE

There are levels of impact that online hate can have.

The most obvious is the individual harm done to the target of online hate, whether that is through personal harassment or being in a "hostile environment" and having an impact on that person's wellbeing. There have been incidents where young people have been threatened online due to their sexual orientation, religion or race and died of suicide due to the constant nature of the abuse they received. Young people who experience hate are also more likely to experience anxiety and depression. Experiencing online hate (think [cyberbullying](#)), especially as a young person, directly affects their self-esteem and self-worth. More often than not, online hate isn't taken seriously and victims are told to ignore it. However, consistent exposure compounded by invalidating their experience can lead to further harm. As we learned above, Canadian youth between 18 and 29 years old are more likely than older Canadians to have directly received or witnessed online hate. Racialized people are also three times more likely to experience it.

According to numerous studies ([Ontario Human Rights Commission Report, 2004](#)), the various social and economic impacts of racism negatively affect racialized people in a number of ways. Some of the specific mental health concerns for members of racialized groups include: higher levels of anxiety, stress, and stress-related illnesses such as high blood pressure; higher risk of depression and suicide; feelings of hopelessness, fear, mistrust, despair, alienation; damaged self-esteem, and higher risk of substance dependency.

Secondly, there is a massive risk that those who encounter online hate may become radicalized by it, resulting in physical violence. Clark McCauley and Sophia Moskalenko (2008) identify, in their article [Mechanisms of Political Radicalization](#), twelve ways in which a person or group may become radicalized. According to them, many of the identified mechanisms identified are associated with strong emotional experiences including anger, shame, guilt, humiliation, fear, love and hate. Young people are especially vulnerable to being radicalized. [For further reading on this topic, check out this explanation of how people become radicalized online.](#)

Lastly, online hate also has an impact on the norms of a society. Online, everyone is exposed to others' use of hateful words, slurs, and ideas which then becomes normal and norms influence people's behaviour. **If you are regularly exposed to someone using a tirade of slurs online, you begin to view it as more acceptable.**

These are not just hypothetical impacts. Several horrifying incidents in recent years have shown that when online hate goes offline, it can be deadly. Hate speech online is often classified as “trolling,” but the severity and viciousness of these comments has evolved into something much more sinister in recent years. Online hate does not exist in a vacuum. Online hate refuses to be ignored, blocked, and scrolled past. Even if a person does take all those actions individually, online hate is a pervasive ecosystem and not limited to “petty comments.”

The following list of incidents demonstrate exactly how online hate has resulted in unspeakable acts of physical violence.

- White supremacist [Wade Michael Page posted in online forums](#) tied to hate before he went on to murder six people at a Sikh temple in Wisconsin in 2012.
- Prosecutors said [Dylann Roof “self-radicalized” online](#) before he murdered nine people at a Black church in South Carolina in 2015.
- Robert Bowers, accused of murdering 11 elderly worshippers at a Pennsylvania synagogue in October, [had been active on Gab, a Twitter-like site used by white supremacists.](#)
- In 2017, Alexandre Bissonnette entered a mosque in Quebec and murdered 6 worshippers during a prayer service and injured 19 others. Even though he wasn't a part of any prominent alt-right organizations in Quebec, he did consistently consume alt-right content online. There is very little doubt that [he was radicalized online by right wing extremist content.](#)
- Shortly before entering two mosques and killing 50 worshippers in Christchurch, New Zealand, the shooter, [Brenton Tarrant, posted on the message board site 8chan: “Well lads, it’s time to stop sh*tposting and time to make a real life effort post.”](#) This post by the shooter suggests that this abominable act was the “logical” conclusion of a long journey in which racist ideas were constructed, formalized, and amplified.

Moreover, these incidents influence each other, inciting further violence. The following headlines from media outlets were compiled by [@hassam.history](#) demonstrating that violence and hate are not and do not remain contained.

Alexandre Bissonnette watched videos of mass murders before Quebec City mosque attack, court hears

New Zealand mosque shooter references Quebec killer Alexandre Bissonnette

EXCLUSIVE: London attack suspect was inspired by New Zealand mosque shooter, sources say

Quebec Mosque Shooter Was Consumed by Refugees, Trump and Far Right

IDEOLOGIES OF HATE

[Canadian Anti-Hate Network](#)'s toolkit, "Confronting Hate in Canadian Schools," outlines in-depth ideologies that are pervasive and lead to violence. Below are summaries of these ideologies and their hallmarks.

WHITE NATIONALISM: White supremacists, similar to white ethnic nationalists, are actively anti-BIPOC (anti-Black, Indigenous, and Person of Colour) and anti-immigrant. This group firmly believes that the demographics of Canada should reflect what they were prior to 1967—when Canada's population was mainly white. White supremacy is rooted in bigotry and colonialism which harms marginalized groups by creating and upholding institutional and systemic oppression. As a form of hate-motivated organizing, white nationalism seeks to establish political power. The innate culture of white colonialism is not a new idea; it has sought to harm BIPOC throughout history.

ALT-RIGHT: Alt-right members believe that "white identity" or "western society" is being stripped away and attacked by multicultural forces using "political correctness" and "social justice" as a form of reclamation, hence subverting white people and "their" civilization. The alt-right brand rebranded to the "Groyper" movement—a loose collection of younger white nationalists, led by American Nick Fuentes. The Groypers have a growing support/presence in Canada and its members are explicitly male, however they may accept BIPOC males. Women are essentially only viewed to advance the ideology through having large families, but besides this are not welcome into the Groypers. Many Groypers have Catholic or traditionalist beliefs, and their ideology often adopts Catholic sentiments. The Canadian alt-right/Groyper movement uses social media as a tool to not only introduce intolerant and prejudiced beliefs into mainstream media, but also to work within and alongside the political system to infiltrate and achieve their agenda. They achieve this by using their heavy presence on social media and meme culture, using humour and irony to share their messaging, and often attempt to pervade mainstream Conservative political parties to influence biased change. There are a growing number of young POC involved in this movement, despite the majority of Groypers being white—all of whom engage in antisemitism, anti-feminism/misogyny, anti-LGBTQ+, anti-Muslim hatred, and anti-Black racism.



ANTI-BLACK RACISM: Anti-Black racism continues to be one of the most historic and common forms of hate, resulting from our systemically white supremacist, colonialist, and imperialist history. 1 in 30 Canadians and 1 in 11 Torontonians who are Black face racism which is both overt and systemic. This impacts every facet of life as Black residents are 20 times more likely to be shot by Toronto police than their white counterparts, 83% of Black people in Canada say they have been mistreated despite a 2019 Canadian survey in which half of the country believes racism against Black people is not a problem. Black Canadians are hugely overrepresented in the carceral system as 7.3% of Canadian prisoners are Black, while Black people only make up 3.5% of our population (Data from BCG and CivicAction). Grassroots organizations and community activists have been working to address and mediate these deep disparities, but often receive no support or are met with resistance and hate. During and after the summer of 2020, when the Black Lives Matter movement was at an all-time high, anti-racism workshops and meetings across Canada were continually derailed by anti-Black racists to stop community organizing. Also, threats against those protesting police brutality and leaders of the BLM movement were rampant.

ANTI-INDIGENOUS RACISM: Anti-Indigenous racism has been part of our society since settlers arrived in Canada. It remains one of the most bypassed and accepted forms of hatred and is deeply ingrained in our understanding of Canada and worldviews, despite numerous efforts to incorporate anti-colonialism and Indigenous cultural education in our social justice framework. Systemic, overt, and passive racism against the Indigenous community persists through governmental policies, the carceral system, policing, the courts, family services, and more. Residential schools play a huge role in the trauma Indigenous people have received from colonialism. Facilitated by the government, children were kidnapped from their families against their and their parents' will and forced to adopt Christian beliefs. Indigenous children were forbidden from participating in any part of their own culture and languages, and they endured unspeakable abuse, torture, and forced assimilation from people in power within the schools. The last residential closed recently in 1996, and in 2021, thousands of unmarked graves of Indigenous children have been found at former residential schools across Canada. As a result of generations of trauma and discrimination, Indigenous people face many barriers; Canada's current houseless population is predominantly Indigenous, prisons house a massively disproportionate number of Indigenous people, the healthcare system regularly fails them as Indigenous people are often met with racism in hospitals and experience a lack of care, and the missing and murdered Indigenous women in Canada is still at large.



ANTISEMITISM: The Jewish community is often portrayed negatively as an outside force with overarching control of by television, banking, entertainment, education, and even our government, by hate-promoting individuals. Eric Ward, Executive Director of Western States Center writes that “Jews and non-Jews need to understand that we have a unified threat. The white nationalist movement in the United States doesn’t simply seek to spread hate; it seeks to use hate to build political power.” This same idea applies in Canada and alludes to the idea that antisemitism often provides the rationale that hate-promoting movements, specifically white nationalists, use to power their hatred through racism, xenophobia, and misogyny.

ANTI-MUSLIM HATRED: For many years, the anti-Muslim sentiment has grown steadily in Canada. Largely in online spaces such as Facebook, Twitter, and YouTube, people have expressed hatred towards Muslims born in Canada and newcomers alike. There are also many organized hate groups in Canada that are explicitly anti-Muslim, including the Soldiers of Odin, Proud Boys, Northern Guard, and others. Muslims not only have to endure racism and xenophobia, but they are often placed as the main characters in dangerous conspiracy theories, such as one that says Muslims started the Fort McMurray fires to build a mosque. Muslim communities have also experienced explicit violence against them, such as the Quebec City mosque shooting, which killed six and injured 19 worshippers.

MISOGYNY AND ANTI-FEMINISM: As misogyny and racism often go hand in hand, misogynists and anti-feminists use online communities to foster and expand on young men’s feelings of injustice and animosity, and redirect this anger towards women as well as people of colour, immigrants, and religious minorities. The “incel” movement, short for “involuntarily celibate,” is an online subculture mostly composed of young heterosexual men who have hatred towards especially women, but in general the “sexually active” population. In the 2018 Toronto Van Attack, a man who admitted he was apart of the “incel rebellion” committed misogynistic terrorism as he injured and killed pedestrians in the name of his personal perceived social and sexual rejection from women.

ANTI-2SLGBTQIA+: Homophobia and transphobia play a huge role in hate-promoting ideologies. Part of this is toxic masculinity and anything perceived as a threat to patriarchy, which acts as fuel for hate-motivated individuals. Many anti-2SLGBTQIA+ sentiments in Canada are rooted in ethnonationalism, as white nationalists believe that the 2SLGBTQIA+ community plays a part in white people being erased faster than they can reproduce, because they have an agenda to force a 2SLGBTQIA+ identities on children. Similarly, a Canadian-based hate group known as the Northern Guard, have called 2SLGBTQIA+ movement an “attack on the family” on social media. Anti-trans hate is also commonly frequently found in online spaces, as anti-trans organizing seeks to exclude trans people from social spaces, sports, and policy, with numerous groups participating in hate speech and harassment based on debunked science and misinformation.

MYTH VS. FACT

Let's go over some common myths that contribute to hate and debunk these harmful stereotypes.



1. Myth: "Refugees encroach on our system and take our jobs."

Fact: First, let's address that people become refugees by circumstance, not by choice. At any point, any one of us can become a refugee. This harmful narrative implies that refugees are lazy and dependent. Despite the fact that refugees should be able to rely on others for refuge because of the detrimental physical and mental hardships they've endured, refugees create jobs for both themselves and other Canadians. UNHCR reported that 14.4% of refugees are self-employed or business owners. One in four refugees earned between \$40,000 - \$79,999 annually, similar to statistics for Canadians.

2. Myth: "Most criminals are Black."



Fact: Justice systems disproportionately target Black people and serve more punitive sentences for the same crimes as white people. The Pew Research Center reported that the Black imprisonment rate at the end of 2018 was more than five times the rate among white people despite being 12% of the US adult population whereas white people occupy 63% of the US adult population. Similarly, in 2021, according to public data published in the journal *Race and Justice*, one in every 15 young Black men in Ontario have experienced jail time, compared to approximately one in 70 young white men. This is to say 7000 per 100,000 Black men aged 18 to 24 compared to 1,400 per 100,000 white males in the same age range have been in the prison system. This clearly demonstrates that Black men are disproportionately incarcerated and often spend more time behind bars than white men. This is not just a coincidence but rather a result of continuous social marginalization through schools, neighbourhoods, and the justice system.



3. Myth: "All terrorists are Muslim or Arab."

Fact: The increase in anti-Muslim rhetoric and the unfortunate conflation of terrorism with Muslim people contributes to biased attitudes, Islamophobia, violence against Muslims, and reinforces stereotypes. Terrorist attacks in the United States have been committed by extremists who have adhered to a wide range of ideological beliefs including the Ku Klux Klan—however no one claims all white people are terrorists based on the actions of one group. Most acts that fit the description of terrorism are not committed by Muslims in the US i.e. mass shootings.



4. Myth: Indigenous people do not pay taxes

Fact: Despite the fact that Indigenous people should not have to pay taxes as the original inhabitants and stewards of this land, this myth perpetuates racism against Indigenous people. To be exempted from paying taxes, an Indigenous person must be working on a reserve to qualify. This is known as a treaty, however not all Indigenous people have treaties, and those who do not qualify or live on reserves, must pay taxes.

5. Myth: Anti-Zionism equals to Anti-Semitism



Fact: Zionism is a political ideology that has and continues to support the creation of a Jewish state, Israel, at the cost of Palestinian lives. The Israeli occupation denies Palestinians basic freedoms and they are subjected to systematic discrimination, torture, and exile. Hence, the anti-Zionist movement supports Palestinian liberation, however, it is not rooted in discrimination or violence against Jewish people. We can support Jewish people's safety while also being against Zionism. Many Jewish people are against Zionism and know it has nothing to do with Judaism. Zionism as it stands today is a settler-colonial movement establishing an apartheid state resulting in the systemic separation of Palestinians from their homes, land, and each other. Political criticism of the state of Israel and Zionism is not equal to antisemitism.

Sources For Further Reading: <https://jewishvoiceforpeace.org/zionism/> and <https://www.972mag.com/canada-ihra-antisemitism-palestinians/>



6. Myth: Requiring social media companies to remove hateful content is an attack on free speech and free expression

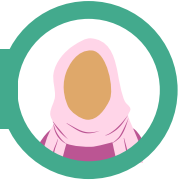
Fact: While there is in-depth discussion to be had about who gets to decide what is hateful content, there are limits to freedom of expression, limits that need to be enforced. Ryan Chan at the [Chinese Canadian National Council for Social Justice](#) contends that this argument of freedom of expression was put to rest in 1990 by the Supreme Court of Canada in [R. v. Keegstra](#). The Court held that given the point of free speech is to encourage democratic debate and development, hate speech is low level speech because it is untrue *and* it calls for less respect for the very freedoms it purports to uphold for racialized and other identifiable groups. Freedom of speech or expression does not mean speech free from consequences.

START

7. Myth: Jewish people control everything

Fact: Jewish people are not disproportionately represented in these spheres of influence. Even if some individuals with a Jewish name or background may be high-profile in an industry or sector, it does not make the whole sector “controlled by Jews”. Connected to this stereotype are conspiracy theories according to which Jewish lobbies secretly pull the strings of western politics.

8. Myth: Anyone who adopts a form of head covering is Muslim



Fact: Head coverings / head wraps are prevalent in many cultures and embedded in many religious traditions particularly in Asia and Africa. Muslims, Sikhs, Amish, Catholics, and Jews all have some version of a head covering embedded into their religion. It is also a culturally significant practice amongst Asian and African women. In the Middle East, headaddress is also worn by men as a cultural practice. Interesting fact: Throughout America, many slave masters required enslaved Black women to wear head coverings; these indicated a slave’s inferiority in the social hierarchy thus equating headscarves with servitude. During the 1970s, headwraps became a central accessory of the Black Power uniform of rebellion. The headwrap became a symbol of defiance by embracing a style that once was used to shame and dehumanize people. These facts also negate the popular media trope that Muslim women are oppressed because they wear the hijab and that removal of the hijab is synonymous to the liberation of Muslim women.

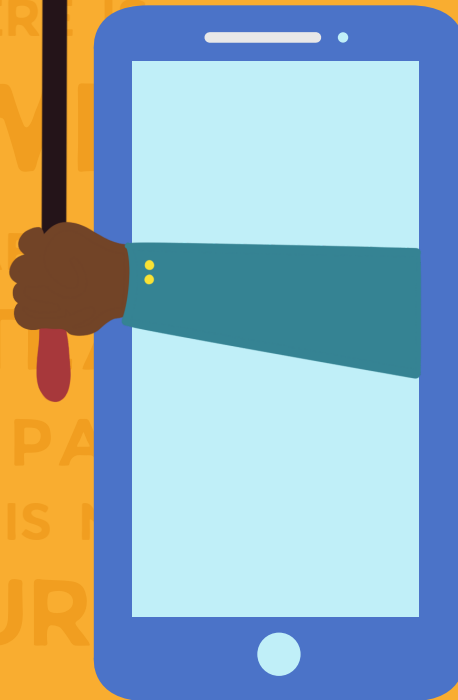


9. Myth: All Asians are rich

Fact: This harmful myth of viewing all Asians as a monolith redirects resources away from those who need them. A 2018 [Pew Research Center](#) study found that Asian Americans were the most economically divided racial or ethnic group in the U.S., with Asian Americans in the top 10th of the income distribution making 10.7 times more than those in the bottom 10th. [A 2016 Census by Colour of Poverty](#) showed that 23.4% of Chinese Canadians and 32.6% of Korean Canadians were living in poverty. This myth is also an example of a “positive” stereotype and showcases why these can still be harmful to the group it is directed towards. Positive stereotypes erase the experiences of those who are experiencing the opposite of it and can evoke feelings of being a failure. Positive stereotypes also reinforce the idea that there’s a connection between race and ability thus leaving room for negative and overtly harmful stereotypes.

PART 2: ACTION

“THERE IS
POWER
IN THE ABILITY TO
CRY TEARS
FOR PAIN
THAT IS NOT
YOURS.”



ALLYSHIP & SOLIDARITY

By now, we have seen these terms everywhere. Being an ally and standing in solidarity have become buzz phrases that signal a social justice cause right around the corner. But being an ally and practicing solidarity are verbs. It is a continuous, arduous, and sometimes uncomfortable process. If it isn't, something may be missing from the allyship you're practicing.

Roxane Gay in her article, *On Making Black Lives Matter*, says,



“**Black people do not need allies. We need people to stand up and take on the problems borne of oppression as their own, without remove or distance. We need people to do this even if they cannot fully understand what it's like to be oppressed for their race or ethnicity, gender, sexuality, ability, class, religion, or other marker of identity.**”

Being an ally doesn't mean you'll always understand but it means you're going to do what's needed anyway.

It is extremely important to use our power and privilege to seek justice for marginalized communities. However, this process cannot center us in the equation—we must seek equity in an altruistic manner that requires humbleness and empathy. There are specific ways to practice allyship, and it takes time to learn how to be an effective ally.

A state of awareness is required before you delve into any aspect of allyship. The initial awakening to the racial injustices occurring around you prefaces everything else. Realize that being unbothered is a privilege.

Being an ALLY Includes:



ACTION: taking action by supporting and standing in solidarity with marginalized groups, meaningful movements, and taking a stand in your personal and professional life. Sometimes allyship looks like advocating and other times it looks like fostering a safe space for others to share their stories. This also includes leveraging your privilege: reflect on your own identities, how you experience privilege, and what you can do with that privilege. If you have an online platform for example, amplify the voices of those who are being silenced and censored. If you have power on your side, be an active bystander. Check out this flower power activity to examine the privileges that exist in our society:

https://buildingcompetence.ca/workshop/power_flower/



LISTENING: It is important to build trust and rapport with marginalized people/groups. Active listening includes self-awareness, reflection, openness, and humility. Understand that no one group is monolithic and should not be grouped together and generalized.



LEARNING – Educating ourselves about systemic inequalities and how they impact marginalized groups/people. Education should also be turned inwards, as we seek to confront our own privilege and positionality, and how we can use this to benefit and seek justice for others. Often the onus of education falls on the person or group being marginalized which can be extremely taxing. Take ownership of your own education and ask questions if needed. Reflect on your biases and begin engaging yourself in unlearning. Most people will be happy to point you in the direction of accurate resources that you can learn from.



YIELDING: Being careful to avoid centering ourselves in conversations where we do not need to be centered. It is important to not monopolize or overtake conversations, as well as to not patronize, speak for, or agenda set for others. Seek to understand how the impacted community and/or person wants to be supported without making assumptions. Consider the difference between intent and impact, sometimes you may think you are being helpful but your words and actions may be perceived as insensitive and in that case, pause to refocus your efforts and realize being uncomfortable comes part in parcel with allyship.

How Does This Translate to Online Allyship?

There is a fine line between effective and ineffective allyship online. Some say all posts are helping the cause in one way or another while others say that performative allyship does nothing. Regardless, it is never a bad idea to think constructively about what you are posting online and whether it is bringing any real change to your behaviour offline. The consensus seems to be that online solidarity shouldn't be the end of your allyship.

To begin, examine why you're posting. Remember we talked about intent above, ask yourself, what is your intention with this post or tweet? If it's to give yourself a pat on the back, think again. Instead, retweet or reshare other community activists and amplify their voice.

After your intent is covered, ask yourself if this action is performative. Strategist and Organizer [Leslie Mac](#) outlined these three questions to consider:



1. Question the Source: who started this action that you're about to partake in?



2. Look for the Intent: What or who is the target? Who does it benefit? What is the goal?



3. Find out its impact: Will this further or reduce current efforts by community organizers?

Let's look at the example of [#BlackoutTuesday](#) on Instagram. Many influencers, brands, and individuals took part in posting a black square on their Instagram feeds and thought that their word was done in supporting the #BlackLivesMatter movement. However, several activists pointed out that posting a blank black image with important hashtags was clogging up critical channels of information and updates. Visibility is of the utmost importance and yet these black squares were filling up space in the same tags where folks turned to for important updates and news. During that time period, if you were to look up #BlackLivesMatter on Instagram, the tag was filled with black squares. **Lesson being, think critically and do research before jumping in!**

In summary, the difference between authentic and performative allyship looks like this:

Authentic Allyship looks like:

- Educating yourself
- Examining your own privilege
- Being committed to anti-racist work
- Recognizing it isn't about you personally and even if it is, seek to correct your actions
- Sitting with discomfort you may feel about certain topics
- Having empathy and outrage
- Holding yourself and others accountable
- Your "brand" isn't a concern and takes a backseat when it comes to being an ally for others

Performative Allyship looks like:

- Being an ally solely for social media/public profiles
- Being resentful of having to do the work
- Centering yourself
- Becoming defensive
- Bandwagoning: the bandwagon effect is a psychological phenomenon in which you might do something primarily because other people are doing it without understanding why.

Here is an example of a statement of solidarity that you can send to someone using features of **authentic allyship**:

"I can't begin to understand the taxing nature of what you're facing right now but I want to. I've been reading up on [this issue], broadening my perspective and sharing with others as well. But I know I can be doing more. I want you to know that I'm always here for you, on your side and here to listen. What you're experiencing is racist and unacceptable. If there's any other direct action (protests, emailing MPs, donating, etc) I can take, please let me know. I did see posts about a protest happening downtown, I'll definitely be there and bring others with me."

Educating yourself/Holding yourself and others accountable

Being committed to anti-racist work

Not centering yourself

Outrage and empathy

Not worrying about how direct action can impact your personal brand

Reflection Questions for Allyship

Adapted from [the Inclusion Solution](#)

CONDUCT SELF-REFLECTION

- Who am I? How do my cultural identities impact what I value?
- Which of my identities am I the most aware of in my daily life?
 - **Example:** Identify yourself and some of the ways you walk through the world: I am able-bodied/white/cis woman/straight. I am often most aware of being a woman in a male-dominant society, while I don't think as much about being able-bodied because that is the alleged "norm" in Canadian society.

TAKE THE TIME TO EDUCATE YOURSELF AND UNDERSTAND THE HISTORY

- What is the history of this group's struggle for equity? Where can I find accurate sources for this information that is not written by the oppressor?
- What is the history of this group of people in my own community?
 - **Example:** Research the history of residential schools and Indigenous people over the course of history to better understand why the movements are where they are today.

UNDERSTANDING THE LANGUAGE

- What kind of terminology has this group of people asked us to use in discussing who they are and what they need?
- Have I allowed people to claim their agency or am I projecting without attempting to know them?
 - **Example:** Am I saying phrases like "I don't see colour" without realizing the implications of what that means?

OWNING YOUR IMPACT

- Where have I, perhaps unintentionally, negatively impacted someone in this community? But also, where can I leverage the privileges I hold to amplify and empower others?
- How can I make amends that acknowledge more than just my intent?
 - **Example:** When I apologize for calling an assertive girl "bossy", I need to go beyond saying I didn't mean it and acknowledge that it was hurtful and biased.

EXAMINE YOUR ROLE

- Where am I on my journey to embodying allyship?
 - **Example:** De-center yourself in discussions where you are part of the dominant group to learn from those who have different experiences from you. Then, consider where you have influence to elevate the stories you've heard.

INTERRUPTING BIAS

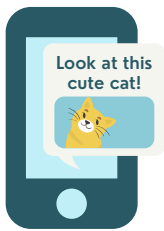
- Where do I hear and see bias in my own community?
- How can I disrupt these narratives or norms with the knowledge I have gained?
 - **Example:** If people in your family knowingly or unknowingly perpetuate stereotypes about a certain group, think about how you can disrupt that conversation. Throw your support behind initiatives that seek to disrupt these norms!

THE 5 D'S OF BYSTANDER INTERVENTION

Oftentimes, witnessing online harassment, hate content, or hate speech can be confusing. We're flooded with questions: How do I respond? Should I respond? Does it matter if I say anything? Because of how prevalent online hate is, we assume there isn't much we can do as individuals but that isn't always the case.

Bystander Intervention is about reinforcing a sense of community. It's about taking someone else's pain and making it your own by modeling empathy without necessarily abandoning your safety. Being an active bystander sends a message to other bystanders and people that cause harm, that harassment visibility is higher than ever and people will be held accountable for their actions. Lastly, the information you hold as a bystander can help to inform organizations on where harassment is happening, as well as other members of the community.

The 5Ds of Bystander Intervention have been popularized but within the online space, it is still a newer concept. Let's look at the five approaches below as seen on [Hollaback!](#):



DISTRACT: A situation can be de-escalated in a multitude of ways. One method is to amplify the voice of the person being harassed; if they posted something that is attracting abusers in the comment section, repost and share the original post. This demonstrates comradery and shows the person being harassed that their voice is important. Another method in an online setting is to bring up different topics unrelated to the situation, make a joke, or even just engage the victim in a different conversation. You can also flood the comment section with funny gifs.

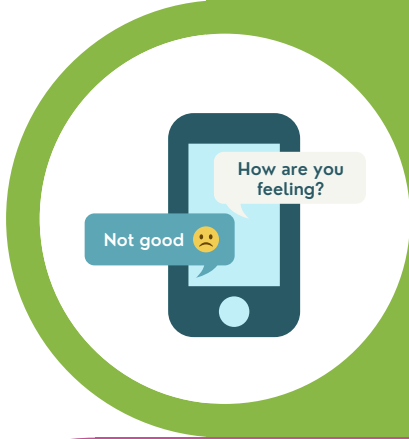


REPORT

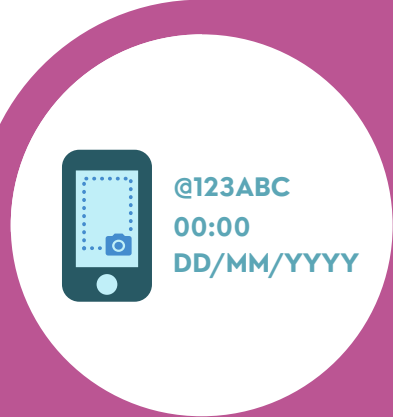
DELEGATE: In simple terms, sound the alarm! Find others to help. For example, if someone is being harassed, get others to report it as well. Scan the situation to assess the risk at hand, and get help from someone else. This can look like getting others to mass report inappropriate comments, getting help from a friend, or seeking help from the people in charge of the social platform you are on.



DIRECT: Directly intervene by speaking up about the harassment you are witnessing. It is an upfront display of solidarity and allyship. After making sure it is safe to do so online, address the person causing harm and tell them to stop, and then privately message the victim to ask if they need help. Some specific ways to directly intervene can look like sending affirming or constructive comments to the person experiencing abuse, or fact-checking claims because harmful misinformation is pervasive. A third method can be by publicly stating what is and isn't okay which creates norms and makes others feel heard. Before doing so, understand the risks associated with this type of intervention as the harassment may turn towards you. Take a look at the **threat assessment checklist** and assess your safety.



DELAY: Delay your response directed at the perpetrator by instead focusing on checking in with the person facing hate. Let them know you stand with them and that they're not alone. This can look like privately messaging them to check in on their well-being and mental health, giving them external resources to deal with the after-effects, or simply offering words of encouragement. Think about this response in real life: it can look as simple as offering a knowing glance just so the other person doesn't feel alone or approaching them after with kind words. The trauma of a bystander doing nothing can sometimes be worse for the person than the incident itself so take some kind of action.



DOCUMENT: Take screenshots and document hate and harassment that you come across online. Make sure you collect usernames, screenshots, times and dates, and the platform you saw the incident happen on. Even if you don't think it will escalate, it's good practice. Oftentimes it is too difficult for the person being harassed and can deepen their trauma; as the bystander, offer to do this or take screenshots and let them know that you have evidence. You can even offer to keep an eye on their social media platforms allowing the person being harassed to take a much needed break from the internet. Be sure to include:

- Date and time
- Type of electronic communication (direct message, posted image, social media comment, etc.)
- Location (name of the website or app.)
- Nature of the online incident (a threat of sexual violence, a racially-motivated attack, etc.)
- IP address if it is available ([this article includes a step-by-step tutorial on locating IP addresses on Gmail, Outlook, and others.](#)) Another simple guide can [be found here.](#)
- URL if it is available

The National Network to End Domestic Violence (NNEDV) offers a [Sample Technology Abuse Log](#) that you can use to record.

You've probably noticed that these cater to individual and interpersonal scenarios. But each of these interventions can be utilized for more structural and systemic scenarios as well. For example, if you come across an Instagram page with a lot of misinformation or a Facebook group filled with alt-right propaganda, you can still document this information for evidence, or delegate by reporting it to the social media company.

WHAT IF I'M THE VICTIM OF ONLINE HATE? ERRR ON THE SIDE OF CAUTION



EXAMINE

Before moving forward, it is strongly recommended to consider securing your accounts and examining your digital privacy. Take a look at our **Digital Security** section for some tips and tricks for updating your digital security. Another helpful tool is the **threat assessment checklist** below.

REDIRECT

- **Scroll past and ignore**
 - Choose not to engage for the sake of your own mental health. Studies do show that responding to harassers can aid in reducing trauma but it can be exhausting and sometimes, it is just not worth it. You are allowed to simply scroll past and ignore.
- **Mute/Hide**
 - Most social media platforms will provide you with an option to mute or hide comments and posts on your timeline. Feel free to use this option with reckless abandon. **Note of caution:** If you're worried the hate will escalate, ask someone else to monitor the comments for you just in case.
- **Report**
 - Although reporting doesn't necessitate that the content will be removed, it is still more likely to get removed if it's reported and especially if it's reported multiple times. Each social media platform has different community guidelines and ways of reporting.
 - Use this site <https://www.whoishostingthis.com/> to find out who is hosting any website, and then reporting it to the company.
 - You can report to a third-party organization as well in some cases. Check out the resources section to find a third-party.
 - You can also report to law enforcement if you feel safe doing so. However, if there is explicit mention of carrying out physical violence with details, you must report it to your local law enforcement.
 - Resources for reporting can be found under the **Resources** section of this toolkit.
- **Expose**
 - If there is a greater community threat, exposing the perpetrator is extremely important.

RESPOND

- **Engage them**
 - Engage them in a one-on-one discussion. However, if this person is determined to argue, our suggestion is to engage once and move on.
- **Educate them**
 - You can use fact-checking to respond to the person and educate them. Explain why they're wrong to think this way, and perhaps provide resources for further reading.
- **Question their assumptions**
 - Ask them where they learned that and what caused them to think this way. Perhaps they think they've said nothing wrong. Perhaps they're waiting for someone to change their mind.

RECOVER

- **Seek support (always)**
 - Use helplines: Helplines allow a person who is going through a tough time to work through the difficult and valid emotions they are feeling in any given situation. Instead of dealing with the hate directly, this is a way of dealing with the emotions that are created as a consequence. We've listed a few helplines below but a more extensive list of mental health resources and reporting resources can be found in "Part Four" of this toolkit.
 - <https://kidshelpphone.ca/> specifically for kids, but offers texting, messenger and phone options.
 - <https://www.dcoqt.com/> Helplines allow a person who is going through a tough time to work through whatever emotions they have about a situation – instead of dealing with the hate directly, dealing with the emotions that are created as a consequence.
 - <https://www.crisisservicescanada.ca/en/>
 - <https://www.spectrahelpline.org/our-services> - Spectra offers helpline services in multiple languages (Cantonese, Mandarin, Portuguese, Spanish, Hindi, Punjabi and Urdu), a line for elder abuse support, and a line specifically for seniors.
 - **Reach out to your support network, family, and friends who you can lean on for support**
 - Traumatic events need to be talked about, not to relive them but to be able to move through the emotion behind them. Also, adding a creative element of any form (song, dance, art, writing, etc.) promotes this growth and space to grieve.
 - We should be thinking about ways to support mental health when talking about dealing with online hate, because anyone can report it or get it to stop, but what are we doing to empower individuals to deal with the trauma behind it?
 - **Delegate**
 - Ask someone else to take over while you take a break and recover. Read through our **Self-Care** section for methods you can embody to help you recover.
 - Engage others in rallying behind you and doing the work. Ask folks to participate in mass reporting, signing petitions, or other constructive actions.

THREAT ASSESSMENT CHECKLIST

Before engaging with online harassment, it is always important to ask yourself if you feel physically unsafe. The questions outlined below can help you gauge if the threat is severe or not.

[HeartMob](#) encourages you as a bystander, before you intervene directly, to ask yourself:

What are your identities?

Could they put you at increased risk? For example, if you're a woman witnessing sexist behavior, you might choose to pick a less direct action.

Are your own biases affecting how you perceive the situation or how you intervene?

For example, do you assume that Black and Latino men are more likely to escalate to violence than white men?

Are you triggered or are your own experiences keeping you from seeing a way through?

If when you look at the harassment you feel your body transported back to moments of trauma in your own life, you should know this is a normal response. Trying breath regulating exercising like box breathing (inhale for 4, hold for 4, exhale for 4, hold for 4, repeat) or grounding exercises like putting your feet on the floor, back on your chair, and naming three things you see, two things you can touch, and one thing you can hear. If you're not able to get yourself back into the present moment, you may want to pick a less direct form of intervention.

Is the person targeted by abuse somebody you know?

If so, text, call, or direct message them to check in and offer support. They may not know what they need, so offer to go on a walk with them, buy them a coffee and listen, or help them lock down their digital security.

Is the abuser somebody you know? Do you have a good relationship?

If so, you may be well positioned to directly intervene by pulling them aside and asking them about their behavior.

Does the abuser have a history of escalation?

This can be hard to know, but a quick search through their online presence can be helpful, especially if the abuser is well-known.

Do you have friends who are aware of your plan and can have your back if needed?

Consider letting some friends know what you're up to, so that you know they are there if you need to call on them for support later on.

Because the internet offers a cloak of anonymity to disgruntled people who might have no actual intention of causing physical harm, it can be difficult to know how severe an online threat is and whether it is “just trolling.” Discuss these questions with a friend, family member, or coworker to help you get an accurate idea of what is going on. The following questions, suggested by security experts at major media outlets, can help you assess your sense of safety:

- Has your harasser made an explicit threat that names you specifically and/or includes specific details, such as time and place**
(“Someone should do something” vs. “Here is how I am going to do this thing to you”)
- Does the content of your harasser’s messages contain specific personal details about you or your loved one(s)**
(e.g., your location, your place of employment, the name of your child’s school)?
- Is your harasser using their real name, real email address, real phone number, or otherwise openly identifying themselves while threatening you?**
- Is your harasser engaging in a course of conduct?**
In other words, are they attacking or threatening you repeatedly and in a concerted way?
- Do you know the person who is harassing you?**
If so, do you believe them capable of escalating the abuse?
- Have you been hacked or have your accounts been compromised or taken over?**
- Are you being stalked via electronic communication?**
- Has your abuser published nonconsensual, sexually-explicit images of you?**
- Are you concerned that the content of your harasser’s messages, circulating publicly, will negatively impact your personal or professional life?**

If the answer is yes to any of these questions, we recommend reaching out to your support network, your employer, law enforcement, and/or third-party organizations.

Adapted from the [Online Hate Field Manual](#), another excellent resource.

WORDS MATTER

1. If you're not sure what term or word to use in a situation, avoid guessing. Either ask directly or do some of your own research.
2. Avoid using slang terms or outdated language that have negative connotations. This includes racial slurs, no matter how mainstream they are in your environment. Recognize that folks within a group may use words related to their identity—especially as an act of reclamation—that those outside the group **should not use; do not seek permission to use them.**
3. Accurately and respectfully talk about people's identities, situations, and roles in society
4. Retire outdated and problematic phrases and metaphors. Oftentimes, these phrases have become so embedded in the mainstream that the roots are often unknown. For example, this includes removing vocabulary that casts negative connotations on people's various physical abilities such as "turning a deaf ear" or "turning a blind eye."
5. Talk about policies and solutions in realistic and accurate ways. For example, what do the phrases "tough on crime" or "war on drugs" imply? Research shows that militaristic language and punitive metaphors inspire fear and lead to unduly harsh policy responses.
6. Promote unity, participation, and cooperation over division, extreme individualism, and competition. [The Opportunity Agenda](#) suggests using phrases that reinforce interconnectedness and emphasize a community-based mindset.
7. Reinforce prosperity over scarcity. Doing this demonstrates that we have an abundance of resources, and our society should be a place where everyone has equitable access to opportunities. As an advocate, you can keep conversations productive by pointing out how social programs and policies in place are beneficial for everyone.



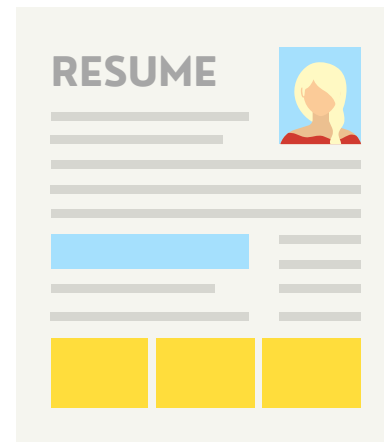
Important Terms and Definitions

Note: this list is not exhaustive and is limited to terms around racism, xenophobia, and online hate. For more terms, [check out this resource](#).

RACISM: Racism is an ideology that either directly (explicitly) or indirectly (implicitly) asserts that one group is inherently superior to others.

- It can be openly displayed in racial jokes and slurs or hate crimes, but it can be more deeply rooted in attitudes, values and stereotypical beliefs.
- In some cases, these are unconsciously held and have become deeply embedded in systems and institutions that have evolved over time.
- Racism operates at a number of levels, in particular, individual, systemic and societal.

SYSTEMIC RACISM: Systems and institutions that are intentionally or unintentionally designed to benefit certain groups and disadvantage others. For example, [in a study](#) conducted by economists Marianne Bertrand and Sendhil Mullainathan, applicants with White-sounding names (such as Emily Walsh) received, on average, 50% more call-backs for interviews than equally qualified applicants with Black-sounding names (such as Lakisha Washington). Another 2014 study found that Black men with no criminal record were more likely to receive fewer callbacks than White men with criminal records.



OPPRESSION: domination (political, economic, social, cultural) of less powerful groups by a more powerful group over a long period of time.

- **PREJUDICE:** When you pre-judge someone without any rationale. It is a preconceived opinion that is not based on reason or actual experience.
- **POWER:** The capacity of an individual or group to influence the actions, beliefs, or conduct of others.
- **AUTHORITY:** Is the perceived legitimate use of power.
- **PRIVILEGE:** An advantage granted or available only to a particular person or group of people.
- **STEREOTYPE:** A widely held but fixed and oversimplified image or idea of a particular type of person or thing.



INTERSECTIONALITY: The idea that multiple identities intersect to create a whole identity. These identities that can intersect include gender, race, social class, ethnicity, nationality, sexual orientation, religion, age, mental disability, physical disability, mental illness, and physical illness as well as other forms of identity. These aspects of identity are not mutually exclusive. Each element or trait of a person is inseparably linked with all of the other elements. Hate isn't only experienced by a specific race and can also target, for example, a person's social class (ex., white people who are experiencing poverty), a person's gender (ex., being trans, being a woman), a person's gender and race/religion (ex., a black woman, a muslim woman, a black muslim woman). This is to demonstrate that each layer of identity can further marginalization.

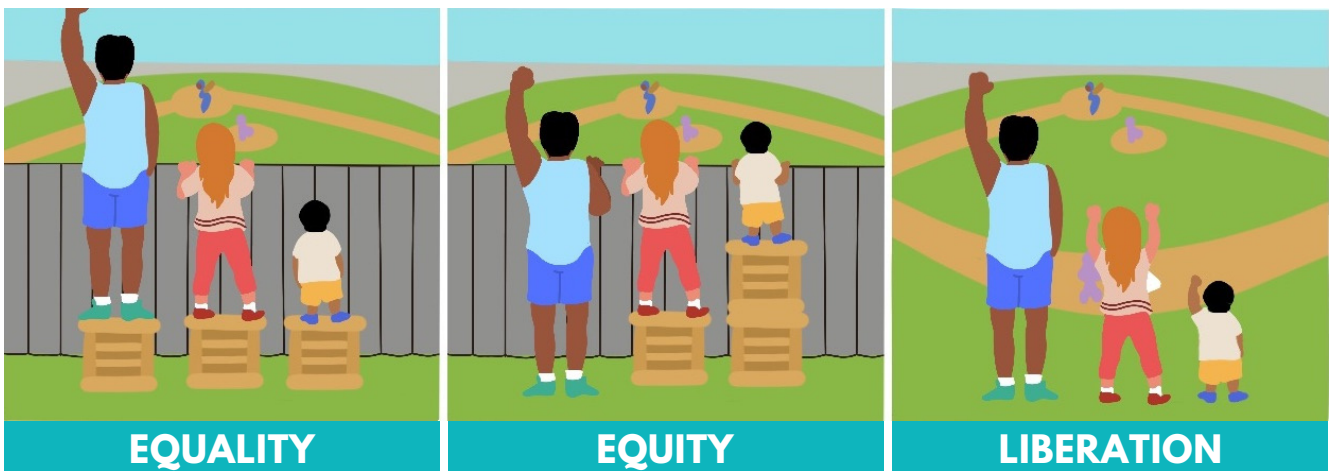
- *Note:* Human Rights and Equity Services acknowledge the concept of intersectional discrimination/harassment and recognizes that people's lives involve multiple interrelated identities, and that marginalization and exclusion may exist because of how these identities intersect.

COLONIALISM: The replacement of Indigenous populations with an invasive settler society that, over time, develops a distinctive identity and sovereignty.

- Not a thing of the past
- Colonial systems and practices are ongoing in Canada – we must come to terms with this.
- Racism and oppression are used to uphold systems of oppression that are beneficial to those who are privileged in that society.
- As racialized communities, and settlers to this country, we have our own responsibilities to ensure we are not feeding into or upholding the colonial structures in this country.
- This must be something we are conscious of in all of the decisions we make.

EQUALITY VS. EQUITY VS. LIBERATION –

- **EQUALITY:** Does not work for marginalized communities who have had a history of oppression and even cultural genocide – that trauma impacts those communities for generations.
- **EQUITY:** A good first step in the process of targeting equitable outcomes. However, we face systemic barriers if equity is the only focus.
- **LIBERATION:** The removal of systemic barriers that lead to inequities in the first place. It looks at what systemic changes need to be made to structures and institutions to produce true equity in society.



ETHNOCENTRISM: Judging another culture solely based on the standards and values of one's own culture. Also, a belief in the inherent superiority of one's own nation or ethnic group.

SOCIAL JUSTICE: The equal distribution of resources and opportunities, in which outside factors that categorize people are irrelevant.

DISCRIMINATION: The unjust treatment of different categories of people or things, especially on the grounds of race, age, sexual orientation, faith or sex.

SHADEISM: Is a form of discrimination based on skin color. Shadeism is both an intra-racial (within members of the same race) and interracial (across members of different races) issue.

ANTI-BLACK RACISM: Anti-Black racism is prejudice, attitudes, beliefs, stereotyping or discrimination that is directed at people of African descent and is rooted in their unique history and experience of enslavement and colonization.

ANTI-INDIGENOUS RACISM: Anti-Indigenous racism is the ongoing race-based discrimination, negative stereotyping, and injustice experienced by Indigenous Peoples within Canada. It includes ideas and practices that establish, maintain and perpetuate power imbalances, systemic barriers, and inequitable outcomes that stem from the legacy of colonial policies and practices in Canada.

MICROAGGRESSION: A statement, action, or incident regarded as an instance of indirect, subtle, or unintentional discrimination against members of a marginalized group such as a racial or ethnic minority. It's crucial to note that while this is referred to as a microaggression, there is nothing micro about the harm it perpetuates.

- **Examples:**



- Engaging in microaggressions might not seem hurtful or bad, but they perpetuate racism and discrimination by dismissing and alienating people from marginalized communities. They are a more implicit form of racism that are hard to pinpoint, but can still have long-lasting mental health impacts.

ISLAMOPHOBIA: Islamophobia is the fear, hatred of, or prejudice against the Islamic religion or Muslims generally, especially when seen as a geopolitical force or the source of terrorism.

ANTI-IMMIGRATION: Opposed to immigrants or immigration: characterized by or expressing opposition to or hostility toward immigrants.

CLASSISM: Prejudice against or in favor of people belonging to a particular social class.

XENOPHOBIA: Fear and hatred of strangers or foreigners or of anything that is strange or foreign.

CULTURAL APPROPRIATION: The unacknowledged or inappropriate adoption of the customs, practices, ideas, etc. of one people or society by members of another and typically more dominant people or society.

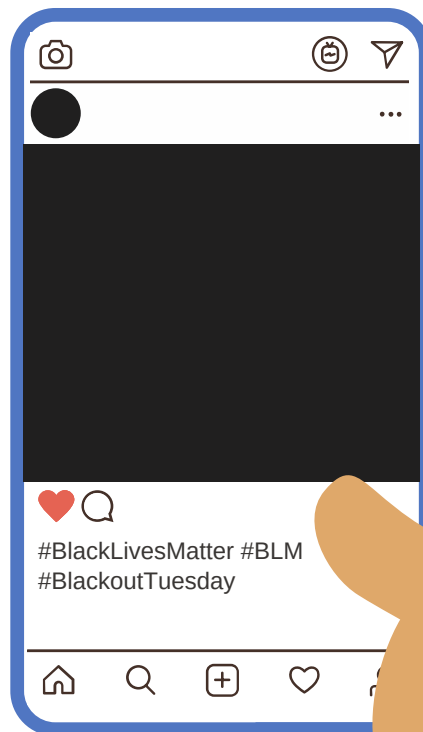
- **Examples:** Clothing and fashion, language, music, food, religious symbols

INTERNALIZED OPPRESSION: The set of psychological effects experienced by individuals who participate in acts of oppression, either as the object of oppression (the oppressed) or as the initiator (the oppressor). These are in addition to direct adverse health, social, and economic effects of oppression. Racism doesn't exist only in the dichotomy of a white person being racist towards a black person. It exists within marginalized groups as well. Internalized racism is the situation that occurs in a racist system when a racial group oppressed by racism supports the supremacy and dominance of the dominating group by maintaining or participating in the set of attitudes, behaviours, social structures, and ideologies in a way that supports the dominating group's power.

ACTIVISM: The policy or action of using vigorous campaigning to bring about political or social change.

PERFORMATIVE

ACTIVISM: Activism done to increase one's social capital rather than because of one's devotion to a cause. For example, only being invested in a cause when it is part of the media cycle but not keeping yourself updated thereafter.



That is enough
activism for
today!

TRAIN AND PREPARE YOUR ORGANIZATION

Adapted from Hollaback, CCOHS, and Harvard Business Review.

Organizations with social justice mandates, non-profit organizations, organizations serving racialized and marginalized communities are all vulnerable to online harassment. Whether it's comments against employees, hateful direct messages, or threatening emails, organizations should be prepared to confront such hate.

An unhealthy workplace results in **increased stress, anxiety, decreased morale, reduced confidence in the organizations, feelings of isolation, and increased turnover** amongst other factors. This only exacerbates if there isn't a plan in place to address these issues. Talking to your employer about online harassment can cause feelings of shame or a sense of fear but discussing the issues you're facing can be a way to expand your support network which is important during trying times.

The employer should provide a safe workplace environment that protects employees both physically and psychologically from risks. High-level management should be committed to having preventative measures in place. It is strongly recommended to have a written policy in which employers establish extensive policy for incidents of online hate.

Designing a framework around preventative and reactive processes is important to reduce the impact of harassment, create a healthy and safe workplace, reduce and prevent the impact of trauma, and build capacity for resilience. Going through each social media platform and examining the security of your organization's accounts is the beginning, what comes next?

AS AN ORGANIZATION...

1. **Recognize and acknowledge the problem:** To begin the process of cultivating an environment where employees feel safe and heard, when someone comes forward about being abused online, leadership should make them feel supported and acknowledge that it is a serious issue that will be addressed. Committing to supporting staff who are victims of online abuse or bullying looks like regularly updating and educating about policies and protocols around social media use and harassment, open dialogue and honest communication with all staff members through emails and meetings, and offering one-on-one support in-person. It is important to be mindful of the isolation and shame that is associated with being abused online, especially for marginalized groups who are disproportionately attacked online due to various intersectional identities. Work together with staff to destigmatize this - especially since online harassment is often aimed at those who identify as women, nonbinary, or BIPOC.

2. **Examine and analyze the scope:** Surveys that are informal and anonymous can be used to understand how staff are handling the burden of online abuse. These surveys can include questions such as how often staff are experiencing abuse and on which platforms, what kinds of tactics they're being subjected to, the emotional, psychological, and professional toll, and how the organization can offer support. [Here is a sample survey.](#)
3. **Design protocols and mandate training:** Provide staff with resources on knowledge about online harassment, as well as action plans with steps on what to do when experiencing a situation of online harassment. These resources should be readily available and accessible through employee handbooks, Slack channels, etc. Make sure staff are aware of these initiatives, as they can help create a safer workplace. Here are a few examples of protocols and training that could be put in place:



Digital security: Provide staff with guidance and training on how to safely use messaging apps, social media platforms, and email. This can look like requiring long unique passwords and [two-factor authentication](#) to protect from hacking and impersonation.



Online abuse: Create clear step-by-step action on what staff can do if they are receiving online harassment. This can also include how to report the issue internally, what kind of support can be offered by the organization, and tactics for combating or neutralizing hate speech.



Social media: Creating social media policies can be helpful, as it is now expected that most of staff will have their own personal social media presence. This can help to navigate harassment online, as well as set a standard for what is okay as a representative of an organization.

4. **Develop an internal reporting system:** Create a reporting mechanism such as a designated email account or Slack channel which is private and discrete, for staff to have a safe space to report issues they are facing. Make sure this space is monitored, and if something is reported, ensure prompt follow-up resources and support. This reporting system can help leadership identify patterns in abuse (multiple staff might be dealing with the same stalker) and assess threats (distinguishing between someone trolling vs. harassment). What are some components of a well-thought out policy?
 - Be developed by management and employee representatives.
 - Outline the process by which preventive measures will be developed and implemented.
 - Encourage reporting of all incidents of bullying or other forms of workplace harassment and violence.

- Outline the confidential process by which employees, including witnesses, can report incidents and to whom.
 - Assure no reprisals will be made against employees who choose to report their experiences.
 - Outline the procedures for investigating and resolving complaints.
 - Maintain confidentiality during the resolution process.
 - Describe how information about potential risks of bullying and violence will be communicated to employees.
 - Offer training to employees around digital security.
 - Make a commitment to provide support services to victims.
 - Offer a confidential Employee Assistance Program (EAP) to allow employees with personal problems to seek help.
 - Provide insurance coverage for therapy and other mental health resources.
 - Make a commitment to fulfill the prevention training needs of different levels of personnel within the organization.
 - Make a commitment to monitor and regularly review the policy.
5. **Offer concrete resources and services:** Cybersecurity services are helpful to offer to staff to help protect against hacking, impersonation, doxing, and identity theft, including password managers and data scrubbers (like [DeleteMe](#)). Offering mental health services is also a very important element in a healthy work environment, this includes personal counselling, legal counselling, and guidance.
 6. **Moderate content:** It is expected that staff members will have their own personal presence on social media, and their safety can be protected by creating and enforcing guidelines for acceptable content. These guidelines can be created through open dialogue with staff, and coming to a conclusion on what the organization as a whole agrees is appropriate and what is not.
 7. **Encourage peer support networks:** Staff should have their own space to share experiences that are separate from leadership. As experiencing online abuse can be very isolating, these safe spaces can offer a space to vent, exchange strategies, and provide support for one another. As mentioned above, make sure they still have access to leadership as well.
 8. **Issue a statement of support:** Let staff know you support them by taking a stand against hate and harassment online. There should be no doubt about where the organization stands when their employees are being harassed online. Oftentimes, the goal of the abuse a staff member is experiencing is to push them out of professional spaces, censor them, or damage their employer/organization. Help fix this power imbalance between the victim and the abuser by publicly and openly supporting staff.

We are facing an unprecedented moment in professional life. The hyper-digital world we've been plunged into is already exacerbating harassment and hate online. At the same time, the Black Lives Matter movement has put much-needed pressure on for-profit and nonprofit organizations to redouble their commitment to creating more diverse, inclusive, and equitable workplaces. Online abuse is a major stumbling block to these efforts. If organizations are serious about supporting staff who identify as women, nonbinary, or BIPOC, it's high time to have their backs in the face of online attacks.

PART 3: DIGITAL SECURITY



“YOU MUST
FIGHT
SOCIAL MEDIA
FIRE

WITH SOCIAL MEDIA
WATER.”

~JAY BAER

“YOU MUST
FIGHT

SOCIAL MEDIA

FIRE

GUIDELINES AND BEST PRACTICES

DOs

- DO Use multi-factor authentication (MFA) where you can. MFA requires an extra identity check to authenticate your login credentials. It may be a bit of an annoyance but it can protect your account from hackers. [This page](#) lists current sites with two-step verification options, and includes links that will help you set it up.
- DO Use a Virtual Private Network (VPN) especially if you are vulnerable to being harassed. VPNs have tons of benefits like encrypting your personal information and securing your network. Check out this [helpful guide](#). There are also end-to-end encrypted email services like [ProtonMail](#).
- DO Use a password generator for stronger passwords. HeartMob recommends making use of online password managers (instead of Google Drive or iCloud) such as [1Password](#), [LastPass](#) and [KeePass](#) that create and keep track of highly random high-security passwords for every account you access online. On your mobile phone Take Back the Tech! recommends [KeePassDroid](#).
- DO Check to see if your information is publicly available online by using “people finder” websites. Through these open databases, anyone can look up an individual’s information. You can request to have your information removed from many of these sites. Some sites include: [Spokeo](#) (to remove listing: http://www.spokeo.com/opt_out/new); [Canada411](#) (to remove listing <http://www.canada411.ca/help.html?key=faq#RemoveListing>) ; [White Pages Canada](#) (to contact them to remove listing <https://www.whitepagescanada.ca/contact/>)
- Depending on organizational and personal capacity, DO turn off comments entirely on posts that you know will trigger hate comments.
- DO Document consistent and hateful comments—you never know when you may need to refer back.
- DO Check with coworkers, management, and HR before opening suspicious emails and links.
- Depending on organizational and personal capacity, DO turn off comments entirely on posts that you know will trigger hate comments.
- DO Have an FAQ for your page; for example, you can create this under the highlights feature on Instagram.
- DO Have an “About Our Page” section that highlights guidelines for your audience when engaging with your posts.
- DO Discuss with your team before clicking any unknown links sent to your email.
- DO Ensure all your applications are updated.

DON'Ts

- DON'T Open emails from unknown email addresses (double check the email address).
- DON'T Reply to suspicious emails with links.
- DON'T Reuse passwords across accounts.
- DON'T Click a link or attachment in an email when you don't know what it is and who it is from.
- DON'T Post sensitive or personal information online.
- DON'T Log onto any websites with personal information on public wifi networks such as online banking, CRA accounts, OSAP accounts, etc.

When Making Decisions About Your Social Media Accounts as an Organization, Ask Yourself:

1. **Do we have the staff capacity to monitor and moderate all comments on our posts? Is it easier to just turn off comments instead?**
2. **Is our staff trained to respond to comments and messages?**
3. **Do they know when to respond and when to ignore or delete?**
4. **Is the material we're posting going to cause backlash and hate? Is our staff comfortable dealing with that? Does our staff know how to configure our social media settings?**
5. **Is our staff equipped with the self-management and self-care tools required when facing online backlash? What protocols are in place to help them blow off steam?**



Tips for Staying Safe on Instagram

FOLLOW



[Instagram Community Guidelines](#)

1. **Privacy:** Instagram accounts can be private or public. Most organizations have public accounts. Go to your **Profile > Click the three horizontal lines on the top right > Settings > Privacy > You can turn it on or off.**
2. **Blocking:** When you block someone on Instagram, they won't be able to find your profile, posts, or stories. **Go to the profile of the person you want to block > tap on the dots at the top right > Block.** Alternatively, you can remove them as a follower, [restrict them](#), or block them from commenting on your photos and videos. Block them from commenting on your photos and videos: **Your profile > Lines at the top right > Settings > Privacy > Comments > Block comments from > Enter their account name > Tap Block**
3. **Reporting:** On Instagram, you can report a profile, a post or a comment. To report a profile, **Go to the profile you want to report > Click the three dots on the top right > Click report.** To report a post, **Three dots on the top right of the post > Report.** To report a comment, **Swipe right on the comment > Click the speech bubble with the exclamation point > Report.**
4. **Mentions:** You can also configure who can @mention you. Mentions are used by others to link your account on their stories, comments, and captions. You can change these settings through **Your profile > Lines at the top right > Settings > Privacy > Mentions > Choose "Everyone", "People you follow", "No one."**
5. **Comment filtering:** There are tons of options for filtering comments on Instagram. Go to **Your profile > Lines at the top right corner > Settings > Privacy > Hidden Words** for a variety of options. From here, you can hide offensive comments, turn on advanced comment filtering, and use the **Custom words and phrase** setting to hide specific words and their similar misspellings from your comments. You can also turn off commenting entirely. **Go to your profile > Click on the post or video where you want to turn off comments > Click the three dots on the top right of the post > Click Turn Off Commenting.**
6. Turn on Two-Factor Authentication: **Your profile > Lines at the top right > Settings > Security > Two-factor authentication.**



[For what to do if your Instagram account is hacked, check out this guide.](#)



Tips for Staying Safe on Twitter



[Twitter Community Guidelines](#)



1. Use [two-factor authentication](#) by navigating to **More > Settings and Privacy > Security and account access > Security**. The bar to the left indicates where the “More” icon is located.
2. Use [password reset protection](#) to ensure that no one can infiltrate and lock you out of your organization’s Twitter account. Checking this option will require you to provide the email address or phone number associated with the account when you try to change your password. **More > Settings and Privacy > Security and account access > Security > Check Additional Password Protection**
3. [Mute words and hashtags](#): **More > Settings and Privacy > Privacy and Safety > Mute and Block > Top right**, click the **plus (+)** sign to add words and phrases you would like to mute. Choose **Home Timeline** if you wish to mute the word from your home timeline. Select **Notifications** if you want to mute the word from your Notifications. Specify whether that is **From anyone** or **From people you don’t follow**.
4. If you don’t want to go through the hassle of muting and blocking words, it might be helpful to turn on the [quality filter and mute specific notifications](#). Advanced filters can mute notifications from people you don’t follow, who don’t follow you, who have default profile photos, and who haven’t confirmed their email or phone number. These filters can protect you from accounts used anonymously to harass users. Turn it on via **Settings and Privacy > Notifications > Filter and/or Muted Notifications**.
5. You also have the option to [shut down DMs](#) from people you don’t follow. Go to **More > Settings and Privacy > Privacy and Safety > Direct Messages** and uncheck **Allow message requests from anyone** to ensure that people you don’t follow can’t send you a direct message.
6. [Protect your tweets](#): with a protected account, only you can approve follow requests and decide who gets to view and engage with your tweets. Go to **Settings and Privacy > Privacy and Safety > Audience and tagging > Click Protect your tweets**.
7. Choose who can reply to your tweets: When you tweet, there’s an option that by default says **Everyone can reply**, you can change that to **Only people you follow** or **Only people you mention**.
8. [Deactivate Location](#): Broadcasting your current location can be dangerous for some people so consider turning location information off. Navigate to **Settings and Privacy > Privacy and safety > Location information** and uncheck **Add location information to my Tweets**. You can also delete location data from past tweets. On mobile, go to **Settings and Privacy > Privacy and safety > Precise location** and turn it off.





Tips for Staying Safe on Twitter



[Twitter Community Guidelines](#)

8



8. Blocking an account: blocked users will no longer be able to follow you or see your tweets when they're logged into that account. They can't send direct messages, view your profile, tag you in photos, or add your handle to their lists. To block, go to the **three dot icon [the more icon]** located at the top right of a Tweet from the account you want to block > **Block > Block to confirm**. To block from a user profile, click the same three dots [the **more** icon] on their profile page to find the block option. The bar above indicates where the "More" icon is located on a Tweet.
9. Muting an account: This feature removes a user's tweets from your timeline without blocking or unfollowing that account. Muted accounts can still send your direct messages and can still follow you but you won't receive push notifications from said account. To mute, on a tweet click the **three dot icon > Mute**. The same setting can be found on the user's profile.
10. Reporting on Twitter: you can report through this [form](#) which will then be reviewed. The form will ask you for the Tweet's URL. This can be found through locating the **Tweet that you want the URL of > click the upward arrow icon > from the pop-up menu, select Copy link to Tweet**. Some tweets may be deleted when you go to report so it is best to document the URL as soon as you see something that you may want to report later because even if the tweet is deleted, the URL can convey that deletion. Unfortunately, Twitter does not accept screenshots as evidence for harassment but don't let this deter you from documenting and taking screenshots as it may be useful later on. You can also report hateful content directly from a profile or or tweet. For a tweet, click the three dots next to the tweet and choose **Report tweet**. To report an account, simply go to the profile of the user, click the three dots next to the username, and click "**Report [username]**".
11. Encourage family and friends to also report the harassment because multiple reports make it more likely that Twitter will take it down, but remember that you can always control your interactions by blocking, unfollowing or muting the harassment.



[For what to do if your Twitter account is hacked, check out this guide.](#)



Tips for Staying Safe on Facebook



[Facebook Community Standards](#)

For a comprehensive resource on what settings are available for your personal account on Facebook, [check out this resource](#).

If you hold an **Admin** role on your organization's Facebook Page, keep reading. On the left side of your business/organization page is a **Settings** option. Here, you can control all the settings of your Facebook page. It can be extremely overwhelming to navigate page settings; you don't have to worry about each and every detail right off the bat. Listed below are some settings that should be prioritized for your organization's Facebook page.

1. It's best to limit others from posting onto your timeline to keep spam and unnecessary information off your page. Make sure Visitor Posts are disabled through **Settings > General > Visitor Posts > Click Disable Visitor Posts**.
2. Country Restrictions: If you are getting a lot of spam from a specific country, it may be beneficial to block audiences from certain countries as well. **Settings > General > Country Restrictions**
3. Profanity Filter: You can choose to hide posts and comments with profanity from your Page. Facebook will hide most commonly reported offensive words and phrases. **Settings > General > Profanity Filter**
4. Page Moderation: In this section, you can block specific words from being posted to your page. If someone is constantly harassing your business page, you can choose a frequent keyword to help you moderate the comments. These comments will then be blocked automatically.
5. Restrict who can comment on your posts: If you want to restrict comments on specific posts, **Go to the post > Click the three dots on the top right > Click Who can comment on your post?**
6. Comments: You can hide, delete, and report comments from your page's posts. **Hover over the comment > Click the three dots that appear to the right of the comment > Choose Delete, Hide, or Give feedback or report this comment.**
7. Banning an account from your page: You can ban an account or remove someone from your page likes. To do this, **Go to Settings > People and other pages > Select the person/people you want to ban or remove > Click the gear icon on the right and choose.**

[For what to do if your Facebook account is hacked, check out this guide.](#)



Tips for Staying Safe on TikTok

[TikTok Community Guidelines](#)

TikTok settings may seem more advanced than other platforms but many users have managed to find a way around them. Listed below are some settings you can configure. As always, settings depend on your and/or your organization's capacity.

1. Privacy:

- a. Making your account private: **Profile tab > Settings [three dots top right corner] > Privacy and Safety > turn on Private Account**
- b. Accounts on TikTok can be Public or Private. Instead of making your account private, you can also just make specific videos private. This can be done before or after posting the video. Before posting: **Who Can View This Video > Private**. After posting: **Share icon > Who Can View This Video > Private**

2. Comments:

- a. Choose who can comment on your video: **Settings [three dots top right corner] > Privacy and Safety > Select "Everyone", "Friends", or "Off"**.
- b. For a single video: **Open the video and click the Share button > Privacy settings > Turn off comments for this video**.
- c. Report a comment: **Hold down the comment > click Report**.
- d. Filtering Words: Words can be filtered out of comments on TikTok. Go to **Settings > Privacy and Safety > select Comment Filters > Filter Keywords**.

3. Direct Messages: You can choose who can send your direct messages. **Settings [three dots top right corner] > Privacy and Safety > "Friends" or "Off"**

- a. **Blocking and Reporting**: When you block someone on TikTok, they won't be able to watch your videos. They also won't be able to interact with you through direct messages, comments, follows, or likes.
- b. To block, **Go to the profile of the account you want to block > click the Settings icon [three dots top right corner] > Block**.
- c. To report, **Go to the profile of the account you want to report > click the Settings icon [three dots top right corner] > Report**, you can report either the account or the content.

[For what to do if your TikTok account has been hacked, check out this guide.](#)



Tips for Staying Safe on Zoom

[Zoom Community Standards](#)

By now you've probably heard of the term "zoom-bombing"; it's a form of attack in which a zoom video-conference call is disrupted generally by trolls or harassers. During the pandemic, it has become a common tactic of abuse and hate. Video calls have been interrupted with racial slurs, pornography, and other types of hate content. Cyberbullying, online sexual misconduct, and attacks against marginalized communities are all common forms of harassment on Zoom.

1. It is recommended not to use your Personal Meeting ID (PMI) which is the default meeting that is launched when you start a meeting from your account. If the meeting is happening with coworkers or friends, sharing PMI isn't considered risky but for public meetings, generate random meeting IDs. If you can, make sure only invited attendees have the information to join meetings.
2. When hosting public meetings, another option is to require that attendees register with their email, name, and specific questions. For advanced settings, you can restrict participants' lists to specific domains and organizations.
3. Have Waiting Room and Passcodes enabled. Waiting rooms allow the host(s) and co-host(s) to control who enters the meeting and when. Passcodes, along with the meeting ID, are shared with invited participants to provide access.
4. Functions and interactions can also be restricted. For meetings, attendees can be allowed to chat either with everyone or the host only.
5. Turn off file transfer to restrict participants from sharing files, including images, videos, and documents. This can protect from unwanted content disrupting your meetings. **Settings > File Transfer > Disable.** Also disable participants from sharing their screens.
6. Disable participants' ability to unmute themselves
7. For larger meetings, consider having one or two moderators to be on alert for any suspicious activity. You can designate co-hosts which enable the same features as hosts.
8. Remove participants. At any point during a meeting you can remove an attendee. **Manage participants > Remove.**
9. Hosts and co-hosts can also temporarily pause meetings to remove participants. **Security > Suspend participant activities.** This will stop all video, audio, chat, screen sharing, and break out rooms.
10. Consider recording your meetings for documentation purposes in case there is disruption.

[For what to do if your Zoom account is hacked, check out this guide.](#)



Meet & Chat



Phone



Meetings



Directory



Settings

PART 4: RESOURCES

“IN EVERY
COMMUNITY, THERE IS
WORK
TO BE DONE.
IN EVERY NATION,
THERE ARE
WOUNDS
TO HEAL.
IN EVERY HEART,
THERE IS THE
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~ MARIANNE WILLIAMSON

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~ MARIANNE WILLIAMS



SELF-CARE TOOLS

Self care is not indulgence, it is preservation - Audre Lorde

JOURNALLING

It is proven that journaling is useful for managing anxiety, coping with depression, and helps reduce stress. Journaling helps you process emotions in a healthy way. Writing provides an opportunity to identify patterns and triggers. It can also be a way to engage in positive self-talk. Set aside a few minutes every day to write; if you find it difficult to get started, [use this list of prompts to help](#). You can also use your phone as a personal journal. There are no rules when it comes to journaling, practice as you see fit. Try and pair journaling with another healthy habit to remain consistent.

EXERCISE AND HEALTHY SLEEP HYGIENE

Movement can boost your mood, improve sleep, and help you deal with depression, anxiety, and stress. A [study](#) conducted by the Harvard T.H. Chan School of Public Health found that running for 15 minutes a day or walking for an hour reduces the risk of major depression by 26%. [Regular exercise releases feel-good endorphins](#) that can enhance your sense of well-being. Identify what you enjoy doing and take small actionable steps towards accomplishing it.

PRACTICING GROUNDING TECHNIQUES

Grounding is a practice that can help you pull away from unwanted memories, and negative or challenging emotions. These techniques can help distract you and refocus on what's happening in the present moment. Techniques can be physical and mental. Some of these physical techniques include taking a short walk, taking deep breaths, or chewing on ice. Mental techniques include reciting or singing out loud, visualizing a task you enjoy doing, or playing a memory game. Soothing techniques include sitting with your pet, holding something comforting whether that's a blanket or a person. Healthline has an [extensive list of grounding techniques](#) you can use.

SETTING BOUNDARIES

Setting boundaries can help us make sure that we are not being taken advantage of. Additionally, they can also help us communicate what we feel in a calm and productive manner. In the sphere of online hate, setting boundaries can look like taking time away from social media. Overstimulation can be overwhelming and it's important to take mental and physical breaks, especially if you're constantly seeing negativity and hate. [Enforcing boundaries on social media](#) also means not allowing everyone access to your online space, cleaning up your list of followers and who you're following, and not engaging with everything you see.



REACHING OUT TO YOUR SUPPORT NETWORK (Personal or Within the Community)

This cannot be stressed enough. Research has [shown](#) that having a social support system can have a positive impact on your overall mental health. Community, family, friends are all important sources of comfort during difficult times. Support networks boost an individual's self-esteem, promote good mental health, and alleviates feelings of emotional distress. Support networks can be created from scratch or can even be found in the forms of family, friend groups, support groups, workout groups, and co-workers. If your job makes you more vulnerable to harassment, your co-workers can be a source of comfort; coming together to debrief, vent, and heal can be extremely cathartic and necessary.

ACTIVISM

Joining a protest, signing a petition, or simply bringing awareness to an issue can help us make connections with individuals who can aid us on the road to healing. Feeling out of control and helpless are negative emotions that can spiral and the best way to tackle that is to counteract it with action. When you take action, you reclaim your agency and your ability to do something regardless of how small it may seem. If there is a social issue that you find yourself getting increasingly frustrated with, get involved!

LIVED EXPERIENCE AND STORYTELLING

Storytelling is a powerful tool. Hearing other people's experiences whether that's through podcasts, books, social media or real life is critical in healing and learning. It's about connecting with others, finding commonalities, and appreciating differences. [It can help us feel less alone thus healing us while also serving as a tool for education.](#)

THERAPY AND COUNSELLING

Therapy can help us let out our feelings in a safe and non-judgemental space, and can also help us heal productively. Simply talking about your thoughts and feelings with a supportive person can often make you feel better. While the support of friends and family is important, therapy is different. Therapists are professionally-trained and can help you get to the root of your problems, overcome emotional challenges, and make positive changes in your life. [Psychotherapy](#) can also help build self-esteem, strengthen coping mechanisms, and improve social and community functioning. Check out our list of mental health resources below.



RESOURCES

This list of resources was compiled in collaboration with **Alliance of Educators for Muslim Students [AEMs]**

CANADA-WIDE

Canada Suicide Prevention Service: Call 1-833-456-4566, Available 24/7/365; Send a text to 45645, Available 4 PM - Midnight EST.

First Nations and Inuit Hope for Wellness Help Line: The Hope for Wellness Help Line was established as a specific resource for First Nations and Inuit to provide immediate, culturally competent telephone counselling, 24 hours a day, seven days a week and is available in English, French and upon request in Cree, Ojibway, and Inuktitut. Online chat services are currently available in English and French, with expansion to Indigenous languages currently being explored as this new service launches. 1 855 242-3310 or Online Chat.

Kids Help Phone is Canada's only bilingual phone and online counselling service for youth. It's free, anonymous, and confidential. 1-800-668-6868 (24 hours) or Text "TALK" to 686868 to reach a counsellor.

Black Youth Helpline (416-285-9944/1-833-294-8650) serves all youth and specifically responds to the need for a Black youth specific service. Listed as a National Helpline for Canadian Youth. Hours of Service: 9 AM-10 PM

Naseeha (1-866-627-3342) provides an anonymous, non-judgmental, confidential and toll-free peer support helpline for Muslim and non-Muslim youth experiencing personal challenges. Naseeha's services are open to all regardless of age, race, ethnicity, sexual orientation, gender identity, family makeup, social status, income, ability, physical and mental health, and religion.

QUEBEC

Tel-jeunes Helpline: 1-800-263-2266 or text 514-600-1002

ALBERTA

24-Hour Addiction Helpline: 1-877-332-2322. Toll free from anywhere in Alberta: 1-866-408-5465.

Mental Health Helpline (24/7): 1-877-303-2642

Important resource for multiple mental health resources across Alberta

BRITISH COLUMBIA

VictimLinkBC toll-free, confidential, multilingual service available across B.C. and the Yukon, 24 hours a day, seven days a week, and can be accessed by calling or texting 1-800-563-0808 or sending an email to VictimLinkBC@bc211.ca.

VictimLinkBC provides service in up to 150 languages, including many Indigenous languages.

The Crisis Centre at 1-800-784-2433

NEW BRUNSWICK

Mobile mental health support: 1-888-811-3664

Chimo Helpline: 1-800-667-5005

MANITOBA

Klinik Crisis Line: 204-786-8686 or 1-888-322-3019 or TTY 204-784-4097

Manitoba Suicide Prevention & Support Line: 1-877-435-7170 (1-877-HELP170)

Klinik Sexual Assault Crisis Line: 204-786-8631 or 1-888-292-7565 or TTY 204-784-4097

Manitoba Farm, Rural & Northern Support Services: Online Counselling at supportline.ca or 1-866-367-3276 (Available Monday to Friday from 10 am to 9 pm)

SASKATCHEWAN

Piwapan Women's Centre Crisis Line: 306-425-4090. Available 24/7.

Prince Albert Mobile Crisis Unit: 306-764-1011. Available Monday to Friday from 4 pm - 8 am, 24 hours on Saturday and Sunday.

Regina Mobile Crisis Services Hotline: 306-757-0127. Available 24/7.

Saskatoon Mobile Crisis: 306-933-6200. Available 24/7.

West Central Crisis and Family Support Centre: 306-463-6655. Monday to Friday from 9 am-noon, 1 pm - 5 pm. After Hours: 306-933-6200.

Southwest Crisis Services: 1-800-567-3334. Available 24/7.

NOVA SCOTIA

Mental Health Mobile Crisis Team (MHMCT): 24/7 Provincial Telephone Crisis Line for children, youth, or adults who are experiencing a mental health crisis. (902) 429-8167 or 1 (888) 429-8167 (Toll Free).

Bullying Helpline: 1-902-490-7283

Avalon Sexual Assault Centre: 1-902-422-4240

Bryony House: We provide safe shelter and support services for women and families impacted by intimate partner violence and abuse. Contact info: 1-902-429-9002

PRINCE EDWARD ISLAND

Mental Health and Addictions Information Line: 1-833-553-6983 Mental health professionals will be answering the calls seven days a week, 24 hours a day.

The Island Helpline: 1-800-218-2885 (toll-free). Available 24 hours, seven days a week.

NEWFOUNDLAND AND LABRADOR

24-hour province-wide mental health crisis phone line: (709)-737-4668

[Bridge the Gap mental health crisis line](#): 1-888-737-4668

[Newfoundland and Labrador Health line](#): 1-888-709-2929

ONTARIO

[Across Boundaries](#) provides a dynamic range of dignified, inclusive and compassionate mental health and addiction services and programs for racialized communities in Afrikaans, Amharic, Arabic, Bengali, Caribbean dialects, Dari, Farsi (Persian), Harare, Hindi, Mandarin, Pashto, Punjabi, Shona, Somali, Swahili, Tsonga, Twi, Urdu, Xhosa

[BounceBack Ontario \(Toll-Free: 1 866 345 0224\)](#) is a free, guided self-help program that's effective in helping people aged 15 and up who are experiencing mild-to-moderate anxiety or depression, or may be feeling low, stressed, worried, irritable or angry. Services available in Arabic.

[Canadian Centre for Victims of Torture](#) is a community-based organization that helps victims of torture, war, genocide and crimes against humanity. CCVT provides treatment, tools and support that allow refugees to heal from trauma and become active community members. Youth Settlement Counsellor: 416-363-1066 EXT: 227; Parenting Support: 416-363-1066. Children and Youth Programs Support is available in various languages including Arabic.

[Distress Centres of Greater Toronto Area](#) provides support in [English](#), [Cantonese](#), [Mandarin](#), [Portuguese](#), [Spanish](#), [Hindi](#), [Punjabi](#) and [Urdu](#).

[Family Services of York Region](#) Supported languages Tamil, Hindi, Urdu, Farsi, Mandarin/Cantonese, Gujarati, Punjabi

[Harriet's Youth Support Line](#) (1-877-695-2673) is a 24-hour emergency / crisis response line for African, Caribbean, and Black youth. Text messaging is available for young people who do not feel like speaking to someone, but are still in need of help.

[Hong Fook](#) provides a continuum of mental health services covering the spectrum from "promoting wellness" to "managing illness" in Cambodian, Chinese (Cantonese and Mandarin), Korean, Vietnamese and English.

[Human Rights Legal Support Centre](#): The Human Rights Legal Support Centre provides legal services throughout Ontario with Lawyers located in Toronto, Hamilton, Guelph, London, Windsor and Thunder Bay.

[ICNA Relief Canada](#) (905-858-1067) provides a non-clinical aspect of counselling to clients in need

[Jewish Family and Child Services](#) is a multi-service agency that strengthens and supports individuals, children, families and communities within the context of Jewish values. Jewish Family and Child Services offers affordable, professional counselling that is confidential and convenient.

[JVS Toronto](#) offers individual counselling for children, adolescents and adults addressing symptoms related to mental health such as anxiety, depression or anger. They also offer counselling to parents as they strive to provide the best for their children while dealing with their own stressors.

[Khalil Center](#) Khalil Center Helpline: is a psychological and spiritual community wellness center advancing the professional practice of psychology rooted in Islamic principles. Khalil Center utilizes faith-based approaches rooted in Islamic theological concepts while integrating the science of psychology towards addressing psychological, spiritual and communal health

[Muslim Family and Child Services](#) (416) 910-1253 is a not for profit organization using an integrated network of professional consultants and community support services including crisis intervention

[PCHS - Punjabi Community Health Services](#) offers mental health and addictions, geriatric, settlement, child, youth and family services.

[Pflag York Region \(Anonymous Support Line: 1-866-977-3524\)](#) is York Region's LGBTQ2 support, resource and education network – bringing together all members of the community

[Sikh Family Helpline](#) (1-800-551-9128) is a non-emergency helpline providing support and connecting individuals to service providers in English and Punjabi .

[SOCH Mental Health](#) aims to empower South Asian community members to recognize and accept mental health as an essential part of their wellness through education, prevention, and building resilience.

[South Asian Legal Clinic of Ontario](#)

[TAIBU Community Health Centre](#) provides intersectional, equity-based and culturally affirming practices for YRDSB students who self-identify as Black, including Individual Therapeutic Counselling with a referral via a school Social Worker or Psychology Services Professional

[Wellnest Therapy](#) a space of a racially diverse group of therapists with the objective of providing a range of support services, our focus is anti-oppressive, anti-racist, feminist, trauma-informed and LGBT2Q-aligned. Toronto Distress Line (416-408-4357) or text 45645

[York Rainbow Support](#) (1-888-967-5542) provides Individual, Couple and Family counselling services for Lesbian, Gay, Bisexual, Transgender, Two Spirit, Queer & Questioning individuals.

[310-COPE](#) provides crisis counselling for all. Professional counsellors are available 24 hours a day, 7 days a week.

[MOBYSS \(The Mobile Youth Walk-In Clinic\)](#) offers a safe space to talk to a medical or mental health professional in a warm, welcoming, and friendly environment. Services are 100% free and confidential with staff who are caring and non-judgemental. A health card is not required and there are no referral requirements.

Victim Services of York Region

provides crisis counselling and referrals for longer-term support. Advice and support for families and educators on best practices for providing support can be found [here](#)

NUNAVUT

Kamatsiaqtut Helpline 1-867-979-3333. Toll-free at 1-800-265-3333

NWT Crisis Line 1-800-661-0844
(Available 9 pm - 1 am ET)

YUKON

Canadian Mental Health Association Yukon Division Reach Out Support Line: Call 1-844-533-3030

VictimLinkBC toll-free, confidential, multilingual service available across B.C. and the Yukon, 24 hours a day, seven days a week, and can be accessed by calling or texting 1-800-563-0808 or sending an email to VictimLinkBC@bc211.ca. VictimLinkBC provides service in up to 150 languages, including many North American Indigenous languages.

NORTHWEST TERRITORIES

The NWT Help Line 1-800-661-0844 available 24 hours a day, 7 days a week. It is 100% free, confidential and anonymous

REPORTING TO LAW ENFORCEMENT

Choosing whether or not to report severe instances of online hate to the police can be a difficult decision, especially because marginalized groups have suffered deeply at the hands of law enforcement. Additionally, Reporting online hate and hate crimes in general can be confusing. It is not a straightforward process and varies from municipality to municipality. As always, if this is an emergency call 911.

Below is a list of a some major police departments in Canada that have a separate hate crime reporting page listed on their website:

OTTAWA POLICE SERVICE

Ottawa has one of the more comprehensive online reporting methods available. On their website they state that the OPS has “zero tolerance for any incident of hate or bias” and “encourage residents to contact [them] so that [they] can assign officers to investigate.”

According to the [Ottawa Police Service](#), in order for police to lay a Hate-Motivated or Bias-Motivated criminal charge, there are two things that must first occur:

1. A criminal offence must have occurred (e.g. an assault, damage to property, uttering threats etc.); and
2. Hate or Bias toward a victim must have motivated the criminal offence (e.g. because of the victim's race, nationality, ethnic original, language, skin colour, religion, sex, age, mental or physical disability, sexual orientation etc.).

They recommend the following if you're a victim of a hate crime:

- Contact the Hate and Bias Crime Unit by calling (613) 236-1222, ext. 5025
- To report as a bystander, call (613) 236-1222, press 1 for English, then 2 to connect to the Communications Centre
- Hate Crime Reports can also be filed online here: ottawapolice.ca/onlinereporting
- Anonymous tips can be submitted by calling Crime Stoppers toll-free 1-800-222-8477 or at crimestoppers.ca

YORK REGIONAL POLICE

According to [York Regional Police](#), A hate crime is a criminal offence committed against a person or property, that is perceived to be motivated and/or is motivated, in whole or in part by the suspect's hate, bias or prejudice based on real or perceived race, national or ethnic origin, language, colour, religion, sex, age, mental or physical disability, sexual orientation or any other similar factor.

They recommend the following if you're a victim of a hate crime:

- Write down relevant details of the incident
- Keep all relevant evidence

As of right now, they do not have much information around reporting online harassment. Their toll free line is 1-866-876-5423. For some incidents like theft and fraud, they do have an [online reporting portal](#).

TORONTO POLICE SERVICE

[Toronto Police Service](#) recommends the following if you're a victim of a hate crime:

- To report a hate crime or hate incident that is not an emergency, call 416-808-2222.
- Intelligence services can also direct you to an officer from hate crime unit
- To report crimes anonymously, call Crime Stoppers at: 416-222-8477 (TIPS) or online at: 222tips.com or torontopolice.on.ca/crimeprevention/

VANCOUVER POLICE DEPARTMENT

The Vancouver Police Department is “committed to making Vancouver safe for everyone.” The department’s website encourages you to report hate incidents even if it may not be considered a crime in the Criminal Code.

The [Vancouver Police Department](#) recommends the following to report a hate crime:

- If there is no immediate safety risk, and you saw the suspect, or there is physical evidence of an offence, there is a non-emergency line you can call 604-717-3321
- If you want to document an incident and there are no safety risks, no physical evidence, and no identifiable suspects, you are encouraged to use this [PDF form](#) available in multiple languages.
- Hate Crime investigator can be reached by email at vpd.diversity@vpd.ca (*not monitored 24/7).
- They also recommend two services you can reach out to: [VPD Victim Services and VictimLinkBC](#)
- They encourage documenting all information including texts and videos.

CALGARY POLICE SERVICE

Calgary Police Service, on the other hand, states explicitly that the police can only intervene if the law has been broken. The hate and bias crimes page on their website states that Canadians have “fundamental freedoms” and that Canada is a “free and democratic society” even if “many citizens might not agree with the viewpoints of certain groups who openly demonstrate to voice hate based ideas.”

[Calgary Police Service](#) recommends the following:

- Hate incidents can be reported to the [Alberta Human Rights Commission](#) via their confidential inquiry line at 403-297-6571, or to The Alberta Hate Crime Committee at www.stophateab.ca.
- If you would like to report a crime but are not presently in danger, call the non-emergency police line at 403-266-1234.

EDMONTON POLICE SERVICE

[Edmonton Police Service](#), much like Vancouver Police Service, “wants to know about hate crimes and non-criminal hate incidents.”

They recommend:

- For non-emergencies, call 780-423-4567
- To report anonymously, call Crime Stoppers at 1-800-222-8477
- They encourage noting descriptions of people, clothing, vehicles, and video evidence but only if it is safe to do so.
- For those who have been affected by a hate crime or incident, you are encouraged to contact the [EPS Crime and Trauma Informed Support Services](#) by [email](#) or call 780-421-2217.

SERVICE DE POLICE DE LA VILLE DE MONTRÉAL

According to [SPVM](#), hate crime is a criminal offence [such as](#) physical attacks due to the colour of your skin, or threats due to your religion whereas a hate incident is a non-criminal act, [such as](#) distribution of offensive and unsettling material targeting an ethnic group.

SPVM redirects you to the following:

- [File a police report](#)
- Report activity anonymously to [Info-Crime Montréal](#) at 514-393-1133
- Contact the [Crime Victims' Assistance Centre \(CAVAC\)](#) at 1-866-532-2822
- Contact the [Centre for Prevention of Radicalization Leading to Violence](#) at 516-687-7141 or 1-877-687-7141

As you can see, there is no standardized method of reporting to your local police department. Each municipal police department will have a different set of protocols, if any. Some police departments may directly refer you to a community organization. **Please utilize your discretion when attempting to report to law enforcement.**

THIRD-PARTY REPORTING AND VICTIM SERVICES

National Council of Canadian Muslims: <https://www.nccm.ca/programs/incident-report-form/>

Fight COVID-19 Racism: www.covidracism.ca

ACT2EndRacism: www.act2endracism.ca/racism-form

Elimin8hate: www.elimin8hate.org/fileareport

Canadian Anti-Racism Network: stopracism.ca/reportfrm.php

Coalition of Muslim Women of KW: <https://reportinghate.ca/>

Resilience BC: <https://www.resiliencebc.ca/report-support/report-a-hate-incident/>

HUMAN RIGHTS COMMISSIONS

FEDERAL

[Canada Human Rights Commission](#)

PROVINCIAL/TERRITORIAL

[Ontario Human Rights Commission](#)

[Québec Commission de Droits de la Personne et des Droits de la Jeunesse](#)

[The Manitoba Human Rights Commission](#)

[Saskatchewan Human Rights Commission](#)

[Alberta Human Rights Commission](#)

[British Columbia: Office of the Human Rights Commissioner](#)

[New Brunswick Human Rights Commission](#)

[Nova Scotia Human Rights Commission](#)

[Prince Edward Island Human Rights Commission](#)

[Newfoundland and Labrador Human Rights Commission](#)

[Yukon Human Rights Commission](#)

[Northwest Territories Human Rights Commission](#)

COMMUNITY ORGANIZATIONS, PARTNERS, AND MEMBERS OF THE ANTI-HATE COMMUNITY LEADERS' GROUP

1. [211 Find Help Information Services](#)
2. [Access Alliance Multicultural Health and Community Services](#)
3. [Across Boundaries](#)
4. [Alliance for South Asian AIDS Prevention](#)
5. [Bangladeshi-Canadian Community Services \(BCS\)](#)
6. [Canadian Anti-Hate Network](#)
7. [Canadian Arab Federation](#)
8. [Canadian Arab Institute](#)
9. [Canadian Association of Jews and Muslims](#)
10. [Canadian Centre for Victims of Torture](#)
11. [Canadian Council of Muslim Women \(CCMW\)](#)
12. [Canadian Muslim Vote](#)
13. [Catholic Crosscultural Services](#)
14. [Coalition Against White Supremacy & Islamophobia \(CAWSI\)](#)
15. [Centre for Newcomers](#)
16. [Centre of Race and Culture](#)
17. [Chinese and Southeast Asian Legal Clinic](#)
18. [Chinese Canadian National Council for Social Justice](#)
19. [Chinese Canadian National Council Toronto Chapter](#)
20. [City of Toronto - Confronting Anti-Black Racism Unit](#)
21. [Colour of Poverty - Colour of Change](#)
22. [Gibraltar Leadership Academy](#)
23. [Hispanic Development Council](#)
24. [Islamic Foundation of Toronto](#)
25. [JSpaceCanada](#)
26. [Midyanta Community Services](#)
27. [National Council of Canadian Muslims](#)
28. [Ontario Agency for Health Protection and Promotion](#)
29. [Ontario Council of Agencies Serving Immigrants \(OCASI\)](#)
30. [Ontario Human Rights Commission](#)
31. [Progressive Intercultural Community Society](#)
32. [Punjabi Community Health Services](#)
33. [Roots Community Services](#)
34. [Salaam Canada](#)
35. [South Asian Legal Clinic of Ontario](#)
36. [South Asians Women's Rights Organization](#)
37. [Tamil Canadian Centre for Civic Action](#)
38. [United Way East Ontario](#)
39. [United Way of Greater Toronto](#)
40. [Urban Alliance on Race Relations](#)
41. [World Sikh Organization](#)
42. [YWCA Canada](#)

PART 5: REFERENCES

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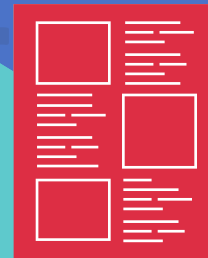
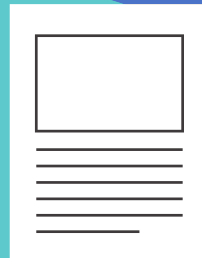
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